



# Kardex Training Offerings

# Get more from your Kardex systems

**Kardex training helps your operators, supervisors, maintenance teams, and software users work safely, optimize standard workflows, and build confidence with the equipment and systems they rely on every day.**

Kardex Life Cycle Services offers practical, role-based training for teams that use Kardex Shuttle Vertical Lift Modules (VLMs), Kardex Megamat Vertical Carousel Modules (VCMs), and the Kardex Power Pick System.

Our programs are delivered by experienced trainers who understand the realities of shift work, turnover, and ever-changing processes.

Whether you're onboarding new employees, adding shifts, expanding to new sites, or simply want to reduce recurring questions and errors, our customized trainings help you to create a consistent standard for safe operation and repeatable daily execution. You can choose remote or on-site delivery. Or, combine basic refreshers with deeper sessions for key roles.

## Kardex training is ideal for



**Team Turnover:**  
Most of the people trained at go-live have changed.



**One Super User:**  
You rely on a single product expert.



**Growing Support Load:**  
You are making frequent support calls.



**Untapped Features:**  
You suspect your Kardex systems can do more.

## Training Formats and Delivery

**Training is available remotely or on-site at your facility. We can help you choose the format that fits your operation. Many customers start with focused remote sessions and add on-site time for hands-on practice.**

### Flexible delivery options

Remote training works well for software topics, standard workflows, and optimization reviews. Sessions can be scheduled as targeted topics for specific roles, making it easier to train across shifts or locations.

On-site training is ideal when hands-on machine access matters, when remote access is not available, or when you need a structured, in-person format for a larger group.

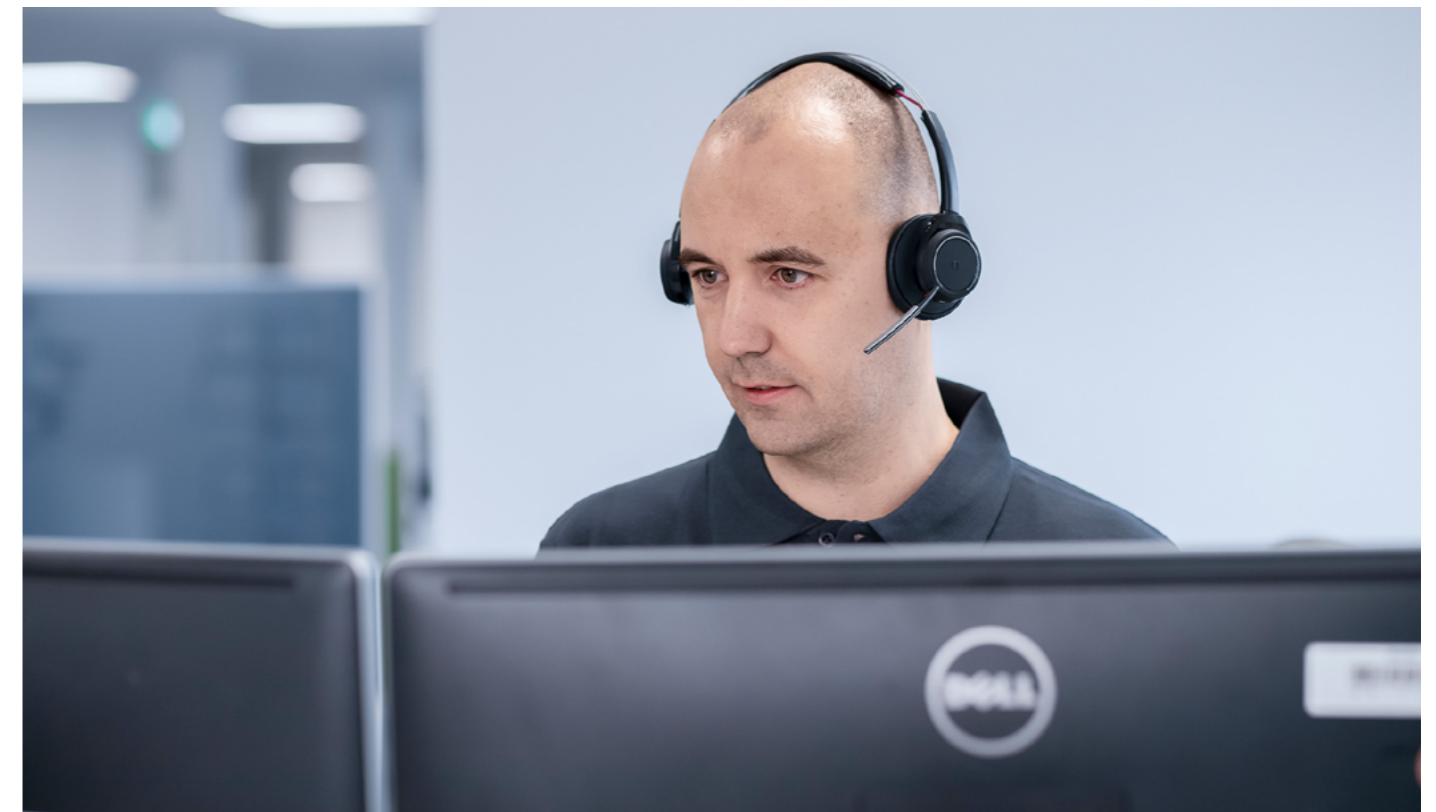
On-site engagements typically blend classroom instruction with time at the equipment or in the software environment to apply concepts immediately.

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### Planning Tip

**Not sure what to choose? We'll recommend a blended plan based on your equipment, use cases, and the outcomes you want to achieve.**

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# Three Training Tracks

**Match training to what you run: machine operation, Kardex Power Pick System workflows, and system performance improvements.**

Kardex training is organized into three tracks so you can align content to your team's responsibilities:



**Hardware training:**  
safe, reliable operation and operator-level recovery



**Software training:**  
Kardex Power Pick System workflows, reporting, and administration



**Optimization & consulting:**  
slotting, process tuning, and continuous improvement

We may recommend combining multiple tracks, especially when you want consistent execution from the floor to the software.

## Hardware Training

**For teams that work directly at the machine: build safe habits, standard workflows, and confident recovery from common issues.**

### Operator Fundamentals

Operator Fundamentals is designed for front-line end users and supervisors who operate Kardex Shuttle VLMs or Kardex Megamat VCMs as part of their daily work. The focus is practical: how to use the equipment safely, protect people and product, and keep work moving when minor interruptions occur.

Typical deliverables include:

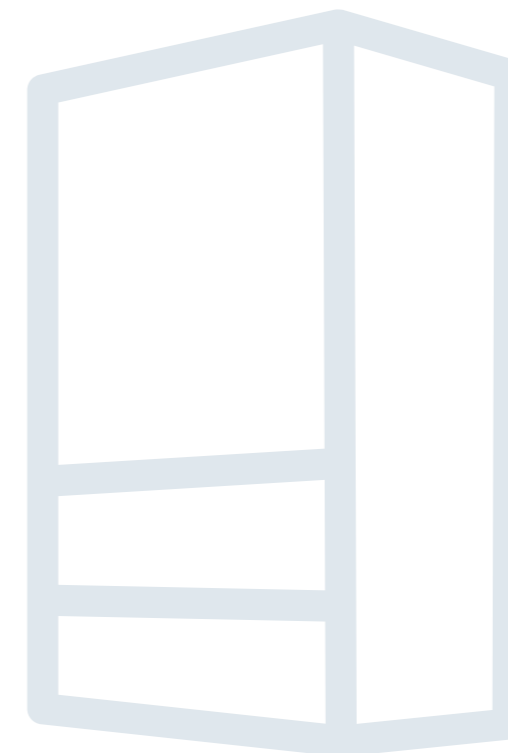
- Safe start-up and shut-down routines
- Best practices at the access opening (loading, picking, replenishment)
- How to respond to common alarms and operator-level errors
- Everyday checks that support reliable performance

This training is commonly delivered as a short refresher for new shifts or turnover, and can be scheduled remotely (where appropriate) or on-site for hands-on time.

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**Best for: sites with new operators, recent turnover, or a need to reduce recurring alarms and operator-driven interruptions.**

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# Software Training

**For teams that rely on Kardex Power Pick System: build clean processes, better visibility, and confident daily administration.**

## Kardex Power Pick System Essentials

Kardex Power Pick System Essentials is built for your everyday users, such as supervisors, inventory control, planners, and system administrators, who need consistent workflows across shifts. Training is based on your actual processes and data, not a generic demo.

Typical deliverables include:

- Core workflows: receiving, storage, picking, replenishment, and counting
- User roles, permissions, and basic administration
- Key screens and standard reports for day-to-day visibility
- Guidance on process discipline and system-of-record boundaries when connected to WMS/ERP

Remote delivery is a strong fit for many software topics. For secure environments or complex workflows, on-site sessions may be recommended.

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**Best for: new Kardex Power Pick System users, inconsistent processes across shifts, or teams that want better reporting and data confidence.**

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# Optimization, Tune-Up, and Slotting

**For operations that want to run faster and smarter: fine-tune settings, improve slotting, and reduce wasted touches.**

## System Tune-Up Sessions

Optimization training combines practical instruction with a focused review of how your operation uses Kardex today. Your trainer will help you identify underused features, friction points in workflows, and opportunities to improve throughput, accuracy, or space use.

Typical deliverables include:

- Review of current workflows, settings, and feature usage
- Slotting and layout recommendations to reduce travel and touches
- Prioritized improvement actions your team can execute
- Coaching on how to sustain the improvements across shifts

These sessions are often delivered remotely using screen sharing and live system access, with optional on-site follow-up when changes involve multiple teams.

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**Curious what your training plan would look like? Contact our team to get access to an example training plan today.**

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# Advanced Training Options

Some sites need deeper technical or transitional support. These options are available when they fit your situation.

## Core Concepts Advanced

For in-house technical teams that want a deeper understanding of equipment behavior, controls, and maintenance checks, Kardex offers advanced core concepts training. This is designed to improve first-line troubleshooting and help teams recognize when to escalate to certified Kardex service support.

Key deliverables typically include:

- Overview of major components, safety functions, and how the system works
- Maintenance routines that reduce avoidable downtime
- Hands-on practice to interpret common issues and recover safely
- Clear boundaries for what your team can handle vs. when to call for Kardex certified service

Note: This program is not intended to replace certified maintenance service.



# Loading and Slotting Support

For teams that need help setting up new machines, or optimizing the slotting of existing systems, advanced slotting services are available.

If you need help transitioning inventory into your Kardex system, Kardex offers guided loading and slotting support delivered by experienced specialists. Engagements can range from advisory oversight—where your team does the work with expert guidance—to more hands-on support for planning, tray setup, divider strategy, and structured loading into Kardex equipment and software.

Key deliverables typically include:

- On-site evaluation and planning approach
- Training your team on loading standards and data discipline
- Practical guidance on layout, bin strategy, and storage logic
- Post-move optimization checks and recommendations

This offering is included for customers who want additional support during transitions, but it is not required for every project.



# A Simple Path to the Right Plan

Training is most effective when it's scoped to roles, equipment, and the outcomes you want. We'll help you right-size the program.

To scope training, we'll confirm your equipment mix, software environment, and the roles you want to train. We'll also review access requirements (remote connectivity, site security rules, and production constraints) so the training format supports operations.

Your Kardex representative will coordinate the next steps and recommend a blend of remote and on-site sessions based on your unique needs.



Safer daily operation with consistent habits



Faster recovery from common interruptions



Cleaner processes and stronger data confidence



A practical roadmap for continuous improvement



Ready to build a training plan?  
Contact your Kardex representative to schedule training.