Business Process Procedures

8.90 INTERPRETING REFUND STATUS CODES

Overview   This document explains how to interpret the refund status codes written to student financial records after the batch refund processes have been run.

Key Points   This document is primarily concerned with interpreting IVR and web refund statuses.

Reference   The following is a section of the NovaConnect Problems reporting form:

IVR
Good: Credit Pending ☐
Bad: Anything Else ☐

WEB
Good: Sent to ePayment Servicer ☐
Bad: Credit Pending ☐
        Posted ☐
        AP Interface Created ☐
        Credit Declined ☐

The NovaConnect Problems form above illustrates a variety of messages that may be on the refund item line posted to a student account.

IVR Codes   To view these messages for an IVR refund, navigate to the Customer Account page:

Main Menu > Student Financials > View Customer Accounts

Drill down on a term by clicking Account Details , and the Account Details page appears.

Account Details

ID:	1061608	Vessey,Kathleen P		Business Unit:	NV280
Account Number:	TUT001	- 2007 Sumr		Account Balance:	0.00

Debits:	11.00	Credits:	-11.00	Applied:	11.00	Unapplied:	0.00

Find | View 3   First ◄ 1-26 of 26 ► Last

Item	Term		Amount	
Class	Item Status	Last Activity Date	Balance	
IVR Refund	2007 Sprng		1.00	Item Details
	Active	05/06/2007	0.00	
IVR Payment	2007 Sprng		-1.00	Item Details
	Active	03/23/2007	0.00	
IVR Refund	2007 Sumr		3.00	Item Details
	Active	05/06/2007	0.00	

Further drill down on the refund item line by clicking <u>Item Details</u> for the refund item and the Refund Details page appears. Note the location of refund status in the screen shot below.

Refund Details

ID:	1061608	Vessey,Kathleen P	**Business Unit:**	NV280
Item Nbr:	800000000810320		**Refund Nbr:**	177988

Reference Nbr:		**Refund:**	A/P	**Item Type:**	000005000055
Refund Status:	Credit Pending		**Refund Address**	

Check / Voucher Info

Voucher ID	Gross Refund	Other Deductions	Net Pay
	1.00	0.00	1.00

Account Split for Refund   Find | View All   First 1 of 1 Last

Account Nbr	Account Term	Item Term	Item Amount
TUT001	2007 Summer	2007 Spring	1.00

Line Details   Find | View All   First 1 of 1 Last

Nbr	Posted	Effective	Billed	Due	GL Posted	Status	Amount
1	05/06/2007	05/06/2007			05/06/2007 11:45:09PM	Active	1.00

Refund Details   Find | View All   First 1 of 1 Last

Nbr	Description	Account Nbr	Account Term	Item Term	Format	Line Amt
1	IVR Payment	TUT001	2007 Summer	2007 Spring	Credit Crd	1.00

Important   **The IVR refund status should always be "Credit Pending." Any other message constitutes a refund error that requires further research.**

IVR Note   **IVR refunds are always issued as state checks.** To check the status of an IVR refund that says "Credit Pending", follow the procedures for a CARS lookup.

Web Codes   A similar process can be used to identify refund status for web refunds. However, there are many more possible status messages for transactions originating through the web.

Main Menu > Student Financials > View Customer Accounts

Drill down on a term by clicking <u>Account Details</u> , and then further drill down on the item line by clicking <u>Item Details</u> .

				Home
Web Refund	2007 Sumr		1.00	Item Details
	Active	05/05/2007	0.00	
Web Refund	2007 Sumr		2.00	Item Details
	Active	05/05/2007	0.00	
Web Refund	2007 Sumr		1.00	Item Details
	Active	05/05/2007	0.00	

Sent to ePayment Servicer: This means that the web refund was successful. A cashier should be able to proceed to the ePayment Transaction log to identify the date of the refund and the last 4 digits of the credit card to which the refund was sent.

Refund Details

ID:	1061608	Vessey,Kathleen P		Business Unit:	NV280
Item Nbr:	800000000810317			Refund Nbr:	177787

Reference Nbr:		Refund:	A/P	Item Type:	000005000050
Refund Status:	Sent to ePayment Servicer		Refund Address		

Check / Voucher Info

Voucher ID	Gross Refund	Other Deductions	Net Pay
	4.00	0.00	4.00

Account Split for Refund   Find | View All   First ◄ 1 of 2 ► Last

Account Nbr	Account Term	Item Term	Item Amount
TUT001	2007 Summer	2007 Summer	2.00

Line Details   Find | View All   First ◄ 1 of 1 ► Last

Nbr	Posted	Effective	Billed	Due	GL Posted	Status	Amount
1	05/05/2007	05/05/2007			05/26/2007 5:23:16AM	Active	2.00

Refund Details   Find | View All   First ◄ 1 of 2 ► Last

Nbr	Description	Account Nbr	Account Term	Item Term	Format	Line Amt
1	Web Payment	TUT001	2007 Summer	2007 Fall	Credit Crd	2.00

Important **The web refund status should always be "Sent to ePayment Servicer." Any other message constitutes a refund error that requires further research.**

Note Explanations of additional status codes are listed below to assist you in troubleshooting other refunds. Please call NovaConnect Support Services if you need assistance in understanding these codes.

Credit Pending: Assigned during the Process ePayments Refund process for IVR and web refunds. This code is valid for all IVR refunds because those refund batches are not forwarded to CyberSource for electronic processing to the cardholder's account. However, the web refund status should change from "Credit Pending" to "Sent to ePayment Servicer" when the refund batch is sent to CyberSource for electronic processing to the cardholder's account. If the code does not change, then this transaction will need to be researched.

AP Interface Created: Assigned when the AP Interface process runs. This code is valid for all cash/check refund batches and for all individual refunds processed manually at a Business Office.

Credit Declined: Assigned when the Process Credit Cards process is run for web refunds and the refund is declined by CyberSource or the cardholder's financial institution.
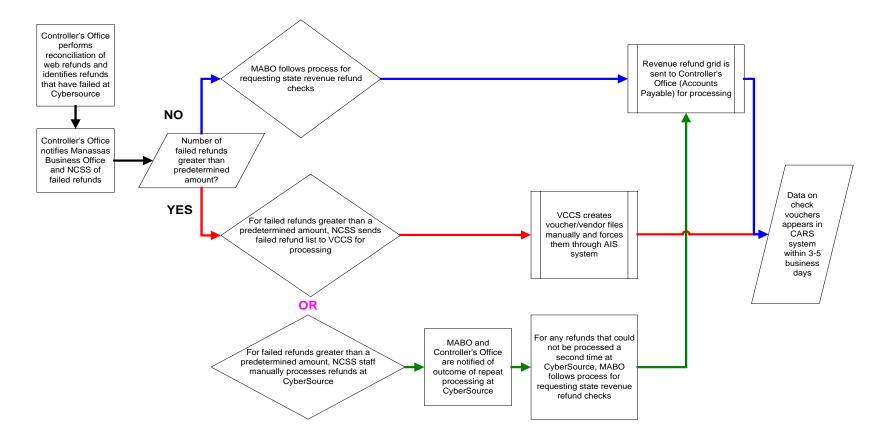
Posted: Assigned when the original payment is listed as Pending in the ePayment Transaction log. These refund transactions must be processed manually.

Resolutions   Please refer to the chart below for more details regarding resolving failed refunds with Credit Declined statuses.

Understanding the Declined Refund Process and its Resolutions

Controller's Office performs reconciliation of web refunds and identifies refunds that have failed at Cybersource

Controller's Office notifies Manassas Business Office and NCSS of failed refunds

Number of failed refunds greater than predetermined amount?

NO

YES

MABO follows process for requesting state revenue refund checks

For failed refunds greater than a predetermined amount, NCSS sends failed refund list to VCCS for processing

OR

For failed refunds greater than a predetermined amount, NCSS staff manually processes refunds at CyberSource

MABO and Controller's Office are notified of outcome of repeat processing at CyberSource

For any refunds that could not be processed a second time at CyberSource, MABO follows process for requesting state revenue refund checks

Revenue refund grid is sent to Controller's Office (Accounts Payable) for processing

VCCS creates voucher/vendor files manually and forces them through AIS system

Data on check vouchers appears in CARS system within 3-5 business days