

## What is a Training Credit?

PTC University uses Training Credits to display a worldwide currency-neutral value to our Training Products. One credit is the value of one hour of training, and the cost of one credit in each currency can be found [here](#). Our Half-Day Classes are three hours in duration; therefore, they are listed at three credits each.

## What is the value of my coupon?

Each coupon has a value of three credits, which can be applied to Half-Day Classes and Certifications.

## How long are my coupons valid?

Unless otherwise stated, coupons are valid for one year from the date PTC University issued the coupons to your Training Administrator or Purchasing Agent. Your Training Administrator or Purchasing Agent will have the initial coupon distribution email that includes your coupons' start and expiration date.

## What should I do if I have not received the coupons I ordered one working day after completing the sale?

Check to ensure the coupon distribution email is not in your Junk or Spam email folders. Otherwise, send an email to [TrainingCentral@ptc.com](mailto:TrainingCentral@ptc.com) providing us with as much information you have about the order.

## Can I redeem coupons for a Multi-day class or eLearning?

Coupons are only redeemable for Half-day classes and Certifications.

## Why can I redeem only one coupon at a time in the Shopping Cart?

The Training Central eCommerce system only allows the entry of a single coupon per item in the Shopping Cart. Additionally, the coupon must be directly associated with the session the student is attending for tracking purposes.

## What's the earliest before a class start that I can register with a coupon?

We recommend registering at least two working days prior to the class start. Coupons require approval from the PTC University Administration Team to ensure that a valid coupon code has been applied. A registration completed within two working days may not get fully processed. Additionally, to ensure a successful class experience, we recommend allowing enough time to complete the steps in the Class-day Preparation Guide linked in the Enrollment confirmation email.

## Why do I appear on the Wait List once I have redeemed my coupon?

The PTC University Administration Team must review and accept the submitted coupon. This can take up to 24 hours. Once the coupon has been reviewed and verified, the student should see their status change to Not Yet Started, which means you are successfully enrolled in the class.

## What do I do if I redeemed my coupon for the wrong class?

Send an email to [TrainingCentral@ptc.com](mailto:TrainingCentral@ptc.com) providing us with the class you want to be removed from. The PTC University Administration Team will withdraw you from the class, void the used coupon, and issue a replacement coupon.

## What do I do if I redeemed my coupon for the wrong session or class time?

You can use the Withdrawal tool within Training Central to withdraw yourself from a session and pick a different session. [Here is a link to the withdrawal process Job Aid.](#)

## What do I do if I cannot attend my session?

You can use the Withdrawal tool within Training Central to withdraw yourself from a session and pick a different session. [Here is a link to the withdrawal process Job Aid.](#)

## What happens if my session is cancelled or rescheduled?

The PTC University Administration Team will reschedule you for the next available session. If you cannot attend this session, you can use the Withdrawal tool within Training Central to withdraw yourself from that session and pick a different session. [Here is a link to the withdrawal process Job Aid.](#)

## What do I do if my coupon states Invalid or Used?

The PTC University Administration Team sends all the coupon codes to your training Administrator or Purchasing Agent, who is responsible for distributing them within your company. Please reach out to that individual to determine the status of your coupon.