

What is the True Up process?

When we launched the Authorized Training Partner program, we received questions about what we would do to stop Authorized Training Partners in Tier 2 or 3 regions from marketing to candidates in Tier 1 regions. As mentioned in Question #2 of the [ATP FAQs](#), the ATP program gives us unprecedented visibility into where students are located versus where they are completing their training. We said we'd monitor the situation, and are now prepared to bill or refund ATPs for the difference. We are calling this process the "True-Up" process.

Does this apply to all Authorized Training Partners?

Yes. For this first reconciliation review, there are 49 ATPs affected. Notices will be provided directly to each partner.

How can I, as the Authorized Training Partner, stop learners from registering for my program if they are outside my region?

We are basing this regionalization detail on the country identified by the PMI ID account.

How is PMI calculating the difference?

Our reporting provides us with the regional detail of each learner. Here is an example. A Partner located in Tier 2 provided courses to both Tier 1 and to Tier 3.

Learner Tier	Learner Region	Number of Learners	Pricing Paid	Corrected Pricing	Net Pricing
Pricing Tier 1	EUROPE	21	650	900	(250)
	NORTH AMERICA	19	2,470	3,420	(950)
Pricing Tier 2	ASIA PACIFIC	69	8,970	8,970	-
Pricing Tier 3	INDIA	12	1,560	1,080	480

Tell me more. If I am in Tier 2, like the example, why do I owe for learners located in Tier 1?

Partners in Tier 1 will be paying a higher price for learning content. In order to level the pricing, the ATP outside of the learner pricing tier will need to pay the difference of cost for the learner materials. Thus, this ATP will owe \$1,200 for materials.

When does PMI owe the Authorized Training Partners?

Partners in Tier 3 conversely pay a lower price for learner materials. Since this ATP is located in Tier 2, the Partner actually paid more for the learner materials. Thus, PMI will refund the difference of \$480.

Why are Authorized Training Partners being punished for marketing outside of our tier? Virtual learning enables global reach.

We want to celebrate your success! However, we must also ensure that there is fair play among all partners to ensure quality courses and workshops for the learners.

When will invoices or refunds be issued?

We anticipate notification to all affected ATPs to conclude by month end. Invoices or refunds will be issued the following weeks.

I was not expecting to have to pay. Can installments or a payment plan be arranged?

Invoices must be paid in full. If you are due to renew in the upcoming months, true up payments must be processed before your renewal may be activated. If payment is not processed prior to the contract end date, your account will be inactivated.

My ATP is due a refund. Can that be applied to the renewal fees?

In order to keep clean accounting records, PMI will issue refunds, not credits.