

AGENDA

Day	Session Break Up	Training Sessions
iVend POS Training		
11th - 15th January, 2015		
Day 1	Session 1 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Introduction
		Overview and Architecture
		System Configuration
		iVend Installation Package : - Various Available Options Of iVend Installer - Creation of New (Clean) Database - Using Existing Database - Using Demo Database Note: 1) Select Create Database Option during installation of iVend 2) Import License File 3) Open Management Console - Specify Company Information , Create Tax Code, create Custom Series 4) Import Demo Data Files using iVend import functionality
		Enterprise Setup
		Retail Profile
		User/Employee Setup
		Security Roles
		Security Users
		Session 2 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour
	Store Setup	
	Hardware Setup	
	Reinitializing Hardware	
	Hardware Details	
	POS Setup	
	Till Setup	
	Payment Types Setup	
	Product Group / Product	
	UOM	
	UOM Group	
Q & A Session		

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Day	Session Break Up	Training Sessions
Day 2	Session 1 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Merchandise Hierarchy
		iMatrix
		Barcode Mask
		Label Designer - One Label to be shown with the following fields: - Product ID - MRP - Product Description - Free Text - Serial / Batch Number - Barcode Symbology
		Business Partner / Business Partner Group (Customer / Vendor)
		Tax Condition Setup
		Upsells (Cross selling at POS)
	Session 2 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Button Panel (Configuration of Button Panel and Their allocation)
		Defining denomination of currency / Foreign Currency
		Clock-in
		Assign Till to POS
		Till Assignment
		Q & A Session

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Day	Session Break Up	Training Sessions
Day 3	Session 1 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Inventory Transactions
		Replenishment Planning - Purchase Order (PO)
		Purchase Orders – Local / Centralized
		GRPO against PO
		Replenishment Planning - Stock Transfer
		Stock Transfer Request / Stock Transfer Request Received
		Stock Transfer Shipment
		Stock Transfer Receipt
		Stock Counting
		Inventory Counting - Manual Counting / File Upload
	iVend Handheld (on simulator)	
	- Setup and Configuration	
	- Transaction on the Handheld	
	- Synchronization with Management Console	
	Session 2 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Sales Process - Terminal POS
		Selection of customer at POS
		Barcode scanning of item at POS
		Line level discounts at POS
		sale level discounts at POS
		Tax calculation at POS
Manager Override		
Cash drawer at POS		
Receipt printing at POS		
Suspending & recalling the transaction		
Q & A Session		

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Day	Session Break Up	Training Sessions
Day 4	Session 1 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Up sells
		UPC Code
		Fulfillments
		Refunds
		Exchanges
		Order Process
		Sales Order
		Order Creation
		Full / Partial Payment Against Order
		Order Edit / Fulfillment / Cancellation /Delivery /Refunds / exchanges
		Layaway Creation / Installments
		Payment Against Layaway
		Layaway Delivery / Cancellation
	Session 2 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Gift Certificate / Coupon / Passbook
		One GC, One Coupon and Pass setup
		GC Creation/ Issue / Cash Back/ Recharge
		Coupon Setup / Coupon Issue From POS
		Issue Passes
		Special Pricing / Promotions / Miscellaneous
		Period and Volume Discount Based on Pricelist
		Period and Volume Discount Based on Special Pricelist
		Bonus Buys
		Bonus Buys Hierarchy
		Discount Resolution Setup
		Sale Attribute
		Till closing at POS
End of Day		
Q & A Session		

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Day	Session Break Up	Training Sessions
Day 5	Session 1 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Loyalty
		Loyalty Configuration
		Plan Creation
		Registering Customer on iVend POS
		Loyalty Notification - Mail and SMS
		Customer transaction- Award & Redemption Of Points
		Group Membership
		Loyalty preprinted cards
		Loyalty Customer Portal - Admin / User
		Reports & Scheduler / Dash board / Dash Board Designer
		X Tape Report
		Replication Monitor
	Session 2 1.5 Hours Break : 15 minutes 1.5 Hours Practice : 1 Hour	Dos & Don'ts
		iVend Extensibility
		Implementation Methodology
		CitiXsys Knowledge Portal
		Mobile POS
		Basic Setup/Configuration
		Sales Transaction and Refund
		iVend POS Implementation Certification