



Customer Training

The power of Shiloh can be appreciated only when the user knows and understands how it is used. The following classes training and events are offered to enhance knowledge which in return will increase productivity and efficiency.

Regular education sessions are hosted at our Bentonville facility on Shiloh's existing and new capabilities. When applicable, topic specific workshops are also offered to customers. Any licensed user can attend any or all of the classes listed below, on an unlimited basis at no additional charge, as long as there are seats available. System Admin, Basic, Report Building, and Analysis classes are offered at the Shiloh Training Center.

Training schedules are available on the Shiloh website and in our bi-monthly newsletter, Priority News.

On-site user training is available at an hourly rate at your business. Contact the Training Coordinator to schedule these sessions.

The following outline of training is subject to change without notice as we add features and modules to Shiloh.

Administrator Training (Approximately 6 Hours)

Shiloh will train and assist the customer's designated System Administrator(s) in the set up and maintenance of Shiloh. The System Administrator role is a key component to Shiloh's success. Crucial responsibilities of the role will be discussed and students will work through practical exercises. Topics will include:

- **What is Shiloh/System Overview**
- **Security**
- **Groups**
- **Data Loading**
 - Column Linking
 - Data Loader
 - Local Export
 - Package Monitor
 - RL PWD Maintenance
 - Paste Insert
 - Paste Update
- **Data Sets/Reports**
 - Alert Setup
 - Batch Report
 - Quick View Setup
 - Report Master
 - Report Setup
- **Maintenance**
 - Attribute Maintenance
 - Data Element Maintenance
 - Data Set Sources
 - Event Calendar
 - Item Master
 - Item Store Master
 - Measure Maintenance
 - Measure Update
 - Period Master
 - Quick SQL
 - Store Master
 - Store Group Aggregate
 - System Configuration

Prerequisites: Current Shiloh user

Shiloh Basic

Learn the basics of Shiloh Software. This hands-on training will guide users through the Shiloh environment as well as teaching basics of building a custom report. Users will be introduced to:

- **Shiloh Software Review**
- **Shiloh Login**
- **Overview of Reports**
- **Groups**
 - Review System Groups
 - Creating Custom Groups
- **Quick Views**
 - Working in Quick Views
- **Data Set Builder**
 - Creating a Data Set
 - Managing Column Data
 - Build Report from Data Set
- **Create a Quick View From a Data Set**

Prerequisites: Current Shiloh user

Shiloh Report Building

Major areas of data set and report building in Shiloh will be discussed. Students will leave the class with a good working knowledge of report building. Fifty percent of class time will be spent working on exercises.

- **Review Basic Data Set Building**
- **Advanced Data Set Building**
 - Advanced Calculations
 - Building a Data Set from another Data Set
 - Selecting the Data Set Level
- **Working in Report Setup**
 - Parameters Area
 - Selection Area
 - Format Area
- **Working in the Excel Template**

Prerequisites: Shiloh Basic

Shiloh: Analysis Tools

Promo Master: Enables user to define, analyze, and save specifics for events, promotions, marketing initiatives, etc.

- **Promo Setup Tab**
- **Evaluation Tab**
- **Sell Through Tab**
- **Sell Through Data Definitions**

SSO Master: This tool enables the supplier or buyer to place an order for a specific amount for a store. An SSO informs the retailer precisely what the store needs to have on hand for promotions, seasonal, or for everyday business.

- **Key Components to SSO Automation**
- **Building the SSO Data Set**
- **Working in SSO Master**

Prerequisites: Shiloh Basic & Report Building

Shiloh: Trait Analysis

Trait Matrix: Displays how an Item Attribute indexes within the chain in reference to specified Store Traits.

- **Working in the Setup Tab**
 - Store Traits/Attributes
 - Data Set Options
- **Running the Trait Matrix**
- **Working in the Results Tab**

Store Trait Clustering: This tool enables users to convert unrelated data into useful, actionable information by helping them understand which traits influence their business.

- **System Administration Pre-Work**
- **Applying Trait Category Descriptors**
- **Store Trait Master Maintenance**
- **Creating Company Specific Traits**
- **Store Trait Clustering**
 - Working in the Store/Traits Tab
- **Working in the Results Tab**

Prerequisites: Shiloh Basic & Report Building

Shiloh Demo

The weekly **Shiloh Demo** provides a no-pressure overview of Shiloh Software's data integration engine for POS, 3rd party and supply chain data. Major features, functionality, and tools are presented to the audience.

Any supplier interested in learning more about Shiloh's many features are encouraged to attend.

Every Thursday: 4:00-5:30 PM

User Group

These sharing and teaching sessions will be held in an open forum. Attendees will be encouraged to share feedback, best practices and any tips and tricks they have discovered. Product related development and announcements will be shared.

Prerequisite: Shiloh user

When: First Thursday of the month
Time: 10:00 am – 12:00 pm
Where: Bentonville Public Library – Rotary Room
Contact Information: Tina Lewman tlewman@Timex.com 479.273.7946

Study Hall

Need a little extra help on a report? Not sure how to start building a data set? The Study Hall sessions are by far our most popular method in assisting users become proficient in Shiloh. Students can schedule 1 or 2 hour blocks of time to discuss reports, data sets, alerts, or questions they may have that require a little extra help from our experts.

Criteria: Users must attend the Shiloh's class relative to their need to attend Study Hall. If a user has not worked in Shiloh for a month or more, we recommend they retake the respective course or take the 3-hour Shiloh Report Building Refresher. Study Hall is not to be used in lieu of any Shiloh class.

Registration: Due to the popularity of this class we highly advise students to contact our Training Department minimum 5-7 days in advance.

Students must pre-register: To better serve you, please send an example or details relating to what you want to work on during the study hall. This will ensure we have the appropriate people available.

NOTE: To get the most out of the Study Hall you will want the ability to access your data remotely or load your data to your computer using the Local Export utility in Data Loading.

Prerequisite: Shiloh user - **Must have taken respective Shiloh class**

Call or email our training department to register.

Training@ShilohTech.com

Phone: 479.464.4598

Every Friday 9:00 am-4:00 pm