

Voucher Process

Background:

- Purchasing organizations can choose to purchase vouchers to cover the following charges:
 - Test fees (battery or individual test)

- See the following for examples of voucher purchases:
 - Montana has a \$50 fee for the test battery and \$15 test center fee that is collected by the test center. ETS will only create vouchers to cover the payment of these test fees. Test center fees will continue to be collected at the test center.
 - Example: For an individual test the fee is \$15 for the subtest and \$2 test center fee. The voucher will only cover the test fee of \$15.

Because ETS does not collect the test center fees in MT, if a candidate is paying by voucher the test center fees will still need to be paid directly to the test center. If a sponsoring organization wishes to cover the test center fees also, they must work directly with the test center.

ETS will charge a static processing fee of \$1.50 for each voucher purchased. This fee will be the same regardless of the fees covered by the voucher (e.g., test fees only, test fees + administrative fees). The processing fee will be collected from the purchasing organization at the time of purchase.

Voucher Ordering:

Step 1: Purchasing organization completes Voucher Order Form and sends to ETS:

- Purchasing organization (or individual) completes voucher order form.
 - Form is available on ETS informational site (<http://www.hiset.org/>):
 - On the info site in the *States/Educators* and *Test Center Staff* sections, the form can be found under *Resources*.
 - Form contains organization information, voucher details (including quantities and types of vouchers to be purchased), and processing fee information.
 - The form will instruct purchaser to call TTS/Institutional Services with payment information (beginning in 2014, privacy policies will not allow credit card info to be collected on the form).
- Order form is mailed/faxed/emailed by purchaser to TTS/Institutional Services to purchase vouchers.
 - Purchaser must agree to terms and conditions
- If the organization wishes to call ETS Customer Support, they can use the standard customer support phone number (1-855-MYHISSET), and select menu option '6' to be routed to Institutional Services (menu options will guide them through),

Step 2: Purchaser pays for vouchers:

- Once order form is received by TTS/Institutional Services, the ETS Admin will reach out to the purchaser to collect payment information.
- Purchasers must pre-pay for vouchers. The following payment types are supported:
 - Debit card
 - Credit card
 - E-check
 - Purchase Order

Note: If the purchasing organization is using a Purchase Order, vouchers shall not be provided to the organization until their check has been received.
- When the ETS Admin collects payment from the purchasing organization, the processing fee for each voucher purchased will also be collected.
- The order will be processed 7-10 days from the time of receipt.



Mailing Address:
 HiSET Vouchers
 MS - 13Q
 1425 Lower Ferry Road
 Ewing, NJ 08618

To place a voucher order, please fill out this order form in its entirety. Your order will be processed 7-10 business days from time of receipt.

Bill To:	Send To: <input type="checkbox"/> (check here if same as "Bill To"):
*Organization	*Organization
*Name	*Name
*Email	*Email
*Full Address	*Full Address
*Phone	*Phone
*Fax	*Fax

State/Territory:	
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Description:	Quantity:	Cost:	Total Cost:
BA Battery Test Fees Only			
BB Battery Test Fees + All Administrative Fees (State & Test Center Fees)			
BC Battery Test fees + State Administrative Fees			
BD Battery Test Fees + Test Center Fees			
IA Individual Test Fees Only			
IB Individual Test Fees + All Administrative Fees (State & Test Center Fees)			
IC Individual Test Fees + State Administrative Fees			
AS State Administrative Fees Only			
AT Test Center Administrative Fees Only			
AB State and Test Center Administrative Fees			
Please include \$1.50 per voucher for processing			
TOTAL FEES INCLUDED:			

*All fees must be paid in USD; Vouchers expire 12 months from the date of purchase and are non-refundable; unused vouchers can be credited after 12 months

*Please check www.hiset.org for most up to date test center and state fees

Method of Payment:	Cardholder Information
<input type="checkbox"/> AMEX <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Check <input type="checkbox"/> Purchase Order# _____ <small>*Vouchers will not be generated until check has been received on PO's.</small>	Name: _____ Card Number: _____ Expiration Date: _____ *I authorize ETS to charge this account with the Total Cost above: <input type="checkbox"/> Yes <input type="checkbox"/> No *Signature: _____

Voucher Creation:

- The ETS Admin generates a request to create the specified vouchers.
- The ETS Admin provides the purchaser with a list of valid voucher codes.

Candidate Redeems Vouchers:

****Note:** *Candidates can begin scheduling appointments with vouchers beginning January 1, 2014.*

- The candidate shall be provided with a phone number to call to redeem the voucher (1-855-MYHISET). The candidate should call this number once they are ready to schedule their test(s).
- The candidate provides the ETS Admin with their voucher code, along with information about where and when they wish to test.
- The EST Admin will validate the voucher code according to the defined rules.
 - Validation includes, but is not limited to:
 - Ensuring the voucher code is a valid code
 - Ensuring the expiration date has not passed
 - Ensuring that a voucher has not been used more than the maximum number of times allowed.

Step 2: *ETS Admin schedules appointment and accepts voucher as payment:*

- Once the voucher code has been validated, the ETS Admin uses eReg to schedule the appointments and waive the fees.
 - Based on the Voucher Type and the amount of the voucher, the ETS Admin determines which fees need to be waived (i.e., test fees, administrative fees).
 - The Order History screen will provide indication that fees have been waived.
 - Once scheduling is completed, the candidate will receive an email confirmation with their appointment information.
 - If the voucher only covers part of the total costs, the candidate will be prompted to pay the balance.

Provide Voucher Credits to Purchasing Organization:

- If a voucher has not been redeemed, or has only been partially redeemed in the case of a battery, an ETS Admin shall be able to credit the purchasing organization for unused vouchers; i.e., unused vouchers will be made available for other candidates.
 - Organizations shall only receive these credits if the ETS Admin authorizes it.
 - Note: Only organizations, not individuals, shall receive voucher credits.
- If an unused voucher has been credited back to the purchasing organization, the candidate shall be prevented from using the original voucher.

Voucher Codes

Create One Voucher Code with a Voucher Type to identify fees that need to be covered. Type codes include:

Battery Vouchers:

Code:	Fees Covered:
BA	Battery test fees only
BB	Battery test fees + all administrative fees (state and test center fees)
BC	Battery fees + state admin fees
BD	Battery fees + TC fees

Individual Test Vouchers:

Code:	Fees Covered:
IA	Individual test fees only
IB	Individual test fees + all administrative fees (state and test center fees)
IC	Individual fees + state admin fees
ID	Individual fees + TC fees

Administration Fees Only:

Code:	Fees Covered:
AS	State Administration fees only
AT	Test Center Administration fees only
AB	State and Test Center Administration fees