

Ordering of Paper Test Materials for 2013 – Frequently Asked Questions

Q: We signed a contract for two years, 2012 and 2013. What about the Test Security Memo?

Printing and signing the Test Security Memo are not requirements for 2013 ordering. Your administrator may decide that a new Test Security Memo be printed, initialed, and signed by examiners. In this case, you can use the “Reprint” feature in GED AccessPoint™. We will not be recording or monitoring reprints. Please check with your jurisdiction’s GED administrator if a new Test Security Memo is to be printed and signed for 2013.

Q: Because the contract is for two years, do we need to order new materials for 2013?

Secure test materials are to be used for one year only. All test batteries and topic cards used in 2012 must be returned at the end of the year. Different test forms will be in use in 2013, a necessary test security practice.

Q: Are the prices going up in 2013?

No, prices for the 2013 and 2012 materials are the same.

In fact, the prices for additional battery orders **will go down** on July 1, 2013. If your center has placed an initial order for 2013 with at least the same number of batteries as their initial order for 2012, then, if you need additional batteries due to a surge in the number of test takers, the additional batteries will be half the original price, starting July 1, 2013.

Q: Can we use a test battery more than 15 times?

No. The battery is licensed for use up to 15 times.

Q: When can we place orders for 2013 materials?

Orders may be placed online through GED AccessPoint™ beginning August 15, 2012. For all orders placed by September 30, 2012 you will receive the shipment by December 14, 2012. Orders placed after September 30 may be shipped by December but we cannot guarantee it.

Q: Will we still be able to order additional materials during the year, if needed?

Yes, additional materials can be ordered throughout the year.

Q: How long does it take to have an additional order processed?

Additional orders are usually shipped in three to five business days after the order is approved by the administrator in GED AccessPoint™.

Q: Can unused material be returned for refund?

No, there are no refunds for test materials.

Q: Can test materials with one center be transferred to another center?

Secure test materials are to be used only at the test center that ordered them and at that test center’s authorized addendum sites. Materials may not be transferred between test centers.

Q: Whom to contact if I still have questions?

Please contact you jurisdiction’s GED administrator first. If you still have questions or need additional information, please send an e-mail to Operations@GEDtestingservice.com .