

Software Assurance Voucher Creation Email Updates

The purpose of this document is to familiarize you with changes to the Voucher Validation & Redemption (VVR) site, specifically to the voucher creation email that is sent to end users after a voucher is created by a Benefit Manager.

The changes to the voucher creation email that is received by the customer are:

- Communicate and clarify the Software Assurance coverage expiration date
- Highlight the voucher expiration rule directly under the voucher detail information

Affected voucher types are:

- Training Vouchers
- Packaged Services (all voucher types)

The intended audience for this document is Certified Partners for Learning Solutions (CPLS) and Certified Packaged Services Partners.

Changes Detail

Voucher Expiration Update

Microsoft received feedback that the text regarding voucher expiration rules within Software Assurance voucher creation emails for **Training Vouchers** and **Packaged Services** was confusing. These emails have been updated to ensure that expiration dates and expiration policies are easy to understand.

A new line indicating the customer's SA Coverage Expiration date has been added. Also, the voucher expiration rule is prominently displayed below the voucher detail information.

IMPORTANT NOTE: The voucher expires on the expiration date of your Software Assurance coverage or six months (180 days) from the voucher issue date, whichever comes first. If the voucher is reserved by a Microsoft® Certified Partner for Learning Solutions prior to the Software Assurance expiration date, It is valid for the remaining time allotted as defined by the Voucher Expiration Date above.

Name of Service: Desktop Deployment Planning Services

Your Voucher ID Is: BC3C-C7CA

Service Level: 1 Day

Voucher Expiration Date: 2009-06-29

SA Coverage Expiration Date: 2012-06-29

New line added to header displays SA Coverage Expiration date.

IMPORTANT NOTE: The voucher expires on the expiration date of your Software Assurance coverage or six months (180 days) from the voucher issue date, whichever comes first. If the voucher is reserved by a Microsoft® Certified Partner for Learning Solutions prior to the Software Assurance expiration date, It is valid for the remaining time allotted as defined by the Voucher Expiration Date above.

New **IMPORTANT NOTE** that explains expiration date and policy.

IMPORTANT: Although the text in the email specifies Certified Partner for Learning solutions, this email applies to qualified Packaged Services delivery providers for the Packaged Services voucher creation email.

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Note: A line at the bottom of the email has been removed. Previously the line read “**Date by which the voucher must be used. After this date, the voucher is no longer valid.”

Help and Support

If you have any questions regarding these changes, please contact Customer and Partner Support using the following regional aliases:

Asia Pacific – vmisapac@microsoft.com

Europe, Middle East, Africa – mvlshelpe@microsoft.com

Americas – mvlshelpa@microsoft.com
