

The Alliance Update Credit Frequently Asked Questions

- 1. Who is the support contact if I have questions?**
Please contact Maria Diaz at The Alliance. Send all inquiries to updatehelp@scic.com.
- 2. I took a class at FAIA's Convention and want to receive The Alliance update credit. What do I do next?**
Complete the CE form indicating you would like the update credit. FAIA will submit the list of those who checked the box indicating they want update credit to The Alliance. Once The Alliance receives the form, they will invoice you for the payment. Upon receipt of payment, The Alliance will provide the update credit and notify you.
- 3. Is this credit available for other classes or at other times?**
No, this is a special update option available only at FAIA's Convention for those attendees who are designees.
- 4. Which designations qualify for update credit?**
All Alliance designations qualify, including CIC, CRM, CISR, CISR Elite, CPRM, and CSRSM.
- 5. What is the cost?**
The cost is \$10 per credit hour. Following the Convention, The Alliance will email you an invoice based on the CE form you submitted when you took the class. The Alliance plans to email invoices within 10 days of receiving the CE forms.
- 5. Will I get update credit if I haven't paid?**
No, you must pay the additional \$10 per credit hour (total on invoice) to receive update credit. The invoice is due and payable upon 30 days of receipt. Update credit will not be granted if payment is received after the 30-day window.
- 6. What is the timeframe for processing my Alliance update credit?** Update credits will be awarded upon payment.
- 7. If my update is due July 1, will my credit apply?**
Yes, update credit will be awarded automatically 90 days post-convention, meaning anyone with updates due up to Sept. 30. However, designees can request an update extension if the deadline falls after that date. You must contact updatehelp@scic.com for the update extensions that extend beyond 90 days.
- 8. I am an Exhibitor at FAIA's Convention. Can I take advantage of The Alliance update credit?**

Exhibitors may attend classes and obtain the update credit only if they have purchased a Full Registration or Day Pass. Exhibitor registrations do not include access to classes.

9. **What registration types are eligible to receive credit?**
Full Convention registration or Day Passes include access to CE classes.
10. **Will these additional credits roll over if I have completed my update credit for this cycle?**
Yes, the credits can be rolled over to the next update cycle, but no more than two years ahead in credit will be awarded.
12. **Will FAIA accept payment in conjunction with my Convention registration for The Alliance update credit?**
No, payments for The Alliance update credit must be paid directly to The Alliance upon receipt of the invoice.