

Training Catalog

- RPR100 - Initial Training (always done as a package) – approx 6 to 8 hours
 - System Overview
 - Tour of Rpro
 - Customization
 - Setup
 - Inventory Entry

- RPR101 - Advanced Inventory Entry & Purchasing/Receiving (always done as a package) – approx 3 hours
 - Purchase Orders
 - Vouchers
 - Advanced Inventory Functions

- RPR102 - Point of Sale training (always done as a package) – approx 4 hours
 - Receipts
 - Customers
 - Sales Orders
 - Check In/Out
 - X/Z Out
 - EFT

- RPR103 - Transfers – approx 2 hours if doing Trans Verification. Approx 1 hour otherwise
 - System Preferences Setup
 - Slips
 - Transfer Orders
 - Trans Verification

- RPR104 - Polling – Approx 1.5 hours
 - Polling Concepts
 - Rpro Setup
 - Scheduler Setup
 - Testing
 - Remote Functions

- RPR105 - Reports (available individually)
 - Basics – approx .5 hour
 - Design- approx 1 hour
 - Report Groups – approx .5 hour
 - Sales Charts – approx .5 hour
 - Using DVS to Mark Customers – approx .5 hour

- RPR106 - Adjustment Memos- approx .5 hour

- RPR107 - Clean House – approx 1 hour

Advanced Retail Management Systems

Training Syllabus and Outline

- RPR108 - Physical Inventory (available individually)
 - Rpro PI – approx 1 hour
 - Percons- approx .5 hour
 - RGIS tool- approx 1 hour

- RPR109 - Accounting Link - approx 1 to 2 hours
 - Installation
 - Configuration
 - Operation and Use

- RPR201 - Shift 4 – approx 2 hours
 - Installation and Setup
 - Administrator Training
 - NetAudit Training

- RPR202 - Auto Utilities (available individually)
 - Auto Purchase Orders – approx 1 hour
 - Auto Transfers – approx 1 hour
 - Auto Min/Max – approx 1.5 hours

- RPR203 - Price/Cost Manager – approx 1 hour
 - Overview/Setup
 - Use

- RPR204 - DVS – approx 2 hours
 - Verification
 - Revision
 - Maintenance
 - Advanced

- RPR207 - Kits and Packages – approx 1.5 hours
 - Kits
 - Packages

- RPR208 - ECI Merchandiser– approx 2.5 hours
 - Installation
 - Preferences Setup
 - Catalog Setup
 - EC Polling
 - Other Areas
 - DVS

- RPR209 - Presets - approx 1.5 hours
 - Installation
 - Setup
 - Use at Point of Sale

- RPR210 - UPS Worldship – approx 2 hours
 - Installation
 - System Overview
 - Obtain Needed Information
 - Optional Export

Advanced Retail Management Systems

Training Syllabus and Outline

- RPR211 - Random Weight Barcodes – approx .5 hour
 - Installation
 - Overview
 - Technical Information
- RPR212 - ARMS e-mail – approx 1 hour
 - Installation
 - Use
- RPR213 - Customer Loyalty - approx 1.5 hours
 - Installation
 - Setup
 - Use
- RPR214 - Pulse – approx 2.5 hours
 - Installation
 - Use
- RPR215 - Stock Audit Tool- approx 2 hours
 - Use
 - Periods
- RPR216 - Broker Services - approx .5 hour
 - Installation
 - Use
- RPR217 - Item Info Fix Tool – approx .5 hour
- RPR218 - Sales Consolidation Tool – approx .5 hour
- RPR219 - Palm Pilot – approx 1.5 hours
 - Computer Setup
 - Palm Use
- RPR220 - Offline Mode – approx 1 hour training and .5 hour install per workstation
 - Setup
 - Operation
- RPR300 - Document Designer – approx 2 hours
 - Basics
 - Advanced
- RPR301 - Bridge Tool – 1 to 3 hours depending on client's needs
 - Exporting Data
 - Importing Data
- RPR302 - Video Loss Prevention – install/setup approx 1 hour per camera (in house only) and approx 5 hours training
 - Installation
 - Setup
 - Use

RPR100 - Initial Training

Client Name: _____ **Date(s) of Training:** _____

A. System Overview (Chapter 1 – User’s Guide)

- _____ 1. Review support vs. client services and off-hours support
- _____ 2. Help options – F1
- _____ 3. E-Manuals – Demo and Use
- _____ 4. Non-Rpro navigation
- _____ 5. Rpro entry (importance of date)
- _____ 6. Basic Rpro navigation
- _____ 7. Importance of Key
- _____ 8. Tolerant vs. intolerant activities
- _____ 9. “Run Master Workstation” message
- _____ 10. Backups

B. Tour of Rpro (Chapter 2 – User’s Guide)

- _____ 1. POS
- _____ 2. Merchandise
- _____ 3. Purchasing
- _____ 4. Transfers (if multi-store)
- _____ 5. Adjustments
- _____ 6. Analysis
- _____ 7. Options
- _____ 8. Tools
- _____ 9. Rpro Box in right corner
- _____ 10. E-Manuals

C. Customization (done as you go) (Chapter 2 – User’s Guide)

- _____ 1. Context menu
- _____ 2. Form design
- _____ 3. List design
- _____ 4. Labels
- _____ 5. Shortcut keys

D. Setup (Chapter 2 – User’s Guide)

- _____ 1. Rpro DB
- _____ 2. System Preferences
- _____ 3. Workstation Preferences
- _____ 4. Security Administrator

E. Inventory Entry (Chapters 3 & 4 – User’s Guide)

- _____ 1. Vendor entry
- _____ 2. Department Code entry
- _____ 3. Inventory creation in List view
- _____ 4. Inventory creation in Form view
- _____ 5. Style vs Item entry

_____ **Client’s Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR101 - Advanced Inventory Entry & Purchasing/Receiving Training

Client Name: _____ Date(s) of Training: _____

A. Purchase Orders (Chapter 6 – User's Guide)

- _____ 1. For re-order merchandise
- _____ 2. For new merchandise
- _____ 3. Editing
- _____ 4. Copying
- _____ 5. PO file maintenance
- _____ 6. Drop Ship vs Marked For PO
- _____ 7. Transfer Order generation

B. Vouchers (Chapter 7 – User's Guide)

- _____ 1. Against a PO
- _____ 2. Without a PO – new merchandise
- _____ 3. Without a PO – re-ordered merchandise
- _____ 4. RCC
- _____ 5. Return Vouchers
- _____ 6. Hold/Unhold
- _____ 7. Tag printing
- _____ 8. Editing for freight and invoice information

C. Advanced Inventory Functions (Chapter 4 – User's Guide)

- _____ 1. Case Information *
- _____ 2. Serial Numbers *
- _____ 3. Committed
- _____ 4. Adjusting or rounding prices
- _____ 5. Price levels
- _____ 6. Filter View
- _____ 7. Search
- _____ 8. Allocation Patterns
- _____ 9. Shortcut keys
- _____ 10. Promo Pricing *

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

* Not applicable to all clients

RPR102 - Point of Sale Training

Client Name: _____ **Date(s) of Training:** _____

A. Receipts (Chapter 10 – User’s Guide)

- ____ 1. Different sales files/months
- ____ 2. Without a customer
- ____ 3. With a customer
- ____ 4. Selling multiples
- ____ 5. Giving a line item discount
- ____ 6. Giving a global discount
- ____ 7. Returns
- ____ 8. Exchanges
- ____ 9. Store Credit
- ____ 10. Gift Certificates
- ____ 11. Selling items without a barcode
- ____ 12. Fees
- ____ 13. Hold/Unhold
- ____ 14. Changing tax areas
- ____ 15. Shipping
- ____ 16. Reverse, Copy, Correct

B. Customers (Chapter 9 – User’s Guide)

- ____ 1. Adding
- ____ 2. Finding
- ____ 3. History
- ____ 4. Deactivate vs. Delete

C. Sales Orders (Chapter 12 – User’s Guide)

- ____ 1. How to create
- ____ 2. How to take deposits
- ____ 3. Creating a PO from an SO
- ____ 4. Completing the SO (invoice against vs record)
- ____ 5. Registries

D. Check In/Out (Chapter 2 – User’s Guide)

- ____ 1. How to do
- ____ 2. Status
- ____ 3. Editing the time/date
- ____ 4. Running the check in/out shift report

E. X/Z Out (Chapter 11 – User’s Guide)

- ____ 1. X-out
- ____ 2. Z-out

F. EFT (Chapter 11 – User’s Guide)

- ____ 1. Batching
- ____ 2. Running reports

_____ **Client’s Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR103 - Transfers Training

Client Name: _____ **Date(s) of Training:** _____

A. System Preferences Setup (User's Guide – Chapter B)

- ____ 1. Options>System Preferences>Transfers

B. Slips (User's Guide – Chapter 8)

- ____ 1. Out Slips
- ____ 2. In Slips
- ____ 3. RCC

C. Transfer Orders (User's Guide – Chapter 8)

- ____ 1. Create
- ____ 2. Item Allocation
- ____ 3. Generate Slips

D. Trans Verification (User's Guide – Chapter 8)

- ____ 1. Resolve
- ____ 2. Resolve All
- ____ 3. Update All
- ____ 4. Purge Marked
- ____ 5. Fixing Mis-matches

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR104 - Polling Training

Client Name: _____ **Date(s) of Training:** _____

A. Polling Concepts (Chapter 15 – User’s Guide)

- ____ 1. Process Out
- ____ 2. Process In
- ____ 3. Exchange
- ____ 4. Initialize
- ____ 5. Regenerate

B. Rpro Setup (Chapter 15 – User’s Guide)

- ____ 1. Create Stations
- ____ 2. Set up polling checklists

C. Scheduler Setup (TS8 – User’s Guide)

- ____ 1. Create a master polling timeline
- ____ 2. Create the 4 polling tasks
- ____ 3. Save and make default

D. Testing

- ____ 1. Initialize Remote
- ____ 2. Run all Tasks from within Rpro
- ____ 3. Run all Tasks from the Scheduler

E. Remote Functions (Chapters 6 & 7 – User’s Guide)

- ____ 1. Proposed PO
- ____ 2. Pending PO
- ____ 3. Proposed Voucher
- ____ 4. Pending Voucher

_____ **Client’s Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR105 - Reports Training

Client Name: _____

Date(s) of Training: _____

A. Basics (Chapter 14 – User’s Guide)

- ____ 1. Journals
- ____ 2. Merchandise
- ____ 3. Summaries
- ____ 4. Lists
- ____ 5. How to export
- ____ 6. How to print

B. Design (Chapter 14 – User’s Guide)

- ____ 1. Copy/Edit
- ____ 2. New
- ____ 3. Layout
- ____ 4. Sort
- ____ 5. Totals
- ____ 6. Ranking
- ____ 7. Filters
- ____ 8. Appearance
- ____ 9. Field Length

C. Report Groups (Chapter 14 – User’s Guide)

- ____ 1. Creating
- ____ 2. Scheduling

D. Sales Charts

E. Using DVS to Mark Customers

- ____ 1. Running DVS
- ____ 2. Creating a report off the Mark field

_____ **Client’s Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR106 - Adjustment Memo Training

Client Name: _____

Date(s) of Training: _____

A. Memos (Chapter 13 – User's Guide)

- ____ 1. Types
- ____ 2. How to create
- ____ 3. Reasons. Can predefine in system preferences
- ____ 4. Old vs. Adjustment vs. Dif
- ____ 5. Former Memos
- ____ 6. Reversing a Former Memo

RPR107 - Clean House Training

Client Name: _____

Date(s) of Training: _____

A. Clean House (Chapter 5 – User's Guide)

- ____ 1. Obligated column
- ____ 2. Filter View
- ____ 3. AutoMark
- ____ 4. Manual Mark
- ____ 5. AutoMark/Manual
- ____ 6. Clean

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR108 - Physical Inventory Training

Client Name: _____

Date(s) of Training: _____

A. Rpro PI (TS11 – User’s Guide)

- ____ 1. WS Preferences set up
- ____ 2. PI Preferences set up
- ____ 3. Creating a new PI
- ____ 4. Inputting counts
- ____ 5. Dealing with errors
- ____ 6. Printing Discrepancies
- ____ 7. Correcting counts
- ____ 8. Preparing and polling the PI from the remote to the main
- ____ 9. Updating the PI at the main
- ____ 10. Archived PI’s
- ____ 11. Filtered PI’s

B. Percons

- ____ 1. Scanning barcodes
- ____ 2. F2 to change quantity
- ____ 3. How to Download
- ____ 4. Test download on a receipt
- ____ 4. How to Clear
- ____ 5. How to Unfreeze

C. RGIS Tool (TS11 – User’s Guide)

- ____ 1. How to import counts
- ____ 2. Dealing with errors

_____ **Client’s Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR109 - Accounting Link Training

Client Name: _____ **Date(s) of Training:** _____

A. Installation

- _____ 1. Installed on correct workstation?
- _____ 2. Documentation – Where to find PDF docs.
- _____ 3. What to know in Retail Pro doc. (AR & AP flag, Accounting Checkmarks)
- _____ 4. Discuss Accounting software brand functions and limitations
 - _____ A QuickBooks
 - _____ B. BusinessWorks Gold
 - _____ C. MAS 90 / MAS 200
 - _____ D. Great Plains

B. Configuration (Options\Preferences)

- _____ 1. Accounting Link – Accounting Software
- _____ 2. GL Accounts
- _____ 3. GL Options
- _____ 4. AR Options
- _____ 5. AP/TC Options
- _____ 6. System Options
- _____ 7. Store Account Manager
- _____ 8. Explanation of accounts required
- _____ 9. Accounting Brand / Version Set Ups.
- _____ 10. Adding accounts to COA in Accounting software
- _____ 11. Initialize Customers and /or Initialize Vendors

C. Operation and use of Acctlink

- _____ 1. Batch Type Explained
- _____ 2. How to make a Receipts Batch
- _____ 3. How to make a Voucher Batch
- _____ 4. How to make a Slip or Memo Batch
- _____ 5. How to make a Time Card Batch
- _____ 6. Importing New Customers and Vendors (AR & AP flag in Retail Pro)
- _____ 7. Accounting MARKS on documents on Retail Pro
- _____ 8. Posting or importing batch files , based on Accounting software.

D. Ongoing support and training

- _____ 1. Who to call
- _____ 2. Frequency of response
- _____ 3. Accounting software version changes

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR201 - Shift 4

Client Name: _____

Date(s) of Training: _____

A. Installation and Setup

- _____ 1. NetAPI software was installed
- _____ 2. Express Client and Web server were configured
- _____ 3. Web Chat was set up & Updates were applied

B. Administrator Training

- _____ 1. I was given my account number/NetAPI serial number
- _____ 2. I know how to log in as the Administrator
- _____ 3. I know not to log in as the Administrator unless I am creating administrator user type
- _____ 4. I understand the difference between logging in as the user Administrator and being a user who is an administrator
- _____ 5. I understand how to set up other administrator user types
- _____ 6. I understand how to set up standard user types
- _____ 7. I have documented the Administrator recovery password & 5 questions/answers and they are in a safe place (I.E., fireproof safe)
- _____ 8. I know how to change a users password should they become locked out or forget
- _____ 9. I understand if I forget the passwords and 5 questions for the user Administrator I will need to contact Shift 4 to get access to the Administrator account
- _____ 10. I have been provided with the Shift 4 contact information

C. NetAudit Training

- _____ 1. I know the differences between the Home page options
- _____ 2. I understand how to view my transactions
- _____ 3. I understand what Tools >View Options will change
- _____ 4. I understand I need to select a business date to close batches
- _____ 5. I understand the differences between "All transactions through the and selected date", "Only transactions for the selected date" (the one you will use majority of the time) "All transactions regardless of the date"
- _____ 6. I know how to close the batch
- _____ 7. I know how to print a report and the different options for view a report
- _____ 8. I know how to search for closed batches and how to print them

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR202 - Auto Utilities Training

Client Name: _____

Date(s) of Training: _____

A. Auto Purchase Orders (Chapter 6 – User's Guide)

- _____ 1. General tab page
- _____ 2. PO Info tab page
- _____ 3. Analysis tab page
- _____ 4. Elements tab page
- _____ 5. Criteria tab page
- _____ 6. Run
- _____ 7. Review in PO file

B. Auto Transfers (Chapter 8 – User's Guide)

- _____ 1. Source tab page
- _____ 2. Target tab page
- _____ 3. Elements tab page
- _____ 4. Criteria tab page
- _____ 5. Run
- _____ 6. Review in TO file

C. Auto Min/Max (Chapter 5 – User's Guide)

- _____ 1. Filters
- _____ 2. Formula
- _____ 3. Sales
- _____ 4. Calc
- _____ 5. Review
- _____ 6. Update

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR203 - Price/Cost Manager Training

Client Name: _____

Date(s) of Training: _____

A. Overview/Setup

- _____ 1. Reasons for using
- _____ 2. RproDB setup
- _____ 3. System Preference setup
- _____ 4. Price/Cost Manager Options setup
- _____ 5. Price/Cost Manager Tools setup
- _____ 6. Turn on tracking of adjustment memos in sys preferences so you can run reports on markdowns

B. Use (Chapter 5 – User's Guide)

- _____ 1. Mkdn P\$ column
- _____ 2. Manual Markdowns
- _____ 3. Using "Adjust Prices" to do automatic markdowns
- _____ 4. Filter View
- _____ 5. "Update" now
- _____ 6. "Update" planned
- _____ 7. Price Levels
- _____ 8. "Clear Markdown"
- _____ 9. "Plan Markdown"

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR204 - Data Verification System Training

Client Name: _____

Date(s) of Training: _____

A. Verification (TS17 – User's Manual)

- ____ 1. Sequence Check
- ____ 2. Audit
- ____ 3. Force Milestone

B. Revision (TS17 – User's Manual)

- ____ 1. Item SID Check
- ____ 2. Style
- ____ 3. Item
- ____ 4. Grid Diagnosis
- ____ 5. Customer
- ____ 6. Archived Customer
- ____ 7. Flag Customers
- ____ 8. Item Find/Rpl
- ____ 9. Customer Find/Rpl
- ____ 10. Store Find/Rpl

C. Maintenance (TS17 – User's Manual)

- ____ 1. Purge Customers
- ____ 2. Purge POs
- ____ 3. Purge SOs
- ____ 4. Purge Tos
- ____ 5. Reanalyze Dates
- ____ 6. Recalculate S/C
- ____ 7. Recalc In-Transit
- ____ 8. Recalc Committed
- ____ 9. Recalc SRO
- ____ 10. Rebuild Rcvd Qty

D. Advanced (TS17 – User's Manual)

- ____ 1. Item SID
- ____ 2. Style SID
- ____ 3. Document SID
- ____ 4. Customer SID
- ____ 5. Reassign SID
- ____ 6. Repair
- ____ 7. Reconstruct

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR207 - Kits & Packages Training

Client Name: _____

Date(s) of Training: _____

A. Kits (Chapter 4 – User's Guide)

- ____ 1. How to configure
- ____ 2. How to assemble
- ____ 3. How to sell
- ____ 4. How to break

B. Packages (Chapter 4 – User's Guide)

- ____ 1. How to configure
- ____ 2. How to sell

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR208 - ECI Merchandiser Training

Client Name: _____ Date(s) of Training: _____

A. Installation (TS13 – User's Guide)

- ____ 1. New Key code
- ____ 2. ECI install
- ____ 3. Create shortcut(s)

B. Preferences Setup (TS13 – User's Guide)

- ____ 1. General
- ____ 2. Display
- ____ 3. Shipping
- ____ 4. Availability
- ____ 5. Taxes
- ____ 6. Prices
- ____ 7. Orders
- ____ 8. Polling
- ____ 9. Home Page
- ____ 10. Word Mapping

C. Catalog Setup (TS13 – User's Guide)

- ____ 1. Catalogs
- ____ 2. Rpro Info
- ____ 3. Web Info
- ____ 4. Short Description
- ____ 5. Long Description
- ____ 6. Product Links
- ____ 7. Images

D. EC Polling (TS13 – User's Guide)

- ____ 1. Production
- ____ 2. Practice
- ____ 3. Process Out Data
- ____ 4. Exchange Data
- ____ 5. Process In Data
- ____ 6. Initialize Out Data

E. Other Areas (TS13 – User's Guide)

- ____ 1. View Web Site
- ____ 2. EC Sales
- ____ 3. EC Reports

F. DVS

- ____ 1. Advanced>Item SID
- ____ 2. Advanced>Style SID

_____ Client's Signature _____ Date

_____ Printed Name

_____ for ARMS use

RPR209 - Presets Training

Client Name: _____ Date(s) of Training: _____

A. Installation

- ____ 1. Executable
- ____ 2. Plugins
- ____ 3. Install .lic file
- ____ 4. Register the RDA2.dll

B. Setup

- ____ 1. Menu
- ____ 2. Related items
- ____ 3. Non-related items
- ____ 4. Inventory setup
- ____ 5. Preset Images

C. Use at Point of Sale

- ____ 1. POS>Receipts>New>Presets

_____ Client's Signature _____ Date

_____ Printed Name

_____ for ARMS use

RPR210 - UPS WorldShip Training

Client Name: _____ Date(s) of Training: _____

F. Installation

- _____ 1. Plugins
- _____ 2. Install .lic file

G. System Overview

- _____ 1. Obtain UPS shipping rates
- _____ 2. Track shipment information
- _____ 3. Export shipment information for use by UPS WorldShip software (optional)

H. Obtain UPS Shipping Rates

- _____ 1. Define weight and dimensions in inventory
- _____ 2. Navigate POS screen
- _____ 3. Changing pick up type and package type
- _____ 4. Insurance
- _____ 5. Obtaining rates

I. Obtaining Shipment Tracking Information

- _____ 1. Navigate tracking screen
- _____ 2. Finding the tracking information
- _____ 3. Reading the activity box
- _____ 4. Invalid tracking numbers
- _____ 5. Inquiry for multiple shipments

J. Export Shipment Information (optional)

- _____ 1. Generating the export file
- _____ 2. Run WSExport.txt
- _____ 3. Export to WorldShip
- _____ 4. Overwriting the existing file
- _____ 5. Lock message

_____ Client's Signature _____ Date

_____ Printed Name

_____ for ARMS use

RPR211 - Random Weight Barcodes Training

Client Name: _____ **Date(s) of Training:** _____

A. Installation

- ____ 1. Plugins
- ____ 2. Install .lic file

B. Overview

- ____ 1. Random weight barcode functionality

C. Technical Information

- ____ 1. Enter items in inventory
- ____ 2. Barcode format
- ____ 3. Reporting

RPR212 - ARMS E-Mail Training

Client Name: _____ **Date(s) of Training:** _____

A. Installation

- ____ 1. Preparation
- ____ 2. Installation
- ____ 3. Creating shortcut

B. Use

- ____ 1. Sending e-mails
- ____ 2. Getting e-mails

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ **for ARMS use**

RPR213 - Customer Loyalty Training

Client Name: _____

Date(s) of Training: _____

A. Installation

- ____ 1. Executable
- ____ 2. Plug-ins
- ____ 3. Install .lic file
- ____ 4. Register RDA2.dll
- ____ 5. Verify "start in" in icon properties

B. Setup

- ____ 1. Run Setup Wizard
- ____ 2. Running again does not convert existing data

C. Use

- ____ 1. Redeeming
- ____ 2. Adjusting on return receipts
- ____ 3. Reversed receipts

RPR214 - Pulse Training

Client Name: _____

Date(s) of Training: _____

A. Installation (TS 23 – User's Guide)

- ____ 1. Must have Broker Services installed and running before beginning
- ____ 2. Pulse Taker installation
- ____ 3. Pulse! installation

B. Use (TS 23 – User's Guide)

- ____ 1. Information flows from Remote to Main only
- ____ 2. Use of data streaming information

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR215 - Stock Audit Tool Training

Client Name: _____ **Date(s) of Training:** _____

A. Steps to Use (TS26 – User's Guide)

- ____ 1. Create a new period
- ____ 2. Enter vendor invoice information
- ____ 3. Assign each invoice to a voucher
- ____ 4. Reprocess inventory
- ____ 5. Close period
- ____ 6. View the Ledger

B. Periods (TS26 – User's Guide)

- ____ 1. How to archive
- ____ 2. How to reopen
- ____ 3. How to delete

RPR216 - Broker Services Training

Client Name: _____ **Date(s) of Training:** _____

A. Installation

- ____ 1. Install new key code
- ____ 2. At both Main and Remote
- ____ 3. Rpro setup

B. Use

- ____ 1. Without Pulse
- ____ 2. With Pulse

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR217 - Item Info Fix Tool Training

Client Name: _____ **Date(s) of Training:** _____

A. Operation (TS21 – User's Guide)

- ____ 1. Installation
- ____ 2. Specifying the Tool's Instructions
- ____ 3. Running the Tool

RPR218 - Sales Consolidation Tool Training

Client Name: _____ **Date(s) of Training:** _____

A. Sales Consolidation Tool (TS3 – User's Guide)

- ____ 1. Running the tool
- ____ 2. Running reports with consolidated files
- ____ 3. Consolidated vs. Original files

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR219 - Palm Pilot Training

Client Name: _____

Date(s) of Training: _____

A. Setting up Computer (HotSync application and RPro)

- _____ 1. How to choose comport
- _____ 2. Workstation Preferences
- _____ 3. PI Tool – WS Preferences
- _____ 4. Basic Mode Vs. Smart Mode
- _____ 5. How to synchronize inventory to Palm (only for Smart Mode Training)
- _____ 6. Adding counts from Palm
 - _____ 6a. PI Tool, only if training for a PI
 - _____ 6b. Documents – receipts, SOs, POs, etc

B. Palm (Basic use and Smartscan software)

- _____ 1. How to find the Smartscan software
- _____ 2. How to scan items
- _____ 3. How to look at quantities
- _____ 4. How to manually add items
- _____ 5. How to manually add quantity (items that have already been counted)
- _____ 6. Preferences (including how to delete counts)
- _____ 7. Different ways to view inventory (Smart Mode only)

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR220 - Offline Mode Training

Client Name: _____

Date(s) of Training: _____

A. Setup (E6 – User's Manual)

- ____ 1. ADR server
- ____ 2. Building the ADR and the LDR

B. Operation (E6 – User's Manual)

- ____ 1. Refreshing the ADR and the LDR
- ____ 2. Forcing a WS to launch in offline
- ____ 3. Launching offline POS
- ____ 4. Feature of offline POS
- ____ 5. Offline recovery
- ____ 6. Offline reporting

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR300 - Document Designer Training

Client Name: _____

Date(s) of Training: _____

A. Basics (TS2 – User's Guide)

- ____ 1. Page properties
- ____ 2. Inserting elements
- ____ 3. Working with elements
- ____ 4. Design Tree
- ____ 5. Printing a design
- ____ 6. Exporting a design

B. Advanced (TS2 – User's Guide)

- ____ 1. Bands
- ____ 2. Advanced element properties
- ____ 3. Schema Editor

RPR301 - Bridge Tool Training

Client Name: _____

Date(s) of Training: _____

A. Exporting Data

- ____ 1. Creating record
- ____ 2. Creating map / assigning record
- ____ 3. Filtering
- ____ 4. File retrieval

B. Importing Data

- ____ 1. Preparing data to import
- ____ 2. Creating records
- ____ 3. Creating map / assigning record
- ____ 4. Filtering

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use

RPR302 - Video Loss Prevention Training

Client Name: _____

Date(s) of Training: _____

A. Installation

- ___ 1. FWManager install
- ___ 2. Termcfg.txt copy to config directory
- ___ 3. Kvideo.bpl into RPRO plugin directory
- ___ 4. KVS.ini into RPRO directory
- ___ 5. FES_RetailPro.exe
- ___ 6. Setup FW3400 Server(s) per tech install guidelines

B. Setup

- ___ 1. Edit termcfg.txt per tech install manual guidelines
- ___ 2. Edit kvs.ini per tech install manual guidelines
- ___ 3. Enable RPRO specific log per tech install manual
- ___ 4. Add video servers to FWManager per manual
- ___ 5. Create Camera Groups per manual
- ___ 6. Modify camera properties to taste

C. Use with RPRO

- ___ 1. Launch FWManager first always
- ___ 2. Launch RPRO
- ___ 3. Ensure that FWManager is collecting RPRO data and video

_____ **Client's Signature** _____ **Date**

_____ **Printed Name**

_____ for ARMS use