

# COD Processing Update

November 20<sup>th</sup>, 2015

NEWS/UPDATES

- **G5 System Outage November 19-23, 2015 [(11/16/15) Updated 11/18/15]**

**Note:** The updated information is shown in red below. Please review this updated information and evaluate the impact on your school or organization during the extended outage period.

During the period of November 18-23, 2015, the Department of Education (the Department) is planning system maintenance activities to G5. Please review the following information to determine how processing at your school will be affected.

## **G5 System Outage**

**From 7:00 P.M. (ET) on Wednesday, November 18, 2015 through 6:00 A.M. (ET) on Monday, November 23, 2015**, the [G5 Web site](#) will not be available. Schools will not be able to draw down funds during this period for the following Title IV Programs:

- Federal Pell Grant (Pell Grant)
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work-Study (FWS)
- Teacher Education Assistance for College and Higher Education Grant (TEACH Grant)
- William D. Ford Federal Direct Loan (Direct Loan)
- Iraq and Afghanistan Service Grant

## **COD System Processing**

**From 7:00 P.M. (ET) on Wednesday, November 18, 2015 through 6:00 A.M. (ET) on Monday, November 23, 2015**, the COD System will accept Pell Grant, TEACH Grant, Direct Loan, and Iraq and Afghanistan Service Grant records. However, after 6:00 P.M. (ET) on Wednesday, November 18, 2015, CFL changes (as a result of actual disbursements) and funding will not be processed by G5 until November 23, 2015.

All actual disbursements with a disbursement date from November 18, 2015 through November 23, 2015 must be received by the COD System **no later than 9:00 A.M. (ET) on Wednesday, November 18, 2015** 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 on or after November 23, 2015 will be processed and funded after G5 re-opens.

## **Contact Information**

We appreciate your patience and understanding as we complete the required activities during the upcoming period. If you have any questions about this announcement, contact one of the following help desks:

- **For questions related to G5**, contact the G5 Hotline at 888/336-8930. You may also e-mail [edcaps.user@ed.gov](mailto:edcaps.user@ed.gov).
  - **For questions related to the Campus-Based programs**, contact the Campus-Based Call Center at 877/801-7168. You may also e-mail [CBFOB@ed.gov](mailto:CBFOB@ed.gov).
  - **For questions related to the COD System**, 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@ed.gov](mailto:CODSupport@ed.gov).
- **COD Holiday Schedule For November 26, 2015 (11/16/15)**

The COD School Relations Center will be closed on Thursday, November 26, 2015 in observance of the Thanksgiving Day federal holiday. The COD System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 26, 2015, 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 Friday, November 27, 2015.

Further information regarding Thanksgiving Day processing and customer service hours for the COD School Relations Center and other Federal Student Aid/ED call centers is posted in a [November 13, 2015 Electronic Announcement](#) on the IFAP Web site.

- **REMINDER - Direct Loan Origination Fees Change October 1, 2015 (8/27/15)**

As a reminder, the origination fees for Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct PLUS Loans (for both parent and graduate student borrowers) change as of October 1, 2015 (see [Dear Colleague Letter GEN-15-07](#)). Additional operational guidance is provided in an [August 26, 2015 Electronic Announcement](#).

Schools should review these communications and review their systems and Direct Loan records to ensure the correct origination fee is being used.

- **Title IV Refund Issue in G5 (7/31/15)**

The Department of Education (the Department) is working to resolve a G5 system issue in which some users may receive an error stating "action failed: Pay.Gov is not available" when processing a refund. If you receive this error, contact the G5 Hotline at 888/336-8930 to confirm whether or not the refund was submitted successfully **before** any attempt at reprocessing the refund. Attempting to reprocess the refund after receiving this error may result in a duplicate refund. **Note:** The G5 Hotline will provide confirmation of the refund within 1-3 business days; it will not be an immediate response.

The Department expects to resolve this issue with the next G5 system update planned for the middle of November. If you have additional questions about this issue or about G5, contact the G5 Hotline. You may also e-mail [edcaps.user@ed.gov](mailto:edcaps.user@ed.gov).



## CURRENT ISSUES

### DIRECT LOANS

There are no Direct Loan-related issues at this time.

### GRANTS

There are no Grant-related issues at this time.

## Keep School Contact Information Current in the COD System (11/20/15)

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.](#)