



Cloud B2B Supply Chain Integration Platform

TRUexchange Frequently Asked Questions

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Corporate information

Rocket Software, Inc. develops enterprise infrastructure products in four key areas: storage, networks, and compliance; database servers and tools; business information and analytics; and application development, integration, and modernization.

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To contact Rocket Software by telephone for any reason, including obtaining pre-sales information and technical support, use one of the following telephone numbers.

Country	Toll-free telephone number
United States	1-855-577-4323
Australia	1-800-823-405
Belgium	0800-266-65
Canada	1-855-577-4323
China	400-120-9242
France	08-05-08-05-62
Germany	0800-180-0882
Italy	800-878-295
Japan	0800-170-5464
Netherlands	0-800-022-2961
New Zealand	0800-003210
South Africa	0-800-980-818
United Kingdom	0800-520-0439

Contacting Technical Support

The Rocket Community is the primary method of obtaining support. If you have current support and maintenance agreements with Rocket Software, you can access the Rocket Community and report a problem, download an update, or read answers to FAQs. To log in to the Rocket Community or to request a Rocket Community account, go to www.rocketsoftware.com/support.

In addition to using the Rocket Community to obtain support, you can use one of the telephone numbers that are listed above or send an email to support@rocketsoftware.com.

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Chapter 1: Frequently Asked Questions

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Chapter 2: Answers

I do not have an existing TRUexchange subscription and I need to register, how do I get started?

Click the “Subscribe” button at <https://my.trubiquity.net/> and complete the form to submit your registration. Then contact Customer Support at support@rocketsoftware.com and they will be able to review and approve your registration.

My access has expired and I need to exchange data. How do I get it reinstated?

If you have already received a renewal quote or an invoice from Rocket Software, you may pay via credit card or e-check through our [secure online payment portal](#). Once payment is made through the portal, your access will be reinstated within 3-4 business days. Alternatively, you may pay by wire, ACH, or check. Access will be reinstated once payment is received. If you wish to pay by one of the alternate payment options and need remittance banking instructions please contact support@rocketsoftware.com.

If you have not yet received a renewal quote or an invoice from Rocket Software, you may still pay by wire, ACH, or check, referencing the subscription ID's that you wish to renew. If you would prefer to pay by credit card or e-check and/or you would like a copy of your renewal quote or invoice, please contact our Order Management Team at orders@rocketsoftware.com and they will send you a copy. This can then be used to pay for your renewal via the [Rocket payment portal](#).

Credit card payments can also be made through [TRUexchange](#) by navigating to the “Admin” tab, then “Subscriptions” and then “Renew Subscriptions.” A copy of your invoice/renewal quote is not required to renew via credit card through TRUexchange.

Can I call you with my credit card information or send it via e-mail?

In an effort to keep your credit card information as secure as possible, we are not able to process credit card payments over the phone, take your credit card information through e-mail, or store your credit card information for future use.

If you have already received a renewal quote or an invoice from Rocket Software, you may pay via credit card or e-check through our [secure online payment portal](#). Once payment is made through the portal, your access will be reinstated within 3-4 business days. A copy of your renewal quote or invoice is required to make a payment through the portal. Should you need a copy of either document, please contact our Order Management Team at orders@rocketsoftware.com.

I would like to renew only some of the subscriptions included on my renewal quote. Can I still renew through the Rocket Payment Portal and pay a lower amount?

If you would like to make any changes or additions to the subscriptions you are renewing, you will need to contact orders@rocketsoftware.com who will generate a new renewal quote for you according to your requested modifications.

I have already paid for my renewal, but I still don't have access to my subscriptions.

Please contact our Customer Support Team (support@rocketsoftware.com) and be prepared to provide your payment details (payment method, date, and amount). If payment is in transit, we will be able to immediately reinstate your access.

My renewal quote/invoice contains sales tax, but my company is tax exempt.

Please send a copy of your tax exemption certificate or direct pay permit to salestax@rocketsoftware.com. Please also include your customer number (printed on the document) to ensure that the exemption is applied to your account. If you are able to short pay the existing quote/invoice, please do so. If you require an updated invoice reflecting the updated tax exemption, please inform our Sales Tax department of your request when contacting them.

How do I edit my Company name, User ID's, or other information?

Please contact our Customer Support Team (support@rocketsoftware.com) and provide them with your new information. A member of our team will review your request and update your information accordingly. If your company name has changed, some communities require you to contact the company with which you are exchanging data to receive a new Mailbox ID and Conversion Code.

How many users does one User subscription cover?

Effective May 1, 2016: One User subscription covers up to five users at the same location. These users can be added, removed, or edited as often as you like. If you require more than five users or additional locations, additional User subscriptions can be purchased.

Do I need to purchase a User subscription in addition to a company location community subscription?

Yes, both a User subscription and a company location community subscription are required to exchange data. If you subscribe to multiple communities, you can use the same User subscription to access them.

If you wish to have your existing subscription and new subscription align to a common expiration date, please contact orders@rocketsoftware.com.

How can I get a copy of a receipt for a credit card purchase I have made?

Please contact Customer Support at support@rocketsoftware.com and provide them with the invoice/renewal quote number that was paid and the date of the payment. They will assist you with getting a receipt copy.

I am having technical difficulties with TRUexchange.

Please contact Customer Support at support@rocketsoftware.com for assistance with troubleshooting.

What is Java Web Start for Rocket TRUexchange?

Java Web Start (JWS) is an alternative to using Rocket TRUexchange directly in your browser with a Java Applet. JWS is not embedded in your browser and runs as a local Java application. It is intended for use with browsers that no longer support Java, such as Microsoft Edge, Chrome version 42 and later, and Firefox version 52 and later.

What are the JRE version requirements for Rocket TRUexchange Java Web Start?

(32 bit) Version 1.6.0_03 or later.

What is the TRUexchange Desktop Client?

The Rocket TRUexchange desktop client makes TRUexchange transactions easier and faster by providing an alternative to the web user interface that does not require the TRUexchange Java Applet. To improve transaction speed, the desktop client has the ability to automatically select the best communication protocol for your network. The desktop client and the TRUexchange web user interface provide equivalent functionality for exchanging files, with the added benefit that the desktop client can run in the background.

To download the Rocket Desktop Client, log in to <https://my.trubiquity.net> with your user ID and Password. Then click the **Client Apps** tab.

What is GDPR?

The General Data Protection Regulation (GDPR) is a new European Union regulation which comes into effect on May 25th, 2018. The EU GDPR replaces the Data Protection Directive 95/46/EC and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy, and to reshape the way organizations across the region approach data privacy.

What steps has Rocket taken to accommodate GDPR compliance?

Rocket has updated the Rocket SaaS Subscription Terms and Privacy Notice. These updated documents have replaced old documents referenced by the Cloud B2B Supply Chain Integration

Platform. Rocket Terms of Use has been replaced with the Rocket SaaS Privacy Notice. Rocket Software License and Service Terms has been replaced with the Rocket SaaS Subscription Terms. All users will have to accept the updated Rocket SaaS Subscription Terms to log into the products they have subscriptions for. This is a one-time activity for existing users and required during the first time login process for new users after May 12th, 2018.

TRUexchange Helpful Links

TRUcore: <https://my.trubiquity.net>

Use this website to access TRUexchange. You can also download user guides by clicking the **Helpful Information** button.

Rocket Payment Portal: <https://payments.rocketsoftware.com>

Pay a renewal quote or invoice with credit card or e-check.

Rocket TRUexchange: <https://www.rocketsoftware.com/products/rocket-truexchange>

More information about the TRUexchange product.

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