

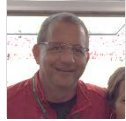
State of the Union

April 2020



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PrismRBS Leadership Introductions



Jeremy White

President



Shannon Blackwell

VP of Sales



Jeff Zayicek

VP of Ratex Business Operations



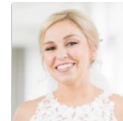
Stephanie Fickenscher

Director of Product



Ray Baumbach

VP of Product Development



Jenny Schroeder

Director of Customer Success



Jeremy White
President of PrismRBS

State of Business

with Jeremy White
President



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Challenging, but Productive Year



- Established new role in customer success
- Vastly improved cadence and management of software updates
- Great progress in yet to be named modernized platform
- Liberty POS on Toshiba compatibility
- Data transport improvement

What's Next - 2020



- Focus through objective prioritization
- Focus our energy in areas that differentiate us and drive value to our customers
- Clear the path for our team to be truly successful in driving value to all of you





Shannon Blackwell

Vice President of Sales

Year In Review

Shannon Blackwell



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2019 In the Books



56
PrismPOS
Upgrades

Delivered
Consistent
Monthly
Releases

67 in-person
Demos

101 Server
Swaps

2 New
Clients

Improved
Consistent
Comms

POS
Transport
Improvements

20 POS
clients now
in Azure

Product
Focus
Groups

Trained 110
clients

Created better
website
experience for
29 web clients


5 major
eRatex
releases

Scrum
Master
Certification

Created
Customer
Success
Manager Team


Monthly Releases & Notes





retail business solutions

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UPCOMING RELEASES




You are receiving this email, because you are a valued PrismRBS customer. This month's release will occur on Sunday, Jan. 26 between 11 p.m. and 4 a.m. CST and will not affect functionality or require action on your part. Read on for this month's details. We'll be back next month prior to the Feb. 16 release.

 **PrismMobile™**

The PrismMobile release will include:

- **Customer information will now display:** After swiping a customer's ID card, their information will now display and that information will correspond with the correct tab.
- **iOS version will now display:** When the pop-out menu is opened within the PrismMobile app, the version of IOS being run will now be displayed in the bottom portion of the menu.
- **GM items will display correctly for sale:** GM items with barcodes beginning with the number 4 can now be added to a transaction and sold and will not be displayed as rentals.


[Find full release details here](#)

 **PrismWeb™**

The PrismWeb release will include:

- **Buyback exchange rate bug fix:** The buyback exchange rate has been updated to allow for decimals, which will assist with setting prices in the system.
- **Time zone update:** PrismWeb Manager and site timestamps will automatically reflect a store's specific time zone.


[Find full release details here](#)

 **PrismPOS™**

The PrismPOS release will also include:

- **Discount display order now configurable:** Within the Cloud Admin Tool, discounts will now display based on the assigned order.
- **ISBN search optimized:** An ISBN search can now be done with or without including dashes.
- **Rental XREF scanning efficiency:** Cashiers no longer need to select "apply" after scanning a rental XREF. Now, when the XREF is scanned, the rental is automatically added to the transaction.


[Find full release details here](#)

 **Modernized Platform**

The modernized platform release will include:

- **Search textbooks functionality:** Users will now be able to search and view textbooks created in either PrismCore or the modernized platform.

UPCOMING EVENTS



Monthly Releases & Notes



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You are receiving this email, because you are a valued PrismRBS customer. The eRatex 1.14 release will deploy Thursday, Feb. 27 between 11 p.m. and 2 a.m. EST and will not affect functionality or require action on your part. Your site will be down for 15-minutes or less during the upgrade.

This release will **require that you limit changes to your site started end-of-day Monday, February 24**, so Vortex can prepare release packages for each site. The cutoff only applies to changes you might make within these folders:

- Skins>XMLPackages
- Skins>Views

UPCOMING RELEASES



In advance of this release, we deployed updates to the Cybersource integration. All sites have been updated to use the new Cybersource API. Cybersource transactions will continue to process without interruption.

The eRatex 1.14 release will include:

My transactions functionality:

Customers will be able to retrieve full transaction history from VR using an API call from eRatex.

- Will now include all POS and online order activity, including orders in process
- Ability to request and email duplicate receipts for any transaction
- Customers can now re-order available and in-stock items directly from the My Transaction screen
- Now, only transactions as presented, if a customer has
- Installation and update to

Custom data functionality:

- New option to require custom data functionality to require a presented
- Bug fix to correct an issue with custom data validation
- Bug fix to correct an issue

Streamlined process product
resources resulting in improved

Enhanced eCommerce for Go
view of customer behavior.

[Find full release details here.](#)

Register for next week's [Toshiba hardware webinar](#): Wednesday, February 26 at 2 p.m. CST

We'll be highlighting new Toshiba hardware options for LibertyPOS users. The new hardware options provide:

- Increased efficiency and ease-of-use for staff
- Contemporary O/S to support PCI compliance and increase security
- Improved performance and reliable infrastructure
- Ergonomic, adjustable screens

UPCOMING EVENTS



- [Toshiba hardware for LibertyPOS webinar](#) | Feb. 26 | 2 p.m. CST
- [Modernized platform webinar](#) | March 18 | 2 p.m. CST
- [Spectrum user's conference](#): April 5-8 | Omaha, Neb.

The next eRatex release will deploy later this spring.
We'll provide more details in the coming weeks.



Quarterly Town Halls



- February 19 - *completed*
- May 20
- July 29
- November 4

Monthly Webinars



April: Mobile Toolkit & Inventory (Prism Users)

May: Today's Hardware Option for a Counter Cutout (All Users)

June: Upgrading to PrismPOS (All Users)





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What to watch for in 2020: retail and merchandising trends



Retail expert Denise Walsh with Campus Advisory Services discusses incoming and outgoing trends and merchandising tactics for a successful year ahead.

[Read more ►](#)

Top **5** Reasons to upgrade your PrismWeb template

eCommerce is an integral part of the customer experience. Are your PrismWeb templates enhancing shopability, or do they need an upgrade? [Read More >](#)

We're updating our documentation portal!

The new portal features more robust search functionality and new and improved user interface, among lots of other benefits. Learn more and get started [here](#).

JANUARY WEBINAR



PrismPOS™



WINDOWS
SERVER 2008

END OF LIFE

[Register for this month's webinar](#) on Jan. 29 at 2:30 p.m. CST. We'll be discussing PrismPOS, including the advantages over WinPOS, enhancements & efficiencies, benefits to your customers & how to initiate your upgrade.

Microsoft Windows Server 2008 end-of-life is scheduled for January 2020. Are you prepared? Learn the steps you need to take and who to contact to remain up-to-date and secure. [Learn more >](#)

OWN THE EXPERTISE: *5 manageable ways to own course material*

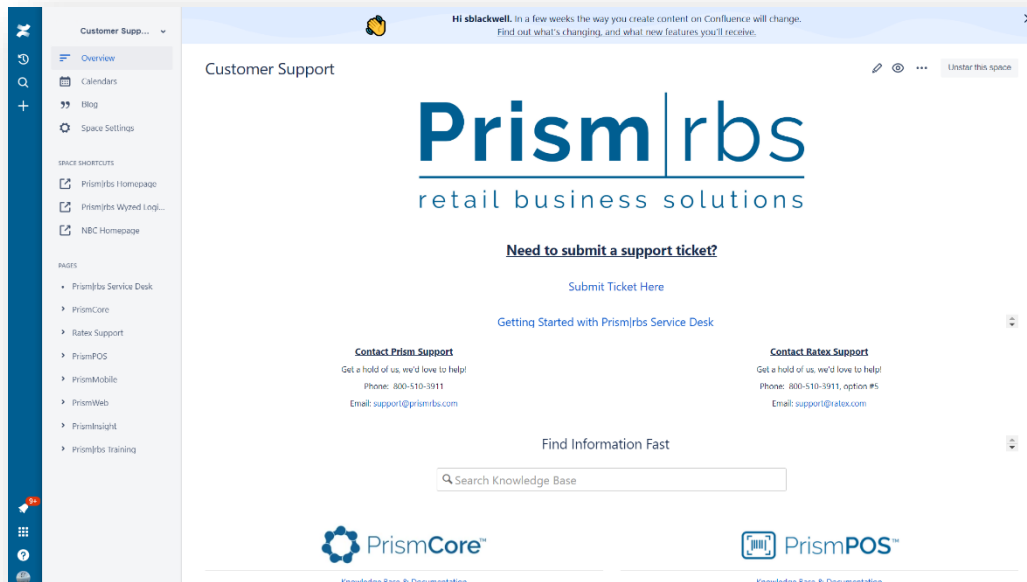


Being independent gives stores the freedom to rapidly implement innovative ideas or experiment with new approaches without needing approvals from a corporate entity. Read on to learn three ways collegiate retailers can be conduits for campus efficiencies.

Support



- Account managers assigned
- Updated knowledge base & ticketing portal
- Engagement with development





**Stephanie
Fickenscher**
Director of Product

Product Update

Stephanie Fickenscher



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Goals of 2019

Engage with YOU!

- 3 Regional User Groups
- Individual Discovery Sessions
- Partnering with Sales and Customer Success

Focus. Focus. Focus.

- Company-wide Priority Review Process

Visibility

- Quarterly Townhall Meetings
- Monthly Release Communications
- More to come!





- Transport items – stability
- Enhanced reporting for transaction logs
- PrismPOS 2.0 for general release
- Training mode & offline capability



- Security mitigation initiatives (including: iFrame functionality on checkout page, two-factor authentication)
- Azure environment and PCI certification
- Third party architecture review

Modernized **Platform**



- Improved process for matrix items
- Purchase request process
- Full GM process created for all items (exception: specialty items)
- Vendor management
- User setup
- Dashboard metrics
- Search/view/add course material and trade



- Increased efficiency, ease-of-use and consistency for staff
- Versatile platform-distributed components for newer registers to standardize peripherals, including cash drawers, scanners, keyboards and printers
- Ability to run different registers at one location



TOSHIBA

What's Next?



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Modernization



Additional Resources



Focus on Core
Competencies



More Functionality,
Faster



Remove Backward
Compatibility



Past User Group Feedback

Top 3 Features:

- Actionable/Intuitive Reporting
- Additional Payment Providers for all Systems
- Improved Customer Communication for Order Processing (configurable email templates, text messaging, etc)

Top 3 Operational Requests:

- System Stability/Security
- Seamless Third Party Integrations
- Follow Through on Priorities



How Can You Participate

Virtual 'Regional' User Groups

- 15-20 people from a particular region
- Engage in a 90 minute feedback session
- Plus sneak peek into progress/roadmaps/etc.

Specific Topic Virtual Sessions

- 2 times per month
- Discuss a specific topic – ie: purchasing, communications, promotions, payment methods, etc –
- First sessions will be scheduled before the end of April

Monthly Release Cycle (PrismSuite)



~~February 23~~

~~March 22~~

April 19

May 17

June 14 (Blackout: June 15 – July 12)*

July 19 (Blackout: August – September 15)*

September 20

October 18

November 15

December 20



**Blackout dates may shift, should school schedules change.*

Spectrum Training Series

Coming Soon...

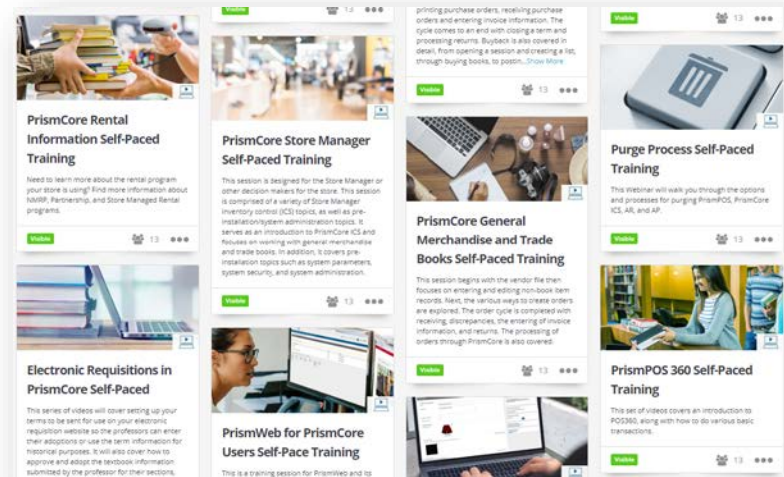


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Spectrum Training Series



- 11+ Recorded Sessions
- Watch at your convenience and submit your questions within the recorded session
- Host a Live Question & Answer Session
- **Available Early May!**



REMINDER - Training portal for documentation and webinars is available today.

Questions?

info@prismrbs.com



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Takeaways



- Expect More Focus and Faster Development
- Engage with us via Communications, Webinars & Surveys



Thank You & Be Well

info@prismrbs.com

SPECTRUM 

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