



COD Processing Update

October 14, 2011

NEWS/UPDATES

- **COD Batch Processing Suspension And Web Site Outages October 21-22, 2011 (10/14/11)**

As explained in a [February 2011 Electronic Announcement on the Information for Financial Aid Professionals \(IFAP\) Web site](#), we implemented Common Origination and Disbursement (COD) System functionality to support 2011-2012 Award Year processing. During the period October 21-22, 2011, we plan to implement additional COD System functionality for the 2011-2012 Award Year.

Federal Student Aid will post an Electronic Announcement on the [Information for Financial Aid Professionals \(IFAP\) Web site](#) that provides operational implementation guidance related to the new functionality.

COD Batch Processing Suspension and Web Site Outage Information

To install the additional COD System functionality, we will suspend COD batch processing beginning at 8:00 P.M. (ET) on Friday, October 21, 2011. Records submitted after this time will be held and processed after 8:00 P.M. (ET) on Saturday, October 22, 2011.

Note: All actual disbursements with a disbursement date from October 21, 2011 through October 22, 2011 must be received by the COD System **no later than 9:00 A.M. (ET) on Friday, October 21, 2011**, and subsequently accepted by the COD System, in order to generate the appropriate funding level increase prior to the outage. Disbursements submitted by the deadline but not subsequently accepted, disbursements submitted after the deadline, and disbursements with a disbursement date after October 22, 2011 will be processed and funded after the outage. In addition, between 8:00 P.M. (ET) on Friday, October 21, 2011 and 8:00 P.M. (ET) on Saturday, October 22, 2011—

- 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 online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, endorse a Direct PLUS Loan electronically, or view loan correspondence via the [StudentLoans.gov Web site](#).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#).

Note: The COD System will undergo routine maintenance on Sunday, October 23, 2011 from 5:00 A.M. (ET) until 11:00 A.M. (ET). During this period, batch processing and Web site availability will again be impacted.

Federal Student Aid apologizes for this inconvenience and appreciates your understanding and patience while it completes this important activity.



- **Active Confirmation of TG Numbers (SAIG Mailboxes) Required by December 16, 2011 to Maintain Access to Federal Student Aid Systems (10/14/11)**

In an [October 12, 2011 Electronic Announcement](#) posted to the IFAP Web site, Federal Student Aid provided information about the Active Confirmation process that must be completed by December 16, 2011. Please refer to the announcement for complete details.

- **Loan Servicing Information New Direct Loan Servicing Center (ACS) System and Web Sites Implemented October 11, 2011 (Update #7) (10/12/11)**

On October 11, 2011, the Direct Loan Servicing Center (ACS), one of the Department of Education's federal loan servicers, implemented a new loan servicing system. In addition to the new system, the Direct Loan Servicing Center (ACS) launched new Web sites for schools as well as William D. Ford Federal Direct Loan (Direct Loan) borrowers and Teacher Education Assistance for College and Higher Education (TEACH) Grant recipients. The new system and Web sites are now operational.

For complete information about the new system and Web sites, refer to [the October 11, 2011 Electronic Announcement](#) on the IFAP Web site.

- **Implementation of Federal Student Aid System and Software Updates on October 23, 2011 for New SSA Guidelines (10/10/11)**

As described in the [June 23, 2011 Electronic Announcement](#) posted to the Information for Financial Aid Professionals (IFAP) Web site, the Social Security Administration (SSA) implemented new guidelines on June 25, 2011 for assigning Social Security Numbers (SSNs) that include assigning SSNs in previously unused numeric ranges. In a follow-up [July 8, 2011 Electronic Announcement](#), Federal Student Aid provided interim guidelines for assisting students assigned SSNs after June 25, 2011, and indicated that a permanent solution would be implemented on October 23, 2011.

Information about the updates Federal Student Aid will implement on October 23, 2011 to permanently address the new SSA guidelines is provided in an [October 7, 2011 Electronic Announcement](#).

- **Third 2010-2011 Verification Status Code "W" Warning Message (10/05/11)**

On October 5, 2011, Federal Student Aid began processing a text message (PGTX11OP) as well as a Reconciliation Report (PGRC11OP) to schools that have one or more 2010-2011 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 19, 2011.

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 19, 2011. 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 2010-2011 Award Year after September 30, 2011.

Following the October 19, 2011 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 2010-2011 Award Year via the COD Web site beginning October 3, 2011. 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 ACG Program, Iraq and Afghanistan Service Grant, National SMART Grant Program, or Pell Grant Program schools should refer to [the September 1, 2011 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.

CURRENT ISSUES

ALL PROGRAMS

We apologize for any inconvenience this issue may cause schools. If you have any questions contact the COD School Relations Center.

COD Web site Returning Errors When Updating Person Information [(07/11/11) Updated 09/23/11]

Federal Student Aid has identified an issue when schools attempt to update person information via the COD Web site. Specifically, when a user is updating person information, the Award list defaults to an award from a “closed” Award Year.

When attempting to submit the updated information, a user will receive an error message stating, “Updates are not allowed for this School and Award Year, either because the Award Year is closed and the School is not in extended processing or because FSA has confirmed closeout. If you have any questions, please contact COD Support. Please select a different Award for this person or select cancel.”

To update person information a user must first select an award from the current award year from the Award list. Federal Student Aid is working to resolve the issue and plans to implement a fix in October 2011.

DIRECT LOANS

Incorrect Servicer Information in September 2011 Direct Loan SAS (10/05/11)

Federal Student Aid has identified an issue with the federal loan servicer information provided in the September 2011 Direct Loan School Account Statement (SAS). This SAS included data through September 30, 2011 and was available in Student Aid Internet Gateway (SAIG) mailboxes on October 3, 2011.

The financial transactions in the September 2011 Direct Loan SAS are correct; however, the servicer information is incorrect and should not be used by schools. The issue affects the September 2011 Direct Loan SAS for all open award years.

Federal Student Aid plans to correct the federal loan servicer information in the October 2011 Direct Loan SAS. In the meantime, schools can log in to the COD Web site and select the Servicer search from the Person menu to identify the servicer for a particular award. Schools can also select the Borrower-Servicer



Relationship search from the View Person Information screen.

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

GRANTS

Pell Grant Awards Rejecting Incorrectly for Edit 38 When Last Name Change Involved (09/09/11)

Federal Student Aid has discovered an issue when a school submits a Pell Grant award and the student's "original" and "current" last name field tags do not match. The COD System is incorrectly trying to link the CPS transaction using the original last name instead of the current last name. The school is then receiving COD Reject Edit 38 (Student not Pell eligible) incorrectly because the last name on the CPS transaction and the Pell Grant award record do not match.

Federal Student Aid is working on a fix for the issue and plans to implement it in late October 2011. As a temporary workaround until the system fix, a school should submit the student's "current" last name in **both** the <LastName> tag in the Student Identifier/Index block and the <LastName> change tag.

REMINDERS

COD Computer-Based Training (10/14/11)

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 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 (10/14/11)

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



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