COD Processing Update

July 8, 2011

NEWS/UPDATES

- **Financial Transaction Processing Issues and Impact to School Account Statement (07/08/11)**
  On July 1, 2011, processing issues caused financial transactions, specifically drawdown adjustment transactions, to be duplicated and posted to the COD System in error. As a result, the Funding Information screen, the Cash Activity screen, and the Refunds of Cash screen on the COD Web site reflected inaccurate information for affected schools.

  Federal Student Aid corrected the duplicate transactions on July 7, 2011.

  These transactions will also be seen in the Direct Loan School Account Statement (SAS) and/or TEACH Grant SAS for the impacted schools. The duplicate transactions and any reversing transactions processed in the COD System during the month of July will appear in the July month-end SAS, to be generated the weekend of August 6, 2011. The duplicate transactions and reversals will appear in the monthly Cash Detail Section of the impacted report, but will have no net impact to the Ending Cash Balance for the month.

  Schools impacted by this issue will also receive an e-mail with this same information.

  Federal Student Aid apologizes for the inconvenience this issue may have caused.

- **Additional COD System Implementation for 2011-2012 Award Year – Foreign School Specific Changes (07/08/11)**
  As explained in a [June 30, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site, during the period July 8-9, 2011, Federal Student Aid will implement additional Common Origination and Disbursement (COD) System functionality that supports processing for the 2011-2012 Award Year.

  In a [July 7, 2011 Foreign School Update](#), Federal Student Aid explains changes that are specific to foreign schools, which will also be implemented with this COD System release. It is important that you read the information in both the announcement and this update.

  For complete details, please refer to the [Foreign School Update](#) on the Foreign School Information page.

- **Additional 2009-2010 Direct Loan Program Year Closeout Information (07/01/11)**
  An [Electronic Announcement](#) was released to schools from the COD School Relations Center on July 7, 2011 and is posted on the Information for Financial Aid Professionals (IFAP) Web site. This announcement is the third in a 3-part series of Direct Loan closeout announcements that informs schools of the closeout deadline for the 2009-2010 Program Year.

  If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to CODSupport@acs-inc.com with the subject line of "DL Electronic Announcement Distribution".

- **Additional COD System Implementation for 2011-2012 Award Year (07/01/11)**
  An [Electronic Announcement](#) was released to schools from the COD School Relations Center on June 30, 2011 and is posted on the Information for Financial Aid Professionals (IFAP) Web site. This announcement provides important information regarding Federal Student Aid plans to implement additional COD System functionality for the 2011-2012 Award Year.

If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to CODSupport@acs-inc.com with the subject line of "DL Electronic Announcement Distribution".

• **COD Batch Processing Suspension and Web Site Outages July 8-9, 2011 (07/01/11)**

As explained in a February 2011 Electronic Announcement on the Information for Financial Aid Professionals (IFAP) Web site, we implemented Common Origination and Disbursement (COD) System functionality to support 2011-2012 Award Year processing. During the period July 8-9, 2011, we plan to implement additional COD System functionality for the 2011-2012 Award Year.

Federal Student Aid will post an Electronic Announcement on the Information for Financial Aid Professionals (IFAP) Web site that provides operational implementation guidance related to the new functionality.

COD Batch Processing Suspension and Web Site Outage Information

In order to install the additional COD System functionality, we will suspend COD batch processing beginning at 8:00 P.M. (ET) on Friday, July 8, 2011. Records submitted after this time will be held and processed after 8:00 P.M. (ET) on Saturday, July 9, 2011.

Note: All actual disbursements with a disbursement date from July 8, 2011 through July 9, 2011 must be received by the COD System *no later than 9:00 A.M. (ET) on Friday, July 8, 2011,* 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 9, 2011 will be processed and funded after the outage.

In addition, between 8:00 P.M. (ET) on Friday, July 8, 2011 and 8:00 P.M. (ET) on Saturday, July 9, 2011—

- 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 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.

Note: The COD System will undergo routine maintenance on Sunday, July 10, 2011 from 5:00 A.M. (ET) until 11:00 A.M. (ET). During this period, batch processing and Web site availability will again be impacted.

Federal Student Aid apologizes for this inconvenience and appreciates your understanding and patience while it completes this important activity.

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

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 <u>a June 17, 2011 Electronic Announcement on the IFAP Web site</u>, 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.

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 <u>CODSupport@acs-inc.com</u>.

COD Computer-Based Training (07/08/11)

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.

Sending Addresses for U.S. Territories and Foreign Countries on the Common Record or the COD Web site (07/08/11)

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.

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