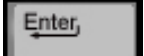
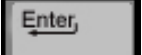



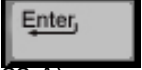
**Print Overdue Customers (3 per page) - ZIP**

This report prints a summary of past due rental customers (3 per page) by zip code or alphabetically. To get into this program, you need to be at the **command line** and type in "**ZIP**" and then press the  key.

You will be prompted for printer or file pathname. If you want to print directly to the default printer, press the

 key. If you want this information to print to another printer, type that printer number over the

default and press the  key. You will now be prompted for "**Separate Locations**". Press

 and accept the "N" for the default. Following is an example of the screen you will see (Example 22-A).

```

PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1
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: 5/12/04    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 ATO RECEIVABLE: N
1) CUST NAME 2) CUST NAME WITHIN ZIP 3) ZIP CODE 4) MAP CODE 5) OLDEST DUE

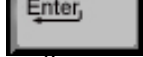
```

**Example 22-A**


- 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 order 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.

**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).

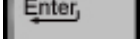
Enter up to ten store numbers. If all stores are needed, press . If you have selected to run the report for more than one location, you will see the prompt "**SORT BY LOCATION**". This gives you the option to run all stores together or have the report separate them.

## 22.2 Additional Ways to Print Overdue Customers (3 per page) - ZIP

**Select by** This option allows you to run the report by particular salesmen or account managers. If you answer this prompt with a "Y", the default will change to a 1 and your options will be displayed on the bottom of the screen **(1) SELECT BY SALESMEN 2) SELECT BY ACCT MGRS**). Enter the number next to the option you want. The prompt will then change and read "SALESMAN" or "ACCT MGRS" depending on the option you chose. You may then select up to ten salesmen or account manager numbers you want on this report. If all salesmen or account managers are needed, press the  key to accept the default of "N" for no. If you have selected more than one salesman or account manager you will see the prompt **"SORT BY SALESMEN/ACCT MGRS"**. Default of "N" for no. If this option is answered with "Y" for yes, the report will group data by salesman or account manager.


If you choose to sort the report by store and by salesman/account manager, the report will be printed by salesman/account manager sorted within the store.

**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.

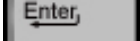
If you want all customer types, accept the default by pressing the  key.

(Customer Types are set up and maintained using the program **"RCUSTYPE"**). If you want a selection window to choose Customer Type, enter a "?" in the Cust Types field. Using your arrow keys, if necessary, highlight the Customer Type you want and press

the  key.

**Select by Agmt/Cont Type** Defaults to "N". If you want all contract types press the  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 **"AGMT/CONT TYPES"**. You may enter up to ten different agreement/contract types (Agmt/Cont Types are set up and maintained using the program **"RCNRTYPE"**). If you want a selection window to select an Agmt/Cont Type, enter a "?" at Agmt/Cont Types field. Using your arrow keys, if necessary,

highlight the Agreement/Contract Type you want and press the  key.

**Starting Past Due Date** Enter the first past due date you want this report to start with.

**Print Customers with Commitment** Do you want the report to print customers with commitments?

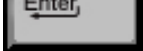
**Ending Past Due Date** Enter the last past due date you want on this report. For example: If today is July 11, 2004 and you want everybody 1-10 days late:  
Starting Past Due Date: 07/01/04      Ending Past Due Date: 07/10/04

**Use Commit Dates for Due Dates** This is answered with a "Y" when you are running a commitment report.

**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".

**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 to select by zip codes, model numbers or descriptions, answer "Y".

**1 = Select by Zip Code** If you want to run all zip codes, press the  key to accept the "N" default. If you only want certain zip codes on this report, type in a "Y" and you will see the prompt "Zip Selection" **1 = Select by Zip Code** If this option is selected you may enter from one to ten different zip codes. **2 = Select Starting Zip Code** If this option is selected, you may enter the zip code you want this report to start with.

**2 = Select by Model Nbrs** If this option is selected, you may enter up to three different model numbers.

**3 = Select by Desc** If this option is selected, you may enter up to three different descriptions.

**Summarize by Zip** Defaults to "N" for no. If answered with a "Y" for yes, after the customer list has printed, the report will print a page on which you will see a line across for each individual zip code on this report with the number of customers, payment amount, GRP amount, ESP amount, tax amount, total amount, and receivables. Under this, you will have a line showing the totals for each zip code.

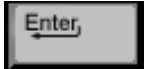
(Summarize) **by Cust Type** Defaults to "N" for no. If answered with a "Y" for yes, after the customer list has printed, the report will print a page on which you will see a line across for each individual customer type showing the number of customers, payment amount, GRP amount, ESP amount, tax amount, total amount, and receivables. Under this, you will have a line showing the totals for each of these items.

**Want Totals Only** Defaults to "N". If answered with a "Y", 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 "Y" and the report will print only those customers who are overdue for the first time.

**Overdue First Pmt Report** Defaults to "N". If answered with a "Y", 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

**Only with Comments** Do you want an overdue report on only those customers with comments on their accounts? If so, answer with a "Y". If not press the  key to accept the default of "N".

**Print References on Report** If answered with a "Y", the report will print the references (if any) on the report.


**Account Type** There are seven options. They are: 1) RTO Accounts, 2) AR Accounts, 3) Loan Accounts, 4) RTO and Loan, 5) Misc Fee, 6) RTO/Misc Fee, 7) Revolving

**Starting Name** If you only want particular accounts, enter the starting name you would like the report to begin with.

**Add Late Charges** Do you want late charges added to payment amount due?

**Only Accts with RTO Receivable** If answered with a "Y", report will only print those customers who have a RTO Receivable.

## 22.4 Additional Ways to Print Overdue Customers (3 per page) - **ZIP**

Press the  key. You will be prompted for "Any More Changes". When this is answered with a "N", the report will begin counting and will print to the printer or file pathname you designated earlier in this ZIPA report process.

### ***Example ZIP Setup Screen and Resulting Report*** **(Example 22-B & Example 22-C)**

```
PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1 0 0 0 0 0 0 0 0

SELECT BY: N

SORT BY SALESMAN/ACCT MGRS: N
SELECT BY CUST TYPE: N
SELECT BY AGMT/CONT TYPE: N
STARTING PAST DUE DATE: 3/01/04 PRINT CUSTOMERS WITH COMMITMENT: Y
ENDING PAST DUE DATE: 3/13/04 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:

Any More Changes: N
```

**Example 22-B**

Name: BRANCH, JACKLAN Acct Nbr: 1106972 Store: 1 Salesman: 4202 Pmt Amt: 41.42 Run Date: 5/12/04  
 206 711 E NELSON B-F, A-1048 Ticket Nbr: 1001251 Acct Mgr: 901 Tax Code: Tax Amt: 3.21 Due Date: 3/10/04  
 N LAS VEGAS NV 89030 Map Code: Cust Type: R Agmt/Cnt Type: E Grp Amt: 2.90 Last Due: 2/24/04  
 Home Phone: (000)309-4492 Agmt/Cnt Date: 5/02/03 Pmt Terms: W # BOR Items: 3 ESP Amt: 0.00 Last Pay: 3/02/04  
 Work Phone: (000)309-4492 Recv Amount: 2.92- Times Lte: 15 Regular Total Due: 47.53 Ttl Due: 1,431.36  
 Comments: WILL CALL AFTER SERGURY AND LET US KNOW WHAT ROOM SHE IS Agmt/Cnt Bal: 2,444.83 Ctrt Amt: 4,307.68  
 IN TO PICK UP PAYMENT...3-20 JV Date: 3/20/01

GATE CODE IS 132... THE GATE IS REPAIRED.

Model Nbr Serial Nbr Desc Pmt Amt Model Nbr Serial Nbr Desc Pmt Amt  
 FOTCWAY14.576R 2082340 ENTERTAINMENT CENTER 22.54 ETRACAF27690BC 836511441 TV PORTABLE 26-27 W/ 9.64  
 EVRCAVR692HF 843220731 VCR 9.24  
 Pay Date Due Date Next Due Lte Str Pmt Amt ESP GRP Tax Amt Misc Amt Late Amt Total Pmt Balance Pmt Type Salesman  
 2/13/04 2/03/04 2/17/04 10 1 82.84 0.00 5.80 6.79 0.00 5.00 100.43 2,569.08 REGULAR 9234  
 2/22/04 2/17/04 2/24/04 5 1 41.42 0.00 2.90 3.58 5.00 5.00 57.90 2,527.66 REGULAR 2563  
 3/02/04 2/24/04 3/10/04 6 1 82.83 0.00 5.80 6.79 5.00 5.00 105.42 2,444.83 REGULAR 9234

Name: CANNON, DENISE Acct Nbr: 1107161 Store: 1 Salesman: 8967 Pmt Amt: 22.85 Run Date: 5/12/04  
 210 2212 OWENS Ticket Nbr: 1001662 Acct Mgr: 901 Tax Code: Tax Amt: 1.77 Due Date: 3/06/04  
 LAS VEGAS NV 89101 Map Code: 101 Cust Type: R Agmt/Cnt Type: A Grp Amt: 1.60 Last Due: 3/03/04  
 Home Phone: (702)210-9250 Agmt/Cnt Date: 9/29/03 Pmt Terms: W # BOR Items: 3 ESP Amt: 0.00 Last Pay: 3/12/04  
 Work Phone: (702)438-7636 Recv Amount: 0.02- Times Lte: 13 Regular Total Due: 26.22 Ttl Due: 792.04  
 Comments: CC AT WORK AND SHE WBN 2 DAY B4 CLOSING...3-20-01JV Agmt/Cnt Bal: 1,266.64 Ctrt Amt: 1,782.30  
 Date: 3/20/01  
 CC AT WORK AND SHE WBN 2 DAY B  
 4 CLOSING...3-20-01JV

Model Nbr Serial Nbr Desc Pmt Amt Model Nbr Serial Nbr Desc Pmt Amt  
 ETRACAF27678BC 812464088 TV PORTABLE 26-27 12.95 FOZEN275D1 10005 TV STAND 27 1.95  
 JLSOU044 1000430 RING 3 PC 7.95  
 Pay Date Due Date Next Due Lte Str Pmt Amt ESP GRP Tax Amt Misc Amt Late Amt Total Pmt Balance Pmt Type Salesman  
 2/23/04 2/17/04 2/24/04 6 1 22.85 0.00 1.60 2.14 0.00 5.00 31.59 1,299.19 REGULAR 9234  
 3/03/04 2/24/04 3/03/04 7 1 22.85 0.00 1.60 1.77 0.00 0.00 26.22 1,276.34 REGULAR 3136  
 3/12/04 3/03/04 3/06/04 9 1 9.70 0.00 0.68 1.12 0.00 5.00 16.50 1,266.64 REGULAR 9234

Name: CANNON, DENISE Acct Nbr: 1107161 Store: 1 Salesman: 3136 Pmt Amt: 25.49 Run Date: 10/02/04  
 210 2212 OWENS Ticket Nbr: 1001834 Acct Mgr: 901 Tax Code: Tax Amt: 1.98 Due Date: 3/06/04  
 LAS VEGAS NV 89101 Map Code: 101 Cust Type: R Agmt/Cnt Type: X Grp Amt: 1.78 Last Due: 3/03/04  
 Home Phone: (702)210-9250 Agmt/Cnt Date: 12/02/03 Pmt Terms: W # BOR Items: 2 ESP Amt: 0.00 Last Pay: 3/12/04  
 Work Phone: (702)438-7636 Recv Amount: 29.25 Times Lte: 7 Regular Total Due: 29.25 Ttl Due: 882.77  
 Comments: CC AT WORK AND SHE WBN 2 DAY B4 CLOSING...3-20-01JV Agmt/Cnt Bal: 1,314.03 Ctrt Amt: 1,656.85  
 Date: 3/20/01  
 CC AT WORK AND SHE WBN 2 DAY B  
 4 CLOSING...3-20-01JV

Model Nbr Serial Nbr Desc Pmt Amt Model Nbr Serial Nbr Desc Pmt Amt  
 FLCOROL6R 17000021 LIVING ROOM 2 PC 20.99 FOBELET1 5000197 OCC TABLE 1 PC 4.50  
 Pay Date Due Date Next Due Lte Str Pmt Amt ESP GRP Tax Amt Misc Amt Late Amt Total Pmt Balance Pmt Type Salesman  
 2/23/04 2/10/04 2/24/04 13 1 50.98 0.00 3.57 4.32 0.00 5.00 63.87 1,350.97 REGULAR 9234  
 3/03/04 2/24/04 3/03/04 7 1 25.49 0.00 1.78 1.98 0.00 0.00 29.25 1,325.48 REGULAR 3136  
 3/12/04 3/03/04 3/06/04 9 1 11.45 0.00 0.80 1.25 0.00 5.00 18.50 1,314.03 REGULAR 9234

Example 22-C

End of section 22

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