CalHR’s New Billing Process

# Frequently Asked Question

## How do I start the process to create a contract with the Statewide Training Center?

Please call us at (916) 445-1547 or email us at [Training@CalHR.ca.gov](mailto:Training@CalHR.ca.gov) and we will connect you with your contract manager.

## Are there Statewide Training Center Guidelines? Yes, you may view [the Statewide Training Center Guidelines here](https://authoring.calhr.ca.gov/Training/Pages/calhr-statewide-training-guidelines.aspx).

## Can I still bring my payment on the first day of training?

No, the only payment methods available for State employees is Direct pay (Unless your departmental accounting is not done by SCO, then you will need to pay by Check/P-Card

## Do you allow walk ins?

No, the Statewide Training Center does not allow walk-ins regardless of space in the class.

## What types of payments do you accept?

We accept the following types of payments:

* Direct Pay
* P-Card (Only for non-State Employees)
* Check (Only for non-State Employees)

## Where do I mail our check?

Checks may be mailed or dropped off (office hours are from 7:30 AM – 5:00 PM) at the following address:

Statewide Training Center  
1515 S Street, North Building, Suite 500  
Sacramento, California 95811-7258

## How do I contact the Statewide Training Center?

You may call us at (916) 445-1547 or email us at [Training@CalHR.ca.gov](mailto:Training@CalHR.ca.gov). Our office hours are from 7:30 AM – 5:00 PM.

## How do I cancel my registration for class?

Please email CalHR at least five business days prior to the commencement of the class to cancel. Cancellation requests must be emailed to [training@calhr.ca.gov](mailto:training@calhr.ca.gov). If the cancellation is not received within five business days, the department will be charged the full tuition amount.

**Note:** If you are unable to attend class, you may cancel or send a substitute. Cancellations received more than 5 business days before the start date of the class will not be charged. Cancellations received less than 5 business days before the start date of the class will not be refunded and will be charged at full price. If you cannot attend a class, CalHR encourages you to find a substitution from your department. "No shows" are charged the full price of the class.

## Can I process my cancellation over the phone?

No, cancellations are only accepted via email to [Training@CalHR.ca.gov](mailto:Training@CalHR.ca.gov).

## What if I already have a training contract with the Statewide Training Center?

There is no change to the process for payments via contract. You will still need your direct pay information which should be provided by your Accounting department.