



Cisco Learning Credits Program

Program Guidelines for Learning Partners



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Introduction

This document provides quick program overview and guidelines for Cisco Learning Credit customers.

General Program Overview

Program Description

The Cisco Learning Credits Program is a way to simplify training procurement, enabling customer to:

- Identify training requirements
- Develop a training plan
- Purchase training in the form of credits

These credits provide access to high quality, authorized training delivered by participating Cisco Learning Partners Worldwide (External and Internal).

Now customers can purchase training at the same time as they purchase hardware, software, and other services for an integrated network solutions.

Customer Benefits

Cisco Learning Credits can be redeemed for high quality authorized training from a Cisco Learning Partner or their affiliated organization, Cisco Advanced Services Education, the Cisco Learning Network Store, Certification Exam Vouchers Bundle, Cisco Live, or through Cisco SalesConnect. The Cisco SalesConnect tool is for Partners only.

Complete Network Solution

- Integrate hardware, software, services, and training.
- Strengthens the linkage of training as an integral and indispensable piece of the networking solution purchase.
- Encourages discussion about training needs at the point of technology purchase instead of as an afterthought.

Access to Training Experts

- Cisco Learning Partners are the only authorized channel for delivering curriculum developed by Cisco. They have access to Cisco labs, simulations and the latest products.
- Cisco Learning Partners must meet stringent guidelines for authorization and their instructors must pass rigorous exams to become Cisco certified instructors.
- Participating Cisco Learning Partners offer training needs assessment to help their customers identify training needs and develop training plans.

Cisco Learning Credits Management Tool

- This online database, similar to those used for online banking, registers the customer's Cisco Learning Credits, tracks transactions, validates learning credit redemptions, and generates reports.
- The tool helps the customer maintain precise records of both collective and individual training statistics.
- Monthly statements make it easy for customers to manage their overall training purchase.

Administrative Efficiencies

- Eliminates the need to allocate funds for training on an ad hoc basis by encouraging the purchase of training concurrent with initial purchase
- Reduces the time, effort, and expense of generating multiple purchase orders for training
- Simplifies the administrative link between the customer, and the Cisco Learning Partner
- Requires only one purchase order for the complete purchase

What

Cisco Learning Credits, as a payment method, offer partners and customers the unrivaled ability to purchase, redeem and manage authorized training from Cisco and Cisco Learning Partners. Each Learning Credit has a face value of USD \$100, is active for one year, and can be purchased separately, along with product, or along with services.

Who

Cisco Customers are eligible to purchase Cisco Learning Credits according to their available price list and country eligibility. For a list of authorized countries please see <http://www.cisco.com/c/en/us/training-events/pop-countries-operation.html>.

Guidelines

Learning Partner will convert the credit deduction into a U.S. dollar payment from Cisco by creating a reimbursement request on the Learning Credit Management Tool upon commencement of a class authorized by Cisco. Each Cisco Learning Credit equals \$100 USD.

Learning Partner acknowledges that reimbursement for Cisco Learning Credit acceptance is dependent upon compliance with the Cisco Learning Credit Program Guidelines and the defined reimbursement process.

Learning Partner shall adhere to all Cisco Learning Credit Program Guidelines, below:

A Cisco sales order number is assigned for each credit pack purchase. This number must be used as the payment method when registering for a Cisco authorized offering.

- 1.1. If the customer does not have the Cisco sales order number, the customer must contact their purchasing manager or their Cisco Account Manager to obtain it. If no one is able to locate the Cisco sales order number, the customer may contact the Cisco Learning Credits Support Team for assistance.
- 1.2. If the cost of the training is more than the number of available Cisco learning credits, the customer is responsible for the remaining amount due. This split payment is paid directly to the Learning Provider.
- 1.3. Multiple sales order numbers belonging to the same customer may be used.
- 1.4. Cisco does not establish or publish suggested resale prices for training. Customers shall contact the Learning Partner directly to determine the cost of a training product or service being offered
- 1.5. Credits are redeemed individually and are worth \$100USD each, same as cash. The 10% program fee may **never** be passed to the Customer
- 1.6. Training must commence on or before the expiration date of the credits or they may not be redeemed as payment. (Expiration occurs at 12:01AM on the expiration date)
- 1.7. The Learning Partner, via the Learning Credits Management Tool, will validate the credits are available and debit the customer account accordingly.
 - 1.7.1. When the credits are debited, the customer Team Captain will receive notification from the Learning Partner that the training registration is complete.

- 1.7.2. The customer Team Captain will also receive an email notification that their credit balance has changed.
- 1.7.3. Customer Team Captain should determine the validity of the transaction at the time of debit by the Learning Provider.
- 1.7.4. Learning Partners must redeem Cisco Learning Credits within 30 days of the Class Start Date, and request reimbursement no longer than 12 months after the class has commenced.
- 1.8. Credits expire in one year after the date the credits are activated. When they expire, the credits are no longer available for redemption.
- 1.9. Customers may redeem credits with participating Cisco Learning Partners for all Cisco training including instructor-led training courses, e-learning, labs, simulations, and customized training programs.
 - 1.9.1. To find a course or locate a participating Learning Partner, please visit: <http://tools.cisco.com/GlobalLearningLocator/LLocatorHome.do>
 - 1.9.2. The credits cannot be used for non-Cisco related training, cash, certification exams or purchase of other products or services from Cisco.
 - 1.9.3. If an offering is a blend of various vendors training such as Microsoft, Oracle, and Cisco, the Cisco portion must be **85 percent or greater** to be eligible for payment with Cisco Learning Credits.
- 1.10. If customers are redeeming Cisco Learning Credits for a training course, the course must begin before the designated credit expires
 - 1.10.1. Buying Cisco Learning Credits does not automatically guarantee a reservation in a class. Prospective students should determine the Learning Partner accepts Cisco Learning Credits as payment before registering for the class.
 - 1.10.2. If a class is cancelled by the Learning Partner, the credits debited will be refunded to the customer's account. Refunds for student cancellations are subject to the refund policy of the specific Learning Partner involved. In either case, the credits expiration date remains the same.
 - 1.10.3. If a student wishes to transfer their seat to another student, the customer must notify the Learning Partner. The Learning Partner will update the student information in the Learning Credits Management Tool.
 - 1.10.4. Students cannot transfer into a class that starts after the expiration date of the designated credits.
 - 1.10.5. If a customer defaults on paying the invoice or the account is on credit hold (determined by Cisco), the Cisco Learning Credits account will be deactivated and the remaining credits will no longer be available for redemption
 - 1.10.6. When the customer's credit hold is removed, the Cisco Learning Credits account will be reactivated and the credits will be available for redemption. The original credit expiration date remains in place.

Payment

The Cisco Learning Credits team is not able to provide payment or reimbursement status details once approved by LCMT. Net terms are set by the vendor team and can be discussed with the team as per contact details below.

Please use Cisco's Global Accounts Payable website for the appropriate contact details. The contact details are provided based on the Cisco billing address used on your invoice, here: http://www.cisco.com/web/about/ac50/ac142/supplier/supplier_invoice.html .

Tax (VAT, GST, etc) Policy

Cisco Learning Credits are "credit to cash" as such there is not VAT liability for Cisco. Please work with your local tax professional if you have any questions in this regard.

Business Learning Partners

The Business Learning Partners who accept Cisco Learning Credits follow the same program rules and conditions as Cisco Learning Partners.

Refund after Reimbursement

In rare scenarios, a Cisco Learning Partner may request refund of a transaction that has already been reimbursed by Cisco. If this occurs a credit memo is required, and may be sent to the Cisco entity that processed the original reimbursement request payment. If you require assistance in this regard, please open a case for tracking.

How to Contact Support

You may also open a case directly on the Case Management Support Tool at <http://ciscocert.force.com/english> or call 1-800-553-6387 Option 4, Option 1 (for US/CAN). Please see: [International phone support](#) where needed.

Helpful Links

Cisco Learning Credits

<http://www.cisco.com/go/learningcredits>

Learning Credits Management Tool

www.cisco.com/go/lcmt

Case Management Support Tool

<http://ciscocert.force.com/english>