COD Processing Update

December 21, 2012

NEWS/UPDATES

- **RESOLVED - Response File Issue for Records Sent in COD XML Schema 3.0a - 3.0d [Updated 12/21/12 (12/14/2012)]**

  Federal Student Aid determined that some schools were unable to import response files for records sent in COD XML Schema versions 3.0a, 3.0b, 3.0c, or 3.0d. Specifically, since November 10, 2012, for schools submitting records using these COD XML Schema versions, the response files were being returned in COD XML Schema version 3.0e instead of the same schema version used for the record submission. As a result, Federal Student Aid is not returning leading zeros in the fields listed below and some schools cannot import the response.

  - Financial Award Number
  - Total Eligibility Used (TEU)
  - Lifetime Eligibility Used (LEU)
  - Disbursement Number
  - Disbursement Sequence Number
  - Previous Sequence Number
  - DL Loan Information Award Key
  - Award Key
  - Counseling Sequence Number
  - Application ID
  - Previous Application ID

  Federal Student Aid fixed this issue on Wednesday, December 19, 2012. If a school needs a corrected response, it should contact the COD School Relations Center.

- **RESOLVED – Pell Grant Reconciliation Report, MRR, and Verification Status Report for All Award Years Temporarily On Hold as of December 11, 2012 [Updated 12/18/12 (12/13/12)]**

  Last week, Federal Student Aid was researching an issue with certain Pell Grant reports and how information was populating on those reports. While research was underway, Pell Grant Reconciliation Reports, Pell Grant Multiple Reporting Records (MRRs), and Pell Grant Verification Status reports for all award years were temporarily on hold.

  Late Friday, December 14, 2012, Federal Student Aid fixed the issue and the reports held since December 11, 2012 released. However, reports requested and received between November 10, 2012 and December 10, 2012 may be impacted by the earlier issue. In those cases, if a school needs a corrected report, it may request a new one by submitting a request via the COD Web site, via batch, or by contacting the COD School Relations Center.

  Federal Student Aid apologizes for the inconvenience this issue may have caused schools. If you have additional questions, please contact the COD School Relations Center.

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.

CURRENT ISSUES

DIRECT LOANS

RESOLVED - Direct PLUS Loan Responses Issue [Updated 12/21/12 (12/19/12)]

Federal Student Aid identified an issue in which some Direct PLUS Loan Request response files (CRSP) were being returned with an incorrect Credit Check Date. As a result, some schools were not able to import the CRSP file. The issue impacted CRSP files sent since December 2, 2012.

Federal Student Aid fixed the issue on the evening of December 19, 2012. If a school needs a corrected CRSP file for those sent between December 2, 2012 and December 19, 2012, please contact the COD School Relations Center.

We apologize for any inconvenience this issue may have caused schools.

GRANTS

There are no Grant related issues at this time.

REMINDERS

Keep School Contact Information Current in the COD System (12/20/12)

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.](#)

COD Holiday Schedule for December 25, 2012 and January 1, 2013 (12/17/2012)

The COD School Relations Center will be closed on Tuesday, December 25, 2012 to observe the Christmas Day federal holiday, as well as on Tuesday, January 1, 2013 to observe the New Year's Day federal holiday. In both cases, the COD School Relations Center will reopen at 8:00 AM (ET) on the next business day—Wednesday December 26, 2012 and Tuesday, January 2, 2013, respectively.

The COD System will accept and process data from schools and send back responses/acknowledgments on Tuesday, December 25, 2012, as well as Tuesday, January 1, 2013, 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 Wednesday, December 26, 2012 (for requests received on the 25th) and Wednesday, January 2, 2013 (for requests received on the 1st).

Further information regarding Christmas Day and New Year's Day processing, funding impact, and customer service hours for the COD School Relations Center and other Federal Student Aid/ Department systems and call centers is available in [a December 17, 2012 Electronic Announcement on the IFAP Web site.](#)

COD Computer-Based Training (12/21/12)

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 (12/21/12)

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. Territory	*Excluded* Tags for Domestic Address, including U.S.	Included Tags for Foreign Addresses
		Territories	
3.0c or 3.0d	<AddressLine> <City> <StateProvinceCode> <PostalCode>	<StateProvice> <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 [2012-2013 COD Technical Reference](#). If you have questions about this information, contact the COD School Relations Center.