



Recovery Management Software Set Up Guide March 2019



Table of Contents

GETTING STARTED.....	3
DEFINITIONS.....	4
Company	4
Profit Centre.....	4
Site	5
Control Room	5
Nominal Code.....	5
Suppliers.....	5
Vehicle Classes	5
Regions.....	5
Rate Cards	5
Recovery Services	6
Download the RMS Client	7
Log In.....	7
Check Company details.....	8
Set up Profit Centres	8
Check Site details	8
Applications Tab.....	8
Storage Areas.....	8
Check Control Room details.....	9
Set up Nominal Codes.....	9
Check Payment Types	9
Set up Users	10
Set up Permissions	10
Assigning Roles to Users	10
Set up Drivers.....	10
Set up Fitters	11
Set up Vehicles	11
Vehicle Classes	12
Invoice Nominals.....	12
Check Regions	13
Check Services.....	13
Rate Card Introduction	14

Sample Rate Card line	14
Create a Rate Card	14
Selecting Vehicle Classes and Services.....	14
Time Bands.....	15
Recovery Rates.....	15
Parking Rates.....	16
Workshop Rates (optional)	16
Specialist Equipment.....	16
Set up Sales Account	17
Main Tab	17
Recovery Tab.....	17
Financial Tab	17
Force Payment Type	18
Invoice Method	18
Rate Card.....	18
Contracts Tab	18
Nominals (optional)	18
Vehicles (optional)	18
Depots (optional)	19
Link a Sales Account to an ANS Node	19
Check Parking Reasons.....	20
Parking Letter Templates (Optional).....	20
Finish Setup.....	21
Correctly configure Motoring Organisation Accounts	22
Invoice Methods	22

Getting Started

Setting up RMS is a simple and straight-forward process when you follow this guide in order. Spending quality time to ensure that you set up RMS correctly will yield results later when you go live because you can be confident that it has been set up in the best possible way and you'll generally get more from it.

The aim of this guide is to first provide you with definitions of the key parts of the guide and then walk you through a series of logical, manageable sessions so that you can configure RMS to best suit your needs in the quickest, most efficient way.

Please ensure that you work through all of the sessions in order because some parts cannot be done without other parts being done first. Some parts of the guide are optional so may be skipped over if they are not relevant to you.

Each session suggests how long it should take to complete it properly without having to rush and this should be sufficient for someone with about average computer literacy. It is possible that the session can be completed much quicker.

As a guide and rule of thumb, the whole setup process shouldn't take much longer than 2 weeks to complete and be conversant with.

DEFINITIONS

Company

This is an individual company that you run. The company in RMS is used to control the format of the files that you export to your accounts package and it also controls which letterhead to use for invoices etc.

Most of our clients tend to have one company set up however; if you need the ability to export your sales figures to multiple accounts packages or if you have the need to have some invoices with different letterheads then you will require multiple companies set up in RMS.

There is no need to use pre-printed paper with RMS as our software team will have customized your invoice layout with the logos and letterhead that you have supplied us with. If you have not already supplied us with your letterhead, logos and layout example please do this ASAP. You will not be able to go live until we have this set up for you and this is because emails from RMS can be sent directly to your customer and need to have a letterhead on them.

Profit Centre

A profit centre is sometimes known as a department in some accounts packages. Most RMS clients use just one profit centre however, if you need to be able to generate multiple sets of invoice numbers (for example a set for workshop jobs and another set for recovery jobs) then you'll need to create additional profit centres. Invoice numbers are prefixed with the Profit Centre code {00 by default}.

Site

This is a physical location or depot from which you operate. A site must be linked to a company so that any invoices generated from that site have the relevant letterhead printed on it.

Sites are used in the jobs so that you can run reports to find out the revenue of each site in RMS. Sites can also have storage areas within them and this allows for large compounds that have SOCO bays etc. so that vehicle stored can be easily located.

A site must also be linked to a Profit Centre so that it knows what prefix to use on invoices raised for that site.

Control Room

This is where recovery jobs are controlled from. Each control room looks after and can control one or more sites. A control room consists of a main site which is usually its physical location and then it has a list of satellite site attached to it whose jobs it also controls.

Nominal Code

This is related directly to your accounting package and is known as a 'Category' if you are using the 'Big Red Book' for your accounts. A nominal is used in RMS to post transactions to so that when you come to export invoices from RMS, your accounts package knows where to allocate the revenue. If you are not using an accounts package or do not wish to export from RMS then you'll simply need to create one Nominal Code in RMS, most common is '4000 – Sales'.

Suppliers

Suppliers are classed as any company that supply you with goods or services. This includes the companies that you subcontract work to.

Vehicle Classes

These are the different vehicle types that your drivers attend. They are usually defined by a weight bracket {3.5 Tonne – 7 Tonne for example}. RMS comes with a default list of the most common Vehicle Classes although extra ones can be added if required. Vehicle Classes are part of the automatic pricing mechanism built into RMS and are used in jobs and in the Rate Cards.

Regions

A region is a geographical location or zone in which you operate. They are only really needed if your pricing structure determines that you charge different rates in that region. For example some of our London-based clients have two regions 'IM25' for work inside the M25 using one set of rates and another 'OM25' for work done outside the M25 using a different set of rates.

Rate Cards

A Rate Card is the bedrock of the automatic pricing mechanism in RMS and is made up of one or more rate lines; each line detailing specific rates for the criteria set. A single Rate Card can be

assigned to multiple Sales Accounts making it easier to maintain. A Rate Card can be as simple or complex as it needs to be to handle the rates that it contains. Rate Cards are the most difficult part of the system to get your head around however once you understand the concept, they are quite easy to create.

Recovery Services

This is a list of the services that you provide to your customers. RMS comes with a default list although you are able to add to this if required. Typical services include: 'Roadside Assistance', 'Vehicle Recovery', etc.

SESSION 1: DOWNLOAD & INSTALLATION	
Estimated Time Required:	20 Minutes
Objectives:	Download the RMS Client Log In

Download the RMS Client

To download and install the RMS client please visit: <http://download.apex-rms.com> and select the RMS Installation Client.

Once the client has been installed and you run it for the first time you need to enter your unique 6-digit installation code that was provided by Apex.

Please make sure that your PCs meet the minimum specifications detailed in the Workstation setup guide that can be downloaded from our download website: <http://download.apex-rms.com> other documents and resources can be downloaded here too.

Log In

Your system will have been built with a single user already set up for the main contact specified on the order form. The user login will consist of the first letter of your forename followed by your surname. For example, Alice Smith will have a user setup as 'asmith'. The password is defaulted to 'password' but will be required to change upon first login.

Open the client and enter the credentials to log in, you'll then be faced with the main menu and you'll be able to continue with the setup. If you have any issues with logging in, then please contact our support team and we'll provide assistance.

SESSION 2: SYSTEM FOUNDATIONS	
Estimated Time Required:	1 to 2 Hours
Objectives:	Check Company details Set up Profit Centres Check Site details Check Control Room details Set up Nominal Codes Check Payment Types

Check Company details

From the Main Menu of RMS select '**Setup**' then '**Companies**' to view a list of the Companies that were imported by our team before handing the system over to you. Double click on a Company and check that all of its details are correct. Make any changes that you need to and click on the '**Save**' button. Usually, one company is adequate however; you can add more Companies to the list by clicking on the '**New Company...**' button at the bottom of the Company List.

Set up Profit Centres

From the Main Menu of RMS select '**Setup**' then '**Profit Centres**' to view a list of Profit Centres that were created before handing the system over to you. If there is a need for you to create more Profit Centres, simply complete the row at the bottom of the grid and click the '**Insert**' button.

Note: Invoice numbers are prefixed with the Profit Centre code so you may need more Profit Centres if you need to have several sets of invoices.

Check Site details

From the Main Menu of RMS select '**Setup**' then '**Sites**' to view a list of all sites that have been imported by our team prior to handing the system over to you.

Double click a Site and check its details.

If you have set up multiple Profit Centres, please ensure that you set the correct one for each Site. Make any changes that you need to and click the '**Save**' button

Applications Tab

The applications tab allows you to make RMS available to the different applications within RMS. Please ensure that you check this for each new site that you add.

Storage Areas

If you have a storage compound and need the ability to be able to break it down into various areas, then you can do so in the Storage Areas tab. Examples of this would be things like 'SOCO Bay', 'Warehouse', and 'Yard A Row 1' for example. Storage Areas can be quite useful in aiding you to locate a stored vehicle

Check Control Room details

From the Main Menu of RMS select '**Setup**' then '**Control Rooms**' to view a list of Control Rooms that we created before handing the system over to you.

Double click on a Control Room and check its details. If a control room looks after several sites, then these can be added at the bottom of the screen as a satellite site. To do this simply select from the list, type a mobidem number in and click the green + icon. If the site does not have its own Mobidem Number then enter '0' in the box. Please ensure that your ANS Node (Mobidem) is added correctly to your control room.

Set up Nominal Codes

From the Main Menu of RMS select '**Setup**' then '**Nominal Codes**' to view a list of Nominal Codes in the system. The list is empty by default so you'll need to add them in manually. Simply select the Category from the dropdown, select the Profit Centre, enter a Code and Description then click the '**Insert**' button to add the code to the list. You'll get this list from your accounts package.

Check Payment Types

From the Main Menu of RMS Select '**Setup**' then '**Payment Types**'. Check the current list of types and create any new ones if you need to. This is where you can apply any surcharges if they are required.

SESSION 3: USERS, DRIVERS, FITTERS & VEHICLES	
Estimated Time Required:	1 to 2 Hours
Objectives:	Set up Users Set up Permissions Assigning Roles to Users Set up Drivers Set up Fitters Set up Vehicles

Set up Users

From the Main Menu of RMS select '**Setup**' then '**Users**' to view a list of all users that have been imported by our team prior to handing the system over to you. Double click a User to check their details. Make any changes that you need to and click the '**Save**' button. You can add a new user by clicking on the '**New User**' button at the bottom right of the screen.

Set up Permissions

Users in RMS are granted permissions to access different parts of the system. The way this works is that for each application in RMS there are a number of roles and each role has a number of permissions assigned to it. A role is then applied to a user this means that each User gets to inherit all of the permissions set for that role. You are able to create more roles as required.

From the main menu click '**Setup**' then select '**Applications & Roles**'. Locate the application that you would like to see the permissions for and then click the '**Set Permissions...**' button. This will show a grid, down the left edge of the grid are the permissions and along the top are the roles. You can set a permission by simply checking or un-checking the required checkbox.

Once you have set all the permissions in all the applications, you'll be able to assign a role to a User. By default we have created a default set of roles for you.

Assigning Roles to Users

From the main menu click '**Setup**' then '**Users**'. Double click on the User that you want to allocate permissions to and then click the '**User Roles**' tab. At the bottom of the screen select the application that you want and the appropriate role and then click the '**Add Role**' button. Repeat as needed with the other applications.

Set up Drivers

From the Main Menu of RMS select '**Setup**' then '**Drivers**' to view a list of all drivers that have been imported by our team prior to handing the system over to you. Double click a Driver to check their details. Make any changes that you need to and click the '**Save**' button. You can add a new driver by clicking on the '**New Driver**' button at the bottom right of the screen.

Set up Fitters

From the Main Menu of RMS select '**Setup**' then '**Fitters**' to view a list of all fitters that you have. Double click a Fitter to check their details. Make any changes that you need to and click the '**Save**' button. You can add a new fitter by clicking on the '**New Fitter**' button at the bottom right of the screen.

Set up Vehicles

From the Main Menu of RMS select the '**Fleet Manager**' then click on the '**Browse/Find Vehicles**' button and double click on one of the Vehicles to see its details. Make any changes that need to be made and click the '**Save**' button.

If you want to add a new Vehicle then '**New Vehicle**' button and enter the details of the vehicle.

Please note that if you have any Hire or Courtesy cars, then you must ensure that the '**Category**' drop down is set to '**Hire**' in order for them to be available to be used on a hire job.

SESSION 4: GLOBAL PARAMETERS	
Estimated Time Required:	30 Minutes
Objectives:	Vehicle Classes Invoice Nominal

Vehicle Classes

RMS comes complete with a list of the most common Vehicle Classes although you are able to add to this list if you need to. From the main menu select **'Recovery'** and then from the menu bar select **'Setup'** followed by **'Global Parameters'** and **'Vehicle Classes'**. You can add a new Vehicle class at the bottom of the list and click the green tick at the end of the row to save.

Invoice Nominals

RMS has a set of specific categories that need to be linked up to the Nominal codes that you created earlier. From Recovery select **'Setup'** and **'Global Parameters'** from the menu bar. Then select **'Invoice Nominals'**

Simply type a nominal code in the box next to the Charge type as shown in the example below where we are assigning all income for 'Recovery Callout' to the Nominal code 004000 – Recovery Sales.

Charge Type	Nominal Code	Subcontracted Nominal Code
Recovery Callout	004000-Recovery Sales	00
Recovery Mileage	00	00
Recovery Hours	00	00
Recovery Specialist Equipment	00	00

SESSION 5: RECOVERY PARAMETERS	
Estimated Time Required:	30 Minutes
Objectives:	Check Regions Check Services

Check Regions

From Recovery select **'Setup'** from the menu bar followed by **'Recovery Parameters'** and **'Regions'** this will give you a list of regions that are set up in your system. We create a Default region before we hand the system over to you. To create any additional regions that you may want complete the bottom row and click on the green tick icon to save. These will be used later when we build our pricing structure with the rate cards.

Check Services

By default, we populate RMS with a list of the most common types of service. From Recovery select **'Setup'** from the menu bar followed by **'Recovery Parameters'** and **'Services'** and this will give you a list of the current services in the system. These will be used later when we build our pricing structure with the rate cards. New services can be added by completing the bottom row and clicking the green tick icon to save.

SESSION 6: RATE CARDS	
Estimated Time Required:	30 Minutes Each
Objectives:	Introduction Sample Rate Card line Create Rate Card Selecting Vehicle Classes and Services Time Bands Recovery Rates Parking Rates Workshop Rates Specialist Equipment

Rate Card Introduction

Rate Cards in RMS are designed so that the system can automatically price a job based on certain criteria of the job. Each Rate Card is made up of one or more rate lines and each rate line is made up of 5 parameters; Job date, time, region, service provided and class of vehicle.

Sample Rate Card line

Description	Region	Service	Class	Day Band	Time Band	Callout	Mig Rate	Free Mis	Tri Mig Rate	Free Tri Mis	Hrly Rate	Free Hrs	
	*	*	*	*	*	€ 45.00	€ 1.10	20	€ 0.40	0	€ 55.00	0.50	
Callout	*	*	*	*	*	€ 45.00	€ 1.10	20	€ 0.40	0	€ 55.00	0.50	

The above live is read in the following way “Jobs in all regions for any service and any vehicle class on any day at any time will be priced at £45.00 callout with a £1.10 per mile rate and the customer gets 20 miles free of charge; towing a trailer is priced additionally at 40p per mile with no free miles and any time spent on the job is charged at £55.00 per hour except the first half hour which is included.”

When you create a rate card you must cover every eventuality so that a rate is always matched. Please note that Christmas Day, New Year’s Day, Christmas Eve, New Year’s Eve and Boxing Day are known as exclusive days and must be included in the rate card somewhere.

Creating a Rate Card

To create a Rate Card click on the ‘**New Rate Card**’ button, give the Rate Card a meaningful descriptive name and press the ‘**Save**’ button. Once you have saved the blank Rate Card you’ll be prompted to select the Vehicle Classes and Services that will apply for that card.

Selecting Vehicle Classes and Services

For each Rate Card, you need to specify which Vehicle Classes and Services apply to it. On the Vehicle Classes and Services tab simply select an item from the drop down and click on the green plus icon to add it to the Rate Card. If there is an item that you need and it is not in the list, you’ll need to create it as discussed previously.

An example is shown below for a Rate Card that only deals with Vehicle Recovery and Roadside assistance for cars.

Assigned Vehicle Classes

Add vehicle class: +

Class	Description	Default?	
C	Car	<input type="checkbox"/>	

Assigned Services

Add Service: + +

Class	Description	
REC	Vehicle Recovery	
RS	Roadside Assistance	

Once you have selected and added the relevant items click on the **‘Save’** button and the system will open the Recovery Rates tab ready for you to create your recovery rates.

Time Bands

If the Rate Card needs to have Time Bands (Sometimes known as A and B rates) then you can type them into the top 3 boxes of the Rate Card on the right. All times must be in order and it uses a 24 hour clock. An example of Time bands is:

Start Time: 08:00
 Rate A to: 18:00
 Rate B to: 08:00

Notice that the Start Time must match the last time entered so that it forms a complete 24 hour period. The Rate Card will then display Rate A (08:00 – 18:00) and Rate B (18:00 – 08:00) whenever you mouse over the Time Band on the Recovery Rates tab.

Recovery Rates

This is where we’ll create a sample rate line. You’ll need to have access to your rates in order to do this accurately.

For now let’s assume the following rates for “ClubX”

Vehicles 3.5 T and Under:
 Roadside & Recovery Callout: £43.00 (Includes 30 minutes and 20 miles)
 Mileage Rate: £1.20
 Trailer Mile Rate (whilst on tow): £0.65
 Roadside Labour: £40.25

How do we build that into our Rate Card?

New Recovery Rate Card

Rate Card Name: Time Bands: Start Time:
 Ignore Bulk Updates: (Leave blank if no bands apply) Rate A to:
 Use recovery rates for redelivery: Rate B to:
 Rate C to:

Recovery Rates
Redelivery Rates
Parking Rates
Workshop Rates
Specialist Equipment
Vehicle Classes / Services
Rate Uplifts

Description	Region	Service	Class	Day Band	Time Band	Callout	Mig Rate	Free Mls	Tri Mig Rate	Free Tri Mls	Hrly Rate	Free Hrs
Up to 3.5 T	*	*	L5	*	*	£ 43.00	£ 1.20	20	£ 0.65	0	£ 40.25	0.5

This rate card does not have any recovery rates yet.

As you can see the information given from the ‘ClubX’ rates transforms quite easily into the rate card. If I needed to be able to deal with vehicles over 3.5T then I’d simply create another rate line with the relevant details in it.

If the customer pays the same for redelivery as recovery then put a tick in the 'Use recovery rates for redelivery' tick box. If this is not ticked then you'll have to complete the redelivery rates tab of the rate card otherwise redelivery jobs will not price correctly.

Parking Rates

To set up rates of storage, click on the '**Parking Rates**' tab and add rows as you need to include free days where relevant and click the green tick icon to save. These rates will be used to calculate the storage fees of vehicles that are in the Parking side of RMS.

Workshop Rates (optional)

Workshop Rates can be created by clicking on the '**Workshop Rates**' tab. Type a description to describe the labour item that you are creating, add a Fee. You can set a default VAT rate for each item because an MOT is not charged VAT whereas a service generally would be. Finally, if you want a particular workshop item to be exported to another Nominal in your accounts package then you can override the code by typing it in. Click on the green tick icon to add the item to the Workshop Rates.

Specialist Equipment

RMS gives you the ability to set up rates for Specialist Equipment for each rate card. To do this click on the '**Specialist Equipment**' tab and select the items that you need from the dropdown list. Enter a Rate and commission '0' if you do not pay commission. Note that drivers will get a percentage of the value entered into the commission box unless the '**Fixed**' tick box is ticked and then they'll get the exact figure shown as commission.

SESSION 7: SALES ACCOUNTS	
Estimated Time Required:	10 Minutes Each
Objectives:	Set up Sales Account Main Tab Recovery Tab Financial Tab Link Sales Account to ANS Node

Set up Sales Account

From Recovery select '**Setup**' from the menu bar followed by '**Sales Accounts**' this will give you a list of the Sales Accounts that our team imported before handing the system over to you. Double click on an account to view its details. If you need to create a new account, you can do this by clicking on the 'New Sales Account' button at the bottom of the screen. Enter the details into the new window and click the 'Save' button.

Below is a breakdown of the Sales Account into its Tabs. If there are very few Tabs in the Sales Account please ensure that the '**Recovery Account**' tick box is ticked at the bottom of the 'Main' tab.

Main Tab

Here we have the main details of the Sales Account. There are a few things that you need to be aware of on this tab:

Code – The code used in your accounts package to represent the account. This must match the one used in your accounts package to successfully export invoices.

Cash Account – Tick this if the account in question is for general work done for private or general purpose customers. Ticking this box will cause the system to use the Owner's details on the Recovery job as the invoicing address.

Recovery Account – This must be ticked.

Recovery Tab

This tab is used to store specific recovery information about the Sales Account. The information here includes the ability to send job times back to the originator of the job. We can also tell RMS what fault and outcome codes to use for this account by selecting the Agency at the top of the window. (At the moment the motoring organisations are switching to a single list of fault and outcome codes and when they do, the Agency will be obsolete).

Financial Tab

This is where financial information about the Sales Account is stored.

Ad Hoc – Tick this if you want the ability to apply ad-hoc charges to the account. This usually is only applied to Cash Accounts and is designed to deal with the circumstance where the Motoring Organisation pays for the callout and recovery and the member then pays for any equipment used in the recovery job.

Force Payment Type – This is usually only ticked for Cash Accounts and enables the user to force a payment type at time of invoice. If you apply a surcharge for Credit Cards, this will be automatically applied to the total of the job and displayed on the invoice.

Invoice Method - This allows you to specify how RMS deals with invoices for this Sales Account. The following methods are available:

Auto Email – This will automatically place the invoice onto a queue for sending. The queue is processed by the system every 5 minutes and the invoices on it are sent. To use this feature please type in a valid email address to send the invoices to. If the invoice has to go to several addresses, a semicolon (;) can be used to separate the email addresses.

Electronic – This is an electronic version of the old ‘Club Discs’ and is primarily used by Green Flag. Sales Accounts that are set up for this method automatically collect all the invoices for the day and RMS builds a text file in a specific format containing all of the invoices. This process happens automatically usually around 2am and the file is sent to the email address specified.

ANS – This will automatically place the invoice onto a queue for sending. The queue is processed every 5 minutes and the invoices on it are sent to the specified ANS node. To use this feature please type in the ANS Node number to send to invoices to.

Rate Card – This is where you select the rates that you want to apply to the Sales Account. To do this, all you need to do is drop down the Rate Card list, select one and click the ‘Save’ button. You are able to link a Rate Card to more than one Sale Account so that if you have your own trade rates that apply to many clients it is very easy to update all of the rates by altering just one Rate Card.

Contracts Tab

These allow for Sales Accounts to be broken down into Pins or Zones. The most common customers to use this for are:

AXA / IPA – They refer to this as their IMTS number. Usually it is 6 numbers and starts with a 1. If you cannot find the number, give them a call and ask for your IMTS number(s). If you work for IPA AXA then you’ll need this before you can go live and this is because RMS sends the invoices with the Contract code in the email that their computer system processes it with.

Britannia Rescue, RAC, AA, Green Flag. These are not essential to have before you go live.

Nominals (optional)

This is only needed if you want to override the default Nominal codes with specific ones for this Sales Account. Most people do not use this feature.

Vehicles (optional)

If you look after a fleet of vehicles for your customer, you can add their fleet into here. You can force only valid registrations and opt to have RMS automatically set the Sales account on Registration entry.

Depots (optional)

If the Sales Account has several depots and you often deliver or collect vehicles from them then you can create a list in here. You can then quickly and easily select one of the depots from the job screen.

Link a Sales Account to an ANS Node

When a job is sent to RMS via the ANS network the only thing that is known is which ANS node it was sent from and RMS does not know what Sales Account it needs to assign the job to. This simple process tells RMS what Sales Account to assign each ANS job to so that you save time when receiving a job. RMS will work if this is not done however, you'll have to manually select the Sales Account for every single job.

From Recovery select '**Setup**' from the menu bar followed by '**ANS Nodes**' to see an up to date list of all of our ANS clients. In the top box type in the first few characters of the originators name and press **[Enter]** this will filter the list so that just a few ANS Clients are displayed. You'll notice that there are 2 columns next to the ANS Clients' name and the first one is for Sales Account. Click on the red link '**Set up Account**' and enter the Sales Account into the top box of the newly displayed panel. Click the '**Save**' button to save the change. You'll notice that the link now turns blue and displays the Sales Account name instead.

RMS maintains the ANS client list automatically and this is updated once a day early in the morning.

SESSION 8: PARKING PARAMETERS	
Estimated Time Required:	1 Hour
Objectives:	Check Parking Reasons Parking Letter Templates

Check Parking Reasons

RMS comes preloaded with a list of the most common reasons why vehicles need to be stored. From Recovery select '**Setup**' from the menu bar followed by '**Parking Parameters**' then click on the '**Parking Reason Codes**' tab. Check the list and if you need to add more, simply complete the bottom row and then click on the green tick icon to save.

Parking Letter Templates (Optional)

RMS enables you to store and schedule your parking letters. These are used to advise customers that you are storing their vehicle.

From Recovery select '**Setup**' from the menu bar followed by '**Parking Parameters**' then click on the '**Parking Letter Templates**' tab.

Click on the '**New Letter ...**' button at the bottom and use the Word-type editor to build the template. You can use the placeholders on the right hand side to put specific data from the database into the letter in a similar way that mail merge works.

To schedule a letter tick the '**Scheduled**' tick box and enter a number in the '**Days from previous letter**' box provided.

SESSION 9: TRAINING & GO LIVE	
Estimated Time Required:	1 Day Free of Charge
Objectives:	Finish Setup Provide Training Go Live with RMS

Finish Setup

Once you've worked through all of the relevant sessions above please contact us to book training and go live. This is provided to you free of charge for one day and is held at the location of your choice and we usually aim to arrive around 09:30am.

To book your free training day please either phone us or email us using the details given below:

Phone: +44 (0)203 195 6757

Email support@apex-networks.com or the Apex employee you've been dealing with

The Go Live procedure is a very quick painless and almost seamless switchover. If you have another system that is using the ANS network, you may want to have cleared down and invoiced off as much as possible (where applicable) before switching over. The reason for this is that once we make the switch there will be no ANS communications to the other system and any current jobs on the other system will need to be cleared down and invoiced over the phone.

SESSION 10: ONGOING SUPPORT	
Estimated Time Required:	Continuous Support
Objectives:	Telephone: +44 (0)203 195 6757 support@apex-networks.com Out of hours phone: 07920 780 920 (Any time not 09:00 – 17:30 Mon – Fri)

Apex provides support for all of its RMS clients. Support is provided 365 days a year 24 hours a day and 7 days a week so we're always on hand to provide assistance. Most of the support that we provide is carried out between 09:00 and 17:30 Monday to Friday although we are available for emergency support outside of these hours.

Should you need support or assistance please feel-free to contact us and we'll be glad to help.

APPENDIX A: SALES ACCOUNT CONFIGURATION	
Estimated Time Required:	
Objectives:	Correctly configure Motoring Organisation Accounts Invoice Methods

Correctly configure Motoring Organisation Accounts

The following list details how some of the Motoring Organisations Sales Accounts should be configured in your RMS.

Invoice Methods

Company	Method	Email / ANS Node	Note
Green Flag	Electronic	central.invoicing@greenflag.com	
Allianz	ANS	2999044	
Britannia	ANS	2800566	
IPA AXA	ANS	2800425	
Call Assist	ANS	2999002	
RAC	Manual	ROI – Auto Email – roicaps@rac.co.uk	Remittance: Self Bill
AA	Manual		Remittance: Self Bill
Auto Home	Auto Email	control@autohome.co.uk	
Intana Assist	Auto Email	claims.payments@collinsongroup.com	
Auto Rescue Logistics	Auto Email	reception@autorescuelogistics.net	
Masterserve	Auto Email	invoices@arifleet.co.uk	
VRNL	Auto Email	accounts@ncionline.co.uk	