COD Processing Update

November 4, 2011

NEWS/UPDATES

- **Additional System Functionality For 2011-2012 Award Year Implemented (10/28/11)**
  Federal Student Aid is pleased to announce the implementation of additional COD System functionality during the period October 21-22, 2011. These system changes support 2011-2012 Award Year processing. Federal Student Aid implemented all of the system changes described in an October 14, 2011 Electronic Announcement on the Information for Financial Aid Professionals (IFAP) Web site (http://ifap.ed.gov/eannouncements/101411AdditionalCODSystemImplem1112AY.html).

  Thank you for your understanding and patience while Federal Student Aid completed this important activity. If you have any questions about the system changes, contact the COD School Relations Center.

CURRENT ISSUES

ALL PROGRAMS

RESOLVED - COD Web site Returning Errors When Updating Person Information [(07/11/11) Updated 10/27/11]

In July 2011, Federal Student Aid identified an issue when schools attempted to update person information via the COD Web site. Specifically, when a user was updating person information, the Award list defaulted to an award from a "closed" Award Year.

Federal Student Aid has implemented a fix for this issue. When updating person information, the Award list now defaults to the most recent award on file for the person.

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

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

RESOLVED - Pell Grant Awards Rejecting Incorrectly for Edit 38 When Last Name Change Involved [(9/8/2011) Updated 10/28/11]

In September 2011, Federal Student Aid discovered an issue when a school submitted a Pell Grant award and the student's "original" and "current" last name field tags did not match. The COD System incorrectly tried to

link the CPS transaction using the original last name instead of the current last name. The school then received COD Reject Edit 38 (Student not Pell eligible) incorrectly because the last name on the CPS transaction and the Pell Grant award record did not match.

Federal Student Aid has implemented a fix for this issue.

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

REMINDERS

Reminder - Active Confirmation of TG Numbers (SAIG Mailboxes) Required by December 16, 2011 to Maintain Access to Federal Student Aid Systems (11/04/2011)

As a reminder, every organization enrolled for a Student Aid Internet Gateway (SAIG) account is required to review and validate its assigned TG numbers by **December 16, 2011.** Complete information about this requirement is in [an electronic announcement posted to the Information for Financial Aid Professionals (IFAP) Web site on October 12, 2011](#).

Impact on COD Processing November 6, 2011 (11/02/11)

Federal Student Aid is planning several system maintenance activities on November 6, 2011. 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 12:30 A.M. (ET) until 11:00 A.M. (ET) on Sunday, November 6, 2011—

- Users will not be able to submit or retrieve data via 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](#).

- 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, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at [CPSSAIG@ed.gov](#).

Impact on COD Processing November 12-13, 2011 (10/28/11)

Federal Student Aid is planning several system maintenance activities on November12-13, 2011. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 5:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain StudentLoans.gov Web site functionality for a period of time.

An explanation of how these activities will impact the StudentLoans.gov Web site availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Extended StudentLoans.gov Web site Maintenance

From 8:00 A.M. (ET) Saturday, November 12, 2011 until 11:00 A.M. (ET) on Sunday, November 13, 2011—

- 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 <u>StudentLoans.gov Web site</u>.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the StudentLoans.gov Web site contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at <u>CPSSAIG@ed.gov</u>.

COD Holiday Schedule For November 11, 2011 (10/28/11)

Friday, November 11, 2011 is the Veterans Day Federal holiday.

- The COD School Relations Center will be open.

- The COD System will accept and process data from schools and send back responses/acknowledgments on Friday, November 11, 2011, 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 Monday, November 14, 2011.

Further information regarding Veterans Day processing and customer service hours for COD and other Federal Student Aid/Department call centers is posted in a

<u>October 28, 2011 Electronic Announcement</u> on the IFAP Web site.

COD Computer-Based Training (11/04/11)

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 <u>COD Computer-Based Training</u>.

Sending Addresses for U.S. Territories and Foreign Countries on the Common Record or the COD Web site (11/04/11)

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>

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.