



COD Processing Update

November 10, 2011

NEWS/UPDATES

• **Current Funding Level (CFL) Increase for Direct Loans for 2011-2012 Award Year (11/07/11)**

Federal Student Aid will process a CFL increase for the William D. Ford Federal Direct Loan (Direct Loan) Program for the 2011-2012 Award Year during the week of November 14th. Schools will be able to view and draw down these 2011-2012 Direct Loan funds in G5 starting the week of **November 21st**.

Note:

Foreign schools and domestic schools under Reimbursement or Heightened Cash Monitoring 2 (HCM2) funding method will not receive an increase to their CFL.

CURRENT ISSUES

DIRECT LOANS

RESOLVED - Incorrect Servicer Information in September 2011 Direct Loan SAS [(10/05/11) Updated 11/09/11]

Last month, Federal Student Aid 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 were correct; however, the servicer information was incorrect and should not be used by schools.

Federal Student Aid fixed the issue on October 5, 2011 and the federal loan servicer information in the October 2011 Direct Loan SAS is correct.

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

GRANTS

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

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](#).

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 [October 28, 2011 Electronic Announcement](#) on the IFAP Web site.

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

Federal Student Aid is planning several system maintenance activities on November 12-13, 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 [StudentLoans.gov Web site](#).

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 CPSSAIG@ed.gov.

COD Holiday Schedule For November 24 and 25, 2011 (11/10/11)

Thursday, November 24, 2011 is the Thanksgiving Day Federal holiday.

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@acs-inc.com.

- The COD School Relations Center will close at 3:00 P.M. (ET) on Wednesday, November 23, 2011 and reopen at 8:00 A.M. (ET) on Friday, November 25, 2011.
- The COD System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 24, 2011, but schools will not be able to receive any Federal funds on that day.

Further information regarding Thanksgiving Day processing and customer service hours for COD and other Federal Student Aid/Department call centers is posted in a [November 9, 2011 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

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

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 (11/10/11)

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>

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.

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