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.
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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

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 select the arrows on the far right side of the listing.
3. This will open a benefit page with instructions on how to use your Training Voucher benefits.
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- 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.

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

4. 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.

<table>
<thead>
<tr>
<th>VOUCHER NUMBER</th>
<th>VOUCHER TYPE</th>
<th>DAYS</th>
<th>EXPIRATION DATE</th>
<th>FIRST NAME</th>
<th>LAST NAME</th>
<th>EMAIL ADDRESS</th>
<th>CUSTOM INSTRUCTIONS</th>
<th>STATUS</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>900000001</td>
<td>Training</td>
<td>3</td>
<td>4/30/2014</td>
<td>Tomas</td>
<td>Koska</td>
<td><a href="mailto:tomask@fabrikam.com">tomask@fabrikam.com</a></td>
<td>View instructions</td>
<td>Assigned</td>
<td>REVOKE</td>
</tr>
<tr>
<td>900000002</td>
<td>Training</td>
<td>5</td>
<td>5/30/2014</td>
<td>Taito</td>
<td>Yee</td>
<td><a href="mailto:taitoy@fabrikam.com">taitoy@fabrikam.com</a></td>
<td></td>
<td>Assigned</td>
<td>REVOKE</td>
</tr>
</tbody>
</table>
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 has available to assign. Select View how this is calculated.

Training Vouchers

PURCHASING ACCOUNT
Fabrikam - 5100000640

15 REMAINING OUT OF 15

View how this is calculated
Quick Start: Use Your Training Vouchers

4. 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.

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

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.

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

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

<table>
<thead>
<tr>
<th>POINTS</th>
<th>TRAINING DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>ELIGIBLE</td>
</tr>
<tr>
<td>31,000</td>
<td>15</td>
</tr>
</tbody>
</table>

- **Show expired**

<table>
<thead>
<tr>
<th>EXPIRATION DATE</th>
<th>POINTS</th>
<th>ELIGIBLE</th>
<th>USED</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/31/2017</td>
<td>3,000</td>
<td>5</td>
<td>1</td>
<td>Select</td>
</tr>
<tr>
<td>9/30/2016</td>
<td>6,000</td>
<td>0</td>
<td>0</td>
<td>Select</td>
</tr>
<tr>
<td>9/30/2015</td>
<td>23,500</td>
<td>7</td>
<td>5</td>
<td>Select</td>
</tr>
<tr>
<td>9/30/2014</td>
<td>1,500</td>
<td>3</td>
<td>3</td>
<td>View transaction history</td>
</tr>
<tr>
<td>6/30/2013</td>
<td>5,000</td>
<td>Expired</td>
<td>-</td>
<td>Select</td>
</tr>
<tr>
<td>6/30/2012</td>
<td>2,000</td>
<td>Expired</td>
<td>-</td>
<td>Select</td>
</tr>
</tbody>
</table>
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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**.
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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.

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.

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).
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Select a Purchasing Account

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

Fabrikam Redmond

Recent Accounts

Search Results (1)

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Purchasing Account Number</th>
<th>Agreement Number</th>
<th>Purchasing Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fabrikam LLC</td>
<td>005170002</td>
<td>4100004120</td>
<td>Commercial</td>
</tr>
<tr>
<td>Fabrikam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redmond, WA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>