13) Continuing Education
Training Assistance is available to aid you in learning different operations of your UNITY system.

Training

1. From the Eagle Browser, **click** on the Training link located on the left side of the window.
2. From the Training Browser window, **click** on the "App Map" link.
3. From the Application Map, **click** on a topic of interest.

4. From the topic’s window, **click** on a link for:
   - Overview Videos
   - Quick Tips
   - Application Training
   - Job Aids
   - Do It Yourself Training (Simulations)
   - Quizzes
   - Other Documentation
**Using Overview Videos**

To complement the text online help, short video tutorials called Overview Videos are available to provide general information on a topic.

To access an Overview Video, look for the Overview Videos shortcut on a topic window of any Training Browser window.

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**QuickTips**

To complement the text online help, short animated tutorials called QuickTips are available. QuickTips can provide more specific information on a procedure.

To access a QuickTip, look for the Quick Tips shortcut on a topic window of any Training Browser window.

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**Application Training**

Application Training resembles a slide show. Unlike a QuickTip, you dictate how fast or slow to advance the presentation. Most of the Advanced Training presentations have sound. The presenter speaks about the slide being shown.

To access an Application Training presentation, look for the Application Training shortcut on a topic window of any Training Browser window.
Job Aids

Job Aids are very short documents that you can use as a reference tool when performing specific tasks.

With their simple step-by-step format, illustrations, and examples, Job Aids simplify your activities on the system, without requiring you to commit information and details to memory.

Just print out a Job Aid, and then use it every time you need to execute a particular procedure. You'll get your work done quicker and easier when you have a Job Aid to guide you through it.

To access a Job Aid, look for the Job Aid shortcut on a topic window of any Training Browser window.

In this example, the Job Aid shown here explains how to create a purchase order.

You can print it out for easy reference.

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**Create a Purchase Order**

You create a purchase order from the Eagle Browser, the Purchasing and Receiving application. After you create the order, you can electronically send it to your vendor.

**Note**

Additional information about creating and sending purchase orders is available in online Help.

1. **Create the purchase order**
   1. From the Eagle Browser, click Purchasing and Receiving.
   2. In the Purchasing and Receiving window, fill in the required fields to create a purchase order header:
      - Vendor code
      - Buyer initials
      - Terms
   3. Click Add P.O.
   4. If a P.O. number is not added by the system, type a P.O. number, and click Add P.O.
   5. Record the P.O. number that is generated by the system.
Do It Yourself Training (Simulations)

The Eagle for Windows Simulations allow you to "Do It Yourself"—that is, to practice basic application procedures in a safe and supportive environment. If you make a mistake, the simulation prompts you with the information you need to complete the application successfully.

To access a Simulation, look for the Do It Yourself shortcut on a topic window of any Training Browser window.

For best results, view the Quick Tip for each procedure first to get a "feel" for the subject.

After the Quick Tip review, proceed through the simulation step-by-step. You will gain valuable practice before going "live."

In this example, this simulation takes you through the steps to create a purchase order.
Quizzes

Quizzes help you determine how much you know about a subject. It’s a good idea to take the Quiz prior to actually performing the procedure “Live”.

To access a Quiz, look for the Quizzes shortcut on a topic window of any Training Browser window.

In this example, the following Quiz tests your knowledge of Point of Sale and Catalog procedures.

![POS and Catalog Quiz]
Other Documentation

You must be connected to the Internet to use this service.

1. To access the Activant support documentation, look for the Documents shortcut on a topic window of any Training Browser window.
2. Click on a hyperlink under the Documents header.
3. You will be taken to the Customer login screen.
4. After you log in, you will be taken to the Customer Site.
5. Some of the support options available at the Customer Site include:
   - Training and Education
   - Support
   - Documentation

Training and Education (a sample of available topics)

<table>
<thead>
<tr>
<th>Ask the Experts</th>
<th>View questions posed by customers during a recent Activant User Conference, and the answers provided by our panel of experts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eagle Training Programs</td>
<td>Detailed information about the training options available.</td>
</tr>
<tr>
<td>Job Aids</td>
<td>Short documents to be used for performing specific work tasks (Activant Eagle for Windows)</td>
</tr>
<tr>
<td>Training Datasheets</td>
<td>View and/or download datasheets that highlight a variety of training tools and service available, including Project Management Services, Key Manager Training, and more.</td>
</tr>
<tr>
<td>Training Tools</td>
<td>Training presentations and other training resources to help you become a power user of the Unity system</td>
</tr>
<tr>
<td>User Conference FAQ's</td>
<td>A list of frequently asked questions and answers from a recent user group meeting in Orlando.</td>
</tr>
</tbody>
</table>
Support (a sample of available topics)

<table>
<thead>
<tr>
<th>Support Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Automatic Software Update (Bed Check)</strong></td>
<td>Learn how to set up your Unity system to automatically update your software program.</td>
</tr>
<tr>
<td><strong>Eagle Flyer Newsletter</strong></td>
<td>View past issues of the Eagle Flyer customer newsletter.</td>
</tr>
<tr>
<td><strong>FAQ's</strong></td>
<td>A question and answer format broken down by application area. The information included here can be copied or printed and kept as reference materials for administrators or in-house personnel in charge of employee training.</td>
</tr>
<tr>
<td><strong>Fast Facts (Fax Back Documentation)</strong></td>
<td>Accounting, Credit Authorization, End Of Year, Inventory, LDT, POS, PC Access, Purchasing &amp; Receiving (etc.)</td>
</tr>
<tr>
<td><strong>Hidden Gems</strong></td>
<td>Unlock some of the undocumented and little know tricks of the Unity system. Forty-four hidden gems are listed here for your viewing pleasure.</td>
</tr>
<tr>
<td><strong>Software Release &quot;What's New&quot; Documentation</strong></td>
<td>What's new documentation for the latest releases of software.</td>
</tr>
</tbody>
</table>

Documentation (a sample of available topics)

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategory</th>
<th>Subcategory</th>
<th>Subcategory</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accounting</strong></td>
<td>Bar Code Information</td>
<td>Credit Card Processing</td>
<td></td>
</tr>
<tr>
<td><strong>Business Advisor &amp; Network Access</strong></td>
<td>Catalog</td>
<td>End Of Year Procedures</td>
<td></td>
</tr>
<tr>
<td><strong>Inventory</strong></td>
<td>Miscellaneous</td>
<td>Point-of-Sale</td>
<td></td>
</tr>
<tr>
<td><strong>Printers, Terminal &amp; Other Equipment</strong></td>
<td>Rental</td>
<td>RF &amp; IST</td>
<td></td>
</tr>
<tr>
<td><strong>System Utilities</strong></td>
<td>Telecommunication</td>
<td>True Value Specific Documentation</td>
<td></td>
</tr>
</tbody>
</table>
ONLINE HELP

There is a wealth of knowledge and information in Online Help.

Benefits:

- Immediate answers to your questions.
- Easily accessed on your system.
- Various search capabilities in On-Line Help.
- Excellent training tools.
- Printable reference materials.

Click on the Help button or press the F1 key on your keyboard.

The Help Topics window opens.

- The Contents Tab sorts information into "books" by topic. It is easily broken down into "pages" of information with a simple click of the mouse.

- The Index Tab contains an alphabetical listing, which can be searched using keywords of your choice.

- Use the Search Tab by typing a keyword and clicking the Display button to list any topics containing your search criteria.
MEMBERSONLINE (MOL)

Path: http://www.membersonline.com / New & Programs / Retail Systems / Unity

As a Member of the True Value family, you have access to Members On Line, a valuable resource for continuing education as well as communications with and from the corporate offices. In the Unity Retail Systems arena, we have provided many useful resources, including Important New Information, Documentation, Best Practices, Presentations and Contact Information.

HARDLINES DIGEST

Path: http://www.hardlinesdigest.com/

Hardlines Digest is a website run by an independent retailer for independent retailers regardless of their store affiliation. The Hardlines Digest goal is to provide tools and techniques to help independent retailers compete in the retail world of the 21st Century.

Many of the subscribers to this service operate Eagle for Windows Point of Sale systems.

You can sign up for this free email service by contacting http://www.hardlinesdigest.com/.

TRUE VALUE MARKET TRAINING

Market continues to be an unparalleled event by offering practical knowledge you can implement immediately to increase productivity and reduce cost. At the True Value Retail Systems Training booth, Unity/Eagle software users will learn how to better optimize their Point of Sale systems.

Retail Systems Training presentations deliver a high level of technical content to help you maximize the value of your Unity system.

One of the Market's "true value" is the opportunity to network with colleagues. Meet, learn, exchange ideas and build lasting relationships with Activant experts, and peers from around the country. Discuss common interests and challenges with your peers in an informal setting.

True Value Retail Systems training offers a unique program you're certain to find informative, exciting and truly memorable.

Please review your Market Invitation for more information.
 REGIONAL USER MEETINGS

Mike Sanders said recently at a Market Training session, "As enthusiastic as our Members have been about our Classroom Training Workshop and our Market Training sessions, they expressed interest in having regional meetings as well. These meetings focus on practical system training that provides immediate benefits. Holding them at locations around the country makes this training accessible to Members who may not have been able to afford the time or expense to send their employees to a Unity Classroom Training Workshop."

Benefits:

- Regional User Meetings are closer to home. Therefore, you will spend a minimal time away from the store.
- These meetings provide you with the opportunity to meet, learn, and exchange ideas with fellow Members.
- It's an opportunity to discuss key challenges with Activant and True Value Retail Systems experts.
- By actively participating, your input influences Retail Systems Training priorities.

Meeting Schedule

Invitations will be made available as these meetings are scheduled.

Meeting Focus for Regional User Meetings

Traditionally, the Regional Users Meeting offers training on Unity/Eagle applications such as inventory, purchasing, electronic invoicing, and many other system applications.

Meetings feature concentrated instruction on how to solve pertinent Unity business problems with practical knowledge that can be implemented immediately to increase productivity and reduce operating cost.

Each meeting is designed to be a forum to discuss an application.

A typical meeting would include:

- How the application is used.
- Answer questions about the application.
- Give suggestions on using the application.
- Listen to and learn from other users.
Meeting Objectives for Regional User Meetings

➢ Help users maximize their investment in Unity/Eagle applications technology
➢ Provide a unified forum for user input to Activant.
➢ Provide Access to new product information
➢ Promote Leadership development opportunities
➢ Participate in group discussions to exchange ideas with your industry peers.

WEB CONFERENCE CENTER

You must be connected to the Internet to use this service.
Activant delivers web-based training on a variety of one- to two-hour modules from beginning to advanced levels.

Further information about this training tool can be accessed through your Training Browser. Locate the link for "Web Conferencing Center".

Documentation Handouts and links to the Activant web-site are also available there.

Web Conference Cost

Training classes are purchased with Training Points that are available from Activant. To purchase Training Points, call your Unity Marketing Representative.

Benefits of the Web Conference for Online Training

➢ The Web Conference Center is a web-based interface that provides interactive learning to system training and demonstrations.
➢ Fits your learning style by offering instructor assisted presentations to small groups.
➢ It's cost effective by allowing you to pay only for what you use. In addition, many of the introductory presentations are available without charge.
➢ Presentation Handouts are provided via a PDF (Acrobat) download.
➢ Make the most of your training budget by putting more time into real training and less time into travel and expense.
Viewing a Calendar of Events

1. From the web address http://www.activant.com/wcc/, click the Calendar shortcut in the left side of the window.
2. From the Calendar page, you can view upcoming Web Conference Center events by week or month.
3. By clicking on the event title you can get additional information about the event or register to attend the event.

Web Conference Registration

When registering for an event, it is important that you complete ALL of the required pages of information and that you receive a Registration Confirmation page AND an email confirming your registration in an event. If you do not receive your email confirmation, please send an email to webconference@activant.com and Activant will assist you in completing your registration.

Contacting Activant Solutions Inc.™

If you have questions or comments about the Web Conference Center, or are having difficulty with the registration process, please send an email with your name, phone number, and complete details of your problem to: webconference@activant.com.

If you are having difficulty using Placeware—our online meeting provider's application—contact their support line at 1-866-493-2825 (toll free in the US) from 12AM to 6PM Pacific Time. Alternatively, you can send an email to: support@placeware.com. Please include your name, phone number, and a brief explanation of the technical trouble you are experiencing.

When in doubt, you can always contact webconference@activant.com.
ACTIVANT PINNACLE TECHNOLOGY CONFERENCE

Path: http://www.activant.com/pinnacle

The Activant Pinnacle Technology Conference is offered twice a year and is a comprehensive and interactive user conference. Multiple sessions are offered to build a customized curriculum for each attendee. There are also many opportunities to interact with other systems users.

Who should attend?

Owners, controllers, bookkeepers, and users of the Unity system should attend this conference. If you want to learn how to better use your system to increase profits, streamline your business and become more competitive, this conference is for you!

➤ Network with fellow Activant system users and Activant management
➤ Boost your system utilization by attending intensive training courses
➤ Learn about the latest new features and future product directions
➤ Problem solve issues with system experts

Testimonials

"If I had to describe the conference in one word, it would be "powerful". In fact, I mentioned it to several people there. It was the most intense and rewarding conference I have attended in a decade."

"I knew I was going to learn new things, but I learned a lot more than I had anticipated. It was well worth the investment."

"The amount of information you receive and the ability to talk to other users; these have paid for themselves and allowed us to better utilize the system."

"I have been to other conferences and the Pinnacle conference was definitely first class. If users are willing and want to learn more about the system, this is the best way I know."
Registration

For registration information, agenda, class schedules, and fees, go to http://www.activant.com/pinnacle/index.cfm or call 800-538-8597.

Agenda (typical)

While the agenda varies from year to year, here is a sample of some classes from a recent conference:

<table>
<thead>
<tr>
<th>Release Highlights</th>
<th>Tips and Tricks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing Round Table Discussion</td>
<td>Eagle for Windows Viewers</td>
</tr>
<tr>
<td>Business Advisor Basics</td>
<td>Key Business Indicators</td>
</tr>
<tr>
<td>Cash Register Plus</td>
<td>Advanced Internet Security</td>
</tr>
</tbody>
</table>

What's included in the Activant Pinnacle Technology Conference?

There are two different Registration Tiers: Standard and Guest.

The Accompanying Guest Registration Fee is less, but the guest package is designed for spouses, friends, and guests. Accompanying Guests may not attend training classes.

<table>
<thead>
<tr>
<th>Typical Standard Registration includes</th>
<th>Typical Guest Registration includes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome reception</td>
<td>Welcome reception</td>
</tr>
<tr>
<td>Three days of high-impact training</td>
<td></td>
</tr>
<tr>
<td>Training materials and vendor presentations</td>
<td></td>
</tr>
<tr>
<td>Breakfasts</td>
<td>Breakfasts</td>
</tr>
<tr>
<td>Lunches</td>
<td>Lunches</td>
</tr>
<tr>
<td>Break Refreshments</td>
<td></td>
</tr>
<tr>
<td>Evening special event and dinner</td>
<td>Evening special event and dinner</td>
</tr>
</tbody>
</table>
ON-SITE TRAINING

If you would like to save money on travel expenses, while getting the best Activant based training available, then take advantage of the cost-effective convenience of on-site training. You can get your employees the training they need by eliminating the costs of travel and hotels, as well as lost time. On Site Training is an opportunity to train all of your employees at the same time, thus promoting a team environment. And because training is on-site, confidential and sensitive work issues can be discussed and resolved. Your employees will get the delivery of the same message at the same time.

Plan Around Your Schedule

Activant can offer your team a training curriculum that adheres to your store’s training goals and business needs. They can also create training courses that emphasize those areas your organization needs to focus on and ignore those areas that may not have an immediate impact. Courses can be planned around managerial and employee schedules. Because we bring the training to you, your employees can learn at their own pace.

Fees

Charges may apply and are determined by Activant.

PHONE TRAINING

Personalized training can be delivered over the phone from qualified Activant trainers. The topics can be customized for your individual needs and are delivered one-on-one.

Fees

Charges may apply and are determined by Activant.