

COD Processing Update

August 19, 2016

NEWS/UPDATES

- **Impact on COD Processing August 21, 2016 (8/19/16)**

Federal Student Aid is planning several system maintenance activities on August 21, 2016. 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 2:00 A.M. (ET) until 11:00 A.M. (ET) on Sunday, August 21, 2016—

- 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 Web site.
- An individual will not be able to complete any actions via the TEACH Grant Web site.
- 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 Web site, 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 e-mail at CPSSAIG@ed.gov.

- **RESOLVED - Incomplete July 2016 Monthly School Account Statements Sent to Schools [(8/9/16) Updated 8/11/16]**

During the period of August 6, 2016 – August 8, 2016, Federal Student Aid generated and sent to schools July month-end Direct Loan (DL) and TEACH Grant School Account Statements (SAS) for all award years and message classes. The data contained in these reports, as well as in the SAS Disbursement Detail on Demand, was incomplete.

On August 10, 2016, Federal Student Aid fixed the root cause of the issue and generated new July month-end DL and TEACH Grant SAS reports. Schools should use the corrected files for monthly reconciliation activities.

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

- **Unfulfilled Pell Grant Electronic Statement of Account Requests (8/3/16)**

Federal Student Aid is aware of an issue in which several schools did not receive a Pell Grant Electronic Statement of Account (ESOA) report after the school had requested the ESOA report on the COD Web site or via batch.

Note: There is no issue with the system-generated Pell Grant ESOAs that are regularly sent to schools.

Federal Student Aid fixed the issue on July 31, 2016. If a school made a previous ESOA report request that was not fulfilled and the school still needs the requested information, re-request the ESOA report on the COD Web site or via batch.

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

CURRENT ISSUES

DIRECT LOANS

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

GRANTS

There are no Grant-related issues at this time.

Keep School Contact Information Current in the COD System (8/19/2016)

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.](#)