

## CSDCAS Application Coupon Code FAQ

### 1. What are application coupon codes?

Application coupon codes are discounts applied to CSDCAS application fees. Programs may purchase these codes from Liaison and distribute them to prospective students to encourage them to apply.

### 2. How do programs obtain coupon codes?

Institutions can acquire coupon codes through the CSDCAS payment portal by:

- Visiting: <https://csdcascouponcodes.emplaunch.com/inquiryform>
- Selecting the rate and quantity of codes: \$60 or \$150
- Completing payment via PayPal or credit card

Once the transaction is complete, a receipt is sent by email, and codes are typically delivered within 1-2 business days.

### 3. Who should programs contact for help with coupon codes?

Programs should reach out to our Liaison Client Success Manager (Jessica Scholz, [jscholz@liaisonedu.com](mailto:jscholz@liaisonedu.com)) for any support related to coupon purchases, tracking, or usage.

### 5. Is there a limit to how many codes can be purchased?

There is no cap on quantity, but:

- No refunds are issued for unused or expired coupon codes.
- Unused codes expire at the end of the cycle

Programs are encouraged to order conservatively and request additional codes as needed.

## Validity and Expiration

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### 6. When do coupon codes expire?

All coupon codes are valid only through the end of the application cycle. After that point, they automatically expire and can no longer be used.

## **7. Are unused codes transferable to the next cycle?**

No. Any unused codes are forfeited at the end of the cycle and cannot be applied in future application periods.

## **Using Coupon Codes**

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### **8. Are coupon codes linked to a specific applicant?**

No. Coupon codes are not tied to a specific applicant. However, each code can be used only once. If it is shared and redeemed by someone else, the intended recipient will no longer be able to use it.

### **9. When must a coupon code be entered?**

Coupon codes must be entered on the payment page before the application is submitted. They cannot be added after submission.

### **10. Can fees be adjusted after submission using a coupon code?**

No. Once an applicant submits their application and completes payment, discounts cannot be applied retroactively, and fees will not be refunded.

### **11. Can coupon codes be combined with fee waivers?**

Yes. Applicants who qualify for a fee waiver may still use a coupon code, provided the total discount does not exceed the total cost of application fees.

### **12. What instructions should programs give applicants?**

When sharing coupon codes, programs should remind applicants to:

- Enter the code during checkout in CSDCAS
- Use the code before it expires
- Do not share the code with others

## **Tracking and Reporting**

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### **13. How can programs monitor coupon usage?**

Liaison tracks all coupon code activity, including:

- Whether a code has been redeemed
- When it was used
- Which applicant used it

Programs can request a usage report from their Client Success Manager (Jessica Scholz, [jscholz@liaisonedu.com](mailto:jscholz@liaisonedu.com)).

#### **14. What if an applicant delays submission while waiting for a code?**

Applicants must apply coupons prior to submission. If they wait too long and miss a deadline, they may need to request an extension from the program.

#### **25. What happens if a coupon's value is greater than the fee?**

If the coupon exceeds the required fee:

- The additional value is lost
- Remaining balances do not carry over or transfer

## **Recommended Best Practices for Programs**

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- Purchase codes in smaller batches to reduce unused inventory
- Maintain internal tracking of who receives each code
- Clearly communicate usage rules and deadlines to applicants