

**Training & Consulting  
Competencies:**

- Project/Program Management
- Business Analysis
- Interpersonal Skills
- Agile

**SINs: 874-4  
874-7**

**PmCentersUSA**

*GSA Terms and Pricing for*

**Professional Services Schedule:  
Training Services & Integrated  
Business Program Support Services**

**Contract No. GS-02F-117AA  
NAICS Codes: 611430 (Primary),  
541519, 541611, 561110, 561499,  
611513, 611710, 624310  
Contract Period: 3.5.2013 - 3.4.2018**

E-mail: [govsales@pmcentersusa.com](mailto:govsales@pmcentersusa.com) • Website: [www.pmcentersusa.com/gsa](http://www.pmcentersusa.com/gsa) • Phone: 1-888-762-3683

# General Services Administration

## Federal Supply Service

### Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system.

The Internet address for GSA Advantage! is:  
[www.GSAAdvantage.gov](http://www.GSAAdvantage.gov).

#### Professional Services Schedule (PSS) - Schedule 874

FSC Group, Part, and Section or Standard Industrial Group (as applicable): **874**

FSC Class(es) / Product code(s) and/or Service Codes (as applicable): **874-4 PSS Training Services and 874-7 Integrated Business Program Support Services**

Contract Number: **GS-02F-117AA**

CAGE Code: **63Y73**

DUNS Number: **002076046**

NAICS Codes: **611430 (Primary), 541519, 541611, 561110, 561499, 611513, 611710, & 624310**

### Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). **SIN Numbers: 874-4 and 874-7**

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer should show the range of the lowest price and cite the areas which the prices apply.

1c. If the contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. **N/A**

2. Maximum order: **\$1,000,000**

3. Minimum order: **\$100**

4. Geographic Coverage (delivery area): **50 United States and US Territories**

5. Point(s) of production (city, county, state or foreign country): **Pittsburgh, Pennsylvania.**

6. Discount from list, prices or statement of net price. **Government Net Prices (discounts already deducted). See prices attached.**

7. Quantity discounts. **1/2% for \$25,000-\$49,999, 1% for \$50,000-\$99,999, 2% for \$100,000+**

8. Prompt payment terms. **1/10 NET 30**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. **Government purchase cards and commercial credit cards are accepted in full.**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. **Government purchase cards and commercial credit cards are accepted in full.**

10. Foreign items (list items by country of origin) **None.**

11a. Time of delivery. (Contractor insert number of days): **Specified on the task order.**

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited deliver are noted in this price list." Under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. **N/A**



For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov).

Contractor: **PM Centers USA, LLC**

634 Alpha Drive

PO Box 15527

Pittsburgh, PA 15238

Arlington, VA 22215

Telephone: +1 (888) 762-3683

Fax: +1 (412) 963-8618

Website: [www.pmcentersusa.com](http://www.pmcentersusa.com)

Email: [govsales@pmcentersusa.com](mailto:govsales@pmcentersusa.com)

Contract Administration: Angela Krebs

Business Size: Small Business

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates overnight and 2-day delivery. **N/A**

11d. Urgent Requirements. The Contractor will note in its price list the Urgent Requirements clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery. **Contact Contractor**

12. F.O.B. point(s). **F.O.B. Destination**

13a. Ordering address(es). **PM Centers USA LLC, 634 Alpha Drive, Pittsburgh, PA 15238**

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule home page ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)). Contractor is simply to include this as item 13b.

14. Payment address(es). **PM Centers USA LLC, 634 Alpha Drive, Pittsburgh, PA 15238**

15. Warranty provision. **Contractor's Standard Commercial Warranty**

16. Export packing charges, if applicable. **N/A**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

18. Terms and conditions of rental, maintenance, and repair (if applicable). **N/A**

19. Terms and conditions of installation (if applicable). **N/A**

20a. Terms and conditions for any other services (if applicable). **N/A**

21. List of service and distribution points (if applicable). **N/A**

22. List of participating dealers (if applicable). **N/A**

23. Preventative maintenance (if applicable). **N/A**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) **N/A**

24b. If applicable indicate that Section 508 compliance information is available in Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/). **N/A**

25. Data Universal Number System (DUNS) number. **002076046**

26. Notification regarding registration in System for Award Management (SAM<sup>SM</sup>) database. **PM Centers USA LLC SAM<sup>SM</sup> Registration is valid through 08.22.18**

# Why Choose *PMCenters* USA®

PMCentersUSA is U.S. based Small Business founded in 1997 that offers training and integrated business support services within the core disciplines of Project/Program Management. We assist federal agencies and departments to acquire and apply knowledge of standards-based practices in project/program management to improve their project outcomes. By participating in our training offerings, including custom private courses and programs, federal employees expand their project/program management competencies through hands-on experiences applying theory to in-class exercises and case studies. Equipped with growing confidence in their expanding skills in this significant discipline, federal employees put their learnings into practice on actual work projects - resulting in better project performance and higher levels of organizational success. PMCentersUSA's Key Personnel further reinforce improvements within federal departments and agencies by tailoring course materials to reinforce adoption of standards-based practices as they apply to their specific environment and unique needs. We also provide subject matter expertise and consulting services in program/project management to support federal agencies and departments.

## Integrated Business Support Services

PMCentersUSA's mission is to deliver complete solutions. We provide consulting services that enable federal departments and agencies to support their existing teams with experienced, contract project/program managers and business analysts to ensure projects are delivered successfully. PMCentersUSA has a proven history of delivering consulting services that enable clients to execute business objectives - whether they require project professionals to manage and oversee major programs or manage a single project from beginning to end. We offer reliable personnel skilled at providing the functional expertise needed to lead your projects and transform your goals into reality. We can also supply Subject Matter Experts in Project/Program Management and Business Analysis to streamline and optimize your projects organization.



## Private and Customized Training Services

For departments and agencies seeking to improve or instill consistency in project/program management and/or business analysis practices or introduce agile or interpersonal skills concepts, PMCentersUSA can assist in providing private training. By engaging PMCentersUSA to implement a private training program, organizations will have the ability to level-set employees in these core disciplines as part of their professional development and career progression. With any private training program, departments and agencies have the freedom to schedule where, when and how the training will be rolled out. Options for private training delivery include: on site, traditional instructor-led training or virtual, live, instructor-led online training.

To build upon fundamental training, departments and agencies can leverage PMCentersUSA to implement a customized training program. This solution incorporates proprietary project methodology, templates, and procedures into the PMCentersUSA curriculum to closely align with established project processes. For more information, please call 1-888-762-3683 or email [govsales@pmcentersusa.com](mailto:govsales@pmcentersusa.com).



## Virtual, Live Instructor-Led Training Services

The PMCentersUSA Virtual Classroom features live, instructor-led training for those seeking a flexible learning solution. We deliver courses online in a technology-rich venue that enables active student participation through a variety of communication means including live chat and microphone. This secure cloud-based Saba Learning Management System (LMS), is a scalable and highly interactive learning solution for remote employees.

Our curriculum provides ample opportunity for hands-on learning via virtual break-out rooms and shared white boarding capability. Short classroom sessions provide unmatched convenience and flexibility and our seasoned instructors are experienced professionals with a clear understanding of the challenges faced by project teams. They bring their years of experience into the classroom, offering a broad spectrum of expertise to help students achieve results on their own projects.



## On-Demand Training Services

The PMCentersUSA On-Demand Classroom is a great value option for those seeking an online, self-paced learning platform. For those in need of training to achieve or maintain a professional certification, our on-demand courses provide a convenient way to earn Category A PMI® PDUs and IIBA® PDs and CDUs. Our on-demand courses provide high-quality training delivered in short, 1-hour modules, which allow busy professionals to train at their own pace. Learn from our noted Subject Matter Experts while building your very own resource library, expanding your knowledge, and preparing for industry certifications. On-demand offerings are available through our Saba LMS. Our system allows students to easily track their PDUs, PDs, and CDUs and view all of the on-demand learning they have purchased by accessing their PMCentersUSA Learning Account. Our 35-Hour PMP Boot Camp is one of our most popular offerings for those seeking to prepare for PMI's certification exam.

# 874-4 & 874-7 Labor Categories - Labor Categories & Rates



## PSS Contract GS-02F-117AA

Federal Supply Schedule Price List for Contracting Services  
**SIN 874-4 - Training Services & SIN 874-7 - Integrated Business Program Support Services**

### Labor Categories & Rates

Labor Category	GSA Hourly Rate	GSA Daily Rate*
<u>Subject Matter Expert</u>	\$214.23	\$1,713.84
<u>Program Manager</u>	\$214.23	\$1,713.84
<u>Senior Project Manager</u>	\$152.73	\$1,221.84
<u>Senior Business Analyst</u>	\$152.73	\$1,221.84
<u>Content Subject Matter Expert / Instructor</u>	\$158.88	\$1,271.04
<u>Instructional Design Professional</u>	\$158.88	\$1,271.04

**\* Daily rates are based on an 8 hour day. Hourly rates reflect 1/8th of the daily rate.**



## 874-4 & 874-7 Labor Categories - Descriptions



### PSS Contract GS-02F-117AA

#### Labor Category Descriptions for

#### SIN 874-4 - Training Services & SIN 874-7 - Integrated Business Program Support Services

**Subject Matter Expert:** Expertise and in depth technical knowledge and analysis as expertise applies to specific projects. Recognized as a subject matter expert in the fields of project management and/or business analysis, and training.

- *Minimum of a Bachelor's degree and 15 years of experience in a specific field. Holds at least one of the following certifications: PMP®, PgMP®, PMI-RMP®, CBAP®, PE.*

**Program Manager:** Responsible for the management and oversight of all or most aspects of a major program, including; quality, budgets, schedules, team management, executive reporting, etc. May also provide subject matter expertise to programs and projects

- *Minimum of a Bachelor's degree and 10 years of experience managing programs and projects. Holds at least one of the following certifications: PMP®, PgMP®, PMI-RMP®, CBAP®, PE.*

**Senior Project Manager:** Senior professional in the field of project management. Responsible for all phases of major or large scale projects including planning, execution, control and closing. Provides leadership to the project team.

- *Minimum of a Bachelor's degree and 10 years of experience managing major projects. Holds at least one of the following certifications: PMP®, PgMP®, PMI-RMP®, CBAP®, PE.*

**Senior Business Analyst:** Develops business cases for new projects. Provides functional expertise in developing requirements for the execution of projects. Performs functional requirements analysis of complex business systems and system modifications. Expert level process improvement and reengineering skills. Documents project design and provides team leadership.

- *Minimum of a Bachelor's degree and 10 years of experience as a business analyst and/or project manager.*

**Content Subject Matter Expert / Instructor:** Designs and sometimes conducts training programs. The content subject matter expert is responsible for both the pedagogical and technical aspects of creating a training course. Responsible for writing all of the course content, including course Syllabus, Learning objectives and intended outcomes, Instructional topics/modules.

- *Minimum of a Bachelor's degree and 10 years of experience designing, developing, and delivering training courses.*

**Instructional Design Professional:** Design and analysis of training programs. Develops approach, objectives, tools, and curriculums related to education programs. Responsible for the oversight and management of all aspects of training development, including project budgets, delivery schedules etc.

- *Minimum of a Bachelor's degree and 10 years of experience managing education and training projects.*

**All consultants are continuously trained in all disciplines of Project Management and Business Analysis to enhance their professional development as a function of their annual review and goal planning process.**

## Project Management Curriculum



**PSS Contract GS-02F-117AA**

### Federal Supply Schedule Price List for Training Services - SIN 874-4

Course Title	Course Length	GSA Public Price Per Student	GSA Private Price Per Student (15-19 Students)	GSA Private Price Per Student (20-30 Students)
<u>Best Practices for Developing Project Schedules</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices for Managing Project Risks</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices in Portfolio Management</u>	1 day	\$264.32	\$266.81	\$249.36
<u>Managing Projects Using Earned Value</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices for Managing IT Projects</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices for Managing Multiple Projects</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices for Managing Problem Projects</u>	1 day	--	\$266.81	\$249.36
<u>Introduction to Project Management</u>	1 day	--	\$266.81	\$249.36
<u>Introduction to Agile</u>	1 day	--	\$266.81	\$249.36
<u>Best Practices for Defining Project Scope</u>	1 day	--	\$266.81	\$249.36
<u>Managing Project Quality</u>	1 day	--	\$266.81	\$249.36
<u>Fundamentals of Scheduling</u>	1 day	--	\$266.81	\$249.36
<u>Estimating &amp; Controlling Project Costs</u>	1 day	--	\$266.81	\$249.36
<u>Key Concepts for Project Risk Management</u>	1 day	--	\$266.81	\$249.36
<u>Principles of Procurement Management</u>	1 day	--	\$266.81	\$249.36
<u>Managing Project Stakeholders &amp; Communications</u>	1 day	--	\$266.81	\$249.36
<u>Advanced Risk Management Skills</u>	1 day	\$264.32	\$266.81	\$249.36

**Government Purchase Cards Accepted.**

**Pricing applies to public virtual and on-site offerings and private virtual and on-site offerings.**

**If you are interested in a course that is not scheduled, PMCentersUSA can conduct it privately, either virtually or on-site.**

**PSS Contract GS-02F-117AA**

**Federal Supply Schedule Price List for Training Services - SIN 874-4**

<b>Course Title</b>	<b>Course Length</b>	<b>GSA Public Price Per Student</b>	<b>GSA Private Price Per Student (15-19 Students)</b>	<b>GSA Private Price Per Student (20-30 Students)</b>
<u>Effectively Managing Project Resources</u>	1 day	--	\$266.81	\$249.36
<u>Introduction to Scrum</u>	1 day	--	\$266.81	\$249.36
<u>Project Management Overview</u>	1 day	--	\$266.81	\$249.36
<u>Agile Certified Practitioner (PMI-ACP)<sup>®</sup> Certification Exam Preparation</u>	1 day	--	\$266.81	\$249.36
<u>Project Management for Executives</u>	1 day	--	\$266.81	\$249.36
<u>Effective Scheduling Using Microsoft<sup>®</sup> Project</u>	1 day	--	\$266.81	\$249.36
<u>Project Management Essentials</u>	2 days	\$531.31	--	--
<u>Project Leadership</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Project Scope and Quality Management</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Project Time and Cost Management</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Project Risk and Procurement Management</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Project HR and Communications Management</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Project Management Professional (PMP)<sup>®</sup> and Certified Associate in Project Management (CAPM)<sup>®</sup> Certification Exam Preparation</u>	2 days	\$531.31	\$521.28	\$501.23
<u>Turning Around Problem Projects</u>	2 days	--	\$521.28	\$501.23
<u>Managing Multiple Projects</u>	2 days	--	\$521.28	\$501.23
<u>IT Project Management</u>	2 days	--	\$521.28	\$501.23
<u>Managing Projects Using Earned Value Analysis</u>	2 days	--	\$521.28	\$501.23

**Government Purchase Cards Accepted.**

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## Project Management Curriculum continued



**PSS Contract GS-02F-117AA**

**Federal Supply Schedule Price List for Training Services - SIN 874-4**

Course Title	Course Length	GSA Public Price Per Student	GSA Private Price Per Student (15-19 Students)	GSA Private Price Per Student (20-30 Students)
<u>Introduction to Agile</u>	2 days	--	\$521.28	\$501.23
<u>Completing Agile Projects with Scrum</u>	2 days	--	\$521.28	\$501.23
<u>Project Management Overview</u>	2 days	--	\$521.28	\$501.23
<u>Introduction to Microsoft® Project</u>	2 days	--	\$521.28	\$501.23
<u>Best Practices for Program Management</u>	3 days	\$798.29	\$783.23	\$677.80
<u>Project Management Overview</u>	3 days	--	\$783.23	\$677.80
<u>5-Day Project Management Training</u>	5 days	--	\$972.49	\$943.81
<u>5-Day Advanced Project Management Training</u>	5 days	--	\$972.49	\$943.81
<u>{Unlimited Access} 35-Hour Project Management Professional (PMP)® Boot Camp - (On-Demand)</u>	35 Hours	\$531.31	\$521.28	\$501.23
<u>35-Hour Project Management Professional (PMP)® Boot Camp - (On-Site)</u>	5 Days	--	\$1,334.06	\$1,246.78

To receive the GSA prices listed on these pages, please create a PMCentersUSA Learning Account with your department or agency email address at:

<https://pmcentersusa.sabacloud.com/>



**Government Purchase Cards Accepted.**

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## Business Analysis Curriculum



**PSS Contract GS-02F-117AA**

**Federal Supply Schedule Price List for Training Services - SIN 874-4**

Course Title	Course Length	GSA Public Price Per Student	GSA Private Price Per Student (15-19 Students)	GSA Private Price Per Student (20-30 Students)
<u>Introduction to Business Analysis</u>	1 day	--	\$266.81	\$249.36
<u>Business Analysis Planning &amp; Monitoring</u>	3 hours	\$157.52	\$159.01	\$148.61
<u>Requirements Elicitation Techniques</u>	1 day	\$264.32	\$266.81	\$249.36
<u>Managing &amp; Communicating Project Requirements</u>	3 hours	\$157.52	\$159.01	\$148.61
<u>Strategic Analysis &amp; Project Selection</u>	3 hours	\$157.52	\$159.01	\$148.61
<u>Requirements Analysis Techniques</u>	1 day	\$264.32	\$266.81	\$249.36
<u>Solution Evaluation Techniques</u>	1 day	\$264.32	\$266.81	\$249.36
<u>Preparing Effective Use Cases</u>	1 day	--	\$266.81	\$249.36
<u>Building a Solid Foundation for Testing</u>	1 day	--	\$266.81	\$249.36
<u>Business Analysis Fundamentals</u>	2 days	--	\$521.28	\$501.23
<u>Business Analysis Planning and Monitoring</u>	2 days	--	\$521.28	\$501.23
<u>Business Analysis Elicitation</u>	2 days	--	\$521.28	\$501.23
<u>Requirements Management and Communications</u>	2 days	--	\$521.28	\$501.23
<u>Business Analysis Enterprise Analysis</u>	2 days	--	\$521.28	\$501.23
<u>Requirements Analysis</u>	2 days	--	\$521.28	\$501.23
<u>Solutions Assessment and Validation</u>	2 days	--	\$521.28	\$501.23
<u>Business Analysis Certification Exam Preparation (CCBA®/CBAP®)</u>	2 days	--	\$521.28	\$501.23

**Government Purchase Cards Accepted.**

**Pricing applies to public virtual and on-site offerings and private virtual and on-site offerings.**

**If you are interested in a course that is not scheduled, PMCentersUSA can conduct it privately, either virtually or on-site.**

## Business Analysis Curriculum continued



**PSS Contract GS-02F-117AA**

**Federal Supply Schedule Price List for Training Services - SIN 874-4**

Course Title	Course Length	GSA Public Price Per Student	GSA Private Price Per Student (15-19 Students)	GSA Private Price Per Student (20-30 Students)
<u>IT and Software Skills for Business Analysts</u>	2 days	--	\$521.28	\$501.23
<u>Preparing Effective Use Cases</u>	2 days	--	\$521.28	\$501.23
<u>Eliciting, Analyzing and Documenting IT Requirements</u>	2 days	--	\$521.28	\$501.23
<u>3-Day Business Analysis Training</u>	3 days	\$798.29	\$783.23	\$677.80
<u>5-Day Business Analysis Training</u>	5 days	--	\$972.49	\$943.81

## Interpersonal Skills Curriculum



**PSS Contract GS-02F-117AA**

**Federal Supply Schedule Price List for Training Services - SIN 874-4**

Course Title	Course Length	GSA Public Price Per Student	GSA Private Price Per Student (15-19 Students)	GSA Private Price Per Student (20-30 Students)
<u>Negotiation Techniques for Project Professionals</u>	1 day	\$264.32	\$266.81	\$249.36
<u>Managing Personality Styles for Project Success</u>	1 day	--	\$266.81	\$249.36
<u>Effective Project Communication Techniques</u>	1 day	--	\$266.81	\$249.36
<u>Effective Meeting Techniques</u>	1 day	--	\$266.81	\$249.36
<u>Effective Presentation Techniques</u>	1 day	--	\$266.81	\$249.36

**To receive the GSA prices listed on these pages, please create a PMCentersUSA Learning Account with your department or agency email address at:**

**<https://pmcentersusa.sabacloud.com/>**

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The following is applicable to SIN 874-4 virtual and on-site deliveries under contract GS-02F-117AA.

## **Customization**

PMCentersUSA can customize any of our courses for private delivery.

## **Facilities and Equipment for On-site/Private Training**

The client is responsible for all equipment and facilities necessary for courses to be delivered on site. Should the client not have access to an appropriate facility for the course delivery, PMCentersUSA can arrange for the facilities and will bill the client at cost plus the addition of a 10% general administrative fee. If the course to be delivered requires computers, printers or internet access for the students and the client is unable to provide them, PMCentersUSA can arrange for the appropriate equipment for the course delivery and will bill the client at cost plus the addition of a 10% general and administrative fee. Once the client contractually commits to the delivery of the course and PMCentersUSA's provision of the facility and/or equipment, the client is responsible for any costs incurred by PMCentersUSA associated with facilities and/or equipment, including the general and administrative fee, as applicable, in the event of a cancellation by the client. Travel and living expenses incurred in delivering the on-site course will be billed in accordance with clause C-FSS-370.

## **Cancellation Policies**

**Student Cancellation Policy:** Cancellations for public classroom training and public virtual training must be received in writing no later than 16 calendar days before the course start date to be fully refunded. Cancellations not received within this time frame are subject to the entire course fee. However, individuals may reschedule to a later offering of the course or transfer to another PMCentersUSA course without penalty up to 16 calendar days prior to the start date of the course by contacting PMCentersUSA Customer Service (888) 762-3683. Individuals may send a substitute to the course in their place without penalty up to one business day prior to the start date of the course by contacting PMCentersUSA Customer Service (888) 762-3683. No-shows cannot transfer payment to another course and will not receive a refund.

**Public Course Policy:** Public classroom training, public virtual training and webinars are subject to cancellation by PMCentersUSA. If we cancel a training event, we will work with the student to either reschedule them to a future offering of the event, issue a full refund, reschedule the student for an alternative course, or substitute his/her registration in that course with another individual of his/her choosing. If PMCentersUSA cancels a course, we assume no responsibility for nonrefundable airline tickets or lodging expenses. For inquiries regarding this policy, please contact PMCentersUSA Customer Service at (888) 762-3683.

**Private Course Cancellation/Attendee Transfer Policy:** Client cancellations of on-site and virtual courses must be received in writing more than 14 calendar days in advance of the course start date. Cancellations not received within this time frame are subject to the entire course fee and any incurred expenses. When clients schedule a private course for a minimum number of attendees, it is their responsibility to fill the course. If the client wants to substitute attendees for any reason (while not exceeding the maximum student count), they may do so up until five business days prior to course delivery by notifying their PMCentersUSA Sales Representative or calling Customer Service at (888) 762-3683.

If you have additional questions regarding our policies, please call us at 1-888-762-3683 or email [govsales@pmcentersusa.com](mailto:govsales@pmcentersusa.com).





## **REGISTER**

### **PHONE:**

**Toll-free: 1-888-762-3683**

### **INTERNET:**

**Register online at**

**[www.pmcentersusa.com/gsa](http://www.pmcentersusa.com/gsa)**

## **MORE INFORMATION**

- **[govsales@pmcentersusa.com](mailto:govsales@pmcentersusa.com)**
- **Live Chat online at**  
**[www.pmcentersusa.com/gsa](http://www.pmcentersusa.com/gsa)**

***PmCenters* USA<sup>®</sup>**

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