

| Date     | Description | Location                                |                              |
|----------|-------------|---|------------------------------|
| January  | 14          | RS-SQL® Administration - Critical Setup | All O'Neil Software Offices* |
|          | 15-16       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 17-18       | RSWeb®.NET                              | All O'Neil Software Offices* |
| February | 11          | RS-SQL Administration - Critical Setup  | All O'Neil Software Offices* |
|          | 12-13       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 14-15       | RSWeb.NET                               | All O'Neil Software Offices* |
| March    | 10          | RS-SQL Administration - Critical Setup  | Tampa, FL & International    |
|          | 11-12       | RS-SQL Standard Operations              | Tampa, FL & International    |
|          | 13-14       | RSWeb.NET                               | Tampa, FL & International    |
| April    | 14          | RS-SQL Administration - Critical Setup  | All O'Neil Software Offices* |
|          | 15-16       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 17-18       | RSWeb.NET                               | All O'Neil Software Offices* |
| June     | 9           | RS-SQL Administration - Critical Setup  | New York, NY & International |
|          | 10-11       | RS-SQL Standard Operations              | New York, NY & International |
|          | 12-13       | RSWeb.NET                               | New York, NY & International |
| July     | 14          | RS-SQL Administration - Critical Setup  | All O'Neil Software Offices* |
|          | 15-16       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 17-18       | RSWeb.NET                               | All O'Neil Software Offices* |
| August   | 11          | RS-SQL Administration - Critical Setup  | All O'Neil Software Offices* |
|          | 12-13       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 14          | RSMobile® - From Setup to Service       | All O'Neil Software Offices* |
|          | 15          | Power User                              | All O'Neil Software Offices* |
| Oct.     | 13          | RS-SQL Administration - Critical Setup  | Chicago, IL & International  |
|          | 14-15       | RS-SQL Standard Operations              | Chicago, IL & International  |
|          | 16-17       | RSWeb.NET                               | Chicago, IL & International  |
| Nov.     | 17          | RS-SQL Administration - Critical Setup  | All O'Neil Software Offices* |
|          | 18-19       | RS-SQL Standard Operations              | All O'Neil Software Offices* |
|          | 20-21       | RSWeb.NET                               | All O'Neil Software Offices* |

\* Courses are scheduled at our International (UK & Australia) and Irvine, California offices, unless indicated otherwise.  
 On Demand courses available, based on an adequate number of attendees.  
 Course Schedules subject to change without notice.

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## O'Neil University Course Descriptions Administration — Critical Setup

New to O'Neil Software? This course will teach you everything you need to set up and configure your RS-SQL system. Also appropriate for Administrative staff who want to learn to configure and use invoicing, pricing, account information and other critical administrative functions. Management personnel will discover the possibilities for customizing activity by account, enforcing security, setting user options and more.

## RS-SQL Standard Operations

Focuses on the use of RS-SQL in your daily record center operations. From start to finish, you will practice taking orders, scanning, servicing and closing orders; examine activity generated in the database; and learn how your daily work flows through to invoicing. Software functions used by Customer Service staff, Warehouse and Drivers are also covered. If you want to learn to use RS-SQL and benefit from it more fully, this class is essential.

## RS-SQL Power User

Most O'Neil Strategic Partners utilize only a fraction of our software's impressive features. This course will teach you how to put the power of RS-SQL behind your business. Learn to construct advanced queries; use the List feature in ways you never considered; store and sort terminal digits; import customer data using new import features; auto calculate required by dates to meet your cut off times; print logos, barcodes and signatures on workorders; initialize RSMobile scanners at remote sites (RIO); automatically track and charge for items requested but not found; reassign barcodes on the scanner when items are found; manage items' picking status through Item Process Control; set billing dates to workorder service or close dates; reassemble containers whose filefolders have not been refilled; use the new RSMobile features: In Research, Add Related, Reassign, Wait Time, Substitute and Confirm; setup and implement Document Management; perform routine system checks and avoid billing errors; and create a refill list by scanning a location. Bring questions to class and we'll help you come up with innovative solutions.

## RSWeb.NET

Will teach you how to take your record center into the world of e-business; determine the optimal environment needed to run RSWeb.NET, as well as implement and maintain security; train your customers and set up new users; allow your customers to administer their own users; customize data entry forms (including new drop down lists and field validations) as well as queries, column and sort formats; allow your customers to perform data entry before you pickup the items; process data entry; create web orders, workorders and reports; benefit from models provided by O'Neil or make your own; utilize masks and regular expressions to control input; use custom style sheets to

create your company look and feel for RSWeb.NET; take advantage of auto notification to be alerted of new orders placed.

## RSMobile—From Setup to Service

Winner of the 2005 Motorola® Enterprise Mobility Solutions Award for the North American Region. AT&T® Certified - now connected from anywhere. Isn't it time you learned more about O'Neil's RSMobile software? Come learn to harness the power of wireless technology! Gain an understanding of RSMobile set up and configuration areas, implementation and how to use the RSMobile scanners in daily operation to increase your profitability. Learn the fundamental differences between the Motorola PDT3100 and the RSMobile scanner; the purpose and placement of each component of RSMobile; how to configure and register your RSMobile scanner; implement wireless RSMobile communications; set up wireless printing to the microFlash® 2t; secure RSMobile user logins; translate RSMobile to a different language; and use important function keys. Covers daily workflows, communication sessions and exceptions. Get hands-on experience navigating the RSMobile menus; scanning record center operations; downloading, servicing and uploading workorders; queuing up picklists or workorders to a particular user or device; performing all delivery and route operations; handling refill lists the automated way; creating and using 2-D barcodes to speed up operations; and other essential functions used in your record center business operations.

## Simultaneous Classes...Worldwide

Whether you are in Europe, Asia or the United States, you'll get the same course materials and information. Courses are held monthly at our Corporate, European and Australia offices, with regional training in various locations in the United States.

## 100% Satisfaction Guaranteed!

Our courses are designed to teach you the features you will need to provide the best level of service for your clients. If you are not completely satisfied with a course, you can reschedule and attend the course again - on us. See the enrollment form for full details.



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