



## **Procedure for Cases Where Insufficient Information Provided to Award Credit**

From time to time the Academy may not have sufficient information to award credit to a learner who completes an Academy CE-certified activity. Examples of these types of situations include:

- CE certificate issued through the mail is returned because address is incorrect
- Learner's name cannot be read due to poor handwriting
- Pharmacist does not provide (or provides incorrect) NABP e-Profile ID or birthday (MMDD format)

In these and other such cases, an Academy staff member will attempt to contact the learner via email or phone to obtain the correct information. If the learner does not respond, the Academy will not make future attempts to contact the learner. However the Academy will issue a certificate of credit if the necessary information is provided at a later date. In the case of pharmacists, credit will be issued if the information is provided within the timeframe allowed by the ACPE for issuing CE credit for an activity.