

## Classroom Based iVend Retail Enablement Program

June 10 – June 14, 2019 | Timings: 09:00 AM - 05:00 PM WAT

<b>Session 1 - Introduction and background</b>	<b>Monday, June 10 2019</b>
<ul style="list-style-type: none"> <li>• Introduction &amp; background</li> <li>• Overview &amp; Architecture</li> <li>• CitiXsys Knowledge Portal</li> <li>• Discussion on Implementation Best Practices for iVend Retail</li> <li>• Discussion on Business Process Documentation for setup and configuration</li> <li>• iVend Retail Installation</li> </ul>	
<b>Session 2 - Configurations and Master Data</b>	<b>Tuesday, June 11 2019</b>
<ul style="list-style-type: none"> <li>• Enterprise Setup / Retail Profile / Currency / Denominations / Taxes</li> <li>• Numbering Series (Master Data / Documents)</li> <li>• Store Setup (Along with Warehouse In-transit, General &amp; Retail)</li> <li>• Price List / Groups</li> <li>• Till Setup</li> <li>• Schedule Manager configuration</li> <li>• Sale and Line level attributes</li> <li>• POS / Hardware</li> </ul>	
<b>Session 3 - Backoffice Setup and Transactions</b>	<b>Wednesday, June 12 2019</b>
<ul style="list-style-type: none"> <li>• Payment Types Setup</li> <li>• Product Group / Product</li> <li>• Matrix Products</li> <li>• UOM and UOM Group</li> <li>• Discount Resolution setup</li> <li>• Merchandise Hierarchy</li> <li>• Barcodes, label designing and masking</li> <li>• POS Transactions – Sale, Refund, Return, Manage Override,</li> </ul>	

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Session 4 - Campaigns, Gift Cards, Coupons and Loyalty Setup	Thursday, June 13 2019
<ul style="list-style-type: none"> <li>• Gift Cards, Coupons and iVend passes</li> <li>• Bonus Buys (promotions) and Bonus Buy hierarchy</li> <li>• Campaign Setup and Management</li> <li>• Loyalty Configuration and Plans</li> <li>• Loyalty Notifications - Mail and SMS</li> <li>• Loyalty Customer Portal</li> <li>• Mobile POS – Basic Setup &amp; Configuration</li> </ul>	

Session 5 - Transactions – POS and Backoffice	Friday, June 14 2019
<ul style="list-style-type: none"> <li>• Inventory Transactions including PO, GR, Stock Transfer Request, Shipment and Receipt</li> <li>• Sales/Special Order transactions including fulfilments, stock reservations, delivery</li> <li>• POS Transactions – Sale, Refund, Return, Manage Override,</li> <li>• Sales Process - Terminal POS</li> <li>• Transactions and fulfilment using Mobile POS</li> <li>• Till Management and EOD process</li> <li>• Reports &amp; Scheduler / Dash board / Dash Board Designer</li> </ul>	

Certification	
<ul style="list-style-type: none"> <li>• Implementation Certification – Phase I and Phase II</li> </ul>	