



# RMH FAQ

Retail Management Hero (RMH)

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# Retail Management Hero (RMH) | Frequently Asked Questions

The document was developed for Microsoft Dynamics, Retail Realm and Retail Management Hero partners, resellers and retailers to provide answers to commonly asked questions regarding Retail Management Hero™ (RMH) in the areas of:

General Product Information  
Features & Functionality  
Transitioning from Microsoft Dynamics RMS  
Transitioning from POS 2009  
Partner Information  
Third-Party Integrations  
Pricing, Go-To-Market Strategy & Launch Timeline  
Support & Contact

## General Product Information

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### 1. What is Retail Management Hero?

Retail Management Hero (RMH) is a new complete retail management solution that enables retailers to efficiently manage their back office and POS activities.

### 2. Who is the target retailer for RMH?

The RMH solution primary targets the single store and the Retail SMB market (small groups of stores). Packed with features and functionality, RMH address the needs of businesses in many verticals within the retail sector, including convenience, grocery, apparel, sporting goods, wine & spirits, gift & speciality, and more.

### 3. Is RMH a Microsoft Product?

No. RMH was co-developed by Retail Hero and Retail Realm, and includes all the main features and functions that retailers appreciate in Microsoft Dynamics RMS...and more. RMH is intended to be an RMS-replacement solution and was intuitively designed as such. It combines the expertise of Retail Realm as the sole distributor of RMS and also of Retail Hero who has developed many successful add-ons to Microsoft Dynamics retail products.

### 4. Is RMH ideal for large-scale retailers?

We recognize that the needs of retailers can vary greatly depending on their size, number of stores and their growth strategy. RMH is most ideal for retail stores that do not require a large IT infrastructure (typically smaller SMB retailers). For the upper SMB and emerging enterprise retailers who need a powerful retail solution without the ERP complexity, we sell them [Retail Realm Essentials™ powered by Microsoft Dynamics \(RRE\)](#), which is a retail-centric scalable solution based on the Microsoft Dynamics AX® platform. Of course RMH can be used in a large environment if the head office requirements are addressed by a sophisticated ERP that acts as an HQ.

**5. Does RMH have headquarters (HQ) features and/or support multiple stores?**

For multi-store RMS customers moving to RMH, RMS HQ may still be used for HQ. Third-party multi-store solutions will also be supported such as: OpSuite, MSPOS “Universal Interface” (making your ERP the HQ for RMH). RMH’s own HQ functionality is planned for 2017.

## Features & Functionality

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**6. Is there a features/functions comparison document that compares RMS and RMH?**

Yes. We have a detailed and comprehensive comparison sheet that shows the similarities and differences between RMS and RMH in both the back office and at the POS. To request this document, email [sales@rrdisti.com](mailto:sales@rrdisti.com) or [Contact your local Partner Account Manager.](#)

**7. What will RMH offer (that RMS doesn't)? In other words, what are the improvements/differences?**

The RMH interface was completely rewritten for both the front office and back office. We’ve made major improvements in the back office, especially to Purchase Order Processing, Inventory Control, and Accounts Receivable. For example, RMH’s Advanced Accounts Receivable feature can manage individual and grouped accounts for families and groups of people. The POS includes user-defined color schemes, completely new technology that will be portable across platforms, as well as sophisticated SDK for developers to customize the solution both in the front and back office. We’ve also added additional payment processors to RMH to facilitate global options for credit card / debit / other mobile wallet solutions.

**8. What features in RMS that will not be carried forward to RMH?**

We developed RMH to be a solution that embraces the future of technology and retail, and therefore did not include outdated or less important functionality, like the Messages & Calendar feature (due to the wide adoption of Skype, integrated messaging systems,); it will also not include Checks (feature for rule soft accepting checks) and Shipping – which is open for a 3<sup>rd</sup> party development.

**9. Will RMH include e-commerce?**

Yes. The RMH development team has developed integrations with a variety of e-commerce partners. Currently, RMH integrates to NitroSell and SyncroIT Magneto platform.

**10. Does RMH support layaway?**

Yes. The layaway functionality is already included in RMH.

**11. I’m currently using RMS in a resort that includes a gift shop, liquor store, bike/kayak rental shop and rental room system. Guests can use a “card” that allows them to buy anything they choose and their purchases are “consolidated” into an AR account. Will I be able to use RMH in the same way?**

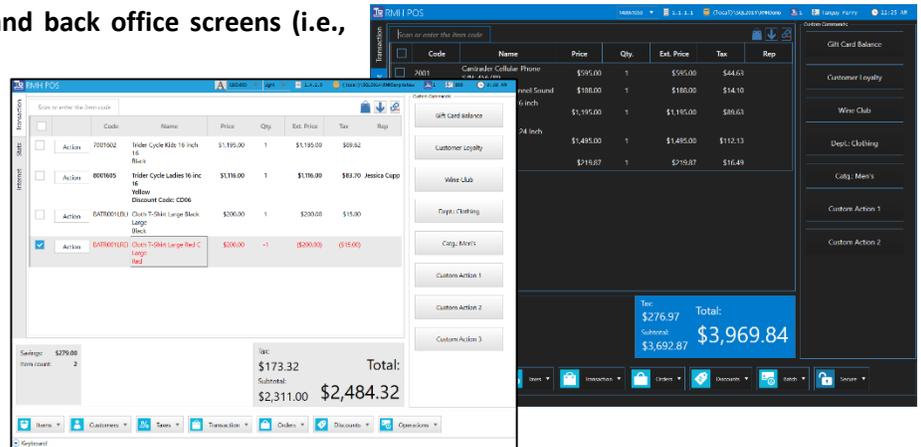
Yes. RMH includes the same basic POS functionality and item types currently available in RMS, so the migration of a multi-level retail environment can be managed in the same manner. RMH also provides an Advanced Accounts Receivable feature that can manage individual and grouped accounts for families and groups of people.

**12. Does RMH include functionality that retailers need in the grocery environment?**

Yes. Weighed goods will be supported, and integration to scales and POS peripherals will also be available out of the box.

**13. Is it possible to customize the POS and back office screens (i.e., changing color, layout, etc.) in RMH?**

Yes. You can easily switch from a dark theme to a light theme for the POS user interface. The theme for the back office screens is not changeable, but we made sure to give you the most user-friendly, intuitive design.



**14. Is there an ON-SCREEN 10-keypad for “quantity” and “price” edits on POS screen?**

Yes, this will be available.

**15. Is there an Item Import Wizard?**

Yes. In fact, RMH includes many different types of wizards, including Inventory Wizard and Advanced Item Update Wizard. View the online training video at: <https://vimeo.com/album/3520470/video/160322879>

**16. Does RMH support parent and child items?**

Yes, it does.

**17. When the same item is scanned more than once at any time during the transaction, will it automatically increase the quantity?**

Yes, RMH will automatically consolidate same items sold on the POS screen and customer receipt. This is user selectable, which means you can choose whether or not to consolidate.

**18. How do we conduct inter-store transfers? Is this possible?**

Yes, RMH has additional product functionality built in to enhance this functionality. Stay tuned for a future webinar that can show you how the transfers work within the system.

**19. Does RMH support Floating Cash drawer?**

RMH will support floating cash drawer in the Version 2 release.

**20. In RMS, it is not possible to enter prices inclusive of VAT when receiving purchase orders. You have to enter the net amounts and then indicate the VAT percent on the last column. Is it different with RMH?**

RMH will mirror the functionality in RMS around VAT management, and will provide a cost formula to allow the user to manage how cost price can be inputted.

**21. Can Standard Items and Matrix Grid Items be in the same Purchase Order?**

Yes, they can.

**22. Can I hide "batch sales" at the point of sale from some cashiers?**

Yes, you most certainly can.

**23. Is there still a time clock function? If so, does it still require you to clock in/out via the POS or is there a clock in/out option in the back-office?**

There is no clock in/out function in the POS or back office in the 1<sup>st</sup> release, but we might include it in a future release or as a third-party extension.

**24. Can you change the item line order on the transaction screen (i.e., shuffle the list)?**

Yes, you can.

**25. Can you print a gift receipt from the journal or via hot-key in RMH?**

Yes; in fact, you can print from both.

**26. How can security be set in RMH and to which level can these settings be extended?**

RMH includes functionality for Application Roles and User Roles. Access can be set by associating a User to a Role. Cashier, Supervisor and Store Manager roles come out of the box.

**27. Are task pads available on RMH's POS screen?**

Not in RMS' sense. RMH POS includes a new way to customize the entire POS interface, and if necessary, create custom layout mark-up that defines the user-preferred actions.

**28. Are there any options for stock replenishment?**

There is a wizard similar to that in RMS but it's more powerful. Maximum and minimum criteria have to be set to create a purchase order. There is a point in the process where suggestions of what should be added to the purchase order can be viewed; those goods can then be added.

**29. Which are the different options available for stock replenishment at the moment? Can it be done based on Sales?**

Yes, it's the same functionality as RMS. Additional wizard and reporting functionality is also available.

**30. Does RMH support a global voucher system?**

Although global vouchers are currently not part of the first few product releases, we will be continually incorporating feedback and enhancing the solution to best meet retailers' needs in different verticals.

**31. Any stock taking facility incorporated at present?**

Yes, RMH has the Physical Inventory module. Mobility will also be released for RMH with Version 2 as standard functionality.

**32. If the customer's email address is already in the system, will it automatically populate it in the email receipt window?**

Yes, if the client has been selected for the transaction.

## Transitioning from Microsoft Dynamics RMS

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**33. Why should I transition from RMS to RMH?**

The short answer is because RMS is approaching end-of-life and retailers need an affordable replacement system that gives them everything they valued in RMS without installation headaches and complicated data migration. RMH was also designed to protect retailers' investment. The more detailed answer: In July 2014, Microsoft announced that effective July 10, 2016, RMS will no longer be available for sale to new customers. As long as they remain active on the Microsoft Enhancement Plan, "existing customers" (defined as those with active RMS licenses on their account as indicated in Microsoft's PartnerSource Business Center prior to July 10, 2016) will be able to acquire additional licenses until July 31, 2020. Retailers are already looking for replacement solutions, and RMH is the most logical timely next-generation solution. RMH includes all the features that retailers love in RMS, and many of the hot keys, for

example, do the same in RMH as they do in RMS. Also, RMH supports the majority of the hardware supported by RMS, avoiding the expense of costly upgrades in IT infrastructure.

**34. Will RMS continued to be supported?**

Extended Support continues for existing RMS customers until July 13, 2021. Microsoft will continue to release hotfix improvements for RMS through the end of mainstream support. After that, only updates required for identified security issues will be released. No additional upgrades or hotfixes are planned for RMS; however, it will remain officially supported in PCI terms as “Acceptable only for Pre-Existing Deployments” from the end of mainstream support to the end of extended support in 2021. For questions about PCI compliance of specific merchant systems, contact a PCI auditor. For support schedule details, refer to the following timeline:

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date
Microsoft Dynamics Retail Management System Store Operations 2.0	4/15/2007	7/10/2016	7/13/2021	10/13/2009
Microsoft Dynamics Retail Management System Headquarters 2.0	4/15/2007	7/10/2016	7/13/2021	

Sources: <http://support.microsoft.com/lifecycle/?p1=12198>; <http://support.microsoft.com/lifecycle/?p1=12218>

**35. What should I (or my customers) expect when transitioning from RMS to RMH?**

You (or they) can expect a simple, seamless and complete data transition because a fully compatible database structure maintains all master data. There’s also a fast learning curve since RMH was built with the core functionality similar to RMS, with added time-saving wizards and must-have intuitive features. And, we’ll be there to help train and support you.

**36. Will I need to migrate all stores at the same time, or can I plan to do so over a period of time?**

All stores do not have to migrate at once; this can be a phased operation. In other words, across multiple stores it is possible to have one store with terminals on RMH and another store where the terminals are on RMS. Please note, however, that it will not be possible for a mixture of terminals (some on RMH and some on RMS) to operate in one store.

**37. Will there be an opportunity to learn more about the transition process regarding how to install, configure and use the system before RMH’s official launch?**

Of course. A migration pathway has been mapped out for all retailers who are current on their Enhancement Plan, Microsoft Standard A.

**Transitioning from POS 2009**

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**38. What is the current status regarding POS 2009 support?**

Mainstream support for POS 2009 ended July 8, 2014, with Extended Support continuing through July 9, 2019. POS 2009 is no longer available for purchase by new customers (effective June 1, 2015). For more details, refer to the link: <https://community.dynamics.com/rms/b/rmssupport/archive/2014/07/17/pos-2009-end-of-mainstream-support>

**39. Will there be a simple integration for POS 2009?**

Knowing that many retailers are still using this platform, we are committed to that customer base and have a developed an integration path that allows users to migrate from POS 2009 to RMS and then upgrade to RMH. Feel free to contact us to learn more. *See Contact section later in this document.*



## Partner Information

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### **40. What do I need to do to become a Reseller with Retail Realm so that I can sell RMH?**

We're excited that you're thinking of becoming an RMH Reseller! Register to access the Partner Portal on our RMH website ([www.rmhpos.com](http://www.rmhpos.com)). You'll be able to download information pertaining to pricing, upcoming webinars, collateral, etc. Contact [sales@rrdisti.com](mailto:sales@rrdisti.com) for more information.

### **41. If I am already an RMS, RRE and/or AX Reseller with Retail Realm, do I still need to go through the RMH Reseller process?**

Yes, you will. Since RMH is a completely different product and has its own price and support structure, you'll need to become a certified RMH Reseller. Contact [sales@rrdisti.com](mailto:sales@rrdisti.com) for more information.

## Third-Party Integrations

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### **42. Will an SDK be made available for RMH?**

Yes, an SDK will be made available for Developers. Advanced Technical Training will also be provided.

### **43. What about other Add-ons that already work with RMS? Will we be able to use those with RMH?**

The SDK will be provided with a published API to partners to migrate existing add-ons and modules to RMH and enable the required functionality.

### **44. Would the SDK be available to customers who do their own internal development in RMS and would like to continue doing so in RMH?**

Yes, provided the customer is certified.

### **45. Does this system have a connector/s to Microsoft Dynamics ERP solutions (NAV/GP/AX)?**

Although there is currently no connector to MS Dynamics ERP solutions out of the box, we will be working closely with our partners to provide them. For example, the MS POS Universal Interface will be available to connect RMH to various ERPs.

### **46. Will RMH integrate with QuickBooks?**

Yes, an integration to QuickBooks is being developed.

### **47. Will RMH have built-in EMV capabilities, or will this still require a 3<sup>rd</sup>-party application?**

EMV functionality will be offered as standard part of the RMH software. Retail Realm has already developed integrations to card payment processors and gateways for retail solutions (including RMS and Retail Realm Essentials) with various providers around the world. Many more such developments are in the pipeline. It will be a relatively simple exercise to extend the existing migrations to RMH and obtain the necessary certifications. A full list specific to RMH will be provided in due course. Retail Realm is developing integrations to all existing payment processors supported by Retail Realm for RMS. Out of the box the system will have the integration to Vantiv (Mercury) and Cayan in the United States. Integrations to BancTek, Shift-4, Verifone, Heartland, Optomany, PCEFTPOS, Tyro, Nitro, MIT etc. will be delivered in 2016.

### **48. Are there any plans to develop electronic EBT transactions for the grocery market?**

Yes, this will be included in the Version 2 RMH product release.

### **49. Will contactless payments be supported in the UK?**

Yes, they will.

## Pricing, Go-To-Market Strategy & Launch Timeline

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### 50. When is RMH available?

RMH has been in beta testing as part of our Early Adopter Program since January 15, 2016. The official release date is June 15<sup>th</sup>.

### 51. How does customer RMH pricing compare to Microsoft Dynamics RMS prices, and what is the cost for the transition process and support plan?

RMH will maintain the same retail prices as current Microsoft RMS prices worldwide. All customers currently on the Microsoft Enhancement Plan will be able to transition to RMH at no additional license cost. RMS customers transitioning to RMH buy 12 additional months of RMH Support & Enhancement Plan; for example, if customers have 6 months left on their plan with RMS, after paying for the 12 extra months of RMH, they will have in effect 18 months of the Enhancement Plan. RMS customers who are not on the Microsoft Enhancement Plan will pay 12 months of RMH Enhancement, plus a fee per terminal. RMH Prices for Manager will include 2 users with the first point-of-sale (POS) terminal; additional Manager licenses will need to be purchased. Note: RMS and POS2009 transitions will include 10 Manager licenses at no cost. Customers will not be permitted to buy new RMH licenses until their account is current

### 52. What is the RMH pricing for Partners?

Download the pricing document on our RMH website's Partner Portal. For additional questions, contact [sales@rrdisti.com](mailto:sales@rrdisti.com).

### 53. Will RMH support languages other than English?

Yes, since RMH will eventually be sold worldwide. RMH will be released with five languages out-of-the box: Spanish, Arabic, French, German and English. We will provide the Resource Manager with the translation tool to Partners so they can offer translations for their territories.

### 54. What type of marketing materials are available?

We are continually developing print and digital collateral you can use to learn about and/or sell RMH, and will publish them to the RMH website and/or distribute them to our news subscribers as they are finalized. Currently, you have available the RMH product brochure, product features summary, RMS v. RMH comparison grid sheet, news releases, blog articles, training documentation and videos. They are available via the RMH website on the content portals. For additional information or questions, contact [marketing@rrdisti.com](mailto:marketing@rrdisti.com).

## Support & Contact

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### 55. Who do I contact with my questions, issues and sales inquiries?

Our sales, marketing and support staff is worldwide, and would be happy to assist you. The simplest and fastest way to receive responses is through the following channels:

**General RMH questions & inquiries:** Existing Partners should contact their Retail Realm Partner Account Manager (PAM). Existing Customers should contact their Reseller. For new partners or customers, send an email to [sales@rrdisti.com](mailto:sales@rrdisti.com) or simply fill out the Contact Us form on our website at <http://www.rmhpos.com/contact-us/>.

**Becoming an RMH Partner:** Sign up as an RMH Partner at <http://www.rmhpos.com/become-a-partner/>.

**Marketing, Conference & Website inquiries:** [marketing@rrdisti.com](mailto:marketing@rrdisti.com)

**56. How do I find out more information about RMH?**

To make sure you receive these communications, subscribe to our RMH news list by completing the Contact Us page on [www.rmhpos.com](http://www.rmhpos.com). In the meantime, we will post updates on our website. You can also sign up to access our website's Customer Portal or Partner Portal, which provides content applicable to that group.

**57. Do you have an RMH Facebook page?**

We're so glad you asked! Yes, we do. Please make sure to 'Like' us on Facebook at <https://www.facebook.com/retailmanagementhero/>. We'll let you know when we're on the other social channels, such as Twitter and LinkedIn.

**58. What upcoming events will showcase RMH?**

RMH will be showcased at the Retail Realm Partner & User Conference in Las Vegas on August 21 – 23. The RMH Educational Session Track, sponsored by NitroSell, will enable partners and retailers to see the solution first-hand and directly learn more about its features, functions, third-party integrations, etc. To register for the conference, visit <https://www.picatic.com/2016rrc> or contact [conference@rrdisti.com](mailto:conference@rrdisti.com).