

# COD Processing Update

November 24<sup>th</sup>, 2015

## NEWS/UPDATES

- **COD School Testing for the 2016-2017 Award Year (11/23/15)**

The Common Origination and Disbursement (COD) School Relations Center will conduct Common Record Manual Verification and Structured Application Testing for the 2016-2017 Award Year from January 4, 2016 through November 4, 2016. Optional Unstructured Testing will be available April 4, 2016 through December 16, 2016.

All entities that wish to participate in COD School Testing must submit the “COD School Testing 2016-2017 Sign-Up Document” to the COD School Relations Center. Schools, third party servicers, and software vendors can submit the sign-up document beginning Tuesday, December 1, 2015.

Further information regarding COD School Testing for the 2016-2017 Award Year is posted in a [November 19, 2015 Electronic Announcement](#) on the IFAP Web site.

- **2016-2017 COD Technical Reference Now Available (11/23/15)**

The updated [2016-2017 COD Technical Reference](#) is now available on the Information for Financial Aid Professionals (IFAP) Web site. The 2016-2017 COD Technical Reference contains development information for the 2016-2017 Award Year. If you have any questions about this material, contact the COD School Relations Center.

- **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).

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## 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 (11/24/15)

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](#).