



VMware Consulting and Training Credits Frequently Asked Questions for Account Activation and Redemption

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1. How to Activate an Account

The credits account must be activated to redeem credits; even unactivated accounts will expire.

1.1 What happens after I submit a purchase order?

When the VMware Professional Services Organization receives the purchase order for credits, an account is opened in myLearn and an email is sent to the customer contact listed on the purchase order.

1.2 How do I activate my credits account?

An email request to activate your newly-created Consulting and Training Credits account is sent to the person listed as the contact for your account. That e-mail includes an *activate and configure* link that must be followed to activate your Consulting and Training Credits account.

Dear ,

A PSO Credits account has been established on your behalf at VMware, Inc.. The account details are below:

Account Info

Account ID:
Opening Balance: 30 (Credits)
Expires: 26-Mar 2009

Account Usage

Your account can be used to apply payment in the following service areas:

- VMware Consulting
- VMware Customer Education

Account Activation

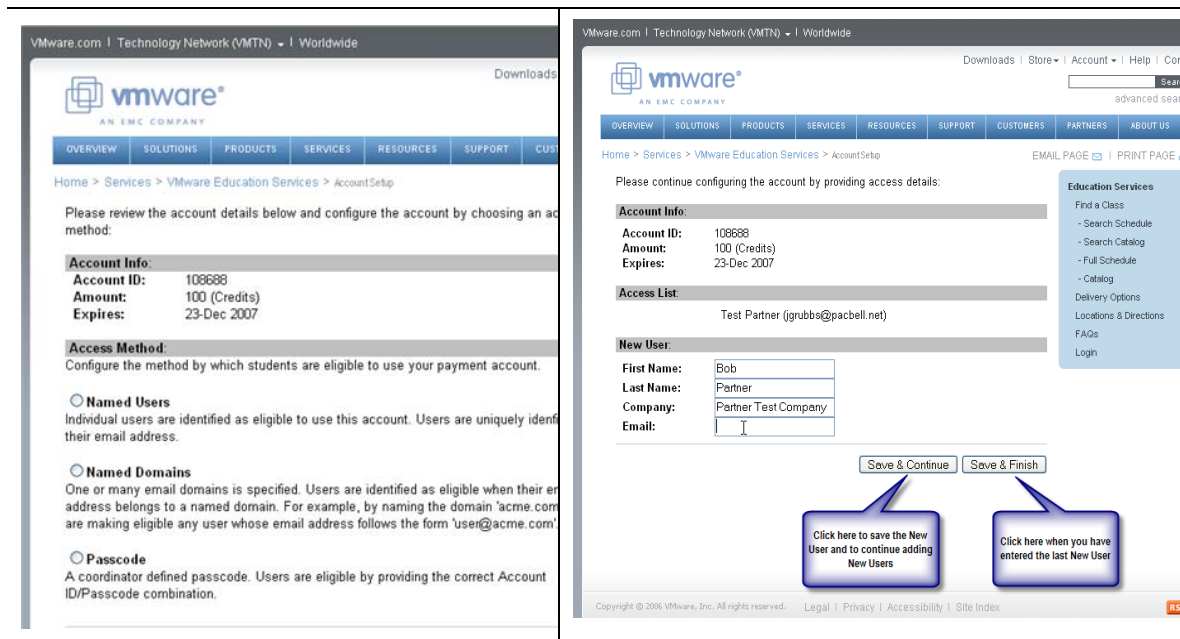
To enable payments to VMware, Inc. from this account, please [activate and configure](#) your PSO Credits account.

If you are *not* the primary contact for this account, please [re-assign the account coordinator](#).

Note: This account must be **activated before the start of a consulting or education engagement**.

1.3 Can the account be customized for use by more people and divisions within the company?

During the account activation process, the account coordinator can manage and configure the account, including assignment of privileges to other people (designated users).



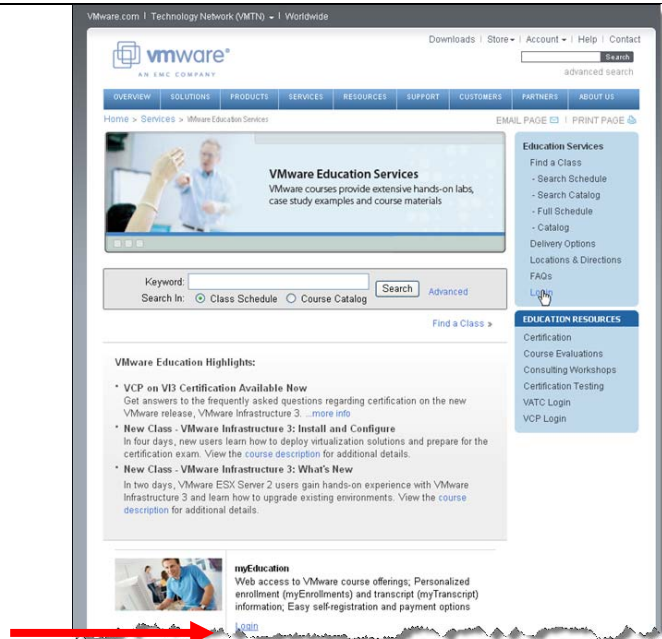
The screenshot displays the VMware account setup page. The left pane shows the 'Account Info' section with details: Account ID: 108688, Amount: 100 (Credits), Expires: 23-Dec 2007. Below this is the 'Access Method' section with three radio button options: 'Named Users', 'Named Domains', and 'Passcode'. The right pane shows the 'Account Setup' page with the same account details and an 'Access List' containing 'Test Partner (jgrubbs@pacbell.net)'. Below the access list is a 'New User' form with fields for First Name (Bob), Last Name (Partner), Company (Partner Test Company), and Email. At the bottom of the right pane are two buttons: 'Save & Continue' and 'Save & Finish'. Two callout boxes point to these buttons with instructions: 'Click here to save the New User and to continue adding New Users' (pointing to 'Save & Continue') and 'Click here when you have entered the last New User' (pointing to 'Save & Finish').

2. How to Redeem VMware Consulting and Training Credits

2.1 How do I redeem credits for classes?

- Go to <http://www.vmware.com/education>, and log in to the portal.

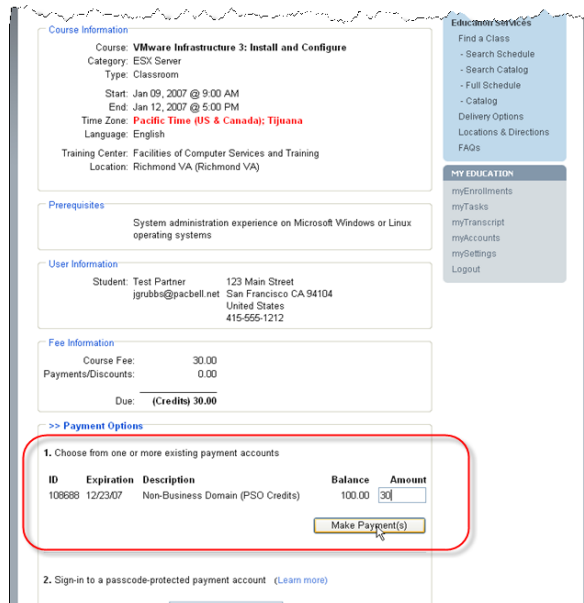
The account can only be accessed by an account coordinator or designated user.



- Browse the catalog to find a class, and register for the desired class.

Title	Location	Start	Seats	Detail Register Price
VMware Infrastructure 3: Install and Configure	Washington DC	04 Jan 07	Full: 2 Waiting	Detail Register Price
VMware Infrastructure 3: What's New	Orlando FL	04 Jan 07	5 Seats Remain	Detail Register Price
VMware Infrastructure 3: What's New	San Francisco CA	04 Jan 07	2 Seats Remain	Detail Register Price
VMware Infrastructure 3: What's New	New York NY	04 Jan 07	1 Seat Remains	Detail Register Price
VMware P2V Assistant™ Server Migration	Dallas TX	04 Jan 07	3 Seats Remain	Detail Register Price
VMware Infrastructure	Seattle WA	09 Jan 07	Full: 1 Waiting	Detail Register Price

3. Select **pay with PSO credits** when the payment question is displayed.



Course Information:
 Course: VMware Infrastructure 3: Install and Configure
 Category: ESX Server
 Type: Classroom
 Start: Jan 09, 2007 @ 9:00 AM
 End: Jan 12, 2007 @ 5:00 PM
 Time Zone: Pacific Time (US & Canada); Tijuana
 Language: English
 Training Center: Facilities of Computer Services and Training
 Location: Richmond VA (Richmond VA)

Prerequisites:
 System administration experience on Microsoft Windows or Linux operating systems

User Information:
 Student: Test Partner 123 Main Street
 jgrubbs@pacbell.net San Francisco CA 94104
 United States
 415-555-1212

Fee Information:
 Course Fee: 30.00
 Payments/Discounts: 0.00
 Due: (Credits) 30.00

>> Payment Options

1. Choose from one or more existing payment accounts

ID	Expiration	Description	Balance	Amount
106688	12/23/07	Non-Business Domain (PSO Credits)	100.00	30

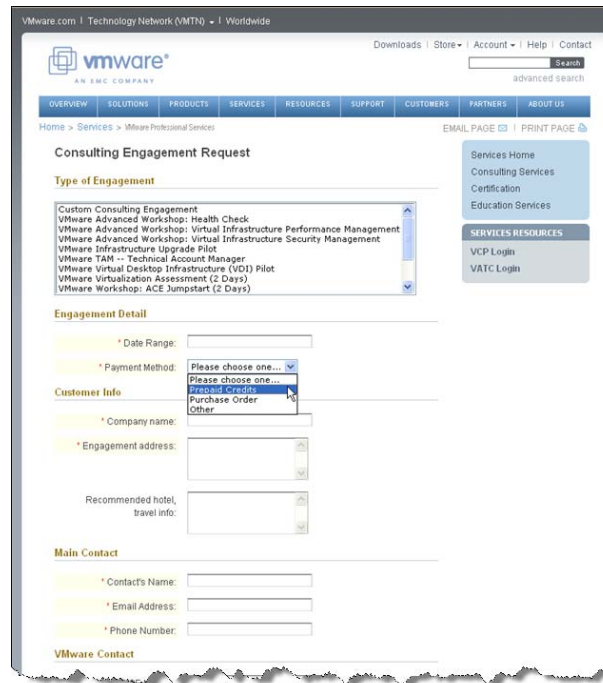
Make Payment(s)

2. Sign-in to a passcode-protected payment account ([Learn more](#))

2.2 How do I redeem credits for consulting?

1. Go to http://www.vmware.com/services/consulting_request.html. No login is necessary to access this link.
2. Complete the online Consultant Engagement Request form and submit it. (This form is also available from the navigation menu when the account coordinator or designated user is logged in to the portal.) This form goes to VMware Consulting Operations. It usually takes two business days to process.
3. Confirm use of the credits for the engagement. A VMware Consulting Operations person will contact the account coordinator for confirmation.

After the confirmation call, a consultant is assigned to the engagement. The consultant will call the account coordinator or identified contact person to start the engagement.



2.3 Who will contact me to deliver this service?

A Professional Services Organization Operations Coordinator will contact you to schedule the delivery of the service offering.

2.4 Can a combination of cash and credits be used for the same engagement or training class?

A combination of cash and credits can be applied to custom engagements. For education or packaged services, one or the other (cash or credits) must be used. If you don't have enough credits, additional credits should be purchased to fully fund the activity.

2.5 Can credits be redeemed for Travel & Expenses (T&E)?

In North America, or regions where T&E is a separate line item, credits may be redeemed for T&E at the regional list price. In the US T&E is \$2200 USD per week. Credits are applied to T&E at the list price per credit by volume. When T&E is bundled into the price of the packaged service, as in Europe, credits may be redeemed for the entire packaged service as a whole.

2.6 Can credits be redeemed for Technical Account Managers (TAMs)?

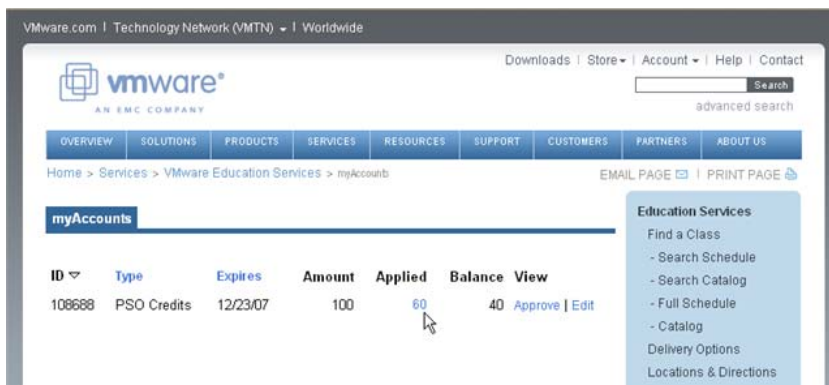
Because the TAM program is delivered as an at-cost service by VMware, credits are applied according to the list price by volume. For example, when purchasing 500 credits, the list price of each credit is \$90 USD, for a total of \$45,000 USD (500 x \$90=\$45,000). You can then redeem the credits for a TAM listed at \$40K USD for 445 credits (\$40K/90 = 445 credits).

2.7 Can credits be redeemed for custom engagements?

For custom SOW consulting engagements, only one discount applies. Discounts are calculated into the SOW and credits are applied according to the list price per credit by volume. For example, if a customer purchases 200 credits, the list price of each credit at that volume is \$90 USD, for a total of \$18,000 USD (200 x \$90=\$18,000). The Solutions Architect preparing the SOW calculates the correct charge and quotes the fee in credits. For example, if the SOW is valued at \$20,000, 223 Credits at \$90 will be used (\$20,000/\$90).

3. How to Check Account Balances

As the account coordinator, go to <http://mylearn.vmware.com>, log in and view the account. Each credits purchase is a separate line item. To see the services or courses for which you have paid using credits, click the number in the **Applied** column.



The screenshot shows the VMware myAccounts page. At the top, there is a navigation menu with links for Downloads, Store, Account, Help, and Contact. Below this is a search bar and a navigation bar with tabs for Overview, Solutions, Products, Services, Resources, Support, Customers, Partners, and About Us. The main content area displays a table of account balances under the heading 'myAccounts'. The table has columns for ID, Type, Expires, Amount, Applied, Balance, and View. A single row is visible with ID 109688, Type PSO Credits, Expires 12/23/07, Amount 100, Applied 60, and Balance 40. To the right of the table is a sidebar titled 'Education Services' with links for Find a Class, Search Schedule, Search Catalog, Full Schedule, Catalog, Delivery Options, and Locations & Directions.

ID	Type	Expires	Amount	Applied	Balance	View
109688	PSO Credits	12/23/07	100	60	40	Approve Edit

4. Expirations and Notifications

4.1 Do Consulting and Training Credits expire?

Yes, credits expire one year from the original date of purchase regardless of whether or not the credits account has been activated.

4.2 What notifications will I receive regarding the credits account?

You might receive several activation notices: one is sent after the account is opened; another is sent two weeks after the first notice; and then a notification is sent every month until the account is activated.

Each month, you will receive Monthly Credits Statements regardless of whether or not the account has been activated.

Correspondence will be sent via email to the designated account coordinator to request that action be taken to redeem credits before account expiration. Notifications are sent 90 days, 60 days, and 30 days before account expiration.



4.3 Where can I find more information on VMware Consulting and Training Credits?

More information can be found at www.vmware.com/services, or by contacting your local VMware representative.