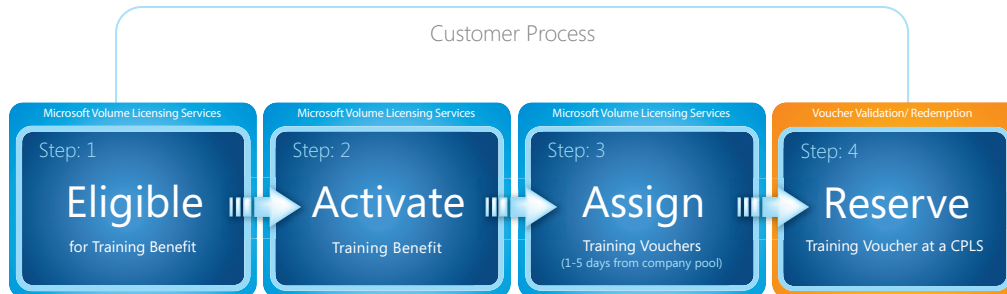


## Microsoft Software Assurance Training Voucher Customer Process



### 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:** When your organization signs an IW or Client licensing agreement with Microsoft that includes Software Assurance for Volume Licensing, you are allotted a specific number of Training Days via the Software Assurance Training Vouchers (SATV) (dependent on the number of licenses you purchased.)
- 2. Activate:** Your Benefits Administrator will view the Microsoft Volume License Services Web site to activate your company's Training Voucher benefits. 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 benefits are Activated, your Benefits Administrator Assigns Training Vouchers to employees, entering the employee name, corporate e-mail address, and number of days the voucher is worth. After being Assigned, the employee has 180 days to use the voucher before it Expires.
- 4. Reserve:** The employee chooses a Microsoft Certified Partner for Learning Solutions (CPLS) offering the course they want to take\* They must **provide their voucher details in order to be Validated and Reserved in the CPLS SATV Tool (VVR)**. If the 180 day voucher Assignment window extends past the company license contract expiration date, **the employee must have a CPLS Reserve the voucher before the contract ends** to keep the voucher for the entire 180 days.

\*Not all CPLS's offer all Software Assurance courses.

#### Details you should know:

**Eligible Licenses:** All licensing agreements are eligible for the Software Assurance Training Benefit EXCEPT for: Open License, Select License, Academic Open License, Academic Select License, Campus Agreement, School Agreement, SPLA, and ISV.

**Cancelled:** If an employee has Reserved a voucher at a CPLS and then decides not to take the course for whatever reason, they must contact the **CPLS** in order to **Cancel** the voucher which would then move it back into Assigned status (unless the licensing agreement as expired). A Benefits Administrator **CANNOT** Revoke the voucher from Reserved status.

**Revoked:** Once the voucher is Assigned, your **Benefits Administrator** can **Revoke** it back into your company pool of days and re-Assign it to someone else.

**Voucher Expiration:** A voucher is only valid for 180 days after it is assigned. **When the company contract expires, any unReserved vouchers and/or days left in the company pool) WILL EXPIRE.** Vouchers Reserved (only performed by a CPLS) before the contract Expires can be used until the original end date. (180 days from Assigned date).

**Benefit days vs. Course days:** If the Benefits Administrator creates a voucher worth more days than the course lasts, the extra days automatically revert to the company pool once the voucher is paid by the vendor, or the Benefits Administrator 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 voucher doesn't cover all of the course days, the employee must pay the CPLS the difference.

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

For more information on Software Assurance Training Vouchers go to:  
<http://www.microsoft.com/licensing/sa/benefits/vouchers.mspx>