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RMI ADVANTAGE 2009 Release Announcement October 23, 2009

RMI is pleased to announce the release of *ADVANTAGE 2009*. RMI ADVANTAGE 2009 is built upon the Microsoft Dynamics NAV 2009 platform. RMI continues to add functionality designed to streamline business processes and improve ease of use throughout the system.

New menu option:

With ADVANTAGE 2009, you may continue to use the familiar menu structure, which allows your team to customize their common work tasks and where permissions control what is visible. This “classic” menu has been a favorite with ADVANTAGE users.

With the introduction of ADVANTAGE 2009, a new “RoleTailored” menu is available as an optional method for accessing ADVANTAGE. Roles are defined by job responsibility and those tasks commonly performed are displayed as icons on a Windows style screen. ADVANTAGE is delivered with 23 predefined roles which may be modified or new roles may be created.

With this release, you may opt to upgrade to the ‘classic’ menu and explore how the new “role tailored” menu might work for you. As an added benefit, you may choose to implement the new menu for some users, while others may be more productive continuing with the tried and true “classic” menu.

Service Management:

- **Service Labor Rates** - Many organizations negotiate service labor rates with their customers. Often, labor rates are established for a class of customers, but other variables may come into play such as a specific piece of equipment, a class of equipment or you may need to establish rates for a specific customer.

Service Labor Rates allow you to set up labor rates per Service Item, Customer, Customer Price Group, or Service Item Group. Rather than assign resource prices to specific service items, customers, etc., ADVANTAGE uses the combination of a Rate Code, Work Type Code, and Starting/Ending Dates. This eliminates the need to maintain an endless list of combinations of prices per Resource per Customer

- **Service Dispatch Map** – When scheduling new work into an existing Service Schedule, it is very helpful to see where the technicians are scheduled on a given day. RMI ADVANTAGE includes a Dispatch Map
- **Service Order Map** – Quickly locate the customer’s Ship to Address on a map, and easily generate driving directions. Leveraging the power of MapPoint, give your team the information they need to locate the job site for equipment repair.



- **Closed Warranty Claims Report** – This report is designed to give visibility to the Claims team of the claims closed for a given period.
- **Improved Manufacturer's Claim Report** - When a dealer is not using electronic submissions for Warranty Claims, a report is required that shows an itemized list of parts, labor, and other resources used in the completion of Warranty work. This report is now formatted and totaled similar to the ADVANTAGE Service Invoice.

Rental ADVANTAGE:

- **Rental Order Map** – Quickly locate the customer's Ship to Address on a map, and easily generate driving directions. Leveraging the power of MapPoint, give your team the information they need to locate the job site for the equipment delivery or pickup.

Credit Card Processing:

- **Streamlined processing improvements** – *Designed to eliminate manual steps and reduce delays:*
 - Sales orders may now be automatically authorized as the order is released.
 - Settlements can be limited to the Authorization amount.
- **Improvements for maintaining and archiving information:**
 - EFT Transaction Archiving moves posted transactions to an archive file based on age of the data.
 - EFT Transaction Purging will delete archived information based on the setups.