



“Bits & Bytes”

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Welcome!

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

I know this newsletter is landing in your inbox during a very busy time of year. I hope you will be able to take a few minutes and read through all the communication updates we have for you.

I want to thank everyone who attended the 2007 RUG conference in Boulder, CO. CU Boulder was a great host and the various user presentations were excellent. It is always exciting to learn how our clients use VisualRATEX to meet their daily business needs.

Personally, I enjoyed the opportunity at RUG to share the positive momentum that RBS and VisualRATEX are experiencing. The entire meeting was filled with an aura of positive energy. For those who did not attend RUG and would like to schedule some time with me to review the RBS Company update, please send me an email and we will get a webinar scheduled.

Good luck with fall rush and remember: August is not only the month that the students return, it also marks the beginning football season!

Sincerely,

Jere Warner
President
800.417.2839 x4101

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Development/Support

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

- **CISP Certification** – RBS recently received feedback from Visa on the audited Cardholder Information Security Program (CISP) certification that we submitted for their approval. Visa has asked RBS to make two adjustments in order to be fully compliant. We are working on the two adjustments now and will resubmit our certification to Visa as soon as possible.
 - The POS*Liberty encryption software is now live at CU Boulder and is ready for client installation. If interested, please contact Jeff Zayicek or submit an issue via IssueTrak to get on the schedule for the POS*Liberty credit card encryption software.
 - **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.
- **IssueTrak Surveys** – Shortly, RBS will be implementing a short survey in IssueTrak that will help us gauge customer satisfaction and discern areas of improvement. You will have the option to fill out the survey and submit it to us. Although the survey is optional, we recommend that you fill it out so we can learn from each other and help resolve issues more effectively in IssueTrak. Thank you in advance for your cooperation!
- **VR LINK** – The VisualRATEX Link module is being released in the VisualRATEX 34A patch for customers paying maintenance for the Link module. Turning “on” the Link module in VR requires some setup time with RBS. Currently, the Link module is being beta tested by a VR client. Once the beta test is satisfactory, RBS will begin to open VR Link to the clients that have already submitted a request. This release includes the Canadian Pubnet interface.
- **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 the 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! MITS was recently demonstrated to our customers at RUG and was well received. It was easy to see how this new interactive reporting tool will benefit RBS clients with different ways to utilize their business data. If you are interested learning more about how to implement the MITS software, please contact sales@ratex.com.

To Learn more about MITS report please visit their web site at <http://www.mits.com/products-mitsreport.htm>

- **Order Fulfillment** – The RBS Development Team is close to finishing the beta release for Order Fulfillment. The alpha release was demonstrated at RUG. RBS is pushing to have a beta release available by end of September.
- **eBooks** – RBS has completed the coding for (1) the automated returns for the FHEG eBook solution and (2) the Vital Source eBook solution. The changes for both of these projects have been installed at Cornell University for beta testing. They will be ready for general release the week of 8/20/07.



Clients on VR

RBS has 17 clients who are live on VisualRATEX, the most recent being the University of Southern California (USC) at the end of July 2007. We are pleased to welcome Director Dan Archer and the rest of his team into the VisualRATEX family!

We have a number of clients who are scheduled to go live within the next six months.

Important! Timeslots are filling up for 2008! If you haven't scheduled a VisualRATEX conversion date, please contact Meighan Martin at mmartin@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.



New Faces/Positions at RBS!

We have a number of new positions and changes happening at RBS!

Mark Baumann-Erb

RBS would like to congratulate Mark Baumann-Erb on a new work venture outside of the company. Mark has been with RBS for 13 years as a Senior Programmer Analyst. Mark has agreed to continue to work with RBS on a long-term contractual basis. We wish Mark the best with his future endeavors!

New Director of Development!

RBS is happy to announce that Tom Whitmore, a current RBS employee, has accepted the open position of Director of Product Development. Tom will be responsible for RBS software development for all product lines and the day to day management of the development team.

New Programmer Analyst

RBS would like to welcome Norm Bombardier to the product development team. Norm comes to RBS with eight years of programming experience in AvRad, our development environment, in addition to UniVerse experience. RBS is excited about the addition of Norm to our staff!

New Installation Manager/Quality Control Analyst

Great news!! RBS would like to welcome back Kris Harris to the RBS team. Kris was an RBS employee from 1996 to 2005, and will rejoin the RBS as a full time employee in early September as the Installation Manager and Quality Control (QC) Analyst. Kris will also help the support group as needed. It won't take Kris long before she is deeply involved again servicing the RBS customers. Kris will be based out of her home in Colorado. Welcome back, Kris!

Future Quality Control Analyst

As some of you may know, Ralph Edwards is retiring from the University of Connecticut, and moving to sunny, Santa Cruz California to be with his wife, Barbara, in January 2008. RBS is pleased to announce that Ralph will continue his vast experience in our industry by working for RBS as a Quality Control (QC) Analyst, starting sometime in February 2008.

Ralph has worked as the CFO/Controller at the University of Connecticut Co-Op for 24 years, 23 of those years on our RATEX software. Ralph has a strong background with VisualRATEX accounting; he will assist clients with their accounting needs in addition to joining the Quality Control (QC) team.

Open Positions

RBS has the following open full time positions available:

Technical Programmer/Analyst

.NET Web Programmer

If you know of anyone interested in working for RBS, please have them contact Jeff Zayicek at jmzayicek@ratex.com.



Sales Updates

Let me begin this update by reiterating my message to the entire RBS client and user base which was offered at the 2007 RUG conference:

On behalf of RBS - Thank You!

- 1) For your willingness to be consulted as references.**
- 2) For being the best and challenging clients.**
- 3) For your unfettered support and dedication.**

Without you, there would be no RBS or VisualRATEX solution.

If our first quarter is any indication of the year ahead for RBS sales, we're in for a busy and exciting time. The past six months have offered the RBS sales team an unprecedented opportunity to participate in many RFPs and onsite presentations for bookstores searching for a new solution. These opportunities, and the VisualRATEX product, have positioned RBS in a dominant position in many of the opportunities.

Our most recent accomplishments have been the signing of Fullerton College Bookstore (Fullerton, CA) and the announcement by Appalachian State University (Boone, NC) to purchase the VisualRATEX solution. Both institutions embarked on extensive RFPs and onsite demonstrations to review and evaluate the various solutions in the industry. In both cases, RBS and VisualRATEX competed with a majority of the solutions offered within our industry and came out on top. We're extremely proud of this fact and we'll continue to strive to be the best.

Thank you, and I'll see you on the road.

Mario DiMascia

For more information about sales, please contact Mario at madimascia@ratex.com.



Show Your Colors!



We are renovating our office in Plymouth Meeting! We are requesting YOU to send us pennants/banners that include your school name, colors, and/or mascot. The pennants will be proudly displayed on the walls of our Training Room. If you would like to send a pennant, please mail one to the following address:

RATEX Business Solutions

C/O Denise Kobylarz
2250 Hickory Road, Suite 10
Plymouth Meeting, PA. 19462



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.



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