RossWorld 2002
Session Descriptions

Monday, October 21, 2002

KEYNOTE ADDRESS:

"The Future Capable Company: What Manufacturing Leaders Need to Do Today to Succeed Tomorrow"

James A. Tompkins, Ph.D.
President, Tompkins Associates

Today there are changes in the way we do business, the way our customers shop and the way we manufacture products. Many of these changes can be attributed to the Internet. These changes are coming so fast and so furiously that we can no longer make assumptions about what is happening now or what will happen next. It is possible to feel lost in this rapid-fire business environment, but it is also possible to succeed. What kind of company will make it in this environment? The Future Capable Company.

The Future Capable Company is a manufacturing enterprise that responds to the forces of change through the proper application of technology. It not only focuses on the best solution for today's requirements, but also on the next solution and the next, moving from peak to peak to peak. The Future Capable Company harnesses the power of change, while integrating all facets of operations. It applies technology for today's and tomorrow's requirements. It adapts, builds and redesigns plants, uses lean production principles, makes sure its workers are IT-savvy and remembers that satisfying the customer should be the goal of the entire supply chain.

In this presentation participants will learn:

- How to become a Future Capable Company
- The 12 Requirements of Success for the Future Capable Company
- How a Future Capable Company can achieve Supply Chain Excellence

Jim Tompkins is the president and founder of Tompkins Associates, the leading Total Supply Chain Solutions, Operations Consulting, Technology Implementation and Integration firm. For more than 30 years, his practical expertise and leadership have helped hundreds of companies achieve Total Supply Chain excellence.

Jim is the author or contributor to more than 21 books, including *Future Capable Company*, *Think Outside the Box* and *No Boundaries: Moving Beyond Supply Chain Management* published by Tompkins Press. With more than 500 published articles to his credit, Jim is a well-known, respected author in industry publications. Jim is also a prolific speaker, and has made more than 3,000 presentations, including keynote addresses, speeches, seminars and executive forums, to audiences across the United States, Canada, Mexico and Europe.

Product Breakout Sessions

iRenaissance CRM - Your Sales Force Vision
The focus of Ross Systems has expanded outside your plant walls to touchpoints with your customers, distributors and channels with the addition of its new CRM product. Learn how the Sales CRM product will help you improve efficiencies in sales and sales cycles through sales process management, team selling coordination, sales forecasting, territory management, opportunity management and lead allocation and tracking.

Demand Planning: The Most Important Step in the Ideal Planning Process
The new iRenaissance Demand Planning module creates an optimized plan that enables you to simultaneously improve customer service while reducing inventory. Fully integrated with your existing Sales Order Processing system, Demand Planning processes information from SOP to create your forecast and feeds Process Planning to create your production schedule. Demand Planning is a powerful application that integrates a statistically generated "best-fit" forecast based on historical demand with user-anticipated changes. The system normalizes each forecast, learning from the most recent period of demand, and then measures forecast error, highlighting exceptions. The system also allows you to apply intelligence regarding future events such as planned promotions, new product introductions and changing market conditions.

Technology Overview and Direction (2 hours)
During this session, Ross' development team will provide an in depth look at the recent evolution of the iRenaissance product line. Designed primarily for development and IT personnel, this session will cover topics including:

- Gembase 6.1.6 and 7.0 (with a focus on SQL 2000, Oracle 9i, partitioned indexes and upgrade enhancement tools)
- Connect 3.0
- Security Manager
- iBrowser
- iDesktop
- FDA Part 11 enhancements
- .Net features
- Performance enhancements

Session leaders will also address commonly asked questions, such as:

- What version should I be running?
- How will the .Net technologies affect my environment?
- What new products will save me time?
- What technologies can I implement to improve user satisfaction?

Prepare for the Unexpected--Protecting Your Company
This panel discussion will review the post-9/11 environment manufacturers face today, and will highlight tools available to protect your company in the future. It will cover important steps you can take today to prepare for the unexpected, including:

- Disaster Recovery Planning,
- Maintenance Planning,
- Incident Prevention and Product Recall Planning,
- Quality Compliance in a Collaborative Environment, and
- Remote Services and eSourcing Alternatives.

The Future is NOW! Introducing emPath
Now more than ever, forward thinking companies are implementing self-service applications to empower managers and employees. Free yourself from labor-intensive HR and payroll tasks with the power of "emPath", our fully Web-based HRIS and payroll solution. NOW Solutions is Ross Systems' preferred human resources and payroll software solution. Learn how emPath complements your suite of iRenaissance applications. emPath can help you streamline your operations, maximize and leverage your staff, and optimize your workforce. See an online demonstration of emPath's rich functionality, along with powerful employee self-service, all available to you through the Web. Once you've experienced emPath, it's clear that the future you've imagined is closer than you think.

Classic Financials Product Line Status Update

Classic users should attend this session for an overview of Version 7.1, including the future direction of the product line, updates and new features, SPRs being addressed, information on the upgrade kit available and product extension options.

Care and Feeding of Your Executive Management (Business Analytic Tools - Fulfilling The Vision)

This panel discussion will explore Executive Information Systems from the executive management team's point of view. It will address the subject of incomplete EIS implementations, with ideas on how to recover by implementing a best practice model. Areas of focus will include:

- The Executive Dashboard,
- CFO's Dashboard and Reporting,
- The Production Manager's Scorecard,
- Best of Breed Reporting Tools, and
- Data Warehousing.

iRenaissance Customer Portal - Your eCommerce Future

To provide superior customer service and maximize information access for customers, brokers, field sales and other external constituents, you must extend information from your internally-focused ERP system using web based tools and the internet. But how do you do this smoothly and efficiently? Ross offers an elegant solution--the iRenaissance Customer Portal. The functionality in this product will benefit your organization in many ways, with features like online order status and shopping cart order entry, which will increase customer satisfaction and revenue.

eCommerce Supplier Solutions

In this session we will demonstrate a supplier portal solution that can allow the vendors you do business with to securely inquire into AP and PO transactions. Through this supplier portal they can see, print, and download the POs issued to them, track the receipt of shipments, view the status of invoices awaiting payment, and maintain their address and contact information in your system. Through this portal, you can also give vendors quick and easy access to web content with information about doing business with your organization. This session will also briefly cover B2B transaction exchange with your suppliers.

Advanced Planning and Scheduling: Balancing Customer Service and Manufacturing Capacity

Once your company develops a clear demand plan, you face the daunting task of developing a production plan to support it. The successful plan must balance supply and demand, while considering the constraints of production against goals for customer service and cost containment. iRenaissance SCM's Advanced Planning & Scheduling system provides succinct, actionable answers to the following:

- What should I make?
- How much should I make?
- Where should I make it?
- How should I make it?
- How can I maximize efficiency & capacity?
- How can I best manage priorities and conflicts?

iRenaissance Advanced Planning & Scheduling answer these questions by giving business and production planners the tools they need to balance and optimize the use of capacity, materials

and labor. With this insight, you can reach customer service goals and cost targets while ensuring all of the key manufacturing and logistics constraints are met.

Meeting Business Needs (Vanilla Software with Sprinkles)

Over time, your organization's business needs and technology requirements change. You need to stay competitive and meet new challenges ahead of the competition. The IT department is essential in supporting the business in these challenges. This session will show you how to assess the situation, select the right approach and implement the solution.

Collecting Statistics in The General Ledger

This session will focus on the use of the iRenaissance General Ledger to capture unlimited multiple Statistical Balances, such as Units Produced, Units Forecast, Square Footage, Employee Headcount, Budgets, etc, for utilization in various Financial Analysis. Examples of Budgeting for Units Sold, Capturing Actual Units Sold, Multiple Allocations and Stepdown Allocations utilizing statistic balances will be examined. Turn your General Ledger into an "Analytical Ledger" to assist in the Financial Decision Support Process.

iRenaissance CRM - Your Marketing Opportunity

Maximizing your marketing messages is what CRM Marketing aims to accomplish, and this session will outline the steps to ROI with this module. Learn how it handles campaign management, customer profiling, 1:1 marketing, address management, database marketing, call scripting in customer service, business intelligence and market analysis.

Considerations for Implementing Manufacturing Modules: The Next Step After Financials and Distribution

If you are a process manufacturer who has completed your implementation of the Ross Financials or Distribution modules but haven't yet planned to implement the Manufacturing modules, attend this session to learn about how the Ross Manufacturing modules can help you get the most out of your ERP system. During this session you'll learn how to evaluate the impact of the Ross Manufacturing modules and determine when to begin implementation. The session will also cover other important considerations you should take into account when adding the Manufacturing modules.

Shop Floor Automation Made Right--What, When, How, Where and Why is Data Collection Implemented?

- What is Data Collection?
- Who needs Data Collection?
- Why implement Data Collection?
- What does it give the client?
- Where can I implement Data Collection within the iRenaissance transaction processes?
- What do I need to consider in an implementation that needs Data Collection?
- What are my options with Ross / Radley / WMS?
- What must be considered during the Ross setup?
- What must the client consider on the shop floor, with their customers and with their vendors?
- Where is Data Collection headed in the future?
- What about Ross' Connect product and new APIs?
- What hardware do I need?

This panel will present an overview of the complexity and perils in data collection, as well as sizing the pot of gold to be found at the end of this rainbow. The discussion will also focus on Technical and Functional reviews, best practices and organizational readiness requirements that will result in a high ROI from the Data Collection implementation.

Using GEMBASE to Create Net Services

This session will cover Ross Standards for building web services in GEMBASE. The goals of the session are to help attendees learn the basics of net services, share information about maximizing integration within their organizations, and empower them with ways to leverage existing iRenaissance code and customizations to enhance their organization's web applications. We will explore:

- DML Construction and Formation
- The Purpose of SOAP in Net Services
- Connect
- Validation Strategies
- Deployment Considerations

Backup Strategies and Testing

There is more than one way to backup a system. What method should you use, when and how often? Once you have a backup process in place, what happens when you need to restore?

eClassic Solutions & Services

This session will cover the eClassic offerings and associated packaged services for EIS, such as FRx and Crystal Reports. It will also address eBusiness solutions, such as eCommerce, eProcurement, P-Card and Vendor Portal, and eSourcing solutions such as system evaluation, performance monitoring, tuning, archive services and disaster recovery programs.

KEYNOTE ADDRESS:

"Your Customer, Your Boss"

Michael R. Gorsage
Vice President and CRM Practice Leader
A.T. Kearney

Sam Walton said it best: "There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else." Today a fundamental business transformation is taking place as companies shift their strong focus on products to an equally strong focus on customers. Why the intense focus on customer relationship management, or CRM? In his keynote address, Mike Gorsage will discuss this shift and the simple, yet highly compelling reason behind it: profits.

Mr. Gorsage is a Vice President with A.T. Kearney, Inc. where he leads the Global Customer Relationship Management (CRM) Practice. He has also held positions at First Consulting Group, Price Waterhouse, and GTE Corporation. Mike has been in the consulting industry for the last 20 years where he has worked on or led many types of engagements for Fortune 500 clients. Mike has expertise in the fields of information strategy, systems integration, network design, business strategy, customer relationship management, and organization design. Mike has a BBA from University of Louisiana and an MBA from the University of Tampa. He has served on the Board of Directors of SciTrek, The Florida Aquarium, and Leadership Pinellas, Sarcom, Inc., Frontway, Inc., and Clarkston & Potomac, Inc. Workshops

Workshops & Seminars

Supply Chain Workshop: The Lean Approach to Your Supply Chain
Bruce Tompkins
Principal
Tompkins Associates

This seminar covers many aspects of the lean approach to the supply chain. Participants learn about and discuss lean fundamentals, such as value in the supply chain, waste reduction and process mapping as applied to the supply chain. The seminar reviews lean supply chain metrics and benchmarks for the successful implementation of lean supply chains. It will also focus on the challenges companies face in creating lean supply chains, as well as lessons learned in implementation. The session will conclude with a discussion of the technology used to create a lean supply chain.

With over 20 years of progressive operations experience, Bruce Tompkins' expertise ranges from traditional industrial engineering to manufacturing and materials management to plant operations leadership. Bruce possesses extensive leadership background and knowledge of manufacturing processes, Lean Manufacturing implementation, Six Sigma methodologies, ISO/QS Quality Systems, Safety and Energy Management. At Tompkins Associates, Bruce has managed various Operations, Distribution and Supply Chain projects for clients. Prior to joining Tompkins, Bruce was Vice President of Operations for Maytag Herrin Laundry Products. Bruce received his B.S. in Industrial and Mechanical Engineering from the University of Illinois and his M.S. in Industrial Engineering and Management from Oklahoma State University.

CRM Workshop: CRM Lifecycle Management

Corky Manning
Principal, Technology Solutions
A.T. Kearney

CRM is similar to ERP in one sense: Both are enterprise software. But you shouldn't treat CRM as just another ERP enhancement. CRM is about increasing revenue, the top line, where ERP is about operations and maintaining the bottom line, cutting costs. This means that the IT executive charged with implementing CRM must be more business-savvy than ever. Join AT Kearney for this workshop on CRM lifecycle management, which will focus specifically on successfully implementing CRM within the process manufacturing organization.

This session will be delivered by B.N. "Corky" Manning, Principal, Technology Solutions with A.T. Kearney. Corky offers over twenty years of industry and management consulting experience in systems strategy, systems development, systems integration and project management. Over those twenty years he has successfully managed large projects in the Manufacturing, Health Care, Financial, Retail, and Telecommunication Industries. His industry focus over the last 10 years has been in the Retail Manufacturing arena, focusing on project management in the Customer Relationship Management (CRM), E-Business Enablement, Wireless, and Financial analysis areas.

Budgeting and Budgetary Control Workshop
This workshop will show the latest budget life cycle tools starting with the budget development and approval process. This comprehensive budgeting tool is designed for the decentralized and iterative process involved in budget development (powered by the FRx Forecaster product). Participants and instructors will overview the integration of the budget into the budgetary control (encumbrance) and budget variance reporting features of iRenaissance. As the workshop progresses, the entire life cycle of reforecasts, budget transfers and adjustments will be covered.

Ross Upgrade Session, Part I
This all-day session is designed to cover all the relevant issues faced by those considering an upgrade from earlier versions of iRenaissance. During the first part of this session, attendees will put together an upgrade proposal, justification and project plan. Session leaders will address common questions, such as:

- Why do I need to upgrade if everything is going fine?
- What is application erosion, and is my company getting the fullest return on its investment?
- Putting together a business proposal for an upgrade project.
- Who needs to be involved?
- What are the steps?
- What are the options (re-implement at 5.7, upgrade all custom code, re-evaluate custom modifications, etc.)?

Ross Upgrade Session, Part II
The second half of this upgrade workshop will focus on a proven upgrade methodology, a detailed look at version differences, and will follow an actual upgrade from version 5.1 to 5.7. Presenters will include independent consultants, Ross personnel and customers who will describe their upgrade experiences. Topics covered will include:

- What's new? Product highlights since version 3.1 with an overview of new functionality.

- Technical evaluation: What should I know about my platform, database, dependencies, and more?
- How does the data get migrated? What are the steps and decision points?

Classic to iRenaissance Migration Workshop

This workshop covers vital steps involved in a Migration from Renaissance Classic to iRenaissance. Important focus areas will include:

- a complete migration methodology
- tips and tools for successful migrations
- the latest enhancements in functionality
- an overview of customer successes and the benefits of migrating

Technology Workshop: Microsoft .Net

Microsoft .NET is a set of Microsoft software technologies for connecting your world of information, people, systems, and devices. It enables an unprecedented level of software integration through the use of XML Web services: small, discrete, building-block applications that connect to each other—as well as to other, larger applications—via the Internet. By infusing .Net architecture into its core product, Ross is improving the ROI you get from the products you use to run your enterprise-with benefits like greater reliability and better integration. Attend this workshop to learn more about .Net and what it means for your business.

FDA Regulatory Compliance Workshop

Jim J. Tozzi

*Board of Advisors
Center for Regulatory
Effectiveness*

Lynn L. Bergeson

Bergeson & Campbell, P.C.

This workshop is designed for manufacturers in the food & beverage, life sciences and chemicals industries. This seminar will cover a variety of current and coming regulatory issues, with information on how can you and your company can actively prepare and respond. What FDA regulations are on the horizon and what do they mean for your organization? What is The Data Quality Act, and how does it affect manufacturers in dealing with the Federal Government? Is the use of HACCP Principles being extended to new industries? How do you perform a HACCP Analysis? Led by two regulatory affairs experts who represent manufacturers on various regulatory issues, this workshop is a must for Ross customers in regulated industries.

Jim J. Tozzi has been on the Board of Advisors for the Center for Regulatory Effectiveness since 1983. He is also President of Multinational Business Services, Inc. Jim represents clients before Federal agencies on regulatory issues. In this capacity, he ensures that federal agencies comply with the "Good Government laws," including Executive Order 12866 (Regulatory Review), the Paperwork Reduction Act, the Data Quality Act, the Congressional Review Act, and the Government Performance Results Act. He also assists clients in obtaining permits, licenses, registrations, and the authority to trade in the U.S. and foreign countries. Prior to his work with the Center, Jim spent 11 years as part of the federal Office of Management and Budget, where he supervised and implemented the Administration's program for overseeing, coordinating and approving federal regulations. Jim received his B.S. in Chemical Engineering from the Carnegie Institute of Technology, his Masters in Retailing from the University of Pittsburgh, and a Ph.D. in Economics and Business Administration from the University of Florida. He has been awarded

commendations by Presidents Carter and Nixon, has held posts on the Board of Directors for both the World Environment Center (2001) and National Law Library (1997).

Lynn L. Bergeson is a founder and shareholder of Bergeson & Campbell, P.C., a Washington, D.C. law firm concentrating on assisting clients in obtaining regulatory agency approval of their chemical, medical device, and diagnostic products, as well as on the regulation, product litigation, and business issues associated with those products. Lynn is active on many regulatory committees and advisory boards, and is widely published. She is a graduate of Michigan State University (B.A., magna cum laude), and the Columbus School of Law, Catholic University of America, where she was a member of the Law Review. She is admitted to the bar of the District of Columbia and several Federal and D.C. Circuits.

Wednesday, October 23rd, 2002

Industry Focus Sessions

Year after year, Rossworld attendees state that one of the greatest benefits of attending is the opportunity to interact with other users who share common goals and challenges. To help maximize your ability to plug into the extensive Ross user network, we have created a set of expert-led Industry Focus Sessions that will provide an opportunity to explore common industry issues affecting your business today, and issues on the horizon that may have a future impact on your organization.

Each of these sessions will feature an outside Industry Expert who will guide the session and offer insights about the industry as a whole, as well as a Ross executive with expertise in the industry segment. Each Industry Focus Session will also include a customer panel made up of executives from a variety of functional areas within companies currently using Ross products. The panelists will share their experiences and discuss key issues affecting manufacturers. These industry discussions are sure to provide valuable ideas and insights for both you and your company.

Life Sciences

Led by: John Fontanella
Vice President and General Manager, CPG/Lifesciences and Retail Industry Services
AMR Research, Inc.

John Fontanella has 25 years of business experience in supply chain, manufacturing, and marketing in the high-tech, consumer products, and third party logistics industries. At AMR Research, John focuses on business practices and technologies supporting the CPG, Lifesciences, and Retail industries.

Prior to joining AMR Research, John was Director of Worldwide Logistics for Microsoft Corporation, responsible for developing global strategies for manufacturing, distribution and program management in support of Microsoft's OEM, retail and solution-provider channels. John's previous experience also includes 15 years with Digital Equipment Corporation, where he held a variety of positions in Operations and Marketing, including U.S. Distribution Manager and head of it's Supply Chain Consulting Practice.

John holds a Bachelor's degree from St. Anselm College and an M.B.A. from Suffolk University. John was selected as one of the fifteen most influential technology analysts by ADWEEK Magazine in 2001, and he writes a monthly column for Internet Week on Supply Chain technologies and trends. He is also on the board for the Center for Logistics Leadership at the University of Nevada, Reno and a member of Penn State's Center for Logistics Management.

Chemicals

Led by: Leif Eriksen
Research Director, Chemical and Process Industries
AMR Research, Inc.

Leif Eriksen is responsible for leading AMR Research's analysis and research in the Chemical, Petroleum, Paper, and Metals industries. His research starts with an understanding of the business environment in each industry and leads to strategic advice on the application of e-business technology for competitive advantage. His recent research includes exploring the role of public and private B2B marketplaces, the challenges of strategic MRO procurement, bulk distribution supply chain strategies, and the role of knowledge management in an IT strategy.

Leif came to AMR Research with 16 years of experience providing strategic process plant automation and IT advice for a number of companies around the world. In his role as a consultant Leif was responsible for designing, implementing, and directing plant-wide process automation projects. He was also responsible for defining the role of IT in manufacturing strategy. Leif's experience with process manufacturing challenges in a global environment is reflected in his research as well as the strategic advice he provides clients.

Food & Beverage

Led by: Bill Friend
Principal
WR Friend & Associates

Bill Friend is a principal of WR Friend & Associates, a Boise, ID food industry consulting group and co-founder of the Food CIO Forum (http://foodcioforum.com).   His firm specializes in assisting companies develop business strategies and align their IT strategy with business objectives. His practice includes assessing the IT capability of companies, helping companies with the selection of application software, the development of e-business strategies, and the integration of manufacturing processes with back office systems.

Prior to starting his consulting company, Bill retired from the J.R. Simplot Co. as Group Vice President of Supply Chain Management and IT. While at Simplot he was active in the food industry serving vice chairman of the AFFI Distribution and Logistics Council and was a member of the IFMA EFR Electronic Commerce committee.

In addition to his consulting practice, Bill is a Contributing Editor for Food Engineering magazine and co-writes a monthly column titled "Managing Software". He is also a Feature Author for Technology Evaluation.Com where he writes on general IT trends. Bill graduated from University of California, Davis, and received a MS from the University of Oregon.

Metals and Natural Products

Led by: Olin Thompson
Principal
ERP Partners

Olin Thompson, a principal of Process ERP Partners, has over 25 years experience as an executive in the software industry with the last 17 in process industry related ERP, SCP, and e-business related segments. Olin has been called "the Father of Process ERP." He is a frequent author and an award-winning speaker on topics of gaining value from ERP, SCP, e-commerce and the impact of technology on industry.

General Business Session

Led by: Steve Wasserman and Jill Smith, Ross Systems
This session will feature procurement and inventory (non-manufacturing specific) transactions, with demonstrations of Ross solutions as well as a customer panel that will discuss their experiences related to these issues. Key topics will include:

- Electronic procurement and P-Cards
- Materials Management in procurement and inventory
- Bar code integration for inventory and fixed assets applications
- Accounts Payable electronic interfaces (including Invoice feeds via XML, EDI and other formats, and EFT payments and remittance)

Thursday, October 24th, 2002

Education Classes

Business Analytics & Data Warehousing – Unlocking the Power of Your iRenaissance Data - 1 Day, Lecture Course

To achieve reporting excellence, iRenaissance customers must rationalize the value that resides within their databases. Users need to do more than just run reports. They need to re-examine, analyze, and fine-tune the reporting paradigm. Your business is evolving, why shouldn't your reporting systems be just as dynamic? This class examines:

- Key Performance Indicators: Ross Systems KPI's are a fast track to a balanced corporate scorecard, a digital dashboard and performance measurement feedback medium, all based upon the iRenaissance reporting backbone.
- How to deliver an easy-to-deploy strategic solution based upon standard iRenaissance database tables reporting structure and utilize the power of Business Objects to drive the report foundation.

Performance analytics covered in this session include:

- Tactical action reporting measures for sales and inventory, with "drill down" and "drill around" performance measurements. These visual indicators are customizable and track actual results against consistent targets. Results can be delivered across the enterprise, PC based solutions or deployed within an intranet or Internet capability.

In addition to the above, time will be set aside to discuss typical deployments encompassing:

- Operations Efficiency,
- Customer Fulfillment,
- Risk Management,
- Quality Assurance,
- Vendor Analysis, and
- Inventory Management.

GL Allocations – 1 Day, Lecture Course

Are you reponsible for preparing month-end allocations? Are you using spreadsheets and then transferring data to journal entries? Is this taking too much time in a tight month-end schedule? If the answer to all these questions is YES, then join us for a look at the powerful iRenaissance General Ledger Allocations routine.

The allocation functions of the iRenaissance GL enable you to distribute, or allocate, amounts from one or more GL accounts to other specified accounts. The allocations can be based on any financial or non-financial amount posted to any GL financial database balance type. With iRenaissance GL, you can:

- Absorb operating expenses into the cost of goods sold,
- Re-allocate amounts between different departments,
- Distribute budget amounts, and
- Create accrual allocation transactions.

This course will cover different types of allocations, such as the hierarchical or step-down allocation. In a hierarchical allocation, allocations may have several levels of dependencies. You define rules and specify data needed to create an allocation, and then use the rules to create the proposed allocations. For example, "Facilities" might be allocated to "MIS," and then "MIS" may be allocated to other departments.

Come and learn about this and other GL Allocations features that will make your month-end processing more efficient.

Process Manufacturing Costing – 1 Day, Lecture Course

This introductory review of the Process Manufacturing module of iRenaissance will cover setup processes and the GL transactions within the module. During the course, students will:

- Choose a Product to Manufacture,
- Review White Board,
- Review GL Account,
- Examine Controls Setup,
- Examine Codes Setup,
- Examine Recipe/Specification Setup,
- Cost the Product,
- Make the Product,
- Analyze Variances, and
- Analyze GL Postings.

GEMBASE, Concepts for the Advanced Programmer – 2 Days, Hands On

This two-day class is designed for the experienced GEMBASE programmer or IT manager. Those attending should have a thorough understanding of basic GEMBASE programming. Advanced topics addressed during this session will include:

- Using the Studio Debugger,
- Transaction Control and Record Locking,
- Controlling Program Flow,
- Uses and Abuses of Virtual Tables,
- Gembase Reporting,
- Event Triggers,
- SCV's Revealed, and
- Questions/Answers.

GEMBASE, Concepts for the Advanced Programmer – 2 Days, Hands On (continued)

Enabling eCommerce Applications in Your Enterprise (Customer Portal) – 1 Day, Hands-on
This class is designed to familiarize the student with the information required to deploy Customer Portal in a production environment. This course will cover:

- A Commerce application overview/demonstration including exposure to the Product Catalog, Content/News Management, Self Service Inquiries, Favorites, Shopping Cart, Checkout and Order Processing,
- Administrative Functions,
- Installation Guidelines,
- Development Tools,
- Architecture, and
- Customization Issues and Best Practices.

Knowledge of MS Windows and MS Explorer are required. Exposure to MS web development practices would be helpful.

Technical Tools and Tips for iRenaissance Users – 1 Day, Hands-on
Designed for System Administrators and Database Administrators who need to know the minimum requirements for managing the iRenaissance and GEMBASE environment but will not be involved in programming, this lecture style class is aimed at familiarizing students with the structure and mechanics of GEMBASE and the Client/Server. Those planning to attend this session should be cognizant of database mechanics and management of software environments.

The class covers similar ground to the *GEMBASE for iRenaissance Users* course, but with less detail. Included in the agenda is a review of the Ross family of software and how the modules interface with each other. Attendees will also be instructed on using and configuring their desktop. Upon completion of this class, users will be able to:

- Use the query facility QBF,
- Identify startup files and scripts affecting an iRenaissance session,
- Design a secure environment for development activity,
- Discuss customized reports and documents,
- Perform data import and exports and use Dynamic Data Exchange (DDE),
- Identify roles of Key Tables by application within iRenaissance,
- Use print options,
- Implement improved problem management, troubleshooting techniques and support techniques, and
- Use other daily routine tips of value.