

# Microsoft Software Assurance for Volume Licensing Training Voucher FAQ

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## General Questions

### Q: What is Software Assurance (SA)?

A: Software Assurance (SA) provides an easy way for Microsoft Volume Licensing customers to stay current with the latest and most innovative Microsoft products. Under the SA program, customers acquire the right to install any new release of products covered in the agreement during the term of their coverage. Companies can acquire tomorrow's technology at today's prices and spread payments annually instead of paying up front. Visit the [Microsoft Volume Licensing home page](#) to learn more about Microsoft licensing programs and the Microsoft [Software Assurance page](#) for more information about Software Assurance.

### Q: What is the SA Offering?

A: The SA Offering is designed to increase customer satisfaction by giving customers more value from Software Assurance and a better Microsoft product experience. The Enhancement Offering contains tools, training, and support as well as additional licensing benefits that meet different customer needs across product and customer segments. The seven benefits have increased to nineteen over the years, and includes:

- Training Vouchers (redeemable at Microsoft Certified Partners for Learning Solutions).
- E-Learning courses.
- Employee Purchase Program.
- Home Use Program.
- 24x7 Problem Resolution Support.
- TechNet Subscription.

### Q: What is the Software Assurance Training Voucher (SATV) Program?

A: Qualifying organizations that purchase Software Assurance receive training credits from Microsoft. Customers can redeem these credits for SA Training Vouchers for select courses from Microsoft Certified Partners for Learning Solutions. Each training credit is worth the equivalent of one day of training. The Training Vouchers are electronic and can be used at any participating Learning Solutions partners worldwide. A select number of qualifying courses will be offered as part of the SA Training Voucher Program. Microsoft subsidizes the training credits.

### Q: How will Learning Solutions partners benefit from participating in the SA Training Voucher Program?

A: The benefits include:

- **More referrals, more business:** The SA Training Voucher Program has the potential to drive tens of thousands of days of instructor-led training at Learning Solutions partner organizations over the years.
- **High-profile customer referrals:** Microsoft licensing customers tend to be established, midsize and large organizations, meaning Microsoft is driving solid business opportunities to your organization.
- **Up-sell business opportunity:** Every customer that comes through your door has the potential to bring new business to you through up-sell opportunities and referrals.
- **Microsoft endorsement improves the Microsoft Learning Solutions value proposition:** Learning Solutions partners are learning experts. The SA Training Voucher Program further brands Learning Solutions partners as the training providers of choice for the most valuable Microsoft customers.
- **Guaranteed pricing:** Microsoft will pay each Learning Solutions partner a fair market price for each day of training delivered to a student redeeming a Training Voucher.

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- Be an active Learning Solutions partner.
- Agree to accept electronic Training Vouchers at the pre-determined **price**.
- Sign and return the 2007-08 **SA Training Voucher Program Agreement** and Appendix 1 to your **Microsoft Regional Service Center**.
- Ensure compliance with all current Learning Solutions partner program terms and conditions, including customer satisfaction guarantees.
- Be able to offer all courses on the **eligible SA course list**.

SA Training Voucher Program requirements can also be found in the [SA Training Voucher Program Agreement](#).**Q: Can Learning Solutions partners not participating in the SA Training Voucher Program accept SA Training Vouchers?****A:** No, only Learning Solutions partners participating in the SA Training Voucher Program under a signed SA agreement may accept Training Vouchers.**Q: Can Training Vouchers be used for all Official Microsoft Learning Products courses?****A:** SATV can be used for IT Pro and Developer audience training on MOC courses only. SATV cannot be used for non-MOC courses, custom courses, or with non-CPLS partners. View the [Software Assurance course list](#) on the Microsoft Learning website.**Q: Can the CPLS create a custom 8-day course which blends content from several MOC courses and lets the customer pay for part with SATV?****A:** No. The SATV cover the approved MOC courses only.**Q: Am I required to provide each student a hard copy of the instructor-led Official Microsoft Learning Products student kit?****A:** Yes, each student must receive a complete instructor-led student kit.**Q: Must Official Microsoft Learning Products be used to train students redeeming vouchers?****A:** Yes, Official Microsoft Learning Products must be used to deliver both public and private training to students redeeming Training Vouchers. Microsoft will not reimburse Learning Solutions partners for training delivered to students redeeming vouchers if Official Microsoft Learning Products courseware is not used.**Q: Are Learning Solutions partners required to use a Microsoft Certified Trainer (MCT) to deliver an eligible SA course?****A:** Yes, this and all Microsoft course delivery requirements apply to courses delivered as part of the SA Training Voucher Program.**Q: Will Microsoft pay for the courseware used to teach SA classes to students?****A:** No, Learning Solutions partners are responsible for ordering and paying for all student materials.

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**Q: Do course kits purchased for SA classes count toward Microsoft Certified Partner for Learning Solutions Minimum Volume Requirements (MVR) and Courseware Rebates?**

**A:** Yes, in participating countries, Official Microsoft Learning Products course kits purchased to conduct training on SA classes will count toward MVR and the Microsoft Courseware Rebate program.

**Q: Can Training Vouchers be redeemed for training at a Microsoft Partner Program member or IT Academy partner?**

**A:** No, the SA Training Voucher Program is an exclusive benefit for Learning Solutions partners only. Therefore, Training Vouchers may be redeemed only at a participating Learning Solutions partner.

**Q: Do I need to offer all available SA courses?**

**A:** Learning Solutions partners participating in the SA Training Voucher Program should be prepared to offer any classes on the eligible SA course list for which there is sufficient customer demand.

**Q: How do I access the administrative tools required to participate in the SA Training Voucher Program?**

**A:** There is a Voucher Validation Redemption Tool (VVR) that Learning Solutions partners can use to validate, reserve, and redeem Training Vouchers. Once you have enrolled in the program, you will be able to access the VVR Tool.

**Q: Is the VVR Tool localized?**

**A:** Yes, the VVR Tool is localized in the following languages: French, German, Spanish, Japanese, Italian, Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Swedish, Dutch, Korean, Danish, Czech, Hungarian, Norwegian, Portuguese, Finnish, Russian, French (Canada), Spanish (Latin America), Polish, and English.

**Q: Whom do I contact if I have questions about the VVR Tool?**

**A:** If you have questions related to the VVR Tool, please contact your [Microsoft Regional Service Center](#).

**Q: Are Microsoft Dynamics courses eligible for SA Training Vouchers?**

**A:** Some. Dynamics CRM courses are eligible for SATV. Otherwise, Microsoft Dynamics courses are not Official Microsoft Learning Products, and therefore are not eligible for use with SA Training Vouchers.

## Pricing

**Q: Are voucher redemption prices uniform across the world?**

**A:** No, pricing varies by country.

**Q: What is the voucher redemption price for my country?**

**A:** If you have any problems accessing pricing information for your country, please contact your [Microsoft Regional Service Center](#) for further details center.

**Q: How were the voucher redemption prices determined?**

**A:** The Learning Solutions partner reimbursement prices were determined through extensive, worldwide Learning Solutions partner pricing research.

**Q: Are the voucher redemption prices based on net or gross price?**

**A:** The voucher redemption prices are based on net price.

**Q: Will a training administrator or trainee know the Learning Solutions partner voucher redemption price?**

**A:** No, voucher redemption pricing has been agreed upon between the Learning Solutions partner and Microsoft Training & Certification. Neither the training administrator nor the trainee has access to this pricing information.

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**Q: Will Learning Solutions partners be responsible for local taxes on voucher reimbursements?**

**A:** No, Microsoft will reimburse Learning Solutions partners for all applicable local taxes. The Learning Solutions partner is responsible for invoicing Microsoft for the price of the redeemed Training Voucher plus applicable VAT, GST, or other local taxes.

## Program Enrollment

**Q: When and how can I enroll in the SA Training Voucher Program?**

**A:** Anytime. Learning Solutions partners are required to re-enroll each year. Review the [enrollment information page](#) for details.

**Q: Who should sign the enrollment documents?**

**A:** The primary Learning Solutions partner contact for your business location should sign the SA enrollment documents.

**Q: How will I know when I have been accepted into the program?**

**A:** You will receive a confirmation email once the enrollment forms have been received and the program requirements have been met.

**Q: Are the enrollment documents localized?**

**A:** Yes, the [SA Training Voucher Program Agreement and FAQ](#) is localized in the following 12 languages: Brazilian Portuguese, Dutch, Japanese, Simple Chinese, Traditional Chinese, Italian, Korean, Swedish, German, Spanish, French, and English. The Enrollment Addendum is available only in English.

**Q: If I have questions about the SA Training Voucher Program enrollment process, whom do I contact?**

**A:** If you have questions related to the enrollment process, please contact your [Microsoft Regional Service Center](#).

## Program Renewal

**Q: What are the criteria for renewal eligibility?**

**A:** Learning Solutions partners are eligible to renew as long as they:

- Are active in the Learning Solutions partner program.
- Are not past due on their A/R accounts.
- Sign the yearly agreement accepting program rules and terms.
- Agree to accept the predetermined redemption value from Microsoft (Redemption value will vary by country).

**Q: What actions are required to renew?**

**A:** You must do the following:

- Download the [SA Training Voucher Program Agreement](#).
- Fill out the following information and sign the agreement with the following:
  - Learning Solutions partner name, address, phone number
  - Partner ID
  - Date
  - Email address of primary contact form BPO
- Fax and mail (or just mail) the Agreement to your local RSC. Faxed copies must be followed via mail with a signed original.
- Continue to use the VVR tool to redeem vouchers.

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**A:** We strive to make sure that each Learning Solutions partner has a positive experience in the program, and we hope that all Learning Solutions partners will renew their membership. However, if you decide not to renew, please follow the steps below:

- Give 30 days' notice of non-renewal.
- Redeem outstanding vouchers within this 30-day period.

**Validate SA Training Vouchers****Q: How will I know if a trainee has an SA Training Voucher?**

**A:** The trainee will provide to you a Training Voucher number and email address. If one of these items is incorrect, you will not be able to validate the voucher. Learning Solutions partners can determine whether the voucher is legitimate by using the VVR Tool.

To validate the voucher, log on to the VVR Tool, access the Validate Training Voucher page, and enter the voucher number and trainee email address provided by the trainee. Click the **Validate Voucher** button.

**Q: What if the trainee provides an incorrect Training Voucher number or email address?**

**A:** If one of these items is incorrect, you will need to notify the trainee at the time of reservation. The trainee will need to contact the training administrator to verify the information assigned is correct. A correct voucher number and email address are required for validation.

**Q: Will I receive a hard copy Training Voucher from the trainee?**

**A:** No, the vouchers used for the SA Training Voucher Program are in electronic format only. A trainee could print out the Reservation Confirmation page and submit it to you for verification if requested. (See the Reserve SA Training Voucher section for more information.)

**Q: Whom do I contact if I have questions about the Training Voucher validation process?**

**A:** If you have questions related to the validation process, please contact your **Microsoft Regional Service Center**.

**Q: When specifically can Training Vouchers be used?**

**A:** Software Assurance benefits are available to customers during the term of their coverage. Understanding that CPLS partners may need time following delivery of a class to complete administrative work and invoicing, the SATV expiration can sometimes extend beyond the customer's coverage date. Unreserved SATV expire upon the earlier of customer's SA coverage expiration; or 180 days from voucher creation. Reserved SATV expire 180 days from voucher creation.

**Reserve SA Training Vouchers****Q: How do I reserve a Training Voucher?**

**A:** Instructions to reserve a Training Voucher are as follows:

- From the **VVR Tool home page**, click **Training Voucher Administration**, then click **Validate/Reserve Voucher**.
- Validate the voucher according to the steps in the "How to Validate a Voucher" section (above).
- Select the course to reserve, then enter course start- and end-dates as well as a cancellation date.
- Click **Reserve Voucher** to reserve the course.
- You can then send a voucher-reservation email notice to the trainee from the Voucher Reservation Confirmation page.

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**Q: I accidentally reserved a Training Voucher. How do I cancel it?**

**A:** Log on to the VVR Tool, access the Training Voucher Activity Report screen, click on the voucher number, and click the Cancel Reservation button.

**Q: What if a trainee asks to attend a class that is not on the eligible SA course list?**

**A:** Training Vouchers obtained through the SA Training Voucher Program may be used only for courses on the eligible SA course list. Please inform the trainee that he or she may select from the eligible SA course list only.

**Q: If the Training Voucher is good for fewer days than the class duration, what do I do?**

**A:** When reserving the class, you will be notified through the VVR Tool that the trainee does not have the sufficient amount of Training Voucher days to cover the class. You should then notify the trainee about the problem, and offer the option for the trainee to either ask the training administrator for additional voucher days or agree to pay for the number of course days not covered by the voucher.

**Q: If the Training Voucher is good for more days than needed for the class, what do I do?**

**A:** If the trainee uses a voucher with a face value greater than the course duration, you will be reimbursed only for the actual length of the course. Unused Training Voucher days will be automatically credited back to the trainee's organization once the voucher is paid.

**Q: Whom do I contact if I have questions about the Training Voucher reservation process?**

**A:** If you have questions related to the reservation process, please contact your [Microsoft Regional Service Center](#).

**Q: Can the CPLS cash in SATV to keep training days "on account" for customer?**

**A:** No. Absolutely not. CPLS partners are not allowed to invoice MSFT prior to delivery of services. Where this happens, CPLS will immediately be removed from the program, and we may pursue reimbursement and/or legal action.

## Redeem SA Training Vouchers

**Q: How do I redeem a Training Voucher?**

**A:** Instructions to redeem a Training Voucher are as follows:

- From the [VVR Tool home page](#), click [Training Voucher Administration](#), then click [Redeem Vouchers](#). Follow the instructions on the page to select vouchers to redeem.
- Prepare an invoice for SA courses redeemed, and add any local taxes and VAT/GST. If you do not have the invoice template, please contact your [Microsoft Regional Service Center](#).
- Send your invoice to your [Microsoft Regional Service Center](#). You can view the available invoice delivery methods for your country in Appendix 2 of the [SA Training Voucher Program Agreement](#).
- Microsoft is not obligated to reimburse Learning Solutions partners who do not redeem vouchers according to the program guidelines.

**Q: How will Learning Solutions partners be reimbursed for Training Vouchers redeemed?**

**A:** Learning Solutions partners will be reimbursed either by check, wire transfer, or local exchange house. The payment method will depend on acceptable methods for your country. View [available payment methods](#) for your country in Appendix 1 of the [SA Training Voucher Program Agreement](#).

**Q: What is the value of each SATV?**

**A:** The rates vary by geography, and are covered in the CPLS Software Assurance contract terms. These are confidential between Microsoft and the Learning Solutions partner, and should not be disclosed to customers.

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**Q: Do the rates vary by course type?**

**A:** We pay a flat fee per day, regardless of course title, provided that the course qualifies for SA Training Voucher coverage.

**Q: I redeemed a Training Voucher accidentally. How do I change it back to reserved status?**

**A:** To change the status of a Training Voucher, please contact your **Microsoft Regional Service Center**. Learning Solutions partners cannot change the status of a voucher through VVR. When a voucher is revoked, it will disappear from VVR and return to MVLS.

**Q: After a Training Voucher is redeemed, when do I have to submit my invoice to Microsoft?**

**A:** Learning Solutions partners must submit invoices within 60 days of redeeming Training Vouchers in order to receive reimbursement.

**Q: When will I receive payment from Microsoft?**

**A:** Microsoft will reimburse you within 15 business days of receipt and confirmation of the invoice and redemption form.

**Q: If I didn't receive my payment in the allotted time frame, whom do I contact?**

**A:** If you have not received your payment within the allotted time frame, please contact your Microsoft Regional Service Center.

**Q: How do I check to see whether Microsoft has processed my invoice?**

**A:** If Microsoft has processed your invoice, the vouchers will be marked as "paid by vendor" in the VVR tool. To check whether Microsoft has processed your invoice, log on to the VVR Tool, access the Training Voucher Activity Report screen, and check to see if the redeemed vouchers have been marked as "paid by vendor."

**Q: If I have questions about the Training Voucher redemption process, whom do I contact?**

**A:** If you have questions related to the redemption process, please contact your **Microsoft Regional Service Center**.

## Class Cancellation

**Q: What is the cancellation policy for the SA Training Voucher Program?**

**A:** As a Learning Solutions partner, you are expected to ensure compliance with all current Learning Solutions partner program terms and conditions, including cancellation policies.

**Q: How does the trainee cancel a class reservation?**

**A:** The trainee has two options for cancelling training:

- The trainee contacts you to indicate that s/he is no longer taking the class. You then log on to the VVR and remove the voucher reservation. Local cancellation policies apply.

**Q: What if a trainee wants to cancel the reservation after the course cancellation date?**

**A:** Local cancellation policies apply.

**Q: What happens if I need to cancel a class?**

**A:** Learning Solutions partner cancellation terms and conditions apply. Please make every effort to notify trainees that the class has been canceled.

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## Withdrawal from the SA Voucher Program

### **Q: Can I withdraw from the Program at any time?**

**A:** Yes, you may terminate your participation in the program at any time upon 30 days' written notice to Microsoft. The termination notice may be submitted via email, fax, or postal mail. You'll receive a confirmation email after you are removed from the public list of participating Learning Solutions partners. If you have any active Software Assurance vouchers that are past the cancellation date, those must be completed before you withdraw from the program.

### **Q: If I have reserved Training Vouchers for classes and withdraw from the Program, do I need to honor them?**

**A:** You have the option of honoring these vouchers, but please contact the customer if you choose not to honor them. If the cancellation date of the class has passed, you must honor any vouchers for classes that are scheduled.

### **Q: Can I rejoin the program after I have withdrawn?**

**A:** Yes, Learning Solutions partners can rejoin the program anytime as long as they still meet the enrollment requirements.