THE PLD GROUP LEGENDS

Legends help us to clarify the operational codes we internally use for each of our popular services.

Whether its web proofing, job status, SmartPay, e-SmartStatements or another service, each code has a unique meaning and description.

Understanding each code and its uses helps our customers understand and use our services more efficiently.

Following are the legends and description for SmartPay (online bill payment)

SMARTPAY

Initial:

This is the status of the payment before it has been processed. Usually, you will see this while the person is entering the information. It could also be right before the transaction is cancelled or timed out.

Approved:

The payment has been received and approved.

Declined:

The payment has been declined through the credit card company. Please note we cannot discuss 'why' the charge was declined. This is confidential information between the credit card company and the card holder.

Cancelled:

The user cancelled the payment before the transaction was completed. It could also be the status after a transaction timed out.

Waiting Approval:

The payment was made via ACH or e-check. Payments need to be approved by the bank before changing to Approved/Declined.

Error:

There was an error in the transaction. The wrong information was often entered into the wrong field, or the wrong credit card was used.

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Pending:

The transaction is either set-up for a future payment date, a payment plan, or using a check for payment. The payment hasn't been sent according to the requested date to send.

No Response:

The transaction was sent to the provider (First American). The provider did not respond promptly. It could be a network issue. Payment should usually be processed again.

If you see or are familiar with another code not listed here, please let us know to add it to the list.

THIS INFORMATION AND MORE IS ALSO AVAILABLE IN OUR SMARTHUB AT WWW.THEPLDGROUP.COM

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