

Update Bulletin

ISS45 Education Schedule

April 3, 2002

Fujitsu is pleased to offer the following **ISS45** courses in the coming months. See the **ISS45** Course Guide (available on the [ISS45 Dealer Support Web Site](#)) for complete information regarding the content of these courses.

Please read the attendance and no-show policy in the Course Rules section below. These rules have changed.

EDUCATION INFORMATION

- Fujitsu's emphasis will be to offer sessions for newer configurations – such as **V8** and **V7/WinPoS** – and to help cover the inevitable turnover in Dealer staff with Course #9025, “Supporting and Servicing **ISS45**. Other courses, such as the **ISS45** Customization course, may be best scheduled on an individual basis, since there are normally an insufficient number of students to justify a classroom presentation.
- Fujitsu will present the **ISS45** Version 8 and Windows PoS Service and Support course (Course #9026) at times offered below. This has been expanded to a 5-day course.
- Course #9024, “Selling **ISS45**” is not currently scheduled, but will be offered on a special basis as arranged.
- Course #9028, “Customizing **ISS45**” will be scheduled depending upon individual dealer requirements.
- Course #9045, “Supporting and Servicing **ISS45** Back Office Options and Frequent Shopper Express” is being reworked to include all the RoundHouse and Engineer options. This course is now provided by arrangement with ACI. Call 760 942-2425 to arrange presentations of this course.
- Fujitsu is considering the development of new courses to cover special areas of the **ISS45** system. Please feel free to suggest courses that would be of value.
- Fujitsu will conduct courses at Customer or **RETAILpartner** sites given sufficient attendance and commercial arrangements. Please contact Larry, Pat or Jim.

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COURSE SCHEDULE

Course Title	Location	Dates
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	May 20 — May 24
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	July 15 — July 19
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	September 9 — September 13
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	November 4 — November 8
#9025 Supporting and Servicing ISS45	TBD	Schedule custom session with Fujitsu.
#9024 Selling ISS45	TBD	As required. Schedule at least 3-4 weeks in advance.
#9028 Customizing ISS45	TBD	As required. Schedule at least 3-4 weeks in advance.
#9045 Supporting and Servicing ISS45 Back Office Options and Frequent Shopper Express	TBD	Call 760 942-2425 to schedule a presentation of this class.

COURSE CONTENT

Course Title	Audience	Objective	Fee¹
#9024 Selling ISS45	Sales, Support	Prepare the salespeople to sell ISS45 effectively	\$ 395
#9025 Supporting and Servicing ISS45	Support Staff	Prepare the technical support team to configure, tailor, install, operate and troubleshoot ISS45	995
#9045 Supporting and Servicing ISS45 Back Office Options and Frequent Shopper Express	Support Staff	Prepare the technical support team to configure, tailor, install, operate and troubleshoot the ISS45 Back Office Options and Frequent Shopper Express Version 2	395

¹ See Rules, Page 3.

#9026	Supporting and Servicing ISS45 Version 8 and Windows PoS	Support Staff	Prepare the technical support team to configure, tailor, install, operate and troubleshoot ISS45 V8 and Windows PoS	995
#9028	Customizing ISS45	Programmers	Enable programmers to add features and customize the ISS45 system	995

Note that attendees to #9025 or #9026 *must* ship their TeamPoS terminal (not counting the Cash Drawer) and PC box (not counting keyboard and monitor) plus LAN hubs and hardware to the course. It can be shipped in advance or brought with the student. This way, your system after the course will be fully configured with up-level software. Fujitsu will ship back to your site via 2-day air at no charge to the Dealer.

The **ISS45** Service and Support courses are of critical importance to personnel planning to install **ISS45** systems. Where possible, Fujitsu will send a Systems Engineer for one or two days at no charge to assist and advise *RETAILpartners* installing their first **ISS45** system – this service is offered as a courtesy. Fujitsu will, however, charge full expenses and day rates for such a visit to *RETAILpartners* who do *not* have a support person on staff at time of the installation who has attended this course.

COURSE RULES

ISS45 courses run with the following guidelines:

- Course positions are assigned on a first-come, first-served basis.
- If a *RETAILpartner* wishes to send more than one person to any given class, a first-come first-served waiting list will be generated. These second (or even third attendees) will be accommodated if all requests for at least one student can be honored for all other *RETAILpartners*, and additional space remains. This judgment will be made two weeks from the start date.
- Course attendance will be evaluated two weeks from the start date. If there is an insufficient number attending the course, the course may be canceled at Fujitsu's discretion. For a classroom course, Fujitsu normally requires at least four attendees.
- No-shows and cancellations in the last two weeks will be invoiced as if they had attended. The attendee will be able to attend a future session at no charge.
- Each *RETAILpartner* may send up to four staff members to course #9024 (Sales) and two to #9025/9026 (Support) as part the **ISS45** Start-Up Kit. *RETAILpartners* who ordered the **ISS45** Customization Tool Sets (PIN 45210/001 or 45210/002) may send one programmer at no charge to Course #9028.
- Course #9026 (**ISS45** Version 8 and Windows PoS Service and Support) is chargeable.²
- Courses typically run from 8:30 to 5:00. All attempts will be made to complete courses by 3:00 PM on the final day to allow for most convenient travel arrangements.
- Typical dress for all courses is "Business Casual."

² Exceptions will be made for new Dealers who will start selling **V8** and do not take the #9025 V7 Support course. In such cases, #9026 will be considered a substitute for #9025.

LOCATIONS

For the Dallas, Santa Clara and Chicago area courses, the following information may be useful:

Information	Dallas	Santa Clara	Chicago Area
Course Locations	Fujitsu Transaction Solutions Headquarters Training Rooms, 10th Floor 5429 LBJ Freeway Dallas, TX 75240 (972) 716-8300	Fujitsu Santa Clara Center Training Center 2933 Bunker Hill Lane #101 Santa Clara, CA 95054 (408) 986-8560	Fujitsu Transaction Solutions 1821 Walden Office Square Suite 220 Schaumburg, IL 60173
Recommended Hotels State that you are with Fujitsu (or Fujitsu-ICL or ICL) for the reduced hotel rates.	AmeriSuites 5229 Spring Valley Road Dallas, TX 75240 (972) 716-2001 (972) 716-4054 (FAX) [The AmeriSuites will be \$60, and is about 7 minutes from Fujitsu by car.] Candlewood Suites 13939 Noel Road Dallas, TX 75240 (972) 233-6888 (972) 233-1449 (FAX) [The Candlewood Suites has traditionally been priced at \$69 and is about 5 minutes from Fujitsu by car.]	Hilton Gardens 30 Ranch Drive Milpitas, CA 95035 (408) 719-1313 (408) 719-0191 (FAX) Holiday Inn Crowne Plaza 777 Bellew Drive Milpitas CA, 95035 (408) 321-9500 (408) 321-9599 [The Hilton Gardens and Holiday Inn Crowne Plaza are 5-20 minutes from Fujitsu depending upon traffic.]	Holiday Inn 3405 Algonquin Rd, Rolling Meadows, IL 60008 (847) 259-5000 (847) 259-0597 (fax) (800) 465-4329 (toll-free) 800-HOLIDAY Radisson Hotel Schaumburg 1725 East Algonquin Road Schaumburg, IL 60173 (847) 397-1500 Embassy Suites Hotel 1939 North Meacham Road, Schaumburg, IL 60173 (847) 397-1313 (847) 397-9007 (fax) Hampton Inn Schaumburg 1300 East Higgins Road, Schaumburg, IL 60173 (847) 619-1000 Please call hotel for transportation information
Transportation	“Super Shuttle” has a popular shuttle service from the airport to the hotels. You can call in advance for reservations, wait at the curb for the shuttle, or call from the courtesy phone bank near baggage claim. The price is \$12, and the number for advance reservations is (817) 329-2080. Free shuttle from either the Sumner or Candlewood Suites to Fujitsu.	Free shuttle service from San Jose airport to the Hilton Gardens or the Holiday Inn Crowne Plaza. Call hotel advance to arrange. Free shuttle service to Fujitsu. Request from hotel upon arrival to arrange.	

Please email Randy Mans at rmans@ftxs.fujitsu.com to arrange or confirm attendance at all courses regardless of location. Note the requirements in the Fujitsu *Course Guide* summaries. Space is limited, so we recommend that you reserve course spaces quickly.

To Your Success,

Tony

Tony van Soenter
Director: Supermarket Systems