



FAQS TRAINING BANKS

FREQUENTLY ASKED QUESTIONS

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:
1. 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

2. If you have monies left over after a project, the Customer Support Manager can roll funds into a Training Bank for future use. Contact your CSM for more details.

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/my-learningdashboard
 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 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/mylearning-dashboard

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. Customers:** Email Training.NA@motorolasolutions.com or call **855-619-9714** Monday-Friday 7am-6pm U.S. CST.
Channel Partners: Email the Partner Interaction Center at pic.na@motorolasolutions.com or call **888-879-4167**.