IBM Retail Store Solutions

IBM

Services and Support
Education

Sales reference guide

Overview

To help the IBM sales force and IBM Business Partners keep skills current, stay competitive in a crowded market and meet retailers' needs effectively, the IBM Global Retail Store Education group develops and delivers a complete curriculum of training programs for all hardware and software products in the IBM Retail Store Solutions portfolio.

These programs cover a wide range of topics, including sales strategy, installation, implementation, and ongoing technical support. New offerings include hardware servicing courses that are designed to provide technicians with the knowledge that they need to safely and efficiently service Retail Store Solutions hardware products. Computer-based training through CD-ROM and the Web is available, so IBM sales representatives and IBM Business Partners can receive advanced instruction whenever and wherever it is needed. For those who prefer more traditional education, some courses are conducted in a classroom format with intensive, hands-on participation led by qualified instructors.

Classroom and computer-based training courses are available to IBM team members and Business Partners involved in the sales, implementation or support of IBM Retail Store Solutions products. There are also a select number of courses that IBM Business Partners can recommend to retail customers.

To learn more

For more information from the IBM Global Retail Store Education team, please visit www.**ibm.com**/education/ retail. This informative site includes a course catalog, class schedule and enrollment procedures, as well as ways to contact instructors and provide feedback on specific programs.

Course list

To view course descriptions, order computer-based training courses and course updates, and get the latest schedules for classroom courses, go to the IBM Global Retail Store Education Web site and click the names of the courses that interest you. Follow the directions provided on the Web site to enroll in or gain access to the courses.

The following course-list is accurate as of the date of this publication. Please refer to the Web site for the most up-to-date listing of courses.

Classroom courses

RE1050: IBM 4690 Operating System Workshop

RE1100: IBM 4680-4690 Supermarket Application Planning Workshop

RE1150: Using IBM 4680-4690 Supermarket Electronic Marketing

RE1250: IBM 4690 Problem Determination Workshop

Downloadable courses

The following computer-based training courses can be downloaded from the Web site once you enroll:

RE1140: Introduction to IBM Supermarket Electronic Marketing

RE1440: Introduction to IBM 4680 BASIC and Writing Controller Applications

RE1450: Programming User Exits for the IBM 4680-4690 Supermarket Application

RE1460: Programming User Exits for the IBM 4680-4690 General Sales Application

RE2000A: IBM SurePOS™ ACE Version 2 Update

RE2200: IBM SurePOS ACE Programming Course

RE4800A: Selling and Supporting the IBM SurePOS 720, 740, and 780

RE4840S: Selling the IBM SurePOS 533, 543, 553, and 563

RE4840T: Supporting the IBM SurePOS 533, 543, 553, and 563

RE4840C: Introducing the IBM SurePOS 533, 543, 553, and 563 (for customers)

RE9000: Selling e-business on demand™ for Retail Solutions (IBMers)

RE9100: Selling e-business on demand for Retail Solutions (Business Partners)

Orderable courses

The following computer-based training courses can be ordered on CD-ROM from the IBM Publications Center:

RE1085: 4690 OS Java™ Programming and Implementation (GK2T-0531)

RE4694: Selling and Supporting the IBM SurePOS 4694 System (IBM and Business Partners only)
English (SK2T-0454)

RE4820: Introducing the SurePoint™: Selling and Supporting the IBM SurePoint Solution (IBM and Business Partners only)
English (SK2T-0461)

RE4614: Selling and Supporting the IBM SureOne® (IBM and Business Partners only)
English (SK2T-0456)
Simplified Chinese (GK2T-0528)

RE4810: Selling and Supporting the IBM SurePOS 300 (IBM and Business Partners only)
English (GK2T-0525)

SE480001:IBM SurePOS 700 Models 720, 740, and 780 Hardware Service Training
English (GK2T-0546)

RE4610H: IBM 4610 SureMark™ Printer Service Training
English (GK2T-0540-1)

RE4840: Selling and Supporting the IBM SurePOS 500 Series (IBM and Business Partners only)
English (SK2T-0468)
German (GK2T-0475)
Spanish (GK2T-0476)
French (GK2T-0477)
Italian (GK2T-0478)
Japanese (GK2T-0484)
Simplified Chinese (GK2T-0485)

RE4840-A: Selling and Supporting the IBM SurePOS 600 Series for Specialty Retail (IBM and Business Partners only)
English (GK2T-0496)

RE4840H:IBM 4840 SurePOS 500/600 Hardware Service Training
English (GK2T-0536)

RE4800: Selling and Supporting the IBM SurePOS 700 Series (IBM and Business Partners only)
English (SK2T-0460)
German (GK2T-0471)
Spanish (GK2T-0472)
French (GK2T-0473)
Italian (GK2T-0490)

RE4835: Selling the IBM Kiosk (IBM and Business Partners only)
English (GK2T-0522)

RE2000: IBM SurePOS ACE Education Suite
English (GK2T-0524-01)

ACE Suite CD-ROM contains three separate courses:
- *IBM SurePOS ACE for 4690 OS vs. 4680-90 Supermarket Application – Differences*
- *IBM SurePOS ACE Planning Workshop*
- *IBM SurePOS ACE Loyalty Workshop*

IBM.