



## Common Origination and Disbursement COD Processing Update

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November 17, 2006

### *Direct Loan Program*

#### COD News

##### **COD System Maintenance Planned For Sunday, November 19, 2006 (11/15/06)**

The COD System will undergo routine maintenance on Sunday, November 19, 2006 from 2:00 A.M. until 8:00 A.M. (ET). 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. The impact of these overlapping outages is as follows:

- Users will not be able to submit or retrieve data via the COD Web site between 2:00 A.M. and 8:00 A.M. (ET).
- Batches submitted by schools via the SAIG between 2:00 A.M. and 3:00 A.M. (ET) will be held and not acknowledged back to schools until after the SAIG comes back up at 11:00 A.M. (ET).
- Schools attempting to transmit batches via the SAIG between 3:00 A.M. and 11:00 A.M. (ET) will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Federal Student Aid apologizes for any inconvenience these outages may cause. If you have any questions about the COD System, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or e-mail [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).

##### **Extended Direct Loan Electronic MPN Web Site Outage For Sunday, November 19, 2006 (11/15/06)**

As a reminder, the Direct Loan Electronic Master Promissory Note (MPN) Web site is unavailable every Sunday morning from 5:00 A.M. until 11:00 A.M. (ET) while routine maintenance is performed. During this period, individuals are not able to complete new MPNs electronically or retrieve existing MPNs that were completed electronically.

Due to the need for additional maintenance on Sunday, November 19, 2006, the Direct Loan Electronic MPN Web site will be unavailable for an extended period of time from 2:00 A.M. until 11:00 A.M. (ET). Individuals attempting to access the Web site after the cutoff time will see a Web site maintenance message and will not be able to start the process or retrieve an existing MPN.

COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.



## Common Origination and Disbursement COD Processing Update

**NEW!**

### **COD Holiday Schedule For November 22-24, 2006 (11/17/06)**

The Common Origination and Disbursement (COD) School Relations Center will close at 3:00 P.M. (ET) on Wednesday, November 22, 2006 and reopen at 8:00 A.M. (ET) on Friday, November 24, 2006.

The COD System will accept and process data from schools and send back responses/acknowledgements on Thursday, November 23, 2006, 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 Friday, November 24, 2006.

Further information regarding Thanksgiving Day processing, funding impact, and customer service hours for COD and other Federal Student Aid/Department of Education call centers will be available in an Electronic Announcement on the [IFAP Web site](#).

**NEW!**

### **Unlocking and Resetting COD Web Site Passwords (11/17/06)**

COD would like to remind COD Web site users that Security Administrators (COD Web site User Level 5) are able to unlock and reset passwords for the users (User Level 1-4) they established at their school or organization. However, if the Security Administrator needs his or her password unlocked or reset, the Security Administrator must contact the COD School Relations Center.

In order to unlock users, a Security Administrator should log in to the COD Web site, [www.cod.ed.gov](http://www.cod.ed.gov), and complete the following steps:

- Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on the User tab on the blue bar at the top of the screen. The User Search screen displays.
- Step 2: Enter the search criteria for the user and click on the submit button at the bottom of the User Search screen. The Search Results screen displays and lists users that match the search criteria.
- Step 3: On the Search Results screen, select the name of the user that needs to be unlocked. The User Information screen displays.
- Step 4: Click on the Modify button at the bottom of the User Information screen. The Update User Profile screen displays.
- Step 5: The Locked Out box on the Update User Profile screen contains a checkmark. Click on the Locked Out box to remove the checkmark.
- Step 6: If a new temporary password is not needed, skip this item and go to Step 7. If a new temporary password is needed, enter the new temporary password in the New Password field. Then re-enter the new password in the Re-enter New Password field to confirm. The user will need to change this password to one of his or her choosing.
- Step 7: Click on the submit button at the bottom of the Update User Profile screen. The Update Your Profile screen displays.
- Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.



## Common Origination and Disbursement COD Processing Update

This information is also posted on the COD Web site in a document entitled “Unlocking And Resetting COD Web Site Passwords.” To access the document *before* you log in to the Web site, click on the “Click here if you are looking for more information on Common Origination and Disbursement” Link. To access the document *after* you log in to the Web site, click on the “Today’s Update” link at the bottom of the page.

Schools can refer to the Electronic Announcement on the IFAP Web site, <http://www.ifap.ed.gov/eannouncements/0201UpdatedCODWebsiteSchools.html>, for information regarding COD Web site access. Third party servicers can refer to the Electronic Announcement on the IFAP Web site at <http://www.ifap.ed.gov/eannouncements/UpdatedCODWebsiteThirdPartyServ.html>.

### **Web Browser Compatibility For Federal Student Aid Web Sites and Software Products (11/16/06)**

Federal Student Aid is currently studying the issue of the compatibility of Federal Student Aid Web sites with the Microsoft Internet Explorer, version 7 Web browser, the Mozilla Firefox 2 Web browser, and the Microsoft Windows Vista operating system. Once this is completed, an announcement will be made to the student aid community concerning all Federal Student Aid Web sites and software products.

## Reports and Data Requests



This section contains important notices regarding reports and/or data requests. While we encourage you to review this section, note that some schools may not be impacted by the information presented below.

- Direct Loan Rebuild File— Schools in need of this file should contact the COD School Relations Center. (10/03/05)

## COD Issues

**UPDATED!**

### **Some GAPS Transactions For ACG, National SMART Grant, Pell Grant, And Direct Loan Programs Inaccurately Or Not Reflected In COD System [11/03/06 (Updated 11/17/06)]**

As previously communicated, in early November 2006 Federal Student Aid discovered that some Grant Administration and Payment System (GAPS) transactions performed by schools since September 29, 2006 were not accurately reflected in the Common Origination and Disbursement (COD) System. The transactions affected multiple programs—Academic Competitiveness Grant (ACG), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), Federal Pell Grant (Pell Grant), and William D. Ford Federal Direct Loan (Direct Loan)—and multiple award years. In some cases, GAPS refund, return, drawdown, and drawdown adjustment transaction amounts were doubled in the COD System. In other cases, GAPS transactions were not yet reflected in the COD System.

COD Processing Update  
[www.cod.ed.gov](http://www.cod.ed.gov)



## Common Origination and Disbursement COD Processing Update

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As of November 17, 2006, Federal Student Aid has corrected the majority of inaccurate data related to affected GAPS transactions performed in September and October 2006. The COD Web site financial screens have been updated accordingly.

Federal Student Aid is now completing an additional check to confirm that it has corrected all data. In addition, Federal Student Aid is examining the impact of this issue on COD school reports. Please continue to monitor the "COD Processing Update" and messages on the [COD Web site](#) for additional information and updates.

In the meantime, a school that is still affected by this issue can refer to the GAPS Activity Report on the GAPS [e-Payments Web site](#) for an accurate reflection of all GAPS transactions it has performed since September 29, 2006. If the school has any questions or concerns, it can contact the COD School Relations Center by phone or e-mail.

### *Notes:*

1. Until all inaccurate data in the COD System has been corrected and confirmed, Federal Student Aid will not include the Unsubstantiated Cash section in COD School Monitoring e-mails sent to schools. During this period, if a school that has not been affected by this issue has unsubstantiated cash, the COD School Relations Center will contact the school to follow up.
2. If this issue has affected a Direct Loan school, its October 2006 month-end School Account Statement (SAS) was also impacted.

Again, Federal Student Aid apologizes for the inconvenience caused by this issue and thanks schools for their patience and understanding.



## Common Origination and Disbursement COD Processing Update

# *ACG, National SMART Grant, and Pell Grant Programs*

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### Reports And Data Requests



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- Pell Year-to-Date (YTD) Records—  
The YTD Record can be used to assist a school with its year-end and ongoing reconciliation processes. Schools also use the YTD Record for the purpose of rebuilding a complete student record or Pell Grant database.
  - For rebuilds for the 2005-2006 and 2006-2007 Award Year, the school can submit the data request via the COD Web site or batch.
  - For rebuilds for the 2004-2005 and earlier award years, the school must contact the COD School Relations Center by e-mail to [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com). The school should include "Pell YTD" in the subject line. If a school is unable to e-mail its request, it can contact the COD School Relations Center by phone. [10/03/05 (Updated 10/27/05)]

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