

## Welcome!

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

### ***Feder ist hier! (Spring is here!)***

My daughter is studying German this year and I have been able to learn a few phrases. I don't plan on speaking German fluently anytime soon, but it is an intriguing language.

As you will read, RBS has been extremely busy since the last newsletter. New sales, new client installations, VR upgrades with existing clients, and development of several major new software applications are some of the many projects that are filling our days.

The 36A patch of VisualRATEX has morphed itself into a major release. Not only is it full of new applications, but it requires a POS and AvRad upgrade as well.

The 36A patch will include: Accounts Receivable with new POS integration, GL Report Writer, GL Budget, Order Fulfillment, Benchmarking software, and Document Imaging. We also hope to include the new Open To Buy (OTB) software as well as cascading want-lists.

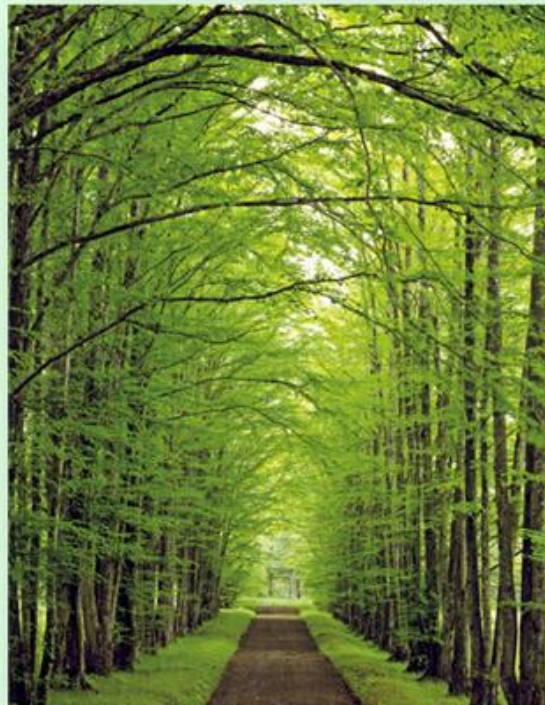
You can read more about the 36A release in the Development section of the Newsletter.

As a bonus, RBS has also begun the development of an exciting new ecommerce solution that will be fully integrated with VisualRATEX. There will be time at this year's RUG conference at UConn to see this exciting new application.

### ***Hoffnung, Sie an zu sehen RUG! (Hope to see you all at RUG!)***

Sincerely,

Jere Warner  
President  
RATEX Business Solutions  
800.417.2839 x4101



## Development

The Development group has been working hard these past few months to improve VisualRATEX, support new installations, and work with the Support Group to resolve various issues. Here are updates on several projects that we are working on:

### CISP Update

Many acronyms are floating around concerning credit card security. With the various terms, there is, understandably, a lot of confusion. Below is some information about CISP and where we are in obtaining CISP certification.

#### ***Who is responsible for what certification?***

RATEX is responsible to obtain the **CISP PABP** certification, and we are in the final phase of this process. Any organization that accepts, and stores, credit cards is responsible to obtain **PCI DSS** certification. For our customers to obtain PCI DSS, RATEX must obtain CISP PABP certification.

RATEX is thrilled that we have completed our final CISP PABP audit for this year. We elected to hire an outside auditor to perform the audit, to provide you with the confidence that we meet the CISP PABP requirements. Our auditor has completed the paperwork and has submitted the paperwork to VISA. You have the choice of self-certifying or hiring an outside auditor as we did. You should check with your university to see if they have a campus wide audit mechanism in place.

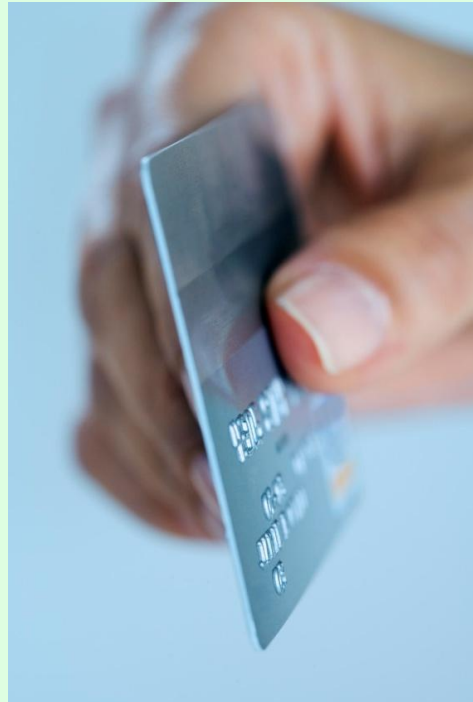
#### ***Why is the auditor only submitting paperwork with VISA?***

VISA is the leader of credit card security and is the most demanding in this area.

#### ***What is the difference between CISP and PCI?***

CISP is VISA and PCI is the industries standards committee for credit card security. In a few months, CISP will disappear and everyone will need to meet PCI requirements. All CISP PABP certifications will transfer to the PCI equivalent. Next year, everyone will be required to meet different PCI standards. The certification process is an annual process.

Each of our customers is responsible for obtaining their PCI DSS certification. RATEX is committed to help you in obtaining your certification. RATEX can provide guidance, and suggestions, as part of a professional service. RATEX cannot certify you, or make you PCI DSS certified. Our software is only one piece of the PCI DSS certification. As part of our CISP PABP certification process we created a document to help you in obtaining your PCI DSS certification. We will be distributing this document you sign the SRS for your data encryption. Please feel free to contact RATEX for support as you go through your PCI DSS certification.



### POS\*Liberty Encryption



The purpose of the encryption software in POS\*Liberty is to ensure that no credit card and/or campus card information is ever written to disk or transmitted "in the clear", i.e. without being encrypted.

The encryption software has recently been rewritten as Version 2 (known internally as "ENIGMA") to make it easier to install and use, more comprehensive, and more resistant to error or tampering. The encryption software is being included in POS in new customer installations, and is available to be retrofitted in existing customer software.

Current clients running encryption "live" include Cornell, USC, University of Colorado (Boulder), BYU (Idaho), Kutztown, and Wake Forest. Several additional clients have it installed and are running in "test" mode prior to going live with encryption. These include San Francisco State University, University of Minnesota, University of Arkansas, Fullerton College, and University of Illinois (Chicago).

The encryption software has been approved for certification according to CISP/PCI standards, assuring complete protection of clients' customer data.

### 36A Patch



We are finalizing the next release of VisualRATEX, release 36A. We have been working very hard to add new features and functionality to this release of the software. Prior to releasing 36A to our customers, the software will go through an internal QC process to try to ensure that you receive a solid and functional product.

We hope you had an opportunity to check out the presentations at CAMEX that highlight the new features:

- **General Ledger Report Writer** – the GL Report Writer is in beta test right now. Those testing GL Report Writer are telling us that this blows the doors off our Legacy version and we have a tool to convert Legacy reports over to VisualRATEX.
- **GL Budget** – the GL Budget is being moved to VisualRATEX in the 36A release. We plan to add more advanced features in a future release.
- **Benchmarking** – We are in the final testing phase with several customers.
- **Accounts Receivable** – Accounts Receivable in VisualRATEX is in the final phase of internal review. This application is a complete rewrite and requires updates in VisualRATEX and POS. Accounts Receivable has many new features.
- **Document Imaging** – Document Imaging is a new product that will allow clients to view and scan invoices and other related information at the click of a button. This product has been developed and has been incorporated into the base.
- **Order Fulfillment** – Order Fulfillment will allow clients to manage sales orders for all merchandising modules. The system can work in standalone mode, or you can automatically process Internet orders from your web site. Either way, the orders are processed through the POS system. We are currently beta testing Order Fulfillment in a standalone mode and plan to start testing the Internet portion shortly.

- **Open To Buy** – Open To Buy is an exciting new product that we are planning to add to our product base. While not promised to be included in 36A, we are in the process of beta testing Open To Buy and we hope to include it in the next release of VisualRATEX.
- **AVRAD 740** – The new version of AVRAD addresses many VR functionality and performance issues. This upgrade also provides the necessary tools to automate Web order processing.

### 35A Patch Update

After several installations, we discovered a problem with VR Link. We have resolved the problems, tested it at several sites and we have started installing the fix on our customers that are on 35A. In addition, we are installing 35A at our other customers as their schedule permits.

**\*Important\*** Once we install 35A or the Link fix, the old version of Link will no longer work. We will work with you to configure and test the new Link right after upgrading you to 35A.

We apologize for the inconveniences caused by this delay, but we wanted to make sure you receive the best product possible.

### Support

#### Physical Inventory is Coming!

In preparation for Physical Inventory this year, we are planning a free one-hour webinar session. This webinar is *not* a training course; it is a review of how the Physical Inventory module works in VisualRATEX and how you can better prepare yourselves for this year's Physical Inventory.

The webinar will be available on two dates:

**Thursday, May 29, 2008 at 11:30 EDT**  
**Thursday, June 12, 2008 at 11:30 EDT**

An e-mail will be sent at a later date with additional information regarding the free webinar session.

If you would like to attend a webinar session, please contact Jessica Sobonya at [jksobonya@ratex.com](mailto:jksobonya@ratex.com) or Jeff Zayicek at [jmzayicek@ratex.com](mailto:jmzayicek@ratex.com).

In addition to the webinar, a special Knowledge Base article detailing Physical Inventory preparations and procedures has been added to the IssueTrak Knowledge Base. Please [click here](#) to view the Knowledge Base article.

### Clients Live on VisualRATEX

Since the last newsletter, we have had several clients go live on VisualRATEX. They are:

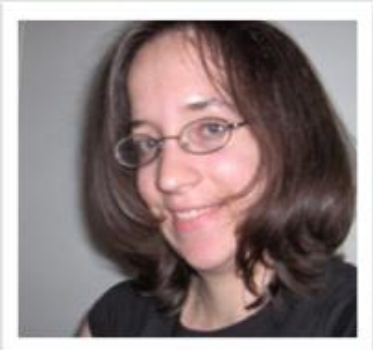
- Brigham Young University – BYU (May 2008)
- Kutztown University – KU (April 2008)
- Point Loma Nazarene University – PLNU (April 2008)
- Wake Forest University – WFU (March 2008)

We are pleased to welcome these clients to the VisualRATEX family!

## Employee Spotlight!

The Employee Spotlight section profiles some of the people and projects that make RBS a success. The "Employee Spotlight" provides an insider's view of working at RBS.

**Name:** Jessica Sobonya  
**Position:** Technical Writer  
**Years at RBS:** 2



Jessica works at RBS as a Technical Writer. Her main responsibility at the company is writing and editing VisualRATEX's Help documentation. In addition, Jessica is also in charge of putting together a user-friendly Patch Document for each of the VisualRATEX Patch upgrades, editing and compiling the RBS Newsletter, and maintaining the IssueTrak Knowledge Base.

"I love my job!" Jessica says. "It can be demanding at times, but I have learned so much in the two years I have been with the company. I look forward to learning more about VisualRATEX and helping clients understand the product through my documentation."

To contact Jessica, e-mail [jksobonya@ratex.com](mailto:jksobonya@ratex.com).

**Name:** Ken Ebert  
**Position:** Support Analyst  
**Years at RBS:** 1



Ken works at RBS as a Support Analyst and Hardware Maintenance coordinator. His main responsibility is supporting clients with issues relating to the VisualRATEX software. He is one of the friendly voices you hear on the phone when you have an issue with Buyback, Physical Inventory, or other issues relating to VisualRATEX and POS hardware! Ken strives to make sure you receive great customer service and to resolve your issues quickly and efficiently.

"Our clients are great!" says Ken. "I truly enjoy speaking with all our clients. They are easy to speak with, and are great to work with as well. I will have to say I have learned a lot about the bookstore business, and our software in the last year."

To contact Ken, e-mail [kebert@ratex.com](mailto:kebert@ratex.com).

### **New Faces at RBS!**

Please welcome the following employee to RBS!

#### **Ecommerce Specialist**

Please welcome Mike Smith to RBS! Mike comes to RATEX with 14 years of ecommerce development experience, in addition to consulting and management experience. Mike is an ASP.net programmer with extensive knowledge of SQL database design, development, and integration. He will be in charge of developing the VisualRATEX ecommerce solution, a very exciting piece of the VisualRATEX software.

Welcome, Mike!

To contact Michael, e-mail [msmith@ratex.com](mailto:msmith@ratex.com).

### **RATEX Users' Group (RUG) Conference**

**RATEX Users' Group (RUG) Conference**  
**Storrs, Connecticut**  
**University of Connecticut**  
**Saturday July 19 Through Tuesday July 22**

The RUG Board invites you to experience and participate in this year's RATEX Users' Group conference being hosted by the University of Connecticut in Storrs, Connecticut. The conference kicks off with registration on Saturday, July 19, 2008 and ends with the RUG Group business meeting on Tuesday, July 22, 2008. Sunday through Tuesday are filled with RBS and RATEX user educational presentations to help you make the most of your RATEX product. This conference is a wonderful opportunity to network and share ideas face to face with other fellow RATEX users, to ask questions of the RATEX staff and to learn about the latest functionality being offered by RATEX. Also, this is the perfect time to meet and establish ties with the newest RATEX users. Please do not miss this opportunity to succeed!

Conference packets were mailed out Friday, May 9, 2008. If you have not received one please email Sandie Sears at [ssears@ucsd.edu](mailto:ssears@ucsd.edu).

The RUG board is interested in your feedback regarding the annual RUG meetings held at different locations each summer. Please take a moment and fill out the survey attached. Your comments are important to us to ensure that the annual RUG meetings are a benefit to all RATEX users. Thank you for your time and cooperation. Please return your surveys to Sandie at her fax number: 858-537-5099 by May 31<sup>st</sup> so that the results can be compiled in time for the annual meeting on July 19<sup>th</sup>.

Questions or comments about our newsletter?  
Contact Jessica at [iksobonya@ratex.com](mailto:iksobonya@ratex.com).