

# COD Processing Update

December 15, 2017

NEWS/UPDATES

- **Impact on COD Processing December 17, 2017 (12/13/17)**

Federal Student Aid is planning several system maintenance activities on December 17, 2017. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3–11 a.m. Eastern time (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 5 a.m. until 10 p.m. ET on Sunday, December 17, 2017—

- 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 any actions or view loan correspondence via the [StudentLoans.gov website](#). This includes, but is not limited to, signing master promissory notes, completing counseling, completing any TEACH Grant processing flows, or submitting Loan Consolidation applications or Income-Driven Repayment Plan requests.
- 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 or the StudentLoans.gov website, contact the COD School Relations Center. If you have any questions about the SAIG, contact the CPS/SAIG Technical Support and the TFA Support Center at 1-800-330-5947 or by email at [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).

- **COD Holiday Schedule For December 25, 2017 and January 1, 2018 (12/14/17)**

The COD School Relations Center will be closed on Monday, December 25, 2017 to observe the Christmas Day federal holiday, as well as on Monday, January 1, 2018 to observe the New Year's Day federal holiday. The COD System will accept and process data from schools and send back responses/acknowledgements on both Monday, December 25, 2017 and Monday, January 1, 2018, 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 Tuesday, December 26, 2017 (for requests received on the 25th) and Tuesday, January 2, 2018 (for requests received on the 1st).

Further information regarding Christmas Day and New Year's Day processing and customer service hours for COD and other Federal Student Aid/ED call centers is posted in a [December 13, 2017 Electronic Announcement](#) on the IFAP website.

- **Post-Closeout Deadline Multi-Year Balance Reminder Letter (12/14/17)**

On December 15, 2017, Federal Student Aid issued letters via email to both the President and the Financial Aid Administrator at schools with unresolved balances in any program and award year that has passed the data submission deadline. This Post-Closeout Deadline Multi-Year Balance Reminder Letter serves as a reminder to complete final reconciliation to a \$0.00 cash balance. Upon receipt, schools should verify whether they have completely reconciled for the listed award years, and should also complete balance confirmation if applicable (School Balance Confirmation page is available through the COD Web Site for all Direct Loan years, and for the Pell Grant and TEACH Grant 2016–17 Award Year and forward).

If your school is currently working on final reconciliation issues with either your primary COD Customer Service Representative or COD Reconciliation Coordinator, or with Federal Student Aid staff, there is no need to report these outstanding issues again. However, please keep in contact with your representative throughout the remainder of the process, and contact the COD School Relations Center if further assistance is required.

If you need additional assistance with reconciliation, contact the COD School Relations Center.

- **REMINDER: COD and StudentLoans.gov Web Addresses (11/13/17)**

Federal Student Aid reminds schools to use the following web addresses when connecting to the COD Web Site or StudentLoans.gov.

- Use <https://cod.ed.gov> for the COD Web Site
- Use <https://studentloans.gov> for StudentLoans.gov

If a school connects to these websites with a link or bookmark that includes "www," it will receive an error message (and there is no longer an automatic redirect in place). In some cases, it could be the browser version which must be Internet Explorer 11 or above, or the current version of other web browsers (Chrome, Firefox, Safari, etc.).

For more information, refer to an [October 31, 2016 Electronic Announcement](#) posted on the IFAP website.

## CURRENT ISSUES

### DIRECT LOANS

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

### GRANTS

There are no Grants-related issues at this time.

## WEEKLY REMINDERS

### How to Access Information from the COD Web Site File Share (12/15/17)

As a reminder, Federal Student Aid shares student-specific information through uploaded files via the COD Web Site. We upload these files to the File Share section of the “File Share & Messages” page of the COD Web Site. Authorized school users are able to view and download the customized documents from the COD Web Site. Schools can access the “File Share & Messages” page by completing the following steps:

- 1) Log in to the COD Web Site.
- 2) Click on the “School” tab.
- 3) Enter the required school identifiers and click on “Search.” This will open the “School Summary Information” page.
- 4) Click on the “File Share/Messages” link on the left-hand side of the page to open the “File Share & Messages” page.

From the File Share section of the page, an authorized COD Web Site user will see a list of uploaded files. A user will click on the “Download” icon to download the File Share document to his or her computer. **Note:** Authorized school users are able to view and download the customized documents from the COD Web Site for a limited period of time.

The COD Web Site will only display File Share documents associated with the school’s Entity ID. If there are no files uploaded for a school, the File Share list will be blank. Schools will be notified via email (or in some cases via a phone call) when a File Share document is available.

### Keep School Contact Information Current in the COD System (12/15/17)

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.](#)