



COD Processing Update

October 5, 2012

NEWS/UPDATES

• **Removal of Entrance and Exit Counseling Videos from Direct Loan Web Site Effective October 12, 2012 (10/5/12)**

The Entrance and Exit counseling videos that are currently available on the Direct Loan Web site for schools to use with their students have become obsolete and have been replaced with the online counseling modules on the [StudentLoans.gov Web site](#) (for Entrance Counseling) and the [National Student Loan Database System \(NSLDS\) Web site](#) (for Exit Counseling). Effective October 12, 2012, Federal Student Aid will remove the Entrance and Exit counseling videos found on the Direct Loan Web site at <http://www.direct.ed.gov/video.html>.

For more information, refer to an [October 4, 2012 Electronic Announcement](#) posted on the IFAP Web site.

• **Third 2011-2012 Verification Status Code "W" Warning Message (10/04/12)**

On October 4, 2012, Federal Student Aid began processing a text message (PGTX12OP) as well as a Reconciliation Report (PGRC12OP) to schools that have one or more 2011-2012 student records still reported with a verification status code of "W". The message is a warning that disbursements to all students with a verification status code of "W" will be considered overawards and reduced to a zero dollar amount (\$0.00), even though the disbursements were previously accepted in the COD System. The reduction of the affected disbursements is scheduled to occur on October 17, 2012.

A school that receives the warning message should review the accompanying Reconciliation Report and submit appropriate changes to the verification status codes for affected students before October 17, 2012. The school does not need to request administrative relief to only update the verification status codes for affected students.

Notes:

- For the conditions under which each verification status code should be used, refer to [the September 28, 2007 Electronic Announcement posted on the Information for Financial Aid Professionals \(IFAP\) Web site](#)
- A school does not need to submit a verification status code and should leave the field blank (nil = "True") if the student was not selected for verification or if a selected transaction was received by the school after the student was no longer enrolled.
- The COD System will not accept a verification status code of "W" for the 2011-2012 Award Year after September 28, 2012.

Following the October 17, 2012 reduction, if a school needs additional time to submit an acceptable verification status code (other than "W") and disbursement records for a value greater than zero (\$0.00) for the affected students, it will need to ask for administrative relief.

A school will be able to request Administrative Relief and Extended Processing for the 2011-2012 Award Year via the COD Web site beginning October 2, 2012. However, a school should not submit a request until after it has



completed reconciliation of all program records as well as its research and is ready to submit the data to the COD System. The school must submit a separate request for each grant program for which it needs Administrative Relief or Extended Processing.

For more information on how to request Administrative Relief or Extended Processing for the Iraq and Afghanistan Service Grant or Pell Grant Program schools should refer to [the September 6, 2012 Electronic Announcement and attachment posted on the Information for Financial Aid Professionals \(IFAP\) Web site](#).

If you have any questions about the warning message or about reporting verification status codes to the COD System, contact the COD School Relations Center.

- **RESOLVED - Missing Unsubstantiated Cash Data on Web Version of School Monitoring Report [(8/23/12) Updated 10/2/12]**

In August 2012, Federal Student Aid determined that the Unsubstantiated Cash section on the School Monitoring Report was blank for some schools. This issue was only affecting the Web version of the report found in the COD Reporting Newsbox on the COD Web site. School Monitoring Reports sent to schools via their Student Aid Internet Gateway (SAIG) Mailbox (message class SCHMONOP) reflected the correct Unsubstantiated Cash information. This issue was fixed on September 28, 2012 and corrected reports were available via a school's COD Reporting Newsbox earlier this week.

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

- **Call Center Operations Information - COD School Relations Center Phone System Changes and New Foreign School Number Effective October 1, 2012**

As part of the effort to improve the customer experience when contacting the Common Origination and Disbursement (COD) School Relations Center, Federal Student Aid made some adjustments to its call center operations on October 1, 2012. Specifically, the COD School Relations Center's phone and Interactive Voice Response (IVR) system were updated and the new local toll phone number for foreign schools was changed to 1-571-392-3737.

For more information on these changes, please refer to the [September 28, 2012 Electronic Announcement](#).

- **Electronic Income-Based Repayment Application Available on StudentLoans.gov Web Site (09/26/12)**

Federal Student Aid is pleased to announce the availability of an Electronic Income-Based Repayment (IBR) Application on the StudentLoans.gov Web site. Through interfaces with the National Student Loan Data System (NSLDS) and the Internal Revenue Service (IRS), the Electronic IBR Application streamlines the application process for the majority of borrowers who choose to repay their eligible William D. Ford Federal Direct Loan (Direct Loan) Program and/or Federal Family Education Loan (FFEL) Program loans under the IBR Plan. Borrowers will use the application to initially apply to repay under the IBR Plan and to subsequently meet the plan's annual income documentation requirement.

For a high-level summary of the application and its associated process, refer to the Electronic Announcement posted at <http://ifap.ed.gov/eannouncements/092612EleIncBasedRepayApplication.html>.

- **Interest Rebate Percentage Report for Schools Posted on COD Web Site (05/14/12)**



On May 12, 2012, Federal Student Aid began producing an Interest Rebate Percentage Report to identify Direct PLUS Loan awards that have an award amount greater than \$0.00 and an **incorrect** interest rebate percentage based on the earliest disbursement date. The report lists Direct PLUS Loan awards with—

- An earliest disbursement date before July 1, 2012, and an interest rebate percentage of 0.0%
- An earliest disbursement date on or after July 1, 2012 and an interest rebate percentage of 1.5%

Schools can use the report to identify the Direct PLUS Loan awards that must be corrected.

The first Interest Rebate Percentage Report was generated on May 12, 2012 and will continue to be generated weekly on Saturdays from May 19, 2012 through November 3, 2012. **Note:** The report will be discontinued in November because the COD System will be modified in October 2012 to systematically return a reject edit for Direct PLUS Loan awards with an incorrect interest rebate percentage. The report will have minimal data elements, but will include student SSN, award ID, award year, award amount, earliest disbursement date, and interest rebate percent.

The Web-only report is in comma-delimited (CSV) format and available in a school's Direct Loan Reporting Newsbox on the COD Web site. It will not be sent to a school's SAIG mailbox. Using the CSV file, a school can import the data into a spreadsheet or other software tool to sort the data in whatever manner is most useful to the school.

If you have additional questions about the report, contact the COD School Relations Center.

CURRENT ISSUES

Requests for changes in funding levels and for funds will not be processed until Tuesday, October 9, 2012.

DIRECT LOANS

There are no Direct Loan specific issues to report at this time.

Complete information regarding processing and customer service hours for COD and other Federal Student Aid/Department of Education call centers on the holiday is posted in a [September 26, 2012 Electronic Announcement](#) on the Information for Financial Aid (IFAP) Web Site.

GRANTS

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

REMINDERS

COD Computer-Based Training (09/28/12)

COD Holiday Schedule for October 8, 2012 (09/28/2012)

Monday, October 8, 2012 is the Columbus Day federal holiday.

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

- The COD School Relations Center will be open.
- The COD System will accept and process data from schools and send back responses/ acknowledgements, but schools will not be able to receive any Federal funds on that day.



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 (09/29/12)

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. Territory	Excluded Tags for Domestic Address, including U.S. Territories	Included Tags for Foreign Addresses

3.0c or 3.0d	<AddressLine> <City> <StateProvince Code> <PostalCode>	<StateProvince> <CountryCode>	<AddressLine> <City> <StateProvince> (Optional) <PostalCode> <CountryCode>

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.