This edition will remain on the COD Web Site until a new edition is posted. We will notify schools via a COD Web Message when a new edition has been posted.

COD Processing Update

August 18, 2017
NEWS/UPDATES

- **Impact on COD Processing August 19-20, 2017 (8/14/17)**

Federal Student Aid is planning several system maintenance activities on August 19-20, 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 10:00 P.M. (ET) on Saturday, August 19, 2017 until 3:00 P.M. (ET) on Sunday, August 20, 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.

- **COD System Changes to School Reports to be Implemented on October 13-15, 2017 (8/11/17)**

During the period October 13-15, 2017, Federal Student Aid plans to implement COD System changes specific to school reports. The changes are being made to upgrade the COD Reporting database platform (the current platform will soon be obsolete). Federal Student Aid will also make changes to the format and delivery of some of the reports. Several reports will be retired completely. Federal Student Aid encourages schools to review the summary of changes and work with their technology

support teams or software vendor to determine the impact to their systems in advance of October 15, 2017.

For more information, refer to the July 25, 2017 Electronic Announcement posted on the IFAP website.

- **RESOLVED - Issue with Print Batch Functionality on COD Web Site [(7/19/17) Updated 8/10/17]**

On July 19, 2017, Federal Student Aid identified an issue with the Print Batch functionality on the COD Web Site, and users were receiving a Log ID error when trying to print. Federal Student Aid resolved the issue on July 30, 2017and the Print Batch functionality is working correctly.

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

CURRENT ISSUES

DIRECT LOANS

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

GRANTS

There are no Grants-related issues at this time.

Keep School Contact Information Current in the COD System (8/18/17)

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.