

COD Processing Update

September 16, 2016

NEWS/UPDATES

- **Impact on COD Processing September 18, 2016 (9/14/16)**

Federal Student Aid is planning several system maintenance activities on September 18, 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 1:00 A.M. (ET) until 8:00 P.M. (ET) on Sunday, September 18, 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.

- **Credit Check Processing Impact due to October 1 Free Application for Federal Student Aid (FAFSA®) Availability (9/13/16)**

With the 2017-2018 FAFSA available beginning on October 1, 2016, schools will be able to complete COD Web credit checks for 2017-2018 beginning on October 1, 2016. However, the start of COD System processing for the 2017-2018 Award Year is planned for late March 2017.

As a reminder, credit checks expire 180 days from the completion date. If more than 180 days has passed between the date the credit check was completed and the date the Direct PLUS Loan origination record is processed, a new credit check will be run. Therefore, it is important for schools to carefully consider the timeframe between completing a COD Web credit check and Direct PLUS Loan origination record processing for the 2017-2018 Award Year.

If you have additional questions about credit check processing, contact the COD School Relations Center.

- **Operational Guidance on COD Reporting of Pell Grant Overpayments (9/7/16)**

Federal Student Aid recently reviewed Federal Pell Grant (Pell Grant) data in the Common Origination and Disbursement (COD) System and determined that some schools are incorrectly adjusting Pell Grant information due to a Pell Grant overpayment. Incorrect adjustments to Pell Grant information for overpayments may result in a student receiving more Pell Grant funds than he or she is eligible to receive and can result in an audit finding for a school.

In a September 6, 2016 Electronic Announcement and its attachment posted to the IFAP Web site, Federal Student Aid reminds schools when to report Pell Grant overpayments to the National Student Loan Data System (NSLDS) and when to make adjustments to Pell Grant information in the COD System. For complete information, refer to the September 6th Electronic Announcement.

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) Updated 9/16/16]**

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 has identified the cause of the issue and expects to fix it on September 25, 2016. 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



Keep School Contact Information Current in the COD System (9/16/16)

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.](#)