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

<table>
<thead>
<tr>
<th>Item Status</th>
<th>Last Activity Date</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR Refund</td>
<td>2007 Spring</td>
<td>1.00</td>
</tr>
<tr>
<td>IR Payment</td>
<td>2007 Spring</td>
<td>-1.00</td>
</tr>
<tr>
<td>IR Refund</td>
<td>2007 Summer</td>
<td>3.00</td>
</tr>
</tbody>
</table>
Further drill down on the refund item line by clicking Item Details for the refund item and the Refund Details page appears. Note the location of refund status in the screenshot below.

**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 Account Details, and then further drill down on the item line by clicking Item Details.
**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.

**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.
- If the number of failed refunds is greater than a predetermined amount, NCSS sends failed refund list to VCCS for processing.
- **MABO** follows process for requesting state revenue refund checks.
- **Revenue refund grid** is sent to Controller's Office (Accounts Payable) for processing.
- Data on check vouchers appears in CARS system within 3-5 business days.
- **VCCS** creates voucher/vendor files manually and forces them through AIS system.
- **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.