SALES PERFORMANCE INTERNATIONAL

Solution Selling® University
Getting Started Guide

V1.0

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SALES PERFORMANCE INTERNATIONAL

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Overview

Welcome to Solution Selling® University, brought to you by Sales Performance International. The purpose of this guide is to provide you with an overview of how to find, purchase, and use elearning courses available on the portal.

As noted on the portal Welcome page, there are four steps to follow to get started:

1. Create your own free Account
2. Log on after receiving your initial, case-sensitive password via email
3. Shop for a single course or complete certification program
4. Purchase using a major credit card

The sections of this guide provide details for each step. Please contact us at esales@spisales.com if you have additional questions about purchase options and usage that are not answered by this guide.

Creating a Free Account

The first step in using the Solution Selling® University is to create a free user account. Creating the account requires you to agree to usage terms and conditions, provide basic personal information including an active email account, and select a personal password.

Creating Your Account

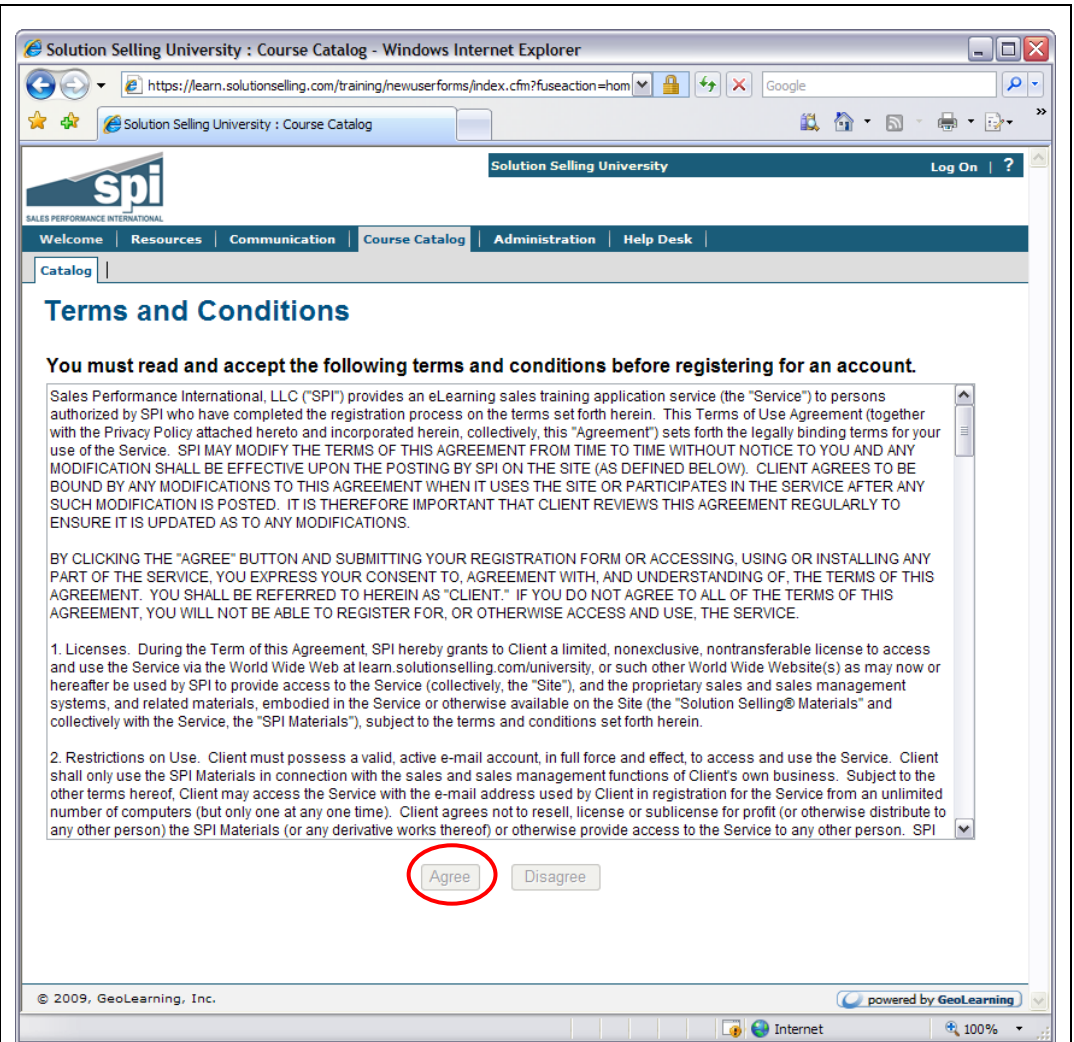1. Click the **Create Account** button on the Welcome page.
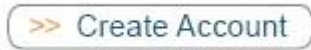
   >> Create Account

   This will start the account creation process and take you to the Terms and Conditions page.
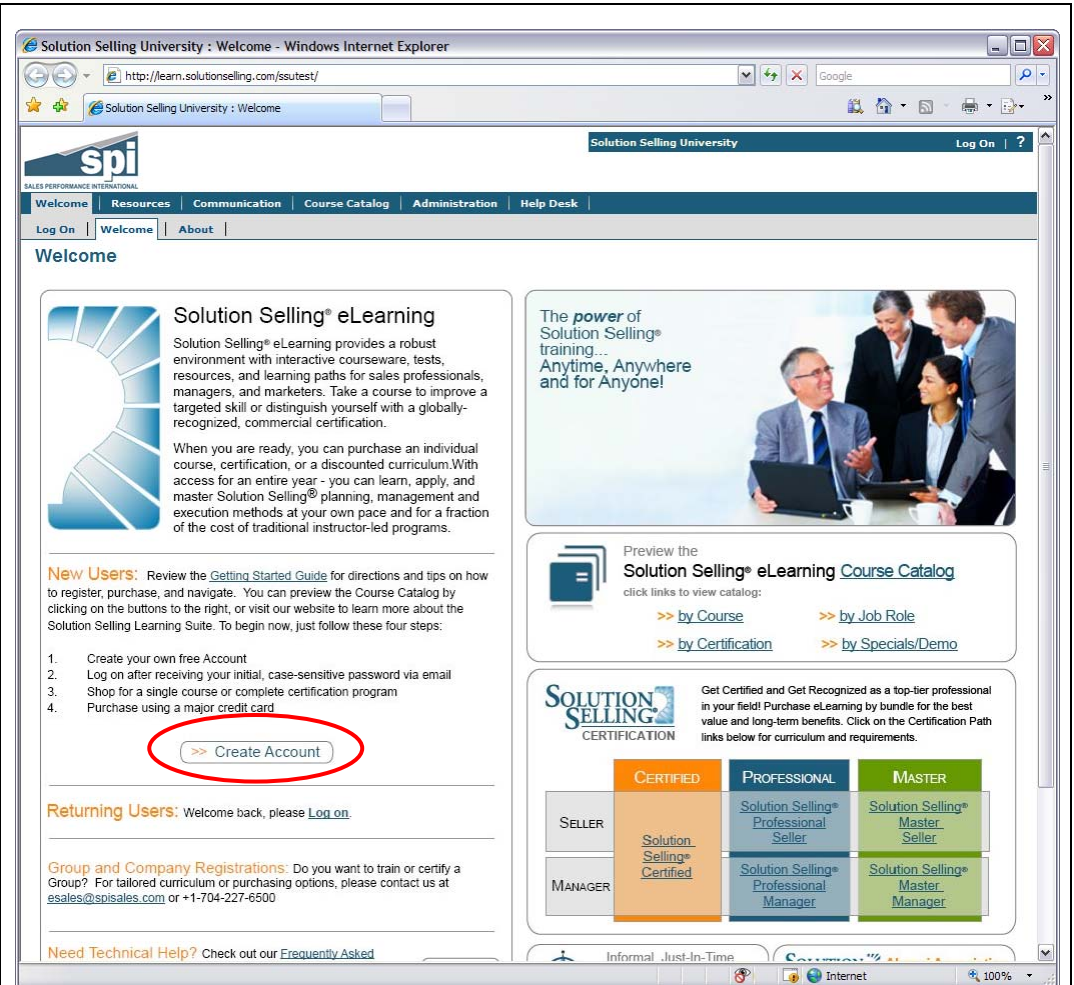
2. Review the **Terms and Conditions**. *Note that you must scroll to the bottom of the form to activate the Agree button.*

   Click the **Agree** button when you are ready to proceed.

3. Fill in the **User Account** form to create your new account. Fields marked with a red asterisk (*****) are required. Please note the following:

- *User Name* field: We suggest using your email address for your user name to ensure uniqueness.
- *User Group* field: Choose the appropriate user group type: Sales Manager, Account Manager, Sales Person, Marketing, Sales Support, Executive, or Other.

Click **Submit** when you're finished.

You will receive a confirmation email at the email address entered on the form. It will contain a temporary password to use for your initial log on. *Please note that junk mail filters may intercept this email.* It will be sent from spisupport@geolearning.com.
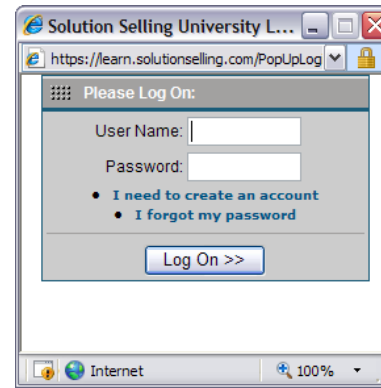
4. You will be returned to the Welcome page after completing registration, and the **Log On** window will be displayed. Enter your User Name and the temporary password sent from the system in your email, and click the **Log On** button.

5. After initial log on, the **Change Password** window will be displayed. You can now set your password to something more personal and continue the log on process. The password creation rules are:

   ▪ At least 5 characters in length, with a maximum length of 64 characters.
   ▪ At least 1 number

   Click the **Log On** button when you're ready to proceed.
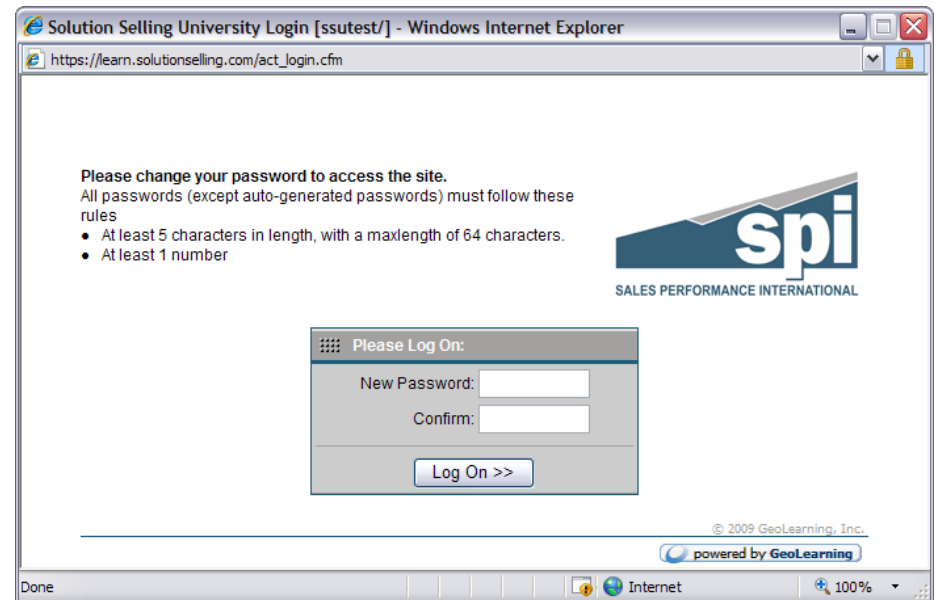
Using the Course Catalog

The Course Catalog contains all of the courses and certifications available in Solution Selling® University. Courses are listed individually and in "bundles," and are grouped under various categories to help you make you select the right, personalized curriculum. Bundles are a collection of courses provided to meet specific learning needs at a lower cost than purchasing the courses individually. The table below shows an example of how courses and bundles are listed in the catalog, and the detailed information displayed when clicking on a course or bundle name.

Course or Bundle Catalog listing	*Course or Bundle Detail*
101 - Solution Selling® Sales Execution **Training Type:** Online Training **Vendor Information:** LCMS **Duration:** 4.5 H **Description:** The Solution Selling® course will provide an introduction to the key concepts and principles of Solution Selling®. It will help salespeople in adoptin...[more] **Rating:** Not Yet Rated	**101 - Solution Selling® Sales Execution** **Vendor Information:** LCMS **Duration:** 4.5 H **Instructor:** Department Head (rjudson@spisales.com) **Prerequisites:** none **Course Description:** The Solution Selling® course will provide an introduction to the key concepts and principles of Solution Selling®. It will help salespeople in adopting the concepts of Solution Selling® that lead to improved sales results. This course is designed to be used in conjunction with instructor led training or manager coaching. **Price:** $1 **Reviews** **Average Rating:** Not Yet Rated
B295 - Solution Selling Professional Seller - Course Bundle ⭐FEATURED COURSE **Training Type:** Bundle **Description:** This bundle contains the courses and tests needed to achieve the Professional Seller certification.	**B295 - Solution Selling Professional Seller - Course Bundle** **Bundle Code:** B295 **SKU Description:** This bundle contains the courses and tests needed to achieve the Professional Seller certification. **Price:** $1 **Courses in Bundle:** B295 - Solution Selling Professional Seller - Course Bundle 101 - Solution Selling® Sales Execution 221 - Targeted Territory Selling 223 - Major Account Selling 231 - Strategic Opportunity Selling 282 - Professional Seller Case Study

The course catalog can be navigated in a number of ways including welcome page links, categories, or browsing.

|	
Navigating the Catalog using the Welcome Page Links The Welcome page has a table, shown to the right, that contains shortcuts to specific sections of the catalog. It also contains a link to a downloadable, PDF version of the catalog (Course Catalog). The shortcuts include: ▪ by Course – a listing of all courses available in the portal ▪ by Certification – a listing of courses for the five certification paths ▪ by Job Role – a listing of recommended courses for sellers, managers, sales support, and others. ▪ By Specials/Demo – a listing of demos and special course offerings. 1. Click on the desired shortcut in the Welcome page table to go to the related area of the catalog.	Preview the **Solution Selling® eLearning** Course Catalog click links to view catalog: >> by Course >> by Job Role >> by Certification >> by Specials/Demo

Browsing the Catalog

You can browse through sections of the catalog by using the Browse Catalog feature on the main catalog page. This will display a catalog page showing the course categories.

Categories

Certification
Courses
Courses by Role
Specials
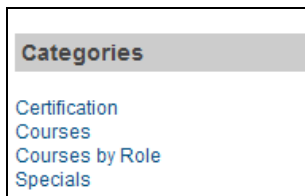
1. Navigate to the course catalog.

2. Click on the **Browse Catalog** link

Searching the Catalog

The catalog also has a built-in search capability.

1. Navigate to the course catalog.

2. Enter your desired search terms in the search box, and click **Search** to see a listing of related courses. The search will show matches within course names or descriptions.

sales management   [Search]
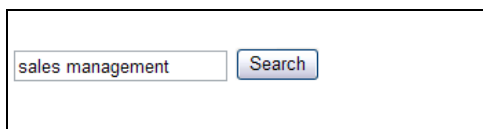
The **Advanced Search** capability allows you to tailor your search criteria and approach.
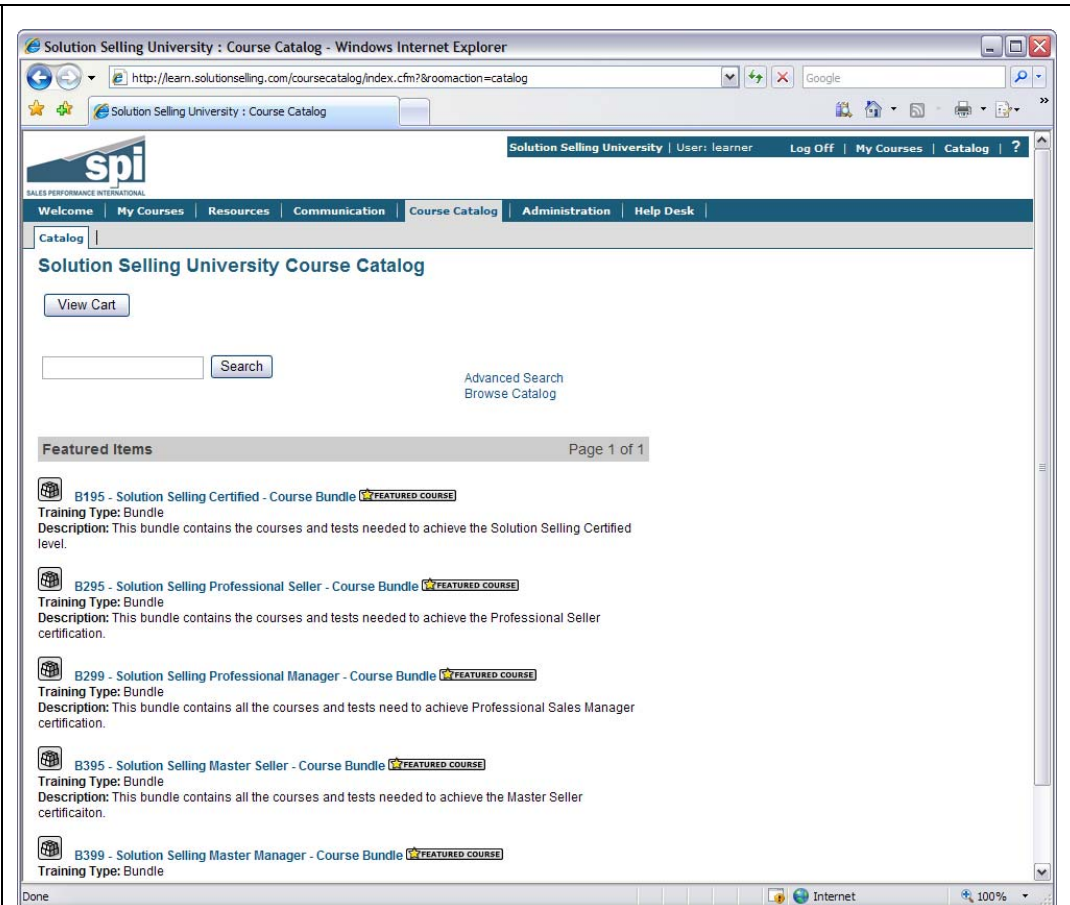
Purchasing Courses

Solution Selling® University uses a standard "shopping cart" approach for purchasing courses or bundles. You can add and remove items from your cart prior to purchase. Here are some commonly asked questions concerning course purchasing.

Commonly Asked Questions

What credit cards are accepted?	The system accepts transactions for Visa, MasterCard, and American Express credit cards.
How do I purchase courses for a group or company?	For tailored curriculum or purchasing options, please contact us at esales@spisales.com or +1-704-227-6500. We would be glad to help you.
I have a promotion code. How do I get the discount?	Promotion or discount codes are used towards the end of the purchasing process. After entering your order and credit card information, an Order Confirmation page is displayed. You can apply discount codes at that time, before actually completing the purchase transaction.
What if I purchase the wrong course or want a refund for an unused course registration?	Please contact us at esales@spisales.com or +1-704-227-6500 for refund questions. Please note that refunds will not be given for courses that have been accessed.
How long can I access the courses for review and refresher learning?	You have full access to courses purchased for a term of one (1) year from the purchase date.

Purchasing Your Courses

1. Navigate to the course catalog and identify the course or bundle you want to purchase.

2. Click on the **course/bundle title** to see the course details and pricing.
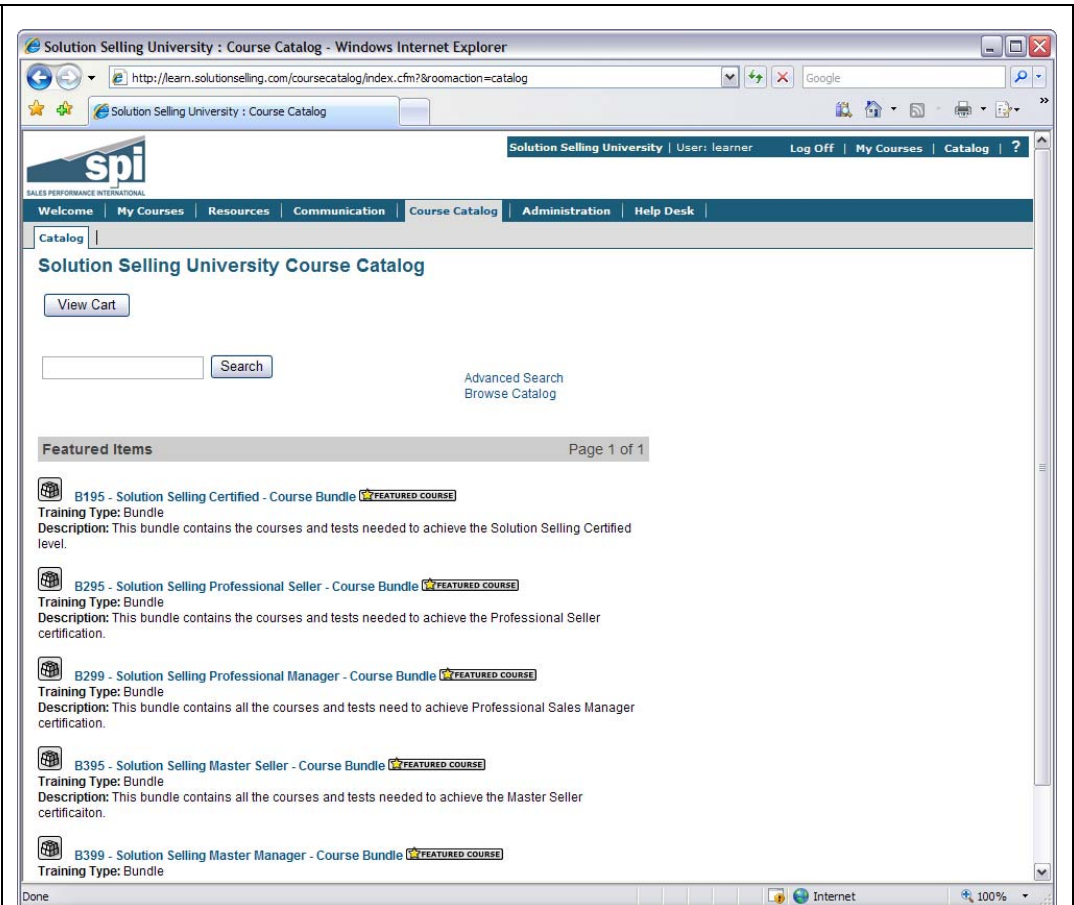
3. Click the **Add to Cart** link to add the course/course bundle to your cart.

Add To Cart

Your cart will then be displayed.

4. Once you have added an item to your cart you have three options:

   a. **Return to Catalog** to continue shopping for additional items.
   b. **Check Out** and purchase your items.
   c. **Remove** items. To remove an item check the box under the Remove column (shown below) for the given item, and click **Update**.

Please note that the shopping cart does not store items between sessions. If you log off prior to purchase, the items will be removed from your cart.
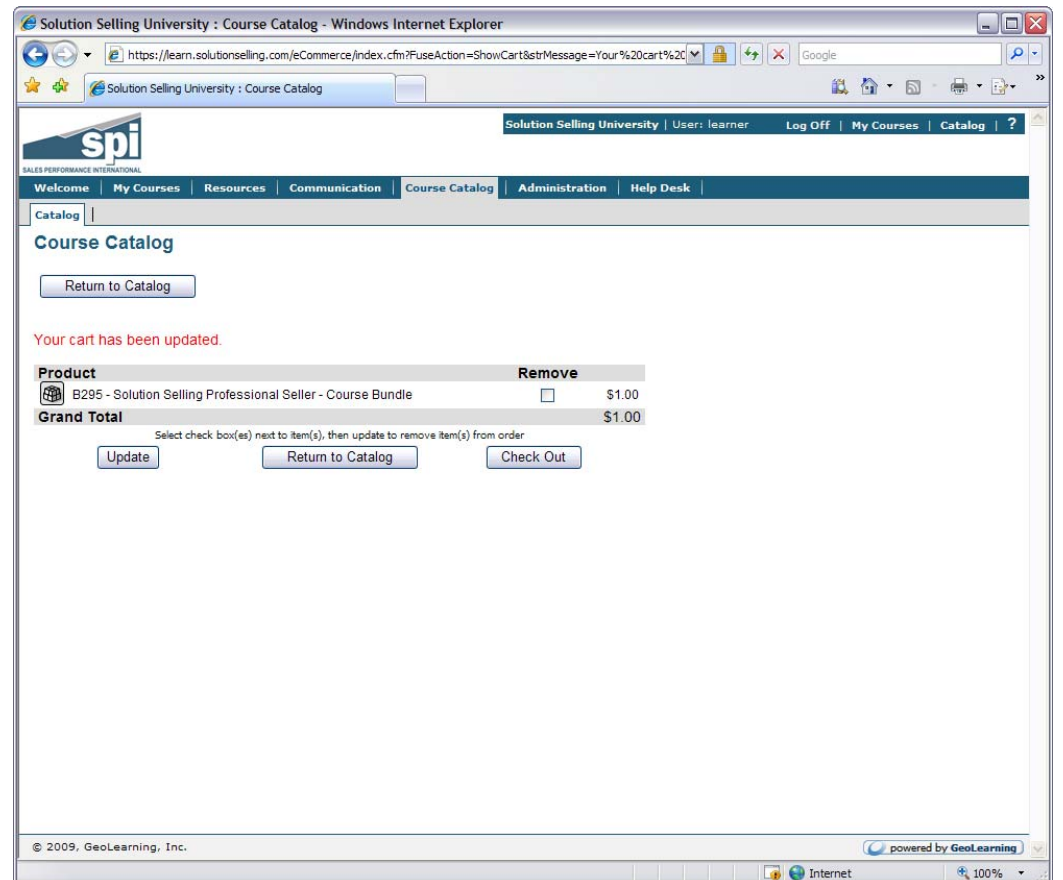
5. Upon choosing **Check Out**, the Order form page will be displayed. Please enter the required information, shown with a red asterisk (*).

- First & Last Name
- Active email address
- Name on Card
- Credit Card #
- Type
- Card's expiration month and year

When you are ready, click the **Submit Order** button. This will display the Order Confirmation page where you can enter promotion "discount" codes.

6. Review the items, billing, and credit card information on the confirmation page.

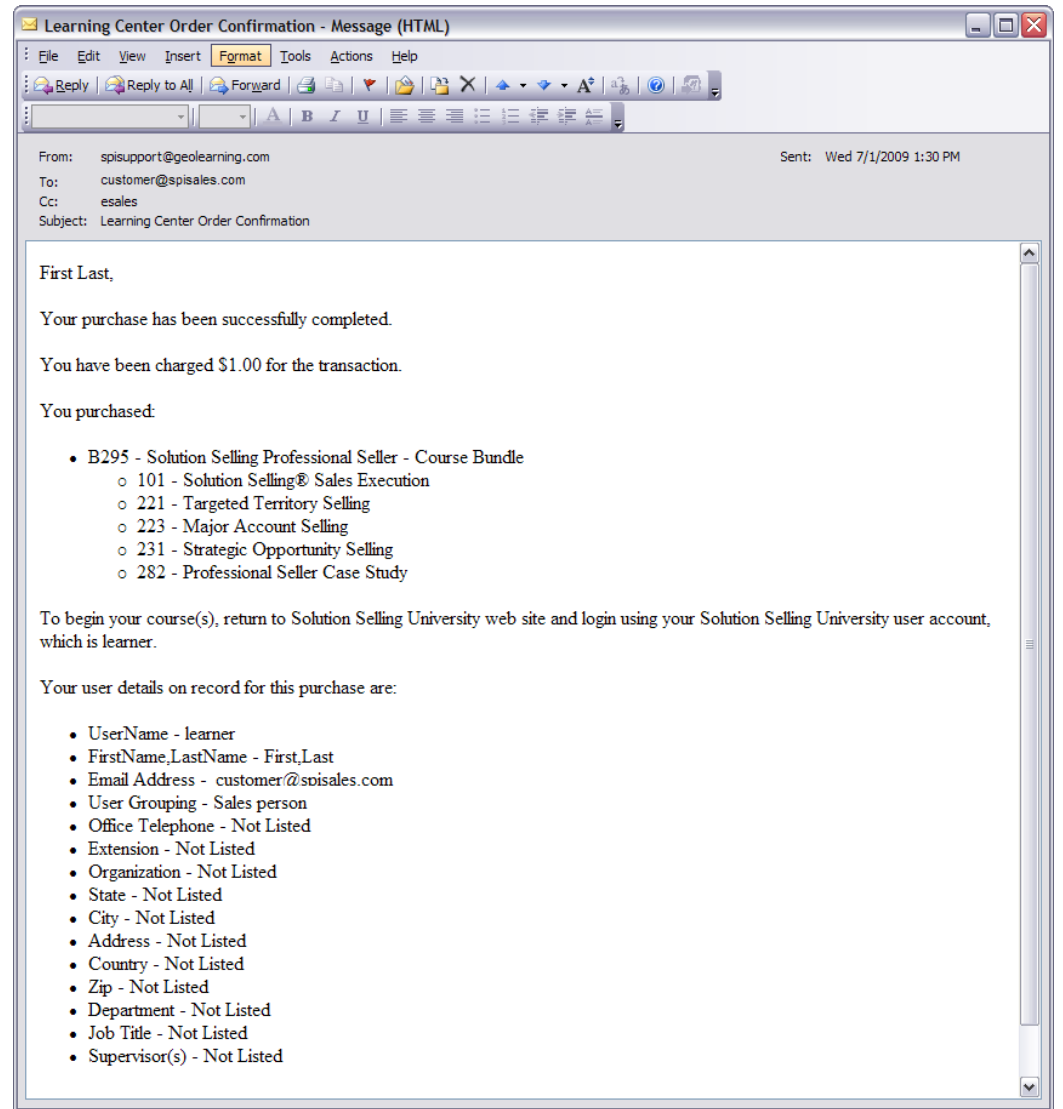7. If you have a Promotion Code enter the code and click **Apply Discount,** which will recalculate your total.

8. If everything is correct, click the **Confirm Order** button to complete your purchase.
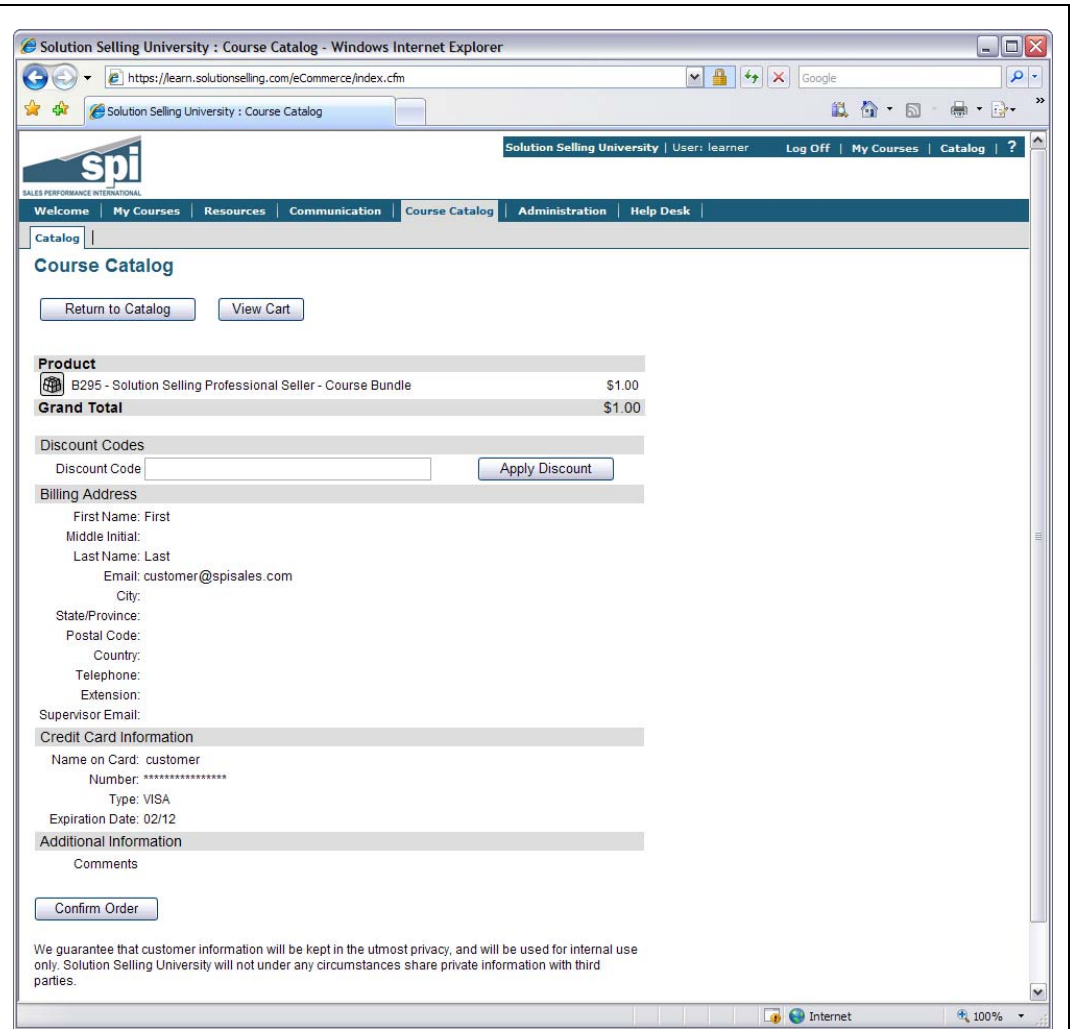
9. Once the order is complete, the Purchase Confirmation page will be displayed. You may print this page if you wish. You will also receive an email showing the details of your purchase. These courses will now appear in your "My Courses" tab.
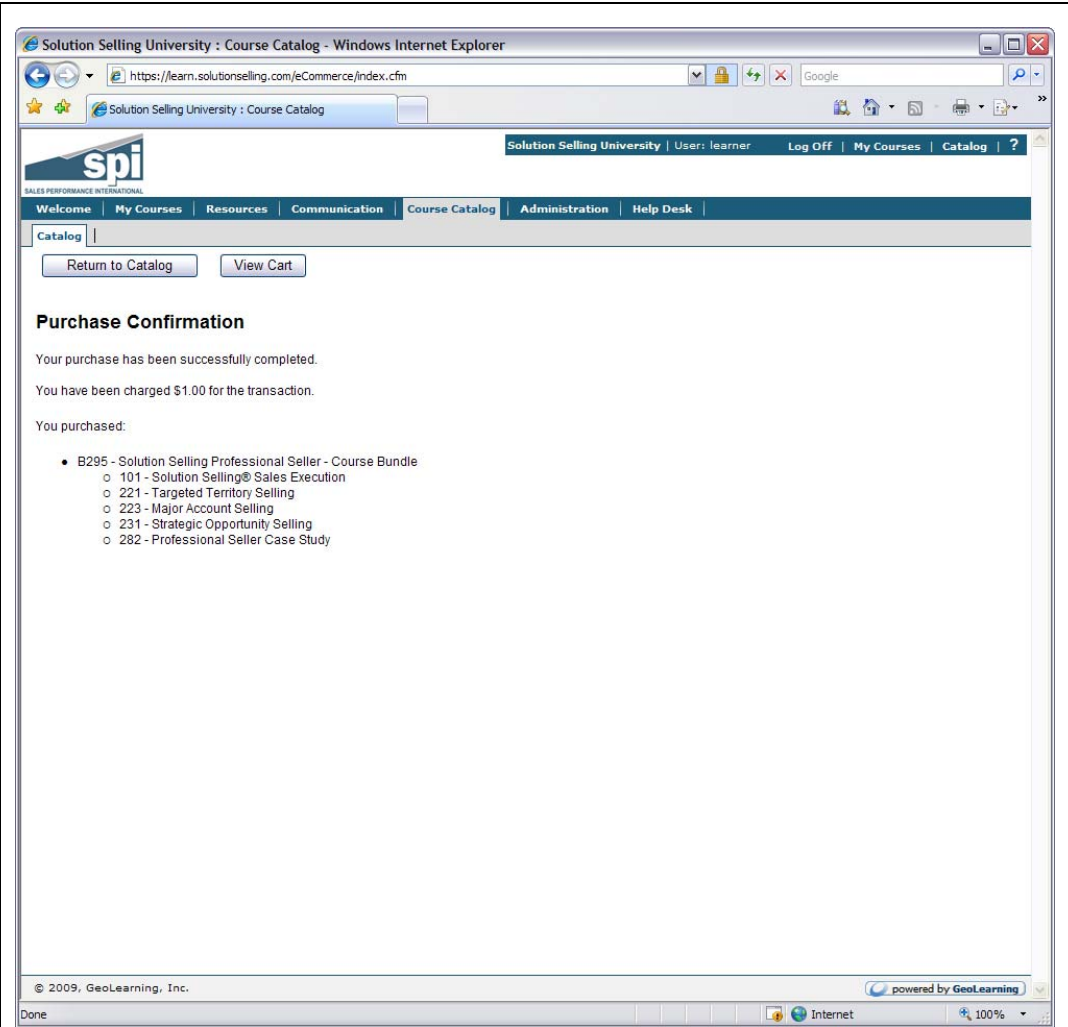
An example of the purchase confirmation email is shown here.

Learning Center Order Confirmation - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

A B I U

From: spisupport@geolearning.com   Sent: Wed 7/1/2009 1:30 PM
To: customer@spisales.com
Cc: esales
Subject: Learning Center Order Confirmation

First Last,

Your purchase has been successfully completed.

You have been charged $1.00 for the transaction.

You purchased:

- B295 - Solution Selling Professional Seller - Course Bundle
    - 101 - Solution Selling® Sales Execution
    - 221 - Targeted Territory Selling
    - 223 - Major Account Selling
    - 231 - Strategic Opportunity Selling
    - 282 - Professional Seller Case Study

To begin your course(s), return to Solution Selling University web site and login using your Solution Selling University user account, which is learner.

Your user details on record for this purchase are:

- UserName - learner
- FirstName,LastName - First,Last
- Email Address - customer@spisales.com
- User Grouping - Sales person
- Office Telephone - Not Listed
- Extension - Not Listed
- Organization - Not Listed
- State - Not Listed
- City - Not Listed
- Address - Not Listed
- Country - Not Listed
- Zip - Not Listed
- Department - Not Listed
- Job Title - Not Listed
- Supervisor(s) - Not Listed

Accessing Courses

Courses that you have purchased are accessible under your **My Courses** section. Follow these instructions to begin learning.
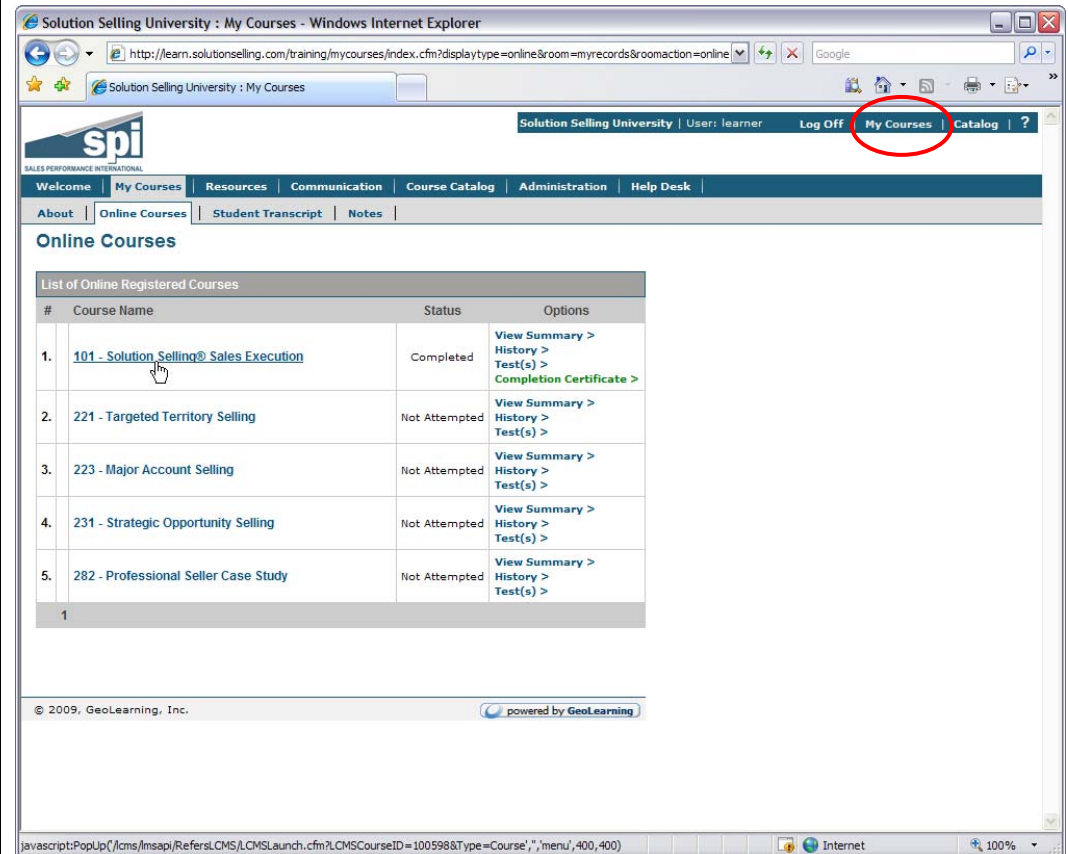
<table>
<tr>
<td>

Navigating to My Courses

1. Click the **My Courses** link in the upper right navigation bar. Your courses will be listed.

Launching a Course

1. Click the **course name** link to open the course launch page. In the example here, the course name is:

   101 – Solution Selling® Sales Execution

   This will open the course launch page.

</td>
<td>

</td>
</tr>
</table>

2. On the Launch page, click on the link in the upper right, **Start Course (Tree Menu)**, to launch the course player window and start the course itself.

   Note that it may take up to 30 seconds for the Start Course link to show as the system performs a connectivity check before displaying the link.

3. When you are finished, use the **Exit** button in the course display to close the course window and save your progress (<u>do not</u> click the "x" on the browser window, or you will lose the progress from that session). When returning to the course, you will resume at the beginning of the *lesson* that you were in when exiting, rather than the page you were last on. The intention of this is to allow you to review the most recent learning before continuing.
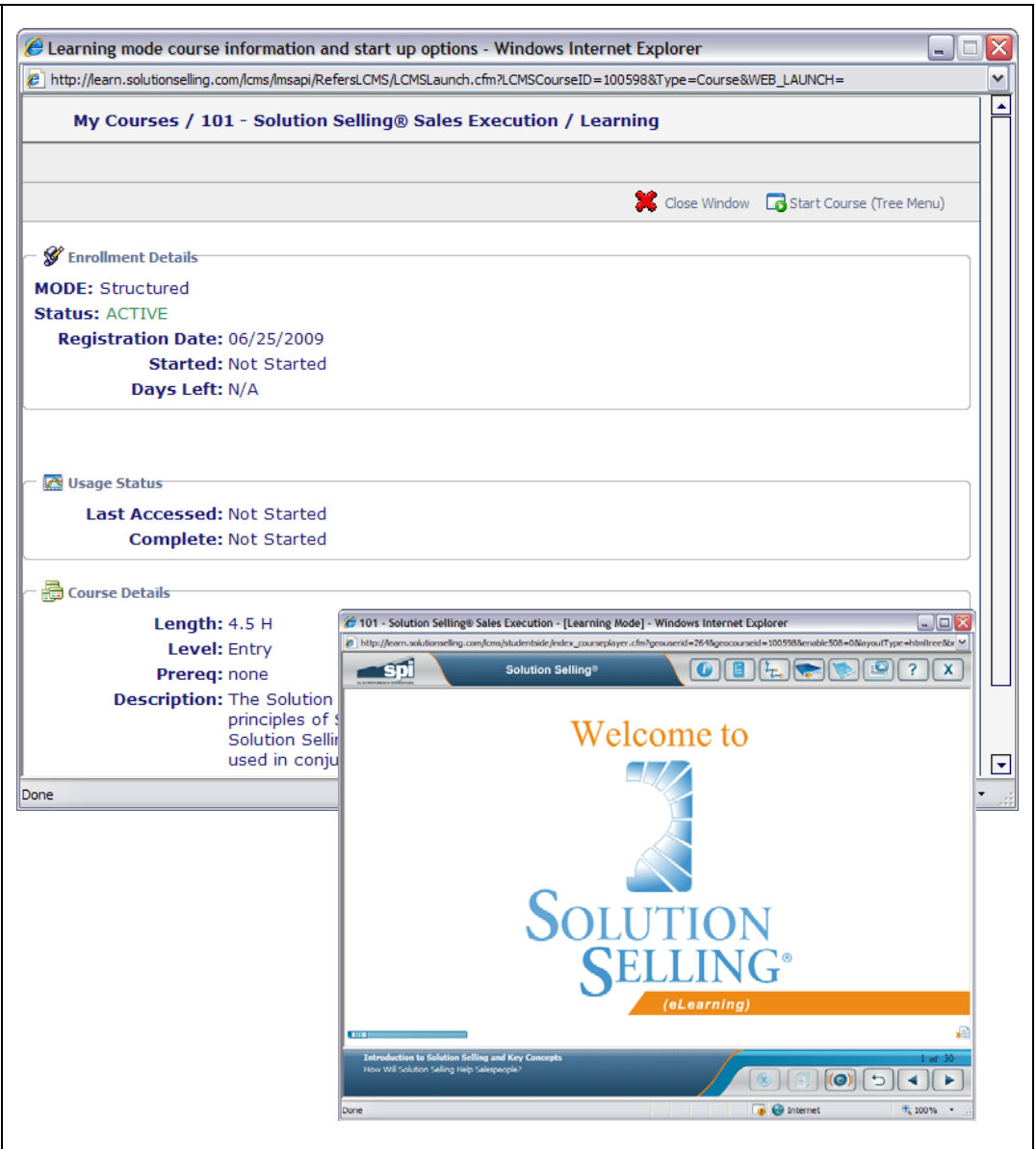
Printing Completion Certificates or Student Transcripts

There are two methods of documenting your course progress and completion status. These are the course Completion Certificates and Student Transcript reports. Here are the instructions for accessing and printing these documents.

Printing your Completion Certificate

1. Click the **My Courses** link in the upper right navigation bar. Your courses will be listed.

2. If you have completed a course, the Completion Certificate> link will be displayed under the course Options column, as shown here.

3. Click the **Completion Certificate** link to display the certificate (PDF) in a new window. You can print the certificate, or save it to your computer and print it at a later time.

Printing your Student Transcript Report

A Student Transcript report, showing the status of all of your courses, is available for printing at any time.

1. Click on the **Administration** menu tab. This will take you to the self-administration section, where you can change your user information and preferences, as well as access your learning report.

2. Click on **Reports.**
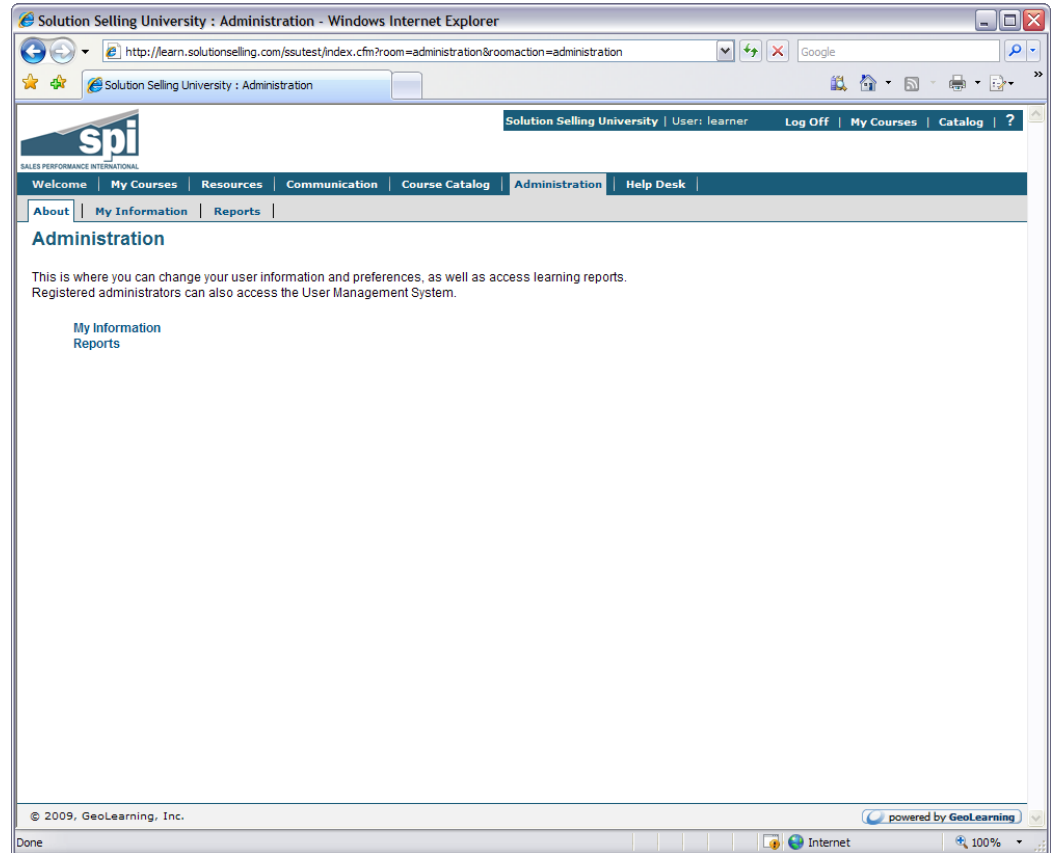
3. The Reports page shows available reports, including the Student Transcript. To access your transcript report, click the **Run** button to the right of the report name.

   This will display the Student Transcript report page.
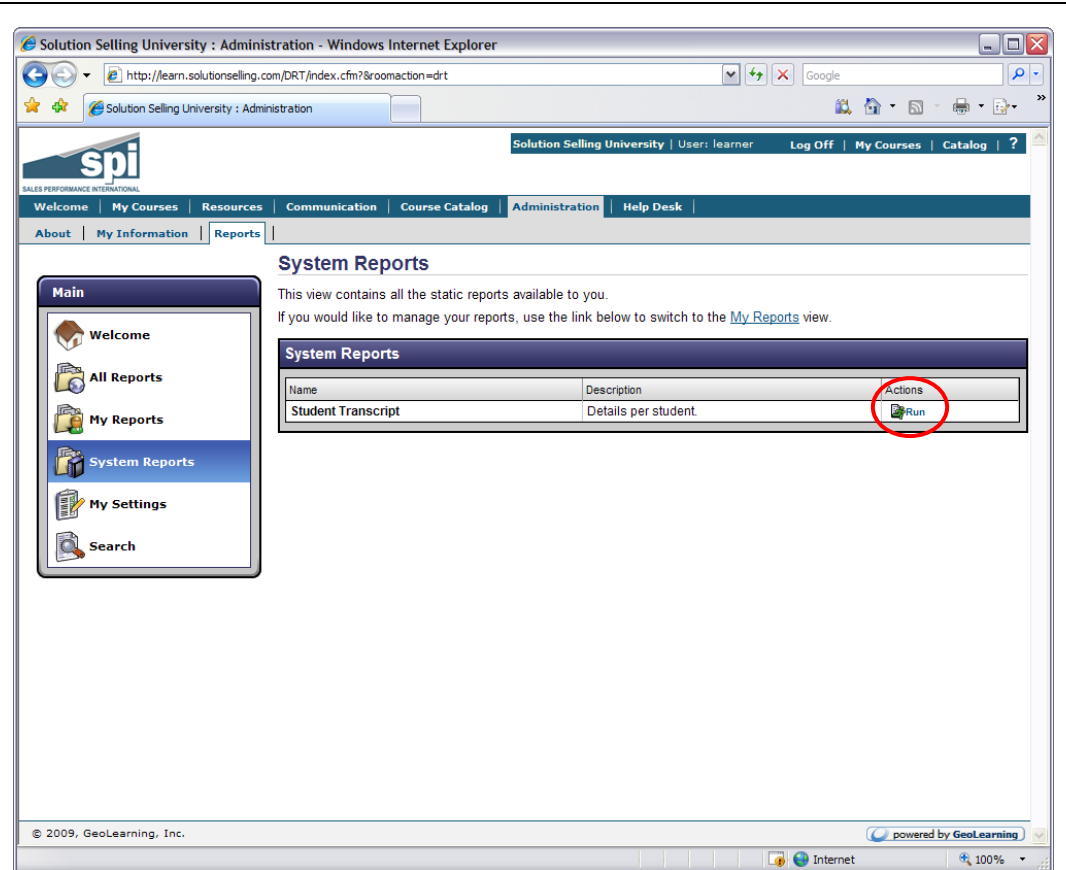
4. The report page contains a number of options that you may set prior to actually viewing the report. These include:

- Report Format – display the report as either a PDF (Portable Document Format), Excel, RTF (Rich Text Format) or Word document.

- Completion Status – display all courses, or only those that are Completed, Incomplete, or Not Attempted.

- Completion Date Range – displays only courses completed during a specific date range

- Course Type – display all course types, or only a specific type, such as online.

Click the **View Report** button to display your report using the settings you have chosen. You can print the report or save it to your computer and print it at a later time.