

## CompTIA Voucher Ordering Process

There are 2 ways CompTIA customers may order Exam Vouchers through Pearson VUE services listed below. Also included in this document is a section detailing a customer's request for a Line of Credit and payment process using a P.O.

1. The [CompTIA Marketplace](#) – e-commerce interface
2. Pearson VUE Voucher Store

### CompTIA Marketplace (e-commerce)

CompTIA customers may purchase vouchers using the online e-commerce store "CompTIA Marketplace" by navigating to the following URL: <http://www.comptiastore.com/>

1. There is an interactive map that will help guide customers to the appropriate store to buy vouchers based on their country of exam delivery.
2. To buy an exam voucher, the customer may choose "Certification Vouchers" in the left navigation pane.
3. The store works like most e-commerce interfaces, except there is an added bonus of CompTIA Members submitting their membership information during the "Personal Account" setup section customers are routed to during Checkout.
4. Once the transaction is complete, the voucher will be issued to the customer within 1 business day, but often it is issued within 3 hours or less.
5. Credit card is the preferred method of payment
6. CompTIA Academic Vouchers are not sold on the CompTIA Marketplace stores

### Pearson VUE Voucher Store

**This section describes the voucher order process through the Pearson VUE Voucher Store.** The Pearson VUE Voucher Store is a great resource for bulk voucher purchases, all Academic Voucher purchases, payment by credit card, and other forms of payment. Please follow the steps below:

**Before beginning the voucher ordering process, make sure you have collected the following information:**

- **For Members or Partners Only:** For your Organization's CompTIA member/partner ID number contact either [membership@comptia.org](mailto:membership@comptia.org) or [capp@comptia.org](mailto:capp@comptia.org)
- **Correct Voucher Currency:** The exam voucher currency must match the currency of the location where the exam will be sold. Review the CompTIA currency-country mapping here: [voucher currency restrictions](#).
- **Exam Price:** You are required to enter the exact exam price on the voucher order form. To ensure you receive the correct member/partner discount, visit <http://www.pearsonvue.com/vouchers/pricelist/comptia.asp>.

## Pearson VUE Voucher Store (Cont'd)

Use Internet Explorer, as other web browsers may not properly display the voucher order form.

1. Go to <http://www.pearsonvue.com/vouchers/pricelist/comptia.asp>
2. Choose the **Online Voucher Order Form** where the testing will take place:
  - [America's Region](#)
  - [Asia-Pacific Region](#)
  - [Europe, Middle East, Africa \(EMEA\) Region](#)
3. All required fields are indicated with an \*.
4. Skip the Site ID.
5. Enter today's date in "ORDER DATE".
6. Complete your organization's information in the "BILL TO" Section.
7. In the "SHIP TO" Section, you will need to enter the email address only. CompTIA exam vouchers will be delivered to this email address.
8. If applicable, enter your 6 digit CompTIA Member/Partner ID number in "CompTIA Member/Partner #". This will be validated to receive a discounted voucher price. Contact [membership@comptia.org](mailto:membership@comptia.org) or [capp@comptia.org](mailto:capp@comptia.org) if you do not know your ID number.
9. If applicable, enter "MEMBER/PARTNER LAST NAME".
10. Enter "EXAM QUANTITY"; "EXAM TYPE" and "MEMBER LEVEL" from drop down menus.
11. Enter the list price or if applicable your member/partner discounted price in the "UNIT PRICE" field.
12. Select the "CURRENCY" for where exam will be taken.
13. Enter Method of Payment. Note: Vouchers are created after payment has been received/approved.
  - Credit cards are the preferred method of payment and are processed within 2 business days. It is important for you to provide all payment information as indicated.
  - Wire and ACH transfers are processed after receipt of payment.
  - Purchase orders: See instructions below.
14. Enter purchaser's name in the "AUTHORIZED PURCHASER SIGNATURE" field as name appears on credit card.
15. You MUST PRINT a copy of the form before you click SUBMIT. You will not be able to retrieve the above information once submitted.

# Buying using a Purchase Order (P.O.)

## Requesting a Line of Credit

To request a Line of Credit, follow the steps below.

1. Send an email to [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com) requesting a Revolving Credit Application.
2. Complete and submit the Revolving Credit Application via email.
3. The approval process may take up to 4-6 weeks, during which you may purchase vouchers using another form of payment.
4. Pearson VUE will contact you directly regarding your application.

## Voucher Ordering Process

For organizations with an established Line of Credit, follow the steps below.

1. Start with the "CompTIA Voucher Ordering Process" outlined at the very beginning of this document.
2. At the "METHOD OF PAYMENT" step, include P.O. number.
3. Enter purchaser's name in the "AUTHORIZED PURCHASER SIGNATURE" field.
4. You MUST PRINT a copy of the form before you click SUBMIT. You will not be able to retrieve the above information once submitted.
5. In addition, email the P.O. to [pearsonvuevoucherstore@pearson.com](mailto:pearsonvuevoucherstore@pearson.com).
6. Pearson VUE will email vouchers within 2 business days from receipt of the P.O.
7. Pearson VUE will email an invoice.
8. Standard payment terms are 30 days. You may not order new vouchers on the line of credit if:
  - a. your account has gone over due, or
  - b. your account is over the agreed upon limit.
9. You may also email or fax both the voucher order form and P.O. to [pearsonvuevoucherstore@pearson.com](mailto:pearsonvuevoucherstore@pearson.com) or Fax: +1.952.487.5140

## Pearson VUE Voucher Store(s) Contact information

Web Link: <https://www7.pearsonvue.com/contact/voucherstore/>

### Americas Region

Office Hours: Monday–Friday, 7:00 a.m.–7:00 p.m. CT; closed on local holidays.

Email: [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com)

#### Telephone Numbers

United States / Canada	800-869-4101
Americas Region (Toll)	+1-952-905-7447

### Asia-Pacific Region

Office Hours: Monday-Friday, 9:00 a.m.-6:00 p.m. local time for each country; closed on local holidays.

Email: [PVAPVouchers@pearson.com](mailto:PVAPVouchers@pearson.com)

#### Telephone Numbers

Australia	1800-023-095
China (Mainland)	4001-200832
Hong Kong	3071-4601
India	0008004401837
Japan	0120 355 173
Korea, South	0807-600-880
Malaysia	1800-880-401
New Zealand	0800-451-260
Philippines	1800-1441-0321
Singapore	8004-481-552
Taiwan	0800-666-022
Asia-Pacific Region (Toll)	+91 120 400 1653 (9:00 a.m.-5:00 p.m. IST)

## Europe, Middle East, Africa (EMEA) Region

**Office Hours:** 9:00–18:00 CET (8:00–17:00 GMT) Monday–Friday; closed on local holidays.

**Email:** [PearsonVUEVoucherStore@pearson.com](mailto:PearsonVUEVoucherStore@pearson.com)

### Telephone Numbers

Austria	0800-292150
Belgium - Dutch	0800-74174
Belgium - French	0800-74175
France	0800-909153
Germany	0800-1810696
Ireland	1-800-552131
Israel	1-80-9453797
Italy	800-790521
Netherlands	0800-0235323
Portugal	800-831429
South Africa	0800-995044
Spain	900-993190
Sweden	020-798690
Switzerland	0800-837550
Turkey	00800448822063
United Kingdom	0800-7319905
EMEA Region (Toll)	+44-161-855-7455

## CompTIA Marketplace Store(s) Contact information:

The CompTIA Marketplace are global e-commerce stores where CompTIA members can purchase Certification Vouchers, Learning Products, Courseware Bundles and receive information about Exemplify Custom Exams.

### Americas:

**Online Help:** <http://www.comptiastore.com/help.asp>

Our customer service representatives are happy to assist you with any questions you have. You can contact us by using the information below:

**Email:** [Help@CompTIAStore.com](mailto:Help@CompTIAStore.com)

We will respond to all email requests within 1-2 business days.

**Office Hours:** Monday - Friday, 9:00 a.m. - 5:00 p.m. CST; closed on local holidays.

**Note:** When inquiring about a specific order, please provide the order number and the e-mail address you used to begin processing your CompTIA Marketplace order.

### EMEA:

If you have questions about ordering from our website or regarding any of our store products, please email [Help@CompTIAStore.eu](mailto:Help@CompTIAStore.eu).

We will respond to your inquiry within 1 - 2 business days. When inquiring about an order, please provide the e-mail address supplied in your order, along with the order number, if available.

### APAC:

If you have questions about ordering from our website or regarding any of our store products, please email us. We will respond to your inquiry within 1 - 2 business days. When inquiring about an order, please provide the e-mail address supplied in your order, along with the order number, if available.

### Japan Store

[help@comptiastore.jp](mailto:help@comptiastore.jp)

### Australia, Malaysia, New Zealand, Hong Kong, India, Singapore Stores

[Help@CompTIAStore.hk](mailto:Help@CompTIAStore.hk)

**Office Hours:** Monday - Friday, 8:30 a.m. - 6:00 p.m. AEST; closed on local holidays.