



COD Processing Update

July 22, 2011

NEWS/UPDATES

- **Implementation Update - COD System Functionality for 2011-2012 Award Year (07/15/11)**

In an Electronic Announcement posted on the [Information for Financial Aid Professionals \(IFAP\) Web site](#) Federal Student Aid provides information about two post-implementation issues that may impact school processing. For complete information about the post-implementation issues, refer to the [July 15, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.

- **Default Prevention Information - New Default Prevention Resource Information Web Page (07/15/11)**

Federal Student Aid is committed to assisting schools with efforts that educate students about their loan repayment obligation, encourage successful repayment, and address delinquent repayment when it occurs. By employing evaluation, prevention, and outreach activities, schools can work in advance to reduce the risk of default by their students. Ultimately, this intervention will assist schools in managing their cohort default rates.

As part of its commitment, Federal Student Aid has developed a new Default Prevention Resource Information Web page on the Information for Financial Aid Professionals (IFAP) Web site.

For complete information about the New Default Prevention Resource Information Web page, refer to [the July 14, 2011 Electronic Announcement](#) on the IFAP Web site.

- **Direct Loan and FFEL Interest Rates Effective July 1, 2011 (07/15/11)**

On July 15, 2011, Federal Student Aid posted an Electronic Announcement that provides a summary of Direct Loan and Federal Family Education Loan (FFEL) borrower interest rates that will be effective beginning July 1, 2011.

For complete information, refer to [the July 15, 2011 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

- **Loan Servicing Information - Transition to New Direct Loan Servicing Center (ACS) System and Web Sites Planned for Fall 2011 (Update #2) (07/14/11)**

Federal Student Aid previously informed the community that the Direct Loan Servicing Center (ACS), one of the Department of Education's five federal loan servicers, plans to transition to a new loan servicing system in fall 2011. In addition to the new system, the Direct Loan Servicing Center (ACS) will launch new Web sites for schools as well as William D. Ford Federal Direct Loan (Direct Loan) borrowers and Teacher Education Assistance for College and Higher Education (TEACH) Grant recipients. In a July 14, 2011 Electronic Announcement, Federal Student Aid provides information about an upcoming Direct Loan Borrower/TEACH Grant Recipient E-mail Campaign.

For complete information about the transition, refer to the [July 14, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.

- **Introducing the Federal Loan School Support Team (07/14/11)**

On July 14, 2011, we posted an Electronic Announcement introducing the Federal Loan School Support Team (FLSST). This dedicated team of Federal Student Aid staff will enhance the administration of federally-owned loans by providing assistance to schools and soliciting feedback about processing experiences, from origination through repayment.



For complete information about the Federal Loan School Support Team, refer to the [July 14, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.

CURRENT ISSUES

ALL PROGRAMS

RESOLVED - LOG ID Error When Completing Batch or Person Search by SSN [(07/15/11) Updated 07/19/11]

Federal Student Aid identified that some users were intermittently receiving an error message after completing a batch or person search by SSN. When a user clicked on the "Accepted/Rejected" link from search result list, the user received a blank page or the following error message: "An unexpected error has occurred. Please contact your administrator if the problem persists. Log ID: CODS#####." This message may have also been received when a user clicked on the left-hand navigation links on the Person Information screen.

Federal Student Aid has implemented a fix for this issue. Users should now be able to complete a batch or person search by SSN. If you have additional questions, contact the COD School Relations Center.

RESOLVED - Receipt Files (CRRC) Returning Incorrect Value in Namespace Tag [(07/12/11) Updated 07/19/11]

Earlier this month, Federal Student Aid determined that part of the value being returned in the <Namespace> tag of receipt files (CRRCxxOP) was incorrectly truncated and did not include the final ".xsd". As a result, some schools were unable to import the receipt files.

On July 15, 2011, Federal Student Aid implemented a fix to correct this issue.

Federal Student Aid apologizes for any inconvenience this issue may have caused. If you have additional questions or still need a corrected receipt file, 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.

COD Web site Returning Errors When Updating Person Information (07/12/11)

Federal Student Aid has identified an issue when schools attempt to update person information via the COD Web site. Specifically, when a user is updating person information, the Award list defaults to an award from a "closed" Award Year.

When attempting to submit the updated information, a user will receive an error message stating, "Updates are not allowed for this School and Award Year, either because the Award Year is closed and the School is not in extended processing or because FSA has confirmed closeout. If you have any questions, please contact COD Support. Please select a different Award for this person or select cancel."

To update person information a user must first select an award from the current Award Year from the Award list. Federal Student Aid is working to resolve this issue and will provide updates as more information becomes available.

We apologize for any inconvenience this issue may cause schools. If you have any questions contact the COD School Relations Center.

DIRECT LOANS

COD Reject Edit 39 Returned Incorrectly in Some Situations (07/22/11)

Federal Student Aid has determined that COD Reject Edit 39 (Incorrect Award Amount) is being returned incorrectly when a student has multiple Direct Unsubsidized Loan awards on file for the same award year, but not all of the awards have the Additional Unsubsidized Indicator set to "Yes." When the school submits an actual disbursement or tries to change the Additional Unsubsidized Indicator to "Yes" on any of the Direct Unsubsidized Loan awards where the indicator is



currently set to “No,” it may receive COD Reject Edit 39 incorrectly.

Federal Student Aid is working to resolve this issue as soon as possible and will provide updates as more information becomes available.

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

RESOLVED - Some Master Promissory Note (MPN) Acknowledgements Contain Incorrect Student Information (07/20/11)

In a [July 15, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site, we informed schools about an issue where, in some cases, MPN acknowledgements contained incorrect student identifier information. The issue has impacted approximately 3 percent of the MPN acknowledgement files generated from July 9, 2011 to July 14, 2011.

On July 17, 2011, we implemented a fix for the issue and corrected all affected MPN acknowledgement files and sent them to schools on July 18, 2011. If your school is still in need of a corrected file, please contact the COD School Relations Center.

GRANTS

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

REMINDERS

COD Computer-Based Training (07/22/11)

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 (07/22/11)

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>
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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.