

Update Bulletin

StoreNext Education

February 22, 2012

StoreNext is pleased to offer a full training schedule for 2012. See the ISS45 Course Guide and Catalogue (available on the [StoreNext Dealer Support Web site](#)) for complete information regarding the content of these courses. See the [Education and Training Page](#) of the Web site for the currently-scheduled courses.

Please read the attendance and no-show policy in the Course Rules section below. Also, specifically please see Dealer Policies and Procedures ET4 (Education Enrollment and Cancellation Procedures) for detailed enrollment information.

EDUCATION INFORMATION

- Course tuition fees are now eligible for Co-op Credits. Depending on the course, some qualify for 100% credit, and others (with third-party provided content and/or presenters) qualify for other percentages. The percent amount for any course is listed in the Education Schedule table on the StoreNext Dealer Support Web site.
- The service and support course for ISS45 Fuel is scheduled as well as available to be scheduled on request. The course normally runs 4-5 days from 1:00 p.m. on a Monday to noon on Friday. Please note the special hardware requirements for attendees of this course, spelled out in the Course Catalog.
- Advanced V8 Customization and Programming will be presented upon request. This course is for advanced and qualified ISS45 support personnel with pre-existing capabilities in the areas of Active-X API/Objects, Visual Basic, Visual C++ Crystal reports and so forth. StoreNext Field Systems Engineering will qualify and approve all applicants. See [course catalogue](#) for details.
- The prior Web-based courses for RBO have been broken up into several special sessions to provide greater depth. Please see the several new course sections of #9054 below.
- StoreNext's emphasis will be to offer sessions for newer configurations and products – such as StoreNext ScanMaster V2, U-Scan Self-Checkout, RBO, 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.
- StoreNext has shipped the RBO Electronic Training CD-ROM (Course #9053) to all StoreNext Dealers. This self-paced course is an ideal way to get started with RBO as well as reinforce other RBO education and training.
- StoreNext will present the RBO Web-Based Service and Support course (Course #9054) at times offered below. This 1½-day course gets Dealers going and able to sell RBO and support it under the Type I support arrangement. We expect to schedule additional sessions of this course in the near future.

- StoreNext will present the RBO Service and Support course (Course #9055) at times offered below. This is a 3-day course required for Dealer certification for Type II (full supporting Dealer) support. We expect to schedule additional sessions of this course in the near future.
- StoreNext will present the ISS45 Version 8 and Windows POS Service and Support course (Course #9026) upon request as well as via regularly-scheduled classes. New dealers coming over may need this information, and if so then these courses will be scheduled. This has been expanded to a 5-day course.
- StoreNext will be happy to arrange for Course #9051, "RBO Management Overview" to be presented at your Dealer site. Please contact your StoreNext representative to schedule this session to help you plan your strategy for success with RBO.
- 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 provided by arrangement with ACI. Call 760 942-2425 to arrange presentations of this course.
- StoreNext will conduct courses at Customer or Dealer sites given sufficient attendance and commercial arrangements. Please contact your StoreNext Account Representative.

COURSE CONTENT

Course content is detailed in the [Course Catalog](#) available from the StoreNext Dealer Support Web site. The catalog provides course syllabus, cost, prerequisite and other information.

COURSE RULES

StoreNext courses are administered under these guidelines:

- Course positions are assigned on a first-come, first-served basis. E-mail our Education Manager (currently Jeff Galing Jeff.Galing@Retalix.com) if you want to attend.
- All StoreNext courses are chargeable at the above-published prices. None are included with "start-up" or other kits. Purchase Orders from the Dealer must be received prior to locking a course position. (See Dealer Policies and Procedures ET4, Education Enrollment and Cancellation Procedures.)
- As a result, you'll be asked to provide a P.O. for the tuition, filed with StoreNext Order Entry with a copy to Jeff. Your place is not secured until the P.O. has been received.
- Course attendance will be evaluated two weeks from the start date. If there is an insufficient number attending the course (as measured by the P.O.s received), the course will likely be canceled. For a classroom course, StoreNext normally requires at least four attendees.
- If a Dealer 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 Dealers, and additional space remains. This judgment will be made two weeks from the start date.
- No-shows and cancellations within 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.



- 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.”

Please e-mail Jeff Galing, [StoreNext’s Education Manager](#) to arrange or confirm attendance at all courses regardless of location. Note the requirements in the StoreNext *Course Guide and Catalogue* summaries. Space is limited, so we recommend that you reserve course spaces as soon as you know you need to attend.

The charts on the pages following provide location, hotel and transportation information for course attendees.



LOCATIONS

Area	Location	Recommended Hotels	Transportation
Pittsburgh / Warrendale	Retalix Pittsburgh 797 Commonwealth Drive Warrendale, PA 15086 724 776-5544 Click for Map	Hampton Inn Cranberry 210 Executive Drive Cranberry Twnp, PA 16066 724-776-1000 Ask for Retalix or IBM rate Holiday Inn Express 20003 Route 19 Cranberry Township, PA (724) 772-1000 Fairfield Inn 30 Saint Francis Way Cranberry Township, PA (724) 772-0600	The Hampton hotel is five minutes from the Retalix facility. Car Rental is the most practical. The airport is 35 minutes away from the hotel if traffic is reasonable.
Dayton	Retalix Dayton Center 2490 Technical Drive Miamisburg, OH 45342 (800) 533-2277 Click for map	Courtyard by Marriott 100 Prestige Place Miamisburg, OH 45342 (937) 433-3131 Holiday Inn-Dayton Mall 31 Prestige Place Miamisburg, OH 45342 (937) 434-8030 Doubletree Guest Suites 300 Prestige Place Miamisburg, OH 45342 (937) 436-2400 Signature Inn 250 Byers Road Miamisburg, OH 45342 (937) 865-0077 Residence Inn by Marriott 155 Prestige Place Miamisburg, OH 45342 (937) 434-7881	Some of the above hotels will have free shuttle service to the Dayton facility. Directions: From the North, Travel I 75 South to Miamisburg-Centerville Rd. SR 725 (Exit 44) Turn Right onto 725 Take first left (at light) onto Byers Rd. Proceed past Lyons Rd. (2nd traffic light) and take a Right on the 2nd side street - Technical Drive Retalix is the last building on the left (2490 Technical Drive) 800-533-2277
Montreal	Fujitsu Montreal Center Training Center 4700 De La Savane Montreal, Canada (514) 738-4740 Click for map	Ruby Foos 7655 Decarie Blvd. Montreal, QC Canada H4P 2H2 (514) 731-7701 Mention Fujitsu for a \$105 CDN rate.	Approx ¼ mile from Fujitsu About \$20CDN cab from airport Click for map



Area	Location	Recommended Hotels	Transportation
Dallas / Plano	StoreNext Headquarters 6100 Tennyson Parkway Suites 130/150 Plano, TX 75024 972-265-4800 Click for Map	<p>Aloft Plano 6853 North Dallas Parkway Plano, Texas 75024 Phone: 214 474-2520 Retailix rate: \$88.00 (Next door/walking distance)</p> <p>Hampton Inn Frisco Hampton Suites North 3199 Parkwood Blvd. Frisco, Texas 75034 Phone: 972-712-8400 StoreNext rate: \$109.00</p> <p>Holiday Inn Express North Tollway Plano 3101 North Dallas Parkway Plano, Texas 75093 Phone: 972-403-1112 Retailix Rate: \$79.00</p> <p>AmeriSuites Dallas Plano 3100 Dallas Parkway Plano, Texas 75093 Phone: 972-378-3997 Fujitsu Rate: \$65.00 (?)</p> <p>Candlewood Suites 4701 Legacy Drive Plano, TX 75024 972-618-5446</p>	<p>All these hotels are between 5 and 15 minutes away from StoreNext.</p> <p>Car Rental is the most practical. The airport is 30 minutes or less away from StoreNext if traffic is light.</p> <p>Attendees are advised to take the following route to and from the airport to the Plano area:</p> <ul style="list-style-type: none"> • Proceed to Highway 161 N from the Rental Center • Continue north on this toll road after passing I-635 • Highway becomes the George Bush Turnpike. Stay on it until you come to the Dallas North Tollway • Take the Dallas North Tollway NORTH and follow the signs to Tennyson. • To return to the airport, reverse the directions. To get to the rental return, exit Highway 161 at the "Northgate Exit", turn right onto Northgate and replace the gas at the Chevron station on the right at the Valley View Lane intersection. <p>Note that this route has four small tolls, but door-to-door takes less than 30 minutes even when trying to make a plane in evening rush-hour traffic after the class.</p>

