

Update Bulletin

ISS45 Education Schedule

March 24, 2005

StoreNext is pleased to offer the following courses in the coming months. See the ISS45 Course Guide (available on the [StoreNext 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. Also, specifically please see Dealer Policies and Procedures ET4 (Education Enrollment and Cancellation Procedures) for detailed enrollment information.

EDUCATION INFORMATION

- New courses have been added for ScanMaster Sales and ScanMaster Support. The first sessions of the sales course will be in Pittsburgh March 31 / April 1 and then in Sunnyvale California April 7/8. The Software Support course is still being scheduled at this point.
- A new course has been added – Advanced V8 Customization and Programming. This course was presented twice in 2004 and will be added again in 2005 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 catalog](#) 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 2.1.2, 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.
- See especially the new upcoming U-Scan self-checkout courses in the schedule below. StoreNext will update the course catalog with these courses. Please contact [Larry Schmitz](#), StoreNext's U-Scan Business Development Specialist, to schedule this session to help you plan your strategy for success with self checkout.
- 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.

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StoreNext Retail Technologies LLC endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.

- 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 – almost all dealer personnel who need this course have already attended. 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 is eager to provide Course #9051, “RBO Management Overview” in your Dealer site. Please contact [Drew Otte](#), StoreNext’s RBO Business Development Specialist, 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 [Steve](#), [Pat](#), or [Jim](#).

COURSE SCHEDULE

Course Title	Location	Dates
#9066 U-Scan Cashier Training (Train-the-Trainer) Course	Montreal	January 31 — February 1, 2005
#9065 U-Scan Support/Help Desk Course	Montreal	February 2 — February 4, 2005
#9054-A RBO Web-Based Course — Receiving and Reporting	Web Based	March 16, 2005 (1:30-4:30 EST)
#9067 U-Scan Service Course	Montreal	March 28 — March 30, 2005
#9068 U-Scan Installation Course	Montreal	March 31 — April 1, 2005
#9074 ScanMaster Sales Course	Pittsburgh / Warrendale	March 31 — April 1, 2005
#9064 U-Scan Sales Course	Montreal	April 5 — April 6, 2005
#9074 ScanMaster Sales Course	San Jose / Sunnyvale	April 6 — April 7, 2005
#9075 Supporting and Servicing ScanMaster Version 2 (StoreNext versions 2.1.2 and later)	Pittsburgh / Warrendale	TBD
#9075 Supporting and Servicing ScanMaster Version 2 (StoreNext versions 2.1.2 and later)	Chicago / Schaumburg	TBD
#9075 Supporting and Servicing ScanMaster Version 2 (StoreNext versions 2.1.2 and later)	San Jose / Sunnyvale	TBD
#9054-B RBO Web-Based Course — Stock Count and Reporting vs. Flex Data Collect with RBO 4.4.0	Web Based	April 14, 2005 (1:30-4:30 EST)
#9066 U-Scan Cashier Training (Train-the-Trainer) Course	Montreal	April 25 — April 26, 2005
#9065 U-Scan Support/Help Desk Course	Montreal	April 27 — April 29, 2005
#9067 U-Scan Service Course	Montreal	May 9 — May 11, 2005
#9068 U-Scan Installation Course	Montreal	May 12 — May 13, 2005
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	May 15 — May 20, 2005
#9054-44 RBO Web-Based Course — A look at the new features of RBO 4.4.0	Web Based	June 14, 2005 (1:30-4:30 EST)
#9054-C RBO Web-Based Course — Item Maintenance/Batch Manager/Release Manager with RBO 4.4.0	Web Based	July 20, 2005 (1:30-4:30 EST)
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	August 9 — August 13

Course Title	Location	Dates
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	August 22 — August 26, 2005
#9054-C RBO Web-Based Course — Building Queries, Reporting, Exporting Data, and Back Office Tasks with RBO 4.4.0	Web Based	September 8, 2005 (1:30-4:30 EST)
#9054-A RBO Web-Based Course — Receiving and Reporting	Web Based	October 18, 2005 (1:30-4:30 EST)
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	November 14 — November 18, 2005
#9054-B RBO Web-Based Course — Stock Count and Reporting vs. Flex Data Collect	Web Based	December 7, 2005 (1:30-4:30 EST)
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	As required. Schedule at least 3-4 weeks in advance.
#9029 Advanced V8 ISS45 Customization and Programming	Plano/Dallas	As required. Schedule at least 3-4 weeks in advance.
#9025 Supporting and Servicing ISS45	TBD	As required. Schedule at least 3-4 weeks in advance.
#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.
#9051 RBO Management Overview	TBD	Schedule custom session with StoreNext.

COURSE CONTENT

Course Title		Audience	Objective	Fee¹
#9021	ISS45 Management Overview	Dealer Management	Provide management the opportunity, solution, strategies, and StoreNext resources to achieve their ISS45 goals	N/C
#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, support 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
#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 V7 and Windows PoS	995
#9028	Customizing ISS45	Programmers	Enable programmers to add features and customize the ISS45 system	995
#9029	Advanced V8 ISS45 Customization and Programming	Programmers	Enable programmers to add features and customize the ISS45 V8 system	395
#9051	RBO Management Overview	Dealer Management	Provide management the opportunity, solution, strategies, and StoreNext resources to achieve RBO goals	N/C
#9053	RBO Electronic Training (provided on CD-ROM to all StoreNext Dealers)	Sales, Support Staff	Provides instruction and backup on the capabilities and modules of RBO.	N/C
#9054-x	RBO Web-Based Course (provided by live instructor over the Internet)	Sales, Support for Dealers providing Type I support	Provide a basic technical and operations overview of RBO	300

¹ See Course Rules, Page 7.

Course Title	Audience	Objective	Fee ¹
#9055 Supporting and Servicing RBO — Dealer Certification Course	Support Staff for Dealers providing Type II support	Prepare the technical support team to configure, tailor, install, operate, support and troubleshoot RBO	² 995
#9064 Selling U-Scan Self Checkout	Sales, Support	Prepare the salespeople to sell U-Scan effectively	³ Basic Pkg
#9065 Supporting U-Scan Self Checkout	Support Staff	Prepare the technical support team to tailor, operate, support and troubleshoot U-Scan for operation of a U-Scan help desk	⁴ Sales/ Svc Pkg
#9066 U-Scan Cashier Training (Train-the-Trainer) Course	Support Staff	Prepare the technical support team to train cashiers	³ Basic Pkg
#9067 Servicing U-Scan Self Checkout	Service Staff	Prepare the service staff to operate, troubleshoot and repair U-Scan hardware	⁴ Sales/ Svc Pkg
#9068 Installing U-Scan Self Checkout	Service Staff	Prepare the service staff to configure and install U-Scan hardware	2,000
#9074 ScanMaster Sales Course	Sales, Support	Prepare the salespeople to sell ScanMaster effectively	395
#9075 Supporting and Servicing ScanMaster Version 2 (StoreNext versions 2.1.2 and later)	Support Staff	Prepare the technical support team to configure, tailor, install, operate, support and troubleshoot ScanMaster	995

Note that attendees to #9025 or #9026 *must* ship their TeamPoS terminal (not counting the Cash Drawer) and PC box 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. StoreNext will ship back to your site via 3-day air at no charge to the Dealer. A similar requirement (PC/Server only) exists for RBO course #9055.

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

² The \$995 tuition covers attendance by two technicians from the same Dealership.

³ This course part of the \$1,000 U-Scan “Basic Training” package.

⁴ This course part of the \$5,000 U-Scan “Sales and Service” package.

COURSE RULES

StoreNext courses run with the following guidelines:

- Course positions are assigned on a first-come, first-served basis.
- 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.
- 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 StoreNext's discretion. For a classroom course, StoreNext normally requires at least four attendees.
- 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.)
- 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.
- 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 email [Alexes Burns](#) to arrange or confirm attendance at all courses regardless of location. Note the requirements in the StoreNext *Course Guide* summaries. Space is limited, so we recommend that you reserve course spaces quickly.

The charts below provide location, hotel and transportation information for course attendees.

LOCATIONS

Area	Location	Recommended Hotels	Transportation
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 \$105CDN rate.	Approx ¾ mile from Fujitsu About \$20CDN cab from airport Click for map

Area	Location	Recommended Hotels	Transportation
Schaumburg / Chicago	StoreNext Retail Technologies 1821 Walden Office Square Suite 220 Schaumburg, IL 60173 (847) 397-6240 Click for map	<p>Radisson Hotel Schaumburg 1725 East Algonquin Road Schaumburg, IL 60173 (847) 397-1500 (800) 333-3333 (Right next door to StoreNext)</p> <p>Holiday Inn 3405 Algonquin Rd, Rolling Meadows, IL 60008 (847) 259-5000 (847) 259-0597 (fax) (800) 465-4329 (toll-free) 800-HOLIDAY</p> <p>Homestead Suites 51 East State Pkwy Schaumburg, IL 60173 847-882-6900 847-882-6925 (fax)</p> <p>Embassy Suites Hotel 1939 North Meacham Road, Schaumburg, IL 60173 (847) 397-1313 (847) 397-9007 (fax)</p> <p>Hampton Inn Schaumburg 1300 East Higgins Road, Schaumburg, IL 60173 (847) 619-1000</p>	<p>The Radisson Hotel Schaumburg is next door to Walden Office Square and a very short walk.</p> <p>Please call other hotels for transportation Information</p>

Area	Location	Recommended Hotels	Transportation
San Jose / Sunnyvale	Fujitsu Sunnyvale Center Training Center 1250 East Arques Avenue Sunnyvale, CA 94085-3470 (408) 737-5450 Click for map	Sheraton 1250 Lakeside Drive Sunnyvale, CA 94085 408-738-4888 Fujitsu rate \$89 Residence Inn 750 Lakeside Drive Sunnyvale, CA 408-720-1000 Sunnyvale Hilton 1250 Lakeside Drive 408-738-4888 Homestead Village 1225 Orleans Drive Sunnyvale, CA 408-734-3431 Silicon Valley Inn 600 North Mathilda 408-735-7800	Some of these hotels offer free airport shuttle service, or shuttle service to Fujitsu. Free shuttle service to Fujitsu. Request from hotel upon arrival to arrange.
Pittsburgh / Warrendale	Retalix Pittsburgh 797 Commonwealth Drive Warrendale, PA 15086 724 776-5544 Click for Map	Hampton Inn Pittsburgh/Cranberry 210 Executive Drive Cranberry Township, PA 16066 724-776-1000 Mention Retalix for the best rates	The 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.

Area	Location	Recommended Hotels	Transportation
Dallas / Plano	StoreNext Headquarters 6100 Tennyson Parkway Suite 130 Plano, TX 75024 972-265-4800 Click for Map	Hampton Inn Hampton Suites North 3199 Parkwood Blvd. Frisco, Texas 75034 Phone: 972-712-8400 Fujitsu Preferred Rate: \$79.00 Holiday Inn Express Suites Frisco 4220 Preston Road Frisco, Texas 75034 Phone: 972-668-9400 Fujitsu Preferred Rate: \$69.00 Holiday Inn Express N Tollway 3101 North Dallas Parkway Plano, Texas 75093 Phone: 972-403-1112 Retalix Preferred Rate: \$69.00 AmeriSuites Dallas Plano 3100 Dallas Parkway Plano, Texas 75093 Phone: 972-378-3997 Fujitsu Preferred Rate: \$65.00	All these hotels are between 5 and 15 minutes away from StoreNext. Car Rental is the most practical. The airport is 30 minutes or less away from StoreNext if traffic is light.

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