

# Microsoft Voucher Ordering Processes

**\*For purposes of this document, the term “Member” applies to all Microsoft Members, Academic, ITA and Learning partners.**

## Pearson VUE Voucher Store

The Pearson VUE Voucher Store is a great resource for bulk voucher purchases, all Academic Voucher purchases, payment by credit card and other forms of payment.

1. To order vouchers through the Pearson VUE Voucher Store, please navigate to the voucher order form page:
  - a. This can be done through the Pearson VUE/Microsoft landing page: [www.pearsonvue.com/microsoft](http://www.pearsonvue.com/microsoft), and then choosing the link “[Order Exam Vouchers](#).”
  - b. Or navigate directly to this page through the following URL: [www.pearsonvue.com/vouchers/pricelist/microsoft.asp](http://www.pearsonvue.com/vouchers/pricelist/microsoft.asp)
2. Before beginning the voucher ordering process, it is helpful to know which currency the purchase of vouchers will need to be made in. Microsoft sells their exams in multiple local currencies globally and the exam voucher currency must match the currency the exam is sold in.
  - a. Please use the drop-down that show’s each country’s currency and pricing for exam vouchers.
3. Choose the correct voucher order form for the region of the world you will use the vouchers to test in:
  - a. America’s Region
  - b. Asia-Pacific Region
  - c. Europe, Middle East, Africa (EMEA) Region
4. Once an order form is chosen, please fill out all of the required information indicated with an \*.
5. Microsoft customers must provide Microsoft Partner Network information if you are a part of the Microsoft member program, as this will be validated to receive a discounted voucher price.
6. It is required to provide the price of the vouchers on the order form, pricing is provided on the main Microsoft Voucher Ordering page: [www.pearsonvue.com/vouchers/pricelist/Microsoft.asp](http://www.pearsonvue.com/vouchers/pricelist/Microsoft.asp).
7. It is important to provide all payment information as indicated on the form.
  - a. Credit Card purchases are the preferred method of payment.
  - b. Wire transfer/Bank Transfer or PO with a Line of Credit are additional payment options. However some of these payment methods may not be available in some countries or currencies.
8. Please choose “Submit” form when the order is complete.
9. Vouchers will be issued within 2 business days from the time of submission.

10. Payment approval may take an additional 2 business days from the time the orders processed if a payment form other than credit card is used. Vouchers are not created until payment has been approved.

### **Requesting an Invoice for other Payment Options:**

If you would like to purchase vouchers using a “Check/Bank Transfer” method of payment, an invoice is generally required. To request this invoice, please fill out the voucher order form per standard process, and select the “Check/Bank Transfer” payment option. Please note Check/Bank Transfer may not be available when purchasing in some countries or currencies.

Our Voucher Store will process your voucher order and email an invoice to you for payment. The Voucher invoice will contain all banking information necessary to complete payment. Once payment is received, the vouchers will be released to the customer.

### **Customer Line of Credit/PO Request Process**

If you would like to purchase vouchers using a Line of credit/PO, please directly contact the Pearson VUE Voucher Store (see all Voucher Store contact information at the bottom of this document): [www.pearsonvue.com/contact/voucherstore/](http://www.pearsonvue.com/contact/voucherstore/)

### **General overview of process:**

1. Contact the Pearson VUE Voucher Store requesting a LOC/PO Application: [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com)
2. The Pearson VUE Voucher Store will send a “Revolving Credit Application”.
3. Once Pearson VUE has received the completed application, it will be delivered to our finance department for the approval process. This approval process may take up to 5 to 10 days to conclude, so if there is an urgent need for vouchers, please purchase vouchers using another form of payment.
4. Note: In some countries where it is difficult to obtain credit history may be required to provide Audited Financials. Credit request may also be restricted in some countries.
5. If the application is approved for credit, our Voucher Store will contact you with ordering instructions.

### **LOC and PO Voucher Ordering Process for the Customer:**

Our Pearson VUE procedure for purchasing, using a Line of Credit, is the following for all companies.

1. Fill out the voucher order form per standard process as indicated above in the Pearson VUE Voucher Store ordering steps, with the PO number listed on the voucher order form. Choose “Submit” on the automated form.
2. It is required to email a copy of the Hardcopy PO that has been generated by the purchaser with the correct invoicing information.
3. Pearson VUE will process the order and send the vouchers within 2 business days from receipt of the order.
4. Pearson VUE will then issue an invoice to the customer via email.
5. Standard payment terms are for the customer to pay invoice within 30 days.
6. Customer may not order new vouchers if their account has gone over due.
7. Customer may not order new vouchers if their account is over the agreed upon limit.
8. Companies are also welcome to provide both the voucher order form and PO together in a fax or email to the Pearson VUE Voucher Store.

[PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com), Fax: +1.952.487.5140

## **Pearson VUE Voucher Store(s) Contact information**

### **Americas Region**

Office Hours: Monday–Friday, 7:00 a.m.–7:00 p.m. CT; closed on local holidays.

**Email:** [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com)

### **Telephone Numbers**

United States / Canada	800-869-4101
Americas Region (Toll)	+1-952-905-7447

### **Asia-Pacific Region**

Office Hours: Monday-Friday, 9:00 a.m.-6:00 p.m. local time for each country; closed on local holidays.

**Email:** [PVAPVouchers@pearson.com](mailto:PVAPVouchers@pearson.com)

## Telephone Numbers

Australia	1800-023-095
China (Mainland)	4001-200832
Hong Kong	3071-4601
India	0008004401837
Japan	0120 355 173
Korea, South	0807-600-880
Malaysia	1800-880-401
New Zealand	0800-451-260
Philippines	1800-1441-0321
Singapore	8004-481-552
Taiwan	0800-666-022
Asia-Pacific Region (Toll)	+91 120 400 1653 (9:00 a.m.-5:00 p.m. IST)

## Europe, Middle East, Africa (EMEA) Region

Office Hours: 9:00–18:00 CET (8:00–17:00 GMT) Monday–Friday; closed on local holidays.

**Email:** [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com)

## Telephone Numbers

Austria	0800-292150
Belgium - Dutch	0800-74174
Belgium - French	0800-74175

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France	0800-909153
Germany	0800-1810696
Ireland	1-800-552131
Israel	1-80-9453797
Italy	800-790521
Netherlands	0800-0235323
Portugal	800-831429
South Africa	0800-995044
Spain	900-993190
Sweden	020-798690
Switzerland	0800-837550
Turkey	00800448822063
United Kingdom	0800-7319905
EMEA Region (Toll)	+44-161-855-7455