

TRAINING BANKS FAQ

Q: WHAT IS A TRAINING BANK?

A: A Training Bank is a pre-paid account which allows customers to set aside funds for future training.

Q: WHAT ARE THE BENEFITS OF A TRAINING BANK?

- A:** There are several benefits to Training Banks including:
- Allows you to budget up front for training needs
 - Provides cost savings through discounted pricing tiers to maximize your training investment
 - Does not require multiple POs, thus reducing internal approval cycle time and paperwork
 - Training Banks do not expire

Q: HOW CAN TRAINING BANKS BE PURCHASED?

- A:** There are two ways Training Banks can be purchased:
- Contact the call center at 800-422-4210 and place an order for the applicable part number. Once the order is processed, you will receive an email with the Terms & Conditions and Bank Number.

TRAINING BANK DISCOUNT				
PART NUMBER	BANK	DISCOUNT	SELL PRICE	SAVINGS
SVC958AD	\$1,000	0%	\$1,000	\$0
SVC960AD	\$10,000	3%	\$9,700	\$300
SVC961AD	\$15,000	5%	\$14,250	\$750
SVC962AD	\$25,000	10%	\$22,500	\$2,500

Q: HOW DO I USE THE TRAINING BANK?

- A:**
1. Log into the LMS or call 855-619-9714
 - **Customers:** learning.motorolasolutions.com
 - **Channel Partners:** motorolasolutions.com/mylearningdashboard
 2. Search for a course
 3. Add to cart
 4. Select "Training Bank" as the payment method
 5. Check out
 6. A training representative will verify your Training Bank account
 7. After training is delivered, funds will be debited from your Training Bank Account

Q: WHAT TYPE OF TRAINING IS AVAILABLE FOR TRAINING BANK FUNDS?

- A:** Training Bank funds may be used towards training provided by North America Motorola Solutions Learning. This includes, but not limited to:
- Instructor-Led Training held at the Motorola Solutions Training Center in Schaumburg, IL
 - Instructor-Led Training held at the customer location
 - Customized Training
 - Virtual Instructor-Led Training
 - Self-paced online courses
 - Interactive End-User Tool Kits

Q: CAN I USE TRAINING BANK FOR TRAVEL AND EXPENSES?

- A:** No. Training Bank funds can only be used for training courses. Students are responsible for their own transportation, meals, travel and expenses.

Q: HOW DO I FIND OUT WHAT TRAINING COURSES ARE AVAILABLE?

- A:** Log into the LMS to search for courses:
- **Customers:** learning.motorolasolutions.com
 - **Channel Partners:** motorolasolutions.com/mylearningdashboard
- For a custom quote, contact your Customer Support Manager (CSM).

Q: HOW DO I KNOW MY TRAINING BANK BALANCE?

- A:** Monthly statements will be sent via email to all customers with a Training Bank.

Q: HOW DO I GET MY LMS LOG IN?

- A:** Contact us:
- **Customers:** Email Training.NA@motorolasolutions.com or call 855-619-9714 (Monday to Friday, 7:00am–6:00pm CST)
 - **Channel Partners:** Email the Partner Interaction Center at pic.na@motorolasolutions.com or call 888-879-4167.

For more information on how our training programs can benefit your organization, please visit motorolasolutions.com/amlearn or email Training.NA@motorolasolutions.com

