

***Training Programs
For FIX Pro***

FIX Training Overview

This document outlines standard training programs that are offered on FIX Pro software. These outlines are guides only; training can be customized to your unique requirements.

Training Logistics

We do training under a variety of conditions, however our experience tells us that there are preferred conditions:

1. A dedicated training room. This is a room that will be free from distraction and interruption and will be used exclusively by us.
2. A PC for each participant. Each participant should have their own computer which is running a FIX TEST system in multi-user mode. There's no replacement for hands-on trial.
3. A PC for the instructor. The Instructor should be able to demonstrate FIX on a PC that is projected for all to see.
4. Flip Chart paper with fresh markers. This is helpful for "parking" questions for later answering.
5. Large Whiteboard with fresh markers and whiteboard brush. This is helpful for explaining more visual concepts.
6. Breaks! Retention of learning greatly increases if we have periodic brief breaks. On full-day training, one hour for lunch is strongly recommended.
7. Access to coffee. People tend to want coffee during training.

If your organization is new to FIX, you may want the instructor a day or two earlier to set-up your FIX system, consult with you on your unique workflow requirements, and load your database with some demonstration data.

Approach

1. As much as possible we try to make the training fit your environment as opposed to very "canned" training.
2. Some material is highly structured and will be presented in a very methodical way. However, much of the material is more interactive. As much as possible, we want the training to reflect how FIX will actually be used. With a program as flexible as FIX there are usually several ways to accomplish the same result.
3. Participants will have many questions. During training is the perfect time to get those questions answered. Depending on the volume of questions, the Instructor may "park" some questions on a flip chart for answers at the end of training, as time permits. Some questions may require more investigation; these will be captured and reported to you and Ironwood for future follow-through.

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FIX Coordinator (TECHNICAL)	
Objective	Learn how to configure the FIX System
Coordinates	½ Day
Prerequisites	Access to a TEST FIX System Knowledge of Operating System
Who?	Designated FIX Coordinators MIS Support Personnel
What?	<ul style="list-style-type: none"> • Installing FIX on Workstations • FIX Directories • Configuration Settings • Printer Set-up • Backup and Recovery • Problem Reporting
Notes	Any extra time will be spent discussing issues specific to your company. Issues that require more time than is available during the training will be noted for follow-up.

FIX Coordinator (USERS)	
Coordinates	Date, Time, Location
Objective	Learn how to setup and understand key components of the FIX database
Coordinates	2 Day
Prerequisites	Access to a TEST FIX System Knowledge of Chargeback expense accounting Knowledge of Distribution Process
Who?	Designated FIX Coordinators Supervisors
What?	<ul style="list-style-type: none"> • Logging in and out of FIX • Customized menus • Customer Switch Settings • Adding User ID's • Adding Locations (ship-to and warehouses) • Item Master • Warehouse Balances • General Ledger Codes • Supplier Master • Code Tables
Notes	It is expected that there will be a fair level of interaction as we deal with implementation issues specific to your company. Issues that require more time than is available during the training will be noted for follow-up.

Requisitioning Process	
Objective	Learn about distribution of stock through the FIX System
Coordinates	1 Day
Prerequisites	Access to a TEST FIX System Basic keyboarding skills Basic Operating System skills (i.e. navigating the desktop) Knowledge of Distribution Process
Who?	Designated FIX Coordinators Supervisors Requisitioning Personnel Shippers and Receivers
What?	<ul style="list-style-type: none"> • Requisition Order Entry • Printing Pick/Pack List • Confirmation of Shipments • Back Order Creation and Release
Notes	Any extra time will be spent discussing issues specific to your company. Issues that require more time than is available during the training will be noted for follow-up.