



COD Processing Update

January 25, 2013

NEWS/UPDATES

- **Impact on COD Processing January 27, 2013 (1/22/13)**

Federal Student Aid is planning several system maintenance activities on January 27, 2013. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (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 1:00 A.M. (ET) until 11:30 A.M. (ET) on Sunday, January 27, 2013—

- 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 online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, endorse a Direct PLUS Loan electronically or view loan correspondence via the [StudentLoans.gov Web site](#).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#).
- 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, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

CURRENT ISSUES

DIRECT LOANS

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

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.

GRANTS

There are no Grant-related issues at this time.



REMINDERS

SAIG Mailbox Functions Unavailable February 2-3, 2013 (1/25/13)

From 12:00 A.M. (ET) on Saturday, February 2, 2013 until 11:59 P.M. (ET) on Sunday, February 3, 2013, the SAIG mailbox functions will be unavailable in order to implement system updates. During this time, users will receive an error message informing them that the SAIG is unavailable.

We appreciate your patience and understanding as we complete the required activity during the upcoming period. For more information on this outage, please refer to the [January 25, 2013 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

Keep School Contact Information Current in the COD System (01/25/13)

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.](#)