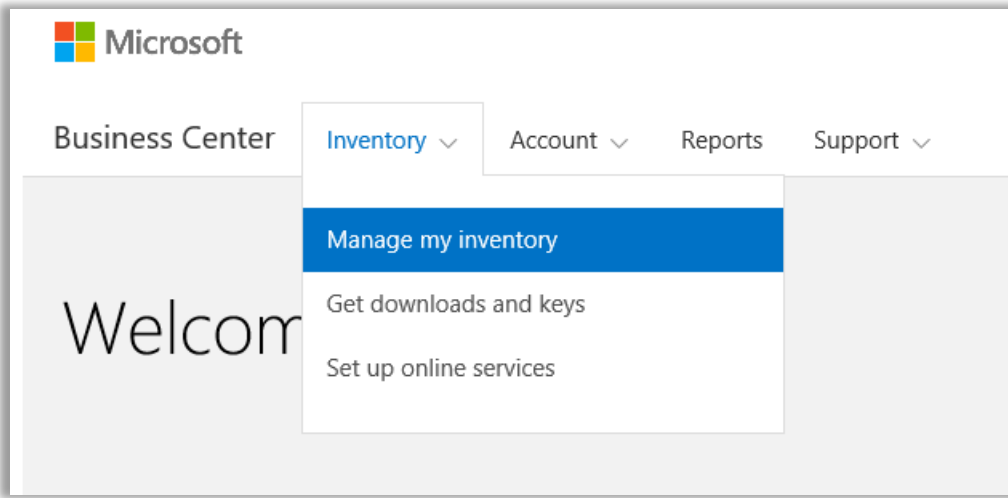


Quick Start: Use Your Training Vouchers

Customer Guide

This guide can show you how to view, learn about and use your Training Voucher benefits, as well as other Software Assurance benefits and benefits you can receive from some Microsoft online services.

To get started, sign in to the Microsoft Business Center, select **Inventory** from the top menu, and then **Manage my inventory**.



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Quick Start: Use Your Training Vouchers

Introduction

This quick start guide walks you through the steps to using your Training Vouchers in the Microsoft Business Center.

Microsoft volume licensing customers are eligible for many different benefits. Most benefits come from Software Assurance membership, with some from online services. The types of benefits vary widely. Some provide online or in-person training, others provide software you can download, and others offer extra services that compliment or enhance products you already subscribe to or license.

Training Vouchers let your IT staff take instructor-led classroom courses taught by Microsoft Learning Partners and developed by Microsoft experts. These in-depth technical courses are designed to help your IT staff deploy, manage and support new software.

Training Vouchers are one of the two Software Assurance training benefits, in addition to E-Learning.

[Learn more about Software Assurance Training Vouchers and E-Learning.](#)

How to qualify for Training Vouchers

Training Voucher benefits are measured by number of **training days**. Each training day is a day of classroom training for one employee in your organization. You can find the number of training days your organization is eligible for on the main benefits page, in the listing for Training Vouchers.

Training days for your organization are based on your **points**. Each Microsoft software product you purchase or license carries a point value.

This is covered in more detail in the section below titled [View how your Training Voucher benefits are calculated](#).

For details on specific products that come with Training Voucher benefits, download the [Microsoft Product List for Volume Licensing](#).

Training Vouchers in the Business Center

The Business Center is designed to make it easy to start using your Training Vouchers and other benefits. The **Software Assurance and Services Benefits** section of the Business Center can tell you:

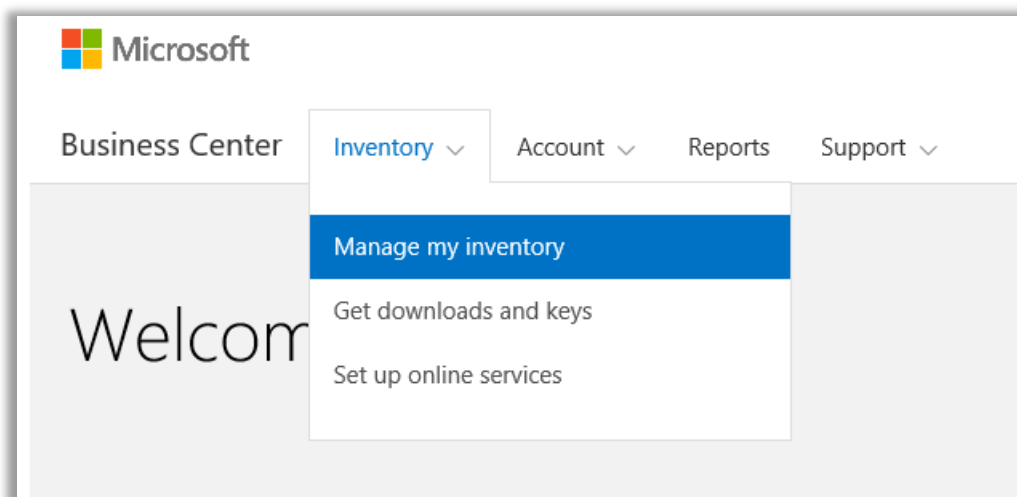
- ▶ Which Training Vouchers you already have available.
- ▶ Which additional benefits you may be eligible to use.
- ▶ A brief description of your Training Vouchers and other benefits.
- ▶ A link to more detailed information about Training Vouchers and other benefits, including how your Training Vouchers were calculated.
- ▶ Step-by-step instructions on how to use your Training Vouchers and other benefits.

View your Training Voucher benefits

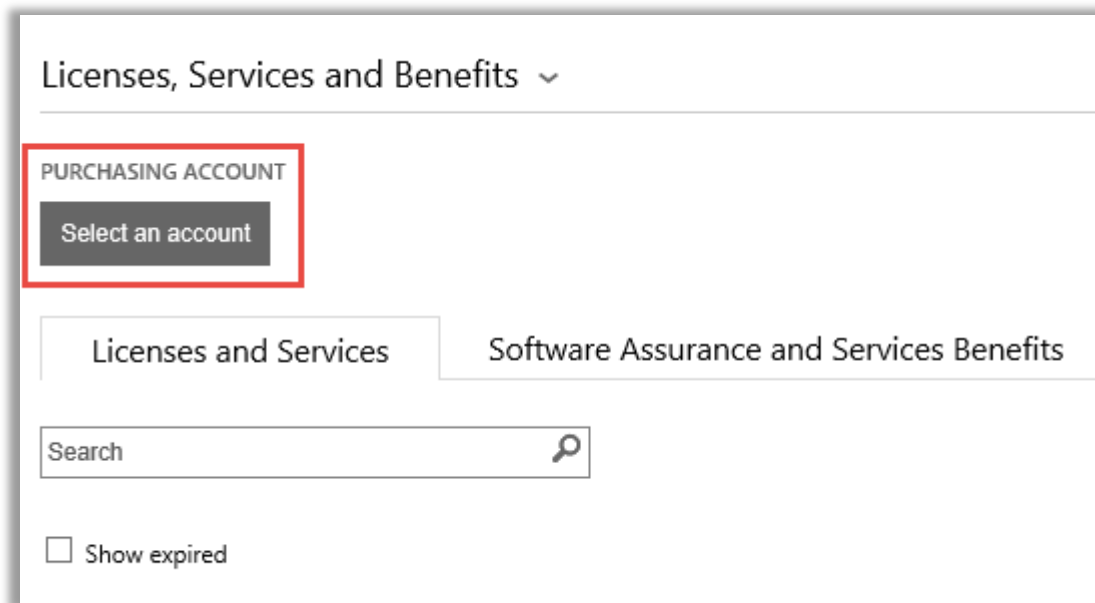
Get started by viewing a list of all your Training Voucher benefits.

1. Go to the Business Center home page and select **Manage my inventory**.

Quick Start: Use Your Training Vouchers



2. If you have multiple purchasing accounts, select the purchasing account with the benefits you want to view. (If you want help selecting an account, see instructions below for [Select a purchasing account](#).)



3. The page opens by default to the **Licenses and Services** tab. Select the tab labeled **Software Assurance and Services Benefits**.
4. View the list titled **Your benefits**. Select **Description** to see a brief description of each benefit. Look for the **Training Vouchers** benefit.

Quick Start: Use Your Training Vouchers

Licenses and Services		Software Assurance and Services Benefits	
Your benefits View Software Assurance Frequently Asked Questions →			
24x7 Problem Resolution – Phone Description ▾	INCIDENTS 4 REMAINING OUT OF 4	SOFTWARE ASSURANCE ACCESS ID 4022901788	➤➤
24x7 Problem Resolution – Web Description ▾	INCIDENTS Unlimited	SOFTWARE ASSURANCE ACCESS ID 4022901788	➤➤
E-Learning Description ▾	PARTICIPANTS 380 REMAINING OUT OF 400	ACCESS CODE 946E97A365	➤➤
Training Vouchers Description ▾	TRAINING DAYS No training days available yet	⚠ You haven't met the minimum requirement	➤➤
More benefits you may be eligible to use			

The main benefits page lists all your benefits, including Training Vouchers. In this example, the customer hasn't yet received any Training Voucher benefits.

The **middle column** of the **Your benefits** list displays information about how much of each benefit you have already used and how much you have remaining.

The **right column** displays specific information about your benefit such as the Software Assurance ID number, program code, access code or other identifying information. The type of information varies depending on the benefit. The right column also displays any alerts you may have, such as some action you must take before you can use that benefit.

How to use your Training Voucher benefits

The Business Center includes instructions to make sure you get the most out of your benefits and know how to start using them. To get started:

1. View the list of **Your benefits** on the main benefits page.
2. Find **Training Vouchers** and select the arrows on the far right side of the listing.

Training Vouchers Description ▾	TRAINING DAYS 15 REMAINING OUT OF 15	➤➤
---	--	----

Select the right-facing arrows to view more details about your Training Vouchers and instructions on how to use them

3. This will open a benefit page with instructions on how to use your Training Voucher benefits.

Quick Start: Use Your Training Vouchers

- The instructions are written primarily for administrators, telling them how to set up the benefit for users in their organization.
- The instructions are not written for end users, since they don't typically access these benefits pages in the Business Center.

Licenses and Services ▾

← Training Vouchers

PURCHASING ACCOUNT
Fabrikam - 5100000640

TRAINING DAYS
15 REMAINING
OUT OF **15**
View how this is calculated ↻

How to use your Training Vouchers benefit

These vouchers let your IT staff take instructor-led courses taught by Microsoft Learning Partners and developed by Microsoft experts. These in-depth courses are designed to help your IT staff deploy, manage and support new software.
[Learn more about Training Vouchers \[LINK TO http://www.microsoft.com/licensing/software-assurance/training-vouchers.aspx\]](http://www.microsoft.com/licensing/software-assurance/training-vouchers.aspx)

- 1 Find technical training courses on the Microsoft Course Catalog. Make sure the courses you want don't exceed the number of remaining training days listed above. [Link to: <http://www.microsoft.com/learning/sa-vl-catalog/savldefault.aspx>]
- 2 Go to the Microsoft Learning website to locate and select the **Software Assurance vouchers only** box to find a Microsoft Learning Partner that accepts training vouchers for each course you want. [link to: <http://www.microsoft.com/learning/en-us/classlocator.aspx>]
- 3 In the section below, assign training vouchers to each IT staff person you want, along with any custom instructions you want to add. When you click Submit, an email with instructions on how to redeem the voucher will be sent to that person.
- 4 You or the trainee can now schedule and reserve training with the Microsoft Learning Partner for each course. You must present your Voucher ID and organization e-mail address (for authentication purposes only). Not all courses are eligible for voucher redemption.

Assign vouchers

The Training Vouchers benefit page has instructions telling administrators how to help employees use their Training Vouchers

Assign training vouchers

The first step to using your Training Voucher benefits is to assign vouchers to employees in your organization. Be sure to check how many training days you have available on the Training Vouchers benefit page so you don't exceed your organization's total eligible training days.

1. View the list of **Your benefits** on the main benefits page.
2. Find **Training Vouchers** and select the select the arrows on the far right side of the listing.
3. On the Training Vouchers benefit page, go to **Assign Vouchers**.

Quick Start: Use Your Training Vouchers

← Training Vouchers

PURCHASING ACCOUNT
Fabrikam - 5100000640

TRAINING DAYS
15 REMAINING OUT OF 15
[View how this is calculated](#)

How to use your Training Vouchers benefit

Assign vouchers

Provide trainee information in the fields below and then **submit** to assign a training voucher.

* VOUCHER TYPE: Training
* DAYS: Select
* FIRST NAME:
* LAST NAME:
* EMAIL ADDRESS:
* CONTACT LANGUAGE: Select
CUSTOM INSTRUCTIONS:

SUBMIT

VOUCHER NUMBER	VOUCHER TYPE	DAYS	EXPIRATION DATE	FIRST NAME	LAST NAME	EMAIL ADDRESS	CUSTOM INSTRUCTIONS	STATUS	ACTIONS
90000001	Training	3	4/30/2014	Tomas	Koska	tomask@fabrikam.com	View instructions	Assigned	REVOKE
90000002	Training	5	5/30/2014	Taito	Yee	taitoy@fabrikam.com		Assigned	REVOKE

As you assign Training Vouchers, you will see a list of everyone you have assigned them to at the bottom of the page

- Fill in the fields for each employee who you want to assign Training Voucher days, including the number of days you want to assign them. If you want, you can type your own instructions to each individual in the field marked **CUSTOM INSTRUCTIONS**. Expand the section titled **View instructions sent to your trainees** to see the message that will automatically be sent to each person with instructions on how to use the Training Voucher to sign up for classroom training.

Quick Start: Use Your Training Vouchers

Assign vouchers

[View instructions sent to your trainees](#)


SELECT A LANGUAGE
English

As a Microsoft Software Assurance for Volume Licensing customer, you have the rights to the Training Voucher Benefit that gives you **<Insert days>** days of training with a Microsoft Certified Partner for Learning Solutions.

How to get free Microsoft training.
To take advantage of this offer, simply present the Voucher ID below to your choice of participating Microsoft Certified Partners for Learning Solutions, along with your corporate e-mail address (for authentication purposes only).

Your Voucher ID is: **<Insert Voucher ID>**

These instructions will automatically be sent to everyone you assign a training voucher

5. If you have any questions about the fields, select the help icon  to view a definition of that term.
6. Choose a language for these instructions in the drop-down menu under **SELECT A LANGUAGE**.
7. When you're done, select **SUBMIT**.
8. As you add people, you will see a list of everyone you have assigned Training Vouchers to at the bottom of the page.

View how your Training Voucher benefits are calculated

Training Voucher benefits are measured by number of **training days**. Each training day is a day of classroom training for one employee in your organization. You can find the number of training days your organization is eligible for on the main benefits page, in the listing for Training Vouchers.

Here's how to learn how your Training Vouchers are calculated:

1. View the list of **Your benefits** on the main benefits page.
2. Find **Training Vouchers** and select the arrows on the far right side of the benefit listing.
3. On the Training Vouchers benefit page, find how many training days your organization your organization has available to assign. Select **View how this is calculated**.

← Training Vouchers

PURCHASING ACCOUNT
Fabrikam - 5100000640

TRAINING DAYS
15 REMAINING OUT OF 15

[View how this is calculated](#) →

Quick Start: Use Your Training Vouchers

- The Training Vouchers benefit calculation page will open. This page contains a table that displays the following information:
 - Category:** Training.
 - Expiration Date:** The date each group of your licenses expire. Groups are determined by the date of your purchases.
 - Points:** Training days for your organization are based on your **points**. Each Microsoft software product you purchase or license carries a point value. For a detailed explanation of points, see the [Guide to Microsoft Volume Licensing Reference Guide](#).
 - Eligible:** The total number of participants who are eligible for E-Learning at your organization, before subtracting the number who have already used E-Learning.
 - Used:** The total number of participants who have already used E-Learning.
 - Available:** The number of participants who can still use E-Learning, after subtracting the number who have already used E-Learning from the total number of eligible participants.

← Training Vouchers - calculation EXPORT TRANSACTION HISTORY

PURCHASING ACCOUNT
Fabrikam - 5100000640

Benefit calculation summary ↑

Your total training days available is calculated by taking the total number of training days you are eligible for and subtracting the total number of days you've already used. Eligible training days are based on your points.

Show expired

CATEGORY ⓘ	EXPIRATION DATE ⓘ	POINTS	ELIGIBLE ⓘ	USED ⓘ	AVAILABLE ⓘ
Training	3/31/2017	3,000	5	-1	6
Training	9/30/2016	6,000	0	0	0
Training	9/30/2015	20,500	7	5	2

Navigation: [Back] [Previous] [1] [Next] [Forward] [10] Items per page Displaying items 1-3 of 3

The Training Vouchers calculation page shows details such as how many training days you have used and how many are still available

Quick Start: Use Your Training Vouchers

5. Check the box **Show expired** if you want to view Training Vouchers that you previously received which have expired and are no longer available.

Training Vouchers - calculation EXPORT TRANSACTION HISTORY

PURCHASING ACCOUNT
Fabrikam - 5100000640

Benefit calculation summary

Your total training days available is calculated by taking the total number of training days you are eligible for and subtracting the total number of days you've already used. Eligible training days are based on your points.

Show expired

CATEGORY ?	EXPIRATION DATE ?	POINTS	ELIGIBLE ?	USED ?	AVAILABLE ?
Training	3/31/2017	3,000	5	-1	6
Training	9/30/2016	6,000	0	0	0
Training	9/30/2015	20,500	7	5	2
Training	9/30/2014	1,500	3	3	0
Training	9/30/2013	6,000 Expired	-	-	-
Training	9/30/2012	3,000 Expired	-	-	-

10 Items per page Displaying items 1-6 of 6

Checking the **Show expired** box displays Training Vouchers that you previously received which have expired and are no longer available

Export your Training Vouchers transaction history

1. To export a record of all the Training Vouchers your employees have used, select **EXPORT TRANSACTION HISTORY** on the benefits calculation page.

Training Vouchers - calculation EXPORT TRANSACTION HISTORY

PURCHASING ACCOUNT
Fabrikam - 5100000640

2. This will generate a CSV spreadsheet file that you can **Open, Save** or **Cancel**.

Microsoft

Do you want to open or save **Fabrikam_Training_Voucher_Usage_History.csv** (1.5 KB) from licensing.microsoft.com?

Open Save Cancel

If you select Export Usage History, you will be asked to open or save the CSV spreadsheet file

Quick Start: Use Your Training Vouchers

End user support

The Training Vouchers benefit pages of the Business Center are designed to help administrators and benefit managers administer Training Vouchers to their employees. End users who want to know more about classroom training with Training Vouchers can find help on the [Microsoft training and certification help website](#).



If you select Export Usage History, then you will be asked to open or save the CSV spreadsheet file

How your benefit is calculated

Training Vouchers transaction history

PURCHASING ACCOUNT: Fabrikam - 5100000640
EXPIRATION DATE: 9/30/2015

EXPORT

TRANSACTION DATE	PARTNER NAME	CATEGORY	
6/30/2013	Contoso	Purchased	3000
3/31/2013	Contoso	Purchased	10500
2/28/2013	Contoso	Purchased	3500
2/28/2013	Contoso	Credit	-1000
10/31/2012	Contoso	Purchased	3000
9/30/2012	Contoso	Purchased	1500

Navigation: |< < 1 > >|

Displaying items 1-6 of 6

CLOSE

2	20,000 Expired	9/30/2013	15	8	Select
1	10,500 Expired	9/30/2013	10		Select

Quick Start: Use Your Training Vouchers

← Training Vouchers - calculation

PURCHASING ACCOUNT
Fabrikam - 5100000640

Total training days available is calculated by taking the total number of training days you are eligible for and subtracting the total number of days you've already used. Eligible training days are based on your points.

EXPORT ▾

POINTS TOTAL	TRAINING DAYS ELIGIBLE	USED	AVAILABLE
31,000	15	7	8

Show expired

EXPIRATION DATE	POINTS	ELIGIBLE	USED	ACTIONS
3/31/2017	3,000	5	-1	Select ▾
9/30/2016	6,000	0	0	Select ▾
9/30/2015	20,500	7	5	Select ▾
9/30/2014	1,500	3	3	View transaction history View usage history
9/30/2013	6,000 Expired	-	-	Select ▾
9/30/2012	3,000 Expired	-	-	Select ▾

◀ ◁ 1 ▷ ▶ 10 ▾ Items per page Displaying items 1-6 of 6

Quick Start: Use Your Training Vouchers

Training Vouchers - calculation EXPORT TRANSACTION HISTORY

PURCHASING ACCOUNT
Fabrikam - 510000640

Benefit calculation summary

Your total training days available is calculated by taking the total number of training days you are eligible for and subtracting the amount of training days you have already used. Eligible training days are based on your points.

Show **The categories of products you purchased to qualify you for this benefit.**

The amount of this benefit you have left to use, after subtracting the amount you have already used from the amount you are eligible to use.

The amount of this benefit you have already used.

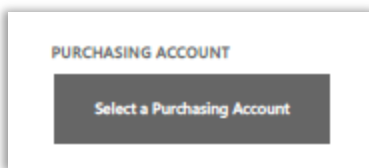
CATEGORY	EXPIRATION DATE	POINTS	ELIGIBLE	USED	AVAILABLE
Training	3/3				6
Training	9/3				0
Training	9/30/2015	20,500	7	5	2
Training	9/30/2014	1,500	3	3	0
Training	9/30/2013	6,000 Expired	-	-	-
Training	9/30/2012	3,000 Expired	-	-	-

10 Items per page Displaying items 1-6 of 6

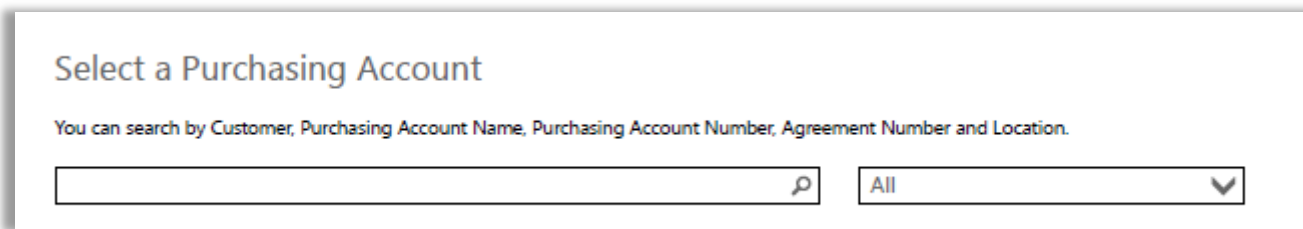
Select a purchasing account

If you have multiple purchasing accounts, the account picker option will appear. The account picker lets you select a purchasing account from a list of all accounts.

NOTE: If you have only one purchasing account, this option will not appear. Instead, your purchasing account will display automatically.



1. Click **Select a Purchasing Account**.



Quick Start: Use Your Training Vouchers

2. Start typing all or part of the name of the purchasing account name that you want in the search box. Keep typing more of the name until you see the account you want.

The screenshot shows the 'Select a Purchasing Account' interface. At the top, it says 'You can search by Customer, Purchasing Account Name, Purchasing Account Number, Agreement Number and Location.' Below this is a search box containing 'Fab' and a dropdown menu set to 'All'. The search results are displayed in a table with columns for the account name, purchasing account number, agreement number, and type.

	PURCHASING ACCOUNT NUMBER	AGREEMENT NUMBER	PURCHASING ACCOUNT TYPE
Fabrikam LLC Fabrikam Redmond, WA	005170002	4100004120	Commercial
Fabrikam LLC Fabrikam Demolition New York, NY	005170076	4100004120	Commercial
Fabrikam LLC Fabrikam Development Mexico City, Mexico	005170083	4100004120	Commercial

Typing Fab brings up several different purchasing accounts with that in the name

If you have trouble finding the purchasing account you want, try searching by one of the four other types of information:

- Customer name
- Purchasing Account Number
- Agreement Number
- Location

Use the drop-down menu to select the field you want, then type that information into the search box.

The screenshot shows the 'Select a Purchasing Account' interface. The search box is empty. The dropdown menu is open, showing the following options: 'All', 'Customer Legal Entity Name', 'Purchasing Account Name', 'Location', 'Purchasing Account Number', and 'Agreement Number'. The dropdown menu is highlighted with a red box.

You can also combine different types of information. For example, in the screen shot below part of the Purchasing Account Name is entered (Fabrikam) and the location (Redmond).

Quick Start: Use Your Training Vouchers

Select a Purchasing Account

You can search by Customer, Purchasing Account Name, Purchasing Account Number, Agreement Number and Location.

Recent Accounts

Search Results (1)

	PURCHASING ACCOUNT NUMBER	AGREEMENT NUMBER	PURCHASING ACCOUNT TYPE
Fabrikam LLC Fabrikam Redmond, WA	005170002	4100004120	Commercial