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Since 1982, RF-SMART has provided supply chain software, hardware, and support. Having worked 2,000+ NetSuite customers, here are all the answers to the most asked questions we hear.

All RF-SMART products are supported by our dedicated Hardware & Support teams.

For more information, visit [rfsmart.com/netsuite](https://rfsmart.com/netsuite)

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## Does RF-SMART WMS require certain NetSuite modules?

RF-SMART does not require NetSuite modules; however, you do need to have the corresponding inventory or manufacturing functionality enabled in NetSuite.

While RF-SMART supports native NetSuite functionality, we also provide value-added features like Full Physical Counting, Cycle Counting, Replenishment, wave and batch Picking, and the ability to pick and count at the same time.

We also leave the **bin decision** to you. RF-SMART works with Bin Management, Advanced Bin Management, or no bins. If you decide later to add bins, our consultants can help you with the transition.

## How Does RF-SMART's WMS Integrate to NetSuite?

**RF-SMART's WMS is a Native Built-for-NetSuite solution**, which means RF-SMART is not an integration. Our architecture resides inside of NetSuite for high reliability. RF-SMART communicates with NetSuite directly, in real-time, with no servers between the worker and NetSuite. As a Native SuiteApp, we ensure our solution works with every release - which is one less thing for you to worry about.

## Is RF-SMART scalable?

RF-SMART customers are often fast-growing companies looking for a solution that can meet their inventory management needs and scale with them as they grow. RF-SMART offers a variety of solutions that can support all business sizes - from companies simply needing a label printing solution, to those in need of full WMS capabilities. Our functionality covers all major verticals and industries that NetSuite supports.

We also have advanced modules like **Advanced Picking, License Plating, Work Center Reporting and Automation** to accommodate different business needs.



### WMS Analysis Guide

We've created a free WMS Value Analysis Worksheet to simplify your discovery and easily provide key ROI information to internal stakeholders.

## How does RF-SMART support NetSuite releases?

NetSuite **releases twice a year** and uses a phased roll out approach, making the updates live for a small percentage of customers first, then continuing through its entire customer base. As a Native SuiteApp, RF-SMART's entire solution suite undergoes thorough testing in the new NetSuite environment. Before any release, we are performing tests of every single RF-SMART function and validating it works as expected.

## How much does RF-SMART's WMS cost?

The price of RF-SMART's WMS depends on many factors. As with any business investment, you need to budget for an inventory management system. A helpful list of factors that can influence the cost of a mobile WMS for NetSuite include:

- Length of Contract
- User Count
- Type of WMS or Bundle Advanced Modules
- Maintenance Support & Service Fees
- Customizations
- Implementation Complexity

## How long does it take to implement RF-SMART's solutions?

This answer also depends on a few factors, the first being where you are in your NetSuite project. The length of the project depends on complexity and scope. Basic WMS implementations usually take place over a period of weeks, while our more complex implementations may take longer and require on-site support.

Additionally, our shipping, printing, and mobile dimensioning solutions have shorter projected time frames for implementation. Many of our implementations are completed remotely with **our services team**.

## What resources does RF-SMART offer for customers?

Customer education is a vital part of our support offerings. In addition to our in-app help documentation mentioned above, we host a wide variety of resources to help you navigate your most common supply chain challenges, optimize your user experience, and provide continuing education for your team.

### Resources include:

#### Knowledge Base:

Our support team is constantly adding resources, articles, videos and webinars to our customer Knowledge Base site. This customer-specific resource allows users to search their software and hardware questions and review most commonly used answers. Additionally, this platform allows customers to submit and manage support tickets.

#### Monthly Customer Support Webinars:

Each month, our NetSuite customer education team prepares and presents a free 30-minute training session to address areas of interest and optimization for RF-SMART customers. These webinars include a live Q&A.

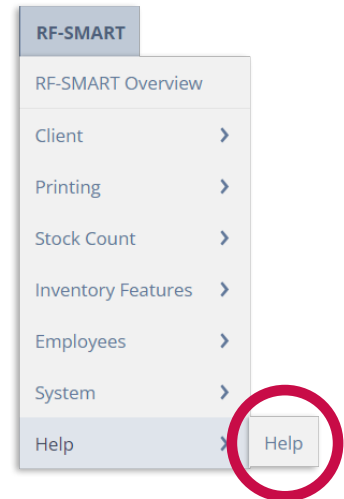
#### Dedicated RF-SMART Resource:

Each RF-SMART customer has an individual account representative to help them navigate updates, continue optimizing their processes, and grow their supply chain education.

## What happens if we need to contact support?

Customer satisfaction is our primary business. Should an urgent issue arise, RF-SMART offers 24/7 [support hours](#). Production critical issues where your warehouse operations are at a standstill are addressed within an hour of ticket or call submission and are worked on continuously until resolved. [Our Helpdesk](#) provides you with a single source for questions about your RF-SMART solutions.

The [RF-SMART Help website](#) can be accessed straight from the RF-SMART tab in NetSuite. This gives you one location to easily access documentation, support resources, checklists, features, and function overviews.



## What hardware do we need and when should I be thinking about it?

You need to be [thinking about hardware](#) and wireless infrastructure as soon as you decide there is a new project. One common mistake companies make is expecting their old hardware will work with their new ERP or waiting until the end of their project to purchase their devices. If they don't arrive on-time, you face delaying your go-live.

The easiest way to avoid a negative implementation experience is to consult with a Hardware expert. As a top-tier partner with leading manufacturers, RF-SMART has a [list of devices](#) and printers that are [tested and certified](#) to work with both NetSuite and RF-SMART. When purchased through us, these devices are supported by our Helpdesk.

## Does RF-SMART offer other supply chain solutions?

RF-SMART offers a wide variety of Built-for-NetSuite solutions in addition to our WMS to tackle common supply chain challenges, including printing, shipping, and mobile dimensioning. Each of these solutions can be purchased independently or can be used together to fully optimize your supply chain from end-to-end.



#### RF-SMART Shipping:

Allows users to access real-time shipping rates instantly, getting each order out the door as quickly and cost-effective as possible.



#### RF-SMART Automated Mobile Dimensioning:

Enables users to instantly update all dimension and weights in NetSuite directly from their handheld, eliminating the need for manual or batch updates



#### SummitIT, an RF-SMART Printing Solution:

Provides easy label and document printing from any record in NetSuite with the click of a button, or automatically with our cloud printing feature.