

When can we begin scheduling classes?

Once your order is processed, you will receive an e-mail providing your EPTO account code. You can begin scheduling classes using this account code immediately.

What is the responsibility of the EPTO Administrator?

The customer must designate a representative (EPTO Administrator) to serve as the main contact for registering employees for SAS[®] training using EPTO units. The EPTO Administrator is expected to monitor unit usage and communicate SAS training offerings and opportunities to the SAS users in his/her organization. The EPTO Administrator may also assist with registering their SAS users for public courses and coordinating on-site, private courses. The EPTO Administrator will receive periodic communication from SAS Education, including:

- Monthly account status report of EPTO unit usage.
- All student registration confirmation e-mails (if requested).
- Quarterly SAS Training News for EPTO Customers e-mails.

We also encourage the EPTO Administrator to bookmark and visit the EPTO Administrator Web page (support.sas.com/training/eptoadmin) periodically and subscribe to the free monthly e-newsletter, *SAS Training Report* (support.sas.com/training/news) to keep up-to-date on all SAS Education offerings.

As an EPTO customer, we want to help you take full advantage of your investment in SAS training, so please contact your education account representative if you need assistance in planning your training.

When do our units expire?

EPTO units expire in 12 to 18 months, depending upon the amount you purchased. Please check with your education account representative if you are unsure of your account's expiration date. Government (GSA) accounts do not expire.

Can you extend our expiration date?

Expiration dates cannot be extended, however there are several options to consider to ensure you do not lose your units:

- Contact your education account representative to develop a training plan to allocate all remaining units before expiration.
- Transfer your EPTO units to another department or company who will be able to use them before expiration.
- Purchase new EPTO units and roll your existing units into the new purchase. The expiration date of *all* units will then equal the expiration date of the new purchase (12–18 months).

How do we begin? How do we plan?

Your education account representative can work with you to assess your needs and create a training plan. Your education account representative will:

- Perform a comprehensive SAS Training Assessment (support.sas.com/training/assessment) and determine your training goals. The assessment is a FREE service for EPTO customers only (\$500–\$2,000 retail value).
- Identify user roles, experience levels and recommended courses.

- Determine the best training delivery method(s) (public, on-site, e-Learning or private Live Web).
- Discuss timelines and logistics.
- Put together a comprehensive training plan for the allocation of your EPTO units to ensure usage before expiration and successful completion of your training goals.

If you are ready to begin scheduling courses, you may do so as soon as you receive your EPTO account number. (See "How do I schedule courses?")

How do I schedule courses?

As soon as you receive your EPTO account number, you can begin scheduling courses.

To register online, visit support.sas.com/training and browse and register for courses by location (support.sas.com/locations) or learning paths by job role (support.sas.com/training/us/paths), or view the alphabetical course list (support.sas.com/uscourses). Upon check-out, you will enter your EPTO account number in the space provided.

You may also register by phone at 800-333-7660.

For on-site training or private Live Web training, contact your education account representative directly.

Can we schedule courses globally?

The program that you have signed up for is meant to be utilized in the US only, but we are able to make exceptions if the other country agrees that payment may be made utilizing your EPTO units. Please be aware that pricing for training varies greatly outside of the US, and there is no guarantee of receiving a discount. Contact your education account representative to assist you with training requests outside of the US.

How do we know how many units we have?

Each month you will receive an e-mail containing your EPTO usage and current account balance. If you need to know in the interim, please contact your education account representative.

What can EPTO units be used for?

EPTO units can only be used to pay for EPTO-eligible products and services:

- Public courses.
- On-site courses.
- Business Knowledge Series courses.
- Live Web courses.
- Six Sigma courses.
- License fees for all e-Learning products.
- SAS Certification exam vouchers.
- Selected training packages.
- Customized course content.
- SAS training center rental fees.
- Select conferences, including SAS Global Forum and the Analytics Conference Series (www.sas.com/analyticsseries).
- Mentoring fees.

Occasionally, SAS Education provides additional special offers to EPTO customers for use of their units. The EPTO Administrator will be notified via e-mail about any special offers. EPTO units cannot be used for purchases of books and other items from SAS Publishing.

Who do we contact for on-site or private Live Web courses?

Contact your education account representative to coordinate and schedule these methods of training.

Can we schedule classes that occur beyond our expiration date?

No. According to the guidelines (support.sas.com/training/eptoguide), all training must be completed before the expiration date. Please contact your education account representative as soon as possible if you think you may encounter a problem with using all of your units before the expiration date.

What do we do if someone new is replacing our EPTO Administrator or we need to add a second person to this role?

Contact your education account representative to add the additional or new contact(s) to your account.

Can we get a report on the employees who have taken training, the courses they attended and the EPTOs used?

Contact your education account representative for a training history report. This will provide you with:

- EPTO program start date.
- Invoice number.
- Unit expiration date.
- Unit usage information, including:
 - ◊ Unit usage by training method.
 - ◊ Units available.
 - ◊ Units pending.
 - ◊ Units expired.
 - ◊ Units cancelled.
 - ◊ Units adjusted.
- Student information, including:
 - ◊ Student name.
 - ◊ Course taken.
 - ◊ Units used per course.

How do we purchase additional EPTOs?

Complete the online EPTO enrollment form at <https://support.sas.com/opal/external/epto> or contact your education account representative to help you determine the number of units you may need for your training plan.

How do we determine the amount of EPTOs required to pay for a course?

You can find the EPTO units listed in the fee section of any of our course listings online. See example below.

Classroom and Live Web Schedule				
Dates	Location	Time	Language	Fee
11-12 JAN 2010	Cary, NC	9:00-5:00 EST	English	950 USD / 1.8 EPTO
01-02 FEB 2010	Chicago, IL	9:00-5:00 CST	English	950 USD / 1.8 EPTO
08-09 FEB 2010	Rockville, MD	9:00-5:00 EST	English	950 USD / 1.8 EPTO
01-02 MAR 2010	Dallas, TX	9:00-5:00 CST	English	950 USD / 1.8 EPTO

Can we use EPTOs for conferences?

Yes, you can pay for select conference registration and training fees using EPTO units. These select conferences include SAS Global Forum and the Analytics Conference Series (www.sas.com/analyticsseries). Contact your education account representative if you have questions about these or other conferences.

Can we transfer EPTOs to another organization in our company?

Yes, please contact your education account representative so that your account information may be updated.

What benefits do we have as EPTO customers?

- Receive the best standard discount available on SAS training.
- Pay only one invoice for all your training needs.
- Schedule training across your fiscal year.
- Protect yourself against potential price increases.
- Enjoy a personalized relationship with a SAS Education representative.
- Receive monthly status e-mails to help you keep track of your EPTO units.
- Be the first to find out about new courses and special offers.
- Receive a free SAS Training Assessment (support.sas.com/training/assessment) (\$500–\$2,000 value!).

Can we take part in other discount offers using EPTOs?

No other discount can be applied when using EPTO units. However, SAS Education will occasionally offer a special discount where the EPTO units will apply at a greater discount. The EPTO Administrator will be notified of these special deals in a timely manner.

Who do we call if we have questions about our EPTO account?

Contact your education account representative, or you may contact our Customer Service department at 800-333-7660.