



COD Processing Update

July 13, 2012

NEWS/UPDATES

- **RESOLVED - COD Web Response Issue and Delay in Sending All Batch Responses (07/12/12)**

Federal Student Aid identified an issue that impacted COD Web Response files generated in response to activity completed on the COD Web site during the period July 7, 2012 to July 9, 2012. The issue was specific to Web Response files sent to schools that have their Web Response Activity Option set to 'Y' and that processed records for award years *prior* to 2012-2013 during the identified period. Instead of sending the Web Response files in award year-specific message classes, all files were sent in the CRWB13OP message class.

Federal Student Aid implemented a fix for the Web Response issue on July 10, 2012. While researching the issue, Federal Student Aid held *all* school batch response files, for all award years temporarily. All held school batch response files have been released, and schools should begin to receive these batch response files by Thursday, July 12, 2012.

Federal Student Aid continues work on resending the incorrect Web Response files in the correct message classes. The Web Response files will be sent to schools by Monday, July 16, 2012.

For some schools, there will be no impact on downloading and opening the Web Response files that were sent with the wrong award year in the message class. Other schools, including those that use EExpress, will be unable to download and open the responses. Depending on individual school situations, accessing the Web Responses via the COD Web site or updating the award year within the message class file name may be viable interim options.

To update the award year within a Web Response message class file name, a school that uses EExpress or another software that allows such changes can complete the following steps:

- 1) Download the XML Response from the school's Student Aid Internet Gateway (SAIG) Mailbox.
- 2) Go to the local or network location where the file was downloaded. Right-click on the message class file name and select "Rename."
- 3) Rename the file by updating the award year within the message class file name from '13' (CRWB13OP) to the correct award year.

Example: If a change was made to an award from the 2010-2011 Award Year, update the message class file name to CRWB11OP.

- 4) Save the changes.
- 5) Import the response file into the software.

Federal Student Aid apologizes for any inconvenience this issue may cause schools. If you have any questions, contact the COD School Relations Center.



• **Call Center Operations Information – New Applicant Services Department E-mail Address Pilot Begins July 11, 2012 (07/12/12)**

In our ongoing effort to improve the customer experience when contacting the Common Origination and Disbursement (COD) School Relations Center's Applicant Services Department, Federal Student Aid will make some minor adjustments to its call center operations over the next several months.

Beginning July 11, 2012, Federal Student Aid will pilot a new e-mail address with a small percentage of TEACH Grant applicants who contact the Applicant Services Department via e-mail through the Contact Us link on the TEACH Grant Web site. In addition, Federal Student Aid will pilot the use of call resolution or summary e-mails with a small percentage of Direct Loan borrowers and TEACH Grant applicants who contact the Applicant Services Department by phone.

For complete information about the new applicant services department e-mail address, refer to [the July 11, 2012 Electronic Announcement](#) on the IFAP Web site.

• **SAIG UPGRADE – Final Deadline Extension to August 5, 2012 for Required Upgrade to EDconnect 8.1 or TDClient 3.2 (06/22/12)**

In November 2011, Federal Student Aid began to inform the community of our plans to upgrade all components of the Student Aid Internet Gateway (SAIG). In early March 2012, Federal Student Aid posted new versions of EDconnect and TDClient to the [Federal Student Aid Download \(FSAdownload\) Web site](#).

Federal Student Aid has extended the deadline by which the upgrade must be completed one final time. All schools that use EDconnect or any version of the "Client" software to connect to the SAIG and have not yet completed the upgrade are required to download and begin using one of the two upgraded software products – EDconnect 8.1 or TDClient 3.2 – by **August 5, 2012**.

For more information about the final deadline, refer to the Electronic Announcement posted at <http://ifap.ed.gov/eannouncements/062212SAIGUpgradeFinalDeadlineExtension.html>.

• **Interest Rebate Percentage Report for Schools Posted on COD Web Site (05/14/12)**

On May 12, 2012, Federal Student Aid began producing an Interest Rebate Percentage Report to identify Direct PLUS Loan awards that have an award amount greater than \$0.00 and an **incorrect** interest rebate percentage based on the earliest disbursement date. The report lists Direct PLUS Loan awards with–

- An earliest disbursement date before July 1, 2012, and an interest rebate percentage of 0.0%
- An earliest disbursement date on or after July 1, 2012 and an interest rebate percentage of 1.5%

Schools can use the report to identify the Direct PLUS Loan awards that must be corrected.

The first Interest Rebate Percentage Report was generated on May 12, 2012 and will continue to be generated weekly on Saturdays from May 19, 2012 through November 3, 2012. **Note:** The report will be discontinued in November because the COD System will be modified in October 2012 to systematically return a reject edit for Direct PLUS Loan awards with an incorrect interest rebate percentage. The report will have minimal data elements, but will include student SSN, award ID, award year, award amount, earliest disbursement date, and interest rebate percent.



The Web-only report is in comma-delimited (CSV) format and available in a school's Direct Loan Reporting Newsbox on the COD Web site. It will not be sent to a school's SAIG mailbox. Using the CSV file, a school can import the data into a spreadsheet or other software tool to sort the data in whatever manner is most useful to the school.

If you have additional questions about the report, contact the COD School Relations Center.

CURRENT ISSUES

DIRECT LOANS

RESOLVED - Record Length and Position Issue in the Direct Loan MPN Due to Expire Report [04/26/12 (Updated 07/13/12)]

In early April, Federal Student Aid identified an issue with the character limit for the Last Name field in the monthly Fixed-Length format of the Direct Loan MPNs Due to Expire Report (MPNEXPOP). The character limit for the data field is 16, and a last name longer than 16 characters should be truncated once the limit is reached. The truncation was not occurring as it should for last names longer than 16 characters. Instead, the additional characters were allowed and then impacting the accuracy of the remaining data field positions in the record.

Federal Student Aid fixed the record length and position issue on July 7, 2012. All Direct Loan MPNs Due to Expire Reports produced after July 7, 2012 will correctly truncate the Last Name field at 16 characters.

Federal Student Aid apologizes for the inconvenience this issue caused schools. If you have any questions, contact the COD School Relations Center.

GRANTS

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

REMINDERS

2012-2013 COD System Peak Processing Reminders (06/13/12)

In late June 2012, we will begin another peak processing period for the 2012-2013 Award Year.

In [a June 13, 2012 Electronic Announcement](#) posted 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.

COD Computer-Based Training (07/13/12)

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 (07/13/12)

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.

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.