

Fee Collection, Cancellation, Exchange, and Refund Policy and Procedure

Authorized By:	Bryan Chapman	Date Authorized:	3/16/2011
Effective Date:	4/1/2011	Last Amendment Date:	5/17/2018
Version Number:	6	Document Number:	PR-PA-CD-4006

Implementation & Review:	Bryan Chapman, CEO
Superseded Document:	
Related Documents:	Complaints and Appeals Policy & Procedure

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

1.0 Purpose

The purpose of this policy is to provide clarity for AboveTraining Inc. employees, partnered health department officials, and end-users. Additionally, this policy will provide AboveTraining Inc. employees the grounds for acceptance or refusal of exchange and/or refund claims by end-users.

2.0 Scope

This policy outlines the procedures for secure fee collection and/or cancellation and the qualifications by which a refund or exchange is deemed appropriate.

3.0 Definitions

For the purposes of this policy, the following definitions and connotations apply:

- “*Fee Collection*” is understood to mean the process by which the end-user purchases the online course and assessment and how payments are securely processed.
- “*Cancellation*” is understood to mean a voided transaction.
- “*Exchange*” is understood to mean the exchange of one online course and assessment for another.
- “*Refund*” is defined as a credit to a cardholder account, usually as the result of product return or end-user error.
- “*Appeal*” is defined as a request for reconsideration of an adverse decision.

4.0 Policies

4.1 Fee Collection

All payments must be received utilizing one of the following methods:

- Online Store Purchase
- Phone Credit Card Payment
- Check Payment

- Cash payments are *not* permitted.

4.2 Cancellations

- Online payments are not processed by individual credit card issuers until 24 hours after the transaction is initiated. Within this 24-hour window, the end-user may appeal for a cancellation of their purchase.
- A cancellation is only available for end-users who have not entered the online course or assessment who have not been issued a certificate.
- Cancellations are not available after the transaction has been processed. The end-user may choose to appeal for a refund (see 4.4).

4.3 Exchanges

Exchanges are possible in either of two circumstances:

1. End-user immediately recognizes a purchasing error and makes an appeal to Customer Support.
2. End-user does not recognize a purchasing error until they have completed the assessment and printed their certificate.
 - End-user must appeal customer support within 24 hours of completing the incorrect assessment to receive an exchange for no additional charge. However, end-user may be required to pay any additional health department fees resulting from the exchange.
 - If end-user does not appeal to Customer Support until 24 hours after completing the assessment and receiving a certificate, they will be required to pay the entire health department fee of the health department for which they require a certificate. End-user will not be required to pay an additional AboveTraining Inc. course fee.

4.4 Refunds

- End-user may appeal for a refund if they have not yet entered the online course or assessment and have not been issued a certificate.
- End-users who are unable to complete the Certified Food Protection Manager Exam due to a technology- or emergency-related interruption of the proctored exam session (for example, a power outage at the test site) will be eligible to retake the exam at no charge or have their money refunded. Refund appeals are evaluated on a case-by-case basis by customer service personnel as governed by this policy.
- Refunds will not be issued to end-users who have completed their online assessment and received a certificate.
- Refunds will not be issued after 30 days of the initial transaction.
- Refunds will not be issued via cash or check.
- Refunds may only be issued to the end-user account used for the initial transaction.

5.0 Procedures

5.1 Fee Collection

Online Store Purchase

- End-user goes to any website owned by AboveTraining Inc. and selects the online course and assessment they require.
- End-user enters all required registration information including billing information (i.e. credit card number, expiration date, etc.).
- End-user submits payment upon review of registration and billing information.
- Online payments are processed through Authorize.Net®.
- End-user is emailed an order confirmation and receipt of payment.
- End-user begins course.

Phone Credit Card Payment

- End-user may call in and make a payment over the phone.
- Phone payments are processed through Authorize.Net®.
- End-user is emailed a receipt of payment.
- End-user is emailed a username and password to access the course.

Check Payment

- End-users may choose to mail a check to AboveTraining Inc. for the exact amount of the course they wish to purchase.
- End-user must provide their full name, the course they wish to purchase, and a phone number where they can be reached during business hours.
- Customer support contacts end-user to set up account and assign course.
- Customer support emails username and password.

5.2 Cancellations

- An Accounting or Client Services or Customer Support Representative will cancel (void) the transaction and the payment will never be processed by the credit card issuer.
- The end-user account is deactivated.

5.3 Exchanges

- End-user immediately recognizes a purchasing error (e.g. purchased California course, but needed San Bernardino course).
 - Customer support changes the learner group to which the end-user has been assigned. End-user may be required to pay additional health department fee (see 4.3.2).
 - The previous assessment is no longer available.
 - End-user is required to complete the new assessment with a passing score to receive a certificate.
- End-user does not recognize a purchasing error until they have completed the assessment and printed their certificate.

- Customer support takes end-user payment over the phone, emails the receipt of payment, and changes the student group to which the end-user has been assigned.
- The previous assessment will no longer be available and the certificate will be deactivated.
- End-user is required to complete the assessment with a passing score to receive the new certificate for the health department they have requested.

5.4 Refunds

- Appeal decision cannot be made by Customer Service Representative. However, it can be carried out by a Customer Service Representative with approval from Accounting or Client Services Coordinator or a member of the Senior Management Team.
- Transaction is refunded.
- End-user account is deactivated.
- Email notification of refund is sent to end-user.

6.0 Reporting

- [Previous items have been removed]

7.0 Related Documents

- Information Sensitivity Policy and Procedure
- Complaints and Appeals Policy and Procedure

8.0 Revision History

4/27/2016 – Updated to include CFPM info.

3/17/2017 – Deactivation of old certificate upon exchange. Updated example. Removed voided/credited transaction reporting requirements.

5/17/2018 – Minor change to properly identify the Senior Management Team