

## 2008 Siriusware Seminar Course Descriptions

### **Activity & Facility Scheduling: Basics (Beg)**

For users new to the Activity and Facility Scheduling module, this course will cover its configuration and use. The recommended methods of scheduling a booking will also be discussed.

### **Consignment Sales: Basics (Beg)**

For new users, this course will cover the group sales/consignment ticket process including creating accounts and invoices and printing vouchers. Standard and complex scenarios will be explored.

### **E-Commerce: Benefits & Requirements (All)**

For users considering implementing the E-Commerce module, this course is for you! This course outlines the benefits of using E-Commerce to sell Siriusware products. Also, the infrastructure and personnel needed to effectively manage the system will be discussed.

### **E-Commerce: Group Sales & Club Management (Adv)**

This course will cover using Group Sales in the E-Commerce module, including configuring accounts for online Groups Sales and allowing access to group-specific items. Using Club Management will also be discussed which provides the ability to post messages and view group purchase reports online. Knowledge and familiarity with the Siriusware system and the Group Sales module is required for this class.

### **E-Commerce: In-House Cards (Int)**

This course will explore the use of the In-House Cards in the E-Commerce module including sales, fulfillment, viewing card balances, reloading cards with money, and using cards as a form of payment online. Knowledge and familiarity with the Siriusware system and the In-House Cards module is required for this class.

### **E-Commerce: Installation & Use (Beg) PART I**

For new users of E-Commerce, this course will cover general set-up and use of E-Commerce. Attendees will explore the various components of E-Commerce as well as how the components interact with each other. Basic set-up to handle on-line ticket sales will be included. Knowledge and familiarity with the Siriusware system is required for this class.

### **E-Commerce: Installation & Use (Beg) PART II**

For new users of E-Commerce, this course will cover general set-up and use of E-Commerce. Attendees will explore the various components of E-Commerce as well as how the components interact with each other. Basic set-up to handle on-line ticket sales will be included. Knowledge and familiarity with the Siriusware system is required for this class.

### **E-Commerce: Membership & Pass Sales (Int)**

This course will cover using Membership & Pass Sales in the E-Commerce module including online sales and renewals, fulfillment, and member discounts. Knowledge and familiarity with the Siriusware system and the Membership & Pass Sales module is required for this class.

### **E-Commerce: Microsoft Internet Information Services (IIS) (Adv)**

Advanced users will learn how to leverage IIS technology to create multiple storefronts within the E-Commerce module. Knowledge and familiarity with the Siriusware system is required for this class.

### **E-Commerce: Print@Home (Int)**

This class will take a detailed look at the setup and configuration required for Print@Home ticket sales including fulfillment options and layouts. Knowledge and familiarity with the Siriusware system is required for this class.

### **E-Commerce: Q&A (Adv)**

Offered at the end of the week, this class will allow attendees to ask any question not covered in other e-commerce classes. Knowledge and familiarity with the Siriusware system is required for this class.

**E-Commerce: Security (Adv)**

This advanced course will focus on in-depth ways to secure your company's e-commerce site. Class discussions will include security of your customer's personal information as well. Knowledge and familiarity with the Siriusware system is required for this class.

**E-Commerce: Web & Cart Rules (Adv)**

This class will examine the various ways that WebRules and CartRules can be used in E-Commerce including selling packages, adding a shipping fee or discount item to the sale and enforcing the quantity of items in the shopping cart. Knowledge and familiarity with the Siriusware system is required for this class.

**F&B Quick/Bar Service: Basics (Beg)**

For users new to the Food and Beverage module, this course will cover configuration and use of F&B quick and bar service.

**F&B Table Service: Basics (Beg)**

For users new to the Food and Beverage module, this course will cover configuration and use of F&B table service.

**In-House Cards: Basics (Beg)**

For new users, this course will cover configuration and use of the In-House Cards module. Topics will include configuration, selling, activation, redemption and reporting on In-House Cards.

**Keynote (All)**

Siriusware's CEO and President, Mark Danemann, will address all attendees introducing the Siriusware staff and cover various topics including product direction and new functionality.

**Membership & Passes: Basics (Beg)**

For new users of the Membership & Passes module, this class will cover product creation, basic design layout, guest creation, sales and fulfillment. The class will also cover off-site pass sales.

**Panel Discussion: Food & Beverage (Adv)**

A panel of Siriusware technical experts and experienced users will discuss their experiences and challenges with the Food and Beverage module. Questions and participation from the audience is encouraged.

**Panel Discussion: Group Sales (Adv)**

A panel of Siriusware technical experts and experienced users will discuss their experiences and challenges with the Group Sales module. Questions and participation from the audience is encouraged.

**Panel Discussion: Marketing & Promotions (Adv)**

A panel of Siriusware technical experts and experienced users will discuss their experiences and challenges with Marketing and Promotions. Questions and participation from the audience is encouraged.

**Panel Discussion: Membership & Passes (Adv)**

A panel of Siriusware technical experts and experienced users will discuss their experiences and challenges with the Membership and Passes module. Questions and participation from the audience is encouraged.

**Private Ski Instruction: Advanced Topics (Adv)**

This advanced course will focus on the management of instructors' schedules using lesson types, locations and instructor preferences. The course will also provide basic information about instructor payroll functionality and additional bookings

**Private Ski Instruction: Basics (Beg)**

For new users of the Private Ski Instruction module, this class will cover its configuration and use. After taking this course attendees will be able to set-up a private booking, make a sale, and schedule a private booking. The course will also touch on advanced scheduling, "To-Be-Determined" scheduling, and reporting.

**Reservations: Advanced Topics (Adv)**

This course will provide advanced users with information regarding confirmation letters, understanding of the change log, and how to use the note/task to better understand what needs to be done with the reservation. Telephone integration, refunding/forfeiting and cancellations will also be discussed.

**Reservations: Basics (Beg)**

This introductory class will cover the configuration and use of the Reservations module. Core components of reservations will be discussed in detail including configuration in SysManager and how the Reservations module is used at the point of sale. Layout design for confirmations will also be included.

**Retail: Basics (Beg)**

For users new to the retail module, this class will provide attendees the information needed to set-up and efficiently manage the retail system. The session will focus on creating and organizing retail items, managing inventory, printing labels, creating and editing purchase orders, and the set up of efficient retail salespoints. It is suggested that attendees of this class also plan on attending the "Retail: Purchasing & Reporting (Int)" course.

**Retail: Inventory Control with Tallyman (Int)**

Designed for intermediate users, this course will cover all aspects of using Tallyman to count, transfer and adjust inventory items in your system.

**Retail: Purchasing & Reporting (Int)**

This intermediate course will cover how to utilize purchase orders in the Siriusware system. The course will also cover layout design for item labels and custom purchase orders.

**Salesware Basics 01: Overview (Beg)**

The Salesware Basics track is designed for attendees that are new to Siriusware. Salesware Basics explores SysManager, ReportManager, Sales, SalesEZ, and PoolManager and the relationship between these applications. Certification will be given to attendees that complete all Salesware Basic courses.

**Salesware Basics 02: Product Setup (Beg)**

For new users, this course will cover adding and configuring products.

**Salesware Basics 03: Item Tree (Beg)**

For new users, this course will cover organizing products on the salespoint screen using Item Trees.

**Salesware Basics 04: Operator Setup & Security (Beg)**

For new users, this course will cover adding operators and configuring role based security.

**Salesware Basics 05: Salespoint Setup (Beg)**

For new users, this course will cover how to configure the salespoint.

**Salesware Basics 06: Tickets & Vouchers (Beg)**

For new users, this course will cover configuring and selling tickets and vouchers.

**Salesware Basics 07: Closing Out (Beg)**

For new users, this course will cover the process of closing out the day.

**Salesware Basics 08: Accounts & Guests (Beg)**

For new users, this course will cover managing and tracking accounts and guests.

**Salesware Basics 09: Reporting (Beg)**

For new users, this course will cover basic reports.

**Salesware Basics 10: Maintenance (Beg)**

For new users, this course will cover maintenance of your system including backing up your data and updating the system. Also covered will be where to find help and how to get support from Siriusware.

**Salesware Basics 11: Salespoint Customization (Beg)**

For new users, this course will cover customizing the look of your salespoints.

**Salesware Basics 12: Maximizing the Salespoint (Beg)**

For new users, this course will cover getting the most from your salespoints.

**Salesware Basics 13: Exploring Other Modules (Beg)**

For new users, this course will provide a brief overview of optional modules.

**Ski Rentals: Basics (Beg)**

This beginner session will cover the configuration and use of the Ski Rentals module. Core components of the module will be examined as well as how to set up products and inventory in SysManager. Attendees will explore the processes involved at the salespoint and how to check equipment in/out.

**What's New in Version 4 – Why Upgrade? (All)**

Join Siriusware experts for an in-depth look at upgrading to version 4 of Siriusware. Specifically targeted towards users on our 3.4 system, the advantages of upgrading will be outlined.

**Workshop: Basic SQL Queries (Beg)**

For users new to SQL statements, this course will help you learn to build basic SQL queries. Querying data with Query Analyzer will be discussed. This class or similar knowledge is required before taking "Reporting: Customizing Reports (Int)" and/or "Workshop: Custom Reporting Using Other Tools (Adv)".

**Workshop: Business Performance Reporting (Int)**

This course will discuss the reports available to manage and track discounts, monitor source and marketing codes, as well as determining product performance.

**Workshop: Controlling Capacity with Max4Sale (Int)**

This course will cover various max4sale limit options that can be used to prevent overselling capacity-controlled items or venues.

**Workshop: Creating the Ultimate All-in-One Pass (Adv)**

This workshop will provide step-by-step instructions on creating a pass that can be scanned for entrance into restricted areas (such as a park entrance or ski lift), swiped at the point of sale to discount purchases, and be used as a form of payment by activating In-House Card functionality.

**Workshop: Credit Cards – PCI & CISP Awareness (All) (Time 1)**

This course, presented by Southern DataComm (ProtoBase), will cover credit card security. Visa's Cardholder Information Security Program (CISP) and the industry data security standard known as PCI (Payment Card Industry) will be discussed.

**Workshop: Credit Cards – PCI & CISP Awareness (All) (Time 2)**

This course, presented by Southern DataComm (ProtoBase), will cover credit card security. Visa's Cardholder Information Security Program (CISP) and the industry data security standard known as PCI (Payment Card Industry) will be discussed.

**Workshop: Custom Reporting Using Other Tools (Adv)**

This course will discuss generating custom reports with tools outside of the Siriusware system, including Microsoft Reporting Services. The course "Workshop: Basic SQL Queries (Beg)" or similar experience is required prior to taking this class.

**Workshop: Designing Graphic Layouts (Int)**

The course will cover graphic layouts, including tickets, vouchers, and more. Attendees will have the chance to create and refine layouts, learn about the printing process and ask printing-related questions.

**Workshop: Designing Text Layouts (Int)**

This intermediate course will cover text merge layouts including tickets, vouchers, receipts, confirmation letters, invoices and more. Attendees will have the chance to create and refine layouts, learn about the printing process, and ask printing-related questions.

**Workshop: DirectNET (All) (Time 1) TENTATIVE**

This course, presented by First Horizon Merchant Services (DirectNET), will discuss the use of DirectNET credit card processing with the Siriusware system.

**Workshop: DirectNET (All) (Time 2) TENTATIVE**

This course, presented by First Horizon Merchant Services (DirectNET), will discuss the use of DirectNET credit card processing with the Siriusware system.

**Workshop: Dynamic Pricing (Adv)**

This advanced course covers configuration of dynamic pricing allowing the system to meet complex pricing needs. The course will cover pricing rules based on dates, times, multiple discounts, group associations and more.

**Workshop: Financial Reporting (Int)**

This workshop will allow users to explore the various financial reports available in Siriusware. At completion you will be able to tailor reports to your business needs. All reports associated with closing the day will be discussed.

**Workshop: Fraud Prevention (Int)**

This course covers insider tricks and tips to increase system security and prevent loss at your site. Several procedural controls will be explored. This course examines ways that your Siriusware system can help prevent and detect fraud within your organization.

**Workshop: Group Scheduling (Int)**

This course will discuss configuring and using group scheduling with your reservations module. It is suggested that attendees also enroll in all other Reservations classes.

**Workshop: INI Settings & Salespoint Design (Int)**

For intermediate users, this course will examine INI settings at the global, group and local level as well as how INI settings can affect behavior at salespoints. Attendees will learn how various INI settings can be manipulated so that salespoints are designed for maximum operator efficiency and ease of use.

**Workshop: Modifiers & Item Packaging (Int)**

This intermediate course covers configuration and use of modifiers and creating packages of several items.

**Workshop: ProtoBase (All) (Time 1)**

This course, presented by Southern DataComm (ProtoBase), will focus on the configuration and use of the ProtoBase system and how it works with Siriusware. Configuration and troubleshooting will also be discussed.

**Workshop: ProtoBase (All) (Time 2)**

This course, presented by Southern DataComm (ProtoBase), will focus on the configuration and use of the ProtoBase system and how it works with Siriusware. Configuration and troubleshooting will also be discussed.

**Workshop: Reporting with Custom Filters & Exporting Data (Int)**

For intermediate users, this class will cover using custom filters within ReportManager. Exporting report data and manipulating it within Microsoft Excel will also be discussed. The

course “Workshop: Basic SQL Queries (Beg)” or similar knowledge is recommended before taking this course.

**Workshop: Reporting Using SQL Replication (Adv)**

Designed for the advanced user and/or the Information Technology professional, this class is recommended to those wanting to improve reporting performance. It is recommended that attendees of this course also enroll in the “Workshop: SQL for IT Users” course as well.

**Workshop: Reservations & Scheduling Reporting (Int)**

For intermediate users, this course will cover reporting for reservations and group scheduling.

**Workshop: Salespoint Validation (Int)**

This intermediate course will cover validating at the salespoint including product set-up, layouts and printing, and general principles of validation and access restrictions.

**Workshop: Scanning & Gates (Int)**

This intermediate course covers the use of handheld scanners and access control gates. It is recommended that attendees also attend the “Workshop: Salespoint Validation” course as well.

**Workshop: SQL Database Management (Int)**

This course is designed to discuss the tools available through Microsoft SQL Server. Basic database administration of SQL will be discussed as well as the maintenance and cleanup of databases.

**Workshop: SQL for IT Users (Adv)**

This session is targeted toward participants in the Information Technology field. Topics will include the use, experiences, and challenges with Microsoft SQL Server. Optimizing Microsoft SQL Server to make your system safe and fast will be a focus. Tips, tricks, diagnostics and practices that will keep you system protected and performing properly will also be highlighted.

**Workshop: System Architecture & Configuration (Beg)**

This course will provide an overview of how the Siriusware system works and how it should be configured, utilizing the optimum network and hardware infrastructure.

**Workshop: Tender Retail (All) (Time 1)**

This course, presented by Tender Retail, will discuss the use of Tender Retail credit card processing with the Siriusware system. Tender Retail provides a software interface between Siriusware and your payment processor, to give you the flexibility to incorporate a variety of payment methods and hosts. In this session, you will learn just how easy and seamless using Tender Retail is and how you and your customers will benefit. Designed for today and tomorrow their Suite of Products are easily adaptable to changes in banking and value added services.

**Workshop: Tips, Tricks & Workarounds (Adv) (Time 1)**

This course will cover various tips, tricks and workarounds in the use of the Siriusware system. Class participation is encouraged – bring your challenges and questions!

**Workshop: Tips, Tricks & Workarounds (Adv) (Time 2)**

This course will cover various tips, tricks and workarounds in the use of the Siriusware system. Class participation is encouraged – bring your challenges and questions!

**Workshop: Troubleshooting Your System (Beg)**

This course will provide information about basic troubleshooting of the Siriusware system.