Extended Enterprise Management (EEM) Training
Frequently Asked Questions (FAQ's)

How will this training take place?

The EEM training will consist of learning modules that users will access virtually. This training will be self-taught and will consist of demonstrations, practice scenarios, test scenarios, and knowledge checks to ensure the user has the knowledge to successfully navigate the EEM system.

When will this training take place?

Since the training is done through online learning modules, training can be done at any time and at the pace of the user. Initial training will become available starting the week of March 15th, and will remain available for all users to access at any time. When the training becomes available, users will receive an email from EEMTraining@virginiaabc.com with a link to the training.

What are the topics?

The modules consist of five main topics: EEM Navigation, Purchase Orders (PO's), Advance Shipment Notice (ASN's), Appointment Scheduling, and a "Daily Routine" which tests the user on their ability to create an appointment from start to finish. For a detailed list of topics, please see the "EEM Topics" document.

What training do I have to take?

- I am a Supplier:
    - All training is required for suppliers except for the "EEM Navigation". The EEM Navigation is optional training but will help users better navigate the EEM platform.
- I am a Broker:
    - All training is required for brokers except for the "EEM Navigation". The EEM Navigation is optional training but will help users better navigate the EEM platform.
- I am a Carrier:
    - Carriers are welcome to take all of the training however, the only required module for the carriers is Appointment Scheduling. The optional training for carriers include the PO's, ASN's, Daily Routine, and EEM Navigation. Carriers will not have access to PO and ASN screens in the live EEM environment, however it will be helpful to take the modules to fully understand the process.

What are the requirements to complete the training?

In order to successfully pass the training, users must pass all test scenarios with a score of at least 80% and pass all knowledge checks with a score of 100%. Tests and knowledge checks can be taken as many times as necessary in order to achieve the passing score. Although the demonstrations and practice modules are not graded, they are imperative to receive the understanding required to pass the tests and knowledge checks.

What if someone else in my organization wants to take this training?

Due to the 300+ suppliers, and 150+ carriers in our system, it was decided to focus on getting each supplier and carrier at least one or two users proficient with the new system. Once a user has completed the training for their organization, others in the organization may complete the training as well. If another member of our organization is interested in the training, please send an email to EEMTraining@virginiaabc.com to sign up.

Do I have to complete this training?

Each company will be required to have at least one user complete the training by **April 12th**. Completion of training will allow users access to the live production environment of EEM and gives users the ability to begin setting up appointments to the new distribution center. Failure to have at least one member of your organization complete the training will result in your organization unable to schedule appointments to the new Virginia ABC distribution center until the training has been completed.

I have completed the training, now what do I do?

Congratulations and thank you for completing the EEM training! Once you have completed your training, you will receive a link to the live EEM environment where you will be able to begin scheduling appointments to the new ABC distribution center. Appointments will begin arriving at the new distribution center on April 19th. More information regarding the live environment will be sent after completion of the training!

What if I have further questions?

Please send all additional questions to EEMTraining@virginiaabc.com.