ACCUPLACER Ordering–Payment Processing Frequently Asked Questions

Q: What can a Purchaser user do?
A: The Purchaser role can place online unit and material orders. When ordering units, the Purchaser is responsible for choosing the institution or specific site location where the units will be placed.

Q: Does a Purchaser have to pass the ACCUPLACER® Certificate of Test Administration (ACTA) test?
A: No. The Purchaser role is exempt from taking the ACTA.

Q: When ordering online, why can't I buy Units and Materials within the same order?
A: Due to the additional processing steps required for material orders, separate online orders for units and materials are required. This allows delivery of test units as soon as an order is successfully processed.

Q: When purchasing materials online, I selected pay by credit card; however, I wasn't asked to provide credit card information. How do I pay for materials with a credit card?
A: Invoices are emailed to the Billing Email address supplied. The invoice can be paid online via credit card.

Q: When ordering units online, how long do I need to wait to see them in my account?
A: Upon successful completion of your online order, units will show up in your account immediately.

Q: When I purchase units online, where are they placed?
A: As a Site Manager, the units are placed directly into your site. As an Institution Administrator or Purchaser, on the Test Unit tab, you must select the institution or site where the units should be placed once your order is processed.

Q: I placed a unit order and accidentally selected the wrong location to allocate the test units to. How do I fix this error?
A: An Institution Administrator can easily transfer the units to the correct location. Under the **[Users – Transfer Test Units]** menu option, you can allocate units between sites.

Q: I prefer to use the paper order form to complete ordering. Where can I access that form?
A: You can find the National downloadable paper order form in the Ordering Procedures section of the Ordering menu. The direct link is https://secure-media.collegeboard.org/accuplacer/pdf/national-order-form.pdf. Please note, unit orders placed by email can take up to 5 business days to process upon receipt of a complete and error-free order form.

Q: Texas Customer - I prefer to use the paper order form to complete ordering. Where can I access that form?
A: You can find the TSIA2 downloadable paper order form in the Ordering Procedures section of the Ordering menu. The direct link is:https://accuplacer.collegeboard.org/accuplacer/pdf/texas-success-initiative-assessment-tsia-2-0-order-form.pdf. Please note, unit orders placed by email can take up to 5 business days to process upon receipt of a complete and error-free order form.

Q: If I don't agree with the Terms and Conditions listed online, how can I move forward with the purchase of units or materials?
A: Please email accuplacer@collegeboard.org with any redlines desired. A representative will get back to you regarding the requested changes.

Q: I was overcharged for ACCUPLACER units, how do I go about getting reimbursed?
A: Please email accuplacerorder@collegeboard.org identifying the discrepancy and a representative will get back to you to resolve the matter.

Q: I was undercharged for ACCUPLACER units, how do I go about paying for the shortage?
A: If the error was due to a College Board system error, further payment won't be requested.

Q: I used to be able to create a Price Quote for ordering. Where do I do that now?
A: You can still create a Price Quote by completing the online order form and then clicking on the yellow "Save Quote" button located in the upper right-hand corner of the screen.

Q: I would like the invoice to be sent to the address on my purchase order. How can I make that happen?
A: Enter the desired address in the Billing Email Address field in the Billing Information section within the Complete Order tab.

Q: Is it possible to place an online order and pay via wire transfer?
A: Yes. Complete a Unit or Material order and save it to generate a Price Quote. Then, complete a wire transfer for the total amount of your order and save the wire transfer confirmation as a PDF. Next, edit the saved order and navigate to the Complete Order section. Select "Upload Signed Purchase Order." Enter the wire transfer confirmation number in the "Enter Purchase Order Number" field and upload the wire transfer confirmation PDF in the "Upload Signed Purchase Order (PDF Only)" section. Finally, click the submit button to finalize your order. NOTE: For first time wire transfer orders, please contact accuplacer@collegeboard.org for additional instructions.

Q: What do the Invoice ID and Transaction ID represent?
A: All online unit and material orders will display an Invoice ID assigned by the College Board. Use this ID to reference your order if you need to contact the ACCUPLACER Ordering Department. Only Unit orders paid by credit card will display a Transaction ID assigned by PayPal. Use this ID to reference your order if you need to contact PayPal.

Q: How can I confirm that my order was processed successfully?
A: Upon a successful transaction, you will receive both an on-screen and email confirmation. In the Order History section of the Ordering menu, you can view all placed orders, their status, and the associated Invoice and Transaction IDs.

Q: My order didn't process successfully. How can I retry placing the order?
A: Go to the Order History section of the Ordering menu, find the failed order, and click on the Retry icon in the Action column. Make any necessary edits, then click the submit button to process the order again.

Q: Will I receive a receipt for my unit order purchase paid by credit card?
A: An invoice receipt for your unit order purchase paid by credit card will be emailed to the address provided in the Billing Email Address field on the order form. Invoice receipts are sent two days after the order is processed. For example, an order placed on Wednesday will have the invoice emailed on Friday. You can also download a copy of the processed order form from the Order History section of the Ordering menu.

Q: How can I update the billing contact email address for an order that has been processed?
A: To update the billing contact, first retrieve the Invoice ID for the order in question. You can find the Invoice ID under the Order History section of the Ordering menu. Click on the red plus icon in the Order ID column next to the desired order to locate the Invoice ID. Then, send an email to accuplacerorder@collegeboard.org , providing the old and new billing contact email address and include the Invoice ID.