

# Voucher Express Quick Reference Guide

## About This Quick Reference Guide

All of the screenshots in this guide were taken from a demo version of Voucher Express which is used to test the application. No real data was used to capture these screen shots and do not represent any customer information. It also does not represent suggestions for customer set up or content.

In addition the screenshots are cropped to provide a clear presentation of the important functionality. Sometimes a button or field may be referenced that does not show in the screenshot, but its position is indicated in the text as in the following example: *Select OK on the lower part of the window.*

## General Information

Workstation minimum requirements

- IE version: IE7 & Firefox 3.5
- Minimum screen resolution: 1024x768 (will display on lower resolution monitors with scrollbars)

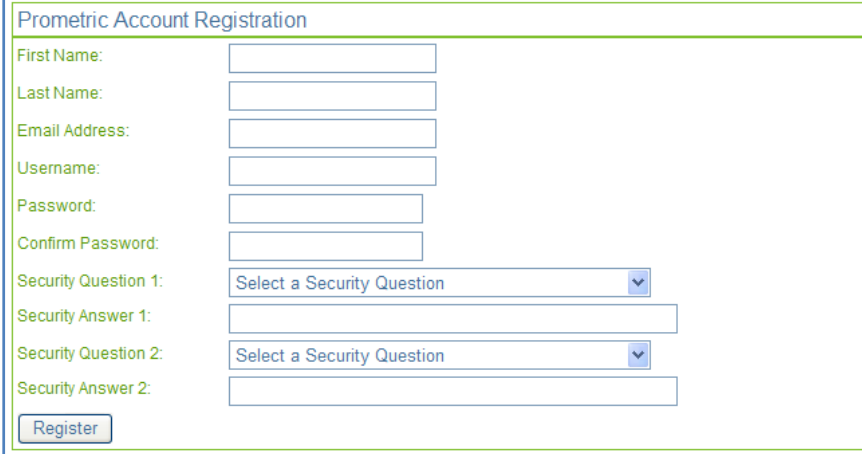
## **Step 1 – Account Login/New Account Creation**

The screenshot shows a web interface with two main sections. On the left, under the heading 'New Users', there is a sub-heading 'Create an Account' and a blue button labeled 'NEW'. On the right, under the heading 'Existing Users', there are two input fields: 'Username:' and 'Password:'. Below these fields is a blue button labeled 'LOG IN' and a link labeled 'Forgot Password?'.

- If this is your first visit to Voucher Express, you will need to create a **New User** account.
- If you are a returning Voucher Express user, enter through the **Existing Users** option.
- Forgotten Password help is available by answering the Security Questions you setup during Account Registration.

*\*\*\*You can create only one user account per email address.\*\*\**

## Step 1b – New Account Registration



Prometric Account Registration

First Name:

Last Name:

Email Address:

Username:

Password:

Confirm Password:

Security Question 1:

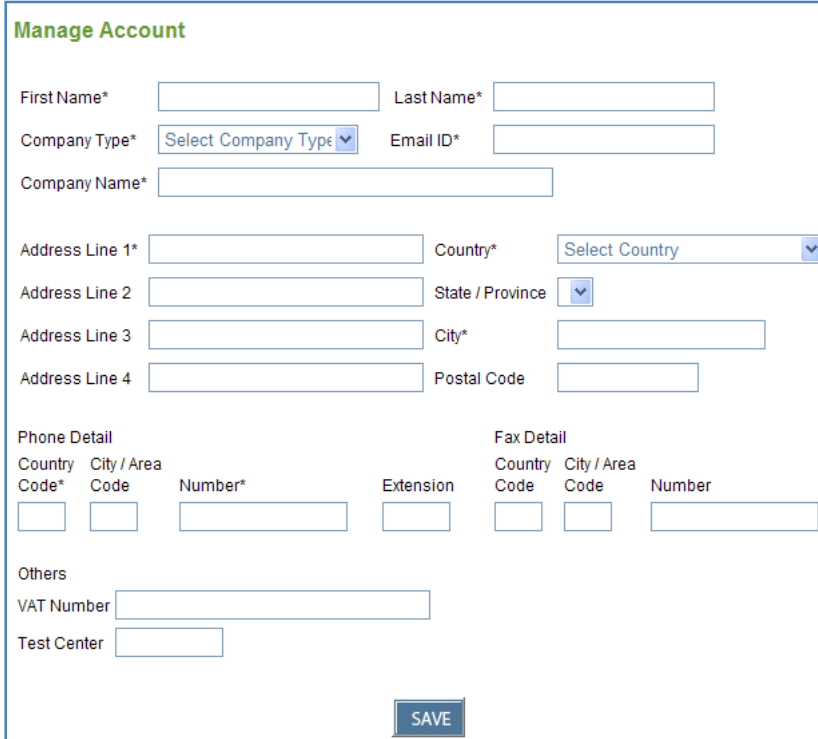
Security Answer 1:

Security Question 2:

Security Answer 2:

- Enter all fields in the **Account Registration** page above.
- The system sends an **Account Validation Email** to the email address provided.
- To activate your account, verify your email address by clicking the supplied link within the Account Validation Email. This will enable your account.
- After enabling your account close the window open by the link and log back into the Voucher Express system to complete the account setup.

## Step 1c – New Account Demographics



Manage Account

First Name\*  Last Name\*

Company Type\*  Email ID\*

Company Name\*

Address Line 1\*  Country\*

Address Line 2  State / Province

Address Line 3  City\*

Address Line 4  Postal Code

Phone Detail

Country Code*	City / Area Code	Number*	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Fax Detail

Country Code	City / Area Code	Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Others

VAT Number

Test Center

- Enter information in the fields on the **Manage Account** page displayed above and **Save**.
- Note: Required fields are indicated by an “\*”.
-

## Step 2 – Voucher History – Home Page

**NEW ORDER**

Your list of orders and their status are below. To create a new order, click on the new order button.

Action Items	Order			Voucher Group				
	Date	#	Status	Code	Description	Qty	Total	
Action Items	2/2/2010	SA9DTTVACF	Waiting for Auth	A0	Adobe 100% Vouchers	100	20000.00	
Action Items	2/2/2010	SA9DTTVACE	Waiting for Auth	9Z	Microsoft Prepaid Vouchers - AATP (J72)	100	12500.00	

- Once account registration is complete, the **Voucher History** page displayed above becomes your home page.
- The system displays orders made with your user ID in Voucher Express or via the Prometric Voucher Team in your **Voucher History**.  
*Note: Historical purchase may not be available.*
- Select **New Order** to display a New Order page.
- Select the **Action Items** dropdown next to an order to choose from the following options; Re-Order of a voucher group, Resend of Receipt, or Request for Re-Download.
- Select the **Magnifying Glass** to the right of each order to view additional order details.

## Step 3 – New Order

**Step 1: Choose a Voucher Group**

Search for the voucher group you want to order by selecting at least one of the filter criteria.

**Voucher Group Search**

Voucher Group Code

Client Name

Program Name

Exam Code

Redemption Country

- Select **New Order** to display the **Voucher Group Search** page.

*Note: A voucher group, also known as a prototype, is a ready-made template containing all of the rules, restrictions, and pricing that will apply to the vouchers you purchase.*

- Select at least one of the search criteria. The filters, program, exam, and country activate as you make your choices.
- Once you have made all of your choices select **Search**.

Voucher Group	Attribute Summary	Client	Program	Multi Redemption
9Z	Microsoft Prepaid Vouchers - AATP (J72)	Microsoft	Microsoft AATP (072)	False <a href="#">Select</a>
PK	this is a test of 500+	Microsoft	Microsoft AATP (072)	False <a href="#">Select</a>

- After selecting **Search**, a list of matching voucher groups returns. If no voucher groups return, please try a different search.
- To proceed with purchase, choose **Select**, the link to the right of the desired voucher group.

Voucher Group Details			
Purchase Market	Face Value	Currency	Countries
North America	180.00	US DOLLAR	Canada, United States <a href="#">Select</a>

[Close](#)

- The system presents all purchase markets for the voucher group.  
*Note: A purchase market contains a currency and one or many countries. These are the countries and currency in which the vouchers may be purchased in.*
- Choose **Select**, the link to the right of the desired purchase market.

The voucher group you have chosen requires membership validation.

Member numbers are assigned by the Program Sponsor affiliated with that testing program. They are used in part as proof of your eligibility to purchase vouchers for restricted or discounted programs. (Example Programs: Microsoft CPLS, Microsoft IT Academy, CompTIA Member, CompTIA E2C and CompTIA Authorized Partner Program).

Please enter your membership number for verification.

Membership number

- Some voucher groups require member authorization for purchase of the voucher group.
- **IF MEMBERSHIP IS REQUIRED**, enter your **Membership Number**. This number is validated against a list provided to Prometric by the test sponsor or owner (i.e. Microsoft, CompTIA, IBT, or other organization).
- Some test sponsor's require additional validation information. If other validation fields display, enter the additional requested information.  
*Note: You will be allowed 3 attempts to accurately enter these data fields before the system prevents your purchase of that voucher group.*

This voucher can be used for the following exams:

Code	Exam Name
072210	INSTALL, CONFIGURE & ADMINISTER WIN 2000 PROFESSIONAL
072215	INSTALL, CONFIGURE & ADMINISTER WIN 2000 SERVER
072216	IMPLEMENT AND ADMINISTER A WIN2K NETWORK INFRASTRUCTURE
072218	Managing a MS Win2k Network Environment

- **IF MEMBERSHIP IS NOT REQUIRED OR AFTER MEMBERSHIP VALIDATION IS COMPLETE**, the system displays the **Order Details & Purchase Quantity** page.
- Three sections list the exam, site and/or scheduling method the voucher group selected is restricted to. An example of an exam list displays above.
  - If the section says “This voucher is available for all” the voucher group can be redeemed for any active exam or at any active site available within the country of redemption. If the scheduling method is available for all, vouchers are valid payments in all Prometric scheduling systems.
  - If the section lists specific exams, sites and/or scheduling methods, the vouchers can only be redeemed for the exams listed, at the sites listed or using the specific scheduling methods listed.

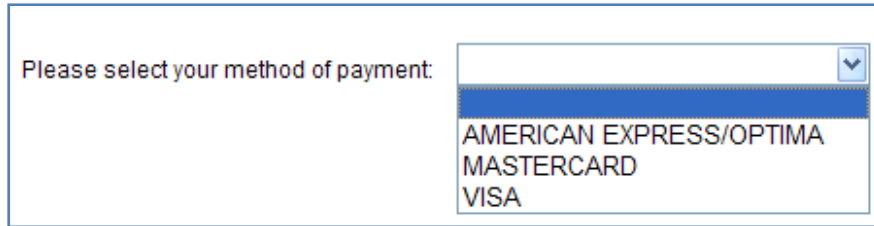
Voucher Pricing:

Min Quantity	Max Quantity	Total Voucher Price	Currency
1	50	132.00	USD
51	250	120.00	USD

This voucher can only be redeemed once.  
This voucher expires on 02/02/2011 11:59:00 PM.

- The **Voucher Pricing** section displays the price per voucher. If the voucher group is set up with tiered pricing like the example above, you will be charged the price per voucher in the line (tier) of the total quantity purchased, for each voucher.
- If a voucher group indicates it can be redeemed more than once, a single voucher number can be redeemed for more than one testing event. Otherwise it is good for a single testing event.
- Enter your voucher quantity in **Purchase Quantity**.

Please select your method of payment:



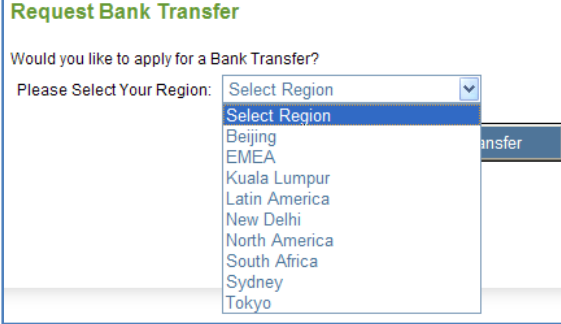
AMERICAN EXPRESS/OPTIMA  
MASTERCARD  
VISA

- Select **Next** on the Voucher Details page. The system presents the **Payment Details** page.
- Select **Method of Payment** (required). Your payment type list is filtered based on the credit cards that are available by country. The list may also include a bank transfer account and/or one or more line of credit account options. These accounts only appear if you have been pre-authorized by Prometric.
- Your method of payment selection, determines the remaining payment entry fields. Enter the additional data required for your payment type.
- Select **Next**.

#### **Step 4 – Review Order**

- The **Review Order** page displays with all of the details of the voucher order for your review. You may edit your demographic data from this review page.
- Accept the **Terms of Service** agreement to finalize your order.
- Select **Finalize Order** to submit your order. The system presents an **Order Confirmation Summary** page displaying all of the details of your voucher order.
- You will sent a **Confirmation Email** that includes your voucher order details.
  - After the order has been paid in full;
    - you will be emailed an official **Payment Receipt/Paid Invoice**,
    - and the vouchers will be processed,
    - and you will receive a **Voucher Download Email** with instructions on how to electronically download your vouchers.

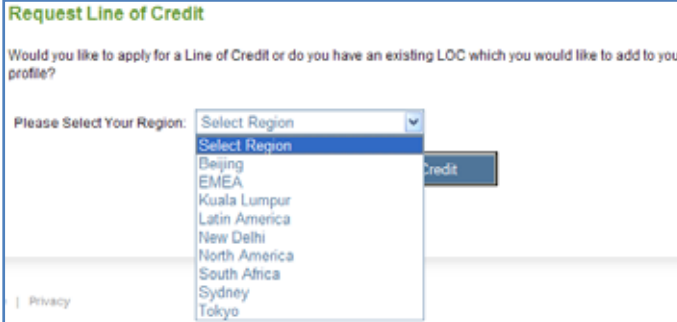
## To Request a Bank Transfer Account



- Select the **Request Bank Transfer** menu option from the home page if you have an existing Bank Transfer/Cash Deposit Account that you would like to associate to your account, or if you would like to apply for one.
- Select a region or city and the system will route your request to the appropriate processing group.

*Note: A Bank Transfer account is a payment method that allows you to; place an order, receive an invoice from Prometric, submit a check/wire transfer, and once the invoice is paid in full you'll receive your voucher download email.*

## To Request a Line of Credit Account



- Select the **Request Line of Credit** menu option from the home page if you have an existing Line of Credit Account that you would like to associate to your account, or if you would like to apply for one.
- Select a region and the system will route your request to the appropriate processing group.

*Note: A Line of Credit account is a payment method allows you to be pre-approved for a line of credit with Prometric. This account allows you to; place an order, charge the balance to your line of credit account, receive your voucher download email, receive invoices from Prometric at scheduled intervals, and submit payment for balances due.*