

BACE

Biotechnician
Assistant
Credentialing
Exam

PPT

ORDERING PROCESS & POLICIES FOR PAPER & PENCIL TESTING

Exam Sites must place an order for each unique testing event. Order requests are only accepted from an Exam Site's Site Administrator. To place an order for exams or exam retakes, Exam Sites may:

- Order online through the [BACE Exam Site Registration and Ordering](#) website
- Order by phone by calling Biotility at (386) 462-3181, Option 1

Order Options and Payment Methods

Exam Sites may select to be invoiced immediately or submit a purchase order. Accepted payment methods include credit card, P-card, or check.

Invoiced Immediately

- Invoice processed and issued within one (1) week
- Terms of payment: 30 days after invoice

Purchase Order

- PO must be provided during ordering process
- PO processed and confirmed within one (1) week
- Invoice is issued after service is provided
- Terms of payment: 30 days after invoice

Exam Orders

- Must be placed **at least four (4) weeks** in advance
- All first attempt exam orders for an academic year must be placed by May and used by the end of the academic year
- If circumstances prohibit meeting deadlines, contact Biotility by phone to expedite an order. Expedited exam orders are subject to a fee of \$325.00

Exam Retake Orders

- Must be placed **at least two (2) weeks** in advance

Prior to ordering:

- Review the [Exam Admin. Procedures](#) for an overview of the testing process
- Complete the [Exam Site Registration and Ordering Quick Guide](#)
- Complete the [Exam Site Registration Form](#) and allow two (2) business days before starting the Order Form if you are a new site

What to expect after ordering:

- Same day order confirmation
- Within one (1) week, invoice issued or PO approved
- Within two (2) weeks, exam instructions and candidate enrollment link
- One (1) week prior to the exam date, the Practical Exam Kit

Actions to take after ordering:

- Continue to use the Exam Admin. Procedures to prepare for delivering the exam

- All exam retake orders for an academic year must be placed by December and used by the end of the calendar year
- May not be expedited

Order Corrections and Changes

- Order corrections must be requested within two (2) weeks of placing an order
- Order corrections will be processed at no cost
- Order changes are subject to a fee of \$175.00 and exam date restrictions may apply
- Order changes must be requested **at least four (4) weeks** in advance
- If circumstances prohibit meeting deadline, contact Biotility by phone to expedite a change order request. Expedited order changes are subject to a fee of \$325.00

Cancellations

- Orders cancelled at least four (4) weeks in advance are eligible for a full refund
- Orders cancelled two (2) to four (4) weeks in advance are subject to a 50% cancellation fee
- Orders cancelled after two (2) weeks in advance are not eligible for a refund

Refund Policies

- Refunds are processed within four (4) weeks
- There are no refunds or credits for unused exams or exam retakes. Exception: Unused exams and exam retakes purchased prior to July 15, 2021 must be used within two (2) years of purchase.

Late Payment Policies

- Invoices not paid within 30 days are subject to a late fee of \$125.00.
- Exam Sites with an outstanding balance are not permitted to register or place a new order.
- Biotility reserves the right to withhold scores, certifications, and future services until account is made current.