Magento® U

Course Catalog

Magento® U

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Introduction to Magento® U

Magento U's mission is to provide customers, partners, and developers with engaging and relevant training opportunities to help you get the most out of your Magento implementation. All of our courses are developed and delivered by Magento experts, giving you unprecedented access to some of the most talented Magento users. Magento U courses include practical, hands-on exercises designed so that you can immediately put into practice what you have learned.

Types of Courses

Depending on your particular role, we have courses to fit your needs:

- **Merchant/Marketing** – Build and grow your business with Magento
- **System Administrator/Hosting** – Ensure that you are running Magento on the most optimized environment
- **Front End Developer/Designer** – Leverage Magento to create beautiful and effective online experiences
- **Developer** – Learn how to leverage the architecture of Magento to customize and extend Magento
- **Business Analyst** – Learn to gather project requirements according to Magento best practices

Delivery Method

Our courses are delivered in a variety of methods to give you the flexibility to take your training in a way that suits your needs:

- **Live Instructor-Led Course**
  - Physical Classroom
  - Online

- **On-Demand**, **Online**
  - eLearning
  - Video Training

Classroom   On-Demand   Online Instructor-Led

*Not all courses are available in all delivery methods; please refer to the course description for delivery options.

Role-Based Curriculum Tracks

Magento U offers various courses to fill the needs of our diverse student population. Use the role-based curriculum track below to identify the correct path for you based on your role and current skill level. Whether you are at the beginning stages of your development or already more advanced, Magento U is sure to have a course to fulfill your needs.

	Beginning	Intermediate	Advanced
Merchant/Marketing	eCommerce with Magento	Managing Your Magento Store	Stepping Up Sales with Magento Promotions and Discounts Growing Your Business with SEO on Magento
System Administrator/ Hosting	Magento Performance and Optimization for System Administrators		
Front End Developer/Designer	Magento Design Insights	Core Principles of Theming in Magento	
Developer	Quick Start to Magento Customization	Fundamentals of Magento Development	Checkout Series Order Management
Business Analyst	Requirements Discovery for Successful Magento Implementations		

Key benefits of Instructor-Led training:
- Get answers to questions regarding your specific use-cases
- Engage with and learn from experiences shared by other students in the class
- Receive a copy of the course presentation, exercises and solutions
- Focused, uninterrupted time learning Magento

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On-Demand Courses

On-Demand training is a convenient and affordable online training that allows you to access training anywhere, anytime, at an incredible price. Our On-Demand courses allow you to start and stop at any point in a course so you can focus in on a particular topic or area that is most relevant to you. On-Demand training is a great compliment to the **Instructor-Led** versions of the same course, offering:
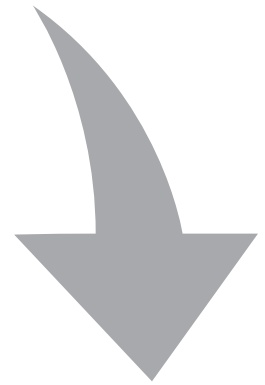
- A convenient delivery method, with a flexible solution to non-traditional training options.
- A perfect option if you do not have the time or budget for instructor-led training.
- Help with gaining the knowledge and expertise you need to remain competitive.

How Does It Work?

When you sign up for an on-demand course, Magento U gives you "anywhere, anytime" access to learn at your own pace. Magento U offers two tracks: a Merchant track and a Technical track, plus a special combination package for users who want to hone both skill sets. All on-demand courses include:

- 3 months of 24/7 access to the course (you must have a broadband connection).
- A professional recording with a top instructor.
- Additional course materials, like virtual machine or handouts (materials may vary based on the course selected).

On-Demand Courses

Merchant Track

eCommerce with Magento

Managing Your Magento Store (Parts 1,2, & 3)

Stepping Up Sales with Magento Promotions and Discounts

Technical Track

Quick Start to Magento Customization

Fundamentals of Magento Development

Merchant & Technical On-Demand Course Pack

Includes all courses from Merchant Track and Technical Track

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Training Units

Magento U Training Units offer you a simple way to purchase Magento U training for your team at a discounted rate. Magento U Training Units are pre-paid credits that give you the flexibility to purchase training in advance and apply it throughout the year.

Benefits of Magento U Training Units

- Easy to purchase and simple to administer
- Can be used for training for up to 12 months
- Eliminates the need to purchase training ad hoc
- Available for all instructor-led courses: both online and classroom
- Built-in savings
- A great way to use unallocated budget effectively

Your Training, Your Needs

The amount of training needed depends on how many team members need training, their current level of experience, and your growth plans for the year.

Course	Delivery Method	Audience	Training Units*	Regular Price	Price When Using Training Units
Managing Your Magento Store	Online	Merchant	8	$1,850	$1,600
Growing Your Business with SEO on Magento	Online	Merchant	2	$500	$400
Magento Performance & Optimization for System Administrators	Online	Sys Admin	8	$1,850	$1,600
Magento Design Insights	Online	Designer	4	$950	$800
Core Principles of Theming in Magento	Online	Front End Developer	8	$1,850	$1,600
Fundamentals of Magento Development	Classroom	Developer	16	$3,850	$3,200
Shopping Cart & Price Calculations	Online	Developer	2	$500	$400
Shipping	Online	Developer	2	$500	$400
Payments	Online	Developer	2	$500	$400
Order Placement	Online	Developer	2	$500	$400
Taxes & Discounts	Online	Developer	2	$500	$400
Order Management	Online	Developer	4	$950	$800
Requirements Discovery for Successful Magento Implementations	Online	Business Analyst	8	$1,850	$1,600

For more information and to purchase Magento U Training Units, please contact the Magento U team at training@magento.com

"The Magento U course has helped me get to know Magento in so many ways, and it has made me realize how much I did not know about the framework. Even after my experience with Magento, the knowledge that our instructor had about the course, and how he conveyed that knowledge to us, was amazing. I am so glad I took part in the course.

-Phumlani Nyati, Invent Commerce

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Training Courses

Merchant/Marketing

eCommerce with Magento

For merchants and anyone interested in understanding how to leverage eCommerce to enhance their business

Format: On-Demand **Duration:** 6 hours

Target Audience

- Merchants who want to increase interaction and customer loyalty through a more engaging user experience.
- Merchants who've outgrown their current websites and are looking to change platforms.
- Merchants who are new to eCommerce and are looking to jumpstart their learning and avoid common pitfalls.

Course Overview

Students will get up to speed on the current landscape of eCommerce and where it is heading. They will discover how a Magento eCommerce solution can enhance multiple aspects of their business, not just sales. Students will also learn how to optimize their Magento eCommerce site with best practices.

Learning Objectives

After completion of this course, students will be able to:

- Recognize and understand the state of eCommerce and trends of the future.
- Analyze, plan, and design their Magento merchant site based on their specific requirements.
- Leverage the many features included in the Magento platform to attract consumers, increase conversion rates, grow revenue, foster customer satisfaction, and maximize the return on their Magento investment.

Course Outline

1. Overview: The eCommerce Landscape

- Trends, examples, quotes from industry sources.

2. Increase Brand Awareness & Traffic

- Themes, traffic drivers, SEO, and increasing brand awareness.

3. Generate Revenue

- Merchandising, navigation, payment options.

4. Save Money & Improve Efficiency

- Order management, self-service, data-feeds, and QuickBooks.

5. Increase Customer Satisfaction & Engagement

- Loyalty programs, gift cards, reviews – creating brand advocates.

6. Selecting the Right eCommerce Platform for Your Business

- Built-in and advanced capabilities, extensible architecture.

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Managing Your Magento Store

An essential training course on the Magento Admin panel to help optimize the management of your store

Format: On-Demand   Online Instructor-Led   **Duration:** 8 hours (On-Demand), 17.5 hours (Online Instructor-Led)
Five 3.5-hour sessions

Target Audience

Magento store owners, merchandisers, product marketing managers, customer service, operations management and staff.

Prerequisites

Understanding of eCommerce and familiarity with eCommerce systems.

Course Overview

This course empowers merchants toward self-management of the Magento store. It will enable students to gain an understanding of the capabilities and parameters within the Magento Administration panel in the areas of:

- Catalog Management – eCommerce configuration, site behavior, and reports.
- Product Marketing – Merchandising, product management, brand management, and driving traffic onsite and offsite.
- Operations – Order management, fulfillment, and customer service.

Learning Objectives

After this course, students will be able to:

- Understand system and configuration settings to develop desired behavior for their Magento site and store.
- Manage their store for better performance and optimum customer experience.
- Manage taxes and financial data to optimize profits.
- Create and manage multiple sites to accommodate product reach.
- Use promotions and effective checkout to create revenue.
- Manage orders, invoices and shipments to enhance customer service.
- Develop and control their store with native Magento features.

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Course Outline

1. Catalog Management
- Administration
- Site Configuration and Behavior
- Product Types
- Product Configuration
- Front-End Functionality
- Product Management
- Taxes[1]
- SEO
- Site Performance Enhancement
- Cache and Index Management
- Multi-store Setup
- Reports

2. Product Marketing
- Customer Management
- Events, Sales, Promotions
- CMS Pages
- Newsletters
- Catalog Price Rules
- Shopping Cart Price Rules
- Import/Export of Customer Data

3. Operations
- Order Management
- Back-End Order Placement
- Credit Memos/Returns
- Fulfillment
- Shipping
- Customer Service
- Transactional Email
- Shopping Cart Management
- Self-Management Configuration

[1] Important: No guarantee is offered with respect to any of the information given here. Please contact an expert before you take any decisions about tax matters.

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Stepping Up Sales with Magento Promotions and Discounts

An essential course for those interested in learning the ins and outs of promotions on Magento

Format: On-Demand   **Duration:** 2 hours

Target Audience

Merchants, business owners, marketers.

Prerequisites

eCommerce with Magento, Managing Your Magento Store

Course Overview

This course provides a look at the Magento toolset for offering in-store promotions and discounts, with a focus on best practice workflows for creating promotions using Price Rules, Customer Segments, Product Categories, Special Sales, and other Magento features. Popular scenarios for specific activities such as discounting and product grouping are stepped through for clarity, so they can be used onsite right away.

Other management topics touched on are product categories, customer segmentation, attributes, and general management of your targeted customers.

Learning Objectives

- Understanding Customer and Product Management as they pertain to creating promotions and discounts
- Creating Special Sales events
- Avoiding common mistakes in promotions
- Catalog and Shopping Cart Price Rules for promotions and targeting customers
- How to discount single or multiple product categories
- Customer segmentation for Price Rules
- Best practices for Magento Promotions
- Ability to prepare and execute a Promotion event in your Magento store

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Course Outline

1. Introduction
- General Promotion and Discount Techniques

2. Discount Using a Coupon Code
- Catalog Rule vs Shopping Cart Rule

3. Discount for Product Type and Quantity
- Cart Price Rule without coupon code

4. Discount for Brand with Qualified Customer
- Targeting specific customer groups
- Catalog Price Rule
- Targeting a specific product brand (product attribute)

5. Complex Cart Rule
- Shopping Cart Price Rule
- Customer segment details

6. Multiple Discounts
- Multiple product category discounts
- How to modify an existing rule

7. Abandoned Cart and Email Reminders
- Create automated email reminder from template
- Generate automatic promotion codes

8. Loyalty Promotion
- Generate invitation form
- Assign loyalty points
- Provide points tracking through customer accounts

9. Course Review
- Review main concepts from each promotion example
- Review quiz with feedback

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Growing Your Business with SEO on Magento

An essential course for those eager to understand the current SEO environment and how you can boost your organic search result performance

Format: On-Demand

Duration: 2.5 hours

Target Audience

Merchants, business owners, marketers, consultants, and developers.

Prerequisites

eCommerce with Magento, Managing Your Magento Store.

Course Overview

This course provides an understanding of the current SEO environment and how you can boost your organic search result performance. The focus is on configuring your site to best advantage, employing best practice tools and techniques for ensuring optimal interaction with search engine functions. Additional topics focus on optimization vigilance, to ensure that you keep current with search engine practices. Magento functionality, tools, and practices for optimization are highlighted.

Learning Objectives

- Understand the factors that influence your organic search ranking.
- Learn to leverage eCommerce best practices for SEO in your site.
- Understand the site structure and configuration for SEO.
- Learn to leverage Magento SEO functions.
- Understand URL management and rewrites.
- Learn to leverage onsite content best practices.
- Learn to properly set up multi-store, multi-lingual (international), and multi-domain environments for SEO.
- Understand onsite technical implications for SEO.
- Learn to migrate your site to Magento while retaining organic rankings.
- Understand offsite SEO factors.
- Learn to use social media to improve search rankings.
- Learn to benchmark, measure, and track your SEO performance.
- Learn to leverage search engine algorithms, practices, and eternal vigilance.

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Course Outline

1. SEO Industry
- What determines your rank?
- SEO evolution
- Challenges for online retailers

2. Setting Up Magento for SEO
- Technical configuration (robots.txt, .htaccess, semantic markup, header tags, hidden content, site performance)
- Magento configuration (global configuration, product URLs, XML sitemap, additional tweaks)
- Migrating your site to Magento (301 redirects, sitemap, social media links)

3. Site Content for SEO
- Your site content (product data, category data, internal linking structure, multistore,breadcrumbs)
- User-generated content (product reviews, tags, product Q&A)

4. Social Media Impact on SEO
- Social cues and search
- Google+ authorship
- How to stay social

5. Measuring Your SEO Efforts
- Measuring results
- Keyphrase rank tracking
- SEO software
- Measurement via analytics

> *" The instructor was absolutely awesome, knew an incredible amount of information, did a great job of answering our questions, and was very polite and encouraging. This course is leaps and bounds better than any other Magento resource out there. There is no comparison.*
>
> -Chris Manger - Golden Communication

" For the past year I have been blindly working with Magento, but after the week of training I now can see the light. I can't wait to bring my new knowledge back to work.

-Dave Bonillas, Senior Software Developer, Build.com, Inc.

System Administrator/Hosting

Magento Performance & System Optimization for System Administrators

For system administrators who want to ensure optimal site performance in single and multi-server environments

Format: Online Instructor-Led

Duration: 12 hours
Six 2-hour sessions

Target Audience

This course is designed for UNIX administrators with basic LAMP (Linux, Apache, MySQL, PHP) knowledge, who are responsible for maintaining infrastructure, performance, scalability, and system monitoring for servers on which Magento runs.

Prerequisites

Students must have knowledge of Linux basic commands and administration principles. Students should also have basic knowledge of the LAMP stack. MySQL knowledge is helpful, but not required.

Course Overview

This course provides an introduction to Magento performance tuning and best practices for configuring Magento in single- and multi-server environments, MySQL tuning, and PHP performance. Students will also have the opportunity to explore open source tools for benchmarking their Magento installation and for fine-tuning the database server.

Learning Objectives

This course is designed to improve your knowledge of Magento-specific performance tuning of the UNIX systems used to host Magento. Learning objectives include:

- Establish backup procedure
- Propose optimal software & hardware
- Install & tune PHP accelerator
- Benchmark req/sec
- Balance loads
- Isolate performance bottlenecks
- Adjust Magento caches
- Adjust MySQL settings
- Devise database server monitoring plan
- Devise a plan for further system performance optimization

Course Outline

1. Magento Hosting Overview
- Introduction
- Single node or multiple node servers
- Web Servers: Load balancing with Magento
- Which HTTP server to use (Apache and Nginx, in brief)

2. PHP Byte-Code Accelerators
- APC and other accelerators, common principles
- Installing and configuring APC
- Monitoring APC and investigating correct cache size

3. Magento Cache Tuning
- Magento cache storages: Which one to use?
- Configuring and testing session storage

4. Database Server Optimization
- MySQL version notes
- Maatkit, innotop and mysqltuner tools

5. Testing Performance Benchmarking
- Testing site performance (introduction)
- Tools overview: ab, siege, jmeter, tsung

" I was impressed by the amount of planning that had gone into creating this course, and I'm very happy with the new skills the instructor was able to teach me.

-Julian Read, Web Developer

Front End Developer/Designer

Magento Design Insights

Trump the competition with a feature-rich website utilizing your creativity and Magento

Format: Online Instructor-Led

Duration: 6 hours
Two 3-hour sessions

Target Audience

Web designers, front end developers.

Prerequisites

This course assumes the student has taken the "Managing Your Magento Store" course and/ or has equivalent knowledge of basic Magento concepts, such as the Admin panel and how to navigate around it as well as more advanced Magento functionality such as Catalog, CMS, and Multi-site. The participant should have a general understanding of how catalogs, products, customers, and promotions relate to one another, along with a high level of familiarity with CSS style sheets including how to customize them and the ability to work with HTML code.

Course Overview

This course is designed to enable the full-service web designer to better understand the features available to create a customized Magento store theme for a Magento Enterprise Edition or Magento Community Edition website.

Learning Objectives

- Identify how to access included themes.
- Identify which elements a skin controls, which elements a theme controls, and which elements are affected by the CSS file.
- Explain how to change the theme in Magento.
- Describe special considerations for Magento Enterprise Edition.
- Describe design considerations when planning content that will be shared for use with mobile.
- Describe the overall file structure (as it relates to the components of interest to a web designer).

Course Outline

1. Customizing Magento's Appearance
- Magento's included themes
- Design considerations
- Mobile considerations
- Customizing a theme
- How to edit the CSS

2. Creating and Managing Content
- Blocks
- Page layout
- CMS pages
- Customizing the look of a single page
- Widgets

3. Getting Ready for Business
- Creating categories
- Adding products
- Customizing top and bottom menus
- Adding metatags

Methods and Materials

This course is comprised of lecture and lab. Each student receives a student guide, which includes a complete copy of the course presentation, exercise handouts, exercise solutions, and a virtual environment and tools along with sample files they can use to complete the exercises. Students will use their own laptops for course exercises and labs.

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Core Principles of Theming in Magento

Essential theme development skills for customizing the look and feel of websites on the Magento eCommerce platform

Format: Online Instructor-Led

Duration: 16 hours
Eight 2-hour sessions

Target Audience

This course is designed for front end developers, UI developers, and producers who will be creating and customizing themes for the Magento Enterprise Edition platform. Students should have experience theming/skinning other complex websites.

Prerequisites

Students must have a good knowledge of HTML and CSS. Students should also be comfortable editing HTML and CSS directly, not just using a WYSIWYG editor. Students should also be comfortable working with FTP clients. Some experience with PHTML and PHP is helpful but not required. Students should also already be familiar with the Magento Enterprise Edition feature set and front end functionality.

Course Overview

This course provides a strong introduction to Magento's templating system and best practices. Class time combines lectures, guided examples, and hands-on lab exercises. Students will understand the fundamentals of Magento's templating system and learn how Magento themes work and all the components of a theme, especially layouts, page templates, and block templates.

Learning Objectives

After this course, students will be able to:

• Customize both the look and feel and the functionality of a website at the theme level.
• Create new themes from scratch and build them in a way that ensures the best possible upgrade path for their websites.

Course Outline

1. Magento Templating System—Architecture and Components

• Gain a conceptual understanding of the Magento templating system and the components of the templating system and how they interrelate.

2. Working with Themes

• Learn how to work with and apply themes to Magento websites, including understanding the directory structure, fallback hierarchy, and website scopes.

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3. Recommended Approach to Customizing

- Understand what can and can't be changed at the theme level, including what can be customized without theming. Adopt a structured approach for evaluating and executing website customizations.

4. Working with Page Templates, Layouts, and Block Templates

- Understand the purpose, structure, and interrelationship of all of the key components of the Magento templating system. Learn how to modify templates at each level and the benefits of each.

5. Creating Your Own Default Theme

- Learn how to create your own design package and theme as a starting point for your designs.

6. Creating Modules with Custom Theme Components

- Learn how to create and declare the front end layout components of a Magento module or how to use a module for your default theme overrides.

Methods and Materials

This course is comprised of lecture and lab. Each student receives course handouts and lab materials and will have access to Magento Enterprise Edition source code during the course and for all examples presented in class and for lab exercise solutions. Students will use their own laptops for course exercises and labs.

> " *Theming in Magento seemed daunting to me at first. After taking this course, I'm confident in my abilities and feel that the sky is the limit. The course structure of teaching best practices through real world examples and group exercises really got through to me, and I'm very happy with the outcome.*
>
> -Brad Knutson, Web Developer, EMC Publishing

"What I like most about the Magento U courses is that I'm able to see a larger picture of Magento's inner workings. Most of the time, it helps to solve the pieces of the puzzle with an instructor who really knows his stuff. Not only did I learn how the code works, but I also learned why it works so that I can make upgrade-safe, efficient customizations to the platform.

-Charles Dietz, Lead Magento Developer, Online Stores, Inc.

Developer

Quick Start to Magento Customization

Enabling developers to quickly get up to speed on creating customizations in Magento

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Format: On-Demand

Duration: 4 hours

Target Audience

Experienced PHP developers interested in learning how to design customizations, including avoiding bugs, achieving desired results, and ensuring compatibility with Magento upgrades; Experienced PHP developers new to Magento working on a simple Magento project; or Junior PHP developers, working on a larger Magento development team.

Prerequisites

- Familiarity with developing in a LAMP environment
- Basic understanding of UNIX-based systems
- Working knowledge of PHP 5.0+ and object-oriented programming techniques
- Familiarity with the MVC architecture pattern (recommended)

Course Overview

This course is designed to give Magento developers a quick start into making customizations in Magento. Students will create a custom module with a controller, a custom module that implements template-based visual customizations for customer-facing web pages, and a custom module that exchanges information with a database. In the process, they will learn some fundamental concepts about how Magento implements the M, V, and C in the MVC pattern.

Learning Objectives

After completing this course, a student will be able to:

- Create a basic module with a controller.
- Extend Magento functionality that involves visual aspects of customer-facing web pages.
- Create and use models, and create database tables via setup scripts.

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Course Outline

1. Request Flow and Controller (The "C" in MVC)

- Code Pools
- Create Namespace
- Naming Conventions
- Create Module Folders
- Create Initial XML File
- Create Main XML File
- Define Controller
- Create Controller
- Test Module
- Request Flow

2. Rendering and View (The "V" in MVC)

- Module Skeleton
- Define Controller
- Create Controller
- Add Method
- Define Layout Update File
- Explore Layout Implementation
- Create Layout Update File
- Review Block Types
- Create a Block
- Define a Block
- Create Templates
- Create Skin, JavaScript
- Change Theme
- Test the Module
- Explore the Design Fallback
- Rendering (Request Flow, PHP Interpreter Journey)

3. Model and Resource Model (The "M" in MVC)

- Create a Module Skeleton
- Define the Setup Script
- Create Setup Script
- Define the Model and the Resource Model
- Create the Model and the Resource Model
- Create the Layout Update File
- Create a Template for the Frontend
- Register the Observer
- Create the Observer
- Display Comments Collection
- Create a Collection
- Display Single Comment
- Explore Model and Resource Model
- Explore Collections

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Fundamentals of Magento Development

Essential development skills for implementing and customizing solutions on the Magento eCommerce platform

Format: Classroom   On-Demand   **Duration:** 5 days (Classroom), 40 hours (On-Demand)

Target Audience

Developers who want to learn the architecture, terminology, and core functionality of Magento, along with best practices for extending the platform. This course is appropriate for both developers who are new to Magento as well as those developers who are experienced with launching and extending the platform.

Prerequisites

Students must be familiar with developing in a LAMP environment and have a basic understanding of UNIX-based systems. Students must have a working knowledge of HTML, CSS, XML, PHP 5.0+ and object-oriented programming techniques. Familiarity with MVC and Zend Framework is strongly recommended but not required. Students should have at least 2 years of PHP experience and understand the basic principles of database operations (e.g., foreign keys, difference between engines, query and schema optimization).

Course Overview

This course will introduce the new Magento developer to the Magento architecture. The student will review how Magento leverages MVC, the Zend Framework, and object-oriented programming. The course will take the student through the process of Magento rendering, request flow, Adminhtml, database, and EAV. The course is lecture-lab format with extended hands-on exercises on Magento Enterprise Edition.

Learning Objectives

Students will leave the course understanding the Magento architecture, MVC and data models, how to work with Magento modules, and how to customize and extend Magento to ensure the best upgrade path for the websites they extend. Specifically, they will:
- Understand basic Magento structure
- Be familiar with terminology and core functionality
- Be able to perform basic functions such as:
  - Setting up new modules
  - Creating a new table in the database
  - Writing an upgrade script
  - Setting up new configuration variables
- Become familiar with basic Magento customization techniques such as:
  - Overriding classes
  - Using observers
  - Creating custom controllers
  - Overriding controller/action

- Performing basic operations with layouts
- Performing basic skinning operations

Course Outline

1. Basics
- General OOP and MVC concepts
- Event-driven architecture
- Magento module-based architecture
- Magento directory structure/naming conventions/code pools/namespaces/module structure
- Configuration XML
- Factory and functional class groups
- Class overrides
- Event observer

2. Request Flow
- Application initialization
- Front controller
- URL rewrites
- Request routing
- Modules initialization
- Design and layout initialization
- Structure of block templates
- Flushing data (output)

3. Rendering
- Template structure
- Blocks
- Design layout XML schema, CMS content directives

4. Working with Databases in Magento
- Models resource and collections
- Magento Object Relational Mapping
- Write install and upgrade scripts using setup resources

5. Entity-Attribute-Value (EAV) Model
- Model concepts
- EAV entity
- Load and Save
- Attributes management

6. Adminhtml
- Common structure/architecture
- Form and grid widgets
- System configuration XML and configuration scope
- ACL (permissions)
- Enabling and configuring extensions

Methods and Materials

This course is comprised of lecture and lab. Each student will receive a student guide and lab materials and will have access to Magento Enterprise Edition source code during the course and for all examples presented in class and for lab exercise solutions. Students will use their own laptops for course exercises and labs.

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Magento Checkout

6-Part Series for the Advanced Magento Developer

Format: On-Demand   Online Instructor-Led   **Duration:** 6-Part Series

Target Audience

Senior Magento developers with at least 1 year of full-time experience developing Magento extensions.

Prerequisites

These courses assume that the student has taken the "Fundamentals of Magento Development" course and/or has equivalent knowledge of basic Magento architectural concepts, as well as more advanced Magento functionality such as:

- Catalog – Understanding different product types, and having a general understanding of how a product's final price is calculated.
- Indexing – Understanding its role in price calculation.
- Customer operations – Understanding basic customer functionality.

The student should also have:

- A high level of familiarity developing in a LAMP stack environment.
- The ability to work in a Linux-based system.
- A good understanding of the basic concepts of configuring an Apache web server and the configuration of PHP required for Magento.
- A general understanding of Magento database structure, including the ability to write, optimize, and debug MySQL queries and design appropriate database schemas for required tasks.

Please refer to the specific course description for any additional prerequisites.

Course Overview

This series of courses provides an in-depth understanding of the architecture of Checkout in Magento, as well as hands-on practice in creating customized Checkout functionality according to Magento best practices.

After this series of courses, you should be able to:

- Trace the flow of data during checkout operations.
- Determine when customization is necessary.
- Design customizations more quickly and efficiently.
- Reduce the total time you spend creating and debugging Magento customizations.

Each course is in the lecture-lab format, with extensive hands-on exercises on Magento Enterprise Edition.

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Courses in the Series:

- Shopping Cart and Price Calculations
- One-Page Checkout, On-Demand Format
- Shipping
- Payment
- Order Placement
- Taxes and Discounts

Methods and Materials

This course is comprised of lecture and lab. Each student receives a student guide, which includes a complete copy of the course presentation, exercise handouts, exercise solutions, and access to Magento Enterprise Edition source code during the course. Students use their own laptops for course exercises and labs.

Course Notes

In addition to in-class exercises, additional time outside of class will be required to complete homework assignments.

Shopping Cart & Price Calculations is the prerequisite to all subsequent Checkout courses. We recommend taking the other courses in sequential order. One-Page Checkout is a short on-demand course that is a required prerequisite to Shipping, Payment and Order Placement.

Shopping Cart & Price Calculations

Format: Online Instructor-Led

Course Description

In Shopping Cart & Price Calculations, experienced Magento developers will learn how to make customizations related to the "Add-to-Cart" functionality and the process of calculating the prices of items in the shopping cart.

Course Outline

1. General Overview of Checkout in Magento
- Checkout concepts
- General Checkout flow
- One-Page Checkout in Magento
- Multishipping Checkout in Magento

2. Shopping Cart
- Key entities in the shopping cart workflow
- Add-to-Cart flow
- Database structure
- Different product types in the cart
- Quote
- Quote Item
- Quote Address
- Address Item vs. Quote Item

3. Price Calculations
- Factors that affect price
- Total models architecture
- Subtotal and grand total models

Learning Objectives

After this course, students will be able to:
- Identify and describe key elements of Magento shopping cart architecture
- Customize/extend the process of adding products to the cart
- Use "Quote," "Quote Item," and "Quote Address" operations for creating new extensions and customizations
- Identify and describe the "Total Models" schema in Magento
- Use the "Total Models" architecture for extending/customizing the price calculation in the Magento shopping cart

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One-Page Checkout

Course Description

A strong understanding of the architecture of one-page checkout is critical to learning how to create extensions and customizations in this area of Magento. The foundational knowledge you gain in this course will be required when learning other areas of Magento checkout such as Shipping, Taxes & Discounts, and Payment methods.

Course Note

To register for this course, you must have successfully completed the **Shopping Cart and Price Calculations** course and meet the target audience and prerequisites outlined in the Checkout Course series description.

Learning Objectives

After this course, students will be able to:

- Trace the flow of steps and data during one-page checkout
- Describe how to perform several types of customizations

Course Outline

1. One-Page Checkout Architecture
- Checkout steps overview
- Converters concept
- Steps processing
- Checkout type models
- Login step
- Billing/shipping addresses

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Shipping

Course Description

Experienced Magento developers will gain a deeper understanding of the architecture of shipping methods in Magento, including the important role of the shipping address object. In hands-on exercises, they will learn how that knowledge makes it easier and more efficient to create custom shipping methods and calculations, customize the shipping-related user interface, and more.

Course Note

To register for this course, you must have successfully completed the **Shopping Cart and Price Calculations** and **One-Page Checkout** On-Demand courses.

Learning Objectives

After this course, students will be able to:

- Create a new shipping method
- Customize/extend/debug existing shipping methods
- Customize shipping rates calculation

Course Outline

1. Shipping Method Key Definitions

- Shipping address, shipping method, shipping carrier, shipping rate, package, package weight, shipment handling, shipment tracking info

2. Shipping-Related Steps of Magento One-Page Checkout

- General flow of saving shipping address and shipping rates
- Shipping method processing flow

3. Shipping Method Architecture in Magento

- Native shipping methods overview
- Typical shipping method configuration
- Shipping carrier and rate

4. Magento Shipping Rates Calculation Approach

- Calculation rates flow overview
- Rate request/response objects concept
- Building and executing shipping rate request

5. Shipping Price Calculation

- Shipping total model
- Shipping promotions
- Get-a-quote functionality

6. Native Shipping Methods

- Flat rate
- Free shipping
- Table rate
- USA-related methods (FedEx, UPS, USPS)

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Payments

Format: Online Instructor-Led

Duration: 20 hours
Five 4-hour sessions

Course Description

Experienced Magento developers will gain a deeper understanding of the architecture of Payment methods in Magento, including native methods, the PayPal methods family, credit card related operations, and partial payment operations. The important roles of the Quote, Order, Payment method, Payment information and Invoice payment objects are explored. In hands-on exercises, students will learn how that knowledge makes it easier and more efficient to create, troubleshoot, and debug custom payment methods.

Course Note

To register for this course, you must have successfully completed the **Shopping Cart and Price Calculations** and **One-Page Checkout** On-Demand courses.

Learning Objectives

After this course, students will be able to:

- Create a new payment method
- Customize/extend/debug existing payment methods

Course Outline

1. Payment Methods Architecture
- Payment method requirements overview
- Configuration
- Payment method architecture
- Quote, Order, and Invoice payment objects

2. Native Payment Methods Overview
- Embedded
- Gateways
- Hosted

3. Credit Card Operations Configuration
- Payment actions
- Authorize
- Capture
- Refund
- Void
- Partial operations

4. PayPal Methods Family
- PayPal payments family
- Billing agreement
- Recurring profiles

5. Transactions and Invoices
- Process of storing transaction information in Magento
- Invoicing authorized orders

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Order Placement

Format: Online Instructor-Led

Course Description

Experienced Magento developers will gain a deeper understanding of the architecture of order placement, the final step of the checkout process in Magento.

Course Note

To register for this course, you must have successfully completed **Shopping Cart and Price Calculations**.

Learning Objectives

At the end of this course, you will be able to:

- Customize the order review page
- Describe the steps of the order placement process
- Describe the inventory decrement process that occurs during an order placement
- Customize and debug the order placement process
- Customize and debug the order success page
- Identify elements of and use the order placement API

Course Outline

1. Submit Order
- Introduction: Checkout process recap
- Order Review Page: Review totals, link to shopping cart, price calculation
- Order Placement: Classes involved, service model, order save vs. order placement

2. Order Placement
- Order grid
- Inventory management
- Order success page
- Custom controller for order placement
- API

Taxes & Discounts

Format: Online Instructor-Led

Duration: 12 hours
Three 4-hour sessions

Course Description

Experienced Magento developers will gain a deeper understanding of the architecture of taxes and discounts in Magento. Along the way they will learn the tax calculation process and how to extend and configure Magento taxes according to best practices. Various tax configurations and different types of taxes are considered.[1]

The second part of the course is about shopping cart price rules. Students will be able to configure and extend price rules; understand, customize and use free shipping functionality; and become familiar with the conditioning rule engine in Magento, which helps to create custom conditions or rule actions.

Course Note

To register for this course, you must have successfully completed **Shopping Cart and Price Calculations**.

Learning Objectives

After this course, you will be able to:

- Customize/extend the tax calculation process
- Configure various types of taxes
- Customize/extend discount functionality in Magento

Course Outline

1. Taxes

- Tax configuration
- Tax rules
- Obtaining tax rates
- Tax calculation
- Fixed product tax
- Shipping taxes

2. Discounts

- Discounts overview
- Conditions
- Actions
- Coupons
- Free shipping

[1] Important: No guarantee is offered with respect to any of the information given here. Please contact an expert before you take any decisions about tax matters.

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Order Management

For developers eager to learn how to customize specific elements related to orders

Format: Online Instructor-Led

Duration: 16 hours
Four 4-hour sessions

Target Audience

Senior Magento developers with at least 1 year of full-time experience developing Magento extensions

Prerequisites

Students must understand and be able to use basic features of Magento architecture, including:
- Concepts and functions covered in the "Fundamentals of Magento Development" course
- Checkout architecture covered in the courses Shopping Cart & Price Calculations, One-Page Checkout, Shipping, Payments, Order Placement and Taxes & Discounts.
- LAMP stack
- The structure of the Magento database

Students must be able to:
- Configure Apache web-server
- Configure Magento for PHP
- Work in a Linux-based environment

Course Overview

Experienced Magento developers will gain a deeper understanding of the architecture of Orders in Magento. The exercises included in the course will allow students to apply that understanding to customizing the specific elements related to orders, including invoices, price calculation, shipments, and refunds.

Learning Objectives

At the end of this course, you will be able to:
- Customize/extend the Order View page
- Customize/extend/debug the processes for creating and managing invoices, shipments, and refunds
- Troubleshoot issues related to price calculation for invoices and refunds
- Extend/modify price calculation logic during order processing
- Integrate Magento with third-party order management systems

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Course Outline

1. Orders
- Place an order from the admin
- Review the process of placing an order from the admin
- Order View page
- Order statuses and comments
- Order edit
- Order cancellation

2. Invoices
- Invoice creation process overview
- Price calculation
- Invoice management

3. Shipments
- Shipment management process
- Tracking numbers

4. Credit Memos
- Refunds in Magento
- Price calculation for refunds

5. Order Management API
- Using the API for fulfilling an order

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Business Analyst

Requirements Discovery for Successful Magento Implementations

For Business Analysts who want to learn to gather project requirements according to Magento Methodology

Format: Online Instructor-Led

Duration: 8 hours
Four 2-hour sessions

Target Audience

eCommerce Business Analysts

Prerequisites

Managing Your Magento Store or equivalent understanding of Magento features and administration.

Course Overview

In this course, you will learn about gathering requirements for a Magento implementation. This includes learning about the details of the requirements-gathering process and using specific best practices from Magento, including tools and templates for Functional, Integration, and Infrastructure areas. You will learn how to write user stories and use cases needed for your Magento store implementation.

The skills and tools provided in this course will help lead to a Magento implementation that optimizes the native functionality and reduces unnecessary customizations/extensions or integrations.

Learning Objectives

In this course you will:
- Understand the Magento implementation lifecycle and where requirements gathering fits in.
- Understand how to streamline the requirements-gathering process.
- Know how to capture and document user stories and use cases for expected store behavior.
- Be able to use tools, templates, and techniques to capture the requirements for Functional, Integration, and Infrastructure areas.
- Understand how to validate requirements and hand off for design and development.

Course Outline

1. Magento Features Overview
- Magento Core Functionality
- Catalog Elements
- Magento Architecture

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2. General Guidelines for Activities
- Prerequisites to Requirements Gathering
- Tips for Success
- SMART Requirements
- Common Mistakes
- Techniques and Methods

3. Functional Requirements
- What Are Integration Requirements?
- Approach: User Cases, User Stories
- Prerequisites
- Functional Requirements Template

4. Integration Requirements
- What Are Integration Requirements?
- Approach to Gathering
- Process Steps
- Integration Requirements Template

5. Infrastructure Requirements
- What Are Infrastructure Requirements?
- Approach
- Prerequisites
- Infrastructure Requirements Template

Methods and Materials

This course is comprised of lecture and lab. Each student receives a student guide, which includes a complete copy of the course presentation, exercise handouts, exercise solutions, and access to Magento Methodology resources. Students will use their own laptops for course exercises and labs.

> " *The detailed nature of the Magento Implementation Methodology clearly delivers the basic fundamentals that a custom Magento implementation should utilize. The solid requirements gathering techniques and their translation to Magento functionality will clearly aid in the development of great, well functioning Magento sites.*
>
> -Derek Kloostra, Vice President of eCommerce Consulting, The Grand River

Magento Certifications

Magento Front End Developer Certification

Format: Delivered at Prometric test centers worldwide   **Duration:** 90 minute exam

A Magento Certified Front End Developer can create and customize Magento themes including:

- Templates, layouts, CSS, JavaScript, and other components of the front end of a Magento site
- Images
- Translations

A Magento Certified Front End Developer can use the Admin panel to:

- Implement design-related system configuration
- Modify the appearance of specific pages (for instance, CMS, categories, and products)

About the exam:

- 65 multiple-choice questions
- 90 minutes to complete the exam
- Based on Magento Community Edition 1.7 and Magento Enterprise Edition 1.12
- No hardcopy or online materials may be referenced during the exam
- No prerequisites; we recommend taking the "Core Principles of Theming in Magento" course as a first step
- Study Guide available

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Magento Developer Certification

Format: Delivered at Prometric test centers worldwide   **Duration:** 90 min. (Certified Developer), 120 min. (Certified Developer Plus)

Magento Developer Certification is a mid-advanced level certification geared toward professional developers that have real-world experience with Magento implementations. The exams provide a way for qualified, experienced Magento developers to demonstrate and validate their skills. Developers who pass one of the exams can use the valued Magento Certified Developer credential in marketing their services. There are two exams in the Magento Certified Developer portfolio.

Magento Certified Developer

A Magento Certified Developer can skillfully use all business processes in Magento, such as:

- Structure of catalog, indexes, promotions, price generation logic
- Architecture of checkout, payment/ shipment methods, sales/order processing
- Advanced core knowledge — forms/grids full functionality, API, widgets, etc.
- A Certified Magento Developer can make design decisions on the code level, including how to parse data files, steps of import, data verification, logging, and so on

About the Exam

- 70 multiple-choice questions
- 90 minutes to complete the exam
- Based on Magento Community Edition 1.7
- No hardcopy or online materials may be referenced during the exam
- No prerequisites; we recommend taking the "Fundamentals of Magento Development" course as a first step
- Study Guide available

Magento Certified Developer Plus

The Magento Certified Developer Plus is skillful in the use of Magento Enterprise Edition and has delved into details of the structure of Magento that many have not often explored, but which can provide an advantage when implementing a site using Magento.

About the Exam

- 85 multiple-choice questions
- 120 minutes to complete the exam
- Questions relating to the Magento Community Edition are based on v.1.7 and questions relating to Magento Enterprise Edition are based on v.1.12
- No hardcopy or online materials may be referenced during the exam
- No prerequisites; we recommend taking the "Fundamentals of Magento Development" course as a first step
- Study Guide available

Social Learning: Magento Developer Certification Preparation Study Group – Moderator's Kit

Format: Download

Duration: Twelve 1-hour meetings

Overview

The Magento Developer Certification Preparation Group Study Program is designed to prepare participants for the challenge of taking the Magento Developer Certification Exam. The focus of the program is to enable both group study and self-study in an effective, programmatic way. The group activities guide the student through the study guide, Magento source code, and structured exercises in a manner that facilitates coverage of exam topics in a group setting.

Magento offers this kit to arm the moderator of a study group with the program content. The kit provides the moderator with the tools to set up and run a study group. The kit includes a structure for the content, a time frame, and exercises and sample solutions to facilitate the group study.

Duration

Twelve 1-hour meetings for group study. Additional time will be required outside of meetings for participants to complete the exercises.

Group Size

We recommend 8-12 participants (including the moderator) per group.

Meeting Structure

The meetings are designed to give the participants and moderator a chance to review and discuss the certification topics. The weekly meetings help keep the momentum of the group progressing through the study guide and exercises. Each week the group will meet to discuss and review one section from the exam. Group discussion will focus on reviewing the exercises from the previous week and an introduction to the topic of the current week. The questions asked in each section of the study guide act as a framework for this discussion. By discussing these as a group, participants will benefit from the knowledge and approaches to the exercises taken by other group members. At the conclusion of the meeting, a brief introduction of the exercises for the week is given and the meeting concludes with Q&A. The moderator's role is to guide and facilitate these meetings.

Exercises

The exercises focus the students on specific areas of Magento that are covered by the certification exam. Solving the exercises requires participants to apply knowledge which is applicable to many areas of the exam. A participant who is already familiar with the topics should be able to complete the weekly exercises within 4-8 hours.

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Course Note

The topics from the Developer Plus
certification exam are not part of this
Study Group program.

Meeting Outline

Meeting 1
- Introductions
- High level overview of the Study
  Guide topics
- Explaining the meeting format
  for the following meetings

Meeting 2
- Basics
- Request Flow

Meeting 3
- Rendering
- Widgets

Meeting 4
- ORM
- Database
- Setup Scripts

Meeting 5
- EAV

Meeting 6
- Adminhtml

Meeting 7
- Catalog

Meeting 8
- Catalog Price Rules
- Shopping Cart Price Rules
- API

Meeting 9
- Checkout

Meeting 10
- Orders, Invoices, Shipments, Credit Memos
- Shipping

Meeting 11
- Payment

Meeting 12
- Customer
- Review

Content Included in the Moderator Kit

A downloadable package of content including PDFs and sample code files:

- Detailed agenda for each meeting
- Moderator Guidelines
- Study Guide
- Multiple exercises per topic area
- Twelve sample exercise (code) solutions (one per topic area)
- Participant handouts

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Terms and Conditions

REGISTRATION

Registrations for a training course can be made by completing an online form available on the magento.com website, or from a Magento sales representative or Training Partner.

COURSE FEES AND PAYMENT OPTIONS

The course fee for public classes will be charged per participant for the entire course. Fees vary in accordance with the course level, duration, and delivery method. A listing of the course schedule and related fees is available on the magento.com website or from a sales representative.

Unless otherwise noted, course fees permit attendance at all the class sessions specifically designated for that course topic, date, and time period and any materials that have been created for all participants with the express purpose of facilitating the learning within the course. Any classes missed by the participant, except cancellation or rescheduling by Magento, remain the responsibility of the participant, and "make-up" sessions are not available as part of the original fee paid. Fees do not include the cost of travel, accommodation, food, or any other extra services.

Any discounts that may apply as part of an agreement or special promotion cannot be combined, unless specifically granted by Magento. Magento reserves the right to review and change course fees without notification. However, course dates that were booked prior to the price change, and for which Magento has received valid payment, will be honored at the fee that was applicable at the time of booking.

Magento accepts the following forms of payment:

- Purchase Order (net 30)
- Credit Card (Visa, MasterCard, American Express)
- Bank Transfer

Training fees are all due in advance and at time of registration. Magento reserves the right to remove any applicable discounts if a Purchase Order or equivalent has not been received four (4) calendar weeks before a training delivery is due to begin.

For volume discounts applied to a specific client, or large pre-payments made by a specific client, the total purchase order amount will be invoiced by Magento upon receipt of the Purchase Order, or equivalent, and will be independent of when the training is delivered.

CANCELLATION OR RESCHEDULING REQUEST BY THE CUSTOMER

Cancellations and rescheduling notifications must be made in writing to training@magento.com at least 10 (ten) working days prior to the start of the course date. When requesting a rescheduled registration, the customer shall endeavor to reschedule the course for a mutually acceptable date no later than twelve (12) weeks from the original requested start date of the course(s) based on course availability. Refunds will not be processed in the case of a cancellation request by the customer.

If a cancellation or rescheduling request is received less than 10 (ten) working days before the event, or in the case of absence without any notice, the stipulated training fee will be fully charged without further notification. The customer has the right to send another participant as a substitute, provided that any applicable prerequisites have been completed. This change in booking is free of charge. There are no refunds for partial use of services or partial attendance.

CANCELLATION OR RESCHEDULING BY MAGENTO

Magento may cancel or reschedule a training course if the number of participants is less than that specified for the relevant event, or if an instructor is incapacitated through illness, or for other reasons of a serious nature.

If a participant is unable to attend as a result, any payment already made will be refunded or applied to the customer's account. All further claims are excluded. For on-site or classroom trainings, Magento shall not be liable for non-refundable travel arrangements if a course is canceled or rescheduled.

COPYRIGHT / INTELLECTUAL PROPERTY RIGHTS

The copyright in and all other intellectual property rights relating to the course documentation, and any other training materials provided to the course participants, are solely owned by and hereby reserved to Magento. Under no circumstances may the whole or any part of the course documentation be reproduced or copied in any form or by any means or translated into another language without the prior written permission of Magento. Training materials are defined to also include all electronic knowledge products or learning systems which have been given to the participant on a storage device or made accessible via the Internet. Any software materials provided as learning aids are not to be used in any commercial form. Offenders are liable for payment of damages.

WAIVERS

For courses that have mandatory prerequisites, participants may apply for a waiver if they believe their existing knowledge and experience are sufficient to attend a Magento training course without having completed its prerequisites. Upon receipt of a waiver

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request, a Magento instructor may contact the participant to verbally assess his/her knowledge and experience in order to determine whether or not it is appropriate to provide the participant with a prerequisite waiver.

If the requested waiver is issued, it is the full responsibility of the participant to ensure that the knowledge and/or experience that he or she may lack does not disturb the other participants in the class. By accepting a prerequisite waiver, the participant accepts that any topics that would have been part of one or more of the prerequisite course(s) will not be covered during or after the course for which she or he registered.

COURSE CONTENT

Magento reserves the right to amend the content of any course without notice to the participants where, at the sole discretion of Magento, such amendment is deemed not to fundamentally change the content of such course.

RULES OF PARTICIPATION

On-site or Classroom Sessions:

Participants are requested to come to the training site 30 minutes before the start of class on the first day. Participants and/or their supervisors are requested not to make return travel arrangements that may affect or disrupt the duration of the course.

Each student attending Magento courses shall comply with all regulations and procedures established and communicated for the course. The customer shall remain responsible for the activities and behavior of its participants while on Magento premises. The customer is liable to pay for any damage that is caused by their participant to any property belonging to Magento.

Course materials and equipment are provided by Magento and are intended for training purposes only. Equipment, if provided, may not be used at any time for other reasons, and is not intended to provide Internet access.

Software made available by Magento for training purposes must not be removed, nor may it be copied either wholly or in part or rendered usable in any other form for which consent has not been obtained.

Participants must not access or attempt to access any Magento computer-based data that is not specifically part of the training course.

Magento will not accept liability for any damage that may result from possible viruses on copied file disks or other external file storage devices. Disks, mobile hard disks, or any other external file storage devices brought in by participants must not be used on Magento's computers. Mobile phones must be switched off during class, and calls may only be made or received during class breaks so as to not disturb the instructor(s) and/or other participants.

Magento reserves the right to exclude any participant from attending any course due to disorderly conduct, failure to observe any of Magento's rules of participation, or failure to attend the prerequisite class(es) for a particular course without having obtained a valid prerequisite waiver. No refund of fees shall be paid to the participant or the customer in such circumstances.

WARRANTIES AND LIABILITIES

While every effort is made by Magento to ensure that its course instructors are appropriately qualified and trained, Magento does not accept liability for any loss, cost, or expense or for any special or indirect or consequential damages arising from negligence, misconduct, or lack of skill in delivering the course(s).

ON-SITE TRAINING AND CUSTOMIZED TRAINING

The price of on-site and/or customized training shall be negotiated prior to the offering. For training at the customer's requested location, all travel, accommodation, and living expenses for the instructor(s) must be paid for by the customer in addition to daily course cost, unless specifically agreed differently by the customer and the Magento Training Manager.

Quotes for on-site training delivery and customized training as issued by Magento shall be valid for 1 (one) month, unless specifically agreed differently by the customer and the Magento Training Manager. The validity period applies to the price offered in the quote. A quote does not guarantee that Magento will have the necessary resources available to deliver the specified training at the requested time.

In the case of customized training, no chargeable work shall be undertaken by Magento before a valid form of payment is received.

In case of cancellation, notification must be received in writing. Magento charges a 50% cancellation fee for classes canceled 10 (ten) or fewer business days prior to the start date of the course. Cancellations with less than 10 (ten) days' notice are 100% non-refundable. In addition, any chargeable work already undertaken by Magento will also be charged to the client.

If any classroom, classroom equipment, hardware, or software provided by the client for use by Magento in the delivery of training to the client is not provided as agreed, Magento will not be responsible for any associated inconvenience or disruption caused to the training delivery and reserves the right to invoice for the training delivery in full.

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Contact Magento U

training@magento.com
magento.com/training/overview
magentocommerce.com/certification

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