

National Board Third-Party Payment Processing FAQs

System Update FAQs

How has the payment posting process changed?

The National Board's registration system no longer allows candidates to select a component without completing the payment process. Component selection and purchase are now combined in a single step that takes place at the time of payment. If you are funding candidates, your payment (in the form of check, purchase order, ACH transaction, or wire transfer) must be received before the candidate can begin the component purchase process.

The new candidate registration system does not allow candidates to select components without completing the purchase (submitting full payment). We are also unable to collect data on which components candidates select. It will be necessary for you to communicate with your candidates prior to submitting payment so that you know which component(s) to fund. The funding will be converted to a coupon that the candidate will use to complete their purchase.

Within 7-10 days of receiving the transmittal memo and payment, the National Board will allocate the funds to the candidate in the form of a coupon, to their National Board account. Candidates will use the coupon to purchase their component(s). Candidates should use the coupon for the component they communicated to you. The coupon will include the component selection that you specified in the transmittal memo.

How do candidates purchase a component under the new registration system?

1. Log in to your [National Board account](#).
2. For **each** coupon, candidates will have to do the following:
 - a. Copy the coupon code from the My Coupons section in the left-hand navigation for the component they wish to purchase.
 - b. Select the corresponding component from the certificate area box at the bottom of their home page.
 - c. Paste the coupon code at the bottom of the first page. **Do not back out from the page.**
 - d. Click Checkout
 - e. Complete the payment if you have to provide partial payment for the component.
 - f. Repeat steps 2-6 for each coupon.

Will candidates who did not select a component prior to March 26, 2021, have a coupon posted to their account?

If the candidate did not select a component prior to March 26, but you as the Third-Party Payer already sent the funds for that candidate, then a coupon worth the value of your payment will be posted to the candidate's account and the candidate will have to use the coupon to purchase their component(s).

My organization requires candidates to make a partial payment prior to us (Third-Party Payer) submitting payment for them. How will this work in the new system?

The new registration system requires payment in full to purchase components; it will not allow partial payments. Coupons, worth the value of the Third-Party partial payment, will be available in the candidate's account within 10 business days of receipt of your payment by the National Board. Candidates will then need to submit their payment using the coupon and a credit card when they complete their purchase by February 28, 2022.

Any funds that are not used by the candidate will be refunded to your account on file. Please review your guidelines. We apologize for any inconvenience caused by this change.

What do I do if our rules require a candidate to select at least one component to be able to apply for our program?

The new candidate registration system does not allow candidates to select components without completing the purchase. We are also unable to provide data on which components candidates select. It will be necessary for you to communicate with your candidates prior to submitting payment so that you know which component(s) to fund.

I don't know which components my candidate wants to complete this year; can I submit the transmittal memo without specifying a component?

No. The funding you submit will be converted to a coupon that the candidate will use to complete the purchase. It will be necessary for you to coordinate with your candidates prior to submitting payment so that you know which component(s) to fund and how the funds you are sending will be applied to the candidate's account.

What happens if a candidate wants to change their component before the deadline and I already paid for them?

Please let us know through the Third-Party Payer web form if you would like to allocate your funds to a different component for a candidate. If the candidate has not used the coupon for the component, then our team can change the coupon to the desired component.

If the candidate already used the coupon and purchased the component, the candidate will have to withdraw from their current component. Withdrawals take up to two weeks to process and refunds will be issued 4-6 weeks after the withdrawal is complete. We will upload a Third-Party coupon to their account for the new component. The candidate will have to purchase the component once the new coupon is available in their account.

Once a coupon is used on a specific component, can the candidate switch to another component and reuse the coupon?

The candidate cannot switch their own coupons. You as the Third-Party Payer will have to notify us of the component change.

Does the candidate still have to release their name to a Third-Party Payer when registering?

Yes. The candidate is given an option to release their name to Third-Party Payers. The candidate is also given the option to specify if they will receive funding from a Third-Party Payer. In both questions they should select yes if you want their information to show on the year-end reports.

What happens to our funds if the candidate no longer wants to complete a component?

In the event a candidate withdraws before the withdrawal deadline, you will be eligible for a refund of the fees paid on behalf of the candidate (except those designated as nonrefundable). The National Board will process withdrawal refunds on a monthly basis and funds will be returned to your TPP account.

If you do not want the funds credited to your TPP account and/or would like the funds returned to your organization prior to our year-end reconciliation, you must submit your request in writing via the National Board third-party payer web form. The funds can also be applied to another candidate per your request through the Third-Party payer webform.

You will not be eligible for a refund of any fees paid on behalf of a candidate if the candidate did not withdraw prior to the withdrawal deadline

Payment Plan FAQs

How does the National Board's payment plan work?

The [National Board's payment plan](#) is available for purchases made during the 2021-22 cycle. Candidates may choose to purchase 1-4 components and will pay approximately \$80 per component, per month, for a period of six months. Components purchased using the payment plan are considered paid in full.

My organization requires candidates to fully purchase their component(s) before providing reimbursement of the fees, how will that work with payment plan?

Components purchased using the payment plan are considered paid in full. If you require the candidate to purchase one or more components to be eligible for reimbursement, simply have them complete their purchase and provide you with the purchase confirmation or printout from their National Board account.

A candidate has already completed their component purchase using the payment plan/credit card but is eligible for Third-Party Payer funding. Can I still submit payment for them?

Yes. The candidate will have to withdraw the component and repurchase it when the Third-Party Payer funding (in the form of a coupon) has been posted to their National Board account (by the deadline of February 28, 2022). They will use the Third-Party Payer coupon to complete the purchase. If the candidate already scheduled their Component 1 after paying with personal funds, they will have to cancel their testing appointment after withdrawing from their component and reschedule the testing appointment after the component has been purchased using the Third-Party Payer coupon.