COD Processing Update

December 16, 2011

NEWS/UPDATES

- **Webinar Recordings – Direct Loan Reports and Direct Loan Primer (12/13/11)**
  Federal Student Aid is pleased to announce the availability of the recorded versions of two online, instructor-led training sessions on the William D. Ford Federal Direct Loan (Direct Loan) Program. These two webinars, "Direct Loan Reports" and "Direct Loan Primer," are intended for financial aid office, business office, and technical support staff who are new to the Direct Loan Program and are involved in Direct Loan processing.

  For a complete description of these webinars, refer to Dear Colleague Letters ANN-11-25 and ANN-11-27.

CURRENT ISSUES

DIRECT LOANS

Direct PLUS Loan Responses Issue (11/16/11)

Federal Student Aid has identified an issue in which Direct PLUS Loan Request Acknowledgements (Message Class: CRSP) are not being generated in certain situations. Specifically, the CRSP files are not being sent when a borrower submits a Direct PLUS Loan Request via the StudentLoans.gov Web site **and** there is no corresponding Direct PLUS Loan award on the COD System, **and** one of the following is true:

- A pending credit decision is resolved and processed.

- An appeal to an adverse credit decision is received and approved.

Federal Student Aid is currently researching the cause of this issue and is working to fix this issue as soon as possible. In the meantime, a school can contact the COD School Relations Center to receive an updated CRSP file.

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

GRANTS

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

REMINDERS

OUTAGE ALERT - Federal Student Aid Web Site and System Outages Scheduled for December 18, 2011 (12/13/11)

On December 18, 2011, Federal Student Aid plans to implement annual system updates to the Student Aid Internet Gateway (SAIG) Enrollment Web site. The updates will add the 2012-2013 Award Year to the appropriate services. In addition, users currently enrolled for 2011-2012 batch services or FAA Access to CPS Online services will be automatically enrolled for those services for the 2012-2013 cycle.

This work is being completed in conjunction with other annual system updates and routine maintenance planned for Sunday, December 18, 2011. As a result, several other Web sites will also be unavailable.

In a December 9, 2011 Electronic Announcement posted on the Information for Financial Aid Professionals (IFAP) Web site, Federal Student Aid provides information about the Web sites that will be affected during the extended maintenance period. Please review the information in this announcement and evaluate the impact on your school or organization during the period when the affected Web sites will be unavailable.

Federal Student Aid appreciates your patience and understanding as we complete the required activities.

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.

2011-2012 COD System Peak Processing Reminders (12/15/11)
January 2012 will begin another peak processing period for the 2011-2012 Award Year.

In [a December 14, 2011 Electronic Announcement on the IFAP Web site](#), Federal Student Aid provides COD System peak processing reminders to assist schools with planning and processing.

Thank you for your patience and understanding during this peak processing period.

REMINDER - New Street Address for Mailing Paper Master Promissory Notes and Endorser Addenda Effective December 19, 2011 (12/16/11)

An [Electronic Announcement](#) was released to schools from the COD School Relations Center today and is posted on the Information for Financial Aid Professionals (IFAP) Web site. As previously noted in a [November 15, 2011 Electronic Announcement posted on the IFAP Web site](#), this announcement is a reminder to schools that the street address for sending paper Master Promissory Notes (MPNs) and Endorser Addenda to the Department of Education via express or overnight delivery changes Monday, December 19, 2011.

If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to CODSupport@acs-inc.com with the subject line of "DL Electronic Announcement Distribution".

COD Holiday Schedule For December 26 and January 2, 2012 (12/13/11)

Because the Christmas Day holiday and New Year's Day holiday fall on Sundays, the COD School Relations Center will be closed on Monday, December 26, 2011 (the day after Christmas) to observe the Christmas Day holiday, as well as on Monday, January 2, 2012 (the day after New Year's Day) to observe the New Year's Day holiday. In both cases, the COD School Relations Center will reopen at 8:00 A.M. (ET) on the next business day –

Tuesday, December 27, 2011 and Tuesday, January 3, 2012, respectively.

The COD System will accept and process data from schools and send back responses/acknowledgments on Monday, December 26, 2011, as well as Monday, January 2, 2012, but schools will not be able to receive any federal funds on those days. Requests for changes in funding levels and for funds will not be processed until Tuesday, December 27, 2011 (for requests received on the 26th) and Tuesday, January 3, 2012 (for requests received on the 2nd).

Further information regarding Christmas Day and New Year's Day processing, funding impact, and customer service hours for COD and other Federal Student Aid/Department systems and call centers is available in [a December 12, 2011 Electronic Announcement on the IFAP Web site](#).

COD Computer-Based Training (12/16/11)

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 (12/16/11)

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.