

Q: What is the Education Pack - online account?

A: The IBM Education Pack - online account is a convenient way for customers to purchase IBM Training offerings. The Education Pack - online account is an electronic account that you can use to purchase IBM Training's public or onsite class offerings and IBM Technical Conferences in the U.S. You may also purchase e-learning offerings with this account.

Q: How does it work?

A: The IBM Education Pack - online account functions as an electronic debit account, funded with training dollars you designate for IBM Training offerings. The account can be funded in values of \$2,500, \$10,000, \$25,000, \$50,000 and \$100,000. The account can also be funded in precise \$100 increments with a minimum \$2,500 account value.

Q: What discounts do I get when I purchase my account in \$100 increments?

A: When you purchase training with the IBM Education Pack - online account in \$100 increments, you receive a discount of up to 12% off the retail cost of IBM training. You receive:

- Values \$2,500 - \$9,900 (0% discount)
- Values \$10,000 - \$24,900 (5% discount)
- Values \$25,000 - \$49,900 (10% discount)
- Values \$50,000 - \$99,900 (11% discount)
- Values \$100,000 + (12% discount)

Q: What is the minimum IBM Education Pack -online account I can purchase?

A: A minimum \$2,500 value IBM Education Pack -online account is required to open an account.

Q: How do the IBM Education Pack - online account pre-set values save me money?

A: When you purchase training with the IBM Education Pack - online account, you receive a discount of up to 12% off the retail cost of IBM training. You receive:

- \$2,500 value for retail price of \$2,500
- \$10,000 value for retail price of \$9,500
- \$25,000 value for retail price of \$22,500
- \$50,000 value for retail price of \$44,500
- \$100,000 value for retail price of \$88,000

Q: Can the IBM Education Pack - online account be used by more than one person in my company?

A: Yes. The funds in the account can be used to purchase training from IBM for any employee in the company.

Q: How do I purchase an IBM Education Pack - online account?

A: There are two ways to purchase an IBM Education Pack - online account:

- On the [IBM Training Web site](#), or
- Through your authorized IBM Business Partner

Q: When does the IBM Education Pack - online account start and expire?

A: Your account is activated the day IBM Training receives the application and billing information, unless an alternate start date is provided at the time the application is submitted. A start date of up to 60 days from the date of the application may be selected if indicated on the order form. The IBM Education Pack - online account will expire 12 months from the activation date.

Q: What denominations can I use from my IBM Education Pack - online account?

A: That's one of the great features of the IBM Education Pack - online account! It's not limited by specific denominations. The IBM Education Pack - online account lets you debit your account with a voucher for the exact amount of training dollars that you want to spend.

Q: What is an IBM Education Pack - online account voucher?

A: The IBM Education Pack - online account voucher is your online transaction record that is applied against your purchase.

Q: Do I have to take the IBM Education Pack - online account voucher with me to class?

A: No. You create and submit an online voucher to IBM through your IBM Education Pack - online account.

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Using the IBM Education Pack - online account

Q: What will I receive when I purchase the IBM Education Pack - online account?

A: Once your order is processed you will receive an e-mail that includes:

- Amount credited to your account
- Account number
- User ID
- Password
- Directions on how to access your account

Q: If I purchase the IBM Education Pack - online account, and someone from my company already has established an account, will I receive the same information?

A: Yes. If someone from your company has an established account under your company's customer number, you will receive e-mails that includes:

- Amount credited to your account
- Your company's established account number
- User ID

- Password

Q: How do I give another employee of my company access to use my company's IBM Education Pack - online account?

A: To give another employee access to your IBM Education Pack - online account you must provide that employee with the User ID and Password for the account.

Q: Can more than one employee have access to my company's IBM Education Pack-online account?

A: Yes, the account owner can request that an additional user be added the account, by sending the request with additional name and e-mail address to edpack@us.ibm.com.

Q: How do I access my account if I forget my password?

A: If you forget your password, there are two ways to get this information:

- Go the "Forgot Password Link" on the IBM Education Pack - online account sign-in page. You will be asked to supply your Ed Pack online ID and IBM ID which is the account owner's mail address. This will immediately return your password the account owner's e-mail address.
- You may also send a request to edpack@us.ibm.com.

Q: How will I know my IBM Education Pack - online account is secure?

A: The IBM Education Pack - online account is secure in three ways:

- User ID
- Password
- Challenge question

The purchaser is responsible for the security of the account user ID and password.

Q: If I have the IBM Education Pack - online account, do I still need to enroll in a class or conference?

A: Yes. Students must enroll in classes and conference prior to attending. You can enroll in IBM public classes by calling 1-800-IBM-TEACH (1-800-426-8322) or visiting [the Web site](#). To enroll in a conference, visit the [conference Web site](#). After you receive confirmation of your enrollment in a class or conference, you must create and submit your on-line voucher to IBM through your IBM Education Pack - online account.

Q: When must I create and submit a voucher so that I will not get an invoice?

A: Prior to attending a class with a "View Schedule and Enroll" button at the top of the course description page or conference you must go into your IBM Education Pack - online account to create and submit a voucher for the full purchase price. If you do not have the full amount in your account to cover the price, the difference will be charged to your guaranteed method of payment. To use your IBM Education Pack - online account for other eligible offerings, follow the prompts on the Web.

For ordering eLearning products with an "Order Now" button at the top of the course description page

First, determine the eLearning product/course you wish to purchase and note the course code and price of the product. (Browse our catalog of available [eLearning products/courses](#))

Log in to your [IBM Education Pack Account](#) to write out your Ed Pack voucher(s) and note your voucher number(s).

Then proceed to the order screen for the desired eLearning product/course.

Finally, under the area called Discount Information, select IBM Education Pack. You will be prompted to enter your Education Pack voucher number in the Education Pack 1 field.

If you have another Ed Pack voucher to be applied to the billing of the same product/course click "Add another code". Then enter the voucher number in the IBM Education Pack 2 field that will appear immediately below the IBM Education Pack 1 field. You can use up to five vouchers per product order.

Q: How do I confirm that I have applied a voucher to my purchase?

A: Access your IBM Education Pack - online account and click on the Voucher and ALL tab to view vouchers that have been submitted.

Q: Can I create a voucher now for a course with a start date after the expiration date of my Ed Pack - online account?

A: No. The funds must be valid on the first day of the course or conference.

Q: If my class cancels will my funds automatically be returned to my account?

A: No. If your enrollment status changes due to cancellation you must access your account and void the voucher to return funds to your account balance. The voucher will not automatically update.

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What you can buy with the IBM Education Pack - online account

Q: What IBM training services can I purchase with my IBM Education Pack - online account?

A: The IBM Education Pack - online account can be applied to the following:

- Designated publicly scheduled classes in the U.S. (to determine eligibility of a public course visit the course descriptions on the [IBM Training Web site](#))
- Most Technical conferences in the U.S.
- Onsite classes, instructor travel and living, equipment charges and room rental as applicable
- Most e-learning offerings

Q: How do I use my IBM Education Pack - online account to pay for expenses associated

with an onsite class?

- A: To pay for eligible expenses associated with an onsite class you must access your account and create a voucher for the entire amount of expenses associated with the onsite class, including course tuition. The total amount is detailed on your EDSUM letter that you receive when booking an onsite/private class with IBM Training.

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Rules, regulations and disclaimers

Q: What happens if students fail to cancel or attend a course they have enrolled in?

- A: IBM Training's "No Show and Late Cancellation Policy" applies. You will be billed the full price of the course if you do not cancel your enrollment in a course at least seven calendar days prior to the scheduled start date or if you do not attend the course. Your guaranteed method of payment will be billed for the cost if you do not create a voucher for this expense.
If you cancel a conference registration up to 14 days prior to the conference, you will be charged a \$150 administrative fee. If you cancel within 14 days of a conference, you will be billed for the full price of the conference.
You may debit your IBM Education Pack - online account for applicable fees if you do not want your guaranteed form of payment charged.

Q: If I am entitled to another discount through IBM, can I still use my IBM Education Pack - online account?

- A: The IBM Education Pack - online account is a discount product, and therefore cannot be combined with any other programs, discounts or offers. If you use the IBM Education Pack - online account for offerings, the amount will be applied against the full offering price.

Q: If I automatically get a Business Partner discount on training, can I also use the IBM Education Pack - online account?

- A: You may use the IBM Education Pack online account to pay for training, but it will be applied toward the full price of the course. The IBM Education Pack - online account cannot be combined with a Business Partner discount or any other discount. The IBM Education Pack - online account will be applied against the full offering price. The IBM Education Pack - online account is a discount product, therefore it cannot be combined with a Business Partner or any other discount.

Q: Can I close out my account and get a refund?

- A: No. The IBM Education Pack - online account is non-refundable. Your account will be valid for 12 months.

Q: Can I pay for all IBM courses using the IBM Education Pack - online account?

- A: No. Certain IBM public courses or conferences may be excluded from this program. To determine which IBM Training courses are excluded, access our online catalog via the Web at ibm.com/training/us to view IBM Training's public course descriptions and Technical Conference schedules, or contact 1-800-IBM-TEACH (1-800-426-8322).
As courses are announced, if they are not available under the IBM Education Pack - online

account program, that information will be reflected in the course abstract. Call 1-800-IBM TEACH (800 426-8322) if you have questions about the availability of courses under this program.

Q: If I purchase an IBM Education Pack - online account, will I be able to take all of the courses in my local area?

A: No. The purchase of an IBM Education Pack - online account does not guarantee that a class will be held in a specific location. While IBM offers courses in many locations throughout the United States, we do not offer all courses in all locations. Due to low enrollments, it may also be necessary to cancel a course scheduled for a given location. The course may not be rescheduled again in that location if student enrollment numbers do not indicate enough participation to warrant rescheduling of the course. To check the schedule and location of a specific course, go to the [courses by location](#) section of the Web site or go into the course abstract and click the "View schedule and enroll button" at the top of the course description. You may also call our IBM Teach Representatives at 1-800-IBM-TEACH (1-800-426-8322) to check on course schedules.

Q: Can I use funds from the IBM Education Pack - online account to buy more?

A: No. The IBM Education Pack - online account funds cannot be used to buy more funds or any other discount offerings.

Q: If my company does not use all the training dollars in our IBM Education Pack - online account, can it be extended?

A: No. The IBM Education Pack - online account is valid for 12 months.

Q: Do I have to guarantee my enrollment or purchase with a credit card if I use the IBM Education Pack - online account.

A: Yes. Your enrollment or purchase requires a guaranteed method of payment such as a valid credit card, valid purchase order or billable customer number. This is required to ensure your account has enough valid funds to cover the purchase at the time of your class, conference or offering purchase.

Q: Can IBM Education Pack - online account expired funds be extended by making an additional purchase?

A: No. IBM Education Pack - online account funds are valid for 12 months only. Customers must use available funds before they expire for eligible offerings within the specified time frame. Once IBM Education Pack - online account funds expire they are no longer valid.

Q: Can government customers use the IBM Education Pack - online account to pay for offerings and how does that affect their GSA discounts?

A: Government employees may purchase IBM Education Pack - online accounts at the list price. IBM Education Pack - online account purchases do not have GSA pricing discounts. If government customers use the IBM Education Pack - online account for payments, vouchers must be created for the offering's list price. IBM Education Pack - online account is a discount product and only one discount can apply.

Q: Can the IBM Education Pack - online account be used to pay for small group pricing for - onsite training?

A: Yes. The IBM Education Pack - online account can be used for small group pricing on private/onsite classes.

Q: Can the IBM Education Pack – online account be used to pay for eLearning products?

A: Yes. The IBM Education Pack – online account can pay for most eLearning products we have available.

Q: How can the IBM Education Pack – online account be used for eLearning?

A: You can apply your IBM Education Pack – online account to eLearning products by logging into your account and creating the voucher for the eLearning you have selected. You will need the voucher number that has been created to complete the online order process. Create your voucher prior to ordering your eLearning course/product order form and submit.

See question entitled “When must I create and submit a voucher so that I will not get an invoice?” for complete details.

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Business Partners

Q: Can I purchase \$100 increment precision Ed Packs for my customer and add to their Standard Ed Packs account?

A: Yes, you can purchase additional \$100 Ed Packs to add to your customer's Standard Ed Pack account. The new purchase must be a minimum \$2,500 Ed Pack value purchase.

Q: What happens to the Standard Ed Pack expiration dates when I purchase additional funds?

A: The expiration date of the Standard Ed Packs remains the same. The new purchase does not change the terms of any previously purchased Ed Packs.

Q: If I purchase a precise Ed Packs in \$100 increments can I resell it to different customers?

A: No, if authorized Business Partners purchase precision Ed Packs in \$100 increments it will be set up as a single account. The account must be resold to a single customer in the same amount that it is purchased.

Q: If I purchase precise Ed Packs for my end user customers will they go into the same account?

A: Yes, if additional funds are purchased under the existing end user's customer number it will go

into the same account. The precise Ed Packs will be a separate deposit but it will go in the same account. The additional Ed Packs will have unique Ed Pack numbers and expiration dates.