

## Update Bulletin

### ISS45 Education Schedule

October 11, 2004

StoreNext is pleased to offer the following courses in the coming months. See the ISS45 Course Guide (available on the [StoreNext Dealer 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

- A new course has been added – Advanced V8 Customization and Programming, with a scheduled session November 16-17 in Plano (Dallas). 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.
- StoreNext's emphasis will be to offer sessions for newer configurations and products – such as 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.
- 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) at times offered below. 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.

This document and information are supplied to StoreNext Retail Technologies personnel and third parties to assist them in doing business with StoreNext. They are not to be used or distributed for any other purpose.

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- 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](#), [Jim](#) or [Joe](#).

## COURSE SCHEDULE

<b>Course Title</b>	<b>Location</b>	<b>Dates</b>
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	April 19 — April 23
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	May 4 — May 6
#9054 RBO Web-Based Course (1:00-4:00 EST)	Web Based	June 17
#9054 RBO Web-Based Course (1:00-4:00 EST)	Web Based	July 29
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	August 9— August 13
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	August 24 — August 26
#9054 RBO Web-Based Course (1:00-4:00 EST)	Web Based	September 9
#9066 U-Scan Cashier Training (Train-the-Trainer) Course	Montreal	October 4 — October 5
#9065 U-Scan Support/Help Desk Course	Montreal	October 6 — October 8
#9064 U-Scan Sales Course	Montreal	October 12 — October 13
#9067 U-Scan Service Course	Montreal	TBD
#9068 U-Scan Installation Course	Montreal	TBD
#9055 Supporting and Servicing RBO — Dealer Certification Course	Dayton	October 26 — October 28
#9026 Supporting and Servicing ISS45 Version 8 and Windows PoS	Schaumburg, IL (near Chicago)	November 8 — November 12
#9029 Advanced V8 ISS45 Customization and Programming	Plano/Dallas	November 16 — November 17
#9064 U-Scan Sales Course	Montreal	December 7 — December 8
#9025 Supporting and Servicing ISS45	TBD	Schedule custom session with StoreNext.
#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

<b>Course Title</b>	<b>Audience</b>	<b>Objective</b>	<b>Fee<sup>1</sup></b>
#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 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	195

<sup>1</sup> See Course Rules, Page 6.

Course Title	Audience	Objective	Fee <sup>1</sup>
#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	<sup>2</sup> 995
#9064 Selling U-Scan Self Checkout	Sales, Support	Prepare the salespeople to sell U-Scan effectively	<sup>3</sup> 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	<sup>4</sup> Sales/ Svc Pkg
#9066 U-Scan Cashier Training (Train-the-Trainer) Course	Support Staff	Prepare the technical support team to train cashiers	<sup>3</sup> Basic Pkg
#9067 Servicing U-Scan Self Checkout	Service Staff	Prepare the service staff to operate, troubleshoot and repair U-Scan hardware	<sup>4</sup> Sales/ Svc Pkg
#9068 Installing U-Scan Self Checkout	Service Staff	Prepare the service staff to configure and install U-Scan hardware	\$ 2,000

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 ISS45 Service and Support courses are of critical importance to personnel planning to install ISS45 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 ISS45 system — 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.

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

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

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

## COURSE RULES

ISS45 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."

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

LOCATIONS

For the Dayton, Montreal and Chicago area courses, the following information may be useful:

Information	Dayton	Montreal	Chicago Area
<b>Course Locations</b>	<p>Retalix Dayton Center 2490 Technical Drive Miamisburg, OH 45342 (800) 533-2277</p> <p><a href="#">Click for map</a></p>	<p>Fujitsu Montreal Center Training Center 4700 De La Savane Montreal, Canada (514) 738-4740</p> <p><a href="#">Click for map</a></p>	<p>StoreNext Retail Technologies 1821 Walden Office Square Suite 220 Schaumburg, IL 60173 (847) 397-6240</p> <p><a href="#">Click for map</a></p>
<b>Recommended Hotels</b>	<p>Courtyard by Marriott 100 Prestige Place Miamisburg, OH 45342 (937) 433-3131</p> <p>Holiday Inn-Dayton Mall 31 Prestige Place Miamisburg, OH 45342 (937) 434-8030</p> <p>Doubletree Guest Suites 300 Prestige Place Miamisburg, OH 45342 (937) 436-2400</p> <p>Signature Inn 250 Byers Road Miamisburg, OH 45342 (937) 865-0077</p> <p>Residence Inn by Marriott 155 Prestige Place Miamisburg, OH 45342 (937) 434-7881</p>	<p>Ruby Foos 7655 Decarie Blvd. Montreal, QC Canada H4P 2H2 (514) 731-7701</p> <p>Mention Fujitsu for a \$105CDN rate.</p>	<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>

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**Transportation  
Information****Dallas****Sunnyvale****Chicago Area**

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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

[Click for map](#)

Approx ¾ mile from Fujitsu  
About \$20CDN cab from airport

[Click for map](#)

The Radisson Hotel Schaumburg is next door to Walden Office Square and a very short walk.

Please call other hotels for transportation Information

[Click for map](#)

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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.