Club Program
for use with
Benefit Marketing & Foresight

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Club Program Overview

The Club Program module is an optional module.

The Club Program is used for creating club agreements for various things such as Liability Damage Waiver/Guarantee Replacement Program (LDW/GRP), Bonus Bucks, Elite Points. When you, the RSSS client, establish a program with Benefit Marketing & Foresight, you will use the RSSS Club Program. In this document, we will refer to it as Club Program.

RSSS offers the ability to keep track of Benefit Marketing & Foresight club payments and provide an extract file that allows clients to transmit the customer club agreement data to Benefit Marketing & Foresight via email, modem, ftp or media.

Setup for Club Agreements

There are several steps to set up your system (details to follow in this document) to handle club agreements for your Benefit Marketing & Foresight program.

1. Set up the advertising code RE for referral.
2. Clear the Bonus Bucks/Elite Plus Points field on the customer records.
3. Set up discount/promotion codes for each location.
4. Turn on the club agreement program indicators within the RSSS system.

Set up the Advertising Code

Make sure an advertising code is set up for referrals. To run this program, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:" type in ADVCODES and do not press ENTER. This will take you to the screen that appears in Figure 1. If the code is not defined, set it up by adding it into this screen as RE Referral and press the F9 key to accept the changes. On the second screen that appears, press F9 again to update the entire changes or additions.

```
                          Advertising Source Codes Maint              12/15/05

     Code    Description        Code    Description         Code    Description


   1.  TV    TELEVISION       2. RA    RADIO             3. CC    CURRENT CUST

   4.  RE    REFERRAL         5. NP    NEWSPAPER         6. YP    YELLOW PAGES

   7.  DH    DOOR HANGERS     8. FL    FLYERS            9. DM    DIRECT MAIL

  10.  WM    WORD OF MOUTH   11. DB    DRIVE/WALK BY    12. AV    ADVO

  13.  PC    PREV. CUSTOMER  14.                        15.

  16.  BC    BEFORE COMPUTER




  Return-Next Field F8-Backout Cmd-Exit Pgm Enter-Update Record,Next Screen
```

Figure 1 Advertising Source Codes Maintenance Screen

Clearing the Bonus Bucks/Elite Plus Points field the first time

The next thing you need to do is clear the Bonus Bucks/Elite Plus Points field on the customer records in your system. To do this, you need to run the program CSTNCACR. To run this program, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:" type in CSTNCACR and <u>do not</u> press ENTER. This will take you to the screen that appears in Figure 2.
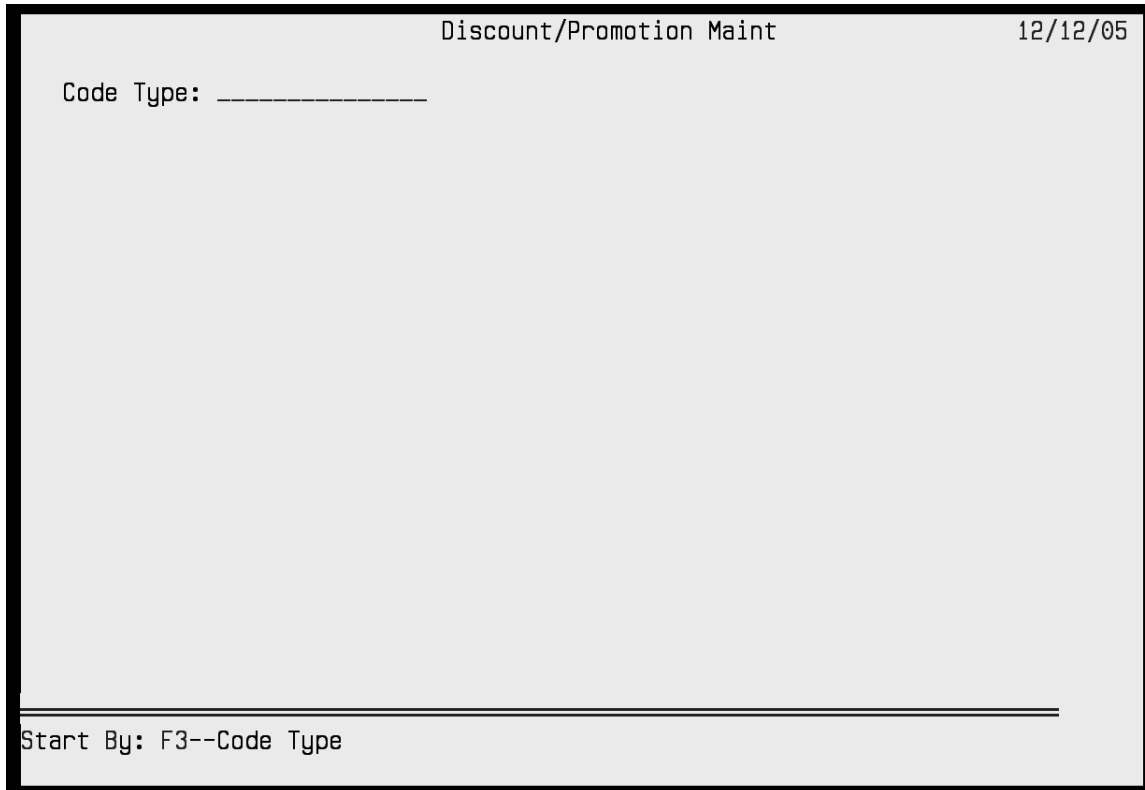
Type a Y to continue and the program will execute and clear the Bonus Bucks/Elite Plus Points field out for all customer records.

```
                    Clear the customer NCA Bonus Bucks




                         Continue:  N
```
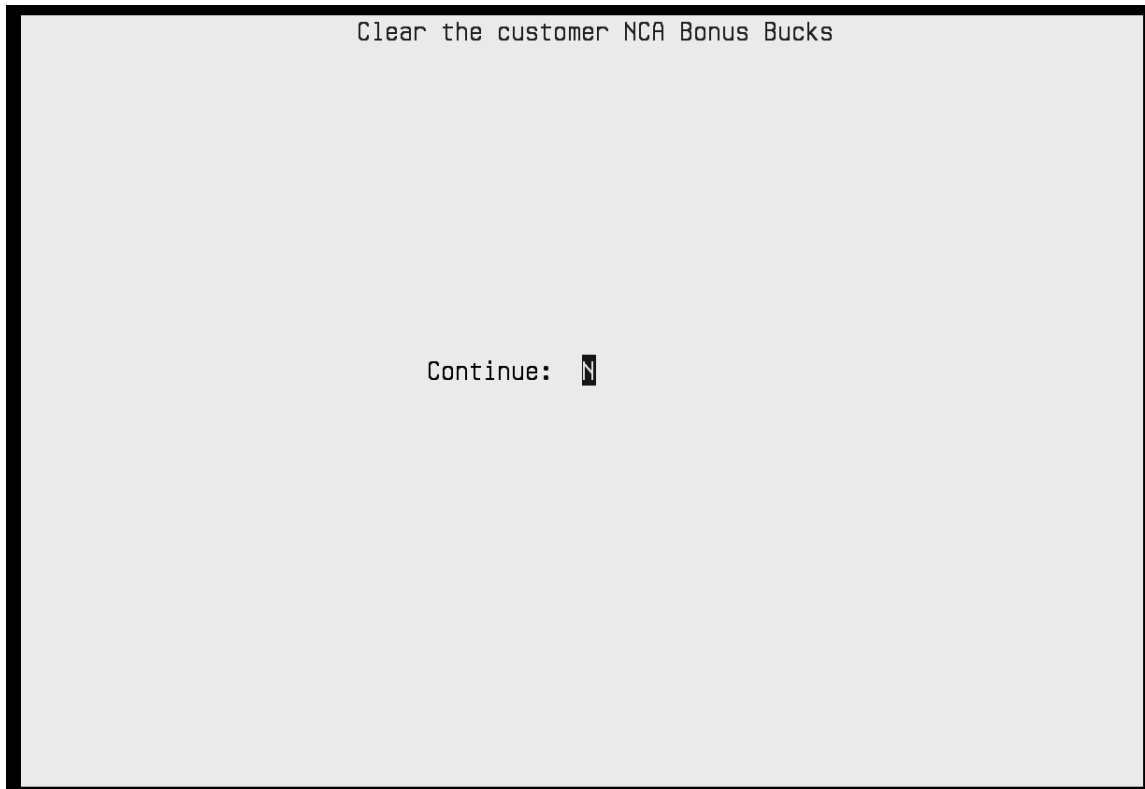
Figure 2 Clear the customer Bonus Bucks/Elite Plus Points (NCA Bonus Bucks) Screen

Setting up Discount/Promotion Codes

Discount/Promotion codes need to be set up for each location if the Bonus Bucks/Elite Plus Points feature is going to be used. To set these up for each location, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:" type in DPCODES and press the ENTER key. This will take you to the screen that appears in Figure 3.

```
                        Discount/Promotion Maint                    12/12/05

    Code Type: _____













    _____
Start By: F3--Code Type
```

Figure 3 Discount/Promotion Maintenance Screen

Press the F3—Code Type key to list the code types that are defined (if any). See Figure 4 for the result of pressing the F3 key. At this screen press the F6-Add key to add the new discount/promotion code for the Benefit Marketing & Foresight program if the code needs to be added, see Figure 4.

```
                        Discount/Promotion Maint                    12/12/05


    Code Type: _____


Code Type   Code Nbr   Code Description
    D           1       4 TH WEEK FREE
    D           2       8 TH WEEK FREE
    D           3       12 TH WEEK FREE
    D           4       16 TH WEEK FREE
    D           7       $10 CUSTOMER REFERRAL
    D           8       REFUND USED FOR NEW RENT
    D           9       GOLD CARD COUPON
    D          10       NEW RENTAL DISCOUNT
    D          50       CENTRAL FILE VIP CERT.
    P           5       ADVERTISED COUPON
    P           6       PAYOUT COUPON
    P          10       GOLD CARD CUSTOMER COUPON
      EOF




F1-Next Page F2-Prev Page F5-Delete F6-Add ENTER-Update F8-Prev Menu CMD-Exit
```

Figure 4 Discount/Promotion Maintenance Screen

If you are adding a new discount/promotion code, you will see the screen in Figure 5 after you press the F6-Add key.

```
                        Discount/Promotion Add                    12/12/05


      Record Type:   _
         Code Nbr: ___
      Description: _____








                        D) Discount  P) Promotion
     _____
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm
```

Figure 5 Discount/Promotion Add Screen

RECORD TYPE   Enter D for discount (used in Rent To Own for existing agreements) or P for Promotion (used with the NEW program for new agreements).

CODE NBR   Enter the code number you want to use to define the Benefit Marketing & Foresight Club Program. DP codes refer to discounts and promotion codes and are used in conjunction with Free Payments. Reports can be run to analyze and audit the use of Free Payment. Discount codes are used in the Take Payment screen, and Promotion Codes are used in the NEW program.

DESCRIPTION   Enter the description you want to use to describe the Benefit Marketing & Foresight Club Program.

Enter the information for the new discount/promotion code and press the F9 key. At the "Any More Changes: N" prompt, press ENTER to accept the default of N for no more changes. The code has been added.

Examples of discount/promotion codes that have been added can be seen in Figure 6.

```
                        Discount/Promotion Maint                12/12/05


     Code Type: _____

Code Type   Code Nbr   Code Description
     D          1       4 TH WEEK FREE
     D          2       8 TH WEEK FREE
     D          3       12 TH WEEK FREE
     D          4       16 TH WEEK FREE
     D          7       $10 CUSTOMER REFERRAL
     D          8       REFUND USED FOR NEW RENT
     D          9       GOLD CARD COUPON
     D         10       NEW RENTAL DISCOUNT
     D         20       BENEFIT MKTG CLUB AGMT
     D         50       CENTRAL FILE VIP CERT.
     P          5       ADVERTISED COUPON
     P          6       PAYOUT COUPON
     P         10       GOLD CARD CUSTOMER COUPON
     P         20       BENEFIT MKTG CLUB AGMT
       EOF



F1-Next Page F2-Prev Page F5-Delete F6-Add ENTER-Update F8-Prev Menu CMD-Exit
```
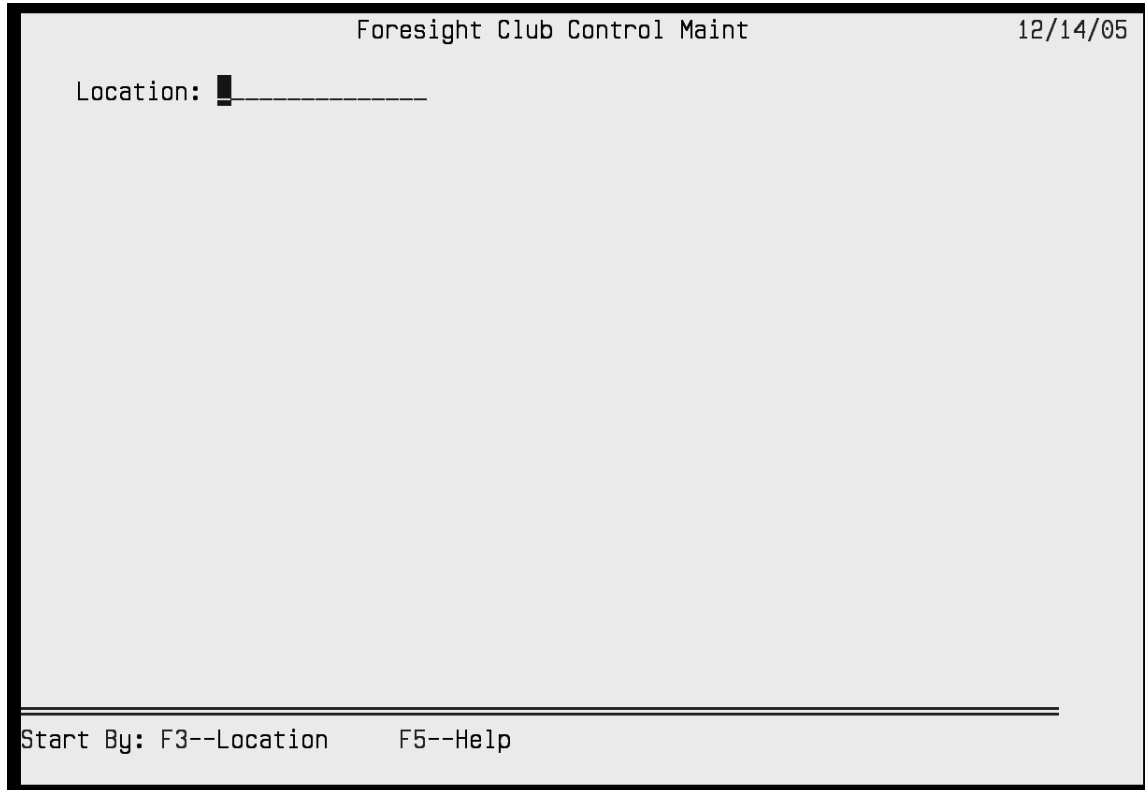
Figure 6 Discount/Promotion Maintenance Screen with codes added example

Setting up Club Agreement Control Indicators with FSCTRL Program

The next step is to set up the control indicators for the Club Agreement Program. To do this, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:" type in FSCTRL and press ENTER. This will take you to a screen similar to Figure 7.

```
                    Foresight Club Control Maint                  12/14/05

   Location: █_____












  _____
Start By: F3--Location     F5--Help
```

Figure 7 Foresight Club Control Maintenance Screen

At this screen, enter the store number or press F3 to list the locations and use your up and down arrow keys to highlight the store you want to select. You will not have to add an FSCTRL record for stores, you will just have to update it or change it.

Once you select the store number, you will see a screen similar to Figure 8.

```
                  Foresight Club Control Change                    12/13/05


                        Location:      1
        Using Foresight Club System:   Y
    Customer Type for Foresight Agmt:  C
          EPP Early Pmt/On-time Pmt:   10 /  5    20 / 15
          EPP Referral-NonClub/Club:      /  5
          EPP Add Agmt-NonClub/Club:      /  5
           EPP Pay Off-NonClub/Club:      /  5
                     EPP Join Club:    10
      Referral Advertising Source Code: RE
            Print EPP on RP Receipts:    Y
              EPP for Non-Club Agmts:    N
       Discount Code for EPP/Nbr EPP:    3 / 300
    Default Club Amts-Weekly/Monthly:    2.99 / 12.95


Surcharge: Method:   2  Amount:   1.00  Agmts:   1  Date:   1/01/80


Warranty Cost:   70.00 Warranty Deduction Amt:    5.50  Months Till Free:   6


Any More Changes: N



Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm
```

Figure 8 Foresight Club Control Screen

LOCATION   The store number you are setting this up for.

USING FORESIGHT CLUB SYSTEM   Enter a Y for yes to begin using the Club Agreement Program with Benefit Marketing & Foresight. Enter an A if you are currently using the LDW/GRP field.

CUSTOMER TYPE FOR FORESIGHT AGMT   Enter one of the following:
   C = Customer, customer must have a club fee ticket and all RTO agreements are covered by this club ticket.
   A= Agreement, only agreements with ESP amounts are covered.
   B= Both, one of the current agreements must have ESP amount on it and the customer must have a club fee ticket and all this customer's agreements will be covered.

EPP EARLY PMT/ON-TIME PMT
   Enter the number of Elite Plus Points earned for an Early Payment (Single Agreement only).
   Enter the number of Elite Plus Points earned for an On-time Payment (Single Agreement only).
   Enter the number of Elite Plus Points earned for an Early Payment (Multiple Agreements only).
   Enter the number of Elite Plus Points earned for an On-time Payment (Multiple Agreements only).

EPP REFERRAL/NON-CLUB/CLUB

Enter the number of Elite Plus Points earned for a Referral (Referred by a Non-Club Customer).

Enter the number of Elite Plus Points earned for a Referral (Referred by a Club Customer).

EPP ADD AGMT-NONCLUB/CLUB

Enter the number of Elite Plus Points earned for Adding an Agreement (Non-Club Customer).

Enter the number of Elite Plus Points earned for Adding an Agreement (Club Customer).

EPP PAY OFF-NONCLUB/CLUB

Enter the number of Elite Plus Points earned for a Paid Out Agreement (Non-Club Customer).

Enter the number of Elite Plus Points earned for a Paid Out Agreement (Club Customer).

EPP JOIN CLUB   Enter the number of Elite Plus Points earned for Joining the Club.

REFERRAL ADVERTISING SOURCE CODE   Enter the advertising source code used to indicate a referral for Elite Plus Points, usually set to RE.

PRINT EPP ON RP RECEIPTS   Print the number of Elite Plus Points earned on the RP Receipt, enter Y or N.

EPP FOR NON-CLUB AGMTS   Do Non-Club Customers get Elite Plus Points, enter Y or N.

DISCOUNT CODE FOR EPP/NBR EPP

Enter the Discount Code for Elite Plus Points Free Payment.

Enter the Number of Elite Plus Points to use when posting a free payment.

DEFAULT CLUB AMTS-WEEKLY/MONTHLY

Enter the Default Club Amount if club ticket is to pay weekly.

Enter the Default Club Amount if club ticket is to pay monthly.

SURCHARGE

METHOD   1) Amount per Agreement
2) Flat Amount after a Number of Agreements

AMOUNT   Amount of the Surcharge.

AGMTS   Surcharge Applies after this Number of Agreements.

DATE   Surcharge Applies to Agreements After this Date.

WARRANTY COST   Extended Warranty Cost for the Customer.

WARRANTY DEDUCTION AMT   Extended Warranty Deduction Amount per Month of Club Membership.

MONTHS TILL FREE   Number of Months of Club Membership till it is Free.

Enter the information for the controls for this location and press the F9 key. At the "Any More Changes: N" prompt, press ENTER to accept the default of N for no more changes. Continue to set the controls for other locations that will be using the Benefit Marketing & Foresight Club Agreement Program.

Adding a new club agreement to a new customer without an existing rental agreement

Build the new agreement as you normally would with the following items addressed as they apply to the Club Program.

If this is a referral from a customer that already has the club program, it is imperative to enter the advertising code (Source field on the screen) "RE" for referral. Note that in the Source field in Figure 9, you must enter "RE" if it is a referral from a customer that is on the club program.

```
                         New Agreement Add                      12/14/05

Customer Name: SMITH          , JOHN              Acct#:  21205273

Salesmen Nbrs:     1                    Agreemnt Nbr:
 Acct Mgr Nbr:     1                    Agreemnt Date:  12/14/05
    Store Nbr:     1                    Delivery Date:  12/14/05
       Source:    RE◄─────              Cust Type:         O
Agreemnt Type:     A                    Pmt Terms:         W
     Tax Code:                          Ticket Nbr:   3009272
  Ticket Type:    O                     # BOR Items:
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt
   06994587      56.95

Add Club Ticket: Y Regular Club Payment:    2.99  Any Changes: Y

 F3-Calc Amt/Date    F4-Calc Date/Amt    F5-Help    F8-Backout    F10-Exit
```

Figure 9 Source field = RE for referral

After you have entered the serial number(s), the system will prompt you for adding the club agreement. If this customer has purchased the Club Program, then accept Y as the default. If the customer did not purchase the Club program, enter N and the club agreement will not be added. <u>Do not</u> change the regular club payment amount; just accept the default amount. If there are no more changes, change the "Any Changes: Y" prompt to N for no.

Go ahead and post the money received today for this agreement, then press F9 and the following will appear as seen in Figure 10.

```
                          New Agreement Add                      12/14/05

Customer Name: SMITH           , JOHN              Acct#:  21205273

 Rate Of Pmt:     56.95    Rate Of Grp:               Rate Of ESP:     0.00
 Rate Of Tax:      3.42     Ttl Reg Due:     60.37   Next Pmt Due: 12/15/05
Agreemnt Amt:  4,442.10   Agreemnt Bal:  4,442.10    Balloon Pmt:
Delivery Amt:             1st Pmt Amt:      8.13      GRP/ESP Amt:      0.43
 Deposit Amt:                Proc Fee:               Tax Amt:          0.51
   Total Due:      9.07         Pmt 1: 1/   9.07         Pmt 2:   /
   Pmt Terms: W  78 Wks   Amt Received:      9.07     Change Due:       0.00
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt
   06994587      56.95




Club Agreement Number:  21205273   Any Changes: Y
    Enter the desired agreement number or enter zero for automatic assignment

 F3-Calc Amt/Date     F4-Calc Date/Amt     F5-Help     F8-Backout     F10-Exit
```

Figure 10 New agreement add Screen with club prompt

Enter the Club Agreement Number or enter a zero for the Club Agreement Number to be automatically assigned. If there are no more changes, at the "Any Changes: Y" prompt, change the Y to an N and press ENTER and the following will appear as seen in Figure 11.

```
                       New Agreement Add                        12/14/05

Customer Name: SMITH           , JOHN              Acct#:  21205273

 Rate Of Pmt:     56.95    Rate Of Grp:            Rate Of ESP:     0.00
 Rate Of Tax:      3.42    Ttl Reg Due:    60.37   Next Pmt Due: 12/15/05
Agreemnt Amt:  4,442.10    Agreemnt Bal: 4,442.10  Balloon Pmt:
Delivery Amt:             1st Pmt Amt:      8.13    GRP/ESP Amt:     0.43
 Deposit Amt:               Proc Fee:              Tax Amt:     0.51
   Total Due:      9.07         Pmt 1: 1/    9.07         Pmt 2:   /
   Pmt Terms: W  78 Wks   Amt Received:     9.07    Change Due:      0.00
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt
   06994587      56.95




   Print Club Agmt: Y



  F3-Calc Amt/Date    F4-Calc Date/Amt    F5-Help    F8-Backout    F10-Exit
```

Figure 11 New agreement add with print club agmt prompt

Press enter to accept the default of Y to print the club agreement. You will be prompted for a beneficiary name. Enter the beneficiary name. You will then be prompted for the relationship to the beneficiary. Enter the relationship of the beneficiary to the customer. See Figure 12.

```
                           New Agreement Add                          12/14/05

Customer Name: SMITH           , JOHN                  Acct#:  21205273

 Rate Of Pmt:     56.95     Rate Of Grp:              Rate Of ESP:      0.00
 Rate Of Tax:      3.42     Ttl Reg Due:     60.37    Next Pmt Due:  12/15/05
Agreemnt Amt:  4,442.10     Agreemnt Bal:  4,442.10   Balloon Pmt:
Delivery Amt:               1st Pmt Amt:      8.13    GRP/ESP Amt:      0.43
 Deposit Amt:                  Proc Fee:                 Tax Amt:      0.51
   Total Due:      9.07         Pmt 1:  1/    9.07         Pmt 2:    /
   Pmt Terms: W  78 Wks   Amt Received:      9.07      Change Due:      0.00
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt
   06994587      56.95




    Print Club Agmt: Y
  Enter The Beneficiary's Name: JANE
  Enter The Relationship To Benficiary: WIFE█

  F3-Calc Amt/Date     F4-Calc Date/Amt     F5-Help     F8-Backout     F10-Exit
```

Figure 12 New agreement add with beneficiary prompts

You will then be prompted if you want to reprint the club agreement. Enter a Y to reprint this club agreement if necessary, otherwise, press the ENTER key to accept the default of N for no.

The next screen you will see similar to Figure 13, will ask you for the customer number that made the referral. This is the customer who referred this account that you are adding and is due to receive the Elite Plus Points for the referral.

```
                         New Agreement Add                        12/14/05


Customer Name: SMITH            , JOHN                 Acct#:  21205273

 Rate Of Pmt:     56.95     Rate Of Grp:              Rate Of ESP:      0.00
 Rate Of Tax:      3.42     Ttl Reg Due:     60.37    Next Pmt Due:  12/15/05
Agreemnt Amt:  4,442.10     Agreemnt Bal:  4,442.10   Balloon Pmt:
Delivery Amt:               1st Pmt Amt:      8.13    GRP/ESP Amt:      0.43
 Deposit Amt:                  Proc Fee:                  Tax Amt:      0.51
   Total Due:      9.07          Pmt 1:  1/    9.07         Pmt 2:   /
   Pmt Terms: W  78 Wks    Amt Received:     9.07      Change Due:      0.00
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt
   06994587      56.95




Customer Account Number That Receives Referral Points: █_____



                       Leave Zero to Abort
 F3-Calc Amt/Date      F4-Calc Date/Amt      F5-Help      F8-Backout      F10-Exit
```

Figure 13 New agreement add with referring customer prompt

Enter the referring customer number and press ENTER. This will complete the customer transaction.

Adding a new club agreement to a customer with an existing rental agreement

If you have a customer with an LDW/GRP and you want to convert them to the club program or you have sold them the program and they already have a rental agreement, you will need to do the following:

1. Choose Add a new agreement from the menu.
2. Follow normal procedures to select the customer.
3. Add the agreement.
4. Enter the correct weekly rate.
5. Change the ticket type field to "Fee Club" and the fee type field to **"Club"** as shown in Figure 14.

Note: The ticket type defaults to "O" when building an agreement. Press the space bar to clear it out and you will get a drop down box where you can select the ticket type "F". At the Fee Type field prompt, press the space bar and you will get a drop down box where you can select "CLUB FEE". See Figure 14.

You <u>do not</u> have to go back and delete the LDW/GRP from the existing agreements. Adding and subtracting the LDW/GRP when converting to and from the Club program is automatically done by the system. The only time you will be prompted is if an existing customer is dropping the club. At that time, you will be prompted if you want to add LDW/GRP back on the agreements. You do not need to be concerned about forgetting about adding or overcharging for LDW/GRP.

```
                          New Agreement Add                      12/15/05

Customer Name: SMITH          , JOHN              Acct#:   1004310

Salesmen Nbrs:     1                  Agreemnt Nbr:
 Acct Mgr Nbr:     1                  Agreemnt Date:  12/15/05
    Store Nbr:     1                  Delivery Date:  12/15/05
       Source:  CC                       Cust Type:         O
Agreemnt Type:   A                       Pmt Terms:         W
     Tax Code:                           Ticket Nbr:   3009275
  Ticket Type:  (F)Fee Type:(CLUB FEE)  # BOR Items:         █
   Serial Nbr  Pmt Amt  Spiff  ESP Amt   Serial Nbr  Pmt Amt  Spiff  ESP Amt














        Enter the number of BOR you want this agreement to count for
    ─────────────────────────────────────────────────────────────────
  F5-Help                     F8-Backout                       F10-Exit
```

Figure 14 Ticket type and Fee type

Adding a surcharge

The system will automatically calculate the surcharge needed for additional agreements. In addition, the system will automatically drop surcharge amount when the customer agreement account falls below the minimum amount of agreements.

Club agreement payments

Club agreement payments will be processed the same as a normal rental agreement. You will need to enter the amount of payments the customer is paying and continue through your payment procedure.

Closing Club Agreements

To close a club agreement, enter the payment screen (short cut to the payment screen is to press the F10 key and at the command line prompt "Input the module that you would like to execute:" type in RP and press ENTER). Once you bring the customer payment screen up with a list of the customer's agreements you should see the club ticket agreement on this screen. Use the down arrow key till you highlight the club ticket. Press F2 as if you are going to pay off the agreement and close it. See Figure 15.

```
   1                     This is NOT a receipt
 Name: SMITH          , JOHN             Acct#:   1004310   H Ph: (555)555-5555
  Add: 2212 CAROLINA CT.        BTTC:                       W Ph: (555)555-5555
 City: ANYTOWN        TX 55555 PayDay:                      BBucks:    20
Comment:



Ticket# Seq    Bal #P Pmt Amt  Other    Late     Grp     Esp    Tax Tot Due Due Date
Club Fee     3.84       2.99                                    0.18     3.17 12/23/05
TV BIG S  4292.17      55.95                                    3.36    59.31 12/23/05




                                   Highlight this club
                                   ticket line and press
                                   the F2 key to close



Length  78 Terms W FEE Total Charge     0.00                      0.00 Due     0.00
        Enter the number of payments customer is making or F5 for help
 F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Figure 15 Payment Screen showing Club Ticket to close

The next screen that appears will look similar to Figure 16.

```
Fee Ticket Amounts For:  JOHN       SMITH          Tick   1004310    12/15/05



                Number of Payments Already Made:        1.2843
                           Amount Already Paid:            3.84








                                              ┌─────────────────┐
                                              │  Type CLOSE and │
                                              │   press ENTER   │
                                              │                 │
                                              └─────────────────┘
                                                      │
                                                      ▼
     Enter "CLOSE" to Close Fee Ticket or Press Return To Continue: _____

                           Press F5 for Help
```

Figure 16 Payment Screen F2 Close Screen

You will then type CLOSE and press ENTER to proceed. You will be prompted if you want to add the LDW/GRP back to the agreement. Figure 17 shows you the prompt to add back the LDW/GRP.

If you will be adding the LDW/GRP back, type a Y at the "Add GRP to ALL open RTO agmts:" prompt and press ENTER and the screen will advance back to the payment screen and take you back to the screen to enter a customer name.

If you do not want to add the LDW/GRP back to the customer's agreements, type N and press ENTER. This will close the club agreement and adjust the customer's ticket and payment information.

```
Fee Ticket Amounts For:  JOHN      SMITH         Tick    1004310    12/15/05



               Number of Payments Already Made:       1.2843
                            Amount Already Paid:          3.84
```


To add back
LDW/GRP type a Y

```
                     Add GRP to ALL open RTO agmts: █
              Enter a Y to add GRP to all open RTO agreements otherwise an N
```

Figure 17 Adding back LDW/GRP, Closing Club Agreement

Extended Warranty

When paying off an agreement for a customer who is on the club program, there is an extended warranty option prompt. If the customer pays off the item before 6 months, the system will prompt you as seen in Figure 16. In addition, the system will prorate the amount due, if they have had the agreement between 1 and 6 months.

In the payment screen, you will press the F2 function key as if you are paying off the agreement. Figure 18 shows you the screen that you will get.

```
       Rental Payoff Amounts For:  JOSEPH     SMITH          Tick 10040778



                 Does this customer want to purchase the extended
                        warranty for $   70.00 : N
                                               ▲
                                               │
                                               │
                                    ┌──────────────────────┐
                                    │ Type a Y here if the │
                                    │ customer wants the   │
                                    │  extended warranty   │
                                    └──────────────────────┘










                   Enter a Y to purchase the warranty
```

Figure 18 Extended Warranty option

If the customer chooses to purchase the warranty, change the default to Y and press ENTER. The system will then print the extended warranty and prompt you if you want to reprint. Press Y if you want to reprint or press ENTER to go to the next screen. You will then be prompted if you want to reprint the extended warranty registration. Type a Y to print it or N not to print it. You will then be taken back to the payoff screen.

Type in the word "CLOSE" as seen in Figure 19. Note that the extended warranty charge will be listed in the "Plus GRP/ESP Amt" field as seen in Figure 19.

```
        Rental Payoff Amounts For:  JOSEPH    SMITH          Tick 10040778

                              18 Day Cash Price Is:    350.61  Expires:  1/01/06
                                    Less Pmts Made:      8.99
                                  18 Day Payoff Is:    341.62
                                    Plus Late Amt:       0.00
                                  Plus GRP/ESP Amt:     70.00 ◄──────
                                     Plus Tax Amt:      28.18
                  Payoff Figured  18 DAY OPTION Is:    439.80


                         Number Of Payments Left:      77.00






         Enter "CLOSE" to Close Ticket or Press Return To Continue: CLOSE█

                            Press F5 for Help
```
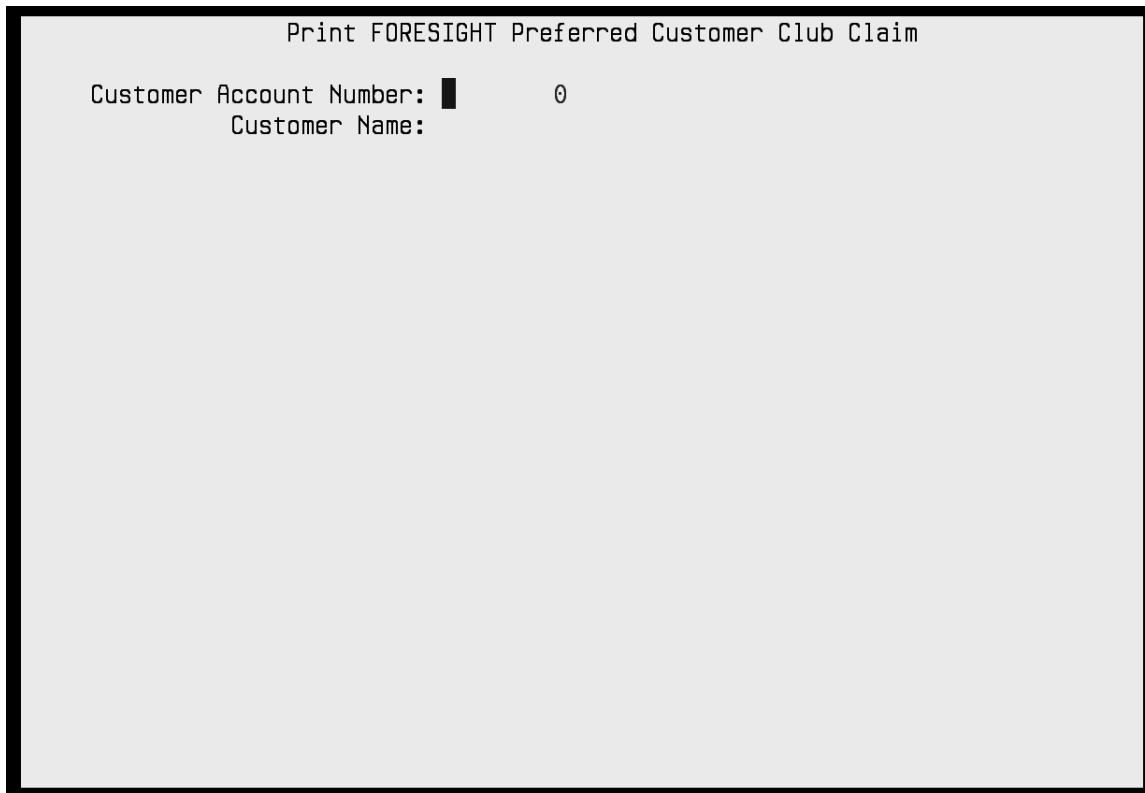
Figure 19 Extended Warranty in GRP/ESP field

Printing Claims Forms – PRTCLAIM

To print out various claims forms, press the F10 key on any menu, and at the command line prompt "Input the module that you would like to execute:", type in PRTCLAIM and press ENTER. See Figure 20.

```
            Print FORESIGHT Preferred Customer Club Claim

    Customer Account Number: █        0
             Customer Name:
```

Figure 20 Print Claim initial screen

Enter either the account number or the customer's last name and press ENTER.

In Figure 21, the customer last name was entered and the drop down box appears where you can use your up or down arrow keys and highlight the customer, press F1-Forward to page forward in the list within the drop down box or press F2-Back to page back in the list within the drop down box. Highlight the customer and press ENTER.

```
                Print FORESIGHT Preferred Customer Club Claim

    Customer Account Number:          0            ┌──────────────────┐
               Customer Name: MABRY◄──────────────│ Enter customer last│
                                                   │  name and press    │
                                                   │ ENTER. Drop down   │
       ┌─────────────────────────────────────┐    │   box appears.     │
       │ MABRY        BRANDON      21203511   │    └──────────────────┘
       │ MABRY        CORINE        9001267   │
       │ MABRY        MICHELLE      9000531   │
       │ MABRY        TIM          40003154   │
       │ MABRY        TRACY        24000148   │
       │ MACDONALD    ANDREW        2007801   │
       │ MACDONALD    LINDA         2005707   │
       │ MACDONALD    TAMMY         9000844   │
       │ MACE         CYNTHIA       1006528   │
       │ MACE         DANNY G      14001616   │
       │ MACE         RAY           9000431   │
       └─────────────────────────────────────┘



   F1-Forward     F2-Back      F5-Fold/Unfold      F10-Exit      ENTER-Select
```

Figure 21 Select customer to print claim for

Select the customer agreement you are going to print the claim for by using your up
and/or down arrow keys and highlighting the ticket you want to print the claim for, see
Figure 22.

```
              Print FORESIGHT Preferred Customer Club Claim


   Customer Account Number:  21203511
            Customer Name: MABRY


        Cust Nbr    Ticket Nbr  Seq     Date      Open   Reason
                                        Open/Clsd        Closed
        21203511       3009079    0  11/05/04     N      EBO
        21203511      21001389    0   1/28/98     N      RPKU
        21203511      21001392    0  12/30/97     N      RPKU
        21203511      21001393    0  12/30/97     N      RPKU









   F1-Forward     F2-Back       F8-Abort      F9-Select      F10-Exit
```

Figure 22 Select club agreement to print

Select the default printer that appears as shown in Figure 23 and press ENTER.

```
              Print FORESIGHT Preferred Customer Club Claim

    Customer Account Number:  21203511
            Customer Name: MABRY


        Cust Nbr    Ticket Nbr  Seq     Date     Open   Reason
                                       Open/Clsd          Closed
        21203511      3009079    0  11/05/04     N      EBO
        21203511     21001389    0   1/28/98     N      RPKU
        21203511     21001392    0  12/30/97     N      RPKU
        21203511     21001393    0  12/30/97     N      RPKU







Printer or File Pathname:    LP25
                      File Pathname up to 29 Characters
  F1-Forward       F2-Back        F8-Abort        F9-Select        F10-Exit
```
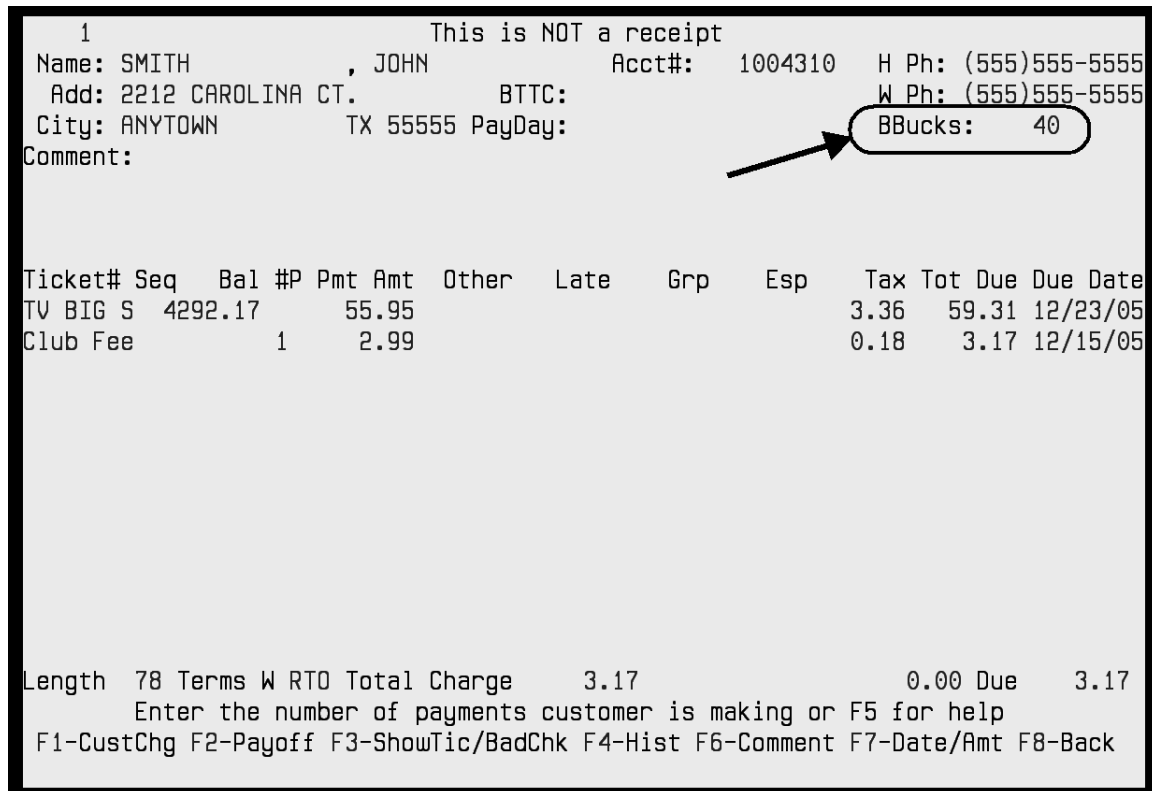
Figure 23 Accept default printer

Select the form number and press enter, see Figure 24.

```
            Print FORESIGHT Preferred Customer Club Claim

   Customer Account Number:  21203511
           Customer Name: MABRY


        Cust Nbr    Ticket Nbr  Seq    Date     Open   Reason
                                      Open/Clsd          Closed
        21203511      3009079    0  11/05/04    N     EBO
        21203511     21001389    0   1/28/98    N     RPKU
        21203511     21001392    0  12/30/97    N     RPKU
        21203511     21001393    0  12/30/97    N     RPKU
```

Select the form number and press **ENTER**

```
Form Number:
    Enter 1-Leased Property Claim  2-Accidental Death/Dismemberment Claim
 3-Unemployment Claim  4-Extended Warranty Registration  5-Warranty Refusal
```

Figure 24 Select form number to print

The claim form you selected will print for the customer and ticket selected.

Bonus Bucks/Elite Plus Points field

In Figure 25, there is a field called BBucks that has the number of club program Bonus Bucks/Elite Plus Points this customer has at this time. Any corrections to Bonus Bucks/Elite Plus Points will need to be made by your store manager.

```
    1                      This is NOT a receipt
 Name: SMITH          , JOHN          Acct#:   1004310   H Ph: (555)555-5555
  Add: 2212 CAROLINA CT.        BTTC:                    W Ph: (555)555-5555
 City: ANYTOWN         TX 55555 PayDay:                  BBucks:    40
Comment:



Ticket# Seq   Bal #P Pmt Amt  Other   Late    Grp    Esp    Tax Tot Due Due Date
TV BIG S  4292.17     55.95                            3.36   59.31 12/23/05
Club Fee          1    2.99                            0.18    3.17 12/15/05










Length  78 Terms W RTO Total Charge    3.17                   0.00 Due    3.17
        Enter the number of payments customer is making or F5 for help
 F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```
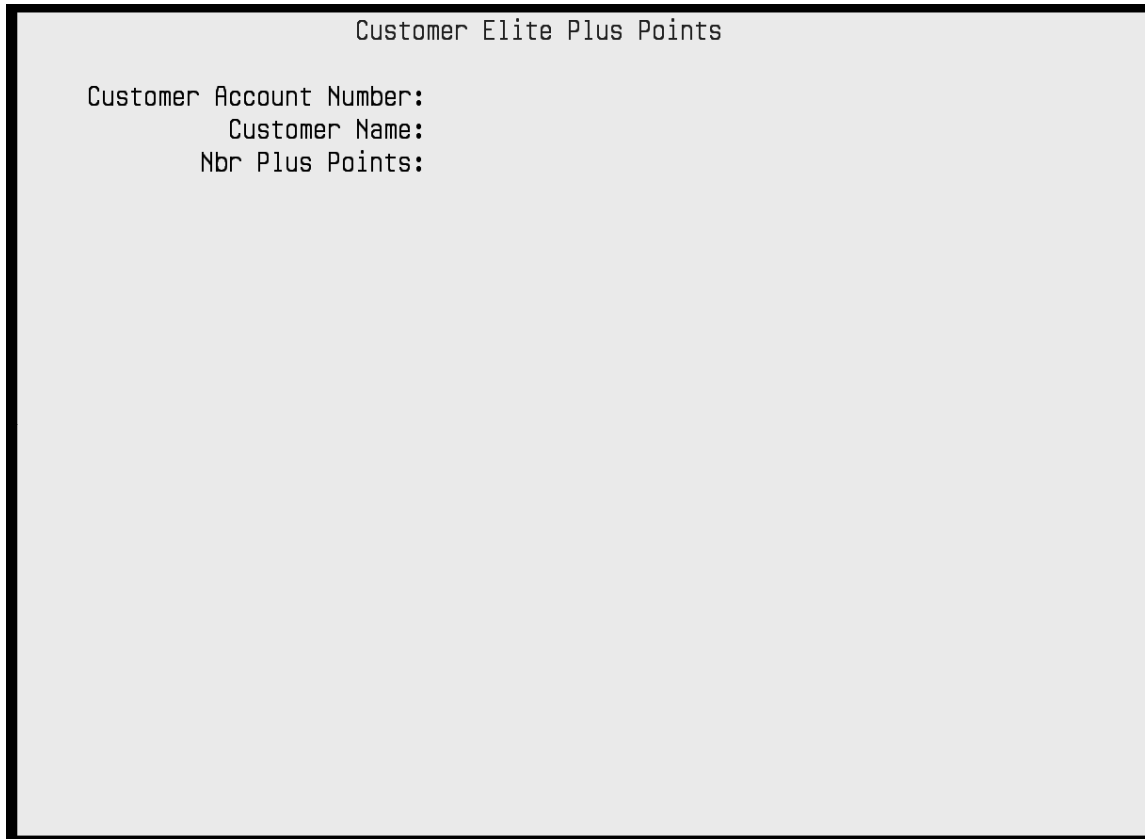
Figure 25 Where to find Club Agreement Bonus Bucks/Elite Plus Points field

The Bonus Bucks/Elite Plus Points available will print on the receipt if the control indicator to print them on the receipts was turned on in FSCTRL. In addition, the Bonus Bucks/Elite Plus Points will be listed on the regular payment screen in the BBucks field as seen in Figure 25 if the club agreement program was turned on in FSCTRL.
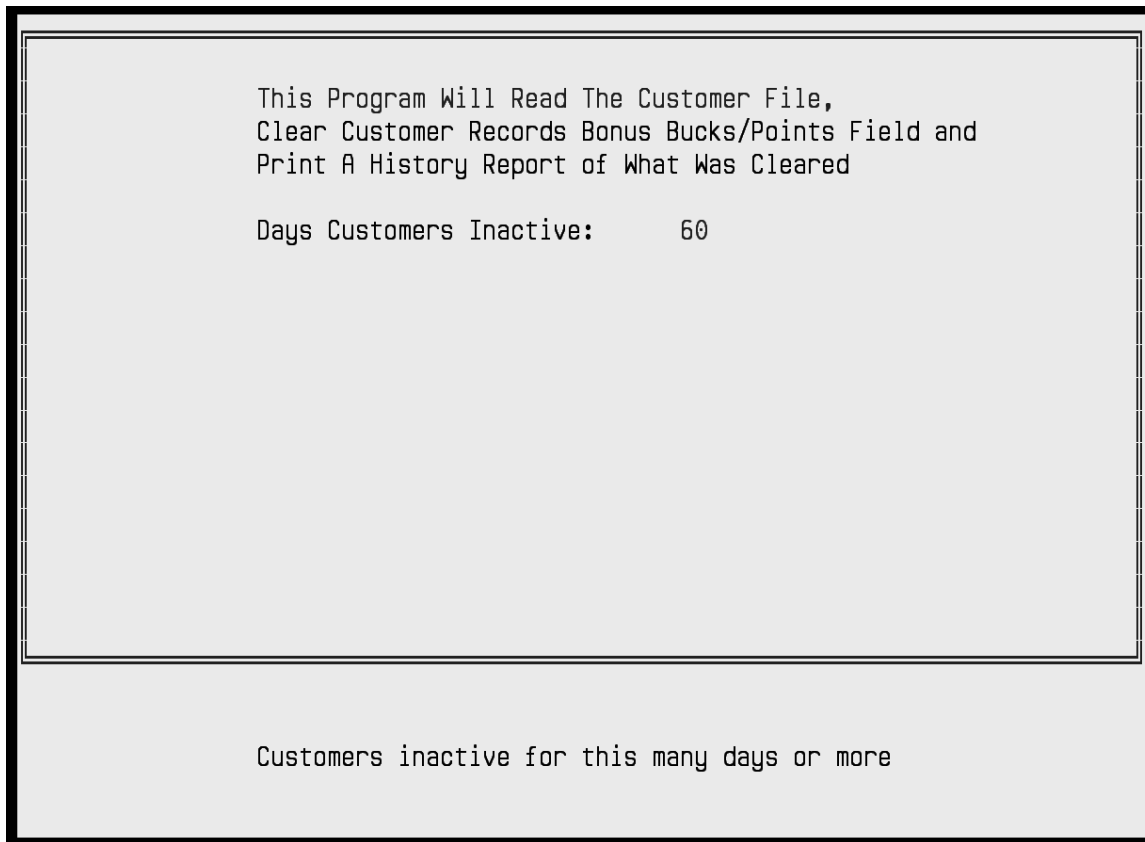
Correcting Customer's Elite Plus Points

To redeem Elite Plus Points or to make corrections to the customer's Elite Plus Points, press F10 on any menu. At the command line prompt "Input the module that you would like to execute:", type in CUSTEPP and press ENTER. You can then enter the customer number or press ENTER and enter the customer name. You may receive a drop down box with the customer list. Arrow up or arrow down, press F1-Forward or F2-Back to page forward and back to find the customer. Select the customer by highlighting the record and press ENTER. The amount of Elite Plus Points earned by the customer will be listed. You will need to enter the new amount of Elite Plus Points after redemption. You can also use this field to make corrections for Elite Plus Points for that customer. See Figure 26.

```
                    Customer Elite Plus Points


    Customer Account Number:
            Customer Name:
          Nbr Plus Points:
```

Figure 26 Customer Elite Plus Points Screen

Clearing the Bonus Bucks/Elite Plus Points field

To clear out the Bonus Bucks/Elite Plus Points, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:", type in BONUSCLR and press ENTER. See Figure 27.
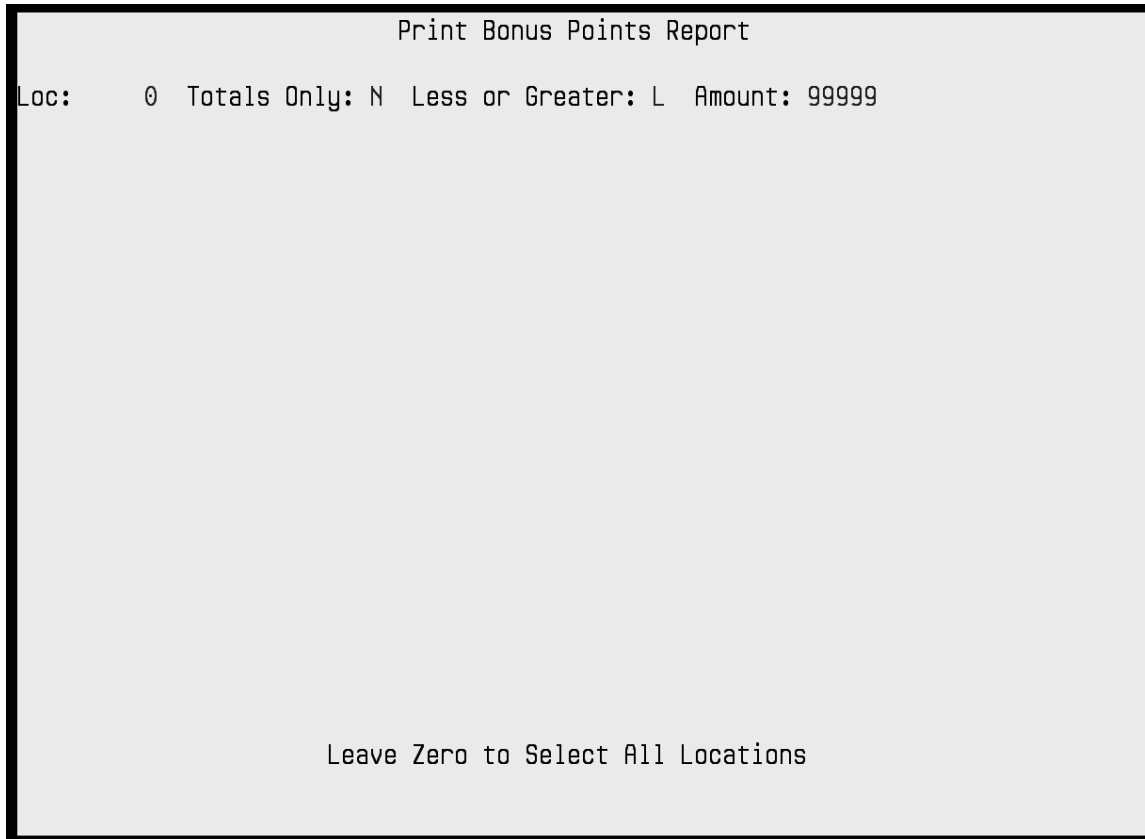
```
This Program Will Read The Customer File,
Clear Customer Records Bonus Bucks/Points Field and
Print A History Report of What Was Cleared

Days Customers Inactive:      60




















Customers inactive for this many days or more
```

Figure 27 Clearing Bonus Bucks/Elite Plus Points field

Enter the number of days customers are inactive that you want to clear Bonus Bucks/Elite Plus Points for and press ENTER to run the BONUSCLR program.

Bonus Points Report

Before clearing out Bonus Bucks/Elite Plus Points field, you may want to run a Bonus Points Report. To run this report, press the F10 key on any menu, and at the command line prompt "Input the module that you would like to execute:", type in BONUSRPT and press ENTER. See Figure 28.

```
                    Print Bonus Points Report

Loc:     0  Totals Only: N  Less or Greater: L  Amount: 99999



















                  Leave Zero to Select All Locations
```

Figure 28 Print Bonus Points Report Screen

Enter the information for the report selection and press the F9 key. At the "Any More Changes: N" prompt, press ENTER to accept the default of N for no more changes and the report will run. See Figure 29 for an example of Bonus Points Report.

```
                              Bonus Point Report
Run Date: 12/23/05                              Page:      1        Report: BONUSRPT

   Loc    Cust#    Name                            Phone            Tickets        Pt
     1  1002073  JONES          ALRICK L        (555)555-5555          1            6
     1  1003526  M.             TERESA          (555)555-5555          1           16
     1  1004196  M              GARY            (555)555-5555          1           16
     1  1004310  SMITH          JOHN            (555)555-5555          1           40
     1  1004415  L.             TAMMY           (555)555-5555          2           83
     1  2003257  JONES          ABIGAIL         (555)555-5555          1            6
     1  2003829  SAADE          PHILIP          (555)555-5555          2           19
     1  2004065  SABATH         LOUELLA         (555)555-5555          1            6
     1  2005534  LABARGE        RANDY           (555)555-5555          0           10
     1  2005556  ABERNATHY      CHRISTIE        (555)555-5555          4           54
     1  2006137  SMITH          ALAN            (555)555-5555          1            6
     1  2008447   DARBY         SANDRA          (555)555-5555          0           20
     1  3001846  L. MUSGRAVE/ GW                (555)555-5555          1           16
     1  3002492  SMITH          ALBERTA         (555)555-5555          1            6
     1  3009007  SMITHSONIAN INSTITUTE          (000)000-0001          1            6
     1  5003196  LABORN         SHARANZA        (555)555-5555          1            6
     1  5003213  LABORN         CHARLENA        (555)555-5555          3            6
     1  5003915  SMITH          JANE            (555)555-5555          1           30
     1  6002014  SMITH          JOHN            (555)555-5555          1           20
     1  6002108  SABASTAIN      YVONNE          (555)555-5555          1           20
     1  7000084  ABRAHAM        DIANE           (555)555-5555          0            6
     1  7001347  SMITH          JOHN            (555)555-5555          1           20
     1  9001267  MABRY          CORINE          (555)555-5555          0           36
     1 14001357  KABLE          SHANE           (555)555-5555          1            6
     1 16000624  SABB           CAROL           (555)555-5555          1           20
     1 17000808  SAAVEDRA       JIDIER          (555)555-5555          0            6
     1 21201154  NABORS         ANGELA          (555)555-5555          0          106
     1 21203226  ABBOTT         ANTHONY         (555)555-5555          2           12
     0 21203511  MABRY          BRANDON         (555)555-5555          0           36
     1 21205273  SMITH          JOHN            (555)555-5555          1           20
     1 24000066  JONES          ALICE           (555)555-5555          1            6
    25 25000296  SMITH          JOHN            (555)555-5555          1           10
     1 27000079  LABAFF         JASON           (555)555-5555          4           12
     1 40003154  MABRY          TIM             (555)555-5555          7          216
     1 60001550  SMITH          ADRIENNE        (555)555-5555          1            6
    1200000401  AARON          JOHN            (555)555-5555          0            6


_____TOTALS_____
         36                                                 45          916
       Cust                                             Ticket  Bonus Pt
       Count                                            Count     Count
```
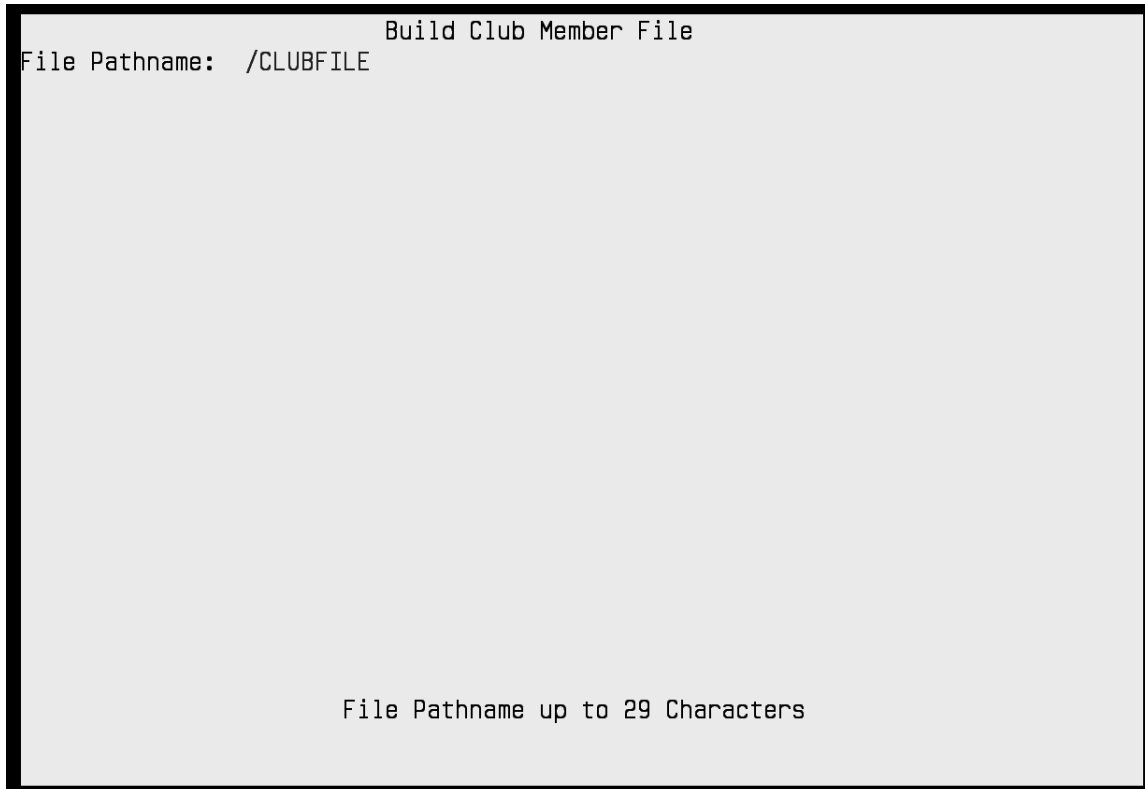
Figure 29 Print Bonus Points Report Example

Extracting the Data for Benefit Marketing & Foresight

Please login to the RSSS system as "root" to extract the data for Benefit Marketing & Foresight.

To run this program, press F10 on any menu and at the command line prompt "Input the module that you would like to execute:" type in BMSEXPRT and <u>do not</u> press ENTER. This will take you to the screen that appears in Figure 30.
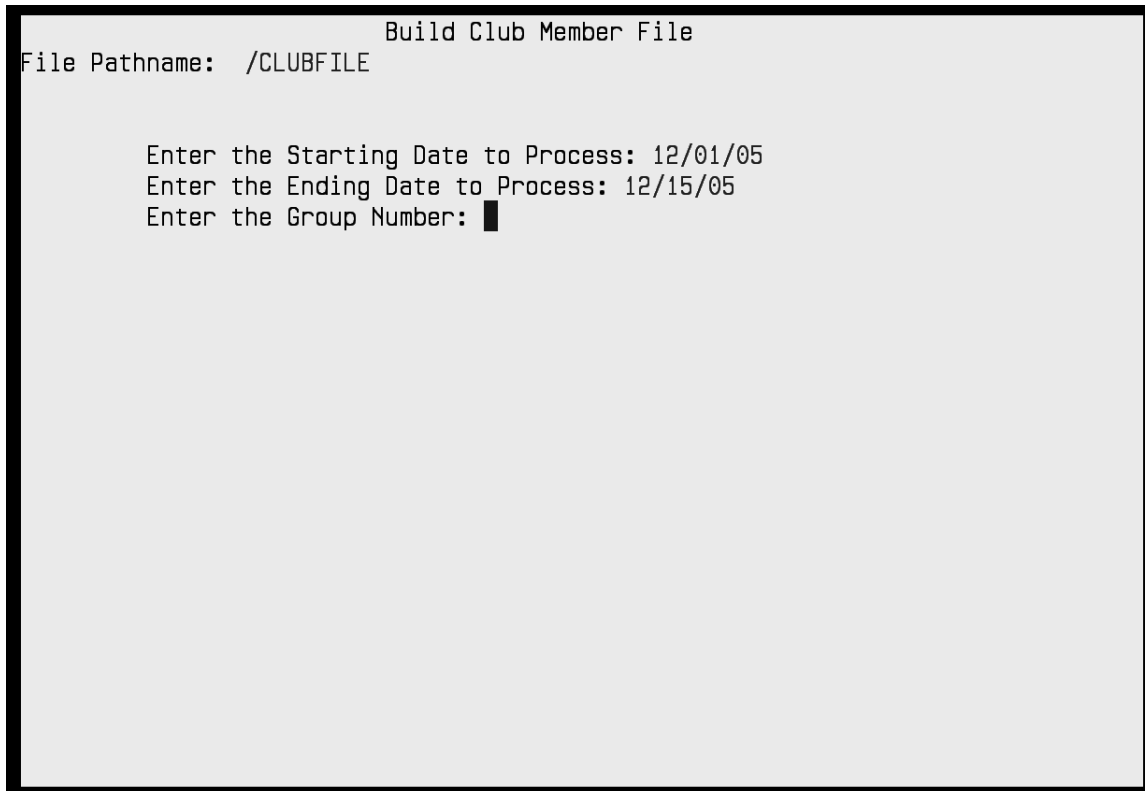
```
                        Build Club Member File
File Pathname:   /CLUBFILE




                        File Pathname up to 29 Characters
```

Figure 30 Build Club Member File

Enter the file name or accept the default of /CLUBFILE by pressing ENTER. This will be the file name after it is created. See Figure 31.

```
                         Build Club Member File
File Pathname:  /CLUBFILE



          Enter the Starting Date to Process: 12/01/05
          Enter the Ending Date to Process: 12/15/05
          Enter the Group Number: █
```

Figure 31 Build Club Member File additional prompts

ENTER THE STARTING DATE TO PROCESS   Enter the beginning date of the
month you are processing for. For example, in December, you will be
processing November business so the date here would be 11/01/05.

ENTER THE ENDING DATE TO PROCESS   Enter the ending date of the month
you are processing for. For example, in December, you will be
processing November business so the date here would be 11/30/05.

ENTER THE GROUP NUMBER   Enter the group number provided to you by
Benefit Marketing & Foresight to process this file with.

Press the F9 key and at the "Any More Changes: N", press the ENTER key to accept
the default of N for no more changes. The process will create the file. Once this file
is created, you will need to export it off your system on to a Windows machine and
email the file to Benefit Marketing & Foresight.

At this point we have many different ways of getting the file to Benefit Marketing &
Foresight, depending on what you have worked out with Benefit Marketing &
Foresight, contact Benefit Marketing & Foresight or RSSS for the proper procedure to
export your file and email it if you do not have procedures to do this.

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