

FOR TEFA FAMILIES

WHY ODYSSEY CANCELLED YOUR ORDER, AND HOW TO ORDER SO IT GOES THROUGH

We read 300 posts from a 4,800-member TEFA parent group. Cancelled orders were the number one complaint, ahead of the waitlist. Each reason below is a parent's post matched to the marketplace's own rules.

★ **READ TO THE END** → Page 2 ends with *the one thing TEFA will never pay you back for*, straight from Odyssey's rules, *and what to do if you already paid*.

THE FIVE REASONS, AND THE FIX FOR EACH

1. TAX PUSHED IT OVER THE TECH BUCKET

"\$185 with tax, still says over the limit."

The 10% tech limit (\$200 on \$2,000) counts tax and shipping. A \$185 tablet plus 8.25% tax is \$200.26.

Fix:

stay under \$180 per device, and check the wallet's remaining tech balance first.

2. LISTED VENDOR, UNAPPROVED ITEM

"Ordered a printer six times, cancelled six times."

The state approves vendors. The marketplace approves items. A printer from an approved store can still be an unapproved item.

Fix:

message the vendor through the marketplace, ask "is this exact item approved for TEFA," and order the one they confirm.

3. OUT OF STOCK, NO BACKORDER

"Amazon items keep rejecting."

When the vendor can't fill it, the marketplace cancels instead of holding.

Fix:

order again in a few days, or pick the same item from a second listed vendor.

4. INSTRUMENT SOLD ONLY AS A BUNDLE

"Why can't I get a guitar?"

Some music vendors require the instrument to be bought with lessons for marketplace approval. Ordering the instrument alone cancels instantly.

Fix:

buy the lessons-plus-instrument bundle; the \$1,000 cap applies to the instrument.

5. FUNDS NOT LOADED, OR LOADED TO THE WRONG TRACK

"Approved and funded, but the wallet says \$0."

Homeschool awards load in one payment after opt-in; private-school awards load in three (Jul 1, Oct 1, Feb 1) and go to the school first. One parent switched to homeschool and found \$0 because the account was still on the private track.

Fix: confirm your setting in the portal before ordering, and check the wallet balance, not the award letter.

The order that goes through:

right setting in the portal, balance checked, item confirmed by the vendor in writing, under \$180 if it's tech, bundle if it's an instrument.

WHAT THE MARKETPLACE RULES ACTUALLY SAY

Quoted from Odyssey's help center and the state's families page, Sept 2026. Parents report support replies faster when you cite the rule.

Rule	What it means for your order	Source
All approved purchases and tuition payments are completed through the Odyssey platform.	Buying the same item at a store or on your own Amazon account is not reimbursable.	Odyssey help center
Technology (laptops, tablets, desktops, monitors, headphones, printers, calculators, hot spots, software) shares one limit of 10% of the award.	\$200 total on \$2,000. Tax and shipping count. Every device this year comes out of the same \$200.	State families page; Odyssey
Musical instruments carry a \$1,000 price cap per instrument, outside the tech limit.	A \$1,200 keyboard cancels; a \$950 one goes through if the vendor is listed.	Odyssey help center
Therapies are payable only when not covered by Medicaid, CHIP, or the child's private insurance.	Ask the provider "is this billable to any coverage we have" before booking.	Odyssey help center
Homeschool award paid in one installment after opt-in; private-school award paid 25/25/50 on Jul 1, Oct 1, Feb 1.	Homeschool families can spend the full \$2,000 at once; private-school families see the balance arrive in three parts.	Odyssey help center

WHEN IT STILL CANCELS: THE SUPPORT MESSAGE THAT WORKS

Include four things: the order number, the item's exact name and price with tax, the wallet balance at the time, and the rule you believe applies ("a \$950 instrument, under the \$1,000 cap, from a listed vendor"). Send it through the marketplace's support form, not the vendor.

PAID BEFORE YOU WERE FUNDED? WHAT COMES BACK, AND WHAT DOESN'T

TEFA cannot pay you back for anything you paid yourself.

Odyssey's rule: "It is against program rules to refund TEFA funds directly to parents." Refunds only move from a school back to Odyssey into the child's wallet, with the school's coordination. Fee confirmations are non-refundable. There is no reimbursement for tuition, books, or sessions paid before the award.

What you can do:

for tuition already paid to the school, ask the school to bill TEFA only for what's still owed and to refund you the overlap themselves (that's the school's decision, not TEFA's; parents report some do and some don't). For therapy or tutoring already started, keep the provider but move the next sessions to marketplace orders. For anything else paid out of pocket, it stays out of pocket.

Sources: support.withodyssey.com (purchase rules, instrument cap, therapy coverage, tutor certificate, payment timing, mid-year enrollment); educationfreedom.texas.gov/families (10% technology limit); 300 posts from a 4,800-member Texas TEFA parent group, Aug 15 to Sept 17, 2026.