Chapter 14 – On-Screen Collections (Past Due Accounts) - TICKDUE (optional program)

This optional program is used for on-screen collections and will give you the ability to practically eliminate the use of past due lists and file folders.

Within this program module, you can handle chase cards and pastdue letters, make customer information updates while you are talking on the phone with them, add/update comments, enter customer commitments, print commitment reports and print the pastdue letters.

To get into this program, select "On-Screen Collections – TICKDUE" off the main store menu or press the F10 key off of any menu to get to the command line and type in "TICKDUE" and press the ENTER key. You will now see a screen like Figure 14-1 with the question Build a New Work File? This is answered with a Y or N.


```
                        List Past Due Accounts




                        Build New Work File? Y
```

Figure 14- 1 List Past Due Accounts Screen

The purpose of building a new work file is to get a current list of customers based on the criteria you select. If you answer the question with an N, you will be able to continue working on the last file you built. If you answer the question with a Y, the next screen will prompt you for the "Printer or File Pathname". See *Chapter 17 Introduction to Reports* for additional information about the printer/file pathname screen. After entering the printer or file pathname, press the ENTER key. You will see a screen similar to Figure 14-2.

```
                    Build TICKDUE Work File

            Listing Order: 1
                    Store: █  0
                  Acct Mgr:    1
        Select By Cust Type: N
    Select By Cont/Agmt Type: N
       Starting Past Due Date:              Ending:  3/30/05
          Starting Commit Date:              Ending:  3/30/05
          Picked Up Past Dues: E
     Starting Picked Up Date:              Ending:  3/30/05
   Select By A/R Billing Cycle: N




                    Store Number to List(Zero Selects All)
```

Figure 14- 2 Build TICKDUE Work File

LISTING ORDER   **1** = Customer Name
                           2 = Oldest Due
                           3 = Payment Amount Due

STORE   If you want all stores customer accounts listed, leave blank. If you only want a specific stores accounts listed, enter the store number.

ACCT MGR   If you want all account managers (routes) listed, enter a 0 (zero). If you only want to list a specific account manager's customers, enter that account manager's number.

SELECT BY CUST TYPE   Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter up to ten different customer types. If you want all customer types, accept the default by pressing the ENTER key. (Customer Types are set up and maintained using the program RCUSTYPE). If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the ENTER key.

SELECT BY AGMT/CONT TYPE   Defaults to N. If you want all contract types press the ENTER key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "CONTRACT TYPES". You may enter up to ten different contract types (Contract types are set up and maintained using the program RCNRTYPE). If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the ENTER key.

STARTING PAST DUE DATE   **ENDING**

Enter the earliest and latest due date you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

STARTING COMMIT DATE   ENDING

Enter the earliest and latest commitment dates you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

PICKED UP PAST DUES   You have the option to list/collect on customers that have returned merchandise with a balance due. The system default is E to exclude those customers accounts.

I = Include

E = Exclude

O = display Only the accounts that have been.

STARTING PICKED UP DATE   ENDING

If an "I" or "O" was entered in the "Picked Up Past Dues" prompt, enter the earliest and latest picked up dates you want the system to use or enter 01/01/80 to 12/31/79 to show all dates.

SELECT BY A/R BILLING CYCLE

If you use revolving charge billing cycles, you may select a specific billing cycle by pressing Y. You may enter up to five different billing cycles. (Billing cycles are set up in the Sales Control (SALECTRL) program.) If you do not use billing cycles or if you want all, accept the default of (N)o.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the system will begin counting records. When this has completed, your screen will change to resemble Figure 14-3.

```
                        List Past Due Accounts                    02/21/06
                     ------ Due Dates ------   ---- Commit Dates -----
Store:     0  Acct Mgr:     0          thru  2/21/06          thru  2/21/06

Acct Nbr   Tick Nbr  Seq  Type  Due Date   Name                Home Phone
10011487   10037467    0  RTO    2/28/05   AARO, RENA          (555)555-5555
 2001618    2001618    0  FEE    1/10/06*  AARON, PEGGY        (555)555-5555
 2001618   10040785    0  RTO    1/10/06*  AARON, PEGGY        (555)555-5555
10011166   10036169    0  RTO    6/04/05   ABERNATHY, MARC     (555)555-5555
10011166   10038962    0  RTO    4/23/05   ABERNATHY, MARC     (555)555-5555
 3001681   10037469    0  RTO    3/13/05   ADAMS, LAURA        (555)555-5555
 3001681   10037470    0  RTO    5/22/05   ADAMS, LAURA        (555)555-5555
10012204   10040732    0  RTO    2/26/05*  ADAMS, PAULA        (555)555-5555
10005781   10040550    0  RTO    2/27/05*  ADAMS, ROSE         (555)555-5555
10011959   10039553    0  RTO   12/18/04   ADKINS, PAULA       (555)555-5555
 4001544   10031880    0  RTO    2/19/05   AGOSTO, KIMBERLEY   (555)555-5555
 4001544   10038160    0  RTO    2/19/05   AGOSTO, KIMBERLEY   (555)555-5555
10008321   10033728    0  RTO    2/26/05   AJCHE, TOMAS        (555)555-5555
10007201   10037266    0  RTO    2/26/05   ALFARO, MARTHA      (555)555-5555
10007201   10038115    0  RTO    2/19/05   ALFARO, MARTHA      (555)555-5555



 F1-Forward  F2-Back  F5-Chase Card  F6-Ref Info  F7-Letter  F9-View Detail
```

Figure 14- 3 List Past Due Accounts

HIGHLIGHT CODES AND MEANINGS   **!** = Customer is late on First payment
* = First time customer has ever been late
C = Commitment to pay by date
B = Broken commitment to pay
H = Hot Check Outstanding

At the bottom of the screen, please note the prompts:

F1 - FORWARD   If you want a customer who is not listed on this page, you can press the F1 key to see the next page.

F2 - BACK   If you should pass up a customer you want, you can press the F2 key to go the previous screen listing.

F5 - CHASE CARD Position the cursor on a single customer and press the F5 key. This will print a chase card with the details of the account including the last 3 payments made.

F6 - REF INFO   If you wish to see the reference information on the highlighted customer, press the F6 key and the screen will change to resemble Figure 14-4.

```
                         Customer Change                           02/21/06

   Customer/Or: ABERNATHY        , CHRISTIE           Acct#:    2005556
  Company Name:                                Rwrd Rating:
  Contact Name:                                Prev Rating:
       Address: 123 ABC LANE               OnTime Rwrd Pts/%:          /    0%
Address Line 2:                                Total #/$ of Pmts:      /       $0
Zip/City/State: 55555-0000 ANYTOWN          TX    Map Code: 69 NN28
Home Phone Nbr: (555)555-5555        Work Phone Nbr: (555)555-5555
Cell Phone Nbr: (555)123-4567       Pager Phone Nbr: (555)123-7654
 Fax Phone Nbr:                            Birth Date:  1/01/1901
          SSAN: 000-00-0001      Drivers License Nbr: 1
      Taxable?: Y       Tax Codes    Bill To Number:
    Tax Number:
   Charge Cust: Y              Retail Discount Level:
  Credit Limit:        0      Default Retail Pmt Form:
   Status Flag:         Default: Salesperson/Acct Mgr:
 Customer Type: O                          RTO Recv:
 Email Address:
  Bank/CC Info:                            00/00
Default PO Nbr:                 Best Time to Call:
       Enter the customer's last name or leave blank for Company Name


 F1-References  F2-Employer  F3-Landlord  F4-2nd Cust  F6-Comment  F7-Car Info
```

Figure 14- 4 Customer Change Screen

From this screen, you can access any references this customer has on file by using the function keys listed at the bottom of the screen. You can also update the customer's address, phone number, etc. as you are talking to them on the phone. Press the F9 key to update the changes you have made to the customer record and you will be returned to the listing.

```
                        List Past Due Accounts                    02/21/06
                        ------ Due Dates ------   ---- Commit Dates -----
Store:    0  Acct Mgr:      1         thru  2/21/06          thru  2/21/06

Acct Nbr    Tick Nbr  Seq   Type   Due Date    Name                Home Phone
  2008447    3009269    0   PND    12/14/05!    DARBY, SANDRA       (555)555-5555
200000401    3009009    0   AR     10/28/04    AARON, JOHN         (555)555-5555
200000401    3009252    0   AR     11/30/05!   AARON, JOHN         (555)555-5555
 11000850    3009140    0   AR      3/02/05!   ABAD, JUAN          (555)555-5555
 21203226    3009154    0   RTO     4/18/05*   ABBOTT, ANTHONY     (555)555-5555
 21203226    3009195    0   RTO     9/05/05*   ABBOTT, ANTHONY     (555)555-5555
  2005556    3009063    0   RTO   B 1/18/06     ABERNATHY, CHRISTIE (555)555-5555
  2005556    3009064    0   RTO   B 1/18/06     ABERNATHY, CHRISTIE (555)555-5555
  2005556    3009076    0   RTO   B 1/18/06     ABERNATHY, CHRISTIE (555)555-5555
  2005556    3009078    0   RTO   B 1/18/06     ABERNATHY, CHRISTIE (555)555-5555
  7000084    3009248            1/18/06          ABRAHAM, DIANE     (555)555-5555
  7000084    3009287     Highlighted record 1/25/06*  ABRAHAM, DIANE  (555)555-5555
  9001735    3009146            3/11/05!        BABB, PAUL          (555)555-5555
 20102439    3009012    0   RTO    11/15/04*    HOWARD, ALLIE       (555)555-5555
 24000066    3009198    0   RTO     6/24/05!    JONES, ALICE        (555)555-5555


Committed to Pay $300.00 by  2/16/06 02:00pm            on:  2/16/06


 F1-Forward  F2-Back  F5-Chase Card  F6-Ref Info  (F7-Letter)  F9-View Detail
```

Figure 14- 5 List Past Due Accounts Screen F7 Letter Screen

F7 - LETTER
There are a few other settings within the F7 selection. If your company uses laser letters (this is an optional module), you screen will look similar to Figure 14-6, once you have the window open, use your arrow keys to highlight the letter of choice and press the ENTER key.

```
                         List Past Due Accounts              02/21/06
                                                              --
Store:    0   Ac  collect1   Pastdue Collection Letter #1     1/06
                  collect2   Pastdue Collection Letter #2
Acct Nbr   Tic  collect3   Pastdue Collection Letter #3     one
10011487   100  default    Demand Return After Default      5-5555
 2001618    20  judgmnt    Demand Return After Judgment     5-5555
 2001618   100                                              5-5555
10011166   100                                              5-5555
10011166   100                                              5-5555
 3001681   100                                              5-5555
 3001681   100                                              5-5555
10012204   100                                              5-5555
10005781   100                                              5-5555
10011959   100                                              5-5555
 4001544   100                                              5-5555
 4001544   100                                              5-5555
10008321   100                                              5-5555
10007201   100                                              5-5555
10007201  1003                                              5-5555


 F1-Forward          F2-Back         F8-Prev Menu        ENTER-Select
```

Figure 14- 6 List Past Due Accounts Screen with F7 Letter Window

If your company uses the standard text letters and you do NOT have the security to add, change or delete letters, your screen will look similar to Figure 14-7. Use your arrow keys to highlight the letter of choice and press S to select to it.

```
                         List Past Due Accounts              12/04/06
                      ------ Due Dates ------  ---- Commit Dates -----
Store:     0   Acct Mgr:     0           thru 12/04/06        thru 12/04/06

Acct Nbr    Tick Nbr   Seq   Type   Due Date
 2002698   10040838     0    RTO    11/30/06  1-7 DAYS PAST DUE       55
 3001681   10037470     0    RTO     6/12/05  15-20 DAYS PAST DUE     34
10012204   10040732     0    RTO     6/18/05  8-14 DAYS PAST DUE      55
10011959   10039553     0    RTO    12/07/05  BAD CHECK               55
 4001544   10031880     0    RTO     2/19/05  BROKEN PROMISE          55
 4001544   10038160     0    RTO     2/19/05  DEMAND OF PROPERTY      55
10008321   10033728     0    RTO     2/26/05  IN-HOUSE                55
10007201   10037266     0    RTO     2/26/05  LANLORD RELEASE         55
10007201   10038115     0    RTO     2/19/05  PAST CUSTOMER           55
10007201   10040506     0    RTO     2/19/05*                         55
 2019677   10040830     0    SOR    10/04/06                          34
 2019677   10040831     0    SOR    10/04/06                          34
 5003638   10033536     0    RTO   B 2/19/05                          55
10011518   10037583     0    RTO     3/05/05                          55
10011518   10037588     0    RTO     3/05/05                          55


   Exit    Next Page   Prev Page    Select
```

Figure 14- 7 List Past Due Accounts Screen with F7 Letter Window to print a letter

If your company uses the standard text letters and you DO have the security to add, change or delete letters, your screen will look similar to Figure 14-8.   Press the appropriate letter depending on what you want to do.

```
                         List Past Due Accounts                    12/04/06
                        ------ Due Dates ------   ---- Commit Dates -----
Store:     0  Acct Mgr:     0            thru 12/04/06              thru 12/04/06

 Acct Nbr    Tick Nbr   Seq   Type   Due Date
  2002698   10040838     0    RTO   11/30/06  │ 1-7 DAYS PAST DUE        │55
  3001681   10037470     0    RTO    6/12/05  │ 15-20 DAYS PAST DUE      │34
 10012204   10040732     0    RTO    6/18/05  │ 8-14 DAYS PAST DUE       │55
 10011959   10039553     0    RTO   12/07/05  │ BAD CHECK                │55
  4001544   10031880     0    RTO    2/19/05  │ BROKEN PROMISE           │55
  4001544   10038160     0    RTO    2/19/05  │ DEMAND OF PROPERTY       │55
 10008321   10033728     0    RTO    2/26/05  │ IN-HOUSE                 │55
 10007201   10037266     0    RTO    2/26/05  │ LANLORD RELEASE          │55
 10007201   10038115     0    RTO    2/19/05  │ PAST CUSTOMER            │55
 10007201   10040506     0    RTO    2/19/05* │                          │55
  2019677   10040830     0    SOR   10/04/06  │                          │34
  2019677   10040831     0    SOR   10/04/06  │                          │34
  5003638   10033536     0    RTO  B 2/19/05  │                          │55
 10011518   10037583     0    RTO    3/05/05  │                          │55
 10011518   10037588     0    RTO    3/05/05  │                          │55


  Add    Change    Delete    Exit    Next Page    Prev Page    Reproduce    Select
```

Figure 14- 8 List Past Due Accounts Screen with F7 Letter Window to add, change or delete Letters

A – ADD A LETTER allows you to add a new letter.

C – CHANGE A LETTER   allows you to change an existing letter.

D – DELETE A LETTER   allows you to delete an existing letter.

E – EXIT   takes you back to the previous screen – out of the letter window.

NEXT PAGE advances to the next available window for more letters.

PREV PAGE takes you back to the previous window of available letters.

REPRODUCE allows you to copy an existing letter from the window to a different name.

SELECT will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

To prompt the corresponding customer/account information to print on the letters you must use the following values when adding or editing letters.

Example : $CUSTOMERNAME   prints the Customer First and Last name.
                $ADDRESS1   prints the first address line
                $ADDRESS2   prints the second address line

$CITY	prints the City
$STATE	prints the State
$ZIP	prints the zip code
$DEAR-FNAME	prints Dear (customer First name)
$DATE	prints the current date

You can also do the following

$CITY-STATE-ZIP   this will print the City State and zip code on one line

F9 - VIEW DETAIL If you wish to see the details on the customer's account, press the F9 key and the screen will change to resemble Figure 14-9.

```
 998
 Name: ABERNATHY        , CHRISTIE        Acct#:   2005556   H Ph: (555)555-5555
  Add: 123 ABC LANE              BTTC:                       W Ph: (555)555-5555
 City: ANYTOWN          TX 55555 PayDay:                     Reward: NONE
 Comment:  Committed to Pay $300.00 by  2/16/06 02:00pm                  2/16/06



 Ticket# Seq   Bal #P Pmt Amt  Other   Late     Grp    Esp    Tax Tot Due Due Date
 STEREO S 1443.24 6   18.99            10.00                  6.84  130.78  1/18/06
 STEREO S 1443.24 6   18.99            10.00                  6.84  130.78  1/18/06
 TV PORTA 1539.23 6   19.99            10.00   9.60           7.20  146.74  1/18/06
 TV PORTA 1519.15 6   19.99            10.00   9.60           7.20  146.74  1/18/06





 Length  78 Terms W RTO Total Charge   555.04                   0.00 Due  555.04
         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 14- 9 View details on customer account

From this screen, you can F1 - change customer data, F2 - calculate payoff, F3 - show ticket, F4 - show history, F5 - enter comment, F6 — Comment, F7 - Date/amt or F8 - go back to the previous screen.

Enter Customer Commitment

While in View Detail, you can **press the F6-Comment key twice** and you will get a screen with a list of comments on that customer if there are any. See Figure 14-10.

```
        Contact History For: CHRISTIE        ABERNATHY

------Entered-----
 Date     Time    Comment
 2/14/06  8:05:3801 Did not answer $469.20 by  2/14/06 09:05am
 2/14/06  8:05:3800 Reached CHRISTIE ABERNATHY at (555)555-5555
 2/14/06  8:04:4301 Committed to Pay $300.00 by  2/16/06 02:00pm
 2/14/06  8:04:4300 Reached CHRISTIE ABERNATHY at (555)555-5555
 2/14/06  8:04:1300 Left mess on machine ROBBIE MCCRAW at (419)555-7845
 2/14/06  8:03:4300 Left mess on machine JOE at (555)987-6543
 2/09/06 10:05:0500 WBI 4:00
 2/09/06  9:58:1701 ========== Entered By: ===============================
 2/09/06  9:58:1700 Phone Busy JOE at (555)987-6543
 2/09/06  9:58:0502 ========== Entered By: ===============================
 2/09/06  9:58:0501 Did not answer $383.36 by
 2/09/06  9:58:0500 Reached CHRISTIE ABERNATHY at (555)555-5555
 2/06/06 10:15:2902 ========== Entered By: ===============================
 2/06/06 10:15:2901 ROBBIE MCCRAW
 2/06/06 10:15:2900 FREE FORM
 2/06/06  9:49:4302 ========== Entered By: ===============================



 F1-Fwrd   F2-Back   F4-Reverse Order   F6-Add Comment   Up/Dwn Arrow-Select
```

Figure 14-10 Enter customer commitment comment and date

At this point, you can review previous comments made. To add a new comment, press the F6-Add Comment key to add the comment information and press ENTER. See Figure 14-11.

```
                        Contact History Add

   Customer Nbr:   2005556        Enter Date:  2/21/06
     Entered By:   998            Enter Time: 14:43:32:00

   Comment: ▊HRISTIE ABERNATHY    (555)555-5555










              Contact Name  F1-To List Other Customer Contacts
   _____

    F8-Backout
```

Figure 14-11 Customer Contact Add Screen

If you are using the "Enhanced TICKDUE" module your screen will resemble Figure 14-11. You can begin by calling the first contact that appears or press the F1-To List Other Customer Contacts function key and it will bring in a drop down box on the screen for you to use to select from, concerning this customer's account. Use the up and down arrow keys to highlight the contact the window to select it. See Figure 14-12.

```
                        Contact History Add

   Customer Nbr:   2005556        Enter Date:  2/21/06
     Entered By:   998            Enter Time: 14:34:43:00

   Comment: CHRISTIE ABERNATHY    (555)555-5555

          ┌─────────────────────────────────────────────────┐
          │ ▊HRISTIE ABERNATHY   HOME PHONE        (555)555-5555 │
          │ CHRISTIE ABERNATHY   CELL PHONE        (555)123-4567 │
          │ CHRISTIE ABERNATHY   PAGER PHONE       (555)123-7654 │
          │ CHRISTIE ABERNATHY   WORK PHONE        (555)555-5555 │
          │ ROBBIE MCCRAW        SECOND CUST HOME                │
          │ ROBBIE MCCRAW        SECOND CUST WORK                │
          │ JOE                  LANDLORD          (555)987-6543 │
          │                                                     │
          │                                                     │
          │                                                     │
          └─────────────────────────────────────────────────┘

              Contact Name  F1-To List Other Customer Contacts
   _____

    F10-Exit                                        ENTER-Select
```

Figure 14-12 Customer Contact Add Screen with contact list drop down box

Once you have processed this contact, you are ready to enter the commitment outcome for this entry, press ENTER for the drop down box to select a commitment code if applicable. Commitment codes are set in Contact Code File Maintenance (GETCCODE). See Figure 14-13.

```
                          Contact History Add

  Customer Nbr:   2005556        Enter Date:  2/21/06
    Entered By:   998            Enter Time: 15:01:18:00

  Comment: CHRISTIE ABERNATHY   (555)555-5555




                            ┌──────────────────────┐
                            │  1 Did not answer     │▐
                            │  2 Phone Busy         │
                            │  3 Committed to Pay   │
                            │  4 Commit to mail paymt│
                            │  5 Phone disconnected │
                            │  6 Wrong Number       │
                            │  7 Left mess on machine│
                            │  8 Pickup Payment     │
                            │  9 Promised to come in │
                            │ 10 Sent PICKUP Lttr   │
                            └──────────────────────┘

                      Contact Phone Number
 ─────────────────────────────────────────────────────────────
 F1-Forward  F2-Back  F4-Change Code  F6-Add Code  F10-Exit  ENTER-Select Code
```

Figure 14-13 Customer History Add Screen with comment drop down box

Select the commitment code from the drop down box by using your arrow keys and highlighting the response and press the ENTER key to get a screen similar to Figure 14-14.

```
                          Contact History Add

  Customer Nbr:   2005556        Enter Date:  2/21/06
    Entered By:   998            Enter Time: 15:08:54:00

  Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
           ▌ 555.04











                        Commitment Amount
 ─────────────────────────────────────────────────────────────
 F8-Backout
```

Figure 14-14 Customer History Add Screen with amount

PLEASE NOTE: Based on the settings in Contact Code File Maintenance (GETCCODE) and the commitment code selected you could be prompted for any of the following; the amount displayed is the total amount due on all accounts for this customer to make them current (see the previous View detail screen). If the amount they commit to is different from the total amount in this field, you may enter the committed amount by typing over the amount field here. See Figure 14-15.

```
                          Contact History Add

    Customer Nbr:   2005556        Enter Date:  2/21/06
      Entered By:   998            Enter Time: 15:08:54:00

    Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
              150.00              :













              Commitment Date (F1 for pop up calendar)

F8-Backout
```

Figure 14-15 Customer History Add Screen with amount changed

If you are prompted for a commitment date, you can enter in the date or press F1 for a pop up calendar and use your arrow keys to select a date. Press the F1 key to select the next month, F2 to go to the previous month, F3 to go to the next year, F4 to go to the previous year, F7 to cancel out. See Figure 14-16.

```
                          Contact History Add

    Customer Nbr:   2005556          Enter Date:  2/21/06
     Entered By:    998              Enter Time: 15:08:54:00

    Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
                 150.00              ┌       Feb 2006      ┐
                                     ║S  M  T  W  T  F  S ║
                                     ║             1  2  3  4║
                                     ║ 5  6  7  8  9 10 11║
                                     ║12 13 14 15 16 17 18║
                                     ║19 20 21 22 23 24 25║
                                     ║26 27 28            ║
                                     └                     ┘




              Commitment Date (F1 for pop up calendar)

 F1 Next Month   F2 Prev Month   F3 Next Year   F4 Prev Year   F7 Cancel   F9 Update
```

Figure 14-16 Customer History Add Screen with pop up calendar

Select the date and press ENTER or F9 to update.

NOTE: This calendar is for the date the customer has committed to pay on this account See Figure 14-17.

```
                          Contact History Add

   Customer Nbr:   2005556          Enter Date:  2/21/06
     Entered By:   998              Enter Time: 15:08:54:00

   Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
            150.00  2/24/06 █ :












                          Commitment Hour
_____
 F8-Backout
```

Figure 14-17 Customer History Add Screen with commitment date

If you are prompted for the time, it will allow you to enter the time of day, hour, minute, AM or PM. See Figure 14-18 through Figure 14-20.

```
                          Contact History Add

   Customer Nbr:   2005556          Enter Date:  2/21/06
     Entered By:   998              Enter Time: 15:19:46:00

   Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
            150.00  2/24/06 03:█












                          Commitment Minute
_____
 F8-Backout
```

Figure 14-18 Customer History Add Screen commitment time

```
                       Contact History Add

   Customer Nbr:   2005556        Enter Date:  2/21/06
     Entered By:   998            Enter Time: 15:19:46:00

   Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
            150.00  2/24/06 03:20 █




                       AM or PM or Leave Blank


 F8-Backout
```

Figure 14-19 Customer History Add Screen commitment time AM or PM

```
                       Contact History Add

   Customer Nbr:   2005556        Enter Date:  2/21/06
     Entered By:   998            Enter Time: 15:19:46:00

   Comment: CHRISTIE ABERNATHY   (555)555-5555 Committed to Pay
            150.00  2/24/06 03:20 PM





Any Changes: N


 F8-Backout
```

Figure 14-20 Customer History Add Screen complete commitment comment

When the commitment date and comments are completed on the previous screen they will be displayed on the Take Payments screen on the first line in the comment section with the commitment date noted on the right. See Figure 14-21.


```
    1
 Name: ABERNATHY        , CHRISTIE        Acct#:   2005556   H Ph: (555)555-5555
  Add: 123 ABC LANE               BTTC:                      W Ph: (555)555-5555
 City: ANYTOWN          TX 55555 PayDay:                     Reward: NONE
Comment: (Committed to Pay $150.00 by  2/24/06 03:20pm )                 2/24/06



Ticket# Seq   Bal #P Pmt Amt  Other   Late    Grp    Esp    Tax Tot Due Due Date
STEREO S  1443.24 6    18.99          10.00                 6.84  130.78  1/18/06
STEREO S  1443.24 6    18.99          10.00                 6.84  130.78  1/18/06
TV PORTA  1539.23 6    19.99          10.00   9.60          7.20  146.74  1/18/06
TV PORTA  1519.15 6    19.99          10.00   9.60          7.20  146.74  1/18/06






Length  78 Terms W RTO Total Charge   555.04                  0.00 Due  555.04
        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
```

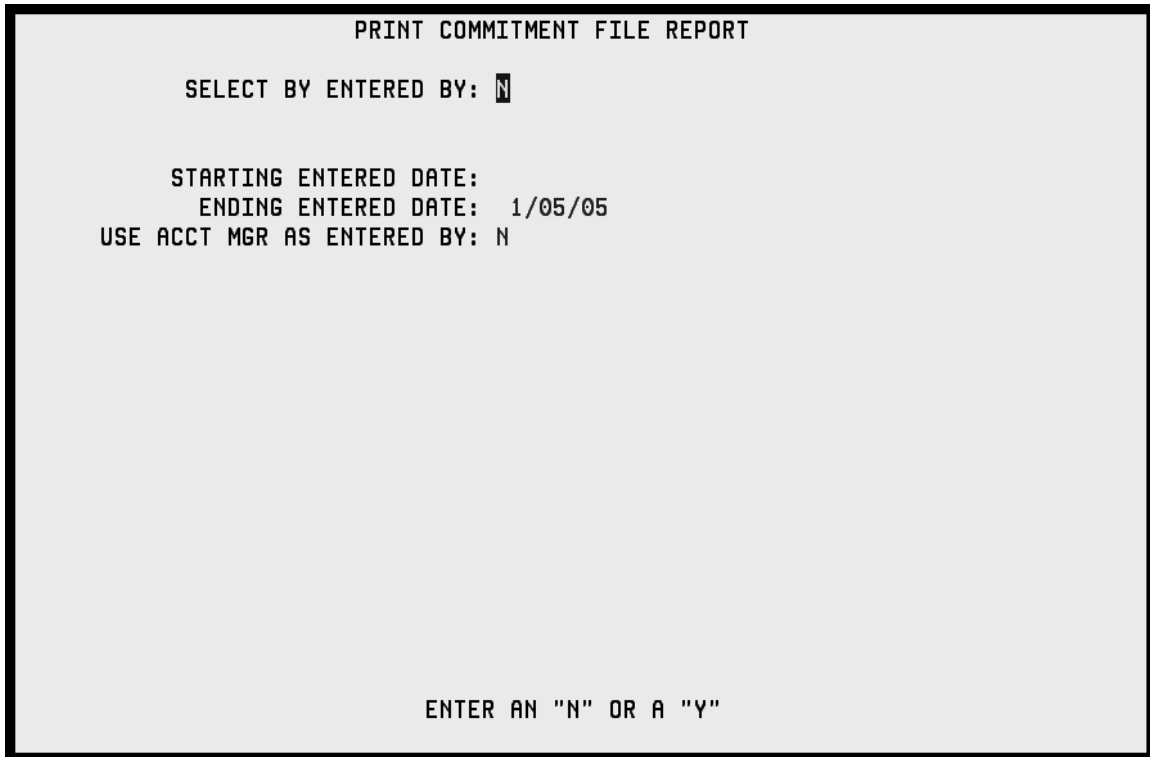***Figure 14-21 Take Payment Screen with entered commitment date and comment***

Print Commitment File Report - CMMTRPT

The Commitment Report - CMMTRPT is used as a management follow up report to track and review commitment activity by account manager and is used with the optional RSSS On-Screen Collections -Enhanced TICKDUE program.

To get into this program, select it off of your store reports menu or press the F10 key off of any menu to get to the command line and type in "CMMTRPT" and press the ENTER key.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See *Chapter 17 Introduction to Reports* for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the ENTER key to accept the N default.

You will see a screen similar to Figure 14-22.

```
                    PRINT COMMITMENT FILE REPORT

          SELECT BY ENTERED BY: █



          STARTING ENTERED DATE:
            ENDING ENTERED DATE:  1/05/05
      USE ACCT MGR AS ENTERED BY: N



















                    ENTER AN "N" OR A "Y"
```

Figure 14- 22 Print Commitment File Report

SELECT BY ENTERED BY If you want all commitments regardless of who entered them, accept the default of N. You will now be prompted "Sort by Entered by". If you want them sorted by the employee who entered them, enter a Y.
If you want to see only what particular employees entered, enter a Y and you will be prompted "Entered By". You will have the option to enter up to 10 different employee numbers.

STARTING ENTERED DATE Enter the beginning date for commitments you want to report.

ENDING ENTERED DATE Enter the ending date for commitments you want to report.

USE ACCT MGR AS ENTERED BY Enter the account manager number to select the option to override the entered by and use the account manager number rather than the person who entered the commitment. Allows you to run the report by route instead of by who entered the commitment.

Press the F9 key. You will be prompted for "Any More Change". When this is answered with an N for no, the report will begin counting and print to the printer or file pathname you specified. See Figure 14-23 and Figure 14-24 for example setup screen and resulting Commitment File Report.

Example of the CMMTRPT setup screen and resulting report

```
                    PRINT COMMITMENT FILE REPORT

         SELECT BY ENTERED BY: N


           SORT BY ENTERED BY: N
        STARTING ENTERED DATE:  1/01/06
          ENDING ENTERED DATE:  2/22/06
    USE ACCT MGR AS ENTERED BY: N












                    ENTER AN "N" OR A "Y"
```

Figure 14- 23 Print Commitment File Report Screen Example

```
RUN DATE: 02/22/06                      LUCKY RENTAL PURCHASE|                                    PAGE:     1
TIME:12:18:07                            COMMITMENT FILE REPORT
                         COMMITMENTS ENTERED:  1/01/06 THRU  2/22/06

  EMP     DATE          COMMIT
  NBR   ENTERED   TIME   DATE    ACCT NBR  NAME                   COMMITMENT

00998  1/09/06   8:36  1/15/06   9001267  MABRY, CORINE             Committed to Pay  $54.91 by  1/15/06
00998  1/17/06  15: 1  1/18/06   5003915  SMITH, JANE               Commit to mail paymt $391.22 by  1/18/06
00998  2/01/06  14:51  2/03/06   2005556  ABERNATHY, CHRISTIE     N Committed to Pay 2380.35 by  2/03/06 04:00pm
00998  2/06/06   7:17  2/07/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $383.36 by  2/07/06 09:00am
00998  2/06/06   8: 1  2/13/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $383.36 by  2/13/06
00998  2/06/06   9:48  2/09/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $383.36 by  2/09/06 02:00am
00998  2/06/06   9:49  2/09/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $383.36 by  2/09/06 02:30pm
00998  2/07/06   8:18  2/14/06   1008277  ALLEN, FRANKIE            Committed to Pay $697.40 by  2/14/06 11:00am
00998  2/09/06   9:59  2/10/06  18000837  CHEEK, NICOLE             WBI AT 2:00
00998  2/09/06  10: 5  2/10/06   2005556  ABERNATHY, CHRISTIE       WBI 4:00
00998  2/14/06   8: 4  2/16/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $300.00 by  2/16/06 02:00pm
00998  2/21/06   8:17  2/24/06   2003257  JONES, ABIGAIL            Committed to Pay $150.00 by  2/24/06 11:00am
00998  2/21/06  16:22  2/24/06   2005556  ABERNATHY, CHRISTIE       Committed to Pay $150.00 by  2/24/06 03:20pm


         TOTAL COMMITMENTS THIS REPORT:      13  NBR FULFILLED:       0  % FULFILLED:   0.00


TIME FINISHED:12:18:07
```

Figure 14-24 Resulting Commitment File Report Example

Customer Overdue Report - ZIPA – 'No Contact Report'

A new option on the Customer Overdue - ZIPA report will allow a report to be run for customers that have not been contacted within a certain time frame.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute:) and type in "ZIPA" and press the ENTER key.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number.   See *Chapter 17*

Introduction to Reports for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the ENTER key to accept the N default.

You will see a screen similar to Figure 14-25.

```
                    PRINT CUSTOMER OVERDUE REPORT

                 REPORT ORDER: 1  PRT HISTORY: 0  DATES:         TO  2/22/06
        SELECT BY LOC OR LOC GROUPS: N


                      SELECT BY: N


              SELECT BY CUST TYPE: N
         SELECT BY AGMT/CONT TYPE: N
             STARTING PAST DUE DATE:              PRINT CUSTOMERS WITH COMMITMENT: Y
               ENDING PAST DUE DATE:  2/22/06    USE COMMIT DATES FOR DUE DATES: N
    COUNT RECEIVABLES AS PAST DUE: N  START/END ACCT NBR:        0 / 999999999
          SELECT BY ZIP/MODEL/DESC: N



               SUMMARIZE BY ZIP: N       BY CUST TYPE: N
               WANT TOTALS ONLY: N    ONLY FIRST TIME OVERDUE CUSTS: N
        OVERDUE FIRST PMT REPORT: N    PRINT FORM: 1
            ONLY WITH COMMENTS: N       PRINT REFERENCES ON REPORT: N
                ACCOUNT TYPE: 1   STARTING NAME:
             ADD LATE CHARGES: Y    ONLY ACCTS WITH RTO RECEIVABLE: N
ON ZIPA PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY
```

Figure 14-25 Print Customer Overdue Report – No Contact Report

REPORT ORDER   **1 = Customer Name** Report will print alphabetically by customer name.
2 = Customer Name within Zip Code Report will print alphabetically by customer name within zip code.
3 = Zip Code Report will print in zip code order.
4 = Map Code Report will print in map **code or**der if you use the map code field in "RCUSTMNT".
5 = Oldest Due Report will print in aging form with the oldest past due accounts first.

PRT HISTORY   PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY If you want to see the comment history for each customer enter a Y here, an O for only will get you a listing of customers with no comments or contact history. If answered with a Y or O you will then be prompted for the dates the comments were entered.

SELECT BY LOC OR LOC GROUPS   If all stores are needed, press the ENTER key. If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here.   The report will only print

information about the requested location(s) or location group(s). Enter up to ten store numbers. ***When entering a location, use 4 digits such as 0001*** If you have selected to run the report for more than one location, you will see the prompt "**SORT BY LOCATION**". This gives you the option to run all stores together or have the report separate them.

SORT BY LOCATION   This option allows you to sort the report by location in ascending location order.

SELECT BY   This option allows you to run the report by particular salesmen or account managers. If all salesmen or account managers are needed, press the ENTER key to accept the default of N for no. A "Y" here will prompt you to choose (1) SALESMAN or (2) ACCT MGR and then will allow you to select up to 10 salesman or account managers.

SORT BY SALESMAN/ACCT MGR   Defaults to N for no. If this is answered with a Y for yes, the report will first sort by your choice in **SELECT BY** and the by your choice in **REPORT ORDER**, see Figure 14-3.

SELECT BY CUST TYPE   Defaults to N for no. If you want all customer types, accept the default of N for no by pressing the ENTER key. If this is answered with a Y for yes, you then be prompted for "**CUST TYPES**". You may enter from one to ten different customer types. Customer Types are set up and maintained using the program RCUSTYPE. After you have selected Y for yes, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the ENTER key.

SELECT BY AGMT/CONT TYPE   Defaults to N for no. If you want all contract types press the ENTER key to accept the default of N for no. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "**CONTRACT TYPES**". You may enter up to ten different contract types. Contract types are set up and maintained using the program RCNRTYPE. After you have selected Y for yes, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the ENTER key.

STARTING PAST DUE DATE   Enter the beginning past due date for these accounts.

PRINT CUSTOMERS WITH COMMITMENT   Enter Y for yes if you want customers with commitments printed on this report, otherwise, N for no.

ENDING PAST DUE DATE Enter the last past due date you want on this report. For example: If today is July 11, 2006 and you want everybody 1-10 days late: Starting Past Due Date: 07/01/06
Ending Past Due Date: 07/10/06

USE COMMIT DATES FOR DUE DATES   This should be answered with a Y for yes only if you are running a commitment report. It will then use the

dates entered in as the beginning and ending past due dates for commitment dates instead.

COUNT RECEIVABLES AS PAST DUE   If you want to count the amount of money that a customer may have as a receivable account "RTO Receivables" as past due, select Y for yes.

START/END ACCOUNT NUMBER If you want to print only particular accounts, you may enter a starting and ending account number here.

SELECT BY ZIP/MODEL/DESC   If you want all zip codes, model numbers and descriptions, press the ENTER key to accept the default of N for no. If you want to specify any of these things, type Y for yes. You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC**" and the options will be listed on the bottom of the screen:
   (1) Select by Zip Code – prompts for up to ten zip codes
   (2) Select by Model Nbrs – prompts for up to three model numbers
   (3) Select by Desc – prompts for up to three descriptions

SUMMARIZE BY ZIP   Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each zip code, a (N)o to totals only will print this snap shot on the last page of the report.

(SUMMARIZE) BY CUST TYPE   Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each customer type, a (N)o to totals only will print this snap shot on the last page of the report.

WANT TOTALS ONLY   Defaults to N for no. If answered with a Y for yes, and (N)o to the previous two questions the report will be only totals for each location showing Total Tickets This Location, Indicated BOR and Receivables and then a total for all locations on report combined. This is not a customer list. This is only totals.

ONLY FIRST TIME OVERDUE CUSTS   Answer with a Y for yes and the report will print only those customers who are overdue for the first time.

OVERDUE FIRST PMT REPORT   Defaults to N for no. If answered with a Y for yes, the report will print only those customers who are late on their first payment.

PRINT FORM   **(1) Regular Form (Zip Only)**
                (2) 10.5" form,
                (3) 2 per page, 4 = 10" form
                (4) 10" FORM

ONLY WITH COMMENTS   Do you want an overdue report on only those customers with comments on their accounts? If so, answer with a Y for yes. If not, press the ENTER key to accept the default of N for no.

PRINT REFERENCES ON REPORT   If answered with a Y for yes, the report will print the references (if any) on the report.

ACCOUNT TYPE   Enter your account type here. The options are;
                            (1) RTO Accounts
                            (2) AR Accounts
                            (3) Loan Accounts
                            (4) RTO and Loan
                            (5) Misc Fee
                            (6) RTO and Misc Fee
                            (7) Revolving

STARTING NAME   If you want all customers printed, press the ENTER key. If you
                          only want customers from a certain last name on through the end of
                          the alphabet, enter the last name or letter you wish the report to start
                          with.   The report will begin with the entered name and continue
                          through the end of the alphabet.

ADD LATE CHARGES   If you want late charges added to payment amount due,
                          select Y for yes, otherwise, select N for no.

ONLY ACCTS WITH RTO RECEIVABLE If answered with a "Y", report will only
                          print those customers who have a RTO Receivable.

Press the F9 key. You will be prompted for "Any More Changes". When this is
answered with an N for no, the report will begin counting and will print to the printer
or file pathname you designated earlier in this ZIPA report process.

See Figure 14-26 for a 'No Contact' report example.

Figure 14-26 No Contact Report Example

Account Manager Activity Report - AMACTRPT

This report will show contact activity on customers with many different options of reporting.

To get into this program, press the F10 key off of any menu to get to the command line and type in "AMACTRPT" and press the ENTER key. See Figure 14-27.

```
                    ACCOUNT MANAGER ACTIVITY REPORT

          SELECT BY ENTERED BY: N



        STARTING ENTERED DATE:
          ENDING ENTERED DATE:  2/22/06
  USE ACCT MGR AS ENTERED BY: N
 SELECT BY LOC OR LOC GROUPS: N



              WANT TOTALS ONLY: N
     SELECT BY ACCOUNT NUMBER: N

                  PRINT ORDER: 1
        SELECT BY CONTACT CODE: N






                    ENTER AN "N" OR A "Y"
```

Figure 14-27 Account Manager Activity Report

SELECT BY ENTERED BY   Enter a Y if you would like to select by the employee or account manager that entered the comments, you may enter up to 10 employee numbers. Accept the N for the default if you want all who entered comments.

SORT BY ENTERED BY   Enter a Y if you would like to have the comments sorted by the employee or account manager. Accept the N for the default to not sort by the employee or account manager.

STARTING ENTERED DATE/ENDING ENTERED DATE   Enter the date range for which the comments were entered into the comment history.

USE ACCT MGR AS ENTERED BY If you want the report to show the account manager assigned to the agreement instead of the employee who entered the comment, enter a Y here. If you want it to use the actual employee number that entered the comment, accept the N as the default.

SELECT BY LOC OR LOC GROUPS If you want to select by location(s) or location group(s), type "Y" for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). If you have selected to run the report for more than one location, you will see the prompt "SORT BY LOCATION". This gives you the option to run the selected stores together as one combined report or have the report separated by store.

SORT BY LOCATION This option allows you to sort the report by location in ascending location order.

WANT TOTALS ONLY Enter a Y to get a summary of the different comment codes. Accept to the N as the default to get the detail information of each comment entered.

SELECT BY ACCOUNT NUMBER Enter a Y to select by a singe customer account number. Accept the N for the default to get all customer account numbers.

PRINT ORDER Press enter to accept the 1 default and it will print in date and time order, enter 2 to have it printer in customer, date, and time order.

SELECT BY CONTACT CODE Enter a Y to select by a specific contact code type. Once you have selected Y, you may enter up to five different contact codes, if you do not know the code numbers, type ? and press the ENTER key, this will give you a drop down list to choose from. Accept the default of N to get all contact codes.

Press the F9 key. You will then be prompted "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

An example Account Manager Report can be seen in Figure 14-28.

```
RUN DATE: 02/22/06                              LUCKY RENTAL PURCHASE                              PAGE:     1
TIME:11:28:04                            ACCOUNT MANAGER ACTIVITY REPORT
                               ACTIVITY ENTERED:       THRU  2/22/06
                               LOCATION: (   1) POWER 1

  DATE     TIME   AMGR EMPLOYEE    CUSTOMER         CONTACT          PHONE NBR  CONTACT CODE              COMMITMENT FULFILLED

 4/15/05 04:36   158            BENSON, LINDA A                                 Did not answer
 4/15/05 04:36   158            BENSON, LINDA A   LINDA A BENSON  (555)555-5555 Wrong Number
 4/15/05 04:37   158            BENSON, LINDA A                                 Phone Busy
 4/15/05 04:37   158            BENSON, LINDA A                                 Commit to mail paymt  $20.00 by  4/25/05
 6/16/05 16:08     1            JONES, ABIGAIL                                  Did not answer
 7/08/05 11:13     1            ABERNATHY, CHRISTIE                             Did not answer
 1/09/06 08:36     1            MABRY, CORINE     CORINE MABRY    (555)555-5555 Committed to Pay  $54.91 by  1/15/06
 1/17/06 14:37     1            SMITH, JANE       ANDY MCNEILLY   (704)538-6959 Phone disconnected
 1/17/06 15:01     1            SMITH, JANE                                     Did not answer
 1/17/06 15:01     1            SMITH, JANE       BARBARA MCNEILL (704)472-5298 Commit to mail paymt $391.22 by  1/18/06
 1/17/06 15:04     1            SMITH, JANE                                     Other
 1/20/06 10:29     1            SMITH, JANE                                     Did not answer
 2/01/06 14:51     1            ABERNATHY, CHRISTIE ROBBIE MCCRAW               Committed to Pay 2380.35 by  2/03/06 04:00pm       N
 2/01/06 14:56     1            HOWARD, ALLIE                                   Other
                                                  JOE HOW          (361)555-1212 Other
                                                  SPOKE TO LANDLORD, HE SAID HE WOULD PUT A NOTE ON THEIR
                                                  DOOR
 2/06/06 07:17     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay $383.36 by  2/07/06 09:00am
 2/06/06 07:19     1            ABERNATHY, CHRISTIE JOE           (555)987-6543 New Phone Number
 2/06/06 07:22     1            ABERNATHY, CHRISTIE                             Other
                                                  ROBBIE MCCRAW        (555)789-4561 Other
                                                                   00:00
                                                  HE SAID HE WOULD HAVE CHRISTIE CALL IN AS SOON AS SHE GOT
                                                  HOME
 2/06/06 07:23     1            ABERNATHY, CHRISTIE                             Other
                                                  ROBBIE MCCRAW        (555)789-4562 Other
                                                                   00:00
                                                  TEST OF OTHER COMMETNS
 2/06/06 07:47     1            SMITH, AARON      AARON SMITH     (555)555-5555 Phone Busy
 2/06/06 07:47     1            SMITH, AARON      AARON SMITH     (555)555-5555 Left mess on machine
 2/06/06 08:00     1            ABERNATHY, CHRISTIE                             Did not answer
 2/06/06 08:00     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Left mess on machine
 2/06/06 08:01     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay $383.36 by  2/13/06
 2/06/06 09:48     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay $383.36 by  2/09/06 02:00am
 2/06/06 09:49     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay $383.36 by  2/09/06 02:30pm
 2/06/06 10:15     1            ABERNATHY, CHRISTIE                             Other
                                                  ROBBIE MCCRAW
                                                  FREE FORM
 2/07/06 08:18   158            ALLEN, FRANKIE    FRANKIE ALLEN   (555)555-5555 Committed to Pay $697.40 by  2/14/06 11:00am
 2/09/06 09:58     1            ABERNATHY, CHRISTIE                             Did not answer
 2/09/06 09:58     1            ABERNATHY, CHRISTIE JOE           (555)987-6543 Phone Busy
 2/09/06 10:05     1            ABERNATHY, CHRISTIE                             Commitment WBI 4:00
 2/14/06 08:03     1            ABERNATHY, CHRISTIE JOE           (555)987-6543 Left mess on machine
 2/14/06 08:04     1            ABERNATHY, CHRISTIE ROBBIE MCCRAW  (419)555-7845 Left mess on machine
 2/14/06 08:04     1            ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay $300.00 by  2/16/06 02:00pm
 2/14/06 08:05     1 0 EMPLOYEE ABERNATHY, CHRISTIE                            Did not answer
 2/21/06 08:09     1            JONES, ABIGAIL                                  Other
                                                  This is a freeform comment section or i can choose a
                                                  contact that i notified......right now i am typing in
```

Figure 14-28 Account Manager Activity Report Example

Print Customer Past Due Letters - TCKPDUE1

This program allows you to print the customer letters as used in the On-Screen Collections – TICKDUE for a range of customers by their due date.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute) and type in "TCKPDUE1".

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See *Chapter 17 Introduction to Reports* for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the ENTER key to accept the N default. You will see a screen similar to Figure 14-29.

```
                    PRINT CUSTOMER PAST DUE LETTERS

                        Store: █   0
        Range of Days Past Due:    0     Ending:    0

        Select Past Due Letter:

















                Store Number to List(Zero Selects All)
```

Figure 14-29 Print Customer Past Due Letters

STORE   Enter a store location or if you want to run letters for all stores, leave this set to zero.

RANGE OF DAYS PAST DUE...........ENDING: Enter the range of days past due.

SELECT PAST DUE LETTER   Enter the name of the Letter and press the F9 key; you will be prompted "Any More Changes: N". If you do not need to change anything, press the ENTER key to accept the default of N for no and run the letters. If you do not know the name of the letter, press the ENTER key to get a listing; depending on your security authorization you will have different options at the bottom of the screen. If you have full security, you may add, change or delete letters. If you do NOT have full security, you will only have the option "S" to select.

Past Due Letter Example Screens

```
                    PRINT CUSTOMER PAST DUE LETTERS


                        Store: 1
          Range of Days Past Due:    5     Ending:   10

          Select Past Due Letter:        ┌─────────────────────────────┐
                                         ║1 PAY LETTER                 ┐║
                                         ║ HYATT                       ║║
                                         ║ LETTER OF CREDIT            ║║
                                         ║ LETTER OF DEMAND RTO        ║║
                                         ║ LETTER OF DEMAND RTO        ║║
                                         ║ LETTER OF DEMAND RTR        ║║
                                         ║ LETTER OF DEMAND RTR        ║║
                                         ║ REPOSESSION NOTICE          ║║
                                         ║ RIGHT TO CURE               ║║
                                         ║ RIGHT TO CURE               ║║
                                         ║                             ║║
                                         ║                             ║║
                                         ║                             ║║
                                         ║                             ║║
                                         ║                             ║║
                                         ║                             ┘║
                                         └─────────────────────────────┘
            Enter the name of the letter or leave blank for menu.
   Add   Change   Delete   Exit   Next Page   Prev Page   Reproduce   Select
```

Figure 14-30 Print Customer Past Due Letters Window

In Figure 14-30, there are letters available; however, we want to add a new letter. You can press "A" to add a new letter, see Figure 14-31. Please note the prompts you will see at the bottom of the screen will depend on your security authorization to work with letters.
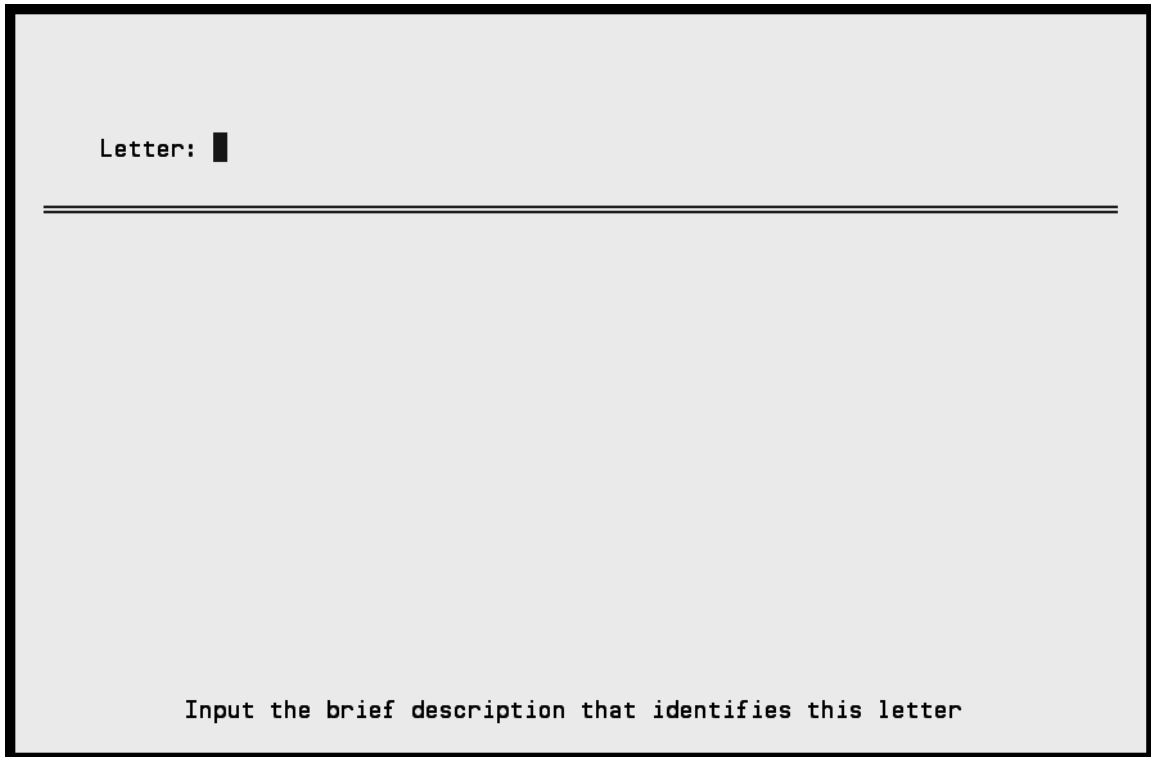
```
                  PRINT CUSTOMER PAST DUE LETTERS

                       Store: 1
          Range of Days Past Due:    5      Ending:   10

          Select Past Due Letter:        1 PAY LETTER
                                         HYATT
                                         LETTER OF CREDIT
                                         LETTER OF DEMAND RTO
                    Type an "A" here     LETTER OF DEMAND RTO
                    to add a new letter  LETTER OF DEMAND RTR
                                         LETTER OF DEMAND RTR
                                         REPOSESSION NOTICE
                                         RIGHT TO CURE
                                         RIGHT TO CURE




               Enter the name of the letter or leave blank for menu.
          Add   Change   Delete   Exit   Next Page   Prev Page   Reproduce   Select
```

Figure 14-31 Adding a Past Due Letter

If you press "A" next to the first letter, you will now see a screen similar to Figure 14-32.

```
        Letter: █


        _____
        _____











              Input the brief description that identifies this letter
```

Figure 14-32 Continuing to Add a Past Due Letter

LETTER: Enter the name you want to use to refer to this letter. Press the ENTER key and your cursor will now be below the line on the screen. You will be able to type the body of the letter here. You can use the following basic data tags to incorporate customer information into your letter.

$DATE	Prints system date
$CUSTOMERNAME	Prints first & last name
$ADDRESS1	Prints first address line
$ADDRESS2	Prints second address line
$CITY	Prints city
$STATE	Prints state 2 digit code
$CITY-STATE-ZIP	Prints these all on one line
$DEAR-FNAME	Prints Dear _____ uses the customer first name.

Figure 14-33 shows the letter that we identified and typed in at the screen shown in Figure 14-34.

```
        Letter: PASTDUE1

    ═══════════════════════════════════════════════════════

        $DATE

        $CUSTOMERNAME
        $ADDRESS1
        $CITY-STATE-ZIP

        RE: TERMINATED RENTAL AGREEMENT

        $DEAR-FNAME

        We are contacting you regarding your terminated rental agreement.

        Please honor the terms of your rental agreement by making
        arrangements to return the rented merchandise immediately.


    F1-Fwrd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line
```

Figure 14-33 Actual Past Due Letter Example

When you have completed typing the letter, press the F9 key and you will be returned to the window from which you may select a letter to print. Using your arrow keys, select the letter you want to print and press "S", see Figure 14-34.

```
                  PRINT CUSTOMER PAST DUE LETTERS

                        Store: 1
        Range of Days Past Due:    5     Ending:    10

        Select Past Due Letter:          1 PAY LETTER
                                         HYATT
                                         LETTER OF CREDIT
                                         LETTER OF DEMAND RTO
                                         LETTER OF DEMAND RTO
                                         LETTER OF DEMAND RTR
                                         LETTER OF DEMAND RTR
        ┌─────────────┐                  PASTDUE1
        │ Scroll down with │             REPOSESSION NOTICE
        │ your down arrow  │             RIGHT TO CURE
        │ key and type an S│             RIGHT TO CURE
        │ next to this letter│
        │ to print it.     │
        └─────────────┘



              Enter the name of the letter or leave blank for menu.
        Add   Change   Delete   Exit   Next Page   Prev Page   Reproduce   Select
```

Figure 14-34 Print Customer Past Due Letters Selection Window Screen

Press ENTER and a screen similar to Figure 14-35 will appear. See Figure 14-36 for an example of printed letter.

```
                  PRINT CUSTOMER PAST DUE LETTERS

                    Store: █  1
        Range of Days Past Due:    5     Ending:   10

        Select Past Due Letter: PASTDUE1












               Store Number to List(Zero Selects All)
```
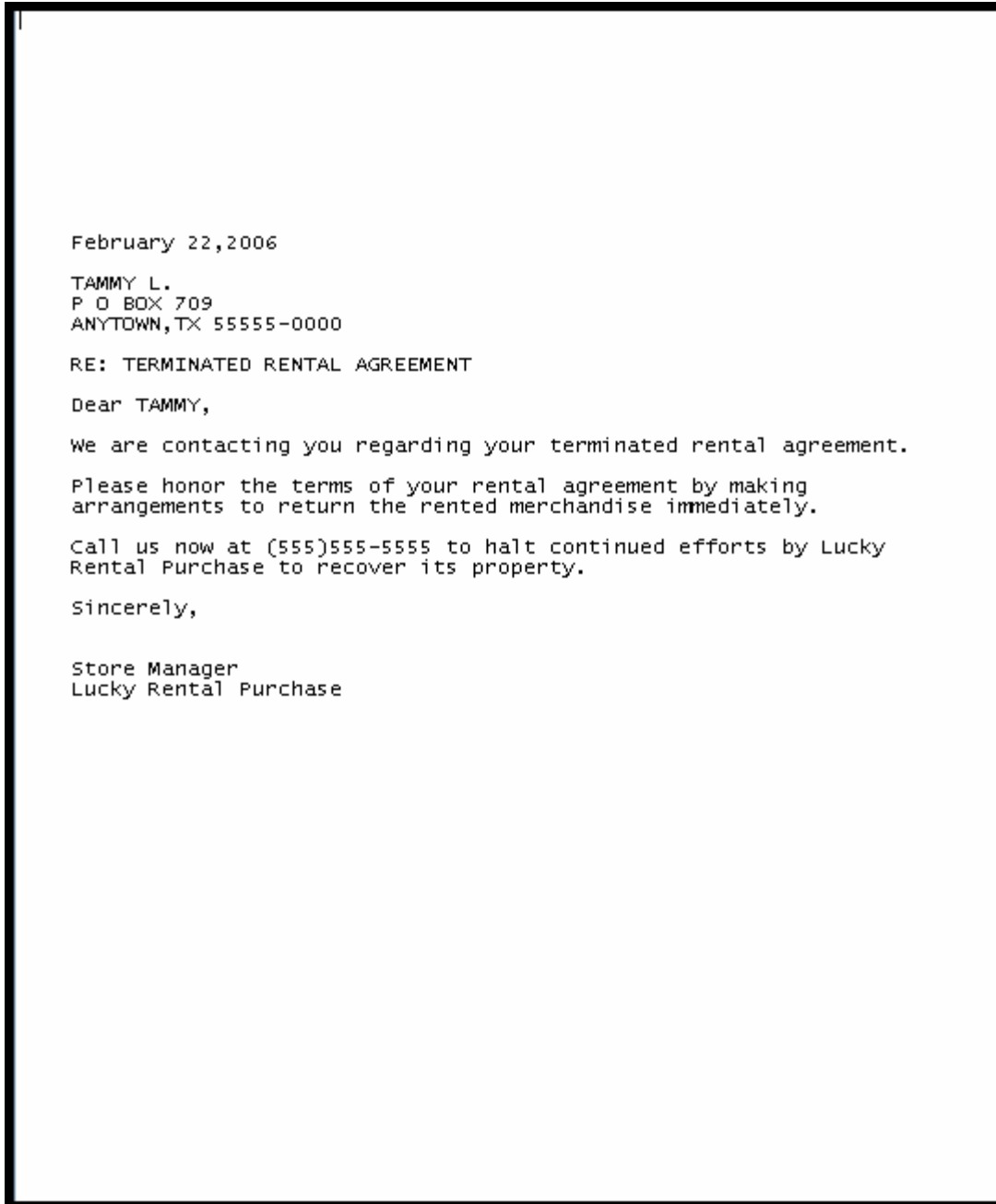
Figure 14-35 Print Customer Past Due Letters Screen with letter selected

```
February 22,2006

TAMMY L.
P O BOX 709
ANYTOWN,TX 55555-0000

RE: TERMINATED RENTAL AGREEMENT

Dear TAMMY,

We are contacting you regarding your terminated rental agreement.

Please honor the terms of your rental agreement by making
arrangements to return the rented merchandise immediately.

Call us now at (555)555-5555 to halt continued efforts by Lucky
Rental Purchase to recover its property.

Sincerely,


Store Manager
Lucky Rental Purchase
```

Figure 14-36 Past Due Letter Example

Adding, Changing or Deleting Contact Commitment Codes

To get into the Contact Commitment Code program, press the F10 key off of any menu to get to the command line and type in "GETCCODE". See Figure 14-37.

NOTE: This function is something that is set up by your company management and requires a high level of security authorization.

```
                        Contact Code File Maint



                                       ┌─────────────────────────┐
                                       │ █1 Did not answer        ┌─┐
                                       │  2 Phone Busy            │││
                                       │  3 Committed to Pay      │││
                                       │  4 Commit to mail paymt  │││
                                       │  5 Phone disconnected    │││
                                       │  6 Wrong Number          │││
                                       │  7 Left mess on machine  │││
                                       │  8 Pickup Payment        │││
                                       │  9 Promised to come in   │││
                                       │ 10 Sent PICKUP Lttr      │││
                                       │ 11 Sent CERT PU LTTR     │││
                                       │ 12 New Phone Number      │││
                                       │ 13 Other                 │││
                                       └─────────────────────────┘│
                                         └─────────────────────────┘



 ──────────────────────────────────────────────────────────────────────
  F1-Forward  F2-Back  F3-Delete Code  F4-Change Code  F6-Add Code  F10-Exit
```

Figure 14-37 Contact Code File Maintenance Screen

To add a new contact code, press the F6-Add Code key and you will get a screen similar to Figure 14-38. You do have to have the security authorization to add, change or delete contract codes.

```
                          Contact Code Add


Contact Line Nbr: 14
     Contact Desc: THIS IS A TEST CODE
       Commitment: N
     Ask for Date: N
   Ask for Amount: N

















  This is the relative line number of this contact in the display window that
                    lists the contact types for selection.

 F8-Prev                                                            F10-Exit
```

Figure 14-38 Contact Code Add Screen

CONTACT LINE NBR   This determines the position (or line number) this commitment code will appear on in the selection window.

CONTACT DESC   Type in the contact description. This will display in the selection window and on reports.

COMMITMENT   Enter a Y if this contact type is treated as a commitment when added, otherwise leave it N for no commitment. A commitment will populate the first line of the comments window in RP and populate the commitment date field.

ASK FOR DATE   Enter a Y if you want to require employees to enter a date when this commitment code is selected. N if a commitment date will not be required.

ASK FOR AMOUNT Enter a Y if you want to require employees to enter the amount the customer has committed to pay when this commitment code is selected; N amount will not be required.

When you have completed the new contact commitment code entry, press the F9 key. You will be prompted for "Any Changes". Press the ENTER key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code Add Screen. Press the F8 key when you are done adding new contact codes to back out to a menu.

To change a new contact code, highlight the code you want to change using your up and down arrow keys, press the F4-Change Code key and you will get a screen similar to Figure 14-39.

```
                        Contact Code Change


Contact Line Nbr: ▌1
    Contact Desc: Did not answer
      Commitment: N
    Ask for Date: Y
  Ask for Amount: N










   This is the relative line number of this contact in the display window that
                   lists the contact types for selection.


 F8-Prev                                                              F10-Exit
```

Figure 14-39 Contact Code Change Screen

When you have completed the change to the contact code entry, press the F9 key. You will be prompted for "Any Changes". Press the ENTER key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code File Maintenance Screen. Press the F8 key when you are done adding new contact codes and this will back out to a menu.

To delete a contact code, highlight the code you want to delete using your up and down arrow keys, press the F3-Delete Code key and you will get a screen similar to Figure 14-40.

```
                        Contact Code Delete


Contact Line Nbr: 20
    Contact Desc: THIS IS A TEST CODE
      Commitment: N
    Ask for Date: N
  Ask for Amount: N














Delete this contact code: N




 F8-Prev                                                      F10-Exit
```

Figure 14-40 Contact Code Delete Screen

Enter a Y for yes to delete the contact code. You will be returned to Contract Code Maintenance Screen. Press the F8 key to back out to a menu.