As you read through our catalog, you might have questions about our courses and programs. For more information, please contact your Sterling Commerce Account Representative or e-mail the Education Services Representative in your location.

North America and Mexico: educational_services@stercomm.com
South America: education_brasil@stercomm.com
Europe, Middle East, Africa: education_europe@stercomm.com
Asia Pacific, Australia: education_australia@stercomm.com
Asia Pacific, Singapore: education_asia@stercomm.com
India: EducationServices_India@stercomm.com
Spanning the Globe … with new locations!

Sterling Commerce training is now available at even more locations around the world.

In addition to current U.S. and European training sites, we now provide training in Mexico City, Mexico; São Paulo, Brasil; and Redwood City, California.

Sterling Commerce training is also available, this year, in Chicago and Manhattan. Of course, in many instances, we are able to deliver training direct to your location.

New courses have also been added, with topics that include Sterling Multi-Channel Selling, Sterling Supply Chain Visibility, Sterling Commerce Order Management and Sterling Transportation Management.

Sterling Commerce training meets your training needs for a number of vital business advantages, including the development of your organization’s expertise in the effective use of Sterling Commerce products, as well as the best ways to share information about the benefits of your business processes once you implement Sterling Commerce products.

Whether you need training on specific Sterling Commerce products or an update on B2B integration best practices, count on us for high-quality education that will keep you motivated and productive.

Sterling Commerce training solutions include:
- Classroom training (public or at your own site)
- WebCasts and Online Tutorials
- Custom Course and e-Learning Development Services
- Product Coaching Services
- Train-the-Trainer Services

For more information about Sterling Commerce training services, please don’t hesitate to contact us. We’d love to hear from you!

Best regards,

Barbara O’Brien
Director, Global Learning Services
Barbara_OBrien@stercomm.com

North America and Mexico: educational_services@stercomm.com
South America: education_brasil@stercomm.com
Europe, Middle East, Africa: education_europe@stercomm.com
Asia Pacific, Australia: education_australia@stercomm.com
Asia Pacific, Singapore: education_asia@stercomm.com
India: EducationServices_India@stercomm.com
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## Training Center Locations
Product Coaching

Do you have questions about how your Sterling Commerce product works? Want to define your own training agenda? Can’t wait for the next scheduled class? Sterling Commerce offers just the solution: a service we call Product Coaching.

How does Product Coaching work? You simply buy a day or more of our product training expert’s time to answer product questions, demonstrate features and capabilities, discuss product options — you drive the agenda!

This new training service is sold in single-day increments as an add-on to existing onsite training events or as a separate six-hour WebCast, and lets you include an unlimited number of attendees from your organization.

This service is great if you:
• Have taken training and want follow-up interactive Q&A.
• Are trying to understand specific product capabilities and how they might apply to your product implementation.
• Need immediate help with products that have infrequent training offerings.

Custom Training

An integral part of implementing your Sterling Commerce B2B solution is educating all levels of your staff on the products and associated business processes and procedures.

Your Benefits:
• Significantly less ramp-up time than doing it yourself or outsourcing because we already know the deepest details of the product.
• Option to blend appropriate portions of both traditional instructor-led training and e-Learning into a high-quality, cost-effective, unified solution.
• Single point-of-purchase for software, services and training from a source you already know and trust.
• Simulated software exercises that employees can use and re-use anytime/anywhere for practice and reference.

For more information, talk to your Sterling Commerce Account Representative or e-mail the Education Services Representative in your location.

http://education.sterlingcommerce.com
Train-the-Trainer

Do you have a large number of employees to train on our product? Do you have your own training staff and training facilities? If so, you may be interested in our Train-the-Trainer program. Work with our professional trainers to get your trainers up-to-speed and authorized to train your employees using our professionally created courseware.

Empower yourself by:
- Sending your trainer to our professionally delivered training.
- Having your trainer spend one day with our Education Consultant.
- Purchasing rights to our results-driven courseware.
- Leveraging courseware created by our professional development staff.

User Group Hosted Training

Does the high cost of travel and time away from the office make it difficult for you to schedule and attend training? Sterling Commerce can help you cut training costs with:
- Convenient training at your location.
- Pooled training classes for your organization and other local companies.
- Complimentary seats if you host a class of more than 10.

Sterling Commerce will provide:
- All class materials and lab files for the hosted class.
- A professional instructor to deliver the hosted course.
- Support for all course registration (online or voice) through our Learning Management System.
- A phone representative to assist in the configuration of the classroom.

With 10 full-price paid attendees, you receive:
- Two complimentary seats to the hosted class.
- An additional complimentary seat for the same length of time for a course at a Sterling Commerce training facility.
- Waiver of travel and expenses for the Sterling Commerce instructor.

For more information, talk to your Sterling Commerce Account Representative or e-mail the Education Services Representative in your location.
Gentran Integration Suite

Gentran Integration Suite, a flexible integration platform, cuts through barriers and creates unprecedented visibility and control over collaborative processes.

With Gentran Integration Suite, you’ll be ideally positioned to meet new demands to:

- Interact with partners in real time across complex value chains.
- Manage sensitive business data more securely.
- Accommodate rapid growth in data volumes.
- Manage large, complex electronic communities.
## Gentran Integration Suite Training Track

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

### End Users

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Delivery</th>
<th>Duration</th>
<th>Required</th>
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<tr>
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<tr>
<td>070-W Sterling Control Center</td>
<td>WebCast</td>
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<td>Classroom</td>
<td>5 days</td>
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<td>940-W Gentran Integration Suite Communications: Advanced File Transfer</td>
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### EDI End Users

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*Onsite = at the customer’s facility.
## System Administrators

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### Connect:Direct End Users

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010-W Electronic Commerce Essentials

The Electronic Commerce Essentials course introduces you to electronic commerce, e-business, and electronic data interchange (EDI). You will learn about translators, communication software, value-added networks, and interconnects.

Upon completion of this course, you will be able to:
- Summarize the electronic commerce, e-business, and electronic data interchange (EDI) concepts.
- Describe the components in an EDI system.
- Describe each of the standards supported in the application and why we use them.
- Read and interpret the X12 Standards manuals.

Prerequisite: None
Class Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer's facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer's travel expenses.

040-W XML Essentials

The XML Essentials course introduces you to the eXtensible markup language (XML) and how it is used for document exchange. You will learn about the XML structure, XML applications, and the benefits of using XML for application integration.

Upon completion of this course, you will be able to:
- Describe the eXtensible Markup Language (XML) structure, capabilities, XML parsers, and style sheets.
- Create XML documents.
- Read and write document type definitions (DTD).
- Explain how XML and electronic data interchange work together to transmit data between trading partners.

Prerequisite: None
Class Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer's facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer's travel expenses.
060 Sterling Secure Proxy

The Sterling Secure Proxy course introduces you to the Sterling Secure Proxy application. You will learn how the Sterling Secure Proxy application provides high-level data protection between HTTP or FTP clients and a Gentran Integration Suite server and between Connect:Direct nodes. You will also learn about session breaking, routing using the Sterling External Authentication server, direct routing, and certificate-based routing. You will install the application, configure HTTP and FTP service adapters to connect a Gentran Integration Suite server, and configure the Connect:Direct Service to connect to a Connect:Direct node or adapter within Gentran Integration Suite.

Upon completion of this course, you will be able to:

- Describe the Sterling Secure Proxy.
- Use digital certificates.
- Install Sterling Secure Proxy in a Windows environment.
- Configure FTP, HTTP, and Connect:Direct Services.
- Create entries in the SSP Netmap to use FTP, HTTP, and Connect:Direct Services.
- Describe the Sterling External Authentication Server.
- View log files.

Prerequisite: Any Connect:Direct Fundamentals course or Gentran Integration Suite Fundamentals course

Class Length: 3 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- End Users
- System Administrators

070-W Sterling Control Center

The Sterling Control Center tutorial shows you how to manage, monitor, and analyze Connect, Gentran Integration Suite, and FTP servers.

Upon completion of this course, you will be able to:

- Perform SCC administration tasks such as Adding and Stopping a Server.
- Perform some SCC user functions: Set up SLCs and Window management.
- Configure some Rules, Actions, and Calendars.
- Run Node Discovery.

Prerequisite: Working knowledge of Connect:Direct or Connect:Enterprise or Gentran Integration Suite or FTP servers

Class Length: 3 hours

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- End Users
- Connect:Direct End Users
- System Administrators
915 Gentran Integration Suite Fundamentals

The Gentran Integration Suite Fundamentals course introduces you to the Gentran Integration Suite application, the Graphical Process Modeler (GPM), and the Map Editor. You will create business processes in the GPM and monitor the health of your Gentran Integration Suite system.

Upon completion of this course, you will be able to:
• Navigate in Gentran Integration Suite.
• Navigate in the Graphical Process Modeler (GPM).
• Describe a service and an adapter.
• Create a business process using the GPM.
• Troubleshoot a business process.
• Navigate in the Map Editor.
• Track and maintain your Gentran Integration Suite System.

Prerequisite: Electronic Commerce Essentials; XML Essentials
Class Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer's facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer's travel expenses.

This course is recommended for:
• End Users
• EDI End Users
• Connect:Direct End Users
• Connect:Enterprise End Users
• System Administrators

919 Gentran Integration Suite Interoperability (Connect:Direct)

The Gentran Integration Suite Interoperability (Connect:Direct) course introduces you to the tasks to connect Gentran Integration Suite with Connect:Direct. You will learn about the components in Gentran Integration Suite and Connect:Direct and how to configure and manage each software application to pass data to the other.

Upon completion of this course, you will be able to:
• Describe Gentran Integration Suite and Connect:Direct.
• Explain when to use Gentran Integration Suite with Connect:Direct.
• State the purpose of Perimeter Servers.
• Use the Graphical Process Modeler to create a business process using Connect:Direct.
• Configure a Perimeter Server, Connect:Direct, Gentran Integration Suite, and the Gentran Integration Suite Mailbox to transfer files.
• Track business processes and activities in Gentran Integration Suite and Connect:Direct.
• Identify and resolve problems when using Gentran Integration Suite and Connect:Direct.

Prerequisite: Gentran Integration Suite Fundamentals; Connect:Direct for Windows Fundamentals
Class Length: 1 day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer's facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer's travel expenses.
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The Gentran Integration Suite Interoperability (Connect:Enterprise) course introduces you to the concepts and components to establish communications between Gentran Integration Suite and Connect:Enterprise. You will learn the requirements, configurations, and business processes necessary for Gentran Integration Suite and Connect:Enterprise to communicate with each other along with how to track activities between the two software applications and troubleshooting techniques.

Upon completion of this course, you will be able to:
• Describe Gentran Integration Suite and Connect:Enterprise.
• Explain how Gentran Integration Suite communicates with Connect:Enterprise.
• Describe the concepts and components used to exchange files and make requests between Gentran Integration Suite and Connect:Enterprise.
• State the system requirements and licensing requirements needed to use Gentran Integration Suite with Connect:Enterprise.
• Describe the services and adapters used with Gentran Integration Suite and Connect:Enterprise and the situations in which they are used.
• Configure Gentran Integration Suite and Connect:Enterprise to transfer files.
• Track activities in Gentran Integration Suite and Connect:Enterprise.
• Identify and resolve problems when working with interoperability.

Prerequisite: Electronic Commerce Essentials; XML Essentials; Gentran Integration Suite Fundamentals

Class Length: 1 day

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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923 Gentran Integration Suite Advanced Business Process Modeling

The Gentran Integration Suite Advanced Business Process Modeling course teaches you how to use message options, collect and move data, capture errors, send notifications, and update a database. You will learn about service configurations, the Assign Service, the Invoke Business Process Service, importing resources, and the JDBC lightweight JDBC Adapter.

Upon completion of this course, you will be able to:
- Differentiate between services, adapters, and activities as they relate to building business processes.
- Configure a business process using the message output options.
- Apply the Assign Service along with DOM or Doc features in a business process.
- Create a business process to capture errors and to notify the user of an error.
- Create a business process to manage 997s.
- Create a business process to send data to different storage locations.
- Use the JDBC Adapter to create a business process to receive configuration values from a database.

Prerequisite: Gentran Integration Suite Fundamentals
Class Length: 2 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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931 Gentran Integration Suite Administration and Tuning

The Gentran Integration Suite Administration and Tuning course guides you through managing user accounts, designing dashboard themes for the user accounts, and tuning business processes and the Gentran Integration Suite server to meet your system performance requirements. You will also learn about sizing performance problems and the tools to monitor and diagnose these problems.

Upon completion of this course, you will be able to:
- Describe the Gentran Integration Suite architecture.
- Create user accounts and dashboard themes.
- Test, monitor, and tune the Gentran Integration Suite environment.

Prerequisite: Gentran Integration Suite Fundamentals
Class Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.
The Gentran Integration Suite Communications (FTP) course introduces you to the Gentran Integration Suite Mailbox, FTP Server adapter, digital certificates, and trading partner profiles. You will configure the mailbox, the FTP Server adapter, and digital certificates so that you can securely trade data with your trading partners using FTP.

Upon completion of this course, you will be able to:
- Describe the Gentran Integration Suite Mailbox and its components.
- Navigate in the Gentran Integration Suite Mailbox.
- Set up Gentran Integration Suite Mailbox security.
- Configure the File System Adapter to receive and process files from your external trading partners.
- Create digital certificates.
- Create trading partner profiles.
- Send and receive files using trading partner information.
- Maintain the Gentran Integration Suite Mailbox.

**Prerequisite:** Gentran Integration Suite Fundamentals
**Class Length:** ½ day
**Investment:** For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
940-W Gentran Integration Suite Communications: Advanced File Transfer

The Gentran Integration Suite Communications: Advanced File Transfer course introduces you to the advanced file transfer concept and terminology. You will learn how to create partners, communities, and Pretty Good Privacy profiles. In addition, you will learn how to set up the PGPCmdline.

Upon completion of this course, you will be able to:
• Discuss advanced file transfer (AFT) capabilities.
• Configure an AFT Suite (AFTS) environment.
• Route a file through the AFTS system.
• Track a file through the AFTS system using the new visibility features.

Prerequisite: Gentran Integration Suite Fundamentals
Class Length: ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

935-W Gentran Integration Suite Communications (AS2)


Upon completion of this course, you will be able to:
• Describe the Gentran Integration Suite AS2 Edition.
• Explain when to use the AS2 Edition.
• Create digital certificates.
• Configure trading partner information.
• Edit the HTTP Server adapter.
• Track, manage, and view documents and pre-defined business processes.
• Use the Certificate Wizard to create a CA certificate.
• Navigate in the Gentran Integration Suite Mailbox interface.
• Describe the components in the Gentran Integration Suite Mailbox.
• Describe the Gentran Integration Suite Mailbox security functions.
• Manage the messages sent to and from the Gentran Integration Suite Mailbox.

Prerequisite: None
Class Length: ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
936 Gentran Integration Suite Data Mapping and EDI Processing

The Gentran Integration Suite Data Mapping and EDI Processing course introduces you to the Map Editor, mapping, and the Graphical Process Modeler. You will create maps and business processes and also process data to trade with your trading partners.

Upon completion of this course, you will be able to:
- Navigate in the Map Editor.
- Create maps using the Map Editor.
- Administer maps in Gentran Integration Suite.
- Create inbound and outbound business processes.
- View business process results.
- Create acknowledgements.
- Search for EDI documents and correlations.

Prerequisite: Electronic Commerce Essentials; XML Essentials; Gentran Integration Suite Fundamentals

Class Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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This course is recommended for:
- EDI End Users

937 Gentran Integration Suite XML Mapping and Processing with X12

The Gentran Integration Suite XML Mapping and Processing with X12 course builds on your knowledge of the Map Editor and mapping. You will create maps to translate data between XML and X12 data formats using schemas and EDI standards. In addition, you will process data through those maps to generate data to trade with your trading partners.

Upon completion of this course, you will be able to:
- Navigate in the Map Editor.
- Use the Map Editor to create an inbound, outbound, and typing map using the XML format.
- Administer maps in Gentran Integration Suite.
- Create an inbound and outbound process.
- View business process results.
- Create acknowledgements.
- Search for EDI documents and correlations.

Prerequisite: Electronic Commerce Essentials; XML Essentials; Gentran Integration Suite Fundamentals; Gentran Integration Suite Data Mapping and EDI Processing

Class Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- EDI End Users
938 Gentran Integration Suite Data JDBC Mapping and Processing

The Gentran Integration Suite JDBC Mapping and Processing course will guide you through mapping EDI data with a JDBC-compliant database. You will create, test, and administer JDBC-compliant maps. In addition, you will run a JDBC-compliant map in a business process.

Upon completion of this course, you will be able to:
- Map EDI Data with JDBC-compliant databases.
- Create an outbound and inbound 850 map.
- Administer and test the 850 maps.

Prerequisite: Electronic Commerce Essentials; XML Essentials; Gentran Integration Suite Fundamentals; Gentran Integration Suite Data Mapping and EDI Processing

Class Length: 3 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- EDI End Users
Connect:

**Connect:Direct** is the world’s most trusted solution for moving any kind of data — even multi-gigabyte files — with assured delivery over private networks or the Internet. Key advantages include:

- Support for multiple computing platforms
- 24x7x365 unattended operation
- Predictive risk management
- Audit and control for tracking data transmissions
- Easy integration with existing automated operations and scheduling systems
- Advanced security options for perimeter authentication, data privacy, and integrity

Sterling Commerce sets the standard for secure community management with **Connect:Enterprise**. This solution:

- Provides a secure point of entry that protects your applications from external threats
- Stores both incoming and outgoing files in a secure data repository and forwards them on demand
- Protects outgoing files by ensuring their authenticity, confidentiality, and integrity in transit
- Opens communications to a vast number of new customers and business partners by supporting both Internet and legacy protocols including FTP, HTTP, AS2, SSH-2 SFTP, async, and bisync
## Connect: Training Track

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member's role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

### Connect:Direct for UNIX End Users

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<thead>
<tr>
<th>Course Name</th>
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<td>060 Sterling Secure Proxy</td>
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<tr>
<td>070-W Sterling Control Center</td>
<td>WebCast</td>
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<tr>
<td>603 Connect:Direct for UNIX Fundamentals</td>
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### Connect:Direct for z/OS End Users

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<td>619-W Connect:Direct Secure+ Configuration for z/OS using SSL</td>
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Connect:Enterprise for UNIX End Users

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Connect:Enterprise for z/OS End Users

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*Onsite = at the customer's facility.

060 Sterling Secure Proxy

The Sterling Secure Proxy course introduces you to the Sterling Secure Proxy application. You will learn how the Sterling Secure Proxy application provides high-level data protection between HTTP or FTP clients and a Gentran Integration Suite server and between Connect:Direct nodes. You will also learn about session breaking, routing using the Sterling External Authentication server, direct routing, and certificate-based routing. You will install the application, configure HTTP and FTP service adapters to connect a Gentran Integration Suite server, and configure the Connect:Direct Service to connect to a Connect:Direct node or adapter with in Gentran Integration Suite.

Upon completion of this course, you will be able to:
- Describe the Sterling Secure Proxy.
- Use digital certificates.
- Install Sterling Secure Proxy in a Windows environment.
- Configure FTP, HTTP, and Connect:Direct Services.
- Create entries in the SSP Netmap to use FTP, HTTP, and Connect:Direct Services.
- Describe the Sterling External Authentication Server.
- View log files.

Prerequisite: Any Connect:Direct Fundamentals course or Gentran Integration Suite Fundamentals course

Class Length: 3 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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070-W Sterling Control Center

The Sterling Control Center tutorial shows you how to manage, monitor, and analyze Connect, Gentran Integration Suite, and FTP servers.

Upon completion of this course, you will be able to:
- Perform SCC administration tasks such as Adding and Stopping a Server.
- Perform some SCC user functions: Set up SLCs and Window management.
- Configure some Rules, Actions, and Calendars.
- Run Node Discovery.

Prerequisite: Working knowledge of Connect:Direct or Connect:Enterprise or Gentran Integration Suite or FTP servers

Class Length: 3 hours

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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This course is recommended for:
- End Users
- Connect:Direct End Users
- System Administrators

601 Connect:Direct for z/OS Fundamentals

The Connect:Direct for z/OS Fundamentals course introduces you to Connect:Direct for z/OS and its interface and provides a background of the product. You will learn about process language, utility programs, troubleshooting, and operator enhancement and maintenance.

Upon completion of this course, you will be able to:
- Explain the purpose of Connect:Direct for z/OS.
- Describe how Connect:Direct for z/OS transfers and manages files.
- Describe the Process Language principles and life cycle.
- Navigate in Connect:Direct for z/OS.
- Send and receive files using Connect:Direct for z/OS.

Prerequisite: Knowledge of z/OS operating system

Class Length: 2 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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The Connect:Direct for UNIX Fundamentals course introduces you to Connect:Direct for UNIX, the Connect:Direct process language, and the Connect:Direct File Agent. You will install and navigate within Connect:Direct for UNIX, submit processes to transfer data, and apply troubleshooting and performance tuning techniques.

Upon completion of this course, you will be able to:

- Describe Connect:Direct for UNIX and the process for installing it.
- Start and stop Connect:Direct for UNIX.
- Use Job Control and History commands with the Command Line Interface.
- Describe, identify, and customize Initialization Parameters files, Network Map files, and Authorization Information files.
- Locate and identify Client Configuration files and Authentication Key files.
- Describe and use the submit, select, change, delete, flush, stop, and statistic commands.

**Prerequisite:** Working knowledge of vi Editor

**Class Length:** 3 days

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

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604 Connect:Direct for Windows Fundamentals


Upon completion of this course, you will be able to:

- Describe the Connect:Direct for Windows architecture.
- Transfer and receive files.
- Define and use Connect:Direct for Windows Process Language to define units of work.
- Access the Process Monitor.
- Review and analyze a statistics report.
- Navigate in the Requestor, Browser, and Command Line Interface.
- Navigate in the Client Utilities: Client Connection Utility and Administrative Tool.
- Allow applications to interface with Connect:Direct for Windows.
- Configure a File Agent.
- Explain the purpose of the Process, Session, and Command Managers.
- Configure for data flows.
- Apply FMH control blocks.

Prerequisite: Knowledge of Windows operating system
Class Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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This course is recommended for:
- Connect:Direct for Windows End Users

611 Connect:Direct for z/OS Installation and Administration

The Connect:Direct for z/OS Installation and Administration course guides you through the process of installing, upgrading, and maintaining Connect:Direct for z/OS. You will learn about VTAM requirements, network maps, initialization parameters, and statistic facility and security implementation.

Upon completion of this course, you will be able to:

- Describe the Connect:Direct for z/OS primary components.
- Install the Connect:Direct for z/OS stand-alone server.
- Add Network Map Entries.
- Configure Connect:Direct/Plex.
- Obtain maintenance from the Web.
- Apply one of the security options for Connect:Direct for z/OS to your company’s system.

Prerequisite: Familiarity with transportation industry
Class Length: 2 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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618-W Connect:Direct Secure+ Configuration for Windows Using SSL

The Connect:Direct Secure+ Configuration for Windows course introduces you to the Secure+ Admin Tool, the Sterling Certificate Wizard, and the Secure+ Parameters File used to store node information. You will generate self-signed certificates, create the trusted root file, exchange certificates with a remote Connect:Direct node, and configure the Secure+ parmfile to securely trade data using SSL.

Upon completion of this course, you will be able to:
- Describe the Connect:Direct Secure+ Configuration for Windows.
- Create digital certificates using the Sterling Certificate Wizard.
- Exchange digital certificates and create the trusted root file.
- Create and configure the Secure+ Parmfile.
- Submit sample process to copy a file securely.
- Track, manage, and view documents using Statistics.

Prerequisite: None
Class Length: 3 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Connect:Direct for Windows End Users

619-W Connect:Direct Secure+ Configuration for z/OS Using SSL

The Connect:Direct Secure+ Configuration for z/OS course introduces you to the Secure+ Admin Tool, the Sterling Certificate Wizard, and the Secure+ Parameters File used to store node information. You will generate self-signed certificates, create the trusted root file, exchange certificates with a remote Connect:Direct node, and configure the Secure+ parmfile to securely trade data using SSL.

Upon completion of this course, you will be able to:
- Describe the Connect:Direct Secure+ Configuration for z/OS.
- Create digital certificates using the Sterling Certificate Wizard.
- Exchange digital certificates and create the trusted root file.
- Create and configure the Secure+ Parmfile.
- Submit sample process to copy a file securely.
- Track, manage, and view documents using Statistics.

Prerequisite: None
Class Length: 3 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Connect:Direct for z/OS End Users
806 Connect:Enterprise for UNIX Fundamentals

The Connect:Enterprise for UNIX Fundamentals course introduces you to the structure of Connect:Enterprise for UNIX and the user interface. You will install and configure Connect:Enterprise for UNIX, send and retrieve files from a host and remote site, and configure your system for FTP file transfers.

Upon completion of this course, you will be able to:
- Describe Connect:Enterprise for UNIX and its components.
- Install and configure Connect:Enterprise for UNIX.
- Manage data.
- Define and manage accounts and communication protocols.
- Schedule data transfers.
- Perform troubleshooting.
- Use the Connect:Enterprise for UNIX functions that only use the command line.
- Monitor directions using the File Agent.
- Use AS2 with Connect:Enterprise for UNIX.

Prerequisite: Working knowledge of vi Editor
Class Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
• Connect:Enterprise for UNIX End Users

808 Connect:Enterprise for z/OS Fundamentals

The Connect:Enterprise for z/OS Fundamentals course introduces you to the Connect:Enterprise interface and administration and implementation techniques. You will learn about operations, file transfer and security, and troubleshooting in Connect:Enterprise for z/OS. You will also send and receive batch files across multiple platforms using open protocols.

Upon completion of this course, you will be able to:
- Compare and contrast Connect:Enterprise for z/OS and Connect:Direct.
- Move files between Connect:Direct and Connect:Enterprise.
- Describe Connect:Enterprise Gateway protocols and Connect:Enterprise InterConnect options for Connect:Enterprise for z/OS.
- Describe the Connect:Enterprise for z/OS components and system architecture.
- Navigate in Connect:Enterprise for z/OS.
- Access Connect:Enterprise remotely.
- Explain how Connect:Enterprise for z/OS executes File Transfers Protocols using its FTP model.
- Maintain and automate the Connect:Enterprise for z/OS system.
- Describe the concepts and structure of Process Language.
- Use the Process, Copy, Model Logic and Symbol, and SUBMIT statements with Connect:Enterprise for z/OS.
- Navigate in the Connect:Direct and DMBATCH interfaces.

Prerequisite: Knowledge of z/OS operating system
Class Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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Gentran:Server for iSeries

Gentran:Server is one of the industry’s most widely used and trusted EDI solutions, proving itself daily in millions of business transactions. With Gentran:Server you’ll:

- Improve customer service through the ability to respond instantly and accurately to customer inquiries.
- Increase cash flow by reducing invoice and payment cycle times.
- Save money by eliminating the errors and expense of manual document processing.
- Gain a competitive edge. Many large businesses will only do business with companies that are EDI-enabled.
- Lay a foundation for the future. Gentran:Server is fully compatible with Gentran Integration Suite, so when you’re ready to expand your operations, you can just plug in new components.
Gentran:Server for iSeries Training Track (AS/400)

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

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<td>010-W Electronic Commerce Essentials</td>
<td>Classroom (Onsite* Only) or WebCast</td>
<td>1 day or ½ day</td>
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<tr>
<td>110 Gentran:Server for iSeries Mapping and Translation</td>
<td>Classroom</td>
<td>4 days</td>
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</table>

*Onsite = at the customer’s facility.*
010-W Electronic Commerce Essentials

The Electronic Commerce Essentials course introduces you to electronic commerce, e-business, and electronic data interchange (EDI). You will learn about translators, communication software, value-added networks, and interconnects.

Upon completion of this course, you will be able to:
- Summarize the electronic commerce, e-business, and electronic data interchange (EDI) concepts.
- Describe the components in an EDI system.
- Describe each of the standards supported in the application and why we use them.
- Read and interpret the X12 Standards manuals.

Prerequisite: None
Class Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.

110 Gentran:Server for iSeries Mapping and Translation

The Gentran:Server for iSeries Mapping and Translation course teaches you how to send and receive EDI transmissions, create maps, set up trading partners, and track message flows. You will learn about inbound and outbound processing, reading standards, extended mapping techniques, creating and using tables, and using the message center and audit system.

Upon completion of this course, you will be able to:
- Describe and use the Gentran:Server for iSeries components, subsystem, and translation table.
- Navigate in Gentran:Server for iSeries.
- Create and maintain maps, partner profiles, application definitions, transactions maps, and translation tables.
- Process inbound and outbound maps.
- Describe the Gentran:Server for iSeries system flow.
- Secure Gentran:Server for iSeries at the subsystem, function, and data level.
- Customize Sort options.
- Use the features and functions of the Communications Profile and MQ Series Communications.
- Use the Message Center to troubleshoot problems.
- Maintain the Gentran:Server for iSeries system.

Prerequisite: Electronic Commerce Essentials
Class Length: 4 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
Gentran:Basic for zSeries (z/OS)

Gentran:Basic system components include:

- **Partner File Maintenance** — Creates and maintains all the information you need to exchange data with a specific commerce partner.
- **Standards Maintenance** — Displays and maintains EDI standards online, and creates customized standard versions.
- **Databank Maintenance** — Operators can perform routine maintenance tasks without risk of corrupting the data.
- **Security Maintenance** — Provides complete user-access and feature access control to the Gentran:Basic zSeries system.
- **Mapping Integration** — Builds maps that define the relationships between your application files and your EDI standards.
- **EDI Translator** — One of the fastest and most efficient EDI translators available.
- **Reporting** — Generates detailed online or batch reports.
- **Compliance Processing** — Ensures that your data conforms to EDI standards and will be processed properly.
- **Data Routing** — Ensures that your data is routed to the designated recipient and splits or separates data files by destination.
- **Databanking** — Monitors the EDI translation process and lets you selectively reprocess, retransmit, archive and/or restore data.
Gentran:Basic for zSeries Training Track (z/OS)

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

All Users

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<tr>
<td>230 Gentran:Basic for zSeries Advanced Solutions</td>
<td>Classroom (Onsite* Only)</td>
<td>3 days</td>
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010-W Electronic Commerce Essentials

The Electronic Commerce Essentials course introduces you to electronic commerce, e-business, and electronic data interchange (EDI). You will learn about translators, communication software, value-added networks, and interconnects.

Upon completion of this course, you will be able to:
- Summarize the electronic commerce, e-business, and electronic data interchange (EDI) concepts.
- Describe the components in an EDI system.
- Describe each of the standards supported in the application and why we use them.
- Read and interpret the X12 Standards manuals.

Prerequisite: None
Class Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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210 Gentran:Basic for zSeries Mapping and Translation

The Gentran:Basic for zSeries Mapping and Translation course introduces you to electronic-commerce concepts and to the components of Gentran:Basics for zSeries. You will create and execute maps, create trading partner profiles, extract and process data, perform file maintenance, and troubleshoot problems.

Upon completion of this course, you will be able to:
- Describe the flow of electronic data interchange (EDI) data.
- Apply maintenance to the Gentran:Basic for zSeries components.
- Navigate in Gentran:Basic for zSeries.
- Create and maintain trading partner profiles.
- Maintain the Standards and Standards versions used with Gentran:Basic for zSeries.
- Build an inbound and outbound map.
- Describe the Relation Mode and its purpose.
- Explain the batch environment and batch processing.
- Use the databanks to track extract and repress data.

Prerequisite: Electronic Commerce Essentials
Length: 4 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer's facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer's travel expenses.
230 Gentran:Basic for zSeries Advanced Solutions

The Gentran:Basic for zSeries Advanced Solutions course teaches you how to streamline electronic data interchange (EDI) operations and how to increase performance using Gentran:Basic for zSeries. You will learn advanced mapping techniques, tips for managing multiple trading partners, and advanced process flows.

Upon completion of this course, you will be able to:
- Describe the outbound, inbound, and mapping programs and their purposes.
- Describe the mapper Return Codes.
- Explain how to section a map.
- Create a trading partner.
- Describe the utility programs and its purpose.
- Discuss the types of data movements.
- Process data using instream processing.
- Identify and resolve processing problems.
- Create a map using advance solutions.

Prerequisite: Gentran:Basic for zSeries Mapping and Translation
Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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Gentran:Server for Windows

Gentran:Server is one of the industry’s most widely used and trusted EDI solutions, proving itself daily in millions of business transactions. With Gentran:Server you’ll:

- Improve customer service through the ability to respond instantly and accurately to customer inquiries.
- Increase cash flow by reducing invoice and payment cycle times.
- Save money by eliminating the errors and expense of manual document processing.
- Gain a competitive edge. Many large businesses will only do business with companies that are EDI-enabled.
- Lay a foundation for the future. Gentran:Server is fully compatible with Gentran Integration Suite, so when you’re ready to expand your operations, you can just plug in new components.
**Gentran:Server for Windows Training Track**

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

### EDI End Users

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### System Administrators

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<td>421 Gentran:Server for Windows Communications</td>
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<td>422 Gentran:Server for Windows Operations</td>
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*Onsite = at the customer’s facility.
010-W Electronic Commerce Essentials

The Electronic Commerce Essentials course introduces you to electronic commerce, e-business, and electronic data interchange (EDI). You will learn about translators, communication software, value-added networks, and interconnects.

Upon completion of this course, you will be able to:
- Summarize the electronic commerce, e-business, and electronic data interchange (EDI) concepts.
- Describe the components in an EDI system.
- Describe each of the standards supported in the application and why we use them.
- Read and interpret the X12 Standards manuals.

**Prerequisite:** None

**Class Length:**
- Classroom (Onsite* Only) – 1 day
- WebCast – ½ day

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

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415 Gentran:Server for Windows Mapping and Translation


Upon completion of this course, you will be able to:
- Describe the components of Gentran:Server for Windows.
- Configure system-wide parameters.
- Create maps.
- Establish when data is processed using Process Control.
- Use Process Control to state when and how data is processed.
- Compare and contrast the Collection and Extraction Mailbox.

**Prerequisite:** Electronic Commerce Essentials

**Length:** 4 days

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

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421 Gentran:Server for Windows Communications

The Gentran:Server for Windows Communications course introduces you to the Gentran:Server for Windows Mailbox component. You will learn about mailbox components, the different communication protocols for transmitting data, trading partner configuration, and troubleshooting communication problems.

Upon completion of this course, you will be able to:
- Describe the Gentran:Server for Windows components.
- Set up trading partners.
- Explain the process of preparing Gentran:Server for Windows to use the File System Gateway Communications.
- Configure the File System Gateway Communications to use with Gentran:Server for Windows.
- Manage the Sterling Information Broker℠ and Network Reports.
- Manage the flows of data transfers.
- Import application data.

Prerequisite: Gentran:Server for Windows Mapping and Translation  
Length: 2 days  
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:  
- System Administrators

422 Gentran:Server for Windows Operations


Upon completion of this course, you will be able to:
- Install the Gentran:Server for Windows components.
- Create historical data and reports.
- Archive and restore data.
- Configure Gentran:Server for Windows to send error alerts.
- Configure the Process Control System.
- Restore Gentran:Server for Windows databases and data files.

Prerequisite: Gentran:Server for Windows Mapping and Translation  
Length: 2 days  
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:  
- System Administrators

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The Gentran:Server for Windows Advanced Solutions course introduces you to advanced mapping techniques and to the extended rules programming language. You will build break maps and execute a user exit from within a map.

Upon completion of this course, you will be able to:
- Incorporate variables, extended rules, and arrays in a map.
- Apply control structures to extended rules to change the flow of execution.
- Create maps.
- Describe the purpose of a Build and Break map.
- Compare Break and Build maps with a traditional map.

**Prerequisite:** Gentran:Server for Windows Mapping and Translation

**Length:** 3 days

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

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Gentran:Server for UNIX

Gentran:Server is one of the industry’s most widely used and trusted EDI solutions, proving itself daily in millions of business transactions. With Gentran:Server you’ll:

• Improve customer service through the ability to respond instantly and accurately to customer inquiries.
• Increase cash flow by reducing invoice and payment cycle times.
• Save money by eliminating the errors and expense of manual document processing.
• Gain a competitive edge. Many large businesses will only do business with companies that are EDI-enabled.
• Lay a foundation for the future. Gentran:Server is fully compatible with Gentran Integration Suite, so when you’re ready to expand your operations, you can just plug in new components.
Gentran:Server for UNIX Application Integration Training Track

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

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<td>513 Gentran:Server for UNIX Application Integration Mapping and Translation</td>
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010-W Electronic Commerce Essentials

The Electronic Commerce Essentials course introduces you to electronic commerce, e-business, and electronic data interchange (EDI). You will learn about translators, communication software, value-added networks, and interconnects.

Upon completion of this course, you will be able to:
- Summarize the electronic commerce, e-business, and electronic data interchange (EDI) concepts.
- Describe the components in an EDI system.
- Describe each of the standards supported in the application and why we use them.
- Read and interpret the X12 Standards manuals.

Prerequisite: None
Class Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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513 Gentran:Server for UNIX Application Integration Mapping and Translation


Upon completion of this course, you will be able to:
- Describe Gentran:Server for UNIX and its programs used to translate data.
- Navigate in the AI mapper.
- Discuss mapping concepts, terms, and components.
- Create inbound and outbound maps.
- Check in maps.
- Explain how to archive data.
- Explain the options for searching for a document.

Prerequisite: None
Length: 4 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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The Gentran:Server for UNIX Application Integration Advanced Solutions course introduces you to the advanced mapping capabilities in Gentran:Server for UNIX. You will learn about inbound and outbound processes, extended rules, and XML. You will apply extended rules to electronic data interchange (EDI) data.

Upon completion of this course, you will be able to:
- State and describe an extended rule and arrays.
- Define the Control Structures.
- Incorporate strings and functions into extended rules.
- Create a map using extended rules and arrays.
- Read XML data.
- Create an XML map.

**Prerequisite:** Gentran:Server for UNIX Application Integration Mapping and Translation

**Length:** 2 days

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

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Gentran:Director

With Gentran:Director you can meet your requirements for simplicity without sacrificing performance. Feature for feature, nothing in its class can match it.

- Exchange documents with trading partners using any EDI standard.
- Get started fast with professionally designed templates.
- Use the “turnaround” feature to quickly generate invoices from purchase orders.
- Easily track document status and check for acknowledgements.
- Set up direct communications or communicate through any VAN.
- Set up unattended operations and automated processes.
- Trace the activity of any document end-to-end.
- Secure operations through user access privileges.
- Easily set up and manage trading partner profiles with Partner Wizards.
**Gentran:Director Training Track**

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

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<td>3 days</td>
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</table>
310 Gentran:Director Fundamentals

The Gentran:Director Fundamentals course introduces you to electronic data interchange (EDI), electronic commerce, and Gentran:Director. You will create trading partner profiles, process EDI data, and track documents in Gentran:Director. You will also use the Connection:Manager and the Commerce:Library.

Upon completion of this course, you will be able to:
- Describe Gentran:Director and its components.
- Send and receive EDI documents using Commerce:Centre.
- Process data in Gentran:Director.
- Create trading partner profiles.
- Use the Scheduler to start data processing.
- Use the Connection:Library to download your trading partners translation objects.
- Troubleshoot problems when using Gentran:Director.

Prerequisite: None
Length: 2 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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311 Gentran:Director Pro Application Integration

The Gentran:Director Pro Application Integration course teaches you how to integrate applications using Gentran:Director. You will create maps, apply standard and extended rules to the map, send and receive files from trading partners, and process files from trading partners.

Upon completion of this course, you will be able to:
- Create and test maps.
- Perform GAP analysis.
- Incorporate standard and extended rules and temporary storage records in a map.
- Determine which log file provides the information you need to troubleshoot a problem.

Prerequisite: Gentran:Director Fundamentals
Length: 3 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

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Sterling Multi-Channel Fulfillment

We are proud to offer our customers the only complete set of applications for managing the flow of orders, inventory, and shipments both inside and outside an organization. These applications give you end-to-end visibility into critical supply chain events and exceptions, together with the tools to proactively balance supply and demand in real time. Designed to work easily with your existing enterprise applications, Sterling Multi-Channel Fulfillment fully leverages your existing IT investments, while giving you the flexibility to adapt quickly to market changes.
Sterling Multi-Channel Fulfillment Training Track

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

Supply Chain Visibility Consultants/Designers

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<tr>
<td>1160-T Monitoring an Inbound Supply Chain</td>
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Supply Chain Visibility End Users

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Distributed Order Management Implementation Team/Functional Consultants/Designers

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## Sterling Call Center and Store Application Consultants/Designers

<table>
<thead>
<tr>
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<th>Duration</th>
<th>Required</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100-T Supply Chain Concepts</td>
<td>Tutorial</td>
<td>6 hours</td>
<td></td>
<td>•</td>
</tr>
<tr>
<td>1275-T Managing Customer Orders</td>
<td>Tutorial</td>
<td>4 hours</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1140 Supply Chain Applications Common Concepts</td>
<td>Classroom</td>
<td>2 days</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1270-T Configuring the Sterling Call Center and Store Application</td>
<td>Tutorial</td>
<td>4½ hours</td>
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</table>

## Call Center and Store Order Management End Users

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1100-T Supply Chain Concepts</td>
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<td>Tutorial</td>
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## Warehouse Management System Implementation Team/Functional Consultants/Designers

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<td>•</td>
</tr>
<tr>
<td>1130 and 1135-W Supply Chain Essentials</td>
<td>Classroom (Onsite* Only) or WebCast</td>
<td>1 day or ½ day</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1300-T Performing Daily Warehouse Tasks</td>
<td>Tutorial</td>
<td>6 hours</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1320 Configuring the Sterling Warehouse Management System</td>
<td>Classroom</td>
<td>5 days</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1330-T Viewing the Activity Report in a 3PL Warehouse</td>
<td>Tutorial</td>
<td>1½ hours</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1240-T Sterling Multi-Channel Fulfillment, Release 7.9 New Features</td>
<td>Tutorial</td>
<td>4 hours</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1155-T Sterling Multi-Channel Fulfillment, Release 7.11 New Features</td>
<td>Tutorial</td>
<td>2 hours</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>1156-T Sterling WMS Application, Release 7.5 New Features</td>
<td>Tutorial</td>
<td>1 hour</td>
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*Onsite = at the customer’s facility.
### Warehouse Analysts/Warehouse Super Users

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### Warehouse Managers/Warehouse Staff

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<td>1 hour</td>
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*Onsite = at the customer's facility.
### Technical Developers/Technical Consultants

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<tr>
<td>1100-T Supply Chain Concepts</td>
<td>Tutorial</td>
<td>6 hours</td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>1400 Extending the Application</td>
<td>Classroom</td>
<td>4 days</td>
<td></td>
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<tr>
<td>1260-T Configuring the RCP Interface</td>
<td>Tutorial</td>
<td>3 hours</td>
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<tr>
<td>1460-T Extending and Customizing Rich Client Applications</td>
<td>Tutorial</td>
<td>4 hours</td>
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<tr>
<td>1450-T Printing Labels and Documents</td>
<td>Tutorial</td>
<td>2 hours</td>
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<tr>
<td>1210 Configuring the Sterling Distributed Order Management Product</td>
<td>Classroom</td>
<td>5 days</td>
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<tr>
<td>1220-T Managing Sterling Delivery and Service Scheduling</td>
<td>Tutorial</td>
<td>4 hours</td>
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<tr>
<td>1230-T Processing Payments and Generating Invoices</td>
<td>Tutorial</td>
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</table>

### Carrier Personnel

<table>
<thead>
<tr>
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<th>Course Delivery</th>
<th>Duration</th>
<th>Required</th>
<th>Optional</th>
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</thead>
<tbody>
<tr>
<td>1910-T Transportation Management System: Carrier Basics</td>
<td>Tutorial</td>
<td>4 hours</td>
<td></td>
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<tr>
<td>1980-T Transportation Management System Release 6.3 New Features (Recorded Webcast)</td>
<td>Tutorial</td>
<td>1 hour</td>
<td></td>
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</table>

### Shipper Personnel

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<th>Duration</th>
<th>Required</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>1930-T Transportation Management System: Execution</td>
<td>Tutorial</td>
<td>4 hours</td>
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<tr>
<td>1935-T Transportation Management System: Purchase Order Portal</td>
<td>Tutorial</td>
<td>½ hour</td>
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<tr>
<td>1940-T Transportation Management: Settlement</td>
<td>Tutorial</td>
<td>4 hours</td>
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<tr>
<td>1950-T Transportation Management System: Analysis</td>
<td>Tutorial</td>
<td>3 hours</td>
<td></td>
<td>*</td>
</tr>
<tr>
<td>1980-T Transportation Management System Release 6.3 New Features (Recorded Webcast)</td>
<td>Tutorial</td>
<td>1 hour</td>
<td></td>
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*Onsite = at the customer's facility.*
The Supply Chain Concepts course introduces you to the supply chain management concepts and to Sterling Multi-Channel Fulfillment. You will learn about, and how to manage, the relationship between participants in a supply chain, goods and services, and sales and returns to create an efficient fulfillment and distribution process. In addition, you will learn about the history of selling products, business to everyone selling, and the components of a demand chain application.

Upon completion of this course, you will be able to:

- Describe the purpose of supply chain management, and how Sterling Multi-Channel Fulfillment provides a business process platform that allows management of a supply chain.
- Describe business players and rules and how they are modeled in Sterling Multi-Channel Fulfillment.
- Describe goods and services and how they are identified and managed in Sterling Multi-Channel Fulfillment.
- Describe sales and returns and how selling and financials are managed in Sterling Multi-Channel Fulfillment.
- Describe fulfillment and how distribution centers use Sterling Multi-Channel Fulfillment to enable efficient operations.
- Define demand chain terms.
- Explain how the Internet and Electronic Commerce includes selling merchandise and services online.
- Explain how businesses use the Sterling Multi-Channel Selling applications to sell to other businesses and individual customers.

**Prerequisite:** None

**Length:** 6 hours

**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).
1130 and 1135-W Supply Chain Essentials

The Supply Chain Essentials course guides you through the Solution Definition phase. You will learn about Sterling Multi-Channel Fulfillment functionality and capabilities. You will learn how to configure for security and warehouse management, manage and monitor the elements of the supply chain process, and synchronize inventory.

Upon completion of this course, you will be able to:
• Describe the use and application of the Sterling Multi-Channel Fulfillment footprint.
• Participate in the Solution Definition phase of an implementation with a high-level understanding of the product functionality and capabilities.
• Generate discussion points for resolution during the Solution Definition phase.

Prerequisite: None
Length: Classroom (Onsite* Only) – 1 day
WebCast – ½ day
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.

1140 Supply Chain Applications Common Concepts

The Supply Chain Applications Common Concepts course introduces you to the supply chain concepts that are common to other Sterling Commerce supply chain training courses. You will learn about the consoles and Configurator, themes, and locales. You will also learn about supply chain participants, security, the process modeler, and alerts.

Upon completion of this course, you will be able to:
• Describe the common supply chain concepts within the framework of Sterling Multi-Channel Fulfillment.
• Navigate the Sterling Multi-Channel Fulfillment consoles and Configurator.
• Modify the Sterling Multi-Channel Fulfillment resources, themes, and locales.
• Model supply chain participants.
• Define security levels for users, permission levels for groups, and data security groups, and explain how security levels determine content of the user interface.
• Define business processes using the process modeler.
• Configure alerts.

Prerequisite: General supply chain industry background; Familiarity with basic supply chain concepts and terminology
Length: 2 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

* Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.
** Note: If you take the Supply Chain Common Concepts course, you may take one of the following courses for free: Configuring the Sterling Supply Chain Visibility Application tutorial or Configuring the Sterling Call Center and Store Application tutorial.
1145-T Configuring the Sterling Supply Chain Visibility Application

The Configuring the Sterling Supply Chain Visibility Application course introduces you to the Supply Chain Visibility (SCV) application. You will learn about the features and integration architecture and organization-specific business processes and monitoring rules. In addition, you will learn how to configure trading partners, alerts, and key performance indicators (KPIs).

Upon completion of this course, you will be able to:
• Discuss the features and benefits of the Sterling Supply Chain Visibility (SCV) application.
• List the pre-configured features of the SCV application.
• Discuss the integration architecture of Gentran Integration Suite with the SCV application.
• Configure trading partners and their profile.
• Describe organization-specific business processes and monitoring rules.
• Configure custom alerts and key performance indicators (KPIs).

Prerequisite: Supply Chain Applications Common Concepts
Length: 2 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

** Note: If you take the Supply Chain Common Concepts course, you may take Configuring the Sterling Supply Chain Visibility Application tutorial for free

This course is recommended for:
• Supply Chain Visibility Consultants/Designers

1160-T Monitoring an Inbound Supply Chain

The Monitoring an Inbound Supply Chain course introduces you to the Sterling Supply Chain Visibility (SCV) application. You will learn about the features, benefits, and components of the Supply Chain Visibility application. You will learn how to monitor purchase orders and shipments, analyze supplier performance and supply-demand mismatches.

Upon completion of this course, you will be able to:
• Describe the features and benefits of the Sterling Supply Chain Visibility (SCV) application.
• Identify the key components of the SCV application.
• Monitor Purchase Orders (POs) and shipments using alerts and key performance indicators (KPIs).
• Analyze supplier performance by generating reports for various KPIs.
• Analyze supply-demand mismatches and propose solutions to resolve potential problems.

Prerequisite: Knowledge of inbound supply chain management
Length: 2 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
• Supply Chain Visibility Consultants/Designers
• Supply Chain Visibility End Users
1210 Configuring the Sterling Distributed Order Management Product

The Configuring the Sterling Distributed Order Management Product course introduces you to the order management solution for the Sterling Multi-Channel Fulfillment bundle. You will learn how to identify order management problems and how to create and implement order management solutions.

Upon completion of this course, you will be able to:
• Identify the business problem related to order management encountered by an enterprise.
• Capture and administer orders.
• Synchronize inventory.
• Source and schedule orders.
• Fulfill orders and shipments.
• Settle invoices.
• Perform return logistics.
• Create and schedule Provided and Delivery Services.
• Define custom orders.

Prerequisite: Required — Knowledge of Order Management systems
Suggested — Ability to navigate within Windows NT and UNIX operating systems and familiarity with relational database concepts

Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

1220-T Managing Sterling Delivery and Service Scheduling

The Managing Delivery and Service Scheduling course introduces you to the delivery and service component of the Sterling Distributed Order Management product. You will learn how to configure service items, components, and work orders. In addition, you will learn how to schedule appointments and manage work orders.

Upon completion of this course, you will be able to:
• Configure delivery service items and provided service items.
• Configure service components.
• Configure standard and supplemental capacity.
• Create service work orders.
• Schedule appointments for providing services.
• Record work order completion.

Prerequisite: None
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
1230-T Processing Payments and Generating Invoices

The Processing Payments and Generating Invoices course introduces you to the Payment Processing module of the Sterling Distributed Order Management product. You will learn about key payment processing and how to configure the components of the Payment Processing module to meet the B2B and retail business requirements.

Upon completion of this course, you will be able to:

- List the key payment processing features of the Sterling Distributed Order Management product.
- Describe the role of the payment-related Application Programming Interfaces and User Exits in payment processing.
- Configure the components of the Payment Processing module in a retail setup and a business-to-business setup.
- Generate shipment invoices, order invoices, and Pro-Forma invoices.
- Configure the components of the Payment Processing module to process return orders and exchange order payments.

Prerequisite: None
Length: 3½ hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

1240-T Sterling Multi-Channel Fulfillment, Release 7.9 New Features

The Sterling Multi-Channel Fulfillment, Release 7.9 New Features tutorial introduces you to the features and functionalities added to the Sterling Multi-Channel Fulfillment Configurator and Application Consoles.

Upon completion of this course, you will be able to:

- Describe the new features and functionalities of the Sterling Multi-Channel Fulfillment 7.9 release.
- Configure the Sterling Multi-Channel Fulfillment Configurator and Application Consoles in the following applications:
  - Platform
  - Distributed Order Management
  - Product Management
  - Global Inventory Visibility
  - Logistics Management
  - Delivery and Service Management
  - Warehouse Management System

Prerequisite: Knowledge of supply chain management concepts; Knowledge of Sterling Multi-Channel Fulfillment
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
1155-T Sterling Multi-Channel Fulfillment, Release 7.11
New Features

The Sterling Multi-Channel Fulfillment, Release 7.11 New Features tutorial introduces you to the features and functionalities added to the Sterling Multi-Channel Fulfillment Configurator and Application Consoles.

Upon completion of this course, you will be able to:
- Describe the new features and functionalities of the Sterling Multi-Channel Fulfillment 7.11 release.
- Configure the Sterling Multi-Channel Fulfillment Configurator and Application Consoles in the following applications:
  - Platform
  - Distributed Order Management
  - Product Management
  - Global Inventory Visibility
  - Logistics Management
  - Delivery and Service Management
  - Warehouse Management System

Prerequisite: Knowledge of supply chain management concepts; Knowledge of Sterling Multi-Channel Fulfillment

Length: 2 hours

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Distributed Order Management Implementation Team/Functional Consultants/Designers
- Warehouse Management System Implementation Team/Functional Consultants/Designers
- Technical Developers/Consultants
- Warehouse Analysts/Super Users
- Warehouse Managers/Staff

1156-T Sterling WMS Application, Release 7.5 New Features

The Sterling WMS Application, Release 7.5 New Features tutorial introduces you to the features and functionalities added to the Sterling Warehouse Management System.

Upon completion of this course, you will be able to:
- Describe the new features of the Sterling WMS Application 7.5 release.
- Configure the new features of the Sterling WMS Application 7.5 release.

Prerequisite: Knowledge of warehouse management concepts; Configuring a WMS Solution

Instructor-Led Training

Length: 1 hour

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Warehouse Management System Implementation Team/Functional Consultants/Designers
- Technical Developers/Consultants
- Warehouse Analysts/Super Users
- Warehouse Managers/Staff

http://education.sterlingcommerce.com
1260-T Configuring the RCP Interface

The Configuring the RCP Interface course introduces you to the Eclipse Platform and the Sterling Interface concepts. You will learn about the RCP Interface extensibility and how to set up the RCP Interface environment.

Upon completion of this course, you will be able to:

- Define and describe the Eclipse Platform and Standard Widget Toolkit (SWT).
- Explain the RCP Interface concepts.
- List the RCP Interface extensibility capabilities.
- Set up the RCP Interface environment.

**Prerequisite:** Proficiency in RDBMS, Java, XML, XSL, and Eclipse; Extending the Application
**Length:** 3 hours
**Investment:** For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Technical Developers/Consultants

1270-T Configuring the Sterling Call Center and Store Application

The Configuring the Sterling Call Center and Store Application tutorial introduces you to the Sterling Call Center and Store Configurator. You will learn how to configure the application-specific features, such as customer order-related rules, tasks, and alerts.

Upon completion of this course, you will be able to:

- Describe the features of the Sterling Call Center and Store Application.
- Configure order-related rules such as order entry, modification, and fulfillment rules.
- Configure display rules for items.
- Configure rules to handle returns and exchanges.

**Prerequisite:** Supply Chain Concepts; Managing Customer Orders; Supply Chain Applications Common Concepts
**Length:** 4½ hours
**Investment:** For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

**Note:** If you take the Supply Chain Common Concepts course, you may take Configuring the Sterling Call Center and Store Application tutorial for free.
1275-T Managing Customer Orders

The Managing Customer Orders tutorial introduces you to the Sterling Call Center and Sterling Store applications. You will learn how to use the applications to create and maintain orders, manage returns and exchanges, and answer customer queries. In addition, you will learn how to manage users, alert, and queues.

Upon completion of this course, you will be able to:
- Describe the key features of Sterling Call Center and Sterling Store applications.
- Create, modify, fulfill, cancel, and print orders.
- Use appeasement, item price match, and gift options to delight customers.
- Use the frequently queries feature to handle customer inquiries.
- Manage users, alerts, and queues.

Prerequisite: Knowledge of supply chain management concepts.
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Sterling Call Center and Store Application Consultants/Designers
- Call Center and Store Order Management End Users

1300-T Performing Daily Warehouse Tasks

The Performing Daily Warehouse Tasks course introduces you to the daily warehouse tasks and how to perform these tasks using the Sterling Warehouse Management System. You will learn how to manage warehouse functions, such as receiving, shipping, and inventory. In addition, you will learn how to administer Value-Added Services.

Upon completion of this course, you will be able to:
- Navigate through the Sterling Multi-Channel Fulfillment console.
- Perform different types of searches and view the search results.
- Manage and execute the processes supporting:
  - Receipt, Putaway, and Inspection
  - Cycle Count, Inventory Adjustment, and Inventory Inspection
  - Pick, Pack, and Ship
  - Value-Added Services
  - Reverse Logistics
- Describe the processing options available to support each of the warehousing functions.

Prerequisite: General knowledge of supply chain management concepts
Length: 6 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Warehouse Management System Implementation Team/Functional Consultants/Designers
- Warehouse Analysts/Super Users
- Warehouse Managers/Staff
1320 Configuring the Sterling Warehouse Management System

The Configuring the Sterling Warehouse Management System course introduces you to the basic configurations required to implement a Warehouse Management Solution (WMS). You will define supply chain elements, such as organization hierarchy, warehouse layouts, security models, and inbound and outbound processes, to create a WMS solution.

Upon completion of this course, you will be able to:
- Define the organization hierarchy, process model, and security model of a warehouse.
- Configure the node infrastructure.
- Configure product attributes.
- Configure the process, tasks, and transactions for:
  - Inbound orders
  - Outbound orders
  - Return orders
  - Value Added-Services
  - Integrate Sterling Multi-Channel Fulfillment with third-party hosts, MHEs, and TMSs.
  - Configure the Sterling Multi-Channel Fulfillment print infrastructure.

Prerequisite: Required — Knowledge of warehouse management
Suggested — Ability to navigate within Windows NT and UNIX operating systems and familiarity with relational database concepts

Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

1330-T Viewing the Activity Report in a 3PL Warehouse

The Viewing the Activity Report in a 3PL Warehouse course introduces you to the Activity Reporting Engine (ARE), a tool in the Sterling Warehouse Management System. You will learn how to view reports for activities performed in a 3PL warehouse and configure custom activity codes.

Upon completion of this course, you will be able to:
- Activate the Activity Reporting Engine (ARE) in the Sterling Warehouse Management System.
- Navigate the ARE Consoles.
- Classify activity codes according to the different processes performed in the warehouse.
- View reports of activities performed in a 3PL warehouse using the ARE.
- Configure custom activity codes in the ARE.

Prerequisite: Configuring the Sterling Warehouse Management System, or experience configuring a WMS Solution, knowledge of 3PL warehouse operation and associated terminology

Length: 1½ hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
1400 Extending the Application

The Extending the Application course introduces you to the Sterling Multi-Channel Fulfillment products technical framework. You will learn how to customize Sterling Multi-Channel Fulfillment products to meet your supply chain management needs. You will also learn how to extend transaction workflows and fulfillment pipelines and how to move data between applications.

Upon completion of this course, you will be able to:
- Provide an understanding of the Sterling Multi-Channel Fulfillment technical environment.
- Extend transaction workflows and fulfillment pipelines.
- Use the Sterling Multi-Channel Fulfillment APIs to move data between Sterling Multi-Channel Fulfillment and other applications.
- Customize the user interface, database, and printed documents.

Prerequisite: General knowledge of order management, fulfillment and inventory management; knowledge of relational database management systems; knowledge of Java, JSP, XML and XSL

Length: 4 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

1450-T Printing Labels and Documents

The Printing Labels and Documents course introduces you to the Loftware Label Manager and to the Loftware Print Server. You will learn how Sterling Multi-Channel Fulfillment works with Loftware Label Manager and Loftware Print Server to print labels and documents. You will learn how to create, modify, and print labels and how to generate mapping XML.

Upon completion of this course, you will be able to:
- Describe the tools, processes, and files that play a role in creating or modifying labels and documents.
- Create new or modify existing labels and documents using the Loftware Label Manager.
- Create a mapping XML file that relates label and document fields to Sterling Multi-Channel Fulfillment data.
- Configure Sterling Multi-Channel Fulfillment to use labels and documents.
- Connect a print service definition to a transaction’s events.

Prerequisite: You must understand the development process and APIs, be able to create and implement service definitions, and understand XML and XPath

Length: 2 hours

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.
1460-T Extending and Customizing Rich Client Applications

The Extending and Customizing Rich Client Applications tutorial guides you through extending and customizing Rich Client Applications and performing common tasks.

Upon completion of this course, you will be able to:
- Create and extend Rich Client screens.
- Create new Wizards and change the flow of existing wizards.
- Change Key Bindings.
- Localize and theme Rich Client applications.

Prerequisite: Proficiency in RDBMS, Java, XML, XSL, and Eclipse; Configuring the Sterling RCP Interface; Configuring the Sterling Distributed Order Management Product or equivalent hands-on experience in configuring a DOM solution OR Configuring the Sterling Warehouse Management System or equivalent hands-on experience in configuring a WMS solution; Extending the Application.

Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Technical Developers/Consultants

1910-T Transportation Management System: Carrier Basics

The Transportation Management System (TMS): Carrier Basics tutorial introduces you to Sterling Transportation Management System. You will learn about key carrier concepts such as carrier execution and contract management.

Upon completion of this course, you will be able to:
- Log on and navigate in Sterling Transportation Management System.
- Set up profiles, areas, and fleets.
- Create shipper groups.
- Add users.
- Set up relationships.
- Respond to tenders.
- Enter appointments and status.
- Track shipments.

Prerequisite: Familiarity with transportation industry
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Carrier Personnel
1930-T Transportation Management System: Execution

The Transportation Management System (TMS): Execution tutorial introduces you to the TMS Execution solution. You will learn about key TMS concepts such as tendering, tracking, and updating shipments.

Upon completion of this course, you will be able to:
- Understand the lifecycle of a shipment.
- Discuss transportation management terms used by TMS to plan and track shipments.
- Create and view single stop and multiple stop shipments using the Sterling Transportation Management System Execution solution.
- Perform carrier selection and tendering.
- Track and update shipments.
- Set user options for shipments in Execution.

Prerequisite: Familiarity with transportation industry
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Shipper Personnel

1935-T Transportation Management System: Purchase Order Portal

The Purchase Order Portal introduces you to the Sterling Transportation Management System (TMS) Purchase Order Portal. You will learn how to set up vendors, submit purchase orders, and define a purchase order release alert on the Purchase Order tab.

Upon completion of this course, you will be able to describe how to use the Purchase Order tab in the Sterling Transportation Management System Purchase Order Portal.

Prerequisite: Familiarity with transportation industry
Length: ½ hour
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Shipper Personnel
1940-T Transportation Management System: Settlement

The TMS: Settlement tutorial introduces you to the Sterling Transportation Management System (TMS) Settlement solution. You will learn about the settlement phase of the transportation management lifecycle including freight payment, charges, and alerts.

Upon completion of this course, you will be able to:
- Search for shipments and orders using mode, origin, carrier and container number.
- Repeat searches with different dates.
- Use FIND BY purchase order number, SKU, order number within freight payment.
- View status and report.
- Configure the Sterling Transportation Management System for Freight Payment.
- Configure Match Pay.
- Use the Freight Payment Tab.
- Reconcile charges.
- Set up Freight Payment Alerts.
- Manage Freight Payment for Dedicated Fleets.

Prerequisite: Familiarity with transportation industry concepts
Length: 4 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Shipper Personnel

1950-T Transportation Management System: Analysis

The Transportation Management System (TMS): Analysis tutorial introduces you to TMS. You will learn about analytical reports generated by the TMS report engine.

Upon completion of this course, you will be able to:
- Search within Sterling Transportation Management System using specific examples.
- Use the Find feature to locate specific items within the TMS.
- Export and print data.
- Manipulate tables to see the data you want to see.
- View Dashboard reports.
- Understand tips on process change.
- Learn the set up required to access and view reports.
- View and export existing reports.
- Modify existing reports including adding data or text fields and adding a filter.
- Create new reports.
- Review report descriptions.
- Use dashboard reporting.

Prerequisite: Familiarity with transportation industry
Length: 3 hours
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Shipper Personnel
1980-W Transportation Management System Release 6.3 New Features (Recorded Webcast)

The Transportation Management System Release 6.3 New Features (Recorded) WebCast provides an overview of the features and enhancements of the Sterling Transportation Management System.

Upon completion of this course, you will be able to describe the new features and enhancements added to the Sterling Transportation Management System.

Prerequisite: Familiarity with transportation industry
Length: 1 hour

This course is recommended for:
- Shipper Personnel
- Carrier Personnel
Sterling Multi-Channel Selling


Sterling Multi-Channel Selling provides solutions that include:
- Order Management
- Product and Services Information Management
- Pricing management
- Quoting
- Procurement
- Guided selling
- Product Configuration Management
- Account management
Sterling Multi-Channel Selling Training Track

Our Training Tracks identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Tracks are organized by each team member’s role. Each course is identified as either Required (must be taken for proficiency) or Optional (may be taken depending on your product use and configuration).

### Technical Delivery Consultants

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Delivery</th>
<th>Duration</th>
<th>Required</th>
<th>Optional</th>
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<tbody>
<tr>
<td>1820 Multi-Channel Selling Technical Fundamentals</td>
<td>Classroom</td>
<td>5 days</td>
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<tr>
<td>1830 Multi-Channel Selling Configurator Fundamentals</td>
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<td>2 days</td>
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<tr>
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### Technical Architects

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### System Operations Administrators

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<th>Optional</th>
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<tbody>
<tr>
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## Solution Architects (Sales)

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## Partner Developers

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<tr>
<td>1850 Multi-Channel Selling Advanced Configurator Workshop</td>
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### 1820 Multi-Channel Selling Technical Fundamentals

The Multi-Channel Selling Technical Fundamentals course introduces you to the fundamentals of the Multi-Channel Selling solution. You will learn how to install, configure, and develop the product. In addition, you will learn about best practices and how to integrate the product with an external system.

Upon completion of this course, you will be able to:

- Install and configure the Multi-Channel Selling solution.
- Administer the application.
- Describe the system architecture.
- Implement customization best practices.
- Integrate with an external system via XML and Web Services.

**Prerequisite:** None  
**Length:** 5 days  
**Investment:** For more information about the price for this course, refer to the Master Schedule at [http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf](http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf).

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.
1830 Multi-Channel Selling Configurator Fundamentals

The Multi-Channel Selling Configurator Fundamentals course introduces you to the fundamentals of the Configurator. You will learn how to install, configure, and develop the Configurator. In addition, you will learn about data modeling, best practices, Properties, and Rules.

Upon completion of this course, you will be able to:
• Demonstrate the user experience in the Configurator.
• Define all of the major terminology used in the Configurator.
• Navigate the Visual Modeler administration tool.
• Build a best practices model hierarchy and model components.
• Define and attach Properties.
• Design, define, and attach Rules.

Prerequisite: None
Length: 2 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
• Technical Delivery Consultants
• Technical Architects
• Solution Architects (Sales)

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.

1840 Multi-Channel Selling Partner Fundamentals

The Multi-Channel Selling Partner Fundamentals course introduces you to the Multi-Channel Selling product and Configurator. You will learn how to install, configure, develop, and administer the product. In addition, you will learn about the system architecture, best practices, Properties, and Rules.

Upon completion of this course, you will be able to:
• Install and configure the Multi-Channel Selling solution.
• Administer the application.
• Describe the system architecture.
• Implement customization best practices.
• Integrate with an external system via XML and Web Services.
• Demonstrate the user experience in the Configurator.
• Define all of the major terminology used in the Configurator.
• Navigate the Visual Modeler administration tool.
• Build a best practices model hierarchy and model components.
• Define and attach Properties.
• Design, define, and attach Rules.

Prerequisite: None
Length: 5 days
Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
• Partner Developers

*Onsite = at the customer’s facility. Onsite price per student assumes our maximum of 12 students per class. Per-student price increases as number of students decrease. Plus trainer’s travel expenses.
1850 Multi-Channel Selling Advanced Configurator Workshop

The Multi-Channel Selling Advanced Configurator Workshop trains you on advanced Configurator concepts. You will learn about advanced techniques for managing and maintaining the product. In addition, you will learn best practices and how to troubleshoot modules.

Upon completion of this course, you will be able to:
- Maintain and manage naming conventions and special system properties.
- Use properties to expand dynamic text strings.
- Work with other models using dynamic instantiation and sub-model punch outs.
- Organize the model hierarchy using Configurator best practices.
- Adjust the firing sequence for rules.
- Reorder rule firing.
- Repeat rule firing.
- Use relative reference of properties and rules.
- Troubleshoot complicated models using performance, reporting, loading testing, and log analysis information.

Prerequisite: Multi-Channel Selling Configurator Fundamentals; Working knowledge with basic Configurator concepts such as model elements, basic rule construction, and the association rule “actions.”

Length: 3 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

1860 Multi-Channel Selling System Administration and Operations

The Multi-Channel Selling System Administration and Operations course introduces you to the Multi-Channel Selling E-Business system architecture. You will learn how to install, patch, and maintain the system. You will also learn about troubleshooting techniques, recovery procedures, when to contact support, and catalog administration.

Upon completion of this course, you will be able to:
- Install the Multi-Channel Selling solution.
- Use logging to troubleshoot the system.
- Troubleshoot common platform.
- Learn how to engage customer support.

Prerequisite: None

Length: 2 days

Investment: For more information about the price for this course, refer to the Master Schedule at http://education.sterlingcommerce.com/TP2005/PDF/MasterSched.pdf.

This course is recommended for:
- Technical Delivery Consultants
- Technical Architects
- Solution Architects (Sales)
- Partner Developers

This course is recommended for:
- System Operations Administrators
Our Training Facilities:

Our professional training centers feature state-of-the-art equipment and trainers committed to helping you get the most from your training course. Classes begin at 9 a.m. local time unless otherwise noted on your confirmation letter.

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About Sterling Commerce

Sterling Commerce helps 80% of the FORTUNE® 500 thrive in a global economy. We provide innovative solutions to process integration challenges between companies and their customers, partners, and suppliers to help them achieve higher levels of performance — and business without borders. With over 30,000 customers worldwide, we have unparalleled experience in the retail, manufacturing, financial services, wholesale distribution, logistics, and communications industries. Sterling Commerce is an AT&T (NYSE:T) company. Learn more at www.sterlingcommerce.com