

2009 Siriusware Seminar Course Descriptions

Beginner courses

Activity & Facility Scheduling: Basics

Beginning course that covers:

- What is a pod?
- What's the difference between the pod schedule view in Sales vs. SysManager?
- How do you configure a pod?
- How do you configure an item that uses a pod?
- What are pod limits?
- How do you link products to specific pods using pod preferences?

Basic SQL Queries

(Take this before taking Custom Reporting Using Other Tools and/or Custom Filters & Exporting Data)

Beginning course that covers:

- How is Microsoft SQL Server used in Salesware?
- How do you use SQL Server Management Studio, Enterprise Manager and Query Analyzer to perform basic administrative tasks on your database?
- What is SQL and how do you build SQL queries?

Consignment Sales: Basics

Beginning course that covers:

- What are the benefits of using consignment programs?
 - Selling tickets through an off-site vendor
 - Tracking the number of tickets sold versus number of tickets actually redeemed per vendor
- How are consignment programs created and managed in Salesware?
- How are consignment tickets sold and distributed through the E-Commerce group login interface?

E-Commerce: Installation & Use

(Knowledge of and familiarity with the Siriusware system are required for this course)

Beginning course that covers:

- What are the core components and overall architecture of E-Commerce version 4.0?
- What are the basic setup and configuration steps necessary for using E-Commerce?
- How do you set up and configure items in E-Commerce?
- What are the types of confirmation e-mails that can be sent from E-Commerce?

F&B Quick/Bar Service: Basics

Beginning course that covers:

- What are the product planning and design tasks critical to F&B?
- How do you set up and use modifiers and pre-mods?
- How do you set up combo items?
- How do you use Dynamic Pricing with F&B Quick/Bar Service?
- How do you enable operators to auto-login with a card swipe?
- What are some best practices for F&B item tree creation?
- What are some best practices for F&B salespoint design?
- How do you configure quick tips functionality?
- What are the considerations specific to setting up F&B bar service?

F&B Table Service: Basics

Beginning course that covers:

- What are the common setup considerations for all F&B salespoints?
- How do you manage tables, ordering and payment?
- How do you handle table splitting and transfers?
- How do you configure tipping and server banking?
- How do you perform server closeout?

In-House Cards: Basics

Beginning course that covers:

- What are the basic concepts surrounding the Salesware In-House Cards module?
- How do you configure In-House Cards programs?
- How do you sell, activate, link, reload and redeem In-House Cards?
- How do you research In-House Cards activity?

Membership & Passes: Basics

Beginning course that covers:

- How do you configure pass and membership programs?
- How do you apply discounts by swiping a pass?
- How do you sell, refund, exchange, look up and modify a pass in Sales?
- Briefly, how does salespoint validation work?
- What are the specifics involved in creating a pass layout?

Private Ski Instruction: Basics

Beginning course that covers:

- How do you set up private lesson types, preferences and lessons?
- How do you configure and manage instructor calendars?
- How do you schedule a private lesson?
- How do you move a private lesson?

Reservations: Basics

Beginning course that covers:

- How does the Reservations module integrate with Salesware?
- What is a Reservation Header and how do you create Reservation Header components in SysManager?
- How do you customize Reservation Header fields?
- How do you create reservations at the salespoint?
- How do you recall and edit existing reservations?
- How do you use the Reservations Report?

Retail: Basics

(Enrollment in Retail: Purchasing & Reporting is also recommended)

Beginning course that covers:

- What is common retail terminology?
- How do you create Retail module components in SysManager?
- How do you configure retail items?
- How does retail inventory management work in Salesware?
- How does a retail salespoint operate?

Salesware Basics 01: Overview

(The Salesware Basics track is designed for attendees who are new to Siriusware)

Beginning course that covers:

- Introduction to Salesware
- What are the four types of hardware/components used in Salesware?
- What are some common network topologies that use these components in various configurations?

Salesware Basics 02: Product Setup

Beginning course that covers:

- Introduction to Salesware salespoint implementations
- How do you organize data based on business goals and objectives?
- What are the types of information you need to collect prior to implementation?
- What is the DCI?
- How do you create departments, categories and items?
- What are the item edit dialogs and how do you use them to set up products?

Salesware Basics 03: Item Tree

Beginning course that covers:

- What is an item tree and how does it differ from the DCI?
- How do you translate the DCI into item trees?
- How do you create item trees and add items to them?
- How do you format how the item tree is presented at the salespoint?

Salesware Basics 04: Operator Setup & Security

Beginning course that covers:

- What is the built-in Admin operator?
- How do you set up operators?
- How do passwords work in Salesware and what are the password parameters that you can control using SysManager?
- What is role-based security?
- What is the difference between a security level and a security role?
- What is the global default security role?
- What is the difference between Admin and a user who has all security rights?
- What is PA-DSS?

Salesware Basics 05: Salespoint Setup

Beginning course that covers:

- What are the steps required to set up a salespoint?
- How are .INI settings used to control the behavior and look of a salespoint?
- What is the global .INI and how does it work?
- What are the different ways of using a salespoint to make sales?

Salesware Basics 06: Tickets & Vouchers

Beginning course that covers:

- What is an access record?
- How do you configure a simple ticket and voucher program?
- What are layouts and how do I use them?
- How do you use coupons in Salesware?

Salesware Basics 07: Reporting

Beginning course that covers:

- How do you filter and run reports out of ReportManager?
- What are the Daily Summary Report, Period Sales Report and Profit Center Split Report used for?
- How do you use custom filters with standard reports?
- What custom reporting features can you use with Excel?
- What is Microsoft Reporting Services and how does it differ from ReportManager?

Salesware Basics 08: Closing Out

(Prerequisite – Salesware Basics 07: Reporting)

Beginning course that covers:

- What are the different options for closing out?
- How do you perform day-end reporting?
- How does cash drawer close out work?
- How does close drawer close out work?

Salesware Basics 09: Accounts & Guests

Beginning course that covers:

- How do you create and use guest information in SysManager and Sales?
- How do you create and use accounts in SysManager and Sales?
- What are the options for guest and account reporting?

Salesware Basics 10: Maintenance

Beginning course that covers:

- What are the types of maintenance required for a Salesware installation?
- What is the difference between an update and an upgrade?
- How does Siriusware provide software updates and upgrades?
- What is the modules update process?

Salesware Basics 11: Salespoint Customization

Beginning course that covers:

- How can you utilize options available within the item tree to impact Sales menu design?
- How do you use the global .INI to impact look and feel across different groups of salespoints?
- How can the various Sales32c.INI settings be used to fine-tune the behavior and look of a salespoint?

Salesware Basics 12: Maximizing the Salespoint

Beginning course that covers:

- What are the elements of the graphical Sales user interface that directly impact operator performance?
- How do you enable operator auto-login via a card swipe?
- How are coupons and specials used at the salespoint?
- How can modifiers be used to speed up item selection?
- What are the various ways to quickly search for and find items from salespoints?

Salesware Basics 13: Exploring Other Modules

Beginning course that covers:

- What are the various licensed modules/components within Salesware?
- What are the various free modules/components within Salesware?
- How does advanced Salesware functionality work?
 - SQL
 - E-Commerce
 - Credit card batches and processing
 - Utilities
 - Dynamic Pricing

Ski Rentals: Basics

Beginning course that covers:

- What are the components of the Rentals module system architecture?
- How do you configure rental inventory?
- How do you configure rental items including upgrades, add-ons and multiday packages?
- How do you sell rental packages, including functionality such as upgrades, exchanges and late fees?
- What are the TechStation functions and options?
- How do you incorporate a Self Entry station into the rental process?
- How do you research rental activity using reports?

System Architecture & Configuration

Beginning course that covers:

- What are the roles of the different components of the Salesware system architecture and how do they work together to form the complete system?
- What are the different Salesware applications, what is the role of each and how do the applications interact?
- How do the Salesware hardware and software specifications function to provide a robust, high-performing system?
- What are the methods of improving performance and increasing availability of the system?

Intermediate courses

Business Performance Reporting

Intermediate course that covers:

- What are the differences between performance reporting and other types of reporting?
- What are the relevant performance reporting criteria?
- What performance reports are available from Salesware?

Controlling Capacity with Max4Sale

Intermediate course that covers:

- What are the features of Max4Sale?
- How do you configure functions with Max4Sale?
- What are the features of Points4Sale?
- How do you configure functions with Points4Sale?
- What .INI settings are used with Max4Sale?

Designing Graphic Layouts

Intermediate course that covers:

- What are the different types of layouts, and the advantages and disadvantages of each?
- How do you design/customize graphic layouts to address your business needs?
- How do you create and edit pass layouts?
- What tables and fields are available for use from graphic layouts?
- How do you use Salesware's built-in graphic design tools?
- How do you troubleshoot graphic layouts?

- How are graphic layouts stored?
- What is PrintEZ?

Designing Text Layouts

Intermediate course that covers:

- What are the different types of layouts, and the advantages and disadvantages of each?
- How do you design/customize text layouts to address your business needs?
- How do you create and edit text layouts?
- What tables and fields are available for use from text layouts?
- How do you troubleshoot text layouts?
- How are text layouts stored?

E-Commerce: In-House Cards

(Prerequisite – In-House Cards: Basics; knowledge of and familiarity with the Siriusware system are required for this course)

Intermediate course that covers:

- What are the keys concepts that underlie implementing In-House Cards programs online?
- How do you configure In-House Cards programs?
- How do you sell and fulfill In-House Cards through E-Commerce?
- How do you view card balances and reload cards with money online?
- How do you use In-House Cards as a form of payment online?

E-Commerce: Membership & Pass Sales

(Prerequisite – Membership & Passes: Basics; knowledge of and familiarity with the Siriusware system are required for this course)

Intermediate course that covers:

- How do you configure E-Commerce for membership and pass sales, and renewals?
- What are the fulfillment options for online membership and pass sales, and renewals?
- What is the configuration necessary for member-only products, member discounts, and free item modifiers for members?

E-Commerce: Print At Home Tickets

(Knowledge of and familiarity with the Siriusware system are required for this course)

Intermediate course that covers:

- How do you configure E-Commerce for Print At Home Tickets sales?
- What are the fulfillment options for Print At Home Tickets?
- How do you refund and replace Print At Home Tickets?
- What are the troubleshooting techniques for common Print At Home Tickets issues?

E-Commerce: Selling Rentals On-Line

Selling Rentals On-Line will discuss using the E-Commerce module to streamline your rental processes by taking reservations on-line. For example, pre-registration allows gathering of guest information before the guest arrives, speeding up the rental process. It also allows you to plan for and have the appropriate equipment ready when the guest arrives at your resort.

Financial Reporting

Intermediate course that covers:

- What are the differences between financial reporting and other types of reporting?
- What is the connection between Salesware's financial reporting and your general ledger accounting system?
- What is Salesware's approach to closing books?
- What is Salesware's approach to accounts receivable?
- How do you use profit centers in Salesware?
- Can you demonstrate an end-to-end example of how you perform financial reporting with Salesware?
- What are some of the more creative ways to use Salesware's financial reporting?

Fraud Prevention

Intermediate course that covers:

- What system-based controls can you use to prevent fraud at your site?
 - Role-based security
 - PA-DSS and password security measures
 - Secure data storage
 - Secure ticket media
- What procedural-based controls can you use to prevent fraud at your site?
 - Blind cash out
 - Close drawer by operator
 - How do you spot trends and use other measures to detect and prevent theft?

Group Scheduling

(Enrollment in the other reservations-related courses is recommended as well)

Intermediate course that covers:

- What are the features of the Group Scheduling module?
- What is the relationship between the Group Scheduling module and the Reservations module?
- What is the terminology used with the Group Scheduling module?
- How do you configure Group Scheduling using SysManager?
- What the fundamentals of using Group Scheduling in Sales?

INI Settings & Salespoint Design

(This is an in-depth version of Salesware Basics 11: Salespoint Customization)

Intermediate course that covers:

- How do you utilize options within the item tree in basic salespoint design?

- How do you use the global .INI to impact look and feel?
- How do you use the various [Preferences] and [Interface] settings to fine-tune the performance, look and behavior of a salespoint?
- How do you use the [Font] and [Layout] settings?

Modifiers & Item Packaging

Intermediate course that covers:

- How do you use modifiers to package items?
- What are the pricing and printing options you have when using modifiers to package items?
- What .INI settings are used to fine-tune the behavior of packaged items, and how are they used?

Reporting with Custom Filters & Exporting Data

(Prerequisite – Basic SQL Queries)

Intermediate course that covers:

- What are custom filters?
- How do you use custom filters?
- How do you export data from ReportManager to Excel and manipulate it?
- How do you import data into Excel using a direct SQL query?

Reservations & Scheduling Reporting

Intermediate course that covers:

- What reports are used with the Reservations module?
- What reports are used with the Group Scheduling module?
- What is the difference between a standard ReportManager report and one created by Siriusware using Microsoft Reporting Services?
- What other reports are useful for use with reservations and scheduling?

Retail: Inventory Control with TallyMan

Intermediate course that covers:

- What is TallyMan and how is it used to conduct retail inventory?
- How do you install and set up TallyMan?
- How are TallyMan preferences configured in SysManager?
- How do you use TallyMan to count inventory?

Retail: Purchasing & Reporting

Intermediate course that covers:

- How do you create and manage purchase orders?
- How do you manage inventory as related to purchase orders?
- What retail reports are available and how are they used?

Salespoint Validation

Intermediate course that covers:

- What are key validation concepts?
- What are the different types of validation?
- How do you configure pass products with pass validation, including automating discounts?
- How do you configure access records (ticket products) and consignment programs?

Scanning & Gates

Intermediate course that covers:

- What can be accomplished with scanning and access control?
- How do ScanMan and GateKeeper provide access control?
- What are the specific capabilities of ScanMan and GateKeeper?
- How do you troubleshoot access control problems?

SQL Management for IT Users

Intermediate course that covers:

- How is SQL Server 2000/2005/2008 used with Salesware applications?
- How are SQL Server Management Studio, Enterprise Manager and Query Analyzer used to perform common administrative tasks on the SiriusSQL database?
- How do you back up and restore data, maintain the proper health of your data and manage user permissions?
- What are the factors that influence Microsoft SQL Server performance and how can you control them?
- How do you scale Microsoft SQL Server?

Troubleshooting Your System

Intermediate course that covers:

- What is the basic philosophy behind troubleshooting a complex system like Salesware?
- What are some useful tools to help with troubleshooting Salesware?
- How do you use Helper?
- What are some common issues and how do you resolve them?
- What can you do to improve the performance of your Salesware system?

Advanced courses

Cool Stuff You Never Knew Existed

Advanced course that covers various tips, tricks and lesser-known functionality in Salesware. Course participation is encouraged – bring your challenges and questions!

Creating the Ultimate All-in-One Pass

Advanced course that covers:

- What are the add-ons available for a standard pass or membership?

- What are the pros and cons of “super passes”?
- What are auto-command prefixes and what role do they play in Sales?
- How do you combine elements to create your own “All-in-One” pass?

Custom Reporting Using Other Tools

(Prerequisite – Basic SQL Queries)

Advanced course that covers:

- What is the basic structure of the SiriusSQL database?
- How do you perform custom reporting using Microsoft Reporting Services and Excel?
- How do you build the same basic report using either Microsoft Reporting Services or Excel?

Dynamic Pricing

Advanced course that covers:

- What are the benefits of Dynamic Pricing?
- What are the key principles involved in Dynamic Pricing?
- What are the basics of Dynamic Pricing rule configuration?
- How do you develop Dynamic Pricing Rules based on:
 - Account pricing?
 - Package pricing?
 - Location-based pricing?
 - Date ~ day of the week ~ multi-day pricing?
 - Sales screen action macros?

E-Commerce: Group Sales & Club Management

(Knowledge of and familiarity with the Siriusware system are required for this course)

Advanced course that covers:

- How do you configure accounts for online group sales and club management?
- How do you post messages and view group purchase reports online using the Club Management module?

E-Commerce: Microsoft Internet Information Services (IIS)

(Knowledge of and familiarity with the Siriusware system are required for this course)

Advanced course that covers:

- How do you configure IIS for multiple virtual directories?
- How do you perform additional configuration for running multiple storefronts?

E-Commerce: Security

(Knowledge of and familiarity with the Siriusware system are required for this course)

Advanced course that covers:

- What security provisions and best practices are recommended for Salesware E-Commerce?

- What common E-Commerce security risks and best practices are associated with IIS and Microsoft Windows?
- How do you minimize risks without compromising E-Commerce functionality or performance?

E-Commerce: Troubleshooting

(Knowledge of and familiarity with the Siriusware system are required for this course)

Advanced course that covers:

- How do you troubleshoot Sales Host problems?
- How do you troubleshoot `www.dll` problems?
- How do you test the E-Commerce pages?

E-Commerce: Web & Cart Rules

(Knowledge of and familiarity with the Siriusware system are required for this course)

Advanced course that covers:

- How do you configure Web Rules to sell pass/membership packages?
- How do you use Cart Rules for adding a shipping fee or discount to the shopping card?
- How do you use Cart Rules to enforce the quantity of an item or items in the shopping cart?

Enabling Your Guests: Using Kiosks & Self Entry

Advanced course that covers:

- Deploying a Salesware Kiosk
- Deploying Self Entry stations apart from use in Rentals

Panel Discussion: Food & Beverage

Advanced course that presents a panel of Siriusware technical experts and experienced users who discuss their experiences and challenges with the Food Service module. Questions and participation from the audience are encouraged.

Panel Discussion: Group Sales

Advanced course that presents a panel of Siriusware technical experts and experienced users who discuss their experiences and challenges with group sales. Questions and participation from the audience are encouraged.

Panel Discussion: Marketing & Promotions

Advanced course that presents a panel of Siriusware technical experts and experienced users who discuss their experiences and challenges with marketing and promotions. Questions and participation from the audience are encouraged.

Panel Discussion: Membership & Passes

Advanced course that presents a panel of Siriusware technical experts and experienced users who discuss their experiences and challenges with the Membership and Passes module. Questions and participation from the audience are encouraged.

Private Ski Instruction: Advanced Topics

Advanced course that covers:

- How do you book TBD instructors?
- How do you move instructors from TBD slots to live slots?
- How do you book a series?
- How do you search for, refund and exchange bookings?
- How do you use the schedule inventory function in Sales?
- How do you use SeeBooks?
- What reports are available for Private Instruction?

Reporting Using SQL Replication

(Enrollment in SQL Management for IT Users is also recommended)

Advanced course that covers:

- What is a reporting database?
- How do you determine the need for a reporting database?
- What are the requirements for replication?
- How do you set up a reporting database on a single server?
- How do you set up a reporting database on multiple servers?
- How do you perform a SiriusSQL update with a replicated database?

Reservations: Advanced Topics

Advanced course that covers:

- How do you change the label field names for the Reservation Header?
- How do you remove and reconfigure the order of the field names in the Reservation Header?
- How do you review changes in a reservation?
- How do you create and send a confirmation letter?
- How do you perform forfeits and refunds?
- How do you assign and manage reservation tasks?
- How do you customize setup for capturing additional information?

General courses/presentations for everyone

Advanced Users Roundtable

This roundtable session is intended for advanced users (although all are welcome) to discuss a variety of topics. For people interested in participating, we ask that they submit a minimum of two topics they would like to discuss prior to the seminar by emailing Tim Larsen at tlarsen@siriusware.com. Tim will then compile the topic list and choose

the topics that are of most interest to all participants. Please email your topics to Tim no later than Friday, September 4, 2009.

Credit Cards – PCI & CISP Awareness

General course presented by Elavon (ProtoBase) that covers credit card security. Visa's Cardholder Information Security Program (CISP) and the industry data security standard known as PCI (Payment Card Industry) are discussed.

E-Commerce Benefits and Requirements

For users considering implementing the E-Commerce module, this course outlines the benefits of using E-Commerce to sell Siriusware products. Also, the infrastructure and personnel needed to effectively manage the system are discussed.

JCA Answers Analytics for Siriusware

This session is presented by JCA, Inc. JCA Answers Analytics employs powerful data cubes and an easy-to-use cube browser to provide non-technical end-users with the ability to create their own reports. JCA Answers Analytics can be used for sophisticated analysis by simply dragging and dropping fields onto your report. JCA Answers Analytics is part of the JCA Answers Suite.

JCA Answers Reporting for Siriusware

This session is presented by JCA, Inc. The course will introduce you to the next generation of reporting using a data warehouse and standard, pre-built reports deployed via a web browser. The warehouse's open architecture allows you to incorporate data from other systems so that end-users can see combined information from Siriusware and other databases. It also includes a set of reporting tools that allows your organization to easily produce custom reports. JCA Answers Reporting is part of the JCA Answers Suite which also includes JCA Answers Analytics.

Keynote

Siriusware's CEO and President, Mark Danemann, addresses all attendees and introduces the Siriusware staff. He covers product direction and new functionality.

PA-DSS Compliance

General course that covers Payment Application - Data Security Standards (PA-DSS) as implemented in Siriusware's products. Merchant responsibilities to comply with PA-DSS are also discussed. PA-DSS was formerly known as PABP (Payment Application Best Practices).

Peer Group Roundtable

The peer group roundtable is to allow attendees with similar functional jobs to discuss use of Siriusware software in their area of expertise. Tables will be set up for the following: Accounting, Information Technology, F&B, Marketing, Retail, Resort Management, Ski School, Tickets & Passes. If your area is not listed, we are glad to add it - please email Dave Primus at dprimus@siriusware.com with your request.

ProtoBase

General course presented by Elavon (ProtoBase) focuses on the configuration and use of the ProtoBase system and how it works with Salesware. Configuration and troubleshooting are also discussed.