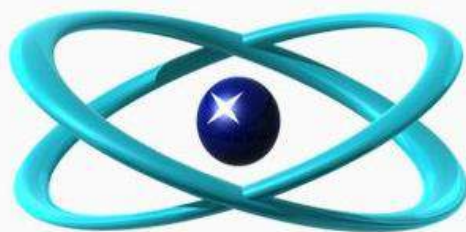


RIMSS, INC.

WinNetStar Release Notes

June 19, 2013



RIMSS WinNet★Star
Advanced Enterprise System

RELEASE NOTES

CRM / Customer

This release of WinNetStar includes our new CRM module. This module provides features to facilitate the tracking and reporting of new sales leads. Users can create CRM Opportunities within the system to document the specifics of a particular sales lead and then use CRM Events to document each specific sales call or other related activity associated with the Opportunity. An Opportunity might be the potential sale of a piece of equipment to a prospective customer. All pertinent information about the Opportunity can be captured such as Customer Information, Dollar Amount, Projected Close Date, Probability of Close and much more. Each time a salesman contacts the prospective customer, the specific information about that contact and the results of that contact can be documented with a CRM Event. Reports can then be generated to display your various Opportunities and their related Events. The CRM Event includes an interface with Microsoft Outlook to facilitate the management and creation of Outlook emails, calendar appointments, tasks and contacts. Data elements within an Opportunity or an Event are highly customizable with numerous re-nameable fields and user defined dropdowns. If you would like a demo or information about pricing for this new module, please contact Bill Young at 972-964-5510.

The main menu item for CRM has been changed to Customer. All sub-menu items that were previously under the CRM menu item are now found under the Customer menu item. The new CRM functionality is now found within the CRM menu item.

The layout of the Customer Master has changed to provide for a more intuitive flow of data entry and review. The Ship To Address tab has been removed. These addresses now appear on the General Tab. The Promotional Pricing Tab and the Account Numbers Tab have been removed. This data now appears on the Details Tab. The section for Customer Notes is now a separate tab and a new tab has been added for Equipment Owned. Clicking on this new Equipment Owned tab will display a list of the Wholegood Master Records for the respective customer. There is also an Add New option on this tab to add other pieces of equipment the customer may own.

Users can now set up a Customer for automatic email of statements. On the Details Tab of the Customer Master you will see a new check box for Email Statement and a corresponding dropdown box that will display all of the customer's email addresses set up in the system. Select one email address to receive the statement. When processing your statements, you will see a new button for Email Selected Statements. Those customers set for email AND selected with a check in the left hand column will be sent their statement via email. The email will include any related invoices if this option is also selected. Emailing Customer Statements requires that the workstation used to process statements has Microsoft Outlook 2010 or later installed and set up to send emails. You should test this process on some internal statements before going live with your customers. Statements that are set up for email can also be printed. When clicking on the Print Selected Statements option, all selected statements will print, even if set up for email. If you do not want to print those that will be emailed, please ensure that they are not checked prior to clicking on the Print Selected Statements option. To email one statement to multiple recipients, create a new customer contact and include multiple email addresses in the email field separated by a semicolon, then select this as your customer statement email address in the dropdown.

A new field for Contact Type has been added to the contacts within the Customer Master, Supplier Master and Employee Master. The Contact Type is a dropdown of user defined values. To add or edit Contact Types, navigate to Company>Enterprise Support Lists>Contact Types. This list is pre-loaded with one Contact Type named Repair Order. A Customer Contact with this Type will be added as the Primary Contact on Repair Estimate and Repair Order documents. (This field on the Repair Estimate/Order was previously populated with the Customer Contact designated as the Primary Contact in the Customer Master). Users can now have a Customer Contact set up as the Primary Contact in the Customer Master but designate a different Contact as the one to display on Repair Estimates/Orders.

Added a new Mobile Phone Number field to the Contacts area within the Customer Master, Supplier Master and Employee Master.

Added a new report to display all Customer Contacts on one screen. To view this report, navigate to Customer>Find>Customer Contact.

Added a + sign to the left hand margin of the Customer List. Clicking on this will expand the screen to display all Contacts for the respective Customer.

General

The Wholegood Master Type of "Service" has been re-named "Other". Wholegoods with this new Type can now be added to the WG Point of Sale documents using the Add Trade In button. When adding a Trade In to a document, the user will now see a lookup of existing WG records and should search for the serial number of the trade in. If the WG master does not exist, the user can click on the Add New option to create a new WG record for that Trade In. This change will greatly reduce duplicate WG records where a piece of equipment has been in the shop and has a WG master created for that repair order, then is later used as a Trade In. In addition, because a WG master is now created at the time a Trade In is added to a Point of Sale document (if it does not already exist), the Trade In WG record can now be selected on a Repair Order before the related WG Point of Sale document is settled.

Added a Customer Master tab to all Point of Sale documents. After selecting the customer, users can go to this tab to view / edit information about the customer.

This release of WinNetStar includes an interface with Microsoft Outlook. Navigate to View>My Outlook to open a new tab for this interface. Click on the Add New Outlook button in the top left portion of your screen to create new Outlook Tasks, Appointments, Emails and Contacts. Users may also use the pre-fetch filters to retrieve existing tasks, emails, appointments and contacts from Outlook. The system will retrieve this data from an existing Outlook client installed on each workstation. MS Outlook 2010 or later is required.

Print Previews now display a new user interface (Ribbon Control) across the top of the screen.

Changed the way Purchase Orders open to improve performance.

Added a new column to the Reconciliation form for Detail Memo. This will display the detail memo from the respective document line.

Added the Supplier Invoice Date to the Financial Info Tab in the Supplier Master.

When using the Print option on a deposit, the header memo is now included on the printed form.

Users can now add attachments to a Customer Receipt document after it has been saved.

Added invoice number to the Reconciliation form.

Purchase Orders now print landscape by default.

Added a check box option to Customer Statements to exclude customers with a credit balance.

Added a Company Preference to Restrict Undeposited Funds to Each Location. To select this option, navigate to Company>Company Preferences and click on the General tab.

Deposit documents can now be printed / re-printed regardless of close dates.

The Pay Sales Tax form now opens blank so that a user can enter a date and click Fetch to retrieve the data.

Corrected an issue on Payments Documents to Employees where the address was not populating.

Inventory

Users can now record Lost Sales of Inventory Items. Navigate to Inventory>New>Lost Sale to open a pop-up used to record this information. The Lost Sale pop-up can be accessed from many places throughout the system. Right mouse clicks on inventory items at point of sale or on the master item list will produce a menu option for the Lost Sale pop-up. In addition, the keyboard combination of Ctrl-Shift-S will produce the pop-up anywhere in the system regardless of which screen you are currently viewing. If the user X's out (closes without saving) an Estimate or Sales Order the system will prompt the user to record the lost sales. Users can also create a custom list of Lost Sale Reasons to assign to each event. To set up your reasons, navigate to Inventory>Support Lists>Lost Sale Reasons. To view the Lost Sale Report, navigate to Reports>Inventory Items>Lost Sale Report. The Suggested Stock Order now has a check box option to "Include Lost Sales in Calculations" which will include any Lost Sales as part of your sales history in evaluating historical demand for an item. Price Book and Item Number are required data fields when recording a lost sale, however, users can also capture a customer name, memo, and lost sale reason as optional fields. The Price Book must be selected from the provided dropdown options; however, the item number can either be keyed in manually, or selected from the provided lookup of inventory items. Finally, the Sales History tab on the Item Master record now includes a column for Lost Sales.

Fill Rate is now calculated and displayed within the Item Master record on the Metrics tab. Percentages for current month and previous 12 months are available. Fill rate is defined as the percentage of customer demand filled from stocked inventory and is calculated on each item as follows: Total Sales less Back Orders divided by Total Sales plus Lost Sales.

Added the following columns to the Item Metrics report to display quantities of:

- Current Month Back Orders
- Current Month Drop Ships
- Current Month Lost Sales
- Past 12 Months Back Orders
- Past 12 Months Drop Ships
- Past 12 Months Lost Sales

Past 12 Month data does not include the current month.

To ensure that users do not miss a critical customer back order, when running the Suggested Stock Order, the system will now display all Customer Back Orders on the Suggested Order screen regardless of the options selected.

Core credits for the same part number and price now consolidate onto one line for printing on invoices.

Corrected an issue with editing pick lists where quantities were reverting back to previous values.

Added new columns to the Item Metrics Report for AFS Dollars, Committed Dollars, and Extended Replacement Dollars.

Added options for turning off the pop-up at point of sale that displays open documents. To turn off these pop-ups, navigate to Company>Company Preferences and click on the Inventory Tab where you will see 3 new check boxes to Show Open Documents (by document type). To disable this functionality, uncheck the box. Similar check boxes exist on the Wholegoods and Service tabs of your Company Preferences.

Added a column to the Item Receipt / Bill document for Inactive Item. This column will have a check box for any item master records that have been inactivated.

Corrected an issue where voiding an invoice was not updating the Eligible Core Report.

Added a new menu item and hot key to display Customer Back Orders. To use the new menu option, navigate to Inventory>Utilities>Suggest Back Orders. The new hot key option is Ctrl-B. Using either of these options will produce a new tab with the Suggested Customer Back Orders and utilizing the existing Suggested Stock Order forms so that you will be able to proceed normally through your review process and create any necessary purchase orders.

Quantities placed on back order on a sales order will now print on the invoice when the sales order is converted to an invoice and settled.

On Estimates, Sales Orders and Invoices, users can now type the customer reference ID (customer number) directly into the customer name field and hit the enter key to select the customer. You can also continue to search for customers in the same manner as before this release.

Added a Save and Print option to Item Receipt / Bill.

Corrected an issue where the Show Documents feature accessed from the inventory item list was displaying some invalid documents.

Added a new column to the Inventory Item list for Last Count Date. This column will display the last date the respective item was included in a physical inventory count.

When searching for a customer from an Estimate, Sales Order or Invoice, the customer lookup now has an Add New menu option. If users determine that the customer does not exist and wish to create a

new customer record, they can now click on this menu option to get a Customer Master pop-up. Entering the customer information and clicking Save and Close, will close the pop-up, close the customer lookup and insert the new customer in the document.

Real time Fleet Charge pricing data is now refreshed automatically when settling an invoice.

The Receiving Report printed from the IR/Bill now includes location and Supplier Reference in the header.

Added a new Company Preference to exclude OEM number from the printed version of the Purchase Order. To select this option, navigate to Company>Company Preferences and click on the Inventory Tab.

Corrected an issue with multiple ship to addresses on Purchase Orders.

Sales

The Wholegood Master Type of "Service" has been re-named "Other". Wholegoods with this new Type can now be added to the WG Point of Sale documents using the Add Trade In button. When adding a Trade In to a document, the user will now see a lookup of existing WG records and should search for the serial number of the trade in. If the WG master does not exist, the user can click on the Add New option to create a new WG record for that Trade In. This change will greatly reduce duplicate WG records where a piece of equipment has been in the shop and has a WG master created for that repair order, then is later used as a Trade In. In addition, because a WG master is now created at the time a Trade In is added to a Point of Sale document (if it does not already exist), the Trade In WG record can now be selected on a Repair Order before the related WG Point of Sale document is settled.

IMPORTANT NOTE: All users must do the following before any Wholegood lookups will work properly: Open a WG Estimate (Wholegoods>New>WG Estimate), click on the Add Trade In button, on the pop up, click on the Restore Layout menu option. You can then x out of the WG Estimate without saving. This will reset ALL of your Wholegood lookups to include the new Type column that is required for them to work correctly.

Wholegood Accounting Codes are no longer required at the time the WG record is created but will be required prior to it being included in any financial transactions. Assigning WG Accounting Codes is now a separate permission that must be assigned to those users you wish to have this ability.

Within the Wholegood Master, there is now a new Report menu option to display the WG Sales Report or Wholegood PM report pre-filtered for that specific Wholegood.

Users can now change the Wholegood Type field in the Wholegood Master from Other to Sales.

The mouse scroll wheel now works on the Wholegood Master List.

Corrected an issue with the Pre-Fetch filters on the Wholegood Sales report. Users can now use the Asterisk to find any matches within the respective data string.

Service

Corrected an issue with the display options on the Service Appointments Calendar.

Corrected an issue where in rare circumstances the user could create repair orders with duplicate time slips when using the Move Service Issue to New Repair Order feature.

Corrected an issue that allowed users to delete a Service Issue with associated time slips.

Added an option to Save Layouts on the Repair Order List.

Corrected an issue on the Repair Order List where the Warranty Customer was visible after the Warranty Type Service Issue was changed to a Customer Type Service Issue.

Payroll

Added a progress bar that displays % complete when the user clicks on the button to Create Payment Documents.

Added features to the data base to enhance the speed of processing payroll.

Added a new option within the Gross Pay Items for payroll to accumulate PTO based on anniversary date vs. calendar year. There is a new field in the Employee Master on the Payroll Info Tab titled "PTO Anniversary". If the option is selected in the Gross Pay Item (Payroll>Support Lists>Gross Pay Items), then the system will accumulate PTO and calculate PTO remaining based on this date.

Added an option to Reset Direct Deposit Check Numbers for use when there is an error in payroll processing and the ACH file needs to be reproduced.