

Chapter 24 – Printing Past Due Notices or Statements - PASTDUE

To enter this program, select Print Past Due Notices – PASTDUE off of your menu or on any menu press the F10 key and type in “PASTDUE” on the command line and press the ENTER key. This program requires proper security to run so you may have to re-enter your login and passcode. Next you will then be prompted for printer or file pathname. 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. 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 and accept N for no for the default, see Figure 24-1.

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PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 1 1
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:
STARTING AGREEMENT DATE:
PAY THRU DATE WEEK/MONTH: 6/29/07 / 6/29/07 LATE CHARGES: 6/29/07
MESSAGE TO PRINT:

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER: 0    ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER: 0    ENDING NUMBER: 999999999

STARTING INVOICE NBR: 0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS: 0
PRINT ORDER: 1

ACCOUNT TYPE:  1) RTO  2) AR  3) AIRTIME  4) REVOLVING  5) OTHER FEE  6) RTR
               7) PICKED UP RTO

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Figure 24- 1 Print Customer Past Due Notices

Explanation of Fields on Customer Past Due Notices Screen

TYPE OF STATEMENT/FORM At the first prompt, enter the type of account you want to select. Available options are shown at the bottom of the screen.

- 1) Rent to Own** – Statements will be printed for RTO.
- 2) Accounts Receivable** - Statements will be printed for Retail Accounts Receivable.
- 3) Airtime** - Statements will be printed for Airtime.
- 4) Revolving Charge** - Statements will be printed for Retail Revolving Charge.
- 5) Other Fee** - Statements will be printed for Other Fee.
- 6) Rent to Rent** - Statements will be printed for Rent to Rent.
- 7) Picked up Rent to Own** - Statements will be printed for returned RTO agreements with a balance due.

Once you have entered the type of account, your cursor will move to Form type. Enter the number corresponding to the statement form you use.

- 1) **Regular – 3 per page**, plain paper perforated 3 per page
- 2) **Customer Mail Back**, provided by RSSS
- 3) **AR 11 Inch**, plain paper 8 1/2 x 11
- 4) **AR 7.5 Inch**
- 5) **Starter**
- 6) **Free Form**, can accommodate some preprinted forms
- 7) **Laser Letters**, special programming required

SELECT BY LOC OR LOC GROUP If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here. The statements will only print for the requested location(s) or location group(s). Enter up to ten store numbers or if choosing by location group, select by 10 location groups or a range of groups. If all stores are needed, press the ENTER key to accept the default of N for no. If you have selected to run the statements 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 statements separate them.

CALCULATE TAX If you want the system to calculate and display taxes on the statements, press the ENTER key to accept the default of Y for yes. If you do not want the system to calculate taxes, type in an N for no.

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 from one 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 CONTRACT TYPE Defaults to N for no. 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 Contract Type you want and press the ENTER key.

STARTING PAST DUE DATE Enter the first past due date you want the statements to start with.

ENDING PAST DUE DATE Enter the last past due date you want on the statements. Example: If today is June 15, 2002 and you want to send a STATEMENT to everybody that will be due in July, you would use:

Starting Past Due Date: 07/01/06

Ending Past Due Date: 07/31/06

STARTING AGREEMENT DATE Enter the earliest agreement date you want the system to use for statements. If you want the system to use all agreements regardless of when the agreement was set up, use the starting date of 01/01/80.

ENDING AGREEMENT DATE Enter the last agreement date you want the system to use for statements. If you want the system to use all agreements, enter the date 12/31/79.

PAY THRU DATE WEEK/MONTH Enter the date the customer should pay to for weekly accounts, then enter the date the customer should pay to for monthly accounts. These dates will determine the amount due on the statements.

LATE CHARGE Enter the date you want the system to use to calculate late charges. You may want this date to be 4 or 5 days greater than today's date if you anticipate several days before the customer receives the statement.

MESSAGE TO PRINT Statement forms 1 thru 5 will print a 4 line message with 45 characters on each line on your statement. You may designate the message to print here. Statement forms 6 & 7 will prompt you to "USE **0000 LTTR** FORMAT", enter number of days in 4 digit format followed by LTTR as shown in Figure 24-2 and press the ENTER key and a selection box will open up with letter/statement choices as shown in Figure 24-3.

LETTERS

A – To add a new letter.

C – To change an existing letter.

D – To delete an existing letter.

E – Exit takes you back to the previous screen.

Next Page advances you 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**.

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PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 1 1
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

    SELECT BY CUST TYPE: N
    SELECT BY CONTRACT TYPE: N
    STARTING PAST DUE DATE:
    STARTING AGREEMENT DATE:
    PAY THRU DATE WEEK/MONTH: 6/29/07 /
    MESSAGE TO PRINT: 0000 LTTR

    ENDING PAST DUE DATE: 6/29/07
    ENDING AGREEMENT DATE: 6/29/07
    6/29/07 LATE CHARGES: 6/29/07

    USE MAP CODE FOR ZIP CODE: N
    STARTING ACCOUNT NUMBER:      0    ENDING NUMBER: 999999999
    STARTING AGMT/CONT NUMBER:    0    ENDING NUMBER: 999999999

    STARTING INVOICE NBR:      0
    PRINT TEST NOTICE: N
    TERMINAL NBR FOR STORE ADDRESS: 0
    PRINT ORDER: 1

MESSAGE LINE HOLDS UP TO 45 CHARACTERS
    
```

Figure 24- 2 Print Customer Past Due Notices Message to Print Option

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PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 1 1
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

    SELECT BY CUST TYPE: N
    SELECT BY CONTRACT TYPE: N
    STARTING PAST DUE DATE:
    STARTING AGREEMENT DATE:
    PAY THRU DATE WEEK/MONTH: 6/29/07
    MESSAGE TO PRINT: 0000 LTT

    ENDING PAST DUE DATE:
    ENDING AGREEMENT DATE:
    LATE CHARGES:

    USE MAP CODE FOR ZIP CODE: N
    STARTING ACCOUNT NUMBER:      0
    STARTING AGMT/CONT NUMBER:

    STARTING INVOICE NBR:      0
    PRINT TEST NOTICE: N
    TERMINAL NBR FOR STORE ADDRESS: 0
    PRINT ORDER: 1

MESSAGE LINE HOLDS UP TO 45 CHARACTERS
Add  Change  Delete  Exit  Next Page  Prev Page  Reproduce  Select
    
```

1-7 DAYS PAST DUE
 15-20 DAYS PAST DUE
 8-14 DAYS PAST DUE
 BAD CHECK
 BROKEN PROMISE
 DEMAND OF PROPERTY
 IN-HOUSE
 LANDLORD RELEASE
 PAST CUSTOMER

Figure 24- 3 Print Customer Past Due Notices Letter Selections

Using the letter examples shown above the "0000 LTTR" format to print a letter for each of your past due categories is illustrated in Figure 24-4.

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PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 1 1
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:           ENDING PAST DUE DATE: 6/29/07
STARTING AGREEMENT DATE:         ENDING AGREEMENT DATE: 6/29/07
PAY THRU DATE WEEK/MONTH: 6/29/07 / 6/29/07 LATE CHARGES: 6/29/07
MESSAGE TO PRINT: 0000 LTTR 1-7 DAYS PAST DUE
                   0000 LTTR 8-14 DAYS PAST DUE
                   0000 LTTR 15-20 DAYS PAST DUE

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER:          0    ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER:        0    ENDING NUMBER: 999999999

STARTING INVOICE NBR:             0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS:   0
PRINT ORDER: 1
Any More Changes: N
    
```

Figure 24- 4 Print Customer Past Due Notices Letter Selections

Free form letter options are as follows:

- A – To add a new letter.**
- C – To change an existing letter.**
- D – To delete an existing letter.**
- E – Exit backs you out of the letters window.**
- Next Page - Advances you to the next window for more letters.**
- Prev Page - Takes you back to the previous window of letters.**
- Reproduce - Allows you to copy an existing letter from the window to a different name. You can then edit if necessary.**
- Select - Will add the highlighted letter to the message line.**

Customer Information Codes	Number of Characters	Description
\$CURDATE	9	Current System Date
\$LPAYDTE	9	Last Paid Date
\$NDUEDTE	9	Next Due Date
\$DATE	18	System Date
\$ADDRESS1	26	Address Line 1
\$ADDRESS2	26	Address Line 2
\$CUSTNMBR	9	Customer Account Number
\$TICKNMBR	9	Ticket/Agreement Number
\$TLAMTDUE	9	Total Amount Due
\$TAGMTAMT	9	Total Agreement Amount
\$TPYMTAMT	9	Total Payment Amount
\$CUSTOMERNAME	31	Customer Name
\$DEAR-FNAME	22	Prints Dear and Customer First Name
\$CITY-STATE-ZIP	30	City, State and Zip Code
\$COMPLINE1	28	TERMMNT record line 1
\$COMPLINE2	28	TERMMNT record line 2
\$COMPLINE3	28	TERMMNT record line 3
\$COMPLINE4	28	TERMMNT record line 4
\$TCKGRP	8	GRP on ticket
\$ITEMDESC	29	Inventory Description
\$ITEMSER#	11	Inventory Serial Number
\$IPURPRCE	10	Purchase Price
\$ITEMMODEL#	19	Inventory Model Number

Chapter 24 – Printing Past Due Notices - PASTDUE

\$ITEMMANU	29	Inventory Manufacturer
\$#PD	5	Number of Payments Past Due
\$TLPMTDUE	10	Total Payment Due
\$TLLTEDUE	10	Total Late Due
\$TLOTHDUE	10	Total Other Due
\$TLTAXDUE	10	Total Tax Due
\$TLPMTGRP	10	Total Payment Due with GRP
\$TLGRPDUE	10	Total GRP Due
\$RTORECVA	10	RTO Receivable amount due
\$TLAMTRCV	10	same as TLAMTDUE w/receivable
\$TLL TERCV	10	Late receivable
\$LDPLSIM	9	Last due date plus 1 month
\$TLBLFEES		Ticket Contract Balance + TLGRPDUE + TLLTERCV + TLOTHDUE + TLTAXDUE +
\$HOMEPHONENBR	12	Home Phone Number
\$ADREEDATE	9	Agreement Date
*FF Form Feed		Make the printer advance to the top of the next page
*EOF		End Here – Start next line
*CRX		Do a carriage return X number of times

This is an example of a Final Past Due Notice in Figure 24-5.

Letter: 3-14 DAYS PAST DUE

\$DATE
\$CUSTOMERNAME
\$ADDRESS1
\$CITY-STATE-ZIP

\$DEAR-FNAME

We are quite concerned and disappointed that you have not responded
to our previous Request for Payment. It was our understanding that
everything was to your satisfaction, when the merchandise was
delivered to you, to include the Terms of the Agreement.

Figure 24- 5 Final Past Due Notice Example

USE MAP CODE FOR ZIP CODE This is for use by stores in Canada only.

STARTING ACCOUNT NUMBER Enter the smallest account number you want the statements to print. If you want the statements to print any past due account regardless of the account number, press the ENTER key to accept the default of 0.

ENDING ACCOUNT NUMBER Enter the largest account number you want the statements to print. If you want the statements to print any past due account regardless of the account number, press the ENTER key to accept the default of 999999999.

STARTING AGMT/CONT NUMBER Enter the smallest agreement/contract number you want the statements to print. If you want the statements to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 0.

ENDING AGMT/CONT NUMBER Enter the largest agreement/contract number you want the statements to print. If you want the statements to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 999999999.

STARTING INVOICE NBR If you want all invoices included, press the ENTER key to accept the default of 0. If you want to specify a beginning invoice number, enter it here.

PRINT TEST NOTICE Enter a Y for yes if you need to line up the paper in the printer.

TERMINAL NBR FOR STORE ADDRESS Terminal number for the return store address, leave zero to use ticket store.

PRINT ORDER 1 = Account Number
 2 = Customer Name

NOTE: Account Number is the suggested print order. If you have a printer malfunction in the middle of the run, you could start up again by last account number that was printed.

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

There are several uses for this past due letter/statements program. You can print letters in free-form type, print statements, print payment due forms, or print laser letters that you have in the system.

See your corporate office representative for the details on how you are to utilize this specific module. This particular past due notice, statements and letters are specific to your business and tailored either by your corporate office possibly with RSSS assistance in getting this set up. See Figure 14-6 and Figure 14-7 for a screen snapshot for running statements and a pastdue statement example.

PRINT CUSTOMER PAST DUE NOTICES

TYPE OF STATEMENT/FORM: 1 7
SELECT BY LOC OR LOC GROUPS: Y CALCULATE TAX: Y
LOCATIONS: 1 0 0 0 0 0 0 0 0 0
SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE: ENDING PAST DUE DATE: 6/29/07
STARTING AGREEMENT DATE: ENDING AGREEMENT DATE: 6/29/07
PAY THRU DATE WEEK/MONTH: 6/29/07 / 6/29/07 LATE CHARGES: 6/29/07
MESSAGE TO PRINT:

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER: 0 ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER: 0 ENDING NUMBER: 999999999

STARTING INVOICE NBR: 0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS: 0
PRINT ORDER: 1
Any More Changes: N

Make sure this area is blank to run statements.

Press the F9 key for Any More Changes, then press enter and the statements will run.

Figure 14- 6 Print Customer Past Due Notices – Printing statements

RSSS APPLIANCES		Statement Date: 06/29/07	
123 ABC LANE		Account Number: 10011811	
CORPUS CHRISTI TX 11111		Page Number: 1	
ACCOUNT OF:	111-111-1111	MAIL TO:	

INSURANCE ZERICK	RSSS APPLIANCES
1167 S US 1	123 ABC LANE
	CORPUS CHRISTI TX 11111
ANYTOWN TX 55555-0000	(555)555-5555 111-111-1111

*** THIS IS A STATEMENT ***

INVOICE NBR	DATE	REFERENCE	DATE DUE	AMOUNT DUE	BALANCE
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10039065	04/30/07	INVOICE	05/30/07	12,354.32	12,354.32
	MODEL NBR	DESCRIPTION	SERIAL #		
	ACFEDRQ10F2	AIR CONDITIONER	29954-1099		
	ACAMAAAC10190A1D	AIR CONDITIONER	9906704830		
	ACGLDM1200	AIR CONDITIONER	005KA01186		
	ACWPLACQ122XH	AIR CONDITIONER	QJ1406364		
	ACGLDR1403	AIR CONDITIONER	011KA00491		
	FBSEM6902	BEDROOM SET	48452		
	FBHIG440-5/0	BEDROOM SET	46289		
	EBTOS43A62	BIG SCREEN	13912125		
	EBTOS43A62	BIG SCREEN	13912132		
	EBTOS46H84	BIG SCREEN	20207657		
	FYTWTMFL22UT	BUNKBED	47273		
	FYHIG332-30	BUNKBED	45568		
	EVRCAAC4352	CAMCORDER	941430392		
	EMDBL6421/17	COMPUTER	MX314C3974		
	EMBDI5100NX	COMPUTER	MXK3391W7K		
	EMBDIA307	COMPUTER	MXM34704RX		
	EMBDISR1120NX	COMPUTER	MXK4261B2P		
	EMBDIXG321	COMPUTER	A44068673		
	FDHHWSP3012	DINING ROOM	46199		
	FDASHD208/15	DINING ROOM	44232		
	FDTECF125/C21K	DINING ROOM	47399		
	FDCOA5067	DINING ROOM	48081		
	ALWPLLER8648LW	DRYER	MP0743069		
	ALWPLTED8840JQ	DRYER	MP5089302		
	EVTOSSDV280A	DVD	109433		

CONTINUED ON NEXT PAGE

TOTAL DUE THIS STATEMENT:	68,980.48	
LATE CHARGES:	0.00	
<hr/>		
TOTAL DUE:	68,980.48	BALANCE THIS STATEMENT: 68,980.48

Figure 14- 7 Print Customer Past Due Notices – Printed statement snapshot