



# SunGard iWorks Enterprise Accounting System (EAS) 2009 Education Catalog

## Critical Training for Your Success!

**Are your financial accounting business reporting needs changing?  
Have you been asked to achieve more with your SunGard systems?  
Do you want to upgrade to the newest release and take advantage of  
significant functional enhancements?  
Are you in need of Crystal Reports Training?  
Do you have new staff needing basic EAS system training?**

**For Training Inquiries Call:  
Your National Account Manager  
(319) 550-0768  
(770) 587-6808/fax**

**SunGard iWorks  
11560 Great Oaks Way, Suite 200  
Alpharetta, GA 30022**

SunGard iWorks is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. Web site: [www.nasba.org](http://www.nasba.org).



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**Administrative Notes:**

**For Training Cancellation or Complaints Call:  
Training Development  
(303) 689-1618  
(303) 689-1750/fax**

**SunGard iWorks  
5619 DTC Parkway, Suite 600  
Greenwood Village, CO 80111**

**For more information regarding administrative policies such as complaint, refund and cancellation or if you need assistance with CPE certificates, please contact our offices at (303) 689-1618.**



## **Group/Private EAS Release 9.0 to 10.X Upgrade**

### *Course Overview:*

SunGard iWorks EAS enhanced financial accounting products are part of our continuing efforts to provide the most effective tools for our clients. This two-day program will provide an overview of the functional differences between EAS Release 9.0 and 10.X. Programs are taught presentation style or hands-on format.

### *Course Objectives:*

- Describe system process differences throughout the application
- Use the new user interface changes in the Financial Accounting and Accounts Payable Menus
- Understand the use of the new Setup menu which replaced the Maintenance Menu
- Use the new notes and attachments feature for Accounts Payable invoices and payees
- Create Entry Generation Rules using new Setup and Load tools
- Review enhancements to standard reports
- Identify the new security and setup options
- Explain the system changes for enhanced Referential Integrity
- Learn about enhanced audit functionality for Setup and Accounts Payable data

SunGard iWorks will limit the number of clients who can upgrade in a given month. This is to ensure Professional Services has adequate resources to support all clients during the transition to the enhanced product. Consequently, your upgrade will need to be scheduled with your National Account Manager at 319-550-0768.

### **Internet-Based EAS Release 9.0 to 10.X Upgrade Training Dates (Presentation):**

Aug 20-21, 2009 – Internet-Based

Oct 19-20, 2009 – Internet-Based

### **Regional EAS Release 9.0 to 10.X Upgrade Training Dates (Hands-On/Presentation):**

Aug 24-25, 2009 – Atlanta, GA

Oct 15-16, 2009 – Denver, CO

### **Private Onsite or Web-Based EAS Release 9.0 to 10.X Upgrade Training:**

Private EAS Release 9.0 to 10.X Upgrade training is also available. This program can be extended to cover additional topics. Training can be held at your location or in our corporate offices.

**Level of Difficulty:** Intermediate

**CPE Credits:** 8-16

**Prerequisites:** EAS Basic System Training or equivalent experience

**Delivery Method:** Group-Live or Group-Internet-Based

**Applicable Products:** EAS Release 9.0 to EAS Release 10.X Upgrade Clients

**Who Should Attend:** EAS Release 9.0 clients who are ready to upgrade to EAS Release 10.X and need to understand the system enhancements and functionality.



## **Group/Private Crystal Reports Basic with EAS**

### *Course Overview:*

This three-day course is designed to teach basic report writing capabilities of Crystal Reports. Designed as a hands on course, you will be able to directly apply what you learn in this course to creating crystal reports for your reporting needs.

Focus will be placed on:

- Understanding basic relational database concepts
- Understanding the EAS database architecture as it relates to EAS reporting
- Basic Crystal Report designer skills, including: sorting data; grouping data; basic summary functions.

### *Course Objectives:*

- Understand the EAS Standard Reports, including how to modify to your needs
- Create a number of Crystal Reports using the Basic method and /or the Wizard with the EAS database. These reports will include:
  - Basic report formatting skills
  - Working with parameters, customize existing reports, adding new reports
  - Constructing basic formulas
  - Creating comparative columns
  - A single Business Unit Type
  - Sorting
  - Grouping features
  - Summary functions
- Understand EAS Report Classes and Report Formats
- Generate a balance sheet and/or income statement
- Generate a basic report by EAS business unit

### **Regional Crystal Reports Basic with EAS Training (Hands-On):**

Aug 10-12, 2009 – Atlanta, GA

Oct 5-7, 2009 – Denver, CO

### **Private Onsite or Web-Based Crystal Reports Basic with EAS Training:**

Private Crystal Reports Basic with EAS training is also available. This program can be extended to cover additional topics that address client specific interests. Training can be held at either your office or a SunGard office.

<b>Level of Difficulty:</b>	Basic
<b>CPE Credits:</b>	24
<b>Prerequisites:</b>	None
<b>Delivery Method:</b>	Group-Live - Hands-on training with training guide and client-directed discussion
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application clients who desire detailed training on how to write reports, grouping and sorting, and formatting.



## ***Group/Private Crystal Reports Intermediate with EAS Training***

### ***Course Overview:***

This two-day course is designed to enhance basic report writing capabilities by exploring more advanced features of Crystal Reports. Designed as a hands-on course, you will be able to directly apply what you learn in this course to creating custom reports for your reporting needs.

Discussion will include a strategy for building more complex reports, including design concepts, giving you the capability to be more creative when implementing new reports. Sessions are more customized, focusing on working with you to design and develop your specific reports.

### ***Course Objectives:***

- Create intermediate to advanced Crystal Reports utilizing the EAS database with single or multiple Business Unit Types
- Use Database Views to create reports
- Create complex formulas and structure
- Ability to insert more complex summary functions on reports including running totals
- Review advanced design techniques using EAS Report Formats
- Utilize intermediate report formatting skills including conditional formatting

### **Regional Crystal Reports Intermediate with EAS Training (Hands-On):**

Aug 13-14, 2009 – Atlanta, GA

Oct 8-9, 2009 – Denver, CO

### **Private Onsite or Web-Based Crystal Reports Intermediate with EAS Training Training:**

Private Crystal Reports Intermediate with EAS training is also available. This program can be extended to cover additional topics that address client specific interests. Training can be held at either your office or a SunGard office.

- Level of Difficulty:** Intermediate
- CPE Credits:** 16
- Prerequisites:** Crystal Reports Basic with EAS Training
- Delivery Method:** Group-Live - Hands-on training with training guide and client-directed discussion
- Applicable Products:** EAS
- Who Should Attend:** EAS application clients who are comfortable with basic report writing in Crystal Reports, and are ready for creating more complex reports.



## ***Private EAS Reporting with Other Reporting Tools***

### *Course Overview:*

This three-day course is designed for non-Crystal Reports users to gain an understanding of the EAS database for purposes of reporting using alternative tools, e.g. COGNOS, Microsoft Reporting Services, etc. Although the instructor uses Crystal samples to demonstrate techniques and constructs common to reporting from EAS, the attendee will not be developing design skills using the Crystal Report Designer. Rather the focus will be on the EAS database, along with database-level tools SunGard has developed to facilitate report development.

### *Course Objectives:*

- Understand the EAS Standard Reports, what they show and how these reports work
- Have a working knowledge of the EAS database tables and database views
- Understand EAS Report Classes and Report Formats and how they are used with reports
- Understand extraction and reporting on EAS Business Units
- Use the “summary” and “detail” approach in reporting

### **Private Onsite or Web-Based EAS Reporting with Other Reporting Tools:**

Because the target reporting tool is non-Crystal, and these tools are only available at the client site, it is recommended this course be conducted private, at the client site, using the client database. The program can be extended to cover additional topics.

<b>Level of Difficulty:</b>	Basic to Intermediate
<b>CPE Credits:</b>	24
<b>Prerequisites:</b>	None
<b>Delivery Method:</b>	Group-Live - Lecture training with training guide and client-directed discussion
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application and IT clients who desire detailed training on how reports are generated from the EAS database.



## ***Private EAS Reporting - BizExcelerator for SunGard***

### ***Course Overview:***

This course is designed to demonstrate the 3<sup>rd</sup> party BizExcelerator for SunGard. Designed as a demonstration with take-away templates, you will be able to directly apply what you learn in this course to create Excel spreadsheets that directly access the EAS database. A demonstration database will be used for this class.

### ***Course Objectives:***

- Gain general knowledge of how BizNet connects to the EAS database “live”
- Use the BizNet MTD & YTD Excel functions
- Understand the many flavors of the BizNet Excel functions
- Have a working knowledge of the many Excel features that can be used with BizNet
- Understand which type of reports are best done in BizNet

### **Private Onsite or Web-Based EAS Reporting - BizExcelerator for SunGard:**

Private EAS Reporting - BizExcelerator for SunGard Training programs are also available. This program will use the client database, and will be a one-day course. Program can be extended to cover additional topics. Training can be held at either your office or Atlanta SunGard office.

<b>Level of Difficulty:</b>	Basic
<b>CPE Credits:</b>	WebEx - 4; Onsite - 8
<b>Prerequisites:</b>	Knowledge of Excel
<b>Delivery Method:</b>	Group-Live - Demonstration with training guide; client-directed discussion and take-away Materials
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application clients who desire training on how to create Excel spreadsheets with the BizNet functions.



## ***Private Crystal Reports Basic with EAS & BizExcelerator for SunGard***

### ***Course Overview:***

This four-day course is designed to teach basic report writing capabilities of Crystal Reports and BizNet. This course combines the 3-day Crystal Reports Basic with EAS Training with the one-day BizExcelerator for SunGard. Designed as a hands-on course, you will be able to directly apply what you learn in this course to creating crystal reports and / or Excel Worksheets for your reporting needs.

### ***Course Objectives:***

- Understand the EAS Standard Reports, including how to modify to your needs.
- Create a number of Crystal Reports using the Basic method and /or with the Wizard with the EAS database. These reports will include:
  - Basic report formatting skills
  - Working with parameters, customize existing reports, adding new reports
  - Constructing basic formulas
  - Creating comparative columns
  - A single Business Unit Type
  - Sorting
  - Grouping features
  - Summary functions
- Understand EAS Report Classes and Report Formats
- Generate a balance sheet and/or income statement
- Generate a simple report by EAS business unit
- Use the BizNet MTD & YTD Excel functions
- Understand the many flavors of the BizNet Excel functions
- Gain a working knowledge of the many Excel features that can be used with BizNet
- Understand which type of reports are best done in BizNet

### **Private Onsite or Web-Based Crystal Reports Basic with EAS & BizExcelerator for SunGard:**

Private Crystal Reports Basic with EAS & BizExcelerator for SunGard programs is also available. Program can be extended to cover additional topics. Training can be held at your either office or Atlanta SunGard office.

<b>Level of Difficulty:</b>	Basic
<b>CPE Credits:</b>	32
<b>Prerequisites:</b>	None
<b>Delivery Method:</b>	Group-Live - Hands-on training with training guide and client-directed discussion
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application clients who desire detailed training on how to write basic Crystal Reports and Excel worksheets using BizNet functions.



## **Group/Private Basic EAS System Training**

### ***Course Overview:***

This two-day session is designed specifically for first time EAS users. The topics covered are Security, Setup, Accounting, batch processing and configuration. Attendees will learn basic skills working with business transactions, review and approval, entry generation, pattern entries, suspense processing and year-end closing.

### ***Course Objectives:***

- Understand the Financial Accounting process flow in EAS.
- Understand the capabilities of the EAS application
- Define basic system options utilizing Security, Setup and EAS Database Configuration
- Enter and Query General Ledger transactions
- Use the Notes and Attachments feature with Journal Entries
- Review and approve General Ledger transactions
- Review and export Financial Accounting data using Inquiry Manager
- Set up and use Entry Generation rules
- Understand basic suspense processing
- Create Financial Accounting patterns to simplify data entry
- Complete monthly and year-end close processes
- Understand audit functionality for Setup and Financial Accounting data
- Use standard Crystal Reports in EAS
- Gain an understanding of EAS Report Class codes and Report Formats for Financial Statements

### **Group Basic EAS System Training (Presentation):**

Oct 20-21, 2009 – Atlanta, GA

### **Private Onsite or Web-Based Basic EAS System Training:**

Private Basic EAS System Training programs are also available. We are pleased to provide personal, customized training at your location or in our corporate offices. These programs can be designed to cover topics of your choice. Our consultants will work with you to find ways to improve your monthly processing procedures. Private training includes attendance for up to eight individuals. Please contact your National Account Manager at 319-550-0768.

<b>Level of Difficulty:</b>	Basic
<b>CPE Credits:</b>	16
<b>Prerequisites:</b>	None
<b>Delivery Method:</b>	Group-Live – presentation style with training guide and client-directed discussion
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application clients who are new to Financial Accounting.



## **Group/Private Accounts Payable Training**

### *Course Overview:*

This 2-day session is designed for first time EAS Accounts Payable users. System setup and security features specific to Accounts Payable will be discussed. Attendees will learn basic skills working with accounts payable functions within Security, Setup and AP Disbursements. You will enter and review invoices and process disbursements.

### *Course Objectives:*

- Understand the Accounts Payable process flow in EAS
- Enter invoices using online screens
- Use the Accounts Payable accrual process
- Review, approve and release invoices
- Print checks and disburse EFTs
- Update check reconciliation status online or using batch processing
- Create Repetitive Payments
- Learn about audit functionality for Accounts Payable data
- Set up Accounts Payable Disbursements

### **Group Basic Accounts Payable Training (Presentation):**

Oct 22-23, 2009 – Atlanta, GA

### **Private Onsite or Web-Based Basic Accounts Payable Training:**

Private Basic Accounts Payable Training programs are also available. We are pleased to provide personal, customized training at your location or in our corporate offices. This program can be designed to cover topics of your choice. Our consultants will work with you to find ways to improve your monthly processing procedures. Private training includes attendance for up to eight individuals. Please contact your National Account Manager at 319-550-0768.

<b>Level of Difficulty:</b>	Basic
<b>CPE Credits:</b>	16
<b>Prerequisites:</b>	EAS Basic System Training or comparable experience
<b>Delivery Method:</b>	Group-Live – presentation style with training guide and client-directed discussion
<b>Applicable Products:</b>	EAS
<b>Who Should Attend:</b>	EAS application clients who are new to Financial Accounting.

## Group Enterprise Accounting System (EAS) Release 9.0 to 10.X Upgrade Training Request

**Contact your National Account Manager for Upgrade Information (319) 550-0768  
and Select Preferred Dates via Fax (770) 587- 6808. Attn: Training Registration**

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Attendee 1: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 2: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 3: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

# of Internet-Based-Presentation Style Attendees = \_\_\_\_\_

# of Atlanta/Denver Office-Hands-On Style Attendees = \_\_\_\_\_

### Please Register Me for the Classes Listed Below!

Course Name	Course Dates and Location
<b>2 Day Internet-Based Presentation Style</b> Level: Intermediate Prerequisites: Basic EAS Advanced Prep: None Delivery: Group-Internet-Based / Group-Live CPE Credit: 12 hours	<input type="checkbox"/> Aug 20-21, 2009 – Internet-Based <input type="checkbox"/> Oct 19-20, 2009 – Internet-Based
<b>2 Day Atlanta/Denver Office Hands-On</b> Level: Intermediate Prerequisites: Basic EAS Advanced Prep: None Delivery: Group-Live CPE Credit: 16 hours	<input type="checkbox"/> Aug 24-25, 2009 – Atlanta, GA <input type="checkbox"/> Oct 15-16, 2009 – Denver, CO

**Learning Objectives:** Gain understanding of enhancements and functionality differences for smooth implementation. SunGard experts will discuss best practices for adopting new functionality.

**Due Date:** Reservations must be received one week in advance of training date and are accepted on a space available basis. You will receive e-mail confirmation of your registration when this form has been processed.

**Substitution Policy:** If notification is provided within 10 working days before start of class, you may substitute a different attendee or apply registration to another SunGard course.

**SunGard's Standard Cancellation Policy:** SunGard will reschedule your training if the request is received at least 4 weeks prior to the start of your confirmed training program. If you are unable to attend the registered session, prepaid fees after the cancellation penalty can be applied towards a future class. Any cancellation notice received less than 4 weeks prior to the start of the confirmed training program will be subject to the following penalty.

Between 2 and 4 weeks prior	50% penalty (of your total training fee)
Between 1 and 2 weeks prior	75% penalty (of your total training fee)
Less than 1 week prior	100% of your total training fee due

SunGard reserves the right to cancel the regional training if SunGard deems that there is insufficient attendance to justify holding the class. Customer will be notified of cancellation no less than 6 weeks prior to the regional training. If the class is cancelled, customer will be required to select another regional training, attend training in Atlanta/Denver or move the location of the training to an onsite program. Customer will be responsible for any difference in training fee.

SunGard iWorks is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Forth Avenue North, Suite 700, Nashville, TN 37219-2417. Web site: [www.nasba.org](http://www.nasba.org).

QUICK REGISTRATION FORM

## Group Enterprise Accounting System (EAS) Crystal Reports Training Request

**Contact your National Account Manager for Training Information (319) 550-0768  
and Select Preferred Dates via Fax (770) 587-6808. Attn: Training Registration**

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Attendee 1: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 2: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 3: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

# of 3-Day Basic Crystal Hands-On Style Attendees = \_\_\_\_\_

# of 2-Day Intermediate Hands-On Style Attendees = \_\_\_\_\_

### Please Register Me for the Classes Listed Below!

Course Name	Course Dates and Location
<b>3-Day Crystal Basic Atlanta/Denver Office Hands-On</b> Level: Basic Prerequisites: Basic EAS Advanced Prep: None Delivery: Group-Live CPE Credit: 24 hours	<input type="checkbox"/> Aug 10-12, 2009 – Atlanta, GA <input type="checkbox"/> Oct 5-7, 2009 – Denver, CO
<b>2-Day Crystal Intermediate Atlanta/Denver Office Hands-On</b> Level: Intermediate Prerequisites: Basic EAS & Crystal Advanced Prep: None Delivery: Group-Live CPE Credit: 16 hours	<input type="checkbox"/> Aug 13-14, 2009 – Atlanta, GA <input type="checkbox"/> Oct 8-9, 2009 – Denver, CO

**Learning Objectives:** Gain understanding of enhancements and functionality differences for smooth implementation. SunGard experts will discuss best practices for adopting new functionality.

**Due Date:** Reservations must be received one week in advance of training date and are accepted on a space available basis. You will receive e-mail confirmation of your registration when this form has been processed.

**Substitution Policy:** If notification is provided within 10 working days before start of class, you may substitute a different attendee or apply registration to another SunGard course.

**SunGard's Standard Cancellation Policy:** SunGard will reschedule your training if the request is received at least 4 weeks prior to the start of your confirmed training program. If you are unable to attend the registered session, prepaid fees after the cancellation penalty can be applied towards a future class. Any cancellation notice received less than 4 weeks prior to the start of the confirmed training program will be subject to the following penalty.

Between 2 and 4 weeks prior	50% penalty (of your total training fee)
Between 1 and 2 weeks prior	75% penalty (of your total training fee)
Less than 1 week prior	100% of your total training fee due

SunGard reserves the right to cancel the regional training if SunGard deems that there is insufficient attendance to justify holding the class. Customer will be notified of cancellation no less than 6 weeks prior to the regional training. If the class is cancelled, customer will be required to select another regional training, attend training in Atlanta/Denver or move the location of the training to an onsite program. Customer will be responsible for any difference in training fee.

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QUICK REGISTRATION FORM

## Group Enterprise Accounting System (EAS) Basic EAS System or A/P Training Request

**Contact your National Account Manager for Training Information (319) 550-0768  
and Select Preferred Dates via Fax (770) 587-6808. Attn: Training Registration**

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Attendee 1: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 2: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

Attendee 3: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

# of EAS Basic System Presentation Style Attendees = \_\_\_\_\_

# of EAS Basic Accounts Payable Presentation Style Attendees = \_\_\_\_\_

### Please Register Me for the Classes Listed Below!

Course Name	Course Dates and Location
<b>2-Day EAS Basic Atlanta/Denver Office Presentation Style</b> Level: Basic Prerequisites: None Advanced Prep: None Delivery: Group-Live CPE Credit: 16 hours	<input type="checkbox"/> Oct 20-21, 2009 – Atlanta, GA
<b>2-Day EAS Accounts Payable Basic Atlanta/Denver Presentation Style</b> Level: Basic Prerequisites: Basic EAS Advanced Prep: None Delivery: Group-Live CPE Credit: 16 hours	<input type="checkbox"/> Oct 22-23, 2009 – Atlanta, GA

**Learning Objectives:** Gain understanding of enhancements and functionality differences for smooth implementation. SunGard experts will discuss best practices for adopting new functionality.

**Due Date:** Reservations must be received one week in advance of training date and are accepted on a space available basis. You will receive e-mail confirmation of your registration when this form has been processed.

**Substitution Policy:** If notification is provided within 10 working days before start of class, you may substitute a different attendee or apply registration to another SunGard course.

**SunGard's Standard Cancellation Policy:** SunGard will reschedule your training if the request is received at least 4 weeks prior to the start of your confirmed training program. If you are unable to attend the registered session, prepaid fees after the cancellation penalty can be applied towards a future class. Any cancellation notice received less than 4 weeks prior to the start of the confirmed training program will be subject to the following penalty.

Between 2 and 4 weeks prior	50% penalty (of your total training fee)
Between 1 and 2 weeks prior	75% penalty (of your total training fee)
Less than 1 week prior	100% of your total training fee due

SunGard reserves the right to cancel the regional training if SunGard deems that there is insufficient attendance to justify holding the class. Customer will be notified of cancellation no less than 6 weeks prior to the regional training. If the class is cancelled, customer will be required to select another regional training, attend training in Atlanta or move the location of the training to an onsite program. Customer will be responsible for any difference in training fee.

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## Private Training Interest Form

QUICK REGISTRATION FORM

Contact your National Account Manager for Training Information (319) 550-0768 and Select Preferred Dates via Fax (770) 587-6808. Attn: Training Registration

Date: \_\_\_\_\_

Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Attendee: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Authorized by: \_\_\_\_\_

### Please Contact Me Regarding the Classes Listed Below!

Course Name	Preferred Training Date
_____	_____
_____	_____
_____	_____
_____	_____

**Due Date:** Reservations must be received one week in advance of training date and are accepted on a space available basis. You will receive e-mail confirmation of your registration when this form has been processed.

**Substitution Policy:** If notification is provided within 10 working days before start of class, you may substitute a different attendee or apply registration to another SunGard course.

**SunGard's Standard Cancellation Policy:** SunGard will reschedule your training if the request is received at least 4 weeks prior to the start of your confirmed training program. If you are unable to attend the registered session, prepaid fees after the cancellation penalty can be applied towards a future class. Any cancellation notice received less than 4 weeks prior to the start of the confirmed training program will be subject to the following penalty.

Between 2 and 4 weeks prior	50% penalty (of your total training fee)
Between 1 and 2 weeks prior	75% penalty (of your total training fee)
Less than 1 week prior	100% of your total training fee due

SunGard reserves the right to cancel the regional training if SunGard deems that there is insufficient attendance to justify holding the class. Customer will be notified of cancellation no less than 6 weeks prior to the regional training. If the class is cancelled, customer will be required to select another regional training, attend training in Atlanta or move the location of the training to an onsite program. Customer will be responsible for any difference in training fee.

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Contact your National Account Manager at (319) 550-0768 with questions.