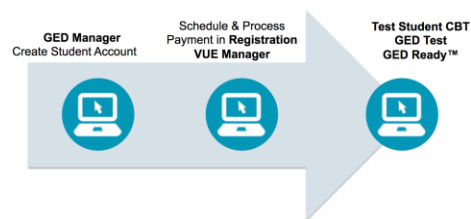


Frequently Asked Questions for Correctional Facilities

What is GED Manager™ and why is it required for Corrections?

GED Manager™ is a web-based administrative tool built to help you administer your GED® corrections program. Each corrections student that tests via computer must first have a GED® account created in GED Manager™ by the test administrator. GED Manager™ allows the test administrator to create the account and view the students' scores. Additionally, the system allows access to score report information, management of age exceptions, and acts as a central system for all student demographic information. Test administrators will use VUE Registration manager for scheduling and payment processing (see below for the corrections testing process).

Diagram - Corrections testing process



Please contact GED Testing Service Technology Operations at Operations@GED.com if you have not received access to or training for GED Manager™. Simply send an email with your name, phone number, and site ID. Your GED State Administrator™ will provide approvals for access to GED Manager™. A GED Testing Service representative will contact you within two (2) business days to assist with steps to access the system.

What are the payment options for GED® tests delivered in Correctional Facilities?

Correctional facilities receive a promo code discount for each GED® test subject instead of receiving testing center compensation. There are 2 basic payment options available to Correctional Facilities:

Option 1: Testing Center Credit Line using promo codes to register candidates

Option 2: Testing Center Voucher Credit Line for purchasing pre-paid vouchers to register candidates

Option 3: Pay by credit card

Please see below for detailed answers to Frequently Asked Questions on these options.

Payment Option 1: Testing Center Credit Line using Promo Codes

What is a correctional promo code discount?

The correctional facility receives a discount for each GED® test subject instead of receiving testing center compensation. The compensation discount is applied by using a [Promo Code](#) when candidates are scheduled.

Please note: Not all correctional facilities qualify for the promo code; if you have any questions concerning your eligibility, please contact Channel Sales at 1-800-247-8719.

How do I get my correctional promo code?

Once your Pearson VUE testing center has been installed and activated for GED® test delivery, you will receive an email from Pearson VUE Client Support Specialist containing the promo code with the subject line “Your Pearson VUE Correctional Promo Code”.

How do I apply for testing credit?

To apply for testing credit, fill out a [Pearson VUE Supplier Request Form](#). Check the appropriate box on the form for Testing or Voucher credit, and send the form to pvamericaschannelsales@pearson.com.

How do I use the promo code when registering a candidate?

1. Go to GED Manager™ and create an account on behalf of the corrections candidate
2. Log into Registration Manager (RegMan), which is located on your test administrator’s computer
 - a. Locate the candidate record
 - b. Select the exam and language
 - c. Select the test subjects you want to schedule along with the testing center, date, and time
 - d. Click on the “Schedule” button – the order screen will appear
3. **To apply a discount**, enter the **promo code** in the payment area and click “Apply.” Enter all applicable discounts. (No promo code is needed for the auto retake discount on 2nd and 3rd attempts of the same test subject.)
4. Choose payment method if there is a balance (credit terms or credit card).

Note: If you do not use your promo code in the payment screens, you will be billed full price for the test. If we add the discount later, the credit will be reflected in your next statement. We cannot change the current statement to reflect the discount.

(For more information, see Chapter 7 of the Policy and Procedures Guide, Registering and Scheduling Candidate).

See also: [Corrections - How to Pay for The GED® Test](#)

Payment Option 2: Vouchers Using Testing Center Credit

What are vouchers and how are they used?

Vouchers are a method of payment that can be valid for the entire test fee or a portion of the test fee. Vouchers are pre-paid. Vouchers are non-refundable and non-returnable. *Vouchers can be used in conjunction with **promo codes**. (See more information on promo codes under Payment Option 1 above.)*

How do I purchase test vouchers?

For information on correctional vouchers and how to purchase them, please go to [Purchase Test Vouchers](#).

How do I apply for voucher credit?

To request testing center credit for purchasing vouchers, fill out a [Pearson VUE Supplier Request Form](#). Check the appropriate box on the form for “Voucher Credit” and send the form to pvamericaschannelsales@pearson.com.

How do I pay for tests using Vouchers?

1. Go to GED Manager™ and create an account on behalf of the corrections candidate
2. Log into Registration Manager (RegMan), which is located on your test administrator's computer
 - a. Locate the candidate record
 - b. Select the exam and language
 - c. Select the test subject you want to schedule along with the testing center, date, and time
 - d. Click on the "Schedule" button – the order screen will appear
3. **Enter voucher** number in the payment area and click "Apply." Enter all applicable discounts such as **promo codes**; hit apply after each. (No promo code is needed for the auto retake discount on 2nd and 3rd attempts of the same test subject.)
4. Choose payment method if there is a balance (credit terms or credit card)

(For more information, see Chapter 7 of the Policy and Procedures Guide, Registering and Scheduling Candidate).

See also: [Corrections - How to Pay for The GED® Test](#)

Payment Option 3: Pay by Credit Card

How do I pay by credit card?

At the payment screen, simply type in your credit card number, expiration date, and cardholder name. Review your order and click "Save." You will receive a confirmation of your order.

Other FAQs for Corrections:

1. **We are a new Correctional facility. Where can I get more information about the process of scheduling and paying for inmates' tests?**

See the following guide for information about registering and scheduling inmates' tests:

DOC Registration and Scheduling in the GED Manager™ Training Guide, starting on page 10:

[GED Manager™ Training Guide for Corrections](#)

2. **Where can I get a copy of my monthly statement?**

Your monthly statements are sent out via e-mail to the billing contact listed in Pearson VUE Site Manager. Monthly statements are sent out by the 10th business day of the following month. You can update your billing contact in Site Manager (please see #7 below). To set up an online account where you can view your account at any time, see #4 below.

3. **What is an online account and what is the advantage of having one?**

An online (iPay) account with Pearson gives you around the clock access to your billing information on our secure website. You will be able to view account balances, statement dates, invoices, credit memos, payments, and pay your bill online.

4. **How can I set up an online billing account (iPay)?**

For new users, request an online account with Pearson’s self-registration at:

[https://www.pearsonvue.com/AccountRegistration](#). You will need your account number or an invoice number and a valid e-mail address. Your Pearson account and invoice number can be found on the upper right-hand corner of your printed invoice.

5. How do I request copies of previous statements/invoices?

For the quickest access to previous statements and invoices, set up an iPay account and you will be able to access past and present invoices and statements through iReceivables 24/7. If you have not yet established your iPay account, send requests for previous monthly statements/invoices to pvamericasfinance@pearson.com.

6. Who should I contact with questions regarding statements?

Send questions regarding statements to: pvamericasfinance@pearson.com.

7. How do I change the contact person who receives the monthly statements?

You can change your billing contact in Pearson VUE Site Manager. Instructions on how to change/update contacts are listed in the *Policies and Procedures Guide, Chapter 4*.

To view the Pearson VUE Policies and Procedures Guide:

- a. Sign into Pearson VUE Support Services (VSS) with your username and password at <https://vss.pearsonvue.com/>
- b. Click on the “Policies and Procedures Guide for Pearson VUE Authorized Test Centers” link to access the guide

8. Who do I contact to change my mailing/billing address?

If you are changing your billing address, your mailing address will also be changed. Please e-mail the Pearson VUE Finance Department at pvamericasfinance@pearson.com. Be sure to include:

- a. Site ID/site name
- b. Main contact person
- c. Phone number for main contact
- d. New mailing/billing address

9. How can I increase our credit limit?

If you wish to increase your credit limit, please email the Pearson VUE Finance Department at pvamericasfinance@pearson.com.

10. How do I cancel a test on the day it was scheduled?

Contact the GED Testing Service customer support line at 1-866-389-3665 when you have a test cancellation the same day. Let the call center know that you are calling from a Corrections site so they can help you with the cancellation. You will need to create an incident report as well. If you need help in creating an incident report, please refer to *Chapter 11 of the Policy & Procedure Guide, Filing Incident Reports*, or contact our Quality Department at 1-866-389-3665, option 2. Tests with an incident report that are not cancelled via phone will still be charged to you at full price.

11. How long do I need to wait for a credit after cancelling a test?

It may take up to one month to see the credit on your monthly statement for a test cancellation.

Important Numbers to Know:

Pearson VUE Support Services

To reach the VSS/GED support line (dedicated to GED® Testing):

- a. Call 1-866-389-3665
- b. Select Option 1 for Customer Service/Candidate Related Issues
- c. Select Option 2 for Channel Quality (for Site Closures, Cancellations, Security, Site Administration/Procedures)
- d. Select Option 3 for Tech Support. You will then hear the prompts that route Corrections callers:
 - for Testing Center Support - press 1
 - for DOC Testing Center Support - press 2
 - for FBOP Testing Center Support - press 3

Pearson VUE Accounting/Finance Department

For questions about credit balances or increasing credit terms, contact the Pearson VUE Finance Department at pvamericasfinance@pearson.com.

Pearson VUE Channel Sales

For questions concerning your contract, contact your Pearson VUE Channel Sales Manager at 1-800-247-8719.

For rates and discount questions, please contact your GED Testing Service state relationship manager or send an email to: pvuedtscs@pearson.com