

Quick Reference Guide

RBMS Key Terms



| Subject | Dynamics Term | NPS Equivalent | Definition |
|-----------------------------------|-------------------------|---------------------------------|---|
| RBMS Software and Products | RBMS | N/A – new term | Stands for Recreation Business Management System. RBMS enables the NPS Recreation Fee Program to have one standard fee collection process across all FLREA collection sites. RBMS is made up of 2 software components: POS (front-office) and RBMS Back-office and POS are both Microsoft products. |
| | RBMS Back-office | N/A – new term | RBMS Back-office is the web-based software used to complete tasks involved in remits, auditing, reporting, and pass management. |
| | POS | Terminal, Scoria, Advantiv | Stands for Point-of-Sale. POS is the software that is loaded on each of the registers that is used for fee collection activities and transactions. |
| | Registers | POS terminals or cash registers | Collection of devices loaded with the POS software used to process NPS fee collection transactions. |
| | Layout or Screen Layout | Menu or keyboard layout | The visual options that appear on the touch screen and how they are arranged. There are 3 primary POS screen layouts in RBMS: Park Entry model, Parking model, and Tour/Event model. |
| | CPOS | N/A – new term | Stands for Cloud Point-of-Sale. The web-based version of the POS software access with a park-specific CPOS URL. This web-based POS is used by FCOs at some parks |

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| | | | to complete end of shift activities. |
| | Categories | Departments | A Functional Area or Tab in the Transaction Screen of POS used to group similar products. Some examples of categories include: Camping, Permits, or Commercial Tours. |
| | Product | Item or SKU | Anything that is sold via the POS system. |
| | Info Code | Question prompt | Additional prompts that require response as part of a POS transaction. For example, capturing the serial number of an IA Annual Pass when it is sold. |
| | HQ | Remit Office, other primary fee collection or management location. | The primary administrative office at your Park or Unit. This is where new passes arrive when they are shipped to you. |
| | Station | Entrance Station, Remit Office, | A location where fee collection hardware is set up. Larger parks have many stations, smaller parks may have only 1. |
| | Selling Location | N/A – new term | A placeholder term for the “location” a pass has gone to be sold or was sold from. |
| | Bag | N/A – new term | A physical bag, or other container, which contains a Fee Collector’s passes, cash, and any other shift related documents. Bags are numbered and associated with a cashier and shift. |

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| RBMS Hardware | Fixed Station | N/A – new term | One of the three hardware setup configurations for POS. The fixed station includes a monitor and looks like a desktop computer. The fixed station cannot be moved and remains at its designated booth or station. |
| | Hybrid Tablet | N/A – new term | One of the three hardware setup configurations for POS. The hybrid tablet setup involves a dock at a booth or station where the tablet sits while fees are collected. Tablets are often used by parks that have limited connectivity. Tablets can be moved from one dock to another and can be moved to locations with connectivity. |
| | Portable Tablet | N/A – new term | One of the three hardware setup configurations for POS. The portable tablet setup is used primarily when a Fee Collection Officer travels further down the line with the POS to collect fees to move the line quickly. The Portable Tablet contains a utility belt to carry all peripheral equipment. The Portable Tablet setup does not collect cash. |
| | Credit Card Peripheral PIN Terminal | Credit Card terminal | The hardware device that reads a credit card chip or swipe. The device contains a number pad as well for when a card number needs to be manually entered. |
| POS Processes | Declare Starting Change Fund | Change Fund / Bank | The first operation that is performed for a newly |

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| | | | opened shift. Specify the starting cash amount in the drawer for the shift, which is often around \$100 or \$200. |
| | Return | Return | A type of POS transaction that occurs when a guest requests their money back for a previous purchase. |
| | Void | Void | Cancelling out a transaction or a part of a transaction. Can occur for an entire transaction, partial payment, or a single line as part of a transaction. |
| | Suspend / Resume Shift | Break, Lunch, or Shift Change | The shift change function used when POS is online. Suspend and Resume Shift allows an FCO to leave their shift in POS and return to it later. Suspend/Resume Shift allows FCOs to keep using their same shift across any online registers throughout the day. |
| | Log Off / Sign In | N/A – new terms | The shift change function used on Hybrid and Portable Stations or when POS is offline for a Fixed Station. Log Off and Sign In allows an FCO to leave their shift at an offline fixed register or tablet and sign back into it again later. Log Off/Sign In can <i>only</i> be used on the same register or tablet. |
| | Safe Drop | Remove tender | Non-sales transaction performed in an active shift to reduce the amount of cash in a drawer. |

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| | Tender declaration | Tender declaration | The process of counting and declaring the total amount of money that is currently in the cash drawer for a shift in POS. This is a step performed by FCOs before blind closing a shift. Some parks have FCOs declare \$0 at this stage if FCOs are not expected to count their money. A Shift Accountability Report gets printed after tender is declared if the user declares tender on a station that is connected to a printer. |
| | Blind close | N/A – new term | Finish a shift as a Fee Collection Officer. Blind closed shifts are no longer active but have not been fully reconciled by a remitter and closed yet. These shifts cannot be resumed. |
| Remittances | Tender reconciliation | Tender reconciliation | A Remitter counts (or re-counts) the money on a blind closed shift and declares the tender in POS. This calculates shift totals and over/short amounts. This is the step done before closing a shift to start a Remittance with those shift transactions in the RBMS Back-office software. |
| | X-Report | X-Report / X-Tape | A POS report that shows the sales totals on a specific shift at the time the report is printed. |
| | Close shift | Close shift | After counting and declaring or re-declaring tender a Remitter closes a shift so the transactions can go to RBMS Back-office. A Z-report also gets printed. Closed shifts |

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| | | | cannot be resumed or modified. |
| | Z-Report | Z-Report / Z-Tape | A POS report that shows the sales totals and tender declaration for a specific shift. This report is printed after the shift is closed by a Remitter. |
| | Shift Accountability Report | N/A – new term | <p>The Shift Accountability Report shows:</p> <ul style="list-style-type: none"> • The declared quantity of each pass type at the beginning of the shift. • The declared quantity of each pass type at the end of the shift. • The Reported sold quantity of each pass type (counted beginning quantity minus counted ending quantity) for the shift. • The Actual sold quantity of each pass type sold as recorded in POS (counted beginning quantity minus the number of passes sold by type within POS) for the shift. • The Difference between Reported sold and Actual sold. • Security totals for the number of Refunds, Exchanges, Upgrades, Item Voids, Transaction Voids and Open Drawer functions performed during the shift. |

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| | Calculate Statement | N/A – new term | First step in the remittance process within RBMS Back-office. This process creates a statement of transactions within the specified date range (that weren't included in a previous statement calculation) and calculates total amounts tendered in the transactions. A line is created for <i>each</i> payment method in transactions that were performed during a shift. |
| | Post Statement | N/A – new term | Second step in the remittance process within RBMS Back-office. This process creates sales orders and invoices for the retail sales in the statement. <ul style="list-style-type: none"> • Cash and carry sales are aggregated. • Payment journals are automatically created for the payments in the statement. After statements are posted, the Remittance Report can be printed. |
| | Statement Report | N/A – new term | The Statement Report shows the totals by payment method for each shift in the selected statement. |
| | Remittance Report | Remit | The Remittance Report shows: <ul style="list-style-type: none"> • What amounts go into the various functional areas by tender type. • The sales for each product. • A list of all shifts included in the remit, showing the sales |

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| | | | and over/short for each shift. |
| | Remittance by Date Report | N/A – new term | The Remittance by Date Report shows the same information as the Remittance Report, but for a specified date range. |
| | Shipment of Funds Report | Shipment of Funds | The Shipment of Funds Report shows the denominations entered in the financial statement. This report shows the total cash to be deposited. |
| | Store | Park or Unit | A unique collection of registers and workers that report up to a single reporting and remittance entity. |
| | Unit | Unit | Some parks are geographically spread out and require more than one Remittance Office. The term UNIT will be used to designate separate remitting areas within a park. In this case, we will add two additional digits to the 4-digit Park alpha code to provide a unique identifier. |
| Users and Roles | Active Directory (AD) Account or Network Account | Network Account | Your National Park Service account ending in @nps.gov, provided to you upon employment with the NPS. Network Account credentials are required any time a POS user needs to activate a register. If you are unsure of your Active Directory / Network account information or need the password reset contact your local or regional IT Help Desk. |

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| | POS Operator ID | N/A – new term | The username used to log into POS. The username is nearly always the beginning of the Network Account. For example, if the Network Account was JSmith@nps.gov the POS Operator ID would be Jsmith. |
| | Job | Job Title and/or Duties | Any number of unique jobs are set up in the system. Each Job can have unlimited Positions. E.g. there are many Workers who are Fee Collectors with NPS. |
| | Position | Rough similarity to position numbers assigned to different GS series | On instance of a job. Workers are assigned a job which provides them access to the POS system and what functions they have access to within the POS. |
| | Worker | POS cashier, VUA/Fee Collection Officer | A park employee who will be using the POS system as part of their job functions. |
| Resources | CLP | CLP | Stands for Common Learning Portal. The location of all RBMS-related e-Learning materials and resources. Accessed with the URL: https://mylearning.nps.gov |
| | e-Learning / Learning Activities | Learning Activities | Online courses made of pictures, words, videos, and quizzes, and additional resources to facilitate learning on a certain subject. Used for all RBMS Training. |

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| | Closed Captions (CC) | Closed Captions | Closed Captions display the audio of a video in a text format. CC are available on all RBMS videos in the CLP learning activities. CC can be turned on or off of a video using the blue CC icon on the bottom right of the video controls. |
| | QRG | N/A – new term | Stands for Quick Reference Guide. Sometimes referred to as a “Cheat Sheet” or “One-Pager”. QRGs are 1- to 2-page guides showing you how to complete a process. It is recommended that you print these to have in the booth by POS or download for reference. |
| | RBMS Support | N/A – new term | The support team at the consultant firm (Arctic IT) that developed and continues to support the RBMS solution. RBMS Support’s phone number is 469-777-8828 and their email is RBMShelp@arcticit.com |