

COD Processing Update

June 30, 2016

NEWS/UPDATES

- **COD Holiday Schedule For July 4, 2016 (6/22/16)**

The COD School Relations Center will be closed on Monday, July 4, 2016 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, 2016, 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, 2016.

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 21, 2016 Electronic Announcement](#) on the IFAP Web site.

- **COD Batch Processing Suspension and Web Site Outage Information (6/30/2016)**

To install the COD System functionality, we will suspend COD batch processing beginning at 8:00 A.M. (ET) on Saturday, July 9, 2016. Records submitted after this time will be held and processed after 8:00 P.M. (ET) on Saturday, July 9, 2016.

In addition, between 8:00 A.M. (ET) and 8:00 P.M. (ET) on Saturday, July 9, 2016—

- Users will not be able to submit or retrieve data via the [COD Web site](#).
- Users will not be able to access the COD Reports area of the [COD Web site](#).
- An individual will not be able to complete any actions or view loan correspondence via the [StudentLoans.gov](#) or the [TEACH Grant Web sites](#). This includes but is not limited to, signing master promissory notes, complete counseling, submitting Loan Consolidation applications or Income-Driven Repayment Plan requests.

Your understanding and patience is appreciated while this important activity is completed. If you have any questions about the COD System, please contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans.

- **G5 System Outage July 19-26, 2016 (6/30/16)**

During the period of July 19-26, 2016, the Department of Education (the Department) will perform extended system maintenance to its core systems, including G5. Please review the following information to determine how processing at your school will be affected.

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@ed.gov.

G5 System Outage

From 9:00 P.M. (ET) on Tuesday, July 19, 2016 through 6:00 A.M. (ET) on Tuesday, July 26, 2016, the G5 Web site will not be available. Schools will not be able to draw down or return funds during this period for the following Title IV Programs:

- Federal Pell Grant (Pell Grant)
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work-Study (FWS)
- Teacher Education Assistance for College and Higher Education Grant (TEACH Grant)
- William D. Ford Federal Direct Loan (Direct Loan)
- Iraq and Afghanistan Service Grant

Note: In a [May 5, 2016 Electronic Announcement](#), we reminded schools that the Direct Loan closeout deadline for the 2014-2015 Program Year is Friday, July 29, 2016. This is the last processing day of the program year, so all school data must be received and accepted by this date to be included in a school's final Ending Cash Balance for the year. A school should consider the impact that the outage period may have on your school's closeout process.

COD System Processing

From 9:00 P.M. (ET) on Tuesday, July 19, 2016 through 6:00 A.M. (ET) on Tuesday, July 26, 2016, the COD System will accept Pell Grant, TEACH Grant, Direct Loan, and Iraq and Afghanistan Service Grant records. However, after 9:00 A.M. (ET) on Tuesday, July 19, 2016, Current Funding Level (CFL) changes (as a result of actual disbursements) and funding will not be processed by G5 until July 26, 2016.

All actual disbursements with a disbursement date from July 19, 2016 through July 26, 2016 must be received by the COD System no later than 9:00 A.M. (ET) on Tuesday, July 19, 2016 and subsequently accepted by the COD System in order to generate the appropriate funding level increase prior to the outage. Disbursements submitted by the deadline but not subsequently accepted, disbursements submitted after the deadline, and disbursements with a disbursement date after July 26, 2016 will be processed and funded after G5 re-opens.

Contact Information

We appreciate your patience and understanding as we complete the required activities during the upcoming period. If you have any questions about this announcement, contact one of the following help desks:

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@ed.gov.

- For questions related to G5, contact the G5 Hotline at 888/336-8930. You may also e-mail edcaps.user@ed.gov.
- For questions related to the Campus-Based Programs, contact the Campus-Based Call Center at 877/801-7168. You may also e-mail CBFOB@ed.gov.
- For questions related to the COD System, 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@ed.gov.

- **Additional 2014-2015 Direct Loan Program Year Closeout Information (6/30/16)**

Over the past few months, we have provided information about 2014-2015 Direct Loan Program Year closeout (see the [February 5, 2016 Electronic Announcement](#) and the [May 5, 2016 Electronic Announcement](#)). This announcement supplements the previous guidance.

As a reminder, to be considered successfully closed out, the school must—

- Reconcile to an Ending Cash Balance of \$0 and Total Net Unbooked Disbursements of \$0, as reflected on your monthly School Account Statement (SAS) Report and in your school's internal records; and
- Complete the Balance Confirmation form on the [Common Origination and Disbursement \(COD\) Web site](#). The Balance Confirmation form can be completed after the school has reconciled to a \$0 balance and has received a Zero Balance Letter, which is sent to the school via e-mail (default format) or paper (if email address is invalid/unavailable). Once the letter is received, the school should log in to the COD Web site, click the Balance Confirmation link from the School options menu on the left-hand side of the page, and follow the instructions on the Balance Confirmation screen.

For detailed information about Direct Loan Closeout for the 2014-2015 Award Year, refer to the [June 30, 2016 Electronic Announcement](#) posted on the IFAP Web site.

- **RESOLVED - Incorrect TEACH Grant Balance Notification Letters Sent [(6/3/16) Updated 6/16/16]**

Federal Student Aid identified an issue with the TEACH Grant Balance Notification Letter in which the balance date and TEACH Grant Closeout deadline date were incorrect. Federal Student Aid has resolved the issue going forward. On June 16, 2016, Federal Student Aid will generate new TEACH Grant Balance Notification Letters for schools impacted by this issue. **Note:** The new letter will reflect a school's balance as of **May 31, 2016** and is intended to provide a correction to the erroneous letter for the school's records. The new letter will not reflect the school's current balance or TEACH Grant closeout activity performed after May 31, 2016.

As a reminder, the TEACH Grant Closeout Deadline for the 2015-2016 Award Year is September 30, 2016. For more information on TEACH Grant Closeout, refer to the [June 2, 2016 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.

If a school needs assistance, it should contact COD School Relations Center.

- **2016-2017 COD System Peak Processing Reminders (6/2/16)**

In June 2016, we will begin a peak processing period for the 2016-2017 Award Year. In [a June 2, 2016 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.

- **REMINDER – Schools Must Process Drawdown In G5 To Receive Pell ACA Payments (5/13/16)**

Federal Student Aid began processing the first Pell Grant Administrative Cost Allowance (ACA) payments for the 2015-2016 Award Year on February 29, 2016.

Beginning with this payment, a school's calculated Pell Grant ACA payment was posted in G5 as an Available Balance in the school's ACA G5 Award Number, P063Q15#####. ***A school must sign in to the G5 Web site and process a drawdown transaction in G5 to receive the funds.***

For more information about this change, refer to the [January 27, 2016 Electronic Announcement](#) that is posted on the IFAP Web site.

CURRENT ISSUES

DIRECT LOANS

There are no Direct Loan-related issues at this time.

GRANTS

There are no Grant-related issues at this time.

Keep School Contact Information Current in the COD System (6/30/2016)

We remind schools and third party servicers that contact information in the COD System must be

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kept current. Contact information is extremely important for us to be able to reach the right people at the school, particularly about program-specific issues. The e-mail addresses for the President, Financial Aid Administrator, Pell Grant Financial Aid Officer, and Direct Loan Financial Aid Officer are used to deliver time-sensitive materials and critical COD processing information to the school.

Having current contact information for the Pell Grant Financial Aid Officer and Direct Loan Financial Aid Officer is most critical for a school that is an additional location to a main campus.



The information allows us to contact those officers directly at the additional location rather than needing to contact the main campus.

For more information on updating School Contact Information, please refer to [the December 20, 2012 Electronic Announcement posted on the Information for Financial Aid Professionals \(IFAP\) Web site.](#)