

## Chapter 6 - Looking Up Closed Tickets - CLOSEINQ

This program will allow you to inquire on customer agreements that are closed, view date closed, closed reason, payment history and ticket details.

To inquire on closed agreements, select the option "Inquire Closed Agreements" off the menu or press F10 and at the command line type in "CLOSEINQ". See Figure 12-1.

RTO Cust Menu		1 RSSS APPLIANCES	7/10/07 1:59 pm
1. Add/Change Customer Info	RCUSTMNT		
2. Change Rental Agreement	RTOCSMNT		
→ 3. Inquire Closed Agreements	CLOSEINQ		
4. Take Payment on Closed Agree CRP			
5. Print Customer History	RENTHIST		
You have mail!			
F1-DFM    F2-MAIL    F4-CALENDAR    F5-HELP    F7-SECURITY    F8-Prev			

Figure 12- 1 Customer Menu

You will be prompted for printer or file pathname. See [Chapter 17 Introduction to Reports](#) for additional information about the printer/file pathname screen. If you want to print directly to the default printer, press the ENTER key. If you want this information to print to another printer, type that printer number over the default and press the ENTER key. You will now see a screen similar to Figure 12-2.

Customer Maintenance							07/10/07
Customer Name/#: AARON				PEGGY			
Loc	Acct Nbr	Last Name	First Name	Address	DL# Or City	SSAN	
* 1	2001618	AARON	PEGGY	3113 SE 35TH AVE	ANYTOWN	0001	
	10012215	AB	AB	XX	99	0099	
	10008852	ABATICO	NICK	2426 15TH AVE	ANYTOWN	0001	
	10006996	ABBATE	GARY	404 N 30TH ST	ANYTOWN	0001	
	10008341	ABBATE	SCOTT	5608 OLEANDER AV	ANYTOWN	0001	
	10007370	ABBITT	DONALD	30550 NE 48H AVE	ANYTOWN	0001	
	2002780	ABBITT	JESSIQUE	17927 HWY 98 N	ANYTOWN	0001	
	10007759	ABBONDONDOLLO	JOAN	8240 SANDPINE CI	ANYTOWN	0001	
	10010101	ABNER	DAVID	1245 SW 19TH TER	ANYTOWN	0001	
	2002698	ABNEY	JOHN	PO BOX 700	085111111	0001	
	5002196	ABOULFATH	VERDELL	4335 26TH AVE #1	ANYTOWN	0001	
	10002536	ABRAHAM	THOMAS	2134 SW AIROSO B	ANYTOWN	0001	
	10008960	ABRAM	DON	4276 HWY 441 S	ANYTOWN	0001	
	10004941	ABRAMOWITZ	JOANNE	4476 SE VILLAGE	ANYTOWN	0001	
	2002896	ABRAMS	PEGGY	79 LAKE DRIVE	ANYTOWN	0001	
F1-Next Page    F2-Prev Page    F3-AR/RTO Hist    F4-Chg    F5-Delete    F6-Add							

Figure 12- 2 Customer Maintenance Screen

At the Customer Name/#: prompt, enter the customer's name (last name first), account number, address, drivers license number or social security number (**use the appropriate function keys to list the customers in the order you wish to view them or press the ENTER key (if name is entered) to list them in alphabetical order**). Using the arrow keys, highlight the customer whose agreement you wish to inquire on and press the ENTER key, you will see a screen asking for ticket number, see Figure 12-3.

Close Ticket Inquire 07/10/07

Ticket Nbr: █-----

Start By: F3--Ticket Nbr

**Figure 12- 3 Close Ticket Inquire Screen**

You can type in the Ticket Number and then press the ENTER key or press the F3 key to list the closed tickets on this account, see Figure 12-4.

Close Ticket Inquire 07/10/07

Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due
2001618	█ 363	0	6/01/99	PAYOUT SATIS	FEE ACCT	0.00
2001618	4875	0	12/26/98	EARLY BUYOUT	REFRIDGERATOR	0.00
2001618	10006893	0	5/10/99	EARLY BUYOUT	PAGER	0.00
2001618	10012694	0	6/22/01	PAYOUT SATIS	LIVING ROOM	0.00

EOF

F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist

Highlighted this line and pressed ENTER twice

**Figure 12- 4 Close Ticket Inquire Screen with closed tickets listed**

Using the arrow keys, highlight the correct ticket and press the ENTER key twice to view ticket details, see Figure 12-5.

Close Ticket Inquire		07/10/07
Name: AARON	, PEGGY	Acct#: 2001618 Ticket#: 10012694
Closed Reason: PAYOUT SATIS		Closed Date: 6/22/01
Salesmen Nbrs: 18		Agreement Nbr: 0
Acct Mgr Nbr: 902		Agreement Date: 11/12/99
Store Nbr: 2		Source: PC
Cust Type: R		Agreement Type: A
Tax Code: 0		Pmt Terms: W
Closed By: 263		Deposit Amt: 0.00
# BOR Items:		# Times Late: 32
Return For Next Screen: █		
Arrow Keys-Positioning Return-Next Field F6-Backout Cmd-Exit Pgm		

**Figure 12- 5 Close Ticket Inquire Screen with closed ticket data**

Your cursor will be next to the prompt "Return For Next Screen". Press the ENTER key. The second screen will appear with more information about this closed ticket, see Figure 12-6.

Close Ticket Inquire		07/10/07
Name: AARON	, PEGGY	Acct#: 2001618 Ticket#: 10012694
Closed Reason: PAYOUT SATIS		Closed Date: 6/22/01
Rate Of Pmt: 19.99	Rate Of Grp: 3.00	Rate Of ESP: 0.00
Rate Of Tax: 1.40	Ttl Reg Due: 24.39	Next Pmt Due: 6/18/01
Agreement Amt: 1,559.22	Agreement Bal: 0.04-	Balloon Pmt:
Model Nbr	Serial Nbr	Pmt Amt
FLPFC70002	34841	13.99
FOBEL4973	37766	4.99
FABER6812	37822	1.01
		Revenue
		1091.22
		389.24
		78.80
		Agreement Date
		11/12/99
		11/12/99
		11/12/99
Return For Next Screen: █		
Arrow Keys-Positioning Return-Next Field F6-Backout Cmd-Exit Pgm		

**Figure 12- 6 Close Ticket Inquire Second Screen with closed ticket data**

Press the ENTER key. The system will return you to the screen in Figure 12-3.

If you would like to see a history of payments made on this ticket press the F4 key on the screen listing the closed tickets, see Figure 12-7 and Figure 12-8.

Close Ticket Inquire							07/10/07
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
2001618	363	0	6/01/99	PAYOUT SATIS	FEE ACCT	0.00	
2001618	4875	0	12/26/98	EARLY BUYOUT	REFRIDGERATOR	0.00	
2001618	10006893	0	5/10/99	EARLY BUYOUT	PAGER	0.00	
2001618	10012694	0	6/22/01	PAYOUT SATIS	LIVING ROOM	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist							

Figure 12- 7 Close Ticket Inquire Screen Function Key 4

Rental Pmts History For PEGGY HARRON										Tick 10012694 Next Due: 6/18/01			
Pay Date	Due Date	Next Due	St	Rcpt #	Amount	Tax	Other	TotPay	Bal T	Pf	S1m		
6/22/01	6/22/01	6/18/01		20065571							4 1	263	
6/22/01	6/16/01P	6/18/01		20065570	5.73	0.40	15.00	21.13			3 2	263	
6/14/01L	6/02/01P	6/16/01		20065144	39.97	2.80	6.00	48.77	5.73	3 2	104		
6/01/01L	5/26/01	6/02/01		20064509	19.99	1.40	3.00	24.39	45.70	3 2	104		
5/24/01B	5/19/01	5/26/01		20064195	19.99	1.40	8.00	29.39	65.69	3 2	104		
5/07/01B	5/05/01	5/19/01		20063542	39.98	2.80	6.00	48.78	85.68	3 2	263		
4/24/01L	4/21/01	5/05/01		20062867	39.98	2.80	22.50	65.28	125.66	3 2	263		
4/09/01L	4/07/01	4/21/01		20062228	39.98	2.80	11.00	53.78	165.64	3 2	104		
3/26/01L	3/24/01	4/07/01		20061523	39.98	2.80	11.00	53.78	205.62	3 2	104		
3/12/01B	3/17/01	3/24/01		20060853	19.99	1.40	36.50	57.89	245.60	3 2	104		
3/09/01L	3/03/01	3/17/01		20060729	39.98	2.80	6.00	48.78	265.59	3 2	104		
2/12/01L	2/17/01	3/03/01		20059596	39.98	2.80	6.00	48.78	305.57	3 2	104		
2/05/01L	2/03/01	2/17/01		20059310	39.98	2.80	6.00	48.78	345.55	3 2	104		
1/30/01L	1/20/01	2/03/01		20059018	39.98	2.80	6.00	48.78	385.53	3 2	104		
1/13/01L	1/06/01	1/20/01		20058259	39.98	2.80	6.00	48.78	425.51	3 2	104		
12/29/00L	12/23/00	1/06/01		20057458	39.98	2.80	6.00	48.78	465.49	3 2	104		
12/11/00L	12/09/00	12/23/00		20056617	39.98	2.80	6.00	48.78	505.47	3 2	104		
11/30/00B	11/27/00P	12/09/00		20055990	34.26	2.40	13.00	49.66	545.45	3 2	104		
F1-Forward F2-Back F4-Reverse Display Order Return-Select													

Figure 12- 8 Close Ticket Inquire Screen Function Payment History

Pressing the F5 key as shown in Figure 12-9 will print the payment history on the ticket.

Close Ticket Inquire							07/10/07
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
2001618	363	0	6/01/99	PAYOUT SATIS	FEE ACCT	0.00	
2001618	4875	0	12/26/98	EARLY BUYOUT	REFRIDGERATOR	0.00	
2001618	10006893	0	5/10/99	EARLY BUYOUT	PAGER	0.00	
2001618	10012694	0	6/22/01	PAYOUT SATIS	LIVING ROOM	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist							

Figure 12- 9 Close Ticket Inquire Screen Function Key 5

You also have the capability to reopen a ticket with the F3 key if you have the security to do so. If you are using the RSSS Service module, the F6 key will display serial numbers covered under a service agreement. See Figure 12-10.

Close Ticket Inquire							01/02/07
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
506977	201899	0	8/19/04	PAYOUT SATIS	AR ACCOUNT	0.00	
506977	230995	0	12/01/04	PAYOUT SATIS	AR ACCOUNT	0.00	
506977	231766	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
506977	231767	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
506977	231770	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist F6-SrvAgmt Inv							

Figure 12-10 Close Ticket Inquire Screen Function Key 3 and Function Key 6