

Training Credit – Customer Guide

Training Credits Introduction & Benefits:

GE Digital Educational Services helps to equip you and your teams with the capabilities needed to journey from adoption readiness to product proficiency to outcome attainment, leading to digital industrial transformation. As projects are being defined, scoped and budgeted, specific training requirements are not always well known. Organizations need a way to budget for their critical training needs up front, yet have flexibility to set the classes and timing that will functionally deliver the desired business outcomes.

GE Digital Educational Services Training Credits (“Training Credits”) exist to provide your organization with the maximum flexibility to purchase and redeem training throughout a 12-month period from the date of the GE invoice reflecting your purchase. Training Credits are valid currency for any GE Digital training offering, instructor led training (Open Enrollment, Distance Learning (virtual), OnSite), as well as eLearning, assessments and certifications.

Benefits:

The Training Credit program offers your business the following benefits:

- Encourages that critical training and certification needs are addressed as the project is scoped without having to know the specific class and schedule details.
- Enables training to be budgeted for and procured up front on a single purchase order along with the GE Digital solution and Customer Success Services required for delivering successful business outcomes.
- Simplifies the purchasing process and reduces administrative overhead by eliminating the need to generate multiple purchase orders during a project or budget cycle.
- Locks in volume discount savings by aggregating training purchases.
- Drives an ongoing conversation to ensure that organizational readiness and technology proficiency are prioritized and meeting the needs of your business.

Redemption & Tracking:

When Training Credits are purchased you will be provided with your Customer Service Number (CSN). Each prospective student or contact must create their own account at the EDGE (www.ge-ip-learning.com), GE Digital’s learning management system, ensuring that the CSN is entered in their company information. Students can verify the company CSN in their profile after the account is created to ensure they are registered as a student in your organization.

Your organization must provide a Primary Contact, with an EDGE account, who will be our contact for administering the purchased Training Credits. The Primary Contact will have the authority to make decisions regarding the Training Credits, for validating that all students identified with your organization’s CSN(s) are authorized to use Training Credits, be responsible for and manage the use of all Training Credits by the students who have access to the specified CSN(s). To identify or change your Primary Contact, please e-mail a scanned signed letter by an authorized signatory on your organization’s letterhead to Training.ip@ge.com.

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To ensure proper handling of student records, your company will be responsible for obtaining consent from your students for the Primary Contact to view student records. Online reports will be made available at the EDGE to the Primary Contact and monthly status reports will be e-mailed to the Primary Contact. A “reply” to any report our system sends will serve to submit communications, questions and concerns to our Educational Services Team.

Training Credits are redeemed by your students at the EDGE by putting the desired class(es) in their shopping cart and checking out. When checking out, enter the PO# your company used when purchasing the Training Credits to redeem them. After the Training Credits are validated and applied, your student will receive a confirmation letter. If there are too few Training Credits for the desired purchase, we will inform the student of the situation. If there are not enough Training Credits the student may choose to drop at no charge or purchase the training as an individual class. Purchasing training with a mix of Training Credits and another payment method is not permitted. We will provide your students with your Primary Contact as needed.

A Customer may not return and/or receive a refund (partial or otherwise) for unused Training Credits.

Terms Specific to Training Credits:

Each Training Credit provides \$100.00 USD towards any GE Digital Education Services offering available on the EDGE site (www.ge-ip-learning.com), GE Digital Predix courses (www.Predix.io/resources/training) and/or those courses delivered by GE Digital to a customer specified site (On site) at the pricing in effect at the time of redemption. Training Credits must be used to register for the desired course(s) on the EDGE site within 12-months from the date of the GE invoice or they will expire. For Training Credits applied to classes within 12-months from the date of the GE Invoice, the class start date must be no more than 14-months from the date of the GE Invoice.

If the Training Credits required for the selected does not convert to an integer number, the Training Credit will be rounded: 0.5 or more partial Training Credits will round up to 1 Training Credit; less than 0.5 partial Training Credits will round down to 0 Training Credits. If the training desired is in a different currency than the Training Credit, GE will apply GE's current exchange rate to the cross-currency transaction.

Rounding example:

Course price \$190.00: Qty 2, \$100.00 credits applied with \$90.00 of the (2nd) partial credit. $90/100 = .90$ so the entire 2nd credit is used → 2 Credits Spent

Course price \$145.00: Qty 2, \$100.00 credits applied with \$45.00 of the (2nd) partial credit. $45/100 = .45$ so the 2nd credit is NOT used → 1 Credit Spent

Training credits may not be combined with other discounts or promotional pricing.

Non-Assignability/Non-Transferability:

Training credits may be used by the Customer, any wholly-owned affiliate or subsidiary, and by contractors working on your behalf within the period allotted. However, Training Credits may not be sold, assigned, transferred, loaned, leased or otherwise disposed of for consideration or otherwise to a party unrelated to the original Customer.

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Cancellation Policy:

The standard EDGE cancellation policy, below, for training offered through our website will apply to training procured using Training Credits.

E-Learning Course Cancellation Policy:

Once payment is submitted, which grants course access, there are no refunds for E-learning courses.

Instructor-Led Training Cancellation Policy:

Canceling or rescheduling at least 2 weeks prior to the start of class may be made without charge. With less than 2-weeks notice, cancelling or rescheduling is subject to a 50% fee. Full tuition will be charged for failing to show up for a class without notice or for leaving a class prematurely. Substitutions of one student for another who cannot make the class are accepted at any time, without charge, so long as the individual would otherwise be eligible to take the class. GE reserves the right to cancel any class at least 2 weeks prior to the class. In this event, you will be notified and there will be no charge for the class. However, GE IS NOT RESPONSIBLE FOR ANY EXPENSES RELATED TO NON-REFUNDABLE AIRLINE TICKETS OR TRAVEL ARRANGEMENTS. Please do not make non-refundable travel arrangements earlier than two weeks before the class start date.

If OnSite Training is procured with Training Credits, please see the cancellation terms started in the GE quote or proposal.

In addition to the specific terms above the standard GE Terms and Conditions on your order will apply to Training Credits.

Updates and Modifications:

While it is GE's intent to maintain this program, GE reserves the right to alter, amend or terminate the program, or any aspect thereof, at any time. Specifically, GE may periodically adjust the operational features and redemption/administrative processes for GE Training Credits to provide a better overall experience and GE reserves the right to terminate the Training Credits program at any time as long as the \$100 value of your purchased Training Credits is maintained until its applicable expiration date. Otherwise, there are no vested rights in any Training Credits and at all times the then applicable terms of the Training Credit Customer Guide shall apply. The up-to-date version of the terms is available at www.ge-ip-learning.com.

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