

April 15, 2011, Vol.9 / Issue 124



BETTER IDEA GROUP

Greetings!

I think I can finally say that spring is upon us. My Amish neighbors are out in force, getting their fields prepared, which, even for this city girl, is a reassuring sight. Yes, for those of you who didn't know it, this city girl lives in the second largest Amish community in the U.S. Buggies pass by my house on an hourly basis, but I still think the cutest sight on our street is when the Amish girls roller blade - in their dresses, no less! They are quite graceful - which is a good thing.

As spring has gotten started, a number of you have been ordering supplies. If you find yourself in need of receipt paper or labels for your bar code printers, give me a call. We have excellent prices and can ship the needed supplies to your door in a day or two. As my favorite Beatles' lyric says, "Here comes the sun..."

J.

How to get "free" training

Is there a better word in the English language than "free?" Ok, there's love, joy, and happiness but, let's face it, everybody likes the word "free." Teenagers long for the day they will be free. Children love being given free candy. Casinos send out free gambling money to get customers to come into their casinos. Grocery stores hand out free samples in the hope of getting you to purchase the product you are sampling. Even some retailers lure consumers into their stores with promises of free gifts. Regardless of your age, background, or social status, the word "free" in almost any sentence will cause you to pause, even if it's only for a moment.

I have been selling point of sale systems for over 20 years. (As you can see from my picture, I started when I was 12.) One of the things that always caused a pause in the sales cycle was the line on the proposal for training. Training is a vital (and unavoidable) component of any new system. It is also time-consuming and expensive; and getting everyone's schedule coordinated for training is never easy. On-line training allows the users to learn the basics at their own pace by working around their schedules. It also allows us, as professional trainers, to focus on the training topic that needs the most attention: getting your business up and running as quickly as possible.



The development of online training has been a welcome addition to both my customers and myself. I have broken the training options down into three POS packages: CounterPoint V7, CounterPoint SQL, and QuickBooks Point of Sale. Just click on the appropriate links (Fast Links on the top right hand side) to access only the option available for your package.

Free CounterPoint SQL Training

Overview:

IN THIS ISSUE

[How to get "free" training](#)

Fast Product Links

- Free CP SQL Training
- Free CP Version 7 Training
- Free QuickBooks POS Training

MY LATEST ARTICLE

February 2011
Today's Garden Center Magazine
[Prep Your POS For Spring](#)

My Archives:

- [Card Card Security](#)
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Authorized Resellers for

There are three types of training available from Radiant: Webinars, Tutorials, and eLearning sessions. A webinar is a workshop or lecture delivered over the Web. Webinars may be a one-way Webcast, or there may be interaction between the audience and the presenters. Tutorials allow you to participate in CounterPoint SQL training courses without having to leave your office or home. Tutorials are based on Radiant instructor-led classes, and help you learn CounterPoint SQL through an interactive, self-paced method. There are self-check questions at the end of each topic. You can download the courses you want to view and install them on your Windows computer. eLearning sessions are the recorded versions of the live webinars. Again, you can download the session and view them at your leisure. All three of these free training tools can be found at:

<http://www.counterpointpos.com/news/training.htm>

I suggest you take a look at the webinars to see if there is anything of interest but, for new employees, I would suggest you have them start with the Tutorials.

Who should take these tutorials, and which ones?

- New users: **"Fundamental Overview"**
- Anyone working with Inventory: **"Defining Items"**
- Anyone working with Customer set-up: **"Defining Customers"**
(Don't forget to include your POS clerks, if you are using loyalty programs and set up customers at the register)
- Anyone working with P.O.s or Receiving: **"Purchasing & Receiving"**
- Everyone who will be doing Physical Counts: **"Physical Counts"**
(This is also a good refresher course, if it's been a year since you took a physical count)
- If you have multiple locations or warehouses: **"Transfers"**
- POS clerks: **"POS Tickets"**
- If you are using the Orders process: **"POS Orders"**
- Anyone who will be printing labels: **"Printing Labels"**
- Anyone working with Accounts Receivable: **"Receivables"**
- Anyone with a background and expertise in programming: **"Customizing Dictionaries"**
[This is a powerful tool and should only be placed in the hands of qualified users]

After you finish the Tutorials, there are a number of eLearning sessions that will help you move from beginner to CP SQL expert. There is an entire series called "Beyond the Basics" that everyone should check out. You can pick and choose what is of interest to you, but I think there is something for everyone.

Total free training hours on CounterPoint SQL: 30+

Free CounterPoint V7 Training

Although my Version 7 customers are likely to feel a little cheated, the training material available on Radiant's website is very limited. As everyone running CounterPoint V7 is aware, the product will be discontinued next year (although Radiant will still support the product



Quote of the Week:

"It is a good thing that we do not get as much government as we pay for."

Will Rogers

until 2015). As a result, Radiant has not put much effort into developing training tutorials for V7, and that is understandable.

However, there are a few training modules and I am a firm believer in taking advantage of what is provided.

There are two webinars on CustomerConnect that address both Version 7 and Version 8. There is also a "Getting to Know CounterPoint SQL" from a Version 7 perspective. This webinar is intended to help the Version 7 customer become familiar with CounterPoint SQL.

There is only one tutorial for V7 - Using Gift Cards in V7.

I would suggest that my V7 customers take a good look at all the free CounterPoint SQL online training classes. Perhaps this will encourage you to move to CP SQL!

Free QuickBooks Point of Sale Training

Intuit has made its training tutorials part of their actual software. If you go to Help / Learning Center, you will find the list of training tutorials broken down into 5 sections. There are multiple tutorials under each section, but they are each relatively short (2 to 6 minutes each) and pretty easy to review. You are prompted to click buttons on the screen, which helps keep the viewers attentive.

- New users: **"Understanding the Basics"**
- Anyone working with Inventory: **"Inventory"**
- Anyone working with Customers & POS clerks: **"Customers & Sales"**
- Anyone working with P.O.s and Receiving: **"Purchasing and Vendors"**
- All owners and managers: **"Daily Activities"**

Total free training hours on QuickBooks Point of Sale: 3 hours

I have been much encouraged over the last few years as my software companies have put more effort into making their products easier to implement and use. Tools like these online training sessions help both the end-user and the business partner. I believe that is called "Win - Win."

A note from last week's Trusted Advisor: There was some discussion from last week's e-mail about what the actual "unredeemed" rate was on gift cards. My good friend, Sid Raisch, from Horticultural Advantage suggested that 10% is closer to the norm on unredeemed gift cards. Whether you are closer to 10% or 20% or more, 10% on \$ 10,000 is still \$ 1,000 in the bank. Keep or start selling those gift cards, its money in the bank .

Sincerely,

J. Lombardi

Next week: How to get Free Technical Support

