



“Bits & Bytes”

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Welcome!

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

As May begins, so does the end of the spring semester and the beginning of summer projects. We have a busy summer development schedule ahead of us! Please plan on attending the RATEX Users Group (RUG) meeting scheduled for July in Boulder, Colorado, to learn more about the exciting projects RBS has in development.

I would like to thank everyone who visited us at CAMEX this year. We had a wonderful time seeing you in sunny Orlando, Florida. The show was a great success for the company and for our product, VisualRATEX. For additional CAMEX highlights, please read “CAMEX 2007” in this edition of the newsletter.

As always, thank you for reading and feel free to contact me anytime.

Sincerely,

Jere Warner
President
800.417.2839 x4101

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CAMEX 2007: Thank You for Experiencing the View!



RBS would like to extend our appreciation and gratitude to all clients that allocated time, from their busy CAMEX schedules, to visit with the RBS staff in Orlando, FL. It was a pleasure to see you, exchange meaningful conversations, address your questions, and show you the power and value of VisualRATEX.

This year marked an assertive effort to expand RBS' and VisualRATEX's exposure at CAMEX. RBS took advantage of an opportunity to work closely with various marketing programs offered by NACS. Together, we successfully introduced our new and expanded booth/gateway to VisualRATEX. This initiative demonstrated to the industry that RBS is, and will continue to be, a significant provider in the University bookstore system solution arena.

The tradeshow was a success! RBS had the opportunity to consult with existing clients, meet new prospects, and reinforce continuing relationships with noteworthy prospects. Cheers to all and to the RBS staff for an outstanding showing at CAMEX 2007.

Mario DiMascia, Director of Sales/Marketing

VisualRATEX Updates

Development/Support

Below are some development projects we are working on here at RBS:

- **Issue Trak** – Over the past few months, RBS has adopted a new support management system called *Issue Trak*. *Issue Trak* is a web based issue management system geared toward providing efficient and effective methods for recording, tracking, and resolving various client support requests.

On Monday, April 30, 2007, RBS launched *Issue Trak*. We moved existing tasks into the new system. All new requests will be entered into the *Issue Trak* system. Over the next few weeks, we will be taking time to introduce and train each client on the processes included with *Issue Trak*. Until then, please continue to submit requests, questions, and issues by the methods already established. Once each client is acclimated, this system will provide a faster, more proficient way for RBS to assess and implement your business needs.

- **CISP Certification** – In early April, RBS submitted our audited Cardholder Information Security Program (CISP) certification to Visa for approval. We hope to receive our official certification from Visa in the next couple of weeks. Visa may require changes or additional information to the application. We will know more when we receive their follow up to our request for certification.
 - The POS*Liberty encryption software is scheduled to go live at CU Boulder in late May. RBS will begin scheduling the POS*Liberty patch that includes the new encryption software in June.
 - **Important! The encryption software REQUIRES clients to be on release 10.1 (or higher) of UniVerse.**
 - RBS knows how important this is to our clients to get the certification completed as soon as possible. We are doing everything we can to make that happen.
- **VR LINK** – The VisualRATEX Link module has been completed and is scheduled for release in 34A. This release includes the Canadian Pubnet interface.
- **Above the Tree Line** – The development of this trade book sales export program is almost complete. We plan to test this in May with the University of Connecticut and have it ready for release in 34A.

- **MITS Report Writer** – MITS is in the process of wrapping up the beta release of their web based reporting system. They will have this ready for RBS customers in mid-June. MITS was shown to our customers at CAMEX and was well-received. RBS is very excited about this application and will schedule some webinars in the near future.

Clients Live on VR

We have 16 clients who are live on VisualRATEX:

- April 2005 – Cornell University
- July 2005 – University of Colorado at Boulder
- January 2006 – Brigham Young University-Idaho
- March 2006 – University of Waterloo
- May 2006 – University of Connecticut
- June 2006 – University of British Columbia
- October 2006 – University of New Mexico, University of Minnesota
- November 2006 – Mount Royal College
- December 2006 – University of California, San Diego; Grant MacEwan College
- January 2007 – McMaster University, University of Arkansas Men's Athletics
- February 2007 – Auraria Higher Education Center
- March 2007 – University of Arkansas
- April 2007 – San Francisco State University

Clients Going Live on VR

We have 8 clients expected to go live on VisualRATEX this year:

- June 2007 – Brigham Young University
- Summer 2007 – University of Southern California
- September 2007 - Point Loma Nazarene University
- October 2007 – Oklahoma State University, Aztec Shops
- November 2007 – BookBee Bookstore, East Stroudsburg University, Ryerson University
- December 2007 – **Open**

Important! Timeslots are filling up! December 2007 is still available. Please contact RBS as soon as possible if you would like to consider a December 2007 date.

If you haven't scheduled a VisualRATEX conversion date, please contact Mario DiMascia at madimascia@ratex.com.

If you are interested in learning more about VisualRATEX, please view our web site at <http://www.ratex.com/visualratex/> or contact sales at sales@ratex.com.

U2 Certification

RBS is happy to announce that three members of the RBS team have passed the IBM UniVerse certification test. This certification will allow RBS to provide 1st level UniVerse support to our customers. Additional information will be available soon regarding how U2 certification will benefit our customers.

New Faces & Open Positions at RBS!

New Faces

We have several new faces joining the RBS Team:

Sales/Marketing - RBS would like to welcome Amitava Mitra to the team! Amitava has worked in the college bookstore industry since he was a freshmen at the University of Missouri at Columbia. He began as a student employee in the Textbook department. After graduating, he has managed bookstores in Missouri, South Dakota and Illinois. He has worked in institutional bookstores, leased store operations, and privately owned bookstores. Understanding these varied operating styles will allow him to make a strong contribution to the RBS team.

For the past seven years, Amitava worked at Sequoia Retail Systems as VP of Sales. He wore many hats, including Product Developer for Textbook and Wireless Applications.

Ami will be working closely with the Retail Alliance (RA) supporting the various vendor program offerings as well as assisting in RBS sales.

Office Manager - RBS would like to welcome Denise Kobylarz to the team! Denise comes to us with several years of office administration and customer service experience.

Denise will be working for both the Retail Alliance and RBS. For the RA, she will help organize the PACT meetings and provide administrative support to the RA. For RBS, Denise will be taking over the accounting duties and general administrative support in the office.

Open Positions

We have several open positions that we are looking to fill:

“QC” Support – RBS is actively looking for someone to work exclusively with “QC” (“Quality Control”) support in VisualRATEX.

Technical Programmer/Analyst – RBS is actively looking for a technical programmer and hardware specialist.

VisualRATEX Training

Web Classes

RBS is pleased to announce a new series of Web Classes. The first class in the series is “The Fundamentals of VisualRATEX Report Generator.” Subsequent classes are undergoing consideration. Possible topics include “Advanced Report Generator” and “Universe Dictionaries”.

The goals for “The Fundamentals of VisualRATEX Report Generator” are:

- 1) To familiarize the student with the fundamental concepts of the VisualRATEX Report Generator.

- 2) To allow the student to navigate and understand the fields of the VisualRATEX Report Generator.
- 3) To generate basic reports from the VisualRATEX Database using the Report Generator.
- 4) To export VisualRATEX data to Microsoft EXCEL using the Report Generator.

The class will last approximately two hours. Size is limited, so please register early.

If interested, a custom Web Class can be designed to meet the individual requirements for you and your staff.

To register or inquire about a class, e-mail training@ratex.com or call (610) 828-8630 x4118.

RATEX Users' Group Meeting Notice

Attention all RATEX users!

This year's RUG conference will be held on Saturday, July 21st – Tuesday, July 24th 2007 in Boulder, Colorado.

If you are planning on attending the RUG conference, you need to make your hotel reservations **as soon as possible**. The room block that has been established with the hotel will expire on June 21, 2007. After this date, reservation requests will be accepted on a space-available basis.

Hotel reservations can be made using a method listed below. Please identify yourself as part of the RATEX Users' Group to receive your hotel discount.

- **On-line:** <http://www.millenniumhotels.com/boulder> (Enter the group code RATEX where prompted.)
- **E-Mail:** You may e-mail your reservation request to millboulderres@mill-usa.com
- **Fax:** You may fax your reservation to 303.443.1480.
- **Telephone:** You may call the hotel toll free at 303.443.3850.

The hotel rate for this meeting is \$115.00 per night plus tax. Current taxes on hotel guest rooms are 10.25%.

For questions about RUG, contact Jeff Zayicek at 800-417-2839 x4107 or email him at jmzayicek@ratex.com

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If you have any questions or comments about the newsletter, please send them to Jessica at jsobonya@ratex.com.