Introducing RMS On-Line Solutions ...

Welcome to RMS On-Line Solutions for Windows! This software provides you the advantage of complete EDI capabilities without having to devote countless hours to maintaining your own EDI system. RMS On-Line takes care of it all for you and with the Integration Utility, removes duplicate keying of information into several systems.

The following pages give instructions on installing the software and important information on getting your system up and running.

Thank you for allowing RMS On-Line to be your "Solutions Company". If you have any questions, please feel free to call on us.

UPGRADING FROM A PREVIOUS VERSION

Please contact RMS if you already have RMS installed and are needing an update. Email support@rmson-line.com to set up a time.

QUICK START

The following pages contain a step by step guide to getting your EDI Solutions system up and running. **Important note: on the RMS main menu there is a help that explains in detail the ins and outs of each screen with step by steps as well.

1.   Install RMS on your PC or Network drive

➢ From the RMS website www.rmson-line.com :

➢   Click Downloads | Click here to download demo

➢   Depending on your browser, save then run the setup.exe

➢   Install to the root directory on the PC or a network drive. This network drive will need to be mapped to all workstations using the same paths for all.

➢   **Leave all defaults** as you continue thru the install and follow the instructions on the screen.

2. Setup Settings

➢ Save the 2 files (DODISK.DAT AND DODISK.IDX) to the data directory of where you just installed the RMS software (i.e. c:\acct_rms\data)- these files are emailed after RMS contract is sent

➢ Using Windows Explorer or File Manager go into the acct_rms\data directory and double click the updtinfo.exe | Update Info | Exit when complete.

➢ Double click the RMS icon on the desktop | click continue (do not need a login/password)

➢ Utilities | System Info | set the communication to "Zilla FTP", label program set to RMS Reporter and laser or thermal printer for the UCC128 labels

➢ Check within System Info that the UCC ID is correct being the GS1# for your company | then exit

➢ From the main menu click EDI Send/Receive | receive | OK | if there is a communication error check your anti-virus, router and firewall to ensure it is

open to RMS and the program Tran_edi.exe found in the \TE_RMS directory. Should you need to open the router to the IP address, use go.rmsftp.com

3. Send in setup request for the retailer(s)

➢ RMS main menu | EDI Send/Receive | Retailer status and setup | Add | fill in the form, the user ID should populate for you | select the retailer from the … (can do a lookup by name or sort the column then find) | check all boxes on the right that are available for the retailer | Send.

QUESTIONS AND ANSWERS

SETTING UP RMS Q&A

Q. Can RMS be installed to a network drive?
A. Yes. The current release does provide for network configuration. Your company's network administrator is responsible for setting up all access to the Network Drives.

Q. RMS is installed to my network drive, how do I get a shortcut on my desktop?
A. **You must create a shortcut to the install directory and point to the \..\menu_rms\menu.exe. Where .. is your install directory.**

Q. Can we use a network printer?
A. Yes you can use a default printer assigned to the network, and set each label for different printers. You can read more about labels in the How To of the Help (Getting Started) section on the RMS main menu after installing the software.

Q. We need to reinstall RMS on the same computer. What should we be aware of?
A. Reinstalling the RMS software will replace all information and label formats with those found on the demo install. Always have a backup before reinstalling. You should at the very least save all *.rtm and *.btw label formats. These formats can then be saved back to the install directory after reinstalling the RMS software. Using old formats not approved by the retailer can result in charge backs from the retailer.

Q. What about my label software?
A. If you are required by the retailer to print UCC-128 carton labels, you have a choice when selecting a label program, the RMS Reporter or

Bartender.
If you ordered the RMS Reporter, it comes with the RMS download. It is automatically installed. If you choose to use The Bar Tender for Windows Software, it can be loaded at any time. The software is needed ONLY if you are required to print UPC or UCC 128 bar code labels and you will not be using the RMS Reporter. Please see your Bar Tender for Windows manual for installing this software. The Bartender software must be installed to c:\btw.

It is very important that you take the time to read the documents listed under the Getting Started section in the Help. On the RMS main menu there is a help button as well as any of the screens, click there then under Main Menu | EDI Getting Started. Start from the first document and work your way down to understand the full process.

SETTING UP WITH A RETAILER FOR EDI Q&A

Q. On the Retailer Setup Screen, when it says 'Your Name' does that mean the name of the company?
A. No, that is asking for the individual's name that is filling in the form.

Q. How long does it take to get a retailer setup to where we can trade documents?
A. Each retailer is different; the average is 7 working days.

Q. I have sent a retailer setup request but on the acknowledgment from RMS it says N/A?
A. This means that we are not trading this document at this time. Please check the Thursday report that you receive every Thursday thru 'mail'. If this retailer is not listed on the Thursday mail, please email patrice@rmson-line.com with the setup request.

Q. How long does it take to get a new document setup or a new retailer setup?
A. A good way to calculate it is to watch its progress on the Thursday reports. The retailer at the bottom of the list was submitted last and will work its way through the list one by one. A rough estimate is 2 weeks.

Q. I need my retailer or document setup now, how can I expedite this?
A. Yes. Send an email to support@rmson-line.com with the retailer to be setup and an EDI contact name, telephone# and email address and ask to have the setup expedited. To expedite the setup is an additional $200 fee.

Q. How do I know if I am setup already with a Retailer in RMS?
A. Every Thursday when a receive is done in RMS we place an updated file in your system. You can access this information from the RMS main menu by clicking on Send/Receive | Status and Setup. You should always monitor this information to make sure each retailer's document status lists correct information. Your retailer will let you know if you should be in "T" or "P" status for any of the documents listed. Most retailers will issue charge backs if you are not in "P" status within a predefined time frame.

Q. Does your company need to send UCC-128 carton labels and how do you get a UCC-128 label format for the retailer?
A. The retailer's routing guide will explain if the UCC-128 is required. The UCC- 128 carton label formats are placed into your RMS mailbox for you to receive the day after a setup request is sent. A normal receive the day after will bring in the label formats. Always get the labels approved with the retailers prior to the first shipment. **You can read the "Working with UCC-128 labels" found in the Help on the RMS main menu under the Main Menu section before using any of these labels on your cartons.**

ADDING UPC'S TO THE RMS CATALOG Q&A

Q. Should I add my UPC numbers into the RMS Catalog?
A. This is up to each company, but it does have advantages. Many retailers send just the UPC number, making it harder to just glance at a PO and know the items description. Adding your UPC numbers into RMS allows the system to update all information as you receive. UPC's listed in the catalog can add additional information, such as color, size and description.

Q. When adding my catalog items, I receive an error?
A. Click OK | Cancel | Exit. Go to Utilities | Settings | System Info | Insert your UCC ID in that field. Then exit out to the main menu and try adding your catalog item again.

Q. How do I know if my retailer requires a color code or size code?
A. Consult the retailer's routing guide.

Q. I entered my items in the catalog, why is the description still blank on the order?
A. If you set up your catalog after receiving an order, it will not insert the description. You must add this info into the items screen in the order manually. Each order received after you set up the item in the catalog should have the description inserted as long as the UPC/EAN # is identical on the order to the catalog set up.

Q. On the order I just received, the case pack is different than what is setup in the catalog?
A. When the order was received, the case pack reflects what was entered by the retailer on the order. The information received from the retailer overrides what is in the catalog. Consult the retailer with the correct case packs. Ask the retailer if it is OK to change the case packs that are on the orders already received.

Q. I already have my catalog information on another system, can't I just import it?
A. If the catalog is in ASCII format you can. Go to: Utilities | Tools | Import/Export | Import Catalog. The format of the file can be found in the Help in the Utilities page under UT.

RECEIVING INFORMATION Q&A

Q. How do I know when to receive?
A. RMS will send an email summary any day new information comes to RMS from a Retailer. RMS picks up in the early morning then at 8:00, 10:00, 12:00, 2:00, 4:00PM CST Monday – Friday.

Q. When I receive every Thursday, I have a bunch of mail. Is this intended for

me and is it important?

A. Yes, every Thursday we send out notices to you for changes in the RMS system and/or notices regarding particular retailers. It is important that you review this mail every Thursday.

Q. On the Send/Receive screen, why are there check marks in the Documents Received box, when I have not received yet?

A. These check marks are from your last successful receive. After you have received, they will be updated with the current day's information.

ENTERING SHIPPING / INVOICING INFORMATION Q&A

Q. Can I enter in an order from scratch if I have a hard copy PO?

A. Yes, but we strongly recommend receiving the EDI PO. There is a greater chance for errors and charge backs when done from scratch and keying the information.

Q. If I changed some fields from the original PO, can I get another PO sent to me?

A. Yes, you may do a PO request from the Send/Receive screen. The server will send you an email when the order(s) are ready to be received.

Q. Where do I go if my carrier is not listed in the Ship Via table?

A. Call the carrier and ask for their SCAC EDI Shipper Code, then add it to the table. If the carrier does not know, please ask the retailer.

Q. Do I have to add an invoice # when sending an ASN (advanced ship notice)?

A. Yes, something other than blank or a 0 must be in the field in order for the RMS program to know that you are ready to transmit the document.

Q. Under 'Items', can I print out UPC labels for the items on this order?

A. Yes, but keep in mind that the system's UPC label is generic. If your retailer is requesting additional information on the label, you need to go into label designer and adjust the 'UPC_#.rtm or UPC_#.btw' and then save under that customer #'s ID, (i.e. 'upc_128.rtm or upc_128.btw' for BBB.)

Q. If my order is not complete, what happens to the items that do not ship?

A. Once you transmit the first shipment, the system generates a backorder of the items that did not ship. It will zero out the invoice field, but will be under the same order and store#. The original shipment will still be in the system also until deleted. To turn off backorders go into Admin | Customers | select the customer | uncheck the Allow backorders box.

Q. How do I delete the orders that are older or if I just want to clean out my order file?

A. Under Utilities | Tools | Maintenance you can delete old orders.

Q. Do I fill in the Qty Boxed column on the items screen?
A. No, the system automatically fills this in for you once you've actually boxed the order.

Q. I am wasting quite a few labels when printing my UCC128 labels on a four per page label when I have a store that is only shipping 1 carton, is there any way around this?
A. If you have several stores shipping for this one PO, you can do all of the boxing for all of the stores, then print the labels. Fill in all of the information, including the boxing, for all of the stores, then on the 'Ucc Boxes and Items' page of the last store, change the print option to by PO rather than the default of by Store and it will print out all of the labels at once. Otherwise, we do have the thermal printer option that prints one label at a time.

Q. Can I reprint just one label if it doesn't print correctly?
A. Yes, you would highlight the UCC carton# that you want to reprint, select BY One, then click on the printer button to print.

Q. If I need to change one of the fields for this label, can I change it in the 'Ucc Boxes and Items' screen?
A. No, you will need to empty the boxes or all boxes first. Then exit back to the items screen and make your changes, then rebox.

Q. How do I know which label goes on which box?
A. You may print out a report from the 'Ucc boxes and Items' screen rather than the label format that will tell you what UCC carton# goes with what item and what quantity.

Automation of data input * Automation Settings

Two very important functions in RMS are the Automation of data input and Automation Settings. With the Automation of data input, data can automatically be inserted for you without manually keying it yourself, saving time and assuring accuracy. This happens at several points in the RMS system, included during the receive, send and input of ASN and invoice data just to name a few. To read additional information on this subject, from the RMS main menu in the Related Topics section in the Help, under Main Menu, click "***AUTOMATION OF DATA INPUT***".

The Automation Settings allow users to limit the number of messages and screens they see during the process that include receiving data, sending data and importing/exporting data. This is designed specifically for users who are integrating their accounting system with RMS, but all users may benefit from the ability to skip certain informative messages. To read additional information on this subject, from the RMS main menu in the Related Topics section in the Help, under Utilites, click "Automation Settings".

A Complete Walk Thru

RMS is here to answer any of your questions related to EDI. If you feel you need a complete Walk Thru on inputting invoice and/or shipping information, RMS can schedule a 30 minute session at a rate of $50.