



COD Processing Update

December 17, 2010

NEWS/UPDATES

- **Duplicate Zero Balance Confirmation Letters (12/16/10)**

Federal Student Aid has determined that some schools received a duplicate Zero Balance Confirmation letter for the 2009-2010 Direct Loan Program Year Closeout process between December 10 and December 13, 2010. This was in addition to the normal November month end Zero Balance Confirmation letter e-mails sent to schools on December 13, 2010.

Federal Student Aid apologizes for any inconvenience this may have caused schools. If you have any questions about the duplicate closeout letters, contact the COD School Relations Center.

- **2010-2011 COD System Peak Processing Reminders (12/16/10)**

January 2011 will begin another peak processing period for the 2010-2011 Award Year.

In a [December 15, 2010 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.

- **Updated COD Frequently Asked Questions (FAQs) Available (12/16/10)**

Federal Student Aid has updated the FAQs on the [COD Web site](#). The FAQs are available on the COD Web site by clicking on the "Click here if you are looking for more information on Common Origination and Disbursement." link at the bottom of the page.

If you have any questions about the document, or would like to see anything added, please contact the COD School Relations Center at CODSupport@acs-inc.com with the subject line of "FAQ".

CURRENT ISSUES

DIRECT LOANS

There are no issues to report at this time.

GRANTS

There are no issues to report at this time.

REMINDERS

COD Holiday Schedule For December 24 and December 31, 2010 (12/13/10)

Because the Christmas Day holiday and New Year's Day holiday fall on Saturdays, the COD School Relations Center will be closed on Friday, December 24, 2010

(Christmas Eve Day) to observe the Christmas Day holiday, as well as on Friday, December 31, 2010 (New Year's Eve 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 – Monday, December 27, 2010 and Monday, January 3, 2011, respectively.

The COD System will accept and process data from schools and send back responses/acknowledgments on Friday, December 24, 2010, as well as Friday December 31, 2010, 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 Monday, December 27, 2010 (for requests received on



the 24th) and Monday, January 3, 2011 (for requests received on the 31st).

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 10, 2010 Electronic Announcement on the IFAP Web site](#).

COD Computer-Based Training (12/17/10)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT). The COD CBT includes enhancements that have been made to the COD System, the [COD Web site](#), and associated Web sites and software products through June 26, 2010.

The COD CBT consists of component simulations and CBTs. Each COD CBT component is explained below. 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](#).

If you have questions or comments about the COD CBT, 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. If you e-mail your question or comment, please include "COD CBT Question/Comment" in the subject line.