

New courses from Global Retail Store Education (GRSE)

Global Retail Store Education is pleased to announce the availability of the following courses and course updates:

RE4800A: *Selling and Supporting the IBM SurePOS™ 720, 740, and 780*
SE480001: *IBM SurePOS Models 720, 740, and 780 Hardware Service Training* (GK2T-0546-00)
RE4820U: *Selling and Supporting the IBM SurePoint Solution Update*
RE4810U: *Selling and Supporting the IBM SurePOS 300 Update*
RE4614U: *Selling and Supporting the IBM SureOne Update*

RE4800A: Selling and Supporting the IBM SurePOS 720, 740, and 780

If you are responsible for selling or supporting the new IBM SurePOS 720, 740, and 780, download RE4800A: *Selling and Supporting the IBM SurePOS 720, 740, and 780*.

Upon completion of this course you should be able to describe standard and optional features, marketing strategy, solutions for targeted markets, customer benefits, migration scenarios, component removal/replacement procedures, and options for maintaining and supporting the SurePOS 720, 740, and 780.

This downloadable course is designed for both IBM and IBM Business Partner sales representatives and technical sales support staff.

IBMers and Business Partners can review the course description and enroll in this course on the GRSE Web site (www.ibm.com/education/retail). Once enrolled, students will receive instructions for downloading the course.

SE480001: IBM SurePOS Models 720, 740, and 780 Hardware Service Training

This hardware service course is designed for IBM Service Engineers, Business Partners providing IBM service, and Business Partners interested in becoming authorized service providers for the IBM SurePOS 720, 740, and 780.

The course offers product training and job aids covering:

- Component location
- Removal and replacement procedures for Field Replaceable Units (FRUs)
- Adjustments
- Diagnostic and troubleshooting procedures

IBM SurePOS Models 720, 740, and 780 Hardware Service Training is available on CD-ROM for a minimal stocking and shipping charge. Business Partners and IBMers can order this course from the IBM Publications Center at:

www.elink.ibm.com/public/applications/publications/cgibin/ppi.cgi. The publication number is GK2T-0546-00.

RE4820U: Selling and Supporting the IBM SurePoint™ Solution Update

Do you need the latest information on IBM SurePoint Solution displays? Then download RE4820U: *Selling and Supporting the IBM SurePoint Solution Update*. This update is a supplement to the base SurePoint course, RE4820: *Introducing the SurePoint: Selling and Supporting the IBM SurePoint Solution* (SK2T-0461).

The update provides information on two new models of the IBM SurePoint Solution Flat Panel Touch Display family, models 4WT and 4GT. The information includes features, prerequisites, and physical specifications for these new models.

RE4810U: Selling and Supporting the IBM SurePOS 300 Update

Do you need information about the latest models of the IBM SurePOS 300? Then download RE4810U: *Selling and Supporting the IBM SurePOS 300 Update*. This update is a supplement to the *Selling and Supporting the IBM SurePOS 300* course and lists highlights of new SurePOS 300 32X models.

RE4614U: Selling and Supporting the IBM SureOne® Update

Do you need information on the new impact printer for the IBM SureOne? Then download RE4614U: *Selling and Supporting the IBM SureOne Update*. This update provides an overview, key prerequisites, and functional highlights of the SureOne impact printer.

IBMers and Business Partners can review course descriptions and enroll in these update courses on the GRSE Web site (www.ibm.com/education/retail). Once enrolled, students will be sent the course update documents.