



COD Processing Update

June 24, 2011

NEWS/UPDATES

- **Social Security Number (SSN) Assignment Change and Impact On Application Processing (06/23/11)**

On June 25, 2011 the Social Security Administration (SSA) will implement new guidelines for assigning Social Security Numbers (SSNs). SSA will begin assigning SSNs in previously unused numeric ranges, including the range beginning with "8".

This change at SSA will impact Federal Student Aid's process for assigning pseudo SSNs beginning with "888" to students from the Pacific Islands. We have begun the work needed to modify our systems to reflect the change at SSA. We expect to complete this work in October 2011. More information about these system updates will be forthcoming.

For complete information regarding the SSN assignment change, refer to [the June 23, 2011 Electronic Announcement](#) posted on the IFAP Web site.

- **Availability of Direct Loan (DL) Tools for Windows, Release 11.0 (06/21/11)**

Federal Student Aid is pleased to announce the availability of William D. Ford Federal Direct Loan (DL) Tools for Windows, Release 11.0, a supplemental software product for Direct Loan participants. DL Tools is available for download on our Federal Student Aid Download ([FSAdownload](#)) Web site, located at <https://www.fsadownload.ed.gov>.

In addition to the software, the following Release 11.0 user documentation is now available on the [FSAdownload](#) Web site:

- DL Tools, Release 11.0 Cover Letter (provides information regarding enhancements available in Release 11.0)
- DL Tools, Release 11.0 Installation Guide (provides technical guidance regarding installing and using Release 11.0)

For complete information about the DL Tools software, refer to [the June 20, 2011 Electronic Announcement](#) on the IFAP Web site.

- **Availability of EDEXpress for Windows 2011-2012, Release 3.0 (06/21/11)**

Federal Student Aid is pleased to announce the posting of EDEXpress for Windows 2011-2012, Release 3.0, on the Department's Federal Student Aid Download ([FSAdownload](#)) Web site, located at <https://www.fsadownload.ed.gov>.

Release 3.0 adds enhancements to the William D. Ford Federal Direct Loan (Direct Loan) module to store the new Previous Application ID field sent in PLUS Application Acknowledgment (CRSP12OP) files and require a valid SAR/ISIR transaction number on PLUS and Grad PLUS loan records. Additionally, Release 3.0 updates the 2011-2012 Federal Pell Grant Payment and Disbursement Schedules used by the Packaging and Pell Grant modules.

For complete information on Release 3.0, refer to [the June 20, 2011 Electronic Announcement](#) posted on the IFAP Web site.



• **TEACH Grant Closeout Information for 2010-2011 Award Year (06/21/11)**

The Teacher Education Assistance for College and Higher Education (TEACH) Grant closeout deadline for the 2010-2011 Award Year is **Friday, September 30, 2011**. This is the last processing day of the award year, so all school data must be received and accepted by this date, and any necessary funds must be requested in G5, in order for this information to be included in a school's final Ending Cash Balance for the year. To be considered successfully closed out, the school must—

- Have an Ending Cash Balance (Net Drawdowns – Total Net Booked Disbursements) of \$0 and Total Net Unbooked Disbursements of \$0, as reflected on the TEACH Grant School Account Statement (SAS).

For initial operational guidance about what closeout means and the tools a school can use to complete it, refer to [the June 21, 2011 Electronic Announcement](#) posted on the IFAP Web site.

• **2011-2012 COD Technical Reference June 2011 Update Now Available (06/17/11)**

The [2011-2012 COD Technical Reference June 2011 Update](#) is available on the Information for Financial Aid Professionals (IFAP) Web site. The 2011-2012 COD Technical Reference contains development information for the 2011-2012 Award Year. For a complete list of updates, refer to the "[June 2011 Change Tracking Log](#)." If you have any questions about this material, contact the COD School Relations Center.

CURRENT ISSUES

DIRECT LOANS

Subsequent Direct PLUS Loan Request Issue- Some Borrowers Can't Move to Step 2 (05/20/11)

Federal Student Aid has identified an issue in which some borrowers are not able to complete a Direct PLUS Loan Request via the [StudentLoans.gov Web site](#). After completing the required information for Step 1 of the process and clicking "Continue," the page reloads, but does not advance to Step 2. The borrower receives no error message and is unable to complete the rest of the application.

Currently, this issue impacts a very limited number of borrowers who have Driver's License information that includes special characters accepted and stored on the COD System (the Driver's License information was likely populated when a Master Promissory Note was completed or when a Direct Loan award was submitted) and is then trying to complete a Direct PLUS Loan Request.

Federal Student Aid is working on a fix for this issue and plans to implement it as soon as possible. In the meantime, if a borrower reports this issue, the school should contact the COD School Relations Center for further assistance.

Federal Student Aid regrets any inconvenience to our StudentLoans.gov customers. If you have questions, contact the COD School Relations Center.

GRANTS

There are no Grant specific issues to report at this time.

REMINDERS

Impact on COD Processing June 26, 2011 (06/21/11)

Federal Student Aid is planning several system maintenance activities on June 26, 2011. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These



activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Extended COD System Maintenance

From 1:30 A.M. (ET) until 1:00 P.M. (ET) on Sunday, June 26, 2011—

- Users will not be able to submit or retrieve data via the [COD Web site](#).
- An individual will not be able to complete online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, endorse a Direct PLUS Loan electronically or view loan correspondence via the [StudentLoans.gov Web site](#).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#).
- Batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

Contact Information: If you have questions, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans. You may also e-mail CODSupport@acs-inc.com.

COD Holiday Schedule For July 4, 2011 (06/24/11)

The COD School Relations Center will be closed on Monday, July 4, 2011 in observance of the Independence Day Federal holiday. The COD System will accept and process data from schools and send back responses/acknowledgements on July 4, 2011, but schools will not be able to receive any Federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, July 5, 2011.

Further information regarding Independence Day processing and customer service hours for COD and other Federal Student Aid/ED call centers is posted in a [June 23, 2011 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

COD Computer-Based Training (06/24/11)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT).

The COD CBT consists of component simulations and CBTs. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the “Tools for Schools” section on the home page, click on [COD Computer-Based Training](#).

If you have questions or comments about the COD CBT, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans. You may also e-mail CODSupport@acs-inc.com. If you e-mail your question or comment, please include “COD CBT Question/Comment” in the subject line.

Sending Addresses for U.S. Territories and Foreign Countries on the Common Record or the COD Web site (06/24/11)

When submitting student or borrower addresses or address changes to the Common Origination and Disbursement (COD) System, it is important that the correct tags are used, particularly when the student or



borrower address is located in a U.S. Territory or Foreign Country. If these addresses are not submitted correctly, important correspondence from the COD System and the federal loan servicers is delayed or not received.

- When a student or borrower address is located in a U.S. Territory it is considered a domestic address. Do not submit a Country Code.
- When a student or borrower address is located in a Foreign Country, it is treated as a foreign address.

See below for the correct procedures for submitting U.S. Territories and Foreign Country addresses via the Common Record batch submission or COD Web site.

Submitting Addresses for U.S. Territories and Foreign Countries via the Common Record

When creating or updating a person record via the Common Record batch submission, a school should send the address block with the following tags:

Schema Version	Included Tags for Domestic Address, including U.S. Territories	Excluded Tags for Domestic Address, including U.S. Territories	Included Tags for Foreign Addresses
3.0c or 3.0d	<AddressLine> <City> <StateProvinceCode> <PostalCode>	<StateProvince> <CountryCode>	<AddressLine> <City> <StateProvince> (Optional) <PostalCode> (Optional) <CountryCode>

Submitting Addresses for U.S. Territories and Foreign Countries via the COD Web site

When creating or updating a person record on the COD Web site, a school should select the U.S. Territory from the dropdown box in the State/Province field. A school should select the Country field as “Blank”.

A complete list of State Codes (including U.S. Territories), Jurisdictions, and Country Codes are provided in Volume VI, Section 4 of the [2010-2011 COD Technical Reference](#). If you have questions about this information, contact the COD School Relations Center.

2011-2012 COD System Peak Processing Reminders (6/20/11)

In late June 2011, we will begin another peak processing period for the 2011-2012 Award Year.

In [a June 17, 2011 Electronic Announcement on the IFAP Web site](#), Federal Student Aid provides COD System peak processing reminders to assist schools with planning and processing.

Thank you for your patience and understanding during this peak processing period.