

# COD Processing Update

July 21, 2017  
NEWS/UPDATES

- **Impact on COD Processing July 22-23, 2017 (7/18/17)**

Federal Student Aid is planning several system maintenance activities on July 22-23, 2017. 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 9:00 P.M. (ET) on Saturday, July 22, 2017 until 5:00 P.M. (ET) on Sunday, July 23, 2017—

- 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 website](#). This includes, but is not limited to, signing master promissory notes, completing counseling, completing any TEACH Grant processing flows, or submitting Loan Consolidation applications or Income-Driven Repayment Plan requests.
- 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 or the StudentLoans.gov website, contact the COD School Relations Center. If you have any questions about the SAIG, contact the CPS/SAIG Technical Support and the TFA Support Center at 800/330-5947 or by email at [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).

- **Issue with Print Batch Functionality on COD Web Site (7/19/17)**

Federal Student Aid has determined there is an issue with the Print Batch functionality on the COD Web Site, and users are receiving a Log ID error when trying to print. Federal Student Aid has identified a fix and plans to implement it on July 30, 2017. In the meantime, schools can use the “Export to CSV” feature to download and print the batch information.

Federal Student Aid apologizes for any inconvenience this issue has caused. If you have additional questions about COD System processing, contact the COD School Relations Center.

- **RESOLVED – COD Web Site Processing Issue (7/19/17)**

On July 17, 2017, Federal Student Aid identified an issue in which some batches submitted via the COD Web Site did not get processed and schools did not receive a response. This issue affected only web batches submitted and processed via the COD Web Site since Saturday, July 15, 2017. Batches submitted via the Student Aid Internet Gateway were not impacted.

Federal Student Aid resolved the issue around 11:30 A.M. (ET) on Monday, July 17, 2017 and all web batches are now processing correctly. Schools that may have submitted web batches during the impacted time (Saturday, July 15 through 11:30 A.M. on Monday, July 17, 2017) can resubmit their batches at this time.

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

- **Second 2016 -2017 Verification Status Code “W” Warning Message (7/13/17)**

On July 12, 2017, Federal Student Aid began processing a text message (PGTX17OP) as well as a Reconciliation Report (PGRC17OP) to schools that have one or more 2016-2017 Federal Pell Grant (Pell Grant) student records still reported with a verification status code of “W”. The message is a warning that disbursements to all students with a verification status code of “W” will be considered overawards and reduced to a zero dollar amount (\$0.00), even though the disbursements were previously accepted in the COD System. The reduction of the affected disbursements is scheduled to occur on July 26, 2017.

**Notes:**

- For the conditions under which each verification status code should be used, refer to the “Application and Verification Guide” of the [2016-2017 Federal Student Aid Handbook](#).
- If the student was not selected for verification or if a selected transaction was received by the school after the student was no longer enrolled and the school has reported no verification status code to date, the school does not need to submit a verification status code and should leave the field blank (nil = “True”).

**Note Regarding Verification Deadline:**

Some of the student records included in the Reconciliation Report may be for students who are still within the allowable timeframe for submitting verification documentation/completing the verification process as by the deadlines specified in the “Notice of Deadline Dates for Receipt of Applications, Reports, and Other Records for the 2016 -2017 Award Year” published in the [Federal Register](#) on April 4, 2016. The [April 4, 2016 notice](#) is also posted on the IFAP website.

**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 email [CODSupport@ed.gov](mailto:CODSupport@ed.gov).

Following the July 26, 2017 reduction, if a school needs additional time to complete verification for an individual student in accordance with the allowable timeframe in the [Federal Register](#) notice, the school may resubmit a disbursement record with a value greater than zero (\$0.00) until September 29, 2017. After September 29, 2017, the COD System will no longer accept “W” as a valid verification status code for 2016 -2017 Pell Grant awards.

If you have questions about the warning message or about reporting verification status codes to the COD System, contact the COD School Relations Center.

- **[COD System Changes for 150% Direct Subsidized Loan Limit to be Implemented on July 14-16, 2017 \(7/5/17\)](#)**

In a [June 29, 2017 Electronic Announcement](#) posted on the IFAP website, we highlight the COD System changes specific to the 150% Direct Subsidized Loan Limit to be implemented on July 14-16, 2017. The changes are being made to improve processing and the accuracy of 150% Subsidized Loan Limit calculations.

For complete information regarding the COD System changes for 150% Direct Subsidized Loan Limit, refer to the [June 29, 2017 Electronic Announcement](#) posted on the IFAP website.

- **[FY 2018 Sequester Required Changes to the Title IV Student Aid Programs \(6/20/17\)](#)**

On June 19, 2017, the Department of Education posted updated information about the impact of sequestration on the Title IV Student Aid Programs. For more information, refer to the [June 19, 2017 Electronic Announcement posted on the IFAP website](#).

- **[REMINDER – How To Access Information From the COD Web Site File Share \(6/8/17\)](#)**

As a reminder, Federal Student Aid shares student-specific information through uploaded files via the COD Web Site. We upload these files to the File Share section of the “File Share & Messages” page of the COD Web Site. Authorized school users are able to view and download the customized documents from the COD Web Site. Schools can access the “File Share & Messages” page by completing the following steps:

- 1) Log in to the COD Web Site.
- 2) Click on the “School” tab.
- 3) Enter the required school identifiers and click on “Search.” This will open the “School Summary Information” page.
- 4) Click on the “File Share/Messages” link on the left-hand side of the page to open the “File Share & Messages” page.

From the File Share section of the page, an authorized COD Web Site user will see a list of uploaded files. A user will click on the “Download” icon to download the File Share document to his or her computer. **Note:** Authorized school users are able to view and download the customized documents from the COD Web Site for a limited period of time.

The COD Web Site will only display File Share documents associated with the school’s Entity ID. If there are no files uploaded for a school, the File Share list will be blank. Schools will be notified via email (or in some cases via a phone call) when a File Share document is available.

- **Full COD Common Record XML Schema Validation Begins March 2017 (5/31/17)**

Federal Student Aid will begin to fully validate all Common Record files against the published [COD Common Record XML Schema](#). This means that if a school submits a Common Record batch that does not conform to the published schema format, ***it will not be processed by the COD System and the school will receive COD Reject Edit 210.***

Currently, in some cases, Federal Student Aid is accepting Common Record batches that do not fully conform to the published schema format. In those cases, the batches are processed by the COD System, but we return COD Warning Edit 211 at the batch level. This warning edit provides the opportunity for a school to know that there is an XML coding issue. ***Beginning in March 2017, the warning edit will no longer be returned. Instead, the Common Record batch will be rejected at the batch level with COD Reject Edit 210, and the records included in the batch will not be processed.***

***COD Testing Support*** – COD testing is available to allow schools to send test data to the COD System prior to processing and submitting production data using the new schema version. Detailed information about COD Testing can be found in a [November 18, 2016 Electronic Announcement](#). Additional testing documentation is found in Volume V of the COD Technical Reference.

In addition, schools can use an XML validator program to test its XML files prior to sending them to the COD System. Federal Student Aid provides step-by-step instructions for how a school can use an XML validator program with our posted [COD XML Schema files](#) on the IFAP website.

For complete information about schema validation, refer to a [February 23, 2017 Electronic Announcement](#). If you have additional questions, contact the COD School Relations Center.

## CURRENT ISSUES

### DIRECT LOANS

#### **RESOLVED - Inactive Awards Incorrectly Considered for MPN Processing Options [(4/6/17) Updated 7/17/17]**

In April 2017, Federal Student Aid identified an issue in which the COD System was incorrectly evaluating inactive awards (award and disbursement amounts reduced to \$0) when considering if a loan origination record is on file. As a result, schools may have received Master Promissory Note responses (message class: CRPN) prematurely.

On Sunday, July 16, 2017, Federal Student Aid resolved this issue and is no longer evaluating inactive awards before sending CRPN responses.

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

### GRANTS

There are no Grants-related issues at this time.

### **Keep School Contact Information Current in the COD System (7/21/17)**

We remind schools and third party servicers that contact information in the COD System must be 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.](#)