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## SUPPLEMENTAL TRAINING

### What Is It?

Supplemental Training is an educational service offered to refresh existing personnel or train new hires by a Mantissa expert in one of three areas; Supervisory, Maintenance or Operational fundamentals in working with your Mantissa system. Designed to complement your system documentation, the sessions are held in a classroom environment allowing individuals to participate with questions that apply specifically to their job responsibilities. Additionally, actual hands-on training can be provided on the tilt-tray, if the production schedule allows.

A sign off sheet is provided for each trainee to indicate they have attended the training session. Mantissa will provide certification that the training has taken place, listing the individuals who have demonstrated competency in the safe and proper operation of the equipment.

### What Areas of the System Does It Cover?

Supplemental Training can be tailored to any of the three categories covering the topics listed below:

**Supervisory** - Training program will provide the client's supervisory and management personnel with training of all system equipment operations from a management level. Topics include:

- Overview
- Safety Procedures
- System Operation
- Plant Interface
- Documentation
- Troubleshooting
- Supporting Services

**Maintenance** - Training program for client personnel focuses on proper installation, operation, and maintenance of the equipment. Topics include:

- General system description
- Operating instructions
- Safety procedures
- Maintenance and inspection information
- Component assembly
- Troubleshooting



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- Spare parts
- Manufacturers' brochures, manuals, and bulletins
- Layouts and assembly drawings

**Operational** - Training focuses on providing personnel with sufficient knowledge for the safe and effective operation of the equipment. Topics include:

- Operational overview
- General theory of operation
- Safety procedures
- Start up - shut down procedures
- Operational procedures
- Site Specific Software functionality
- Alarm response

### What Are the Benefits?

**Mantissa Expertise** - As the manufacturer, Mantissa is most capable of training personnel in the safe and effective operation of its systems.

**Program Customization** - Mantissa varies the program to suit the unique levels of training needs of our various customers.

### What Does It Cost?

**Pricing** - Call our Mantissa Customer Service Department at 704-525-1749 or email [CustomerService@MantissaCorporation.com](mailto:CustomerService@MantissaCorporation.com) for current rates for *each* area of training.

**Invoicing** - Work is billed in whole day increments. Travel time is billed on an hourly basis with a minimum of four (4) hours per one-way trip. The invoice for trip related expenses and services performed is sent after each trip is completed.

**Expenses** - Travel related expenses (hotels, airfare, rental car, and per diem) are invoiced at cost plus 10%.

**Scheduling** – At the time of receipt of the purchase order, Mantissa sets up tentative timeframes that are convenient for all parties. As the proposed time approaches, the actual trip dates are confirmed. Mantissa generally locks in the trip schedules early enough to take advantage of advance travel discounts. Schedule may be affected by availability of personnel who are most knowledgeable of a client's specific application.



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**Cancellation** – If circumstances arise that make it necessary to postpone or cancel a scheduled trip within (14) days, the client will be responsible for all costs resulting from altered or cancelled travel arrangements.

### How Do I sign up?

**Call Us!** – We'll be happy to discuss with you further details of Supplemental Training and help customize a training program to meet your specific needs. Call our Mantissa Customer Service Department at 704-525-1749 or email [CustomerService@MantissaCorporation.com](mailto:CustomerService@MantissaCorporation.com) for more information.

