Remote Hands Program Overview

You can successfully install Microsoft Dynamics RMS yourself, however there is a necessary amount of preparation we recommend if this is the first time you're introducing this solution into a retail business. Our experience coupled with your hands on interaction with the product can deliver a viable solution that lasts you years to come. **Please note that High Speed Internet is required for us to effectively and efficiently deliver the following:**

Project Discovery
This document uncovers all the configurations necessary to configure MS POS and Microsoft RMS

Software Installation
We will remotely install POS software on 1 computer system. Additional fees are required for additional computers.

Hardware Configuration and Driver Installation
This includes the remote setup of all hardware purchased from Simple POS and configuring those devices to function within your POS system. This includes installing all drivers and testing all hardware for full functionality.

Cashier Configuration & Templates
The retailer is responsible for providing a list of cashiers along with their job roles. Simple POS will provide an Employee Role Document for the retailer to complete. Simple POS will setup 5 templates to fit the following job roles:

- Cashier Only
- Cashier/Supervisor
- Cashier/Purchasing/Receiving Agent
- Cashier/Manager
- Owner/Administrator

Departments/Category Build Out
The retailer will be requested to provide a complete listing of all departments and categories (sub-departments). Simple POS will create each one within the database.

Merchant Account Setup
Only available for certified Merchant Processors. 3rd party processors are not included.

Training
Simple POS will provide training on the basic functions of the POS Software in an effort to jump start the use of the retailers POS System. Training is limited to 3 hours (over 3 scheduled appointments) and is limited to the following:

- Cashier Creation and Security Restrictions
- Department/Category Creation
- Supplier Creation
- Item Creation
- PO Generation
- Sales Report Generation
- Tax Report Generation
- Sales Transactions (cash, credit card, store account)
- Returns, Exchanges & Voids

Archives
Simple POS will provide complete digital documentation on the installation of the POS software and associated hardware purchased from Simple POS. In addition, we will provide a digital archive of all this software and the documentation on 1 computer system for their future reference.

90-Days Technical Support
Technical Support is limited to troubleshooting hardware and software errors within the system. Technical Support does NOT include training on POS functions. Retailers will be asked for payment for any calls requesting training. Technical Support is provided M-F, 8AM-5PM MST, and we guarantee a maximum 1-hour response time.

What You Need

Outside of the minimum knowledge requirements we outline, you will need to review the Technical Requirements in order to decide exactly what you will need for this project. Please review below:

PC *Minimum* Recommended Requirements

You may choose to purchase a new POS Bundle from us, which will include a compatible computer and all other hardware. Or, you may utilize an existing computer as long as it meets our recommended minimum requirements. Please note that these minimum requirements are put together based on our experience with satisfied customers, since 1999.

Pentium or Celeron 1.8GHz Processor or better
512 MB RAM
40GB HD with at least 2GB available
4 USB Ports
CD-ROM Drive
9-Pin Serial Com Port (optional)
Monitor with a minimum resolution of 800x600
Phone Line or High Speed Internet (for credit card processing)

Credit Card Processing

Microsoft Dynamics RMS provides the ability to directly integrating Credit Card Processing, which means you can eliminate old style countertop credit card machines and simply add a credit card (aka Mag Stripe Reader) swipe to your computer. This allows you the ability to process credit cards without the need to lease additional and expensive hardware from your Merchant Processor. It also provides added benefits by allowing a quick and accurate closing procedure at the end of day.
View our Credit Card Reader Products

Barcode and Label Printing

If your business requires printing barcode labels to affix to your product, you will need a barcode printer or at minimum a laserjet printer with Avery Labels. However, please realize that using a LaserJet printer to print barcode labels is only recommended if you print small numbers of labels per month. It is much more cost effective and time efficient to print a large number of labels using a dedicated Barcode Label Printer.
View our Label Printer Products

Barcode Scanner

Barcode scanners are recommended for quickly locating product at the point of sale. It also allows for accuracy by ensuring the correct product is being sold and the appropriate inventory is being reduced at the time of sale.
View our Barcode Scanners Products

Cash Drawer

Many retailers purchase a locking cash drawer when they order a POS System. You may wish to mount your cash drawer under the countertop of your cash wrap, or if your cash wrap is being custom built you can provide your carpenter with the dimension of your new cash drawer and have it "embedded" within the counter.
View our Cash Drawer Products

Receipt Printer

A receipt printer is necessary to provide your customer with an itemized receipt of the sale as well as the credit card transaction. In some cases, you may wish to print to an 8.5" x 11" printer, however, most retailers wish to print onto a smaller receipt, which is 3.18" in width. These are the typical receipts you find at most retail locations.
View our Receipt Printer Products

Battery Backup

A battery backup combines the benefit of a surge protector along with the ability to keep your computer up in the event of a power failure -- long enough for the software that comes with the battery to gracefully shut down the computer and its applications. A battery backup generally costs $100 or less, and can be well worth the money when you compare it to the cost of reloading crashed computers.
View our Battery Backup Products