

Bookstore Manager Training – FAQ

1. **What training does Bookstore Manager offer?**
 - a. We at Bookstore Manager believe that Training is one of the most important ingredients in using Bookstore Manager Products to its fullest potential. We offer free Internet Training with our RMS products Gold and Platinum. We also offer on-going training at the different trade shows such as CBA as well as training web casts available on our website: <http://www.bsmgr.com> or <http://www.bookstoremanager.com>. We also offer “remote training” in 2 hour increments with our training expert – George Decker.
 - b. This FAQ will answer questions about the initial training for a new Bookstore Manager RMS user.
2. **What does “Internet Training” mean?**
 - a. The Internet Training that comes free with RMS Gold or Platinum is Internet based – meaning our trainer calls you so you can participate in a conference call and you also connect over the Internet so you can see the trainer’s computer screens. This allows everyone to hear and see during the Q&A. With your software you receive a **training syllabus** and a **training cd** which contains lessons in topical format such as “POS” which covers the various aspects of operating the POS station.
 - b. The syllabus specifies which lesson to do in what order – a typical day such as Monday would instruct you to view the appropriate lessons from the training CD on any computer and then meet with us on the Internet a live Q&A session with the trainer. The syllabus then instructs you to go do what you just learned that afternoon by completing “homework” assignments.
3. **How do I know if I can access the training before it actually starts?**
 - a. Our tech support department calls each store before training starts to make sure you can “connect” and participate in the training. High speed Internet access is recommended.
4. **When is Internet Training available?**
 - a. This training runs 5 days (Monday – Friday). There are 3 weeks out of each month to choose from. Your account representative can help you schedule when the best training date would fit your schedule.
5. **What if I can’t do the training in the format it suggests?**
 - a. We have tried to create the best of both worlds in terms of creating a structured training regimen that allows you to do the lessons the night before and then meet with us at 2 PM CST the next day for the Q&A. By having the training cd and syllabus you can do the lessons when you can – even before the training week is scheduled if necessary.
6. **Why should I participate in Internet Training?**
 - a. In addition to the benefit of going through a structured training regimen, we offer to credit your account with 2 months for free support. We feel that this training is so important we wanted to give you a good reason to come to training. The credit is only given after the training is completed. Note: we also remove the standard 1 hour time limit on support calls during those first 2 months.
7. **So, is it just me and the trainer during the Q&A sessions?**
 - a. No, you along with all the other new stores can share ideas and solutions. The format is designed to allow everyone to participate – someone may ask a question you hadn’t thought of that might benefit you.
8. **Can more than one person attend training?**
 - a. Yes, the training cd allows each person to learn the areas they need to know such as the sales clerk that needs to know just the POS functions. Note: RMS Gold and Platinum have a training mode to teach others how to use Bookstore Manager without changing your real data.
9. **What happens after I have completed the initial Internet training?**
 - a. After you have completed the initial training we offer 2 hours of free remote training with our expert George Decker. He can remotely access your system to make sure all the training makes sense. We strongly encourage you to take advantage of this free training. If you feel you need more time with George he is available at 60.00 per 2 hour increment.
 - b. The initial training provides you with a firm foundation in using Bookstore Manager. You also have the Reference Manual as an added detailed companion to your training.
10. **Do I have to have Internet access?**
 - a. Yes, to participate in the Q&A sessions you need to have Internet access. However, it does not have to be on your Bookstore Manager PC – you can do it from home if you have Internet access there.
11. **Are the lessons on the CD also on your website?**
 - a. Yes, you can find all the lessons on the training cd at <http://training.bsmgr.com>. You can even view a .pdf of the training syllabus at <http://training.bsmgr.com/training/Vs7OnlineTraining.pdf>.