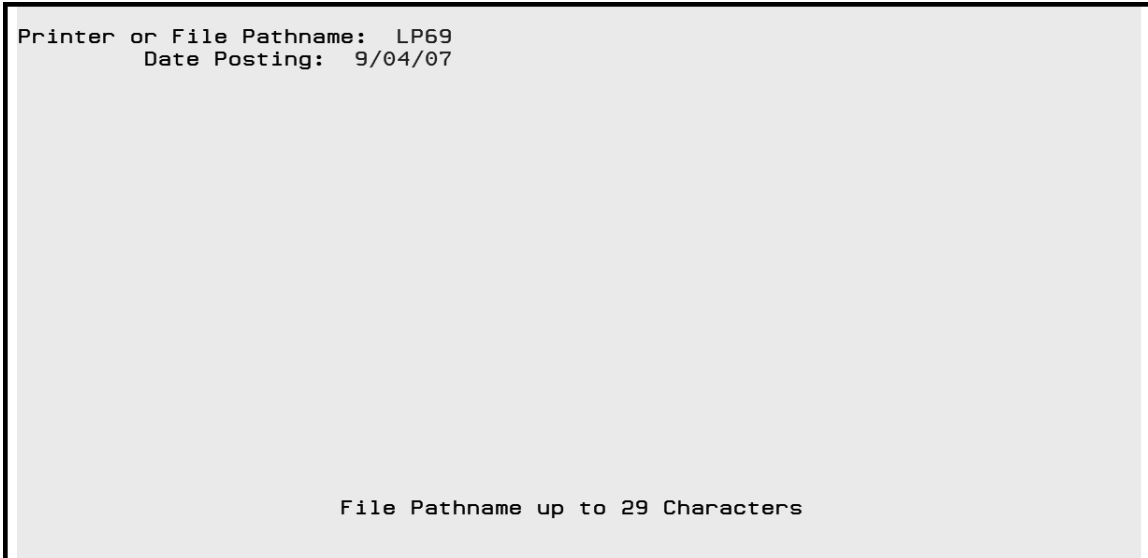


Chapter 10 - Changing Agreement Data – RTOCSMNT

To change an agreement, select Change Rental Agreement from the menu or press the F10 key and at the command line type in "RTOCSMNT". You will be prompted for printer or file pathname. Enter the correct information or press the ENTER key to accept the default. See [Chapter 17 Introduction to Reports](#) for additional information about the printer/file pathname screen. See Figure 10-1. You will be prompted for "Date Posting". Type in the date you want this posted on or press the ENTER key to accept the default of today's date.

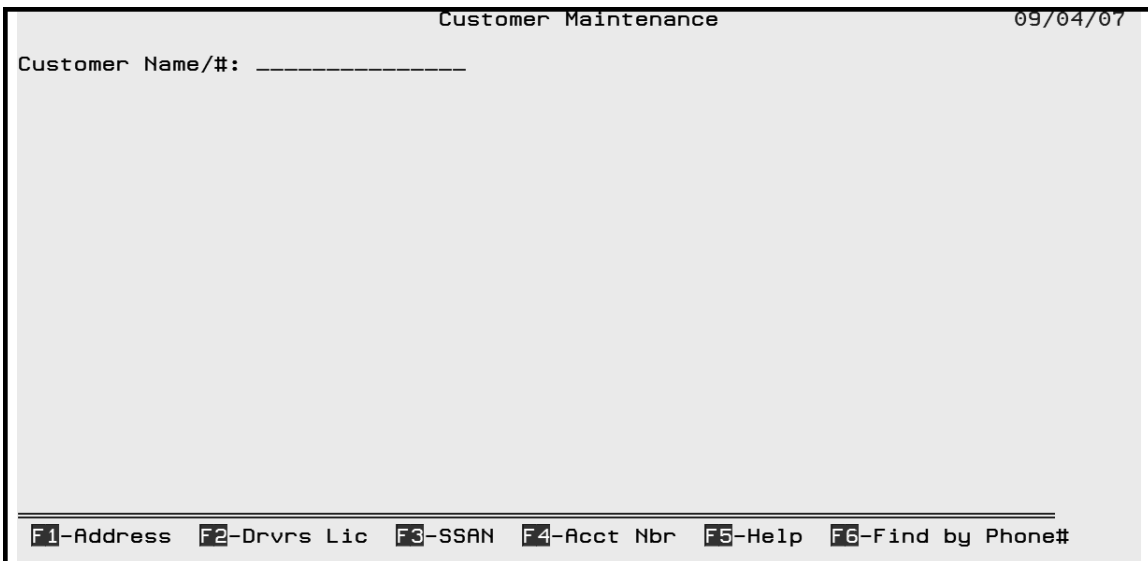


```
Printer or File Pathname: LP69
Date Posting: 9/04/07

File Pathname up to 29 Characters
```

Figure 10- 1 Change Rental Agreement First Screen

The next screen will allow you to select the customer information. See [Chapter 8 Adding a New Rental Agreement –NEW, pages 2-6](#). See Figure 10-2.



```
Customer Maintenance 09/04/07

Customer Name/#: _____

F1-Address F2-Drvs Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#
```

Figure 10- 2 Customer Maintenance Screen

Once you find the customer, you may be prompted to enter a ticket number. See Figure 10-3.

Rent To Own Customer Maint 09/04/07

Ticket Nbr: _____

Press enter to list open tickets

F3-List By Ticket F4-Closed Tickets F5-Help F10-Exit

Figure 10- 3 Rent To Own Customer Maint Screen

Press the F3 key or press the ENTER here to list the open tickets and a list of tickets will appear similar to Figure 10-4. Or you can press the F4 key and then the F3 key and only the closed tickets will appear if you need to make changes to a closed agreement and if you have the security to do so.

Rent To Own Customer Maint 09/27/07

Ticket Nbr: _____

Acct Nbr	Ticket Nbr	Seq	Agmt Date	Description
10000221	10000221	0	7/31/07	CLUB FEE
10000221	10040935	0	7/30/07	OTHER FEE
10000221	10040937	0	7/31/07	AIR CONDITIONER

EOF

F1-Next Page F2-Prev Page F9-Select

Figure 10- 4 Agreements listed to select from to change

If you get a list of ticket numbers, highlight the agreement/ticket you want to change using your up and down arrow keys and press the ENTER key. The cursor will move to the sequence number of the ticket field. Press the ENTER key to bring up the first change screen. See Figure 10-5.

Name: ERTRAM , KIM		Rent To Own Customer Maint		09/04/07	
		Acct#: 10000221		Ticket#: 10040937	
Salesmen Nbrs:	1	Agreement Nbr:			
Acct Mgr Nbr:	901	Agreement Date:	7/31/07		
Store Nbr:	1	Source:	TV		
Cust Type:	0	Agreement Type:	A		
Tax Code:		Pmt Terms:	W		
# BOR Items:		# Times Late:	0		
Ticket Flag:		Deposit Amt:	0.00		
<div> F5-Help F8-Backout F9-Second Screen F10-Exit </div>					

Figure 10- 5 First Screen for Change Agreement

If you need to change any fields on the first change screen, please do so. Below is a list of definitions for the field on this screen.

SALESMEN NBR Shows the employee number(s) of the salesperson(s) who wrote up the rental. If you do not know the salesperson's number, enter a zero or 99999 and press the ENTER key to select the salesperson number from a selection window list. If more than one salesperson worked on this rental, enter the second salesperson's number at the second prompt. If more than two salespeople worked on this rental, enter the third salesperson's number at the third prompt.

AGREEMNT NBR Shows the agreement number. If your company uses pre-printed agreements with sequential numbers, you may enter the pre-printed agreement number here. If not, press the ENTER key to skip over the existing agreement number or if there is no agreement number to have the system assign the next available agreement number to this changing agreement.

ACCT MGR NBR Shows the Account Manager's Number that is responsible for this account. This normally defaults to the first salesperson's number entered in the "Salesmen Nbrs" first field prompt. If this is not correct, you may change it if you have the security to do so.

AGREEMNT DATE Shows the date the agreement was set up.

STORE NBR Shows the store location number this agreement was set at.

SOURCE Shows the advertising source that is responsible for bringing the customer into your store. If you need to change this, but are unsure of the advertising code, clear the field and press the ENTER key to get a selection window. You may enter up to three different advertising codes.

CUST TYPE Shows the customer type code for this customer . If you need to change this but do not know the code, clear the field for the selection window to choose the customer type for this agreement.

AGREEMNT TYPE Shows the agreement type code. If you need to change it and do not know the code, press the ENTER key for a selection window to choose the agreement type from.

TAX CODE Shows the tax code on this agreement. This field is primarily used for stores that service customers within an area that has multiple tax jurisdictions and are required to collect taxes at several different rates. Enter the tax code if it applies in your company's or store's case (this field is not the percentage (%) of tax.

PMT TERMS This is the code for the payments terms, i.e. monthly, weekly, semi-monthly and so on). This is the frequency the customer will come in and make payments. If you need to change the payment terms and do not know the code, clear the field and press the ENTER key to choose the pmt terms from a selection window.

BOR ITEMS This Balance on Rent field can be left blank and the system will count Balance on Rent as indicated in your company's policy. If your company requires you to enter the # of BOR Items so they the items are counted differently for this agreement, enter the number here otherwise leave it blank.

TIMES LATE Shows the number of times this customer has been late on making payments on this account.

TICKET FLAG This is a free form two character field that you can code in any way that company chooses or it can be left blank.

DEPOSIT AMT Shows the deposit amount paid on the agreement.

Once your done making changes or if you are just accepting the data entered on the first agreement change screen, press the F9 key and at the "Any Changes" prompt, press the ENTER key to accept the default of N for no more changes to that screen. See Figure 10-6.

Name: ERTRAM , KIM		Rent To Own Customer Maint		09/04/07	
Acct#: 10000221		Ticket#: 10040937			
Salesmen Nbrs:	1	Agreement Nbr:			
Acct Mgr Nbr:	901	Agreement Date:	7/31/07		
Store Nbr:	1	Source:	TV		
Cust Type:	0	Agreement Type:	A		
Tax Code:		Pmt Terms:	W		
# BOR Items:		# Times Late:	0		
Ticket Flag:		Deposit Amt:	0.00		
Any Changes: N					
F5-Help		F8-Backout		F9-Second Screen	
				F10-Exit	

Figure 10- 6 “Any Changes” prompt

The next screen that will appear will be the same screen with a different prompt asking you “Want Second Screen”. See Figure 10-7.

Name: ERTRAM , KIM		Rent To Own Customer Maint		09/04/07	
Acct#: 10000221		Ticket#: 10040937			
Salesmen Nbrs:	1	Agreement Nbr:			
Acct Mgr Nbr:	901	Agreement Date:	7/31/07		
Store Nbr:	1	Source:	TV		
Cust Type:	0	Agreement Type:	A		
Tax Code:		Pmt Terms:	W		
# BOR Items:		# Times Late:	0		
Ticket Flag:		Deposit Amt:	0.00		
Want Second Screen: N					
F5-Help		F8-Backout		F9-Second Screen	
				F10-Exit	

Figure 10- 7 “Want Second Screen” prompt

Change the N for no to a Y for yes if you want the second screen to appear so that you can make changes to the second screen. The cursor will reside on the payment amount once the second screen comes up. See Figure 10-8.

Rent To Own Customer Maint						09/04/07
Name: ERTRAM	, KIM	Acct#: 10000221	Ticket#: 10040937			
Rate Of Pmt:	27.99	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	2.31	Ttl Reg Due:	30.30	Next Pmt Due:	8/07/07	
Agreement Amt:	2,183.22	Agreement Bal:	2,155.23	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
ACAMA14010C1D	213	27.99			7/31/07	
Re-Open and Add Item Options Only Valid On Blank Line						
<div> <div>F1-Re-Open Item</div> <div>F2-Exchange Item</div> <div>F3-Add Item</div> <div>F5-Help</div> <div>F8-Backout</div> </div>						

Figure 10- 8 Second Screen for Change Agreement

The cursor will move (when you press the ENTER key) from PMT AMT to SPIFF AMT to AGREEMENT DATE. If you need to change any of these fields, do so when the cursor is at that prompt. After you have made any changes in this area that are necessary, press the F9 key. You will be prompted "Any More Changes". Press the ENTER key to accept the default of N for no more changes. Note: If you made a change that affects the contract amount, you will see "Contract Amount Recalculated Continue?" If the figure is correct, answer the question with a Y for yes. An "N" will return you to the ticket number.

How to change the payment terms on an agreement

To change the payment terms on an agreement, you will make changes to the fields AGREEMENT TYPE and PMT TERMS on the first change screen. If you do not know the code for one of these, just clear the field and a selection window will appear where you can choose the correct code by using your up and down arrow keys to highlight the correct selection you want to change the agreement to. Press the F9 key and accept the changes by pressing the ENTER to accept the default of N for no at the "Any More Changes" prompt.

You will automatically see the second screen in this case. See Figure 10-9.

Rent To Own Customer Maint						09/04/07
Name: AARON	, PEGGY	Acct#:	2001618	Ticket#:	10040785	
Rate Of Pmt:	42.63	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	0.81	Ttl Reg Due:	43.44	Next Pmt Due:	12/05/06	
Agreement Amt:	769.08	Agreement Bal:	285.94	Balloon Pmt:	0.00	
Pmt Terms: M		Agreement Type:	18 MONTHS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EATOSSD43HT	00995	42.63			12/27/05	

Re-Open and Add Item Options Only Valid On Blank Line

F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout

Figure 10- 9 Second Screen for Change Payment Terms on an Agreement

The cursor will be on the PMT AMT field. The system will automatically adjust the payment amount to the new payment amount. After you have made any changes to the second screen that are necessary, press the F9 key and you will be prompted "Any More Changes". An N will take you to the top of the RATE OF GRP field on the second screen. Make any additional changes necessary to the top of the screen and press the F9 key. You will be prompted "Any More Changes". An N will bring up the prompt "Agreement Amount Recalculated. Continue?" See Figure 10-10. If the figure is correct, answer the question with a Y for yes. An "N" will return you to the ticket number.

Rent To Own Customer Maint						09/04/07
Name: AARON	, PEGGY	Acct#:	2001618	Ticket#:	10040785	
Rate Of Pmt:	42.63	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.52	Ttl Reg Due:	46.15	Next Pmt Due:	12/05/06	
Agreement Amt:	767.34	Agreement Bal:	284.20	Balloon Pmt:	0.00	
Pmt Terms: M		Agreement Type:	18 MONTHS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EATOSSD43HT	00995	42.63			12/27/05	

Agreement Amount Recalculated;Continue: N

F5-Help F8-Backout F9-Update Record F10-Exit

Figure 10-10 Second Screen with Agreement Amount Recalculated Prompt

How to add items to an existing agreement

There are three ways to add an item to an existing agreement.

- 1) Add an item that was omitted when the original contract was added. This option **will not** change the payments or the terms of the existing

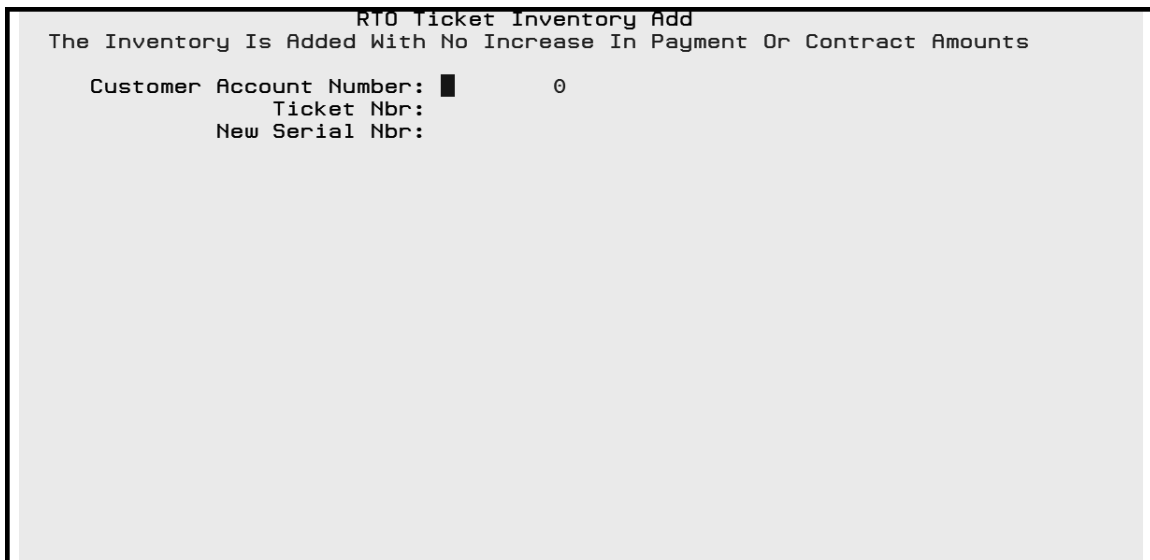
agreement by using the program **"RTOINADD"**. For example, the contract is complete except you failed to add two end tables and a cocktail table that are part of a 7 piece group. The money and payments are correct but all the items are not listed on the agreement.

- 2) Add an item to an existing agreement and recalculate the payment to provide the same payout date as the existing contract (RTOCSMNT – Extend Contract – N). For example, you have a 78 week contract that has 70 more payments until payout. You want to add a TV to the contract but you want all the items to payout in 70 weeks.
- 3) Add an item to an existing contract and recalculate the payments to payout according to the **ORIGINAL** contract length (RTOCSMNT – Extend Contract – Y). For example, you have same situation as number 2 except that when you add the TV, you want the contract to go back to the original term of 78 weeks and all payments will recalculate to payout in 78 weeks.

In any case, the Rental Agreement should be reprinted with the changes and signed by the customer. Use the program **"CONTRACT"** to reprint this or any other existing agreements.

Adding an item to an existing agreement with no changes

To use this program, you must know the customer's account number and the ticket number of the agreement you are wanting to add an item to. To access this program, type in RTOINADD at the command line. See Figure 10-11.



```
RTO Ticket Inventory Add
The Inventory Is Added With No Increase In Payment Or Contract Amounts

Customer Account Number: ■
Ticket Nbr: 0
New Serial Nbr:
```

Figure 10-11 RTO Ticket Inventory Add Screen

CUSTOMER ACCOUNT NUMBER Enter the customer's account number you are adding this item to.

TICKET NBR Enter the ticket number of the agreement you are adding the item to.

NEW SERIAL NBR Enter the serial number of the item you are adding to the agreement. At this point, you have added the additional items as stated in #1 on

page 7 of this section. The contract now has all items listed with the same terms as the original agreement.

Press the F9 key and you will be prompted “Any More Changes”. When this is answered with an N for no, your system will show you a message indicating the serial number has been added. See Figure 10-12.

```

RTO Ticket Inventory Add
The Inventory Is Added With No Increase In Payment Or Contract Amounts

Customer Account Number: 10000221
Ticket Nbr: 10040937
New Serial Nbr: 267005

Any Changes: N          Serial Number Added █
    
```

Figure 10-12 RTO Ticket Inventory Add Screen with serial number added

Adding an item *WITHOUT* extending the contract

This program allows you to add an item to an existing rental agreement and still have the customer payout in the same time period as originally scheduled. To access this program, select “2. Customer Maintenance” off the Home Menu, then select “2. Change Rental Agreement” off the RTO Customer Menu or press the F10 key off of any menu and at the command line, type in RTOCSMNT. Find the customer and ticket you want to add an item to. See Figure 10-13.

```

Rent To Own Customer Maint          09/26/07
Name: ERTRAM , KIM                  Acct#: 10000221 Ticket#: 10040937

Salesmen Nbrs: 1                     Agreeemnt Nbr:
Acct Mgr Nbr: 901                     Agreeemnt Date: 7/31/07
Store Nbr: 1                         Source: TV
Cust Type: 0                         Agreeemnt Type: A
Tax Code:                             Pmt Terms: W
# BOR Items:                         # Times Late: 0
Ticket Flag:                         Deposit Amt: 0.00

Any Changes: N

F5-Help      F8-Backout      F9-Second Screen      F10-Exit
    
```

Figure 10-13 Adding an item without extending the contract using RTOCSMNT

There are no changes to make to this screen, so press the F9 key. You will be prompted "Any Changes". Press the ENTER key to accept the default of N for no. You will be prompted "Want Second Screen". Enter a Y for yes. This will take you to the second screen payment amount field. Press the ENTER key until you are on the blank line below any items listed and your cursor is on the payment amount field. See Figure 10-14.

Rent To Own Customer Maint						09/26/07
Name: ERTRAM	, KIM	Acct#: 10000221	Ticket#: 10040937			
Rate Of Pmt: 27.99	Rate Of Grp: 0.00	Rate Of ESP: 0.00				
Rate Of Tax: 2.31	Ttl Reg Due: 30.30	Next Pmt Due: 8/07/07				
Agreement Amt: 2,183.22	Agreement Bal: 2,155.23	Balloon Pmt: 0.00				
Pmt Terms: W	Agreement Type: 78 WEEKS					
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
ACAMA14010C1D	213	27.99			7/31/07	
AKFRIPHS267ZCB	267005				9/26/07	
<input type="text"/>						
Re-Open and Add Item Options Only Valid On Blank Line						
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F6-Backout						

Figure 10-14 Adding an item without extending the contract second screen

Press the F3 key and the cursor will move to the serial number field on this blank line. Enter the serial number you want to add to this agreement and then press the ENTER key. Enter the payment amount for this item as it would be on the original contract type on this agreement. (If this is a 78 week agreement, enter the payment amount for this item as it would be for 78 weeks).

Add any spiff or extended service plan amount if applicable.

At contract date, leaving it on today's date will show it as a delivery for today's business in your summary records. Changing the date will not show this item as a delivery today and will appear on the "TRANS +/-" field in some summary reports as "TRANS +/- = UNKNOWN BOR gain or loss". Press the F9 Key until you are at the prompt "ADD ITEM" and enter a Y for yes.

You will be prompted "Extend Agreement". Press the ENTER key to accept the default of N for no. You will then see an "A" by the serial number indicating it was an add-on. If you are ready to continue, press the F9 key. You will be prompted "Any Changes". See Figure 10-15.

Rent To Own Customer Maint						09/26/07
Name: ERTRAM	, KIM	Acct#: 10000221	Ticket#: 10040937			
Rate Of Pmt:	27.99	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	2.31	Ttl Reg Due:	30.30	Next Pmt Due:	8/07/07	
Agreement Amt:	2,183.22	Agreement Bal:	2,155.23	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
ACAMA14010C1D	213	27.99			7/31/07	
AKFRIPLHS267ZCB	267005				9/26/07	
FDTECF139	A 48898	14.00			9/26/07	
Any Changes: N						
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout						

Figure 10-15 Item added without extending the contract

Press the ENTER key to accept the default of N for no.

You will now see the payment change which is the recalculation of the new item added to the existing agreement. You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes or if there are no more changes to make, press the F9 key to drop down to "Any Changes". See Figure 10-16.

Rent To Own Customer Maint						09/26/07
Name: ERTRAM	, KIM	Acct#: 10000221	Ticket#: 10040937			
Rate Of Pmt:	42.17	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.48	Ttl Reg Due:	45.65	Next Pmt Due:	8/07/07	
Agreement Amt:	3,247.23	Agreement Bal:	3,247.23	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
ACAMA14010C1D	213	27.99			7/31/07	
AKFRIPLHS267ZCB	267005				9/26/07	
FDTECF139	A 48898	14.18			9/26/07	
Any Changes: N						
F5-Help F8-Backout F9-Update Record F10-Exit						

Figure 10-16 Item added with payment amount adjusted

Press the ENTER key to accept the default of N for no

You screen will change so that you may enter more information such as delivery amount, payment amount, etc. See Figure 10-17.

Once you have made your changes or if there are no changes, press the F9 key and you will get the "Any Changes" prompt. Press the ENTER key to accept the default of N for no.

Rent To Own Customer Maint						09/26/07
Name: ERTRAM	, KIM	Acct#: 10000221	Ticket#: 10040937			
Delivery Amt:	1st Pmt Amt:	Grp Amt:				
ESP Amt:	Deposit Amt:	Misc Amt:				
Tax Amt:	Total Due:	Pmt Form:			1	
Next Pmt Due: 8/07/07	Amt Received:	Change Due:			0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
ACAMA14010C1D	213	27.99			7/31/07	
AKFRIPLHS267ZCB	267005				9/26/07	
FDTECF139	A 48898	14.18			9/26/07	
Any Changes: N						
F5-Help		F8-Backout		F9-Update Record		F10-Exit

Figure 10-17 Enter additional charges if necessary on this screen

You will now be prompted "Print Agreement". Print an extra copy of the agreement if necessary to give to the customer to sign.

Calculations for refiguring existing agreement WITHOUT extending the contract

For this example, let's assume the customer has an existing agreement at \$10 a week for 78 weeks. The example has also paid in \$80 (8 weeks). The new item being added on is an item that is also \$10 a week for 78 weeks.

Existing Agreement

Original Contract Length	78 weeks
Original Payment Amount	\$10 weekly
Total Contract Amount	\$780
Current Contract Balance	\$700
Amount Paid In	\$80 (8 weeks)
Weeks Remaining	70 weeks

Add-on Item

Payment amount entered	\$10
Original Contract Length	78 weeks
Amount owed on this item	\$780

Calculation

Existing Agreement Balance	\$700
Amount Owed on new add-on item	\$780
Total Owed	\$1480
Terms Remaining	70 weeks

New Pmt = Total owed of \$1480 / terms remaining of 70 weeks to equal \$21.14 per week for 70 weeks.

Add an item to an existing agreement *WITH* extending the contract

This program allows you to add an item on to an existing rental agreement and refigure payments to payout in the time period that is setup on this agreement starting today (i.e. if this is a 78 week agreement, no matter how much is paid so far, it will be refigured to payout in 78 weeks with the new item added on). To access this program, select "2. Customer Maintenance" off the Home Menu, then select "2. Change Rental Agreement" off the RTO Customer Menu or press the F10 key off of any menu and at the command line, type in RTOCSMNT. Find the customer and ticket you want to add an item to. See Figure 10-18.

Rent To Own Customer Maint		09/26/07	
Name: AARON	, PEGGY	Acct#: 2001618	Ticket#: 10040785
Salesmen Nbrs: 1	Agreement Nbr:		
Acct Mgr Nbr: 901	Agreement Date: 12/27/05		
Store Nbr: 1	Source: TV		
Cust Type: R	Agreement Type: A		
Tax Code:	Pmt Terms: W		
# BOR Items:	# Times Late: 4		
Ticket Flag:	Deposit Amt: 0.00		
<div> F5-Help F8-Backout F9-Second Screen F10-Exit </div>			

Figure 10-18 Adding an item and extending the contract using RTOCSMNT

There are no changes to make to this screen, so press the F9 key. You will be prompted "Any Changes". Press the ENTER key to accept the default of N for no. You will be prompted "Want Second Screen". Enter a Y for yes. This will take you to the second screen payment amount field. Press the ENTER key until you are on a blank line and your cursor is on the payment amount field. See Figure 10-19.

Rent To Own Customer Maint		09/26/07	
Name: AARON	, PEGGY	Acct#: 2001618	Ticket#: 10040785
Rate Of Pmt: 9.86	Rate Of Grp: 0.00	Rate Of ESP: 0.00	
Rate Of Tax: 0.81	Ttl Reg Due: 10.67	Next Pmt Due: 12/05/06	
Agreement Amt: 769.08	Agreement Bal: 285.94	Balloon Pmt: 0.00	
Pmt Terms: W	Agreement Type: 78 WEEKS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff
EATOSSD43HT	00995	9.86	
<div> F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout </div>			

Re-Open and Add Item Options Only Valid On Blank Line

Figure 10-19 Adding an item and extending the contract second screen

Press the F3-Add Item key (twice) till you get to the next blank line and your cursor is on the serial number field of the blank line. **The item you are adding will always be calculated on the payment you enter times the original contract length of this agreement you are adding it to.**

Enter the serial number you want to add to this agreement and then press the ENTER key. Enter the payment amount for this item as it would be on the original contract type on this agreement. (If this is a 78 week agreement, enter the payment amount for this item as it would be for 78 weeks).

Add any spiff or extended service plan amount if applicable.

At contract date, leaving it on today's date will show it as a delivery for today's business in your summary records. Changing the date will not show this item as a delivery today and will appear on the "TRANS +/-" field in some summary reports as "TRANS +/- = UNKNOWN BOR gain or loss". Press the F9 Key until you are at the prompt "ADD ITEM" and enter a Y for yes.

You will be prompted "Extend Agreement". Enter a Y for yes to extend the agreement. You will then see an "A" by the serial number indicating it was an add-on. If you are ready to continue, press the F9 key. You will be prompted "Any Changes". See Figure 10-20.

Name: AARON		Rent To Own Customer Maint		09/26/07	
, PEGGY		Acct#: 2001618		Ticket#: 10040785	
Rate Of Pmt:	9.86	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	0.81	Ttl Reg Due:	10.67	Next Pmt Due:	12/05/06
Agreement Amt:	769.08	Agreement Bal:	285.94	Balloon Pmt:	0.00
Pmt Terms: W		Agreement Type:	78 WEEKS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
EATOSSD43HT	00995	9.86			12/27/05
SSSEMMF4250	A 49478	6.00			9/26/07
Any Changes: N					
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout					

Figure 10-20 Item added WITH extending the contract

Press the ENTER key to accept the default of N for no.

You will now see the payment change which is the recalculation of the new item added to the existing agreement. You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes or if there are no more changes to make, press the F9 key to drop down to "Any Changes". See Figure 10-21.

Rent To Own Customer Maint						09/26/07
Name: AARON	, PEGGY	Acct#:	2001618	Ticket#:	10040785	
Rate Of Pmt:	9.67	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	0.80	Ttl Reg Due:	10.47	Next Pmt Due:	12/05/06	
Agreement Amt:	754.26	Agreement Bal:	754.26	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EATOSSD43HT	00995	3.67			12/27/05	
SSSEMMF4250	A 49478	6.00			9/26/07	
Any Changes: N						
F5 -Help		F8 -Backout		F9 -Update Record		F10 -Exit

Figure 10-21 Enter additional charges if necessary on this screen

Press the ENTER key to accept the default of N for no

You screen will change so that you may enter more information such as delivery amount, payment amount, etc. See Figure 10-22.

Once you have made your changes or if there are no changes, press the F9 key and you will get the "Any Changes" prompt. Press the ENTER key to accept the default of N for no.

Rent To Own Customer Maint						09/26/07
Name: AARON	, PEGGY	Acct#:	2001618	Ticket#:	10040785	
Delivery Amt:	1st Pmt Amt:		Grp Amt:			
ESP Amt:	Deposit Amt:		Misc Amt:			
Tax Amt:	Total Due:	0.00	Pmt Form:	1		
Next Pmt Due: 12/05/06	Amt Received:		Change Due:	0.00		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EATOSSD43HT	00995	3.67			12/27/05	
SSSEMMF4250	A 49478	6.00			9/26/07	
Any Changes: N						
F5 -Help		F8 -Backout		F9 -Update Record		F10 -Exit

Figure 10-22 Enter additional charges if necessary on this screen

You will now be prompted "Print Agreement". Print an extra copy of the agreement if necessary to give to the customer to sign.

Calculations for refiguring existing agreement WITH extending contract

For this example, let's assume the customer has an existing agreement at \$10 a week for 78 weeks. The example has also paid in \$80 (8 weeks). The new item being added on is an item that is also \$10 a week for 78 weeks.

Existing Agreement

Original Contract Length	78 weeks
Original Payment Amount	\$10 weekly
Total Contract Amount	\$780
Current Contract Balance	\$700
Amount Paid In	\$80 (8 weeks)
Weeks Remaining	70 weeks

Add-on Item

Payment amount entered	\$10
Original Contract Length	78 weeks
Amount owed on this item	\$780

Calculation

Existing Agreement Balance	\$700
Amount Owed on new add-on item	\$780
Total Owed	\$1480
Terms Remaining	78 weeks

New Pmt = Total owed of \$1480 / original terms remaining of 78 weeks to equal \$18.97 per week for 78 weeks.

How to handle an exchange of inventory

An exchange of inventory can occur for several different reasons:

1. The wrong inventory was put on the agreement originally. For example, you put the item on the agreement yesterday with a serial number, but when it is delivered today, a different serial number was delivered.
2. It is a GRP replacement (unit was stolen or damaged). For example, the customer's unit was stolen from his home, and you are covering it under the GRP (guaranteed replacement program) providing the customer with a replacement unit.
3. Upgrading the inventory to a newer or higher priced item. For example, a customer originally rented a LG 42" Plasma Integrated EDTV for \$30 a week for 104 weeks and you want to exchange it for a Hitachi 50" Plasma HDTV for \$40 a week for 104 weeks.
4. Exchange inventory because of a service problem with the customer's original inventory. For example, the customer rented an HDTV three months ago and the picture goes out. Instead of making the customer wait until it is returned from service, and/or providing the customer a loaner, you exchange the item for an equal HDTV and let them continue with the same agreement.

In many cases, the agreement will continue with the same information on their ticket. When using this method of exchanging inventory, the summary system will show NO ACTIVITY for this transaction (no delivery, no pickup). Any amounts paid in to this agreement and complete payment history will also remain unchanged.

The rental agreement should be reprinted with the changes and signed by the customer. Use the option off your menu "Reprint a RA" or use the program CONTRACT to reprint this or any other existing agreements.

How to handle an even exchange of inventory

Exchanging inventory for the following reasons:

1. Wrong inventory put on unit originally
2. GRP replacement
3. Exchange inventory due to service.
4. Upgrading to a higher priced unit

When doing an **even** exchange for any of the above reasons, the transaction will be handled the same way. To access this program, select “2. Customer Maintenance” off the Home Menu, then select “2. Change Rental Agreement” off the RTO Customer Menu or press the F10 key off of any menu and at the command line, type in RTOCSMNT. Find the customer and ticket you want to do the exchange on. See Figure 10-23. There are no changes to make to this screen so press the F9 key. You will be prompted “Any Changes”. Press the ENTER key to accept the default of N for no.

Rent To Own Customer Maint		09/27/07	
Name: ADAMS	, BILL	Acct#: 10011387	Ticket#: 10040921
Salesmen Nbrs:	1	Agreement Nbr:	
Acct Mgr Nbr:	901	Agreement Date:	6/15/07
Store Nbr:	1	Source:	TV
Cust Type:	0	Agreement Type:	A
Tax Code:		Pmt Terms:	W
# BOR Items:		# Times Late:	0
Ticket Flag:		Deposit Amt:	0.00
Any Changes: N			
<div> F5-Help F8-Backout F9-Second Screen F10-Exit </div>			

Figure 10-23 Even Exchange First Screen

You will now be prompted “Want Second Screen”. Enter a Y for yes here and your cursor will reside on the payment amount field. See Figure 10-24.

Rent To Own Customer Maint						09/27/07
Name: ADAMS	, BILL	Acct#:	10011387	Ticket#:	10040921	
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreement Amt:	4,405.17	Agreement Bal:	4,405.17	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A62	13337711	45.22			6/15/07	
ALWPLLER2614JQ	56234589	11.99			6/15/07	
Re-Open and Add Item Options Only Valid On Blank Line						
<div> <div>F1-Re-Open Item</div> <div>F2-Exchange Item</div> <div>F3-Add Item</div> <div>F5-Help</div> <div>F8-Backout</div> </div>						

Figure 10-24 Even Exchange Second Screen

Press the ENTER key until you get on the line of the serial number you want to exchange and press the F2-Exchange Item key.

Enter the serial number of the new item and press the ENTER key. The system will automatically display the payment on this item as it is set in the RSSS Automatic Pricing. You must enter the payment for this item as you want it to be from now on. In the cases of “wrong inventory being put on by mistake” or “GRP replacement” or “exchanged due to service”, you would probably want the payments to remain as they were. The bottom of the screen will display the old payment amount which is the rate of payment the item had that this item was exchanged for. Enter the amount at the payment amount field for this item. At the “Exchange item” prompt, enter a Y for yes if you are ready to do the exchange. See Figure 10-25.

Rent To Own Customer Maint						09/27/07
Name: ADAMS	, BILL	Acct#:	10011387	Ticket#:	10040921	
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreement Amt:	4,405.17	Agreement Bal:	4,405.17	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A62	13337712	45.22			6/15/07	
ALWPLLER2614JQ	56234589	11.99			6/15/07	
Old Pmt Amt: 45.22						
Exchange Item: <input type="text" value="N"/>						
<div> <div>F1-List Inv</div> <div>F2-Get By Model #</div> <div>F5-Help</div> <div>F8-Backout</div> </div>						

Figure 10-25 Exchange Item Prompt

You will now be prompted “Exchange reason”. See Figure 10-26.

Rent To Own Customer Maint						09/27/07
Name: ADAMS	, BILL	Acct#:	10011387	Ticket#:	10040921	
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreement Amt:	4,405.17	Agreement Bal:	4,405.17	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A62	13337712	45.22			6/15/07	
ALWPLLER2614JQ	56234589	11.99			6/15/07	
Exchange Reason: 0						
1) Stolen 2) Damaged 3) Cust Request 4) Service Pbm						
F1-List Inv F2-Get By Model # F5-Help F8-Backout						

Figure 10-26 Exchange Reason Prompt

Enter the appropriate number selection for the reason for this item exchange. The cursor will now go back to the serial number list in case you have any other exchanges to make. There will be an E displayed to the left of the serial number field for the item you are even exchanging. See Figure 10-27.

Rent To Own Customer Maint						09/27/07
Name: ADAMS	, BILL	Acct#:	10011387	Ticket#:	10040921	
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreement Amt:	4,405.17	Agreement Bal:	4,405.17	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A62	(E) 13337712	45.22			6/15/07	
ALWPLLER2614JQ	56234589	11.99			6/15/07	
Re-Open and Add Item Options Only Valid On Blank Line						
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout						

Figure 10-27 Exchange indicator

If there are no more changes, press the F9 key and you will get the "Any Changes" prompt. Press the ENTER key to accept the default of N for no. You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes or if there are no more changes to make, press the F9 key to drop down to "Any Changes". See Figure 10-28.

Rent To Own Customer Maint						09/27/07
Name: ADAMS	, BILL	Acct#:	10011387	Ticket#:	10040921	
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreement Amt:	4,405.17	Agreement Bal:	4,405.17	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	78 WEEKS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A62	E 13337712	45.22			6/15/07	
ALWPLLER2614JQ	56234589	11.99			6/15/07	
Any Changes: <input type="checkbox"/>						
F5-Help		F8-Backout		F9-Update Record		F10-Exit

Figure 10-28 Exchange Item Second Screen

You will now be prompted "Print Agreement". Print an extra copy of the agreement if necessary to give to the customer to sign. An exchange ticket will be printed showing all the important information.

Exchanging Inventory due to upgrading to a higher priced item

When doing an exchange for this reason, the transaction will be handled the same way.

To access this program, select "2. Customer Maintenance" off the Home Menu, then select "2. Change Rental Agreement" off the RTO Customer Menu or press the F10 key off of any menu and at the command line, type in RTOCSMNT. Find the customer and ticket you want to do the exchange on. See Figure 10-29.

Rent To Own Customer Maint						09/27/07
Name: ANDREWS	, KAY	Acct#:	3001116	Ticket#:	10030564	
Salesmen Nbrs:	270	Agreement Nbr:				
Acct Mgr Nbr:	901	Agreement Date:	3/15/03			
Store Nbr:	1	Source:	WM			
Cust Type:	R	Agreement Type:	X			
Tax Code:	111	Pmt Terms:	W			
# BOR Items:		# Times Late:	61			
Ticket Flag:		Deposit Amt:	0.00			
F5-Help F8-Backout F9-Second Screen F10-Exit						

Figure 10-29 Even Exchange First Screen

There are no changes to make to this screen so press the F9 key. You will be prompted "Any Changes". Press the ENTER key to accept the default of N for no. You will now be prompted "Want Second Screen". Enter a Y for yes here and your cursor will reside on the payment amount field. See Figure 10-30.

Rent To Own Customer Maint						09/27/07
Name: ANDREWS	, KAY	Acct#:	3001116	Ticket#:	10030564	
Rate Of Pmt:	29.99	Rate Of Grp:	5.00	Rate Of ESP:	0.00	
Rate Of Tax:	1.95	Ttl Reg Due:	36.94	Next Pmt Due:	9/22/05	
Agreement Amt:	3,898.70	Agreement Bal:		Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	OTHER WEEKLY			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS50A61	56667464	29.99			3/15/03	
Re-Open and Add Item Options Only Valid On Blank Line						
<div> F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F6-Backout </div>						

Figure 10-30 Even Exchange Second Screen

Press the ENTER key until you get on the line of the serial number you want to exchange and press the F2-Exchange Item key.

Enter the serial number of the new item and press the ENTER key. The system will automatically display the payment on this item as it is set in the RSSS Automatic Pricing. You must enter the payment for this item as it would have been on this contract length. The bottom of the screen will display the old payment amount which is the rate of payment the item had that this item was exchanged for. Enter the amount at the payment amount field for this item if it needs to be different; otherwise leave it at the new price which will be higher than the old price. At the "Exchange item" prompt, enter a Y for yes if you are ready to do the exchange. See Figure 10-31.

Rent To Own Customer Maint						09/27/07
Name: ANDREWS	, KAY	Acct#:	3001116	Ticket#:	10030564	
Rate Of Pmt:	29.99	Rate Of Grp:	5.00	Rate Of ESP:	0.00	
Rate Of Tax:	1.95	Ttl Reg Due:	36.94	Next Pmt Due:	9/22/05	
Agreement Amt:	3,898.70	Agreement Bal:		Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	OTHER WEEKLY			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS53AX61	58508750	32.90			3/15/03	
Old Pmt Amt: 29.99						
Exchange Item: N						
F1-List Inv		F2-Get By Model #		F5-Help		F8-Backout

Figure 10-31 Even Exchange Item Prompt

You will now be prompted "Exchange reason". Enter the appropriate number selection for the reason for this item exchange. The cursor will now go back to the serial number list in case you have any other exchanges to make.

If there are no more changes, press the F9 key and you will get the "Any Changes" prompt. Press the ENTER key to accept the default of N for no. You will now see the rate of payment and the contract amount changes and you will have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes or if there are no more changes to make, press the F9 key to drop down to "Any Changes". See Figure 10-32.

Rent To Own Customer Maint						09/27/07
Name: ANDREWS	, KAY	Acct#:	3001116	Ticket#:	10030564	
Rate Of Pmt:	32.90	Rate Of Grp:	3.29	Rate Of ESP:	0.00	
Rate Of Tax:	2.71	Ttl Reg Due:	38.90	Next Pmt Due:	9/22/05	
Agreement Amt:	4,277.00	Agreement Bal:	378.30	Balloon Pmt:	0.00	
Pmt Terms: W		Agreement Type:	OTHER WEEKLY			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date	
EBTOS53AX61	E 58508750	32.90			3/15/03	
Any Changes: N						
F5-Help		F8-Backout		F9-Update Record		F10-Exit

Figure 10-32 Second Screen

You will then see the contract balance change to reflect the new balance on this account. Now press the F9 key and you will get the "Any Changes" prompt. Press

the ENTER key to accept the default of N for no. An N will bring up the "Agreement Amount Recalculated?" If the recalculated amount is okay, answer Y.

You will now be prompted "Print Agreement". Print an extra copy of the agreement if necessary to give to the customer to sign.

Calculations for refiguring existing agreement with exchange for higher priced item

For this example, let's assume the customer had a LG 42" Plasma Integrated EDTV for \$30 a week for 104 weeks and you want to exchange it for a Hitachi 50" Plasma HDTV for \$40 a week for 104 weeks.

Existing Agreement

Original Contract Length	104 weeks
Original Payment Amount	\$30 weekly
Total Contract Amount	\$3120
Current Contract Balance	\$2880
Amount Paid In	\$210

Higher Priced Exchanged Item

Payment amount entered	\$40
Original Contract Length	104 weeks
Amount owed on this item	\$4160

Calculation

Amount owed on new item	\$4160
Amount Paid In (existing)	\$210
New balance	\$3950