

Welcome!

Welcome to the latest edition of the RBS "Bits & Bytes" Newsletter!

It's hard to believe we are already heading into the holiday season. Personally, fall is my favorite time of year. I enjoy the weather change, the colors, and most importantly the increased time with family and friends.

RBS has been very busy since the last newsletter was sent out. Over the course of this year, we have made strides towards a better Quality Control (QC) system. We understand how important Quality Control is to our clients, and it is our aim to provide the highest level of support for our products and services. We plan to continue to refine our QC efforts and add resources over the next several months.

I would also like to thank everyone who took the time to complete the RBS customer satisfaction survey that was recently sent out. Your feedback is very much appreciated and will help RBS improve the quality of our services.

I hope you all have a wonderful and safe holiday season.

Sincerely,

Jere Warner
President
RATEX Business Solutions
800.417.2839 x4101



The Development group has been working hard to improve VisualRATEX, support new installations, and work with the Support Group to resolve various issues that have arisen over the past few months.

The next release of VisualRATEX, release 35A, has been frozen at RBS and is now in the QC process. During this time, RBS is testing the release in an attempt to ensure that we will be providing a high quality product to our customers.



We expect the 35A release to be available by the end of November. Some of the new features in 35A are listed below, but do not consider this an exhaustive list.

- **Buyback** – the Buyback module has been enhanced to include a number of new and improved features, including:
 - ✓ Enhanced condition code capabilities for defining alternate price
 - ✓ Support for wholesale guides with no supplied ISBN
 - ✓ Ability to add buyback titles on-the-fly, including bogus ISBNs for (Misc, \$1, \$2).
 - ✓ Addressed inconsistent label issues for various comment fields
 - ✓ Integration of text bundles within Buyback
 - ✓ Enhanced data presentation and content for bundles
 - ✓ Consumer verification of bad checks from buyback transactions
 - ✓ Enhanced documentation for all of the above features, plus Condition Code (Clean & Complete) management and Secondary Searches.
- **VisualRATEX LINK** – During the 34A QC process, we identified problems that prevented us from releasing the Link module at that time. We believe that all of the issues are addressed and VisualRATEX Link is ready for release. The VisualRATEX Link module is for customers paying maintenance for the Link module. Turning “on” the Link module in VR requires some setup time with RBS. RBS will begin to open VR Link to the clients that have already submitted a request. This release includes the Canadian Pubnet interface.
- **eBooks** – RBS has completed the coding for (1) the automated returns for the FHEG eBook solution and (2) the Vital Source eBook solution.
- **Web Enhancements** – several enhancements were added in this release to aid the tracking of web products in Text, Trade, and GM.

To learn more about additional enhancements included in this VisualRATEX release, please contact Jessica Sobonya at jsobonya@ratex.com and ask to be included on the “Patch Document / VisualRATEX Help” distribution list.

Additional product developments that are currently available include:

- **Above the Tree Line** – “Above The Treeline” combines daily point-of-sale data from retailers with full-catalog information from suppliers. But that’s only the first step. Above The Treeline makes sense of all that information and presents it in interactive charts, graphs, and reports, so retailers, suppliers, and distributors can analyze the data they need, when they need it.”

RBS has completed the development for the Above The Treeline nightly export utilities. This new application is being beta tested by the University of Connecticut. If you are interested learning more about how to use this new application within VR, please contact sales@ratex.com.

To learn more about Above The Treeline, please visit http://abovethetreeline.com/offer_overview.aspx

- **MITS Report Writer** – “MITS Report is the next-generation, interactive operational reporting environment.” More importantly, MITS is ready to be released to RBS clients! This new interactive reporting tool will benefit RBS clients with different ways to utilize their business data. If you are interested in learning more about how to implement the MITS software, please contact sales@ratex.com

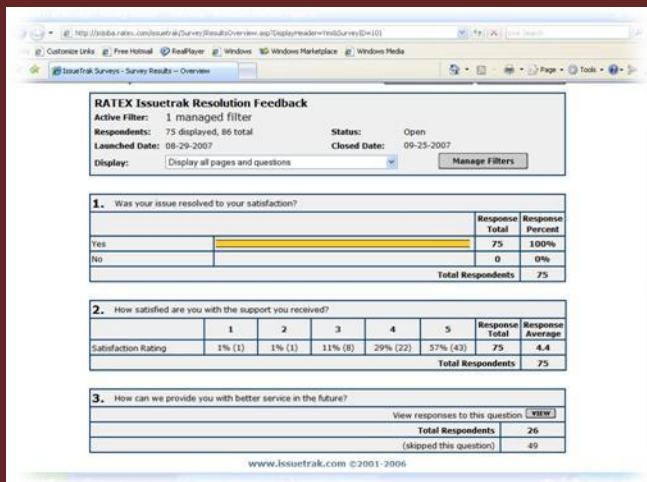
To learn more about MITS report writer, please visit <http://www.mits.com>.

- **CCRA/ICBA** – This application builds Text and Trade data exports for the CCRA/ICBA Dashboard. The software is known as “The Big Red Button” and will be available in the 35A release of VisualRATEX. If you are interested learning more about how to use this new application within VR, please contact sales@ratex.com.
- **CISP** – RBS is continuing to work toward receiving our CISP certification. Encryption of the credit card information in POS is currently available. Please contact Tom Whitmore at tewhitmore@ratex.com to get on the list for the credit card encryption software.



VisualRATEX Support

IssueTrak Surveys



RBS has started to send out a short feedback survey with every third IssueTrak issue that is closed. The survey consists of three short satisfaction based questions posed to gauge your satisfaction with the handling of an issue.

To date, we have sent out 86 Resolution Feedback Surveys, 75 of which have been completed.

Overall, the responses have been positive, with your issues being resolved 100% of the time. Our satisfaction rating, based on a scale of 1 to 5 with 1 = completely unsatisfied, 5 = completely satisfied have an average response rating of 4.4 out a possible rating of 5.0.

On question 3, *How can we provide you with better service in the future?* 26 of you have given us feedback on the issue that was closed or on ideas for better service in the future.

The only way we will improve and provide you the service levels you need is with your feedback. Thank you for taking the time to answer the survey.

If you have any support needs, email Jeff at jmzayicek@ratex.com or call (800) 41RATEX.



Training Workshops In your Neighborhood!



As we prepare our 2008 training calendar, we would like to offer our RBS clients training workshops.

These sessions would be offered in different locations, including the West Coast, Mid West, and East Coast. Possible topics include:

- > VR Basic Training
- > VR Advanced Training
- > UniVerse Admin Training
- > UniVerse Programming
- > Legacy Training

Some webinars we are planning include New

Release Training and IssueTrak training.

We encourage your opinions on the above training sessions as well as suggestions for other training workshops in which you might be interested.

Please e-mail training@ratex.com with your feedback.



New Faces at RBS!

We welcome the following employees to RBS!

New Programmer Analyst

Joe Mattern has recently been hired as a Programmer Analyst. Joe comes with a strong

technical programming background with many years of UniVerse database experience. RBS looks forward to Joe's product development support. His e-mail address is jmattern@ratex.com .

New System Analyst

Dan Goble has been hired to fill a new Systems Analyst position. Dan has years of experience with UNIX and UniVerse administration knowledge. He will be working on hardware installations and support. He will begin at RBS in early December.



Pennant Request

Thank you for sending your college/university pennants to RBS! We are still accepting pennants, and we would be proud to display YOUR pennant in our newly-renovated Training Room. If you would like to send a pennant, please send one that includes your school name, colors, and/or mascot to the following address:

RATEX Business Solutions
C/O Jessica Sobonya
2250 Hickory Road, Suite 10
Plymouth Meeting, PA. 19462



Point of Sale Hardware Maintenance



Did you know that RATEX offers Point of Sale Hardware Maintenance?

All POS registers purchased through RBS come with one free year of depot repair maintenance. When

the year is up, you can have the peace of mind by placing all of your Point of Sales units on one consolidated maintenance program. You can have confidence that when a component fails, we will get you back up and running in no time, for the low price of \$405 per unit per year.

To give you a quick introduction of our easy to use POS Maintenance program, we have broken it down into four easy steps:

- The Client or RBS will enter a POS Hardware Maintenance issue in Issuetrak.
- Ken Ebert, our POS Hardware Maintenance Specialist, will review the issue and determine with you if the issue can be corrected over the phone or if the unit needs to come in for service or be replaced.
- If the unit needs to come in for service or be replaced, an RMA number will be created and the issue will be updated with the information as to what needs to be completed.
- RBS will then update your repair issue with the information regarding what was the issue and how it was corrected. The tracking number and carrier used will also be submitted on return of the component or components.

Please email jmzayicek@ratex.com or call Jeff Zayciek at 800-41RATEX to speak more in depth regarding adding your POS units on our maintenance program.



RATEX Users' Group Fall Update

The RUG Board met this past weekend to review the 2007 annual conference that was held in Boulder, Colorado a few months ago; handle any business issues that the group needed to address; and begin planning for the 2008 annual conference.

The 2008 annual conference is going to be held on the campus of The University of Connecticut at the Nathan Hall Inn & Conference Center (www.nathanhaleinn.com). This facility is located about a block from the UCONN CO-OP which is serving as our host for this meeting. Although you will be getting additional details about this conference later, here are some items that you can put on your calendar and use in budgeting for the meeting:

- **Date – July 19 – 22, 2008**
- **Room rate – \$119.00 with free internet access**
- **Airport – Hartford, CT (BDL)**

The board has met with the hotel about the meeting rooms, meals, and other group needs; and believe that this location will work well for all of our meetings. I would like to suggest that you reserve your room early. This will need to be done by phone (888.693.3062), and you will need to mention the RATEX Users' Group to get our group rate.

Please contact one of the board members if you have any questions or would like additional information about board activities.

Questions or comments about our newsletter?
Contact Jessica at jksobonya@ratex.com.