

What is a Training Credit?

PTC University uses Training Credits to display a worldwide currency-neutral value to our Training Products. One credit equals one hour of training, and the cost of one credit in each currency can be found [here](#). Our Half-Day Classes are three hours long and are therefore 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 has the initial coupon distribution email that includes your coupons' start and expiration dates.

What should I do if I have not received my coupons within working day after completing the sale?

Check your junk or spam folders for the coupon distribution email. Otherwise, send an email to trainingcentral@ptc.com with as much information as 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.

How early can I register for a class with a coupon??

We recommend registering at least two working days prior to the class start. 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.

What if I redeemed my coupon for the wrong class?

Send an email to trainingcentral@ptc.com with the class you want drop. The PTC University Administration Team will withdraw you from the class, void the used coupon, and issue a replacement coupon.

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

You can withdraw from a session on the [My Learning](#) page within [Learning Connector](#) and select a different session. To withdraw from a class, follow these [instructions](#).

What happens if I cannot attend my session?

You can withdraw from a session on the [My Learning](#) page within [Learning Connector](#) and select a different session. To withdraw from a class, follow these [instructions](#).

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 withdraw from a session on the [My Learning page](#) within [Learning Connector](#) and pick a different session. To withdraw from a class, follow these [instructions](#).

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

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