

2017–18 CLEP Bulk Purchase Process Frequently Asked Questions (FAQs)

Ordering Process

1. What if my institution requires a contract?

If your institution requires a contract in addition to the order form, the College Board can provide one. Complete the CLEP Bulk Purchase order form and email it to clep@collegeboard.org. In your email, indicate that your institution also requires a full College Board contract.

2. 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. Please note that district purchasers will be responsible for distributing voucher codes to each of their participating schools.

3. What if I don't have a purchase order number yet?

Do not delay the submission of your order. Simply leave that field blank, and then email the purchase order to clep@collegeboard.org, either as soon as it's available or before the voucher delivery date. We need the purchase order before sending you the voucher codes.

4. Can I just type my name in the signature field?

No. A signature is required. Either insert an electronic signature or print, sign, and scan the form. If you are submitting a scanned form, you must also send an unsigned Excel version of your completed form.

5. Why do I also need to send in an unsigned Excel version of my completed form?

We need the Excel version in order to import your order into our ordering system. We are unable to process your order without the unsigned Excel version.

6. 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, he or she will receive a registration ticket that is valid for six months. The purchasing institution will be invoiced only after the student tests. If the student does not test within those six months, the registration ticket will expire, and the institution will not be billed.

7. I submitted my order, when will I receive my voucher codes?

We will only reach out to you if we have issues with your order form or purchase order. Please refer to the order deadlines section of the order form, to see when you will receive your voucher codes.

8. How will voucher codes be delivered?

Voucher codes will be delivered by email to the primary contact on your order form on or before the voucher deliver by date.

Order Quantities

1. What if my institution cannot meet the minimum purchase threshold?

If you do not plan to use at least 30 exams, the bulk purchase program may not be a good fit for your institution. To reach the 30-exam minimum, consider testing students in multiple subjects, including students in other grades, or ordering at the district, rather than school, level.

2. How many vouchers should my institution order?

Participating institutions will be charged for a minimum of 30 vouchers. However, beyond that threshold, there is no penalty for over-ordering. The CLEP Program recommends ordering at least 20% more vouchers than you intend to use. Any vouchers that remain unused after June 30, 2018 will simply expire.

3. What if I run out of vouchers?

If your institution needs additional voucher codes, you must submit an additional order form, which will be treated as a new order. The vouchers for this new order will be processed by the delivery date specified for the next published order deadline.

Dates and Deadlines

1. What if I don't know my students' testing dates?

If you do not know your students' testing dates, please provide your best estimate. CLEP requests this information in order 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, 2018?

No. The CLEP Program can support an earlier expiration date but not a later one. Institutions will be able to purchase vouchers for the 2018-19 school year using a 2018-19 order form.

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 subsequent month.