

Summary Overview of Common Origination and Disbursement (COD)

Common Origination and Disbursement (COD) redefines aid origination and disbursement for the Pell Grant and Federal Direct Loan Programs. COD is a common process integrated with a system designed to support origination, disbursement, and reporting. The new process also provides integrated customer service.

Primary Customers: Schools

Services Offered:

- Correct and resubmit rejected transactions
- Create and submit new transactions
- Submit, request, and receive ad-hoc reports
- Create, modify, and delete user Ids
- View Promissory Notes
- Create and view school specific bulletin boards
- Create data requests to rebuild a school's loan/grant system
- Search for borrower/grantee or batch information
- View/update borrower/grantee or batch detail
- View/update student/parent demographics
- Request bulk fulfillment items
- Re-acknowledge batches
- Perform real-time credit checks

Operating Partner: AFSA Data Corporation

COD Contact Name: Doug Tinder

COD Contact Phone: (202) 651-3877

Location: Niagara Falls, NY

Hours of Operation: No hours of operation available yet as COD is a new system

Phone Numbers: No phone numbers available yet as COD is a new system

Fax: No fax number available yet as COD is a new system

Email: No email available yet as COD is a new system

Web site: No web site available yet as COD is a new system

Call Volumes

Annual Call Volume: No data available as COD is a new system

Average Monthly Call Volume: No data available as COD is a new system

Peak Month/# of Calls: No data available as COD is a new system

Employee Information

Total Number of COD related employees: Currently undetermined as COD is a new system.

*Includes all administrative and support employees

Total number of seats in the center:

Percentage of day spent on clients other than SFA: 100%

Customer Service Representative Segmentation: Currently undetermined as COD is a new system.