

General Policies

Prices and product availability are subject to change without notice. All specials and promotions are limited by availability.

Payment: Payment in U.S. dollars must be received with the order. The American Payroll Association (APA) does not sell products on a trial basis.

Payment includes total amount of product plus shipping and handling and tax (if applicable). Publication will not be shipped until entire payment amount due is received.

NSF Fee: The fee for bounced checks is currently \$35 and is subject to change at any time.

Processing and Shipping: Please allow 14 to 21 days from the time you place your order for processing and shipping. Delivery times are not guaranteed and the actual delivery time will depend on product availability.

Should you order a product in advance of the production date, you may submit a written request for a full refund, provided the APA has not already shipped the product.

Please note: Orders are processed next business day regardless of shipping method selected.

Credits: Credits are applicable only to APA products and events and are valid for one year from the date of issue.

Events Policies

Cancellation: Events are subject to cancellation at any time, including due to low attendance. Consider purchasing travel insurance as APA does not reimburse for air or other travel expenses incurred if an event is canceled. APA reserves the right to limit enrollment to ensure that published objectives are achieved.

Registration Fees: Events must be paid in full at least five business days in advance of the start date to guarantee your registration. Mailed payments must be in U.S. dollars. You will receive email confirmation of your registration to include class date and location, if available. If the location is not on the confirmation, check the website. If you have not received confirmation of your registration one week prior

to your seminar, please call APA at the number listed at the bottom of the page to confirm your registration.

If you require a special diet, select it when registering for the event online or indicate it on the registration form.

If you have a disability or require special services, please contact us at least 14 days in advance of the event.

Same-Day Registrants: Participants registering on the day of the in-person program may enroll 15 minutes after all pre-registered participants have signed in. If there are insufficient class materials for same-day registrants, they will receive the materials at the earliest possible date following the seminar.

Travel Arrangements/Hotel Accommodations:

Attendees are responsible for their own travel arrangements to and from events. No room blocks are being held for APA events that are less than five days. Room reservations and hotel charges are the responsibility of the attendee. Parking fees are the responsibility of the attendee.

Consider purchasing travel insurance as APA does not reimburse for air or other travel expenses incurred if an event is canceled.

Locations: Specific locations will be listed on the APA's website, www.americanpayroll.org, at least 30 days before the seminar date.

Schedules: Please refer to the schedule located on our website, www.americanpayroll.org.

Photography & Contact Information Release

By registering for APA's events, you are granting full permission to the American Payroll Association (APA) to use, reuse, reproduce, publish, or republish any photographs, motion pictures, recordings, or any other record of your participation in this event, in any medium now known or hereafter developed, alone or in conjunction with other material, without restriction as to changes or alterations, as well as to use your name, voice, likeness, and/or other indicia of identity, for editorial, educational, promotional, advertising, and commercial purposes, including without limitation in connection with the solicitation of contributions

and the furtherance of the corporate objectives of APA. In addition, by attending or speaking at APA's events, you are granting APA permission to make your contact information available to the event sponsor(s) who may choose to market their products and services to you via email, fax, telephone, mail, or other means.

Registration Changes

A **transfer** is a request to change the location or date of your event. A **substitution** is a request to replace the registered individual with a different attendee.

Transfers/Substitutions

Courses: A \$55 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply.

Either of these changes should be made by calling Customer Service. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A representative can provide the form.

A transfer fee will apply if the incorrect location or date is selected. Please verify that you select the correct location and date to avoid transfer fees.

Webinars and Webinars On Demand: A \$55 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program, after the program begins, or if the program license has been activated.

Cancellations

Events: Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are applicable only to future APA educational programs and are valid for one year from the date of issue. Cancellations the day of the program or after the program are nonrefundable and noncredited.

Webinars and Webinars On Demand: Cancellations or refunds will not be honored the day of the program, after

the program begins, or if the program license has been activated.

Refunds

APA regrets that refunds will not be given for no-shows. Refunds will be made in the original form of payment.

Congress Policy: Because Congress is always fully booked, APA cannot honor cancellations or refunds. However, you may substitute another member or colleague from the same street address. A \$55 administrative fee will be assessed for each substitution. The substitute may also be charged the difference in price if the member types are different.

Each substitution will require completion of a substitution form and will be assessed the fee. A representative will provide the form. Requests should be made by calling Customer Service.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your APA account for another APA-sponsored meeting less a \$150 cancellation fee. This credit is good for one year from date of issue; no exceptions will be made to this policy.

Learning Center Classes Cancellations and Refunds: (1) Refund computations will be based on the course time expressed in clock hours. (2) The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of attendance; or (b) the date of receipt of written notice from the student. (3) If tuition and fees are collected in advance, \$100 shall be retained by the API Fund for Payroll Education, Inc./Payroll Learning Center. (4) If the student fails to enter the course, withdraws, or the course is discontinued at any time before completion, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the course after the effective date of termination bears to the total number of class hours in the course. (5) A full refund of all tuition and fees is due in each of the following cases: (a) if an enrollee is not accepted by the school; (b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentations by the owner or representative of the

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school. (6) Refunds will be totally consummated within 15 days after the effective date of termination.

Refund Policy for Students Called to Active Military Service:

A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (1) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (2) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (3) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (a) satisfactorily completed at least 90 percent of the required coursework for the program; and (b) demonstrated sufficient mastery of the program material to receive credit for completing the program.

CPE Complaint Resolution Policy

The APA will make every effort to resolve complaints regarding National Association of State Boards of Accountancy (NASBA) compliance within a reasonable amount of time and in a confidential manner. A formal complaint must be submitted in writing and must set forth a statement of the facts and the specific remedy sought. Submit CPE complaints to: American Payroll Association, Attn: Certification, 660 North Main Avenue, Suite 100, San Antonio, TX 78205-1217. Certification: (210) 226-4600.

Certification Policies

Absence/Lateness Policy

Candidates unable to attend a scheduled examination may be excused for one of the following reasons: illness (yours, or that of an immediate family member), death in the immediate family, disabling traffic accident, court appearance or jury duty, military duty, or a weather emergency.

Candidates must submit written verification and supporting documentation for excused absences to Pearson VUE **within 14 calendar days** of the original examination date. If candidates are otherwise absent from or late to an examination, and have not provided proper notice (see Change/Cancel Policy), candidates will forfeit the **entire examination fee**. Written verification and supporting documentation can be sent by any of the following ways: email to pearsonvuecustomerservice@pearson.com, fax to (952) 516-5557, or U.S. Mail to the following address:

**Pearson VUE/Certification Examination for
Payroll Professionals
Attn: Event Program Coordinator
5601 Green Valley Dr.
Bloomington, MN 55437**

Change/Cancel Policy

Do NOT contact Pearson VUE's local testing center. All candidates must telephone Pearson VUE or go to www.pearsonvue.com/apa at least **96 hours** before the scheduled examination date to change or cancel a reservation. Changed reservations with proper notice may be transferred to a new reservation (within the current testing window for the Northern Americas region). **Candidates will forfeit the entire examination fee and be considered a no-show if the change or cancel request is received less than 96 hours from the exam reservation date and time.**

Candidates who **cancel** an exam at least 96 hours and up to 30 days before their exam reservation will incur a non-refundable cancellation fee of \$50, paid to Pearson VUE. Cancellations that occur more than 30 calendar days prior to an exam reservation are not subject to additional fees. Please note that there is no fee to change a reservation during this same period.

The Pearson VUE chat option on the Pearson VUE website cannot be used to reschedule or cancel an exam.

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Refunds

Examination fees are fully refundable only if the candidate cancels the reservation with proper notice (96 hours or more before the date of the scheduled exam). The cancellation fee will apply to exams cancelled at least 96 hours and up to 30 days before the exam reservation and is a separate transaction from the refund. To request a refund, submit the request in writing to: certification@americanpayroll.org. Include in the refund request: a mailing address, email address, phone number, Pearson VUE appointment cancellation confirmation if applicable, your full name, and the reason for the request for a refund.

Requests will be verified and submitted to Accounting for processing. Refunds from the APA are made back to the original method of payment. Please allow six to eight weeks to receive a refund.

Retaking the Exam

Northern Americas Region: Candidates may retake the FPC or CPP Examination as often as necessary, but only once in each testing window at a Pearson VUE testing center. For example, those who fail an examination in Spring 2018 must wait until Fall 2018 to retest. To retake the examination, you must pay for a new exam at www.americanpayroll.org/education-certification/certification/overview before making a new exam reservation.

Candidates have the option to obtain additional training at one of APA's Learning Centers by completing APA's Foundations of Payroll Certificate Program or Payroll Administration Certificate Program and then retake the exam **before** the next testing window. To register for this course and retake the exam, visit the APA website. Candidates who have failed the FPC or CPP examination at an APA Learning Center are eligible to retake the examination at a Pearson VUE Testing Center during the current or a future testing window. A candidate may only take the FPC or CPP exam twice during an exam year.

EMEA, APAC, Southern Americas, and Military: Candidates may retake the FPC or CPP Examination six months following the date of the most recent exam date. This restriction is in place to allow candidates ample time to pursue additional study/training in preparation to retake the examination. To retake the examination you must pay for a new exam at

www.americanpayroll.org/education-certification/certification/overview before making a new exam reservation, in addition to meeting all eligibility requirements.

Publication, Subscription, and eBook Policies

Publications are APA'S printed books. **eBooks** are APA's PDF-based publications. **Subscriptions** are those APA products shown here on the APA Bookshelf, <https://bookshelf.americanpayroll.org>.

Cancellations/Refunds: For printed publications, APA will accept the return of unopened products in saleable condition. Authorization for returns must be obtained prior to returning any item by calling Customer Service. Return shipment must be at your own expense. Refunds equal to the cost of the product less a \$30 administrative fee will be issued upon receipt of the returned item(s). Refunds will be made in the original form of payment.

For eBook products, cancellations or refunds will not be honored if the license has been activated.

For subscription products, cancellations or refunds will not be honored.

Substitutions/Transfer: For printed publications, a substitution/transfer can only occur before the publication has been shipped. Authorization for substitutions/transfers must be obtained by calling APA Customer Service.

For eBook products, a substitution/transfer may only occur before the eBook has been delivered and/or before the license has been activated.

For subscription products, if a substitution is requested after the subscription period has begun, only the remaining balance of the subscription will be available to the substitute.

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Customers are expected to report suspected violations. No person who reports a suspected violation, who acts in good faith, shall suffer adverse consequences for making the report. Reports may be made by email to: IP@americanpayroll.org. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. Corrective actions may include the cancellation of a customer's subscription to the APA Bookshelf, without a refund.

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