RMH GENERAL CONFIGURATION

Retail Management Hero (RMH)

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Support is provided through the RMH support system: http://support.rrdisti.com/account/login.
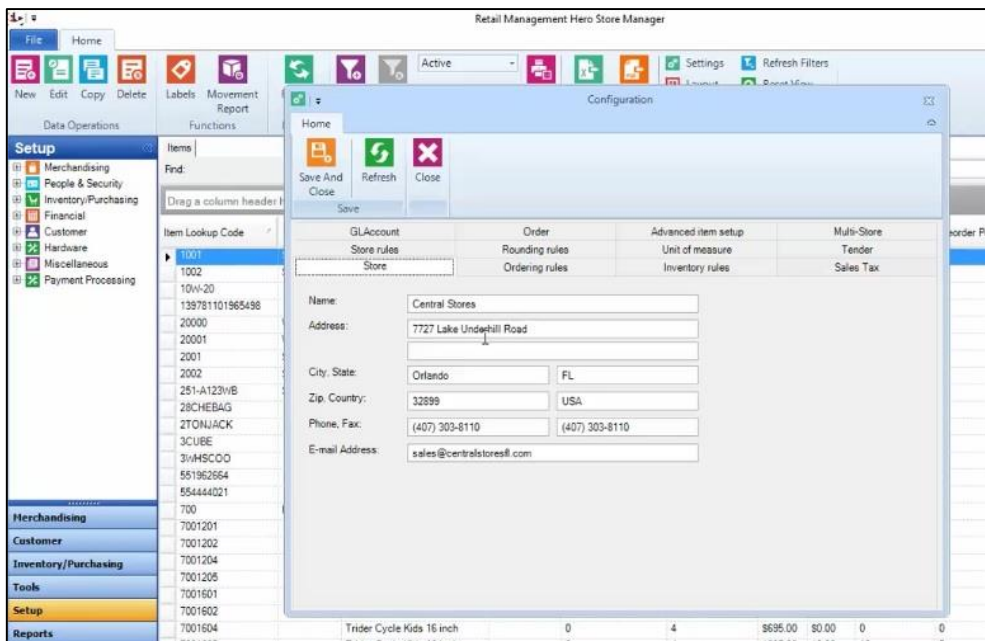
RMH Product Website: www.rmhpos.com

RMH General Configuration

The following provides general instructions for configuring your Retail Management Hero (RMH) database for back-office and POS activities.
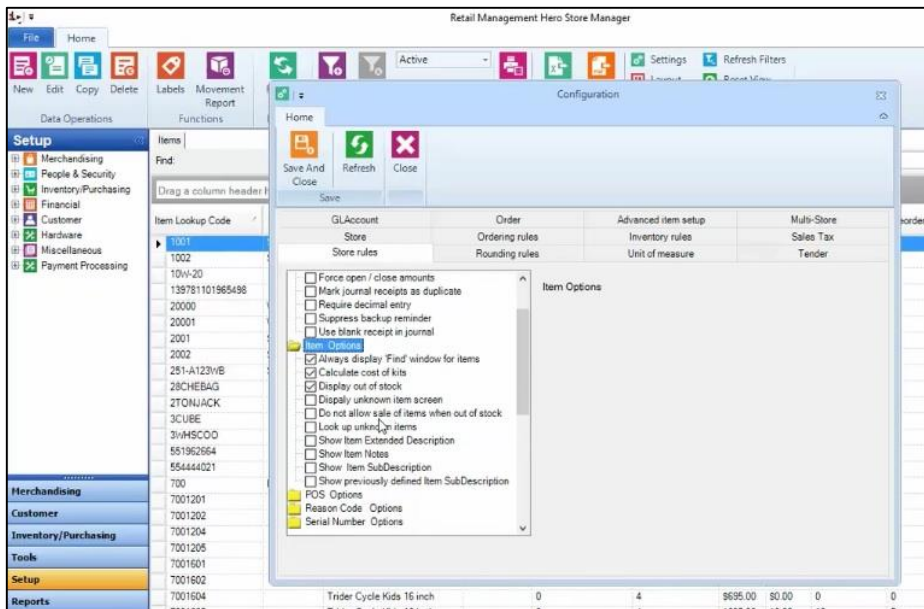
Online Training Video: https://vimeo.com/album/3520470/video/163854572.

NOTE: These guidelines provide an overall summary of the configuration option. For details on each setup module, refer to the *RMH User Guide* and/or browse our online training video section.
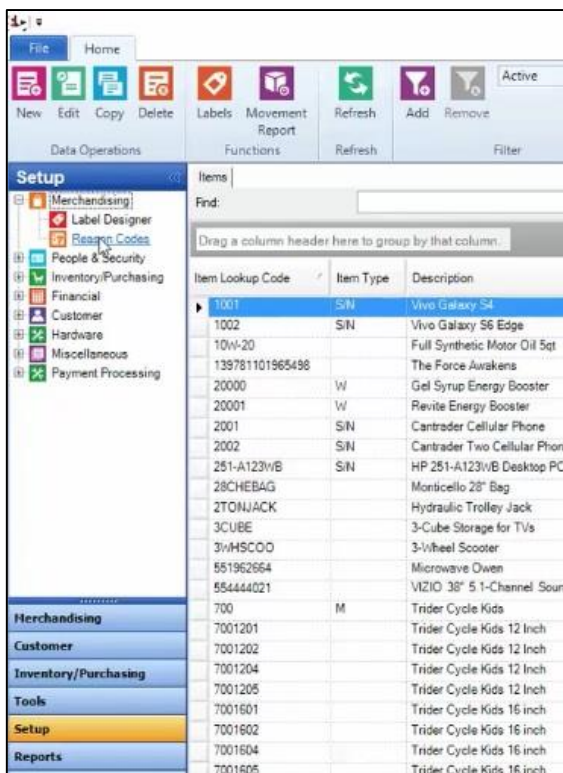
1. Log in to the **RMH Store Manager** application.

2. On the **File** menu, click **Configuration**. The **Store** tab displays.

3. Set up your store address and contact information.

4. Click the **Ordering Rules** tab to define your Layaway information and deposit, Back Orders, Work Orders, and the Quote.

5. Click the **Inventory Rules** tab, and define how the costs will be calculated. These standard cost calculating options are similar to those in Microsoft Dynamics RMS.

6. Click the **Sales Tax** tab, and select whether your store is Tax Exclusive or a Value Added Tax (VAT). Options include setting up tax schedules based on items or customers.

7. Click the **Store Rules** tab, which enable/disable the standard rules around the POS on items, reason codes, serial numbers, and other options. Note that these rules are very similar to those in the Microsoft Dynamics RMS configuration option.
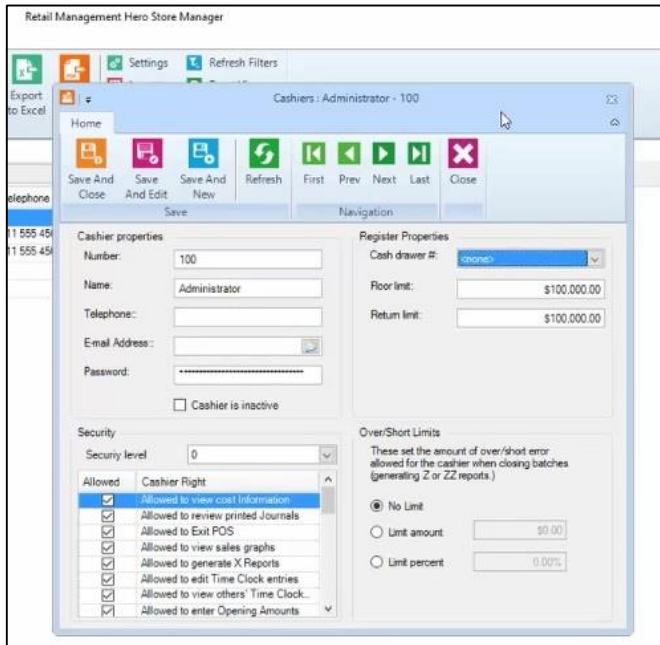
8. Using the available tabs, configure the **Rounding Rules**, **Unit of Measure**, and **Advanced Item Setup**. Note that RMH includes these options as added functionality.

9. Click the **Tender Information** tab to set up the default change tender (i.e., Cash) and voucher expiration.

10. After configuring the fields, click the **Save and Close** button.

11. Click the **Setup** option in main user interface's left navigation pane, which lets you set up all the different modules and functionality – from one convenient place. Note that the Setup options are grouped by functionality. See following figure:
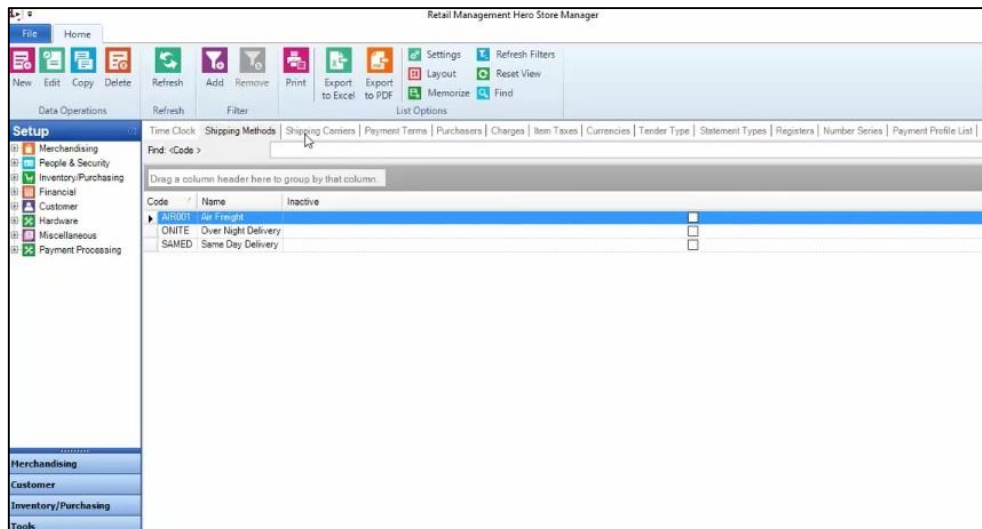
12. Proceed through the various modules in the Setup section to configure modules, such as Merchandising, People & Security, Inventory/Purchasing, Financial, Account Receivable, Hardware, Payment Processing, etc. For module/functionality details, refer to the *RMH User Guide*.

NOTE: For those are transitioning from Microsoft Dynamics RMS, all of the functionality has been carried forward from the RMS database to the RMH database, with those options already checked. See following sample figure:

NOTES:

- As explained in the *RMH User Guide* and covered in additional online training videos, RMH includes added features and functionality regarding configuration. These include the ability to set up password setup and account lockout policies. Also, the new Purchase Order module uses enhanced shipping carrier options, payment terms, charges and custom fields.

- RMH provides the ability to multitask and configure options quickly by keeping tabs you've worked on open, enabling you to easily return to previous tabs. Close desired tabs by simply clicking the Close icon on the far right of the screen.

13. Click the **Save and Close** button.