



# RMH STORE AVAILABILITY AND RETURNS WITH RMS HQ

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](http://www.rmhpos.com)

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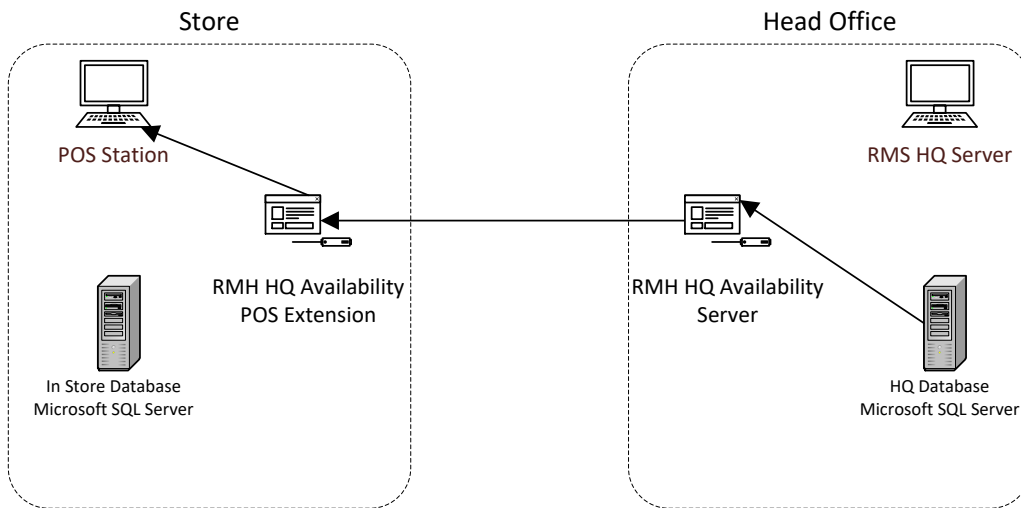
# Setup

## Overview

The RMH POS program lets you check item available quantities in various stores that use RMH POS and Microsoft Dynamics RMS Headquarters at the head office. This functionality requires the installation of two additional components: RMH HQ Availability Server and RMH HQ Availability Extension.

## Deployment Architecture

The RMH HQ Availability Server must be installed on the RMS HQ Server machine, while the RMH HQ Availability Extension must be installed on the POS Machine. *See following diagram:*



## Installation

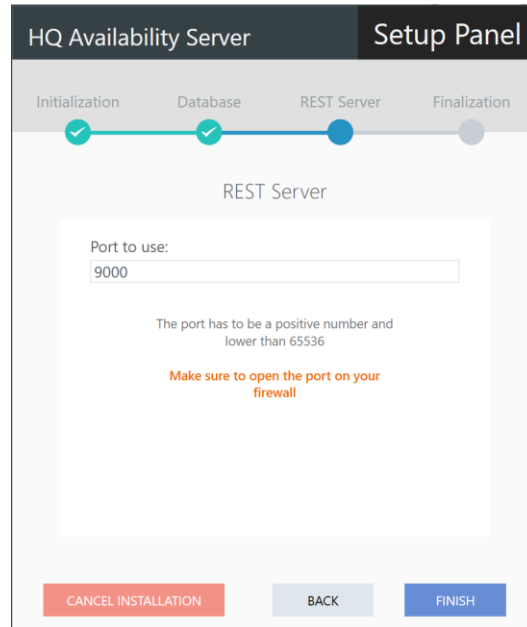
1. To install the RMH HQ Availability Server, run the Server.msi file, and complete the following fields.

The screenshot shows the 'Setup Panel' for the 'HQ Availability Server'. The progress bar indicates that the 'Initialization' step is complete, while 'Database', 'REST Server', and 'Finalization' are pending. The 'HQ Database connection' section contains the following fields:

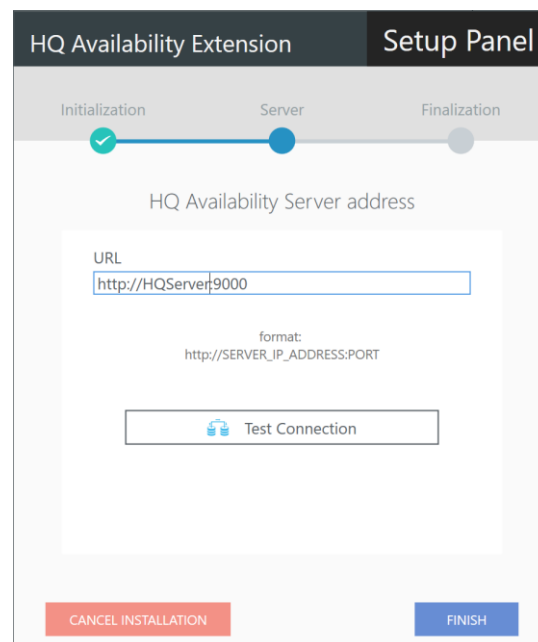
- Server name: XYZ\SQLEXPRESS
- Database name: HQ
- User Id: sa
- Password: (empty)

Below the fields is a 'Test Connection' button. At the bottom of the panel are 'CANCEL INSTALLATION' and 'NEXT' buttons.

- **Server Name:** Name of the RMS HQ Server
  - **Database Name:** Name of the HQ Database
  - **User ID:** The server sa account. The setup will not work if the SQL Server allows only Windows Authentication.
2. Once the server installation is completed, install the RMH HQ Availability Extension by running the Extension.msi file.
  3. In the **Port to use** field, enter any available port (we recommend using a port 9000 and above), and click **Finish**.



4. In the **URL** field, enter the URL of the RM HQ Availability Server that was installed on the RMS HQ Server machine and click **Finish**. You can use the DNS name or IP Address followed by the port number:



# Checking Item Availability at the Stores

## Checking Item Availability from the Item Lookup

1. Open the Item Lookup Screen (F2) and select an item.

Item Lookup							
Code	Type	Name	Department	Category	Available	Price	
<input checked="" type="checkbox"/> 11200	Standard	R/C Glider	Remote Control	Airplane	12	\$149.99	
<input type="checkbox"/> 11212	Standard	R/C Train	Remote Control	Train	12	\$94.99	
<input type="checkbox"/> 15001	Serialized	Boy's 15" Bike	Sporting Goods	Bicycle	12	\$79.99	
<input type="checkbox"/> 15002	Serialized	Girl's 15" Bike	Sporting Goods	Bicycle	12	\$79.99	
<input type="checkbox"/> 15100	Standard	Football	Sporting Goods	Sports	6	\$9.99	
<input type="checkbox"/> 15110	Standard	Basketball	Sporting Goods	Sports	6	\$9.99	
<input type="checkbox"/> 15120	Standard	Soccer ball	Sporting Goods	Sports	6	\$9.99	
<input type="checkbox"/> 25000	Matrix	Infant Pajamas			0	\$0.00	
<input type="checkbox"/> 25000-010101	Standard	Pajamas - Small Red Bears	Infant	Clothing	1	\$100.00	
<input type="checkbox"/> 25000-010102	Standard	Pajamas - Small Red Kitten	Infant	Clothing	1	\$100.00	
<input type="checkbox"/> 25000-010103	Standard	Pajamas - Small Red Moons	Infant	Clothing	1	\$100.00	

records: 52 15 to 10

Select   Cancel   Store Availability

2. At the bottom of the screen, click **Store Availability**.

STORES AVAILABILITY R/C Glider ( 11200 )						
	Store ID	Description	Quantity	Quantity Committed	Last Sold	Price
▶	Store 1	R/C Glider	18	0		\$149.99
▶	Store 2	R/C Glider	18	0		\$149.99
▶	Store 3	R/C Glider	17	0	9/11/2002 1:24:56 PM	\$149.99

Close

The Store Availability screen displays the available quantities for the selected item in each store connected to RMS HQ.

**NOTE:** View the Store address by expanding the little arrow next to each store:

Store ID	Description	Quantity
▼ Store 1	R/C Glider	
<b>Store Information:</b> 2982 Main St. Newport Beach CA 84382 Phone:		

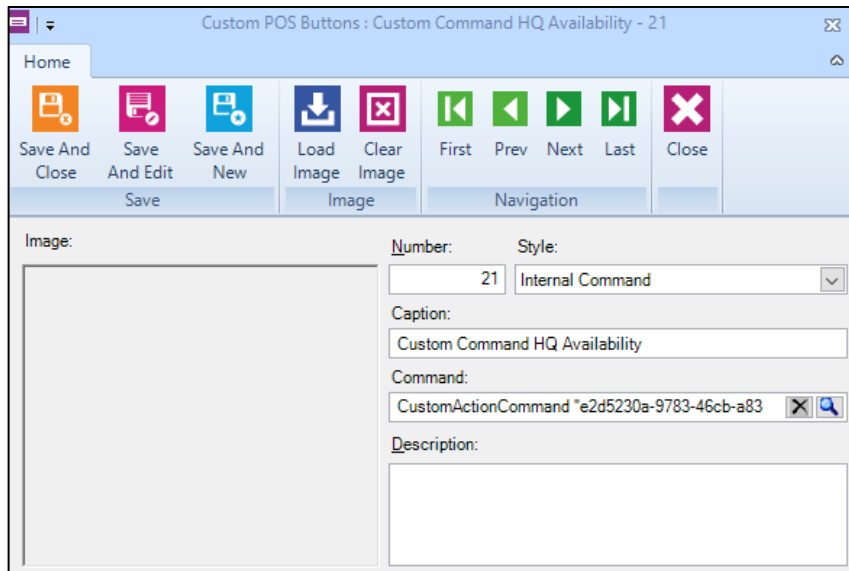
## Checking Item Availability with a Custom Button

It is also possible to invoke the Check Store Availability feature from a custom button at the POS. To add a custom button, go to the **RMH Store Manager** and follow these steps:

1. Click **Setup**, click **Hardware**, and then click **Custom POS Buttons**.
2. Click **New**.
3. Give the button a consecutive number
4. In the **Style** drop down field, select **Internal Command**.
5. In the **Caption** field, write a description, ex. "Check Stores".
6. In the **Command** field, type:

**CustomActionCommand "e2d5230a-9783-46cb-a839-6e702915dbd9"**

**NOTE:** The caption, the description, and the number you define do not matter; however, you need to enter the command string exactly as described above.



In the POS, when an item is added to the transaction grid and selected, clicking the button in the custom buttons pane will invoke the Check Store Availability screen showing the quantities of the selected item in the different stores.

## Processing Returns

### Configuring a Custom Button

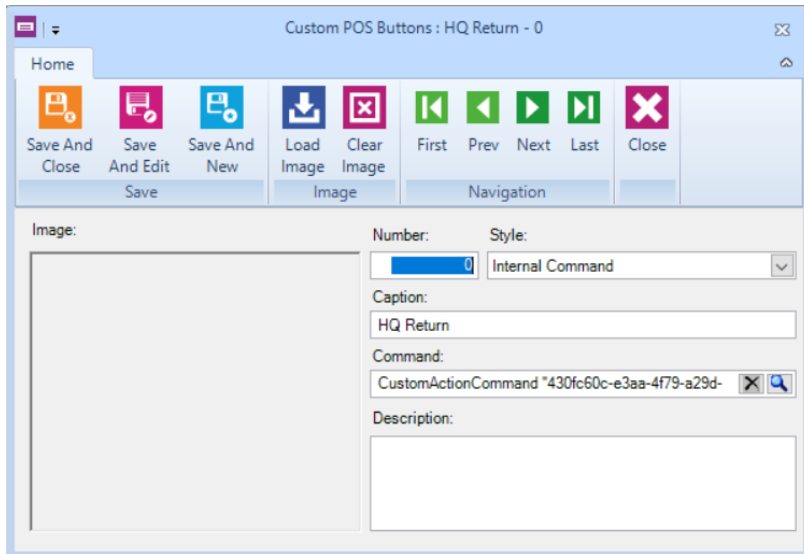
In order to be able to process returns you should add a custom button first. Using the **RMH Store Manager** program, follow these steps:

1. Click **Setup**, click **Hardware**, and then click **Custom POS Buttons**.
2. Select **New**.

3. Give the button a consecutive number.
4. In the **Style** drop down field, select **Internal Command**.
5. In the **Caption** field, write a description, ex. "Custom Command Process HQ Returns".
6. In the **Command** field, type:

**CustomActionCommand "430fc60c-e3aa-4f79-a29d-ed5bb7fd5e90"**

**NOTE:** The caption, the description, and the number you define do not matter; however, you need to enter the command string exactly as described above.



## Processing Returns

In order to process a return you must have the Store ID and the Transaction number in order to identify the transaction you would like to return. Usually, this information is found in the receipt. To process a return:

1. Click the return custom button you have defined (see above).
2. In the transaction return window, enter the Transaction **Number** and the **Store ID**.
3. Click **Search**.

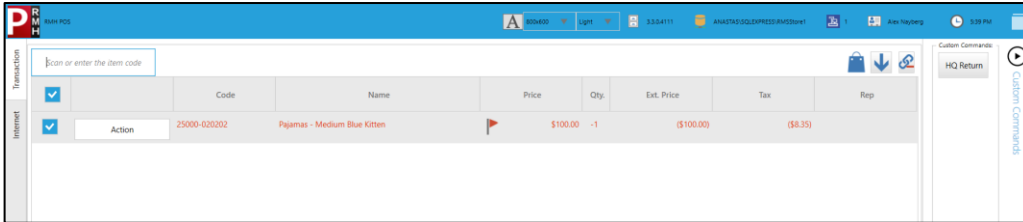
**Transaction Return**

Transaction Number

Store Id



If a transaction is found, it will appear in the transaction screen as if you are processing a return from the local store:



4. Tender the transaction.