



RMS Omega Corporate Information

ScanOnline is now a part of RMS Omega Technologies Group, Inc. RMS Omega Technologies is a leading systems integrator of automated data collection and tracking technology, known for developing strategic technology solutions utilizing RFID, RTLS, barcode printing and scanning, enterprise mobility applications, wireless RF infrastructure and more, throughout North America.

Below you will find some helpful information about our company, including who to contact if you need assistance.

RMS Omega Locations & Addresses

When purchasing a product or service, please send your purchase order via email to your ScanOnline account manager. You may also fax or mail documentation to RMS Omega's Corporate Headquarters in Bluffton, SC. When mailing a check, please send your payment to our Remit Address.



Corporate Headquarters | Finance & Operations

Please send all mail pertaining to purchase orders RMS Omega's Corporate Headquarters. You may also fax or email your account manager.

RMS Omega Technologies Group, Inc.
365 Red Cedar Street, Suite 102
Bluffton, SC 29910
Fax: 800.243.6577

Need to give us a call?

Dial our main line at
888.857.8402

- Press 1 for Order Status
- Press 4 for Finance

Remit Address

When submitting a payment, please mail checks here.

RMS Omega Technologies Group, Inc.
PO Box 64014
Baltimore, MD 21264

To set up a new customer account, please complete an [Account Profile Form](#) and return it to your account manager.

For remittance notification, please email achpayments@rmsomega.com.

Help Desk & Services

Please submit service and support requests to the ScanOnline Technical Support Team by phone or email. For hardware troubleshooting, please include the following information about your equipment: model number, serial number, problem description, and return shipping address. Your contact information will be verified and an RMA emailed back to you.

Help Desk: (704) 983-1495 (Press 3)

Managed Services Group: (704) 269-1520

Reach our help desk at: repair@scanonline.com | General inquiries: questions@scanonline.com

Financial Information & Credit Approvals

To request a W-9 or credit terms and conditions, please contact RMS Omega's Finance team.

Email: finance@rmsomega.com

Phone: 888.857.8402 | Option 4

Tax Exempt Policy

RMS Omega Technologies Group, Inc is required to have valid and verified tax documentation on file for the state in which product(s) will be shipped. The FEIN, for US-based companies, and the CP 575 or 147 C, for International based companies, will need to accompany submitted certificates. Documentation can be sent via fax to 843.707.7505 or emailed to finance@rmsomega.com. RMS Omega maintains a NEXUS in the following states: AZ, FL, GA, IL, KY, MA, MD, NJ, NY, OH, PA, SC, TN, VA.

Credit Card Policy

RMS Omega Technologies Group, Inc is PCI compliant. Credit card information cannot be transmitted electronically via email or facsimile. To proceed with a credit card order, the following outlined information below will need to be supplied to your RMS account manager. Once the order is ready for processing, one of our authorized representatives will contact your company's designated representative to capture complete credit card information to secure in our VAULT.

Please Note: If the ship-to location is different from the credit card information supplied for VAULT capture, further authorization is needed.

- Card holder's Name
- Contact Number
- Card type & last 4 digits of the card being used. (ie: V-1234)
- Email address to send the credit card transaction and paid invoice

Once the credit card information is captured, the credit card can be used to place future orders as long as the card on file has not expired. To use an existing credit card, contact your account manager and provide them with the last 4 digits of the card you would like to use. Credit cards are verified prior to order entry and charged once your order ships. A receipt of the final transaction will be provided via email.

Shipping Information

RMS Omega charges UPS or FedEx rates, plus shipping & handling. If you would like to supply carrier information for collect shipments, or freight instructions, please provide an account number and your requirements for shipping freight to your RMS Omega account manager when placing an order. You will receive an email confirmation with a copy of your order as well as an email with tracking information once your product ships. For order confirmations and tracking information, please email customer service. To request an order status, please email customerservice@rmsomega.com and include the PO used to place your order.

Invoicing/E-Billing

RMS Omega will send an electronic invoice once your product has shipped. We are happy to mail a copy of the invoice upon request to the billing address you provide. Please send all payments to RMS Omega's remit address below.

RMS Omega Technologies Group, Inc.
PO Box 64014
Baltimore, MD 21264

For questions, please contact our accounts payable team via email at achpayments@rmsomega.com or call 888.857.8402 x 1003.

Below you will find some helpful resources and information for new ScanOnline & RMS Omega customers. For further assistance regarding your account, please call 888.857.8402 and select from the following menu options:

- Press 1 for Order Status
- Press 2 for General RMS Omega Sales Inquiries
- Press 4 for Finance

To request help desk support, please call [ScanOnline's dedicated support team](#) at 704.983.1495 and Press 3.

- **How do I request a new customer account?**

Please fill out our [Account Profile Form](#) and send the completed document to your customer account manager or email to finance@rmsomega.com.

- **Where can I find paperwork for my organization's tax exemption status?**

These forms and additional resources can be accessed [here on the IRS website](#).

- **Where can I access a fillable W-9 form?**

The W-9 form can be accessed [here on the IRS website](#).

- **How do I place an order with ScanOnline or RMS Omega?**

Your account manager will be your point of contact for all quotes, orders and exclusivity pricing. If you do not have an account manager, please contact questions@scanonline.com for assistance.

- **How do I submit my credit card payment information for a purchase order?**

Please complete the credit card authorization form on the quote provided by your account manager, or fill out a [Credit Card Authorization Form](#) and send the completed document to finance@rmsomega.com.

- **Where do I send mail pertaining to my purchase orders?**

Please send all mail pertaining to purchase orders to:

RMS Omega Technologies
365 Red Cedar Street, Suite 102
Bluffton, SC 29910

You may also fax or email your account manager.

- **How do I check the availability of a specific product?**

Your ScanOnline account manager will be your point of contact for inventory availability. If you do not have an account manager, please email questions@scanonline.com.

- **How do I check the order status of an order I've placed?**

To request an order status, please email customerservice@rmsomega.com and include the PO used to place your order.

Thank you for your business. We look forward to working with you!