



NDG Purchase Orders – Cisco NetAcad™ Frequently Asked Questions

Instructors, Administrators and Purchasing Agents

Last updated August 13, 2021

Network Development Group is offering NDG Linux courses for institutions participating in the Cisco Networking Academy® program. In order for learners to access the NDG Linux I and NDG Linux II course materials, they will need to enter a course access code. Academic institutions can purchase course access codes on behalf of learners or to resell at the academic institution's bookstore. Access codes for the NDG Linux Courses are sold by and through NDG's reseller FastSpring.

All orders must be submitted through the FastSpring online ordering form. Neither NDG nor FastSpring will accept email, fax, mailed, or any other documentation as acceptable methods of ordering unless prior arrangements have been made with the NDG Support team. When selecting the purchase order option as payment, the order will then be invoiced and sent via email to the address provided. A field is provided for your purchase order number for documentation purposes.

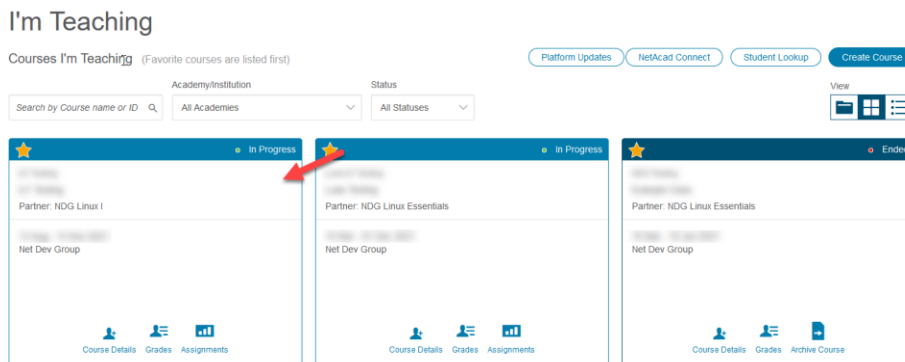
In order to submit a purchase order, the instructor for the course will first need to create the course in the Networking Academy and then share the unique purchasing URL that is generated with the purchasing agent to start the online purchase order process. The purchasing agent does not need a NetAcad account, FastSpring account, or other special access to submit orders; they only require that the purchasing URL be shared with them.

Instructors will have access to the course at no charge automatically. Academic institutions can purchase access on behalf of learners or require learners to purchase course access individually.

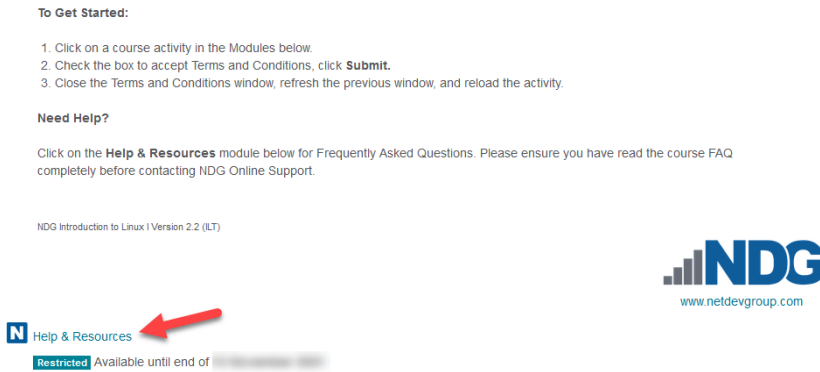
Finding the Ordering URL or Purchasing via the Cisco Networking Academy

Before a purchase order can be submitted, the instructor must first create the course within Cisco NetAcad and then share the unique purchasing URL that is generated with a purchasing agent. After the course is created, an instructor may find the link by doing the following:

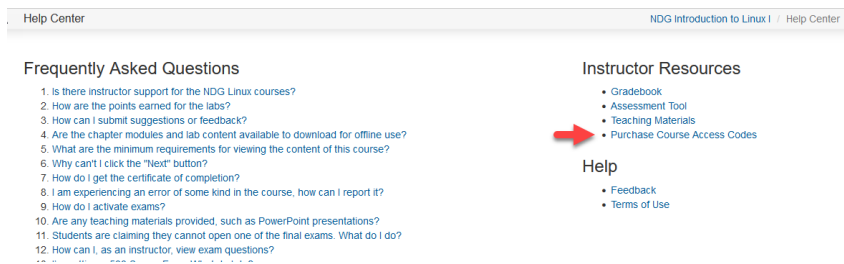
1. From the My NetAcad homepage, select the course for which to purchase access codes.



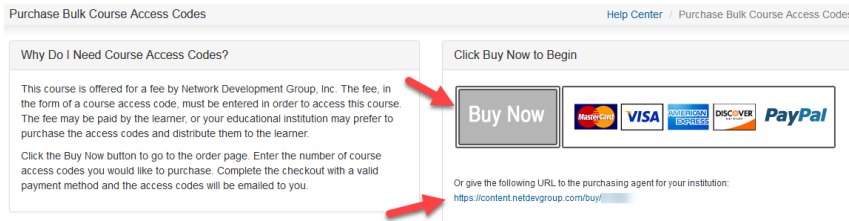
2. Click the “Help & Resources” module.



3. Under the “Instructor Resources” column on the right, select “Purchase Course Access Codes”.



4. Purchases can be made directly by clicking “Buy Now” or you can share the purchasing URL with an outside third party (such as a bookstore) for purchase.

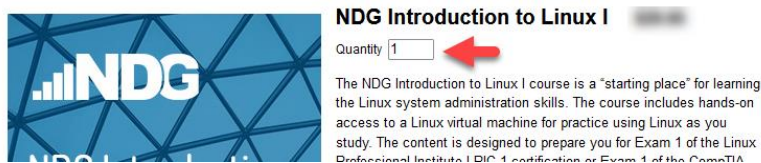


Submit an Order – Purchasing Agents

How do I submit an order?

After clicking the link provided by the instructor or the “Buy Now” button, a purchasing agent will follow the steps below to submit a purchase order or pay for the access codes directly.

1. Enter the quantity of codes being requested.



2. Scroll down and enter the order details.

Order Details

Contact Information





<p>First and Last Name John Doe</p> <p>Company Network Development Group</p> <p>Phone 555-555-5555</p>	<p>Email Address hostedsupport@netdevgroup.com</p> <p><small>Double check that you've entered your email address correctly. We will send order information to it.</small></p>
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Mailing Address

<p>Country United States</p> <p>Address 2 Davis Drive</p>	<p>City Research Triangle Park</p> <p>State North Carolina</p> <p>Zip Code 27709</p>
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3. Select payment method and click “Next”.

Payment Method

    Credit Card

 PayPal Account

Wire Transfer

Check or Money Order

Purchase Order

(optional)

Next
←

4. Verify the information is accurate and click “Complete Order”.

Frequently Asked Questions

1. Are there ISBN numbers for the courses?

ISBN numbers are not necessary to order course content, but are provided for the convenience of bookstores and inventory purposes. The ISBN for access codes are as follows:

NetAcad NDG Linux I	978-1-946780-04-1
NetAcad NDG Linux II	978-1-946780-05-8

2. How long is the course access?

The NetAcad course start and end date are controlled by the institution. Access codes are valid for six months of access. At the end of the six months, learners will be prompted to purchase an extension to continue accessing the course. Codes expire after one year if not claimed.

3. What is the refund policy?

Refunds are available for up to two weeks after purchase for learners that have utilized less than 30% of the course content. Codes that have not been claimed may be refunded within a year of the purchase date.

4. How can I request a refund?

- a. Find the email receipt you received from fastspring.com when you purchased course access. Identify the “order number” listed on the email from fastspring.com.
- b. Email hostedsupport@netdevgroup.com with subject “Refund request”. List the order number and course access code or codes for which you are requesting a refund. **Please note: Each listed course access code will be disabled upon refund approval.** Briefly describe your reason for requesting a refund.
- c. Once approved, your refund request will be processed by fastspring.com.

5. How can I purchase access codes if I do not have the purchasing URL?

If the instructor of the course is unable to provide the purchasing URL and you are sure that your organization requires access codes for use with the Cisco Networking Academy, you may use the following URLs for purchasing access codes:

NetAcad NDG Linux I	https://ndg.tech/BOgYlz
NetAcad NDG Linux II	https://ndg.tech/GHUxkW

Please ensure that you are ordering the correct type of code for the course when using this method, as it bypasses the normal check (special purchasing URL) used to verify the type of course. Access codes are not transferable or useable outside of the specific course they are purchased for.

6. Is purchase order documentation required in order to use the “Purchase Order” payment method?

No documentation is required when initiating a purchase order as the type of payment method, nor is this sort of documentation accepted to initiate an order. When selecting this option, a field is provided for a PO number, if desired. This will put the PO number on the invoice/receipt, but serves no other function.

When selecting “Purchase Order” as method of payment, you will receive an invoice with payment instructions. At the discretion of the NDG Online support team, access codes may be issued prior to payment completion, but payment may be required prior to the access codes being released.

7. How are payments processed?

All payments for the NDG Linux courses are processed by our reseller FastSpring. Purchasers having difficulty with payment may wish to contact FastSpring directly by going to their contact page here:

<http://www.fastspring.com/contact-us>

8. How do I obtain a W-9?

FastSpring is the vendor of record for the sale. You can find a copy of the completed W-9 on FastSpring's Request for Taxpayer (W-9) form, which can be found here:

<http://www.fastspring.com/w9.pdf>

9. VAT information for EU customers?

FastSpring is a United States-based seller of digital goods. EU laws require FastSpring to charge VAT Tax (sales tax) on purchases of electronically delivered products for buyers based in the European Union. FastSpring is required to charge VAT Tax at the VAT rate of the buyer's country. For more information, please refer to:

<http://www.fastspring.com/vat>

10. Who should I contact if I have questions about this course that are not explained in this document?

All questions should be directed to Network Development Group at hostedsupport@netdevgroup.com.

For other NDG Linux course support documentation, please visit our support page at: <https://ndg.tech/gBDWom>