

BUSINESS
MANAGEMENT
SOFTWARE



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ORDER ENTRY - FREQUENTLY ASKED QUESTIONS

CAN I PRINT AN INVOICE IF I HAVE NOT JOB COSTED AN ORDER?

Yes. A Customer Invoice may be printed at anytime after you have entered the Customer Order. This document, however, will be referred to as an Acknowledgement (by default) until the time of JobCost unless you have changed Private Parameters, Invoice, Invoice Heading to the selection that says "Always Invoice" or unless you enter a specific invoice date during printing.

Invoice Heading

Invoice / Acknowledgment Always Invoice Letterhead

DO I HAVE TO ADD A LINE FOR EACH PIECE OF MATERIAL OR ITEM THAT THE CUSTOMER IS PURCHASING?

If you track each item individually in inventory, then YES, you must enter a separate line on the customer order for each inventory item purchased. If you are selling something that you do not have entered into your Inventory database, you may simply enter the selling price in the "Misc" field on the order.

HOW DO I UN-ASSIGN A LINE ON A CUSTOMER ORDER?

- 1.If the invoice has NOT been JobCosted, do the following to un-assign a line.
- 2.Open Order Entry.
- 3.Click File, Customer Orders and search for the appropriate invoice.
- 4.Click the Edit icon.
- 5.Click on the line you wish to un-assign.
- 6.Change the status of the line from Cut to None.



Frequently...Asked Questions

ACCOUNTS PAYABLE - FREQUENTLY ASKED QUESTIONS

WHAT A/P INVOICES DO I ENTER DIRECTLY INTO THE ACCOUNTING MODULE?

Once you are up and running in accounts payable, the only invoices you should enter directly are non-inventory items such as your electric bills, phone bills, etc.

WHAT DATE DOES THE SYSTEM USE TO POST MY PAYABLE INVOICES TO THE G/L?

The payable will be posted according to the invoice date.

HOW DO I CLOSE OUT THE MONTH FOR MY ACCOUNTS PAYABLE?

If you are running the G/L in RFMS, closing the journal will close out the A/P file for you. If you are not running the G/L, you should decide on a date on which the A/P module will be closed and allow no one to use that month's date again.

HOW DO I ENTER A DEBIT MEMO IN A/P?

First, enter a negative invoice. Next, when you are ready to take the credit, flag an invoice that has an amount due along with the negative invoice. RFMS will figure the difference and print the check for the correct amount.

WHAT INVOICE NUMBERS SHOULD I USE FOR PAYABLES THAT HAVE NO INVOICE NUMBERS?

Payables such as utility bills and loan payments usually do not have invoice number. In general, you may use any invoice number you wish. One possible method of assigning invoice numbers would be to use the year and the month for which the invoice applies. Enter the year designation first. This method will assist you in sorting and searching at a later time.

WHAT IS THE TRANSACTION DATE THAT SHOWS ON THE A/P INVOICES?

The transaction date is the date the invoice was entered into RFMS.

WHY ARE THERE INVOICES IN A/P THAT HAVE INVOICE NUMBERS STARTING WITH SC?

When you enter a handwritten check into the check register through bank transactions, the system will automatically create an accounts payable invoice. Doing so creates an audit trail. The invoice is created in A/P and immediately marked as paid (you are entering a handwritten check). While entering the check into bank transactions, you have the option of entering an A/P invoice. If you leave this field blank, the system will assign an invoice number for you, beginning with the letters SC. SC stands for Single Check.

I WAS ENTERING INVENTORY THROUGH THE COST ROUTINE AND ACCIDENTLY CANCELLED OUT OF THE PAYABLE. WHAT DO I DO?

If you cancelled the posting of the payable, you can manually post that invoice through the A/P module. It is recommended, however, that you be extremely cautious when doing so. Be sure that the amount you enter into the A/P module equals the total of the inventory you just costed. If there is a difference, you may have difficulty reconciling inventory through the G/L. Verify that you have coded the invoice amount to the Inventory Account Code.

Did you know?

Terry L. Wheat, president and CEO of Wheat's Carpet One In Tuscaloosa, AL and President and CEO of RFMS, Inc., a key flooring industry software developer, was inducted to the WFCA Hall of Fame at a reception and ceremony in conjunction with the WFCA Annual Meeting and Board of Directors meeting in Chattanooga, TN on April 30, 2008.

For the rest of this press release, visit <http://www.rfms.com/NewsAndEvents/NewsCoverage.aspx>.



Frequently..Asked Questions



BANK TRANSACTIONS - FREQUENTLY ASKED QUESTIONS

HOW DO I SET UP A NEW CHECK REGISTER?

To set up a new check register, first you must go to the Accounting Module. Click File, Banking , New Register. Enter the G/L Account Code for your new check register. Click the F8 button for a listing of chart of accounts. Click OK when you are done.

Account Code for Checking 0000 F8

OK Cancel

HOW DO I CHANGE FROM WORKING IN ONE CHECK REGISTER TO ANOTHER?

From the Accounting Module, select File, Banking. Click Add/Edit Checks a list of all check registers will display. Select the Check Register you want to work in and click the OK button.

Select Checking Account

Checking Account
0100 SAVINGS
0200 CHECKING

OK Cancel

MY CHECK REGISTER WILL NOT RECONCILE WITH MY BANK STATEMENT. WHAT SHOULD I LOOK FOR?

- The beginning balance was never entered.
- The beginning balance was incorrect.
- Checks or deposits have been marked as "clear" that are not on your statement.
- Checks or deposits are still in an open status in your system but have cleared your bank.
- Bank charges were not entered into the check register.
- Checks have been voided in the system, but cleared your bank.
- Bank transfers not entered.
- Check was entered in the system for one amount, but cleared the bank for another.
- Handwritten checks were not entered.



- TRAINING
- CONSULTING
- CERTIFICATION

Frequently...Asked Questions

E-COMMERCE - FREQUENTLY ASKED QUESTIONS

WHAT IS B2B E-COMMERCE?

B2B E-Commerce is defined as a method of doing business electronically between a supplier and a dealer using the internet. RFMS E-Commerce allows you to receive your product catalogs, advance ship notices and supplier invoices electronically through the internet, B2B E-commerce also allows you to send your purchase orders in real time and receive electronic acknowledgements back directly through the RFMS System. By sending and receiving documents electronically, you are able to process critical business documents in a faster, more efficient and accurate manner.

WHEN USING B2B TO IMPORT PRODUCT INFORMATION, WHAT IS THE TYPICAL IMPORT TIME?

There are two steps to this process. First, you will import product information from the vendor into the B2B download screen for product/price verification. Next, you will import products you select into your RFMS Products file. This process will typically take anywhere from 5 minutes to a few hours depending on the size of the file you are attempting to import.

WHAT ARE ASN'S?

ASN's are Advance Shipping Notices (the B2B equivalent to a Bill of Lading). These will be sent to you on the day that your goods are shipped from the mill. In addition, on the days goods are shipped from the mill, an invoice for the goods shipped is also sent to you.

HOW LONG DOES IT TAKE TO SEND A PURCHASE ORDER THROUGH TO THE MILL AND RECEIVE A RESPONSE?

It takes anywhere from 30 seconds to a few minutes upon sending the purchase order to receive a status update. You will receive a status of either Accepted, Rejected or Backordered.

DO I STILL HAVE CONTROL OF MY PRODUCTS FILE IF I CHOOSE TO USE E-COMMERCE?

You have complete control over your products file. You will have ultimate control over when your products file is updated and products are imported. You can choose to automatically update the products or you can update them manually on an individual basis.

WHEN I HAVE A QUESTION ABOUT E-COMMERCE, WHO DO I CALL?

Call the RFMS Help Desk at 1-888-215-8665 and ask to speak to an E-Commerce team member.

HOW DO I GET STARTED USING B2B?

You can call an E-Commerce team member at 1-888-215-8665 or you can email B2B@rfms.com. The setup process takes approximately 5-7 business days.



Overview

In recent years, the Web has revolutionized the way companies conduct business. Today, many companies rely on the Internet to support much of their sales, customer service, back office and supply efforts. With the right software solution and training, web based E-Commerce (EC) solutions allow both small and large companies to slash administrative transaction costs, increase accuracy and speed and boost customer service.

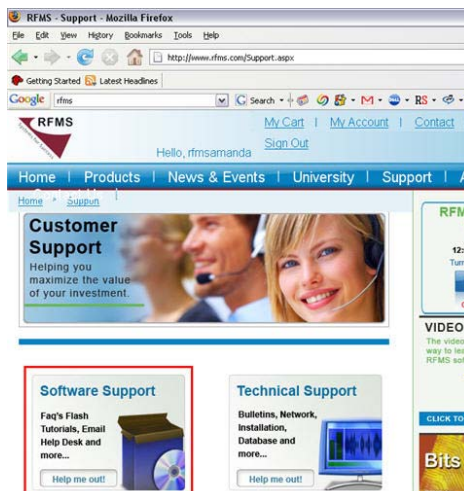


RFMS...Access Codes

You are now able to generate your own access codes from the RFMS website. Previously, you were required to call in to our Support department and give an access code count number to receive your access code. RFMS has streamlined this process and you may now sign on to our website at any time to retrieve your access codes. However, you must be an active client, which means you are actively paying your maintenance fees. In addition, you will be asked to give your name and reason of access code on the website. If you are not an active RFMS client, you will not be allowed to sign in to the Support section of our website.

See the following instructions for logging on and locating the Access Code Generator.

1. Go to www.rfms.com.
2. Click Sign In tab.
3. Enter your user name and password.
4. Click the Sign In button.
5. Click the Support tab.
6. Next, click the Software Support tab.
7. Next, click on the Access Codes button.

A screenshot of the 'Access Code Request' form on the RFMS website. The form is titled 'Access Code Request' and is divided into two main sections: 'Your Company information:' and 'Access Code information:'. Under 'Your Company information:', there are input fields for 'Login ID' (pre-filled with 'ACarpetCompany'), 'Your Name', 'Company Name', and 'Phone Number'. Under 'Access Code information:', there are input fields for 'Access Code' (with a note '(0-255, from access code window)'), 'Count', and 'Purpose of Access Code Request'. A 'Submit' button is located at the bottom of the form.

9. Enter your Name and Company Name.
10. Enter the Company Phone Number.
11. Next, enter the Access Code Count number (this is available on the RFMS screen that requires an access code).
12. Next, enter your purpose for the the access code request (i.e. Inventory Fix, Open G/L., etc..)



IMPORTANT NOTE:

If you do not know your username and password, please contact your system administrator for that information.

Educational... Opportunities

RFMS WEBINAR - FREQUENTLY ASKED QUESTIONS

RFMS announces an exciting new training forum, the Webinar.

RFMS Webinar's are online seminar programs sponsored by [www1.gotomeeting.com](http://www.gotomeeting.com) that allow you to learn about specific RFMS topics without ever leaving your desk. Using RFMS Webinar is a cost effective way of utilizing the training staff at RFMS.

The following are some FAQ's about GoToMeeting.

How does it work?

You will log onto a website that allows you to see live the trainers presentation. There is also a conference center phone number to call for the audio portion of the meeting.

How can I take part in a webinar?

Sign up for the webinar on <http://www.rfms.com/University/CourseSchedule.aspx>. You will be automatically routed to the RFMS store for payment. Once your payment is processed, you will receive an email giving the link and phone number for the webinar.

How much does it cost?

Each webinar is only \$30 per link, "all you can meet". Meaning you can have as many people sitting around the computer as you wish, but there is a charge for each computer that signs on.

Will I be able to ask questions?

Due to the large number of attendees, you will not be able to ask questions over the phone line, but you can use online chat to ask questions.

When are the classes?

The class dates and times will be listed on the RFMS website in central time.

Do I need a GoToMeeting account to attend a meeting?

You do not need a GoToMeeting account to attend a GoToMeeting session. You participate as a guest of the meeting organizer.

What topics are offered?

As webinars are added, the schedule will be updated at <http://www.rfms.com/University/CourseSchedule.aspx>.

If you have classes that you would like to see webinars for in the future, please email training@rfms.com.

Where do I go for more information?

If you have more questions, please email training@rfms.com

What if I want one on one consulting not a large webinar?

Online training is available for small group training as well as one on one. See the schedule of online classes at <http://www.rfms.com/University/CourseSchedule.aspx>.

Email training@rfms.com to request one on one consulting.



Additional Information

What classes are available online?

We offer almost all of our courses listed in our RFMS University Course Catalog in 3 online settings:

Lecture

Our lecture format is our most economical format. Lecture is open to an unlimited number of attendees. Attendees are provided with detailed downloadable course material. During the actual seminar, attendees may submit questions to moderator but, due to the size of the audience, cannot directly speak with the instructor. The moderator filters and consolidates questions and will periodically present them to the instructor.

Class

Class size is adjusted for the particular content presented. Attendees are provided with detailed downloadable course material. During the actual seminar, attendees may submit questions to the moderator, but may also discuss topics with the instructor. Depending on the topic, the instructor may elect to give limited follow-up.

Tutoring

Tutoring is our most intensive form of on-line training. Tutoring is one-on-one training on the selected topic. Although course materials will be provided, the agenda is flexible based on the needs of the client.

To view or download the catalog, please go to <http://www.rfms.com/University/CourseCatalog.aspx>

RFMS..Software Downloads

Version 10.2 is now available!



When you log in to the website, click on the link labeled Program Updates. All software updates that you have purchased will be available for download. The 10.2 Conversion update will be the first file on the list if you are currently running SQL. (If you are running 9.6 and wish to upgrade, you will need to log a call with our Technical Support department. To upgrade from 10.1, run the 10.2 Conversion update before downloading any product module updates).

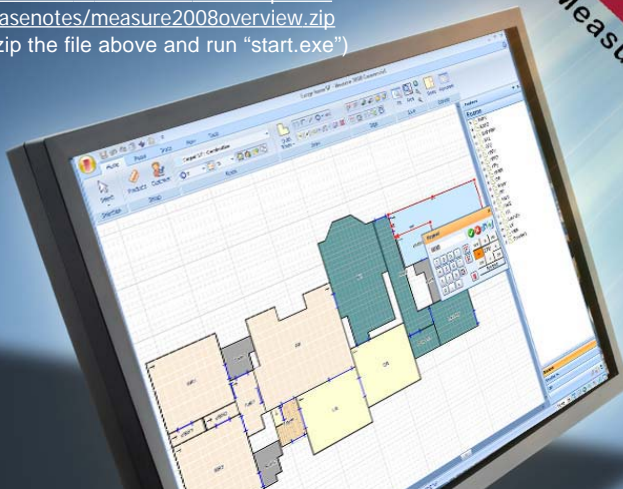


MEASURE 2008

RFMS is proud to announce a new version of the Measure estimating software: Measure 2008. For more details copy the following links and paste them into your internet browser.

<http://www.rfmsmeasure.com/update/releasenotes2008mustread.pdf>

<http://www.rfmsmeasure.com/update/releasenotes/measure2008overview.zip>
(unzip the file above and run "start.exe")



B2B SUPPLIER LIST



Over 450 Users
Currently Enrolled

Active (20):

- Shaw
- Mohawk
- Beaulieu
- Ohio Valley
- WM Bird
- All Tile
- Adleta
- JJ Haines
- Florstar
- Dal Tile
- Gulistan
- Tri West
- BR Funsten
- RA Siegel
- BPI
- Tom Duffy
- Royalty Carpet
- Case Supply
- BPI
- Beaulieu Canada

In Test (4):

- Herregan
- The Dixie Group
- C & C Wholesale
- Jaeckle

Committed (9):

- Longust
- Galaher
- CDC
- T & A
- WC Tingle
- SeaPac
- T & L
- CMH
- Virginia Tile



Call 1-800-701-7367, ext. 3306