

PARTNER EDUCATION

ABO Central Installation and Support — Certification Course

Dates: **Monday March 2 – Thursday March 5**
8:30 a.m. – 5:30 p.m.
(Thursday ends about 4:00 p.m. after certification test is complete)

Location: NCR Headquarters
2651 Satellite Blvd.
Duluth, GA 30096

Note: students should sign in and ask for Brad O'Malley to escort them to the class.

Purpose: This four-day class prepares the channel partner to deliver installation and support services for ABO Central. The audience is the Professional Services and Software Support staff of partner organizations. Each student will learn to configure, tailor, install, operate and troubleshoot the ABO Central solution.

Prerequisites: Entering students must be Certified by NCR for Advanced Back Office Store Software Support

Outline: The course will include these topics:

- ABO Central installation and configuration
- Performing ABO upgrades
- Importing ABO features
- Zone and Vendor Maintenance
- ABO Task Scheduler operation and support
- Central To Site Communication
- Scale Management
- Enhanced Promotions
- Operation Dashboard
- Central Site Survey and troubleshooting

Requirements: Each student must bring:

- Laptop (Windows 7, XP, Server 2003, Server 2008, Server 2012)
- Data from your local source (warehouse/wholesaler, vendors) to be converted/imported into ABO (i.e. SIL, CSV, ISP etc.)

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Certifications:

A Certification Test comprises the final course day. This is a two-part certification test, and open notes/computers are allowed. Students must pass each of the two test sections to achieve certification:

- The two lab sections of the certification test require each student to first configure ABO Central with one store using a connected model, and then to configure ABO Central with one store using a disconnected model. Each task must be successfully completed. Note: this section may require several hours to complete (although there is no strict time limit).
- The written section of the test is given after completing the two labs. To complete the certification, 80% of the multiple choice questions must be answered correctly within the one-hour time limit.

Authorizations:

Channel Partners with Certified graduates of this course will be Authorized to provide ABO Central support.

Tuition:

\$2,500 per student, or \$3,500 for up to three (3) students from the same Channel Partner

Registration:

Contact Heather Blanarik to register: Heather.Blanarik@ncr.com. A purchase order is required to hold a seat.

Hotels:

Most nationwide hotel chains have properties in the Duluth area. Request the NCR rate for best pricing – for example, the Hampton Inn in Duluth¹ will normally provide a rate of \$60-\$65 per night for those associated with NCR, and other nearby properties may offer comparable NCR rates.

Travel Notes:

Due to current road construction on major intersections nearby (and a mid-course correction or two if you're not familiar with the area) allow 10 or 15 minutes beyond the "Google Maps" estimates for travel between your hotel and NCR Headquarters. Parking at NCR is behind the main buildings that are visible from Satellite Boulevard.

If arriving via the Hartsfield-Jackson International airport at heavy traffic hours, it is normally best to drive counter-clockwise around the east side of Atlanta on the "Perimeter" (I-285) and join I-85 North about 8-10 miles south of the I-85 Duluth exits.

¹ Hampton Inn Duluth: 1725 Pineland Road, Duluth, Georgia, 30096, Telephone 770-931-9800, FAX 770-935-8146. Request the NCR rate of \$64.