

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. Verify eligibility:** Customers (other than Academic Select License, Select Plus for Academic, Campus Agreement, and School Agreement customers) who have Software Assurance (SA) membership in the Microsoft application or systems product pools are eligible for SA training vouchers.
- 2. Activate:** The benefits manager will go to the Microsoft Volume Licensing Services web site to activate the organization's SA training voucher benefit. The benefit only has to be activated one time, and the entire number of training days allotted to the organization will be activated for use.
- 3. Assign:** After activating the benefit, the company's benefits manager can assign SA training vouchers to employees by 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:** Employees can choose a participating Microsoft Learning partner who offers the courses they want to take.* To reserve training, they **must** provide the Learning partner with the SA training voucher details.

*Not all Learning 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) who have Software Assurance membership in the Microsoft application or systems product pools are eligible for SA training vouchers.

Cancellation: If an employee reserves an SA training voucher with a Learning partner and then decides not to take the course for whatever reason, the employee must contact the partner to cancel. The SA training voucher will revert to the assigned status. Note that the Learning partner may impose a cancellation charge. A benefits manager CANNOT revoke an SA training voucher from reserved status.

Revocation: If the SA training voucher is in the assigned status, the company's benefits manager can revoke it back into the organization's pool of days and reassign it to someone else.

Expiration: An SA training voucher is valid for 180 days after it is assigned. **When the organization's agreement expires, any unassigned SA training days left in the organization's pool WILL EXPIRE.**

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 after the voucher is paid to the Learning 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 partner.

Employee responsibility: The employee will receive an e-mail message that contains details about the SA training voucher (length of voucher, voucher number, expiration date, and so on) and must be aware of the voucher expiration date.

For more information about Software Assurance training vouchers, go to <http://www.microsoft.com/learning/sa/default.aspx#SATV>