



Supplier Registration and Payment System

FAQs

for

TCS Use Only

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FAQs for TCS ONLY

IMPORTANT: Avoid using the browser's Back button to return to a previous transaction. Instead, use the navigation buttons or links provided on the screen you are viewing. Using the Back button may cause errors including the loss of your last transaction.

General Questions

Where can I get help with how to use the Supplier Registration and Payment System (SRPS)?

Return to the Help Documents page, and click on **User Guides** to learn more about how to use the ACT Supplier Registration and Payment System.

How do I find a Test Center?

Only the Test Center Supervisor for a Test Center may search for and access the test event information for that center. The Supervisor may search either by Test Center code or by their supplier name.

How do I search for suppliers and Test Center staff?

1. On the Pay to Individual or Pay to Institution tab, click the search icon (flashlight) near the Name or the Institution field.
2. Select at least one these fields to search. (You may search with a combination of more than one field at one time, if you choose.) The wildcard character % can be used anywhere you do not know exact information. The easiest way to find a supplier is to enter the supplier's full email address.
 - Enter full or partial supplier name, first name first
Example: enter "Mary Smith" to find suppliers with the exact name Mary Smith, or "Ma Sm" for anyone whose first name begins Ma and last begins with Sm)
 - Email – Enter full email address
 - City – Enter full for partial city name.
 - State – Select from dropdown list.
 - Country – Select from dropdown list.

How can I change a supplier's payment method to an AccelaPay® Card?

Test Center Supervisors may not change any data on behalf of a supplier.

Suppliers should call ACT at 877-789-2925 and press #1 to request a change. Changes should be made prior to a test event to ensure the change is effective for that test event payment.

Email Questions

What if a supplier is sharing an email address with another test center worker?

Send a request via email to testact@act.org mentioning the parties involved and stating to whom the right account belongs. A new account will need to be created for any other test center worker so that each supplier has a unique email address.

What if a supplier doesn't have an email address?

Explain to the supplier...

- that he or she must have a valid email address in order to create an account on the ACT Supplier Registration and Payment System...
 - to view his or her payment history (applies to all suppliers),
 - to enter payment requests for staff (applies only for Test Center Supervisors), and
- that he or she may sign up for a free email at many sites such as www.hotmail.com, www.Gmail.com, www.yahoo.com, and others.

Payment Reports

How do I fill out the payment report? What staffing codes should I use on the payment screen?

See these guides on the SRPS help documents site at <http://www.act.org/host/srps/helpdocs.html> for answers to questions about payment reports and for appropriate staffing based on the number of examinees assigned to your Test Center.

[Entering Payment Information – Test Center Supervisors](#)

[Registering and Setting Up Payment – Test Center Supervisor](#)

What happens if I submit a payment request and then remember something else?

Contact ACT Test Administration at testact@act.org or call 877-789-2925 and press #1 for assistance.

What do I do if I left off a supplier from the payment report?

Contact ACT Test Administration at testact@act.org or call ACT at 877-789-2925 and press #1 for assistance.

How can I change a payment request after I have submitted it?

Contact ACT Test Administration at testact@act.org or call ACT at 877-789-2925 and press #1 for assistance.

How do I know what I submitted or if it was submitted?

The Test Center Supervisor may look up a specific test event to verify the staff that worked the event and to verify which staff members were paid for the event.

How do I find out who was paid from a specific Test Center?

- The Test Center Supervisor may look up a specific test event to verify the staff that worked and were paid, for that test event.
- Individual suppliers may look up their own information by logging into their supplier accounts.

NOTE: Information concerning individual suppliers is confidential and may not be shared without the express consent of the supplier and ACT.

If a Test Center staff member hasn't registered with SRPS by test day, can a Supervisor still submit a payment report?

Yes. Test Center Supervisors may register "on the fly" any supplier who did not complete the self-registration process prior to the test event that he or she worked.

If a supplier record is not found, click the Create a New Individual button from the supplier search screen. Then the supervisor should...

1. Enter the supplier's name , email and address into SRPS.
2. Submit the entire payment form even if one or more of the staff has not yet completed the self-registration process.

An email will be sent to the supplier requesting that they complete their registration in order for their payment to be processed.

IMPORTANT: Suppliers whose registrations are created by their Test Center Supervisors "on the fly" will be paid only after they have completed the supplier registration process.

Can a supplier register for an account on the ACT Supplier Registration and Payment System after the test date?

Yes, but unregistered suppliers will not receive payment until they have completed the Supplier Registration. The supplier must create an account on the ACT Supplier Registration and Payment System to receive payment.