Software Assurance Training Voucher (SATV) FAQs
For Customers

General Questions

What is the Microsoft Software Assurance Training Voucher (SATV) benefit?

If your company has a Software Assurance membership in the application or system pools, you are eligible for Microsoft SA training vouchers. **Note**: This benefit is not available to Academic Select License, Select Plus for Academic, Campus Agreement, School Agreement, or any other academic licensing programs.

Training vouchers entitle you to receive courses from Microsoft Learning Partners for a specific number of training days. The number of days granted varies by program and the number of qualifying Office and/or Windows licenses covered with Software Assurance. The training vouchers are electronic and can be used at any Learning Partner location worldwide participating in the Software Assurance Training Voucher program.

How do customers benefit from using their Software Assurance training vouchers?

The benefits of training vouchers include:

- **Employee skill enhancement**—Improve productivity with training and support for your IT staff. Prepare your IT staff to efficiently deploy, manage, and support now software.
- **Reduced training costs**—Training is already included under the Software Assurance coverage. With SATV, you can provide technical training for your IT Pro and Developer staff without impacting your budget.
- **Learning Partner support**— Microsoft's Learning Partners can help create an optimal training strategy for your organization and help you plan the most effective way to use training vouchers.
- **Guaranteed pricing**—Microsoft and Learning Partners have set pricing that is included with your Software Assurance coverage. One training voucher day equals one classroom-training day.

How long does my company have access to the training days allowed under our agreement?

Training days last for the duration of the agreement. For example, with a three-year agreement, training days are available for three years.

What type of training can I get through Software Assurance Training Vouchers?

You can use your Software Assurance training voucher days for select technical training for your IT staff. Use the SA Course Catalog to find courses eligible through SATV.

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What is the process for using my SATV benefit?

There are 4 main steps required around SATV for customers.

1. **Verify eligibility:** Customers (other than customers under an academic agreement) who have Software Assurance (SA) membership in the Microsoft application or systems product pools may be eligible for SA training days. You receive a number of Training Days based on the number of qualifying Office and/or Windows licenses covered with Software Assurance.

2. **Activate:** Your company's benefits manager must go to Microsoft's Volume Licensing Service Center (VLSC) web site at https://www.microsoft.com/licensing/servicecenter/default.aspx to activate your 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. For those customers using the Volume Licensing Service Center, there is no need for activation of your benefit, simply move to step 3.

3. **Create & Assign:** After activating the benefit, the benefits manager can create and assign SA training vouchers to employees by entering the employee name, corporate e-mail address, and number of days the voucher is worth. After creation and assignment of a SA training voucher, the employee has 180 days to use the voucher before it expires.

4. **Schedule:** Employees can choose a participating Microsoft Learning Partner who offers the courses they want to take.* To reserve training, employees must provide the Learning Partner with the SA training voucher details found in their voucher confirmation email.

    Not all Learning Partners participate in the SATV Program or offer all SATV-eligible courses. Use the Partner Center to find a participating Learning Partner near you. Use the SA Course Catalog to find courses eligible through SATV.

Watch an informative Video demonstrating how to Activate, Create & Assign, and Schedule Training, at: https://aka.ms/satv_video

Details You Should Know

Eligible licenses: For eligibility and current program rules, see the Microsoft Product Terms.

Cancellation: If an employee reserves an SA training voucher with a Learning Partner and then cannot attend the scheduled course, the employee must contact the Learning Partner to cancel. Customers are subject to the Learning Partner's cancellation policy and no show policies. If the reserved training is canceled, the SA training voucher will revert to the "Assigned" status but must be used prior to the 180 day expiration date. Should the

voucher not be used prior to the expiration date AND the agreement is still active, the training days will revert to the organization's pool of training days. It is important to note that the Learning Partner's local cancellation policy applies and the Learning Partner may impose a cancellation charge. A benefits manager CANNOT revoke a 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 so the training days will revert back to the organization's pool of training days and the benefits manager can then create and/or assign it to someone else.

Expiration: An SA training voucher is valid for 180 days after it is created and assigned to an employee. Therefore, training must be completed before SA training voucher expiration. **When the organization's licensing 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 a SA training voucher worth more days than the course length, the extra days automatically revert back to the organization's pool of training days after the voucher is paid to the Learning Partner (unless the agreement has expired). Or, the benefits manager can revoke the voucher (if it hasn't already been reserved by a Learning Partner) and re-create it for the employee with the exact number of days needed for the desired course. If the SA training voucher doesn't cover all of the course days, the employee must pay the difference to the Learning Partner only for the amount of days not covered by the training voucher. Training vouchers may not be used to cover costs such as travel, instruction, or classroom resources.

Employee responsibility: The employee will receive an e-mail confirmation message that contains details about the SA training voucher (such as length of voucher, voucher number, expiration date) and must be aware of the voucher expiration date, which is 180 days from the date the vouchers was created and assigned.

For more information about Software Assurance Training Vouchers: www.microsoftsatv.com