

Practice	Occasions
Bill for:	<ol style="list-style-type: none"> 1. Failed classes. (FB) 2. Completed classes. (CB) 3. No-shows (NB) and incomplete classes (IB), except in hardship cases (see below). 4. Individual registrations canceled fewer than two (2) full working days before the class starts with the exception of respiratory classes which require three (3) full working days. (IB) or (NB) Exception: hardship cases are covered below.
Do NOT bill for:	<ol style="list-style-type: none"> 1. Classes that HAMMER/Hanford Training cancels. (XX) 2. Individual registrations canceled at least two or three (for respiratory classes) full working days before class date. (XX) The two or three working days do not include the day of notification. 3. Class make-ups (completion, examination retake, etc.) when those make-ups require minimal resources from HAMMER/Hanford Training. (CN)
Registration Cancellations:	<ol style="list-style-type: none"> 1. If you must cancel a registration and you are not authorized to access the PeopleSoft scheduling and registration module, send an electronic message to ^Training Records/ITEM at least two or three (for respiratory classes) full working days before the class begins. <u>Two day example:</u> if you wish to cancel a Tuesday registration, you must send your message before 4:00 p.m. the preceding Thursday, if Friday is a scheduled work day. <u>Three day example:</u> if you wish to cancel a Tuesday registration, you must send your message before 4:00 p.m. the preceding Wednesday, if Friday is a scheduled work day. <p>NOTE: If you cannot cancel within the two/three-day limit, try to get a replacement for the registered student. Ensure that the replacement crosses out the name of the registered student on the roster; otherwise, both students will be billed.</p> <p>NOTE: Training Coordinators and other users of the PeopleSoft scheduling and registration module are authorized to modify the PeopleSoft system directly. These individuals should NOT notify Training Records via electronic mail, but they still must comply with the two full working days lead time.</p>

Billing Adjustments

Billing adjustments may be made for hardship cases (for example, management-approved time away from work for illness, injury, death in the family, family emergencies, jury duty, etc.). Circumstances where individuals miss scheduled training due to coverage for essential personnel who experience hardship are also covered under this billing adjustment process. Send requests for billing adjustments to ^Training Records/ITEM (MSIN: G6-60) for resolution and approval. Requests for billing adjustments must be made within 60 calendar days of the scheduled class. Requests for billing adjustments made more than 60 calendar days after the scheduled class will not be accepted. Approved adjustments are made to the billing after the individual is posted on the No-Show Report. Requests for billing adjustments for personnel who miss training due to their own hardship must contain at least the following information:

- a. Employee's name
- b. Employee's organization code
- c. Employee's charge code number
- d. Course number
- e. Date of course
- f. Clear, concise justification for billing adjustment.

Requests for billing adjustments for personnel who miss scheduled training due to coverage for essential personnel who experience hardship must come from the respective company Training Manager or delegate and contain at least the following information:

- a. Employee's name
- b. Employee's organization code
- c. Employee's charge code number
- d. Employee's name that caused hardship (person who is being covered)
- e. Course number
- f. Date of course
- g. Clear, concise justification for billing adjustment.