

Are you a card-carrying
SUPER USER?



Official Sterling Commerce
SUPER USER

**Sterling Selling and
Fulfillment Suite Education**

Still Guessing?

Sterling Commerce solutions are often the lifeblood of your organization.

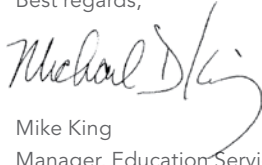
Don't guess how to use them. Build your organization's proficiency by using Sterling Commerce education services.

To provide you with the widest range of education options, Sterling Commerce education services include:

- Classroom training (at Sterling Commerce training facilities worldwide, or at your facility)
- Live virtual classroom training (live, instructor-led, hands-on training without traveling)
- Live and recorded webcasts
- Self-paced tutorials
- Custom e-learning and course development services
- Product coaching

We continue to invest in both new courses and new channels of delivery to ensure our customers are fully prepared for both their development and production environments. For more information about Sterling Commerce education services, please don't hesitate to contact us directly.

Best regards,



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Manager, Education Services
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"Very Engaging! I really enjoyed the class and it has been useful back at work."

Chris Sturgill
Lead EDI Analyst,
US Foodservice, Inc.

"The instructor did a fantastic job staying on point and presenting the material in a very clear order. Wouldn't change a thing!"

Jay J. Johnson
SAP Solution Developer,
Applied Medical

Public Training

Sterling Commerce delivers a rich catalog of public training events to help customers achieve proficiency and self-sufficiency with our products. By keeping a public training schedule of our most popular courses, we make it easy for our large customer base to train individual or smaller groups of employees as the need arises.

Sterling Commerce regularly offers our most popular training courses at our training facilities around the globe, including:

- North America
 - Ann Arbor, Michigan
 - Dublin, Ohio
 - Irving, Texas
 - Lowell, Massachusetts
- Europe
 - Dusseldorf, Germany
 - Uxbridge, England
- Asia
 - Bangalore, India

We also offer a rich catalog of virtual training delivered anywhere in the world.

Our public classes offer students the ability to interact with students from other organizations that might be facing similar business and system challenges, to share ideas, and to learn how to use our products in an intensive hands-on environment.

You can see the full schedule of Sterling Commerce training courses around the globe at:

<http://education.sterlingcommerce.com>

Onsite Training

Focused on your specific needs and potentially much less expensive

When you bring Sterling Commerce to your facility to deliver training, you are able to better influence the training agenda. You can:

- Drive discussions that are specific to your implementation
- Select only the modules you want delivered from the table of contents
- Combine topics from several courses into a single onsite course

Even with as few as 3-4 students, onsite training may be the more sensible option for your organization.

Financial comparisons

	Cost/student 5-day public class*	Cost/student 5-day onsite class*
3 students	\$3975	\$6667
6 students	\$3975	\$3333
9 students	\$3975	\$2222
12 students	\$3975	\$1667

In addition, unless you happen to be located near a city with a Sterling Commerce training facility, you'll need to pay travel costs for every student for public classes, versus paying for one instructor to travel to your facility for onsite training.

The training buffet approach

Sometimes your organization needs an entire class, sometimes just a portion of a class, or sometimes portions of two classes combined into one. Onsite training provides solutions for all of these training needs by delivering training as a buffet.

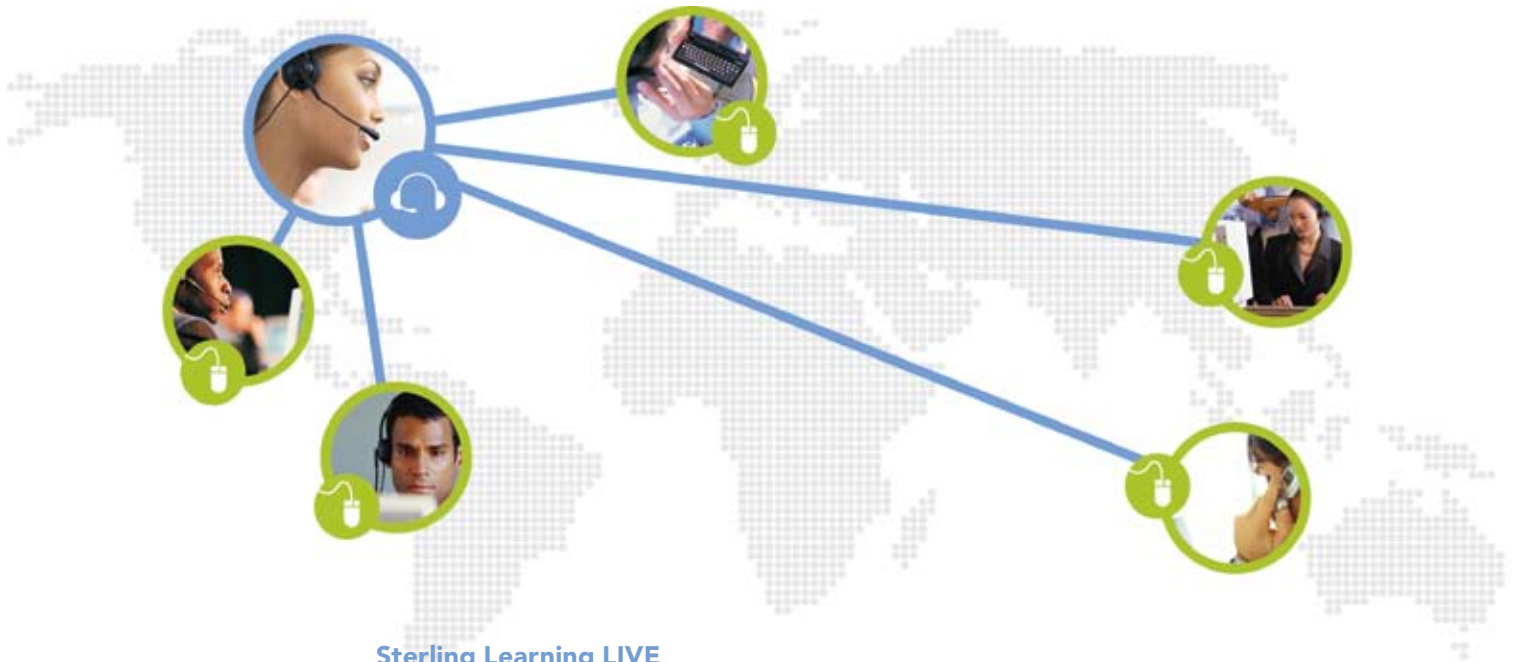
At a buffet you choose what goes on your plate. That is exactly how the Sterling Commerce onsite training buffet works. You choose the training modules you want delivered, with the option of eliminating up to 50% of a course. You are only charged for the portions you consume.

For example, if your team only needs 3 days of topics from a 5 day class, you only need to purchase 3 days of onsite training, providing savings in training costs as well as employee labor.

To help you select modules, Sterling Commerce provides you with the detailed table of contents for the course(s) you are considering bringing onsite.

Topics	Public	Onsite
Module 1	X	X
Module 2	X	X
Module 3	X	
Module 4	X	
Module 6	X	X
Module 5	X	X
Module 7	X	X
Module 8	X	

* Does not include travel or other costs.



Sterling Learning LIVE **Live interactive virtual education**

In rocky economic times, finding money for travel is—on the best days—challenging. Sometimes up to 50% of training budgets go towards travel.

if students have two telephone lines: one to listen to the teleconference, and one for private calls from the instructor for lab assistance.

“Course was well organized and instructor very knowledgeable. This was a great class and I would highly recommend it to others.”

Ken Adair
Senior Consultant,
Cardinal Solutions

Yet the need for quality training to prepare staff to work efficiently with Sterling Commerce mission-critical products is as high as ever. The software is too important to business operations for guesswork.

Computer with Internet access and Web browser

Optional: students may find it easier if they use two separate computers: one to display the instructor's screen, and the other for lab exercises.

Recognizing the expense and difficulty of travel and the importance of training, Sterling Commerce has created Sterling Learning LIVE™, which is exactly the same course you get in the classroom:

Registered students receive a workbook and an account on our training servers to perform all of their labs during class (there is no need to install our software for training).

- Interactive, live, instructor-led training
- Limited class size to ensure each student has ample access to instructor assistance
- Hands-on labs using Sterling Commerce training servers that let instructors observe the students' screens and provide private help when the student requests it

Virtual classroom set up

Set up for Sterling Learning LIVE training couldn't be easier. Students must have a:

Telephone

Optional: students may want a telephone headset if they don't have or can't use a speakerphone (to keep hands free for lab work). It is also best



Global Education, Local Pricing

Sterling Commerce provides education globally. Recognizing that different countries have different economies, we've priced our training to reflect competitive local pricing.

The table below lists pricing for four different regions. Please contact your nearest Education Services Representative (listed on the back cover) for local education pricing and availability.

Education Services	US/ Canada	UK	Europe	India
Public or Sterling Learning LIVE class per person, per day	\$795	£460	€490	Rs16000
Onsites per day, up to 8-12 students plus instructor travel and expenses	\$4000	£1800	€2500	Rs92000
Live webcasts (half-day) per person	\$595	£300	€365	Rs12000
Self-paced tutorials per person (price based on tutorial length)	\$275 to \$550	£150 to £300	€170 to €335	Rs5600 to Rs11040



Certificates of Proficiency*

To ensure that customers are prepared to fulfill a particular role with Sterling Commerce products, we've instituted Certificate of Proficiency Programs across all of our product families. These programs identify the sequence of courses that are necessary for a customer to gain proficiency in a specific role for a specific product.

With Sterling Integrator®, for example, the Certificate of Proficiency programs available are:

- Business/Systems Analyst
- Mapping Specialist
- Business Process Specialist
- System Administrator

When customers purchase a Certificate of Proficiency program, they enjoy a 15% discount off the price of the individual courses (no other discounts apply). Upon completion of the program, the Certificate of Proficiency is automatically mailed to them.

Product Coaching

You drive the agenda and choose onsite or webcast delivery

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, or discuss product options—you drive the agenda!

Product coaching lets you include an unlimited number of attendees from your organization, and is a great option if you:

- Have taken training and want follow-up interactive Q&A or coaching for a subset of your team
- Are trying to understand specific product capabilities that aren't part of our standard curriculum and how they might apply to your product implementation
- Need immediate help with products that have infrequent training offerings

Custom e-Learning

Cut costs and increase the efficiency of training on your Sterling Commerce solutions with e-learning.

What if your business uses a Sterling Commerce fulfillment application where hundreds or even thousands of employees must learn how to use the software to manage products in several warehouses? Or you need to train trading partners to follow new processes in your Sterling Integrator application. In such scenarios, how are you going to train all these new users? At what cost, monetarily and logistically?

The Sterling Commerce e-learning development team can customize and deliver a high-quality customized e-learning experience that is cost effective, rapidly deployable, consistent, and trackable.

* The Certificate of Proficiency indicates the individual's attendance of the courses required for a specific role, and is not a certification of any type whatsoever. The courses are not conducted to "certify" or otherwise endorse any individual, company, product, or service.

Cost effective

Let's compare classroom with e-learning costs using industry-standard metrics such as:

- 40 hours to develop an hour of classroom material
- 200 hours to develop an hour of e-learning material
- Students take about half the time to cover material in e-learning than they need to cover the same material in the classroom
- Class days consist of about 6 hours of actual instruction
- Loaded (salaries, benefits, overhead, downtime, and more) costs for course developers and trainers assumed at \$3,000/week

The table below shows a sample development scenario. Note that almost all of the costs of e-learning are in development, with negligible delivery costs. Classroom training, on the other hand, has substantial delivery costs.

Expense	Instructor-Led	e-Learning
Course Development	\$54,000 (720 hours)	\$306,000 (1800 hours)
Loaded Instructor Costs (assuming 1 class/week)	\$201,000	\$0
Travel	\$80,400	\$0
Student Labor Savings (assuming \$20/hour, 9 hrs/ student)	\$0	-\$144,000*
TOTAL	\$335,400	\$162,000

The bottom line with e-learning: the more employees you have to train, the more cost-effective your e-learning solution becomes. Additionally e-learning solutions can be:

- Delivered modularly during slower periods, virtually eliminating productivity loss related to training
- Repeated or delivered to additional students without significant additional costs
- Modified and redeployed with minimal deployment costs

Rapidly deployable

A critical bottleneck with traditional classroom training is that the deployment of knowledge must run through a scarce resource: the instructor. With e-learning, it is

quite feasible to train thousands of students in a single month because deployment channels are computers and networks, not instructors and classrooms. Plus, e-learning solutions make it simpler to train new employees as they join your company, rather than waiting for enough employees to justify a class.

Consistent and trackable

If you have 10 instructors teaching the same course, you'll have 10 different approaches. Different topics receive more or less emphasis depending on the instructor. e-Learning, on the other hand, ensures a consistent training experience for all students. And because the training is delivered by computer, it's easy for software to track student progress.

The National Wildfire Coordinating Group (NWCG) is a wildland fire and disaster response collaborative between the US Forest Service, the Department of the Interior, and state forestry agencies that manage and share



wildfire resources. To help train warehouse workers, Sterling Commerce developed an e-learning course that explains how our Sterling Warehouse Management System manages their resources. The course provides many software simulations that allow workers to practice performing tasks with our software, and includes job aids for each major task.

* Industry statistics show that students can learn the same amount of material in about half the time with e-learning. That means that a 2 day classroom course only takes 1 day of e-learning. And that means students have the second day to perform real work.

Sterling Multi-Channel Fulfillment Certificate of Proficiency Program

Our Certificate of Proficiency Programs identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Programs are organized by each team member's role.

Business/Systems Analyst (Warehouse Management)

Course Name	Course Delivery	Duration
1100-T Supply Chain Concepts	Self-paced Tutorial	6 hrs
1320 Configuring the Sterling Warehouse Management System	Classroom	5 days

Business/Systems Analyst (Order Management)

Course Name	Course Delivery	Duration
1100-T Supply Chain Concepts	Self-paced Tutorial	6 hrs
1210 Configuring the Sterling Distributed Order Management Solution	Classroom	5 days

Technical Developer (Warehouse Management)

Course Name	Course Delivery	Duration
1100-T Supply Chain Concepts	Self-paced Tutorial	6 hrs
1320 Configuring the Sterling Warehouse Management System	Classroom	5 days
1400 Extending the Application	Classroom	4 days

Technical Developer (Order Management)

Course Name	Course Delivery	Duration
1100-T Supply Chain Concepts	Self-paced Tutorial	6 hrs
1210 Configuring the Sterling Distributed Order Management Solution	Classroom	5 days
1400 Extending the Application	Classroom	4 days

Sterling Multi-Channel Fulfillment Courses

Basic Supply Chain Overview

1100-T Supply Chain Concepts (Online Tutorial)

The Supply Chain Concepts course introduces you to the supply chain management concepts and to Sterling Multi-Channel Fulfillment. This course teaches you 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. This course also teaches you about the history of selling products, business to everyone selling, and the components of a demand chain application. 6 hrs

1135-W Supply Chain Essentials Webcast

The Supply Chain Essentials course guides you through the Solution Definition phase. You will learn about Sterling Multi-Channel Fulfillment functionality and capabilities. This course teaches you how to configure for security and warehouse management, manage and monitor the elements of the supply chain process, and synchronize inventory. 3 hrs

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. This course teaches you about the consoles and Configurator, themes, and locales. This course also teaches you about supply chain participants, security, the process modeler, and alerts. 2 days

1145-T Configuring the Sterling Supply Chain Visibility Application (Online Tutorial)

The Configuring the Sterling Supply Chain Visibility Application course introduces you to the Supply Chain Visibility (SCV) application. This course teaches you about the features and integration architecture and organization-specific business processes and monitoring rules. In addition, this course also teaches you how to configure trading partners, alerts, and key performance indicators (KPIs). 2 hrs

1160-T Monitoring an Inbound Supply Chain (Online Tutorial)

The Monitoring Inbound Supply Chain course provides an overview of the Sterling Supply Chain Visibility On Demand (SCV) application. You will learn about the features, benefits, and components of the SCV application. This course teaches you to monitor Purchase Orders, shipments, and supplier performance. You will also generate the reports used to evaluate your suppliers' performance. 2 hrs

1165-T Administering an Inbound Supply Chain – Admin User (Online Tutorial)

This tutorial introduces you to the tasks performed by administrators of buyer organizations using Sterling Supply Chain Visibility On Demand. This course teaches you to manage user accounts, create and manage alerts, and configure Key Performance Indicator parameters to analyze supplier performance. This course also teaches you how to configure administrative features of Sterling Supply Chain Visibility On Demand. 2 hrs

1170-T Monitoring an Outbound Supply Chain (Online Tutorial)

The Monitoring Outbound Supply Chain tutorial provides an overview of Sterling Supply Chain Visibility On Demand. This course teaches you about the features, benefits, and components of the application. This course also teaches you how to monitor customer purchase orders, shipments, and evaluate your performance with respect to your customers. In addition, you will generate the reports to evaluate your organization's performance with respect to your customers. 2 ½ hrs

1175-T Administering an Outbound Supply Chain – Admin User (Online Tutorial)

The Administering Outbound Supply Chain tutorial introduces you to the tasks performed by administrators at supplier organizations using Sterling Supply Chain Visibility On Demand. This course teaches you to manage user accounts, create and manage alerts, and configure Key Performance Indicator parameters to analyze the organization's performance with respect to customers. In addition, this course also teaches you how to configure administrative features of Sterling Supply Chain Visibility On Demand. 2 hrs

New Features

1155-T Sterling Supply Chain Application, Release 7.11 New Features (Online Tutorial)

The Supply Chain Application, Release 7.11 New Features tutorial introduces you to the features and functionalities added to the Supply Chain Applications Configurator and application consoles. 2 hrs

1156-T Sterling Warehouse Management System Application, Release 7.5 New Features (Online Tutorial)

The Sterling Warehouse Management System Application, Release 7.5 New Features tutorial introduces you to the features and functionalities added to the Sterling Warehouse Management System. 1 hr

1240-T Sterling Supply Chain Applications 7.9 New Features (Online Tutorial)

The Sterling Supply Chain Applications 7.9 New Features tutorial introduces you to the features and functionalities added to the Sterling Supply Chain Applications Configurator and Application Consoles. 4 hrs

Distributed Order Management

1210 Configuring the Sterling Distributed Order Management Solution

The Configuring the Sterling Distributed Order Management Product course introduces you to the order management solution for the Sterling Multi-Channel Fulfillment bundle. This course teaches you how to identify order management problems and how to create and implement order management solutions. 5 days

1220-T Managing Delivery and Service Scheduling (Online Tutorial)

The Managing Delivery and Service Scheduling course introduces you to the delivery and service component of the Sterling Distributed Order Management product. This course teaches you how to configure service items, components, and work orders. In addition, this course also teaches you how to schedule appointments and manage work orders. 4 hrs

1230-T Processing Payment and Generating Invoices (Online Tutorial)

The Processing Payments and Generating Invoices course introduces you to the Payment Processing module of the Sterling Distributed Order Management product. This course teaches you about key payment processing and how to configure the components of the Payment Processing module to meet the B2B and retail business requirements. 3½ hrs

1260-T Configuring the Sterling RCP Interface (Online Tutorial)

The Configuring the RCP Interface course introduces you to the Eclipse Platform and the Sterling Interface concepts. This course teaches you about the RCP Interface extensibility and how to set up the RCP Interface environment. 3 hrs

1270-T Configuring the Customer Order Management Application (Online Tutorial)

The Configuring the Sterling Call Center and Store Application tutorial introduces you to the Sterling Call Center and Store Configurator. This course teaches you about the features in the application and about organization-specific business processes and monitoring rules. In addition, you will configure application-specific features. 5 hrs

1275-T Managing Customer Orders (Online Tutorial)

The Managing Customer Orders tutorial introduces you to the Sterling Customer Order Management product. You will learn about the Call Center Order Management and Store Order Management products. This course teaches you how to maintain orders, customer satisfaction, users, alert, and queues using these applications. 3 hrs

Technical

1400 Extending the Application

The Extending the Application course introduces you to the Sterling Multi-Channel Fulfillment products technical framework. This course teaches you how to customize Sterling Multi-Channel Fulfillment products to meet your supply chain management needs. This course also teaches you how to extend transaction workflows and fulfillment pipelines, and how to move data between applications. 4 days

1450-T Printing Labels and Documents (Online Tutorial)

The Printing Labels and Documents course introduces you to the Software Label Manager and to the Software Print Server. This course teaches you how Sterling Multi-Channel Fulfillment works with Software Label Manager and Software Print Server to print labels and documents. This course also teaches you how to create, modify, and print labels and how to generate mapping XML. 2 hrs

1460-T Extending and Customizing Rich Client Applications (Online Tutorial)

The Extending and Customizing Rich Client Applications tutorial guides you through extending and customizing Rich Client Applications and performing common tasks. 4 hrs

"One of the best classes I've ever had."

Ronaldo Silva
RSCE Consulting

"The instructor did an excellent job walking us through examples!"

Bill Schneider
Manager, EDI Technical Services,
Cummins

Warehouse Management System

1300-T Performing Daily Warehouse Tasks (Online Tutorial)

The Performing Daily Warehouse Tasks for Managers and Warehouse Workers course introduces you to the daily warehouse tasks and how to perform them using the Sterling Warehouse Management System. This course teaches you how to manage warehouse functions, such as receiving, shipping, and inventory. In addition, this course also teaches you how to administer Value-Added Services. 6 hrs

1320 Configuring the Sterling Networked Warehouse Management System

The Configuring the Sterling Warehouse Management System course introduces you to the basic configurations required to implement a networked Warehouse Management Solution (nWMS). This course teaches you to define supply chain elements, such as organization hierarchy, warehouse layouts, security models, and inbound and outbound processes, to create an nWMS solution. 5 days

1330-T Viewing Activity Reports in a 3PL Warehouse (Online Tutorial)

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. This course teaches you how to view reports for activities performed in a 3PL warehouse and configure custom activity codes. 1½ hrs

Transportation Management System

1910-T Transportation Management System: Carrier Basics (Online Tutorial)

The Sterling Transportation Management System: Carrier Basics tutorial introduces you to the Sterling Transportation Management System. This course teaches you about key carrier concepts such as carrier execution and contract management. 4 hrs

1930-T Transportation Management System: Execution (Online Tutorial)

The Sterling Transportation Management System: Execution tutorial introduces you to the TMS Execution solution. This course teaches you about key TMS concepts such as tendering, tracking, and updating shipments. 4 hrs

1935-T Transportation Management System: Purchase Order Portal (Online Tutorial)

The Purchase Order Portal introduces you to the Sterling Transportation Management System Purchase Order Portal. This course teaches you how to set up vendors, submit purchase orders, and define a purchase order release alert on the Purchase Order tab. ½ hr

1940-T Transportation Management System: Settlement (Online Tutorial)

The TMS: Settlement tutorial introduces you to the Sterling Transportation Management System Settlement solution. This course teaches you about the settlement phase of the transportation management lifecycle including freight payment, charges, and alerts. 4 hrs

1950-T Transportation Management System: Analysis (Online Tutorial)

The Sterling Transportation Management System: Analysis tutorial introduces you to TMS. This course teaches you about analytical reports generated by the TMS report engine. 3 hrs

1980-T Transportation Management System Release 6.3 New Features (Recorded Webcast)

The Transportation Management System v6.3 New Features Webcast provides an overview of the features and enhancements of the Sterling Transportation Management System. 1 hr

Sterling Multi-Channel Selling Certificate of Proficiency Program

Technical Developer

Our Certificate of Proficiency Programs identify the sequence of courses that each member of your team must attend to become proficient with Sterling Commerce products. Programs are organized by each team member's role.

Course Name	Course Delivery	Duration
1820 Multi-Channel Selling Technical Fundamentals	Classroom	5 days
1830 Multi-Channel Selling Configurator Fundamentals	Classroom	2 days
1850 Multi-Channel Selling Advanced Configurator Workshop	Classroom	3 days

Sterling Multi-Channel Selling Courses

1820 Multi-Channel Selling Technical Fundamentals

The Multi-Channel Selling Technical Fundamentals course introduces you to the fundamentals of the Multi-Channel Selling solution. This course teaches you how to install, configure, and develop the product. This course also teaches you about best practices and how to integrate the product with an external system. **5 days**

1830 Multi-Channel Selling Configurator Fundamentals

The Multi-Channel Selling Configurator Fundamentals course introduces you to the fundamentals of the Configurator. This course teaches you how to install, configure, and develop the Configurator. This course also teaches you about data modeling, best practices, properties, and rules. **2 days**

1840 Multi-Channel Selling Partner Fundamentals

The Multi-Channel Selling Partner Fundamentals course introduces you to the Multi-Channel Selling product and Configurator. This course teaches you how to install, configure, develop, and administer the product. This course also teaches you about the system architecture, best practices, properties, and rules. **5 days**

1850 Multi-Channel Selling Advanced Configurator Workshop

The Multi-Channel Selling Advanced Configurator Workshop trains you on advanced Configurator concepts. This course teaches you about advanced techniques for managing and maintaining the product. This course also teaches you best practices and how to troubleshoot modules. **3 days**

1870 Multi-Channel Selling Business Administration Fundamentals

The Multi-Channel Selling Business Administration Fundamentals course guides you through the processes and procedures for managing and maintaining your system. Specific topics covered in the course are determined by you. **2 days**

Sterling Total Payments

1700 Supporting Sterling Total Payments, Version 1.0

The Supporting Sterling Total Payments, Version 1.0 course introduces you to bank and client profiles, calendars, communications, and data security groups as they pertain to Sterling Total Payments. This course will teach you how to use reports, exceptions, and rules to manage your file and payment transactions. **3 days**

Education Contacts

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About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com

Want to learn more about the courses that interest you?

For more information refer to the Master Schedule at

<http://education.sterlingcommerce.com>

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