



Retail Pro 9 Certification Prep Class

Course Summary: The primary objective of this 2-week training course is to prepare students to take three key Retail Pro 9 certifications – the Retail Pro 9 Applications Expert (RPAE), the Retail Pro Systems Engineer (RPSE) & the Retail Pro 9 Reports Professional (RPRP). Using a combination of intense instruction and hands-on practice, the student gains an in-depth understanding of Retail Pro 9 and the specific concepts and knowledge required to confidently take both the written and practical components of the RPAE, RPSE and RPRP exams.

- RPAE Prep + Certification Exams (5 days instruction/1 exam day)
- RPSE Prep + Certification Exams (2 days instruction/1 exam day)
- RPRP Prep + Certification Exams (1 day instruction/1 exam day)

Agenda:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 1						
RPAE PREP						
Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
WEEK 2						
RPAE EXAM	RPSE PREP		RPSE EXAM	RPRP PREP	RPRP EXAM	
Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7

Audience: This Retail Pro 9 certification class is designed for the practicing Retail Pro professional but is also useful for anyone interested in learning more about Retail Pro 9.

Cost: The cost to attend all 3 modules is 16 Training Credits

- NOTE: Retail Pro Customers (End-Users) can purchase Training Credits through their authorized Retail Pro Business Partner

Training Schedule: the following classes are currently available for the 2010 calendar year:

- 2/1/2010 – 2/13/2010 – Folsom, CA, USA
- 2/22/2010 – 3/6/2010 – San Salvador, El Salvador
- 3/22/2010 – 4/3/2010 – Beijing, China
- 4/12/2010 – 4/24/2010 – Folsom, CA, USA
- 5/10/2010 – 5/22/2010 – Padova, Italy
- 6/7/2010 – 6/19/2010 – Folsom, CA, USA
- 7/12/2010 – 7/24/2010 – Dubai , United Arab Emirates
- 8/9/2010 – 8/21/2010 – Folsom, CA, USA
- 9/6/2010 – 9/18/2010 – Manila, Philippines
- 10/4/2010 – 10/16/2010 – Folsom, CA, USA
- 11/8/2010 – 11/20/2010 – Folsom, CA, USA
- 12/6/2010 – 12/18/2010 – Folsom, CA, USA

To Enroll: for more information or to sign up for a training class, please contact Retail Pro Training & Certification at training@retailpro.com or visit Retail Pro University at <http://university.retailpro.com/CourseDetails.php?course=56>.

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.





Retail Pro 9 Applications Expert Certification Exam

The competencies listed below are being addressed in the written exam and/or practical assessment. For more detailed information, review the study guide associated with this certification exam.

Using Retail Pro in a Multi-subsidiary Environment

- Set up multiple subsidiaries for a retailer
- View information for different subsidiaries within Retail Pro
- Set up stores within each subsidiary
- Assign items across subsidiaries
- Setup and maintain regional inventory items

Customizing the Retail Pro Interface & Navigating the System

- Launch Retail Pro 9
- Able to navigate comfortable around Retail Pro 9
- Able to view data using different screen views
- Able to customize the Retail Pro interface

Managing Employees & Securing the System

- Control employee access to selected areas and features of the program
- Understand the various Employee Password and Logon Policies
- Understand the use of Drawers and Tills
- Exporting and Importing Security Information
- Understand the different ways to safeguard against employees forgetting to logout of the system
- Set up Time Shifts
- Use Check In/Check Out receipts to keep track of when and for how long employees are working
- Assign multiple stores to an employee account
- Understand how to inactivate and/or disable employees
- Track employee sales commissions & SPIFs

Managing Inventory

- Create new department records
- Create new vendor records
- Create new inventory items
- Create new inventory styles
- Create new scales
- Assign multiple UPCs and/or multiple ALUs to a single inventory item
- Edit inventory records
- Locate inventory records using a variety of options
- Understand the various Lookup Modes that can be used to list items on a Retail Pro document
- Use Choose/Edit Items to list items on a Retail Pro document
- Create custom inventory fields using UDF (User-defined) and AUX (Auxiliary) fields
- Automatically populate the Desc2 field with information from UDF and AUX fields
- Create inventory kits
- Create inventory packages
- Create non-inventory items
- Track inventory items with serial numbers
- Track inventory items with lot numbers
- Inactivate unwanted inventory items
- Propose new inventory items

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.



- View the transactional history of any inventory item
- Understand how to handle gift certificates

Managing Inventory Price & Cost

- Establish different sets of prices for all inventory items
- Use Price Manager to update inventory prices (or costs)
- Update secondary price levels when changes are made to the base price level
- Establish different pricing instructions that determine how prices are recorded into the system
- Set up the system to use the correct price based on the current season
- Understand the role of cost and price when determine profit margins

Using Memos to Adjust Inventory

- Manually create adjustment memos
- Understand when quantity, price and cost memos are automatically generated by the system

Managing Customers

- Create new customer records
- View customer profiles
- Setup the system to prevent users from seeing sensitive customer information
- View a customer's past receipts and sales orders directly from the "Customer" module
- Divide customers into saved groups or "Segments" based on certain criteria
- Divide customers into saved groups or "Bins" based on certain criteria

Tracking Sales Transactions

- Understand the different types of Sales Orders and their intended purpose
- Understand how to handle Layaway Transactions
- Setup the system to suggest/require a certain percentage of the total amount when taking a SO deposit
- Understand how to handle Customer Order SO Transactions
- Understand how to handle Special Order SO Transactions
- Understand how to handle Registry SO Transactions
- Understand the different types of Receipts and their intended purpose
- Set up Tendering Options
- Understand how to handle Sales Transactions
- Tender a sale by foreign currency
- Display customized "Quick Tender buttons" (or cash buttons) on the "Receipts" screen
- Use "Multiplier Buttons" to quickly specify quantity values on selected documents
- Understand how to handle Merchandise Returns
- Understand how to handle Merchandise Exchanges
- Understand how to handle Merchandise Voids
- Manually give discounts at point-of-sale
- Assign a default discount to a given customer, which takes effect automatically whenever the customer purchases any item
- Understand the various ways to control the use of discounts
- Lookup the price for a given item at point-of-sale
- Understand how to handle cash disbursements
- Understand how to handle held receipts
- Open the cash drawer
- Setup taxes
- Setup the system to ensure that a specific item's price automatically changes depending on the quantities purchased
- Track miscellaneous fees and services at point-of-sale using the Fee and Shipping fields
- Setup the system to automatically track when certain activities occur in the system to help with loss-prevention measures
- Use POS Flags to capture information at point-of-sale
- Check the availability of items at point-of-sale

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.



Running Midday Reports & Reconciling the Cash Drawer

- Run X-Out Reports
- Run Flash Reports
- Run Z-Out Reports

Tracking the Purchasing of Merchandise

- Create purchasing documents to track the ordering (and future receiving) of merchandise
- Track the ordering of the same item from different suppliers
- Set up the system to automatically convert "PO Cost" information on a PO into a foreign currency
- Setup the system to ensure that the "PO Cost" for items receiving a vendor discount is correctly stated on the PO
- Automatically populate the "Item Allocation" table with a predefined distribution plan
- Track the ordering of the items that come in cases
- Handle the ordering of "Pre-Packs" or "Minimum Order Requirements" on a PO
- Prevent the ordering of items on a PO

Tracking the Receiving of Merchandise

- Create receiving documents to track the receiving of merchandise
- Create documents to give advanced notice to receiving stores that merchandise is on its way
- Track freight charges, fees, taxes, and discounts on a PO
- Determine how vouchers can update the inventory "cost" value

Tracking the Transfer of Merchandise

- Plan the future transfer of merchandise from store-to-store
- Automatically populate the "Item Allocation" table with a predefined distribution plan
- Generate a TO directly from a Marked-For PO
- Generate a TO directly from a voucher
- Track the transfer of merchandise from store-to-store
- Resolve discrepancies that exist between the transfer documents
- Generate a Transfer Slip directly from a TO
- Track the transfer of merchandise from subsidiary to subsidiary

Running Pre-designed Reports

- Use the Report Viewer to run pre-defined reports
- Update the delta table
- Register externally-created reports

Using the Auto-utilities to Generate Documents

- Use the Auto Min/Max Wizard to assign new Minimum and Maximum quantity values for each inventory item based on a sales history analysis and established formulas
- Use the Auto PO Wizard to generate new Purchase Orders for replenishment purposes and to back up existing commitments
- Use the Auto Transfers Wizard to generate transfer documents to redistribute merchandise between stores
- Understand how the Retail Pro Scheduler program can be used to run the Auto Utilities without any user intervention

Viewing Statistics in Retail Pro

- View profile reports for item, vendor, department and customer records

Using Centralized Services to Handle Customer Lookups and Returns Processing

- Create a central repository for customer and sales information for the purposes of customer lookup and the handling of merchandise returns/exchanges
- Handle centralized customer lookups at point-of-sale
- Handle centralized merchandise returns and exchanges at point-of-sale

Customizing Field Labels & Translating the System

- Use the Language Manager to customize default field labels or translate Retail Pro
- Switch the default "Native" language used by Retail Pro
- Distribute translation files

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.





Retail Pro 9 Systems Engineer (RPSE) Certification Exam

The competencies listed below are being addressed in the written exam and/or practical assessment. For more detailed information, review the study guide associated with this certification exam.

Installing Retail Pro 9 & Associated Applications

- Handling Retail Pro 9 Server Installations
- Handling Retail Pro 9 Client Installations
- Handling Retail Pro 9 Report Viewer Installations
- Handling ECM Installations
- Understanding the networking requirements for a Retail Pro 9 server/client implementation

Planning a Retail Pro 9 Implementation & Deployment

- Understand the common deployment options for Retail Pro 9
- Performing a Requirements Analysis
- Planning a Retail Pro 9 Project

Setting up, Configuring and Troubleshooting ECM

- Understanding the General Sequence of Events During Communications
- Creating and Configuring ECM Stations
- Creating and Using New Station Profiles
- Using the Initialization Function
- Using the Regeneration Function
- Understanding the Role of Confirmation Files
- Creating and Using Movelists
- Using the Scheduler Tool to Automate Communications
- Troubleshooting Common ECM Problems

Upgrading to Retail Pro 9

- Upgrading a Retail Pro 8 System to Retail Pro 9
- Establishing a hybrid Retail Pro 8 and 9 system
- Upgrading From Older Versions of Retail Pro 9

Migrating Data from External Sources

- Migrating Data from an External Source

Data Cleaning Using DVS

- Using Retail Pro 8 Data Verification System (DVS) to Clean Data

Maintaining the Database

- Using Technician's Toolkit after Data Migration

Keyless Licensing

- Understanding Sites and Seats
- Activating Primary and Secondary License Servers
- Deleting Secondary License Server Profiles
- Backing Up and Restoring License Allocations
- Deactivating License Servers
- Extending Trial Licenses
- Understanding licensing logs

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.





Retail Pro 9 Reports Professional (RPRP) Certification Exam

The competencies listed below are being addressed in the written exam and/or practical assessment. For more detailed information, review the study guide associated with this certification exam.

Understanding Database Fundamentals

- Defining the terms used in association with an Oracle RDBMS, including their functions, purposes and characteristics
- Identifying the general structure of a relational database

Filtering and Viewing Reports in Report Viewer

- Understanding the "general" rules/guidelines/concepts/strengths of Report Viewer
- Understanding the different report categories
- The mechanics of filtering a report
- Functionality while Viewing a report
- Registering/Un-registering a report

Using Crystal Reports to Enhance Reports

- Understanding the "general" guidelines/purposes/strengths of Crystal Reports and its report designer tools/objects
- Working in the Design tab's different report sections
- Viewing/changing the report's data source
- Filtering and previewing a report
- Creating and formatting a new custom report from a Retail Pro pre-defined report
- Selecting Records
- Sorting a report
- Grouping a report
- Summarizing data on the report

Distributing Custom Reports

- Understanding the mechanics of distributing reports with or without an associated custom package
- Using the Retail Pro Tools to automatically register a report

TRADEMARKS

Retail Pro and the Retail Pro and Retail Pro University logos are registered trademarks and/or registered service marks in the United States and other countries.

