



**COUNTERTOP MANUAL
FOR
RENTAL SYSTEM
VERSION 11.5**

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Contents

Chapter 1: Introduction

General Computer Power and Environment Considerations	1.1
Function Keys	1.3
Security Entry	1.4
To Change your Security Passcode	1.5
Command Line	1.6
Start up and shutdown procedures	1.7
How to do a shutdown	1.7
Using the shutdown command	1.7

Chapter 2: Time & Attendance (Optional Module)

Clocking In or Out - T (Optional program)	2.1
---	-----

Chapter 3: Receiving Inventory

Receiving Inventory - RECEIVE	3.1
Receiving inventory for which you already have a model number	3.3
Floor plans by line number	3.7
Adding a new model number while receiving	3.7
Adding a new miscellaneous inventory model number while receiving	3.18
Receiving miscellaneous inventory	3.19
Receiving Inventory from a Purchase Order - POINLOAD	3.24

Chapter 4: Inventory Inquiry

Inventory Inquiry - INVMNT	4.1
----------------------------------	-----

Chapter 5: Transferring Inventory

Transfer/Deliver/Loan Inventory - INVTRAN	5.1
OPTION #1 TRANSFER INV	5.3
Transferring Inventory to a Charge Off Location	5.6
OPTION #2 PENDING INVENTORY TRANSFER	5.7
OPTION #3 DEMO INV TRANSFER	5.9
OPTION #4 DELIVERY/PICKUP INV TRANSFER	5.12
OPTION #5 BAR CODE NUMBER TRANSFER	5.14
OPTION #6 BAR CODE TRANSFER FROM FILE	5.15

Chapter 6: Transferring Inventory on Diskette

Transferring Inventory on Diskette - STORETRN	6.1
INSTRUCTIONS FOR USING RSSS FLOPPY TRANSFER	6.1

Chapter 7: Receiving Transfers from Diskette

Receiving Inventory Transfers From Diskette - STOREMRG	7.1
--	-----

Chapter 8: Adding a New Agreement

Add a New Rental Agreement- NEW	8.1
Listing available customers (alphabetically)	8.1
Listing available customers (by address):	8.2
Listing available customers (by drivers license)	8.3
Listing available customers (by social security number)	8.4
Listing available customers (by account number)	8.5
Find by phone number	8.6
Adding a new agreement to an existing customer	8.6
Adding a new customer	8.7
Adding a reference	8.9
Add an employer	8.10
Add a landlord	8.11
Adding a second customer	8.12
Adding car information	8.12
Adding a new rental agreement	8.15
For in-stock merchandise (turn to page 8.21)	8.18
For items not in stock	8.18
For items in stock	8.21
Updating the RTO Agreement when the Special Order item has arrived	8.23
Changing and Closing Special Order Tickets	8.24
Taking a Free Payment on a new account	8.25

Chapter 9: Changing Customer Data

Change Customer Data - RCUSTMNT	9.1
Listing available customers (alphabetically)	9.1
Listing available customers (by address):	9.2
Listing available customers (by drivers license)	9.3
Listing available customers (by social security number)	9.4
Listing available customers (by account number)	9.5
Find by phone number	9.6
Changing customer information	9.7
Deleting a customer	9.8
Adding a customer	9.9
Adding a reference	9.10
Add an employer	9.12
Add a landlord	9.13
Adding a second customer	9.14
Adding car info	9.14

Chapter 10: Changing Agreement Data

Change Agreement Data - RTOCSMNT	10.1
How to change the payment terms on an agreement	10.6
How to add items to an existing agreement	10.9
Add an item to existing agreement with no changes	10.10
Add an item without extending the contract	10.11
Calculations for refiguring existing agreement without extending contract	10.14

Add item to existing agreement, extending contract	10.15
Calculations for refiguring agreement, extending the contract	10.17
How to handle an exchange of inventory	10.18
How to handle an even exchange of inventory	10.19
Exchanging Inventory	10.21
Calculations for refiguring existing agreement with exchange for higher priced item	10.23

Chapter 11: Closing Agreements

Closing Agreements - RTOCLOSE	11.1
Refund & Cancel	11.3
Payout Satisfactory	11.4
Reposses	11.9
Skip	11.10
Stolen	11.12
Charge Off.....	11.13
Early Buyout	11.15
Closing single or select items	11.16

Chapter 12: Inquiring on Closed Agreements

Looking Up Closed Tickets - CLOSEINQ	12.1
--	------

Chapter 13: Taking Payments

Function keys in RP	13.3
Take Payments with Rent to Own Accounts Receivable	13.8
Check Deposit Program - CKDEPOST	13.10
Example Check Deposit Report - CKDEPOST	13.11
How to back out a bad check using CHECKMNT	13.11
Check Transaction Maintenance - CHECKMNT	13.12
How to back out a bad check using RP	13.14
Notifying employees of bad checks	13.17
Paying off a bad check	13.18
How to post an NSF Check to a customer account	13.22
Posting an NSF Check to a customer account	13.23
How to pay an NSF Check on a customer account	13.24
To verify that the NSF check was paid correctly:	13.25
Check Report - CHECKRPT	13.26
Example CHECKRPT	13.28
Early Buyout	13.29

Chapter 14: On-Screen Collections (Optional Module)

List Past Due Accounts - TICKDUE (optional)	14.1
Enter Customer Commitment	14.5
Print Commitment File Report - CMMTRPT	14.6
Example CMMTRPT Setup Screen & Resulting Report	14.8

Print Customer Past Due Letters - TCKPDUE1	14.9
Example Screens	14.10
Example TCKPDUE1 Setup Screen & Resulting Report.....	14.12

Chapter 15: Summary End-of-Day Processing

Summary Store EOD Processing (SUMEODS)	15.1
End-of-Day Posting	15.3

Chapter 16: Summary Maintenance

Summary File Maintenance (SUMMNT)	16.1
Summary Maintenance Look-up Screen #1 - RTO	16.2
Summary Maintenance Look-up Screen #2 - RTO	16.5
Summary Maintenance Look-up Screen #3 - RTO	16.8
Summary Maintenance Look-up Screen #4 - RTO	16.10
Summary Maintenance Look-up Screen #5 - RTO	16.12
Summary Maintenance Look-up Screen #6 - RTO	16.15
Summary Maintenance Look-up Screen #7 - RTO	16.17

Chapter 17: Introduction to Reports

Introduction to Reports	17.1
Separate Locations	17.1
Select by Loc or Loc Groups	17.2

Chapter 18: Printing Rental Customers

Print Rental Customers - CPRTA	18.1
Example CPRTA - Showing various formats	18.8
Example CPRTA Setup Screens & Resulting Reports	18.9
Example CPRTA Birthday Report	18.11

Chapter 19: Additional Ways to Print Rental Customers

Print Rental Customers - (3 per page) - CPRT	19.1
Example CPRT Setup Screen & Resulting Report	19.5

Chapter 20: Printing Customer Payments

Print Customer Payments - PMTS	20.1
Example PMTS Setup Screen & Resulting Report	20.4
Example PMTS Exception Report	20.7

Chapter 21: Printing Overdue Customers

Printing Overdue Customers - ZIPA	21.1
ZIPA Setup Screen & Resulting Report	21.4

Chapter 22: Additional Ways to Printing Overdue Customers

Print Overdue Customers (3 per page) - ZIP	22.1
Example ZIP Setup Screen and Resulting Report	22.4

Chapter 23: Printing Serialized Inventory

Print Serialized Inventory - PINV 23.1

Example PINV Setup Screen & Resulting Report 23.3

Example PINV Keep Rate Setup Screen & Resulting Report 23.15

Chapter 24: Printing Past Due Notices

Print Past Due Notices - PASTDUE 24.1

Chapter 25: Using the Spooler

Using the Spooler - SPOOLER 25.1

Chapter 26: Glossary

GLOSSARY 26.1

Index

General Computer Power and Environment Considerations

Your computer system's productivity and reliability will depend to a great extent on the work that is done beforehand in preparing an adequate computer facility.

There are four main factors that should be considered when planning a location for your computer. These are:

1. **QUALITY AC POWER**
2. **SYSTEM GROUNDING**
3. **ENVIRONMENT**
4. **EQUIPMENT LAYOUT**

1. **QUALITY AC POWER** is a variable that you have little control over. It is determined by several conditions. These conditions include:

- a. Utility company's reserve capacity - this varies from power company to power company. You cannot have any control over this.
- b. Seasonal changes - there is a greater demand for electricity during the summer months in most areas of the country.
- c. The power distribution system - the power lines are subject to physical damage from weather conditions and normal wear and tear.
- d. Lightning - this can have a very adverse effect on the local power lines and on your system if it is not properly protected.

Consult with your electrician and RSSS to determine what can be done to condition your power for the proper protection of your computer. Line surge protectors and Uninterruptable Power Supplies (UPS) are the most common devices available. If you have not yet purchased a surge protector or UPS for your system, you should contact your RSSS Representative.

2. **SYSTEM GROUNDING** is very important to the proper operation of your system. You should have your electrical system grounding checked out by a qualified electrician to be sure that it is a true earth ground, a single-point ground and that it has low resistance.

Your computer must have a dedicated electrical system in order to insure proper operation. A dedicated power system must have the following attributes:

- * A primary feeder breaker, IS use or switch at the main service power distribution equipment.
- * A dedicated power feeder connected directly and exclusively to the computer system.
- * If a computer breaker panel is provided, its branch circuits must be dedicated for computer use only.


The computer power system should include adequate power outlets to supply all of the equipment in the computer area. It will need to power computers, printers, modems and any other computer related equipment you have at your computer facility.

Introduction 1.2

3. **Environmental conditions** must be considered when planning a computer facility. Temperature, humidity and contaminants in the air are the key factors to control. If you are installing a larger mini computer system, temperature should range between 70 and 74 degrees Fahrenheit. There should be a separate temperature control in the room in which your computer is located. Humidity should range between 45 to 50 percent. Low humidity can cause excessive static in the computer environment. Some form of humidity control may be required. Airborne contaminants must be controlled, there should be no smoking allowed in the computer room and the air conditioning filter should be changed frequently. If you will be using a desktop computers, normal temperatures you are comfortable with are adequate. However, your PC should not be in a high traffic area that is vulnerable to dust and smoke.
4. If you are installing a large computer, a separate room should be planned. Planning the layout of your computer room is very important. You should be sure to determine how much space each component is going to occupy and then decide how they will be arranged in the room. You should allow sufficient space around each component to provide for proper ventilation but keep the components close enough to each other to allow standard data and communications cables to be connected. You should allow space in the room for storage of supplies and for any terminals and/or printers that will be in the room.

You may want to have a locking door on your computer room depending on your security requirements. It is advisable to have a fireproof locking storage area for your program and data backups. It is also advisable to keep a recent copy of your data in a secured place OFF PREMISES.

Function Keys

A function key is a key that is assigned a certain function in the software. There are a number of function keys on your keyboard which are labeled "F1", "F2", "F3", and so on. Some function keys are not labeled as "F" keys but may be some other key on the keyboard (such as .

There are function keys that have been assigned various functions in the RSSS System; many of these keys retain the same function throughout the program. Some of the keys are what we call "context sensitive" which means that their function will change depending on what you happen to be doing at any particular time.

The function key prompt line is the guide to how to use them. The function key prompt line appears at the bottom of your screen and looks similar to this:




F1-Forward;F2-Back;F6-Add;F8-Prev Menu;Return-Sel;Cmd-Exit

or this:





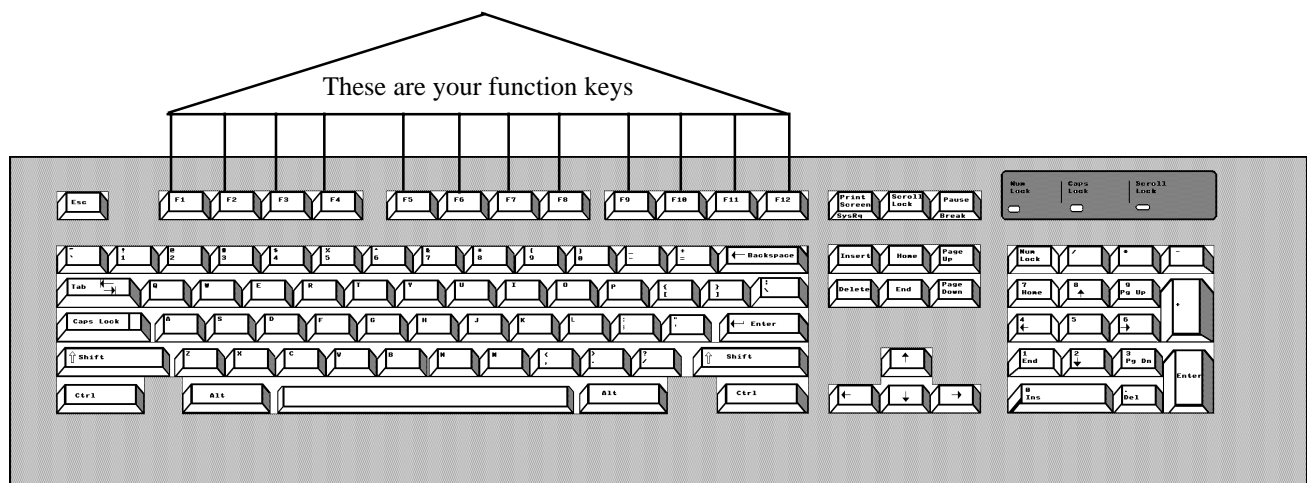
Return-Next Field F8-Backout Cmd-Exit Pgm Enter-Update Record



On most screens, the  key is used to bring up the **HELP** screens.



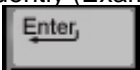

will abort any task you may have started that you do not want to complete. Use the  key in any program. (If you are at the prompt "Any more changes?", press "Y" for yes **THEN** press the  key if you still want to abort).



PC TYPE KEYBOARD

Introduction 1.4

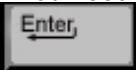
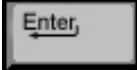

Security Entry

Following is a screen that you will see frequently (Example 1-A). When you see this screen, you must enter your employee number and then press the  key and then type in your passcode and press the  key. If, after entering your passcode, you see the prompt “Invalid Passcode” on the screen, the first thing you need to check is whether the “Caps Lock” key is engaged. Passcodes are case sensitive. You may also want to make sure you typed in the correct employee number. **Note: Your passcode NEVER appears on the screen when you type it.**



Example 1-A

To Change your Security Passcode

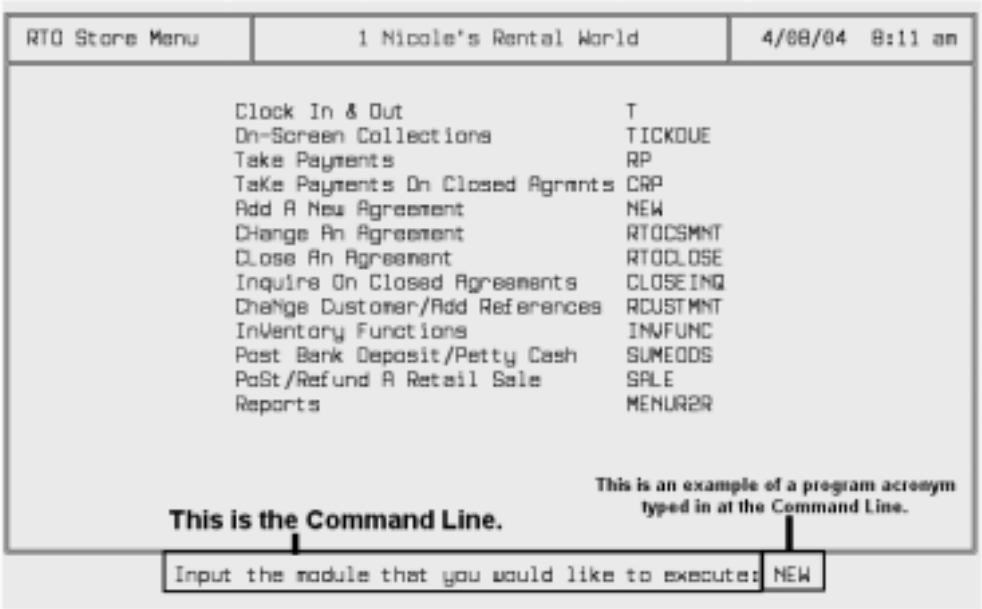
IF YOU BELIEVE SOMEONE HAS YOUR PASSCODE, you will want to change your passcode, since you are responsible for any entry with your passcode. You need to be at a **command line** (explained on next page) and type in “**SECCHG**” and then press the  key. You will see a screen similar to the one following (Example 1-B). The cursor will be at the prompt “Enter Old Passcode”. Type in your old Passcode and press the  key. You will now be prompted “Enter New Passcode”. Type in the characters you wish to use for your new passcode and press the  key.

**Example 1-B**

Introduction 1.6

Command Line

You will find many references in this book to the “**COMMAND LINE**”. Following is an example of this command line (Example 1-C). The procedure you must go through to get to the command line will vary with the type of computer you have and the operating system that it uses. If you have a **Unix** operating system you will use **F10**. If you have an **MSDOS** operating system you will use **Esc**. Regardless of the key you use to get to this command line, it will always appear at the bottom of whatever screen you happen to be on.



Example 1-C

Start up and shutdown procedures

Because of the nature of the Unix Operating System, it becomes necessary to follow a rigid procedure as far as shutting down the system is concerned.

Unlike other Operating Systems, including DOS, with these machines, you can just press CTRL-ALT-DELETE, or the reset button at any time you get a system hangup or one of your terminals locked up or anything of this nature. Because of the way Unix utilizes memory, there could be a large section of your file system or your data in RAM and if the system is not shut down properly, there is a chance that this will not update the disk properly so you may lose some data.

***You can only run this command if you are logged in as a super user.**

You never want to turn the power of the computer off, unless the system indicates on the screen that it is safe to power off.


How to do a shutdown

Stopping the Unix system takes more than just turning off the computer. You must prepare the system for stopping by using the **shutdown** command. The following section describes how to do this.

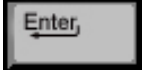
Using the shutdown command

The **shutdown** command is the normal way to stop the system and should be used whenever the system is in normal operation mode. It warns other users that the system is about to be stopped and gives them an opportunity to finish their work.

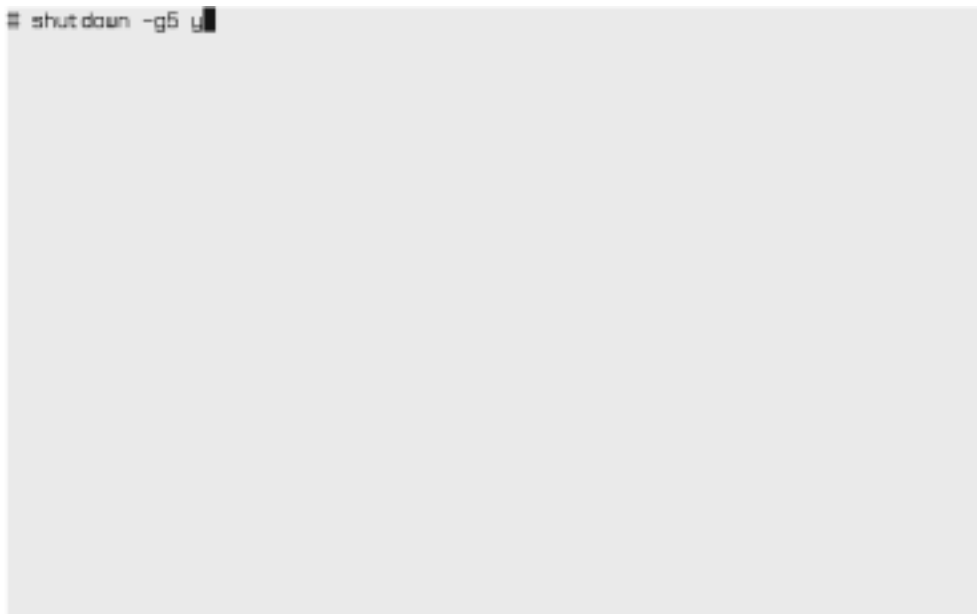
To stop the system with the **shutdown** command, follow these steps:

1. Press  until you get a "\$" sign. (If you get a "#" sign, skip steps 2 & 3).
2. At the \$ sign, type "exit" in small letters. This will give you a login.
3. Log in as root. This will give you a "#" sign.
4. Enter in small letters:

shutdown -g0 -y (0 = number of minutes until shutdown) (Example 1-D)

and press the  key. The system loads the command.

Introduction 1.8




Example 1-D

5. The system displays a warning message at each terminal, asking logged in users to finish their work and log out. As soon as all users are logged out or the specified time has elapsed, the system will begin the proper shutdown process. **DO NOTHING** until you get the message:

Safe to Power Off
-Or-
Press Any Key to Reboot

Once you get this prompt, if you need to turn the computer off, this is the **only** time it is safe to power it off. If you are simply booting (re-setting) the system, then press any key to reboot.


****If you cannot login as root, because of your security level, but must reboot....then follow the steps 1 and 2 and when you are at the login: prompt, type in reboot and press . This will cause the system to immediately reboot.****

WAIT - for the prompt:

Boot
:



at this prompt, press



If you get a message that asks about cleaning or checking the root filesystem, it means that the system was not shut down properly the last time. The answer to this question should ALWAYS be “Yes”, so type a “y” and press . Your computer will run a checking program that should finish in a minute or two.

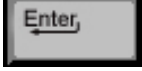
WAIT - for the prompt:

Type CONTROL-D to proceed with normal startup,
(or give root password for system maintenance):

at this prompt, press your  &  keys.

WAIT - for the prompt:

Current system time is
Enter new time ([yymmdd]hhmm):

at this prompt (unless you need to change the system date or time) press .

WAIT - for the login, and login as your assigned station number.

This page intentionally left blank.

Clocking In or Out - T (Optional program)

This optional program is used by all hourly employees to clock in and out on the system.

To get into this program, you need to be at the command line and type in a "T" and then press the



key. Following is an example of the first screen you will see (Example 2-A).

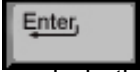
EMPLOYEE TIME CLOCK

ENTER YOUR EMPLOYEE NUMBER: █

F5-Help F8-Cancel

A screenshot of a terminal window titled "EMPLOYEE TIME CLOCK". It prompts the user to "ENTER YOUR EMPLOYEE NUMBER:" followed by a cursor. At the bottom, there are two options: "F5-Help" and "F8-Cancel".

Example 2-A

Enter your employee number and then press the  key. The screen will display your name, the number of hours worked in the current work week and whether you are clocked in or out (Example 2-B). The screen will ask if you are working at your regular location. If the answer is (N)o, you will be prompted to enter the correct location code. Your password is required to complete the entry.

EMPLOYEE TIME CLOCK

ENTER YOUR EMPLOYEE NUMBER: 910

ANN REINECKE

TOTAL TIME SINCE LAST CLOCK OUT: 00 HOURS AND 00 MINUTES

YOU ARE CURRENTLY CLOCKED OUT

ARE YOU WORKING AT YOUR REGULAR LOCATION (Y/N) Y

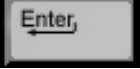
ENTER YOUR PASSCODE: █

F5-Help F8-Cancel

A screenshot of a terminal window titled "EMPLOYEE TIME CLOCK". It shows the employee number "910" entered. Below that, the name "ANN REINECKE" is displayed. It then shows "TOTAL TIME SINCE LAST CLOCK OUT: 00 HOURS AND 00 MINUTES", followed by "YOU ARE CURRENTLY CLOCKED OUT". The next prompt is "ARE YOU WORKING AT YOUR REGULAR LOCATION (Y/N)" with "Y" entered. Below that is "ENTER YOUR PASSCODE:" followed by a cursor. At the bottom, there are two options: "F5-Help" and "F8-Cancel".

Example 2-B

2.2 Time and Attendance - *T*

When you have successfully clocked in or out, you will see a screen similar to the one following (Example 2-C). Press the  key to complete the transaction.




Example 2-C

Note: You **cannot** clock in and out on the same minute. If you attempt to do this, you will get the following message (Example 2-D):



Example 2-D

Press the  key as instructed, then retry again once a minute has passed.

End of Section 2

Receiving Inventory - RECEIVE

To receive inventory, you need to be at the **command line** and type in "**RECEIVE**" 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 the "Paper Type" (Example 3-A). Your choices will be listed on the bottom of the screen. Type in the number next to the type paper you will be using (1=Receipt Paper - this is the receipt paper you use for payment receipt. 2=Regular Paper - this is plain white report paper). You will now be prompted "Print Description Line". This should be answered with a "Y" if you want the color, fabric and description line printed.

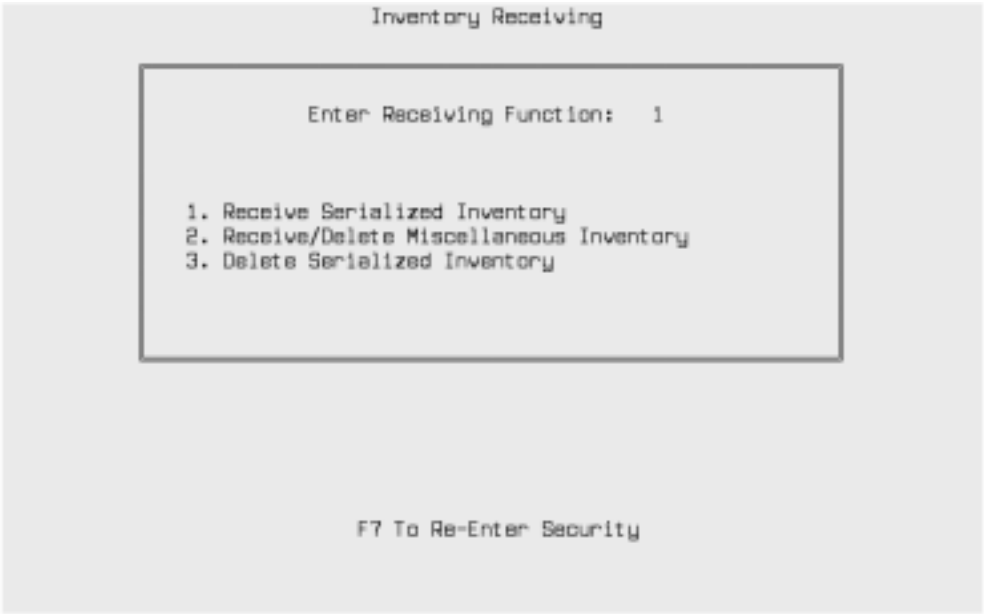
```
Printer or File Pathname: LP01
      Paper Type: 1
Print Description Line: Y

1) Receipt Paper  2) Regular Paper
```

Example 3-A

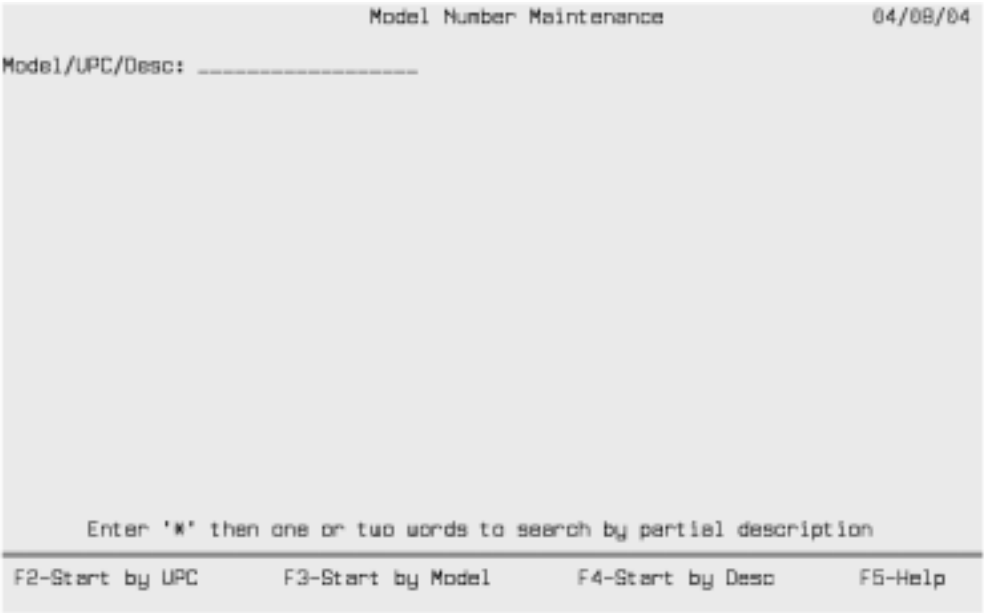
The next screen will be a menu screen (Example 3-B). This menu will allow the option of receiving serialized inventory, receiving/deleting miscellaneous inventory or deleting serialized inventory. Rent to Own inventory is serialized. Miscellaneous inventory is usually accessory items that have no serial number and are sold along with rentals. At the receiving menu enter the option you wish to do by entering in the number beside the option.

3.2 Receiving Inventory - *RECEIVE & POINLOAD*



Example 3-B

The next screen (Example 3-C) will prompt you for a model number or description.



Example 3-C

Receiving inventory for which you already have a model number

You may enter a (partial or full) model number, UPC code or description. Press the **F2** key to list in alphanumeric order by UPC beginning with what you entered. Press the **F3** key to list model numbers in alphanumeric order beginning with what you typed in (Example 3-D) or press the **F4** key to list model numbers by description in alphabetical order beginning with what you typed in. Use the arrow keys to highlight the model number of the item to be received and then press the **Enter** key. (If the model number you want is not on this page you can use the **F1** key to show you the next page. If you should pass up the model number that you want, you can use the **F2** key to get to the previous page). **If the model number you need for the inventory you are receiving is not already in the system, please turn to page 3.7 for instructions on how to add a model number while you are receiving.**

Model Number Maintenance			04/29/04
Model Nbr/Desc: F8			
Model Number	Description	2nd Description	
FBASHB200-6	6PC RETRO WOOD AND METAL	MAHOGANY FINISH	
FBASHB200-92	2 DRAWER NIGHTSTAND	HELENA MAHOGANY	
FBASHB201-2	QM LEATHERLOOK HD/FT	WITH NIGHTSTAND	
FBASHB201-2A	QUEEN 3PC. BLACK/LEATHER BDRM	01-92-46-B100-99	
FBASHB201-3	BLACK LEATHER	HEAD/FOOT/RAILS/2 NIGHTSTA	
FBASHB201-31	HIGH GLOSS BLACK DRESSER		
FBASHB201-31-36	H.GLS BLACK MIRROR/DRESSER		
FBASHB201-36	MIRROR HIGH GLOSS BLACK		
FBASHB201-3K	KING 3PC. BLACK/LTHR BDRM	02-46-92-B100-99	
FBASHB201-46	BLACK MATRIX CHEST		
FBASHB201-49	ARMOIRE TOP AND BOTTOM		
FBASHB201-5	5PC QUEEN RETRO METAL HIGH	GLOSS BLACK FINISH BDR SET	
FBASHB201-5A	RETRO METAL & BLACK	5PC BEDROOM SET	
FBASHB201-5K	5PC KING RETRO METAL HIGH	31-36-02-92-B100-99	
FBASHB201-6	6PC RETRO WOOD AND METAL	HIGH GLOSS BLACK FINISH	
Reg Prc:	919.950	Sale Prc:	919.950 Pmt/#M 0.00/ 18 Pmt/#W 0.00/ 78
F1-Fud F2-Back F3-Delete F4-Comments F5-Help F6-Add F7-Warranty ENTER-Update			

Example 3-D

The next screen you will see is the Model Number Inquiry screen (Example 3-E), verifying the correct model number choice.

3.4 Receiving Inventory - *RECEIVE & POINLOAD*

Model Number Inquiry				04/29/04	
UPC Code:		Model Number: FBASH8200-6		Commission Code: 1	
Description: GPC RETRO WOOD AND METAL		MAHOGANY FINISH		Vendor Number: 1527	
First Received:		Last Cost: 459.000		Serialized: Y	
Average Cost: 0.000		MAP: 0.00		Reg Price: 919.950	
Sale Price: 919.950		MDP: 702.29		Discontinued Indr: N	
List Price: 0.00		# Months For Dep: 0		Qty On Hand: 0	
Misc Cost Usage: 1		Percent: 0.00		Use Profit Center: Y	
Taxable: Y		Tax %: 0.00		Movie Inv Type: N	
Equivalent:		RTD Spiff: 0.00		RTR: N	
Sales Spiff: 0.00		RTD Monthly Terms: 18		RTD Weekly Terms: 78	
RTR Monthly Pro: 0.00		Mntly: 0.00		Quantity On Order: 2	
Total Monthly Pro: 0.00		Wkly: 0.00		Date Order Due In: 0	
Total Weekly Pro: 0.00		Nbr of Pcs: 0		Unit Weight:	
Cube Size:		Furn Style:			
Days Out of Stock:					
GI Account Nbrs:					
Right Model Nbr: N					

F5-Help	F7-Warranty	F8-Prev	F10-Exit
---------	-------------	---------	----------

Example 3-E

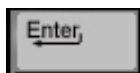
The prompt at the bottom left hand corner of the screen will ask “Right Model Nbr” (Example 3-E). If you answer this with a “N” for no, it will return to the list screen so that you can select the proper model number. When “Right Model Nbr” is answered with a “Y” for yes, the Receive Serialized Inventory Screen will be displayed (Example 3-F).

Receive Serialized Inventory			
Model Number: FBASH8200-6			
Description: GPC RETRO WOOD AND METAL			
Serial Number:		Bar Code Number:	
Date Received: 4/29/04		Vend Invoice Nbr:	
Vendor Number: 1527		P.O. Number:	
Nbr of Pieces: 1		Floor Plan Agent:	
Receiving Nbr:		Trust Receipt:	
Location:		Actual Cost: 459.00	
Nbr To Receive: 0		Average Cost:	
Nbr Received: 0		Floor Plan Cost:	
Freight/Other Cost:		Packed/Landed Cost:	
Movie Type: N		RTR Inv Type: N	
Color Codes:		Inventory Indr: S	
Fabric Codes:		Retail Price:	

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm

Example 3-F

Date Received Defaults to today's date. If today is the actual date the item is received, press the




key to accept the default. If today is not the received date, type in the date you want and then press the




key.

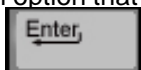
Vendor Invoice Nbr Enter the vendor's invoice number.

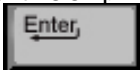
Vendor Number This field automatically defaults to the Vendor Number of the vendor this item was last purchased from. Press the  key to accept the default.

P.O. Number Enter the number from the Purchase Order your buyer used when the merchandise was ordered.

Nbr of Pieces The number of pieces this item comes in.

Floor Plan Agent If floor planning is being used, enter the floor plan agent's general ledger or assigned account number. If Floor Planning was NOT used, press the  key to leave blank.

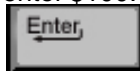
Receiving Nbr This is similar to the P.O. Number but used on a local level. Enter your receiving number for this inventory. (This is an option that some companies use and others do not. If your company does not, press the  key to leave blank.)

Trust Receipt If the inventory you are receiving was Floor Planned, enter the Floor Plan Agent's trust receipt number for this shipment. If the inventory being received at this time was NOT floor planned, press the  key to leave blank.

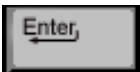
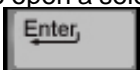
Location Enter the number assigned for the location that you want this merchandise received into. If this merchandise is being received at the warehouse, but will immediately be going to store #1, you would still want to receive it into the warehouse location number and then **TRANSFER** it to store #1.


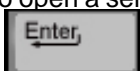
Actual Cost Enter the actual cost paid for this item.

Number to Receive Enter the number of items with this same model number you wish to receive at this time. (This must be a three digit number such as 001).

Floor Plan Cost This field represents the actual cost minus any discounts from the floor plan company. This field **must** be entered if floor planning is being used. (Example: If your Floor Plan Company will finance 80% of the cost of inventory and you paid \$100.00 for this item, then you would enter \$80.00 for the Floor Plan cost. If your Floor Plan Company provides 100% funding, then you must enter \$100.00). If the inventory being received at this time was NOT floor planned, press the  key to leave blank.

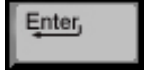
Freight/Other Cost Enter the dollar amount you paid for freight, interest, or other costs over the actual cost of this item.

Movie Type If your company does not rent movies, press the  key to accept the default of N. (If your company DOES rent movies and you are receiving movie inventory, to see a list of valid options, press the space bar to open a selection window. Using your arrow keys, highlight the option you want and press the  key).

RTR Inv Type If your company does not handle rent-to-rent inventory, press the  key to accept the default of N. (If your company DOES rent-to-rent transactions, and you are receiving rent-to-rent inventory, to see a list of valid options, press the space bar to open a selection window. Using your arrow keys, highlight the option you want and press the  key).

Color Code If there is a color code assigned to this product, enter it here. If you do not know the color

3.6 Receiving Inventory - **RECEIVE & POINLOAD**


code, enter a few characters of the color name and press  for the selection


window. If there is no color code to assign for this product, leave this field blank and a zero will fill in this field indicating no color code.

Inventory Indr Inventory indicator, indicates type of inventory (O=Rent to Own, S=Sales, M=Movie, R=Rent to Rent). **This field is extremely important.** This indicator dictates when inventory is subject to depreciation. If the indicator is set to "O", "R" or "M", inventory is subject to depreciation. However, the 'S' type inventory is not subject to depreciation until it goes out on rent, at which time the system automatically changes this indicator to the appropriate type, 'O' if it went on a RTO agreement, 'R' if went on a Rent to Rent agreement, or 'M' if it went on a Movie agreement.

Fabric Code If this is a furniture item, enter the fabric code assigned to this product's fabric. Fabric codes are used in furniture to describe the type of fabric on this item such as leather, suede, etc.

Retail Price To override the Model number pricing when Posting a Sale, enter a selling price for this serial number here. This selling price will only affect the specific items you are receiving now. Note: A price here overrides MAP and MOP rules. You will be able to sell it for more, but not less.


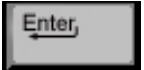
Leave this field blank by pressing the  key if you want the system to use the pricing set up in Model Number Maintenance.

Press the  key. You will now be prompted "Any More Changes" An "N" at this prompt will take the user to the Serial Number field.

Serial Number Enter the serial number of the item being received. If you want the computer to assign the next available serial number to the item, do not fill in this blank. This will only work if the model number has been set up as a T (for Transparent) in the Serialized field of this model number. If you entered more than 1 in the "Number to Receive" field, enter the serial number you wish to assign the first one (after you have received the first one, enter the next serial number and so on).

Bar Code Number This field will automatically fill with the next available bar code number. If you want to assign a different bar code number to this item, put the different bar code number here.

Once the serial number and bar code number have been filled in, the prompt "Any More Changes?" will be displayed at the bottom of the screen. If any mistakes in the serial or bar code number have been detected

enter a "Y" and make your corrections, after you have made your corrections, press the  key until you are back at the prompt "Any More Changes?". When this prompt is answered with an N for No, the Number Received prompt will increase by one and you will be again prompted "Any More Changes?". If you need to change any of the information, enter a "Y" for yes and make your changes and press your  key until you are again at the prompt "Any More Changes?". When this prompt is answered with an N for No, You will again be taken to the serial number field.

When you have entered all the serial numbers, you will be prompted "All items for this model number Received?" (Example 3-G). A "Y" answer will return you to the screen which prompts for a model number or description. An "N" will allow you to enter more serial numbers.

If you feel that you have entered all serial numbers and you did not get the “All items for the model number received?” prompt, you should check the “Nbr Received” field. You either have not entered all the serial numbers or you put in the wrong quantity in the “Nbr to Receive” field.

```

Receive Serialized Inventory

Model Number: FBASHB200-6
Description: 6PC RETRO WOOD AND METAL

Serial Number: 15421      Bar Code Number: 15421
Date Received: 4/29/04    Vend Invoice Nbr:
Vendor Number: 1527       P.O. Number: 1
Nbr of Pieces: 1         Floor Plan Agent:
Receiving Nbr:           Trust Receipt:
Location: 340            Actual Cost: 459.00
Nbr To Receive: 2        Average Cost:
Nbr Received: 2          Floor Plan Cost:
Freight/Other Cost:      Packed/Landed Cost: 459.00
Movie Type: N            RTR Inv Type: N
Color Code: 0            Inventory Indr: S
Fabric Code: 0           Retail Price:

All Items For This Model Nbr Received:Y
Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm


```

Example 3-G


Floor plans by line number

If your finance company floor plans by line number, in the Vendor Invoice Number field, enter your trust receipt number. In the trust receipt field, enter in the line number as it appears on the trust receipt. For example, if it is line number 1 but appears on the trust receipt as 001, then you should enter 001 in the trust receipt field. You will need to change the number in the trust receipt field for each item you receive. By doing this, you will be able to pay off your trust receipts by line number.

Adding a new model number while receiving

Follow the instructions on pages 3.1 & 3.2. Press the  key.

You will see a screen similar to the one following displayed (Example 3-H). Your cursor will be at “UPC Code”.


Scan or type in the UPC Code of the model number you wish to add or press the  key to leave blank.

3.8 Receiving Inventory - *RECEIVE & POINLOAD*

Model Number Add		04/29/04
UPC Code:		
Model Number:		Commission Code:
Description:		Vendor Number:
First Received:		Discontinued Indr: N
Average Cost:	0.000	Serialized:
Sale Price:	0.000	Reg Price: 0.000
List Price:	0.00	MAP: 0.00 MDP: 0.00
Misc Cost Usage:	Percent: 0.00	# Months For Dep: 0
Taxable:	Tax %: 0.00	Qty On Hand:
Equivalent:		Use Profit Center:
Sales Spiff:	0.00	Movie Inv Type: RTR:
RTR Monthly Pro:		RTD Spiff: 0.00
Total Monthly Pro:	0.00	RTD Monthly Terms: 0
Total Weekly Pro:	0.00	RTD Weekly Terms: 0
Cube Size:	Nbr of Pcs: 0	Quantity On Order: 0
Days Out of Stock:	Furn Style:	Date Order Due In:
GI Account Nbrs:		Unit Weight:
Key in or scan the UPC code or press return		
F5-Help	F8-Prev	F10-Exit

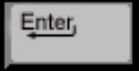



Example 3-H

Your cursor will move to the Model Number prompt. Enter the product code of the model number you wish to add (notice the information prompt line at the bottom of the screen, it will tell you if your company is set up to

use a 1 or 2 character product code) or press the  key for a selection window (Example 3-I).

Model Number Add		04/29/04
UPC Code:		
Model Number:		Commission Code:
Description:		
First Received:		
Average Cost:	0.000	Les
Sale Price:	0.000	
List Price:	0.00	
Misc Cost Usage:	Percent: 0.	
Taxable:	Tax	
Equivalent:		
Sales Spiff:	0.00	
RTR Monthly Pro:		
Total Monthly Pro:	0.00	Mn
Total Weekly Pro:	0.00	Wk
Cube Size:	Nbr of	
Days Out of Stock:	Furn St	
GI Account Nbrs:		
CL COMPUTER LAPTOP 0000		
CM COMPUTER MONITOR 0000		
CN COMPUTER NOTEBOOK 0000		
CP COMPUTER PRINTER 0000		
CS COMPUTER SPEAKERS 0000		
DC DIGITAL CAMCORDER 0000		
DD DEMO DISC 0000		
DE DE 0000		
DR DVD RECORDER 0000		
FR FURNITURE ACCESSORY 0000		
FB BEDROOM 0000		
FC COFFEETABLE SET 0000		
FD DINING ROOM SET 0000		
FF FUTON 0000		
FH HUTCH 0000		
Enter a two character product code and/or press return		
F1-Forward F2-Back F4-Change OpenBuy F5-Add F7-Change Pricing ENTER-Select		

Example 3-I

If the product code you want for the inventory you need to receive is listed, using your arrow keys, highlight the product code you want and press the  key. (If the product code and description you want is not on this page, you can use the  key to show you the next page and if you should pass up the product code and description you want, you can use the  key to go back to the previous page). If the product code and description are not listed at all, press the  key to add a new one (Example 3-J).




Product Code Add

Location: 0000
Product Code:
Product Code Description:

Total Cost New: \$	0.00	Total Buying Limit: \$	0.00
Total Cost Re-rent: \$	0.00	Committed Inv Cost: \$	0.00
Total Cost On Rent: \$	0.00	Total Cost On Order: \$	0.00
		Open to Buy: \$	0.00
Discontinued Cost: \$	0.00		
Rental Revenue Prev MTD: \$	0.00	Rental Revenue MTD: \$	0.00
Sales Previous MTD: \$	0.00	Sales Current MTD: \$	0.00
Cost of Sales Prev MTD: \$	0.00	Cost of Sales MTD: \$	0.00
Percent GP Prev MTD: 0.00		Percent GP Current MTD: 0.00	
Date Updated:	Time Updated: 0: 0		

F8-Prev F10-Exit

Example 3-J**TO ADD A NEW PRODUCT CODE:**

Location Press the  key.

Product Code Enter the character code for this product (this might be a one or two character code depending on how your system has been set up).

Product Code Description This is where you would enter the name for the code you just entered (this field has a 28 character limit).

Total Cost New Total cost this Product Code (status "N" new merchandise only). This is the dollar figure of inventory that is **new** under this product line.

Total Buying Limit Dollars open to buy for this Product Code. This is a figure **you enter** as the amount you do not want to exceed for purchases of this product code.

Total Cost Re-Rent Total cost this product code (status "R" re-rental merchandise only).

Committed Inv Cost Total committed cost this product.

Total Cost on Rent Total cost this product code (status "O" on-rent merchandise only).

Total Cost on Order Cost of items currently on order for this Product Code. This will total all items on order for this product code if you are using the RSSS Purchase Order System.

Open to Buy Dollar amount set for Open to Buy for this product code calculated by the system for you.

3.10 Receiving Inventory - *RECEIVE & POINLOAD*

Discontinued Cost Total cost of discontinued items this product code.

Rental Revenue Prev MTD Total rental revenue previous MTD this product code.

Rental Revenue MTD Total rental revenue MTD this product code.

Sales Previous MTD Total sales dollars previous MTD this product code.

Sales Current MTD Total sales dollars this product code.

Cost of Sales Prev MTD Total cost of sales previous MTD this product code.

Cost of Sales MTD Total cost of sales MTD this product code.

Percent GP Prev MTD The percent of gross profit previous MTD this product code.

Percent GP Current MTD The percent of gross profit current MTD this product code.

Date Updated Put in by computer.

Time Updated Put in by computer.

After you have entered all the necessary information press the **F9** key.

Your screen will change to resemble the following (Example 3-K).

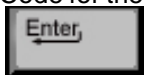
UPC Code:		Model Number Add		04/29/04	
Model Number: FL				Commission Code:	
Description:				Vendor Number:	
First Received:				Discontinued Indr:	
Average Cost:		0.000		Serialized:	
Sale Price:		0.000		Reg Price:	
List Price:		0.00		MDP:	
Misc Cost Usage:		Percent: 0.00		# Months For Dep:	
Taxable:		Tax %: 0.00		Qty On Hand:	
Equivalent:				Use Profit Center:	
Sales Spiff:		0.00		Movie Inv Type:	
RTA Monthly Pro:				RTD Spiff:	
Total Monthly Pro:		0.00		RTD Monthly Terms:	
Total Weekly Pro:		0.00		RTD Weekly Terms:	
Cube Size:		Nbr of Pcs: 0		Quantity On Order:	
Days Out of Stock:		Furn Style:		Date Order Due In:	
GI Account Nbrs:				Unit Weight:	
Enter a three character manufacturer's code end/or press return					
F5-Help		F8-Prev		F10-Exit	

Example 3-K

You will now be asked for the Manufacturer's code. If you know it, enter it. If not, press the **Enter** key and you will be presented with a window showing the available options. Using your arrow keys, highlight the one you want and press the **Enter** key. If the one you need is not listed, press the **F6** key.

You will now see a screen similar to the one following (Example 3-L).

Example 3-L

Manufacturer's Code This can be a 2 or 3 character code for all manufacturers you use. (The information prompt line at the bottom of the screen will tell you if you need to use a 2 or 3 character code). Enter the Manufacturer's Code for the model number you want to add (such as MAG for Magnavox) and press the  key.


Manufacturer's Code Description Enter the Manufacturer Name that the code above describes (there is a 28 character limit on this field).

The next areas you can optionally enter in are for adding freight and other additional costs to your actual cost of the merchandise. This calculation is used to add to the automatic pricing calculation in the pricing system. The purpose is to give you a way to recoup your costs related to freight and any other additional costs you may incur over and above the actual cost of the merchandise.

Product Code Enter a two character product code or press the space bar if you want this to be blank.

Freight or other added Cost

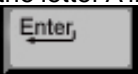


Enter the percentage needed to cover the estimated cost needed to add to the packed cost calculation to cover your actual cost.

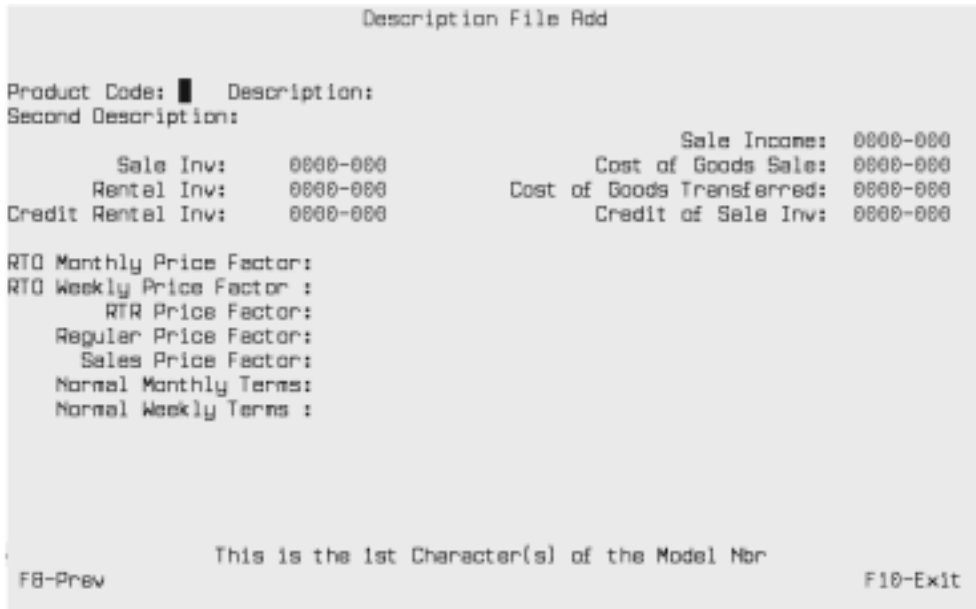
When you have filled in the necessary prompts, press the  key to return to the Model Number Add Screen.

You will now be prompted for the model number. Type in the manufacturer's model number for this item.

Commission Code Rate of Commission paid on this merchandise as defined in control records. **1** is for No Commission – this means that no commission will be paid for the sale of this model number. **2** is for Report Commission, this means that the commission percent will be set when you run the salesman report. **3** is for Gross Profit table and this means that it will pay a commission based on parameters set up on the gross profit table using the program Gross Profit Commission Table Maintenance (GPCOMM).

3.12 Receiving Inventory - **RECEIVE & POINLOAD**

Description Enter a few characters (or the letter A if you don't know what to look for) of the description for this product and press the  key. This will open a selection window. Using your arrow keys, highlight the one you want and press the  key. If the description you need is not entered, press the  key. Your screen will change to resemble the following (Example 3-M).



The screenshot shows a terminal window titled "Description File Add". It contains several input fields and labels:

- Product Code: [] Description: []
- Second Description: []
- Sale Inv: 0000-000
- Rental Inv: 0000-000
- Credit Rental Inv: 0000-000
- Sale Income: 0000-000
- Cost of Goods Sale: 0000-000
- Cost of Goods Transferred: 0000-000
- Credit of Sale Inv: 0000-000
- RTQ Monthly Price Factor: []
- RTQ Weekly Price Factor: []
- RTR Price Factor: []
- Regular Price Factor: []
- Sales Price Factor: []
- Normal Monthly Terms: []
- Normal Weekly Terms: []

At the bottom, there is a message: "This is the 1st Character(s) of the Model Nbr". Navigation keys are shown as "F8-Prev" and "F10-Exit".

Example 3-M

ADDING A NEW DESCRIPTION

Product Code Enter the first one or two character (depending on what is set in the "Descfile Ctrl Indr" field in "CTRLMNT") of the model number. (Example: E or EE for Electronics, A or AA for Appliances, F for Furniture or FL for Furniture Living Room, FB for Furniture Bedroom).

Description This is for the specific primary description such as "Chair".

Second Description This is for the second description such as "Foam Seat, Tufted Back".

GL ACCOUNT NUMBERS:

Sales Income Enter your general ledger account number for sales income here.

Sales Inv Enter your general ledger account number for sales inventory here.

Cost of Goods Sale Enter your cost of goods general ledger account number.

Rental Inv Enter your rental inventory general ledger account number.

Cost of Goods Transferred This is the cost of goods transferred from sales to rental inventory. Enter your rental inventory general ledger account number here.

Credit Rental Inv This is inventory which has been returned to a vendor for a reason such as damaged in shipment or overshipment. The general ledger account number you would enter here would

Credit of Sales Inv This is inventory which has been returned to a vendor for a reason such as damaged in shipment or overshipment. The general ledger account number you would enter here would either be your cost of goods or your credit account number for sales inventory.

AUTOMATIC PRICING BY DESCRIPTION:

RTO Monthly Price Factor Factor times cost for monthly RTO price. Example: 3.5 = 3.5 x cost

RTO Weekly Price Factor Factor times cost for weekly RTO price. Example: 3.7 = 3.7 x cost (weekly total price should be higher than monthly price).

RTR Price Factor Cost divided by factor for RTR price. Example 6.0 - to get cost back in 6 monthly payments.





Regular Price Factor Factor Times Cost for Regular Price.


Sales Price Factor Factor times cost for regular sales price. Example 2.0 to double cost for retail price.

Normal Monthly Terms Normal number RTO terms monthly. Example: 18 if normal monthly terms are 18.

Normal Weekly Terms Normal number RTO terms weekly. Example: 78 if normal weekly terms are 78.

Once these fields have been filled in, you will be returned to the Model Number Add Screen.

Vendor Number Numeric field for distributor, factory or accounts payable vendor number from whom the merchandise was purchased. If you know the vendor number, enter it. If you do not know the vendor code, enter the first characters of the vendor's name and press the  key for a selection window. If the vendor you want is not on this page, you can use the  key to show you the next page and if you should pass up the vendor you want, you can use the  key to go back to the previous page. If the vendor is not listed at all, press the  key to add a new one. Your screen will change to resemble the following (Example 3-N).



Vendor:

Input the vendor number or default to the next available number

Example 3-N

3.14 Receiving Inventory - **RECEIVE & POINLOAD**

ADDING A VENDOR NUMBER

Vendor Enter the vendor number you want assigned for the vendor you are adding, or press the



key to have the system assign the next available number. Your screen will change again and will now resemble the following (Example 3-O)

The screenshot shows a terminal-style interface for adding a vendor. It has two columns of fields. The left column includes: Vendor: 464, Name: (with a cursor), Address: (blank), SalesRep/Fax: (blank), Phone number: (blank), Fax number: (blank), FIN: (blank), Remit to: 0, Dur Account: (blank), Terms: (blank), Ship Via: (blank), and Lookup name: (blank). The right column includes: FOB Point: Shipping, Buyer: (blank), Vendor Group: (blank), Float days: 0, Delivery days: 0, Returns? Yes (blank), 1099 Required? No (blank), Shutdown From: (blank), Thru: (blank), Minimum Qty: (blank), Minimum Amt: (blank), Free Ship Qty: (blank), and Free Ship Amt: (blank). At the bottom, a horizontal line separates the fields from the prompt "Input the name for this vendor".

Example 3-O

Name Enter the name for this vendor (there is a 30 character limit for this field).

Address Enter the address for this vendor using the first two lines for the address, the third line for the city, state and zip code. The vendor address should be entered if you intend on printing either purchase orders or checks, since both of these documents require an address. The vendor name that is entered determines the sequence in which vendors are listed whenever a lookup window is requested.

SalesRep/Fax Enter the name of your sales representative for this vendor and then press the

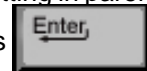


key. At the next prompt, enter the fax number for the sales representative.

Phone Number Enter the area code and phone number for this vendor. Do not bother putting in parenthesis, dashes, or spaces. The computer will do this for you when you press



Fax Number Enter the area code and fax number for this vendor. Do not bother putting in parenthesis, dashes, or spaces. The computer will do this for you when you press



FIN Enter the vendor's FIN (Federal Taxpayer Identification Number). An example of a FIN number is XX-XXXXXXX or you may enter the social security number for 1099 recipients.





Remit to You can specify that a particular vendor will have its checks remitted to another vendor account. (Example: **Vendor** - GE Appliances, **Remit Payment To** - ITT Financial Services). This information is required in Accounts Payable and used when payable checks are printed. Only valid vendor account numbers can be entered.


- Our Account** Our account number with this vendor is retained for informational purposes only.
- Terms** The payment terms code is entered to describe the normal terms under which the vendor expects to be paid for any invoices that are submitted. A lookup window is provided if the exact terms code is not known. The code entered here will be carried over onto all purchase orders and vendor invoices as the default terms for each document. These terms are only for default purposes. You will be allowed to enter any terms you desire for this vendor for each individual purchase order.
- Ship Via** Enter the preferred shipment method for the vendor. The code entered here will be carried over into all purchase orders and vendor invoices as the default shipment method for each document. These terms are only for default purposes. You will be allowed to enter any terms you desire for this vendor for each individual purchase order.
- Lookup Name** Enter the translated version of the vendor name for use in lookup. (Example: **Vendor** Rental and Sales Software Systems, Inc. can have a lookup name of RSSS).
- FOB Point** The FOB point describes the location to which the merchandise will be delivered before shipping charges are incurred. The two options are (D)estination and (S)hipping. If goods will be delivered to your destination free of charge, then (D)estination should be entered. Otherwise the code should be the (S)hipping point.
- Buyer** Enter the name of the buyer responsible for this vendor. The buyer responsible for purchases from this vendor is noted for informational purposes.
- Vendor Group** Input the vendor group for use when checks are being printed.
- Float Days** Enter the number of float days before a check clears the bank. This refers to the amount of time from when you process a check to a vendor until the check actually clears the bank. Under certain circumstances you can improve your cashflow by analyzing the vendor float days and using your money while it is in transit, even though you have already drawn a check against it. This can be maintained in "Change a Vendor" once history shows a definitive number of "Float Days".
- Delivery Days** The number of delivery days includes the time it usually takes from when an order is placed until the order is received. It is factored into inventory requirements analysis.
- Returns?** Enter (Y)es if the vendor allows returns.
- 1099 Required?** Enter (Y)es if a 1099 should be printed for this vendor.
- Shutdown From/Thru** The shutdown from and thru dates are retained for informational purposes only. Some manufacturers have scheduled periods during which they do not operate. This information is helpful when scheduling purchases.
- Minimum Qty** The minimum quantity is the smallest quantity of items that may be ordered from this vendor.
- Minimum Amt** The minimum amount is the smallest dollar amount that may be ordered from this vendor.
- Free Ship Qty** The free ship quantity is the quantity required on an order to receive free shipping.
- Free Ship Amt** The free ship amount is the dollar amount required on an order to receive free shipping.

3.16 Receiving Inventory - **RECEIVE & POINLOAD**

Your cursor will now go down to the comment section.

Up to fifty lines of free form text may be entered in the scrolling window detailing any comments about the vendor. The editing functions of insert, delete and word wrap are available. You may scroll through the text

using  and .  will locate the cursor at the beginning of the text. When you have finished entering all the comments, press  to complete the process. You will be returned to the Model Number Add Screen.

Discontinued Indr Press the  key to accept the default of N. Enter a Y if item has been discontinued. In your normal course of business when you or your vendor discontinue items, you should go to this screen and indicate by entering a will be marked as discontinued when you run the buy reports. Iness when you or your vendor discontinue items, you should go to this screen and indicate by entering a will be marked as discontinued when you run the buy reports.

First Received This field is automatically updated when items are received. This date is generated by the system and is the date this item was first received into the system.

Serialized A "Y" in this field indicates this item comes with a manufacturer's serial number, a "T" in this field indicates the manufacturer does not serialize this item and when receiving this model number, the system will automatically assign the next available serial number and an "N" in this field means this is a miscellaneous item. Miscellaneous items are those items that don't require a serial number.

Average Cost This field is automatically calculated by the system.

Last Cost The dollar amount you paid for each piece of this merchandise this time. This field will automatically be updated with future purchases.

Regular Price Price to appear as cash price on the Rent-To-Own agreement when using the "RSSS Agreement Printing Program".

Sale Price Retail cash selling price.

MAP MAP refers to Minimum Acceptable Price (MAP is also known in the Industry as Minimum Advertised Price). MAP price is the lowest price and the employee who is authorized to change a price may negotiate down to this price.

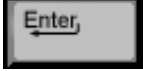
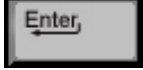
MOP MOP refers to Manager Override Price and is the lowest price that a manager may authorize.

List Price Enter the manufacturers suggested retail price or list price.

Months For Dep Used in Book Value Calculation (use the number of months you want to use for straight line depreciation on the model number. If you do not enter any number, the number of months in the Control Maintenance (CTRLMNT) file will be used).


Misc Cost Usage Use this field only for Miscellaneous inventory. (1 = Use Entered Cost, 2 = Use percent of price).

Percent Used with "Misc Cost Usage". (If "2" is used in the field above , you would enter the percent of price you want here).

- Qty on Hand** This is the number of pieces of inventory with this model number that you have on hand. Automatically calculated. This field will be updated with the RSSS Receive Program.
- Taxable** Enter a "Y" if this item is taxable or an "N" if it is not.
- Tax Percent** Enter the tax percentage to be charged if this model number is to be sold at wholesale.
- Use Profit Center** Enter a "Y" for yes if you are running your stores as individual profit centers.
- Equivalent** If there is an equivalent for this model number, enter it here. This would be an alternative in case this model number is not available.
- Movie Inv Type** If your company handles movie inventory, enter the inventory type or press your space bar for a pop up window listing the available movie inventory types. If this is not movie inventory, press  to accept the default of N.
- RTR Inv Type** If the model number you are receiving is for Rent to Rent, enter the Inventory type or press your space bar for a pop up window listing the available options. If this is not a rent-to-rent item, press  to accept the default of N.
- Sales Spiff** This field is for automatic spiffing (bonus) for this particular model number when the item is sold retail. This field can be changed at any time as promotions dictate.
- RTO Spiff** This field is for automatic spiffing (bonus) for this particular model number when the item is rented. This field can be changed at any time as promotions dictate.
- RTR Monthly Prc** This is the dollar amount you want to receive monthly if this item is put out on a Rent to Rent agreement.
- RTO Monthly Terms** Enter the number of months in a typical Rent to Own agreement for this item as new.
- Total Monthly Prc** Enter the total amount of the agreement as a new item if rented on a Rent to Own agreement **Monthly** (monthly payment x number of months). This will be calculated if terms and price were entered.
- Mntly** Enter the dollar amount that will be paid each month when this item is rented as new on a **monthly** RTO agreement.
- RTO Weekly Terms** Enter the number of weeks in a typical RTO agreement for this item as new.
- Total Weekly Prc** Enter the total amount of the agreement as a new item if rented on a Rent to Own agreement **Weekly** (weekly payment x number of weeks). This will be calculated if terms and price were entered.
- Wkly** Enter the dollar amount that will be paid each week when this item is rented as new on a **weekly** RTO agreement.
- Quantity on Order** This field is automatically calculated when you use the **optional** Purchase Order system.
- Cube Size** Enter manufacturer cube size if you use cube size to estimate space available in delivery trucks.
- Nbr of Pcs** Enter the number of pieces it takes to make up this one item.
- Date Order Due In** Automatically entered when you use the **optional** PO System.
- Days Out of Stock** Automatically entered and calculated when you use the program "BUYRPTF".

3.18 Receiving Inventory - **RECEIVE & POINLOAD**

Furn Style If the model number you are adding is a piece of furniture, enter the two digit code for the style. If you do not know the two character code, enter 99 for a selection window. Using your down

arrow key, if necessary, highlight the correct furniture style and press the  key.

Furniture styles are kept and maintained using the program FURNSTYL.

Unit Weight Enter the manufacturer weight if you calculate total weight loaded on trucks.

The following seven fields are the general ledger account numbers used for this inventory.

GL ACCOUNT NUMBERS:

Sale Income General Ledger Sales Income Account (CR).

Sale Inv General Ledger Sales Account, Costs of Goods Rental/Inventory (DR).


Cost of Goods Sale General Ledger Sales Account, Inventory (CR).

Rental Inv General Ledger Account number, for Cost of Goods Rental/Inventory (DR).

Cost of Goods Transferred General Ledger account number for Inventory account (CR).

Credit Rental Inv General Ledger account number for Cost of Goods/Rental Inventory (DR).

Credit of Sale Inv General Ledger account number for Inventory (CR).

When every field has been filled, press the  key. You will be prompted "Any More Changes". An "N" will take you to a screen similar to one on page 3.4 (Example 3-F). Follow the instructions on pages 3.4 - 3.7 to receive your inventory.

Adding a new miscellaneous inventory model number while receiving

To add a new model number for miscellaneous inventory, you do things the same as serialized inventory. The only changes would be that at the Receive Menu (Example 3-B) you would enter a 2 instead of a 1 and at the field "SERIALIZED", you would enter "N". After you have filled in the first screen, you will see a screen similar to the one following (Example 3-P).

Model Number Change		04/29/04	
Model Number: BED FRAME	Location:		
Qty on Hand: 0.00	Qty to Rental Ptd:		0
Reorder Level: 0	Qty to Rental Ytd:		0
Qty Received Ptd: 0	Qty Sold Ptd:		0
Qty Received Ytd: 0	Qty Sold Ytd:		0
Bin:	Sales Ptd:		0.00
	Sales Ytd:		0.00
	Cost Ptd:		0.00
	Cost Ytd:		0.00

F5-Help	F7-Warranty	F8-Prev	F10-Exit
---------	-------------	---------	----------

Example 3-P

Location Enter the location number for the location you will be receiving this into.

Qty on Hand Enter the quantity you have on hand.

Qty to Rental PTD The quantity of this model number that have been put out on rental for period to date.
Does not apply to miscellaneous inventory.

Reorder Level The quantity on hand at which you reorder this item.

Qty to Rental YTD The quantity of this model number that have been put out on rental for year to date.
Does not apply to miscellaneous inventory.

Qty Received PTD The quantity received in the current period.

Qty Sold PTD The quantity sold in the current period.

Qty Received YTD The quantity received this year.

Qty Sold YTD The quantity sold this year.



Bin If this item is stored in a bin, enter the bin number here.

Sales PTD The sales dollars collected for this item this period to date.


Sales YTD The sales dollars collected for this item this year to date.


Cost PTD The total cost of this item purchased this period to date.

Cost YTD The total cost for this item purchased this year to date.

Press the  key. You will now be prompted "Any More Changes". When this is answered with an "N", the cursor will jump back up to "Location". You can enter another location you want this inventory entered into or you can press the  key to finish receiving miscellaneous inventory.

Receiving miscellaneous inventory

To receive miscellaneous inventory, you need to be at a command line and type in "**RECEIVE**" and then press the  key. On this screen you will be prompted for the Printer or File Pathname. Enter the correct

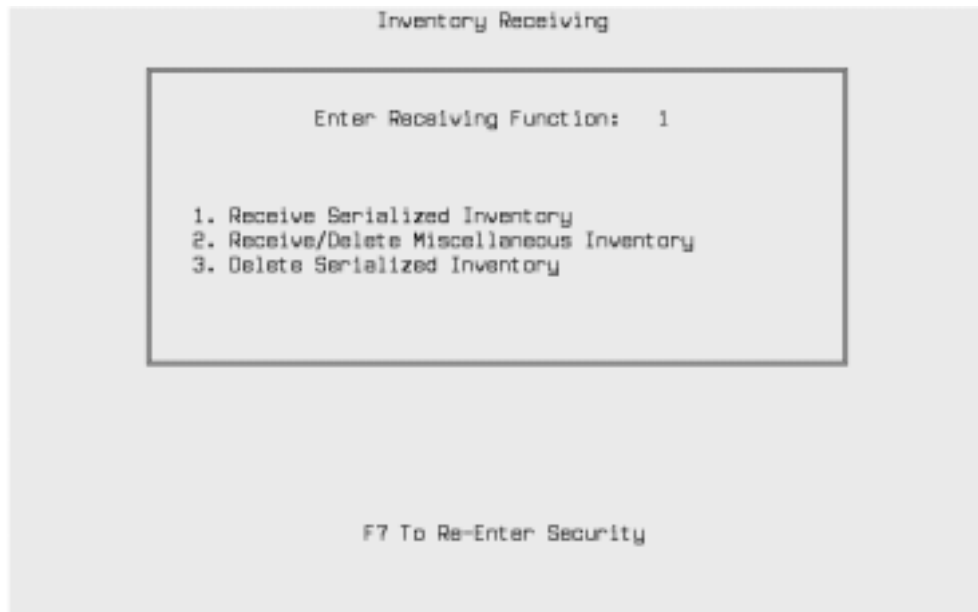
information or press the  key if you want to accept the default printer. You will now be prompted for the "Paper Type" (Example 3-Q). Your choices will be listed on the bottom of the screen. Type in the number next to the type paper you will be using (1=Receipt Paper - this is the paper you use for payment receipt. 2=Regular Paper - this is plain white report paper). You will now be prompted "Print Description Line". This should be answered with a "Y" if you want the color, fabric and description line printed.

3.20 Receiving Inventory - **RECEIVE & POINLOAD**



Example 3-Q

The next screen will be a menu screen (Example 3-R). This menu will allow the option of receiving/deleting serialized or receiving/deleting miscellaneous inventory. Rent to Own inventory is serialized. Miscellaneous inventory is usually accessory items that have no serial number and are sold along with rentals. At the receiving menu enter the option next to the option you wish to choose. (#2 for miscellaneous).



Example 3-R

Enter a 2 and your screen will change to resemble the following (Example 3-S). You will be prompted a model number or description.

Model Number Maintenance 04/08/04

Model/UPC/Desc: _____

Enter *X* then one or two words to search by partial description

F2-Start by UPC F3-Start by Model F4-Start by Desc F5-Help

Example 3-S

You may enter a (partial or full) model number, UPC code or description. Press the **F2** key to list in alphanumeric order by UPC beginning with what you entered. Press the **F3** key to list model numbers in alphanumeric order beginning with what you typed in (Example 3-T) or press the **F4** key to list model numbers by description in alphabetical order beginning with what you typed in. Use the arrow keys to highlight the model number of the item to be received and then press the **Enter** key. (If the model number you want is not on this page you can use the **F1** key to show you the next page. If you should pass up the model number that you want, you can use the **F2** key to get to the previous page). ***If the model number you need for the inventory you are receiving is not already in the system, please turn to page 3.7 for instructions on how to add a model number.***

3.22 Receiving Inventory - *RECEIVE & POINLOAD*

Model Number Maintenance			04/29/04	
Model Nbr/Desc: M				
Model Number	Description	2nd Description		
MCSIMM09532.70	QUEEN BEAUTYREST COVER			
MCSIMMB3194.10	ELITE TWIN COVER			
MCSIMMB3267.10	TWIN DEEPSLEEP COVER			
MCSIMMB3267.20	FULL DEEPSLEEP COVER			
MCSIMMB3267.70	QUEEN DEEPSLEEP COVER			
MCSIMMZ83267.70	DEEPSLEEP ELITE QUEEN COVER			
MCSIMMZ83268.70.704	QUEEN ELITE COVER			
MDTHURTOCUBE	12"X12"FORM MATTRESS CUTAWAY	DISPLAY		
MEMORY CARD	MEMORY CARD			
MF0TH720M	*MATTRESS FULL			
MFSEA	*MATTRESS FULL			
MFSEA402309	*MATTRESS FULL			
MFSEA402309 4/5	*MATTRESS FULL			
MFSEA402309 4/6	*MATTRESS FULL			
MFSEA40540 4/6	*MATTRESS FULL			
Reg Prc:	67.750	Sale Prc:	67.750	Pmt/#M 0.00/ 18 Pmt/#M 0.00/ 78
F1-Fud F2-Back F3-Delete F4-Comments F5-Help F6-Add F7-Warranty ENTER-Update				

Example 3-T

The next screen you will see is the Model Number Inquiry screen (Example 3-U), verifying the correct model number choice.

Model Number Inquiry				04/29/04	
UPC Code:					
Model Number: MCSIMM09532.70				Commission Code: 1	
Description: QUEEN BEAUTYREST COVER				Vendor Number: 39623	
				Discontinued Indr: N	
First Received:				Serialized: N	
Average Cost: 0.000		Last Cost: 67.750		Reg Price: 67.750	
Sale Price: 67.750		MAP: 0.00		MDP: 0.00	
List Price: 0.00				# Months For Dep: 0	
Misc Cost Usage: 1		Percent: 0.00		Qty On Hand: 0	
Taxable: Y		Tax %: 0.00		Use Profit Center: Y	
Equivalent:				Movie Inv Type: N RTR: N	
Sales Spiff: 0.00				RTD Spiff: 0.00	
RTR Monthly Prc:				RTD Monthly Terms: 18	
Total Monthly Prc: 0.00		Mntly: 0.00		RTD Weekly Terms: 78	
Total Weekly Prc: 0.00		Wkly: 0.00		Quantity On Order: 0	
Cube Size:		Nbr of Pcs: 0		Date Order Due In:	
Days Out of Stock:		Furn Style:		Unit Weight:	
GI Account Nbrs:					
Right Model Nbr: <input type="text"/>					
<hr/>					
F5-Help		F7-Warranty		F8-Prev	
				F10-Exit	

Example 3-U

The prompt at the bottom left hand corner of the screen will ask "Right Model Nbr". If you answer this with an "N" for no, it will return to the list screen so that you can select the proper model number. When "Right Model Nbr" is answered with a "Y" for yes, the Receive Miscellaneous Inventory Screen will be displayed (Example 3-V).


```

Receive Miscellaneous Inventory

Model Number: MCSIMM89532.70
Description: QUEEN BEAUTYREST COVER

Location:

Date Received: 4/29/04      Vend Invoice Nbr:
PO Nbr:                Receiving Nbr:
Qty To Receive:      0.00      Actual Cost:      67.750
Qty Received:      0.00      Average Cost:      0.000

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm

```

Example 3-V

Location Enter the location you are receiving this inventory into.

Date Received Defaults to today's date. Can be changed if necessary.

Vend Invoice Nbr Enter the invoice number from the vendor's invoice.

PO Nbr Enter the purchase order number this was ordered from.

Receiving Nbr Enter the Receiving Number if your company keeps track of this. This is an "in-store" number like a P.O. to track individual store purchases.

Qty to Receive How many of this item do you want to receive at this time into this location?

Actual Cost Enter the amount the company is paying for each item of this particular model number at this time.

You will now be prompted "Any More Changes". When this is answered with an "N", the amount you requested under "Qty to Receive" will be received and your cursor will be returned to the "Location" prompt. If you need to receive more of this same model number into a different location, enter the location number and repeat the

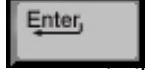
above steps. If you have no more of this model number to receive, press the  key.

3.24 Receiving Inventory - **RECEIVE & POINLOAD**

Receiving Inventory from a Purchase Order - POINLOAD

This program is used to Receive Inventory and update your purchase order records when using the RSSS Purchase Order System.

To get into this program, you need to be at a command line and type in "**POINLOAD**" (for more information on the command line, see page 1.10, Example 1-G). You will be prompted for the printer or file pathname. Press




to accept the default printer or type in the proper printer number or pathname. You will see a screen similar to the one following (Example 14-A).

```
Printer or File Pathname: LP01

      Paper Type: 1
Print Description Line: Y

                                     1) Receipt Paper  2) Regular Paper
```

Example 3-X

Printer or File Pathname Press  to accept the default printer or type in the proper printer number or pathname.

Paper Type Enter the proper number. 1 = Receipt Paper, 2 = Regular Paper.

Print Description Line Enter "Y" if you want the color, fabric and description line to print.

Print Barcode Label If you want to print a barcode label for the items you are receiving, enter a "Y".

Barcode Printer If you have chosen to have barcode labels printed, enter the printer number assigned to the barcode printer.

You will now see a screen similar to the one following (Example 14-B).

```


Inv Type: 0 Next Bar Code #:      0 Receiving Date: 9/02/04 Loc:
% Cost To FP: 100.00   FP Agent Nbr:      Vend Inv #:

"0" -Rent-To-Own "R" -Rent-To-Rent "S" -Sales "M" -Movie Club

```


Example 3-Y


Inv Type This will prompt according to your company's control settings.

Next Bar Code # Pressing the  key, the system will auto assign the bar code number.

Receiving Date Press  to accept the default of today's date.

Loc Enter the ship to location that appears on the PO.

% Cost to FP Enter the percent of cost that is Floor Plan. If the inventory being received is not floor planned, clear the field and press .

FP Agent Nbr Enter the number assigned to the floor plan agent carrying this merchandise or press  if you are not using a Floor Plan.

Vend Inv # Enter the Vendor's Invoice Number for the product you are about to receive, leave blank if you don't have it or if you want the PO number to go to AP.

You will now be prompted for "Any More Changes". If you need to make changes, enter a Y and make your changes. When the prompt "Any More Changes" is answered with an "N", you will be prompted for "PO Number".

Enter the PO Number that was used to place this purchase originally, if you don't know the PO number press the F3 key to list the open PO's in numerical order. The screen will change to resemble the following. (**Note: each different model number you entered on the PO will be on a line of it's own**).

3.26 Receiving Inventory - *RECEIVE & POINLOAD*

```
Inv Type: 0 Next Bar Code #:      0 Receiving Date: 9/02/04 Loc: 1
% Cost To FP: 100.00 FP Agent Nbr: Vnd Inv #:
PO Number: 0

PO Nbr Seq Nbr Item
6197 1536 251641805
6197 2560 251640405
7525 512 STUN2056
7528 512 80822984
7618 512 213361933
7646 512 7972960210
7670 512 7947711242
7673 1024 343892
7674 512 20168865
7677 512 229140210
7682 512 20169865

Date Ordered: 7/30/03 Date Due In: 8/05/03 Model Nbr: WCPLA251641805
Fabric: Color: Qty Ord: 2
UPC Code: List Prc: 0.00 Ship To: 4

F1-Fwd F2-Back F3-Comments F4-Receive PO F6-Chg UPC
```

Example 3-Z

At the bottom of the screen you will see date ordered, date due in, model number, the fabric and color of the item (if applicable), the quantity ordered (an asterisk beside quantity ordered, indicates comments are attached to this line) on the PO, the UPC Code, List Price, and ship to location.

- F1** - **Forward** If the PO Number you need is not on this screen, this will scroll the listing forward one page at a time.
- F2** - **Back** If you have pressed **F1** to scroll forward & now need to go back.
- F3** - **Comments** To view comments attached to line item.
- F4** - **Receive PO** To receive all accessories on this PO.
- F6** - **Chg UPC** To change/add UPC code, or adjust the list price.
- F7** - **BC Label Off** To turn off bar code label printing for the item you are about to receive.

If the first model number on the list was back ordered, or has not come in yet, use your arrow key to get to the model number (with the appropriate color and fabric if entered) that you need to receive.

Press **Enter**, and you will see new fields appear including Serial Number, Bar Code #, # Pcs, Cost Freight, and Quantity. The bottom of the screen will also show you the description of the product, the number you have received so far, and the last serial number you received (example 14-D).

```

Inv Type: 0 Next Bar Code #:          0 Receiving Date: 9/02/04 Loc:    1
% Cost To FP:    100.00   FP Agent Nbr:          Vend Inv #:
PO Number:      0


PO Nbr Seq Nbr Item          Serial Number Bar Code # #Pcs  Cost Freight Qty
6197   1536  251641805      [ ]                1    200.00
6197   2560  251640405
7525    512  STUN2056
7528    512  80822984
7618    512  213361933
7646    512  7972960210
7670    512  7947711242
7673   1024  343892
7674    512  20168865
7677    512  229140210
7682    512  20169865

Date Ordered:  7/30/03   Date Due In:  8/05/03   Model Nbr:  WCPLA251641805
Fabric:                               Color:                               Qty Ord:  2
Desc: 17X7.5X4X4.5      Nbr Received:          Last Serial Nbr:

FB-Backout                                     F10-Exit

```


Example 3-AA

Enter the serial number of the product being received and press . If the product is a (T)ransparent model number (such as furniture and jewelry) just leave the serial number blank and a number will be assigned. The next available bar code number will be assigned. Enter any added freight cost if needed. Enter the quantity to be received. (This can only be multiple quantities if you are receiving in miscellaneous or transparent model numbers).

If all receiving is completed, press F10 to exit the program.

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Inventory Inquiry - INVMNT

To get into Inventory Inquiry, you need to be at the **command line** and type in “**INVMNT**” and then press the  key. Following is an example of the screen that you will see (Example 4-A).



Example 4-A

- Start Key** Enter the full or partial key (the *key* can be the model number, bar code number or serial number).
- Loc** If you want the computer to list the key information on a certain location only, enter that location number.
- Stat** If you want the computer to list the key information based on a certain status of inventory, enter that status here.
- Desc** If you want the computer to list the key information based on a certain description, enter that description here.

The inventory file may be viewed in one of several sort orders including model number, bar code number or serial number depending on what function key you press (see bottom of screen) to start the list by. Type in a few characters of the model number and press the  key to get a list of inventory pieces in model number order beginning with the characters you just entered. In this same fashion, you can list by bar code or serial number as well. The other fields, loc, stat and desc can be used as filters to further reduce the scope of the list. For instance, at the DESC prompt, you can enter 'TV Console' and press the  key to get a list of all your inventory described as TV Console in model number order.




The screen will display a list of units based on what you asked for (Example 4-B). It will display the model number, serial number, location, status, description, date received and date sold (or last sold if it is in stock). At the bottom of the screen, you will see the regular price, sale price, monthly & weekly payments & payment terms & the second description for the item are highlighted.

4.2 Inventory Inquiry - *INVMNT*

Inventory Maintenance										04/29/04	
Start Key: FL											
Select:		Loc & Stat:		Desc:							
Model Number		Serial Nbr		Loc	Stat	Description		Received	Sold		
FLASH54300		38/35	S222934037	9340	S	SODTHSAYER HONEY SOF		1/12/04	1/27/04		
FLASH54300		38/35	S225786400	9340	S	SODTHSAYER HONEY SOF		3/18/04	4/07/04		
FLASH54400		38/35	S22477112	9340	S	SODTHSAYER ALQE		3/18/04	3/25/04		
FLASH54900		88/86	S22645365	340	N	PASSKEY SPANISH GOLD		11/10/03			
FLASH55100		38/35	S148311938	9340	S	LIVING ROOM		1/09/03	1/30/03		
FLASH55100		38/35	S153658148	9340	S	LIVING ROOM		3/21/03	4/04/03		
FLASH55401		38/35	S225158041	9340	S	OURAPELLA STONE		1/02/04	1/17/04		
FLASH55401		38/35	S224816529	9340	S	OURAPELLA STONE		12/12/03	2/05/04		
FLASH55401		38/35	S224870296	9340	S	OURAPELLA STONE		12/22/03	12/27/03		
FLASH55401		38	S228993216	340	N	OURAPELLA STONE SOFA		4/01/04			
FLASH55722		38/21	S227514455	340	N	WELLINGTON BISQUE SD		3/18/04			
FLASH57212		38/35	S217100323	9340	S	OURAPELLA-SAGE PILLO		11/10/03	11/13/03		
FLASH57212		38/35	S218396460	9340	S	OURAPELLA-SAGE PILLO		10/13/03	10/29/03		
FLASH57212		38/35	S222664191	9340	S	OURAPELLA-SAGE PILLO		10/27/03	11/22/03		
Reg Prc: 2,259.950 Sale Prc: 2,259.950 Pmt/##M 0.00/ 0 Pmt/##M 0.00/ 0											
Second Description: REC SOFA/LOVE											
F1-Next Page F2-1st Page F7-Warranty ENTER-Update CMD-Exitr, F6--Serial #											

Example 4-B

Changing inventory (1st screen)

Using the arrow keys, highlight the item you wish to see and press the  key. This will display an inventory change screen (Example 4-C). Using your  key, go to the field or fields you wish to change. When you have changed all fields you want changed, press the  key.

Inventory Change										04/29/04	
Model #:	FLASH54900	88/86	Date Received: 11/10/03								
Serial #:	S222645365		Date FP Starts:								
Bar Code Number:	S222645365		Date FP Paid:								
Description:	PASSKEY SPANISH GOLD		Date Sold:								
Customer Name:			Date Delivered:								
Curr Cust #:			Date Due Back:								
Prev Cust 1:			Date Returned:								
Prev Cust 2:			Date Trans In: 11/10/03								
Prev Cust 3:			Date Trans To Rent:								
Cust Agreement#:			Date Last Inv Move:								
Ticket Nbr:			Time Delivered: 0:00								
Receiving #:			F. Plan Agent:								
Vend Invoice#:			Vendor:								
PO Nbr:	0000004886		Status: N								
Trust Receipt:			Warranty Printed:								
Freight Lines:			Date Changed:								
Condition:			Last Changed Date: 11/10/03								
Agreement Periods:	0		Agreement Revenue:								
Write Off Amt:	0.00		Book Value: 751.46								
Locations:	340										
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm											

Example 4-C

Model # This shows the model number of the inventory piece you are currently looking at on the screen.

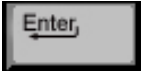
Date Received Shows the date this inventory piece was received.

Serial # Shows the serial number for this piece of inventory.

- Date FP Starts** If this item was floor planned, this is the date that the floor plan on this item begins. This date is picked up in the Trust reports (TRUST and TRUSTR) run to payoff the items.
- Bar Code Number** Bar Code Number assigned either manually or by the computer to this piece of inventory.
- Date FP Paid** Automatically entered by system. This is the date the system stamps on the inventory after the Trust Program pays off the inventory (if this item was floor planned). The date is the date the report is run to pay the final balance.
- Description** The description for this piece of inventory.
- Date Sold** Shows the date this inventory piece was put out on rental or sold.
- Customer Name** If this piece is out on rental, the customer name of the party with the inventory will be in this field.
- Date Delivered** Automatically entered by system. This is the date the inventory was actually delivered to the customer. This date is the date on the delivery receipt that is generated at the time of sale or rental.
- Curr Cust #** If this piece is out on rental or has been sold, this field will show the customer's account number of the customer who rented or bought this piece of inventory.
- Date Due Back** If your company does short term rentals (Rent to Rent) and this item is out on a short term rental, this field will show the date this inventory piece is due back.
- Prev Cust 1** If this piece was out on rental before, the customer who had it before the "Curr Cust" would have their account number here.
- Date Returned** If this piece had been out on rental or sold and returned, this field would show the date the inventory piece was returned.
- Prev Cust 2** If this piece was out on rental before, the customer account number here would be the one that had it before the "Prev Cust 1".
- Date Trans In** This is the date the inventory was transferred into it's current location.
- Prev Cust 3** If this piece was out on rental before, the customer account number here would be the one that had it before the "Prev Cust 2".
- Date Trans to Rent** A date here would indicate the day this piece became rental inventory and subject to depreciation.
- Cust Agreement #** If your company uses their own agreement numbers when entering a rental, this number will show up here.
- Date Last Inv Move** Shows the last date the inventory was transferred from one location to another.
- Ticket Nbr** If this piece is out on rental, the ticket number it is on, will be here.
- Time Delivered** When a delivery ticket is generated, a time is stamped on the ticket and placed in this field.
- Receiving #** If, when this item was received, a receiving number was entered, it will be in this field.
- F. Plan Agent** If, when this item was received, a floor plan agent was entered, it will be in this field.

4.4 Inventory Inquiry - *INVMNT*

- Vend Invoice #** If, when this item was received, a vendor invoice number was entered, it will be in this field. Or if using optional Accounts Payable module, the vendors invoice number assigned to this purchase order will be in this field.
- Vendor** Shows the vendor number of the vendor this item was purchased from.
- PO Nbr** If, when this item was received, a PO Number was entered, it will be in this field.
- Status** The current status of this piece of inventory will be in this field. Status Codes are: **B** for Store Burglary, **C** for Returned for Credit, **D** for out on demo/loaner, **E** is for Early Buyout, **J** is for Junked, **L** is for store loss, **N** is for new, **O** is for out on rental, **P** is for paid out, **R** indicates this piece was out on rental but is now returned, **S** is for sold, **X** is for skipped, **Y** is for stolen and **Z** indicates this piece has been charged off.
- Trust Receipt** If this piece of inventory was floor planned, the trust receipt number from the floor plan agent will be shown here.
- Warranty Printed** This is a yes or no field. When you print warranty cards (Warranty), this field is automatically updated to yes.
- Freight Line** Shows the name of the freight line that delivered this piece of inventory.
- Data Changed** This will indicate the last data field that was changed on this inventory.
- Condition** If this item has at some time been out on rental and returned, the condition of the inventory piece, if entered at the time of return, will be in this field.
- Last Changed Date** Shows the last date that any data was changed on this piece of inventory.
- Agreemnt Periods** If this item has been put out on a rental agreement, this field will indicate the number of months or weeks the agreement was for.
- Agreemnt Revenue** If this item has been put on a rental agreement, this field will show the amount of revenue collected so far on the current rental agreement.
- Write Off Amt** When an agreement is paid off or an item is charged off, the write off amount is the remaining book value on this inventory piece. This figure is whatever the book value was at the time it was paid off or charged off.
- Book Value** This is the cost less any depreciation taken on this item. The type of depreciation is determined by what is set up in Control maintenance.
- Locations** Shows the locations this piece has been at, with the last location listed first.

The screen will prompt: "Any More Changes?". Pressing the  key will display the following screen (Example 4-D).

Changing inventory (2nd screen)

```

                                Inventory Change                                04/29/04
      Model #: FLASH54900 88/86      Serial #:      5222645365
      Actual Cost:      751.48      Selling Price:
      Freight/Other Cost:      Packed/Landed Cost:      751.48
      Average cost:      Bal Owed FP:      751.48
      Total Revenue:      Total Times Rented:
      YTD Revenue:      YTD Times Rented:
      QTD Revenue:      QTD Times Rented:
      PTD Revenue:      PTD Times Rented:
      TTD Revenue:      TTD Times Rented:
      Total RTR Revenue:      Total RTO Revenue:
      Receiving Loc:      348      Total MW Revenue:
      Normal Terms Monthly:      18      Monthly RTO Price:
      Normal Terms Weekly:      78      Weekly RTO Price:
      RTR Pricing Type:      N      Actual RTO/RTR Price:
      MW Pricing Type:      N      Reserved Indr:
      Spiff:      New Inv Rented:
      Last Salesman Nbr:      47853      Delivered By:
      Alternate RTO Price:      Last Receipt Nbr:
      Current Inv Indr:      S      Orig Cost:      751.48
      Assigned Value:      Retail Price:
      Retail Price Cap:
      Any More Changes: N
      Arrow Keys--Positioning, Return--Next Field, FB--Backout, Cnd--Exit Pgm

```

Example 4-D**Model #****Serial #**

Shows the model number and serial number of this piece of inventory. Cursor does not go to these fields. These fields can not be altered.

Actual Cost

Shows the actual cost of this piece of inventory at the time it was received.

Selling Price

This is the price that the inventory was actually sold for.

Freight/Other Cost

If there was freight or other costs associated with this inventory piece, they will be shown here.

Packed/Landed Cost**Average Cost**

The Packed/Landed Cost is the actual cost plus the freight/other cost. The average cost is the average cost of all items of inventory with the same model number. The cursor does not go to these fields. These fields can not be altered.

Bal Owed FP

If this item was floor planned & the floor plan agent has not been paid in full, any balance still owed to the floor plan agent will be here.

Total Revenue Shows the total revenue collected to date on this item.

Total Times Rented The total number of times this piece of inventory has been out on rental.

YTD Revenue Revenue received from this piece of inventory Year-To-Date.

YTD Time Rented Number of times this piece of inventory has been out on rental Year-To-Date.

QTD Revenue Revenue received from this piece of inventory Quarter-To-Date.

QTD Times Rented Number of times this piece of inventory has been out on rental Quarter-To-Date.

PTD Revenue Revenue received from this piece of inventory Period-To-Date.

4.6 Inventory Inquiry - *INVMNT*

PTD Time Rented Number of times this piece of inventory has been out on rental Period-To-Date.

TTD Revenue This field shows all revenue received from this piece of inventory since its last transfer.

TTD Times Rented This field shows the number of times this piece of inventory has been rented since it was last transferred.

Total RTR Revenue If applicable, this field shows any rent to rent revenue received from this piece of inventory.

Total RTO Revenue Total revenue gained through rent to own on this inventory piece.

Receiving Loc The location that received this piece of inventory.

Total MV Rev Total movie revenue.

Normal Terms Monthly This field shows the number of months to pay for this piece of inventory on a normal rental account paid monthly.

Monthly RTO Price This is the total price that would be paid for this piece of inventory if rented on a monthly basis according to the parameters set in automatic pricing.

Normal Terms Weekly This field shows the number of weeks to pay for this piece of inventory on a normal rental account paid weekly.

Weekly RTO Price This is the total price that would be paid for this piece of inventory if rented on a weekly basis according to the parameters set in automatic pricing.

RTR Pricing Type This is the type of Rent to Rent pricing for this piece of inventory. If your company does NOT do any rent to rent, this will be an N.

Actual RTO/RTR Price This is the total price that the item was actually rented for on the current agreement.

MV Pricing Type This indicator is used in the movie program when you have serialized inventory you are renting out in the movie club. It indicates the type of equipment that is being rented such as VCR's, Camcorders, etc. If your company does NOT rent movies, this will be an N.

Reserved Indr This field indicates whether this item is reserved for a rent to rent customer.

Spiff If a spiff is paid for the rental of this inventory piece, it will be in this field.

New Inv Rented Shows status of item before it went out on rent. N = New, R = Rental.

Last Salesman Nbr This is the salesman number of the person who last changed this piece of inventory by receiving, selling, picking it up from a customer or renting it out.

Delivered By If a delivery ticket was printed at the time this item was rented or sold, this field will show the employee number of the person who printed the delivery ticket for this item.

Alternate RTO Price If the Monthly Discount prompt in RENTCTRL is set to a Y, this will be the special price the customer would pay monthly on a weekly RTO agreement.

Last Receipt Nbr Shows the last receipt number for this item. For example, if you take a rental payment this week, it will show the receipt number printed on the receipt. Next week, it will be updated to the receipt number printed that day.

Current Inv Indr This indicator indicates which type of inventory this item is. The possibilities are as follows:
T = Trial Purchase, **O** = Rent to Own, **R** = Rent to Rent, **S** = Sales, **M** = Movie Club

Orig Cost This is the cost that was entered at the time this item was received.

Assigned Value Some companies use this field when merchandise has been returned. These companies evaluate the item and enter the determined value in this field. If your company uses this and this item has been returned, the figure shown here will reflect the value of the item.

Retail Price If this field has an amount in it, this is the selling price that will override Regular, Minimum Accepted Pricing (MAP) and Manager Override Pricing (MOP) and any other sale price for this individual serial number.

Retail Price Cap A figure here indicates the highest price you can charge for this item.

After making any changes necessary, press the **F9** key at any point, the screen will prompt: "Any More Changes?". Pressing the **Enter** key will display the following screen (Example 4-E).

Changing inventory (3rd screen)

```

                                Inventory Change                                04/29/84
Model #: FLASH54900 88/86                      Serial #: 5222645365
Furniture Indr: 0                               Furn Category:
Furn Color Code: 0                             Condition Code:
Furn Fabric Code: 0                           ESP Amt:
ESP This Agreement:                            Times In Service:
Days Idle: 0                                  Service Cost:
Updated PO Indr: N                             Last Serv Date:
Manual Price Chg: N                           Wholesale Tax:
Warranty Begin Date:                          ESP Begin Date:
Service Policy Code 1:                        Service Policy End 1:
Service Policy Code 2:                        Service Policy End 2:
Aisle:                                         Color:
Row :                                         Inc Fore Book Value: 751.48
Tier :                                         Book Value at Rental: 0.00

Any More Changes: N
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cnd--Exit Pgm

```

Example 4-E

Model # **Serial #**
Shows the model number and serial number of this piece of inventory. Cursor does not go to these fields. These fields can not be altered.

Furniture Indr This is a yes or no field which indicates whether or not the item is furniture.

Furn Category This field is used to put furniture in various categories such as living rooms.

Furn Color Code If this piece of inventory was a piece of furniture, this field would indicate the color, if applicable.

Condition Code This is a free form field. Some music stores grade their used product, like A for used but in mint condition, B for used but in good shape and so on.

4.8 Inventory Inquiry - *INVMNT*

Furn Fabric Code If this item was a piece of furniture, this field would indicate the fabric, if applicable.

ESP Amt If this inventory piece was put on a rental agreement that included Extended ServicePolicy (ESP), the amount of ESP paid each term (either weekly or monthly) would be shown here.

ESP This Agreement This is the amount of Extended Service Policy payments collected so far on this agreement.

Times in Service Total number of times this unit has been in service.

Days Idle Total days this unit has been idle in the inventory for the life of the unit.

Service Cost Total service cost expended on this unit.

Updated PO Indr This field indicates whether this item was received using the **optional** RSSS Purchase Order System. If it has been received using the RSSS Purchase order System, it will have an indicator of Y for yes and the purchase order number will be shown on the 1st screen of INVMNT.

Last Serv Date This field shows the last date this item was transferred to service.

Manual Price Change Indicates whether or not the price on this item has been manually changed.

Wholesale Tax The percentage of tax if sold as wholesale.

Warranty Begin Date If there is a warranty attached to this piece of inventory, this field will indicate the date the warranty began on this piece of inventory. This will be the date this item was originally sold or rented.

ESP Begin Date If an extended service policy was taken out on this item, this field will hold the date the extended service policy began on this item.

Service Policy Code 1 This is the first code used in WRNTYMNT for example labor could be L1. Which could mean 90 days labor.

Service Policy End 1 Using the example above, the date in this field would be 90 days from the date this item was sold.

Service Policy Code 2 This is the first code used in WRNTYMNT for example labor could be P1. which could mean 1 year parts.

Service Policy End 2 Using the example above, the date in this field would be 1 year from the date this item was sold.

Aisle If applicable, this field will show the aisle where this item is located.


Color This is a free form field and can hold 2 characters. The usage of this field will be dependent on your company.

Row If applicable, this field will show the row where this item is located.

Inc Fore Book Value Show the income forecast book value.

Tier If applicable, this field will show the tier where this item is located.

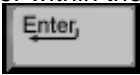
Book Value at Rental Shows the book value of the item at the time of rental. This figure is used for income forecasting only.

Make any changes needed, and then press the  key. You will be prompted, "Any More Changes". A "N" answer will return you to a screen similar to the one at the top of page 4.1 (Example 4-A). You may now look at and change any other model number you want to .


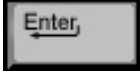
If you are making a change to any inventory field within INVMNT, on each Inventory Change screen, you will have to hit F9 and take the default of 'N' for no changes (if there are no corrections to the changes you made on that particular screen; in this case you would enter 'Y' to correct any incorrect changes). You will need to do this through each screen (there are three) whether you made a change on that screen or not. If you do not F9,N through each inventory change screen (for example, you hit F10 after changing the first page of the inventory change screen series, the update will not occur), the changes won't take affect and update the actual inventory file.

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Transfer/Deliver/Loan Inventory - INVTRAN

To move inventory from one location to another within the system, follow these procedures. At the **command line**, type in “INVTRAN” and press the  key.

It is very important that any time you move an inventory item from one location to another that you print a transfer.


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 then be prompted “Print Test Transfer:” (Example 5-A).

```
Transfer Serialized Inventory Locations
Printer or File Pathname: LP01

Print Test Transfer?: 

File Pathname up to 29 Characters
```

Example 5-A

Type in a “Y” and it will print a test: (this is to help you align the receipt) type “N” or press the  key and the system will display the following screen (Example 5-B). You will then need to enter the number corresponding to the type of transfer you wish to make.

5.2 Transfer ring Inventory - **INVTRAN**

Transfer Inventory Locations

Enter Transfer Type: 1

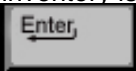
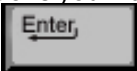
1. Transfer Inv
2. Pending Inv Transfer
3. Demo Inv Transfer
4. Delivery/Pick Up Inv Transfer
5. Bar Code Number Transfer
6. Bar Code Transfer From File

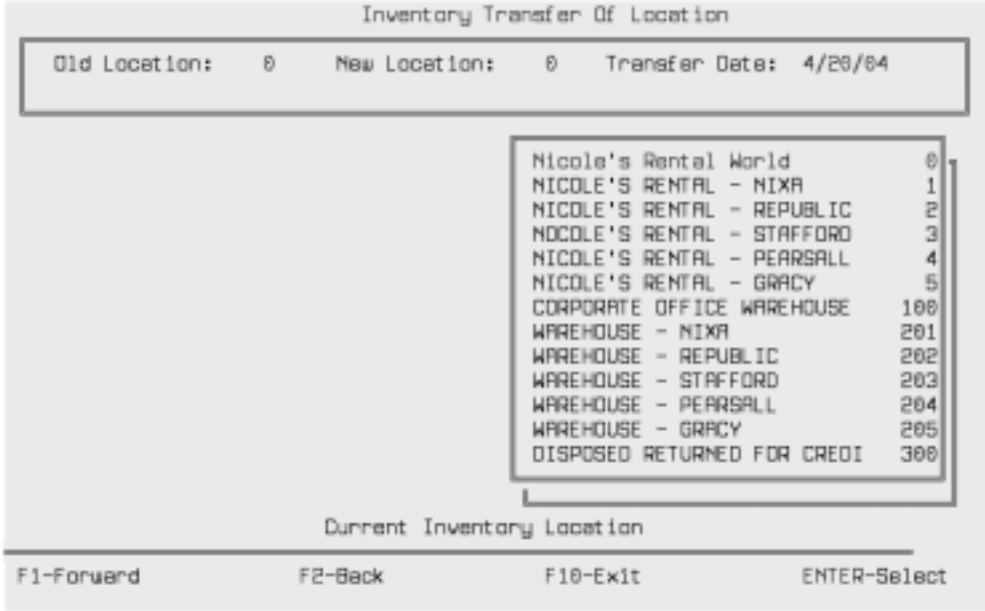
F7--Re-Enter Security F8--Prev Menu

Example 5-B

- 1 TRANSFER INV** Transfers inventory from location to location such as store to store, store to service, service to store, etc. (page 5.3).
- 2 PENDING INV TRANSFER** Puts inventory in a pending location for future transaction (page 5.7).
- 3 DEMO INV TRANSFER** For Demo's, Loaners (page 5.10).
- 4 DELIVERY/PICK UP INV TRANSFER** To print delivery or pickup tickets. Does not open or close the agreements or change inventory status (page 5.12).
- 5 BAR CODE NUMBER TRANSFER** Transfers inventory using bar code equipment (page 5.14).
- 6 BAR CODE TRANSFER FROM FILE** Transfers inventory from **portable** bar code equipment (page 5.15).

OPTION #1 TRANSFER INV

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the  key and you will see a window showing options you may choose from (Example 5-C). Using your arrow keys, highlight the correct location and press the  key



Inventory Transfer Of Location





Old Location:	0	New Location:	0	Transfer Date:	4/28/84
---------------	---	---------------	---	----------------	---------




Nicole's Rental World	0
NICOLE'S RENTAL - NIXA	1
NICOLE'S RENTAL - REPUBLIC	2
NICOLE'S RENTAL - STAFFORD	3
NICOLE'S RENTAL - PEARSALE	4
NICOLE'S RENTAL - GRACY	5
CORPORATE OFFICE WAREHOUSE	100
WAREHOUSE - NIXA	201
WAREHOUSE - REPUBLIC	202
WAREHOUSE - STAFFORD	203
WAREHOUSE - PEARSALE	204
WAREHOUSE - GRACY	205
DISPOSED RETURNED FOR CREDIT	300


Current Inventory Location

F1-Forward F2-Back F10-Exit ENTER-Select

Example 5-C

The cursor will now be on New Location. Type in the location number for where you want the inventory to go. Enter the date of transfer or press the  key to accept the default of today's date. The screen will then prompt "Any Changes". If you need to make changes, enter a "Y". If not press the  key. The cursor will now be beside "Transfer Notes". You may enter up to two lines of notes to the receiving location. After you have entered your notes, if any, press the  key. You will be prompted "Any more changes". If you want to change your notes, enter a "Y". If not, press the  key. Your cursor will now be beside the prompt "Serial Number":.

At the bottom of the screen is a list of prompts for you to use if necessary. Press the  key to list the available inventory (see page 5.4). **Press the  key (AVAILABLE ONLY IF YOU HAVE PURCHASED THE RSSS PURCHASE ORDER SYSTEM AND IF THIS IS A DELIVERY TICKET) FOR SPECIAL ORDERS. Press the  key to change the ticket serial number.**

Enter the serial number. If you do not know the serial number, press the  key to list the available inventory. Your screen will change to resemble the following (Example 5-D).

5.4 Transfer ring Inventory - *INVTRAN*

Inventory Maintenance 04/20/04


Start Key:


Select: Loc & Stat: Desc:

Start By: F3--Model #, F4--Date Sold, F5--Bar Code Number, F6--Serial #

Example 5-D

- Start Key** Enter the full or partial key (the *key* can be the model number, bar code number or serial number).
- Loc** If you want the computer to list the key information on a certain location only, enter that location number.
- Stat** If you want the computer to list the key information based on a certain status of inventory, enter that status here.
- Desc** If you want the computer the list the key information based on a certain description, enter that description here.

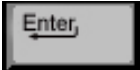
The inventory file may be viewed in one of several sort orders including model number, bar code number or serial number depending on what function key you press (see bottom of screen) to start the list by. Type in a few characters of the model number and press the  key to get a list of inventory pieces in model number order beginning with the characters you just entered. In this same fashion, you can list bar code or serial number as well. The other fields, loc, stat and desc can be used as filters to further reduce the scope of the list.

The screen will display a list of units in stock (Example 5-E). It will display the model number, serial number, location, status, description, date received and date sold. Using the arrow keys, highlight the item you wish to select for this transfer and press the  key.

Inventory Maintenance							04/29/04
Start Key: FL							
Select:		Loc & Stat:		Desc:			
Model Number	Serial Nbr	Loc	Status	Description	Received	Sold	
FLASH40304 06/25	5164	340	N	CORSICA ACL LOVE&ROC	4/29/04		
FLASH40304 06/25	96165	340	N	CORSICA ACL LOVE&ROC	4/29/04		
FLASH40603 30/35	S225200009	340	N	SIENNA SADDLE	1/00/04		
FLASH40905 30/35	S22699509	340	N	MARINE SOFA/LOVE	4/12/04		
FLASH53109 30/35	S226967345	340	N	INFINITY RED	4/01/04		
FLASH54900 00/00	S222645365	340	N	PASSKEY SPANISH GOLD	11/10/03		
FLASH5540130	S220993216	340	N	DURAPELLA STONE SOFA	4/01/04		
FLASH55722 30/21	S227514455	340	N	WELLINGTON BISQUE SO	3/18/04		
FLASH59000 30/20	S222712034	340	N	TRIBAL CAMEL SOFA/CH	10/24/03		
FLASH61522 30/35	S229020067	340	N	DURAPELLA KHAKI	4/01/04		
FLASH64503 00	S22560220	340	N	DURAPELLA MOCHA ACL	2/25/04		
FLASH65509 30/35	S227001476	340	N	CRESCENDO CHARCOAL S	4/01/04		
FLASH65005 30/35	S226270600	340	N	INFINITY NAVY	3/18/04		
FLASH6710930/15	5156091005	340	R	LIVING ROOM	5/01/03	7/10/03	
FLASH7094315	S222900240	340	N	DURAPELLA CHESTNUT	11/10/03		
FLASH86202 30/35	S201202430	340	R	BASIL BRUSHED CANVAS	9/22/03	9/22/03	
F1-Next Page F2-1st Page ENTER-Update F8-Prev Menu CMD-Exit							

Example 5-E

The system will display the serial number on the Inventory Transfer of Location Screen. Press the




key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item" (Example 5-F).



Inventory Transfer Of Location			
Old Location: 340	New Location: 1	Transfer Date: 4/29/04	
OUR HOUSE SALES	# OUR HOUSE SALES		
Serial Numbers: 95164	CORSICA ACL LOVE&ROC	340	N
Transfer This Item: N			
F1-List Inv		F9-Done	

Example 5-F

5.6 Transfer ring Inventory - *INVTRAN*

If this is not the item you wish to transfer, type in an "N". This will then take you back to the serial number prompt. If it is the right item, type in a "Y". When you answer this prompt with a "Y", the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. If you have no other transfers to make from this particular old location to this particular new location, press the

 key. The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you want another receipt, enter a "Y". When you have printed all the receipts you want, press the

 key to accept the default of "N" at this prompt and the system will return you to the Transfer Notes prompt. If you still have other transfers to make, but need to change the Old or New Location, press the  key. This will take you back up to the Old Location.

Transferring Inventory to a Charge Off Location

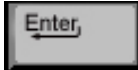
To transfer inventory to a charge off location, you will use option #1, Transfer Inv.

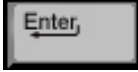
Note: You *MUST* transfer to a location setup as a charge off location in *LOCMNT*.


The cursor will now be resting on Old Location. Enter the location number where the inventory is coming

from (4 characters, example 0001). If you don't know the location number, press the  key and

you will see a window showing options you may choose from. The cursor will now be on New Location.

Type in the location number for the charged off location where you want the inventory to go. Enter the date of transfer or press the  key to accept the default of today's date. The screen will then prompt "Any

Changes". If you need to make changes, enter a "Y" and do so. If not, press the  key. The cursor will now be beside "Transfer Notes". You may enter up to two lines of notes to the receiving location.

After you have entered your notes, if any, press the  key. You will be prompted "Write off Code". If you leave this field blank, you will see a window from which you may make a selection (Example 5-G).





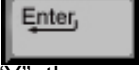


```
Inventory Transfer Of Location
-----
Old Location: 1   New Location: 801   Transfer Date: 4/28/84
NIDOLE'S RENTAL - NI   CHARGE OFF LOCATION

Serial Numbers:
[ ] Store Burglary
[ ] Store Loss
[ ] Junked


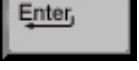
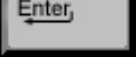
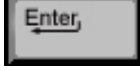

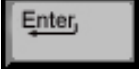
Transfer Notes:
Write Off Code:
Reason for Write Off (Blank for Window)

F10-Exit                                     ENTER-Select
```

Example 5-G

Using your arrow keys, highlight the reason you want to use and press the  key. You will now be prompted, "Any more changes". If you want to change your notes, or the Write Off Code, enter a "Y". If not, press the  key. Your cursor will now be beside "Serial Number":. Enter the serial number of the item you are charging off. You will be prompted "Transfer this item". If you have typed in the wrong serial number, press the  key to accept the default of "N", if it is correct, enter a "Y". When you answer this prompt with a "Y", the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. When you have transferred all inventory from this particular location to this particular location, press the  key. The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you want another receipt, enter a "Y". When you have printed all the receipts you want, press  to accept the default of "N" at this prompt.

OPTION #2 PENDING INVENTORY TRANSFER

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the  key and you will see a window showing options you may choose from (see page 5.3). The cursor will now be on New Location. Type in the location number for where you want the inventory to go (**MUST be set up as a pending location in LOCMNT for this to work properly**). If you don't know the location number, press the  key and you will see a window showing options you may choose from (see page 5.3). Enter the date of transfer or  for today's date. The screen will then prompt "Any Changes". If you need to make changes, enter a "Y". If not, press the  key to accept the default of "N". Your cursor will now be at "Customer Name". Enter the name of the customer you are putting this into pending for. You will now be prompted "Selling Salesman Number". Enter the salesman number of the person making the sale. You will now be prompted, "Notes". You may enter up to two lines of notes. When you have finished adding the notes, press the  key and you will be prompted "Any More Changes" (Example 5-H). If you need to make any changes to the customers name, the salesman number or your notes, enter a "Y". If no changes are necessary in this area, press the  key to accept the default of "N".

5.8 Transfer ring Inventory - *INVTRAN*

```
Inventory Pending Transfer

Old Location: 1      New Location: 251      Transfer Date: 4/20/04
NICOLE'S RENTAL - NI  PENDING - NIXR

Serial Numbers:

Customer Name: 
Selling Salesman Number: 0
Notes:

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm
```

Example 5-H

Your cursor will now be beside “Serial Number”:

Enter the serial number. The system will display the serial number on the Inventory Transfer of Location Screen.

If you do not have the serial number, press the  key and you will see the Inventory Maintenance Screen (Example 5-I).

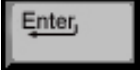

```
Inventory Maintenance                                04/20/04

Start Key: 
Select:  Loc & Stat:  - Desc: 

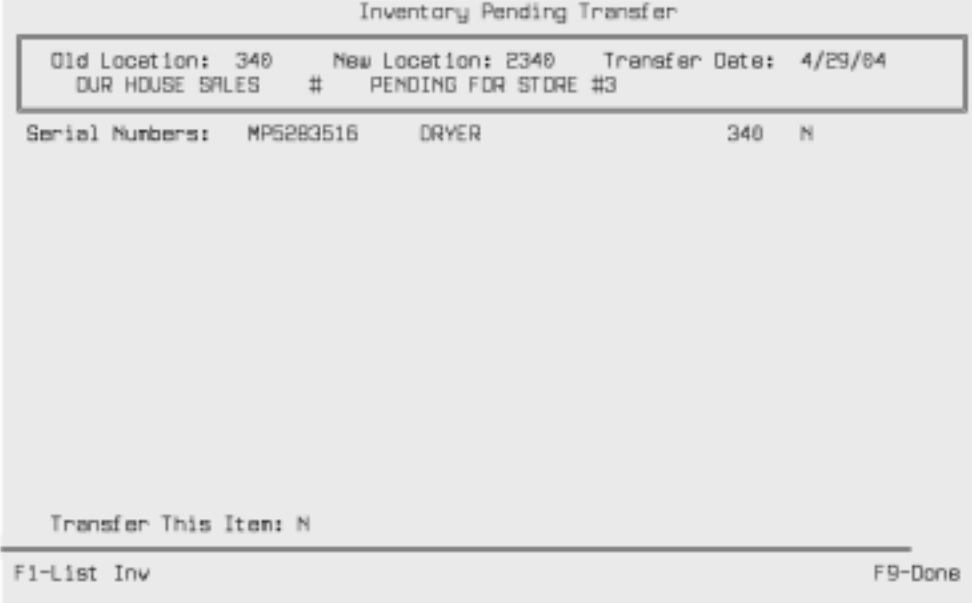
Start By: F3--Model #, F4--Date Sold, F5--Bar Code Number, F6--Serial #
```

Example 5-I

At this screen the cursor will be on Start Key. You can enter the model number or serial number on this line. Specify the item to view or enter the selection criteria and **press the appropriate function key** to list the inventory in the order you wish to view it in (these are listed on the bottom of the screen).

The screen will display a list of units in stock. It will display the model number, serial number, location, status, description, date received and date sold. Using the arrow keys, highlight the item you wish to select for this transfer and press the  key. You will be returned to the Inventory Transfer page. The serial number of the item you just selected will be beside the prompt "Serial Numbers". Press the  key.

The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item" (Example 5-J).







```

Inventory Pending Transfer
-----
Old Location: 340   New Location: 2340   Transfer Date: 4/29/84
OUR HOUSE SALES   #   PENDING FOR STORE #3
-----
Serial Numbers:  MP6283516   DRYER               340   N
-----
Transfer This Item: N
-----
F1-List Inv                               F9-Done

```

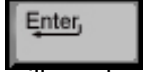

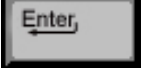
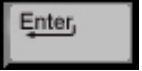
Example 5-J

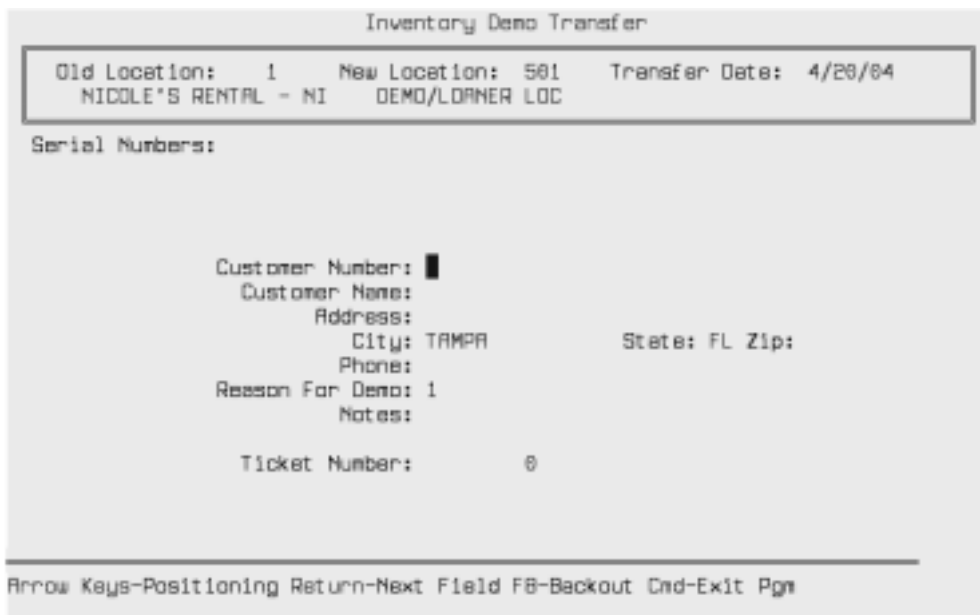
If this is not the item you wish to transfer, press  to accept the default of "N". This will then take you back to the serial number prompt. If it is the right item, type in a "Y". When you answer this prompt with a "Y", the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. If you have no other transfers to make from this particular old location to this particular new location press the  key. The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you want another receipt, enter a "Y". When you have printed all the receipts you want, press  to accept the default of "N" and the system will return you to the Serial Numbers prompt. If you still have other transfers to make, but need to change the Old or New Location, press the  key. This will take you back up to the Old Location.

OPTION #3 DEMO INV TRANSFER

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from

5.10 Transfer ring Inventory - **INVTRAN**

(4 characters, example 0001). If you don't know the location number, press the  key and you will see a window showing options you may choose from (see page 5.3). The cursor will now be on New Location. Type in the location number for where you want the inventory to go (**MUST be set up as a demo location in LOCMNT for this to work properly**). If you don't know the location number, press the  key and you will see a window showing options you may choose from (see page 5.3). Enter the date of transfer or press the  key to accept the default of today's date. The screen will then prompt "Any Changes". If you need to make changes, enter a "Y". If not, press the  key. The screen will now change slightly (Example 5-K).



```
Inventory Demo Transfer
-----
Old Location: 1      New Location: 501      Transfer Date: 4/20/84
NIDOLE'S RENTAL - NI  DEMO/LOANER LOC

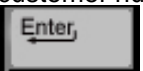

Serial Numbers:

Customer Number: 
Customer Name: 
Address: 
City: TAMPA          State: FL Zip: 
Phone: 
Reason For Demo: 1
Notes: 
Ticket Number:      0

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm
```

Example 5-K

Customer Number If you know the customer's account number, enter it here. If not, make sure this area is blank and return to the next prompt.

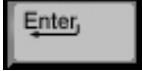
Customer Name If the customer number was filled in, this will have filled in automatically. If you did not know the customer number, you may enter a few characters of the customer's last name and press the  key. You will see a window showing different last names that begin with the characters you entered. Using your arrow keys, highlight the correct one and press the  key. This will fill in the Customer's Number for you when you do it this way.

Address **City** **State** **Phone**


These will all be filled in automatically. You should verify them with the customer. If any of these are not correct, be sure to type over what is there and correct it.


Reason for Demo 1 = Set in Repair, 2 = Trial use, 3 = Donation

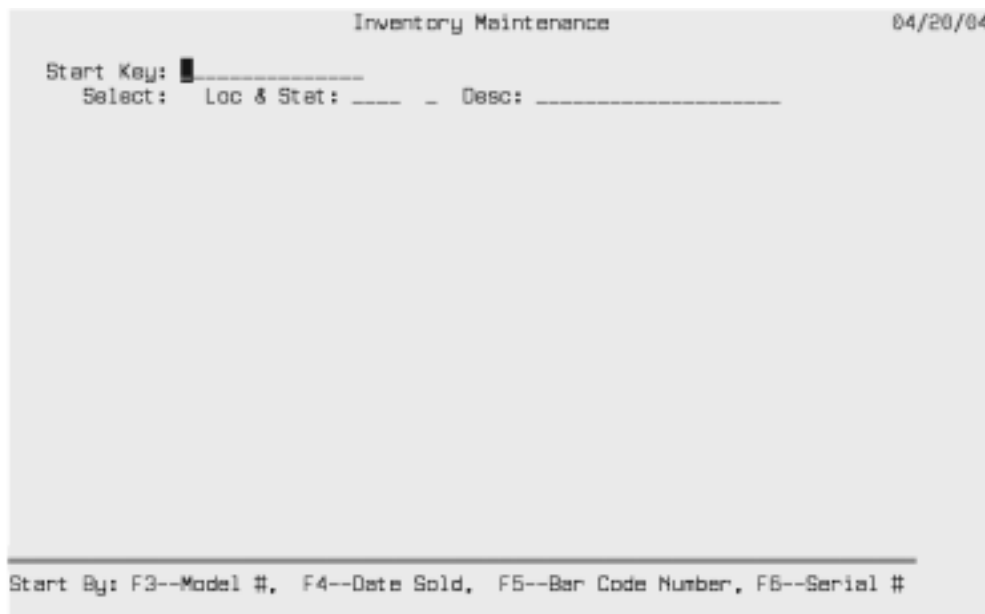
Notes If you want to, you may enter up to two lines of notes on this transaction.

Ticket Number You may assign a specific ticket number to this transaction or press the  key to have the system assign the ticket number.

You will now be prompted "Any More Changes". When this is answered with an "N", your cursor will move beside "Serial Number":.

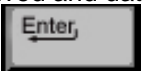

Enter the serial number. The system will display the serial number on the Inventory Transfer of Location Screen. Press the  key. If you need to make changes, enter a "Y".

If you do not have the serial number press the  key and you will see the Inventory Maintenance Screen (Example 5-L).



Example 5-L

At this screen the cursor will be on Start Key. You can enter the model number or serial number on this line. Specify the item to view or enter the selection criteria and **press the appropriate function key** to list the inventory in the order you wish to view it in (these are listed on the bottom of the screen).

The screen will display a list of units in stock. It will display the model number, serial number, location, status, description, date received and date sold. Using the arrow keys, highlight the item you wish to select for this transfer and press the  key. You will be returned to the Inventory Transfer page. The serial number of the item you just selected will be beside the prompt "Serial Numbers". Press the  key.


The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item" (Example 5-M).


5.12 Transfer ring Inventory - **INVTRAN**


Inventory Demo Transfer			
Old Location: 340	New Location: 3340	Transfer Date: 4/29/84	
OUR HOUSE SALES	#	CUSTOMER DEMO 340	
Serial Numbers: 15461259	57" HDTV MONITOR	340	N
Transfer This Item: N			
F1-List Inv		F9-Done	

Example 5-M


If this is not the item you wish to transfer, type "N". This will then take you back to the serial number prompt. If it is the right item, type "Y". When you answer this prompt with a "Y", the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. If you have no

other transfers to make from this particular old location to this particular new location, press the  key.


The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you want another receipt, enter a "Y". When you have printed all the receipts you want, press  to accept the default of "N" and the system will return you to the Serial Numbers prompt. If you still have other trans-

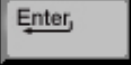
fers to make, but need to change the Old or New Location, press the  key. This will take you back up to the Old Location.

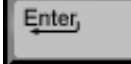
OPTION #4 DELIVERY/PICKUP INV TRANSFER

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the  key and

you will see a window showing options you may choose from. The cursor will now be on New Location.




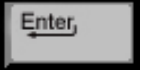
Type in the location number where you want the inventory to go. If you don't know the location number, press the  key and you will see a window showing options you may choose from. Enter the date





of transfer or press the  key to accept the default of today's date. The screen will then prompt

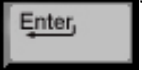
"Any Changes". If you need to make changes, enter a "Y". If not, press the  key. You will see a screen similar to the one following (Example 5-N).

Inventory Delivery/Pick Up			
Old Location: 1	New Location: 501	Transfer Date: 4/20/04	
NICOLE'S RENTAL - NI		DEMO/LOANER LOC	
Serial Numbers:			
Acct Nbr:	Address:	Customer Name:	
	City: TAMPA	State: FL	Zip:
	Phone:		
	Delivery/Pickup Date: 4/20/04		
	Delivery/Pickup Notes:		
	Cod: N		
Ticket Number:	0	Selling Salesman Number:	0
Selling Store:	0		
Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm			

Example 5-N

Your cursor will now be beside "Acct Nbr":. Enter the account number. If you enter a valid account number, the information, name, address, etc., about that account will automatically appear. If you do not know the account number, making sure the account number information is blank, press the  key. Your cursor will move to the "Customer Name" prompt. Enter part of the customers last name and press the  key for a selection window. Using your arrow keys if necessary, highlight the correct customer and press the  key. When you have filled in all the information, you will be prompted "Any More Changes". If you put something in incorrectly, enter a "Y" and make corrections. If no more changes, press the  key to accept the default. Your cursor will now be at "Serial Numbers".

At the bottom of the screen is a list of prompts for you to use if necessary. Press the  key to list the available inventory. Press the  key "Stock/SpecOrd" (this function is used to assign serial numbers for stock, layaway or special orders ONLY that have not previously had a serial number assigned to them). Press the  key to change the ticket serial number. Press the  key to list the serial numbers on a ticket.


Enter the serial number. The system will display the serial number on the Inventory Transfer of Location Screen. Press the  key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item" (Example 5-O).

5.14 Transfer ring Inventory - **INVTRAN**


The screenshot shows a terminal window titled "Inventory Delivery/Pick Up". It contains a box with the following information: "Old Location: 9340 INV IN CUSTOMER HOME", "New Location: 340 OUR HOUSE SALES", and "Transfer Date: 4/29/84 #". Below this box, it says "Serial Numbers: S226967681 BLACK LEATHER MATCH 9340 0". At the bottom of the screen, there is a prompt "Transfer This Item: " followed by a cursor. Below the prompt is a row of function keys: "F1-List Inv", "F2-Stock/SpecOrd", "F3-Exchange", "F4-Ticket Inv", and "F9-Done".


Example 5-O

If this is not the item you wish to transfer, type in an "N". This will then take you back to the serial number prompt. If it is the right item, type in a "Y". When you answer this prompt with a "Y", the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. If you

have no other transfers to make from this particular old location to this particular new location press the  key.


The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you

want another receipt, enter a "Y". When you have printed all the receipts you want, press the  key to accept the default of "N" at this prompt and the system will return you to the Serial Numbers prompt. If

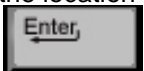
you still have other transfers to make, but need to change the Old or New Location, press the  key.


This will take you back up to the Old Location.

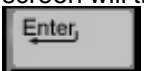
OPTION #5 BAR CODE NUMBER TRANSFER

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the  key and

you will see a window showing options you may choose from (see page 5.3). The cursor will now be on New Location. Type in the location number for where you want the inventory to go. If you don't know the location

number, press the  key and you will see a window showing options you may choose from (see

page 5.3). Enter the date of transfer or press the  key to accept the default of today's date. The screen will then prompt "Any Changes". If you need to make changes, enter a "Y". If not, press the

 key. Your cursor will now be beside "Bar Code Numbers":. Using your bar code equipment, scan the bar codes of each item you wish to transfer.

Bar Code Number Transfer

Old Location: 340 OUR HOUSE SALES	New Location: 1 # OUR HOUSE SALES	Transfer Date: 4/29/84
--------------------------------------	--------------------------------------	------------------------

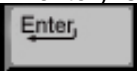


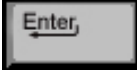
Bar Code Numbers: VLP452384B VLP452384B WASHER COMPACT 340 N

Transfer Notes:

F1 -List Inventory

FB-Enter New Locs Enter-Print Receipt

Example 5-P**OPTION #6 BAR CODE TRANSFER FROM FILE**

The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). *If you don't know the location number, press the  key and you will see a window showing options you may choose from.* The cursor will now be on New Location. Type in the location number for where you want the inventory to go. *If you don't know the location number, press the  key and you will see a window showing options you may choose from.* Enter the date of transfer or press the  key to accept the default of today's date. The screen will then prompt "Any Changes". If you need to make changes, enter a "Y". If not, press the  key. Your cursor will now be beside "Compare Scan to:" You will type in either "B" for barcode or "S" for serial number depending on what you want the scan compared to.

Your screen will change to resemble the following (Example 5-Q).

5.16 Transfer ring Inventory - *INVTRAN*

Bar Code Number Transfer From File

Old Location: 201 WAREHOUSE - NIXA	New Location: 1 NICOLE'S RENTAL - NI	Transfer Date: 4/20/04
---------------------------------------	---	------------------------

Compare Scan to: ☐ Input File Name:

(B)arcode, (S)erial number, (D)ownload From PDT3100, Or (I)ntput File Name

FB--Prev Menu

Example 5-Q

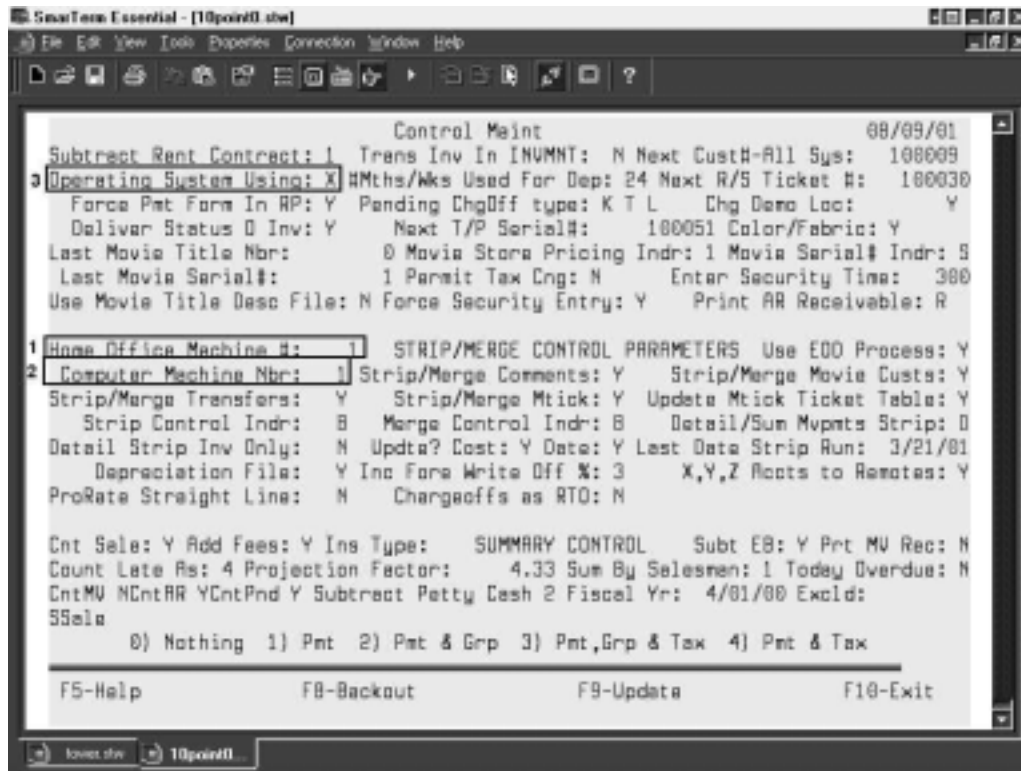
Connect the portable device you are using to transfer inventory with. Use the command or scan the barcode which “Downloads Inventory”. You will now see the barcode numbers scan on the screen. When the download process is complete, press your command or press the

F8

 key to print the transfer receipt(s).

Transferring Inventory on Diskette - STORETRN**INSTRUCTIONS FOR USING RSSS FLOPPY TRANSFER**

Machine numbers must be set correctly in “CTRLMNT” on all machines involved in floppy transfers for floppy transfers to occur (Example 6-A:1&2). If you have been doing normal STRIP/MERGE communications, you **can** assume that machine numbers are set correctly.

**Example 6-A**

Home Office Machine # & Computer Machine number must be set correctly on all machines involved in the transfer for this program to work properly. The "Operating System Using" must be set to an X for (X)enix (Example 6-A:3).

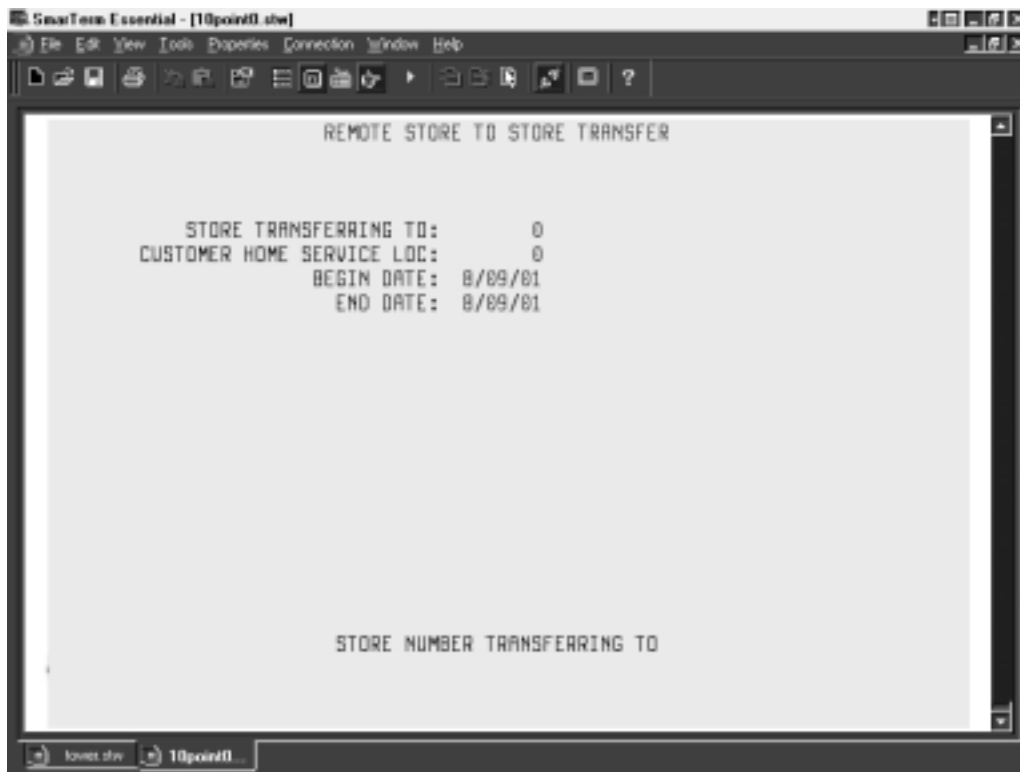
Each machine involved **must** have a /STORETRN and /STOREMRG directories in the root (/) directory. These are the directories that store the inventory records when inventory is transferred and merged to a diskette. **FULL PERMISSIONS ARE REQUIRED ON THESE FILES!!**

Any diskette used must be **DOS** formatted!! Do this by typing at the Xenix prompt \$
dosformat /dev/fd0/

To get into this program, you need to be at the command line and type in "STORETRN". You will be prompted for the Printer or File Pathname (see page 1.7). Enter the correct information or <RETURN> to accept the default printer. You will now see the screen following.

When performing the "Transfer Inventory to Diskette", you must enter the date of the transfers that you want, and the store you are wanting this floppy transfer for (Example 6-B). This transaction will print a receipt showing you what was put on the diskette. This information is written to the receipt **FROM THE DISKETTE**, so any items printed **will be** on this diskette. This information is needed in determining if there are hardware problems at a specific store. If the sending store has a receipt showing it was put on diskette, and the receiving store has an error reading it, you can **ALMOST** assume you have a bad floppy drive at the receiving store.

6.2 Transferring Inventory on Diskette - **STORETRN**



Example 6-B

If you want to double check your diskette before leaving the “sending” location, or upon arrival at the “receiving” location, at the Unix prompt (\$) type:

dosdir a:




You should have an ITEMFSEQ
 ITEMLSEQ
 NINVDSEQ files.

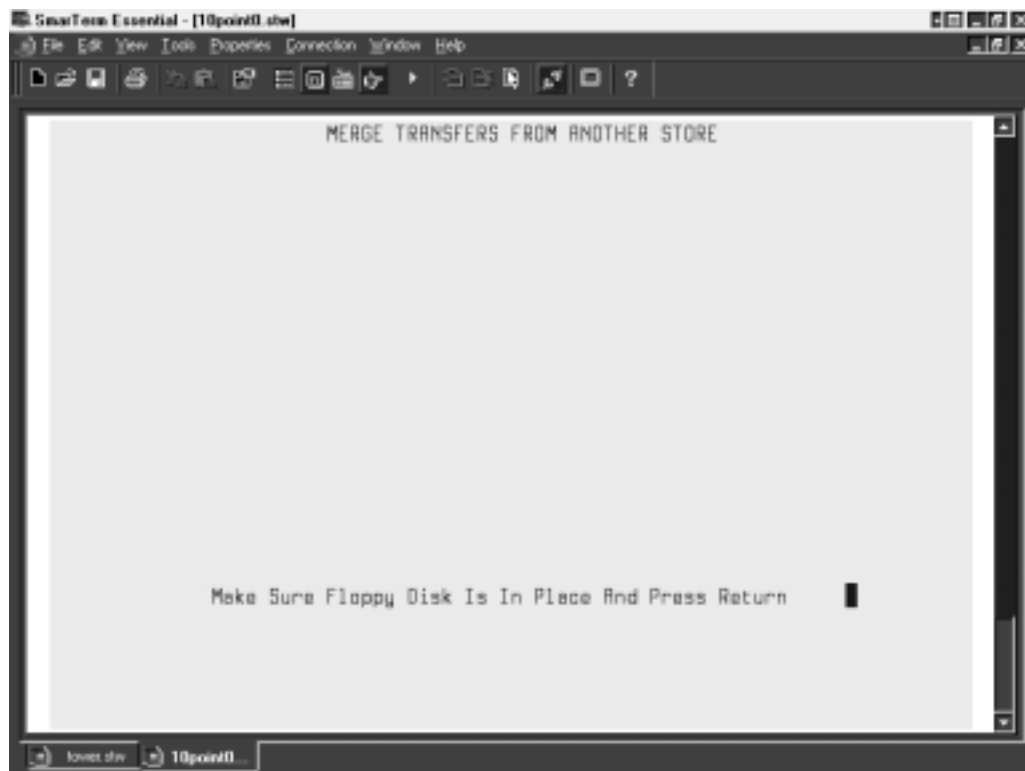
End of Section 6

Receiving Inventory Transfers From Diskette - STOREMRG

This program is for use by stores on separate computers only. This is to receive inventory **FROM** another computer via diskette.

How to use program

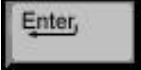
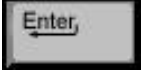
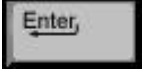
After the store transferring the inventory to you has run “**STORETRN**” (see page 6.1) and given you the diskette, you need to be at the **command line** and type in “**STOREMRG**”. You will be prompted for the printer of file pathname (see page 1.7). Press  to accept the default printer or type in the proper printer number or pathname and press . You will see a the following screen (Example 7-A). Insert a diskette into the floppy drive and press . After the program has run, the inventory will be on your machine and a receipt showing this information will be printed.

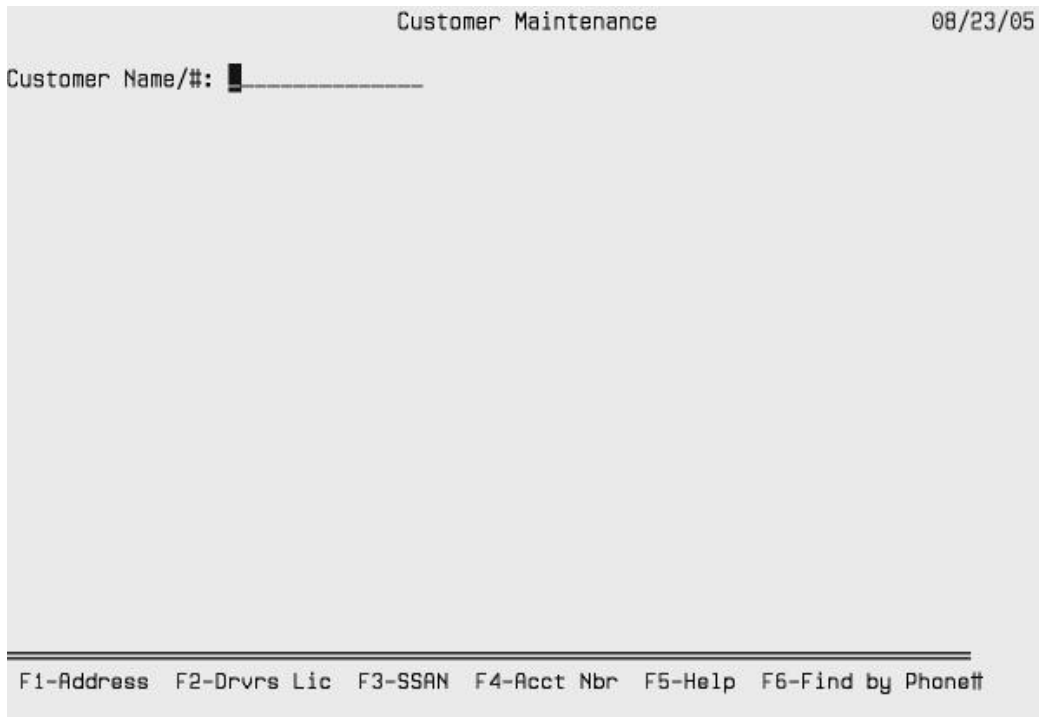


Example 7-A

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Add a New Rental Agreement- NEW

To add a new Rental Customer agreement you need to be at the **command line** and type in “**NEW**” and 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 see a screen similar to the one following (Example 8-A).



Customer Maintenance 08/23/05

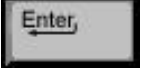
Customer Name/#:

F1-Address F2-Drvs Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone

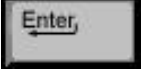
Example 8-A**Listing available customers (alphabetically)**

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, drivers license number or social security number and then use the appropriate **function keys**

(shown at the bottom of the screen) to list the information in the order you wish to view them or press the

 key to list them in alphabetical order). You can enter any of these in complete or partial form.

For example, if you wanted to look up by name, a customer whose last name was Magadon, you could enter

“MAG” and then press the  key twice and any customers on file would be listed on the screen in alphabetical order starting with “MAG” (Example 8-B). Notice the screen prompts at the bottom.

8.2 Adding A New Agreement - **NEW**


Customer Maintenance					08/22/05
Customer Name/#: MAG					
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N
120150	MAGALLAN	ISAAC	7 RHINE LOOP	ANYTOWN	
* 125988	MAGALLAN	SULEMA	3702 CROCKETT ST	ANYTOWN	
127371	MAGALLANES	NELL	P.O. BOX 66	ANYTOWN	
100495	MAGALLANES	SARAH & NI	2106 W. AVE L	ANYTOWN	
* 121899	MAGANA	ANGEL	BOX 3151	ANYTOWN	
112807	MAGANA	BENITO	2917 CHRISTOVAL	ANYTOWN	
* 102115	MAGANA	SINAH(ANGE	208 E. 27TH	ANYTOWN	
104619	MAGEE	BOB & KARE	2218 RIO GRANDE	ANYTOWN	
105213	MAGEE	BOB-ESP	2218 RIO GRANDE	ANYTOWN	
103687	MAGEE	J. D.	514 EAST 21ST ST	ANYTOWN	
118671	MAGEE	WILLIAM	P.O. BOX 822	ANYTOWN	
118978	MAGEE	WM L.	P.O. BOX 60403	ANYTOWN	
119983	MAGERS	BRIAN	10679 WHEATLAND	ANYTOWN	
125451	MAGILL	DEBRA	10762 MOUNT NEBO	ANYTOWN	
107984	MAGILL	JIM	GARLAND	ANYTOWN	
<hr/>					
<hr/>					
F1-Next Page	F2-Prev Page	F3-AR/RTO Hist	F4-Chg	F5-Delete	F6-Add

Example 8-B

Other examples of how to look up a customer.

Listing available customers (by address):

If you wanted to look up by address, a customer whose address began with 1019, you could enter "1019" and

then press the  key and any address on file would be listed on the screen in numerical order starting with "1019" (Example 8-C). Notice the screen prompts at the bottom.

Customer Maintenance						08/23/05
Customer Name/#: 1019						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
501053	ISRAEL	JAMIE	1019 ABC LANE	ANYTOWN	000-00-0001	
500697	LLOYD	TINA	1019 KINGSTON AV	ANYTOWN	000-00-0001	
100548	ST. MARK'S	LUTHERAN CH	1019 N 7TH STREE	ANYTOWN	000-00-0001	
509304	FREUND	KATHRYN	101C E SUTTON PL	ANYTOWN		
* 502578	BERNDT	JESSICA	102 E GORHAM	ANYTOWN	000-00-0001	
508374	BURDICK	CARRIE	102 MARCELLA ST	ANYTOWN	000-00-0001	
	3 CASH SALE		102 N MAIN STREE	ANYTOWN	000-00-0001	
* 504921	JOHNSON	KATHY	102 OAK CT	ANYTOWN	000-00-0001	
502424	KIPP	LAURA	102 W CEDAR VALL	ANYTOWN	000-00-0001	
* 504909	WALTON	JULIE	102 WATER ST	WWW55555555555555	000-00-0001	
400803	MARQUARDT	MEMORIAL MAN	1020 HILL ST.	ANYTOWN	000-00-0001	
507000	NIEMI	KENT	1020 LOWER RIDGE	ANYTOWN	000-00-0001	
* 503043	TUSKOWSKI	JODI	1020 TREE LN	ANYTOWN	000-00-0001	
501102	ESCAMILLA	PAMELA	1020 WOODS DR	ANYTOWN	000-00-0001	
509030	MCGOCHAN	LISA	10202 N TRILIUM	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Example 8-C***Listing available customers (by drivers license)***

If you wanted to look up by drivers license number, a customer whose drivers license began with 019, you could enter "019" and then press the **F2** key and any customers on file whose drivers license number began with 019 would be listed on the screen in numerical order (Example 8-D). Notice the screen prompts at the bottom.

8.4 Adding A New Agreement - **NEW**


Customer Maintenance						08/23/05
Customer Name/ #: 019						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
510414	SMITH	TINA	1234 ABC LANE	01955555	000-00-0001	
* 504909	WALTON	JULIE	102 WATER ST	01955555555	000-00-0001	
400796	MARQUETTE UNIV.	CONTIN	GYMNASIUM, 1ST F	ANYTOWN	000-00-0001	
100790	PENTECOST LUTHERAN CHU		5226 W. BURLEIGH	ANYTOWN	000-00-0001	
100871	SOUTH WISCONSIN DIST.		8100 W. CAPTIOL	ANYTOWN	000-00-0001	
100020	ST. ALPHONSUS CHURCH		5980 W. LOOMIS R	ANYTOWN	000-00-0001	
100831	REDEEMER LUTHERAN CHUR		255 W. LINCOLN	ANYTOWN	000-00-0001	
* 100805	ST. PHILIP NERI		5566 N 69TH ST	ANYTOWN	000-00-0001	
100035	ASCENSION LUTH ACAPPEL		1236 SOUTH LAYTO	ANYTOWN	000-00-0001	
* 100040	BACH CHAMBER CHOIR		12180 W EDGERTON	ANYTOWN	000-00-0001	
401221	B/E JOINT SCHOOL DIST		FRIESS LAKE SCHO	ANYTOWN	000-00-0001	
100599	METROPOLITAN BAPTIST C		1345 W. BURLEIGH	ANYTOWN	000-00-0001	
100055	BAY VIEW UNITED METHOD		2772 S. KINNICKI	ANYTOWN	000-00-0001	
100709	NORTHWESTERN MUTUAL CH		720 E. WISCONSIN	ANYTOWN	000-00-0001	
100065	ST. BERNARDS CHURCH		7474 HARWOOD AVE	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add						

Example 8-D

Listing available customers (by social security number)


If you wanted to look up a customer by social security number, you could enter the full or beginning part of the social security number (when looking customers up with this method, do not use any dashes in the number.

Also, if entering a partial social security number, fill in the rest of the number with zeros), and then press the

 key and any customers on file would be listed on the screen by social security number in numerical order (Example 8-E). Notice the screen prompts at the bottom.

Customer Maintenance						08/23/05
Customer Name/#: 000990001						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
511984	SMITH	JOE	123 JKI LANE	000000001	000-99-0001	
511986	SMITH	JOHN	123 ABC BLVD	000000000002	000-99-0002	
EOF						

Example 8-E***Listing available customers (by account number)***


If you wanted to look up by account number, a customer whose account number was 505354, you could enter "505354" and then press the  key and the customer on file whose account number began with 505534 would be listed on the screen in numerical order starting with "505534" (Example 8-F). Notice the screen prompts at the bottom.

8.6 Adding A New Agreement - **NEW**

Customer Maintenance						08/23/05
Customer Name/#: 505534						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
505534	ELLIS	ALICIA	3119 N. 13TH ST.	ANYTOWN	000-00-0001	
505535	CHRIST	KEEGAN	4352 N 94TH STRE	ANYTOWN	000-00-0001	
505536	GOTCHER	KATHY	11246 W SWISS ST	ANYTOWN	000-00-0001	
505538	YAU	DARYL	5683 N 90TH ST	ANYTOWN	000-00-0001	
* 505540	PHARM	CLIFTON	3631 N 50TH ST	ANYTOWN	000-00-0001	
* 505541	NEUVILLE	PETER	5291 GEORGETOWN	ANYTOWN	000-00-0001	
* 505542	CHRISTENSEN	MARIE	816 DUNKIRK AVE	ANYTOWN	000-00-0001	
505543	MARCETICH	CINDY	9333 W. CONCORDI	ANYTOWN	000-00-0001	
505544	BOURDO	RANDY	37336 INDIAN MOU	ANYTOWN	000-00-0001	
505545	FOULKE-FORMIAVA		180 STAGECOACH C	ANYTOWN	000-00-0001	
* 505546	HILL	CHRISTINA	1302 BLACKWOLF	ANYTOWN	000-00-0001	
505547	MILLERMAN	DEBORAH	4066 ERNST DR	ANYTOWN	000-00-0001	
505548	JOHNSON	SUE	1850 PENNSYLVANI	ANYTOWN	000-00-0001	
505549	HALVORSON	MICHAEL	2107 HICKORY DR	ANYTOWN	000-00-0001	
505550	KUSIK	MARY	4474 N MORRIS BL	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add						

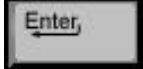

Example 8-F


Find by phone number

If you wanted to find a customer by his/her phone number, enter the phone number, using no spaces or dashes (and including the area code) and then press  key. The system will bring up this customer in New Agreement Add.

Adding a new agreement to an existing customer


To add a new agreement to an existing customer, using your arrow keys, highlight the correct name

and press the  ***key.*** If before adding the new agreement, you want to look at a brief history of this customer's open and closed Agreements, press the  key.


If you found the right customer but you need to make any changes such as a change of address or adding a Drivers License Number or Social Security Number, press the  key.

Note: Do not add a new customer without checking to see if that customer hasn't already been entered. Try as many search possibilities as necessary until you are convinced this customer does not exist in the system.




Adding a new customer

If the customer is not already in the computer, press the  key. This will display the screen following (Example 8-G).

Enter the customer name or if it is a company, go to the next line and enter the company name. Press the

 key through the Acct# field . The program will supply it after all the information has be entered. If, while you are entering the License number or Social Security number that a customer has already used, the system displays on the bottom of the screen:

Drivers License Nbr (or Social Security Number) already on File; Continue: N

You should press the  key to accept the default of No. This means someone in this computer already has this license or Social Security number assigned. This will take you back to the "Customer Name/#" prompt. Type in the number that was "already on file" and use the appropriate function key ( or ) to find out who already has this number.

```



                                Customer Add                                08/23/05

Customer/Or:  ,                               Acct#:
Company Name:
Contact Name:
Address:
Address Line 2:
Zip/City/State: 53209-0000 MILWAUKEE      WI      Map Code:
Home Phone Nbr:                               Work Phone Nbr:
Cell Phone Nbr:                               Pager Phone Nbr:
Fax Phone Nbr:                               Birth Date:
SSAN:                               Drivers License Nbr:
Taxable?: Y      Tax Codes      Bill To Number:
Tax Number:
Charge Cust: N      Retail Discount Level:
Credit Limit:      0      Default Retail Pmt Form:
Status Flag:      Default: Salesperson/Acct Mgr:
Customer Type:      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 F5-Help F7-Car Info

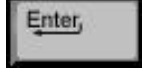
```

Example 8-G

Customer/Or: Enter the customer's last name, and press the  key. Now enter the customer's first name. If the customer is a company, leave these fields blank and press the  key until you are at the prompt "Company Name".

8.8 Adding A New Agreement - **NEW**

Acct # If your company uses preprinted agreement numbers, enter it here. If not, press the



key and the system will assign the next available number.

Company Name If this is a company, enter the name here.

Contact Name If this is a company, enter the name of the contact.

Address Enter the address for this customer.

Address Line 2 This is where you would enter more address information such as suite number, apartment number or anything else that didn't fit on the first line.

Zip/City/State Enter in the zip code for this customer. You have the ability to enter the zip + 4. Enter the name of the city or town for this customer. Enter the 2 character abbreviation for the state this customer address is in. **Note: If your default City/State/Zip is blank in the TERMMNT record, the system will automatically fill in the City and State based on the Zip Code you enter in here.**

Map Code Enter the map code or if the customer is in Canada, you may enter the postal code here.

Home Phone Number Enter the home phone number for this customer.

Work Phone Number Enter the phone number of the place where this customer works.

Cell Phone Number If the customer has a cellular phone, enter that phone number here.

Pager Phone Number If the customer has a pager, enter that phone number here.

Fax Phone Number If the customer has a fax machine, enter that phone number here.

Birth Date Enter the customer's birth date. Must be entered in MM/DD/YYYY format. For example: 03/05/1977.

SSAN Enter the customer's social security number here.

Driver's License Number Enter the customer's driver's license number here.

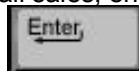
Taxable If this account is taxable, enter a "Y".

Tax Codes If an "N" is entered at the taxable prompt, enter the non-taxable tax code. If you are unsure of the non-taxable tax code, enter 9999 for a selection window.

Bill to Number This is only filled out if the bill to is different than the customer.

Tax Number You may enter the customer or company Federal Tax Id Number if required by your company.

Charge Customer If this customer will be allowed to charge retail sales, enter a "Y". If this customer will **NOT** be allowed to charge retail sales, press the



key to accept the default of "N".

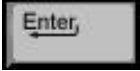
Retail Discount Level Used for granting an automatic discount for the customer. D for discount - this is a % off the regular price. A maximum percent off amount is set up in SALECTRL. A = Discount is set at MAP price (Manager Approved Price). O = Discount is set at MOP Price (Manager Override Price). Once a D, A or O has been entered, your cursor will move slightly and at the bottom of the screen you will be prompted "If price level is D, discount % this customer receives in the sale program". If a D was entered, enter the discount percentage this customer receives in the sale program.

Credit Limit If you are using the Sales A/R System and have a Revolving Payment Form, you may set up a credit limit here. **If left at the default of 0, the customer will have an unlimited credit limit.**

Default Retail Payment Form If this customer will always be paying using the same payment form, i.e. cash, credit card, check, you can enter it here. If you do not want to specify a default payment form, you may leave this field blank.

Status Flag This is a 2 character free form field for you to enter any information on the customer that you feel needs to be in the system.

Default: Salesperson/Acct Mgr The first stop your cursor makes will be for the default salesperson. If this customer will always have the same salesperson, enter that salesperson's employee number. At the second stop, if this customer will always have the same account manager, enter the account manager's employee number. If you do not want to specify a default salesperson/account manager, you may leave these fields blank.

Customer Type Enter the default customer type for this customer's tickets. If you do not know the correct customer type, press the  key for a selection window.


RTO Recv

Email Address If the customer has an email address, enter it here.

Bank/CC Info You may enter in information from the customer's credit card here for use in auto payment functions.

Default PO Nbr If you want to use a default purchase order number when making a sale to this customer, enter the purchase order number here.

Adding a reference

While at the Customer Add Screen, you will see prompts on the bottom of the screen. Press the  key to add references on this account. You will see a screen similar to the one following (Example 8-H). You can enter up to six different references. **Note the screen prompts at the bottom of the screen.**

8.10 Adding A New Agreement - **NEW**

Customer/Or: DOE
Company Name:
Contact Name:
Address: 123 LAZY LAN
Address Line 2:
Zip/City/State: 55555-0000 A
Home Phone Nbr:
Cell Phone Nbr:
Fax Phone Nbr:
SSAN:
Taxable?: Y Tax
Tax Number:
Charge Cust: N
Credit Limit: 0
Status Flag: Defaul
Customer Type:
Email Address:
Bank/CC Info:
Default PO Nbr:

05

Name:
Add:
Add2:
City: ANYTOWN US 55555-
Ph: Map Code:
Rel:
Name:
Add:
Add2:
City: ANYTOWN US 55555-
Ph: Map Code:
Rel:
Name:
Add:
Add2:
City: ANYTOWN US 55555-
Ph: Map Code:
Rel:

Last name for this reference

F8-Backout


F9-Second Page

F10-Exit

ENTER-Next Field

Example 8-H

Add an employer

Also at the Customer Add Screen, if you press the  key, you will be able to add their employer information. (Example 8-I).

Customer Add08/23/05

Customer/Or: DOE, JOHNAcct#: 808808

Company Name:

Contact Name:

Address: 123 LAZY LAN

Address Line 2:

Zip/City/State: 55555-0000 A

Home Phone Nbr:

Cell Phone Nbr:

Fax Phone Nbr:

SSAN:

Taxable?: YTax

Tax Number:

Charge Cust: N

Credit Limit: 0 D

Status Flag:

Customer Type:

Email Address:

Bank/CC Info:

Default PO Nbr:

Work Information

Company: █

Add:

Add2:

City: ANYTOWNUS 55555-

Map Code:

Comment:

PayDays:

Default: Salesperson/Acct Mgr:

RTO Recv:

00/00

Best Time to Call:

Employer's name

F8-Backout

F9-Update Record

F10-Exit

ENTER-Next Field

Example 8-I

Add a landlord

To add landlord information, press the

F3

 key. You will see a screen similar to the one following (Example 8-J).

Customer Add08/23/05

Customer/Or: DOE, JOHNAcct#: 808808

Company Name:

Contact Name:

Address: 123 LAZY

Address Line 2:

Zip/City/State: 55555-000

Home Phone Nbr:

Cell Phone Nbr:

Fax Phone Nbr:

SSAN:

Taxable?: YT

Tax Number:

Charge Cust: N

Credit Limit: 0

Status Flag: Def

Customer Type:

Email Address:

Bank/CC Info:

Default PO Nbr:

Landlord Information

Apt: █

Mgr:

Or Landlord's Name

Name: ,

Add:

Add2:

City: ANYTOWNUS 55555-

Ph:Map Code:

00/00

Best Time to Call:

Name of the apartments or the property management company

F8-Backout

F9-Update Record

F10-Exit

ENTER-Next Field

Example 8-J

8.12 Adding A New Agreement - **NEW**

Adding a second customer

By pressing the **F4** key at the Customer Add Screen, you will be able to add information on a second customer. (Example 8-K).

Customer Add08/23/05

Customer/Or: DOE, JOHNAcct#: 808808

Company Name:

Contact Name:

Address: 123 LAZY LAN

Address Line 2:

Zip/City/State: 55555-0000 A

Home Phone Nbr:

Cell Phone Nbr:

Fax Phone Nbr:

SSAN:

Taxable?: YTax

Tax Number:

Charge Cust: N

Credit Limit:

Status Flag: Default

Customer Type:

Email Address:

Bank/CC Info:

Default PO Nbr:

Second Customer Info

Name: ,

Add:

Add2:

City: ANYTOWNUS55555-

Ph:Map Code:

SSAN:DL#:

Rel:

BDte:

00/00

Best Time to Call:

Last name for this customer

F8-Backout

F9-Update Record

F10-Exit

ENTER-Next Field

Example 8-K

Adding car information

By pressing the **F7** key at the Customer Add Screen, you will be able to add information on the customers vehicle. (Example 8-L). You may enter information on two different vehicles. **Note the screen prompts at the bottom of the screen.**

Customer Add08/23/05

Customer/Or: DOE, JOHNAcct#: 808808

Company Name:

Contact Name:

Address: 123 LAZY LAN

Address Line 2:

Zip/City/State: 55555-0000 A

Home Phone Nbr:

Cell Phone Nbr:

Fax Phone Nbr:

SSAN:

Taxable?: YTax

Tax Number:

Charge Cust: N

Credit Limit: 0

Status Flag: Default

Customer Type:

Email Address:

Bank/CC Info: 00/00

Default PO Nbr:

Best Time to Call:

License Plate Number

Car Information

License: █

VIN Nbr:

Year: 0

Make:

Model:

Desc:

Lien:

Phone #:


F8-Backout

F9-Second Page

F10-Exit

ENTER-Next Field

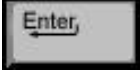
Example 8-L

Once the information has been entered, press the  key. The prompt "Any More Changes:" will be displayed (Example 8-M).

8.14 Adding A New Agreement - **NEW**

Customer Add		08/23/05
Customer/Or:	DOE , JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address:	123 LAZY LANE	
Address Line 2:		
Zip/City/State:	55555-0000 ANYTOWN US	Map Code:
Home Phone Nbr:	(555)555-5555	Work Phone Nbr: (555)555-5555
Cell Phone Nbr:	(555)555-5555	Pager Phone Nbr: (555)555-5555
Fax Phone Nbr:	(555)555-5555	Birth Date: 1/01/1932
SSAN:	000-00-0001	Drivers License Nbr: 1
Taxable?:	Y	Tax Codes Bill To Number:
Tax Number:		
Charge Cust:	N	Retail Discount Level:
Credit Limit:	0	Default Retail Pmt Form:
Status Flag:		Default: Salesperson/Acct Mgr:
Customer Type:	R	RTO Recv:
Email Address:	doejohn@anywhere.com	
Bank/CC Info:		00/00
Default PO Nbr:		Best Time to Call:
Any More Changes:	N	
F1-References F2-Employer F3-Landlord F4-2nd Cust F5-Help F7-Car Info		

Example 8-M

If you need to go back to make changes, press "Y". If not, press the  key to accept the default "N". You will now see a window open (Example 8-N).

Customer Add		08/23/05
Customer/Or:	DOE , JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address:	123 LAZY LANE	
Address Line 2:		
Zip/City/State:	55555-0000 ANYTOWN	US Map Code:
Home Phone Nbr:	(555)555-5555	Work Phone Nbr: (555)555-5555
Cell Phone Nbr:	(555)555-5555	Pager Phone Nbr: (555)555-5555
Fax Phone Nbr:	(555)555-5555	Birth Date: 1/01/1932

C
Cr
S
Cus
Ema
Ban

Enter Comment, and press F9 when done

F1-Fwd F2-Back F9-Done F10-Abort HOME-Top PG DN-De1 Line PG UP-Ins Line

Example 8-N

You may enter any comments you wish here. When you have finished entering your comments, press the



key.

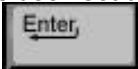
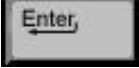
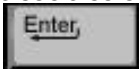
Adding a new rental agreement


The next screen you will see is the New Rental Agreement Add screen (Example 8-O).

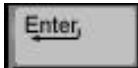
8.16 Adding A New Agreement - **NEW**

New Agreement Add								08/23/05							
Customer Name: DOE		, JOHN		Acct#:		808808									
Salesmen Nbrs: █				Agreement Nbr:											
Acct Mgr Nbr:				Agreement Date:		8/23/05									
Store Nbr: 1				Delivery Date:		8/23/05									
Source:				Cust Type:		R									
Agreement Type:				Pmt Terms:											
Tax Code:				Ticket Nbr:											
Ticket Type: 0				# BOR Items:											
Serial Nbr		Pmt Amt		Spiff		ESP Amt		Serial Nbr		Pmt Amt		Spiff		ESP Amt	
Enter the salesman who sold this agreement; enter to list															
F5-Help				F8-Backout				F10-Exit							

Example 8-O

Salesman Nbrs Enter the employee number of the salesperson who is writing the rental agreement. This must be one of the employee numbers that has been set up previously. If you do not know the salesperson's employee number, press the  key and a window will open showing the available employee's and their numbers, using your arrow keys, highlight the person you want, and press the  key. There is room to put in three different employee numbers if more than one person worked on this agreement (to see a selection window for the second and third salesperson, type in 99999). Press the  key until you get to Agreement Nbr.

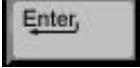
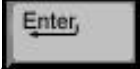
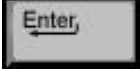
Agreement Nbr You may enter in an agreement number if your Rental Agreements are preprinted with a number, otherwise press the  key to have the system automatically assign the next available number.

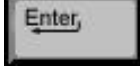
Acct Mgr Nbr Enter the Account Manager's Number that is responsible for this account or the route number. If you are unsure of the account manager's number or route number, press  and a list of those available will be shown in a window.


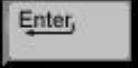
Agreement Date This will default to the current date. You can enter a different date if you need to.


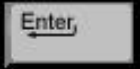
Store Nbr This will default to the store where you are.

Delivery Date The current date is filled in by the system, but another date may be entered.

Source Enter the advertising source that is responsible for bringing this customer in. Valid options are displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key. You may enter up to three different sources (to see a selection window for the second and third source code, type in 99). Press the  key until you get to Cust Type.

Cust Type Defaults to what was entered in the customer data. If you need to change this, clear the field, by pressing the space bar and a selection window will open. To select one of these, using the arrow keys, highlight the one you want to use and press the  key.


Agreement Type Enter the type of agreement. Valid options are displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key. You need to be sure and set up the account based upon the frequency this customer will be paying from now on. Example: If a customer will be paying you weekly, choose a weekly option. If the customer will pay you monthly, choose a monthly option. If "X" and "Z" type Agreements are setup in Contract Maintenance, and this is what is chosen, you will be prompted to specify the number of weeks and months respectively.

Pmt Terms Enter the payment frequency. Valid options are displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key.

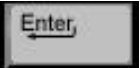
Tax Code Enter the tax code for this agreement. THIS FIELD IS USED ONLY IF YOUR STORE REQUIRES DIFFERENT TAX RATES FOR DIFFERENT CUSTOMERS (this is not the % of tax).

Ticket Nbr The ticket number is filled in automatically. **Do not enter a ticket number.**

Ticket Type Enter "O" for a Rent to Own item in stock or "S" for special order or items not in stock or to be delivered later. You may press the spacebar to list all options available.

BOR Items Balance on Rent. This is the number that you want to be counted on this agreement. For reporting purposes, the system will automatically tell you how many customers you have, how many agreements you have, and how many inventory units you have. ***If you use any of these methods (customer agreements or units), press the***  ***key through this field.*** However, if you want to count BOR differently than any one of these methods then you would enter that number here.

For example: If it is a 5 piece dinette, do you want it counted as a 1 or 5? If it is a stereo, TV and VCR combination, do you want it counted as 1 or 3? If the agreement has a sofa, loveseat and chair, do you want it counted as 1 or 3? If you are unsure, check with your supervisor.


You will now be at the prompt, "Any Changes". If no changes are necessary, press the  key to continue. A "N" answer will move the cursor to the Serial Nbr field. If changes are necessary, enter a "Y" and


8.18 Adding A New Agreement - **NEW**

make changes.


For in-stock merchandise (turn to page 8.21)

For items not in stock

If the item you need is not in stock, at "Ticket Type", enter "S" for Special Order. When the cursor is below the prompt "Serial Number", press . The screen will now resemble the following (Example 8-P).

New Agreement Add				08/23/05			
Customer Name: DOE		, JOHN		Acct#:		808808	
Salesmen Nbrs:	1	Agreement Nbr:					
Acct Mgr Nbr:	3	Agreement Date:		8/23/05			
Store Nbr:	1	Delivery Date:		8/23/05			
Source:	TV	Cust Type:		R			
Agreement Type:	A	Pmt Terms:		M			
Tax Code:		Ticket Nbr:		123053			
Ticket Type:	S	# BOR Items:					
Serial Nbr	Pmt Amt	Spiff	ESP Amt	Serial Nbr	Pmt Amt	Spiff	ESP Amt
Model Nbr: 		Fabric:		Color:			
Fabric:				Color:			
F1-Inv On Order				F8-Abort		F10-Exit	

Example 8-P

Enter the model number for the inventory not in stock. If you don't know the model number, enter the first few characters of the model number or description and press the  key. You will be prompted (M)odel Number of (D)escription. Enter the letter corresponding to what you entered. The screen will now change to resemble the following (Example 8-Q).

New Agreement Add08/23/05

Customer Name: DOE, JOHNAcct#: 808808

FACIT8000BLLAMPBUR FLOOR LAMP

FAMISFLOORLAMP FLOOR LAMP

FASCO01 FLOOR LAMP

FASCO1521 FLOOR LAMP

FASCOF25 FLOOR LAMP

FAWORF934G FLOOR LAMP

FAWORLS-53 FLOOR LAMP

AMMISFLOORPOLISHER FLOOR POLISHER

FBASHB415-54 FOOTBOARD POSTER QUEEN

MMMISFOOSBALLTABLE FOOSBALL TABLE

FBAFD975 FOOTBOARD POSTER QUEEN

Model Nbr: FLFabric:

Fabric:Color:

Color:

F1-Forward


F2-Back

F6-Add Item

F10-Exit

ENTER-Select

Example 8-Q

Using your arrow keys, highlight the model number you need, and press the  key. Your screen will now change to resemble the following screen (Example 8-R).

8.20 Adding A New Agreement - **NEW**

New Agreement Add08/23/05

Customer Name: DOE, JOHN

Acct#: 808808

Salesmen Nbrs: 1

Acct Mgr Nbr: 3

Store Nbr: 1

Source: TV

Agreement Type: A

Tax Code:

Ticket Type: S

Serial Nbr

Agreement Nbr:

Agreement Date: 8/23/05

Delivery Date: 8/23/05

Cust Type: R

Pmt Terms: M

Ticket Nbr: 123053

BOR Items:

Pmt Amt

Spiff

ESP Amt

Model Nbr: FACIT8000BLLAMPBUR

Fabric:

Color:

Fabric:


Color:

F1-Inv On Order

F8-Abort

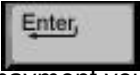
F10-Exit

Example 8-R

Press the  key and your screen will change to resemble the following (Example 8-S).

New Agreement Add				08/23/05			
Customer Name: DOE		, JOHN		Acct#:		808808	
Salesmen Nbrs:	1	Agreement Nbr:					
Acct Mgr Nbr:	3	Agreement Date:		8/23/05			
Store Nbr:	1	Delivery Date:		8/23/05			
Source:	TV	Cust Type:		R			
Agreement Type:	A	Pmt Terms:		M			
Tax Code:		Ticket Nbr:		123053			
Ticket Type:	S	# BOR Items:					
Serial Nbr	Pmt Amt	Spiff	ESP Amt	Serial Nbr	Pmt Amt	Spiff	ESP Amt
SPEC ORDER							
Enter a serial number or one of the function key options listed below							
F1-List Inventory F2-Get By Model # F3-Special Order F4-Stock Order F5-Help F6-Pkg							


Example 8-S

Press the  key. If no amount is visible or the amount displayed is not the amount you rented it for, enter the payment you are renting this item for (**without** tax, grp, etc.) in the Pmt Amt field. Make sure the payment amount is correct based on the (Agreement Type) and (Pmt Terms) you set up.

Spiff is the amount your company will pay the salesperson who rented this item if any.

ESP is for Extended Service Policy. If an Extended Service Policy was written with this agreement, enter the amount the customer pays with each payment for ESP. Continue in this way until you have all items entered. From this point on, items not in stock are handled the same as items in stock.

For items in stock

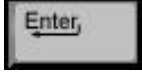
If the serial number(s) is known, enter the number. If the serial number(s) is not known press the  key and you will see the Inventory Maintenance Screen (Example 8-T).

8.22 Adding A New Agreement - **NEW**

This information is to post the amount of money you have collected TODAY.

Delivery Amt If there was a charge for delivery, enter it here.

1st Pmt Amt Enter the amount the customer paid you today (Rent Only) for their first payment. This figure will be reduced from the agreement amount when the transaction is complete.

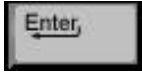
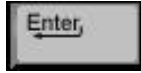
GRP/ESP Amt Enter the amount of Guaranteed Replacement Program and press the  key, now enter the amount of the Extended Service Policy to be charged as part of this first payment collected TODAY.

Deposit Amt If you charge a security deposit, enter it here.

Proc Fee This can be used for such things as processing fees or any other miscellaneous charges.

Tax Amt This is automatically calculated for you if the controls have been set in RENTCTRL.



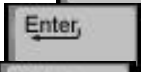

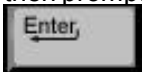
Total Due This is the total of all the fields you have entered starting with Delivery Amt. This amount is what you should have collected from this customer. If this does not match the amount you have collected, you will not balance in the cash drawer.

Pmt 1 / Pmt 2 You can take 2 different types of payment. For example, perhaps the customer has a coupon for x amount off and wants to pay part cash/check and use the coupon for the rest. The options will be displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key.

Pmt Terms This information is carried over from previous screen.

Amt Received Enter the amount of money the customer hands you.


Change Due This field will automatically calculate the change to give your customer.

Once you have filled in all the information, press the  key. You will be prompted "Any Changes:N". If you have no changes, press the  key. You will now see a prompt "Cash Selling Price". Verify that this is correct and press the  key. You will again be prompted with "Any Changes:N". If you don't have any changes press the  key. A prompt on the bottom may be displayed asking if you want to "Transfer Inv Loc:Y". The answer to this should be yes. It may then prompt you with "New Inventory Location". Enter the location code for the customer's home and press the  key. You will now be prompted for "Del Notes". This field is used to write any delivery notes. These will be printed on the "Delivery Ticket" which will print right after the receipt automatically. Recommendations for this field: Type regular payment amount and next due date here as another reminder to your customer on delivery (please note that this field is limited to 60 characters). The Delivery Ticket will have a place for the Delivery person's and customer's signature. You will then be prompted with "Any Changes". A "N" to this question will print a receipt and delivery ticket. You will then be prompted with "Print Agreement" (Example 8-X).

New Agreement Add				08/23/05			
Customer Name: DOE		, JOHN		Acct#: 808808			
Rate Of Pmt:	117.76	Rate Of Grp:	11.78	Rate Of ESP:	0.00		
Rate Of Tax:	9.07	Ttl Reg Due:	138.61	Next Pmt Due:	9/23/05		
Agreement Amt:	1,413.12	Agreement Bal:	1,413.12	Balloon Pmt:			
Delivery Amt:		1st Pmt Amt:	121.67	GRP/ESP Amt:	12.17		
Deposit Amt:		Proc Fee:	10.00	Tax Amt:	9.37		
Total Due:	153.21	Pmt 1:	1/ 153.21	Pmt 2:	/		
Pmt Terms: M	12 Mths	Amt Received:	153.21	Change Due:	0.00		
Serial Nbr	Pmt Amt	Spiff	ESP Amt	Serial Nbr	Pmt Amt	Spiff	ESP Amt
130440	117.76						
Print Agreement: <input checked="" type="checkbox"/>							
<hr/> <div> F3-Calc Amt/Date F4-Calc Date/Amt F5-Help F8-Backout F10-Exit </div>							

Example 8-X

If you do not want to print an agreement at this time, answer "N". A "Y" answer will print an agreement. After you have chosen "N" or printed the agreement the screen will return you to the Customer Maintenance screen.

Enter the next new agreement or press the  key to return to the menu.

Updating the RTO Agreement when the Special Order item has arrived

Once the inventory is received that was on Special Order for this customer and the item is ready to be delivered, the serial number is placed on the rent to own ticket using the INVTRAN program (see page 6.1). Using the <4. Delivery Transfer> function, you enter in the customers name or account number and other delivery information, then when on the serial number field, press the <F2-Special Orders> key to get a list of Special Orders for this customer (Example 8-Y). **Warning!! It is very important to use the <F2-Special Order> key. If not used, the item will not be updated on the customers RTO agreement, and the item set up as Special Order will remain on Special Order.** Select the Special Order item you want to deliver, and enter in the serial number (or press the F3 key to get a list of available serial numbers and select the item you want to put on this ticket). After selecting the serial number or entering in the number, press return to get back to the transfer screen and select the serial number to be transferred if desired. Repeat this procedure for each serial number to be placed on the ticket. This transaction will print your delivery ticket as well as update that customer's rent to own ticket with the serial numbers entered.

8.24 Adding A New Agreement - ***NEW***

Assign Serial Numbers To Stock,Layaway,Spec Orders

01

PO Nbr	Seq#	Serial Nbr	Model Number	Ticket Nbr	Type	Misc
0	0		FACIT8000BLLAMPBUR	123055	0	
0	1		FASCOF25	123056	0	

Seri

F1-Forward

F2-Back

F3-List Inv

F8-Abort

F9-Update

F10-Exit

Example 8-Y

Changing and Closing Special Order Tickets

Close RTO Tickets08/23/05

Name: DOE, JOHN

Store: 1

Acct#: 808808

Rate Of Pmt: 10.88

Rate Of Grp: 1.09

Rate Of ESP: 0.00

Rate Of Tax: 0.84

Ttl Reg Due: 12.81

Next Pmt Due: 8/23/05

Agreemnt Amt: 130.56

Agreemnt Bal: 130.56

BOR Items:

Pmt Terms: M

Agreemnt Type: 12 MONTHS

Balloon Pmt: 0.00

Model Nbr

Serial Nbr

Pmt Amt

Spiff

Agreemnt Date

Agreemnt Bal

FACIT8000BLLAMPBUR

SPEC ORDER

10.88

8/23/05

130.56

F1-Close Ticket

F2-Close Item

F5-Help

F8-Backout

Example 8-Z

Special Order tickets can be changed in the RTOCSMNT program. More items can be added to the ticket, but removal of Special/Stock Order items needs to be done in the RTOCLOSE program (see page 11.1). A Special/Stock Order item can be changed as long as the item hasn't already been ordered through the RSSS Purchase Order System..

Special Order tickets are closed in the same manner as regular RTO tickets in the RTOCLOSE program. If any items are already on order and associated with a purchase order, then they must be un-allocated from the purchase order in the INVORDMT program. Get your cursor next to the item and press the F7 to unallocate the item on order, before the ticket is closed.

Taking a Free Payment on a new account

The first thing that has to be set up before you can take a free payment on a new account is the program "DPCODES". You will have to have a promotional code set up for the type free payment you will be taking.

Follow the instructions on the previous pages for entering in the agreement. When you get to the second screen (Example 8-AA), down at the "Pmt Form" field, begin using the following instructions.

New Agreement Add08/23/05

Customer Name: DOE, JOHNAcct#: 808808

Rate Of Pmt: 21.76

Rate Of Tax: 1.68

Agreement Amt: 261.12

Delivery Amt: 22.47

Deposit Amt: 36.45

Pmt Terms: M 12 Mths

Serial Nbr: 0006003067

Rate Of Grp: 2.18

Ttl Reg Due: 25.62

Agreement Bal: 261.12

1st Pmt Amt: 22.47

Pro Fee: 10.00

Pmt 1: / 36.45

Amt Received:

Pmt Amt: 21.76

Rate Of ESP: 0.00

Next Pmt Due: 9/23/05

Balloon Pmt:

GRP/ESP Amt: 2.25

Tax Amt: 1.73

Pmt 2: /

Change Due: 0.00

ESP Amt:

Method of paying (ENTER 99 for a list of forms)

F3-Calcul Amt/Date

F4-Calcul Date/Amt

F5-Help

F8-Backout

F10-Exit

Example 8-AA

At the "Pmt Form" enter "8-Free Payment" . A window will now open from which you need to pick a promotional code (Example 8-BB).

8.26 Adding A New Agreement - **NEW**

New Agreement Add				08/23/05	
Customer Name: DOE		, JOHN		Acct#: 808808	
Rate Of Pmt:	21.76	Rate Of Grp:	2.18	Rate Of ESP:	0.00
Rate Of Tax:	1.68	Ttl Reg Due:	25.62	Next Pmt Due:	9/23/05
Agreement Amt:	261.12	Agreement Bal:	261.12	Balloon Pmt:	
Delivery Amt:		1st Pmt Amt:	22.47	GRP/ESP Amt:	2.25
Deposit Amt:		Proc Fee:	10.00	Tax Amt:	1.73
Total Due:	36.45	Pmt 1:	8/ 36.45	Pmt 2:	/
Pmt Terms: M	12 Mths	Amt Received:		Change Due:	0.00
Serial Nbr	Pmt Amt	Spiff	ESP Amt		
0006003067	21.76				

ADVERTISING PROMOTION

2

Method of paying (ENTER

F1-Forward	F2-Back	F10-Exit	ENTER-Select
------------	---------	----------	--------------

Example 8-BB


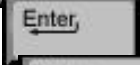
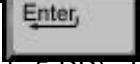

Highlight the code you want to use and press the  key. Your cursor will now be at the "Amt Received" prompt (Example 8-CC). Enter the payment amount shown at the "Total Due" prompt.

New Agreement Add				08/23/05	
Customer Name: DOE		, JOHN		Acct#: 808808	
Rate Of Pmt:	21.76	Rate Of Grp:	2.18	Rate Of ESP:	0.00
Rate Of Tax:	1.68	Ttl Reg Due:	25.62	Next Pmt Due:	9/23/05
Agreement Amt:	261.12	Agreement Bal:	261.12	Balloon Pmt:	
Delivery Amt:		1st Pmt Amt:	22.47	GRP/ESP Amt:	2.25
Deposit Amt:		Proc Fee:	10.00	Tax Amt:	1.73
Total Due:	36.45	Pmt 1:	8/ 36.45	Pmt 2:	/
Pmt Terms: M	12 Mths	Amt Received:	36.45	Change Due:	0.00
Serial Nbr	Pmt Amt	Spiff	ESP Amt	Serial Nbr	Pmt Amt
0006003067	21.76				

The total amount entered in pmt 1 and 2

F3-Calc Amt/Date	F4-Calc Date/Amt	F5-Help	F8-Backout	F10-Exit
------------------	------------------	---------	------------	----------


Example 8-CC

You will be prompted "Any Changes:N". If you have no changes, press the  key. You will now see a prompt "Cash Selling Price". Verify that this is correct and then press the  key. You will again be prompted with "Any Changes:N". If you don't have any changes press the  key. A prompt on the bottom will be displayed asking if you want to "Transfer Inv Loc:Y" (Example 5-DD). The answer to this should be yes. It will then prompt you with "New Inventory Location". Enter the location code for the customer's home and press the  key. You will now be prompted for "Del Notes". This field is used to write any delivery notes. These will be printed on the "Delivery Ticket" which will print right after the receipt automatically. Recommendations for this field: Type regular payment amount and next due date here as another reminder to your customer on delivery (please note that this field is limited to 60 characters). The Delivery Ticket will have a place for the Delivery person's and customer's signature. You will then be prompted with "Any Changes". A "N" to this question will print a receipt and delivery ticket. You will then be prompted with "Print Agreement".

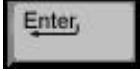

Change Customer Data - RCUSTMNT

This program is used to update or change information on a customer. To enter this program you need to be at the **command line**. Type in "**RCUSTMNT**". This first screen you see will be similar to the one following (Example 9-A).

Example 9-A

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, drivers license number, phone number or social security number (use the appropriate **function keys** to list the customers in the order you wish to view them or press the  key to list them in alphabetical order). You can enter any of these in complete or partial form.

Listing available customers (alphabetically)

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, drivers license number or social security number (use the appropriate **function keys** (shown at the bottom of the screen) to list the information in the order you wish to view them or press the  key to list them in alphabetical order). You can enter any of these in complete or partial form. For example, if you wanted to look up by name, a customer whose last name was Magadon, you could enter "MAG" and then press the  key twice and any customers on file would be listed on the screen in alphabetical order starting with "MAG" (Example 9-B). Notice the screen prompts at the bottom.


9.2 Changing Customer Data - *RCUSTMNT*

Customer Maintenance					08/22/05
Customer Name/#: MAG					
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N
	120150	MAGALLAN	ISAAC	7 RHINE LOOP	ANYTOWN
*	125988	MAGALLAN	SULEMA	3702 CROCKETT ST	ANYTOWN
	127371	MAGALLANES	NELL	P.O. BOX 66	ANYTOWN
	100495	MAGALLANES	SARAH & NI	2106 W. AVE L	ANYTOWN
*	121899	MAGANA	ANGEL	BOX 3151	ANYTOWN
	112807	MAGANA	BENITO	2917 CHRISTOVAL	ANYTOWN
*	102115	MAGANA	SINAH(ANGE	208 E. 27TH	ANYTOWN
	104619	MAGEE	BOB & KARE	2218 RIO GRANDE	ANYTOWN
	105213	MAGEE	BOB-ESP	2218 RIO GRANDE	ANYTOWN
	103687	MAGEE	J. D.	514 EAST 21ST ST	ANYTOWN
	118671	MAGEE	WILLIAM	P.O. BOX 822	ANYTOWN
	118978	MAGEE	WM L.	P.O. BOX 60403	ANYTOWN
	119983	MAGERS	BRIAN	10679 WHEATLAND	ANYTOWN
	125451	MAGILL	DEBRA	10762 MOUNT NEBO	ANYTOWN
	107984	MAGILL	JIM	GARLAND	ANYTOWN
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add					

Example 9-B

Other examples of how to look up a customer.

Listing available customers (by address):

If you wanted to look up by address, a customer whose address began with 1019, you could enter "1019 and then press the  key and any addresses on file would be listed on the screen in numerical order starting with "1019" (Example 9-C). Notice the screen prompts at the bottom.

Customer Maintenance						08/23/05
Customer Name/#: 1019						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
501053	ISRAEL	JAMIE	1019 ABC LANE	ANYTOWN	000-00-0001	
500697	LLOYD	TINA	1019 KINGSTON AV	ANYTOWN	000-00-0001	
100548	ST. MARK'S	LUTHERAN CH	1019 N 7TH STREE	ANYTOWN	000-00-0001	
509304	FREUND	KATHRYN	101C E SUTTON PL	ANYTOWN		
* 502578	BERNDT	JESSICA	102 E GORHAM	ANYTOWN	000-00-0001	
508374	BURDICK	CARRIE	102 MARCELLA ST	ANYTOWN	000-00-0001	
	3 CASH SALE		102 N MAIN STREE	ANYTOWN	000-00-0001	
* 504921	JOHNSON	KATHY	102 OAK CT	ANYTOWN	000-00-0001	
502424	KIPP	LAURA	102 W CEDAR VALL	ANYTOWN	000-00-0001	
* 504909	WALTON	JULIE	102 WATER ST	WWW555555555555	000-00-0001	
400803	MARQUARDT	MEMORIAL MAN	1020 HILL ST.	ANYTOWN	000-00-0001	
507000	NIEMI	KENT	1020 LOWER RIDGE	ANYTOWN	000-00-0001	
* 503043	TUSKOWSKI	JODI	1020 TREE LN	ANYTOWN	000-00-0001	
501102	ESCAMILLA	PAMELA	1020 WOODS DR	ANYTOWN	000-00-0001	
509030	MCGOOGHAN	LISA	10202 N TRILIUM	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Example 9-C***Listing available customers (by drivers license)***

If you wanted to look up by drivers license number, a customer whose drivers license began with 019, you could enter "019" and then press the **F2** key and any customers on file whose drivers license number began with 019 would be listed on the screen in numerical order (Example 9-D). Notice the screen prompts at the bottom.


9.4 Changing Customer Data - *RCUSTMNT*

Customer Maintenance						08/23/05
Customer Name/ #: 019						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
510414	SMITH	TINA	1234 ABC LANE	01955555	000-00-0001	
* 504909	WALTON	JULIE	102 WATER ST	01955555555	000-00-0001	
400796	MARQUETTE UNIV.	CONTIN	GYMNASIUM, 1ST F	ANYTOWN	000-00-0001	
100790	PENTECOST LUTHERAN CHU		5226 W. BURLEIGH	ANYTOWN	000-00-0001	
100871	SOUTH WISCONSIN DIST.		8100 W. CAPTIOL	ANYTOWN	000-00-0001	
100020	ST. ALPHONSUS CHURCH		5980 W. LOOMIS R	ANYTOWN	000-00-0001	
100831	REDEEMER LUTHERAN CHUR		255 W. LINCOLN	ANYTOWN	000-00-0001	
* 100805	ST. PHILIP NERI		5566 N 69TH ST	ANYTOWN	000-00-0001	
100035	ASCENSION LUTH ACAPPEL		1236 SOUTH LAYTO	ANYTOWN	000-00-0001	
* 100040	BACH CHAMBER CHOIR		12180 W EDGERTON	ANYTOWN	000-00-0001	
401221	B/E JOINT SCHOOL DIST		FRIESS LAKE SCHO	ANYTOWN	000-00-0001	
100599	METROPOLITAN BAPTIST C		1345 W. BURLEIGH	ANYTOWN	000-00-0001	
100055	BAY VIEW UNITED METHOD		2772 S. KINNICKI	ANYTOWN	000-00-0001	
100709	NORTHWESTERN MUTUAL CH		720 E. WISCONSIN	ANYTOWN	000-00-0001	
100065	ST. BERNARDS CHURCH		7474 HARWOOD AVE	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add						

Example 9-D

Listing available customers (by social security number)

If you wanted to look up a customer by social security number, you could enter the full or beginning part of the social security number (when looking customers up with this method, do not use any dashes in the number.

Also if entering a partial social security number, fill in the rest of the number with zeros), press the  key and any customers on file would be listed on the screen by social security number in numerical order beginning with what you entered (Example 9-E). Notice the screen prompts at the bottom.

Customer Maintenance						08/23/05
Customer Name/#: 000990001						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
511984	SMITH	JOE	123 JKI LANE	000000001	000-99-0001	
511986	SMITH	JOHN	123 ABC BLVD	00000000002	000-99-0002	
EOF						
<hr/> F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Example 9-E***Listing available customers (by account number)***


If you wanted to look up by account number, a customer whose account number was 505534 you could enter "505534" and then press the F4 key and any customers on file whose account numbers began with 100 would be listed on the screen in numerical order starting with "505534" (Example 9-F). Notice the screen prompts at the bottom.




9.6 Changing Customer Data - *RCUSTMNT*


Customer Maintenance						08/23/05
Customer Name/#: 505534						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
505534	ELLIS	ALICIA	3119 N. 13TH ST.	ANYTOWN	000-00-0001	
505535	CHRIST	KEEGAN	4352 N 94TH STRE	ANYTOWN	000-00-0001	
505536	GOTCHER	KATHY	11246 W SWISS ST	ANYTOWN	000-00-0001	
505538	YAU	DARYL	5683 N 90TH ST	ANYTOWN	000-00-0001	
* 505540	PHARM	CLIFTON	3631 N 50TH ST	ANYTOWN	000-00-0001	
* 505541	NEUVILLE	PETER	5291 GEORGETOWN	ANYTOWN	000-00-0001	
* 505542	CHRISTENSEN	MARIE	816 DUNKIRK AVE	ANYTOWN	000-00-0001	
505543	MARCETICH	CINDY	9333 W. CONCORDI	ANYTOWN	000-00-0001	
505544	BOURDO	RANDY	37336 INDIAN MOU	ANYTOWN	000-00-0001	
505545	FOULKE-FORMI	IVA	180 STAGECOACH C	ANYTOWN	000-00-0001	
* 505546	HILL	CHRISTINA	1302 BLACKWOLF	ANYTOWN	000-00-0001	
505547	MILLERMAN	DEBORAH	4066 ERNST DR	ANYTOWN	000-00-0001	
505548	JOHNSON	SUE	1850 PENNSYLVANI	ANYTOWN	000-00-0001	
505549	HALVORSON	MICHAEL	2107 HICKORY DR	ANYTOWN	000-00-0001	
505550	KUSIK	MARY	4474 N MORRIS BL	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add						

Example 9-F

Find by phone number

If you wanted to find a customer by his/her phone number, enter the phone number, using no spaces or dashes (and including the area code) and then press the  key. The system will bring up this customer in New Agreement Add.

If the customer you want is not listed on this screen, you can press the  key to advance the listing forward. If you should pass it up using the  key, press the  key to go backwards.

To look at a customers history, with your cursor next to the customer you want to look up history on, press the  key. Example screen following (Example 9-G).



9.8 Changing Customer Data - *RCUSTMNT*

```
Customer Change                                08/25/05


Customer/Or: DOE                               , JOHN          Acct#: 808808
Company Name:
Contact Name:
Address: 123 LAZY LANE
Address Line 2:
Zip/City/State: 55555-0000 ANYTOWN             US      Map Code:
Home Phone Nbr: (555)555-5555                 Work Phone Nbr: (555)555-5555
Cell Phone Nbr: (555)555-5555                 Pager Phone Nbr: (555)555-5555
Fax Phone Nbr: (555)555-5555                  Birth Date: 1/01/1932
SSAN: 000-00-0001                            Drivers License Nbr: 1
Taxable?: Y      Tax Codes      Bill To Number:
Tax Number:
Charge Cust:                Retail Discount Level:
Credit Limit: 0             Default Retail Pmt Form:
Status Flag:                Default: Salesperson/Acct Mgr:
Customer Type: R            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-ReferencesF2-EmployerF3-LandlordF4-2nd CustF5-HelpF6-CommentF7-Car Info
```

Example 9-H

Using your  key, go to any field you need to change and do so. When you have everything changed that you need to, press the  key. You will be prompted "Any More Changes". When this is answered with an "N", you will be returned to the screen listing of the customers.

Deleting a customer

To delete a customer, with the cursor next to the customer you wish to delete, press the  key. You will now see a screen similar to the one following (Example 9-I).

Customer Delete		08/25/05
Customer/Or:	DOE , JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address:	123 LAZY LANE	
Address Line 2:		
Zip/City/State:	55555-0000 ANYTOWN	US Map Code:
Home Phone Nbr:	(555)555-5555	Work Phone Nbr: (555)555-5555
Cell Phone Nbr:	(555)555-5555	Pager Phone Nbr: (555)555-5555
Fax Phone Nbr:	(555)555-5555	Birth Date: 1/01/1932
SSAN:	000-00-0001	Drivers License Nbr: 1
Taxable?:	Y	Tax Codes Bill To Number:
Tax Number:		
Charge Cust:		Retail Discount Level:
Credit Limit:	0	Default Retail Pmt Form:
Status Flag:		Default: Salesperson/Acct Mgr:
Customer Type:	R	RTD Recv:
Email Address:		
Bank/CC Info:		00/00
Default PO Nbr:		Best Time to Call:
Delete This Customer:	N	
<hr/>		
F8-Backout		


Example 9-I

Your cursor will be at the prompt "Delete This Customer:N". When this is answered with a "Y", if the customer has open or closed tickets you will get a message telling you of this and you will not be allowed to delete this customer. If the customer has no history, you will see a message "Customer Record Deleted". Press the



key and you will be returned to the screen showing the customer listings.

Adding a customer

To add a customer to the system, press the  key. You will now see a screen similar to the one following (Example 9-J).



9.10 Changing Customer Data - *RCUSTMNT*

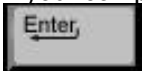
```
Customer Add                                08/23/05

Customer/Or: █                               Acct#:
Company Name:
Contact Name:
Address:
Address Line 2:
Zip/City/State: 53209-0000 MILWAUKEE      WI      Map Code:
Home Phone Nbr:                               Work Phone Nbr:
Cell Phone Nbr:                               Pager Phone Nbr:
Fax Phone Nbr:                               Birth Date:
SSAN:                               Drivers License Nbr:
Taxable?: Y      Tax Codes      Bill To Number:
Tax Number:
Charge Cust: N      Retail Discount Level:
Credit Limit:      0      Default Retail Pmt Form:
Status Flag:      Default: Salesperson/Acct Mgr:
Customer Type:      RTD 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 F5-Help F7-Car Info
```

Example 9-J

Customer/Or: Enter the customer's last name, and press the  key. Now enter the customer's first name. If the customer is a company, leave these fields blank and press the  key until you are at the prompt "Company Name".

Acct # If your company uses preprinted agreement numbers, enter it here. If not, press the  key and the system will assign the next available number.

Company Name If this is a company, enter the name here.

Contact Name If this is a company, enter the name of the contact.

Address Enter the address for this customer.

Address Line 2 This is where you would enter more address information such as suite number, apartment number or anything else that didn't fit on the first line.

Zip/City/State Enter in the zip code for this customer. You have the ability to enter the zip + 4. Enter the name of the city or town for this customer. Enter the 2 character abbreviation for the state this customer address is in. **Note: If your default City/State/Zip is blank in the *TERMMNT* record, the system will automatically fill in the City and State based on the Zip Code you enter in here.**

Map Code Enter the map code or if the customer is in Canada, you may enter the postal code here.

Home Phone Number Enter the home phone number for this customer.

Work Phone Number Enter the phone number of the place where this customer works.

Cell Phone Number If the customer has a cellular phone, enter that phone number here.

Pager Phone Number If the customer has a pager, enter that phone number here.

Fax Phone Number If the customer has a fax machine, enter that phone number here.

Birth Date Enter the customer's birth date. Must be entered in MM/DD/YYYY format. For example: 03/05/1977.

SSAN Enter the customer's social security number here.

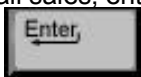
Driver's License Number Enter the customer's driver's license number here.

Taxable If this account is taxable, enter a "Y".

Tax Codes If an "N" is entered at the taxable prompt, enter the non-taxable tax code. If you are unsure of the non-taxable tax code, enter 9999 for a selection window.

Bill to Number This is only filled out if the bill to is different than the customer.

Tax Number You may enter the customer or company Federal Tax Id Number if required by your company.

Charge Customer If this customer will be allowed to charge retail sales, enter a "Y". If this customer will **NOT** be allowed to charge retail sales, press the  key to accept the default of "N".

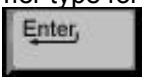
Retail Discount Level Used for granting an automatic discount for the customer. D for discount - this is a % off the regular price. A maximum percent off amount is set up in SALECTRL. A = Discount is set at MAP price (Manager Approved Price). O = Discount is set at MOP Price (Manager Override Price). Once a D, A or O has been entered, your cursor will move slightly and at the bottom of the screen you will be prompted "If price level is D, discount % this customer receives in the sale program". If a D was entered, enter the discount percentage this customer receives in the sale program.

Credit Limit If you are using the Sales A/R System and have a Revolving Payment Form, you may set up a credit limit here. **If left at the default of 0, the customer will have an unlimited credit limit.**

Default Retail Payment Form If this customer will always be paying using the same payment form, i.e. cash, credit card, check, you can enter it here. If you do not want to specify a default payment form, you may leave this field blank.

Status Flag This is a 2 character free form field for you to enter any information on the customer that you feel needs to be in the system.

Default: Salesperson/Acct Mgr The first stop your cursor makes will be for the default salesperson. If this customer will always have the same salesperson, enter that salesperson's employee number. At the second stop, if this customer will always have the same account manager, enter the account manager's employee number. If you do not want to specify a default salesperson/account manager, you may leave these fields blank.

Customer Type Enter the default customer type for this customer's tickets. If you do not know the correct customer type, press the  key for a selection window.

9.12 Changing Customer Data - *RCUSTMNT*

RTO Recv

Email Address If the customer has an email address, enter it here.

Bank/CC Info You may enter in information from the customer's credit card here for use in auto payment functions.

Default PO Nbr If you want to use a default purchase order number when making a sale to this customer, enter the purchase order number here.

Adding a reference

While at the Customer Add Screen, you will see prompts on the bottom of the screen. Press the **F1** key to add references on this account. You will see a screen similar to the one following (Example 9-K). You can enter up to six different references. **Note the screen prompts at the bottom of the screen.**

The screenshot displays the 'Customer Add Screen' with a window titled '05' for adding references. The main screen shows customer details for 'DOE' with address '123 LAZY LAN' and zip '55555-0000'. The reference window contains three identical sets of prompts: Name, Add, Add2, City (ANYTOWN), Ph, Map Code (US 55555-), and Rel. Below the window, a prompt reads 'Last name for this reference'. At the bottom, navigation keys are listed: F8-Backout, F9-Second Page, F10-Exit, and ENTER-Next Field.

Example 9-K

Add an employer

Also at the Customer Add Screen, if you press the **F2** key, you will be able to add their employer information (Example 9-L).

Customer Add		08/23/05
Customer/Or: DOE	, JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address: 123 LAZY LAN	<div style="text-align: center;">Work Information</div> <div> Company: Add: Add2: City: ANYTOWN US 55555- Map Code: Comment: PayDays: </div>	
Address Line 2:		
Zip/City/State: 55555-0000 A		
Home Phone Nbr:		
Cell Phone Nbr:		
Fax Phone Nbr:		
SSAN:		
Taxable?: Y	Tax	
Tax Number:		
Charge Cust: N		
Credit Limit: 0		
Status Flag:	Default: Salesperson/Acct Mgr:	
Customer Type:	RTO Recv:	
Email Address:		
Bank/CC Info:	00/00	
Default PO Nbr:	Best Time to Call:	
	Employer's name	
F8-Backout F9-Update Record F10-Exit ENTER-Next Field		

Example 9-L**Add a landlord**

To add landlord information, press the F3 key. You will see a screen similar to the one following (Example 9-M).

Customer Add		08/23/05
Customer/Or: DOE	, JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address: 123 LAZY	<div style="text-align: center;">Landlord Information</div> <div> Apt: Mgr: Or Landlord's Name Name: , Add: Add2: City: ANYTOWN US 55555- Ph: Map Code: </div>	
Address Line 2:		
Zip/City/State: 55555-000		
Home Phone Nbr:		
Cell Phone Nbr:		
Fax Phone Nbr:		
SSAN:		
Taxable?: Y	T	
Tax Number:		
Charge Cust: N		
Credit Limit: 0		
Status Flag:	Def	
Customer Type:		
Email Address:		
Bank/CC Info:	00/00	
Default PO Nbr:	Best Time to Call:	
	Name of the apartments or the property management company	
F8-Backout F9-Update Record F10-Exit ENTER-Next Field		

Example 9-M

9.14 Changing Customer Data - *RCUSTMNT*

Adding a second customer

By pressing the **F4** key at the Customer Add Screen, you will be able to add information on a second customer. (Example 9-N).

The screenshot displays the 'Customer Add' screen with a date of 08/23/05. The main form contains fields for Customer/Org (DOE), Company Name, Contact Name, Address (123 LAZY LAN), Zip/City/State (55555-0000), Home Phone Nbr, Cell Phone Nbr, Fax Phone Nbr, SSAN, Taxable? (Y), Tax Number, Charge Cust (N), Credit Limit (0), Status Flag (Default), Customer Type, Email Address, Bank/CC Info, and Default PO Nbr. A 'Second Customer Info' window is overlaid on the right, containing fields for Name, Add, Add2, City (ANYTOWN), US, 55555-, Ph, Map Code, W Ph, SSAN, DL#, Rel, and BDte. At the bottom of the main form, there are prompts for 'Best Time to Call' and 'Last name for this customer'. The footer shows function keys: F8-Backout, F9-Update Record, F10-Exit, and ENTER-Next Field.

Example 9-N


Adding car information

By pressing the **F7** key at the Customer Add Screen, you will be able to add information on the customers vehicle. (Example 9-O). You may enter information on two different vehicles. **Note the screen prompts at the bottom of the screen.**

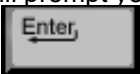
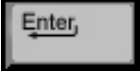

Customer Add		08/23/05
Customer/Or:	DOE , JOHN	Acct#: 808808
Company Name:		
Contact Name:		
Address:	123 LAZY LAN	Car Information
Address Line 2:		
Zip/City/State:	55555-0000 A	License: █
Home Phone Nbr:		VIN Nbr:
Cell Phone Nbr:		Year: 0
Fax Phone Nbr:		Make:
SSAN:		Model:
Taxable?: Y	Tax	Desc:
Tax Number:		Lien:
Charge Cust:	N	Phone #:
Credit Limit:	0	
Status Flag:	Default	
Customer Type:		
Email Address:		
Bank/CC Info:		00/00
Default PO Nbr:		Best Time to Call:
		License Plate Number

F8-Backout	F9-Second Page	F10-Exit	ENTER-Next Field
------------	----------------	----------	------------------

Example 9-O

Once the information has been entered, press the  key. The prompt "Any More Changes:" will be displayed (Example 9-P).

Change Agreement Data - RTOCSMNT

To change an agreement you need to be at the **command line**. Type in "**RTOCSMNT**". The first screen you will see will prompt you for the 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 "Date Posting" (Example 10-A). Type in the date you want this posted or press the  key to accept the default of today's date.

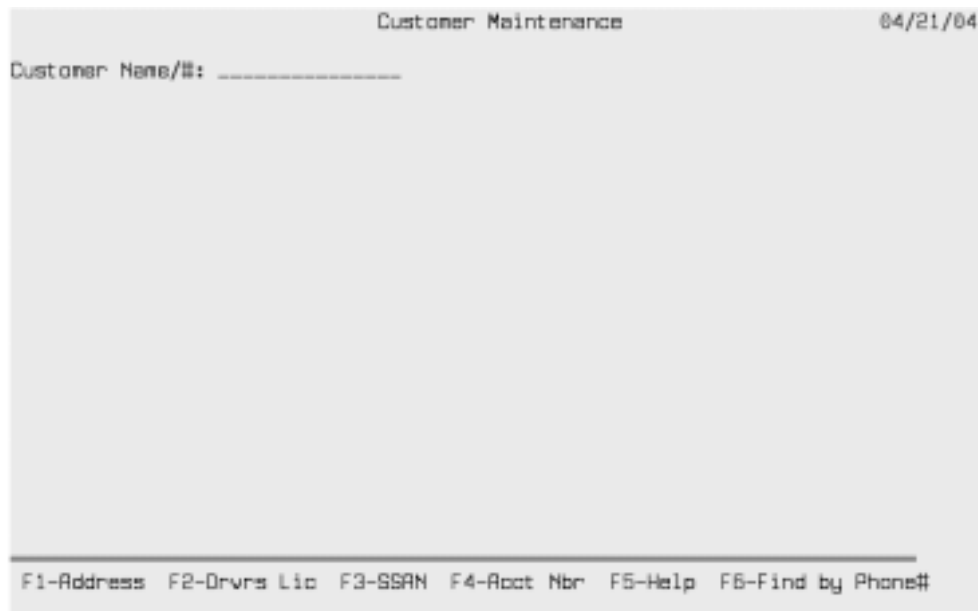


```
Printer or File Pathname: LP01
Date Posting: 04/21/04

File Pathname up to 29 Characters
```

Example10-A

The next screen you will see is the Customer Maintenance Screen (Example 10-B).



```
Customer Maintenance                                04/21/04

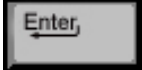
Customer Name/#: _____




F1-Address  F2-Drvs Lic  F3-SSAN  F4-Ract Nbr  F5-Help  F6-Find by Phone#
```

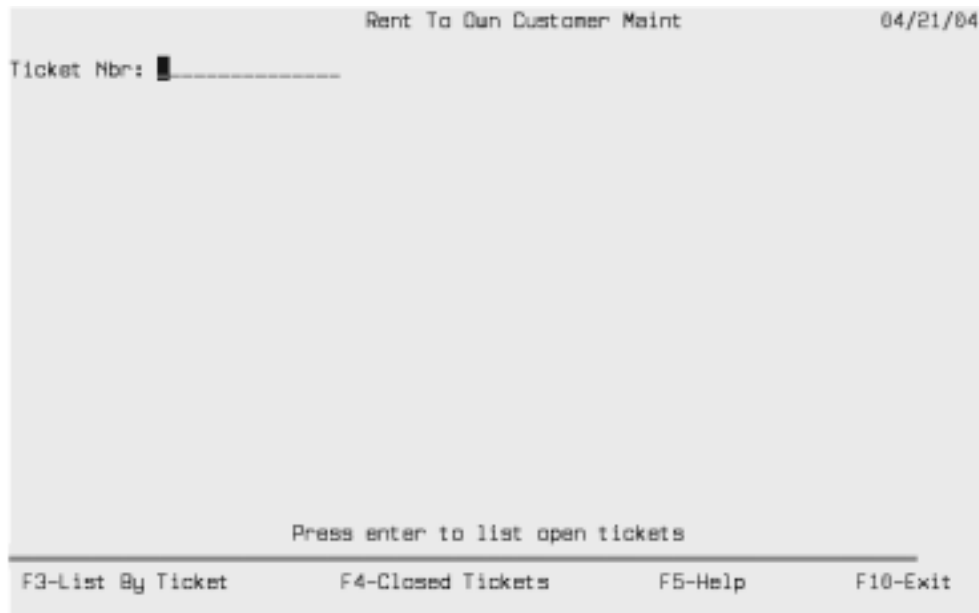
Example 10-B

10.2 Changing Agreement Data - *RTOCSMNT*

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number if they have an open account, address, drivers license number or social security number (use the appropriate

function keys to list the customers in the order you wish to view them or press the  key to list them in alphabetical order) (for example screens see pages 9.1 - 9.4).

If you have opted to enter partial information, and used the appropriate function key, using your arrow keys, highlight the customer whose agreement you wish to change and press the  key. You will now see the screen following (Example 10-C). You can enter the Ticket Nbr or press the  key to list the open tickets on this account. Highlight the correct ticket and press the  key.




```

Rent To Own Customer Maint                                04/21/04
Ticket Nbr: █
Press enter to list open tickets
F3-List By Ticket    F4-Closed Tickets    F5-Help    F10-Exit

```

Example 10-C


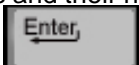
You will now be at the first screen of the Rent to Own Customer Maint (Example 10-D). Make any changes you need to on this screen and then press the  key.

Rent To Own Customer Maint		04/29/04
Name: MCCRAINE	DEBORAH	Acct#: 340001239 Ticket#: 345906
Salesman Nbrs: 1	Agreement Nbr:	
Acct Mgr Nbr: 1	Agreement Date: 4/29/04	
Store Nbr: 340	Source: OR	
Cust Type: A	Agreement Type: A	
Tax Code:	Pmt Terms: M	
# BDR Items:	# Times Late: 0	
Ticket Flag:	Deposit Amt: 0.00	

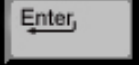

F5-Help F8-Backout F9-Second Screen F10-Exit

Example 10-D

Salesman Nbrs Shows the employee number(s) of the salesperson(s) who wrote up the rental agreement.



If you do not know the salesperson's employee number, press the  key and a window will open showing the available employee's and their numbers, using your arrow keys, highlight the person you want, and press the  key. There is room to put in three different employee numbers if more than one person worked on this agreement (to see a selection window for the second and third salesperson, type in 99999).



Agreement Nbr Shows the agreement number.

Acct Mgr Nbr Shows the Account Manager's Number that is responsible for this account. If you are unsure of the account manager's number, press the  key and a list of those available will be shown in a window. Using your arrow keys, highlight the correct one and press the  key.

Agreement Date Shows the date the agreement was set up.

Store Nbr Shows the store location number this agreement was set up at.


Source Shows the advertising source that is responsible for bringing this customer in. Valid options are displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key. You may enter up to three different sources (a selection window is only available for the first source).

Cust Type Shows the type of customer entering into this agreement. Valid options will be displayed in a window by pressing the  key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key.

10.4 Changing Agreement Data - *RTOCSMNT*

Agreement Type Shows the type of agreement. Valid options are displayed in a window by pressing the




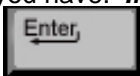
key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key. You need to be sure and set up the account based upon the frequency this customer will be paying from now on. Example: If a customer will be paying you weekly, choose a weekly option. If the customer will pay you monthly, choose a monthly option. If "X" and "Z" type contracts are setup in Contract Maintenance, and this is what is chosen, you will be prompted to specify the number of weeks or months respectively.

Tax Code Shows the tax code used on this agreement. THIS FIELD IS USED ONLY IF YOUR STORE REQUIRES DIFFERENT TAX RATES FOR DIFFERENT CUSTOMERS (this is not the % of tax).

Pmt Terms Enter the payment frequency. Valid options are displayed in a window by pressing the



key. To select one of these, using the arrow keys, highlight the one you want to use and press the  key.

BOR Items Balance on Rent. This is the number that you want to be counted on this agreement. For reporting purposes, the system will automatically tell you how many customers you have, how many agreements you have, and how many inventory units you have. ***If you use any of these methods (customer agreements or units), press the***  ***key through this field.*** However, if you want to count BOR differently than any one of these methods then you would enter that number here.

For example: If it is a 5 piece dinette, do you want it counted as a 1 or 5? If it is a stereo, TV and VCR combination, do you want it counted as 1 or 3? If the agreement has a sofa, loveseat and chair, do you want it counted as 1 or 3? If you are unsure, check with your supervisor.

Times Late Shows the number of times this customer has been late with a payment on this account.

Ticket Flag This is a free form 2 character field that you can code in any way that your company chooses (or it can be left blank).

Deposit Amt Shows any deposit that was paid on this agreement.

You will be prompted "Any More Changes". When you answer "N" to this you will be prompted "Want Second Screen" (Example 10-E).

Name: MCCRAINE		Rent To Own Customer Maint		04/29/04	
, DEBORAH		Acct#: 340001239		Ticket#: 345906	
Salesmen Nbrs:	1	Agreement Nbr:			
Acct Mgr Nbr:	1	Agreement Date:	4/29/04		
Store Nbr:	340	Source:	OR		
Cust Type:	A	Agreement Type:	A		
Tax Code:		Pmt Terms:	M		
# BOR Items:		# Times Late:	0		
Ticket Flag:		Deposit Amt:	0.00		
Went Second Screen: N					
F5-Help		F8-Backout		F9-Second Screen	
				F10-Exit	

Example 10-E

If the only changes you needed to make to this agreement were on this screen you may press the






key to accept the default of "N". If you need to make other changes on the agreement and the information you needed to change was not on this screen, enter a "Y".

You will now see the second Rent to Own Maint Screen (Example 10-F). The cursor will be on the Pmt Amt field.

Name: MCCRAINE		Rent To Own Customer Maint		04/29/04	
, DEBORAH		Acct#: 340001239		Ticket#: 345906	
Rate Of Pmt:	121.25	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	6.67	Ttl Reg Due:	127.92	Next Pmt Due:	5/29/04
Agreement Amt:	2,102.50	Agreement Bal:	2,051.24	Balloon Pmt:	0.00
Pmt Terms:	M	Agreement Type:	10 MONTHS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	121.25			4/29/04
Re-Open and Add Item Options Only Valid On Blank Line					
F1-Re-Open Item		F2-Exchange Item		F3-Add Item	
				F5-Help	
				F8-Backout	


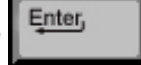
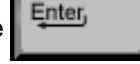
Example 10-F

10.6 Changing Agreement Data - *RTOCSMNT*

The cursor will move (when you press your  key) from Pmt Amt to Spiff to ESP Amt to Agreement Date. If you need to change any of these, do so when the cursor is at that prompt. After you have made any changes in this area that are necessary, press the  key. You will be prompted "Any More Changes". An "N" will take you to the top of the screen to Rate of Grp. Make the changes necessary to the top of the screen and then press the  key. You will be prompted with "Any More Changes". An "N" will Return you to ticket number.

Note: If you made a change that affects the contract amount, you will see "Contract Amount Recalculated. Continue?" If the figure is OK, answer "Y". You will now be prompted "Print Agreement: Y".

How to change the payment terms on an agreement

To change the payment terms on an agreement you need to be at the **command line**. Type in "**RTOCSMNT**". The first screen you will see will prompt you for the 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 "Date Posting" (Example 10-G). Type in the date you want this posted or press the  key to accept the default of today's date.



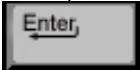
```
Printer or File Pathname: LP01
Date Posting: 4/21/84



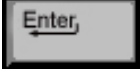
File Pathname up to 29 Characters
```

Example 10-G

The next screen you will see is the Customer Maintenance Screen (Example 10-H).

Example 10-H

At the Customer Name/#: prompt you can enter the customer's name (last name first (in all caps), account number, address, drivers license number or social security number (use the appropriate **function keys** to list the customers in the order you wish to view them or press the  key to list them in alphabetical order) (for example screens see pages 10.1 - 10.3).

If you have opted to enter partial information, and used the appropriate function key, using your arrow keys, highlight the customer whose agreement you wish to change and press the  key. You will now see the screen following (Example 10-I). You can enter the Ticket Nbr or press the  key to list the open tickets on this account. Highlight the correct ticket and press the  key.

Example 10-I

10.8 Changing Agreement Data - *RTOCSMNT*

You will now be at the first screen of the Rent to Own Customer Maint (Example 10-J). Make the necessary changes to "Contract Type" and "Payment Terms" to change the agreement from monthly to weekly or weekly to monthly. If you do not know the correct letter for the type or the terms, just put your cursor on the desired field and press the space bar and you will get a window to choose a selection from. Once you have

changed these 2 fields, press the **F9** key.

Rent To Own Customer Maint		04/29/04	
Name: MCCRAINE	. DEBORAH	Acct#: 340001239	Ticket#: 345986
Salesmen Nbrs: 1	Agreement Nbr:		
Acct Mgr Nbr: 1	Agreement Date: 4/29/04		
Store Nbr: 340	Source: OR		
Cust Type: A	Agreement Type: A		
Tax Code:	Pmt Terms: M		
# BDR Items:	# Times Late: 0		
Ticket Flag:	Deposit Amt: 0.00		

F5-Help	F8-Backout	F9-Second Screen	F10-Exit
---------	------------	------------------	----------

Example 10-J



You will be prompted "Any More Changes". When you answer "N", you will now see the second Rent to Own Maint Screen (Example 10-K). The cursor will be on the Pmt Amt field. The system will automatically adjust the payment amount to the new payment amount.

Rent To Own Customer Maint		04/29/04	
Name: MCCRAINE	. DEBORAH	Acct#: 340001239	Ticket#: 345986
Rate Of Pmt: 28.07	Rate Of Grp: 0.00	Rate Of ESP: 0.00	
Rate Of Tax: 6.57	Ttl Reg Due: 34.74	Next Pmt Due: 5/29/04	
Agreement Amt: 2,182.50	Agreement Bal: 2,051.24	Balloon Pmt: 0.00	
Pmt Terms: W	Agreement Type: 78 WEEKS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff
FLASH40400 38/35	S226967681	28.07	
		ESP Amt	Agreement Date
			4/29/04

Re-Open and Add Item Options Only Valid On Blank Line

F1-Re-Open Item	F2-Exchange Item	F3-Add Item	F5-Help	F8-Backout
-----------------	------------------	-------------	---------	------------

Example 10-K

After you have made any changes in this area that are necessary press the  key. You will be prompted "Any More Changes". An "N" will take you to the top of the screen to Rate of Grp. Make the changes necessary to the top of the screen, and then press the  key. You will be prompted with "Any More Changes". An "N" will bring up the prompt "Agreement Amount Recalculated. Continue?" If the recalculated amount is OK, type in a "Y".

How to add items to an existing agreement

There are 3 ways to add an item to an existing agreement.

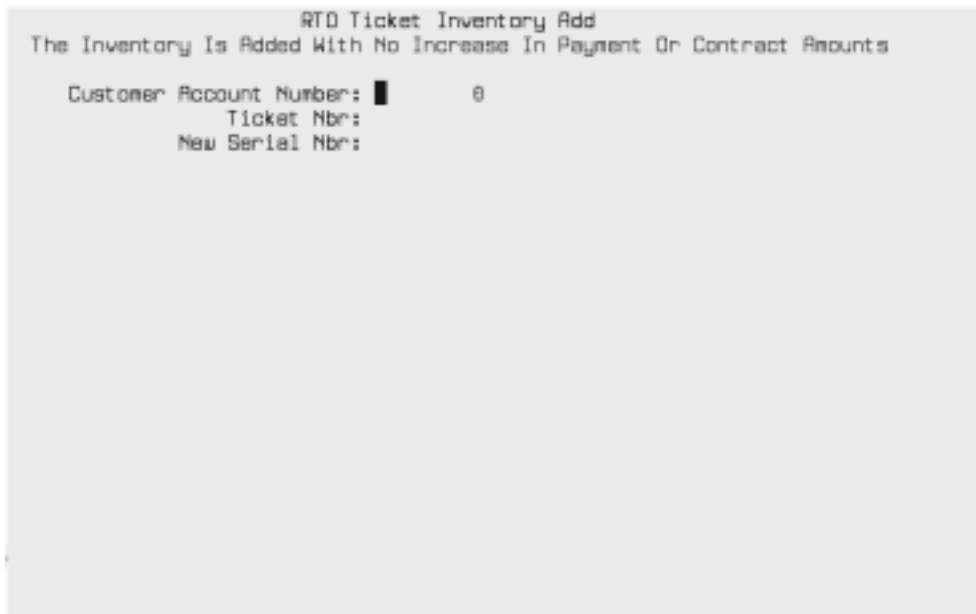
- 1) Add an item that was omitted when the original contract was added. This option **will not** change the payments or the terms of the existing agreement "**RTOINADD**". Example: The contract is complete, but you failed to add 2 end tables and a cocktail table that are part of a 7 piece group. The money and payments are correct but all items are not listed (page 10.10).
- 2) Add an item to an existing agreement and recalculate the payment to provide the same payout date as the existing contract has. (RTOCSMNT - Extend Contract - N). Example: You have a 78 week contract that has 70 more payments until payout. You want to add a TV to the contract but you want all the items to payout in 70 weeks (page 10.11).
- 3) Add an item to an existing agreement and recalculate the payments to payout according to the **ORIGINAL** contract length. (RTOCSMNT - Extend Contract - Y). Example: Same as on number 2 except when you add the TV, you want the contract to go back to the original term of 78 weeks and all payments will recalculate to payout in 78 weeks (page 10.16).

In any case, the Rental Agreement should be reprinted with the changes and signed by the customer. Use the program "**CONTRACT**" to reprint this or any other existing agreements.

10.10 Changing Agreement Data - *RTOCSMNT*

Add an item to existing agreement with no changes

To use this program, you must know the customer's account number and the ticket number of the agreement you are wanting to add an item to. To access this program, at the command line, type "**RTOINADD**". The following screen (Example 10-L) will appear.



```
RTD Ticket Inventory Add
The Inventory Is Added With No Increase In Payment Or Contract Amounts


Customer Account Number: █      0
Ticket Nbr:
New Serial Nbr:
```

Example10-L

Customer Account Number Enter the customer's account number you are adding this item to.

Ticket Number Enter the ticket number of the agreement you are adding the item to.

New Serial Number Enter the serial number of the item you are adding to this agreement. At this point, you have added the additional items as in example #1 on the previous page. The contract now has all items listed with the same terms as the original agreement.

Press the  key. You will be prompted "Any Changes". When this is answered with a "N", your system will show you a message indicating the serial number has been added (Example 10-M)

```

                          RTD Ticket Inventory Add
The Inventory Is Added With No Increase In Payment Or Contract Amounts

Customer Account Number: 340001239
Ticket Nbr:      345986
New Serial Nbr: 2048451122

Any Changes: N                      Serial Number Added

```

Example10-M***Add an item without extending the contract***

This program allows you to add an item to an existing Rental Agreement and still have the customer payout in the same time period as originally scheduled. To access this program, at the command line, type in **"RTOCSMNT"**. Find the customer and ticket you want to add an item to. The following screen will appear (Example 10-N).

```

                          Rent To Own Customer Maint
Name: MCCRAINE      , DEBORAH      Acct#: 340001239 Ticket#: 345986
                                04/29/04

Salesmen Nbrs: 1
Acct Mgr Nbr: 1
Store Nbr: 340
Cust Type: A
Tax Code:
# BOR Items:
Ticket Flag:

Agreement Nbr:
Agreement Date: 4/29/04
Source: OR
Agreement Type: A
Pmt Terms: M
# Times Late: 0
Deposit Amt: 0.00

F5-Help      F8-Backout      F9-Second Screen      F10-Exit

```

Example 10-N

There are no changes to make to this screen, so press the **F9** key. You will be prompted "Any Changes: N". Press **Enter** to accept the default of "N". You will now be prompted "Want Second Screen: N". Enter a "Y". This will take you to the payment amount field (Example 10-O).



10.12 Changing Agreement Data - *RTOCSMNT*


Rent To Own Customer Maint		04/30/04
Name: MCCRAINE	DEBORAH	Acct#: 340001239 Ticket#: 345906
Rate Of Pmt: 121.25	Rate Of Grp: 0.00	Rate Of ESP: 0.00
Rate Of Tax: 6.67	Ttl Reg Due: 127.92	Next Pmt Due: 5/29/04
Agreement Amt: 2,182.50	Agreement Bal: 2,061.24	Balloon Pmt: 0.00
Pmt Terms: M	Agreement Type: 18 MONTHS	
Model Nbr	Serial Nbr	Pmt Amt
FLASH40400 38/35	S226967681	121.25
		ESP Amt
		Agreement Date
		4/29/04

Re-Open and Add Item Options Only Valid On Blank Line


F1-Re-Open Item	F2-Exchange Item	F3-Add Item	F5-Help	F9-Backout
-----------------	------------------	-------------	---------	------------

Example 10-O



Press the  key until you are on the first blank line under the prompt "Payment Amount". Press the  key and the cursor will move under the prompt "Serial Number".

Enter the serial number you want to add to this agreement and then press the  key. Enter the payment amount for this item as it would be on the original "Contract Type" of this agreement. (If this is a 78 week agreement, enter the payment for this item as it would be for 78 weeks).

Add any spiff or ESP amount you desire if applicable.

At Contract Date, leaving it on today's date will show it as a delivery for today's business in your summary records "**SUMMNT** and **SUMRPTS**". (Changing the date **will not** show as a delivery today and will appear on the "TRANS +/-" field in some summary reports. "TRANS +/- = UNKNOWN BOR gain or loss"). Press the  key until you are at the prompt "ADD ITEM: N", and enter a Y for yes.

You will now be prompted "Extend Contract: N". Press the  key to accept the default of no.

You will then see an "A" by the serial number indicating it was an (A)dd-on (Example 10-P). If you are ready to continue, press the  key. You will be prompted "Any Changes: N". Press the  key to accept the default of "N".

Rent To Own Customer Maint				04/30/04	
Name: MCCRAINE	DEBORAH	Acct#: 340001239	Ticket#:	345906	
Rate Of Pmt:	142.21	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	6.67	Ttl Reg Due:	0.00	Next Pmt Due:	5/29/04
Agreement Amt:	2,417.65	Agreement Bal:	2,417.65	Balloon Pmt:	0.00
Pmt Terms:	M	Agreement Type:	18 MONTHS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	121.25			4/29/04
FBASHB110-2	A 204B451122	20.96			4/30/04

F5-Help	F8-Backout	F9-Update Record	F10-Exit
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Example 10-P

You will now see the payment change which is the recalculation of the new item added to the existing agreement (see the following example for calculations). You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes, or if there are no changes to make, press the **F9** key to drop down to "Any Changes: N" and press the **Enter** key to accept the default of "N".

Your screen will again change so that you may enter more information such as delivery amount, payment amount, etc. (Example 10-Q).

Rent To Own Customer Maint				04/30/04	
Name: MCCRAINE	DEBORAH	Acct#: 340001239	Ticket#:	345906	
Delivery Amt:	1st Pmt Amt:	Grp Amt:			
ESP Amt:	Deposit Amt:	Misc Amt:			
Tax Amt:	Total Due:	0.00	Pmt Form:	1	
Next Pmt Due:	5/29/04	Amt Received:	Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	121.25			4/29/04
FBASHB110-2	A 204B451122	20.96			4/30/04

F5-Help	F8-Backout	F9-Update Record	F10-Exit
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Example 10-Q

Once you have made your changes, or if there are no changes to make, press the **F9** key to drop down to "Any Changes: N" and then press the **Enter** key to accept the default of "N". You will now be prompted "Print Agreement". You should print another copy of the agreement for the customer to sign.

10.14 Changing Agreement Data - *RTOCSMNT*

Calculations for refiguring existing agreement without extending contract

For this example, let's assume the customer has an existing agreement at \$10.00 a week for 78 weeks. The example has also paid in \$80.00 (8 weeks). The new item being added on is an item that is also \$10.00 a week for 78 weeks.

Existing Agreement

Original Contract Length	78 weeks
Original Payment Amount	\$10.00 weekly
Total Contract Amount	\$780.00
Current Contract Balance	\$700.00
Amount Paid In	\$80.00 (for 8 weeks)
Weeks Remaining	70 weeks

Add-on Item

Payment amount entered	\$10.00
Original contract length	78 weeks
Amount owed on this item	\$780.00

Calculation

Existing Agreement Balance	\$ 700.00
Amount Owed on new add-on item	\$ 780.00
Total Owed	\$1480.00
Terms Remaining	70 weeks

New Pmt = Total owed (\$1480.00) ÷ terms remaining (70 weeks) to equal \$21.14 per week for 70 weeks.

Add item to existing agreement, extending contract

This program allows you to add an item on to an existing Rental Agreement and refigure payments to payout in the time period that is set up on this agreement starting today (i.e. - if this is a 78 week agreement, no matter how much is paid in so far, it will be refigured to payout in 78 weeks with the new item added on). To access this program, at the command line, type in **"RTOCSMNT"**. Find the customer and ticket you are wanting to add an item to. The following screen will appear (Example 10-R).

Name: MCCRAINE		Rent To Own Customer Maint		04/29/04
, DEBORAH		Acct#: 340001239		Ticket#: 345906
Salesmen Nbrs:	1	Agreement Nbr:		
Acct Mgr Nbr:	1	Agreement Date:	4/29/04	
Store Nbr:	340	Source:	OR	
Cust Type:	A	Agreement Type:	A	
Tax Code:		Pmt Terms:	M	
# BDR Items:		# Times Late:	0	
Ticket Flag:		Deposit Amt:	0.00	

F5-Help FB-Backout F9-Second Screen F10-Exit

Example 10-R

There are no changes to make to this screen, so press the **F9** key to the prompt "Any Changes: N" and then press the **Enter** key to accept the default of "N". You will now be prompted "Want Second Screen: N". Enter a "Y". This will take you to the Pmt Amt field (Example 10-S).


Name: MCCRAINE		Rent To Own Customer Maint		04/30/04	
, DEBORAH		Acct#: 340001239		Ticket#: 345906	
Rate Of Pmt:	121.25	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	6.67	Ttl Reg Due:	127.92	Next Pmt Due:	5/29/04
Agreement Amt:	2,182.50	Agreement Bal:	2,061.24	Balloon Pmt:	0.00
Pmt Terms:	M	Agreement Type:	18 MONTHS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	121.25			4/29/04

Re-Open and Add Item Options Only Valid On Blank Line

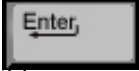
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help FB-Backout

Example 10-S


10.16 Changing Agreement Data - *RTOCSMNT*

Press the  key until you get to a line with no serial number. You can now press "F3-ADD ITEM".


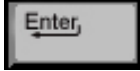
THE ITEM YOU ARE ADDING WILL ALWAYS BE CALCULATED ON THE PAYMENT YOU ENTER TIMES THE ORIGINAL CONTRACT LENGTH OF THIS AGREEMENT YOU ARE ADDING IT TO.

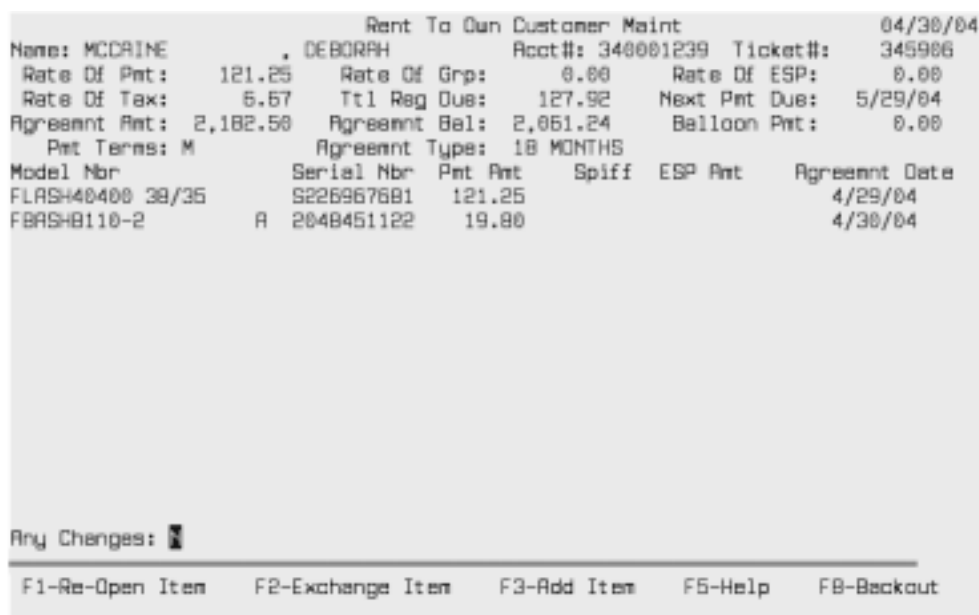
Enter the serial number you want to add to this agreement and then press the  key. Enter the payment amount for this item as it would be on the original "Contract Type" of this agreement. (If this is a 78 week agreement, the payment for this item you are adding is for 78 weeks).

Add any spiff or ESP amount you desire.

At Contract date, leaving it on today's date will show it as a delivery for today's business in your summary records "**SUMMNT** and **SUMRPTS**". Changing the date will not show as a delivery today and will appear on the "TRANS +/-" field in some summary reports. "TRANS +/- = UNKNOWN BOR gain or loss". Press the  key. You will be prompted, "ADD ITEM: N", type in a "Y" for yes.


You will now be prompted "Extend Contract: N". Enter "a Y" for yes.

You will then see an "A" by the serial number indicating it was an (A)dd-on. If you are ready to continue press the  key. You will be prompted "Any Changes: N" (Example 10-T). Press the  key.





Screen capture showing contract details and item list:

Name: MCCRAINE		Rent To Own Customer Maint		04/30/04	
Rate Of Pmt:	121.25	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	6.67	Ttl Reg Due:	127.92	Next Pmt Due:	5/29/04
Agreement Amt:	2,182.50	Agreement Bal:	2,051.24	Balloon Pmt:	0.00
Pmt Terms:	M	Agreement Type:	18 MONTHS		
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	121.25			4/29/04
FBASHB110-2	A 2048451122	19.80			4/30/04

Any Changes: 

Navigation bar: F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout

Example 10-T

You will now see the payment change which is the recalculation of the new item added to the existing agreement (see the following page for calculations). You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes, or if there are no changes to make, press the  key to drop down to "Any Changes: N". Press the  key to accept the default of "N".

Your screen will again change so that you may enter more information such as delivery amount, payment amount, etc. (Example 10-U).

Name: MCCRAINE		Rent To Own Customer Maint		04/30/04	
, DEBORAH		Acct#: 340001239		Ticket#: 345906	
Delivery Amt:	1st Pmt Amt:	Grp Amt:			
ESP Amt:	Deposit Amt:	Misc Amt:			
Tax Amt:	Total Due:	0.00	Pmt Form:	1	
Next Pmt Due: 5/29/04	Amt Received:	Change Due:		0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt	Agreement Date
FLASH40400 38/35	S226967681	114.51			4/29/04
FBASHB110-2	A 2048451122	19.80			4/30/04

F5-Help	F8-Backout	F9-Update Record	F10-Exit
---------	------------	------------------	----------

Example 10-U

Once you have made your changes, or if there are no changes to make, press **F9** to drop down to "Any

Changes: N" and press **Enter** for no. You will now be prompted "Print Agreement". You should print another copy of the agreement for the customer to sign.

Calculations for refiguring agreement, extending the contract

For this example, let's assume the customer has an existing agreement at \$10.00 a week for 78 weeks. The example has also paid in \$80.00 (8 weeks). The new item being added on is an item that is also \$10.00 a week for 78 weeks.

Existing Agreement

Original Contract Length	78 weeks
Original Payment Amount	\$10.00 weekly
Total Contract Amount	\$780.00
Current Contract Balance	\$700.00
Amount Paid In	\$80.00 (for 8 weeks)
Weeks Remaining	70 weeks

Add-on Item

Payment amount entered	\$10.00
Original contract length	78 weeks
Amount owed on this item	\$780.00

Calculation

Existing Agreement Balance	\$ 700.00
Amount Owed on new add-on item	\$ 780.00
Total Owed	\$1480.00
Original Terms	78 weeks

New Pmt = Total owed (\$1480.00) ÷ original terms (78 weeks) to equal \$18.97 per week for 78 weeks.

10.18 Changing Agreement Data - *RTOCSMNT*

How to handle an exchange of inventory

An exchange of inventory can occur for several different reasons:

- 1) The wrong inventory was put on the agreement originally. Example: You put on an agreement yesterday with a serial number, but when it was delivered today, a different serial number was delivered (page 10.19).
- 2) It is a GRP replacement (unit was stolen or damaged). Example: The customer's unit was stolen from his home, and you are covering it under the GRP (Guaranteed Replacement Program) providing the customer with a replacement unit (page 10.19).
- 3) Upgrading the inventory to a newer or higher priced item. Example: The customer originally rented a basic 2-Head VCR for \$9.95 per week and now they want a 4-Head Stereo VCR for \$13.95 per week (page 13.22).
- 4) Exchange inventory because of a service problem with the customers original inventory. Example: The customer rented a TV 3 months ago and the picture tube burns out. Instead of making the customer wait until it is returned from service, and/or providing the customer a loaner, you exchange the item for an equal TV and let them continue with the same agreement (page 10.19).

In any of these cases, the agreement will continue with the same information on their ticket. When using this method for exchanging inventory, the Summary System will show **NO ACTIVITY** for this transaction (no delivery, no pickup). Any amounts paid in to this agreement and complete payment history will also remain unchanged.

The Rental Agreement should be reprinted with the changes and signed by the customer. Use the program "**CONTRACT**" to reprint this or any other existing agreements.

How to handle an even exchange of inventory

EXCHANGING INVENTORY FOR THE FOLLOWING REASONS:

- 1) Wrong Inventory put on unit originally
- 2) GRP Replacement
- 4) Exchange inventory due to service

When doing an **even** exchange for any of the above reasons, the transaction will be handled the same way. To access this program, at the command line, type in "**RTOCSMNT**". Find the customer and ticket you want to do an exchange on. The following screen will appear (Example 10-V).

Name: MCCRAINE		Rent To Own Customer Maint		04/29/04	
, DEBORAH		Acct#: 340001239		Ticket#: 345906	
Salesmen Nbrs: 1		Agreement Nbr:			
Acct Mgr Nbr: 1		Agreement Date: 4/29/04			
Store Nbr: 340		Source: OR			
Cust Type: A		Agreement Type: A			
Tax Code:		Pmt Terms: M			
# BDR Items:		# Times Late: 0			
Ticket Flag:		Deposit Amt: 0.00			
<hr/> <div style="display: flex; justify-content: space-between;"> F5-Help F8-Backout F9-Second Screen F10-Exit </div>					


Example 10-V


There are no changes to make to this screen, so press the **F9** key. You will be prompted, "Any Changes: N". Press the **Enter** key to accept the default of "N". You will now be prompted "Want Second Screen: N". Enter a "Y". This will take you to the Pmt Amt field (Example 10-W).


10.20 Changing Agreement Data - *RTOCSMNT*

Rent To Own Customer Maint			04/30/04	
Name: MCCRAINE	DEBORAH	Acct#: 340001239	Ticket#:	345906
Rate Of Pmt: 121.25	Rate Of Grp: 0.00	Rate Of ESP: 0.00		
Rate Of Tax: 6.67	Ttl Reg Due: 127.92	Next Pmt Due: 5/29/04		
Agreement Amt: 2,182.50	Agreement Bal: 2,061.24	Balloon Pmt: 0.00		
Pmt Terms: M	Agreement Type: 18 MONTHS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt
FLASH40400 38/35	S226967681	121.25		
			Agreement Date	
			4/29/04	
Re-Open and Add Item Options Only Valid On Blank Line				
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout				

Example 10-W

Press the  key until you get on the line of the serial number you want to exchange. Press "F2 - Exchange Item".

Enter the serial number of the new item and press the  key. The system will automatically display the payment on this item as it is set in the RSSS Automatic Pricing. You must enter the payment for this item as you want it to be from now on. In the cases of "wrong inventory being put on by mistake" or GRP Replacement" or "Exchanged due to Service", you would probably want the payments to remain as they were. The bottom of the screen will display the "Old Pmt Amt:" which is the rate of payment the item had that this item was exchanged for. Enter that amount at the "Pmt Amt" field for this item. At "Exchange Item: N", (Example 10-X) enter a "Y" for yes if you are ready to do this exchange.

Rent To Own Customer Maint			04/30/04	
Name: MCCRAINE	DEBORAH	Acct#: 340001239	Ticket#:	345906
Rate Of Pmt: 121.25	Rate Of Grp: 0.00	Rate Of ESP: 0.00		
Rate Of Tax: 6.67	Ttl Reg Due: 127.92	Next Pmt Due: 5/29/04		
Agreement Amt: 2,182.50	Agreement Bal: 2,061.24	Balloon Pmt: 0.00		
Pmt Terms: M	Agreement Type: 18 MONTHS			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	ESP Amt
FLASH40603 38/35	S226200089	121.25		
			Agreement Date	
			4/29/04	
Old Pmt Amt: 121.25				
Exchange Item: 				
F1-List Inv F2-Get By Model # F5-Help F8-Backout				

Example 10-X

You will now be prompted for "Exchange Reason:" (you will see the options on the bottom of the screen). Enter the number for the appropriate reason for exchanging this item. The cursor will now go back to the serial number list in case you have any other exchanges to make. If there are no more exchanges, press the **F9**

key. Your cursor will move to the prompt "Any Changes: N". Press the **Enter** key to accept the default of "N" for no. You will now have the opportunity to make any other changes to the agreement such as GRP, ESP, etc. Once you have made your changes, or if there are no changes to make, press the **F9** key. You will be prompted "Any Changes: N". Press the **Enter** key to accept the default of "N" for no.

You will now be prompted "Print Agreement". You should print another copy of the agreement for the customer to sign.

An exchange ticket will be printed showing all the important information.

Exchanging Inventory

3) Upgrading to a higher priced unit

When doing an exchange for this reasons, the transaction will be handled the same way. To access this program, at the command line, type in "**RTOCSMNT**". Find the customer and ticket you are wanting to do an exchange on. The following screen will appear (Example 10-Y).

Rent To Own Customer Maint		04/29/04
Name: MCCRAINE	, DEBORAH	Acct#: 340001239 Ticket#: 345906
Salesmen Nbrs: 1	Agreement Nbr:	
Acct Mgr Nbr: 1	Agreement Date: 4/29/04	
Store Nbr: 340	Source: OR	
Cust Type: A	Agreement Type: A	
Tax Code:	Pmt Terms: M	
# BOR Items:	# Times Late: 0	
Ticket Flag:	Deposit Amt: 0.00	

F5-Help F8-Backout F9-Second Screen F10-Exit

Example 10-Y

There are no changes to make to this screen, so press the **F9** key. You will be prompted "Any Changes: N". Press the **Enter** key to accept the default of "N". You will now be prompted "Want Second Screen: N". Enter a "Y". This will take you to the Pmt Amt field (Example 10-Z).

10.22 Changing Agreement Data - *RTOCSMNT*


```


Rent To Own Customer Maint                                04/30/04
Name: MCCRAINE      DEBORAH      Acct#: 340001239 Ticket#: 345906
Rate Of Pmt: 121.25 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.67 Ttl Reg Due: 127.92 Next Pmt Due: 5/29/04
Agreement Amt: 2,182.50 Agreement Bal: 2,061.24 Balloon Pmt: 0.00
Pmt Terms: M      Agreement Type: 18 MONTHS
Model Nbr      Serial Nbr Pmt Amt Spiff ESP Amt Agreement Date
FLASH40400 38/35 S226967681 121.25
4/29/04

Re-Open and Add Item Options Only Valid On Blank Line
F1-Re-Open Item F2-Exchange Item F3-Add Item F5-Help F8-Backout

```

Example 10-Z

Press the  key until you get on the line of the serial number you want to exchange. Press "F2 - Exchange Item".

Enter the serial number you want to exchange and press the  key. The system will automatically display the payment on this item as it is set in the RSSS Automatic Pricing. You must enter the payment for this item as it would have been on this contract length. The bottom of the screen will display the "Old Pmt Amt:" which is the rate of payment the item had that this item was exchanged for. Enter that amount at the "Pmt Amt" field for this item. At "Exchange Item: N", enter a "Y" for yes if you are ready to do this exchange.

```

Rent To Own Customer Maint                                04/30/04
Name: MCCRAINE      DEBORAH      Acct#: 340001239 Ticket#: 345906
Rate Of Pmt: 121.25 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.67 Ttl Reg Due: 127.92 Next Pmt Due: 5/29/04
Agreement Amt: 2,182.50 Agreement Bal: 2,061.24 Balloon Pmt: 0.00
Pmt Terms: M      Agreement Type: 18 MONTHS
Model Nbr      Serial Nbr Pmt Amt Spiff ESP Amt Agreement Date
FLASH40603 38/35 S225209089 159.25
4/29/04


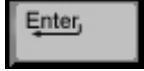
Exchange Reason: 0
1) Stolen 2) Damaged 3) Cust Request 4) Service Pbm


F1-List Inv F2-Get By Model # F5-Help F8-Backout

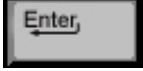
```

Example 10-AA

You will now be prompted for "Exchange Reason:" (you will see the option on the bottom of the screen) (Example 10-AA). Enter the number for the appropriate reason for exchanging this item. The cursor will now go back to the serial number list in case you have any other exchanges to make. If there are no more exchanges

press the  key. You will be prompted "Any Changes: N". Press the  key to accept the default of "N" for no. You will now see the "Rate of Pmt" change as well as the "Contract Amt", to reflect your changes. You will have the opportunity to make any other changes to the agreement such as GRP, ESP, etc.

Once you have made your changes, or if there are no changes to make, press the  key. You will then see the "Contract Bal" change to reflect the new balance on this account. You will now be prompted, "Any

Changes: N". Press the  key to accept the default of "N" for no. A "N" will bring up the prompt "Agreement Amount Recalculated. Continue?" If the recalculated amount is OK, answer "Y". You will now be prompted "Print Agreement". You should print another copy of the agreement for the customer to sign.

Calculations for refiguring existing agreement with exchange for higher priced item

For this example, let's assume the customer had a VCR for \$10.00 a week for 78 weeks and you want to exchange it for a VCR that is \$15.00 a week for 78 weeks.

EXISTING AGREEMENT

Original Contract Length	78 weeks
Original Payment Amount	\$10.00 weekly
Total Contract Amount	\$780.00
Current Contract Balance	\$700.00
Amount Paid In	\$70.00

HIGHER-PRICE EXCHANGED ITEM




New payment amount entered	\$15.00 weekly
Original Contract Length	78 weeks
Amount Owed This Item	\$1170.00

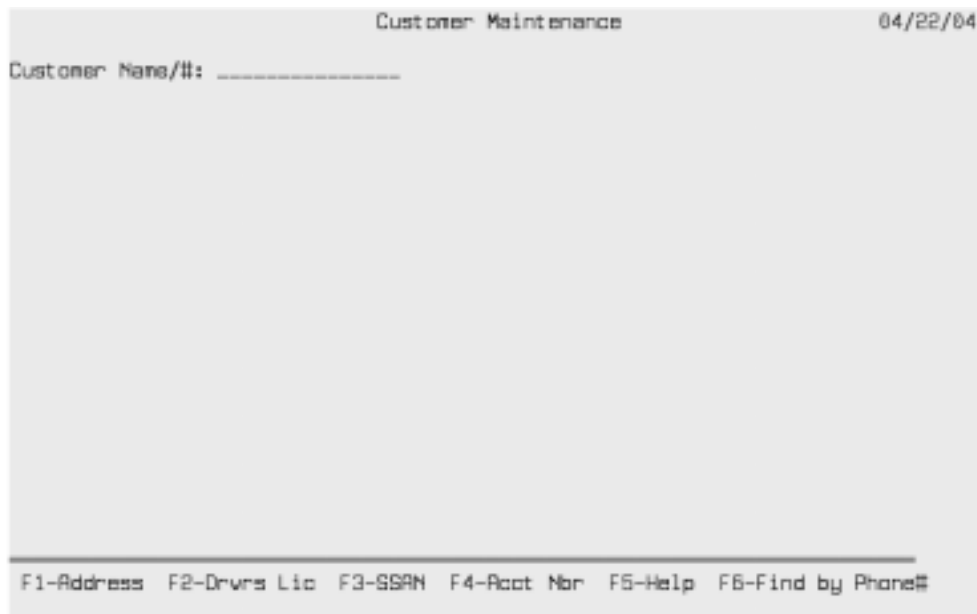
CALCULATION


Amount owed new item	\$1170.00
Amount Paid In (existing agreement)	\$70.00
New Balance	\$1100.00

This page intentionally left blank.

Closing Agreements - RTOCLOSE

To close a Rental Agreement you need to be at the **command line**. Type "**RTOCLOSE**". You will be prompted for the printer or file pathname. Press the  key to accept the default printer number or type in the proper printer number. You will now be prompted for the "Date Posting On". Type in the date you want this posted or press the  key to accept the default of today's date. The next screen you will see is the Customer Maintenance Screen (Example 11-A). At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, drivers license number or social security number (use the appropriate **function keys** to list the customers in the order you wish to view them or press the  key to list them in alphabetical order). You can enter any of these in complete or partial form (for example screens see pages 9.1 - 9.4) .

**Example 11-A**

If you have entered partial information, using your arrow keys, highlight the correct customer. Once you have selected the correct customer, or if you entered this criteria in full, press the  key and you will see a screen similar to the one following (Example 11-B).




11.2 Closing Agreements - *RTOCLOSE*

Close RTO Tickets 04/22/04

Ticket Nbr: _____


F3-List By Ticket F8-Backout F10-Exit

Example 11-B

You can type in the Ticket Nbr and press the  key or press the  key to list the open tickets on this account. Using your arrow keys, highlight the correct ticket and press the  key.

Your screen will change to resemble the following (Example 11-C). The cursor will be in the spiff field on the lower half of the screen.


Closing an entire ticket

To close this entire ticket press the  key. The prompt "Close This Ticket" will be displayed at the bottom of the screen. A "N" answer will move your cursor to the spiff field on the next item's line. When you answer this with a "Y", the prompts "Reason For Closing" and "Closed Date" will be displayed (Example 11-C).

Close RTO Tickets 05/03/04


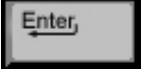
Name: ADAMS ANNABELL Store: 340 Acct#: 340000107

Rate Of Pmt:	254.63	Rate Of Grp:	0.00	Rate Of ESP:	0.00
Rate Of Tax:	14.00	Ttl Reg Due:	268.63	Next Pmt Due:	5/03/04
Agreement Amt:	4,583.34	Agreement Bal:	4,320.22	# BCR Items:	
Pmt Terms:	M	Agreement Type:	18 MONTHS	Balloon Pmt:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
FBASHB200-6	15420	76.50		5/03/04	1297.95
FORSHD201-5	2290938021	55.80		5/03/04	946.74
FLASH40304 05/25	95164	122.33		5/03/04	2075.53

Reason For Closing:  Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

Example 11-C

Enter the number corresponding to the reason for closing and press the  key. Enter the date you want to show this ticket closed, or press the  key to accept the default of today's date.

Refund & Cancel

Use this for closing out tickets or items when for some reason or another, the customer has changed their mind and does not want delivery of this item(s). This will refund the money paid in by the customer for this ticket or item.

At the prompt "Reason for Closing", enter in a "1" for Refund & Cancel. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date.

Your cursor will move to the top of the screen (Example 11-D).



```

Close RTO Tickets                                05/03/04
Name: ADAMS , ANNABELL Store: 340 Acct#: 340000107
Delivery Amt: █ Pmt Amt: 253.12 Grp Amt:
ESP Amt: Deposit Amt: Proc Fee:
Tax Amt: 14.47 Total Due: 0.00 Pmt Form: 2
Next Pmt Due: 5/03/04 Amt Received: Change Due: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FBASHB200-6 15420 75.50 5/03/04 1297.95
FDASHD201-5 2290938021 55.00 5/03/04 946.74
FLASH40304 06/25 95164 122.33 5/03/04 2075.53


Amount in Delivery Charges (only) COLLECTED TODAY

F5-Help FB-Backout F9-Update Record F10-Exit

```

Example 11-D

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today. When you press the  key until you are past this, your screen will change slightly to resemble the following (Example 11-E).

11.4 Closing Agreements - *RTOCLOSE*

```

                                Close RTO Tickets:                                05/03/04
Name: ADAMS                      , ANNABELL Store: 340 Acct#: 340000107
Delivery Amt:                    Pmt Amt: 253.12- Grp Amt:
ESP Amt:                        Deposit Amt:      Proc Fee:
Tax Amt: 14.47                  Total Due: 0.00    Pmt Form: 2
Next Pmt Due: 6/03/04          Amt Received:      Change Due: 0.00
Model Nbr                      Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FBASHB200-5                    15420   76.50   5/03/04 1297.96
FBASHD201-5                    2290938021 55.80 5/03/04 946.74
FLASH40304 05/25              95164   122.33 5/03/04 2075.53

You are going to make a refund;Do you want to continue: N

F5-Help      F8-Backout      F9-Update Record      F10-Exit

```

Example 11-E

If you want to close this ticket, enter a “Y”.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

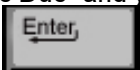
Deposit Amt Amount of Deposit (only) collected today.

Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received This field should be blank since you are doing a refund and not taking a payment.

There will now be a figure at the prompt “Change Due” and your cursor will be at the bottom of the screen at the prompt “Any Changes:N”. When you press the  key to accept the default of “N”, a receipt will be printed.

Payout Satisfactory

Use this for closing out tickets or items when the customer has paid for this item(s) in full.

At the prompt “Reason for Closing”, enter in a “2” for Payout Satisfactory. Your cursor will move to the prompt “Closed Date” (Example 11-F). Enter in the date you want used for closing the ticket or item or enter to accept the default of today’s date.

```

                                Close RTO Tickets                                05/03/04
Name: BAGLEY                      , KRYSTAL Store: 340 Acct#: 340000934
Rate Of Pmt: 118.33      Rate Of Grp: 0.00      Rate Of ESP: 0.00
Rate Of Tax: 6.51      Ttl Reg Due: 124.84      Next Pmt Due: 5/03/04
Agreement Amt: 2,129.94      Agreement Bal: 2,007.68      # BDR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr      Pmt Amt      Spiff      Agreement Date      Agreement Bal
FCRSH434/60T-60B      0190728098      51.00      5/03/04      866.66
ALWPLLSQ9200LQ      CR1225762      67.25      5/03/04      1141.02

Reason For Closing: 2      Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout it

```

Example 11-F

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today. When you press the



key after this prompt, your screen will change slightly to resemble the following.

```

                                Close RTO Tickets                                05/03/04
Name: BAGLEY                      , KRYSTAL Store: 340 Acct#: 340000934
Delivery Amt:      Pmt Amt: 2,007.68      Grp Amt:
ESP Amt:      Deposit Amt:      Proc Fee:
Tax Amt:      Total Due: 0.00      Pmt Form: 1
Next Pmt Due: 5/03/04      Amt Received:      Change Due: 0.00
Model Nbr      Serial Nbr      Pmt Amt      Spiff      Agreement Date      Agreement Bal
FCRSH434/60T-60B      0190728098      51.00      5/03/04      866.66
ALWPLLSQ9200LQ      CR1225762      67.25      5/03/04      1141.02

You are going to take a payment; Do you want to continue: N

F5-Help      F8-Backout      F9-Update Record      F10-Exit

```

Example 11-G

Since you are closing this ticket as a Payout Satisfactory, you should enter a "Y".

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

11.6 Closing Agreements - ***RTOCLOSE***

Deposit Amt Amount of Deposit (only) collected today.

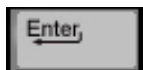
Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes:N". When you press the



key to accept the default of "N", a receipt will be printed.

Payout Unsatisfactory

Use this for closing out tickets or items when the customer has paid for this item(s) in full; however, due to many late payments or numerous bad checks, the relationship between the customer and your company was not a good one.

At the prompt "Reason for Closing", enter in a "3" for Payout Unsatisfactory. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-H).

```

                                Close RTO Tickets                                05/03/04
Name: MCCRAINE      . DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt:      121.25 Rate Of Grp:      0.00 Rate Of ESP:      0.00
Rate Of Tax:       6.67 Ttl Reg Due:     127.92 Next Pmt Due:    5/29/04
Agreement Amt:    2,182.50 Agreement Bal:  2,061.24 # BCR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS Balloon Pmt:      0.00
Model Nbr      Serial Nbr Pmt Amt  Spiff Agreement Date Agreement Bal
FLASH40400 3B/35  S226967681  121.25      4/29/04      2061.24

Reason For Closing: 3  Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargedoff 9) Early Buyout
```

Example 11-H

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today. If you enter an amount here (or do not clear what the system has entered for you), your screen will change slightly to resemble the following.

```

                                Close RTO Tickets                                05/03/04
Name: MCCRAINE                      , DEBORAH Store: 340 Acct#: 340001239
Delivery Amt:                      Pmt Amt: 2,061.24 Grp Amt:
ESP Amt:                          Deposit Amt:      Proc Fee:
Tax Amt:                          Total Due:      0.00 Pmt Form:      1
Next Pmt Due: 5/29/04 Amt Received:      Change Due:      0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FLASH40400 38/35 S226967681 121.25 4/29/04 2061.24

You are going to take a payment;Do you want to continue: N

F5-Help F8-Backout F9-Update Record F10-Exit

```

Example 11-I

If you want to take a payment, enter a “Y”.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.

Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt “Any Changes:N”. When you press the



key to accept the default of “N”, a receipt will be printed.

Request Pickup

Use this for closing out tickets or items when the customer has requested that the item(s) be picked up because they no longer want to keep them.

At the prompt “Reason for Closing”, enter in a “4” for Request Pickup. Your cursor will move to the prompt “Closed Date”. Enter in the date you want used for closing the ticket or item or enter to accept the default of today’s date (Example 11-J).

11.8 Closing Agreements - *RTOCLOSE*

```
Close RTO Tickets 05/03/04
Name: MCCRAINE , DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt: 121.25 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.67 Ttl Reg Due: 127.92 Next Pmt Due: 5/29/04
Agreement Amt: 2,182.50 Agreement Bal: 2,061.24 # BDR Items:
Pmt Terms: M Agreement Type: 18 MONTHS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FLASH40400 38/35 S226967681 121.25 4/29/04 2061.24

Reason For Closing: 4 Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

Example 11-J

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.



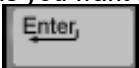
Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes:N". When you press the

 key to accept the default of "N", you will be prompted "Inventory Condition". Enter a very brief description of the inventory condition (15 characters maximum) such as: good, scratched, trashed, or whatever the condition is. You will again be prompted "Any Changes:N". When you press the  key to accept the default of "N", you will be prompted "Returned Inv Status". Enter in the status you want the returned inventory to have. You will again be prompted "Any Changes:N". When you press the  key to accept the default of "N", a receipt will be printed.

Repossess

Use this for closing out tickets when the customer has become delinquent and uncooperative in making arrangements to pay.

At the prompt "Reason for Closing", enter in a "5" for Reposses. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-K).

```

                                Close RTO Tickets                                05/03/04
Name: MCCRAINE                      DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt: 121.25 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.67 Ttl Reg Due: 127.92 Next Pmt Due: 5/29/04
Agreement Amt: 2,182.50 Agreement Bal: 2,061.24 # BDR Items:
Pmt Terms: M Agreement Type: 18 MONTHS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FLASH40400 38/35 S226967681 121.25 4/29/04 2061.24

Reason For Closing: 5 Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

```

Example 11-K

Your cursor will move to the top of the screen.

Delivery Charge

This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.

Proc Fee Amount of Processing Fee (only) collected today.


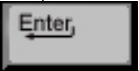
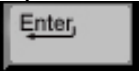
Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

11.10 Closing Agreements - *RTOCLOSE*

Your cursor will be at the bottom of the screen at the prompt “Any Changes:N”. When you press the

 key to accept the default of “N”, you will be prompted “Inventory Condition”. Enter a very brief description of the inventory condition (15 characters maximum) such as: good, scratched, trashed, or whatever the condition is. You will again be prompted “Any Changes:N”. When you press the  key to accept the default of “N”, you will be prompted “Returned Inv Status”. Enter in the status you want the returned inventory to have. You will again be prompted “Any Changes:N”. When you press the  key to accept the default of “N”, a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Reposses, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning screen similar to the one following (Example 11-L).



Example 11-L

Skip

Use this for closing out tickets when the account is uncollectible and the merchandise cannot be recovered.

At the prompt “Reason for Closing”, enter in a “6” for Skip. Your cursor will move to the prompt “Closed Date”. Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-M).

```

                                Close RTO Tickets                                05/03/04
Name: MCCRAINE                      DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt: 119.00 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.55 Ttl Reg Due: 125.55 Next Pmt Due: 5/03/04
Agreement Amt: 2,142.00 Agreement Bal: 2,019.03 # BDR Items:
Pmt Terms: M Agreement Type: 18 MONTHS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FLENG7900-512282 0034003741 119.00 5/03/04 2019.03

Reason For Closing: 5 Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

```

Example 11-M

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.

Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

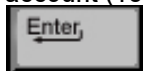
Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes:N". When you press the



key to accept the default of "N", you will be prompted "Inventory Condition". In this instance, you do not actually enter a condition for the inventory since it was not returned; however, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum). You will again be prompted "Any Changes:N". When you press the



key to accept the default of "N", a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Reposses, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning screen similar to the one following (Example 11-N).

11.12 Closing Agreements - **RTOCLOSE**

Customer Name Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF
Social Security Number Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF
Drivers License Number Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF

Press Any Key To Continue

Example 11-N

Stolen

Use this for closing out tickets where the merchandise has been stolen from the customer's home location.

At the prompt "Reason for Closing", enter in a "7" for Stolen. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-O).

```
Close RTO Tickets                                05/03/04
Name: MCCRAINE      DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt:      119.00 Rate Of Grp:      0.00 Rate Of ESP:      0.00
Rate Of Tax:       6.55 Ttl Reg Due:     125.55 Next Pmt Due:    5/03/04
Agreement Amt: 2,142.00 Agreement Bal: 2,019.03 # BDR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS Balloon Pmt:      0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreement Date Agreement Bal
FLENG7900-512282 0034003741 119.00      5/03/04      2019.03

Reason For Closing: 7 Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargedoff 9) Early Buyout
```

Example 11-O

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.

Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

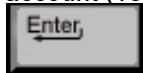
Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes:N". When you press the



key to accept the default of "N", you will be prompted "Inventory Condition". In this instance, you do not actually enter a condition for the inventory since it was not returned; however, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum). You will again be prompted "Any Changes:N". When you press the



key to accept the default of "N", a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Reposses, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning screen similar to the one following (Example 11-P).



Example 11-P

Charge Off

Use this for closing out tickets where the merchandise has been lost due to fire, flood, etc., or if you no longer expect to receive payment on this account.

At the prompt "Reason for Closing", enter in a "8" for Charge Off. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-Q).

11.14 Closing Agreements - *RTOCLOSE*

```

                                Close RTO Tickets                                05/03/04
Name: MCCRAINE , DEBORAH Store: 340 Acct#: 340001239
Rate Of Pmt: 119.00 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 6.55 Ttl Reg Due: 125.55 Next Pmt Due: 5/03/04
Agreement Amt: 2,142.00 Agreement Bal: 2,019.03 # BDR Items:
Pmt Terms: M Agreement Type: 18 MONTHS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FLENG7900-512282 0034003741 119.00 5/03/04 2019.03

Reason For Closing: B Closed Date: 5/03/04

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

```

Example 11-Q

Your cursor will move to the top of the screen.

Delivery Amt This will show the amount of "Delivery Charge" (only) that was received today.

Pmt Amt This will show the "payment amount" (only) that was received today.

GRP Amt Amount of GRP (only) collected today.

ESP Amt Amount of ESP (only) collected today.

Deposit Amt Amount of Deposit (only) collected today.



Proc Fee Amount of Processing Fee (only) collected today.

Tax Amt Amount of Sales Tax (only) collected today.

Pmt Form Method of paying Total Due (clear the field and press enter for a window showing the available options).

Amt Received Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes:N". When you press the

 key to accept the default of "N", you will be prompted "Inventory Condition". In this instance, you do not actually enter a condition for the inventory since it was not returned; however, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum). You will again be prompted "Any Changes:N". When you press the  key to accept the default of "N", a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Reposses, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning screen similar to the one following (Example 11-R).

```

Customer Name Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF
Social Security Number Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF
Drivers License Number Has An Acct Closed REPO,SKIP,STOLEN OR CHARGED OFF

Press Any Key To Continue

```

Example 11-R**Early Buyout**

Use this for closing out tickets where the customer has chosen to pay off the account early.

Please note that if your company uses payoff method 3 in POFFCTRL, you will be unable to close a ticket due to early buyout using this program and will have to go through the RP program to close a ticket for early buyout.

At the prompt "Reason for Closing", enter in a "9" for Early Buyout. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or enter to accept the default of today's date (Example 11-S).

```

Close RTO Tickets                                05/03/04
Name: MCCRAINE      DEBORAH      Store: 340  Acct#: 340001239
Rate Of Pmt:      119.00  Rate Of Grp:      0.00  Rate Of ESP:      0.00
Rate Of Tax:       6.55  Ttl Reg Due:     125.55  Next Pmt Due:    5/03/04
Agreement Amt: 2,142.00  Agreement Bal: 2,019.03  # BDR Items:
Pmt Terms: M          Agreement Type: 18 MONTHS  Balloon Pmt:      0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FLENG7900-512282  0034003741  119.00      5/03/04      2019.03

Reason For Closing: 9  Closed Date: 5/03/04
Use the program RP and the F2 option to close as a buyout
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargedoff 9) Early Buyout

```

Example 11-S

Early Buyouts should be processed using the RP program and the **F2** option.

11.16 Closing Agreements - *RTOCLOSE*

Closing single or select items

This ticket contains 3 "Items". If you want to close a single item or items, with your arrow keys position the cursor on the line of the item you want to close and press the **F2** key (Example 11-T).

```

                                Close RTO Tickets                                05/03/04
Name: AORMS                      ANNABELL Store: 340 Acct#: 340000107
Rate Of Pmt: 254.63      Rate Of Grp: 0.00      Rate Of ESP: 0.00
Rate Of Tax: 14.00      Ttl Reg Due: 258.63      Next Pmt Due: 5/03/04
Agreement Amt: 4,583.34 Agreement Bal: 4,583.34 # BDR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreement Date Agreement Bal
FBASHB200-6      15420      76.50      5/03/04      1377.00
FDASHD201-5      2290938021 55.00      5/03/04      1004.40
FLASH40304 06/25 95164      122.33      5/03/04      2201.94

Close This Item: Y

F1-Close Ticket      F2-Close Item      F5-Help      FB-Backout

```

Example 11-T

Your cursor will be at the prompt "Close this Item:". If this is answered with a "Y", your cursor will be at the prompt "Reason For Closing" and a list of these will be displayed at the bottom of the screen. Examples of "Reason for Closing": Refund & Cancel, Payout Satisfactory, Payout Unsatisfactory, Request Pickup, Repossess, Skip, Stolen, Charge Off, and Early Buyout. Enter the number corresponding to the reason. Your cursor will now be on the "Closed Date" prompt. Enter the date you want to show this item closed or press the

Enter key to accept the default of today's date. You will now be prompted "Payment this Item" (Example 11-U). If the customer is giving you a payment, enter it here, if not, **Enter**.

```

                                Close RTO Tickets                                05/03/04
Name: AORMS                      ANNABELL Store: 340 Acct#: 340000107
Rate Of Pmt: 254.63      Rate Of Grp: 0.00      Rate Of ESP: 0.00
Rate Of Tax: 14.00      Ttl Reg Due: 258.63      Next Pmt Due: 5/03/04
Agreement Amt: 4,583.34 Agreement Bal: 4,583.34 # BDR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreement Date Agreement Bal
FBASHB200-6      15420      76.50      5/03/04      1377.00
FDASHD201-5      2290938021 55.00      5/03/04      1004.40
FLASH40304 06/25 95164      122.33      5/03/04      2201.94

Payment This Item: 0.00

F1-Close Ticket      F2-Close Item      F5-Help      FB-Backout

```

Example 11-U

The cursor will now be beside the next item on the ticket. You may continue in the above manner until you have all items closed on this ticket that you need to. When you have closed everything that you need to, press the **F9** key. You will be prompted "Any Changes:". When this is answered with a "N", your cursor will move to the top of the screen.

If the customer wants to make up any back payments, enter the amount he wishes to pay in the appropriate fields. If not, press the **Enter** key. The prompt "Any Changes" will be displayed. A "Y" answer will move the cursor back to the top of the screen. A "N" answer will display a prompt "Inventory Condition" if it is a returned item (Example 11-V).

```

Close RTO Tickets                                05/03/04
Name: ADAMS , ANNABELL Store: 340 Acct#: 340000107
Delivery Amt:          Pmt Amt:          Grp Amt:
ESP Amt:              Deposit Amt:        Proc Fee:
Tax Amt:              Total Due:          0.00    Pmt Form:          1
Next Pmt Due: 5/03/04  Amt Received:      Change Due:          0.00
Model Nbr          Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FBASH0200-6        C 15420      76.50
FDASH0201-6        2290938021  55.00
FLASH40304 06/25   95164      122.33
                                     5/03/04    1377.00
                                     5/03/04    1004.40
                                     5/03/04    2201.94

Inventory Condition: █

F5-Help          F8-Backout          F9-Update Record          F10-Exit

```

Example 11-V

At this prompt you need to enter the condition of the returned merchandise. The description you give of the inventory condition must not exceed 14 characters. If you use less than 14 characters press the **Enter** key. If you use 14 characters, the system will perform the **Enter** for you. You will be prompted "Any More Changes: Y". A "N" answer will bring you to the prompt "Returned INV Status: R" the default on this is R, change if necessary (**note: you will only see this prompt if your security is set for this**). You will now be prompted "Any Changes: N". Press **Enter**. You will be prompted "Transfer Inv Loc". The default on this is "Y". Press the **Enter** key. If you try to enter an "N", a line will be displayed on the bottom of the screen reading "Inventory needs to be transferred back to store location". The prompt "New Inv Loc" will now be displayed. Type in the location (3 characters, such as 003) this inventory is to be returned to. You will now be prompted with "Any Changes". A "Y" answer will allow you to change the location the inventory is being transferred to. A "N" answer will confirm this closing and print out two receipts (Example 11-X). The system will return you to the second screen on the previous page (Example 11-U).

11.18 Closing Agreements - *RTOCLOSE*

Example RTOCLOSE Receipts

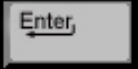
RSSS © COPYRIGHT 1981		
Cathy's RTO 1515 Anywhere Anyplace, MO 86141 417-555-1111 Received From: MIKE MCCRAINE 8763 FOREVER LANE SPRING, MO 89121	Agreement #: Paid At: 99 Salesman: 910 Amount Owed: 0.00 Ticket Nbr: 100036	
Home Phone: (417) 555-2222 Rental Rate: 22.82	100012 DATE 8/16/01	0.00 0.00 0.00
RECEIPT# 00990000117 00990000118	8/20/01	0.00


RSSS © COPYRIGHT 1981		
Cathy's RTO 1515 Anywhere Anyplace, MO 86141 417-555-1111 Customer: MIKE MCCRAINE 8763 FOREVER LANE SPRING, MO 89121	Ticket Nbr: 100036 Closed Reason: Requested Pickup Salesman: 910	Items Closed And Transferred To: 99 ACAMA5640C SPEC ORDER BEDROOM 4 PC FBCAT423436T 621 RING 1 PC JLSOU681H 700303
Home Phone: (417) 555-2222 RECEIPT#	100012 DATE 8/16/01	
Delivered By: _____		Received By: _____

Example 11-X

Looking Up Closed Tickets - CLOSEINQ


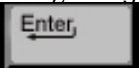
This program will allow you to inquire on serial numbers, agreement dates, pay history, etc.

To look at closed agreements, you need to be at the **command line**. Type in "**CLOSEINQ**". 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 see a screen similar to the one following (Example 12-A).



Example 12-A

At the Customer Name/#: prompt, you can enter the customer's name (last name first), account number, address, drivers license number or social security number (use the appropriate **function keys** to list the customers in the order you wish to view them or press the  key to list them in alphabetical order). You can enter any of these in complete or partial form (for example screens, see pages 8.1 - 8.3). If you have opted to enter partial information and used the appropriate function key, using your arrow keys, highlight the customer whose agreement you wish to inquire on and press the  key. You will now see a screen similar to the one following (Example 12-B).





12.2 Inquiring on Closed Agreements - **CLOSEINQ**


Close Ticket Inquire 04/22/04

Ticket Nbr: _____

Start By: F3--Ticket Nbr

Example 12-B

You can type in the Ticket Nbr and then press the  key or press the  key to list the closed tickets on this account. Using your arrow keys, highlight the correct ticket and press the  key. If you would like to see a history of payments made on this ticket press the  key.

You will now see the first of the Close Ticket Inquire screens (Example 12-C). Your cursor will be next to the prompt "Return For Next Screen". Press the  key.

Close Ticket Inquire 04/22/04


Name: ABARRMS, TAMIKA Acct#: 10000540 Ticket#: 1001516
Closed Reason: REPOSSESSION Closed Date: 8/22/01

Salesman Nbrs: 11 Agreement Nbr: 0
Acct Mgr Nbr: 901 Agreement Date: 5/12/01
Store Nbr: 2 Source: CC
Cust Type: R Agreement Type: C
Tax Code: 0 Pmt Terms: W
Closed By: 20 Deposit Amt: 0.00
BDR Items: # Times Late: 1

Return For Next Screen:

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm

Example 12-C

The second Close Ticket Inquire screen will now be displayed (following). The cursor will again be at the prompt "Return For Next Screen" (Example 12-D). Press the  key. The system will return you to the screen listing the closed tickets.

```

                                Close Ticket Inquire                                05/04/04
Name: AORMS                      . ANNABELLE                      Acct#: 340000107 Ticket#: 345911
Closed Reason: EARLY BUYOUT                      Closed Date: 5/04/04
Rate Of Pmt: 254.63      Rate Of Grp: 0.00      Rate Of ESP: 0.00
Rate Of Tax: 14.00      Ttl Reg Due: 268.63      Next Pmt Due: 7/03/04
Agreement Amt: 4,583.34      Agreement Bal: 1,375.01      Balloon Pmt:
Model Nbr      Serial Nbr      Pmt Amt      Revenue      Agreement Date
FBASH0200-6      15420      76.50      963.91      5/03/04
FDASH0201-5      2290938021      55.80      703.07      5/03/04
FLASH40304 06/25      95164      122.33      1541.35      5/03/04

Return For Next Screen:

Arrow Keys-Positioning Return-Next Field F8-Backout Cnd-Exit Pgm

```

Example 12-D

This page intentionally left blank.

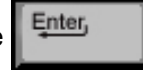
Taking Payments - RP*Revised with use of Hot Check and Check Deposit Feature*

How to take payments

To take a Rental Payment you need to be at the **command line** and type in "**RP**" and then press the




key. A screen like the one following will be displayed (Example 13-A). Type in the customer's account number or a few letters of his last name (using capital letters) and press the



key twice.

A screenshot of a terminal window titled "Customer Maintenance" in the top right corner, with the date "04/21/04" next to it. The main area of the screen shows the prompt "Customer Name/ID: " followed by a cursor and a series of underscores. At the bottom of the screen, there is a horizontal line and a row of function key labels: "F1-Address F2-Drvr's Lic F3-SSAN F4-Acc't Nbr F5-Help F6-Find by Phone#".**Example 13-A**

You will now see displayed on the screen a list of customers. Using your arrow keys, highlight the correct one

and press the  key. The cursor will be under the #P (Number of payments) field on the first ticket (Example 13-B). **If there is more than one ticket open on this customer and he is not making a payment on the first, using the arrow keys, move to the ticket corresponding to the payment he is making.**



13.2 Taking Payments - *RP*

```
910
Name: ADAMS, ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE    W Ph: (555)555-5555
City: ANYTOWN TX 55555      License: 47902508    SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-84 CALL HIM & LET HIM KNOW


COURT COSTS OWED: $120
NEED NEW WORK #!!!!
***NNAE!***
Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55
BEORDOM 167.28 1 78.43 3.92
COMPUTER 461.33 1 89.99 4.50
94.49 4/19/84


Length 18 Terms M AR Total Charge 251.48 0.00 Due 251.48
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShouTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```


Example 13-B

Type in the number of payments the customer is making at this time and press the  key. If this is a partial payment, enter the exact amount (rent only) the customer is paying you at this time under the Pmt Amt field and press the  key. **Note: You cannot change the payment amount if the number of payments is greater than 1 or if you do not have security to do so.**

If the customer is making a full payment, enter a 1 for the #P (Number of payments) and press the

 key. The Due Date will be adjusted for the type payment made (full or partial). If there are any

“Other”, “Late”, “Grp”, or “Esp” charges, press the  key to the particular field(s) and enter the amount to be charged with this payment(s). When you have entered this information for all tickets this

customer has, press the  key. You will be prompted “Any More Changes”. A “Y” answer will return you to the #P field. A “N” answer will prompt you with “Amt Tendered” (Example 13-C). Type in the amount of money the customer gives you. The “Change” will be figured automatically. You will now be prompted for the “Pmt Form”. A list of options will be displayed at the bottom of the screen. Type in the number which indicates the Payment Form. If payment form #2 (check) is selected, you will be prompted to enter the check number. The check number prompt will show up only if “Returned CK System” field in RENTCTRL is set to “Y”. This field turns on all the bad check and check deposit reports and programs documented hereafter.


```


910
Name: ADAMS      ANNABELLE      Acct#: 340000107  H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE      W Ph: (555)555-5555
City: ANYTOWN      TX 55555  License: 47902508  SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55 74.64 5/19/04
BEDROOM 167.28 1 78.43 3.92 82.35 5/19/04
COMPUTER 461.33 1 89.99 4.50 94.49 5/19/04

Total Due: 251.48 Amt Tendered: 251.48 Change: 0.00 Pmt Form:
Enter the amount customer is paying
F8-Back Out F4-Enter 2nd Pmt Form Mode Cnd-Exit Pgm

```

Example 13-C

Enter the check number and press the  key. You will now be prompted, "Any More Changes". A "N" answer will print a receipt. You will then be prompted "Reprint this Receipt". Entering a "Y" will print the receipt again, entering a "N" will complete the payment. You will now be returned to the screen similar to Example 13-A.

Please Note: The exact way this program works depends on how control and program security are set. For example, you may not be able to change the payment amount or the next due date. Consult your supervisor or system administrator for details.

Function keys in RP

When you first call up a customer you will note on the bottom of the screen there are prompts telling you what the various function keys can be used for (Example 13-D).

```

910
Name: ADAMS      ANNABELLE      Acct#: 340000107  H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE      W Ph: (555)555-5555
City: ANYTOWN      TX 55555  License: 47902508  SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 50.71 1 50.71 50.71 5/19/04
BEDROOM 93.64 78.43 5/19/04
COMPUTER 384.56 89.99 5/19/04

Length 18 Terms M RR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BedChk F4-Hist F5-Comment F7-Date/Pmt F8-Back

```

Example 13-D

13.4 Taking Payments - *RP*

F1-Cust Chg: When you are on this screen, pressing the **F1** key will allow you to change the customer information. **(Please note: This will not work unless you have the proper security).** When you press the **F1** key your cursor will move to the name prompt. By using your arrow keys, you can go from field to field at the top of the screen and change whatever needs to be changed. When you have made all necessary changes, press the **F9** key and your cursor will drop back down under the #P prompt and you can continue taking the payment as usual.

F2-Payoff: Pressing the **F2** key will show you what the payoff is on this ticket. The screen will change to resemble the following (Example 13-E). The Payoff Calculation will be unique to your companys settings.

```
AR Payoff Amt For: 340000107 ANNABELLE ADAMS      Tick  341685 SEQ  0
Annual Interest Rate:      29.900
Ticket Payment Amt:      89.99
Interest Previously Calculated Thru: 5/03/04
Number of Days Interest Due: 0
Interest Charge Oued:      0.00
Ticket Contract Balance: 384.55
Plus Interest Charge Oued: 0.00
Plus Late Charges Due: 0.00
Payoff Figure With Interest/Late: 384.55

Enter "CLOSE" to Close AR Ticket or Press Return To Continue: █
```

Example 13-E

When you are finished with this screen, press the **Enter** key and you will be returned to the payment screen.

F3-Show Ticket: Using the **F3** key, you will be able to view the ticket detail and also deal with a bad check (Example 13-F). For information on returning a bad check see pages 13.17-13.23. For information on paying off a bad check, see pages 13.23 - 13.25.

```

Ticket Inquiry
Ticket/Seq: 345905 0Agreement #: Source: OR I Bar:
Agrmt Type: R Pmt Term: M Cust Type: R Status: RTD
Agrmt Date: 4/29/04 Next Due: 5/29/04 Last Due: 4/29/04 Last Paid: 4/29/04
Pmt Amt: 121.25 Grp Amt: 0.00 ESP Amt: Tax Amt: 5.67
Deposit: 0.00 Del Amt: Agrmt Amt: 2,182.50 Agrmt Bal: 2,061.24
#Bad Cks: Clerk: 998 Store: 340 Salesman: 1 BalloonAmt: 0.00
Acct Mngr: 1Tax Code: Late Pmts: 0 Changed: 4/30/04 Balloon Pd:
Model Nbr Serial # Desc Pmt Spiff ESP Date
FLASH40400 38/35S2259676B1 BLACK LEATHER MATCH 121.25 4/29/04

Weekly Pmt/Ttl: 0.00 0.00 Monthly Pmt/Ttl: 121.25 2182.50
Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help

```

Example 13-F

F4-Hist: To review the payment history on a ticket, from the payment screen, press the **F4** key. Your screen will now change to resemble the following (Example 13-G).

```

AR Cust Pmt History For ANNABELLE ADAMS
Pay Date Due Date St Recpt # Amount Tax Other Tot Pay Bal Pt Pf Sln
5/03/04 4/19/04 340 3400030393 67.70 6.94 74.64 50.71 P 2 910
3/29/04 4/19/04 340 3400029256 0.49 0.49 118.41 P 1 218
3/29/04 3/19/04 340 3400029253 65.51 5.58 71.09 118.90 P 2 218
2/21/04 2/19/04 340 3400026379 65.77 27.58 94.35 184.41 P 27853
1/31/04 1/19/04P 340 3400024557 27.87 27.87 251.18 P 17853
1/31/04 11/19/03 340 3400024556 140.47 1.71 142.18 279.05 P 17853
1/26/04 11/19/03 340 3400024185 54.82 13.96 67.98 419.52 P 1 199
1/18/04 10/19/03P 340 3400023056 0.29 29.10 29.39 473.54 P 15340
10/07/03 9/19/03 340 3400016784 67.55 3.54 71.09 473.83 P 1 199
9/29/03 9/19/03 340 3400016251 23.65 18.85 41.70 541.38 P 15340
8/21/03 8/19/03 340 3400014066 60.34 11.09 71.43 565.83 P 17853
7/31/03 7/19/03 340 3400012932 52.76 21.54 74.30 625.37 P 17853
6/28/03 6/19/03 340 3400011307 65.22 4.87 71.09 678.13 P 15340
6/20/03 5/19/03 340 3400010950 34.72 39.92 74.64 744.35 P 1 199
4/24/03 4/19/03 340 3400008158 48.86 23.83 71.09 779.07 P 15340
3/21/03 3/19/03 340 3400006617 51.86 19.43 71.09 827.13 P 17853
2/22/03 2/19/03 340 3400005281 52.78 18.31 71.09 878.79 P 1 199
2/04/03R 2/19/03 340 3400004368 931.57 P 15340

F1-Forward F2-Back F4-Reverse Display Order F5-Help Return-Select

```

Example 13-G

To look at or change a particular payment, press the **Enter** key. Using your arrow keys, if necessary, highlight the payment you want to look at or change. The screen will change to resemble the following (Example 13-H).

13.6 Taking Payments - *RP*

```
Payment Change--File 1
Pmt Nbr: 03400029253
Acct#: 340000107 Ticket Nbr: 340754 0
Acct#2: 340000107 Sales Ticket #: 340753 0
Receipt Date: 3/29/04 Time: 11 21 55
Date Pmt Due: 3/19/04 Store: 340
Next Due Date: 4/19/04 Salesman #: 210
Pmt Amt: 65.51 Misc Charges: 5.50
Late Charges: 0.00 Grp Amt: 0.00
ESP Amt: 0.00 Tax Amt: 0.00
Contract Bal: 110.90 Type Payment: P
Pmt Form: 2 Date Pmt Changed: 3/29/04
Tax Code: Pmt Type: R
Receivable Amt: Misc Chg Type: 6
Stick Pmt Form: 20 Esp Used ForPmt:
Changed Indr: Orig STicket Nbr:
Flipped Indr: Insurance Type:
Orig Sale Date: Pend Sale Date:
Pending Type: 2 Deposit Reversed: Discount Code:
Avg Dally Bal: Svc Labor: Svc Freight:
Svc Cleaning: Svc Trip Chg: Svc Delivery:
Svc Misc 1: Svc Misc 2: Svc Discount:

F5-Help F8-Back F9-Done F10-Exit Arrow Keys-Position Return-Next Field
```

Example 13-H

After you have made any necessary changes, press the **F9** key. You will be prompted “Any More Changes”. When this is answered with an “N”, the screen will be returned to the history page. When you are finished with the history page, press **F8** and you will be returned to the payment screen.

F6-Comment: By pressing **F6**, your cursor will move to the “Comment” prompt and you will be able to add a comment on the customer payment screen (Example 13-I).

```
910
Name: ADAMS, ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902500 SSAN 520-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 50.71 50.71 50.71 5/19/04
BEDROOM 93.64 78.43 78.43 5/19/04
COMPUTER 384.56 89.99 89.99 5/19/04

Length 10 Terms M RR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BedChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-I

When you have finished entering the comment, press the **F9** key and your cursor will move back below the #P prompt.

F7-Date/Amt: This function is used when a customer comes in and wants to pay his account up to a certain date or pay a certain amount different from his/her normal payment. When you press the **F7** key, your screen changes slightly and you will be able to enter in the date they want to pay through and the computer will tell you the amount they need to pay (Example 13-J).

```

910
Name: MCCRAINE      . DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S OODORIDGE DRIVE      BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN      TX 78412      License: 82035741      SSAN 564-28-9654
Comment:

Ticket# Seq  Bal  #P  Amt  Amt  Other  Late  Grp  Esp  Tax Tot  Due  Due Date
BLACK LE  2061.24      121.25
CORSICA  2079.60      122.33
        Tax Tot  Due  Due Date
        6.67  127.92  5/29/04
        6.73  129.06  5/29/04

Line(s):
        Apply to agreements on which lines

```

Example 13-J

Enter the line number of the agreement you want this information on (you may enter up to 10 different line numbers). The line number represents the ticket listed giving the ability to apply the date or amount to

multiple tickets. Enter the line number and press the **Enter** key until you see the Date and Amt prompts (Example 13-K).

```

910
Name: MCCRAINE      . DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S OODORIDGE DRIVE      BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN      TX 78412      License: 82035741      SSAN 564-28-9654
Comment:

Ticket# Seq  Bal  #P  Amt  Amt  Other  Late  Grp  Esp  Tax Tot  Due  Due Date
BLACK LE  2061.24      121.25
CORSICA  2079.60      122.33
        Tax Tot  Due  Due Date
        6.67  127.92  5/29/04
        6.73  129.06  5/29/04

Line(s):  1  2
        Enter Due Date To Calculate Amt's Based on Due Date

```

Example 13-K

13.8 Taking Payments - **RP**

Enter the date the customer would like to pay through or the money in the "Amt" prompt. Pressing the



key will then display the calculated dates or payments on the ticket line. When all is complete,

press the



key to complete the transaction and print a receipt.

Take Payments with Rent to Own Accounts Receivable

Revised with use of Hot Check and Check Deposit Feature

The Rent to Own Accounts Receivable is a feature added to the "**RP**" Take Payments Program. This enhancement was designed to help you better collect unpaid charges or fees when a customer comes in to make a payment. This is extremely important in states that do not allow fees such as late charges to be collected after the fact.

This feature also enables you to keep consistent due dates. If your company policy is to have all due dates on Saturday, then the use of the RSSS Rent to Own Accounts Receivables will be of great benefit.

IT IS REPORTED FROM OTHER RSSS USERS THAT THE USE OF THE RSSS RENT TO OWN ACCOUNTS RECEIVABLES HAS INCREASED THE AVERAGE MONTHLY INCOME PER CUSTOMER BY \$4.00 to \$6.00.

This program enhancement replaces hand written promissory notes or using the COMMENTS as a way to collect unpaid charges and provides you an opportunity to collect those charges on your customer's next visit.

To use the RSSS Rent to Own Accounts Receivable Program, you need to be at a command line and type in "RENTCTRL". You will now see a screen similar to the one following (Example 13-L).

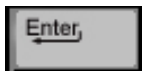
```
Rental Store Control Change                                04/21/04

Location: 1                      TrialPurchase Store: N
Pmts ForOther Store: D          Calc Balloon Pmt: N
Last Receipt Number: 81577
Semi-Monthly Day #1/Day #2: 01 / 15 Auto Commit Fulfill: Y
PendingTill Rev: Y Ask Loc/Auto Trans: N Y N 0 Tax NSF Check Chg: N
Tax Calc Indr: 1 Tax Percent: 7.0000 Cents Added To Calc: 0.00
Tax On GRP: N Tax Delivery Chg: Y Tax Late Charges: N
Tax On Deposits: N Tax Misc Charges: Y Tax Ext Ser Pol: N
Tax On Airtime: N Tax On Club Fees: N Tax Other Fees: Y
Tax Code Desc: NIXR In NEW Ask: Alt Price/Carry Out: Y N
Return Inv/RS Combo: N Airtime Agmt/Tax %: 0.0000
Processing Fee: 10.00 Collection Charge: 5.00
NSF Check Fee: 25.00 Returned Ck Charge: 25.00
Returned Ck System: Y Special Sale Interest:
Move Due Date Indr: 0 Move DueDate Cutoff:
Max Receivable Amt: 25.00 Pmt Bal On Receipt: T
Use ESP for Pmts: N Rental Contract Pgm: CNTLFLC4
Auto Pmt Display: Y Reinstatement Fee: 0.00
Ignore Pmt Rule NEW: N Field Receipt Sys: U 50 1 / 51
Auto Coll/Club Fee: N Y Monthly Discount: N

Y-Amt Paid N-Full Pmt Only If Within Cutoff Amt T-Full Pmt If Not Less Reg Pmt
F-Move By Full Pmt Only P-Partial Pmts Accepted (F,P,T Enable RTO Receivable)
```

Example 13-L

Press the



key until you are at the field [MOVE DUE DATE INDR:]. This field allows three of the

five options to be used with Accounts Receivables.

T-Full Pmt If Not Less Reg Pmt Due date will move one payment when at least one full payment is made. Example, regular payment is 25.00. Payment remitted is 27.00 due date will only move one regular week or monthly period. Payment remitted is 20.00 due date will not move.

F - Move by Full Pmt Only **does not** allow the user to change due dates. Payments can only be taken in increments, and any overages or shortages will be put into Accounts Receivables.

P-Partial Pmts Accepted Allows you to take partial payments and have due dates fall any date, but still allows the use of the Accounts Receivables when needed.

You **MUST** choose one of these 3 options in order to use the RSSS Rent to Own Accounts Receivables.

The field right below this one is also very important to set.

Max Receivable Amt

This field allows you to set a dollar limit allowed per **customer** for Accounts Receivables. It is recommended to keep this dollar figure below \$25.00.

Following are examples of how to use the RSSS Rent to Own Accounts Receivables.

In this first example, the customer owes \$8.20 in late charges, bringing the total due to \$172.13. He only has 150.00, which is entered as amount tendered, leaving a \$22.13 receivable (Example 13-M).

```

910
Name: BAGLEY      , KRYSTAL      Acct#: 340000934  H Ph: (555)555-5555
Add: 2145 S JEFFERSON AVEUEE      W Ph: (555)555-5555
City: ANYTOWN      TX 55555      License: 25834701      SSAN 578-90-3639
Comment: WBN 3-26-84 W/ $286.06

NEED NEW HOME #!!!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
7PC.CHER 2051.99 1 163.93      8.20      172.13 5/19/04

Total Due: 172.13 Amt Tendered: 150.00 Change: 0.00 Pmt Form: 2
Any More Changes?  Check Nbr: 3936 Receivable: 22.13
FB-Back Out CMD-Exit Program
  
```

Example 13-M

On the following example, this customer also has a \$4.48 late charge, bringing his payment amount due to \$94.02, the customer only has \$90.00 which leaves a receivable of \$4.02 as shown (Example 13-N).

13.10 Taking Payments - *RP*


```
910
Name: FACESON      . SANDRA DENISE   Acct#: 340001172   H Ph: (555)555-5555
Add: 2926 TRACEWAY DR      W Ph: (555)555-5555
City: ANYTOWN      TX 55555   License: M5327846896508   SSAN 431-23-7294
Comment:

NEEDS REFERENCES
Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
3 PC FRE 1293.65 1 89.54 4.48 94.02 5/19/04



Total Due: 94.02 Amt Tendered: 90.00 Change: 0.00 Pmt Form: 1
Any More Changes? N Receivable: 4.02
FB-Back Out CMD-Exit Program
```

Example 13-N

Check Deposit Program - CKDEPOST

To get into this program, you need to be at the command line and type in "CKDEPOST". 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 the  key and accept the "N" default. You will see a screen similar to the one following (Example 13-O).

```
ENTER BANK NAME :
ENTER BANK ACCOUNT NUMBER :
ENTER STORE NUMBER: 0
ENTER DEPOSIT DATE: 4/21/04

ENTER THE NAME OF THE BANK
```

Example 13-O

Enter Bank Name Enter the name of the bank where the deposit will be made.

Enter Bank Account Number Enter the account number you want to deposit into.

Enter Store Number Enter the store number you are making a deposit for. **This information must be**

entered or the report will not run.

Enter Deposit Date Enter the date of the days business you want to deposit. **This information must be entered or the report will not run.**

Press **F9**. You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and will print to the printer of file pathname you gave.

Example Check Deposit Report - CKDEPOST

RUN DATE: 04/21/04		NOCOLE'S RENTAL - STAFFORD			PAGE: 1
TIME: 16:14:52		CHECK DEPOSIT FOR LOCATION 3			
		ACCOUNT NUMBER			
		DEPOSIT DATE 3/26/04			
CUSTOMER	CHECK	CHECK	TICKET	RECEIPT	
NUMBER CUSTOMER NAME	NUMBER	AMOUNT	NUMBER	NUMBER	
10005767 THOMPSON, KIM	1014	100.00	1026909	57294	
10002008 SANTINO, THOMAS	1045	34.08	1018578	57312	
10002008 SANTINO, THOMAS	1045	20.96	1029669	6706	
10002008 SANTINO, THOMAS	1045	7.00	10002008	57313	
10006802 SIMMONS, KEITH	2960	46.01	1026944	57298	
10006802 SIMMONS, KEITH	2960	3.99	10006802	57299	
10002118 SANTINO, SHEILA	2105376	100.00	1029886	6716	
THE NUMBER OF CHECKS ON THIS DEPOSIT IS		7			
TOTAL CHECK DEPOSIT IS		312.04			

Example 13-P

How to back out a bad check using CHECKMNT

Before you can back out a bad check, it must be in the system. If you are just beginning to use the new Rental Payment Program with Hot Check and Check Deposit control, and you have hot checks that have not been entered, you may do so now by following the instruction following. **Note: The following program is only used to enter hot checks you have outstanding before you begin using the new Rental Payment Program with Hot Check and Check Deposit control.**

Check Transaction Maintenance - CHECKMNT

Getting Started: The RSSS Hot Check program is designed to control all returned checks. To get into this program, you need to be at the command line and type in "CHECKMNT". You will see a screen similar to the one following (Example 13-Q).

13.12 Taking Payments - *RP*

```
Check Transaction Maintenance                                04/21/04
Cust#: █ Tick#: Dispositon: Date: Check#: 0
Start By: F5--Date; F6-Return--Cust/Ticket;
```

Example 13-Q

In order to add, you must first list. To do this, press the **F5** key. The screen will now resemble the following (Example 13-R).

```
Check Transaction Maintenance                                04/21/04
Cust#: █ Tick#: Dispositon: Date: Check#: 0
REACHED END OF FILE
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Sel Term; Cmd-Exit Pgm: █
```

Example 13-R

Adding Hot Checks (this feature is used only for checks that you have outstanding when you first begin using the RSSS Hot Check Program. All other checks will be listed here by following the proper procedure to back out and pay off checks).

To add a check, press the **F6** key. You will now see the following screen (Example 13-S).

```


                                Badcheck Add
Date: █_____ Amt: _____ Check Nbr: _____ Status: _
Ticket Nbr: _____ Receipt Nbr: _____
Cust Nbr: _____ Store Nbr: _____
Payment Type: _ Emp Nbr: _____ Date Check Backed Out: _____
Date Check Paid: _____

                                Date Check Written
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cnd--Exit Pgm

```


Example 13-S

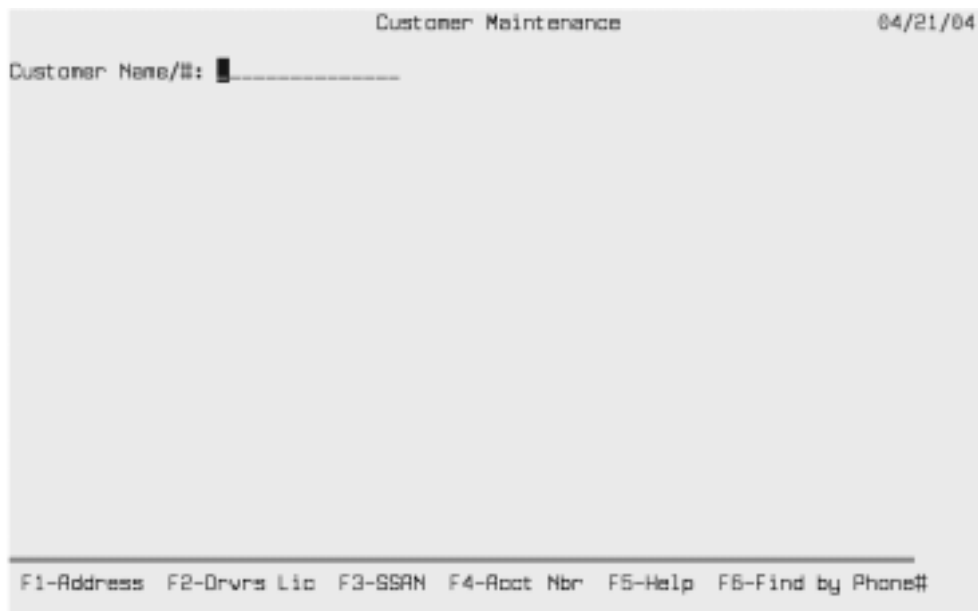
- Date** Enter the date the check was written.
- Amt** Enter the amount the check was written for.
- Check Nbr** Enter the check number.
- Status** Enter the status. Options shown on bottom of screen.
- Ticket Nbr** Enter the ticket number the check was written to make a payment on.
- Receipt Nbr** Enter the receipt number from the transaction.
- Cust Nbr** Enter the customers account number.
- Store Nbr** Enter the store number the check was written to.
- Payment Type** Enter the payment type (options available will be listed at the bottom of your screen).
- Employee Nbr** Enter the employee number of the employee who took the check.
- Date Check Backed out** Enter the date the check was backed out.
- Date Check Paid** Enter the date the check was paid.

When you have filled in all the applicable prompts, press the  key. You will now be prompted "Any More Changes". When this is answered "N", you will be returned to the Check Transaction Maintenance Screen.

13.14 Taking Payments - *RP*

How to back out a bad check using RP

To back out a bad check, you need to go into Rental Payments "RP". To get into this program, you need to be at the command line and type in "RP" and then press the  key. You will now see a screen like the one following (Example 13-T).

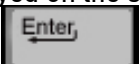


```
Customer Maintenance                                04/21/04

Customer Name/ID: █

F1-Address F2-Drvs Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#
```

Example 13-T

You will now see displayed on the screen a list of customers. Using your arrow keys, highlight the correct one and then press the  key. The cursor will be under the #P (Number of payments) field on the first ticket (Example 13-U).



```
910
Name: MCCRAINE      DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S OODORIGE DRIVE      BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN      TX 78412      License: 82036741      SSAN 564-28-9654
Comment:

Ticket# Seq  Bal  #P  Amt  Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
BLACK LE  2061.24 █  121.25
CORISICA  2079.60      122.33
                        6.73  129.06  5/29/04

Length 18 Terms M RTD Total Charge 0.00 0.00 Due 0.00
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
```

Example 13-U

With your cursor next to any ticket number, press the **F3** key (Show Ticket). Your screen will now change to resemble the following (Example 13-V).

Ticket Inquiry				Late Receivables: 0.00	
Ticket/Seq:	345906	0Agreement #:	Source: 0A	I Bor:	
Agmt Type:	A	Pmt Term:	M	Cust Type:	A
Agmt Date:	4/29/04	Next Due:	5/29/04	Last Due:	4/29/04
Pmt Amt:	121.25	Grp Amt:	0.00	ESP Amt:	Tax Amt: 6.67
Deposit:	0.00	Del Amt:		Agmt Amt:	2,182.50
#Bad Cks:	Clerk: 998	Store: 340	Salesmen: 1	Agmt Bal:	2,061.24
Root Mngr:	1Tax Code:	Late Pmts:	0	Changed:	4/30/04
Model Nbr:	Serial #	Desc	Pmt	Spiff	ESP
FLASH40400	38/355226967681	BLACK LEATHER MATCH	121.25		4/29/04

Weekly Pmt/Ttl:	0.00	0.00	Monthly Pmt/Ttl:	121.25	2182.50
-----------------	------	------	------------------	--------	---------

Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help

Example 13-V

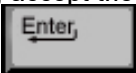

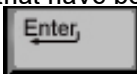
Press the **F3** key (Return Bad Check). The screen will change again and resemble the following (Example 13-W).

Check Transaction Maintenance		04/21/04
Check#:		
Start By: F5--Date; F6-Return--Cust/Ticket;		

Example 13-W

Enter the check number of the bad check and press the **Enter** key. You will be prompted "List Only

13.16 Taking Payments - *RP*

Open/Not Hot Checks: "Y". If you want to see all checks, accept the default. If you only want to see checks that have been marked as hot, enter a "N" and press the  key. The screen will once again change and resemble the following (Example 13-X). If you do not know the check number, press the  key and list the checks that have been taken. Then using your arrow keys, position the cursor on the check you want and press the  key to select.

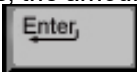
Check Transaction Maintenance 04/22/04

Check#: List Only Open/Not Hot Checks: Y

Dust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10006589	1026638 00	02/05/04	242	41.54	0.57-	40.97	N	0004	66
10006589	1026639 00	02/05/04	242	20.24		20.24	N	0004	66
10006589	10006589 00	02/05/04	242	3.99		3.99	N	0004	66
10006589	1026638 00	02/20/04	248	41.54		41.54	N	0004	76
10006589	1026639 00	02/20/04	248	20.24		20.24	N	0004	76
10006589	10006589 00	02/20/04	248	3.99		3.99	N	0004	76
10006589	1026638 00	03/01/04	252	41.54	0.29	41.83	N	0004	51
10006589	1026639 00	03/01/04	252	20.24		20.24	N	0004	51
10006589	10006589 00	03/01/04	252	3.99		3.99	N	0004	51
10006589	1026638 00	03/08/04	260	41.54	0.23	41.77	N	0004	74
10006589	1026639 00	03/08/04	260	20.24		20.24	N	0004	74
10006589	10006589 00	03/08/04	260	3.99		3.99	N	0004	74
10006589	1026638 00	03/13/04	261	42.54	0.77-	41.77	N	0004	12

F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:

Example 13-X

Enter a "Y" to refund the bad check. You will be prompted "Returned check charge". If you have this set up in your control files, the amount will be shown (Example 13-Z). If not, or if you want to change this figure, type it in and press the  key.

Check Transaction Maintenance 04/22/04

Check#: List Only Open/Not Hot Checks: Y

Dust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10006589	1026638 00	03/13/04	261	42.54	0.77-	41.77	N	0004	12
10006589	1026639 00	03/13/04	261	20.24		20.24	N	0004	12
10006589	10006589 00	03/13/04	261	3.99		3.99	N	0004	12

Total Amt for Check Nbr 261 is 66.00 Enter 'Y' To Refund: Y
Returned Ck Chg: 25.00
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:

Example 13-Y

Under the “#P” (Payment field), you will see a number, depending on how many payments were paid for with this bad check followed by a negative (-) sign. Press the **F9** key. The screen will again change and resemble the following (Example 13-Z).

```

Ship:                               Ship To: 538976288
Name: MCCLELLAN, JACOB              Acct#: 10006589   H Ph: (555)555-5555
Add: 2114 TRACKER DRIVE              W Ph: (555)555-5555
City: ANYTOWN TX 55555              License: 16843842   SSAN 456-16-4564
Comment:

Ticket# Seq  Bal  #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
001026538 1714.27 1    39.00-    1.00-    1.00-    2.54-  42.54-  3/27/84
001026539 830.53 1    19.00-    1.00-    1.00-    1.24-  20.24-  3/27/84
01006589  35.91    3.99-    3.99-    3.99-    3.99-    4/03/84

Total Due:  62.78- Amt Tendered:          Change:  0.00 Pmt Form:  5
Enter the amount customer is paying
FB-Back Out  F4-Enter 2nd Pmt Form Mode  Cnd-Exit Pgm

```

Example 13-Z

Your cursor will be at the prompt “Amt Tendered”. Press the **Enter** key. Your cursor will now be at the prompt “Pmt Form”. The number 5 (Non Cash Refund) will be put in at this prompt automatically. Press the **F9** key. You will be prompted “Any More Changes”. When this is answered with an “N”, you will be prompted “Reprint this receipt”. If you need another copy, enter a “Y”, if not, press the **F9** key and your screen will be returned to the “Customer Maintenance Screen”.

Notifying employees of bad checks

Now that you have backed out the bad check, how do you make sure **all** your employees know to collect on it? Well, since you have the cadillac of software, you don't need to worry about this. When the customer comes in to make his/her next payment, the person at the counter will bring up the customers account and it will resemble the following (Example 13-AA).

13.18 Taking Payments - *RP*

```
Security Entry                                05/03/04
Name: ADAMS                                Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE                   W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902500   SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55
BEDROOM 167.28 1 78.43 3.92
COMPUTER 461.33 1 89.99 4.50
94.49 4/19/04

Cust Has Returned Check On Open Tickets For The Amt Of: 251.48
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-AA

Paying off a bad check


When a customer is paying off a bad check, the employee will bring up the rental payment (RP) (Example 13-BB).

```
Security Entry                                05/03/04
Name: ADAMS                                Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE                   W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902500   SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55
BEDROOM 167.28 1 78.43 3.92
COMPUTER 461.33 1 89.99 4.50
94.49 4/19/04

Cust Has Returned Check On Open Tickets For The Amt Of: 251.48
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-BB

With the cursor beside the payment that the bad check was taken on, press the  key (show ticket) (Example 13-CC).

Ticket Inquiry				Late Receivables: 0.00	
Ticket/Seq: 345905	0Agreement #:	Source: 0A	I Bar:		
Agmt Type: A	Pmt Term:	M	Dust Type: A	Status:	RTD
Agmt Date: 4/29/04	Next Due: 5/29/04	Last Due: 4/29/04	Last Paid: 4/29/04		
Pmt Amt: 121.25	Grp Amt: 0.00	ESP Amt:	Tax Amt: 5.57		
Deposit: 0.00	Del Amt:	Agmt Amt: 2,182.50	Agmt Bal: 2,061.24		
#Bad Cks:	Clerk: 998	Store: 340	Salesman: 1	BalloonAmt: 0.00	
Acct Mngr: 1	Tax Code:	Late Pmts: 0	Changed: 4/30/04	Balloon Pd:	
Model Nbr	Serial #	Desc	Pmt Spiff	ESP	Date
FLASH40400	38/35S226967681	BLACK LEATHER MATCH	121.25		4/29/04

Weekly Pmt/Ttl: 0.00	0.00	Monthly Pmt/Ttl: 121.25	2182.50
----------------------	------	-------------------------	---------

Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help █

Example 13-CC

Press the **F4** key (Pay Bad Check). The screen will change and resemble the following (Example 13-DD).

Check Transaction Maintenance		05/03/04
Check#:	█	
Start By: F5--Date; F6-Return--Dust/Ticket;		


Example 13-DD

If you are unsure of the check number you can have them listed by date by pressing the **F5** key. You will be prompted "List only hot checks?" Since you are paying off a bad check, this should be answered with a "Y". The hot checks that have been written by this customer will now be listed on the screen (Example 13-EE).

13.20 Taking Payments - *RP*

Pay Returned Check										05/03/04
Check#: List Only Hot Checks: Y										
Dust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp	
340001239	345906 00	05/03/04	4216	127.92		127.92	H	0340	910	
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm;										

Example 13-EE

Using your arrow keys, move your cursor down beside the check that the customer is paying off and press the  key. Your screen will change to resemble the following (Example 13-FF).

Pay Returned Check										05/03/04
Check#: List Only Hot Checks: Y										
Dust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp	
340001239	345906 00	05/03/04	4216	127.92		127.92	H	0340	910	
Total Amt for Check Nbr 4216 is 127.92 Enter 'Y' To Pay:										
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm;										

Example 13-FF

If this is the right check, enter a "Y". Your screen will automatically return to the regular payment screen (Example 13-GG).

```

Ship:                               Ship To: 538976288
Name: MCCRAINE, DEBORAH             Acct#: 340001239   H Ph: (361)555-2121
Add: 2467 S DODDRIDGE DRIVE         8Bucks: 64        W Ph: (361)555-2122
City: ANYTOWN TX 78412              License: 82035741   SSN: 564-28-9654
Comment:

Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
000345906 2061.24 1 121.25 6.67 127.92 5/29/04

Length 32 Terms M RTD Total Charge 127.92 Receivable 25.00 Due 152.92
Enter the number of payments customer is making or F6 for help
F1-CustChg F2-Payoff F3-ShouTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back

```

Example 13-GG

Press the **F9** key until your cursor is at the prompt "Amt Tendered". Press the **Enter** key. Your cursor will now be at the prompt "Pmt Form". Enter the number corresponding to the payment form the customer is using to pay off this bad check. Press the **F9** key. You will be prompted "Any More Changes". When this is answered with an "N", you will be prompted "Reprint this receipt". If you need another copy, enter a "Y", if not, press the **F9** key and your screen will be returned to the "Customer Maintenance Screen".

13.22 Taking Payments - *RP*

How to post an NSF Check to a customer account

<u>TYPE IN:</u>	<u>EXPLANATION:</u>
F10-RP-ENTER	Go into Take Payments Program (F10)
F3	When the customer record appears, press F3 - Show ticket
(Check #) - ENTER or ENTER-ENTER- (Highlight Check) - ENTER	At "Check #" prompt, enter the customer's check number , and press Enter, or press Enter , at "List Only Open/Not Hot Checks: Y" press Enter . This gives you a list of checks written by this customer. Using arrow keys, highlight the check that was returned by the bank and press Enter .
Y	Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Refund:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you do not use the uppercase Y, the check will not be noted as returned. You will need to start at number 2 on this list and repeat the steps.
ENTER or (-) - END - ENTER	At prompt for "Returned Ck Chg", the system will enter the default amount that is standard for your company. Press Enter if it is the correct amount to charge the customer for this NSF check or enter the correct amount to be charged for the NSF fee on this check, press the End key and press Enter .
F9	Upon return to the Payment screen, you must press F9 to continue processing.
ENTER	At the "Amount Tendered" field, press Enter .
ENTER	The default payment form is 5 - Non-Cash Refund, press Enter .
ENTER or Y	At the "Any More Changes: N" prompt, if all information is correct, press Enter or press Y and make necessary corrections.
ENTER or Y	At the "Reprint this receipt: N" prompt, if you do not need an extra receipt, press Enter, or press Y to get a second copy of the receipt.

Posting an NSF Check to a customer account

To verify that the NSF check was posted correctly:

1. Go into Take Payments program (F10 - RP) and call up the customer record that you need to verify.
2. At the bottom of the customer's payment screen, you should see a message indicating that the customer has an outstanding bad check. If this message is present and indicating the correct amount of the check, the check was posted correctly and you can F8 back to your menu.
3. If the Outstanding Bad Check message is not present, verify in the payment history that you did not take any payments or post any refunds on the account and begin at number 2 on "HOW TO POST AN NSF CHECK TO A CUSTOMER ACCOUNT" and repeat steps.
4. If the amount of the bad check is not correct, it is possible that a piece of merchandise associated with the check has been picked up or switched out and is no longer showing in the customer's current ticket information. Do the following:
 - ☒ press **Enter** to remove Outstanding Bad Check message.
 - ☒ press **F3** - Show Ticket.
 - ☒ **F3** - Return Bad Check.
 - ☒ At "**Check #**" prompt, enter the customer's check number that you posted as returned.
 - ☒ Verify that all items listed are associated with that check number.
 - ☒ In the "Status" column, verify that the status on each item is "H" for hot.
 - ☒ If there is an item with a status of "N" associated with that check number, write down the ticket number for that particular item and press **F8, F8**.
 - ☒ Use the up and down arrow keys to place cursor on the piece of merchandise marked "N" and press **F3** - Show Ticket, is the ticket number the same as the one you wrote down?
 - ☒ If it is not, press **F8, F8** to go back to you main menu.
 - ☒ Go into "Take Payments on Closed Agreements" and pull up the customer record.
 - ☒ * Use the up and down arrow keys to place cursor on the piece of merchandise in question and press **F3** - Show Ticket. Is the Ticket # the same as the ticket number you wrote down? If so, press **F3** - Return Bad Check..
 - ☒ Enter the check # in question.
 - ☒ Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Refund:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you did not use the uppercase Y, the check will not be noted as returned. You will need to start at the step with the * on this list and repeat the steps.
 - ☒ At prompt for "Returned Ck Chg.", the system will enter the default amount that is standard for your company, but because you have already posted a bad check fee in the Take Payments program, press the **End** key to take out the fee.
 - ☒ Upon return to the Payment screen, you must press **F9** to continue processing.
 - ☒ At the "Amount Tendered" field, press **F9**.
 - ☒ The default "Payment Form:" is 5 – Non-Cash Refund, press **F9**.
 - ☒ At the "Any More Changes: N" prompt, verify check number and press **Enter**.
 - ☒ Press **F8** to return to main menu.

Follow steps 1 and 2 under "**To verify that the bad check was posted correctly:**" and the proper check amount should show up in the Outstanding Bad Check message. Press **F8** to return to your menu.

IMPORTANT: When the customer pays this bad check, you must follow the steps on the "**HOW TO PAY AN NSF CHECK ON A CUSTOMER ACCOUNT**" in both the Take Payments program and the Take Payments on Closed Agreements program to clear the check completely out of the customer account. Make sure you pay the bad check fee amount in the Take Payments program.

13.24 Taking Payments - *RP*

How to pay an NSF Check on a customer account

TYPE IN:	EXPLANATION:
F10 - RP - ENTER	Go into Take Payment program (F10 - RP) and call up the customer record for the customer who is paying for an NSF check.
ENTER - F3	When the customer record appears, press Enter to remove Bad Check Message, and press F3 - Show Ticket.
F4	At Ticket Inquiry screen, press F4 - Pay Bad Check.
(Check #) - ENTER or ENTER - ENTER	At "Check #" prompt, enter the customer's bad check number and press Enter , or press Enter , and at the "List Only Hot Checks: Y" prompt, press Enter for list of bad checks. Use arrow keys to highlight bad check to be paid and press Enter .
Y	Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter 'Y' to Refund:", press the " Y " key on your keyboard, making sure it is UPPERCASE. If you do not use the uppercase Y, the check will not be noted as paid. You will need to start at number 2 on this list and repeat steps.
F9	Screen will go back to the normal payment screen. Press F9 to continue paying on the bad check.
(\$) - END	Cursor will be blinking in the Amount Tendered field, enter the dollar amount that the customer gave you to pay the check and press the End key.
(Payment Form) - End	Enter the correct Payment Form and press the End key.
ENTER or Y	At the "Any More Changes: N" prompt, if all information is correct, press Enter , or press Y to make necessary corrections.
Enter or Y	At the "Reprint this receipt: N" prompt, if you do not need an extra receipt, press Enter , or press Y to get a second copy of the receipt.




You will be returned to "Customer Name/#" prompt. At this point, you can go back into the customer's account to verify that the Bad Check message is gone or you can **F8** back out to the menu.

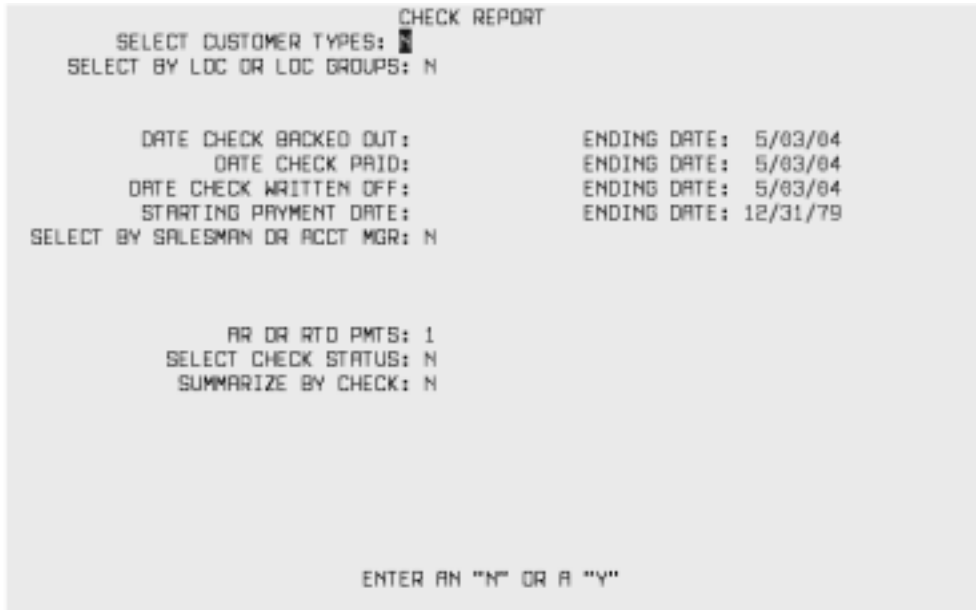
To verify that the NSF check was paid correctly:

1. Go into your normal Customer Payment program and call up the customer record that you need to verify.
2. At the bottom of the customer's payment screen, the outstanding check message should be gone. If this message is gone, the check was paid correctly and you can F8 back to your menu.
3. If the Outstanding Bad Check message is present, begin at number 2 on the "HOW TO PAY AN NSF CHECK ON A CUSTOMER ACCOUNT" and repeat steps.
4. If the message is there, but the amount of the bad check is lower than the total check amount, it is possible that a piece of merchandise associated with the check has been picked up or switched out and is no longer on the current records. Do the following:
 - ☒ press **Enter** to remove Outstanding Bad Check message.
 - ☒ press **F3** - Show Ticket.
 - ☒ **F4** - Pay Bad Check.
 - ☒ At "**Check #**" prompt, enter the customer's check number that you posted as paid.
 - ☒ Verify that all items listed are associated with that check number.
 - ☒ In the "Status" column, verify that the status on each item is "P" for paid.
 - ☒ If there is an item with a status of "H" associated with that check number, write down the ticket number for that particular item and press **F8, F8**.
 - ☒ Use the up and down arrow keys to place cursor on the piece of merchandise marked "H" and press **F3** - Show Ticket, is the ticket number the same as the one you wrote down?
 - ☒ If it is not, press **F8, F8** to go back to you main menu.
 - ☒ Go into "Take Payments on Closed Agreements" and pull up the customer record.
 - ☒ * Use the up and down arrow keys to place cursor on the piece of merchandise in question and press **F3** - Show Ticket. Is the Ticket # the same as the ticket number you wrote down? If so, press **F4** - Pay Bad Check..
 - ☒ **Enter the check #** in question.
 - ☒ Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Pay:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you did not use the uppercase Y, the check will not be noted as paid. You will need to start at the step with the * on this list and repeat the steps.
 - ☒ Screen will go back to the normal payment screen. Press **F9** to continue paying on the bad check.
 - ☒ **Enter the dollar amount that the customer gave you** to pay the check and press the **End** key.
 - ☒ **Enter the correct Payment Form** and press the **End** key.
 - ☒ At the "Any More Changes: N" prompt, verify information and press **Enter**.
 - ☒ At the "Reprint this receipt: N" prompt, if you do not need extra receipt, press **Enter**. You will be returned to "Customer Name/#" prompt. At this point, you can go back into the customer to verify that the Bad Check notification is gone or you can **F8** back out to menu.

13.26 Taking Payments - *RP*

Check Report - CHECKRPT

To get into this program, you need to be at the command line and type in "CHECKRPT". 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"  and accept the "N" default or see page 15.1. The report option screen will now be displayed (Example 13-HH).



```

                                CHECK REPORT
SELECT CUSTOMER TYPES: N
SELECT BY LOC OR LOC GROUPS: N

DATE CHECK BACKED OUT:          ENDING DATE: 5/03/04
DATE CHECK PAID:                ENDING DATE: 5/03/04
DATE CHECK WRITTEN OFF:         ENDING DATE: 5/03/04
STARTING PAYMENT DATE:         ENDING DATE: 12/31/79
SELECT BY SALESMAN OR ACCT MGR: N


RR OR RTD PMTS: 1
SELECT CHECK STATUS: N
SUMMARIZE BY CHECK: N

ENTER AN "N" OR A "Y"

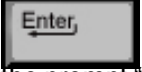
```

Example 13-HH

Select Customer Types 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 sixteen different customer types.

If you want all customer types, accept the default of N, press the  key (from the command line, type "RCUSTYPE", to view your company's customer types).

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 the


 key. 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.

Date Check Backed Out **Ending Date**
Enter the date the check was backed out.

Date Check Paid **Ending Date**
Enter the date the check was paid.

Date Check Written off **Ending Date**
Enter the date the check was written off.

Starting Payment Date **Ending Date**
Enter the starting and ending date for the time period you want this report to show.

Select by Slsmn or Acct Mgr 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. (If Option 1 - Select by Salesmen is selected, you will now be prompted **"SELECT WHICH SALESMAN NBR"** 1) **Salesman who entered acct** or 2) **Salesman who took payment**. 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 are running an **Exception Report**, you should answer with a "Y" for yes.

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.

AR or RTO Pmts Do you want Accounts Receivable or Rent to Own Payments. Options are listed at the bottom of the screen. Enter the number beside the option you want for this report.

Select Check Status If you want to select the check status, enter "Y". You will now be prompted "Statuses". The bottom of the screen will display the options.


H = Hot

N = Not Hot

W = Written Off

P = Paid

Summarize by Check If you want the report summarized by check, enter a "Y". If not, enter a "N".

Press . You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and print to the printer of file pathname you gave.

13.28 Taking Payments - RP

Example CHECKRPT

RUN DATE: 05/03/04 Rent-A-Wheel, LLC. PAGE: 1
 TIME: 14:07:19 RTO CUSTOMER CHECK PAYMENTS
 PAYMENTS MADE: 3/15/04THRU 3/30/04 DATES CHECKS BACKED OUT: 3/15/04THRU 3/30/04 DATES CHECKS PAID: 3/15/04THRU 3/30/04

CUSTOMER NUMBER CUSTOMER NAME	RECEIPT NUMBER	CHECK NUMBER	CHECK AMOUNT	TICKET NUMBER	CHECK STATUS	CHECK DATE	DATE CHECK BACKED OUT	DATE CHECK PAID	EMPLOYEE NUMBER
10004288 REYES, ANNA	34666	200	7.96	1016964	H	3/16/04	3/16/04		6
10004288 REYES, ANNA	34667	200	17.04	1016970	H	3/16/04	3/16/04		6
10005567 OWENS, CHARLES	34778	1593	38.69	1027819	P	3/18/04	3/25/04	3/26/04	12
10005567 OWENS, CHARLES	34779	1593	47.32	1028562	P	3/18/04	3/25/04	3/26/04	12
10005567 OWENS, CHARLES	34780	1593	3.99	10005567	P	3/18/04	3/25/04	3/26/04	12
10006118 LEE, KATHY	70270	242	45.71	1024162	H	3/17/04	3/26/04		11
10006118 LEE, KATHY	70271	242	24.30	1024165	H	3/17/04	3/26/04		11
10006118 LEE, KATHY	70272	242	3.99	10006118	H	3/17/04	3/26/04		11
10006372 LOPEZ, ROBERTO	34603	1021	56.00	1025258	P	3/15/04	3/22/04	3/24/04	53
10006372 LOPEZ, ROBERTO	34604	1021	101.72	1025259	P	3/15/04	3/22/04	3/24/04	53
10006372 LOPEZ, ROBERTO	34605	1021	7.98	10006372	P	3/15/04	3/22/04	3/24/04	53
10006475 OTTESEN, JANE	70858	200	41.64	1025667	H	3/22/04	3/29/04		11
10006475 OTTESEN, JANE	70859	200	29.37	1025668	H	3/22/04	3/29/04		11
10006475 OTTESEN, JANE	70860	200	3.99	10006475	H	3/22/04	3/29/04		11
10006738 SULLIVAN, BRAD	18439	1135	35.40	1026738	H	3/19/04	3/26/04		57
10006738 SULLIVAN, BRAD	18440	1135	30.61	1026743	H	3/19/04	3/26/04		57
10006738 SULLIVAN, BRAD	18441	1135	3.99	10006738	H	3/19/04	3/26/04		57
10006758 WILSON, MICHAEL	34463	604	124.52	1026806	P	3/15/04	3/22/04	3/27/04	51
10006758 WILSON, MICHAEL	34464	604	29.50	1026807	P	3/15/04	3/22/04	3/27/04	51
10006758 WILSON, MICHAEL	34465	604	7.98	10006758	P	3/15/04	3/22/04	3/27/04	51
10006899 RODRIGUEZ, MANDO	18241	466	142.17	1027302	P	3/15/04	3/23/04	3/25/04	57
10006899 RODRIGUEZ, MANDO	18242	466	45.31	1027303	P	3/15/04	3/23/04	3/25/04	57
10006899 RODRIGUEZ, MANDO	18243	466	7.98	10006899	P	3/15/04	3/23/04	3/25/04	57
10007114 MUNIZ, KEVIN	56457	261	86.29	1028207	H	3/16/04	3/25/04		47
10007114 MUNIZ, KEVIN	56458	261	46.73	1028208	H	3/16/04	3/25/04		47
10007114 MUNIZ, KEVIN	56459	261	7.98	10007114	H	3/16/04	3/25/04		47
10007125 VALENTINE, CELIA	79892	187	39.52	1028279	P	3/15/04	3/22/04	3/22/04	22
10007125 VALENTINE, CELIA	79893	187	22.83	1028280	P	3/15/04	3/22/04	3/22/04	22
10007125 VALENTINE, CELIA	79894	187	3.99	10007125	P	3/15/04	3/22/04	3/22/04	22
10007342 MADDEN, DEBRA	70048	1003	38.64	1029049	P	3/15/04	3/22/04	3/26/04	56
10007342 MADDEN, DEBRA	70049	1003	22.37	1029050	P	3/15/04	3/22/04	3/26/04	56
10007342 MADDEN, DEBRA	70050	1003	3.99	10007342	P	3/15/04	3/22/04	3/26/04	56

HOT CHECK TOTAL : 385.00

PAID CHECK TOTAL : 744.50

CHECK REPORT TOTAL : 1129.50

Early Buyout

To close a ticket that is paying out early, you need to be in the program RP. Bring up the customer that is paying off this ticket. You will see a screen similar to the one following (Example 9-JJ).

```
910
Name: ADAMS , ANNABELLE      Acct#: 340000107  H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE      BBucks: 32      W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508      SSN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Amt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55 74.64 4/19/04
BEDROOM 167.28 1 78.43 3.92 82.35 4/19/04
COMPUTER 461.33 1 89.99 4.50 94.49 4/19/04
GPC RETR 4583.34 254.63 14.00 268.63 5/03/04

Length 18 Terms M RR Total Charge 251.40 Receivable 25.00 Due 276.40
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShwTic/BedChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 9-JJ

If more than one ticket is listed, using your arrow keys, highlight the ticket that is being paid off early and press the **F2** key. Your screen will change to resemble the following (Example 9-KK).

```
Rental Payoff Amounts For: ANNABELLE ADAMS      Tick 345911

Agreement Balance Is: 4,583.34
Less Past Due Amt: 0.00
Discountable Agreement Balance: 4,583.34
Discountable Agreement Balance - 30.00% Is: 3,208.34
Plus Past Due/Late Charges Amt: 0.00
Plus Receivable Amt: 25.00
Plus GRP/ESP Amt: 0.00
Plus Tax Amt: 176.46
Payoff Figured PERCENT OF BALANCE Is: 3,409.80

Number Of Payments Left: 18.00

Enter "CLOSE" to Close Ticket or Press Return To Continue: ____
Press F5 for Help
```

Example 9-KK

Type in the word CLOSE and then press the **Enter** key. Your screen will again change and will resemble the following (Example 9-LL).


13.30 Taking Payments - *RP*

```
Ship:                               Ship To: 538976288
Name: ADAMS                        , ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE          BBucks: 32        W Ph: (555)555-5555
City: ANYTOWN                     TX 55555   License: 47902500   SSAN 520-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000345911 4583.34 1 3200.34                                176.46 3384.80 6/03/04

Length 32 Terms M RTD Total Charge 3384.80 Receivable 25.00 Due 3409.80
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BedChk F4-Hist F5-Comment F7-Date/Pmt F8-Back
```

Example 9-LL



Press the  key. Your screen will change again, and your cursor will be at the Amt Tendered prompt (Example 9-MM).

```
Ship:                               Ship To: 538976288
Name: ADAMS                        , ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE          BBucks: 32        W Ph: (555)555-5555
City: ANYTOWN                     TX 55555   License: 47902500   SSAN 520-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

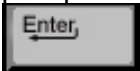
COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000345911 4583.34 1 3200.34                                176.46 3384.80 7/03/04

Total Due: 3409.80 Amt Tendered: 3409.80 Change: 0.00 Pmt Form:
Enter the amount customer is paying
F8-Back Out F4-Enter 2nd Pmt Form Mode Cnd-Exit Pgm
```

Example 9-MM

Press the  key. Your cursor will move to the Pmt Form prompt. Enter the number corresponding to the payment form the customer is using and press the  key. (If customer is paying by check, you will be prompted to enter the check number).

You will be prompted "Any Changes". When this is answered with an N, the receipt will print and you will be prompted "Reprint this receipt". If you need another copy of this receipt, enter a "Y". If not, press

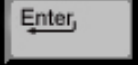

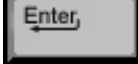
 to accept the default of "N".

List Past Due Accounts - TICKDUE (optional)

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, you need to be at the command line and type in "TICKDUE" and press the

 key. You may be prompted "Build New Work File? Y". If you need to build a new work file, enter a Y. 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 see a screen like the one following (Example 14-A).

```

Build TICKDUE Work File

Listing Order: 1
Store:      0
Acct Mgr:   998
Select By Cust Type: N
Select By Cont/Agmt Type: N
Starting Past Due Date:      Ending: 4/22/04
Starting Commit Date:       Ending: 4/22/04
Picked Up Past Dues: E
Starting Picked Up Date:     Ending: 4/22/04

1) Customer Name 2) Oldest Due 3) Payment Amount Due

```


Example 14-A


Listing Order 1 = Customer Name
2 = Oldest Due
3 = Payment Amount Due

Store If you want all stores accounts listed, leave blank. If you only want a specific stores accounts listed, enter the location number using the stores 4 digit code. (For example: If you want a listing of accounts from store #1, you would enter 0001).

Acct Mgr If you want all account managers accounts listed, enter a 0 (zero). If you only want to list a specific account managers accounts, enter the account managers number using the 5 digit code. (For example, if you want to list all of account manager #1's accounts, you would enter 00001).

14.2 Onscreen Collections - *TICKDUE*

Select by Cust Type If you want to select only particular customer types, enter a Y. You will have the ability to enter up to 10 different customer types. If you want all customer types included, press  to accept the default of "N".

Select By Cont/Agmt Type If you want to select only particular contract/agreement types, enter a Y. You will have the ability to enter up to 10 different contract/agreement types. If you want all contract/agreement types, press  to accept the default of N.

Starting Past Due Date **Ending**

Enter the earliest and latest due date you want listed on the screen. If you want all dates, leave blank.


Starting Commit Date **Ending**

Enter the earliest and latest commit date you want listed on the screen. If you want all dates, leave blank.

Picked Up Past Dues Enter the letter corresponding to how you want the system to handle the picked up past due accounts. I = Include, E = Exclude, O = Only

Starting Picked up Date **Ending**

Enter the earliest and latest picked up dates you want the system to use. If you want all dates, leave blank

Press the  key. You will be prompted for "Any More Changes". When this is answered with a "N", the system will begin counting records. When this has completed, your screen will change and resemble the following (Example 14-B).

List Past Due Accounts							
----- Due Dates -----				----- Commit Dates -----			
Store:	0	Acct Mgr:	0	thru 4/22/04	thru 4/22/04		
Acct Nbr	Tick Nbr	Seq	Type	Due Date	Name	Home Phone	
10006593	1026161	0	ATO	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10006593	1026162	0	ATO	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10006593	10006593	0	FEE	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10006555	1022243	0	ATO	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10006555	1022244	0	ATO	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10006555	10006555	0	FEE	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10007530	1030036	0	ATO	4/03/04!	AGUILAR, GARY	(555) 555-5555	
10007530	1030037	0	ATO	4/03/04!	AGUILAR, GARY	(555) 555-5555	
10007530	10007530	0	FEE	4/03/04*	AGUILAR, GARY	(555) 555-5555	
10007418	1029479	0	ATO	4/10/04*	AHRENS, HELEN	(555) 555-5555	
10007418	1029482	0	ATO	4/10/04*	AHRENS, HELEN	(555) 555-5555	
10007418	10007418	0	FEE	4/10/04*	AHRENS, HELEN	(555) 555-5555	
10005605	1022079	0	ATO	12/27/03 H	AIKENS, KIRBY	(555) 555-5555	
10005605	1022080	0	ATO	1/17/04 H	AIKENS, KIRBY	(555) 555-5555	
10005605	10005605	0	FEE	12/13/03 H	AIKENS, KIRBY	(555) 555-5555	
F1-Forward F2-Back F3-Call F4-Hang Up F5-Chase Card F6-Ref Info F7-Letter F9-View Det							

Example 14-B

With this listing, you can see at a glance who is in default on the first payment (!) and who is late for the first time (*). You will also know if they have written you a hot check by the letter "H".

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

F1 - Next Page If you want a customer who is not on the page showing, you can press the **F1** key to see the next page.

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

F3 - Call Cust If you are working with a keyboard that has a headset telephone line, you can press the **F3** key and the computer will dial the customer.

F4 - Hang up As with F3, if you are working with a keyboard that has a headset telephone line, by pressing the **F4** key, you can hang up.

F5 - Chase Card Position the cursor on the uncommitted single customer and press the **F5** key. This will print the information on that customer in the same format as the "ZIPA" report. You can print chase cards on only the customers that are uncommitted.

F6 - Ref Info If you wish to see the reference information, press the **F6** key and the screen will change to resemble the following (Example 14-C).

```

                                Customer Change                                04/22/04
Customer/Cr: AFANADOR      , LYNN      Acct#: 10006593
Company Name:
Contact Name:
Address: 6623 EDGAR SPRINGS ST.
Address Line 2:
Zip/City/State: 55555-0000 ANYTOWN      TX      Map Code:
Home Phone Nbr: (555)555-5555      Work Phone Nbr: (555)555-5555
Cell Phone Nbr: (740)555-7149      Pager Phone Nbr:
Fax Phone Nbr:
SSAN: 210-45-6919      Drivers License Nbr: 20667870
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: R      RTG Recv:
Email Address:
Bank/CC Info:      00/00
Default PO Nbr:
Enter the customer's last name or leave blank for Company Name

F1-ReferencesF2-EmployerF3-LandlordF4-2nd CustF5-HelpF6-CommentF7-Car Info

```

Example 14-C

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. From this screen, you can update the customers address, phone number, etc. as you are talking to them on the phone.

F7 - Letter If you wish to add a letter, change an existing letter, delete a letter or select a letter you would press the **F7** key and use the prompts on the bottom of the screen (Example 14-D).

14.4 Onscreen Collections - *TICKDUE*

List Past Due Accounts						04/22/04
Store: 0		Acct Mgr: 0		Due Dates thru 4/22/04		Commit Dates thru 4/22/04
Acct Nbr	Tick Nbr	Seq	Type	Due Date		
10006593	1026161	0	RTD	4/03/04	10 DAYS LATE	55
10006593	1026162	0	RTD	4/03/04	3 DAYS LATE	55
10006593	10006593	0	FEE	4/03/04	DEMAND (CERTIFIED ONLY)	55
10006555	1022243	0	RTD	4/03/04		55
10006555	1022244	0	RTD	4/03/04		55
10006555	10006555	0	FEE	4/03/04		55
10007530	1030036	0	RTD	4/03/04		55
10007530	1030037	0	RTD	4/03/04		55
10007530	10007530	0	FEE	4/03/04		55
10007418	1029479	0	RTD	4/10/04		55
10007418	1029482	0	RTD	4/10/04		55
10007418	10007418	0	FEE	4/10/04		55
10005605	1022079	0	RTD	12/27/03		55
10005605	1022080	0	RTD	1/17/04		55
10005605	10005605	0	FEE	12/13/03		55

Example 14-D

If you select F7 – Letter from the TICKDUE screen, you then get prompted with the window that displays a listing of Letters available.

- 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.
- N - Next Page** advances to the next available window for more letters.
- P - Prev Page** takes you back to the previous window of available letters.
- R - Reproduce** allows you to copy an existing letter from the window to a different name.
- S - Select** will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

If you are adding or editing or changing a letter, you can use the following fields as typed here and it will bring over that customer information for you and print it in the area where you placed (typed in) these values:


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	prints the City State and Zip code on one line
------------------	--

F9 - View Detail

If you wish to see the details on this customer's account, press  and the screen will change to resemble the following (Example 14-E).

910

Name: ABEYTA, CHARLES

Acct#: 340000830

H Ph: (555)555-5555

Add: 1929 NORGE RIDGE

W Ph: (555)555-5555

City: ANYTOWN TX 55555

License: 27271886

SSAN 332-96-4784

Comment: WBN 1-23-84 AFTER 1pm

Ticket#	Seq	Bal	SP	Pmt	Ant	Other	Late	Grp	Esp	Tax Tot	Due	Due Date
SPC DINI		195.99			52.97		2.65				55.62	4/19/84
WASHER F		949.38	1		66.10		3.31				69.41	4/19/84
3M1 PACK		681.35	1		55.00		2.75				57.75	4/19/84

Length 9 Terms M AR

Total Charge 182.78

0.00 Due 182.78

Enter the number of payments customer is making or F5 for help

F1-CustChg F2-Payoff F3-ShowTic/BedChk F4-Hist F6-Comment F7-Date/Amt F8-Back

Example 14-E

From this screen, you can:

change customer data



calculate payoff



show ticket



show history



enter comment





Date/amt





back to the previous screen



Enter Customer Commitment

While in View Detail, press the  key. Enter the comments you have and press the  key.

Although there is no prompt next to where the cursor has moved, this is where you enter the date they have

told you they will be in to make the payment. Press the  key and then press the  key and you will

be back to the listing screen with your cursor beside the customer whose information you previously accessed.

If you entered comments and a commitment date, the first line of the comment and the commitment date will show at the bottom of the screen. (Example 14-F).

14.6 Onscreen Collections - *TICKDUE*

List Past Due Accounts							04/22/04
----- Due Dates -----				----- Commit Dates -----			
Store: 0	Acct Mgr: 0	thru 4/22/04				thru 4/22/04	
Acct Nbr	Tick Nbr	Seq	Type	Due Date	Name	Home Phone	
10006593	1026161	0	ATO	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10006593	1026162	0	ATO	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10006593	10006593	0	FEE	4/03/04	AFANADOR, LYNN	(555) 555-5555	
10005655	1022243	0	ATO	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10005655	1022244	0	ATO	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10005655	10005655	0	FEE	4/03/04	AGUAYO, BILLY	(555) 555-5555	
10007530	1030036	0	ATO	4/03/04	AGUILAR, GARY	(555) 555-5555	
10007530	1030037	0	ATO	4/03/04	AGUILAR, GARY	(555) 555-5555	
10007530	10007530	0	FEE	4/03/04	AGUILAR, GARY	(555) 555-5555	
10007418	1029479	0	ATO	4/10/04	AHRENS, HELEN	(555) 555-5555	
10007418	1029482	0	ATO	4/10/04	AHRENS, HELEN	(555) 555-5555	
10007418	10007418	0	FEE	4/10/04	AHRENS, HELEN	(555) 555-5555	
10005605	1022079	0	ATO	12/27/03	AIKENS, KIRBY	(555) 555-5555	
10005605	1022080	0	ATO	1/17/04	AIKENS, KIRBY	(555) 555-5555	
10005605	10005605	0	FEE	12/13/03	AIKENS, KIRBY	(555) 555-5555	
SPOKE WITH HIS WIFE. HE WILL BE IN ON FRIDAY							on: 4/23/04
ForwardF2-BackF3-CallF4-Hang UpF5-Chase CardF6-Ref InfoF7-LetterF9-View Det							

Example 14-F



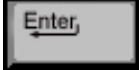

Print Commitment File Report - CMMTRPT

Printing the commitment reports will enable management to follow up on customer commitments on a daily basis.

This program allows management to track and review commitment activity by account manager.

This program is used as a management follow-up report with the RSSS TICKDUE program (optional).

To get into this program, you need to be at the command line and type in "CMMTRPT" 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 the  key to accept the "N" default. You will see a screen similar to the one following (Example 14-G).

```

PRINT COMMITMENT FILE REPORT

SELECT BY ENTERED BY: N

STARTING ENTERED DATE:
ENDING ENTERED DATE: 4/22/04

ENTER AN "N" OR A "Y"

```

Example 14-G

Select by Entered by If you want all commitments regardless of who entered them, press the




key to accept the default of "N". You will now be prompted with "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 commitments, 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 earliest date you want the report to begin with.

Ending Entered Date Enter the latest date you want the report to end with.

Press the  key. You will be prompted for "Any More Changes" (Example 14-H). When this is answered with an "N", the report will begin counting and print to the printer or file pathname you gave.

An example of the Commitment File Report is displayed on the next page (Example 14-I).

14.8 Onscreen Collections - *TICKDUE*

Example CMMTRPT Setup Screen & Resulting Report

```
PRINT COMMITMENT FILE REPORT

SELECT BY ENTERED BY: N

SORT BY ENTERED BY: N
STARTING ENTERED DATE: 3/29/04
ENDING ENTERED DATE: 3/29/04


Any More Changes: N
```

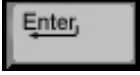
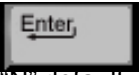
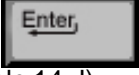
Example 14-H

RUN DATE: 04/22/04		Nicole's Rental World				PAGE: 3	
TIME:13:56:56		COMMITMENT FILE REPORT					
COMMITMENTS ENTERED: 3/29/04 THRU 3/29/04							
EMP	DATE		COMMIT				
NBR	ENTERED	TIME	DATE	ACCT NBR	NAME	COMMITMENT	
00056	3/29/04	16:44	3/30/04	10007189	OLIBRUS, CHRISTOPHER	Y WBN MON T.C.	
00011	3/29/04	16:47	3/31/04	10007029	ROUSEY, JANET	WBN IN THE MAIL WITH 112.00	
00073	3/29/04	16:52	3/29/04	10006972	JONES, HERBERT	THESE PEOPLE HAVE NO MONEY AND GOT A ATTITUDE ON THE PHONE	
00057	3/29/04	17:13	3/30/04	10004346	SUAREZ, JACQUELYN	WBI TODAY BY CLOSE	
TOTAL COMMITMENTS THIS REPORT:				106	NBR FULFILLED:	28	% FULFILLED: 26.41
TIME FINISHED:13:56:56							

Example 14-I

Print Customer Past Due Letters - TCKPDUE1

TCKPDUE1 This is a report that allows you to print customer letters used in TICKDUE for a range of customers by their due date.

To get into this program, you need to be at the command line and type in "TCKPDUE1". 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 the  key to accept the "N" default. You will now see a report option screen like the one following (Example 14-J).



```

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)



```

Example 14-J

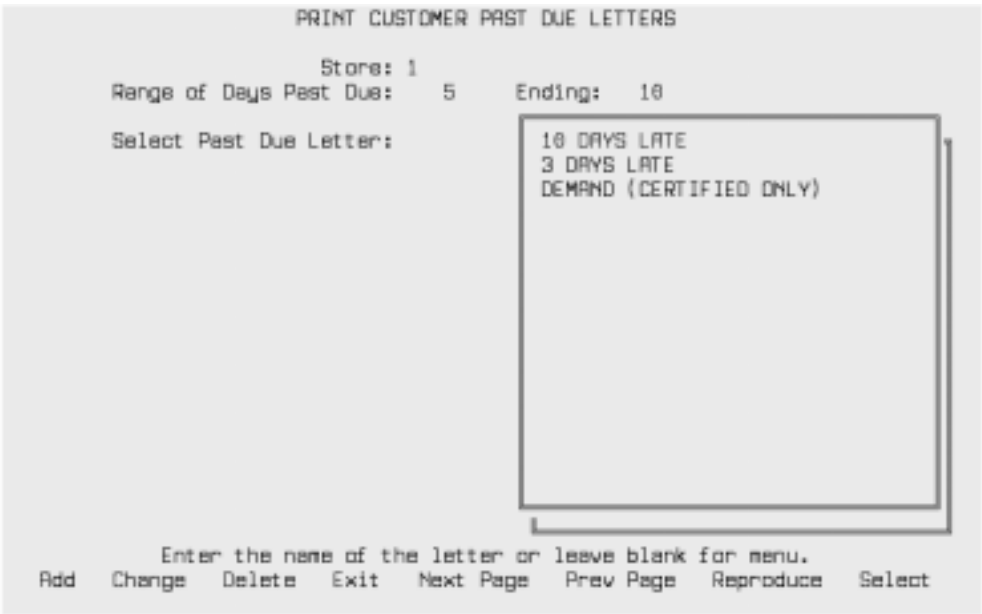
Store Enter the store location number assigned to the location you want to run the letters for. If you want to run letters for all stores, leave this set to zero.

Range of Days Past Due: **Ending:**
Enter the range of days past due.

Select Past Due Letter
Enter the name of the letter or leave blank for menu.

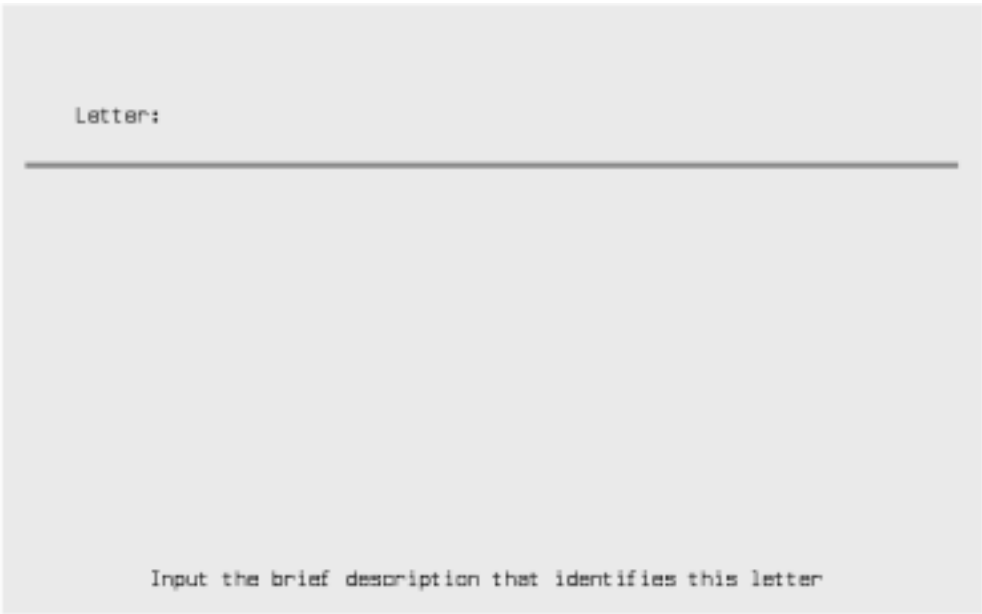
Press the  key. You will be prompted for "Any More Changes: N". If you do not need to change anything, press the  key to accept the default. Your report will begin printing and you will be returned to the menu.

Example Screens




Example 14-K

If you do not want to use any of the letters listed, you can press “A” to add a letter (please note prompts at the bottom of the screen). If you press “A”, you will now see a screen similar to the one following (Example 14-L).



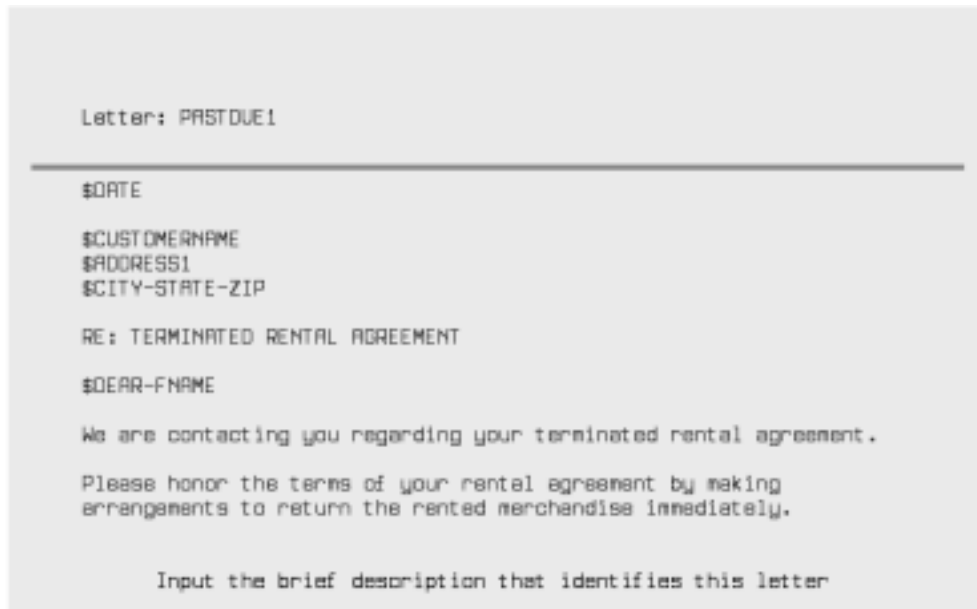
Example 14-L

Letter: Enter the name you want to use to refer to this letter.

Press  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 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.

Example Screen showing the letter that we are using for this report (Example 14-M).



```

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.

Input the brief description that identifies this letter

```

Example 14-M

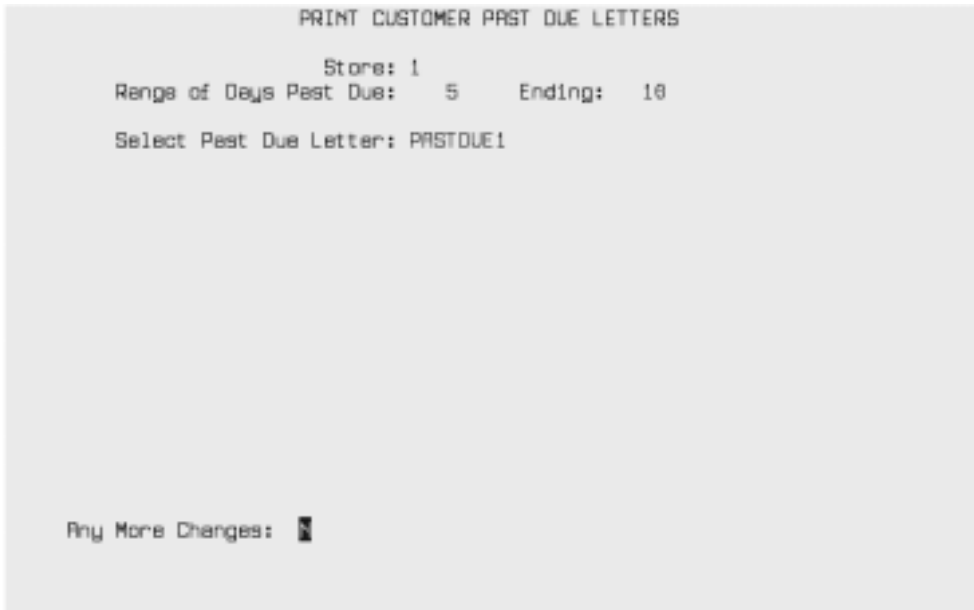
When you have completed typing the letter, press the  key and you will be returned to the window from which you may select a letter to print. Using your arrow keys, select the letter you want to print and press the  key.

Press the  key (Example 14-N) and the letters will begin printing to the printer or file pathname you specified.

14.12 Onscreen Collections - *TICKDUE*

An example of the letter is displayed in Example 14-O.

Example TCKPDUE1 Setup Screen & Resulting Report



PRINT CUSTOMER PAST DUE LETTERS

Store: 1

Range of Days Past Due: 5 Ending: 10

Select Past Due Letter: PASTDUE1

Any More Changes: ☐

Example 14-N

April 22, 2004

JONATHON SMITH
4219 E. 34TH ST.
ANYTOWN, TX 55555-0000

RE: TERMINATED RENTAL AGREEMENT

Dear JONATHON,

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 361-555-1111 to halt continued efforts by Nicole's
Rental World to recover its property.

Sincerely,

Store Manager
Nicole's Rental World

Example 14-O

End of Section 14

This page intentionally left blank.


Summary Store EOD Processing (SUMEODS)

This program serves several purposes:

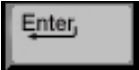
- (1) To see how much money has been taken in at any time during the day (Calculate Today's Payments 'Y').
- (2) To do daily snapshots of your credit, deliveries, pickups etc., for both Rental and Retail A/R
(Calculate Today's Payments 'S' for Rental and 'A' for Retail A/R).
- (3) To post important end-of-day information such as daily bank deposits, credit card deposits and detailed petty cash expenditures. The petty cash expenditures or mid-day deposits can be posted throughout the day, but it is important that the final deposit amounts are done after the close of business so all payments have been considered. This will give you your over or short for the day, if any (Calculate Today's Payments 'Y').
- (4) To view a previous day's end of day information (Calculate Today's Payments 'N').

To see how much money has been received up to any point during the day, follow the instructions on the next two pages. Your income will be in the upper portion of the screen.

You can run this as many times a day as you need. Press the  key until you are back to a menu when

you are done, or if you are posting petty cash expenditures or mid-day deposits, be sure to press the  key until you are back at the prompts to enter the store and date. You will have the option to use a separate petty cash fund for all disbursements, or all disbursements entered on the screen will deduct from the deposit amount. (Option is set in the control file **CTRLMNT**).

To get into this program, you need to be at the command line and type in "SUMEODS" and then press the

 key . The following screen will appear (Example 15-A).

```

Summary File EOD Change          113    04/22/04
Calculate Today's Payments:  Y  For Date:  4/22/04

Enter an 'N','Y', 'A' (AR Snapshot), or 'S'(RTO Snapshot)

```

Example 15-A

Calculate Today's Payments If you enter a "Y", the system will show you what you've done so far today. If you enter an "A", the system will show you a snapshot of AR's that have been done so far today. If you enter an "S", the system will show you a snapshot of RTO's that have been done so far today.

The system will then proceed to READ RECORDS. After that is done, the system will display the following (Example 15-B):

15.2 Summary End of Day Processing - **SUMEODS**

```
Summary File Store EOD Maintenance      113    04/22/04
Store: █ 1      Date: 4/22/04
```

Example 15-B

Press the **F9** key. If you entered a "Y" at the prompt "Calculate Today's Payments", your screen will resemble the following (Example 15-C).

CALCULATE TODAY'S PAYMENTS = "Y"

```
Date: 5/04/04 12:03:52      Summary File EOD Change      05/04/04
Store: 340
Deposit 1: █ 3409.80 Deposit 2:      Deposit 3:      Charge Dep:
Deposit 5:      Deposit 6:      Deposit 7:
      Pmt Amt      Tax Amt      Misc      Receivable AR      Paid      NSF      Refund Tot Cash
      RTD: 3208.34      176.46      0.00      25.00      0.00      0.00      3409.80
      Sales:      0.00      0.00      0.00      0.00

Del-C: 1 PU-C: 0 Pkout/Cgoff-C: 1 Del-U: 2 PU-U: 0 Pkout/Cgoff-U: 3
      RTD BnkDeposit:      RTD Over/Short:      RTD Adjustment:
      SalesBnk Deposit:      SalesOver/Short:      Petty Cash:

      In-store Promo:      Gas/Oil Vehicles:      Veh Repair/Maint:
      Not Used:      Contests:      BBBB Donations :
      Not Used:      Delivery Exp-Veh:      Recovery Costs:
      Legal Expense:      Office Supplies:      Not Used:
      Postage/Shipping:      Warehouse Offsit:      Ret/Lay Refunds:
      Equipment Rental:      Repair Serv-Mdse:      Store Repairs:
      Service Parts:      Store Supplies:      Communications E:
      Meals/Entertainm:      Mdse Accessories:      Other      :


      Enter Daily Deposit 1
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm
```

Example 15-C

This screen instantly shows your income for the day. This is a four part screen, showing transactions in the upper portion and petty cash expenses in the lower. The income calculation section of the screen may differ according to which RSSS Software Programs you are licensed to use.

End-of-Day Posting

To post your end of day, follow the instructions on this and the previous page.

Deposit 1 Enter the amount of your first deposit (if your company makes multiple deposits during the day). Once you have entered the first deposit and press  the screen will show a new prompt in the upper right hand corner **Deposit 1-7**. As deposits are entered, this field will update with the total deposits for this date.

Deposit 2 Enter the amount of your second deposit (if your company makes multiple deposits during the day).


Deposit 3 Enter the amount of your third deposit (if your company makes multiple deposits during the day).

Charge Deposit Enter the amount put on charge cards for this date.

Deposit 5 Enter the amount of your fourth deposit (if your company makes multiple deposits during the day).

Deposit 6 Enter the amount of your fifth deposit (if your company makes multiple deposits during the day).

Deposit 7 Enter the amount of your sixth deposit (if your company makes multiple deposits during the day).

*When you are ready to make your second through seventh & charge deposit, recalculate your payments and enter over to the proper deposit field. Press the  key to complete. Repeat until you have made the last deposit, then follow the rest of this procedure.

It will then put totals in the RTO and Sales fields, which you can change as long as (together) they total the amount of the deposits posted above. Your over/short will be automatically filled in based on your deposit entries and petty cash.

CALCULATE TODAY'S PAYMENTS = "A"

If you selected an "A" for AR Snapshot at the prompt "Calculate Today's Payments", your screen will change to resemble the following (Example 15-D).

```

Date: 5/04/04 12:01:18      AR Store: 340 Snapshot      125      05/04/04

-----
Revenues
-----
Install Sales:      0.00      GP Dollars/Percent:      0.00 /      0.00
Cash Sales:        0.00      GP Dollars/Percent:      0.00 /      0.00
Install Pmts:      0.00
Down Pmts:         0.00      Down Payment Percent:      0.00
Interest Paid:     0.00
Misc AR Fees:      0.00

-----
Contracts
-----
New:                0
Refund/Cancel:      0
Repossessions:      0
Charge Offs:         0
Paid In Full:        0
+/- Day:             0
+/- Week:            1281
+/- Month:           1281
Ending:             1281

-----
Delinquency
-----
Overdue 1-7:        19
Overdue 8-18:       590
Overdue 19-42:      171
Overdue 43+:        76
Legal:              8
Open %:             0.00
Current %:          75.25

Press Return To Continue

-----
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cnd--Exit Pgm
  
```

Example 15-D

15.4 Summary End of Day Processing - **SUMEODS**

CALCULATE TODAY'S PAYMENTS = "S"

If you selected an "S" for RTO Snapshot at the prompt "Calculate Today's Payments", your screen will change to resemble the following (Example 15-E).

Date: 5/04/04 12:08:21		RTO Store: 340 Snapshot		125	05/04/04
Revenues		Delinquency			
-----		-----			
Rental Revenue:	3,208.34	Overdue 1-7:	0		
Fees:	0.00	Overdue 8-14:	0		
RTO Receivable:	25.00	Overdue 15-30:	0		
NSF Amt:	0.00	Overdue 30+:	0		
Sales Tax:	176.46	Delinquency %			
-----		Open:	0.00		
Total:	3,409.80	Now:	0.00		
BOR/ROR		Units	Agreements		
-----		-----	-----		
Deliveries:	2	1			
Pick Ups:	0	0			
Paid Outs:	3	1			
Chargeoffs:	0	0			
Gain or Loss:	1-	0			
Ending BOR/ROR:	4	3			
Press Return To Continue					

Arrow Keys--Positioning, Return--Next Field, FB--Backout, Cnd--Exit Pgm					

Example 15-E

Summary File Maintenance (SUMMNT)

To access this option, at the command line, type "**SUMMNT**" and press the  key. The first screen to appear is a start key prompt screen.

```


Summary File Maintenance                                04/23/04

Start Key:                     
Select: Store:        Salesman:       

F4-Start By Date          FB-Prev          F10-Exit

```

Example 16-A

The Start Key will automatically start with the lowest date if the  key is pressed as indicated at the bottom of the screen. You can select for a specific date, store and/or employee by entering them in the indicated field (example 032404).

Once the start keys have been set, a list of stores will be displayed like the screen following (Example 16-B).

```

Summary File Maintenance                                04/23/04

Start Key: 032404
Select: Store:        Salesman:       

```

Date	Store	Slsn	Pmt Amt	MTD Amt	Other	MtdRevenue	#Agmt	Ovrdua
3/24/04	1		1233.64	52886.73	73.93	59099.21	510	114
3/24/04	2		973.13	54547.40	179.51	62145.84	591	174
3/24/04	3		787.40	51512.69	181.84	58267.41	546	137
3/24/04	4		1238.95	58646.37	181.23	56911.19	456	104
3/24/04	5		639.35	26158.30	186.86	29077.27	253	57
3/25/04	1		1475.55	54353.28	331.42	60907.18	520	95
3/25/04	2		2382.02	56929.42	291.90	64819.76	590	148
3/25/04	3		1132.74	52645.43	191.93	59592.08	548	129
3/25/04	4		1995.33	52641.70	374.76	59281.28	460	81
3/25/04	5		660.64	26818.94	62.94	29000.85	251	54
3/26/04	1		2801.08	57164.36	342.71	64050.97	522	80
3/26/04	2		3729.08	60658.50	642.56	69191.40	590	116
3/26/04	3		2828.13	54673.56	316.19	61936.40	553	111
3/26/04	4		2942.29	55583.99	530.84	62754.41	466	60
3/26/04	5		1680.89	28499.03	184.75	31665.69	251	39
3/27/04	1		5826.24	62190.60	733.60	69810.81	522	46
3/27/04	2		5889.54	66548.04	712.10	75793.04	590	57

```

F1-Forward  F2-Back  F5-Delete  F6-Add  FB-Prev  F10-Exit  ENTER-Select Code

```

Example 16-B

16.2 Summary Maintenance - **SUMMNT**

Choose the store to review by using your arrow keys to highlight the one you want and pressing the **F9** key. You will now see a screen similar to the one following (Example 16-C).

Enter Selection: █

1. RTO--Rent To Own
2. SALES
3. MOVIE
4. SERVICE
5. LOAN
6. RTR--Rent to Rent
7. FEE

F8-Prev F10-Exit

Example 16-C

Enter the number corresponding to the section you would like to view. Based on the selection picked, you will now see a Summary Maintenance Look-up Screen. (The following screens will be different depending on the option you select above. For our examples, we selected #1-RTO--Rent to Own). This is the look-up screen of all RTO summary information for the specified date and store (Example 16-D).

Summary Maintenance Look-up Screen #1 - RTO

Hr: 10 Min: 8		Summary File Inquiry		04/23/04
Date: 3/24/04		Store: 1		Salesman:
Deposit 1: 1289.67	Deposit 2:	Deposit 3:	Deposit 4:	84.98
Deposit 5: 69.91	Deposit 6:	Deposit 7:		
Pmt Amt: 1233.64	Tax Amt: 86.36	Deposit Amt:		
Late Charge: 46.00	Delivery Fee:	Grp Amt:		
Misc Charge:	Exp Amt:	Add Receivable:	3248.10-	
Free Pmt Amt:	Agreement Bal: 682501.36	Mo Projection:	75747.21	
RTO OverShort: 14.35-	RTO BnkDeposit: 1336.56	MTD Pmt Amt:	52886.73	
Adjustment:	Petty Cash:	# RTO Pmt Recs:	29	
Processing Fee:	Returned Ck Cg:	InHomeCollectCg:		
#RTO Customers: 282	# Open Tickets: 510	#Indicated BOR:		
Monthly Tickets:	Weekly Tickets: 510	Deliveries:		
Returns:	Sched Payout:	Early Payout:	3	
Charge Offs:	LostRevDateMoved:	Lost RevPickup:		
Lost RevChgOff:	Inv Trans In: 4	Inv Trans Out:		
NewInvReceived:	End Inv OnRent: 2,042	New On Hand:	102	
Rent On Hand: 124	Deliveries New:	Deliver Rent:		
Returned Inv:	Payout Inv: 12	Charged Off Inv:		
Wkly InvOnRent: 2042	MTD Revenue Amt: 59099.21	NonCash Refund:		
Lost LateCg PU:	NSF Bank Chges:	NSF ReturnedCk:		
NSF Paid Check:	NSF Charge Off:	Marked As Final:		
Press Return To Continue:				

Example 16-D

Deposit 1 If your company only makes one deposit per day, it will be entered here.

Deposit 2 If your company makes more than one deposit per day, this would be the second deposit of the day.

Deposit 3	If your company makes more than two deposits per day, this would be the third deposit of the day.
Deposit 4	This is usually used for charge card deposits .
Deposit 5	If your company makes more than three deposits per day, this would be the fifth deposit of the day.
Deposit 6	If your company makes more than four deposits per day, this would be the sixth deposit of the day.
Deposit 7	If your company makes more than five deposit per day, this would be the seventh deposit of the day.
Pmt Amt	Amount of rental payments posted for this date.
Tax Amt	Amount of tax money collected on rental payments for this date.
Deposit Amt	Amount of rental income posted for this date.
Late Charge	Amount of rental payment late charges posted for this date.
Delivery Fee	Amount posted as rental delivery fees for this date.
GRP Amt	Amount posted as rental GRP for this date.
Misc Charge	Amount posted as rental Miscellaneous Charges for this date.
ESP Amt	Amount posted as ESP for this date.
Add Receivable	Additional rental Receivables added for this date.
Free Pmt Amt	Amount given away as free rental payments for this date.
Agreement Bal	Total amount of all agreement balances for this date.
Mo Projection	Total amount you can expect for this month if every client makes their payment.
RTO OverShort	Shows the amount you are over or short for this day. If you are short, the figure you see here will be prefaced with a (-) negative sign.
RTO Bank Deposit	Amount of RTO income deposited for this date.
Mtd Pmt Amt	Shows the total amount of payments collected so far this month.
Adjustment	Amount of RTO adjustment posted for this date.
Petty Cash	Amount of petty cash spent for this date.
# RTO Pmt Recs	Number of RTO payments received for this date.
Processing Fee	Amount of money posted as processing fee for this date.
Returned Ck Ch	Amount of money posted as returned check charge for this date.
InHomeCollectCg	Amount of money posted as in-home collection charges for this date.

16.4 Summary Maintenance - **SUMMNT**

Rto Customers The number of rent to own customers with open agreements currently on the system.

Open Tickets The number of open tickets currently on the system.

Indicated BOR The number of indicated BOR currently on the system.

Monthly Tickets The number of monthly tickets currently on the system.

Weekly Tickets The number of weekly tickets currently on the system.

Deliveries The number of deliveries made for this date.

Returns The number of returns for this date.

Sched Payout The number of scheduled payouts for this date.

Early Payout The number of accounts paid out early for this date.

Charge Offs The number of accounts charged off for this date.

LostRevDateMoved Amount of revenue lost because the date was moved on the agreement for this date.

Lost RevPickup Amount of revenue lost due to accounts being picked up for this date.

Lost RevChgOff Amount of revenue lost due to accounts being charged off for this date.

Inv Trans In Number of inventory pieces transferred into this location for this date.

Inv Trans Out Number of inventory pieces transferred out of this location for this date.

NewInvReceived Number of new inventory pieces received in this location for this date.

End Inv OnRent Number of inventory pieces out on rent for this location for this date.

New On Hand Number of new inventory pieces on hand and available at this location for this date.

Rerent on Hand Number of previously rented inventory pieces on hand and available at this location for this date.

Deliveries New Number of deliveries made of new inventory at this location for this date.

Deliver Rerent Number of deliveries made of previously rented inventory at this location for this date.

Returned Inv Number of inventory pieces returned at this location for this date.

Payout Inv Number of inventory pieces paid out at this location for this date.

Charged OffInv Number of inventory pieces charged off at this location for this date.

Wkly InvOnRent Number of inventory pieces out on weekly rentals at this location for this date.


MTD Revenue Amt Amount of revenue collected so far at this location this month.

NonCash Refund Amount posted as a non-cash refund (usually NSF checks) at this location for this date.

Lost LateCg PU Amount of lost late charge income from picked up agreements at this location for this date.

- NSF Bank Chges** Amount of NSF bank charges collected at this location for this date.
- NSF ReturnedCk** Amount of NSF Returned check charges collected at this location for this date.
- NSF Paid Check** Amount of NSF checks paid at this location for this date.
- NSF Charge Off** Amount of NSF checks that were charged off at this location for this date.
- Marked as Final** When this day has been marked as closed, there will be a "Y" in this field.

The data on this instant look-up screen is available at any time. The information on this screen is available after the Summary Build program has been run. The Summary Build program is normally spooled to run at closing or before the store opening so that all prior days information is available. All fields may be edited on this screen except for the [Nbr MonthlyBOR:] field with proper security.

Press the  key to view the second screen (Example 16-E).

Summary Maintenance Look-up Screen #2 - RTO

This screen indicates all past due accounts by the number of days past due for the specified store and date. These are separated by weekly and monthly accounts (Example 16-E).

```

Hrs: 10 Mins: 8      Summary File Inquiry      04/23/04
      Date: 3/24/04      Store: 1      Salesman:

      Monthly Overdues
      Overdue 1-3:      Overdue 4:      Overdue 5:
      Overdue 6:      Overdue 7:      Overdue 8:
      Overdue 9:      Overdue 10:      Overdue 11-13:
      Overdue 14:      Overdue 15:      Overdue 16-30:
      Overdue 31-59:      Overdue 60 Over:      Units Overdue:
Overdue 31 Month:      Weekly Overdues      Overdue 31 Weekly:
      Overdue 1-3:      Overdue 4: 72      Overdue 5:
      Overdue 6:      Overdue 7:      Overdue 8:
      Overdue 9:      Overdue 10:      Overdue 11-13: 18
      Overdue 14:      Overdue 15:      Overdue 16-30: 8
      Overdue 31-59: 16 Overdue 60 Over:      Units Overdue: 458
Idle ExcludedAPU:      Units ExcludedAPU:      Last Date Cngd: 3/24/04
RtoReceivableCust: 163Rto ReceivableAmt: 43.02-RtoReceivableBal 2884.67-
NonCashTaxRefund:      Pmts Overdue: 5787.44 LastDaysDateMove
Pend Cgoff Agmts:      Pend Cgoff Units:      Pend Cgoff Amt:
Ins Cgoff Units:      Nbr New Esp:      Total Nbr ESP:
WeeklyProjection: 75747.21 ESP Projection:      Nbr ESP Closed:

Press Return To Continue:

```

Example 16-E

Instant unbelievably accurate information at your finger tips for any day anytime you want it.

The second lookup screen on the Summary System is available to management and collection staff at all times. Many different breakouts of days past due are available. RSSS provides these different combinations so that all clients will have the exact time frames that the collection staff is used to working with. A printout of any combination of days can be custom designed on the daily reports that indicate the past dues. This customer report could have any other specific information you want to fit your business exactly. This would be an optional report, which could be an extra one time charge.

MONTHLY OVERDUES

Overdue 1-3 Number of accounts 1-3 days past due at this location.

Overdue 4 Number of accounts 4 days past due at this location.

16.6 Summary Maintenance - ***SUMMNT***

Overdue 5 Number of accounts 5 days past due at this location on this date.

Overdue 6 Number of accounts 6 days past due at this location on this date.

Overdue 7 Number of accounts 7 days past due at this location on this date.

Overdue 8 Number of accounts 8 days past due at this location on this date.

Overdue 9 Number of accounts 9 days past due at this location on this date.

Overdue 10 Number of accounts 10 days past due at this location on this date.

Overdue 11-13 Number of accounts 11-13 days past due at this location on this date.

Overdue 14 Number of accounts 14 days past due at this location on this date.

Overdue 15 Number of accounts 15 days past due at this location on this date.

Overdue 16-30 Number of accounts 16-30 days past due at this location on this date.

Overdue 31-59 Number of accounts 31-59 days past due at this location on this date.

Overdue 60 Over Number of accounts 60 or more days past due at this location on this date.

Units Overdue Total number of units overdue at this location on this date.

Overdue 31 Month Number of monthly accounts that are over 31 days past due at this location on this date.

WEEKLY OVERDUES

Overdue 31 Weekly Number of weekly accounts that are over 31 days past due at this location on this date.

Overdue 1-3 Number of accounts 1-3 days past due at this location on this date.

Overdue 4 Number of accounts 4 days past due at this location on this date.

Overdue 5 Number of accounts 5 days past due at this location on this date.

Overdue 6 Number of accounts 6 days past due at this location on this date.

Overdue 7 Number of accounts 7 days past due at this location on this date.

Overdue 8 Number of accounts 8 days past due at this location on this date.

Overdue 9 Number of accounts 9 days past due at this location on this date.

Overdue 10 Number of accounts 10 days past due at this location on this date.

Overdue 11-13 Number of accounts 11-13 days past due at this location on this date.

Overdue 14 Number of accounts 14 days past due at this location on this date.

Overdue 15 Number of accounts 15 days past due at this location on this date.

Overdue 16-30 Number of accounts 16-30 days past due at this location on this date.

Overdue 31-59 Number of accounts 31-59 days past due at this location on this date.

Overdue 60 Over Number of accounts 60 or more days past due at this location on this date.

Units Overdue Total number of units overdue at this location on this date.

Idle ExcludedAPU The number of the idle RTO inventory pieces that have a model number that begins with a letter designated as excluded in CTRLMNT at this location on this date.

Units ExcludedAPU The number of the on rent RTO inventory pieces that have a model number that begins with a letter designated as excluded in CTRLMNT at this location on this date.

Last Date Cngd Last date this data was changed.

RtoReceivableCust The number of RTO Customers with a receivable amount at this location on this date.

RtoReceivableAmt Amount due you via receivable on rent to own agreements at this location on this date.

RtoReceivableBal The RTO Receivable balance at this location on this date.

NonCashTaxRefund Tax amount of RTO payments on NSF checks at this location on this date.

Pmts Overdue Number of payments overdue at this location on this date.

LostDaysDateMove Number of days lost because of a change to the due date at this location on this date.

Pend Cgoff Agmts Number of pending chargeoff agreements at this location on this date.

Pend Cgoff Units Number of pending chargeoff units at this location on this date.

Pend Cgoff Amt Dollar amount pending chargeoffs at this location on this date.

Ins Cgoff Units The number of RTO inventory items closed as skip, stolen, charge off with the customer type designated as insurance charge off in CTRLMNT at this location on this date.

Nbr New ESP The number of new Extended Service Policies added for this date at this location.

Total Nbr ESP The total number of Extended Service Policies for all clients at this location on this date.

WeeklyProjection The amount for the weekly projection if everyone due pays on time at this location on this date.

ESP Projection The amount you should be receiving for Extended Service Policies at this location on this date.

Nbr ESP Closed The number of Extended Service Policies that have been closed for this date at this location.

Press the  key to view the third screen (Example 16-F).

16.8 Summary Maintenance - **SUMMNT**

Summary Maintenance Look-up Screen #3 - RTO

Hr: 10 Min: 8		Summary File Inquiry		04/23/04	
Date:	3/24/04	Store:	1	Salesman:	
Late Fee Tickets					
Begin Nbr:	72	New Nbr:	4	Ending Nbr:	73
Begin Amt:	1755.00	New Amt:	12.00	Ending Amt:	1738.00
Number Paid:	2	Late Fees Paid		Amount Paid:	26.00
Credit Amount:		Pickup Receivables		Credit A/R:	
RTO CR Amount:				RTO CR A/R:	
A/R Amounts Not Collected on Pickups					
Overdue 1-3:		Overdue 4-7:		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90:	
Overdue 91+:					
Rent Amounts Not Collected on Pickups					
Overdue 1-3:		Overdue 4-7:		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90:	
Overdue 91+:					
Discount Amt:	3248.10	Early Payoffs		Net Amt:	1590.99
Rent Amt:	4829.09			Nbr Tickets Due Time:	1
#Spec Ord Tick:		#Spec Ord Item:		#Mo Discounts:	
Mo Discount Amt:		Nbr NSF Checks:		#Pickups Dued:	
#Skips Dued:					
Press Return To Continue: █					

Example 16-F

The third instant look-up screen is available to RSSS clients that have additional income including accounts receivable income.

LATE FEE TICKETS

- Begin Nbr** The beginning number of late fee tickets at this location on this date.
- New Nbr** The number of tickets that are late today at this location.
- Ending Nbr** The ending number of tickets that are late as of this date at this location.
- Begin Amt** The beginning dollar amount due on late tickets at this location on this date.
- New Amt** The dollar amount due on tickets that are late as of this date at this location.
- Ending Amt** The ending dollar amount due on all late tickets at this location on this date.
- Number Paid** The number of late tickets that were paid for this date at this location.

LATE FEES PAID

- Amount Paid** Amount of late payments collected for this date at this location.
- Credit Amount** Amount of credit given for this date at this location.

PICKUP RECEIVABLES

- Credit A/R** Total credit amount for sales and AR accounts at this location on this date.
- RTO CR Amount** Amount owed to RTO customers on pickups in the receivable field at this location on this date.
- RTO CR A/R** Amount owed to your company on pickups in the receivable field at this location on this date.

A/R AMOUNTS NOT COLLECTED ON PICKUPS

Overdue 1-3 Amount not collected on pickups that are overdue 1-3 days at this location on this date.

Overdue 4-7 Amount not collected on pickups that are overdue 4-7 days at this location on this date.

Overdue 8-14 Amount not collected on pickups that are overdue 8-14 days at this location on this date.

Overdue 15-30 Amount not collected on pickups that are overdue 15-30 days at this location on this date.

Overdue 31-45 Amount not collected on pickups that are overdue 31-45 days at this location on this date.

Overdue 46-90 Amount not collected on pickups that are overdue 46-90 days at this location on this date.

Overdue 91+ Amount not collected on pickups that are overdue more than 91 days at this location on this date.

RENT AMOUNTS NOT COLLECTED ON PICKUPS

Overdue 1-3 Amount not collected on accounts that are overdue 1-3 days at this location on this date.

Overdue 4-7 Amount not collected on accounts that are overdue 4-7 days at this location on this date.

Overdue 8-14 Amount not collected on accounts that are overdue 8-14 days at this location on this date.

Overdue 15-30 Amount not collected on accounts that are overdue 15-30 days at this location on this date.

Overdue 31-45 Amount not collected on accounts that are overdue 31-45 days at this location on this date.

Overdue 46-90 Amount not collected on accounts that are overdue 46-90 days at this location on this date.

Overdue 91+ Amount not collected on accounts that are overdue more than 91 days at this location on this date.

Discount Amount Amount given as discounts on this date at this location.

EARLY PAYOFFS

Net Amt The net amount posted from early payoffs for this date at this location.

Rent Amt The rent amount posted from early payoffs for this date at this location.

Nbr Tickets Due Tmw The number of tickets that will be due tomorrow at this location.

#Spec Ord Tick The number of special order tickets at this location on this date.

Spec Order Item The number of items put on special order at this location on this date.

#Mo Discounts The number of monthly discounts given for this date at this location.


Mo DiscountAmt The dollar amount given as discounts for this date at this location.

Nbr NSF Checks The number of NSF checks for this date at this location.

#Pickups Owed The number of RTO agreements closed as requested pickup, refund & cancel or repo that were past due at this location on this date.

#Skips Owed The number of RTO agreements closed as skip, stolen or charge off that were past due at this location on this date.

16.10 Summary Maintenance - **SUMMNT**

Press the  key to view the fourth screen (Example 16-G).

Summary Maintenance Look-up Screen #4 - RTO

Hr: 10 Min: 8		Summary File Inquiry		04/23/04	
Date: 3/24/04		Store: 1		Salesman:	
Nbr GRP Custs:		Nbr GRP Tickets:		Pending Tickets:	
GRP Projection:		GRP Past Due:		Inv In Service:	
Nbr Switch outs: 103		Serv W/O Loaner:		Unpaid Today: 17.43	
Change RTO Recv: 43.02-		Del Amt MIR:		Ticket Xfers:	
Tick Xfer Amt:		P/U Amt MIR:		POFF Amt MIR: 375.00	
Skip Amt MIR:		Chg in MIR: 375.00-		Total MIR: 76336.05	
Late Discounts					
# Late1 Disc:		# Late2 Disc:		# Late3 Disc:	
Late1 Dis Amt:		Late2 Dis Amt:		Late3 Dis Amt:	
# New CR Recv:		New Receivables		# New RTO Rcv: 3	
New CR RcvAmt:		Nbr New Tickets Past Due		New RTO RvAmt: 101.41	
Overdue 1-3:		Overdue 4-7: 72		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90: 2	
Overdue 91+:		Past Due Amt New Tickets			
Overdue 1-3:		Overdue 4-7: 1184.48		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90: 407.56	
Overdue 91+:					
Press Return To Continue: █					

Example 16-G

Nbr GRP Custs The number of current customers using the Guarantee Replacement Program (GRP) at this location on this date.

Nbr GRP Tickets The number of current tickets using the Guarantee Replacement Program (GRP) at this location on this date.

Pending Tickets The number of tickets that are pending at this location on this date.

GRP Projection The dollar amount of GRP at this location on this date.

GRP Past Due The number of GRP payments that are past due at this location on this date.

Inv in Service Number of inventory pieces in Service at this location on this date.

Nbr Switch outs Number of switch outs in inventory done on this date at this location.

Serv W/O Loaner Number of units that have gone into service, but did not receive a loaner unit at this location on this date.

Unpaid Today One weeks payment amount on all RTO agreements due at this location on this date.

Change RTO Recv The net change in RTO Receivables at this location on this date.

Del Amt MIR The monthly projected amount of RTO Receivables at this location on this date.

Ticket Xfers Number of ticket transfers done on this date at this location.

Ticket Xfer Amt The dollar amount of tickets that were transferred on this date at this location.

P/U Amt\$ MIR The monthly projected amount of RTO agreements closed as requested pickup, refund & cancel or repossession at this location on this date.

POFF Amt\$ MIR The monthly projected amount of RTO agreements closed as payout or early buyout at this location on this date.

Skip Amt\$ MIR The monthly projected amount of RTO agreements closed as skip, stolen or charge off at this location on this date.

Chg in MIR The net change in MIR at this location on this date.

Total MIR Shows the total amount of 1 monthly payment on all open agreements at this location on this date.

LATE DISCOUNTS

Late1 Disc The number of RTO agreements that were one day late and had late fees forgiven at this location on this date.

Late2 Disc The number of RTO agreements that were two days late and had late fees forgiven at this location on this date.

Late3 Disc The number of RTO agreements that were three days late and had late fees forgiven at this location on this date.

Late1 Dis Amt The amount of late fees on RTO agreements that were one day late and had late fees forgiven at this location on this date.

Late2 Dis Amt The amount of late fees on RTO agreements that were two days late and had late fees forgiven at this location on this date.

Late3 Dis Amt The amount of late fees on RTO agreements that were three days late and had late fees forgiven at this location on this date.

New Receivables

New CR Recv The number of RTO customers who have a receivable amount created today where they are owed money at this location.

New RTO Recv The number of RTO customers who have a receivable amount created today where they owe money at this location.

New CR RcvAmt The dollar amount of receivable created today where customer is owed money at this location.

New RTO RvAmt The dollar amount of receivable created today where the customer owes money at this location.

NBR NEW TICKETS PAST DUE

Overdue 1-3 Shows the number of **new** tickets that are past due by 1-3 days at this location on this date.

Overdue 4-7 Shows the number of **new** tickets that are past due by 4-7 days at this location on this date.

Overdue 8-14 Shows the number of **new** tickets that are past due by 8-14 days at this location on this date.

Overdue 15-30 Shows the number of **new** tickets that are past due by 15-30 days at this location on this date.

16.12 Summary Maintenance - **SUMMNT**

Overdue 31-45 Shows the number of **new** tickets that are past due by 31-45 days at this location on this date.

Overdue 46-90 Shows the number of **new** tickets that are past due by 46-90 days at this location on this date.

Overdue 91+ Shows the number of **new** tickets that are past due by more than 91 days at this location on this date.

PAST DUE AMTS NEW TICKETS

Overdue 1-3 Shows the dollar amount on **new** tickets that are past due by 1-3 days at this location on this date.

Overdue 4-7 Shows the dollar amount on **new** tickets that are past due by 4-7 days at this location on this date.


Overdue 8-14 Shows the dollar amount on **new** tickets that are past due by 8-14 days at this location on this date.

Overdue 15-30 Shows the dollar amount on **new** tickets that are past due by 15-30 days at this location on this date.

Overdue 31-45 Shows the dollar amount on **new** tickets that are past due by 31-45 days at this location on this date.

Overdue 46-90 Shows the dollar amount on **new** tickets that are past due by 46-90 days at this location on this date.

Overdue 91+ Shows the dollar amount on **new** tickets that are past due by more than 91 days at this location on this date.

Press the  key to view the fifth screen (Example 16-H).

Summary Maintenance Look-up Screen #5 - RTO

```
Hr: 10 Min: 8      Summary File Inquiry      04/23/04
Date: 3/24/04      Store: 1      Salesman:
Receivables Paid
# CR Recv Paid: 3      # RTO Recv Paid: 1
Amt CR Recv Pd: 184.90-      Amt RTO Recv Pd: 19.65
Nbr of Pastdue Tickets Paid
Overdue 1-3:      Overdue 4-7: 9      Overdue 8-14:
Overdue 15-30:      Overdue 31-45:      Overdue 46-90:
Overdue 91+:      Amt of Pastdue Tickets Paid
Overdue 1-3:      Overdue 4-7: 175.48      Overdue 8-14:
Overdue 15-30:      Overdue 31-45:      Overdue 46-90:
Overdue 91+:      Ending Receivables
Nbr RTO Rcvbls: 73      Nbr Credit Receivables: 90
Amt RTO Rcvbls: 1115.70      Amt Credit Receivables: 4000.37
Ending Nbr Tickets Due
Overdue 1-3:      Overdue 4-7: 72      Overdue 8-14: 18
Overdue 15-30: 8      Overdue 31-45: 10      Overdue 46-90: 6
Overdue 91+:      Overdue 46-90: 6      Overdue 91+:
Ending Amt Tickets Due
Overdue 1-3:      Overdue 4-7: 1184.48      Overdue 8-14: 862.84
Overdue 15-30: 700.57      Overdue 31-45: 1556.62      Overdue 46-90: 1482.93
Overdue 91+:      Overdue 46-90: 1482.93      Overdue 91+:
Press Return To Continue: █
```

Example 16-H

RECEIVABLES PAID

CR Recv Paid The number of RTO customers who had a receivable amount where they were owed money and they used some of the money at this location on this date.

RTO Recv Paid The number of RTO customers who had a receivable amount where they owed money and they paid some of it at this location on this date.

Amt CR Recv Pd The dollar amount from RTO customers who had a receivable amount where they were owed money and they used some of the money at this location on this date.

Amt RTO Recv Pd The dollar amount received from RTO customers who had a receivable amount and paid some of it at this location on this date.

NBR OF PAST DUE TICKETS PAID

Overdue 1-3 Shows the number of tickets that were past due by 1-3 days that paid on this date at this location.

Overdue 4-7 Shows the number of tickets that were past due by 4-7 days that paid on this date at this location.

Overdue 8-14 Shows the number of tickets that were past due by 8-14 days that paid on this date at this location.

Overdue 15-30 Shows the number of tickets that were past due by 15-30 days that paid on this date at this location.

Overdue 31-45 Shows the number of tickets that were past due by 31-45 days that paid on this date at this location.

Overdue 46-90 Shows the number of tickets that were past due by 46-90 days that paid on this date at this location.

Overdue 91+ Shows the number of tickets that were past due by more than 91 days that paid on this date at this location.

AMT OF PASTDUE TICKETS PAID

Overdue 1-3 Shows the dollar amount posted on tickets that were past due by 1-3 days that paid on this date at this location.

Overdue 4-7 Shows the dollar amount posted on tickets that were past due by 4-7 days that paid on this date at this location.

Overdue 8-14 Shows the dollar amount posted on tickets that were past due by 8-14 days that paid on this date at this location.

Overdue 15-30 Shows the dollar amount posted on tickets that were past due by 15-30 days that paid on this date at this location.

Overdue 31-45 Shows the dollar amount posted on tickets that were past due by 31-45 days that paid on this date at this location.

Overdue 46-90 Shows the dollar amount posted on tickets that were past due by 46-90 days that paid on this date at this location.

Overdue 91+ Shows the dollar amount posted on tickets that were past due by more than 91 days that paid on this date at this location.

16.14 Summary Maintenance - **SUMMNT**

ENDING RECEIVABLES

Nbr RTO Rcvbls The number of RTO customers who have a receivable where they owe money at this location on this date.

Nbr Credit Receivables The number of RTO customers who have a receivable amount created today where they are owed money at this location.

Amt RTO Rcvbls The dollar amount of receivable created today where the customer owes money at this location.

Amt Credit Receivables The dollar amount of receivable created today where customer is owed money at this location.

ENDING NBR TICKETS DUE

Overdue 1-3 Shows the number of tickets that are 1-3 days past due as of this date at this location.

Overdue 4-7 Shows the number of tickets that are 4-7 days past due as of this date at this location.

Overdue 8-14 Shows the number of tickets that are 8-14 days past due as of this date at this location.

Overdue 15-30 Shows the number of tickets that are 15-30 days past due as of this date at this location.

Overdue 31-45 Shows the number of tickets that are 31-45 days past due as of this date at this location.

Overdue 46-90 Shows the number of tickets that are 46-90 days past due as of this date at this location.

Overdue 91+ Shows the number of tickets that are more than 91 days past due as of this date at this location.

Overdue 46-60 Shows the number of tickets that are 46-60 days past due as of this date at this location.

Overdue 61+ Shows the number of tickets that are more than 61 days past due as of this date at this location.

ENDING AMT TICKETS DUE

Overdue 1-3 Shows the dollar amount of tickets that are 1-3 days past due as of this date at this location.

Overdue 4-7 Shows the dollar amount of tickets that are 4-7 days past due as of this date at this location.

Overdue 8-14 Shows the dollar amount of tickets that are 8-14 days past due as of this date at this location.

Overdue 15-30 Shows the dollar amount of tickets that are 15-30 days past due as of this date at this location.


Overdue 31-45 Shows the dollar amount of tickets that are 31-45 days past due as of this date at this location.

Overdue 46-90 Shows the dollar amount of tickets that are 46-90 days past due as of this date at this location.

Overdue 91+ Shows the dollar amount of tickets that are more than 91 days past due as of this date at this location.

Overdue 46-60 Shows the dollar amount of tickets that are 46-60 days past due as of this date at this location.

Overdue 61+ Shows the dollar amount of tickets that are more than 61 days past due as of this date at this location.

Press the  key to view the sixth screen (Example 16-I).

Summary Maintenance Look-up Screen #6 - RTO

Hr: 10 Min: 8		Summary File Inquiry		04/23/04	
Date:	3/24/04	Store:	1	Salesman:	
Customer Data					
Deliveries:	512	Pickups:			
Charge Offs:		Paid Outs:	2		
Inventory Data					
RemainBk Value:	205,053.83	Total Rental Inv Cost:	294,245.42		
IdleBook Value:	37711.20	Idle Rental Inv Cost:	42352.58		
Lost Rev InSrv:		Pastdue Dollars	NbrIdleCOs:		
Overdue 1-4:	2072.73	Overdue 5-7:	Overdue 8-15:	1098.00	
Overdue 16+:	3735.00	Overdue 32+:	2925.00		
Nbr of Pastdue Tickets On Pickup					
Overdue 1-7:		Overdue 8-14:	Overdue 15-45:		
Overdue 46-90:		Overdue 91+:	Days Past Due:		
Other					
New RTO Revbls:	286.31-	Stolen Amts MIR:			
Lost Rev Date Moved 'N':		Charge Off Amts MIR:			
Nbr 'Z' Chargeoffs:		Nbr 'Y' Chargeoffs:			
Nbr 'D' Promos:		Nbr 'P' Promos:			
'D' Promos Amt:		'P' Promos Amt:			
New Money:	57.00	Process Waived:	Grp Amt Lost:		
StdRateOverridden:		Ideal\$ Overridden:	Term Overridden:		
Press Return To Continue:					

Example 16-I

A quick review of the screen will give you the exact information needed. There are also numerous reports to print this data. **This screen is not available if you do not have this additional income to summarize.**

Deliveries Number of deliveries posted today at this location.

Pickups Number of pickups posted today at this location.

Charge Offs Number of charge offs posted today at this location.

Paid Outs Number of paid outs posted today at this location.

INVENTORY DATA

RemainBk Value Book value of your current rental inventory as of this date at this location.

Total Rental Inv Cost The total cost for all your rental inventory at this location on this date.

IdleBook Value The book value of your idle inventory at this location on this date.

Idle Rental Inv Cost The cost of your idle rental inventory at this location on this date.

Lost Rev InSrv The amount of revenue that has been lost as of this day due to inventory being in service at this location.

NbrIdleCOs The number of idle inventory charge offs as of this date at this location.

PASTDUE DOLLARS

Overdue 1-4 Amount of money that is past due by 1-4 days at this location on this date.

Overdue 5-7 Amount of money that is past due by 5-7 days at this location on this date.

Overdue 8-15 Amount of money that is past due by 8-15 days at this location on this date.

Overdue 16+ Amount of money that is past due by more than 16 days but less than 32 days at this location on this date.

16.16 Summary Maintenance - **SUMMNT**

Overdue 32+ Amount of money that is past due by more than 32 days at this location on this date.

NBR OF PASTDUE TICKETS ON PICKUP

Overdue 1-7 The number of pastdue pickups that were 1-7 days past due on this date at this location.

Overdue 8-14 The number of pastdue pickups that were 8-14 days past due on this date at this location.

Overdue 15-45 The number of pastdue pickups that were 15-45 days past due on this date at this location.

Overdue 46-90 The number of pastdue pickups that were 46-90 days past due on this date at this location.

Overdue 91+ The number of pastdue pickups that were 91 or more days past due on this date at this location.

Days Past Due Number of days past due on agreements that were picked up at this location on this date.

OTHER

New RTO Rcvbls The number of RTO customers who have a receivable amount created today, at this location, where they owe money.

Stolen Amts MIR The monthly projected RTO revenue on accounts closed as stolen at this location on this date.

Lost Rev Date Moved "N" Revenue lost on due date changes in the "NEW" program (initial rental) at this location on this date.

Charge Off Amts MIR Shows the total amount of 1 monthly payment on accounts that were charged off at this location on this date.

Nbr "Z" Chargeoffs Number of skips at this location on this date.

Nbr "Y" Chargeoffs Number of stolens at this location on this date.

Nbr "D" Promos Number of free payment discounts given in rental payments at this location on this date.

Nbr "P" Promos Number of free payment discounts given when entering an agreement at this location on this date.

"D" Promos Amt Dollar amount of free payments given in rental payments at this location on this date.

"P" Promos Amt Dollar amount of free payments given when entering an agreement at this location on this date.

New Money Shows the total dollar amount of 1 month of payments on agreements added at this location on this date.

Process Waived Amount of processing fees waived for this date at this location.

Grp Amt Lost Amount of GRP money waived for this date at this location.

StdRateOverridden Shows the number of agreements added today, at this location, in which the rental rate was changed.

Ideal\$ Overridden Shows the dollar amount that changes made to the rental rate on new agreements cost the company at this location on this date.

Term Overridden Shows the number of agreements added today in which the length of the contract was changed at this location on this date.

Summary Maintenance Look-up Screen #7 - RTO

```

Hr: 10 Min: 8      Summary File Inquiry      04/23/04
      Date: 3/24/04      Store: 1      Salesman:
                        Indicated BOR Data
Deliveries:          Pickups:
Charge Offs:         Paid Outs:
Skips:              Early Buyouts:
                    Discount Days Data
D Promos:           P Promos:
Skips:             Monthly Discount:
                    Other Data
Payments on Deliveries:  Commitments Entered:
Free Pmts on Past Dues:
Nbr Rto Agnts: Weekly:  510 Monthly:      B1-Weekly/Semi-Monthly:
RTO Cust Deposit Amt:   0.04
Number Cash Refunds:    Amount Cash Refunds:
Number Items Skipped:    Inc Fst Bk Val Skips:
Items Idle 100+ Days:    Inc Fst Bk Val 100+ Idle:
                        Customer Agreement Counts
New:                  Current:
Existing:             Loss:

Press Return To Continue: █
  
```

Example 16-J

INDICATED BOR DATA

Deliveries Number of BOR delivered for this date at this location.

Pickups Number of pickups for this date at this location.

Charge Offs Number of charge offs for this date at this location.

Paid Outs Number of paid outs for this date at this location.

Skips Number of skips for this date at this location.

Early Buyouts Number of early buyouts for this date at this location.

DISCOUNT DAYS DATA

D Promos Number of days given for discount promotions at this location on this date.

P Promos Number of days given for promotions at this location on this date.

Skips Number of days past due on the skip accounts at this location on this date.

Monthly Discounts Number of days given away using monthly payment discounts at this location on this date.

OTHER DATA

Payments on Deliveries Amount collected on new deliveries today at this location.

Commitments Entered Number of commitment entered into the system today at this location.

Free Pmts on Past Dues Amount paid using free payments on past due accounts at this location on this date.

16.18 Summary Maintenance - ***SUMMNT***

Nbr Rto Agmts:

Weekly Total number of agreements total that are weekly at this location on this date.

Monthly Total number of agreements total that are monthly at this location on this date.

Bi-Weekly/Semi-Monthly Total number of agreements that are Bi-Weekly or Semi-Monthly at this location on this date

RTO Cust Deposit Amt Amount entered into the RTO deposit field at this location on this date.

Number Cash Refunds The number of cash refunds for this date at this location.

Amount Cash Refunds The dollar amount of cash refunds for this date at this location.

Number Items Skipped The number of skipped items for this date at this location.

Inc Fst Bk Value Skips Number of items that have been idle for more that 100 days..

Items Idle 100+ Days Number of items that have been idle for more that 100 days at this location on this date.

Inc Fst Bk Value 100+ Idle Shows the Income Forecasting book value of items idle for more than 100 days.

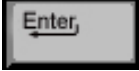
CUSTOMER AGREEMENT COUNTS

New Number of new rto customers who added an agreement today.

Current Number of current rto customers who added a new agreement for this date.

Existing Number of existing rto customers who added an agreement for this date. They were a customer before but had no open agreements before today.

Loss Number of rto customers who closed their last agreement today so they have no more open agreements.

Press the  key to return to the menu showing the various types of summary information stored in the system.

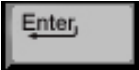

Introduction to Reports

Separate Locations

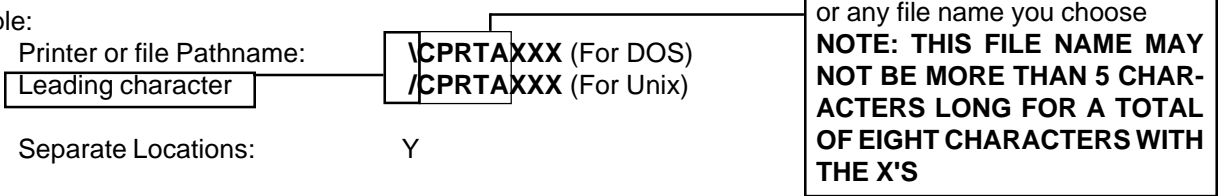
Following is an example of a screen you will see with most reports you want to run.



Example 17-A

You will be prompted for the printer or file pathname. 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". As an independent or stand alone system, you will normally answer this prompt with an "N". Answering with a "Y" will only be called for when your printer or file pathname prompt has been answered with a file name followed by 3 X's and not a printer. This option can only be used if you are set up to be able to run reports on more than just your location.

Example:



The above example will run reports to files on disk that can be printed at a later time. This is useful for main frame systems. The above example will place the following reports on your root directory on disk with the appropriate leading character.

CPRTA001
CPRTA002
CPRTA003

The portion in the box will be filled with a 3 digit location code applicable for your stores.

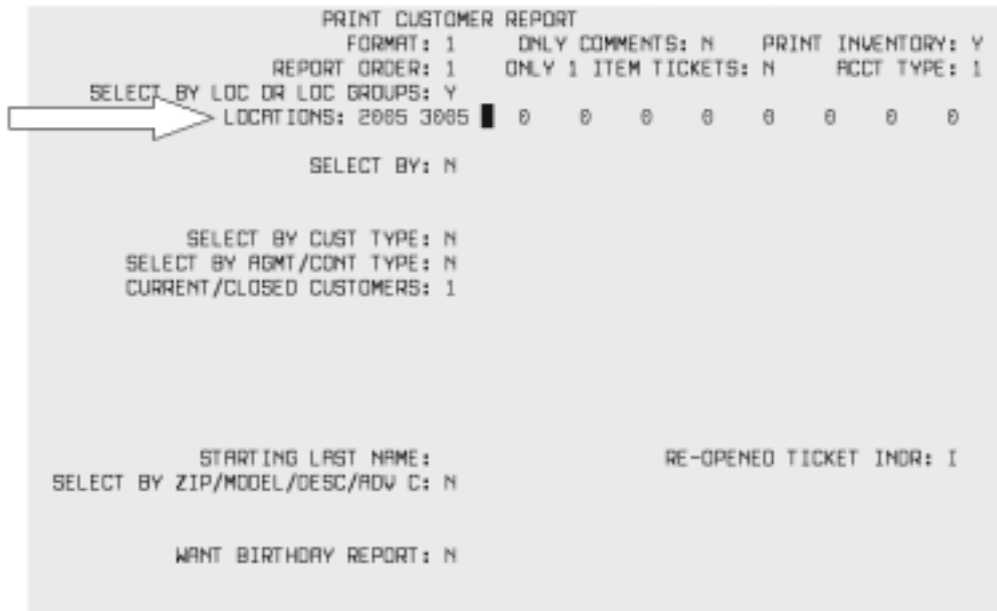
17.2 Introduction to Reports

Select by Loc or Loc Groups

This is a prompt you will see frequently when setting up reports to run. This defaults to “N” to run all locations. If answered with a “Y”, you will be prompted “Select by Locs or Loc Groups”. On the bottom of the screen Option 1 Select by Locations and Option 2 Select by Location Groups will be displayed. Enter the number beside the option you want.

If **Option 1 Select by Locations** is selected, you will be prompted “Location Selection”. On the bottom of the screen you will see displayed 1) Select by 10 Locs/Groups 2) Select Range of Locs/Groups.

If you select **1) Select by 10 Locs/Groups**, the prompt will change to “Locations”. You may enter up to ten different locations. Use 4 digits when entering the locations (example: location 1 would be entered 0001).



```
PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: Y
  LOCATIONS: 2005 3005  0  0  0  0  0  0  0  0
  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N
```

Example 17-B

If you select 2) Select Range of Locs/Groups, you will be prompted “Locations between”. Type in the Location you want as the lowest number and the location you want as the highest number. Use 4 digits when entering the locations (example: location 1 would be entered 0001).



```
PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: Y
  LOCATIONS BETWEEN: 1005 AND 3001
  SORT BY LOCATION: 1
  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N
  ENTER AN "N" OR A "Y"
```

Example 17-C

If **Option 2 Select by Location Groups** is selected, you will be prompted “Group Selection”. On the bottom of the screen you will see displayed 1) Select by 10 Locs/Groups 2) Select Range of Locs/Groups. Selecting by location groups allows you to print selected groups of stores that have been set up for certain Regional or District Managers. This is useful when a Regional or Market Manager runs more than 10 stores. The entering of one location group number eliminates the need for entering all the store numbers.

- 1) You will now see the prompt “Loc Groups”. Type in the Location Group number(s). You may enter up to ten different location groups. You may enter up to a 4 digit location number.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: Y
LOC GROUPS: 200 1000  0  0  0  0  0  0  0  0
  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N
  
```

Example 17-D

- 2) You will now see the prompt “Loc Groups Between”. Type in the Location Group you want as the lowest number and the Location Group you want as the highest number.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: Y
LOC GROUPS BETWEEN: 000 AND 1000
  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N
  1) SELECT BY 10 LOCS/GROUPS 2) SELECT RANGE OF LOCS/GROUPS
  
```

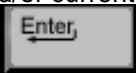
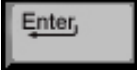
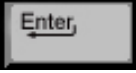
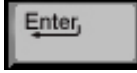
Example 17-E

Note: Location Groups are assigned in LOCMNT.

End of Section 17

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Print Rental Customers - CPRTA

This program is used to produce a detailed report on closed and/or current rental customers. You need to be at the **command line** and type in “CPRTA” 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 the  key to accept the default of “N”.

The report option screen will be displayed (Example 18-A).

```

PRINT CUSTOMER REPORT
  FORMAT: 1    PRINT COMMENTS: Y    PRINT INVENTORY: Y
  REPORT ORDER: 1    ONLY 1 ITEM TICKETS: N    ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: N

  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: 1

  WANT BIRTHDAY REPORT: N
  1) 1 LINE 2) 3 LINE 3) 1 LINE #2 4) 1 LINE #3

```

Example 18-A

Format Options will be displayed on the bottom of the screen. The choices will be: (see pages 18.8-18.12 for sample reports).

- 1) One Line
- 2) Three Line
- 3) One Line #2
- 4) One Line #3

Print Comments Do you want the report to print any comments that might be on the customer record? Defaults to “Y” for yes. If you accept the default, this prompt will change to “**ONLY COMMENTS**”. This defaults to “N” for no. This gives you the option to run only those customers with comments on their record. If you wish to run it with only those customers who have comments, type in a “Y” for yes.

Print Inventory Do you want the inventory on each customer's record to print on this report? The default is “Y” for yes. If you do not want the inventory to print on this report, type in an “N” for no.

18.2 Printing Rental Customers - **CPRTA**

Report Order This gives you four options which are displayed on the bottom of the screen. These are:

- 1) Customer name** - Select this if you want the report to print out in alphabetical order.
- 2) Account Number** - Select this if you want the report to print out in numerical order by Account Number.
- 3) Agreement/Cntr #** - Select this if you want the report to print out in numerical order by Agreement/Contract Number.
- 4) Ticket Number** - Select this if you want the report to print out in numerical order by Ticket Number.


Only 1 Item Tickets Do you want this report to only print customers with one item on their ticket?

Account Type There are seven options. They are:

- 1) RTO Accounts (Rent-to-Own)** Report will only print accounts that were established using the program "NEW".
- 2) AR Accounts (Accounts Receivable)** Report will print only accounts that were established using the program "SALE" with accounts receivable (AR)
- 3) Loan Accounts**
- 4) RTO and Loan**
- 5) Special Orders**
- 6) Misc Fee**
- 7) RTO/Fee**


Enter the number beside the option you want to use.

Select by Loc or Loc Group 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). *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 the selected stores together as one report or have them as separate reports by store.

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  key to accept the default of "N" for no. If you answer this prompt with a "Y", you will be prompted "Select by Salesman or Acct Mgrs". Your options will be displayed on the bottom of the screen **1) SALESMAN, 2) ACCT MGR, 3) INPUT EMP NBR.** Enter the number next to the option you want. The prompt will then change and read "SALESMAN", "ACCT MGRS", or "INPUT NBR" depending on the option you chose. You may then select up to ten salesmen, account manager or employee numbers you want on this report (*if selecting to run by account manager or salesman, use 5 digits such as 00001*). If you have selected more than one salesman, account manager or employee number, 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.

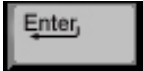
If you choose to sort the report by store and by salesman/account manager/employee number, the report will be printed by salesman/account manager/employee number sorted within the store.

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

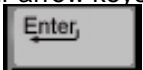
customer types, accept the default by pressing the  key. (Customer Types are set

up and maintained using the program "**RCUSTYPE**"). If you want a selection window, enter a "?". 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 "**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  key.

Current/Closed Customers Defaults to "1". Options are listed on the bottom of the screen. Type in the number next to the option you want.

If you choose: **1) Current Customers** continue on this page.

If you choose: **2) Closed Customers** please turn to page 18.5.

If you choose: **3) Current and Closed Customers** please turn to page 18.6.

Select Floor Plan Agent Defaults to "N" for no. If answered with a "Y" for yes, you will see the prompt "**FLOOR PLAN AGENT NBR**". Type in the number for the Floor Plan Agent you want on this report.

Starting Agmt/Cont Date **Ending Date**

Enter the starting and ending date for the time period you want this report to show. For example, if you want all contracts established in June 2004, you would use:

Starting Agmt/Cont Date: 06/01/04 Ending Date: 06/30/04

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 of these zip codes.

(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 customer types.

Tax in Balances Do you want the tax included in the balances printed on this report?

Totals Only Defaults to "N". If answered "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.

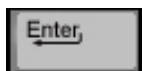
18.4 Printing Rental Customers - **CPRTA**

Payoff Custs By entering a "Y", the report will select only customers that will payoff in an entered number of months. You will now be prompted "# Mnths till payout". Enter a two character number for the number of months until payout you want this report based on. For example 3 months would be entered 03.

Select by Balance Due Defaults to "N". If answered "Y", you will then be prompted with "**BALANCE DUE**". Type in an amount, and only customers whose balance is less than the amount entered will be printed.

Only ESP Accounts Defaults to "N". Enter a "Y" if you want the report to show only those ESP accounts.

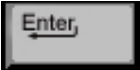
Calculate Projections Defaults to "N". If answered "Y" you will be prompted with "**PROJECTION FACTOR**". This defaults to 4.33 (the average amount of weeks for one month). Press the



key to accept this default or type in the figure you want the projection based on.

The report will print the dollar amount you should receive this month (rent income only) based on your current customer base. Any weekly agreement will be multiplied by this projection factor to calculate the projected income for this month.

Single Ticks Only Do you want the report to print only those customers with a single ticket?

Starting Last Name If you want all customer printed, press the  key. If you only want customers from a certain last name on, 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.

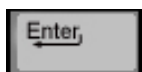
Re-Opened Ticket Indr When rental tickets are re-opened, they are marked as such. These options allow you to exclude or include them, or just look at reopened tickets.

E = Exclude Re-Opened Tickets

O = Only Re-Opened Tickets

I = Include


Select by Zip/Model/Desc/Adv C If you want all zip codes, model numbers and descriptions, press the



key to accept the default of "N". If you want to specify any of these things, type "Y". You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC/ADV**" and the options will be listed on the bottom of the screen **(1) Select by Zip Code 2) Select by Model Nbrs 3) Select by Desc 4) Select by Advertising Code**. Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions (such as TV, VCR, Stereo). If you select 4, you will see a prompt "ADV CODES". You may enter up to 10 different adverting codes.

Want Birthday Report

Enter a "Y" if you want a report showing the birthday of your customers. If this prompt is answered with a "Y", you will see the prompts: **Month** enter the month you want birthdays from. **Starting Day** enter the earliest day of the month you want used. **THRU** enter the latest day of the month you want used.


Press . You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and will print to the printer you specified.


Continued from Page Reports 18.3 (Closed Customers Option 2)

Starting Closed Date Enter the date you want as the earliest closed date you want on the report.

Ending Date Enter the date you want as the latest closed date you want on the report. Example: If you wanted all contracts closed during July 2003, you would enter:
Starting Closed Date: 07/01/03 Ending Date: 07/31/03

Starting Agmt/Cont Date Enter the date you want as the earliest contract date you want on the report.

Ending Date Enter the date you want as the latest contract date you want on the report .
Example: If you wanted all contracts closed during July 2003, you would enter:
Starting Closed Date: 07/01/03 Ending Date: 07/31/03

Select by Closed Reason If you want the report to print closed accounts regardless of the reason they were closed, press the  key. If you want the report to show only certain types of closed accounts, type in a "Y". You will be prompted for "**REASONS**". The options will be listed on the screen. Type in the number representing the option you want from the options listed on the screen (If the number representing the option you want is a single digit, make it a two digit. For example 2 would become 02). You may enter up to 10 different reasons.

Calculate Projections If you want the report to show the calculated projections, enter a "Y". You will be prompted for **Factor** enter the factor you want used.


Totals Only If you want the report to show totals only, enter a "Y".

Only FORESIGHT Warranty Agmts If you want this report to show only Foresight Warranty Agreements, enter a "Y".

Only ESP Accounts If you want this report to show only those agreements with ESP, enter a "Y".

Receivables Write Off Report Can be run only if Format Type 1 and Report Order 2.

Only Accounts w/o Open Tickets If you want this report to print only those accounts without an open ticket, enter a "Y". Otherwise, press the  key to accept the default of "N".

Starting Last Name If you want all customers printed, press the  key. If you only want customers from a certain last name on, enter the last name or letter you wish the report to start with.

Re-Opened Ticket Indr When rental tickets are reopened, they are marked as such. These options allow you to exclude or include them, or just look at reopened tickets.

E = Exclude Re-Opened Tickets

O = Only Re-Opened Tickets

I = Include


18.6 Printing Rental Customers - **CPRTA**

Select by Zip/Model/Desc/Adv C If you want all zip codes, model numbers and descriptions, press the



key to accept the default of "N". If you want to specify any of these things, type "Y". You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC/ADV**" and the options will be listed on the bottom of the screen **(1) Select by Zip Code 2) Select by Model Nbrs 3) Select by Desc 4) Select by Advertising Code**. Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions (such as TV, VCR, Stereo). If you select 4, you will see a prompt "ADV CODES". You may enter up to 10 different advertising codes.

Want Birthday Report Enter a "Y" if you want a report showing the birthday of your customers. If this prompt is answered with a "Y", you will see the prompts: **Month** enter the month you want birthdays from. **Starting Day** enter the earliest day of the month you want used. **THRU** enter the latest day of the month you want used.

Press the  key. You will then be prompted "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 gave.

Continued from Page Reports 18.3 (Current/Closed Customers Option 3)

Want Rental Activity Report Defaults to "N". If you want to know what Advertising Source brought the current customers in and the closed reasons for all closed customers, answer "Y". This will give you a report which shows you each of the Advertising Sources, the number of closed customers each different source brought in and the indicated BOR on this. Also gives an analysis of accounts opened and indicated BOR during the time period you are running this report on compared to the accounts closed and indicated BOR. It also gives you the Keep Rate percent and Average Days on Books.

Use Zip for Loc This gives you the option to use the last three digit of the zip codes instead of the store location for sorting. Answer "Y" if this is how you want the report sorted. "N" if you want the report sorted by store.

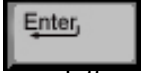
Want Detailed Activity Report You will only see this prompt if a "Y" was entered in the Want Rental Activity Report prompt. Defaults to "N". If you want full detail for each opened and closed account, answer "Y". If a "Y" is entered, you will be prompted, "**Starting Activity Date & Ending Date**". Enter the earliest and latest dates you want the system to use when building this report.

Starting Agmt/Cont Date Enter the date you want as the earliest contract date you want on the report.

Ending Date Enter the date you want as the latest contract date you want on the report.
Example: If you wanted all contracts closed during July 2004, you would enter:
Starting Closed Date: 07/01/04 Ending Date: 07/31/04

Starting Closed Date Enter the date you want as the earliest closed date you want on the report. For example, if you wanted this report to show accounts that were closed during the month of May of 2004, you would enter:
Starting Activity Date: 05/01/04 Ending Date: 05/31/04

Ending Date Enter the date you want as the latest date on the report.

Starting Last Name If you want all customers printed, press the  key. If you only want customers from a certain last name on, enter the last name or letter you wish the report to start with.

Re-Opened Ticket Indr When rental tickets are reopened, they are marked as such. These options allow you to exclude or include them, or just look at reopened tickets.

E = Exclude Re-Opened Tickets

O = Only Re-Opened Tickets


I = Include

Select by Zip/Model/Desc/Adv C If you want all zip codes, model numbers and descriptions, press the



key to accept the default of "N". If you want to specify any of these things, type in a "Y". You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC/ADV**" and the options will be listed on the bottom of the screen **(1) Select by Zip Code 2) Select by Model Nbrs 3) Select by Desc 4) Select by Advertising Code**). Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions (such as TV, VCR, Stereo). If you select 4, you will see a prompt "ADV CODES". You may enter up to 10 different advertising codes.

Want Birthday Report Enter a "Y" if you want a report showing the birthday of your customers. If this prompt is answered with a "Y", you will see the prompts: **Month** enter the month you want birthdays from. **Starting Day** enter the earliest day of the month you want used. **THRU** enter the latest day of the month you want used.

Press the  key. You will then be prompted "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 gave.

18.8 Printing Rental Customers - CPRTA

Example CPRTA - Showing various formats

<p>RUN DATE: 04/12/04 TIME: 14:12:42</p> <p>Nicole's Rental World CURRENT RTO CUSTOMERS BY CUSTOMER NAME SELECTED BY LOCATIONS: 1 AGMT/CNT DATES OF: THRU 12/31/79</p> <p>PAGE: 1</p>														
<p>CUSTOMER NUMBER CUSTOMER NAME</p> <p>TICKET NUMBER STORE</p> <p>ACCT MGR</p> <p>PMT TERMS</p> <p>LAST PAID</p> <p>NEXT DUE</p> <p>AGMT/CNT BALANCE</p> <p>PMT AMT</p> <p>GAP AMT</p> <p>ESP AMT</p> <p>TAX AMT</p> <p>TOTAL DUE</p>														
<p>10005782 YOWELL, JONATHON</p> <p>1022821 1 901 W 3/20/04 3/27/04 391.00 17.00 0.00 0.00 1.19 18.19</p>														
<p>MODEL NBR SERIAL NBR BAR CODE # DESCRIPTION</p> <p>ALWH1L6R5644EQ R 1024884 1024884 DRYER GAS</p> <p>AGMT/CNT # AGMT/CNT PERIODS AGMT/CNT AMT PMT AMT</p> <p>1/27/04 49 WEEKS 208.25 4.25</p>														
<p>RUN DATE: 04/12/04 TIME: 14:30:26</p> <p>Nicole's Rental World CURRENT RTO CUSTOMERS BY CUSTOMER NAME SELECTED BY LOCATIONS: 1 AGMT/CNT DATES OF: THRU 12/31/79</p> <p>PAGE: 1</p>														
<p>CUST ACCT CUST CONT TYPE NBR NAME TYPE</p> <p>TICKET NBR ADDRESS</p> <p>AGMT/CNT STORE ACCT MGR AGMT/CNT CITY</p> <p>ST ZIP HOME PHONE WORK PHONE</p> <p>SSAN</p>														
<p>10005782 YOWELL, JONATHON</p> <p>6600 DOG ROSE RD.</p> <p>ANYTOWN TX 55555 (555)555-5555 (555)555-5555 239-54-4025</p>														
<p>17.00 0.00 0.00 1.19 18.19 833.00 391.00 3/27/04 6 3.72</p> <p>COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS</p> <p>LM AT JOB 03/19</p> <p>*****NEEDS A NEW HOME NUMBER*****</p> <p>*69 WORK (717)555-1689</p>														
<p>MODEL NBR SERIAL NBR BAR CODE # DESCRIPTION</p> <p>ALWH1L6R5644EQ R 1024884 1024884 DRYER GAS</p> <p>AGMT/CNT # AGMT/CNT PERIODS AGMT/CNT AMT PMT AMT</p> <p>1/27/04 49 WEEKS 208.25 4.25</p>														
<p>RUN DATE: 04/12/04 TIME: 14:43:02</p> <p>Nicole's Rental World CURRENT RTO CUSTOMERS BY CUSTOMER NAME SELECTED BY LOCATIONS: 1 AGMT/CNT DATES OF: THRU 12/31/79</p> <p>PAGE: 1</p>														
<p>CUSTOMER NUMBER</p> <p>TICKET NUMBER NAME</p> <p>ADDRESS</p> <p>AGMT/CNT DATE</p> <p>LAST PAID</p> <p>NEXT DUE</p> <p>DESC</p> <p>ACCT MGR</p> <p>PMT AMT</p> <p>GAP AMT</p> <p>TAX AMT</p> <p>BAL</p>														
<p>10005782 1022821 YOWELL, JONATHON</p> <p>6600 DOG ROSE R 1/27/04 3/20/04 3/27/04 2457 901 17.00 0.00 1.19 391.00</p>														
<p>COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS</p> <p>LM AT JOB 03/19</p> <p>*****NEEDS A NEW HOME NUMBER*****</p> <p>*69 WORK (717)555-1689</p>														
<p>MODEL NBR SERIAL NBR BAR CODE # DESCRIPTION</p> <p>ALWH1L6R5644EQ R 1024884 1024884 DRYER GAS</p> <p>AGMT/CNT # AGMT/CNT PERIODS AGMT/CNT AMT PMT AMT</p> <p>1/27/04 49 WEEKS 208.25 4.25</p>														
<p>RUN DATE: 04/12/04 TIME: 14:55:27</p> <p>Nicole's Rental World CURRENT RTO CUSTOMERS BY CUSTOMER NAME SELECTED BY LOCATIONS: 1 AGMT/CNT DATES OF: THRU 12/31/79</p> <p>PAGE: 1</p>														
<p>ACCOUNT NUMBER CUSTOMER NAME</p> <p>ADDRESS</p> <p>WORK PHONE HOME PHONE SOCIAL SECURITY # DRIVERS LICENSE NBR INV</p>														
<p>10005782 YOWELL, JONATHON</p> <p>6600 DOG ROSE RD. (555)555-5555 (555)555-5555 239-54-4025 L240433640 245</p>														
<p>COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS</p> <p>LM AT JOB 03/19</p> <p>*****NEEDS A NEW HOME NUMBER*****</p> <p>*69 WORK (717)555-1689</p>														
<p>MODEL NBR SERIAL NBR BAR CODE # DESCRIPTION</p> <p>ALWH1L6R5644EQ R 1024884 1024884 DRYER GAS</p> <p>AGMT/CNT # AGMT/CNT PERIODS AGMT/CNT AMT PMT AMT</p> <p>1/27/04 49 WEEKS 208.25 4.25</p>														

FORMAT 1
No address, city, state, zip, home phone number, work phone number, customer type or contract type.

FORMAT 2
This is the most complete format. You get all information with the exception of Drivers License Number, Social Security Number, and Advertising Code.

FORMAT 3
No city, state, zip, home phone number, work phone number or contract balance.

FORMAT 4
Shows only the briefest information.

Example CPRTA Setup Screens & Resulting Reports

```

PRINT CUSTOMER REPORT
  FORMAT: 1      PRINT COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: Y
  LOCATIONS: 1   0   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
  CURRENT/CLOSED CUSTOMERS: 1
  SELECT FLOOR PLAN AGENT: N
  STARTING AGMT/CONT DATE:
  SUMMARIZE BY ZIP: N      BY CUST TYPE: N  TAX IN BALANCES: N
  TOTALS ONLY: N          PAYOFF CUSTS: N
  SELECT BY BALANCE DUE: N
  CALCULATE PROJECTIONS: N      ONLY ESP ACCTS: N
  STARTING LAST NAME: Y        SINGLE TICKS ONLY: N
  SELECT BY ZIP/MODEL/DESC/ADV C: N  RE-OPENED TICKET INDR: I

  Any More Changes: N

```

Example 18-C

18.10 Printing Rental Customers - *CPRTA*

RUN DATE: 05/04/04 OUR HOUSE SALES PAGE: 1
 TIME: 12:35:37 CURRENT ATO CUSTOMERS BY CUSTOMER NAME
 SELECTED BY LOCATIONS: 1
 AGMT/CNT DATES OF: THRU 12/31/79

CUSTOMER NUMBER CUSTOMER NAME	TICKET NUMBER STORE	ACCT MGR	PMT TERMS	LAST PAID	NEXT DUE	AGMT/CNT BALANCE	PMT AMT	GAP AMT	ESP AMT	TAX AMT	TOTAL DUE
340000934 YACKEL, KRYSTAL	345913 340	2	M	5/03/04	6/03/04		118.33	0.00	0.00	6.51	124.84
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION		AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
FCRSHT434/60T-608	N 0180728098	0180728098	SECRETARY TOP/BASE		5/04/04	18 MONTHS	919.44		51.08		
RLWPLL5Q9200LQ	N CR1225762	CR1225762	WASHER FULL SIZE		5/04/04	18 MONTHS	1,210.50		67.25		

340001239 YOUNGER, DEBORAH	345906 340	1	M	4/29/04	5/29/04		0.00	0.00	0.00	0.00	0.00
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION		AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
FBA5HB110-2	N 2048451122	2048451122	2PC. SANDSTONE DRYBED		5/03/04	18 MONTHS			0.00		

340001239 YOUNGER, DEBORAH	345914 340	1	M	5/03/04	6/03/04	2,019.03	119.00	0.00	0.00	6.55	125.55
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION		AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
FLENG7900-512282	R 0034003741	0034003741	LIVING ROOM		5/03/04	18 MONTHS	2,142.00		119.00		

TOTAL TICKETS THIS REPORT: 3 INDICATED BOR: 0 RECEIVABLES: 2,019.03 AGREEMENT AMT: 4,271.94											

TIME FINISHED: 12:35:37

Example 18-D

Example CPRTA Birthday Report

```

PRINT CUSTOMER REPORT
  FORMAT: 2      PRINT COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 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
      CURRENT/CLOSED CUSTOMERS: 1
      SELECT FLOOR PLAN AGENT: N
      STARTING AGMT/CONT DATE:
      SUMMARIZE BY ZIP: N      ENDING DATE: 12/31/79
      TOTALS ONLY: N      BY CUST TYPE: N  TAX IN BALANCES: N
      SELECT BY BALANCE DUE: N  PAYOFF CUSTS: N
      CALCULATE PROJECTIONS: N      ONLY ESP ACCTS: N
      STARTING LAST NAME: Y      SINGLE TICKS ONLY: N
      SELECT BY ZIP/MODEL/DESC/ADV C: N      RE-OPENED TICKET INDR: I

      WANT BIRTHDAY REPORT: Y  MONTH: 9  STARTING DAY: 1 THRU 31

```

Example 18-E

18.12 Printing Rental Customers - CPRTA

RUN DATE: 05/04/04
TIME:13:21:54

OUR HOUSE SALES

PAGE: 1

CURRENT RTO CUSTOMERS BY CUSTOMER NAME

AGMT/CNT DATES OF: THRU 12/31/79

CUSTOMERS WITH BIRTHDAYS IN THE MONTH OF: 9 BETWEEN THE DAYS OF 1 AND 31

CUST ACCT	CUST CONT	ADDRESS		MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE	SSAN					
TYPE	NBR	NAME	TYPE	TICKET	NBR	AGMT/CNT	STORE	ACCT	MGR	AGMT/CNT	LAST PD	NEXT DUE	PMT	TERMS	BIRTH DAY
PMT	GRP	ESP	TAX	TOTAL	AGMT/CNT	AGMT/CNT	AGMT/CNT	TIMES	# BOR	RECEIVABLE					
AMT	AMT	AMT	AMT	PMT	AMT	AMOUNT	AMOUNT	LATE	ITEMS	AMOUNT					
340000934	YACKEL, KRYSTAL		2145 5	JEFFERSON AVEUEE		ANYTOWN		TX 55555	(555)555-5555	(555)555-5555	578-90-3639				
C	A	345913		340	2	5/04/04	5/03/04	6/03/04	M	9/27					
118.33	0.00	0.00	6.51	124.84	2,129.94			0							

MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION	AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT	PMT AMT
FCASHT434/60T-60B	N 0180728098	0180728098	SECRETARY TOP/BASE	5/04/04	18 MONTHS	919.44	51.08
ALWPLL5Q9200LQ	N CR1225762	CR1225762	WASHER FULL SIZE	5/04/04	18 MONTHS	1,210.50	67.25

CUST ACCT	CUST CONT	ADDRESS		MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE	SSAN					
TYPE	NBR	NAME	TYPE	TICKET	NBR	AGMT/CNT	STORE	ACCT	MGR	AGMT/CNT	LAST PD	NEXT DUE	PMT	TERMS	BIRTH DAY
PMT	GRP	ESP	TAX	TOTAL	AGMT/CNT	AGMT/CNT	AGMT/CNT	TIMES	# BOR	RECEIVABLE					
AMT	AMT	AMT	AMT	PMT	AMT	AMOUNT	AMOUNT	LATE	ITEMS	AMOUNT					
340001239	YOUNGER, DEBORAH		2467 5	DODDRIDGE DRIVE		ANYTOWN		TX 78412	(361)555-2121	(361)555-2122	564-28-9654				
A	A	345906		340	1	5/03/04	4/29/04	5/29/04	M	9/ 5					
0.00	0.00	0.00	0.00	0.00	0.00			0							

MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION	AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT	PMT AMT
FBRSHB110-2	N 2048451122	2048451122	2PC. SANDSTONE DAYBED	5/03/04	18 MONTHS		0.00


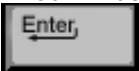


CUST ACCT	CUST CONT	ADDRESS		MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE	SSAN					
TYPE	NBR	NAME	TYPE	TICKET	NBR	AGMT/CNT	STORE	ACCT	MGR	AGMT/CNT	LAST PD	NEXT DUE	PMT	TERMS	BIRTH DAY
PMT	GRP	ESP	TAX	TOTAL	AGMT/CNT	AGMT/CNT	AGMT/CNT	TIMES	# BOR	RECEIVABLE					
AMT	AMT	AMT	AMT	PMT	AMT	AMOUNT	AMOUNT	LATE	ITEMS	AMOUNT					
340001239	YOUNGER, DEBORAH		2467 5	DODDRIDGE DRIVE		ANYTOWN		TX 78412	(361)555-2121	(361)555-2122	564-28-9654				
A	A	345914		340	1	5/03/04	5/03/04	6/03/04	M	9/ 5					
119.00	0.00	0.00	6.55	125.55	2,142.00	2,019.03		0							

MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION	AGMT/CNT #	AGMT/CNT PERIODS	AGMT/CNT AMT	PMT AMT
FLENG7900-512282	A 0034003741	0034003741	LIVING ROOM	5/03/04	18 MONTHS	2,142.00	119.00

TOTAL TICKETS THIS REPORT: 3 INDICATED BOR: 0 RECEIVABLES: 2,019.03 AGREEMENT AMT: 4,271.94

TIME FINISHED:13:21:54

Print Rental Customers - (3 per page) - CPRT

To produce a detailed report of closed and/or current rental customers (3 per page). You will need to be at the **command line** and type in “CPRT” and then press the  key or select the report from the RCUSPRT menu. 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 the  key and accept the default of "N". The report option screen will be displayed (Example 19-A).

```

PRINT RENTAL CUSTOMER REPORT (3 PER PAGE)

REPORT ORDER: 1  ACCOUNT TYPE: 1
SELECT BY LOC OR LOC GROUPS: N

SELECT BY SLSMN OR ACCT MGR: N

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1

STARTING LAST NAME:
SELECT BY ZIP OR MODEL OR DESC: N

1) CUSTOMER NAME  2) ACCOUNT NUMBER  3) CONTRACT NUMBER

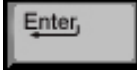
```

Example 19-A

Report Order This gives you three options which are displayed on the bottom of the screen. These are:

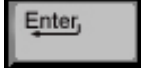
- 1) Customer name** - Select this if you want the report to print out in alphabetical order.
- 2) Account Number** - Select this if you want the report to print out in numerical order by Account Number.
- 3) Contract Number** - Select this if you want the report to print out in numerical order by Contract Number.

Account Type There are two options. They are: **1) RTO Accounts**, **2) AR Accounts**

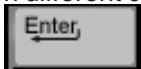
Select by Loc or Loc Group If you want to select by location(s) or location group(s), type “Y” for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers (use 4 digits, for example if you wanted store 1, you would enter 0001). If all stores are needed, press the  key to accept the default of "N". 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.

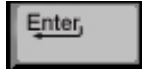
19.2 Additional Ways to Print Rental Customers (3 per page) - **CPRT**

Select by Slsmn or Acct Mgr 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 2 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 sales-

men 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"** (If you do not know the customer types your company uses, go into the program **"RCUSTYPE"**). You may enter from one to ten different customer types. If you want all customer types, accept the default by pressing the  key.


Select by Contract Type Defaults to "N". If you want all contract types . If you want to select only certain contract types, type in a "Y" for yes (Customer Types are entered and maintained in the program **"RCNRTYPE"**). You will then be prompted for **"CONTRACT TYPES"**. You may enter up to ten different contract types.

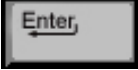
Current/Closed Customers Defaults to "1". Options are listed on the bottom of the screen. Type in the number next to the option you want. If you choose option
1) Current Customers you will see the prompts following:
2) Closed Customers please turn to page 19.3.
3) Current and Closed Customers please turn to page 19.4.

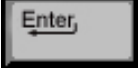
Starting Contract Date **Ending Date**
Enter the starting and ending contract opening date for the time period you want this report to show. For example, if you wanted the report based on contracts entered during the month of June of 2004, you would enter 06/01/04 and 06/30/04.


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.

Select by Balance Due Defaults to "N". If answered with a "Y", you will then be prompted with **"BALANCE DUE"**. Type in an amount and only customers whose contract balance is less than the amount entered will be printed.

Calculate Projections Defaults to "N". If answered with a "Y" you will be prompted with **"PROJECTION FACTOR"**. This defaults to 4.33 (the average amount of weeks for one month) Press the  key to accept this default or type in the figure you want the projection based on. This option will cause an income projection figure to be printed.

Starting Last Name If you want all customers printed, press the  key. If you only want customers from a certain last name on, enter the last name or letter you wish the report to start with. The report begins with the entered name and proceeds to the end of the alphabet.


Select by Zip or Model or Desc If you want all zip codes, model numbers and descriptions, press the  key. If you want to specify any of these things, type in a "Y". You will then be prompted "**SELECT BY ZIP, MODEL NBR OR DESC**" and the options will be listed on the bottom of the screen **(1) Select by Zip Code 2) Select by Model Nbrs 3) Select by Desc**. Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions.


Press the  key. You will then be prompted "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 gave.


Continued from page 19.2 (Closed Customers Option 2)

Starting Closed Date Enter the date you want as the earliest closed date you want on the report. For example, if you wanted the report based on customers who closed their accounts during the month of May 2004, you would enter 05/01/04.


Ending Date Enter the date you want as the latest closed date you want on the report. If you wanted this report to show only those customer accounts that were closed in May of 2004, you would enter 05/31/04.

Select by Closed Reason If you want this report to print closed accounts regardless of the reason they were closed, press the  key. If you want the report on only certain types of closed accounts, type in a "Y". You will be prompted for "**REASONS**" the options will be listed on the screen. Type in the number representing the option you want (If the number representing the option you want is a single digit, make it a two digit. For example 2 would become 02). You may enter up to 10 different reasons.

Starting Last Name If you want all customers printed, press the  key. If you only want customers from a certain last name on, enter the last name or letter you wish the report to start with.

Select by Zip or Model or Desc If you want all zip codes, model numbers and descriptions, press the  key. If you want to specify any of these things, type in a "Y". You will then be prompted "**SELECT BY ZIP, MODEL NBR OR DESC**" and the options will be listed on the bottom of the screen **(1) Select by Zip Code 2) Select by Model Nbrs 3) Select by Desc**. Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions.

19.4 Additional Ways to Print Rental Customers (3 per page) - **CPRT**

Press the  key. You will then be prompted "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 gave.


Continued from 19.2 (Current/Closed Customer - Option 3)


Starting Contract Date Enter the date you want as the earliest contract date you want on the report. If you want this report based on accounts opened during April of 2004, you would enter 04/01/04.


Ending Date Enter the date you want as the latest contract date you want on the report. If you want this report based on accounts opened during April of 2004, you would enter 04/30/04.

Starting Closed Date Enter the date you want as the earliest closed date you want on the report. If you want this report based on accounts closed during April of 2004, you would enter 04/01/04.

Ending Date Enter the date you want as the latest closed date you want on the report. If you want this report based on accounts closed during April of 2004, you would enter 04/30/04.

Starting Last Name If you want all customers printed, press the  key. If you only want customers from a certain last name on, enter the last name or letter you wish the report to start with.

Select by Zip or Model or Desc If you want all zip codes, model numbers and descriptions, press the  key. If you want to specify any of these things, type in a "Y". You will then be prompted "**SELECT BY ZIP, MODEL NBR OR DESC**" and the options will be listed on the bottom of the screen (1) **Select by Zip Code** 2) **Select by Model Nbrs** 3) **Select by Desc**). Type in the number next to the option you want. If you select 1, you will see the prompt "**ZIP CODES**". You can enter from one to ten different zip codes. If you select 2, you will see prompts asking for up to three model numbers. Type in the ones you want for this report. If you select 3, you will see prompts asking for up to three different descriptions.

Press the  key. You will then be prompted "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 gave.

Example CPRT Setup Screen & Resulting Report
(Example 19-B & 19-C)

```

PRINT RENTAL CUSTOMER REPORT (3 PER PAGE)

REPORT ORDER: 1    ACCOUNT TYPE: 1
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: N
SELECT BY SLSMN OR ACCT MGR: N

SORT BY SALESMEN/ACCT MGRS: N
SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1

STARTING CONTRACT DATE:      ENDING DATE: 12/31/79

TOTALS ONLY: N
SELECT BY BALANCE DUE: N
CALCULATE PROJECTIONS: N
STARTING LAST NAME: YOU
SELECT BY ZIP OR MODEL OR DESC: N

Any More Changes: 1

```

Example 19-B

```

NAME: YOUNG, ADAM          ACCT Nbr: 10003702    Store: 1    SA
7914 MEADOWCROFT PL.      Ticket Nbr: 1014821    Acct Mgr: 901    TA
TAMPA FL 33615            Agreement Nbr:          Cust Type: R Agreem
Home Phone: (813)882-8489   Agreement Date: 1/25/03    Pmt Terms: W # BOR
Work Phone: (813)259-7878   Projection Amt: 0.00    Times Late: 28
COMMENTS: RUN 2PAYMENT ON DUE DATE CUSTOMER REQUEST.HC
DISCOUNT 10.00 OF PYMT
RUN PAYMENTS EVERY TWO WEEKS ON DUE DATES.  NEED TO CONTACT FIRST TH
4270-8600-0981-2013 EXP 09/06
Model Nbr      Serial Nbr Desc      Pmt Amt Model Nbr
MCPAC200636330 1019428 17x7.5x4x4.25 8.75 MCPAC200636330
MCPAC200636330 1019430 17x7.5x4x4.25 8.75 MCPAC200636330
Pay Date Due Date Str Recpt # Pmt Amt ESP GRP Tax Amt Misc Amt
2/27/04 2/21/04 1 00010078062 70.00 0.00 0.00 4.90 0.00
3/08/04 3/06/04 1 00010079167 70.00 0.00 0.00 4.90 0.00
3/22/04 3/20/04 1 00010080654 70.00 0.00 0.00 4.90 0.00

NAME: YOUNG, BRIDGET      ACCT Nbr: 10007126    Store: 1    SA
136 VALLEY CIR           Ticket Nbr: 1028284    Acct Mgr: 901    TA
BRANDON FL 33510         Agreement Nbr:          Cust Type: R Agreem
Home Phone: (800)220-2664   Agreement Date: 2/26/04    Pmt Terms: W # BOR
Work Phone: (800)317-2004   Projection Amt: 0.00    Times Late: 2
COMMENTS:
Model Nbr      Serial Nbr Desc      Pmt Amt Model Nbr
WOMTT20028573 1025859 20x8.5x5x5 11.00 WOMTT20028573
WOMTT20028573 1025861 20x8.5x5x5 11.00 WOMTT20028573
Pay Date Due Date Str Recpt # Pmt Amt ESP GRP Tax Amt Misc Amt
3/13/04 3/13/04 1 00010079750 44.00 0.00 0.00 3.08 0.00
3/22/04 3/20/04 1 00010080583 44.00 0.00 0.00 3.08 0.00
3/29/04 3/27/04 1 00010081349 88.00 0.00 0.00 6.16 0.00

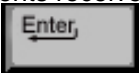
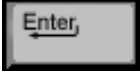
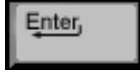

```

Example 19-C

End of Section 19

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Print Customer Payments - PMTS

To print a report for all rental payments received on a given day(s) you need to be at the **command line** and type in "**PMTS**" 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 "N" for the default. The report option screen will now be displayed (Example 20-A).

```

PAYMENTS REPORT
WANT TOTALS ONLY:  N      WANT PRODUCT CODE REPORT:  N
SELECT CUSTOMER TYPES:  N
USE TAX CODES AS STORE NUMBERS:  N      ONLY PMTS FOR OTHER STORES:  N
SELECT BY LOC OR LOC GROUPS:  N      PRINT MISC FEE SUMMARY:  N

STARTING PAYMENT DATE:  4/13/04      ENDING DATE:  4/13/04
STARTING AGMT/CONT DATE:  1/01/80      ENDING DATE:  12/31/79
SELECT BY:  N

SUMMARIZE BY ZIP CODE:  N      PAYMENT FORMS WANTED:  0  0  0
LATE PAYMENTS ONLY REPORT:  N      ONLY AGMT/CONT AMT/BAL CHGS:  N
TRANSACTIONS BY TIME REPORT:  N      ONLY ATO REC'D PMTS:  N
CALCULATE COMMISSIONS:  N
SELECT BY ZIP CODE:  N

SELECT A RANGE OF RECEIPT NBRS:  N      TYPE PMTS:  1
EXCEPTION REPORT:  N
ONLY PMTS ON BOOKS OVER A DATE:  N
GRP CUSTOMERS ONLY:  N      ONLY RECEIPT NUMBER GAPS:  N
ENTER AN "N" OR A "Y"

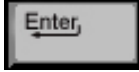
```

Example 20-A

Want Totals Only Default is "N". If answered with a "Y", this will give you a very brief report with cash in totals for each store specified.

Want Product Code Report **N** = No, **1** = 1 character product codes, **2** = 2 character product codes

Note: Selecting product code report will give you a summary of rental income by product codes.

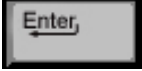
Select Customer Types Defaults to "N" for no. If this is answered with a "Y" for yes, you will then be prompted for "**CUST TYPES**". You may enter from one to fifteen different customer types. If you want all customer types, accept the default by pressing the  key. (Customer types are set up and maintained in the program "**RCUSTYPE**").

Use Tax Codes as Store Numbers If answered with a "Y", the report will sort by tax code instead of store number, for sales tax reporting purposes.

Only Pmts for other Stores **N** = No, **D** = Store Debit Report, **C** = Store Credit Report

20.2 Printing Customer Payments - *PMTS*

Select by Loc or Loc Groups 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. If all stores are needed, press

the  key. 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.

Print Misc Fee Summary If you want the report to print a summary of miscellaneous fees, enter a "Y".

Starting Payment Date

Ending Date

Enter the starting and ending date for the time period you want this report to show.


Starting Agmt/Cont Date

Ending Date

Enter the earliest and latest agreement/contract date you want used for this report. Typically 01/01/80 thru 12/31/79 is used to capture all agreement/contract dates.

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. (If Option 1 - Select by Salesmen is selected, you will now be prompted "**SELECT WHICH SALESMAN NBR**" **1) Salesman who entered cost or (2) Salesman who took payment**. 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 are running an **Exception Report**, you should answer with a "Y" for yes.

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.

Summarize by Zip Code 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 of these items.

Payment Forms Wanted You have the option of listing three payment forms. Enter 999 in the payment form field to get a listing of payment forms and only those selected will be printed. If you want all payment forms on the report, leave as zero.


Late Payments Only Report Defaults to "N". If you want a report of payments which were made on late accounts, type in a "Y".

Only Agmt/Cont Amt/Bal Chgs If you want only those payments where the contract amount or balance has been changed, enter a "Y".

Transactions by Time Report Defaults to "N". If answered with a "Y", this will give you the total dollar amount of payments, GRP, ESP, Misc Chg, Late Chg, Down Pmt, Deposit, Free Pmt, Tax, Cash In, Add Recs, and number of payments for each hour.

Only RTO Recv Pmts **N** = Don't show only RTO Receivable Payments, **Y** = Report will show information only on payments where a transaction entered the RTO receivable field and an amount of the payment made was transferred to this receivable account. This will not show all receivables., **D** = Show Detail Line on Receivable Payments. This will show all receivables.

Calculate Commissions If you pay commissions and want them calculated, enter a "Y". You will be prompted for the "Commission Percent". Type in the percent you want the computer to figure commission on.

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 Codes". You may enter from one to ten different zip codes.

Select a Range of Receipt Nbrs If you want to run this report for a particular range of receipt numbers, enter a "Y". You will now see prompts to enter the beginning and ending receipt numbers.

Exception Report **N** = Don't give an exceptions report.

Y = Prints all payments that are not a regular weekly or monthly payment. Typically used as an audit tool.


C = Exception Report printed in customer name order.

R = Receivables - This report will show you customers who made payments and owed you a receivable but the receivable was not collected.


Or Exception Type = You may enter the exception type, you want the report on. **F** = Free Payment, **O** = New Agreement, **P** = Partial Payment, **B** = Partial Payment and Due Date, **T** = Closed Tickets, **C** = Closed Payout with a balance, **D** = Due Date, **L** = Late charge forgiven or carried back.

Type Pmts **1** = RTO Payments, **2** = RTR Payments, **3** = Loan Payments, **4** = RTO & RTR Payments

Only Pmts on Book over a Date This should be left with the default of "N".

GRP Customers Only Press the  key to accept the default of "N". If you want a report of only those customers who have GRP (Guaranteed Replacement Program, Insurance, Waiver of Liability), type in a "Y".

Only Receipt Number Gaps Defaults to "N". If you want the report to print only receipt number gaps, type in a "Y". This is used as a form of auditing if you have a remote system. It will report any computer receipts out of numerical sequence.

Press the  key. You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and print to the printer of file pathname you gave.

20.4 Printing Customer Payments - *PMTS*

Example PMTS Setup Screen & Resulting Report

```

                                PAYMENTS REPORT
      WANT TOTALS ONLY: N      WANT PRODUCT CODE REPORT: N
      SELECT CUSTOMER TYPES: N
      USE TAX CODES AS STORE NUMBERS: N      ONLY PMTS FOR OTHER STORES: N
      SELECT BY LOC OR LOC GROUPS: Y      PRINT MISC FEE SUMMARY: N
      LOCATIONS: 1      0      0      0      0      0      0      0      0

      STARTING PAYMENT DATE: 3/01/04      ENDING DATE: 3/01/04
      STARTING AGMT/CONT DATE: 1/01/00      ENDING DATE: 12/31/79
      SELECT BY: N

      SORT BY SALESMAN/ACCT MGR: N
      SUMMARIZE BY ZIP CODE: N      PAYMENT FORMS WANTED: 0      0      0
      LATE PAYMENTS ONLY REPORT: N      ONLY AGMT/CONT AMT/BAL CHGS: N
      TRANSACTIONS BY TIME REPORT: N      ONLY RTD RECV PMTS: N
      CALCULATE COMMISSIONS: N
      SELECT BY ZIP CODE: N

      SELECT A RANGE OF RECEIPT NBR'S: N
      EXCEPTION REPORT: N      TYPE PMTS: 1
      ONLY PMTS ON BOOKS OVER A DATE: N
      Any More Changes: ☒

```

Example 20-B

RUN DATE: 05/12/04
TIME: 10:30:23

Nicole's Rental World
RTO CUSTOMER PAYMENTS

PAGE: 1

SELECTED BY LOCATIONS: 1
PAYMENTS MADE: 3/01/04 THRU 3/01/04
AGMT/CNT DATES: 1/01/80 THRU 12/31/79

CUSTOMER NUMBER	CUST NAME	NEXT DUE	DUE DATE	RECEIPT NUMBER	PAYMENT AMOUNT	GRP	ESP	MISC CHARGE	LATE CHARGE	TAX	CASH IN	T	F	SLSMN
10004006	ABBOTT, ESSIE	3/06/04	2/28/04	00010078306	17.00	0.00	0.00	0.00	0.00	1.19	21.01	3	003	54
10004006	ABBOTT, ESSIE	3/06/04	2/28/04	00010078307	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	003	54
10003289	BUCKNER, ALLE	3/06/04	2/28/04	00010078308	44.00	0.00	0.00	0.00	0.00	3.08	46.01	3	003	54
10003289	BUCKNER, ALLE	3/06/04	2/28/04	00010078309	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	003	54
10006935	MURPHY, DAVID	3/06/04	2/28/04	00010078310	48.00	0.00	0.00	0.00	0.00	3.36	47.38	3	002	54
10006935	MURPHY, DAVID	3/06/04	2/28/04	00010078311	33.00	0.00	0.00	0.00	0.00	2.31	35.31	3	002	54
10006935	MURPHY, DAVID	3/06/04	2/28/04	00010078312	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	002	54
10004864	LUNDY, AMBER	3/06/04	2/28/04	00010078313	37.00	0.00	0.00	0.00	0.00	2.59	48.93	3	003	54
10004864	LUNDY, AMBER	3/06/04	2/21/04	00010078314	44.00	0.00	0.00	0.00	0.00	3.08	47.08	3	003	54
10004864	LUNDY, AMBER	3/06/04	2/28/04	00010078315	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	003	54
10005752	HARTMAN, BARB	3/06/04	2/28/04	00010078316	25.00	0.00	0.00	0.00	0.00	1.75	21.35	3	003	54
10005752	HARTMAN, BARB	3/06/04	2/28/04	00010078317	38.00	0.00	0.00	0.00	0.00	2.66	40.66	3	003	54
10005752	HARTMAN, BARB	3/06/04	2/28/04	00010078318	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	003	54
10004775	PROFFITT, JEF	3/06/04	2/21/04	00010078319	80.00	0.00	0.00	0.00	0.00	5.60	82.02	3	002	54
10004775	PROFFITT, JEF	3/06/04	2/21/04	00010078320	0.00	0.00	0.00	7.98 9	0.00	0.00	7.98	3	002	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078321	39.00	0.00	0.00	0.00	0.00	2.73	28.74	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078322	17.00	0.00	0.00	0.00	0.00	1.19	18.19	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078323	17.00	0.00	0.00	0.00	0.00	1.19	18.19	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078324	36.00	0.00	0.00	0.00	0.00	2.52	38.52	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078325	36.00	0.00	0.00	0.00	0.00	2.52	38.52	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078326	17.00	0.00	0.00	0.00	0.00	1.19	18.19	3	003	54
10001215	SHEPLEY, PEGG	3/06/04	2/28/04	00010078327	0.00	0.00	0.00	3.50 9	0.00	0.00	3.50	3	003	54
10006581	PROCK, MICHA	3/13/04	3/06/04	00010078328	18.00	0.00	0.00	0.00	0.00	1.26	77.49	3	002	54
10006581	PROCK, MICHA	3/13/04	3/06/04	00010078329	36.00	0.00	0.00	0.00	0.00	2.52	38.52	3	002	54
10006581	PROCK, MICHA	3/13/04	3/06/04	00010078330	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	002	54
10005365	MELVIN, JAMES	3/13/04	2/28/04	00010078331	66.00	0.00	0.00	0.00	0.00	4.62	76.36	3	003	54
10005365	MELVIN, JAMES	3/13/04	2/28/04	00010078332	38.00	0.00	0.00	0.00	0.00	2.66	40.66	3	003	54
10005365	MELVIN, JAMES	3/13/04	2/28/04	00010078333	0.00	0.00	0.00	7.98 9	0.00	0.00	7.98	3	003	54
10006722	HARMON, DONAL	3/13/04	2/28/04	00010078334	50.00	0.00	0.00	0.00	0.00	3.50	54.22	3	002	54
10006722	HARMON, DONAL	3/13/04	2/28/04	00010078335	40.00	0.00	0.00	0.00	0.00	2.80	42.80	3	002	54
10006722	HARMON, DONAL	3/13/04	2/28/04	00010078336	0.00	0.00	0.00	7.98 9	0.00	0.00	7.98	3	002	54
10004772	SCONCE, LOUIS	3/06/04	2/28/04	00010078337	15.00	0.00	0.00	0.00	0.00	1.05	15.68	3	001	54
10004772	SCONCE, LOUIS	3/06/04	2/28/04	00010078338	19.00	0.00	0.00	0.00	0.00	1.33	20.33	3	001	54
10004772	SCONCE, LOUIS	3/06/04	2/28/04	00010078339	0.00	0.00	0.00	3.99 9	0.00	0.00	3.99	3	001	54

20.6 Printing Customer Payments - *PMTS*

```

RUN DATE: 05/12/04          Nicole's Rental World          PAGE: 5
TIME:10:30:23              RTO CUSTOMER PAYMENTS

      SELECTED BY LOCATIONS: 1
      PAYMENTS MADE: 3/01/04 THRU 3/01/04
      AGMT/CNT DATES: 1/01/80 THRU 12/31/79

      TOTALS THIS REPORT:

      PAYMENTS      GRP      ESP  MISC CHG  LATE CHG  DOWN PMT  DEPOSIT  FREE PMT      TAX      CASH IN  ADD RECS # PMTS
      3,685.73      0.00      0.00   318.71    96.00      0.00      0.00      0.00    261.51    5,040.35    3,270.64  164
NET PAYMENT AMT(LESS TAX):      4,778.84  RECEIVABLE AMT:      678.40
RECEIVABLE AMTS PAID IN:      1,148.21  FREE RECEIVABLE AMTS:      0.00  RECEIVABLE AMTS GIVEN OUT:      469.81-

CUST                                NBR
TYPE  PAYMENTS      GRP      ESP  MISC CHG  LATE CHG  DOWN PMT  DEPOSIT  FREE PMT      TAX      CASH IN  ADD RECS  PMTS
R      3,685.73      0.00      0.00   318.71    96.00      0.00      0.00      0.00    261.51    5,040.35    3,270.64  164

      PAYMENT FORMS SUMMARY

FORM  DESCRIPTION              AMOUNT      FORM  DESCRIPTION              AMOUNT
  1  CASH                      2,801.70      2  CHECKS                      401.68
  3  MONEY ORDERS              728.03       4  CHARGE CARDS              1,108.94
  
```

TIME FINISHED:10:30:23

Example 20-D

If you wanted this page only, you would set up the report like the following screen.

```

      PAYMENTS REPORT
      WANT TOTALS ONLY: Y      WANT PRODUCT CODE REPORT: 2
      SELECT CUSTOMER TYPES: N
      USE TAX CODES AS STORE NUMBERS: N      ONLY PMTS FOR OTHER STORES: N
      SELECT BY LOC OR LOC GROUPS: Y      PRINT MISC FEE SUMMARY: N
      LOCATIONS: 1      0      0      0      0      0      0      0      0      0

      STARTING PAYMENT DATE: 3/01/04      ENDING DATE: 3/01/04
      STARTING AGMT/CNT DATE: 1/01/80      ENDING DATE: 12/31/79
      SELECT BY: N

      SORT BY SALESMAN/ACCT MGR: N
      SUMMARIZE BY ZIP CODE: N      PAYMENT FORMS WANTED: 0      0      0
      LATE PAYMENTS ONLY REPORT: N      ONLY AGMT/CNT AMT/BAL CHGS: N
      TRANSACTIONS BY TIME REPORT: N      ONLY RTO RECV PMTS: N
      CALCULATE COMMISSIONS: N
      SELECT BY ZIP CODE: N

      SELECT A RANGE OF RECEIPT NBRs: N
      EXCEPTION REPORT: N      TYPE PMTS: 1
      ONLY PMTS ON BOOKS OVER A DATE: N
      Any More Changes: N
  
```

Example 20-E

Example PMTS Exception Report

PAYMENTS REPORT									
WANT TOTALS ONLY: N					WANT PRODUCT CODE REPORT: N				
SELECT CUSTOMER TYPES: N									
USE TAX CODES AS STORE NUMBERS: N					ONLY PMTS FOR OTHER STORES: N				
SELECT BY LOC OR LOC GROUPS: Y					PRINT MISC FEE SUMMARY: N				
LOCATIONS:	1	0	0	0	0	0	0	0	0
STARTING PAYMENT DATE: 3/01/04					ENDING DATE: 3/01/04				
STARTING AGMT/CONT DATE: 1/01/00					ENDING DATE: 12/31/79				
SELECT BY: N									
SORT BY SALESMAN/ACCT MGR: N									
SUMMARIZE BY ZIP CODE: N					PAYMENT FORMS WANTED: 0 0 0				
LATE PAYMENTS ONLY REPORT: N					ONLY AGMT/CONT AMT/BAL CHGS: N				
TRANSACTIONS BY TIME REPORT: N					ONLY RTD RECV PMTS: N				
CALCULATE COMMISSIONS: N									
SELECT BY ZIP CODE: N									
SELECT A RANGE OF RECEIPT NBR'S: N					TYPE PMTS: 1				
EXCEPTION REPORT: C									
ONLY PMTS ON BOOKS OVER A DATE: N									
Any More Changes: <input checked="" type="checkbox"/>									

Example 20-F

20.8 Printing Customer Payments - *PMTS*

RUN DATE: 05/12/04
TIME: 13:49:28

Nicole's Rental World
ATO CUSTOMER PAYMENTS

PAGE: 1

SELECTED BY LOCATIONS: 1

PAYMENTS MADE: 3/01/04 THRU 3/01/04

AGMT/CNT DATES: 1/01/80 THRU 12/31/79

EXCEPTION REPORT TYPE: C

CUSTOMER NUMBER CUST NAME	NEXT DUE	DUE DATE	RECEIPT NUMBER	PAYMENT AMOUNT	GRP	ESP	MISC CHARGE	LATE CHARGE	TAX	CASH IN	T	F	SLSMM
10006242 ALLEN, CONNIE	3/06/04	2/28/04	00010078348	36.00	0.00	0.00	0.00	0.00	2.52	28.60-	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	67.12-	37.32-			
10007198 ALVAREZ, MAND	3/13/04N	3/01/04	00010078466	39.68	0.00	0.00	0.00	0.00	3.48	43.16	3	001	27
AMT NOT COLLECTED:	3.57	DAYS NOT COLLECTED:	1	NEXT PMT DUE:	3/13/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	8.52-			
10007198 ALVAREZ, MAND	3/13/04N	3/01/04	00010078469	0.00	0.00	0.00	6.84 9	0.00	0.00	6.84	3	001	27
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/13/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	8.52-			
10005309 BERRY, JANIS	3/06/04	2/28/04	00010078353	17.00	0.00	0.00	0.00	0.00	1.19	3.99-	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	22.18-	22.06			
10006748 CABRERA, JANE	3/06/04	2/28/04	00010078341	38.00	0.00	0.00	0.00	0.00	2.66	0.00	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	40.66-	568.72-			
10000985 DANIELS, DEBO	3/27/04	2/28/04	00010078433	160.00	0.00	0.00	0.00	1.00	11.20	170.15	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/27/04	PMT TERMS:	W	RECV AMT/BAL:	2.05-	0.00			
10006371 DILLARD, FRAN	3/06/04	2/28/04	00010078345	20.00	0.00	0.00	0.00	0.00	1.40	44.09-	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	65.49-	123.95-			
10004772 GAMBLE, CARL	3/06/04	2/28/04	00010078337	15.00	0.00	0.00	0.00	0.00	1.05	15.68	3	001	54
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	0.37-	1.96			
10000217 GONZALEZ, RAU	3/15/04P	2/14/04	00010078438	140.19	0.00	0.00	0.00	0.00	9.81	150.00	A	001	4
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/15/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	0.00			
10000217 GONZALEZ, RAU	3/15/04C	3/01/04	00010078439	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4	001	4
AMT NOT COLLECTED:	667.91	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/15/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	0.00			
10000217 GONZALEZ, RAU	3/06/04P	2/28/04	00010078440	46.73	0.00	0.00	0.00	0.00	3.27	50.00	A	001	4
AMT NOT COLLECTED:	0.00	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	0.00			
10000217 GONZALEZ, RAU	3/06/04C	3/01/04	00010078441	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4	001	4
AMT NOT COLLECTED:	880.56	DAYS NOT COLLECTED:	0	NEXT PMT DUE:	3/06/04	PMT TERMS:	W	RECV AMT/BAL:	0.00	0.00			

Example 20-G

RUN DATE: 05/12/04
TIME: 13:49:28

Nicole's Rental World
RTO CUSTOMER PAYMENTS

PAGE: 3

SELECTED BY LOCATIONS: 1

PAYMENTS MADE: 3/01/04 THRU 3/01/04

AGMT/CNT DATES: 1/01/80 THRU 12/31/79

EXCEPTION REPORT TYPE: C

TOTALS THIS REPORT:

PAYMENTS	GAP	ESP	MISC CHG	LATE CHG	DOWN PMT	DEPOSIT	FREE PMT	TAX	CASH IN	ADD RECS # PMTS
1,027.62	0.00	0.00	6.84	2.00	0.00	0.00	0.00	72.63	639.28	2,579.36- 32
NET PAYMENT AMT(LESS TAX):		566.65	RECEIVABLE AMT:		469.81-	TOTAL AMOUNT NOT COLLECTED:				1,604.60
RECEIVABLE AMTS PAID IN:		0.00	FREE RECEIVABLE AMTS:		0.00	RECEIVABLE AMTS GIVEN OUT:				469.81-

CUST TYPE	PAYMENTS	GAP	ESP	MISC CHG	LATE CHG	DOWN PMT	DEPOSIT	FREE PMT	TAX	CASH IN	ADD RECS	NBR PMTS
R	1,027.62	0.00	0.00	6.84	2.00	0.00	0.00	0.00	72.63	639.28	2,579.36-	32

PAYMENT FORMS SUMMARY

FORM	DESCRIPTION	AMOUNT	FORM	DESCRIPTION	AMOUNT
1	CASH	413.78	2	CHECKS	129.40
3	MONEY ORDERS	96.10			

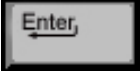



TIME FINISHED: 13:49:28

Example 20-H

End of Section 20

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Printing Overdue Customers - ZIPA

This report prints past due rental customers. To get into the program, you need to be at the **command line** and type in "**ZIPA**" 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 the  key to accept the default of "N". Following is an example of the screen you will see (Example 21-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: 4/13/84    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 RTD RECEIVABLE: N
1) CUST NAME 2) CUST NAME WITHIN ZIP 3) ZIP CODE 4) MAP CODE 5) OLDEST DUE

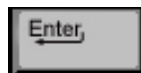
```

Example 21-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 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. If all stores are needed, press






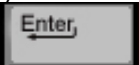
. If you have selected to run the report for more than one location, you will see the prompt "**SORT BY LOCATION**". This gives you the option to run all stores together or have the report separate them.

21.2 Printing Overdue Customers - **ZIPA**

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 a "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 look for customer type, enter a "?" in 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 for Agmt/Cont Types, enter a "?" in a 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 customers with commitments printed on this report?

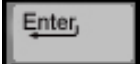
Ending Past Due Date Enter the last past due date you want on this report. For example: If today is July 11, 2004 and you want everybody 1-10 days late:
Starting Past Due Date: 07/01/04 Ending Past Due Date: 07/10/04

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, type in a "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.

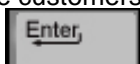
(Summarize) **by Cust Type** Defaults to "N" for no. If answered with a "Y" for yes, after the customer list has printed, the report will print a page on which you will see a line across for each individual customer type showing the number of customers, payment amount, GRP amount, ESP amount, tax amount,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

21.4 Printing Overdue Customers - **ZIPA**

Press the **F9** 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.

ZIPA Setup Screen & Resulting Report (Example 21-B & Example 21-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: 3/05/04    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 21- B

RUN DATE: 5/12/04
TIME: 14:22:21

Nicole's Rental World
OVERDUE ATO CUSTS SEQUENCED BY CUST NAME
SELECTED BY LOCS: 1
PAST DUE DATES OF: 3/01/04 THRU 3/05/04

ZIPA REPORT PAGE: 1

CUST ACCT	CUST CONT	ADDRESS	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE				
TYPE	NBR	NAME	TYPE	TICKET NBR	CONTRACT	STORE	ACCT MGR	CONTRACT	LAST PD	NEXT DUE	PMT TERMS	TOTAL
PMT	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	TIMES	# BOR	RECEIVABLE	TOTAL		
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	BALANCE	LATE	ITEMS	AMOUNT	AMT DUE		
1106870	LAMB, DARNELL	641 N 12TH ST #B		LAS VEGAS	NV	89101	(000)382-8338	(000)382-8338				
R	Z	1000951	1	901	2/05/03	2/03/04	3/01/04	M				
69.95	4.90	0.00	5.43	80.28	1,049.25	144.70	12	1	165.92			
COMMENT: CLIENT PHONED. WILL CALL THIS AFTERNOON AFTER DR. APT. 3-19 TO TALK TO MANAGER. JV												
Date: 3/19/01 CLIENT PHONED. WILL CALL THIS AFTERNOON AFTER DR. APT. 3-19												
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	# CONTRACT PERIODS	CONTRACT AMT	PMT AMT						
ALROPRAX6144EW	CH0239445	WASHER	2/05/00	15 MONTHS	599.25	39.95						
ALROPREX4635EW	M63866481	DRYER ELECTRIC	2/05/00	15 MONTHS	450.00	30.00						

TOTAL OVERDUE TICKETS THIS REPORT: 1


TIME FINISHED: 14:22:22

Example 21-C

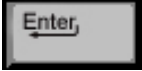
End of Section 21

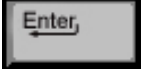
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Print Overdue Customers (3 per page) - ZIP

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

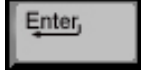
```

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.

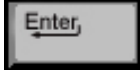
If you choose to sort the report by store and by salesman/account manager, the report will be printed by salesman/account manager sorted within the store.

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.

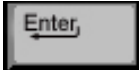
If you want all customer types, accept the default by pressing the  key.

(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?

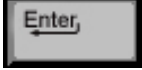
Ending Past Due Date Enter the last past due date you want on this report. For example: If today is July 11, 2004 and you want everybody 1-10 days late:
Starting Past Due Date: 07/01/04 Ending Past Due Date: 07/10/04

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

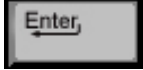


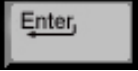

Model Nbr Serial Nbr Desc Pmt Amt Model Nbr Serial Nbr Desc Pmt Amt
 FLCOROL6R 17000021 LIVING ROOM 2 PC 20.99 FOBELET1 5000197 OCC TABLE 1 PC 4.50
 Pay Date Due Date Next Due Lte Str Pmt Amt ESP GRP Tax Amt Misc Amt Late Amt Total Pmt Balance Pmt Type Salesman
 2/23/04 2/10/04 2/24/04 13 1 50.98 0.00 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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Print Serialized Inventory - PINV

All serialized inventory reports except bar code reports can be processed from this program. To go into this program, you need to be at the **command line** and type in "**PINV**" 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 the  key to accept the default of "N". You will see a screen similar to the one following (Example 23-A). For Help Screens at any point, press the  key.

```

              SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 1
REPORT ORDER: 1
TYPE PRINT: 1

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:
SELECT BY LOC OR LOC GROUPS: N

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
1) SALES INV 2) RENTAL INV 3) SALES/RENTAL INV 4) MOVIE INV 5) ALL 6) RENT/MOV

```

Example 23-A

Inventory Type The following list of options will be displayed on the bottom of the screen. Enter the number beside the option you want for this report.

Option 1 SALES INV (You will then be prompted "Select Only Transferred Inventory". If you want only inventory that has been transferred on this report, type in a "Y". If you answered with a "Y" you will see the prompt "Transfer Date". Type in the earliest date you want selected. You will then be prompted for the "Ending Date". Type in the latest date you want selected).

Option 2 RENTAL INV (You will then be prompted "Select Only Transferred Inventory". If you want only inventory that has been transferred on this report, type in a "Y". If you answered with a "Y" you will see the prompt "Transfer Date". Type in the earliest date you want selected. You will then be prompted for the "Ending Date". Type in the latest date you want selected). **This report can be used to obtain an accumulated depreciation report. You must also use Option 5 (Book Value) under "TYPE REPORT".**

Option 3 SALES/RENTAL INV

23.2 Printing Serialized Inventory - *PINV*

Option 4 MOVIE INV (You will then be prompted "Select Only Transferred Inventory". If you want only inventory that has been transferred on this report, type in a "Y". If you answered with a "Y" you will see the prompt "Transfer Date". Type in the earliest date you want selected. You will then be prompted for the "Ending Date". Type in the latest date you want selected).

Option 5 ALL

Option 6 RENT/MOV (You will then be prompted "Select Only Transferred Inventory". If you want only inventory that has been transferred on this report type in a "Y". If you answered with a "Y" you will see the prompt "Transfer Date". Type in the earliest date you want selected. You will then be prompted for the "Ending Date". Type in the latest date you want selected).

Report Order A list will be displayed on the bottom of the screen. Enter the number beside the option you want for the order in which the report will run.

Type Print The following list of options will be displayed on the bottom of the screen.

Option 1 DETAIL (Example shown on page 23.4)

Option 2 SUMMARY ON MODEL NUMBER (You will then see the prompt "Show Qty for each Location". The default is "N". If you want the report to show the quantity for each location, type in a "Y".

Option 3 DETAIL AND SUMMARY

Option 4 SUMMARY ON DESC (You will then see the prompt "Show Qty for each Location". The default is "N". If you want the report to show the quantity for each location, type in a "Y". (Example shown on page 23.15).

Type Report The following list will be displayed on the bottom of the screen.

Option 1 COST (Example 23-B & 23-C)

Option 2 ACCUM RENTAL (You will then be prompted "Which Revenue Info". A list will be displayed on the bottom of the screen. Enter the number beside the option you want.) (Example 23-D & 23-E).

Option 3 DEMO (Example 23-F & 23-G).

Option 4 RENTED (Example 23-H & 23-I)

Option 5 BOOK VALUE (This can be used with **INVENTORY TYPE** Option 2 for an accumulated depreciation report). You will then be prompted "Base Book Value on this Date". (Example 23-J & 23-K).

Option 6 PRICING (Example 23-L, 23-M, 23-N & 23-O).

Option 7 PRICING #2 (Example 23-T & 23-U)


Select by Floor Plan Agent If answered with a "Y", you may enter the number assigned to a particular floor plan agent. The report will indicate all the inventory that is involved with a particular floor plan agent.

Print Bar Code # for Serial # If answered with a "Y", the report will replace the serial number field with the bar code number.

Starting Received Date Enter the earliest date you want the computer to use for this report as the received date.

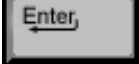
Ending Date Enter the latest date you want the computer to use for this report as the received date.

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 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

the  key. 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.

Select by Description If answered with a “Y”, you may enter up to three different descriptions.


Select by Model Number If answered with a “Y”, you may enter up to three different model numbers. If you want an entire brand, enter the first letters such as WAM for all Amana products or FU for all upholstery, etc.

Select by Status If answered with a “Y”, you may enter up to fifteen different statuses. If you want the report to print all statuses, press the  key.

Print Serial Numbers If you want the serial numbers printed on this report, type in a “Y”. If you enter an “N” this report can be used to take physical inventory requiring the employees to enter the exact serial number they located. This can eliminate errors and fraud. This can also prove to be valuable information for showing a manufacturer the dollars that have been spent for a faulty item, model number or brand.

Print Service Information Answer with a “Y” if you want the service history of the items to print.

Print Totals Only Answer with a “Y” if you want a report that is one page with only the totals printed.

Press the  key. You will then be prompted “Any More Changes”. When this is answered with a “N”, the report will begin counting and will print to the printer of file pathname you gave.

Example PINV Setup Screen & Resulting Report

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 1

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:      ENDING DATE: 4/01/04
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1 0 0 0 0 0 0 0 0 0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: N

```

Example 23-B

23.4 Printing Serialized Inventory - *PINV*

RUN DATE: 05/13/04 TIME: 10:11:23		Rent-A-Wheel, LLC. SERIALIZED RENTAL INV COST RPT BY MODEL #-DETAIL SELECTED BY LOC5: 1 RECEIVED DATES OF: THRU 12/31/79		PINV REPORT PAGE: 1	
--------------------------------------	--	---	--	------------------------	--

MODEL NUMBER	SERIAL NBR	DESCRIPTION	COST	RECEIVED	RENTED	STAT	LOC	INV AGENT	COST NBR	BAR CODE #
WJ10N24077015	1012609	17X7X4X100X4.5	87.60	7/17/02		R	1	0		1012609
WJ10N24077015	1012672	17X7X4X100X4.5	87.60	7/19/02		R	1	0		1012672
WJ10N24077015	1013072	17X7X4X100X4.5	87.60	8/01/02		R	1	0		1013072
WJ10T20747716	1023521	17X7X4X100X4.5	115.00	3/24/03	7/29/03	R	1	0	10005365	1023521
WJ10T20747716	1023522	17X7X4X100X4.5	115.00	3/24/03	7/29/03	R	1	0	10005365	1023522
WJ10T20747716	1023523	17X7X4X100X4.5	115.00	3/24/03	7/29/03	R	1	0	10005365	1023523
WJ10T20747716	1023524	17X7X4X100X4.5	115.00	3/24/03	7/29/03	R	1	0	10005365	1023524
WJ10T20837717	1023688	17X7X5X100X4.5	80.00	3/27/03		N	1	0		1023688
WJ10T21537716	1002871	17X7X5X100X4.5	50.00	5/11/01		R	1	0		1002871

RPT TTL:	213	21,845.31
----------	-----	-----------

FINISHED: 10:11:23

Example 23-C


```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 3
TYPE PRINT: 4          SHOW QTY FOR EACH LOCATION: Y
TYPE REPORT: 2         WHICH REVENUE INFO: 1
IGNORE CONTRACT LGTHS: 12 CONTRACT LGTH: 0
SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:      ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1      0      0      0      0      0      0      0      0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: 1
    
```

Example 23-D

23.6 Printing Serialized Inventory - PINV

RUN DATE: 06/11/04		Ohio Valley Sales & Rental				PINV REPORT		PAGE: 2					
TIME:10:04:26		SERIALIZED RENTAL INV ACCUM RENTAL RPT BY DESC-DETAIL											
		SELECTED BY LOCS: 1											
		RECEIVED DATES OF: THRU 12/31/79											
		IGNORED CONTRACTS LESS THAN 12 MONTHS ONLY CONTRACT LENGTHS OF 6 MONTHS											
MODEL NUMBER	SERIAL NBR	DESCRIPTION	LOC	STAT	COST	TOTAL REVENUE	YTD REVENUE	1ST OUT DATE	PAID OUT DATE	TOTAL TIMES	YTD TIMES	QTD TIMES	PTD TIMES
007696		STEREO RECEIVER	1	R	236	198	76	10/21/02		4	2	2	2
MP000166US		STEREO RECEIVER	1	R	270	320	320	6/02/02		4	4	4	4
3364705		STEREO RECEIVER	1	R	270	398	398	7/01/02		3	3	3	3
MP00751705		STEREO RECEIVER	1	R	270	222	222	12/31/02		4	4	4	4
TC04071105		STEREO RECEIVER	1	R	270	181	181	12/31/02		3	3	3	3
V5XD307		STEREO SHELF	1	R	207	205	159	5/07/02		4	2	2	2
P7809239		STEREO SHELF	1	R	241	272		12/31/02		3	0	0	0
T90904659		STEREO SHELF	1	R	249	79		12/31/02		2	0	0	0
LC93400400		TV 27 PIP	1	R	342	127	127	7/01/03		3	3	3	3
43240726		TV PORTABLE 25	1	R	262	576	335	12/12/01		5	3	3	3
0336005961		TV PORTABLE 25	1	R	273	319	319	5/06/02		3	3	3	3
0237200705		TV PORTABLE 26-2	1	R	321	610	610	5/14/02		3	3	3	3
836511539		TV PORTABLE 26-2	1	R	421	1,084	757	10/27/01		5	4	4	4
836511538		TV PORTABLE 26-2	1	R	421	1,174	871	11/05/01		3	2	2	2
841532050		TV PORTABLE 26-2	1	R	421	932	688	11/18/01		2	1	1	1
13435799		TV PORTABLE 31-3	1	R	547	1,017	1,017	10/30/02		2	2	2	2
CC81730426		TV STAND 27	1	R	52	87	87	8/14/02		4	4	4	4
10007		TV STAND 27	1	R	51	54	54	9/30/02		3	3	3	3
H59DA02456		TV STAND 27	1	R	58	88	88	2/21/03		1	1	1	1
64A20074		TV STAND 32	1	R	67	145	145	10/30/02		2	2	2	2
HQ9DA01613		TV STAND 32	1	R	67	82	82	12/10/02		1	1	1	1
HQ9DA01604		TV STAND 32	1	R	67	29	29	5/06/03		1	1	1	1
830322165		VCR	1	R	155	530	430	1/22/02		6	4	4	4
10140		VCR	1	R		99	99	3/18/03		1	1	1	1
72009189		VCR	1	R	147	267		12/31/02		3	1	1	1
4000307		WALL UNIT 3 PC	1	R		855	795	4/09/02		3	2	2	2
170154		WALL UNIT 3 PC	1	R	929	619	619	4/27/03		3	3	3	3
CH4337981		WASHER	1	R	334	1,052	903	3/22/02		5	3	3	3
CJ1009777		WASHER	1	R	285	630	630	5/18/02		5	5	5	5
CL0804780		WASHER	1	N	255			12/31/02		0	0	0	0
RPT TTL: 98					30,872	53,497	36,890	36,890	21,173	353	263	263	263
KEEP RATE: 0.00													
FINISHED:10:04:26													

Example 23-E

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 3

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:
SELECT BY LOC OR LOC GROUPS: N

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: N

```

Example 23-F

RUN DATE: 6/11/04		Ohio Valley Sales & Rental				PINV REPORT		PAGE: 3	
TIME:10:14:12		SERIALIZED RENTAL INV DEMO RPT BY MODEL #-DETAIL							
		RECEIVED DATES OF:				THRU 12/31/79			
MODEL NUMBER	SERIAL NBR	DESCRIPTION	CUSTOMER NAME	DELIVERED	REASON	DEMO LOC	DEMO FROM	BAR CODE #	
EVT05M674H	86618870	VCA	MALAGA	11/02/03	IN REPAIR	506	6	8018	
EVT05M674H	86619202	VCA	LURENDEZ	3/12/04	IN REPAIR	509	9	4058	
EVT05M675H	74641871	VCA	AWANA	1/16/04	IN REPAIR	511	11	3570	
EVT05M675H	74642828	VCA	PAGELSDORS	1/20/04	IN REPAIR	511	11	3568	
EVT05M684H	16748319	VCA	VIERRA	3/03/04	IN REPAIR	511	11	36958	
EVZENVR4256HF	72009449	VCA	TIRADO SERENA	10/05/03	IN REPAIR	502	2	8094A	
EVZENVR4256HF	72009127	VCA				508		6908	
EVZENVR4256HF	72008901	VCA	MERRITT	4/28/03	TRIAL USE	508	8	8093A	
FPCLBLACKH	9000173	LAMP				509		7676	
RPT TTL:		113	46,880.05						
FINISHED:10:14:12									

Example 23-G

23.8 Printing Serialized Inventory - PINV

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 4

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1      0      0      0      0      0      0      0      0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: ☒

```

Example 23-H

RUN DATE: 6/11/04		Ohio Valley Sales & Rental				PINV REPORT		PAGE: 2		
TIME:10:19:42		SERIALIZED RENTAL INV RENTED RPT BY MODEL #-DETAIL								
		SELECTED BY LOC5: 1								
		RECEIVED DATES OF: THRU 12/31/79								
MODEL NUMBER	SERIAL NBR	DESCRIPTION	STAT	LOC	DATE RECEIVED	DATE RENTED	DATE DELIVERED	COST	ACCUM RENTAL	BAR CODE #
FMUNISPECIAL	130242	MATTRESS/BOX SPR	R	1	12/10/02	8/10/03	8/10/03	208.20	546.25	130242
FDRSPA1112	4000307	WALL UNIT 3 PC	R	1	4/09/02	8/25/03	8/25/03	0.00	855.35	8171
FDRASW69003	80035	OCC TABLE 2 PC	R	1	11/06/02	1/05/04	1/05/04	60.00	82.97	80035
FOFOR4170T	170154	WALL UNIT 3 PC	R	1	2/25/03	8/04/03	8/04/03	929.00	619.63	170154
FOJVCRK2799	H59DR02456	TV STAND 27	R	1	12/04/02	2/21/03	2/21/03	58.50	88.47	10080
FOJVCRK3298	64A20074	TV STAND 32	R	1	10/19/02	1/12/04	1/12/04	67.50	145.31	64A20074
FOJVCRK3298	HQ9DR01604	TV STAND 32	R	1	12/04/02	5/06/03	5/06/03	67.50	29.80	HQ9DR01604
FOJVCRK3298	HQ9DR01613	TV STAND 32	R	1	12/04/02	12/10/02	12/10/02	67.50	82.03	HQ9DR01613
FOMP40523	180449	OCC TABLE 3 PC	R	1	4/24/03	9/13/03	9/13/03	145.80	56.58	180449
FOMP42623	10254	OCC TABLE 3 PC	R	1	4/24/03	2/05/04	2/05/04	178.20	90.75	10254
FORCAVS64930	CC81730426	TV STAND 27	R	1	7/02/02	8/08/03	8/08/03	52.00	87.03	0638
FOSAN14027	1000146	DESK	R	1	6/15/01	2/02/04	2/02/04	263.64	118.37	7137
FOSTEK19045	10012	OCC TABLE 1 PC	R	1	9/02/02	9/23/03	9/23/03	138.00	218.62	10012
FOSTEK19045	0671	OCC TABLE 1 PC	R	1	10/06/02	9/23/03	9/23/03	138.00	225.40	0671
FOZEN275D1	10007	TV STAND 27	R	1	9/02/02	10/16/03	10/16/03	51.00	54.57	10007
FPBRA2625	10205	LAMP	R	1	2/26/03	11/10/03	11/10/03	99.00	45.69	10205
FPBRA3006	10208	LAMP	R	1	2/26/03	10/04/03	10/04/03	59.00	8.71	10208
FPBRA3022	10020	LAMP	R	1	9/16/02	9/16/02	9/16/02	0.00	238.30	10020
FPBRA3022	10021	LAMP	R	1	9/16/02	12/19/03	12/15/03	0.00	57.01	10021
FPBRA3022	40012	LAMP	R	1	9/30/02	3/24/03	3/24/03	24.50	83.18	40012
FPCLA6464	2000259	LAMP	R	1	5/19/01	2/21/04	2/21/04	152.00	93.25	8557
MDLAU1162-075	180473	PICTURE	R	1	5/10/03	10/07/03	10/06/03	124.95	9.08	180473
MDLAU1417-092	180479	PICTURE	N	1	5/10/03			124.95	0.00	180479
MDLAU1542-20-11	40235	PICTURE	R	1	2/25/03	6/07/03	6/06/03	149.95	170.93	40235
RPT TTL:		98					30,872.79	53,497.31		
FINISHED:10:19:42										

Example 23-I

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 3
TYPE REPORT: 5
BASE BOOK VALUE ON THIS DATE: 3/01/04
SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:      ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1      0      0      0      0      0      0      0      0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
MODEL NUMBER      MODEL NUMBER      MODEL NUMBER
FL
SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: N

```

Example 23-J

RUN DATE: 06/05/04		CORPORATE OFFICE				PINV REPORT		PAGE: 1			
TIME:13:39:07		SERIALIZED RENTAL INV RENTED RPT BY MODEL #-DETAIL/SUMBOOK VALUE BASED ON: 6/05/02									
		SELECTED BY LOCS: 1									
		RECEIVED DATES OF:		THRU 12/31/79							
		SELECTED BY MODEL NBR5: FL									
MODEL NUMBER	SERIAL NBR	DESCRIPTION	STAT	LOC	DATE RECEIVED	DATE RENTED	ACCUM DEP	COST	ACCUM RENTAL	WRITE OFF	BOOK VALUE
FLRELF3	23451	CHAIR	N	1	5/29/03		180.00	180.00	0.00	0.00	0.00
-----							-----	-----	-----		-----
MODEL NBR TTL:		1					180.00	180.00	0.00		0.00
FLRELGLIDER	A080016	CHAIR	N	1	10/31/03		477.00	477.00	0.00	0.00	0.00
FLRELGLIDER	A080017	CHAIR	N	1	10/31/03		477.00	477.00	0.00	0.00	0.00
-----							-----	-----	-----		-----
MODEL NBR TTL:		2					954.00	954.00	0.00		0.00
FLSTR398393	ZP07041	CHAIR	N	1	10/31/03		777.00	777.00	0.00	0.00	0.00
-----							-----	-----	-----		-----
MODEL NBR TTL:		1					777.00	777.00	0.00		0.00
RPT TTL:		4					1,911.00	1,911.00	0.00		0.00
TOTAL WRITE OFF:		0.00									
FINISHED:13:39:07											

Example 23-K

23.10 Printing Serialized Inventory - *PINV*

```

              SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
  REPORT ORDER: 1
    TYPE PRINT: 1
    TYPE REPORT: 6
  EXCEPTION REPORT: N
  SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
  STARTING RECEIVED DATE:
  SELECT BY LOC OR LOC GROUPS: Y
    LOCATIONS: 1      0      0      0      0      0      0      0      0
                0      0      0      0      0      0      0      0      0

  SELECT BY DESCRIPTION: N

  SELECT BY MODEL NUMBER: Y
    MODEL NUMBER      MODEL NUMBER      MODEL NUMBER
  FL
    SELECT BY STATUS: N
    PRINT SERIAL NUMBERS: Y
    PRINT SERVICE INFORMATION: N
    PRINT TOTALS ONLY: N
Any More Changes: 0
```

Example 23-L

RUN DATE: 6/11/04
TIME: 10:45:24

Ohio Valley Sales & Rental
SERIALIZED RENTAL INV PRICING RPT BY MODEL #-DETAIL
SELECTED BY LOCS: 1
RECEIVED DATES OF: THRU 12/31/79
SELECTED BY MODEL NBR5: FL

PINV REPORT PAGE: 2

MODEL NUMBER	SERIAL NBR	DESCRIPTION	STAT	LOC	DATE RECEIVED	DATE RENTED	CUSTOMER ACCT NBR	COST	ACTUAL PRICE	MONTHLY PRICE	WEEKLY PRICE	SLSMN
ETACAP52927	104441067	BIG SCREEN 52	0	905	3/08/04	3/14/04	5102182	1,199.00	3,948.75	3,790.80 *	4,362.80	5535
ETACAP52927	104242003	BIG SCREEN 52	0	914	3/09/04	3/12/04	14104554	1,199.00	3,632.85	3,790.80 *	4,362.80	7832
EVJVC6RAXM230	06687608	CAMCORDER/WITH C	0	901	2/28/04	3/02/04	1106748	328.50	1,556.10	1,097.10	1,244.10 *	2563
EVJVCXV52360	16505875	DVD	0	901	2/26/04	3/03/04	1106963	198.00	723.45	647.10	698.10 *	3136
EVJVCXV52360	16505876	DVD	0	901	2/26/04	3/03/04	1107246	198.00	539.10	647.10 *	698.10	3136
EVJVCXV52360	16505859	DVD	0	908	2/27/04	3/08/04	8105819	198.00	719.10	647.10 *	698.10	9322
EVTCDVD95	2472468	DVD	0	908	1/15/04	1/18/04	8106903	106.50	1,010.10	647.10	698.10 *	1741
FLCORCHELY	10348	LIVING ROOM 2 PC	0	901	3/10/04	3/15/04	1105376	577.00	2,518.95	2,350.95 *	2,634.45	8200
FLCORCHELY	8024195	LIVING ROOM 2 PC	0	908	3/10/04	3/14/04	8106970	577.00	2,725.45	2,350.95	2,634.45 *	9322
FLCORGBBY-2	10345	LIVING ROOM 2 PC	0	901	3/10/04	3/12/04	1107314	465.00	2,098.95	1,762.95 *	1,997.45	9234
FLCORGBBY-2	8024197	LIVING ROOM 2 PC	0	908	3/10/04	3/13/04	8104506	465.00	2,361.45	1,762.95	1,997.45 *	9322
FLVICATLANTICH	154400	LIVING ROOM 2 PC	0	915	1/26/04	2/02/04	15105779	736.00	2,998.75	2,878.80 *	2,906.80	6657
FLVICLISAH	100245	LIVING ROOM 2 PC	0	910	2/15/04	2/23/04	10106002	726.00	2,518.95	2,878.80 *	2,906.80	8067
FLVICLISAH	154398	LIVING ROOM 2 PC	0	915	1/26/04	2/01/04	15105775	726.00	2,998.75	2,878.80 *	2,906.80	6657
FLVICVENICEH	100246	LIVING ROOM 2 PC	0	910	2/15/04	3/14/04	10106033	756.00	3,126.60	2,974.80	3,010.80 *	8144
FLVICVENICEH	120373	LIVING ROOM 2 PC	0	912	2/14/04	2/23/04	12104062	756.00	2,878.80	2,974.80 *	3,010.80	3763
FLVICVENICEH	700549	LIVING ROOM 2 PC	0	915	1/26/04	2/07/04	15105785	756.00	3,098.75	2,974.80 *	3,010.80	6657
FMGOLIMPRESSIONH	600467	MATTRESS/QUEEN/F	0	906	1/15/04	1/20/04	13103651	319.00	1,253.05	1,187.10 *	1,166.10	3776
FMGOLIMPRESSIONH	600468	MATTRESS/QUEEN/F	0	906	1/15/04	1/23/04	6106803	319.00	1,253.05	1,187.10 *	1,166.10	7670
FMGOLIMPRESSIONH	900291	MATTRESS/QUEEN/F	0	909	1/22/04	1/22/04	9105492	319.00	1,259.10	1,187.10 *	1,166.10	8892
FMGOLIMPRESSIONH	900292	MATTRESS/QUEEN/F	0	909	1/22/04	3/15/04	9105542	319.00	1,116.90	1,187.10 *	1,151.15	8892
FMGOLIMPRESSIONH	100243	MATTRESS/QUEEN/F	0	910	1/26/04	1/29/04	10105970	319.00	1,287.00	1,187.10	1,166.10 *	8067
FMGOLIMPRESSIONH	120377	MATTRESS/QUEEN/F	0	912	2/17/04	3/14/04	12104073	319.00	1,187.13	1,187.10 *	1,166.10	3763
FMGOLIMPRESSIONH	154395	MATTRESS/QUEEN/F	0	915	1/15/04	1/16/04	15104412	319.00	1,253.05	1,187.10 *	1,166.10	6657
FMGOLIMPRESSIONH	154396	MATTRESS/QUEEN/F	0	915	1/15/04	2/03/04	15104822	319.00	1,210.95	1,187.10	1,151.15 *	6657
FMGOLIMPRESSIONH	154397	MATTRESS/QUEEN/F	0	915	1/15/04	2/06/04	15105585	319.00	1,225.90	1,187.10	1,151.15 *	6657
FMGOLIMPRESSIONH	600469	MATTRESS/QUEEN/F	0	915	1/15/04	3/17/04	15105818	319.00	1,031.55	1,121.15	1,121.25 *	8766
FMUNISPECIAL	53330	MATTRESS/BOX SPR	0	905	2/13/04	2/20/04	5102651	213.00	1,061.90	863.10	1,010.10 *	5535
FOTCWBAY56.94M	2509635	WALL UNIT 3 PC	0	908	1/15/04	1/24/04	8106002	390.00	2,906.80	3,262.80	3,738.80 *	9322

RPT TTL: 80 37,363.60

FINISHED: 10:45:24

23.12 Printing Serialized Inventory - *PINV*

```

                                SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2              ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 6
EXCEPTION REPORT: Y
SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE: 3/22/04  ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: 1
```

Example 23-N

RUN DATE: 05/13/04		Nicole's Rental World				PINV REPORT		PAGE: 1				
TIME:13:09:35		SERIALIZED RENTAL INV PRICING RPT BY MODEL #-DETAIL										
		RECEIVED DATES OF: THRU 12/31/79										
MODEL NUMBER	SERIAL NBR	DESCRIPTION	STAT	LOC	DATE RECEIVED	DATE RENTED	CUSTOMER ACCT NBR	COST	ACTUAL PRICE	MONTHLY PRICE	WEEKLY PRICE	SLSMN
ALWPLLSQ9200LQ	CR1225762	WASHER FULL SIZE	0	9340	4/02/04	5/04/04	340000934	283.00	1,210.50	0.00 *	0.00	1
FBRSHB110-2	2048451122	2PC. SANDSTONE D	0	9340	4/01/04	5/03/04	340001239	118.78	0.00	356.40 *	415.74	1
RPT TTL:		2			401.78							
FINISHED:13:09:35												

Example 23-O


```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 3
TYPE PRINT: 4      SHOW QTY FOR EACH LOCATION: N
TYPE REPORT: 1

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:      ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1      0      0      0      0      0      0      0      0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: 1

```

Example 23-P

23.14 Printing Serialized Inventory - *PINV*

RUN DATE: 6/11/04
TIME:10:52:13

Ohio Valley Sales & Rental
SERIALIZED RENTAL INV COST RPT BY DESC-SUM
SELECTED BY LOCS: 1
RECEIVED DATES OF: THRU 12/31/79

PINV REPORT PAGE: 1

MODEL NUMBER	SERIAL NBR DESCRIPTION	COST RECEIVED	RENTED	STAT LOC INV AGENT	CUST NBR	BAR CODE #
1	BEDROOM 4 PC	687.46		0		
1	BEDROOM 5 PC	538.92		0		
1	CD PLAYER	188.60		0		
4	CHAIR	1,084.05		0		
1	CHEST	185.70		0		
5	COMPUTER	4,018.00		0		
1	DESK	263.64		0		
4	DINING ROOM 5 PC	1,244.37		0		
1	DRYER ELECTRIC	223.00		0		
2	DVD	491.00		0		
6	LAMP	334.50		0		
3	LIVING ROOM 1 PC	663.00		0		
7	LIVING ROOM 2 PC	3,620.49		0		
1	LIVING ROOM 7 PC	668.07		0		
4	MATTRESS/BOX SPRING/FRAME	733.30		0		
1	MICROWAVE	142.00		0		
2	OCC TABLE 1 PC	276.00		0		
1	OCC TABLE 2 PC	60.00		0		
2	OCC TABLE 3 PC	324.00		0		
1	PAGER	99.00		0		
3	PICTURE	399.85		0		
2	PRINTER	409.96		0		
4	RECLINER	1,090.00		0		
1	REFRIGERATOR 18 CUFT	463.00		0		
1	SOFA SLEEPER QUEEN	379.00		0		
7	STEREO RACK	4,393.36		0		
2	STEREO RECEIVER	636.64		0		
4	STEREO RECEIVER 5 SPK	1,080.00		0		
3	STEREO SHELF	697.29		0		
1	TV 27 PIP	342.00		0		
2	TV PORTABLE 25	535.62		0		
1	TV PORTABLE 26-27	321.77		0		
3	TV PORTABLE 26-27 W/STAND	1,263.00		0		
1	TV PORTABLE 31-32	547.20		0		
3	TV STAND 27	161.50		0		
3	TV STAND 32	202.50		0		
3	VCR	302.00		0		
2	WALL UNIT 3 PC	929.00		0		
3	WASHER	874.00		0		

RPT TTL: 98 30,872.79

FINISHED:10:52:13

Example PINV Keep Rate Setup Screen & Resulting Report

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 2      WHICH REVENUE INFO: 1
IGNORE CONTRACT LGTHS: 13  CONTRACT LGTH: 10
SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE: 2/01/03  ENDING DATE: 5/13/04
SELECT BY LOC OR LOC GROUPS: N

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: ☒

```

Example 23-R

RUN DATE: 6/11/04		Ohio Valley Sales & Rental						PINV REPORT		PAGE: 1			
TIME:11:23:51		SERIALIZED RENTAL INV ACCUM RENTAL RPT BY MODEL #-DETAIL											
RECEIVED DATES OF: 9/01/02 THRU 3/31/04													
IGNORED CONTRACTS LESS THAN 13 MONTHS ONLY CONTRACT LENGTHS OF 10 MONTHS													
MODEL NUMBER	SERIAL NBR	DESCRIPTION	LOC	STAT	COST	TOTAL REVENUE	YTD REVENUE	1ST OUT DATE	PAID OUT DATE	TOTAL TIMES	YTD TIMES	QTD TIMES	PTD TIMES
EAF15DCM480H	36Y13155	STEREO SHELF	912	P	307	802	539	12/13/02		4	1	1	1
EAJVCMD08TH	081D0906	STERED SHELF	911	O	458	883	189	11/24/03		5	1	1	1
EAPANSCCH94M	0W6CA49044	STERED SHELF	12	R	360	657	1	12/15/02		8	1	1	1
EMSE6N64H	5157512746	VIDEO GAME	15	R	265	175	136	12/22/02		6	1	1	1
EYRCAVR692HF	837511788	VCR	916	P	155	338	297	11/06/02		3	1	1	1
FLQUISAPHIRE	2000287A	LIVING ROOM 2 PC	917	E	663	1,166	1,166	10/08/02		2	2	2	2
FORCAKDZ632D	40107	TV STAND	904	Z		30	30	11/29/02		1	1	1	1
FOW00132LH	13000048	DESK	906	P	264	868	268	11/05/02		4	1	1	1
JLS0USN6205H	4306	BRACELET	99	R	299	117	117	11/03/03		1	1	1	1
RPT TTL:					2,773	5,041	2,748	2,748	2,092	34	10	10	10
KEEP RATE:					0.00								
FINISHED:11:23:52													

Example 23-S

Example 23-S

23.16 Printing Serialized Inventory - *PINV*

```
                SERIALIZED INVENTORY REPORT
      INVENTORY TYPE: 2      ONLY TRANSFERRED INVENTORY: N
        REPORT ORDER: 1
          TYPE PRINT: 1
          TYPE REPORT: 7
BASE BOOK VALUE ON THIS DATE: 5/13/04
  SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
    STARTING RECEIVED DATE: 1/01/04   ENDING DATE: 12/31/79
  SELECT BY LOC OR LOC GROUPS: N

      SORT BY LOCATION: N
    SELECT BY DESCRIPTION: N

      SELECT BY MODEL NUMBER: N

      SELECT BY STATUS: N
    PRINT SERIAL NUMBERS: Y
    PRINT SERVICE INFORMATION: N
      PRINT TOTALS ONLY: N
Any More Changes: 1
```

Example 23-T

RUN DATE: 05/13/04
TIME: 14:17:17

Nicole's Rental World
SERIALIZED RENTAL INV PRICING RPT #2 BY MODEL #-DETAIL BOOK VALUE BASED ON: 5/13/04
RECEIVED DATES OF: 1/01/04 THRU 12/31/79

PINV REPORT PAGE: 1

MODEL NUMBER	SERIAL #	DESCRIPTION	DATE RECEIVED	COST	REMAINING BOOK VALUE	DAYS IDLE	----- MONTHLY	RENTAL #P	----- WEEKLY	#P	ST	LOC
ALWPLLSQ9200LQ	CR1225762	WASHER FULL SIZE	4/02/04	283.00	275.14	10	0.00	0	0.00	0	0	9340
CWDELE151FPp	CN-0M1619	DELL FLAT PANEL	1/15/04	249.00	0.00	118	0.00	0	0.00	0	Z	8340
FBANT31-01/02/05	340000409	GOLDEN OAK SHAKER HEIGHTS	5/05/04	598.25	581.64	8	99.71	18	26.84	78	N	3
FBANT31-01/02/05	340000410	GOLDEN OAK SHAKER HEIGHTS	5/05/04	598.25	581.64	8	99.71	18	26.84	78	N	3
FBANT31-01/02/05	340000411	GOLDEN OAK SHAKER HEIGHTS	5/05/04	598.25	581.64	8	99.71	18	26.84	78	N	3
FBANT31-01/02/05	340000412	GOLDEN OAK SHAKER HEIGHTS	5/05/04	598.25	581.64	8	99.71	18	26.84	78	N	3
FBANT31-01/02/05	340000413	GOLDEN OAK SHAKER HEIGHTS	5/05/04	598.25	581.64	8	99.71	18	26.84	78	N	3
FBASH86202-39	15789	LIVING ROOM	5/04/04	656.97	638.73	9	0.00	0	0.00	0	N	3
FBASH86202-39	340000407	LIVING ROOM	5/04/04	656.97	638.73	9	0.00	0	0.00	0	N	3
FBASH86202-39	340000408	LIVING ROOM	5/04/04	656.97	638.73	9	0.00	0	0.00	0	N	3
FBASHB110-2	2048451122	2PC. SANDSTONE DAYBED	4/01/04	118.78	112.19	13	19.80	18	5.33	78	0	9340
FBASHB200-6	15420	6PC RETRO WOOD AND METAL	4/29/04	459.00	0.00	9	76.50	18	20.60	78	E	9340
FBASHB200-92	85210	2 DRAWER NIGHTSTAND	5/05/04	54.08	52.58	8	9.01	18	2.43	78	N	3
FBASHB200-92	85211	2 DRAWER NIGHTSTAND	5/05/04	54.08	52.58	8	9.01	18	2.43	78	N	3
FBASHB201-2	75214	QN LEATHERLOOK HD/FT	5/05/04	172.26	167.48	8	28.71	18	7.73	78	N	3
FBASHB201-2	75215	QN LEATHERLOOK HD/FT	5/05/04	172.26	167.48	8	28.71	18	7.73	78	N	3
FBASHB201-2	75216	QN LEATHERLOOK HD/FT	5/05/04	172.26	167.48	8	28.71	18	7.73	78	N	3
FBASHB201-2	75217	QN LEATHERLOOK HD/FT	5/05/04	172.26	167.48	8	28.71	18	7.73	78	N	3
FBASHB201-2	75218	QN LEATHERLOOK HD/FT	5/05/04	172.26	167.48	8	28.71	18	7.73	78	N	3
FBASHB225-53	5225275174	TWIN SPINDLE HEADBOARD	1/19/04	54.00	0.00	101	9.00	18	2.42	78	Z	8340
FBSTD87700-5	340000395	BEDROOM	3/18/04	675.00	0.00	55	124.17	18	33.43	78	Z	8340
FDASHD201-5	2290938021	5PC RETRO METAL AND GLASS	4/12/04	334.79	0.00	9	55.80	18	15.02	78	E	9340
FLASH40304 86/25	95164	CORSICA ACL LOVE&ROCKER ACL	4/29/04	733.98	0.00	9	122.33	18	32.94	78	E	9340
FLASH40400 38/35	5226967681	BLACK LEATHER MATCH SOFA	4/01/04	727.48	687.07	10	121.25	17	32.64	75	R	340
PMDLCEILINGMOUNT	340000388	PROJECTOR CEILING MOUNT	3/04/04	150.00	0.00	58	0.00	0	0.00	0	Z	8340

RPT TTL: 25

9,716.65

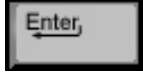
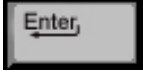

FINISHED: 14:17:17

Example 23-U

End of Section 23

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Print Past Due Notices - PASTDUE

To enter this program, you need to be at the command line and type in "**PASTDUE**". 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 the  key and accept "N" for the default. You will see a screen similar to the one following (Example 24-A).

```

      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: 4/13/04
      STARTING AGREEMENT DATE:        ENDING AGREEMENT DATE: 4/13/04
      PAY THRU DATE WEEK/MONTH: 4/13/04 / 4/13/04 LATE CHARGES: 4/13/04
      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) RTD  2) AR  3) AIRTIME  4) REVOLVING  5) OTHER FEE  6) RTR
                  7) PICKED UP RTD
  
```



Example 24-A

Type of Statement/Form At the first prompt, enter the account type you want on this report. Available options are shown at the bottom of the screen. At the second prompt, enter the type form you wish the report to print on. Available options are shown at the bottom of the screen.



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 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 the  key to accept the default of "N".

Calculate Tax If you want the system to calculate taxes, press the  key to accept the default of N. If you do not want the system to calculate taxes, type in an "N".

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, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the  key.

24.2 Printing Past Due Notices - **PASTDUE**

Select by Contract 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 "**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  key.

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

Ending Past Due Date

Enter the last past due date you want on this report. 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: 07/01/02 and Ending Past Due Date: 07/31/02. -or-
If you want to send everybody due in May a **PAST DUE NOTICE**, you would use:
Starting Past Due Date: 05/01/02 and Ending Past Due Date: 05/31/02. Run these two examples separately and use the appropriate message to print.

Starting Agreement Date

Enter the earliest agreement date you want the system to use for this report. 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 this report. If you want the system to use all agreements, enter the date 12/31/79.


Pay Thru Date Week/Month At the first field, enter the date you want the system to use to calculate the number of payments due for weekly accounts. At the second field, enter the date you want the system to use to calculate the number of payments due for monthly accounts.

Late Charge Enter the date you want the system to use to calculate the number of days late for late charges.

Message to Print If you want a message to print on the past due notice, enter it here. You may type in up to 4 lines with 45 characters each.

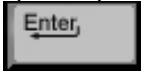
Use Map Code for Zip Code This is for use by stores in Canada only.

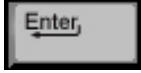
Starting Account Number Enter the smallest account number you want the report to print. If you want the report to print any past due account regardless of the account number, press the  key to accept the default of 0.

Ending Account Number Enter the largest account number you want the report to print. If you want the report to print any past due account regardless of the account number, press the  key to accept the default of 999999999.

Starting Agmt/Cont Number Enter the smallest agreement/contract number you want the report to print. If you want the report to print any past due account regardless of the agreement/contract

number, press the  key to accept the default of 0.


Ending Agmt/Cont Number Enter the largest agreement/contract number you want the report to print. If you want the report to print any past due account regardless of the agreement/contract number, press the  key to accept the default of 999999999.

Starting Invoice Nbr If you want all invoices included, press the  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" if you need to line up paper in the printer.

Terminal Nbr for Store Address Terminal nbr for the return store address, leave zero to use ticket store.

Print Order 1 = Account Number ***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.***
2 = Customer Name

Press the  key. You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and will print to the printer of file pathname you gave.

24.4 Printing Past Due Notices - *PASTDUE*


	Nicole's Rental World 1234 ANY STREET ANYTOWN, TX. 12345 0123456789	Statement Date: 5/13/04 Account Number: 340000010 Page Number: 1			
ACCOUNT OF:	MAIL TO:				
MADISONSMITH KERRY 1218 MCKENNA BLVD APT 307 ANYTOWN TX 55555-2274	Nicole's Rental World 1234 ANY STREET ANYTOWN, TX. 12345 0123456789				
*** THIS IS A STATEMENT *** -----					
INVOICE NBR	DATE	REFERENCE	DATE DUE	AMOUNT DUE	BALANCE
342540	5/30/03	INVOICE	4/17/04	294.97	789.54
	MODEL NBR	DESCRIPTION	SERIAL #		
	CCCQPRESA106421	2.06HZ CLEARD PROCESSOR	MX311B2619		
	FEEUCC	UCC FILING FEE	MISC		
TOTAL DUE THIS STATEMENT:		294.97			
LATE CHARGES:		10.00			

TOTAL DUE:		304.97	BALANCE THIS STATEMENT:	789.54	
FINAL NOTICE - PLEASE RESPOND BY AUGUST 1 TO AVOID HAVING THIS MATTER TURNED OVER TO A COLLECTION AGENCY.					

Example 24-B

End of Section 24

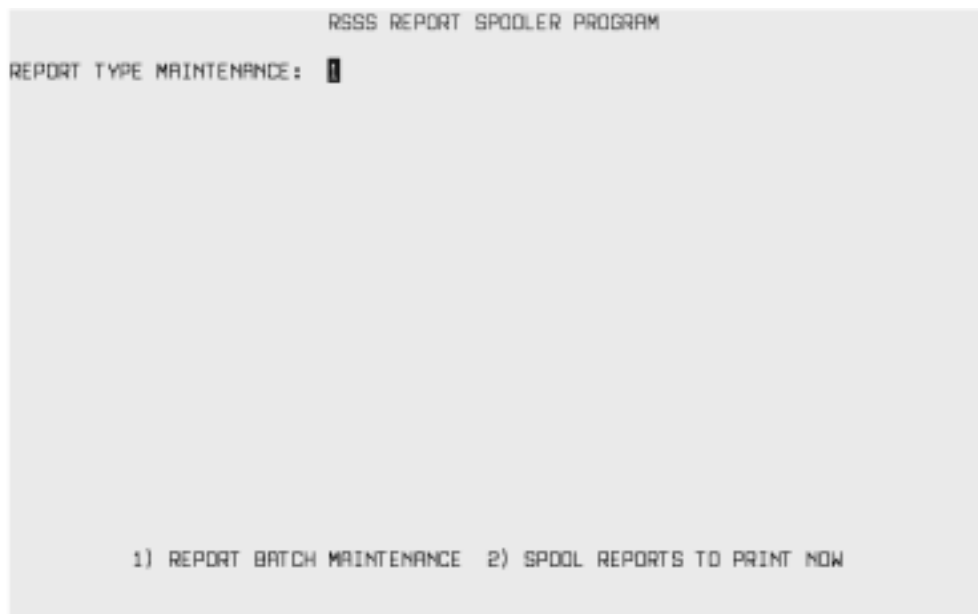
Using the Spooler - SPOOLER

To enter the Report Spooler program, you need to be at the **command line** and type in "**SPOOLER**" and then press the  key. The first screen you will see is shown following (Example 25-A).

The purpose of the spooler program is to set up *batches* (groups of reports) to be printed on demand. The *batches* are set up to store a group of reports (including all of the options selected for a given report) to be printed as a batch. You can **add** to the batch, **change** the batch in any way, **delete** reports from a batch or **print** the reports in a batch at any time and select to have the batch printed at a future time. (Example: If you have a list of 6 reports you want to see every day, you can set these up and call the batch "**DAILY**") The Daily Batch runs every night so that reports are ready the next morning.

If for any reason, the DAILY spooler needs to be rerun for a prior day, the best method is to F10 from any menu and type in RERUN. This will select the DAILY Spooler batch of reports and print them for you.

The most common use of the Report Spooler is to create a batch or batches that you will use on a scheduled basis. Set up these reports in the format you will want to see them from now on in Option 1) Add Reports to be Printed (Example 25-D). On a daily basis go into Option 2) Change Reports to be Printed and change the report dates. (**NOTE: Do not change reports that have been printed to a file pathname until the previous days reports have been printed**). Once the dates are changed, go into Option 4) Print Reports to print all reports requested.



Example 25-A

Report Type Maintenance is a maintenance program for setting up a queue for the reports. Look at the bottom of the screen. You will see two different options.

- 1) **Report Batch Maintenance** Allows you to name the batch so that you may continue to access this same batch of reports.
- 2) **Spool Reports to Print Now** Names the batch for you. The name given for this batch will be four digits with your terminal number as the last number(s) and the first number(s) being however many zero's it takes to make this a four digit number. This option is used when you need to run a group of reports on a one time basis. After the reports have spooled, the batch is deleted. After you have all reports you want run under this batch, you need to run option number 4 (Example 25-I).

25.2 Using the Spooler - **SPOOLER**

Report Batch Maintenance

If you enter “1” at this screen, You will be prompted for “Batch Name”.






RSSS REPORT SPOOLER PROGRAM

Batch Name: _____

Start By: F3--Batch Name

Example 25-B

If you want to create a new batch, you need to enter a name for the batch you will create. You are allowed nine characters for the batch name, press .

If you want to alter an existing batch, press  or press . You will see a list of the existing batch names.




RSSS REPORT SPOOLER PROGRAM

Batch Name: _____

Batch Name
DAILY
MONTHLY
SATURDAY
SUNDAY
EOF

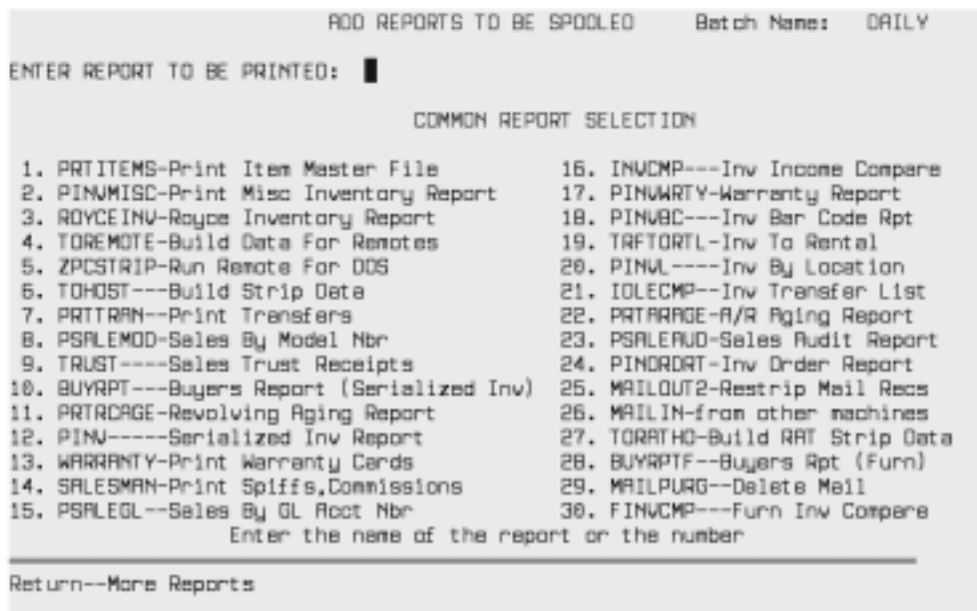
F1-Next Page F2-Prev Page ENTER-Select FB-Prev Menu CMD-Exit

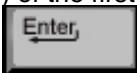
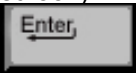

Example 25-C

Using your arrow keys, highlight the batch name you wish to alter and press . You will now see a screen like the one following (Example 25-D).

**Example 25-D****Add reports to be printed**

1. **Add Reports to be Printed** Select this option to add reports to a batch from the list of available reports that appear on the screen as follows:

**Example 25-E**

Enter the number (3 digits - example 001) of the first report you want in this batch. If the report you want to run is not listed on this screen, press the  key. (You have a reminder on the bottom of the screen). After you have selected a report, you will be prompted for the printer or file pathname. Press  to accept the default printer or type in the proper printer number or pathname. You will now be prompted for **"Separate Locations"**. Press  and accept "N" default.

25.4 Using the Spooler - **SPOOLER**

You will now see the report option selection screen for the report you have chosen. Fill in the options the way you want the report run. Change any information you want changed and then press **F9**. You will be prompted for "Any More Changes". When you answer this with an "N" you will be returned to the **ADD REPORTS TO BE SPOOLED** screen. Continue until you have added all of the reports you want in this batch.

Change reports to be printed

2. **Change Reports to be Printed** When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen, the screen will list any reports that have been spooled under this batch name and are waiting to be printed. (Example screen following)

CHANGE REPORTS TO BE SPOOLED					Batch Name: DAILY
PROGRAM NAME	SEQ	NUMBER	PRINT	M/W/D	REPORT DESC
ASUMBLD	00	00	Y		DAILY SUMMARY BUILD
ARTOHOST	00	00	Y		STRIP RECORDS TO HOME OFFICE
ARPMTS	00	00	Y		AR PAYMENTS EXCEPTIONS
BIRMONTH	00	00	N		
CPRTA	01	01	Y		OPEN AND CLOSED AR ACCTS DAILY
GINRGMGR	00	00	Y		GINRGMGR
PINWBC	00	00	Y		PRICING REPORT
PINWBC	01	01	Y		RECEIVED INVENTORY
PINWIDE	00	00	Y		180 DAY INVENTORY
PINWPRC	00	00	Y		IDLE REPORT
PMTS	00	00	Y		ATA PAYMENTS REPORT
POSRPT	00	00	Y		OPEN PO REPORT
PRTARAGE	00	00	N		PAST DUE AR TOTALS
PRTTRAN	00	00	Y		INVENTORY TRANSFERED FROM OTHER STO
PRTTRAN	01	01	Y		HOME OFFICE TRANSFERS
PSALEAUD	00	00	Y		ALL SALES TODAY

F1-Next Page F2-Prev Page ENTER-Update F7-Restart F8-Menu

Example 25-F

Using your arrow key, highlight the **PROGRAM NAME** of the report you want to change and then press

Enter. 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 or pathname. You will now be prompted for "**Separate Locations**". Press **Enter** and accept "N" default. You will now be at the report option selection screen.

Change any information you want changed (such as the report dates) and then press the **F9** key. You will be prompted for "Any More Changes". When you answer this with an "N" you will be returned to the **CHANGE REPORT TO BE SPOOLED** screen. Continue until you have finished changing all the reports you want changed.

Note: As you are changing the reports, they will no longer be visible on the screen (above) until ALL REPORTS are changed or you press **F8** indicating all changes are made.

Delete Reports to be printed

3. **Delete Reports to be Printed** When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen, the screen will list any report presently spooled.

DELETE REPORTS TO BE SPOOLED			Batch Name: DAILY
PROGRAM NAME	SEQ NUMBER	PRINT THIS REPORT	REPORT DESC
ASUMBLD	00	Y	DAILY SUMMARY BUILD
ATOHOST	00	Y	STRIP RECORDS TO HOME OFFICE
ARPMTS	00	Y	AR PAYMENTS EXCEPTIONS
BIRMONTH	00	N	
CPRTA	01	Y	OPEN AND CLOSED AR ACCTS DAILY
GINRMGR	00	Y	GINRMGR
PINWBC	00	Y	PRICING REPORT
PINWBC	01	Y	RECEIVED INVENTORY
PINWIDE	00	Y	100 DAY INVENTORY
PINWPRC	00	Y	IDLE REPORT
PMTS	00	Y	ATR PAYMENTS REPORT
POSRPT	00	Y	OPEN PO REPORT
PRTRAGE	00	N	PAST DUE AR TOTALS
PRTRAN	00	Y	INVENTORY TRANSFERED FROM OTHER STO
PRTRAN	01	Y	HOME OFFICE TRANSFERS
PSALEAUD	00	Y	ALL SALES TODAY

F1-Next Page	F2-Prev Page	F3-Delete All	ENTER-Update	F7-Restart	F8-Menu
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Example 25-G

Using your arrow key, highlight the **PROGRAM NAME** of the report you want to delete and then press the **Enter** key. You will see the prompt "Printer or File Pathname". Press the **Enter** key. You will now be prompted "Separate Locations". Press the **Enter** key to accept the default of "N". You will now see the report option selection screen, press **F9**. The prompt "Delete this Report" will be displayed.

Note: DO NOT delete any program names beginning with AA.

25.6 Using the Spooler - **SPOOLER**

```

                                AR PAYMENTS REPORT
                                WANT TOTALS ONLY: N   DISCOUNT CODE SUMMARY: N
                                SELECT CUSTOMER TYPES: N
                                USE TAX CODES AS STORE NUMBERS: N   SERVICE SALES PAYMENTS: I
                                SELECT BY LOC OR LOC GROUPS: N

                                STARTING PAYMENT DATE:           ENDING DATE:
                                STARTING CONTRACT DATE: 1/01/00    ENDING DATE: 12/31/79
                                SELECT BY: N

                                PAYMENTS ON AR PMT FORMS:
                                SUMMARIZE BY ZIP CODE: N           PAYMENT FORMS WANTED: 0 0
                                LATE PAYMENTS ONLY REPORT: N       ONLY RECEIPT NUMBER GAPS: N
                                TRANSACTIONS BY TIME REPORT: N     ONLY RECV PMTS: N
                                CALCULATE COMMISSIONS: N
                                SELECT BY ZIP CODE: N

                                EXCEPTION REPORT: N   PENDING SALE PMTS: I   CLOSED PMTS: I
                                ONLY PMTS ON BOOKS OVER A DATE: N
                                Delete This Report: N

```

Example 25-H

At this point, enter a “Y” for yes or “N” if this is not the report you want to delete. You will be returned to the **DELETE REPORTS TO BE SPOOLED** screen. Continue until you have deleted all the reports you want deleted.

Print Reports

4. **Print Reports** When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen, the following screen will be displayed.

```

                                HOUR TO START SPOOLER: 0
                                MINUTE TO START SPOOLER: 0
                                DATE TO START THE SPOOLER:
                                DATE TO USE ON THE REPORTS: 5/12/04

                                ENTER HOUR IN MILITARY TIME(LEAVE ZERO TO START NOW)

```

Example 25-I

This screen is automatically set up to run the reports using yesterday's date. If you want to run them using another date, you need to change it. Enter the time (using military time) or leave at zero if you want the reports to print now (Reminder on bottom of screen), the date you want the spooler to run and the date you want the computer to use for the reports in this batch. After you have filled in the HOUR, MINUTE and DATE for this batch of reports, press **F9**. You will see the prompt "Any More Changes". When this is answered with an "N", if you have left the hour and minute at zero the reports will begin reading records and printing to the printer or file pathname you designated. If you have set the hour and minute for a later time, the screen will display "Waiting for time to run (batch name) report batch". (**Note: This terminal will be unusable until all the reports in the batch have run and/or printed**).

Listing reports by batch name

5. **Listing of Reports by Batch Name** When this option is selected, you will be prompted for the printer or file pathname (see page 1.7) and then press **Enter** to accept the default printer or type in the proper printer number or pathname. You will now be prompted for "Separate Locations". Press **Enter** and accept "N" default. A listing of all batch names and the report program name(s), within each batch will be printed.

Select reports to print

6. **Select Reports to Print** This allows you to disable one or more reports in a batch from printing. This way, they can be enabled at a later date without losing the report setup. When this option is selected, a listing of the report Program Names will be displayed (example 25-J).

MARK REPORTS TO BE PRINTED			Batch Name: DAILY
PROGRAM NAME	SEQ NUMBER	PRINT THIS REPORT	REPORT DESC
ARSUMBLD	00	Y	DAILY SUMMARY BUILD
ARTRHOST	00	Y	STRIP RECORDS TO HOME OFFICE
ARPMTS	00	Y	AR PAYMENTS EXCEPTIONS
BIAMONTH	00	N	
CPRTA	01	Y	OPEN AND CLOSED AR ACCTS DAILY
GINRGMGR	00	Y	GINRGMGR
PINWBC	00	Y	PRICING REPORT
PINWBC	01	Y	RECEIVED INVENTORY
PINWIDLE	00	Y	100 DAY INVENTORY
PINWPRC	00	Y	IDLE REPORT
PMTS	00	Y	RTA PAYMENTS REPORT
POSRTPT	00	Y	OPEN PD REPORT
PRTARAGE	00	N	PAST DUE AR TOTALS
PRTTRAN	00	Y	INVENTORY TRANSFERED FROM OTHER STO
PRTTRAN	01	Y	HOME OFFICE TRANSFERS
PSALEAUD	00	Y	ALL SALES TODAY

F1-Next Page	F2-Prev Page	F5-Help	ENTER-Update	F7-Restart	F8-Menu
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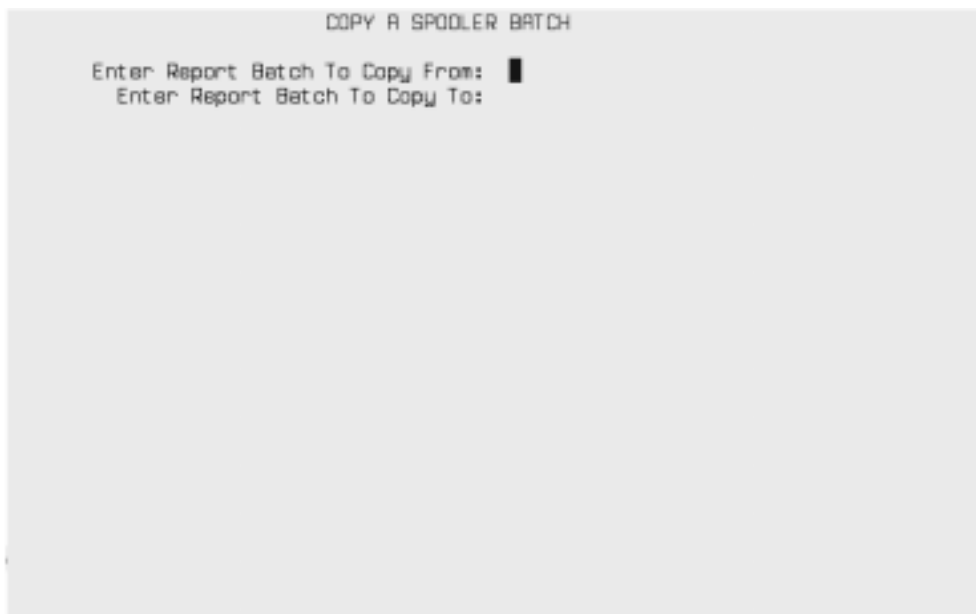
Example 25-J

After each program name, under the column "Print this Report", you will notice that each report has a "Y" or "N". To change this, using your arrow keys, highlight the report program name you wish to either print or not print this time, press **F9** and type in the appropriate letter (N or Y). Press **F8** to return to the RSSS REPORT SPOOLER PROGRAM menu. You may now select option 4 to set up the reports to print (Example 24-I).

Copy a Spooler Batch

7. **Copy a spooler batch** When this option is selected, the screen will change to resemble the one following (Example 25-K).


25.8 Using the Spooler - **SPOOLER**

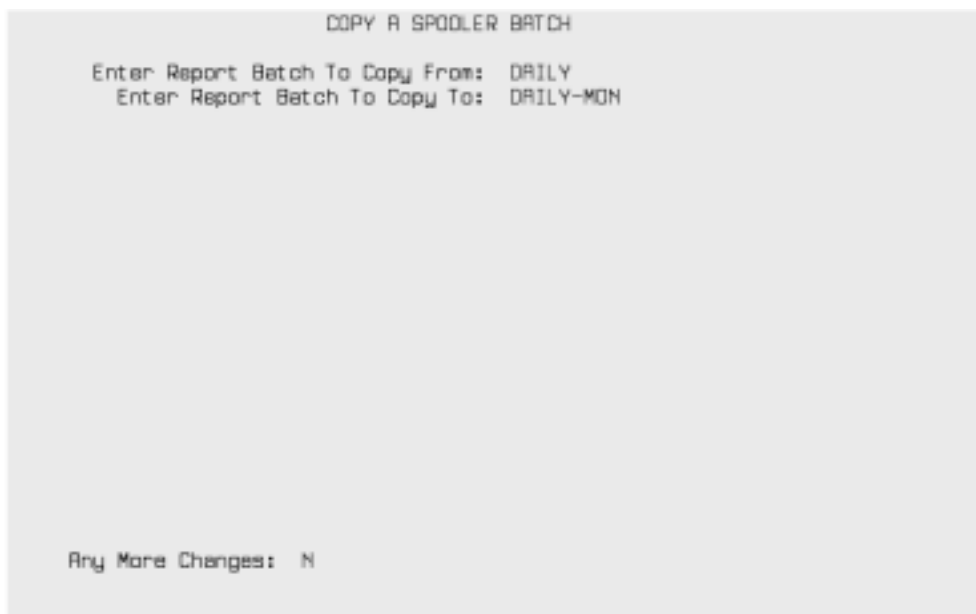


Example 25-K

Enter Report Batch To Copy From Enter the name of the report batch you want to copy.

Enter Report Batch to Copy To Enter the name you want the report batch copied to.

Press . You will be prompted "Any More Changes".




Example 25-L

When this is answered with an "N", your new batch will be created.

End of Section 25

GLOSSARY

ACCOUNT MANAGER	Route manager responsible for specified Rental Accounts (A.R.M.).
A.C.U.	Average Cost per Unit (total cost of all inventory divided by quantity of total inventory).
ADDED REC (Receivables)	This is a dollar amount that is added to your existing receivables. (Example: If you rented an agreement worth \$1000.00, your added receivables would be \$1000.00. However, if you also picked up 2 agreements worth \$750.00 a piece, you would have an added receivable of -\$500.00).
A.D.I.	Area of Dominant Influence: the area in which your advertising has the largest effect.
AGREEMENT	Form on which both parties agree to fulfill certain obligations. The term agreement vs. contract has a positive connotation to the customer; an "agreement" makes it their decision. Depending on the legal system in your state, agreement is a term better used by the rental dealer, vs. contract as used by retailers.
A.P.U.	Average Price Per Unit, Average rental rate per unit.
AR ACCOUNTS	Accounts Receivable Accounts. Accounts that were sold retail with a balance remaining to be paid on terms.
A.R.M.	Area Route Manager: this prime employee can make or break your store, dependent upon the training they receive.
BACK-UP PROCEDURE	Steps in performing a data capture to floppy disk or tape in case of hardware failure. Your backup will prevent you from having to re-key all of your data.
BALLOON PMT	The mandatory charge that is added to a rental agreement by some state laws. A dollar amount at the end of a rental agreement, used as a purchase price.
BAR CODE	The technology of capturing data through the use of laser-scanning a bar code emblem. The black and white bars you see on grocery items in your supermarket are barcodes. 
BILL OF LADING NUMBER	Number issued by the sending freight company for a group shipment.
B.O.R.	Balance on Rent. Examples: each unit rented is a possible

26.2 Glossary

addition of 1 to your BOR while others will claim an **agreement** (regardless of the number of items) as 1 BOR and yet others may count a **customer** as 1 BOR regardless of the number of agreements or items rented.

BOR ITEMS

Merchandise items considered as units excluding lamps, TV stands, etc.

BUYER

The individual responsible for the purchase of inventory. This is a very important position as an overstock of inventory can tie up needed dollars, while understocks can slow down or prevent new rentals.

CASH DRAWER AMOUNT

The beginning amount of cash in your drawer at the opening of every business day. This amount should be the same every day, with any differences being counted as (over or short) at closing every business day.

CONTRACT YIELD

The dollar amount a contract (agreement) has brought in (regardless of number of units on this contract).

CPU

(C)entral (P)rocessing (U)nit. The main part of any computer system that accepts and processes all transactions.

CUSTOMER MAINTENANCE

The process of changing the customer's personal records such as address, phone number, drivers license number, etc.

CUSTOMER YIELD

The dollar amount a customer has brought in (regardless of the number of agreements or units).

DEFAULT

This is something which the computer displays automatically. Defaults can usually be changed.

DELINQUENCY

This is where a well-trained A.R.M. is instrumental to your business. B.O.R. that has not renewed or returned product. **Uncollected dollars.**

DEPRECIATION

Lessening the worth of a unit over a set period of time.

DESCRIPTION

Such as VCR, Washer, etc.

DOS

(D)isk (O)perating (S)ystem. This is a single-user software program used in smaller personal computers (PC's)

DX10

This is a Multi-User Operating System used in larger mini computers. Proprietary operating software for Texas Instruments mini systems.

ESP

(E)xtended (S)ervice (P)olicy.

FIRST PAYMENT DEFAULT

See Overdue First Payment.

FLOOR PLAN AGENT

A lending institution or bank used by Rental Store Opera-

	tors to borrow money for purchasing inventory.
GRP	(G)uaranteed (R)eplacement (P)rogram. Also known as waiver of liability. This is not an insurance but a guarantee to replace rental product in the event of theft or vandalism.
HOLD	A category or status of product stored for customer who has not fulfilled their obligation.
IDLE INVENTORY	Rental product physically on location or in store available for rental.
INDICATED BOR	A count of BOR accumulated by totalling the figures entered in the "# BOR Items" in the ADD A NEW AGREEMENT (NEW) program. (See Page NEW 7, Operations 30).
INVENTORY MAINTENANCE	The process of viewing or changing information dealing with serialized inventory.
KEEP RATE (Percent)	Percentage obtained by formulation after paid-outs, pick-ups, buy-outs, write-offs. The percent of units that go to term.
MAP COORD	The grid coordinates on a map detailing where an address is located.
MOVIE BNK DEPOSIT	This is the amount of income accumulated by your Movie Department and posted into your End of Day process.
M.P.C.	Media Production Cost: cost needed to reach the desired areas of influence with your advertising campaign.
M.R.	Media Resource: area from where you advertising has drawn your clientele.
MSDOS	This is (M)icro(S)oft (D)isk (O)perating (S)ystem. Operating system software used to operate smaller personal computers (PC's).
MV OVER/SHORT	This is where overages or shortages in your Movie Club are posted accordingly in your End of Day process.
N.P.C.	Number of Potential Customers.
NSF BANK CHARGES	These are penalties assessed to your store from your bank for the handling of Non-Sufficient Fund checks. (This is not the amount you charge your customer for writing the bad check).
NSF WRITE OFFS	These are company charge offs of bad checks that are considered uncollectable.
NUMERIC PAD	This is the section of your computer keyboard that is located on the right side similar to a 10-key touch pad.

26.4 Glossary

OPEN TICKETS	These are considered active agreements.
OPERATING SYSTEM	Important to know to determine what type support will be needed (Xenix, DOS, DX10, etc). A software program required by all computers in order to operate.
ORDER FORM	Form on which information about the customer is given for verification. "Order form" has a positive connotation to the customer. "They" are filling out an order for their merchandise vs. an application which may be turned down.
OVERDUE FIRST PMT	This is an account which, when their first payment was supposed to be made, the customer failed to make that payment on time. It is a good idea to stay on top of these accounts so that their payment habits are established early in the Rental Agreement.
PAY OUTS	A customer who goes full term on their rental agreement or has paid in advance to satisfy the agreement.
PETTY CASH	The smaller expenses used to operate a store such as postage, office supplies, etc.
PRINTER OR FILE PATHNAME	Asking which printer you want to use, or if you want to send this report to a File Pathname for printing at a later time.
PROJECTION FACTOR	This is a factor used in calculating the dollar amount you are projected to receive on your accounts. This factor will be multiplied by the weekly rate to calculate this months income projection. The average weekly projection is 4.33 (Average 4.33 weeks in a month). Therefore a \$10.00 a week agreement will provide a projected receivable of \$43.30 this month.
PROJECTED RECEIVABLES	The accumulated dollar amount of income projected to be collected on existing accounts.
RATE & TERM	Amount at which a unit is rented out weekly or monthly (rate); length of the agreement (term) - i.e. \$12.99/week at 78 weeks.
RATE OF PMT	Amount of a rental payment.
RECEIVABLES	The actual dollar amounts owed on existing accounts (full balances).
REINSTATEMENT FEE	Permitted fees to bring a delinquent account current.
RENEWAL PAYMENT	A customer's rental payment to renew their agreement, so they may continue to rent item(s).
R.O.S.	Run of Schedule.
RTO ADJUSTMENT	A dollar amount posted in the End-of-Day process to correct a past mistake.

RTO BNK DEPOSIT	Amount of money to be deposited to the bank on rental payments including tax, GRP and any other associated Rental Income.
RTO OVER/SHORT	Overages or shortages in your rental department.
SALE OVER/SHORT	Overages or shortages in your retail sales department.
SALEBANKDEPOSIT	Deposit to the bank from income received from retail sales.
SERIALIZED INVENTORY	Merchandise that is serialized by the manufacturer.
SORT	To arrange according to characteristics.
SPIFF	Like a commission or bonus that is given on some items that you rent. A valuable tool that can be used to balance inventory.
TICKET	Equivalent to Agreement, Contract.
TRUST RECEIPT	A document provided by your bank or Floor Plan Agent for the purpose of keeping track of inventory and dollars owed on loans for the purchased inventory.
TURN-IN	Voluntary relinquishment of merchandise. Request Pickup.
UNIT YIELD	The dollar amount that has been collected so far on an inventory item (unit).
VENDOR	A manufacturer, distributor, or company which you purchase inventory from.
WORK DAY OF MO	The numeric work day of the month. For instance, if you are closed every Sunday and it is the 21st of September 1990, this would be the 18th work day of the month.
UNIX	Multi-user operating system used in larger personal computers.
XENIX	Multi-user operating system used in larger personal computers.

26.6 Glossary

Index

A

Add an item to existing agreement with no changes	10.10
Add an item to existing agreement without extending the contract	10.11
Add an item to existing agreement with extending the contract	10.15
Add items to an existing agreement, How to	10.10
Adding a customer	9.9
Adding a landlord	8.11, 9.13
Adding a new Agreement - NEW	8.1, 8.15
Adding a new customer	8.7
Adding a Reference	8.9, 9.12
Adding a second customer	8.12, 9.14
Adding a new model number while receiving	3.7, 3.18
Adding an employer	8.10, 9.12
Adding car information	8.12, 9.14
Agreement Data, Changing	10.1

B

Bad Check - Backing out using CHECKMNT	13.11
Bad Check - Backing out using RP	13.14
Bad Checks - Notifying employees of	13.17
Bad Checks - Paying off	13.18

C

Calculations for Re-figuring an existing agreement without extending contract	10.14
Calculations for re-figuring an existing agreement with extending the contract	10.17
Calculations for refiguring existing agreement with exchange for higher priced item	10.23
Change the payment terms on an agreement, How to	10.6

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Changing agreement data	10.1
Changing and Closing Special Order Tickets	8.24
Changing customer information - RCUSTMNT	9.7
Changing Inventory	4.2
Changing Security Passcode	1.5
Charge Off	11.13
Check Report - CHECKRPT	13.26
Clocking In or Out - T	2.1
Close Agreements	11.1
Close Contract Receipts - RTOCLOSE	11.18
Closed Tickets, Looking up	12.1
Closed Ticket Inquiry - CLOSEINQ	12.1
Closing Agreements - RTOCLOSE	11.1
Closing an entire ticket	11.2
Closing single or select items	11.16
Commitment File Report, Printing of - CMMTRPT	14.6
Command Line	1.6
Contract, Adding a new to an existing customer	8.6
Customer Report, Printing of - CPRTA	18.1
Customer, Adding a new	8.7
Customer, Find by Phone Number	9.6
Customer Data, Changing - RCUSTMNT	9.1
Customers Cards, Printing	19.1
Customers, Listing alphabetically	8.1, 9.1
Customers, listing by account number	8.5, 9.5
Customers, listing by address	8.2, 9.2
Customers, listing by drivers license	8.3, 9.3
Customers, listing by social security number	8.4, 9.4

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Customers, Printing	18.1
D	
Deleting a customer	9.8
E	
Early Buyout	11.15
Employer, Adding	8.10, 9.12
End-of-Day Posting	15.1
Example Print Customer Past Due Letters - TCKPDUE1	14.12
Exchanging inventory, How to handle	10.18
Exchanging inventory, even exchange	10.19
F	
Floor plans by line number	3.7
Free Payment on a new account, taking a	8.25
Function Keys	1.3
Function keys in RP	13.3
G	
General Computer Power and Environment Considerations	1.1
Glossary	26.1
H	
How to back out a bad check using CHECKMNT	13.11
How to back out a bad check using RP	13.14
How to do a shutdown	1.7
I	
Inquire Closed Tickets	12.1
Inventory, Bar Code Number Transfer	5.14
Inventory, Bar Code Transferring from file	5.15
Inventory, Changing	4.2

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Inventory, Delivery/Pickup Transfer	5.12
Inventory, Demo Transfer	5.9
Inventory Inquiry - INVMNT	4.1
Inventory, Listing	4.1
Inventory, Pending Transfer	5.7
Inventory, Receiving Miscellaneous	3.19
Inventory, Transferring	5.3, 5.9, 5.12, 5.15
Inventory, Transfer/Deliver Loan - INVTRAN	5.1
Items in stock, Adding a new agreement for	8.21
Items not in stock, Adding a new agreement for	8.18
L	
Landlord, Adding	8.11, 9.13
List Past Due Accounts - TICKDUE	14.1
M	
Manufacturer's Code	3.11
Miscellaneous inventory model number, Adding new	3.18
Miscellaneous inventory, Receiving	3.19
Model number, Adding while receiving	3.7
N	
New Agreement , Adding - NEW	8.1, 8.15
New Customer, Adding	8.7
Notifying employees of bad checks	13.17
O	
Overdue Customers	21.1
Overdue Customers (Cards)	22.1
Overdue Customers, Printing	21.1
P	
Past Due Accounts, List - TICKDUE	14.1

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Past Due Letters, Example of Printing Customer - TCKPDUE1	14.12
Past Due Letters, Print Customer - TCKPDUE1	14.9
Past Due Notices, Printing	24.1
Paying off a bad check	13.18
Payments Report, Printing	20.1
Payout Satisfactory	11.4
Payout Unsatisfactory	11.6
Print Commitment File Report - CMMTRPT	14.6
Print Customer Past Due Letters - TCKPDUE1	14.9
Print Customer Past Due Letters - TCKPDUE1 - Example	14.12
Print Exception Report - PMTS, Example	20.7
Print Overdue Customers	21.1
Print Past Due Notices - PASTDUE	24.1
Print Payments Report - PMTS.....	20.1
Print Rental Customer Report, Example of	18.8, 19.5
Print Serialized Inventory Report - PINV	23.1
R	
RCUSTMNT - Change Customer Data	9.1
Receiving Inventory - RECEIVE	3.1
Receiving inventory for which you already have a model number	3.3
Receiving inventory from a Purchase Order - POINLOAD	3.24
Receiving Inventory From Diskette - STOREMRG	7.1
Receiving miscellaneous inventory	3.19
Reference, Adding	8.9, 9.12
Refund & Cancel	11.3
Rental Agreement, Adding new	8.1
Rental Contract, Adding new	8.1

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Rental Customers - (3 per page), Printing	19.1
Rental Customers, Printing	18.1
Report Spooler	25.1
Reports, Introduction to	17.1
Repossess	11.9
Request Pickup	11.7
RP - Function keys	13.3
RP - Take Customer Payments	13.1
RTOCLOSE - Close RTO Tickets	11.1
RTOCSMNT - RTO Customer Maintenance	10.1
S	
Second customer, Adding	8.12, 9.14
Security Entry	1.4
Security Passcode, Changing	1.5
Select by Location or Location Groups	17.2
Separate Locations	17.1
Serialized Inventory, Deleting	3.20
Serialized Inventory, Printing	23.1
Skip	11.10
Special Order Item, Updating the Agreement when Special Order item has arrived	8.23
Special Order Tickets, Changing and Closing	8.24
Spooler - Add reports to be printed	25.3
Spooler - Change reports to be printed	25.4
Spooler - Delete Reports to be printed	25.5
Spooler - Listing reports by batch name	25.7
Spooler - Print Reports	25.6
Spooler - Report Batch Maintenance	25.2
SPOOLER - Report Spooler Program	25.1

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Spooler - Select reports to print	25.7
Spooler, Using the	25.1
Start up and shutdown procedures	1.7
Stolen	11.12
STOREMRG - Merge Transfer from another Store	7.1
STORETRN - Remote Store to Store Transfer	6.1
SUMEODS - Summary Store EOD Processing	15.1
SUMMNT - Summary File Maintenance	16.1
T	
T - Closing in or Out	2.1
Taking A Free Payment on a new account	8.25
Take Payments	13.1
Take Payments with Accounts Receivable	13.8
TCKPDUE1 - Example Print Customer Past Due Letters	14.12
TCKPDUE1 - Print Customer Past Due Letters	14.9
TICKDUE - List Past Due Accounts	14.1
Transfer/Deliver/Loan Inventory - INVTRAN	5.1
Transferring Inventory on Diskette - STORETRN	6.1
Transferring Inventory to a Charge Off Location	5.6
U	
Updating the RTO Agreement when the Special Order item has arrived	8.23
Using the shutdown command	1.7
Z	
ZIP - Print Customer Overdue Report (3 per page)	22.1
ZIPA - Print Customer Overdue Report	21.1

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

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A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z