2020-21 Bulk Purchase Process Frequently Asked Questions (FAQs)

Ordering Process

1. **How do I access the online order form?**
   The online order form is available only via the CLEP® Resource Center. Once you log in, click on **Forms** and select **Bulk Purchase Order Form**.

2. **What is the CLEP Resource Center?**
   The CLEP Resource Center is a password-protected area of our website where test center personnel and faculty can find information, resources, and forms needed to help implement CLEP.

3. **How do I know if I have access to the CLEP Resource Center?**
   You can verify whether you have access here: https://groups.collegeboard.org/clep/. If the site looks familiar, attempt to log in. If you are unsure, click **Forgot password** and enter your email address.

4. **What if I don't have access to the CLEP Resource Center?**
   If you don't have a username and password, request them by sending an email to clep@collegeboard.org with "CLEP Resource Center for Bulk Purchase" in the subject line. Include your name, institution, title, and email address.

5. **What if my institution requires a contract?**
   If your institution requires a contract, College Board can provide one. First, complete and submit your order online. Once you receive your order confirmation, email it to clep@collegeboard.org. In your email, indicate that your institution requires a full College Board contract. We will work with you to execute a contract as quickly as possible.

6. **I work in a school district. Do I need to complete a separate order form for each of my schools?**
   No. District-level orders are encouraged; however, we also welcome separate orders at the school level. Please note that district purchasers will be responsible for distributing voucher codes to each of their participating schools.

7. **What if I don't have a purchase order number yet?**
   Don't delay the submission of your order. Simply write "PO forthcoming" in the *Purchase Order Number* field and email the purchase order to clep@collegeboard.org, as soon as it's available.

8. **Will I be charged for vouchers ordered, vouchers used, or tests taken?**
   Purchasing institutions will be charged for tests taken. Once a student uses a voucher to register for an exam, they will receive a registration ticket that is valid for six months. The purchasing institution will be invoiced only <u>after</u> the student tests. If the student does not test within those six months, or if the registration ticket is not used by June 30, 2021, the registration ticket will expire, and the institution will not be billed.

9. **What happens if I do not end up using the required 10 minimum vouchers?**
   Purchasing institutions are required to order a minimum of 10 vouchers. If, by June 30, 2021, your institution has not used 10 vouchers, you will not be penalized. Your institution will only be invoiced for exams your students take, even if it's less than 10 exams.

10. **I submitted my order, when will I receive my voucher codes?**
    Please allow 5–7 business days for your order to be processed. Submitted order forms that are incomplete or contain inaccurate information will delay processing time.

11. **How will voucher codes be delivered?**
    Voucher codes will be delivered by **email** to the primary contact on your order form. We recommend that primary

contacts save the file immediately, as the secure link will expire after 7 days.

12. **My voucher link email has expired, how do I go about accessing my vouchers?**
Please email clep@collegeboard.org for a one-time courtesy resend. In your email, include your order number, school name, and the number of vouchers you ordered.

Order Quantities

1. **How many vouchers should my institution order?**
The CLEP Program recommends ordering at least 20% more vouchers than you intend to use. Any vouchers that remain unused after June 30, 2021 will simply expire, and the purchasing institution won't be invoiced for unused vouchers.

2. **What if I run out of vouchers?**
If your institution needs additional voucher codes, you must submit an additional order online, which will be treated as a new order.

Dates and Deadlines

1. **What if I don't know my students' testing dates?**
If you don't know your students' testing dates, please provide your best estimate. CLEP requests this information to better plan for spikes in registration and testing. For high schools or school districts with their own test centers, the CLEP Program may also reach out to schedule site visits during the anticipated testing dates.

2. **Can I select a voucher expiration date after June 30, 2021?**
No. Institutions that would like vouchers with an expiration date beyond June 30, 2021 will need to purchase vouchers for the 2021-22 school year starting on June 1, 2021.

3. **When will customers get their invoices and scores?**
Purchasing institutions will receive their invoices and score spreadsheets for tests administered in a given month at the end of the following month. For example, if your students tested in April, you will be invoiced in May. Please review the 2020-2021 Score Report and Invoice Schedule on the CLEP Bulk Purchase page.

Score Reports

1. **What if students from my institution take CLEP exams but pay for the exams on their own? May I receive score information for those students?**
You'll only receive score information for students who used voucher codes funded by your institution. If students from your institution pay for their own CLEP exam or use a voucher from another organization, we won't be able to provide their score to you. Please have those students log in to CLEP My Account and print an unofficial transcript. Alternatively, students can also pay a $20 fee to send their official transcript directly to their school.

2. **My institution requires that we collect copies of students' Unofficial Score Reports. Is the CLEP Program able to provide this information to us?**
No, we aren't able to provide Unofficial Score Reports. Purchasing institutions will receive score spreadsheets for exams administered in a given month at the end of the following month. Students should be instructed to provide a copy of their Unofficial Score Report to your institution if required. If students don't receive a copy of the Unofficial Score Report after completing an exam, they may log in to CLEP My Account and print a copy any time after one business day after testing (scores for exams with essays are available 2–3 weeks after exam day).