

# RMS Customer Form Manager

System Solutions, LLC.

Form Type	Created	Last Updated	Created By
Pellet Service	Thursday, May 07, 2009 1:56 PM	Thursday, May 07, 2009 1:56 PM	Administrator
Pellet Service	Thursday, May 07, 2009 2:01 PM	Thursday, May 07, 2009 2:01 PM	Administrator
Pellet Service	Thursday, May 07, 2009 2:27 PM	Thursday, May 07, 2009 2:27 PM	Administrator
Pellet Service	Friday, May 08, 2009 9:37 AM	Friday, May 08, 2009 9:37 AM	Administrator
Pellet Service	Friday, May 08, 2009 9:51 AM	Friday, May 08, 2009 9:51 AM	Administrator
Pellet Service	Friday, May 08, 2009 9:52 AM	Friday, May 08, 2009 9:52 AM	Administrator
Spa Service	Friday, May 08, 2009 9:52 AM	Friday, May 08, 2009 9:52 AM	Administrator

**Pellet Service Call**

Schedule Date \_\_\_\_\_ HP# \_\_\_\_\_ SO# \_\_\_\_\_

Taken By \_\_\_\_\_ Tech \_\_\_\_\_ Date / Time \_\_\_\_\_ am / pm

Mfr. \_\_\_\_\_ Model \_\_\_\_\_ F/S \_\_\_\_\_ Ins \_\_\_\_\_ ZC \_\_\_\_\_ Serial # \_\_\_\_\_

Age of Stove \_\_\_\_\_ Installed By \_\_\_\_\_ Purchased where \_\_\_\_\_

Customer name \_\_\_\_\_

Address \_\_\_\_\_ Nearest cross road \_\_\_\_\_

City / State \_\_\_\_\_ Work # \_\_\_\_\_

Home # \_\_\_\_\_ Cell # \_\_\_\_\_

Time someone could be home \_\_\_\_\_

If insert  fireplace masonry  ZC (metal flue)  Stone Starter section  full liner

If freestanding  Straight out  corner  up & out  thru roof Up into masonry  Class A  Pellet chimney

Description of problem \_\_\_\_\_

If pellets are burning lazy or backing up, number of bags since last cleaning? \_\_\_\_\_

Last cleaned by? \_\_\_\_\_ Brand of pellets \_\_\_\_\_

Cashiers create, edit, and save fillable PDF form(s) from pre-defined templates at the RMS POS screen.

- Form templates are created or scanned and configured as fillable using Adobe Acrobat
- Cashier chooses from a list of form template(s) during a transaction
- Form(s) are automatically linked, saved, and retrieved for the currently set POS customer
- Saved forms can be quickly retrieved and edited at any time from POS
- Each POS station requires Adobe Acrobat Reader and Customer Form Manager Add In

## System Requirements

Customer Form Manager requires: Microsoft RMS version 2.0, .Net version 3.5, SQL 2005 (Standard or Express), Adobe Acrobat Reader, Windows: XP Pro (SP2 or higher) or Vista

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