


## GLOSSARY

<b>ACCOUNT MANAGER</b>	Route manager responsible for specified Rental Accounts (A.R.M.).
<b>A.C.U.</b>	Average Cost per Unit (total cost of all inventory divided by quantity of total inventory).
<b>ADDED REC (Receivables)</b>	This is a dollar amount that is added to your existing receivables. (Example: If you rented an agreement worth \$1000.00, your added receivables would be \$1000.00. However, if you also picked up 2 agreements worth \$750.00 a piece, you would have an added receivable of -\$500.00).
<b>A.D.I.</b>	Area of Dominant Influence: the area in which your advertising has the largest effect.
<b>AGREEMENT</b>	Form on which both parties agree to fulfill certain obligations. The term agreement vs. contract has a positive connotation to the customer; an “agreement” makes it their decision. Depending on the legal system in your state, agreement is a term better used by the rental dealer, vs. contract as used by retailers.
<b>A.P.U.</b>	Average Price Per Unit, Average rental rate per unit.
<b>AR ACCOUNTS</b>	Accounts Receivable Accounts. Accounts that were sold retail with a balance remaining to be paid on terms.
<b>A.R.M.</b>	Area Route Manager: this prime employee can make or break your store, dependent upon the training they receive.
<b>BACK-UP PROCEDURE</b>	Steps in performing a data capture to floppy disk or tape in case of hardware failure. Your backup will prevent you from having to re-key all of your data.
<b>BALLOON PMT</b>	The mandatory charge that is added to a rental agreement by some state laws. A dollar amount at the end of a rental agreement, used as a purchase price.
<b>BAR CODE</b>	The technology of capturing data through the use of laser-scanning a bar code emblem. The black and white bars you see on grocery items in your supermarket are barcodes. 
<b>BILL OF LADING NUMBER</b>	Number issued by the sending freight company for a group shipment.
<b>B.O.R.</b>	Balance on Rent. Examples: each <b>unit</b> rented is a possible

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	addition of 1 to your BOR while others will claim an <b>agreement</b> (regardless of the number of items) as 1 BOR and yet others may count a <b>customer</b> as 1 BOR regardless of the number of agreements or items rented.
<b>BOR ITEMS</b>	Merchandise items considered as units excluding lamps, TV stands, etc.
<b>BUYER</b>	The individual responsible for the purchase of inventory. This is a very important position as an overstock of inventory can tie up needed dollars, while understocks can slow down or prevent new rentals.
<b>CASH DRAWER AMOUNT</b>	The beginning amount of cash in your drawer at the opening of every business day. This amount should be the same every day, with any differences being counted as (over or short) at closing every business day.
<b>CONTRACT YIELD</b>	The dollar amount a contract (agreement) has brought in (regardless of number of units on this contract).
<b>CPU</b>	(C)entral (P)rocessing (U)nit. The main part of any computer system that accepts and processes all transactions.
<b>CUSTOMER MAINTENANCE</b>	The process of changing the customer's personal records such as address, phone number, drivers license number, etc.
<b>CUSTOMER YIELD</b>	The dollar amount a customer has brought in (regardless of the number of agreements or units).
<b>DEFAULT</b>	This is something which the computer displays automatically. Defaults can usually be changed.
<b>DELINQUENCY</b>	This is where a well-trained A.R.M. is instrumental to your business. B.O.R. that has not renewed or returned product. <b>Uncollected dollars.</b>
<b>DEPRECIATION</b>	Lessening the worth of a unit over a set period of time.
<b>DESCRIPTION</b>	Such as VCR, Washer, etc.
<b>DOS</b>	(D)isk (O)perating (S)ystem. This is a single-user software program used in smaller personal computers (PC's)
<b>DX10</b>	This is a Multi-User Operating System used in larger mini computers. Proprietary operating software for Texas Instruments mini systems.
<b>ESP</b>	(E)xtended (S)ervice (P)olicy.
<b>FIRST PAYMENT DEFAULT</b>	See Overdue First Payment.
<b>FLOOR PLAN AGENT</b>	A lending institution or bank used by Rental Store Opera-

	tors to borrow money for purchasing inventory.
<b>GRP</b>	(G)uaranteed (R)eplacement (P)rogram. Also known as waiver of liability. This is not an insurance but a guarantee to replace rental product in the event of theft or vandalism.
<b>HOLD</b>	A category or status of product stored for customer who has not fulfilled their obligation.
<b>IDLE INVENTORY</b>	Rental product physically on location or in store available for rental.
<b>INDICATED BOR</b>	A count of BOR accumulated by totalling the figures entered in the "# BOR Items" in the ADD A NEW AGREEMENT ( <b>NEW</b> ) program. (See Page NEW 7, Operations 30).
<b>INVENTORY MAINTENANCE</b>	The process of viewing or changing information dealing with serialized inventory.
<b>KEEP RATE (Percent)</b>	Percentage obtained by formulation after paid-outs, pick-ups, buy-outs, write-offs. The percent of units that go to term.
<b>MAP COORD</b>	The grid coordinates on a map detailing where an address is located.
<b>MOVIE BNK DEPOSIT</b>	This is the amount of income accumulated by your Movie Department and posted into your End of Day process.
<b>M.P.C.</b>	Media Production Cost: cost needed to reach the desired areas of influence with your advertising campaign.
<b>M.R.</b>	Media Resource: area from where you advertising has drawn your clientele.
<b>MSDOS</b>	This is (M)icro(S)oft (D)isk (O)perating (S)ystem. Operating system software used to operate smaller personal computers (PC's).
<b>MV OVER/SHORT</b>	This is where overages or shortages in your Movie Club are posted accordingly in your End of Day process.
<b>N.P.C.</b>	Number of Potential Customers.
<b>NSF BANK CHARGES</b>	These are penalties assessed to your store from your bank for the handling of Non-Sufficient Fund checks. (This is <b>not</b> the amount you charge your customer for writing the bad check).
<b>NSF WRITE OFFS</b>	These are company charge offs of bad checks that are considered uncollectable.
<b>NUMERIC PAD</b>	This is the section of your computer keyboard that is located on the right side similar to a 10-key touch pad.

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<b>OPEN TICKETS</b>	These are considered active agreements.
<b>OPERATING SYSTEM</b>	Important to know to determine what type support will be needed (Xenix, DOS, DX10, etc). A software program required by all computers in order to operate.
<b>ORDER FORM</b>	Form on which information about the customer is given for verification. "Order form" has a positive connotation to the customer. "They" are filling out an order for their merchandise vs. an application which may be turned down.
<b>OVERDUE FIRST PMT</b>	This is an account which, when their first payment was supposed to be made, the customer failed to make that payment on time. It is a good idea to stay on top of these accounts so that their payment habits are established early in the Rental Agreement.
<b>PAY OUTS</b>	A customer who goes full term on their rental agreement or has paid in advance to satisfy the agreement.
<b>PETTY CASH</b>	The smaller expenses used to operate a store such as postage, office supplies, etc.
<b>PRINTER OR FILE PATHNAME</b>	Asking which printer you want to use, or if you want to send this report to a File Pathname for printing at a later time.
<b>PROJECTION FACTOR</b>	This is a factor used in calculating the dollar amount you are projected to receive on your accounts. This factor will be multiplied by the weekly rate to calculate this months income projection. The average weekly projection is 4.33 (Average 4.33 weeks in a month). Therefore a \$10.00 a week agreement will provide a projected receivable of \$43.30 this month.
<b>PROJECTED RECEIVABLES</b>	The accumulated dollar amount of income projected to be collected on existing accounts.
<b>RATE &amp; TERM</b>	Amount at which a unit is rented out weekly or monthly (rate); length of the agreement (term) - i.e. \$12.99/week at 78 weeks.
<b>RATE OF PMT</b>	Amount of a rental payment.
<b>RECEIVABLES</b>	The actual dollar amounts owed on existing accounts (full balances).
<b>REINSTATEMENT FEE</b>	Permitted fees to bring a delinquent account current.
<b>RENEWAL PAYMENT</b>	A customer's rental payment to renew their agreement, so they may continue to rent item(s).
<b>R.O.S.</b>	Run of Schedule.
<b>RTO ADJUSTMENT</b>	A dollar amount posted in the End-of-Day process to correct a past mistake.

<b>RTO BNK DEPOSIT</b>	Amount of money to be deposited to the bank on rental payments including tax, GRP and any other associated Rental Income.
<b>RTO OVER/SHORT</b>	Overages or shortages in your rental department.
<b>SALE OVER/SHORT</b>	Overages or shortages in your retail sales department.
<b>SALEBANKDEPOSIT</b>	Deposit to the bank from income received from retail sales.
<b>SERIALIZED INVENTORY</b>	Merchandise that is serialized by the manufacturer.
<b>SORT</b>	To arrange according to characteristics.
<b>SPIFF</b>	Like a commission or bonus that is given on some items that you rent. A valuable tool that can be used to balance inventory.
<b>TICKET</b>	Equivalent to Agreement, Contract.
<b>TRUST RECEIPT</b>	A document provided by your bank or Floor Plan Agent for the purpose of keeping track of inventory and dollars owed on loans for the purchased inventory.
<b>TURN-IN</b>	Voluntary relinquishment of merchandise. Request Pickup.
<b>UNIT YIELD</b>	The dollar amount that has been collected so far on an inventory item (unit).
<b>VENDOR</b>	A manufacturer, distributor, or company which you purchase inventory from.
<b>WORK DAY OF MO</b>	The numeric work day of the month. For instance, if you are closed every Sunday and it is the 21st of September 1990, this would be the 18th work day of the month.
<b>UNIX</b>	Multi-user operating system used in larger personal computers.
<b>XENIX</b>	Multi-user operating system used in larger personal computers.

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