

# Wonderware Midwest Training FAQ

Your most common questions – answered!

Still haven't found what you're looking for? Contact the Customer Service team: [orders@wonderwaremidwest.com](mailto:orders@wonderwaremidwest.com), or (866) 826-9725, ext. 2.

## Where are Wonderware Midwest courses offered?

Our AVEVA Certified Training Center is in Brookfield, Wisconsin. The facility is state-of-the-art, with high-powered training PCs for each student, high-speed network connections and multi-media presentation capabilities.

Training is also available online in the same live, instructor-led format. Access to all software is provided via remote access connection using Adobe Connect. We provide all online students with a link to test the connection to our training machines in advance of the class to avoid day-of troubleshooting.

## How much does training cost?

All Wonderware Midwest training courses are \$600/day per student.

You can take advantage of bundled pricing when you register for more than two classes. Achieve your learning goals without going over budget. Bundles are not redeemable with other promotions or discounts. All classes must be completed by the same individual and must be scheduled within one year of the date of purchase.

- 3 Classes – 25% Discount
- 4 Classes – 30% Discount
- 5+ Classes – 35% Discount

Pricing varies. For specific course details, check the training catalog. You can also reach out to the Customer Service team for more information: [orders@wonderwaremidwest.com](mailto:orders@wonderwaremidwest.com), or (866) 826-9725, ext. 2.

## How do I pay for a scheduled class?

Wonderware Midwest accepts purchase orders or credit card payments. Please send your PO to [orders@wonderwaremidwest.com](mailto:orders@wonderwaremidwest.com) for processing. To pay with credit card, call (866) 826-9725, ext. 2.

## What does the training fee cover?

Classroom training tuition includes instruction, course materials\*, computer time, and meals (breakfast/lunch) while at our facility. Other meals, transportation, lodging, and additional expenses are the responsibility of the student.

Online training tuition includes instruction, course materials\*, and computer time; in addition to shipping of all materials. Materials will be sent the week prior to the training class, and tracking information is provided. When enrolling for an online course, please be sure to enter your preferred shipping address for ensured delivery.

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### **What is the difference between classroom and online training?**

Online training features the same instructor-led course content in-person classes; complete with lectures and hands-on labs. The primary difference in the two formats is savings on travel, lodging, and meal expenses for out-of-town attendees. Enjoy the complete training experience from the comfort of your own home or office.

### **Where does the content come from?**

Courses are built around Wonderware's standard training curriculum. This proven lecture/lab format leads students through a logical progression of topics for optimal understanding.

### **What is the cancellation policy?**

We ask that you provide notice of cancellation at least one week prior to the start of class. If less than 7 days' notice is given, you will be billed in full for the training class. We understand that plans can change – if you find that you are unable to attend class, you may reschedule in a future class without penalty.

Wonderware Midwest reserves the right to cancel a course if the minimum number of students has not been reached. Notification of cancellation will be provided at least one week prior to the start of the class, and we will work with you to transfer registration to the next available date.

### **When are classes scheduled, and when do they start and end each day?**

The class schedule is based upon demand. If there is a class you would like to attend but don't see it on the calendar, please contact us.

Classes are typically 2-4 days in duration. The first day begins at 8:30 AM, and subsequent days at 8:00 AM (based on instructor discretion). Daily wrap-up is generally between 4:30 – 5:00 PM.

### **How many students are in each class?**

Class enrollment is limited to nine students in order to provide an appropriate level of personal attention.

### **What is the attire when attending training?**

Recommended attire is business casual.