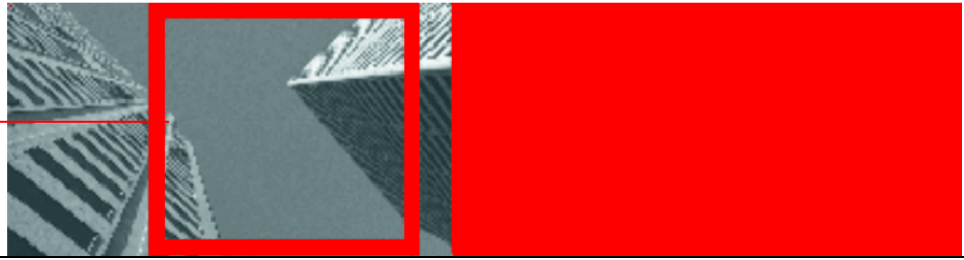


Course Catalog

July 2013



Contents

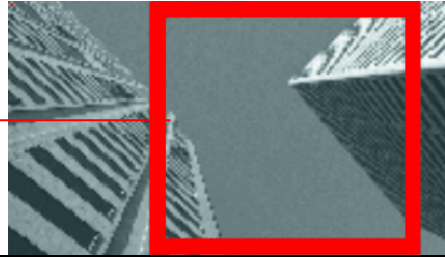


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For more information, please contact us by e-mail (techtraining@intershop.com) or phone (+49 3641 50-1400).

Welcome at Intershop

Technical Training!



Dear Customers and Partners,

Dear Friends and Employees of Intershop,

A well-educated, prepared, and experienced staff is one of the most important success factors for software rollout projects. In other words: A high percentage of software implementations fail due to the human factor.

Intershop Technical Training can significantly help you prepare your team for the rollout, maintenance, and efficient usage of Enfinity Suite 6.

Make your Intershop implementation successful.

A reliable specification is the first important step to a successful implementation.

Therefore you must:

- Clearly define the target system
- Know the software's out-of-the-box functionality
- Derive necessary customization efforts

Intershop Technical Training delivers the proven knowledge and skills for modeling the individual solution and for correct and efficient project estimation.

Streamline your implementation.

Engineers need comprehensive knowledge of technology in order to efficiently customize and implement the software.

One to two weeks of training provide them with an overview of the whole Intershop application suite as well as advanced knowledge on tools and techniques for installing, customizing, and tuning the system.

We are looking forward to seeing you in one of our trainings soon! If you need more information feel free to contact us. All necessary information you will find on the last page of this document.

Thomas Richter
Manager Technical Training

Reduce project risk.

A clear understanding of the chosen technology will enable you to avoid non-performing implementation as well as unnecessary or awkward customization.

Professional staff is the key factor to minimize the risk of failing or of setting up an ineffective system.

Shorten project time.

Most projects have a demanding schedule. The better the engineers know the system and the corresponding tools and techniques, the faster they can do their jobs.

Secure your investment.

Building up at least basic internal knowledge on the newly implemented system can make your organization independent from some possibly expensive services.

Get most value from your system.

You reduce long-term TCO (total cost of ownership) by using educated system administrators and web designers.

Prepare the users.

In one and two day training sessions, users learn how to efficiently and correctly deal with the new environment. This will also reduce their fear of the change to another system.

Learn Intershop from Intershop.

Intershop Technical Training offers a wide range of trainings aimed to prepare consultants and



Thomas Richter
Manager Technical Training

engineers for the implementation and maintenance of Intershop Enfinity E-Business Solutions.

Training courses are modularly assembled into tracks to support various members in Enfinity project teams as well as maintenance staff and users. This flexible system can easily be adapted to very special demands from customers and partners.

Use the advantages of...

- ... receiving high-quality education
- ... on most current technology and methodology
- ... delivered by experienced trainers,
- ... who are part of the software manufacturer itself.

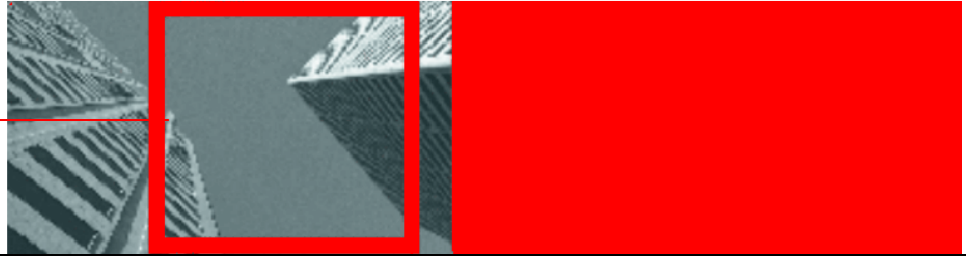
Our trainings are mainly targeted to technical staff. All overview courses and technical introductions are also good for project managers, business consultants and end-users to get an understanding of the Intershop software, how it works and which features and functionalities it delivers.

An up-to-date version of the Intershop Course Catalog you can always find on our public web site, which also contains descriptions of older training classes.

Jena, July 2013

The Intershop

Training Concept



Intershop offers a complete line of trainings to cover the needs of each team member involved in an Intershop project.

Training Courses

On the following pages you will find descriptions of all currently available courses on Enfinity Suite 6. They are aimed at the various target groups involved in e-commerce implementation project work as well as at IT Managers and Decision Makers.

We offer classes on older Enfinity versions (Enfinity 2 and MultiSite), too. For more information, please contact us by e-mail (techtraining@intershop.com) or phone (+49 3641 50-1400).

Learning Paths – Recommendations per Target Group

Each individual can find a learning path geared directly at her or his personal needs. To find the right one for you, please check the target group definitions on the right side and then turn to the recommendations for your target group on page 13 or later.

Certification

At the end of this course catalog (see page 17) you will find the currently available Intershop Certification exams and all necessary information.

Main Target Groups of Intershop Trainings

Developers...

... in Intershop projects are Java programmers. They are instrumental in the implementation of new and extended functionality.

Web Designers...

... are responsible for the development and design of site "look and feel". They possess extensive knowledge of page design.

System Administrators...

... are responsible for management and control software/hardware infrastructure, are involved in the system maintenance, including user access rights, tuning, performance and security issues.

Technical Consultants...

... are responsible for assisting customers in scoping and specifying the optimum technical architecture.

Project Managers...

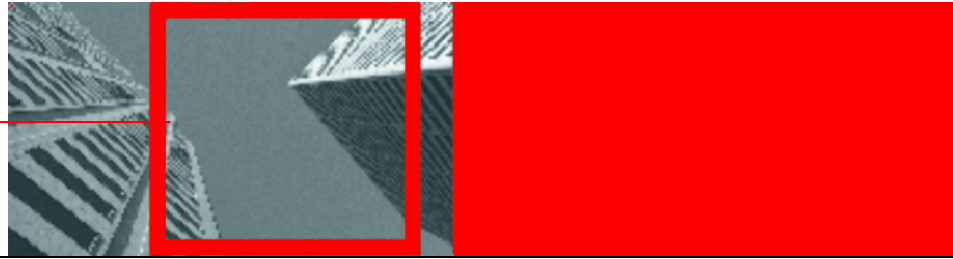
... are responsible for the design and implementation of e-commerce projects, devising project plans, including budget and human resource forecasts and requirements.

Business Consultants...

... are responsible for defining business models and processes.

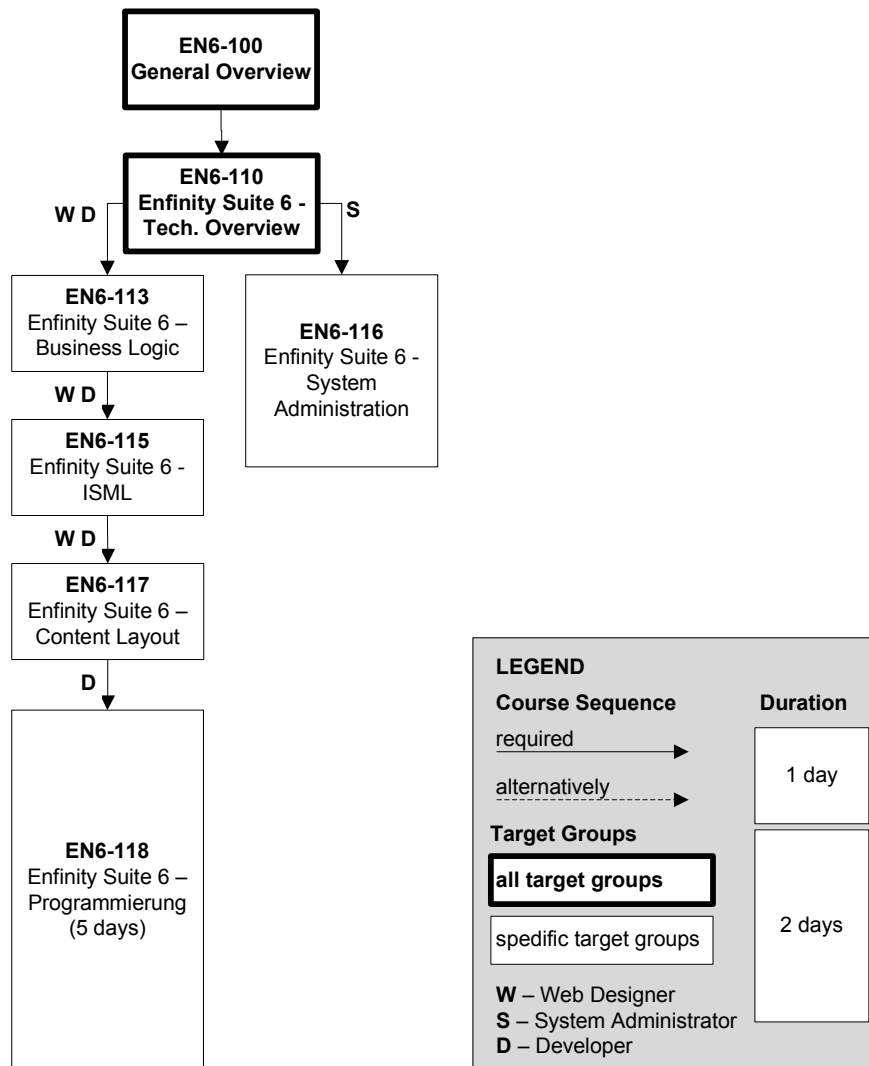
Enfinity Suite 6

Courses



Enfinity Suite 6 Training Overview

The following picture shows the Enfinity Suite 6 training courses, their duration, target groups and order.



EN6-100: Enfinity Suite 6 – Overview

Description

The unique functionalities of Enfinity Suite 6 allow enterprises to aggregate and manage all of their online business channels on a single platform, thereby streamlining and enhancing relationships with suppliers, business customers, partners and consumers. Thanks to Enfinity Suite 6, the benefits of a multi-channel strategy can now be realized faster and more comprehensively than ever before.

During this course you will be introduced to Intershop Enfinity Suite 6 Sell-Side Channels, i.e. Consumer Channel, Business Channel, Partner Channel and Supplier Channel and their respective concepts.

You will gain extensive hands-on experience with the included demo scenario. Furthermore, you will see how you can implement electronic business processes with resellers, partners and customers easily and economically.

Guided through real-world tasks, you will learn how to establish business relationships to customers and how you can use these relationships, as you need them for your enterprise.

What you will learn:

- The basic architecture and the concepts of Enfinity Suite 6 Sell-Side Channels
- How to administer enterprises, departments and users within the system
- How to work with business channels
- How to exchange all kinds of information within the system (e.g. catalog-data, product information)
- How to install branding packages
- How to use content relations (product, catalog, promotion)
- How to offer products and services for customers and how to maintain them in the system
- How to use the product sharing feature
- How to use the A/B Testing feature
- How to establish online marketing activities (e.g. discounts, coupons)
- How to process orders
- How to use the new Content Management functions
- How to use bonus points, list prices, cost prices
- How to use the new concept of quotes in the Business Channel
- How to benefit from using Partner Channels and related partners

Pre-Requisites

None

Duration

1 day

Target Audience

All, especially:

- Decision Makers
- IT Managers
- Sales Representatives and Sales Consultants
- Business Consultants
- Project Managers
- (Power) Users
- Developers

Practical Exercises

60%

Tools

- Enfinity Suite 6
- Course Files

Books

Training Manual

EN6-110: Enfinity Suite 6 – Technical Introduction

Description

This course provides a general technical overview of Enfinity Suite 6 to all audiences: from business managers to programmers.

Upon completion, you will be able to differentiate between the various components in an Enfinity Suite 6 implementation.

This course introduces basic technical frameworks. It also provides an overview of implementation technologies such as pipelines and Intershop Markup Language (ISML).

What you will learn

- Enfinity Suite 6 architecture basics
- The Enfinity request handling
- Implementation layers
- Important technical frameworks, like
 - Domain
 - Organization
 - Repository
 - Authorization
 - Catalog / Category / Product / Offer
 - Product Syndication / Product Sharing
- Enfinity Studio as the central development IDE
- Cartridge Development

Pre-Requisites

- Successful completion of: Enfinity Suite 6 – Overview (EN6-100)

Duration

1 day

Target Audience

All

Practical Exercises

50%

Software / Tools

- Enfinity Suite 6

Books

Training Manual

EN6-113: Enfinity Suite 6 – Business Logic Implementation

Description

In this course you will get a solid understanding of structuring Enfinity Suite 6 business logic into pipelines using Enfinity Studio. Enfinity Studio is a powerful tool, which enables business logic architects to create and modify application workflows at any time.

Included in this course is an overview of the available pipeline and pipelet libraries in Enfinity Suite 6.

What you will learn

- The pipeline concept
- Pipeline components:
 - Pipelets
 - Nodes
 - Pipeline Dictionary
- How to use Enfinity Studio to manage business logic
- Practical experience in building and modifying pipelines to meet a variety of needs and situations
- Customizing business logic to your needs
- How to use debugging functionality to speed up the development process

Pre-Requisites

- Successful completion of:
 - Enfinity Suite 6 – Overview (EN6-100)
 - Enfinity Suite 6 – Technical Introduction (EN6-110)
- User-level familiarity with Windows XP /2003
- HTML basics and XML knowledge (recommended)

Duration

1 day

Target Audience

- Developers
- Web Designers
- Technical Consultants
- Business Consultants
- Project Managers

Practical Exercises

50%

Tools

- Enfinity Suite 6
- Course Files

Books

Training Manual

EN6-115: Enfinity Suite 6 – User Interface Implementation

Description

This course teaches what you need to know to get started designing HTML-based web front-ends for Enfinity Suite 6 based applications. You will learn how to display pipeline data in Web pages using the Intershop Markup Language (ISML) and how to use the Enfinity Studio in this context.

What you will learn

- Components of Intershop Markup Language (ISML)
- How to use ISML templates for user interface design (HTML-based web front-ends for Enfinity Suite 6 based applications)
- Interaction between the presentation and business logic layers
- How to use the Enfinity Studio for ISML template development

Pre-Requisites

- Successful completion of:
 - Enfinity Suite 6 – Overview (EN6-100)
 - Enfinity Suite 6 – Technical Introduction (EN6-110)
 - Enfinity Suite 6 – Business Logic Implementation (EN6-113)
- Familiarity with internet technology
- Mastery of HTML
- Experience with web design tools

Duration

1 day

Target Audience

- Web Designers
- Developers

Practical Exercises

60%

Tools

- Enfinity Suite 6
- Course Files

Books

Training Manual

EN6-116: Enfinity Suite 6 – System Administration

Description

In this 2-days training, you will get hands-on practice installing, configuring and administering an Enfinity Suite 6 system on top of a pre-installed Oracle database server.

You will understand the technical details and learn to administer an Enfinity Suite 6 system. You will then explore the access points for configuring Enfinity Suite 6: Various properties files and log files. You will see how to install and initialize an Enfinity Suite cluster as well as to perform a data replication between different Enfinity Suite clusters.

You will also become familiar with monitoring tools and basic configuration of Enfinity Suite 6 as well as with aspects of Oracle Enfinity databases and data replication between different Enfinity Suite clusters.

What you will learn

- Installing a single-server Enfinity Suite 6 cluster, including a database initialization
- Server architecture and communication processes
- Enfinity Web Adapter
- Enfinity Suite 6 file system
- Management and Administration:
 - Properties files
 - System Management Console
 - Cluster Management Console
 - Logging framework
 - Localization
 - Other useful tools
- Security aspects
- High availability and scaling
- Monitoring
- Different caching aspects
- Enfinity-related Oracle administration
- Data replication with Enfinity Suite 6

Pre-Requisites

- Successful completion of:
 - Enfinity Suite 6 – Overview (EN6-100)
 - Enfinity Suite 6 – Technical Introduction (EN6-110)
- Familiarity with
 - Internet technology and networking
 - Server administration issues
 - Database administration

Duration

2 days

Target Audience

- System Administrators
- Technical Consultants

Practical Exercises

30%

Tools

- Enfinity Suite 6

Books

Training Manual

EN6-117: Enfinity Suite 6 – Storefront Editing

Course Description

This course is geared to provide knowledge about the new Storefront Editing System of Enfinity Suite 6. The course will enable you to adopt the pre-defined design of your storefront with respect to the particular needs of certain authors.

During the class you will learn how to develop new content elements, their specific behavior as well as how to keep them manageable by dedicated authors.

Using Enfinity Studio, the training provides insights about the process of creating additional elements, which can be used in various Sell-Side Channels. A very important fact is the consequential usage of cascading style sheets (CSS), new ISML tags and the usage of other state-of-the-art technologies.

You learn...

- ... how to maintain existing content chunks,
- ... how to create new chunks of content and where to use them,
- ... how to setup components and pages in the Sales Organization,
- ... how to setup a relationship between the Sales Organization and the corresponding Sales Channels,
- ... how to produce content and how to retrieve it automatically without a particular assignment,
- ... how to use Enfinity Studio to add new pagelet models and all related elements, as basis for additional items in the storefront,
- ... while doing practical tasks, how to setup Enfinity Studio and Enfinity Suite in order to get access to the new elements,
- ... how to add new navigation elements for content authors to simplify their tasks,
- ... how to use the system in a Business to Business scenario and finally how to assign content to products.

Pre-requisites

- Completion of the following courses:
 - Enfinity Suite 6 –Overview (EN6-100)
 - Enfinity Suite 6 – Technical Introduction (EN6-110)
 - Enfinity Suite 6 – Business Logic Implementation (EN6-113)
 - Enfinity Suite 6 – User Interface Implementation (EN6-115)
- Experience with HTML, ISML, CSS

Duration

1 Day

Target groups

- Web Designers
- Technical Consultants
- Developers

Practical Tasks

60%

Tools

- Enfinity Suite 6
- Training Files

Manuals

Handouts

EN6-118: Enfinity Suite 6 – Programming

Description

During this training you will learn how to extend and customize Enfinity Suite 6. This course enables you to develop, build and implement cartridges in the Enfinity Suite 6 environment using the API of Enfinity Suite 6.

First, you will be guided through the Enfinity Suite 6 programming layers and the cartridge concept. Then, you will learn how to build an Enfinity Suite 6 cartridge, how to create and use pipelets, business objects, and remote client application components.

During this course you will get familiar with advanced techniques like PersistentObjects, and the corresponding Managers and –Providers.

Through a multitude of exercises real-life cartridge examples are planned, implemented, built and deployed.

What you will learn

- Enfinity Suite Programming Basics
- Cartridge Development
 - Cartridge Skeleton
 - Cartridge Management
 - Pipelet Development
 - Pipeline Development
 - Access Business Objects and Managers
 - Authorization Framework
 - JUnit Testing
- Developing Business Objects and Managers
 - Business Objects
 - Relationships between Objects
 - Managers
 - Database Preparers
 - Query Framework
- Enfinity Suite and Web Services
- Project Initialization

Pre-Requisites

- Successful completion of:
 - Enfinity Suite 6 – Overview (EN6-100)
 - Enfinity Suite 6 – Technical Introduction (EN6-110)
 - Enfinity Suite 6 – Business Logic Implementation (EN6-113)
 - Enfinity Suite 6 – User Interface Implementation (EN6-115)
- Java knowledge:
 - Ability to create your own Java programs from scratch
- Basic knowledge of Web Services
- Familiarity with internet technology and web design

Duration

5 days

Target Audience

- Developers

Practical Exercises

60%

Tools

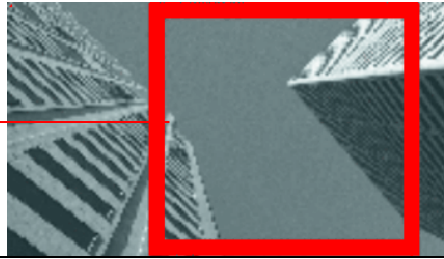
- Enfinity Suite 6
- Course Files

Books

Training Manual

Recommendations

per Target Group

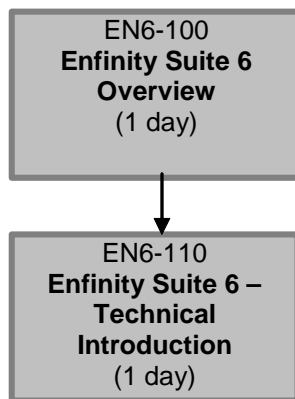


The following training tracks shall give you an idea which courses are helpful for your profile.

EN6-010: General Overview Track

During this overview track you will be introduced to Enfinity Suite 6 business features and capabilities. You will also get an comprehensive overview over system components and tools.

Basic Training (2 days)



Pre-Requisites

None

Duration

2 days

Target Audience

All, especially:

- Decision Makers
- IT& Business Managers
- Sales Representatives and Sales Consultants
- Business & Technical Consultants
- Project Managers
- (Power) Users
- Developers
- Managers & Specialists from other departments then IT

Practical Exercises

50%

Tools

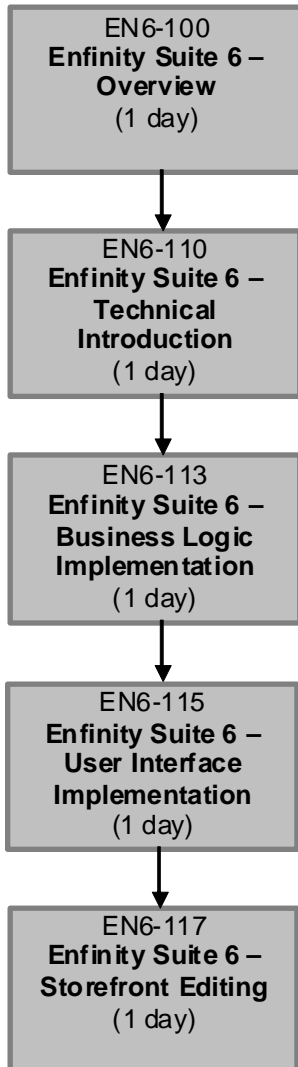
- Enfinity Suite 6
- Course Files

Books

- Manual Books

EN6-015: Training Track for Web Designers

Basic Training (5 days)



Web Designers...

... are responsible for the development and design of site "look and feel". They possess extensive knowledge of page design.

Prerequisites

- General understanding of internet technology and networking, client-server architecture, databases
- User-level familiarity with Windows
- Mastery of HTML
- Experience with Web design tools

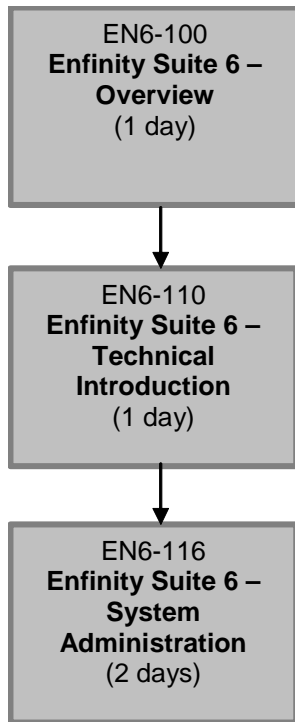
Certification

These courses deliver the fundamental knowledge for the Certification examination to become a

Certified Enfinity Suite 6 Web Designer

EN6-016: Training Track for System Administrators

Basic Training (4 days)



System Administrators...

... are responsible for management and control software and hardware infrastructure, are involved in the system maintenance, including user access rights, tuning, performance and security issues.

Prerequisites

- Familiarity with Internet technology and networking, client-server architecture, server administration issues and databases
- Administrator level familiarity with Windows operating systems, databases and UNIX

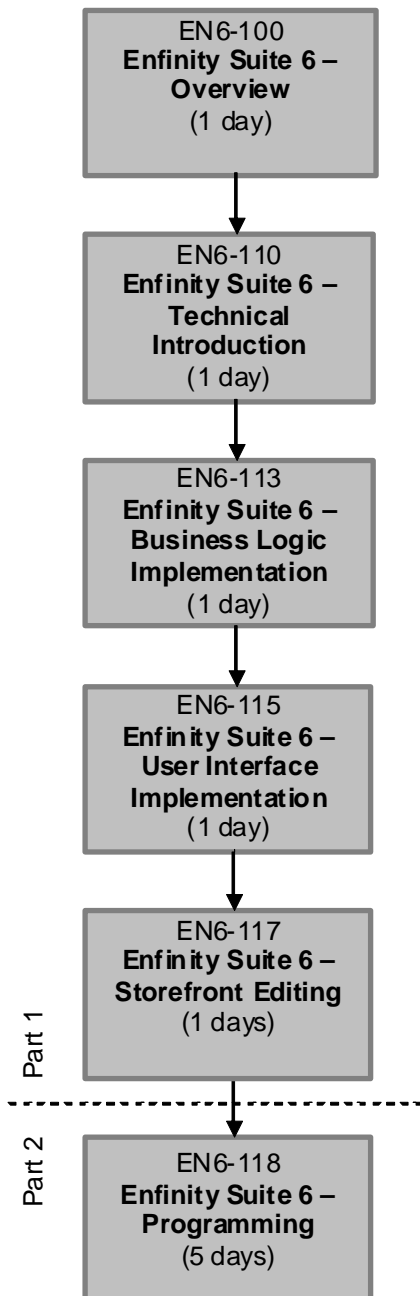
Certification

These courses deliver the fundamental knowledge for the Certification examination to become a

Certified Enfinity Suite 6 Administrator

EN6-018: Training Track for Developers

Basic Training (10 days)



Developers...

... are Java programmers who extend the standard functionality of Enfinity Suite 6. They are instrumental in the implementation of new and extended functionality.

Prerequisites

- Familiarity with internet technology and networking and experience in web page design
- Ability to create your own Java programs from scratch
- Programming experience under Windows
- Basic knowledge of Extensible Markup Language (XML)

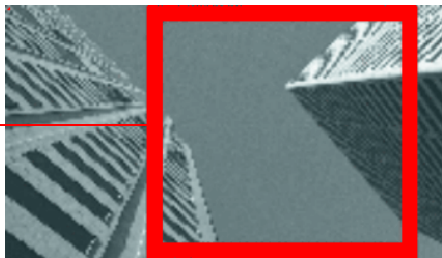
Certification

These courses deliver the fundamental knowledge for the Certification examination to become a

Certified Enfinity Suite 6 Developer

Intershop Certified

Professional Program

**Certifications on Current Intershop Software****Intershop Certified Enfinity Suite 6 System Administrator**

- EN6-100: Enfinity Suite 6 – Overview
- EN6-110: Enfinity Suite 6 – Technical Introduction
- EN6-116: Enfinity Suite 6 – System Administration

Intershop Certified Enfinity Suite 6 Web Developer

- EN6-100: Enfinity Suite 6 – Overview
- EN6-110: Enfinity Suite 6 – Technical Introduction
- EN6-113: Enfinity Suite 6 – Business Logic Implementation
- EN6-115: Enfinity Suite 6 – User Interface Implementation
- EN6-117: Enfinity Suite 6 – Storefront Editing

Intershop Certified Enfinity Suite 6 Developer

- EN6-100: Enfinity Suite 6 – Overview
- EN6-110: Enfinity Suite 6 – Technical Introduction
- EN6-113: Enfinity Suite 6 – Business Logic Implementation
- EN6-115: Enfinity Suite 6 – User Interface Implementation
- EN6-117: Enfinity Suite 6 – Storefront Editing
- EN6-118: Enfinity Suite 6 – Programming

Certifications on older Enfinity versions

Please, contact us for more information on the following certifications:

Enfinity MultiSite

- Intershop Certified MultiSite System Administrator
- Intershop Certified MultiSite Web Developer
- Intershop Certified MultiSite Developer

Enfinity 2

- Intershop Certified Enfinity System Administrator
- Intershop Certified Enfinity Web Designer
- Intershop Certified Enfinity Developer

Do you want to test and assess your knowledge of Intershop products?

Certification is the best way to measure your skills alongside those of other Intershop Certified Professionals.

As a result of becoming certified, you will

- Receive acknowledgment from the development community and establish yourself as an expert on Intershop products
- Reach new heights in your career path and distinguish yourself from your competition in the world of e-commerce
- Have access to the official 'Intershop Certified' logo for use in marketing collateral.

Which knowledge is required?

Most of the test questions correspond to the content of the training courses shown with the certification title. It is not required that you pass training before taking an examination.

Where can I take the exam?

Intershop offers the certification exams at any of Intershop or Partner offices, including:

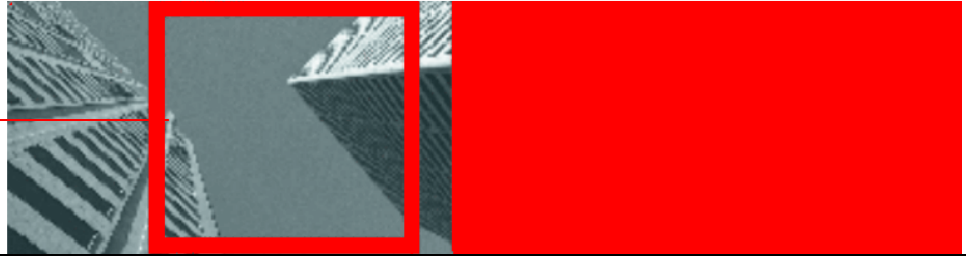
- Germany:
 - Hamburg
 - Jena
 - Stuttgart
- United States: San Francisco
- Australia: Melbourne

Register for a test!

You can register on our web site or simply send an e-mail with the following information to techtraining@intershop.com:

- Your complete name
- Your e-mail address
- Certification name
- Location
- 3 alternative exam dates

Organizational Hints



Training Data, Pricing, and Further Information

Training Dates

The current training dates for different regions are available at <http://www.intershop.com/training>.

How to Enroll?

Please enroll via our Web site at <http://www.intershop.com/training>. There you can find our trainings. You will receive step-by-step instructions on how to enroll.

Alternatively, you can use the enrollment fax form.

On-Site Courses

Intershop offers an easy and convenient method for organizations to conduct private on-site courses. To schedule an on-site course on a given Intershop product line, please complete one of the following applications and send it by letter or fax to your Intershop Technical Training Team.

In case you do not have the necessary technical equipment, you can arrange to rent computers from Intershop Technical Training.

Pricing

The price for one student per day in a standard training course at an Intershop Training Center is EUR 500 (USD 650), excluding tax. A price list as well as information about discounts for Intershop Partners is available on your request.

The price for a certification examination is EUR 150 (USD 200), excluding tax.

On-Site Scoping Form

Fax +49-3641-50 14 09

In order to arrange an Intershop training for your company we kindly request you to fill out this form and send it back by fax. You will get a resource schedule confirmation, contact information, and quote within two business days.



1. Training Contents

a) Subject of Training:

- Enfinity Suite 6
- Enfinity MultiSite
- Enfinity Content Management
- Enfinity 2.x
- Other: _____

b) Training Contents and Goals:

Briefly describe what the attendees should learn during the training and/or what they have to be able to do after the training:

c) Pre-Requisites (knowledge and/or practical experience of the training attendees):

- Administering Windows NT/2000/XP/2003
- Database Administration
- Web Design, HTML
- XML / XSL
- Intershop-Product (like marked above)
- Programming with
 - Java
 - other languages: _____
- Management of software projects

2. Organizational Questions

- a) Estimated Number of Training Days: _____
- b) Number of Attendees: _____
- c) Preferred Training Location:
 - your company*
 - Intershop Training Center
- d) Possible Training Dates: _____ - _____
- Alternatively: _____ - _____

3. Contacts

a) Training Attendee Information:

Organization	Department	Phone
--------------	------------	-------

Mailing Address	Fax
-----------------	-----

b) Contacts:

Responsible for...	Name	Phone	e-Mail
--------------------	------	-------	--------

Training & technical issues

Billing contact

Operational issues (Hotel etc.)

Location, Date	Name	Signature
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You can find detailed descriptions of our training courses, current training dates and training terms and conditions at our web site at <http://www.intershop.com/training>. * For on-site training in your facility, we also need the On-Site Check List returned by you to make sure the required hard -and software for the training is in place.

On-Site Training Check List

Fax +49-3641-50 14 09



Technical Training
 Intershop Communications AG
 D-07740 Jena, GERMANY
 Phone +49-3641-50-1400
 Fax +49-3641-50-1409
 E-Mail techtraining@intershop.com

Please send the filled-out and signed form back to us 1 week before training.

1. Training Room and Date

Training Room Address _____ Floor, Room _____ Training Start Date + Time _____

Local Contact _____ Mobile Phone _____ Phone _____

2. Equipment for Training Attendees

The following table shows the minimal requirements for the appropriate Intershop software product training:

	<input type="checkbox"/> Enfinity Suite 6	Enfinity Suite 6 (VM)
a) Hardware:	1 Computer per Attendee with at least:	
RAM	<input type="checkbox"/> 3 GB	<input type="checkbox"/> 4 GB
Processor	<input type="checkbox"/> 2 GHz	<input type="checkbox"/> 2 GHz
Free Disc Space	<input type="checkbox"/> 20 GB	<input type="checkbox"/> 30 GB
DVD Drive	<input type="checkbox"/> required	<input type="checkbox"/> required
CD Drive		
USB 2.0	<input type="checkbox"/> required	<input type="checkbox"/> required
b) Network:		
Network Card	<input type="checkbox"/> required	<input type="checkbox"/> required
TCP/IP installed	<input type="checkbox"/> required	<input type="checkbox"/> required
c) Software:		
Operating System	<input type="checkbox"/> Windows XP Professional (SP 3)	<input type="checkbox"/> Windows XP Professional (SP 3)
Database	<input type="checkbox"/> Oracle 10.2.0.4 Server <input type="checkbox"/> Oracle 10.2.0.4 Client Alternatively: <input type="checkbox"/> Oracle Database 10g Express Edition	included in VM
Enfinity	<input type="checkbox"/> Enfinity Suite 6.4 <input type="checkbox"/> Enfinity Studio 2.7.0_347	included in VM
Browser	<input type="checkbox"/> MS Internet Explorer(6 or higher)	included in VM
Tools	<input type="checkbox"/> 7zip <input type="checkbox"/> Text Editor, e.g. Notepad++	<input type="checkbox"/> 7zip
Other Tools		VMware Player 3.x
d) Intershop:		
Installation	<input type="checkbox"/> by Intershop Trainer <input type="checkbox"/> by own staff (approx. 1 working day) OS user needs administrator rights	<input type="checkbox"/> by Intershop Trainer (approx. 2 hours) OS user needs administrator rights

3. Equipment for Trainer

SVGA Projector with resolution of at least 1024 X 768 accessories

Flipchart and/or whiteboard with necessary

I hereby confirm that for the on-site training all hardware and software will be available as marked above.

Location, Date _____ Name _____ Signature _____

Certification Request

Fax +49-3641-50 14 09

Please note that we need the completely filled-out form at least 2 weeks before the first possible examination date.

INTERSHOP™
 Technical Training
 Intershop Communications AG
 Intershop Tower, 20th Floor
 D-07740 Jena, GERMANY
 Phone +49-3641-50-1400
 Fax +49-3641-50-1409
 E-Mail techtraining@intershop.com

Data of the Applicant:

First Name / Last Name	Phone	E-Mail
------------------------	-------	--------

Mailing Address	Position
-----------------	----------

I wish to take the following exam:

Intershop software:

- Enfinity 2
- Enfinity MultiSite
- Enfinity Suite 6

Title:

- Certified System Administrator
- Certified Web Designer
- Certified Developer

Language:

- English
- German

Location:

- | | | |
|---------------------------------|-------------------------------------|---------------------------------------|
| <input type="radio"/> Jena | <input type="radio"/> London | <input type="radio"/> Other:
_____ |
| <input type="radio"/> Hamburg | <input type="radio"/> Paris | |
| <input type="radio"/> Stuttgart | <input type="radio"/> San Francisco | |

Date: _____ or _____ or _____

Billing Address:

Company	Department	Fax
---------	------------	-----

First Name / Last Name	E-Mail	Phone
------------------------	--------	-------

Mailing Address	Position
-----------------	----------

Location, Date	Signature
----------------	-----------

For six applicants or more we offer an on-site Certification Exam at a location of your choice. In case you want to certify a group of applicants, please send e-mail to techtraining@intershop.com.

General Terms and Conditions for Training Services

1. Subject matter, conclusion of the contract

1.1 These general terms and conditions of business apply for all training and certification programs delivered by Intershop Communications AG (subsequently referred to as Intershop).

1.2 Only these general terms and conditions of business apply. Terms and conditions of business of those receiving training or taking a certification examination (subsequently referred to as participant) do not apply, even if not explicitly stated by Intershop. The terms and conditions presented in this document also apply if Intershop knowingly renders services due that are in conflict with the participant's terms and conditions of business.

1.3 Participants must register in advance to take part in Intershop trainings or certification exams. Registration consists of filling out a form, either by hand or online, that is provided by Intershop. Registration also includes selecting the training session the participant intends to attend or the respective certification exam. The current Intershop Technical Training Course Catalog provides a list of training services and certification examinations offered by Intershop.

1.4 Intershop will then submit a written quote of the selected services to the participant. The contract only takes effect once the participant has confirmed the quote in writing.

2. Conducting training

2.1 Intershop is responsible for conducting training or for contracting a third party to conduct training and is free to choose any consultant for such purposes. Intershop is entitled to transfer the duties of the contract to a third party to perform and to change the contents of training sessions as long as the objective of the training is not compromised. Intershop may cancel training, change the date or time of training or designate the training location with advance notice.

2.2 Intershop will make every effort to provide the participant with all important knowledge during training sessions, as per the training plan and the current training documents.

2.3 Intershop will conduct training on its own premises, on the participant's premises, or at another mutually agreed upon location. Training is to be conducted during the dates specified by Intershop in the quote and confirmed by the participant.

2.4 If training takes place on Intershop premises, Intershop will provide each participant with a desk with a computer and the necessary documents. Participants are responsible for incidental expenses (travel, accommodation, additional meals, etc.).

2.5 If training takes place on the participant's premises, the participant will provide the infrastructure necessary for training especially desks and computers, and is responsible for obtaining Internet connections if required. Intershop can provide these services, particularly computers with pre-installed training software, on the customer's premises or at an agreed upon location. The contract does not include this service, and the participant must reimburse Intershop for these costs.

2.6 Participants will receive a certificate confirming participation upon completion of training.

3. Certification

3.1. The price of one certification examination entitles one participant to take one certification exam, independent from the result of the respective test.

3.2. Before the examination, the participant must identify himself or herself by showing a valid passport.

3.3. The use of any aids besides the certification software is forbidden during the certification examination. If the participant

uses any other software, data, documents or persons, the examination will be stopped and the results of the examination will be not passed. The participant must pay the full certification fee, no refund.

3.4. Within 24 hours after the end of the examination, Intershop will inform the participant of the examination results.

3.5. After passing the examination, the participant will receive the Intershop Certification Kit (certificate, digital logos) by mail within three weeks.

3.6. After a successful certification exam, the participant has the right to use the Intershop Certified title and logos for a period of two years. This time can be prolonged only by successfully passing another certification examination.

4. Compensation and terms of payment

4.1 Costs covered by the participant will be specified in writing in the contract and will include additional sales tax as required by law. If the parties do not specify the amount of compensation, the Intershop price list in effect at the time of conclusion of the contract will apply.

4.2 All fees are due upon receipt of an invoice and must be paid in full within 10 days. Sales tax as required by law will be included in all prices and indicated on the invoice.

4.3 If payment is not made on time, Intershop may charge a late fee of up to 9% but at least 5% over the European Central Bank (ECB) base interest rate.

4.4 The participant is in default if he/she does not pay following receipt of a reminder sent by Intershop once the due date has been reached. The legal regulation, which automatically takes effect 30 days after default on an invoice, remains valid.

5. Termination by Intershop

5.1 Intershop is entitled to terminate this contract if excess or insufficient registration cannot guarantee proper or economically feasible training or certification. Intershop is also entitled to terminate the contract due to instructor illness, technical reasons, or other reasons beyond Intershop's control.

5.2 Before exercising this right to termination, Intershop will make every effort to reschedule training or certification examination, with the participant's consent. In case of rescheduling, the contract will remain in effect and will be amended with the consent of both parties. If the parties cannot agree on the amendment to the contract, the contract will be terminated, and any fees paid by the customer will be reimbursed.

6. Termination by the customer

6.1 If the participant is unable to attend, the customer is entitled to designate another representative from his/her company to participate in the training or certification before the training begins. The client will incur no additional costs.

6.2 The participant is entitled to terminate the contract via written notice at any time.

6.3 The participant must not pay any fees if Intershop receives notice of termination on or before the 10th business day before the first day of training or certification date. The participant must pay 50% of the agreed costs if he/she terminates the contract between 10 and 5 business days before the first day of training or certification. The participant must pay 100% of the costs if he/she terminates the contract within 5 business days of the first day of training or before the certification examination.

6.4 If the participant wishes to change the training date set in the contract without canceling the entire contract, Intershop must receive written notice at least 5 business days before the

first day of training. The participant will incur no additional costs, and the contract will be amended with consent of both parties. If Intershop receives such notice within 5 business days of the first day of training or the certification exam, the participant must pay Intershop 50% of the agreed upon costs as a processing fee.

6.5 Rights to further claims are reserved by Intershop. This especially concerns cancellation costs for travel already booked to the customer's premises or to any other agreed-upon location.

7. Right to training documents, software

7.1 All training documents are intended for the exclusive personal use of the participant.

7.2 The participant recognizes Intershop's copyright and therefore the exclusive distribution rights and right of use of training documents and software.

7.3 Intershop gives the participant the single and non-transferable right to use training documents and software for purposes stipulated in the contract. The right to use training software is limited to the length of the training session and is automatically rescinded following completion of training. Intershop is not required to provide notice of this rescission. The participant may only use training software on the training premises. The participant is not allowed to reproduce the training software and documents, in particular to process them in electronic systems, duplicate, or modify them in any way, or distribute them in any form to third parties. All embedded knowledge and teaching systems provided by Intershop to the participant on data storage media or made available on electronic networks are considered training documents.

7.4 Intershop will prepare and when necessary install training and certification software before training sessions and un-install the software following completion of training, if training takes place on the participant's premises and the participant does not have his/her own license for the training software. The participant must support Intershop as much as possible during such measures. The participant must ensure that no third party has access to the installed software and that the software is not retained in any form.

7.5 In addition, the participant recognizes all of Intershop's brand, trademark, name, and patent rights to the software and related documents. The participant may not remove, modify, or render unrecognizable copyright indications or indications of property rights.

8. Confidentiality

8.1. The participant is obligated to keep confidential all business and company secrets made known to him/her during training. This obligation is not limited to the training period. The participant may not share these with a third party or use them for his/her own purposes without written permission from Intershop.

8.2 The participant may not conduct any internal or external training or certification exams on Intershop products.

9. Liability

9.1 Intershop is only liable to the participant, regardless of legal grounds, for willful misconduct or gross negligence on the part of Intershop itself or its employees.

9.2 Intershop is only liable for slight negligence if provisions of the contract, which have a particular importance for achieving the purpose of the contract and can therefore be considered to be fulfilled, are violated. In this case, liability for damages, consequential harm caused by a defect, not specified in the contract is excluded. Liability is limited to the amount specified in Intershop's liability insurance for one single case of damage.

9.3 Contractual claims for damages by the participant against Intershop are subject to a limitation period of six months from the date on which the right arose, notwithstanding shorter legal limitation periods.

9.4 Due to the current technology, access to the server with teaching materials cannot be guaranteed at all times. Intershop is not liable if access is not available for short periods of time.

9.5 In the case data loss, Intershop is only liable for the costs of necessary reconstruction from back-up copies.

10. Other

10.1 The participant must obtain prior written permission from Intershop to transfer all rights stipulated in the contract.

10.2 The law of the Federal Republic of Germany, excluding the UN sales law, applies for all claims arising from the contract.

10.3 Changes and supplements to these terms and particularly warranties and agreements must be specified in writing to serve as point in controversy. Oral agreements are not valid.

10.4 Jena, Germany, is the place of jurisdiction for all disputes arising from the contract, as long as the contract is awarded by a *Vollkaufmann* (merchant who has been entered in the *Handelsregister* / Commercial Registry as a merchant) on the basis of his/her commercial trade or by a public law entity.

Your Contacts at Intershop Technical Training

We would be happy to help you with any training related issue. Please, contact any of the contacts by phone, e-mail, fax, or mail.

Intershop Headquarters

Intershop Communications AG

- Technical Training -

Intershop Tower, 20th Floor
07740 Jena
Germany

Phone: +49 3641 50-1400

Fax: +49 3641 50-1409

E-Mail: techtraining@intershop.de

Internet:
<http://www.intershop.de/intershop-training>

Intershop Americas

Intershop Communications Inc.

650 Townsend Street
Suite 285
San Francisco, CA 94103

Phone: +1 415 844-1500

Fax: +1 415 844-3800

E-Mail: techtraining@intershop.com

Internet: <http://www.intershop.com/training>