

## Student Choice Refund Status

Once a refund is submitted, it will be assigned a pending status. The status will change as the refund is processed. In addition to the status displayed, there are steps happening behind the scenes. These hidden steps will determine the text that is displayed when the candidate holds their cursor over the refund status.

### Refund status

#### ACH (Direct Deposit and Reloadable Debit Card)

Pending	The disbursement record has been created but not sent for processing
Sent to Processor	The ACH record has been sent to the bank for processing
Success	The ACH transaction has been sent for direct deposit
Failed	The ACH transaction failed due to a problem with the account provided by the candidate

#### Paper Check

Pending	The disbursement record has been created but not sent for processing
Sent to Processor	The check record has been sent to the bank for processing
Printed	The check has been printed by the bank
Cashed	The check has been cashed by the candidate
Void	The check has been voided by the institution
Stop Payment	A stop payment has been placed on the check
Expired	The check has expired and the funds have been returned to the institution

### Hover text status

Database Status	System Displays	Hover Text
Created	Pending	Your refund is pending. To change your refund method go to 'Edit Refund Method'. Once processed, direct deposit funds will be in your

Database Status	System Displays	Hover Text
		account in 1-2 business days and checks will be mailed.
FundsRequested	Pending	Your refund is pending. To change your refund method go to 'Edit Refund Method'. Once processed, direct deposit funds will be in your account in 1-2 business days and checks will be mailed.
FundsReceived	Pending	Your refund is pending. To change your refund method go to 'Edit Refund Method'. Once processed, direct deposit funds will be in your account in 1-2 business days and checks will be mailed.
ProcessorChange	Pending	Your refund is pending. To change your refund method go to 'Edit Refund Method'. Once processed, direct deposit funds will be in your account in 1-2 business days and checks will be mailed.
Error	Failed	Your refund cannot be processed.
SentToProcessor	SentToProcessor	Your refund is being processed and changes are not allowed. Once processed, direct deposit funds will be in your account in 1-2 business days and checks will be mailed.
ReceivedByProcessor	AcceptedByProcessor	Your refund is being processed and changes are not allowed. Refunds are processed by the next business day. Once processed, direct deposit funds will be in your account in 1-2 business days and checks will be mailed.
ErrorAtProcessor	Failed	The ACH refund has failed. The refund will be disbursed by the institution.
CompletedByProcessor	Success	Your refund has been processed. Direct deposit funds will be in your account in 1-2 business days. After 6 days text is changed to: Your refund has been processed and should now be in your account.

<b>Database Status</b>	<b>System Displays</b>	<b>Hover Text</b>
VoidCheck	Void Check	Check has been voided.
PaymentStopped	Payment Stopped	A stop payment has been placed on the check and cannot be cashed.
PaymentPaid	Cashed	Check has been cashed.
RecreatedAsCheck	Failed	The ACH refund failed. A paper check was mailed to replace the the failed ACH.
ExpiredCheck	Expired Check	Checks not cashed within 90 days are expired.