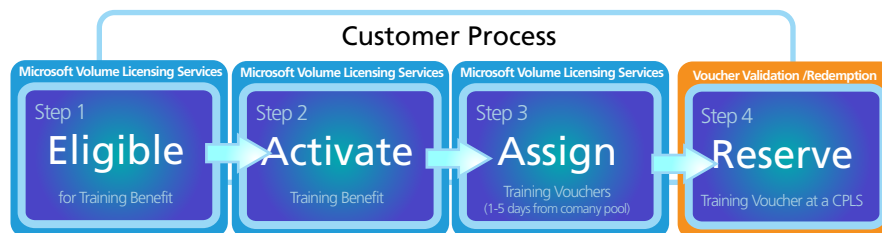


## Microsoft Software Assurance Training Voucher Customer Process



Activate and Use Your Software Assurance Training Voucher Benefit!

Help lower training costs and get your IT staff ready to deploy, manage, and support your organization's technology infrastructure.

### 4 Simple Steps to Redeeming Training Vouchers

Customer

- 1. Eligible:** Customers (other than Academic Select License, Select Plus for Academic, Campus Agreement and School Agreement customers) with Software Assurance (SA) Membership in the Microsoft® application or systems product pools are eligible for SA Training Vouchers.
- 2. Activate:** Your Benefits Manager will go to the Microsoft Volume License Services web site to activate your organization's SA Training Voucher benefit. The benefit only has to be activated once and the entire amount of training days allotted to your organization will be activated for utilization.
- 3. Assign:** Once the benefit is activated, your Benefits Manager assigns SA Training Vouchers to employees, entering the employee name, corporate e-mail address, and number of days the voucher is worth. After being assigned an SA Training Voucher, the employee has 180 days to use the voucher before it expires.
- 4. Reserve:** The employee chooses a participating Microsoft Learning Solutions Partner who offers the course they want to take.\* They must provide the Learning Solutions Partner their SA Training Voucher details in order to reserve training.

\*Not all Learning Solutions Partners offer all Software Assurance courses.

### Details you should know

Please note that training must be completed before SA Training Voucher expiration.

**Eligible Licenses:** Customers (other than Academic Select License, Select Plus for Academic, Campus Agreement and School Agreement customers) with Software Assurance Membership in the Microsoft® application or systems product pools are eligible for SA Training Vouchers.

**Cancelled:** If an employee has reserved an SA Training Voucher with a Learning Solutions Partner and then decides not to take the course for whatever reason, they must contact the **partner** in order to **cancel** the SA Training Voucher which would then move it back into assigned status (unless the licensing agreement has expired). A Benefits Manager CANNOT revoke an SA Training Voucher from reserved status.

**Revoked:** If the SA Training Voucher is in the assigned status, your **Benefits Manager** can **revoke** it back into the organization's pool of days and re-assign it to someone else.

**Voucher Expiration:** An SA Training Voucher is only valid for 180 days after it is assigned.

**Benefit days vs. Course days:** If the Benefits Manager creates an SA Training Voucher worth more days than the course length, the extra days automatically revert to the organization's pool once the voucher is paid to the Learning Solutions Partner, or the Benefits Manager can revoke the voucher (if it hasn't already been reserved) and re-create it for the employee with the exact number of days. If the SA Training Voucher doesn't cover all of the course days, the employee must pay the difference to the Learning Solutions Partner.

**Employee responsibility:** The employee will receive an e-mail with the details about the SA Training Voucher (length of voucher, voucher number, expiration date, etc) and must be aware of the voucher expiration date.