

Our FAQ page in Excel should be similar to : <https://www.alterguru.com/index.php/main/faq>

Questions are in **RED**

Answers are in **GREEN**

Links are in **PINK**

Note: We recommend that the Questions/Answers are collapsible just like in the Alteguru site

## **FAQs**

**Here are some frequently asked questions that come our way. If you don't see one that helps, please message us and we'll try to help soon.**

### **Our programs**

#### **What courses do you offer?**

We offer review classes for ECE, ECT, REE, RME, and other supplementary courses. For a full list of our programs, click [here](#). (link should go to programs) We also offer high school courses, college courses, and others self-paced board exam review through our subsidiary, Alteguru. Click [here](#) for our Alteguru courses. (link should go to [www.alterguru.com](http://www.alterguru.com))

#### **Do you offer tuition fee discounts?**

Yes, we do! We usually offer discounts to latin honor graduates, national and regional quizzers, and officers.

### **Excel Online**

#### **Is Excel Online free?**

For ECE and EE reviewees, 6-months access to Excel Online is free to enrolled Excel reviewees.

#### **How long is the validity of my Excel Online account?**

Excel Online accounts are usually good for 6 months or the date of your board exam, whichever comes first. However, there are programs that are good for other periods. For example, the MEME review account is good for 3 months.

#### **My Excel Online account says "Invalid username/PW". What should I do?**

Check if you used your correct username or password. If it still says the same thing, that means you have an expired account.

#### **My Excel Online account says "Active log-in session". What should I do?**

It prompts “Active log-in session” when you have violated at least one of our terms of use. Excel Online is protected by a fair-use policy and any violations detected will forfeit your account without refund. Our team will review your account.

## **Books**

### **How long is the shipping?**

Once we have confirmed your order, nationwide shipping usually takes 2-3 days.

### **Can we pick up the books?**

Yes, you can choose to pick up the books in our Excel Manila or Excel Cebu office. You can choose this upon check out.

### **Do you offer free shipping?**

Yes, we ship nationwide for FREE for orders that exceed P1500.

### **Do you ship internationally?**

Yes, we’ve shipped to other countries through DHL. Shipping cost is shouldered by the customer. For international orders, please email us at [paymentexcelreviewcenter@gmail.com](mailto:paymentexcelreviewcenter@gmail.com).

## **Payments**

### **How can we make our payments?**

For on-site transactions, we accept cash and check (address them to Excel First Review and Training Center Inc.) payments in all Excel offices. For online transactions, we accept credit cards, e-wallets, and web banking. You can also pay in any of our over-the-counter options.

### **For online e-wallet payments, what are our options?**

You can pay using Gcash and Grabpay through our website.

### **For credit card payments, what are our options?**

We accept all major credit cards under Visa and Mastercard.

### **Do you offer installment options?**

Yes, we offer installment options for transactions greater than P10,000 through BillEase. Just choose BillEase when you check out or pay for your tuition and you will be redirected to their site. You need a valid ID, a proof of income, and a billing with your address. We recommend parents/guardians of our reviewees to do this transaction.

### **Do I need a credit card for the installment options**

No. BillEase doesn't require credit card for your installment payment plan. What you need is a valid ID, a proof of income (photo of pay slip or certificate of employment), and a proof billing (phone bills, internet bills, electricity bills) with your address.

**For over-the-counter payments, what are our options?**

For OTC payments, you can pay through ML Kwartá Padala, Cebuana, Bayad Center, LBC, SM and Robinsons. Just show the barcode that will be generated for you when you enrol or purchase items in our website. Our OTC option has over 20,000 sites in the country.

**Do I need to send proof of payment to your email?**

When you transact here on our website, you don't need to send a screenshot of your payment to us anymore. In fact, we will be the one to send you a confirmation email once we receive your payment.

**Are payments refundable?**

If you have paid for books that our out of stock, we will refund the payments. For tuition fees, all payments are non-refundable.

**About**

**Where are your offices?**

We have offices in Cebu, Baguio, Davao, and Manila. Our offices are open Monday to Saturday, 8:00am to 5:00pm. (COVID-19 update: Some of our offices are closed temporarily. Message us first before visiting!)