

Realtime Software Corporation Newsletter Spring - 2012



REALTIME SOFTWARE CORPORATION

SPRING—2012

2012

Imaging - What's This All About ?

In the Summer of 2010, Realtime Software announced the availability of our Image Scanning Product Offering. The first application developed focused solely on a few applications including Accounts Payable. This allowed customers to have images of Accounts Payable Invoices and all related documents available at their fingertips from numerous Inquiry programs, along with access to the related receiving documentation (ie - scanned packing slip copies)

The Imaging Process allows customers to retrieve Imaged Document records electronically. This allows for digital storage and backup of documentation that previously was only available by manually retrieving the associated documents from hard copy files.

The most recent version of the Realtime Imaging Module now allows images, document files, spreadsheet files, picture files, PDF files, and more to be linked to various locations within the software package for instant retrieval, viewing, and printing.

Areas for Imaged Item linking include:

- Inventory Inquiry / Maintenance
- Customer Inquiry / Maintenance
- Vendor Inquiry / Maintenance
- Serial Master Inquiry / Maintenance
- A/P Invoice Entry / Inquiry
- A/R Customer Check Entry / Inquiry
- Purchase Order Inquiry
- Sales Order Inquiry
- Detail Invoice Inquiry

Some examples of Imaged Items are:

- Vendor A/P Invoices
- A/R Check deposit images
- Signed Sales Order Pick Tickets
- P/O Receipt Packing Slips
- Material Safety Data Sheets

- Customer Tax Exempt forms
- Vendor Tax Forms
- Serial Master – Equipment Images
- Equipment Repair Photos

Numerous options are now available, which include both a fully automated A/P Invoice document, or A/R Check Image scanning/naming/storage solution, as well as a less expensive option for 'Manual' scanning and linking.

Imaged items are stored on a shared directory file location on a local area network. Any PC running the Accuterm Emulation software will be able to retrieve and view the items directly from most 'Maintenance' or 'Inquiry' programs.

For the purposes of this newsletter – 'Imaged Document Items' can refer to any Windows based PC file format that can be viewed on a user's local PC:

Windows Image formats

*.jpg, *.bmp, *.tiff, *.png, *.gif

Microsoft Word Documents

*.doc, *.docx

Microsoft Excel Spreadsheets

*.xls, *.xlsx

Adobe Acrobat Documents

*.pdf

Video Formats

*.wmv, *.avi, *.mp4



Newsletter Highlights:

- IMAGING - WHAT'S THIS ALL ABOUT ?
- IMAGING - HOW DOES THIS WORK ?
- AUTOMATED OR MANUAL IMAGING OPTIONS AVAILABLE
- EMPLOYEE HIGHLIGHT
- SERVICE SCHEDULER / APPOINTMENTS / 'SNAPSHOT'
- REALTIME CUSTOMIZATION



Imaging - What's This All About ? (Continued)

(Note – an appropriate ‘viewing’ program must be installed on the users pc in order to ‘view’ the item – a user must have Microsoft Word installed in order to view Word Documents)

Imaging - How Does this Work ?

Two options are available for linking ‘Paper’ documents to records. Option 1 is a highly automated process, and Option 2 provides a more manually based method of linking, and is still relatively easy.



Option #1 - Automated

The typical Automated Scanning Package consists of the Realtime Software Package Scanning Module, an Automatic 2 sided document scanner, handheld scanners to read barcodes from the documents as they are being entered into the system for storage, Imaging software that can read barcoded stickers that are placed on documents, and the software to print the barcoded labels.

Customers simply place a properly named barcode sticker on a document that is to be scanned and stored, scan this barcode at the appropriate time during the ‘Entry Process’, place their documents in the automatic document scanner, then simply push a button on the front of the scanner to initiate the process. That’s it !

Documents are scanned, converted to Adobe Acrobat OCR recognizable documents (searchable), automatically named, and automatically placed in your own Corporate Electronic Document Repository location.

Option #1 - continued:

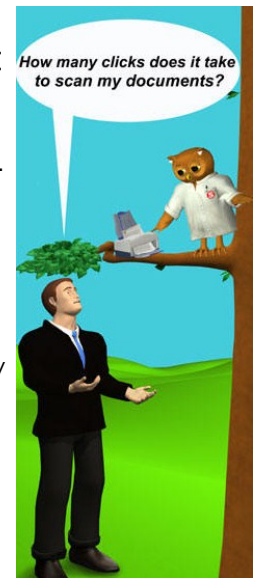
This Electronic Document Repository location can be any shared network resource within your company’s local network or intranet infrastructure.

As long as the computer that is requesting to view your stored documents is running the Accuterm Terminal Emulation Software, and has access to the Document Repository location - this solution will work for you !

Old bulky documents can simply be stored and put away as you see fit once they are scanned.

Option #2 - Manual

The typical Manual Scanning Package consists of the Realtime Software Package Scanning Module, a document scanner, a pre-defined local PC directory where scanned documents or other Imaged Document files are to be located before being linked. These Imaged Items will be copied to the Company Electronic Document Repository location during the entry process. Once you are in the appropriate Inquiry / Maintenance program, simply choose the ‘IM’ change line option to launch the Imaging programs. A list of currently linked Imaged Document records will be presented, along with the option to link an existing record from the pre-defined pc directory. Options to preview records to make sure the correct item is chosen, along with notes fields are presented. Imaged Document Items will be automatically renamed, copied to the Company Document Repository, along with the option to keep or delete your original item.





Imaging - What's All This About ? (Cont.)

(Option #2—Manual Scanning Option - Continued)

Although slightly more involved, and requiring some manual scanning and copying abilities, this new option allows for the easiest method of Manually linking Imaged Document Records to your Realtime Database. This will provide access to all users on the system in the most cost effective and easy method.

(NOTE: product requirements must be met in order to retrieve and view Imaged Document Items)

As with any Company Document Imaging Solution, Realtime Software strongly recommends that a highly reliable backup solution is in place to backup this document repository for safekeeping.

Requirements for Utilizing the Document Imaging Solution / Automated or Manual:

- A Windows Based server / pc must be utilized to 'store' all of the company Imaged Documents in a common Company Document Repository - shared directory – i.e. a folder with a 'share-name' of "Company-Document-Repository". This Directory must be shared and accessible by drive mapping to all PC's that will need access to store / retrieve Imaging Documents.
- Accuterm Terminal Emulation Software Version '2000' or newer must be used on the PC that is accessing the business system "2000 / 2K2 / 7". (The Accuterm Software program contains programs needed to automatically copy, rename, store, and retrieve Imaged Documents)



- A personal images directory must be specified on each user's PC hard drive, and this location must be specified in the User Logon Control Maintenance record – (NOTE: this directory (ie c:\images\) must be where the

original scanned Image Documents to be linked and copied to the Document Repository are located. Once linked – the Image Documents will be automatically renamed, and copied to the Company Document Repository.)

- Each users' PC must have a common company shared Driver Letter mapped and specified on the PC (ie: I:\Company-Document-Repository\)

PLEASE NOTE:

The associated Realtime Business System **MUST** have a Current Software Revision date as of 04/25/12 or newer in order to utilize the Document Imaging system. Software versions that are not updated as of this date or later will not have the ability to utilize the full option set for Document Image Linking. A Business System Software Upgrade must be performed and applied before full functionality can be achieved.

Please feel free to Contact Realtime Software Corporation TODAY for a current Software Upgrade Quote if needed.

Employee Highlight



Scotty Brauer

Scotty has been employed with Realtime Software for just over 13 years as of May-2012 He joined the Realtime Family after being a loyal and avid user (customer) of the Realtime product for over 12 years.

Prior to joining the Realtime Family, Scotty oversaw and supported multiple branch operations in their daily use of the Realtime Software Package, as well as the local and wide area networking / IT needs for 9 locations in the domestic USA, 2 locations in Australia, and 1 location in England. All of the branch operation stores utilized the Realtime Software Product in their day to day operations for full Business System Management.

Scotty's specialty area is Inventory Management Control and Local Area Networking.



Scotty works and lives in Denton, TX - is an avid Harley Davidson Rider and Enthusiast (2008 Ultra Classic), enjoys taking cruise's with his wife Cyndi (who rides her own HD 2008 Softail Deluxe Nostalgic) , and has 2 Torti cats - Jezebel and Sabrina.





Service Scheduler / Appointments

Realtime Software is proud to announce the availability of A much sought after feature for our customers that are highly service oriented.

The Realtime **Service Scheduler** allows for Service Appointment Scheduling by calendar date – referencing Customers / Unit#'s / Serial#'s / Expected Date's of Arrival – In / Expected Date's of Departure – Out.

The Service Scheduler is designed to provide a quick and easy method for setting up Service Appointments, and to provide an on screen 'Snapshot' of a weekly recap of vehicles being serviced. This program also allows for paper

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SRIA  WOODS LONG TEST COMPANY          SERVICE SCHEDULING SYSTEM    08 May 12
Appt# Cust#      Cust Name#      Unit#      Serial#      In      Out
              (Last 10 Digits)
0005 JMR      MICHAELS TEST   SSS.SERIAL      122-A 04/19 05/05
0003 WSB      SCOTTY BRAUER   WSB-BAXTER       123 04/20 04/22
0001 JMR      MICHAELS TEST   PRC+CUSPUMP     1234567890 04/23 04/24
0003 JMR      MICHAELS TEST   WSB-SN           10 04/25 05/05
0008 JMR      MICHAELS TEST   EON+COMPUMP     125659 04/25 04/27
0007 KAS      KEVIN SHOOK ME ALL KAS.SERIAL      K4000 04/26 04/28

Select Sort By Date-(I)n, By Date-(O)ut, By (C)ust Name, By (A)ppt#, S)napshot
Appt#, D)NNNN-Del Appt#, N)ew, R)eport, P)age, *, or RTN to exit
    
```

reporting, and for on-screen management of the associated appointments. Service Appointments may be sorted on-screen by multiple methods - including By Date-In, By Date-Out, By Customer#, or by Appointment#.

Expired appointments can be easily deleted from the main program entry screen, or from the individual appointment drill down.

Reporting options include Sorting options, Date



Range specification, Customer or Item number specification, and Export to Excel ability as well.

New Appointments may be entered - with or without a Unit/Serial #, and may also be entered without an anticipated 'Date-Out'. Both of these fields can be edited and added at a later date if desired.

'Snapshot'

The 'Snapshot' View is intended to provide an on screen / printable overview of the current weeks Appointments, with reference to their current scheduled In/Out Dates.

Views of weeks, one week at a time, can be paged through using the 'F'orward and 'R'everse change line options. No matter which date is entered, the associated week from Sunday through Saturday, that surrounds that date, will be displayed as the starting point. Arrows on the display reference Appointments being referenced that have In-Shop dates extended beyond the current weeks display. Appointments that have the '|' sign showing, indicate either the 'Start' or 'End' date that is registered. A '?' indicates that an anticipated 'End' date has not been entered yet for the shown Appointment.

In one quick overview, Service Appointments with Totals by Units by day can be viewed On-line or On-screen, while also allowing for the same view to be instantly sent to a local printer.

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SRIA  WOODS LONG TEST COMPANY          Customer Service Scheduler    08 May 12
**** Service Scheduling Snapshot ****
Appt# Cust#      Cust Name#      Unit#      (Last 10 Digits)  SUN  MON  TUE  WED  THUR  FRI  SAT
              04/22 04/23 04/24 04/25 04/26 04/27 04/28
0003 WSB      SCOTTY BRAUER   WSB-BAXTER       123  <-----|
0007 KAS      KEVIN SHOOK ME ALL KAS.SERIAL      K4000  |-----|
8001 JMR      MICHAELS TEST   PRC+CUSPUMP     1234567890  |-----|
8003 JMR      MICHAELS TEST   WSB-SN           10  |----->
8005 JMR      MICHAELS TEST   SSS.SERIAL      122-A  <----->
8008 JMR      MICHAELS TEST   EON+COMPUMP     125659  |-----|

Totals                2    2    2    3    4    4    3

Select F)wd, R)ev, P)age, S)end to Pr)nter, Any other key to exit
    
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Realtime Customization

Do you have a custom project you need to incorporate into your Business System ?
Realtime Software doesn't simply sell a Software Package that allows you to run your business, we also provide custom assistance in multiple fashions that can be used to enhance your system's abilities to interact with a multitude of situations and applications.

To quote a few examples:

- **Barcoding applications to include printing inventory labels for your stocked items so they can be scanned during sales order entry to improve accuracy**
- **Handheld computing solutions that can be used for assisting with Inventory Management control**
- **Local and Wide Area Networking / PC management and troubleshooting assistance.**

Call for information regarding your customization needs today !
 No question is to small, no project too big. Realtime Software is dedicated to assisting you with all your computer and business system needs.

REALTIME
CUSTOMIZATION

"NO QUESTION TOO
SMALL, NO PROJECT
TOO BIG"

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Fax: 847-954-4764
Email: support@realtimesw.com

We're On the Web:
<http://www.realtimesw.com>

Realtime Software Corporation / Holiday Schedule

Realtime Software will be closed on the following dates to observe the Holidays:



2012
Holiday Schedule:

- May 28 / Memorial Day
- July 4 / Independence Day
- September 3 / Labor Day
- November 22 & 23 / Thanksgiving
- December 24 & 25 / (in observance of Christmas Eve / Christmas Day)
- January 1 (2013) / (in observance of New Years Day)

