

**Commander: Site Controller
VASC Classroom Certification**

Verifone[®]
Training Partner

**Registration Information
2018**

**CBE Center for Excellence
Camp Hill, Alabama**



Commander: Site Controller VASC Classroom Certification

GENERAL INFORMATION

The objective of this course is to enable service technicians to become certified on the Commander: Site Controller solution in order to complete new installations, warranty and repair work and perform software upgrades.

- ▶ **Prior to registering** for the Commander: Site Controller VASC Classroom Certification program students **must have successfully completed** the Commander: Site Controller VASC Pre-Course Certification. This packet will allow the user to register for the classroom certification only.
- ▶ The Commander: Site Controller Pre-Course may be registered for on Verifone's Premier Portal. The registration link is found under the Learn tab and Register for Training link. Alternatively, you may fill the packet manually and fax your request. The packet is located under Learn and Petro Training Information.
- ▶ The Commander: Site Controller VASC Pre-Course must be completed within 90 days of the VASC attending the classroom certification. Should a student not attend class within 120 days of completing the pre-course exam, the pre-course must be purchased again at full price and the student will need to pass the pre-course exam again prior to attending class.
- ▶ The Commander: Site Controller VASC Classroom Certification is 4 days in length; 3 days of classroom training and 1 day for the certification exam. Each day will include 2 short breaks and a lunch break.
- ▶ Concepts delivered in pre-course are expanded upon in class. As a result, students will need to study the pre-course materials heavily. It is expected that students know the pre-course material prior to attending class.
- ▶ All classes and documentation are in English.
- ▶ Cancellations made 15-30 days before class will result in the option to reschedule or the tuition will be credited to your account. **Cancellations (or rescheduling) made 14 days or less in advance of class date will result in forfeiture of tuition.**
- ▶ Please remember all expenses, including hotel, meals, and transportation are the responsibility of the attending student.
- ▶ After each day of school it is the technician's responsibility to contact their supervisor or manager to discuss the day's events and practice test scores. If an instructor observes the technician is performing below the standard or if the instructor feels the school is beyond the technician's comprehension the instructor has the right to call the supervisor or manager to advise the student not continue with the training.

REGISTRATION

To register for the Commander: Site Controller VASC Classroom Certification simply complete the Student Information Form and the Order Form and fax or email to the CBE Training Department.

Registrations will be processed within 3 business days. An invoice will be generated and sent to you by CBE, Inc. at the corporate e-mail address you provided on the Student Information Form. Payment of this invoice must be made to CBE, Inc. **no later than one week prior to class start.** Checks and credit cards (Visa or MasterCard only) are accepted. Payment by credit card will have a 3% card processing fee added. Payment must be received by CBE, Inc. no later than the first day of class in order for the student to remain in class and/or to receive certification for any course.

A confirmation letter will be sent to the student and manager when the registration has been completed.



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Confirmation letters are only sent when the class has **at least 4 students** set to attend. Classes that do not meet the minimum number of students will be cancelled and any students that were scheduled to attend will be advised of the cancellation. **Travel arrangements should not be made until a confirmation letter has been received.**

NOTE: Prior to registering for the Commander: Site Controller VASC Classroom Certification program students must have successfully completed the Commander Pre-Course Certification within the last 90 days.

REQUIRED Hardware

Minimum Hardware Requirements (Laptop Computer)

- 1 Giga-Hertz (GHz) 32-bit (x86) processor or 1-GHz 64-bit (x64) processor
- 1 GB of Ram
- 5 Gb Available HDD Space
- External Mouse (strongly encouraged)
- Functional Ethernet Port
- 9-Pin serial port, **MALE** connection
 - Built-in Serial Port
 - USB to Serial Converter
 - PCMIA Serial Card
 - Express Card (SYBA SD EXP15010 recommended)

Students must have a correctly configured and working serial communications device PRIOR to attending Commander: Site Controller VASC Classroom Certification

REQUIRED Software

Please ensure the following programs have been installed on the student's laptop PRIOR to attending training. Zipped files simply copied to the laptop hard drive ARE NOT installed.

- Supported Operation Systems
 - Windows Vista Business
 - Windows Vista Ultimate
 - Windows 7 Pro
 - Windows 7 Ultimate
- Internet Explorer, IE 11 or higher
 - Other browsers not supported for SMS usage
- Acrobat Reader, v6.0 or higher
 - Acrobat Reader is a free program that can be downloaded at adobe.com. This program is needed when displaying and viewing Verifone documentation.
- Terminal Emulator
 - HyperTerminal
 - PuTTY is a freeware program that can be downloaded from the internet.
 - Please ensure one of these is on the service laptop prior to attending school.
- Verifone Router Configuration Utility
 - Download the latest version from the Premier Portal under **Connect > Petro Downloads > PC Based Applications.**
- JAVA
 - Java is a free program that can be downloaded from Java.com
 - Check the release notes for Gemcom32 to find out what version is required. The release notes are found in the same location as the Gemcom32 download.
- Backup and Restore Utility



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- The download can be obtained from Premier Portal > **Connect** > **Petro Downloads** > **Sapphire** > **Sapphire Utilities**.
- Follow the instructions for the Backup and Restore Utility guide in the same section for instructions about the installation.

Please ensure the student has downloaded and installed (unzipped) the most current copy of the VASC Service Manual.

NOTE: It is the responsibility of the attending technician to ensure the laptop is in good working order and functioning properly. This includes all software listed above and any peripheral equipment. If a technician attends school with faulty equipment (i.e. faulty monitors, keyboards, mouse, incorrect settings, etc.), CBE, Inc. has the right to refuse instruction.

What To Bring To Class

When students attend the Commander: Site Controller VASC Classroom Certification they **must** bring the following:

- ▣ Laptop
- ▣ **The laptop MUST conform to the above requirements and MUST have all the above listed programs fully installed and working PRIOR to attendance.**

Commander: Site Controller VASC CLASSROOM CERTIFICATION SCHEDULE

Class Dates 2018	Registration Deadline
January 2018 (FULL)	11 December 2017
12-15 February 2018	3 January 2018
19-22 March 2018	1 February 2018
16-19 April 2018	1 March 2018
14-17 May 2018	1 April 2018
25-28 June 2018	1 May 2018
30 July – 2 August 2018	15 June 2018
27-30 August 2018	1 July 2018
24-27 September 2018	1 August 2018
22-25 October 2018	1 September 2018
10-13 December 2018	1 November 2018
28-31 January 2019	1 December 2018

The above schedule is for the Commander: Site Controller VASC classroom certification schools located at the CBE Center for Excellence located in Camp Hill, Alabama.

The Commander: Site Controller VASC classroom certification will certify the technician on Commander, Ruby2 and Topaz. It does not certify the technician on Ruby or Sapphire POS.

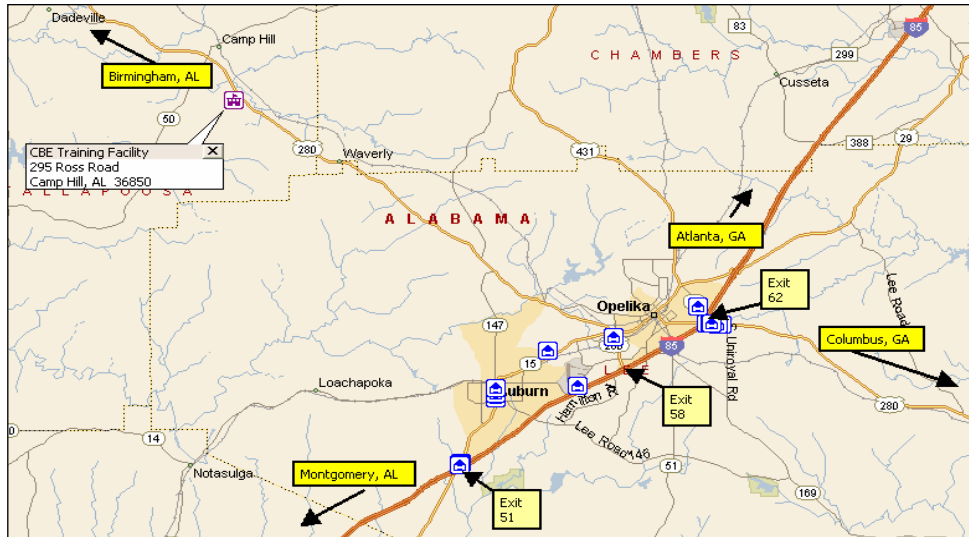
A complete listing of Commander: Site Controller VASC certification schools are located on Verifone's Premier Portal (<http://Premier.Verifone.com>), within the **Learn** section and the **Petro Training Information** link, you will find a link for "2018 Commander: Site Controller VASC School Schedule – Master List".



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School Location

The CBE Center for Excellence is located in Camp Hill, Alabama – approximately 15 miles northwest of Auburn Alabama and 90 miles southeast of Birmingham Alabama – off US Highway 280. Several hotels and motels are available within 25 miles of the CBE Center for Excellence. The CBE Center for Excellence also has a limited number of on-site, single occupancy duplex cottages available for student use. Below is a map showing the location of the CBE Center for Excellence along with directions to the school from Atlanta and Columbus Georgia, and from Birmingham and Montgomery Alabama.



Attn: Training Director

Fax To: 334-420-4167 or
Email To: VASC_Training@cbe-inc.com

STUDENT INFORMATION FORM

Please use one form for each student

Date of School you wish to attend: _____

Student Information:

Name:

Phone:

E-mail Address:

Special Needs or Other Comments:

Company Information:

Name:

Street Address:

Phone:

City or Province:

State:

Zip:

Country:

Manager's Information:

Name:

Phone:

E-Mail Address:

Have questions about your registration?

Call our Training Center at: 334-323-5167 or e-mail us at: VASC_Training@cbe-inc.com



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ORDER FORM

1. Please complete the **entire** form.
2. This order will be entered in accordance with the prices, terms, delivery method, and specifications listed below.

QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
	999-PCS-40080	Commander: Site Controller VASC Classroom Certification Required for each student	\$1800.00	\$
	999-LDG-53	On-Site cottage and meals Per person (Monday night through Thursday night)	\$600.00	\$
	999-MEAL-53	Meals Only - Per person (Monday night thru Friday morning if not staying on campus)	\$80.00	\$
			Total:	\$

BILL TO:

Company:		
Street Address:		
City:	State:	Zip:
Phone:		
Purchase Order #:		
Date:		

An invoice will be generated and sent to you by CBE, Inc. Payment of this invoice must be made to CBE, Inc. **no later than one week prior to class start.** Checks are accepted. Credit cards are accepted for payment but will have a 3% card processing fee added. Payment must be received by CBE, Inc. in order to receive certification for any course.

Your signature below indicates your understanding and acceptance of these terms.

Order Authorized By (Signature Required): _____

