

Dear RMA Group Members,

Baker Richards and JCA would like to announce that we have released a v4.2 client application patch for the RMA v4.1.

This patch is an update to the desktop application only and does not require any server updates. The prerequisite for this patch is RMA v4.1. This patch release is not applicable to organizations on RMA v4.0 or an earlier version.

A separate e-mail that includes your organization's download link will be forthcoming to all RMA support contacts after the conclusion of TLCC 2015. If you are not sure who your organization's support contacts are, or you would like more immediate access prior to conference end, you can contact JCA Support via e-mail at rma@jcainc.com to request more information.

If your organization is on RAMP, please open a RAMP Support TASK ticket to schedule your upgrade or have this patch applied.

If you are still on RMA v4.0 or earlier, the upgrade path to RMA v4.2 is very simple, compatible with a minimum of Tessitura v11, and complete upgrade instructions are included in the download. However, JCA is available to support you through the process, or will perform the upgrade upon request at no additional charge. This service will be scheduled based on availability. Please contact JCA for details or support at rma@jcainc.com and we'll be happy to assist you.

If you haven't already, we encourage you and your team to register online at RevenueManagementApplication.com for access to the RMA User Help Pages. To register, please click on "Register" in the upper right corner. When you've registered, an administrator will approve your membership so that you can have access to all of the help resources in the Members area of the site.

The RMA Support Team | JCA

575 Eighth Ave., 21st Floor | New York, NY 10018

www.jcainc.com