

## 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.

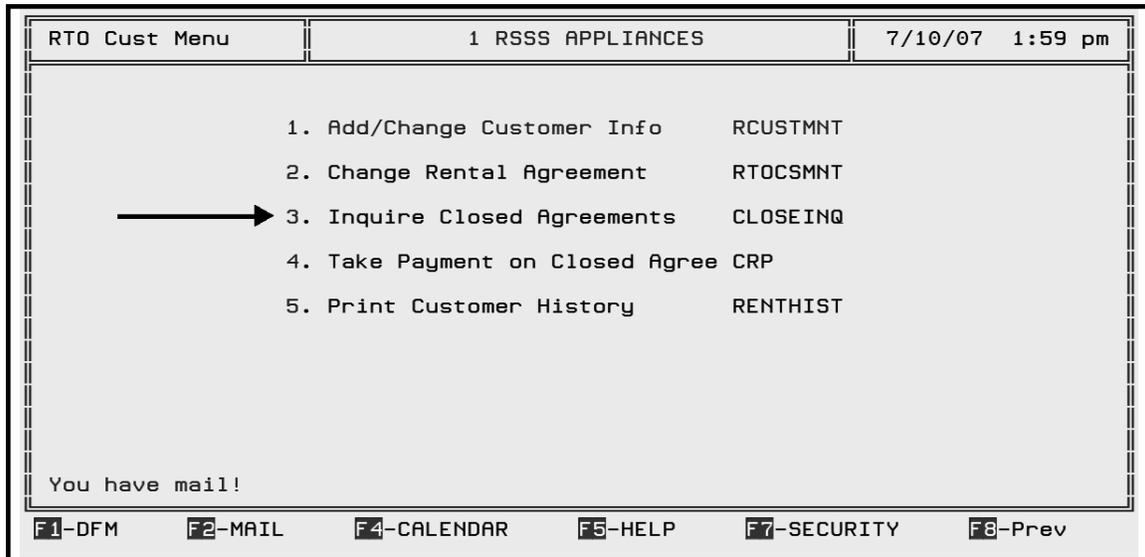


Figure 12- 1 Customer Menu

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.

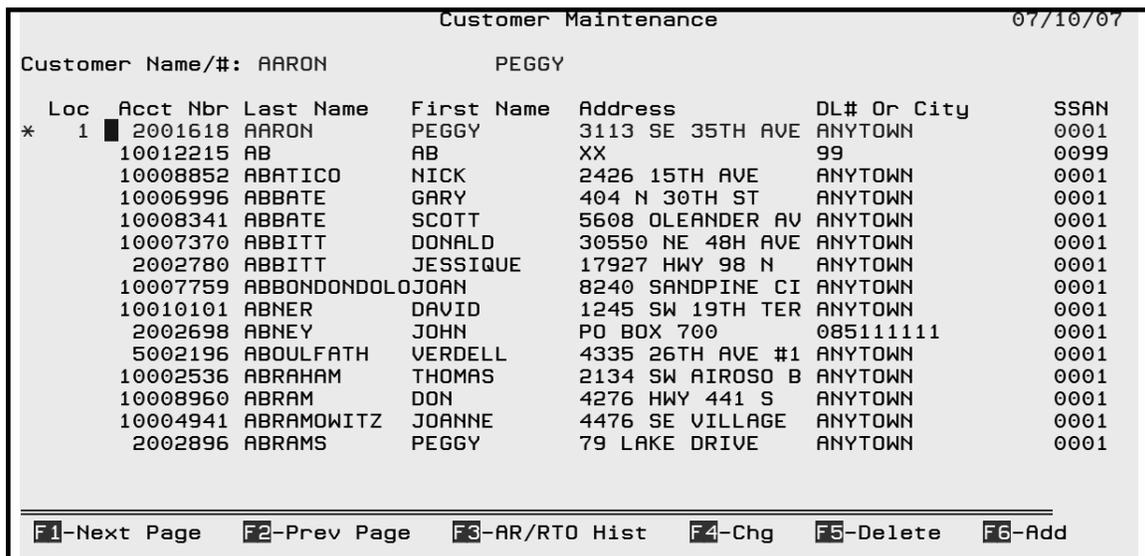


Figure 12- 2 Customer Maintenance Screen

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.

**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.

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- 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.

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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                                 Agreemnt Nbr: 0
Acct Mgr Nbr: 902                                Agreemnt Date: 11/12/99
Store Nbr: 2                                     Source: PC
Cust Type: R                                     Agreemnt 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
Agreemnt Amt: 1,559.22 Agreemnt Bal: 0.04- Balloon Pmt:
Model Nbr      Serial Nbr      Pmt Amt      Revenue      Agreemnt Date
FLPFC70002     34841          13.99        1091.22      11/12/99
FOBEL4973     37766          4.99         389.24      11/12/99
FABER6812     37822          1.01         78.80       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 AARON Tick 10012694 Next Due: 6/18/01												
Pay Date	Due Date	Next Due	St	Rcpt #	Amount	Tax	Other	TotPay	Bal	T	Pf	Slm
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