



# COD Processing Update

December 30, 2010

## NEWS/UPDATES

### • **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.

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## 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 31, 2010 (12/13/10)**

Because the New Year's Day holiday falls on Saturday, the COD School Relations Center will be closed on Friday, December 31, 2010 (New Year's Eve Day) to observe the New Year's Day holiday. The COD School Relations Center will reopen at 8:00 A.M. (ET) on the next business day—Monday, January 3, 2011.

The COD System will accept and process data from schools and send back responses/acknowledgments on Friday December 31, 2010, but schools will not be able to receive any federal funds that day. Requests for changes in funding levels and for funds will not be processed until Monday, January 3, 2011 (for requests received on the 31st).

Further information regarding New Year's Day processing, funding impact, and customer service hours

**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](mailto:CODSupport@acs-inc.com).

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 (12/30/10)**

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](mailto:CODSupport@acs-inc.com). If you e-mail your question or comment, please include "COD CBT Question/Comment" in the subject line.