entervo
beyond barriers

WEBINAR CATALOGUE

THE ENTERVO TRAINING WORLD

SCHEIDT&BACHMANN

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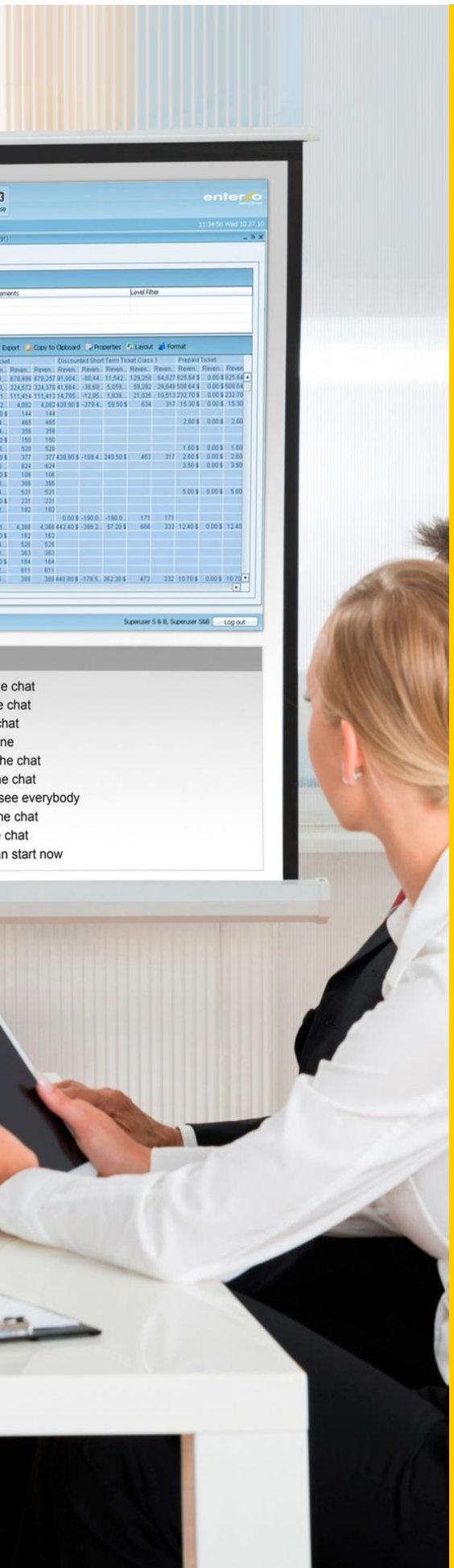

Webinar Catalogue

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The whole world of parking management

WELCOME

Our training team has extensive experience and a wide range of know-how in the area of parking and leisure centre systems. For many years, our customers and employees have used traditional classroom or on-site training to learn more about the technology in hardware and software.

In order to keep up with the constant change besides our traditional trainings in our training centre or on-site we now also offer online trainings, so-called webinars.

DEFINITION OF A WEBINAR

The webinar term is composed of the words web and seminar, meaning a seminar in the web, where you participate live on the internet directly from your work place. Just like with a traditional training on-site, you can listen to the webinar leader und see everything what is shown on the screen. A chatting feature allows you to interact with the trainer and the other students and actively participate while learning.

HOW CAN I REGISTER FOR A WEBINAR?

Please contact our training team via e-mail (entervo.training@scheidt-bachmann.de). Request an offer for your desired webinar (stating the webinar No.) and we will submit an offer without obligation at short notice. Just before the webinar, an e-mail with the access data will be sent to the attendee - just sign-in and participate!

WHAT ARE THE REQUIREMENTS TO PARTICIPATE IN A WEBINAR?

To attend a webinar session, you need a computer or laptop with speakers and internet access. On this PC, a web browser (e. g. Internet Explorer or Firefox) must be installed. These conditions are met if you can easily browse through the Internet on your PC.

The web conference software WebEx is used to carry out the webinars. The software offers webinar participation independently of the operating system. You do not have to download, install or maintain any special software on your workstation.

We would like to give you a few useful tips for an upcoming webinar. Please read the following points shortly before the start of the webinar carefully again.

- Choose a quiet place where you would not be disturbed during the webinar. Make refreshments and beverages available if the webinar is scheduled for several hours.
- Single participants should have at least a 21" screen. A large screen or a projector should be available if more people attend the webinar.
- Please make sure that the loudspeaker system and microphone work correctly.
- Please make also sure that just one microphone and one loudspeaker is connected to your PC and switched on in order to prevent acoustic feedback.
- Our trainer will be visible for you thanks to an internet camera. They would also like to see you and you should thus check if your camera is connected and tested. If possible, please use a head set (headphone with microphone).
- Please hold ready your login data which you received shortly before the webinar.
- Please be punctual as you would be if you attend a traditional training session.
- Open the link approx. 5 minutes before the webinar begins.
- Once the webinar starts, a message pops up.

INFORMATION ON WEBINAR CONTENTS

You will find an overview of the webinar's content in the respective descriptions. Training contents can be agreed again between you and our training team in advance. You can basically ask questions during the webinars which will be answered by our trainers. But keep in mind that the time is limited and however, not all listed contents will be covered if a large number of questions have to be answered. Hands-on exercises should be carried out subsequently. All in all webinars are the perfect complement and extension to our traditional classroom and on-site trainings, but cannot entirely replace the traditional trainings.

VALIDITY OF THIS CATALOGUE

With the publication of this catalogue (Rev. 1.1), all previous catalogues for the webinars listed here lose their validity.

OUR WEBINARS FOR PARKING SYSTEMS

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ENTERVO FOR NEWCOMERS

Webinar Description

Short webinar presenting the general entervo system masks and the most important features for everyday use.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	none
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-01_EN (English) Web-01_DE (German)

Webinar's Content

- *GENERAL PRINCIPLES*
- *STRUCTURES AND NAVIGATION IN ENTERVO*
- *USER LOGIN AND LOGOFF*
- *ALARM PROCESSING*
- *DEVICE CONTROL*
- *DIFFERENCE COUNTING*
- *USER MANAGEMENT & USER AUDIT*
- *BASIC FUNCTIONS OF THE CASHIER USER INTERFACE*

ENTERVO.ENTRY / ENTERVO.EXIT

Webinar Description

You will be introduced to the latest device generation that is called entervo.entry / entervo.exit. The successor to the popular PGL30 series sets new standards in terms of modularity, slim design and servicing possibilities.

Webinar's Content

- *INTRODUCTION OF HARDWARE*
- *INTRODUCTION OF FUNCTIONALITY*
- *INTRODUCTION OF CONFIGURATION*
- *INTRODUCTION OF SERVICE CONCEPT AND SPARE PARTS CATALOGUE*

Sales Division:	Parking Systems
Target Group:	Service Technician
Conditions:	1. Employee of Scheidt & Bachmann or its sales and service partners 2. Basic electrical and mechanical knowledge
Trainers:	Uwe Pranat, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-27_EN (English) Web-27_DE (German)

CONTROLLING AND SETTLEMENT WITH ENTERVO

Webinar Description

Short webinar explaining the most important entervo system modules for all typical business-management tasks in financial accounting and controlling.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	none
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-02_EN (English) Web-02_DE (German)

Webinar's Content

- *JOURNAL TRACKING BY MEANS OF THE ELECTRONIC JOURNAL MODULE*
- *SETTLEMENT SCHEMES OF THE ENTERVO SYSTEM*
- *CASHIER SETTLEMENTS AND DEVICE SETTLEMENTS*
- *CREATING DAILY, MONTHLY AND ANNUAL STATEMENTS*
- *UNDERSTANDING AND APPLICATION OF THE REPORTING*

ENTERVO ANALYTICS BASIC TRAINING

Webinar Description

Basic knowledge concerning the usage of entervo Analytics will be mediated. The aim is to give a fundamental understanding of the underlying technology. The participants will learn how to execute simple queries.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-03_EN (English) Web-03_DE (German)

Webinar's Content

- *TECHNICAL BASICS*
- *FIRST STEPS*
- *PRACTICAL HANDLING*
- *DEFINING A QUERY*
- *DRAG AND DROP*
- *USING FILTERS*
- *TABLE LAYOUT AND FORMATTING*
- *DEPENDENCY OF FACTS AND DIMENSIONS*

ENTERVO ANALYTICS ADVANCED TRAINING

Webinar Description

This webinar is based on the basic skills and knowledge which the participants have gained in the first Webinar. Examples from practical experience will be discussed. If desired, the optimisation of existing reports can be discussed. Please, gather practical examples for participating in this Webinar.

Webinar's Content

- *RECAPITULATION OF THE BASICS*
- *EXAMPLES FROM DAY-TO-DAY PRACTICE*
- *SOLVING PARTICIPANT'S TASKS*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	entervo Analytics basic training or comparable qualification
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-04_EN (English) Web-04_DE (German)

ENTERVO CASHIER

Webinar Description

In times of networking, virtual systems and cloud-based solutions, stationary cashier stations get more and more unusual. entervo Cashier is the browser-based cashier solution of Scheidt & Bachmann. This webinar covers the use of this technology and the effects on the day-to-day work.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-05_EN (English) Web-05_DE (German)

Webinar's Content

- *SELLING AND PRODUCING ARTICLES*
- *PAYMENT PROCESS*
- *REMOTE PRODUCTION AT THE AUTOMATIC PAY STATION*
- *EVALUATING TICKETS/CARDS*
- *READING TICKETS/CARDS*
- *SHIFT HANDLING*
- *EXCEPTION TRANSACTIONS*

ENTERVO CASHIER EDITOR & CONFIGURATOR

Webinar Description

Browser-based cashier solutions also include new configuration and customization concepts. During this webinar, the configuration of the production units and their assignment to the cashier stations will be explained. Furthermore, individual keyboard configurations and assignments will be discussed.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Webinar "entervo Cashier" or comparable qualification
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-06_EN (English) Web-06_DE (German)

Webinar's Content

- *USER INTERFACE*
- *MANAGING KEYBOARD LAYOUTS*
- *KEY AND AREA SETTINGS*
- *SAVING, PRINTING AND ACTIVATING KEYBOARD LAYOUTS*
- *USER-DEPENDENT KEYBOARD LAYOUTS*
- *CREATING, ASSIGNING AND MANAGING PERIPHERAL DEVICES*

ENTERVO CUSTOMER ADMINISTRATION BASIC TRAINING

Webinar Description

More or less each parking facility offers various kinds of season parker solutions. During this webinar, you will learn how these solutions can be applied to the entervo Customer Administration module with the use of access profiles. Furthermore, the management of personalized money value cards will be explained.

Webinar's Content

- *MANAGING CONCEPT FOR ENTERVO SEASON PARKERS*
- *SETTING UP COMPANIES*
- *SETTING UP PARTICIPANTS*
- *PRODUCING AND ISSUING SEASON CARDS*
- *MANAGING CUSTOMERS*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-07_EN (English) Web-07_DE (German)

WEEKLY PROFILES AND ACCESS PROFILES

Webinar Description

Weekly programmes, weekly profiles and their use in entervo systems will be explained as well as the migration of the traditional Customer Administration to access profiles.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo Customer Administration module
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-08_EN (English) Web-08_DE (German)

Webinar's Content

- *DEFINING VALIDITY PERIODS*
- *SETTING UP ACCESS PROFILES*

ENTERVO INVOICING

Webinar Description

The season parkers which have been created in the system during the basic training can be invoiced by means of the entervo Invoicing module. General system settings and knowledge in invoicing will be covered in this webinar.

Webinar's Content

- *INVOICING PRE-SETTINGS*
- *CYCLIC JOBS*
- *CREATING INVOICES*
- *CREATING REMINDERS*
- *MANAGING PAYMENTS*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Webinar "entervo Customer Administration Basic Training" or comparable qualification
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-09_EN (English) Web-09_DE (German)

ENTERVO TARIFF MANAGEMENT / STANDARD MODULE

Webinar Description

This webinar is focused on setting up and managing tariffs, configuring a tariff change, programming bank holidays and special rates by means of the entervo standard tariff module.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-10_EN (English) Web-10_DE (German)

Webinar's Content

- *SPECIAL DAYS*
- *TARIFF SEGMENTS*
- *TARIFF DATA SHEETS*
- *TARIFF OPTIONS*
- *CONSTANT AND MAX. PRICES*
- *TARIFF ASSIGNMENTS*
- *CREATING SAMPLE TARIFFS*

ENTERVO TARIFF MANAGEMENT / SPECIAL MODULE

Webinar Description

Comprehensive tariffs, international special solutions or the migration of legacy tariffs are solved by means of the special tariff module. Within this webinar, you will learn how tariff changes within the capabilities of the special tariff module work.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Webinar "entervo Tariff Management / Standard Module" or comparable qualification
Trainers:	Uwe Pranat
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-11_EN (English) Web-11_DE (German)

Webinar's Content

- *SPECIAL DAYS*
- *TARIFF STRUCTURE*
- *VALIDITY*
- *ABLAUFSZENARIO*
- *STARTING TIMES*
- *MAXIMUM PRICES*
- *STEP VALUES*

E-TICKET & RETAIL CAMPAIGN MANAGEMENT

Webinar Description

Everybody is talking about QR codes and they are becoming more and more important, even in the entervo system family. This webinar covers the basics principles for the creation of e-tickets and for the management of retail campaigns.

Webinar's Content

- *PRODUCT DESIGNER*
- *RETAIL CAMPAIGN MANAGEMENT*
- *ENTERVO CASHIER EDITOR*
- *QR CODE BLOCKER*
- *REPORTS*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-12_EN (English) Web-12_DE (German)

ENTERVO TERMINAL TRANSACTIONS MODULE

Webinar Description

The Terminal Transactions module enables the monitoring of reliability and security for credit card payments.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-13_EN (English) Web-13_DE (German)

Webinar's Content

- *PROCESSING OF TRANSACTION DATA*
- *SAVING OF TRANSACTION DATA*
- *PRINTING AND EXPORTING OF TRANSACTION DATA*
- *ANALYSIS OF FAILED PAYMENTS*
- *CONTROL RELATING TO CARD PAYMENTS*
- *DETECTING MALFUNCTIONS*

SEPA CLEARING

Webinar Description

SEPA direct debit and SEPA clearing for card-based payments are the successors of the well-known direct debit procedure. This webinar covers the possibilities of the entervo system in the SEPA environment.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-14_EN (English) Web-14_DE (German)

Webinar's Content

- *SETTING UP SEPA DATA FOR SEASON PARKERS*
- *SETTING UP SEPA DATA FOR CARD PAYMENTS*
- *SB-CUST ADMINISTRATION*
- *CLEARING OF PAYMENTS*
- *CLEARING OF DATA*
- *SEPA CLEARING DOCUMENTS*

JAVA WEBSTART

Webinar Description

With V2R4 release, the entervo system offers completely new remote control options: starting the entervo software at a workstation PC without using a web browser. The entervo software can be operated with a standard PC which has been provided on-site. During this webinar, the possibilities and the configuration will be explained.

Webinar's Content

- *DIFFERENCES BETWEEN JAVA APPLET AND JAVA WEBSTART*
- *STARTING THE USER INTERFACE IN DIFFERENT LANGUAGES*
- *CLIENT CONFIGURATION*
- *CACHE HANDLING*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-15_EN (English) Web-15_DE (German)

INTRODUCTION TO THE IDENT SYSTEM & IDENT PROFILES

Webinar Description

During this webinar, you will learn many facts about the entervo card types and the technological background required for the acceptance of 3rd party cards.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-16_EN (English) Web-16_DE (German)

Webinar's Content

- *CARD TYPES*
- *CARD DATA*
- *IDENT TYPE*
- *IDENT TYPE PROFILE*
- *WHITELIST AND BLACKLIST HANDLING*
- *IDENTIFICATION PROFILE*

CARD TRACKING AND TRANSACTION MONITORING

Webinar Description

The seamless traceability of all ticket and card usages in the entervo system is an important safety aspect. During this webinar, the use of the relevant entervo modules will be explained.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-17_EN (English) Web-17_DE (German)

Webinar's Content

- *SEARCHING FOR TRANSACTIONS*
- *SETTING UP, COPYING AND MODIFYING SEARCH PROFILES*
- *DISPLAYING AND FILTERING SEARCH RESULTS*
- *DETAIL VIEW*
- *CREDIT CARD TRANSACTIONS*
- *DISPLAYING AND OPTIMIZING LPR PICTURES*
- *BLOCKING CARDS AND CREATING VIRTUAL EXIT TRANSACTIONS*
- *PRINTING*

DATA BACKUP

Webinar Description

In our high-tech world, the proportion of static data is becoming increasingly smaller. Maintaining and securing of high-dynamic data is of great importance. In the event of any system failure, one needs to be able to react just as flexibly and quickly and so reduce equipment down-time! During this webinar you will learn how the applied techniques work.

Webinar's Content

- *INTRODUCTION*
- *DYNAMIC FULL SYSTEM BACKUP*
- *LOGICAL BACKUP OF DATA (DBSAVE)*
- *EXPORT OF JOURNAL DATA*
- *EXPORT OF SETTLEMENTS*

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Basic knowledge and first experiences with the entervo software suite
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	English, German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-18_EN (English) Web-18_DE (German)

INDIVIDUAL TRAINING

Webinar Description

This webinar will be put together jointly with you.

Tell us your needs and we will work on individual webinar contents.

Sales Division:	Parking Systems
Target Group:	Operational Management
Conditions:	Depending on the webinar's content
Trainers:	Uwe Pranat, Christina Mohr, Dominik Moenikes
Language:	German
Duration:	approx. 90 min.
Participants:	maximum of 8 people
Webinar No.:	Web-IND-PH_EN (English) Web-IND-PH_DE (German)

Webinar's Content

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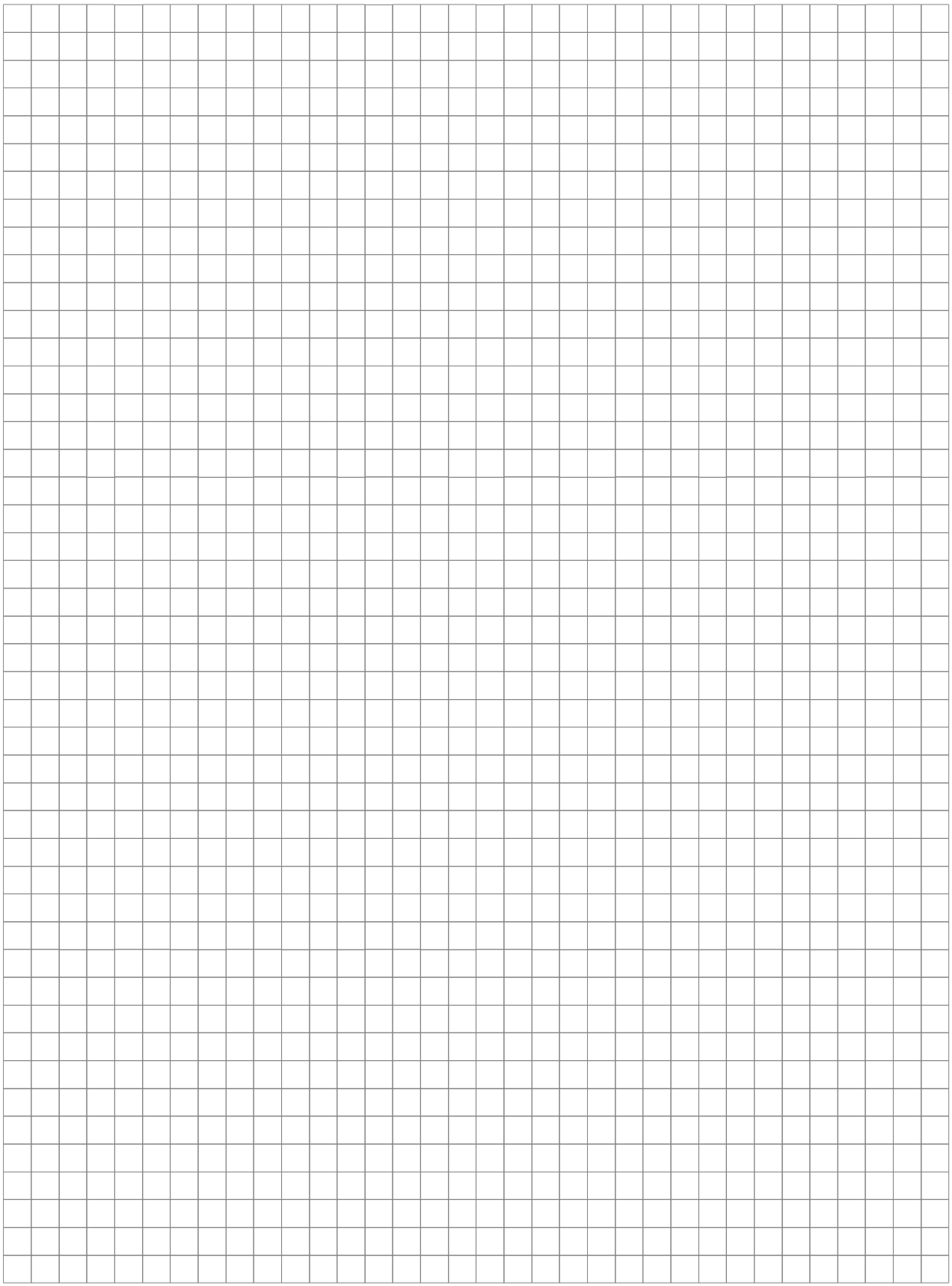

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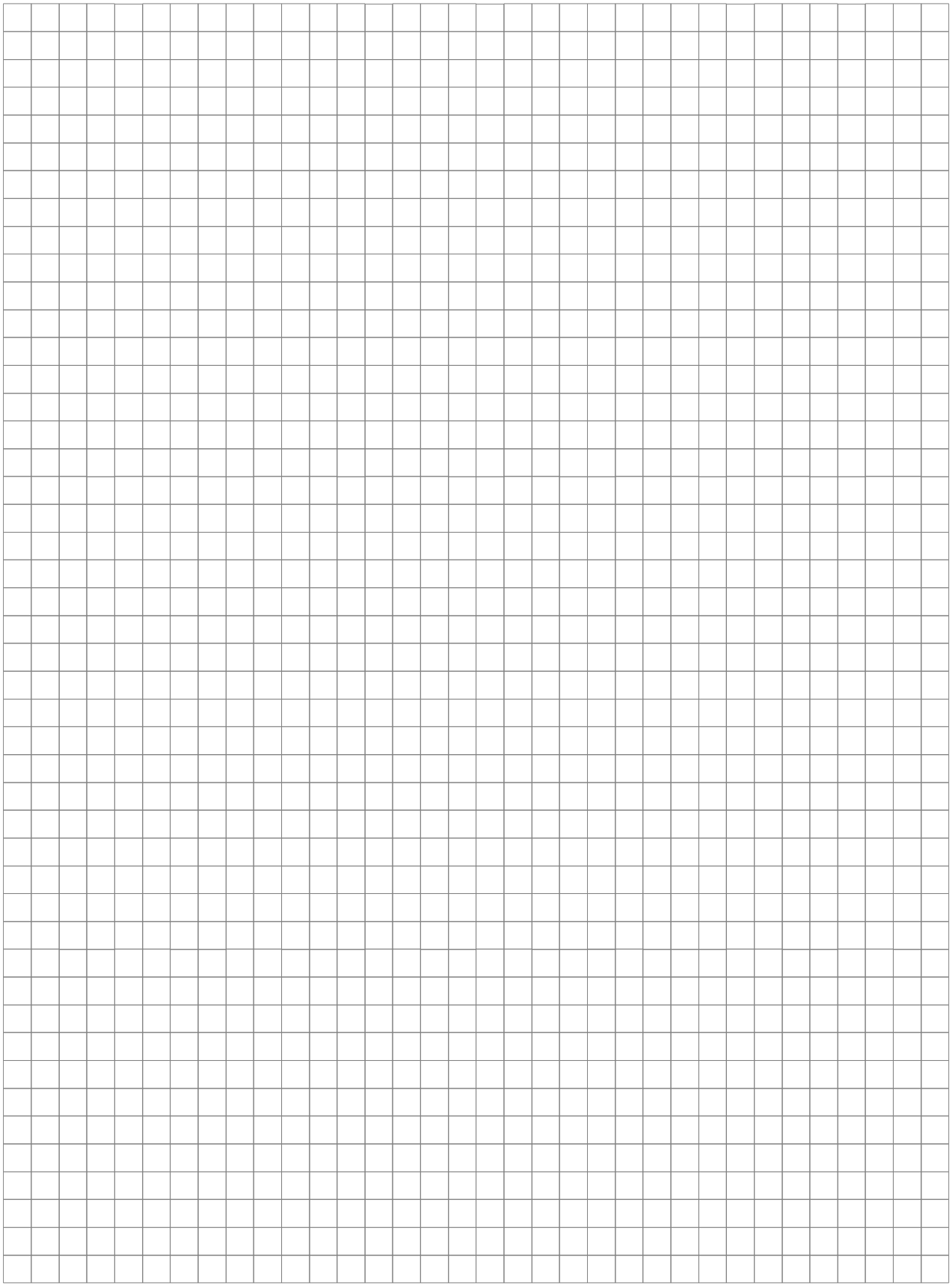

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