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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 26, 2016
NEWS/UPDATES

- **COD Holiday Schedule For September 5, 2016 (8/26/16)**

The COD School Relations Center will be closed on Monday, September 5, 2016 in observance of the Labor Day federal holiday. The COD System will accept and process data from schools and send back responses/acknowledgments on Monday, September 5, 2016, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, September 6, 2016.

Note: The IRS Data Retrieval Tool will be unavailable from 7:00 P.M. (ET) on Saturday, September 3, 2016 through 7:00 A.M. (ET) on Tuesday, September 6, 2016. During this period, actions can be completed on FAFSA on the Web and StudentLoans.gov. However, if an action requires entry of federal tax information, the tax information will need to be entered manually.

Further information regarding Labor Day processing and customer service hours for the COD School Relations Center and other Federal Student Aid/ED call centers is posted in a August 26, 2016 Electronic Announcement on the IFAP Web site.

- **RESOLVED - Direct Loan School Account Statement Disbursement Detail on Demand Requests Delayed (8/24/16)**

On August 23, 2016, Federal Student Aid identified an issue that prevented Direct Loan School Account Statement (SAS) Disbursement Detail on Demand requests from being generated and sent to schools. The issue affected any Direct Loan SAS Disbursement Detail on Demand requests made via the COD Web site since Thursday, August 18, 2016.

Federal Student Aid has resolved the issue, and all outstanding requests have been generated and sent to schools.

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

- **Administrative Cost Allowance (ACA) Payment History Link Error (8/26/16)**

As explained in two August 26, 2016 Electronic Announcements posted on the IFAP Web site, Federal Student Aid began processing Pell Grant ACA payments for schools on August 24, 2016. Federal Student Aid is aware of an issue in which users receive a "Log ID Error" when clicking on the ACA Payment History link on the COD Web site. As a result, school users cannot view the page or see the ACA payment history information.

Federal Student Aid is researching the issue and working to restore the ACA Payment History link functionality. In the meantime, Federal Student Aid has posted a temporary ACA Payment History report on a school's "File Share & Messages" communications page of the COD Web site. The File Share will be labeled "ACA Payment History."

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.

Schools can also find ACA payment history information on the Electronic Statement of Account and on the G5 Web site.

Federal Student Aid apologizes for any inconvenience this issue may have caused. If you have additional questions, 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@ed.gov .

Keep School Contact Information Current in the COD System (8/26/16)

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.](#)