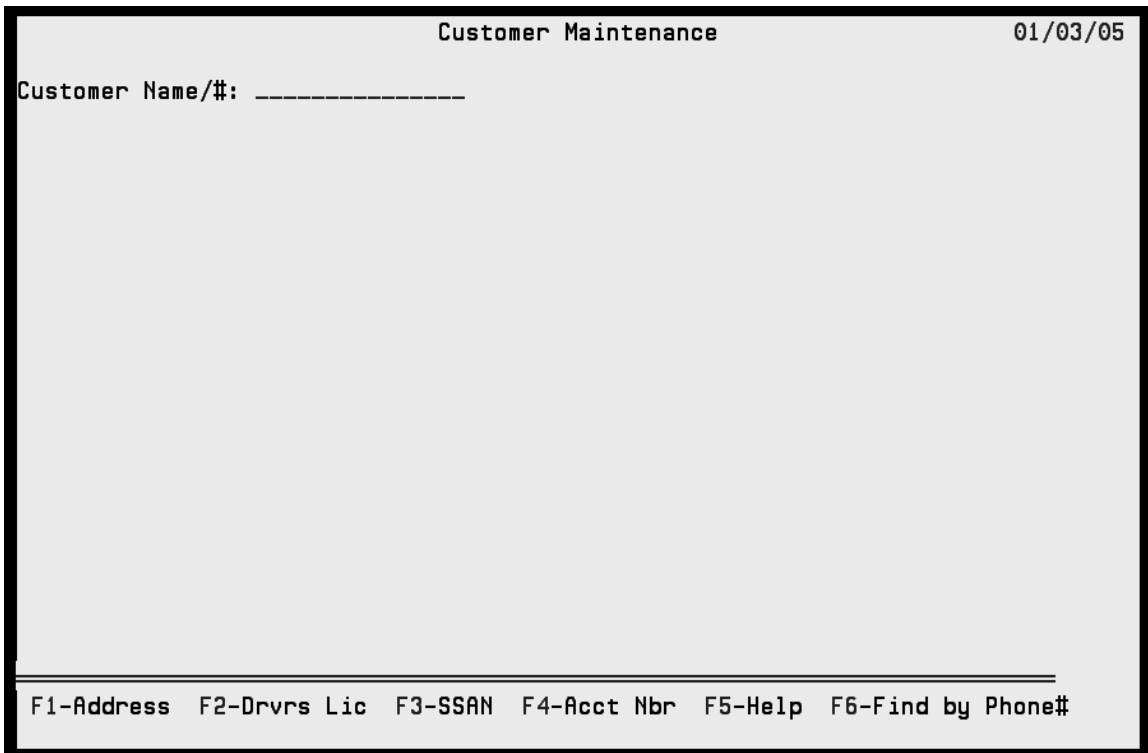


Chapter 11 - Closing Agreements – RTOCLOSE

To close a Rental Agreement you need to be at the command line and type in "RTOCLOSE", see [Chapter 1 Introduction, page 20](#). You will be prompted for the printer or file pathname. See [Chapter 17 Introduction to Reports](#) for additional information about the printer/file pathname screen. Press the ENTER key to accept the default printer number or type in the proper printer number or pathname. You will now be prompted for the "Date Posting On". Type in the date you want this posted on and then press the ENTER key to accept the default of today's date.

The next screen you will see is the Customer Maintenance Screen, see Figure 11-1. At the Customer Name/#: prompt, 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, see [Chapter 9 Changing Customer Data - RCUSTMNT, pages 1-6](#).



```
Customer Maintenance                                01/03/05

Customer Name/#: _____

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

Figure 11- 1 Customer Maintenance Screen

Once you have entered the criteria in full, press then ENTER key to bring up the customer. If you do not need to look for the customer, using the appropriate function key pull up the listing of customers. Using your up and down arrow keys and/or the F1 and F2 keys to scroll through the customer list, highlight the customer you want and press the ENTER key. The screen will resemble Figure 11-2.

```

Close RTO Tickets                                01/03/05
Ticket Nbr: █-----

```

```

F3-List By Ticket                               F8-Backout                               F10-Exit

```

Figure 11- 2 Close RTO Tickets Screen

You can type in the Ticket Nbr. Then press the ENTER key or press the F3 key to list the open tickets on this account. Using your arrow keys, highlight the correct ticket and press the ENTER key.

The cursor will be in the spiff field on the lower half of the screen.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00	█	5/28/03	185.00	

Cursor on spiff field, press F1 to close ticket.

F1-Close Ticket F2-Close Item F5-Help F8-Backout

Figure 11- 3 Close RTO Tickets Screen with data

Closing an entire ticket

To close this entire ticket press the F1 key, see Figure 11-3. The prompt "Close This Ticket" will be displayed at the bottom of the screen. See Figure 11-4.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Close This Ticket: <input type="text" value="N"/>						
F1-Close Ticket		F2-Close Item		F5-Help		F8-Backout

Figure 11- 4 Close RTO Tickets with close the ticket prompt

An N for no answer will move your cursor to the spiff field on the next item's line. When you answer this with a Y for yes, the prompts "Reason For Closing" and "Closed Date" will be displayed, see Figure 11-5.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	

Enter the number
corresponding to
the reason for
closing

Enter the date you want
this ticket to close on, or
press ENTER to accept the
default date

Reason For Closing: Closed Date: 1/03/05

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

Figure 11- 5 Close RTO Tickets Screen reason for closing

Enter the number corresponding to the reason for closing and press the ENTER key. Enter the date you want to show this ticket closed, or press the ENTER key to accept the default of today's date.

Refund & Cancel of a ticket

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 press the ENTER key to accept the default of today's date.

Your cursor will move to the top of the screen, see Figure 11-6.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt: █		Pmt Amt:	Grp Amt:			
ESP Amt:		Deposit Amt:	Proc Fee:			
Tax Amt:		Total Due: 0.00	Pmt Form:			
Next Pmt Due: 6/15/05		Amt Received:	Change Due: 0.00			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreemnt Date	Agreemnt Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Amount in Delivery Charges (only) COLLECTED TODAY						
F5-Help	F8-Backout	F9-Update Record	F10-Exit			

Figure 11- 6 Close RTO Tickets Screen Refund and Cancel

DELIVERY AMT This will show the amount of "Delivery Charge" (only) that was received today.

PMT AMT This will show the "payment amount" (for rent only) that was received today. When you press the ENTER key past this; your screen will change slightly to resemble Figure 11-7.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt: 60.00-	Grp Amt:			
ESP Amt:		Deposit Amt:	Proc Fee:			
Tax Amt:		Total Due: 0.00	Pmt Form:			
Next Pmt Due: 6/15/05		Amt Received:	Change Due: 0.00			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	

If you want to close this ticket, enter a Y

You are going to make a refund; Do you want to continue: **N**

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

Figure 11- 7 Close RTO Tickets Screen Refund and Cancel data entered

If you enter an N for no, you will be returned to the Delivery Amt field. Continue to enter information related to closing this ticket. If you just want to close this ticket at this point, enter a Y for yes.

GRP AMT Amount of **G**uarantee **R**eplacement **P**rogram (only) collected today.

ESP AMT Amount of **E**xtended **S**ervice **P**rogram (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key. If money is being refunded, payment form must be "6" for Cash Refund.

NEXT PMT DUE Press the ENTER key.

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". Look the information over and if you need to make changes, enter a Y for yes and make them. When you press the ENTER key and accept the default of N for no, 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". Enter in the date you want used for closing the ticket or item or press the ENTER key to accept the default of today's date, see Figure 11-8.

Close RTO Tickets					01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731		
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:	
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
ESSCHVI44	5661	60.00		5/28/03	185.00
Reason For Closing: 2 Closed Date: 1/03/05					
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory					
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout					

Figure 11- 8 Close RTO Tickets Screen Payout Satisfactory

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 If there is any money still owed for rent only, the amount will be entered here in the Pmt Amt field. When you press the ENTER key at this field, your screen will change slightly to resemble Figure 11-9.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt: 185.00	Grp Amt:			
ESP Amt:		Deposit Amt:	Proc Fee:			
Tax Amt:		Total Due: 0.00	Pmt Form:			
Next Pmt Due: 6/15/05		Amt Received:	Change Due: 0.00			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	

If you want to close ticket, enter a Y

You are going to take a payment; Do you want to continue: **N**

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

Figure 11- 9 Close RTO Tickets Screen Payout Satisfactory data entered

Since you are closing this ticket as a Payout Satisfactory, you should enter a Y for yes.

GRP AMT Amount of Guarantee Replacement Program (only) due today.

ESP AMT Amount of Extended Service Program (only) due today.

DEPOSIT AMT Amount of Deposit (only) due today.

PROC FEE Amount of Processing Fee (only) due today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee be sure your state allows them).

TAX AMT Amount of Sales Tax (only) due today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the information over and if changes need to be made, enter a Y for yes and

make the changes. When you press the ENTER key to accept the default of N for no, a receipt will be printed.

Payout Unsatisfactory

Use this for closing out tickets or items when the customer has paid for the item(s) in full, but due to many late payments or numerous bad checks, the relationship between the customer and your company has not been 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 press the ENTER key to accept the default of today's date, see Figure 11-10.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 3 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory						
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-10 Close RTO Tickets Screen Payout Unsatisfactory

Your cursor will move to the top of the screen.

DELIVERY AMT This will show the amount of "Delivery Charge" (only) that is due today.

PMT AMT If there is any money still owed for rent only, the amount will be entered here in the Pmt Amt field. When you press the ENTER key after this prompt, your screen will change slightly to resemble Figure 11-11.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt: 185.00	Grp Amt:			
ESP Amt:		Deposit Amt:	Proc Fee:			
Tax Amt:		Total Due: 0.00	Pmt Form:			
Next Pmt Due: 6/15/05		Amt Received:	Change Due: 0.00			
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	

Enter a Y to take a payment

You are going to take a payment; Do you want to continue:

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

Figure 11-11 Close RTO Tickets Screen Payout Unsatisfactory data entered

If you want to take a payment, enter a Y for yes.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the information over, if changes are necessary, enter a Y for yes and make the

changes. When you press the ENTER key and accept the default of N for no, 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 press the ENTER key to accept the default of today's date, see Figure 11-12.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 4 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory						
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-12 Close RTO Tickets Screen Request Pickup

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" (for rent only) that was received today. You can enter any rent due if taking a payment. If you enter any rent due here, the next screen will appear like Figure 11-11.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee, be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Inventory Condition", see Figure 11-13.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Inventory Condition: █						
<div style="display: flex; justify-content: space-between; padding: 0 10px;"> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-13 Close RTO Tickets Screen Request Pickup, 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". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Returned Inv Status", see Figure 11-14.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Returned Inv Status: R						
<hr/> <div> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-14 Close RTO Tickets Screen Request Pickup, returned inv status

Enter in the status you want the returned inventory to have, use "N" for NEW or "R" for USED are your only options. You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, 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 Repossess. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or press the ENTER key to accept the default of today's date, see Figure 11-15.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 5 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-15 Close RTO Tickets Screen Repossess

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" (for rent only) that was received today. You can enter any rent due if taking a payment. If you enter any rent due here, the next screen will appear like Figure 11-11.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee, be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Inventory Condition", see Figure 11-16.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Inventory Condition: █						
<div style="display: flex; justify-content: space-between; padding: 5px;"> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-16 Close RTO Tickets Screen Repossess, inventory condition

Enter a very brief description of the inventory condition (15 characters maximum) such as: good, scratched, trashed, or whatever the condition is. Enter in the status you want the returned inventory to have, use "N" for NEW or "R" for USED are your only options. You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Returned Inv Status", see Figure 11-17.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Returned Inv Status: R						
<hr/> <div> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-17 Close RTO Tickets Screen Repossess, returned inv status

Enter in the status you want the returned inventory to have. You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, 8, Repossess, 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 Figure 11-18.

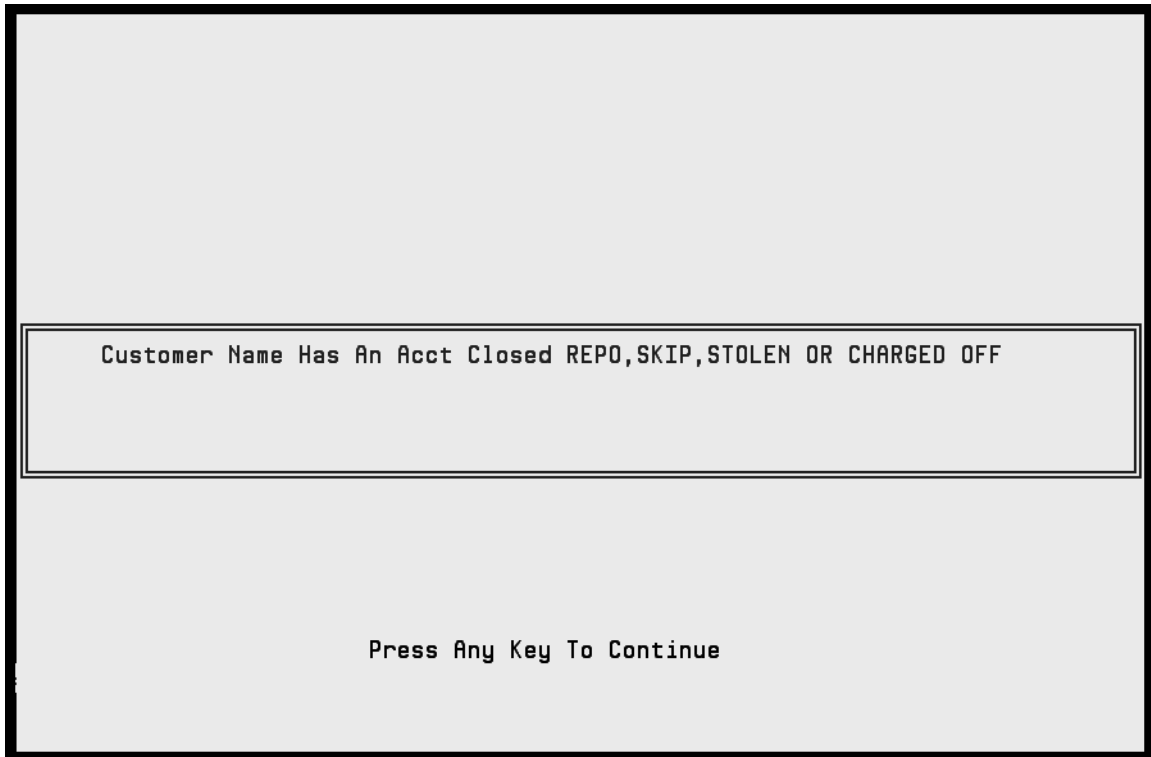


Figure 11-18 New agreement screen if closed reason on previous ticket is 5,6,7,8

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 press the ENTER key to accept the default of today's date, see Figure 11-19.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 6 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-19 Close RTO Tickets Screen Skip

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" (for rent only) that was received today. You can enter any rent due if taking a payment. If you enter any rent due here, the next screen will appear like Figure 11-11.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee, be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Inventory Condition", see Figure 11-20.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Inventory Condition: █						
<div style="display: flex; justify-content: space-between; padding: 0 10px;"> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-20 Close RTO Tickets Screen Skip, inventory condition field

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". Look the screen over and if you need to make changes, enter a "Y" and make the changes. When you press the ENTER key to accept the default of "N", a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Repossess, 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 Figure 11-21.

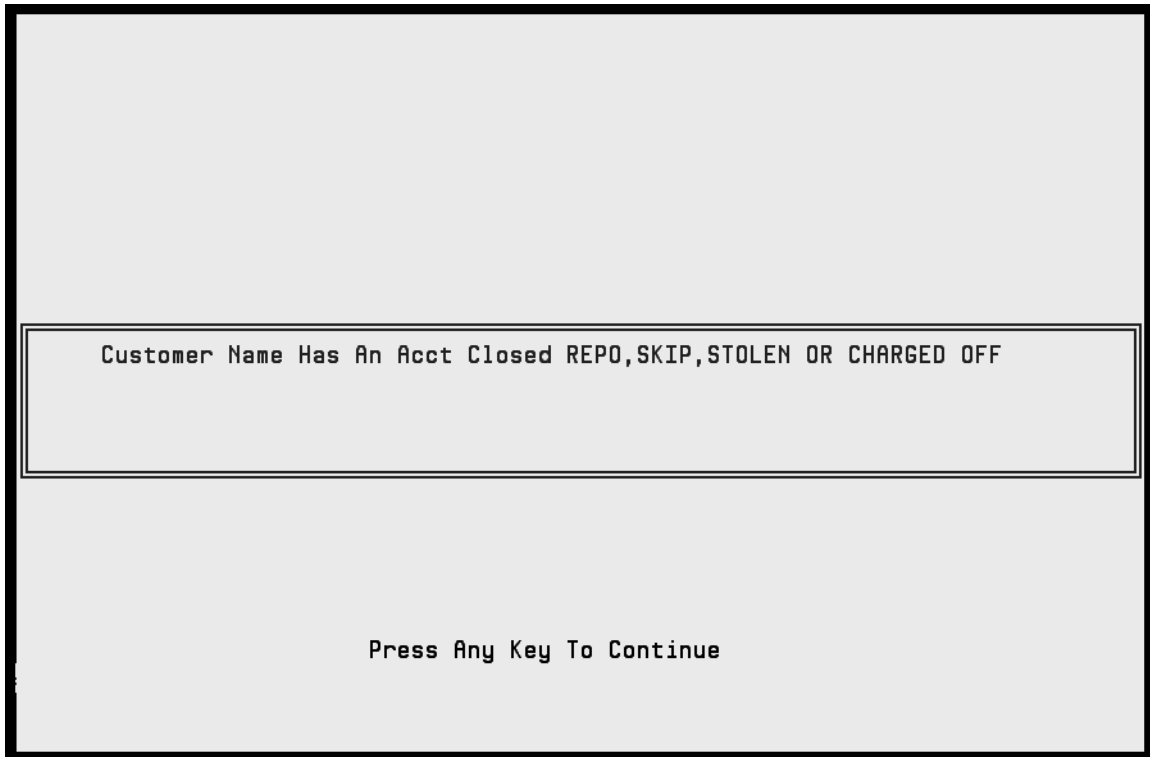


Figure 11-21 New agreement screen if closed reason on previous ticket is 5,6,7,8

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 press the ENTER key to accept the default of today's date, see Figure 11-22.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 7 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-22 Close RTO Tickets Screen Stolen

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" (for rent only) that was received today. You can enter any rent due if taking a payment. If you enter any rent due here, the next screen will appear like Figure 11-11.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee, be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the ENTER key to accept the default of N for no, you will be prompted "Inventory Condition", see Figure 11-23.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amount Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Inventory Condition: █						
<div style="display: flex; justify-content: space-between; padding: 5px;"> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-23 Close RTO Tickets Screen Stolen, inventory condition field

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". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press ENTER to accept the default of N for no, a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Repossess, 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 Figure 11-24.

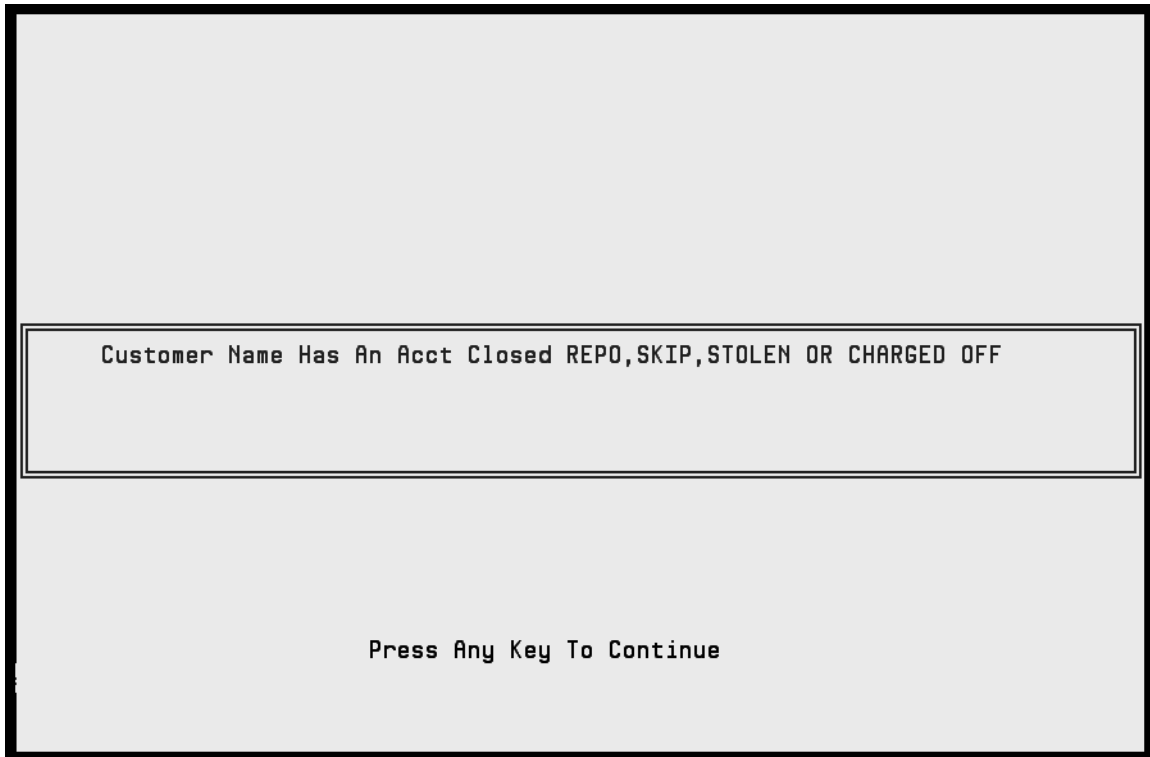


Figure 11-24 New agreement screen if closed reason on previous ticket is 5,6,7,8

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. You need security authorization to be able to close an account as a charge off.

At the prompt "Reason for Closing", enter in an "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 press the ENTER key to accept the default of today's date, see Figure 11-25.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Reason For Closing: 8 Closed Date: 1/03/05						
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-25 Close RTO Tickets Screen Charge Off

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" (for rent only) that was received today. You can enter any rent due if taking a payment. If you enter any rent due here, the next screen will appear like Figure 11-11.

GRP AMT Amount of Guarantee Replacement Program (only) collected today.

ESP AMT Amount of Extended Service Program (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee, be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press ENTER for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the ENTER key.

NEXT PMT DUE Press the ENTER key.

AMT RECEIVED Enter the amount received.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press ENTER and accept the default of N for no, you will be prompted "Inventory Condition", see Figure 11-26.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:		
Next Pmt Due:	6/15/05	Amount Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	
Inventory Condition: █						
<div style="display: flex; justify-content: space-between; padding: 0 10px;"> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-26 Close RTO Tickets Screen Charge Off, inventory condition field

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". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press ENTER to accept the default of N for no, a receipt will be printed.

When an agreement is closed for reason #5, 6, 7, or 8, Repossess, 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 Figure 11-27.

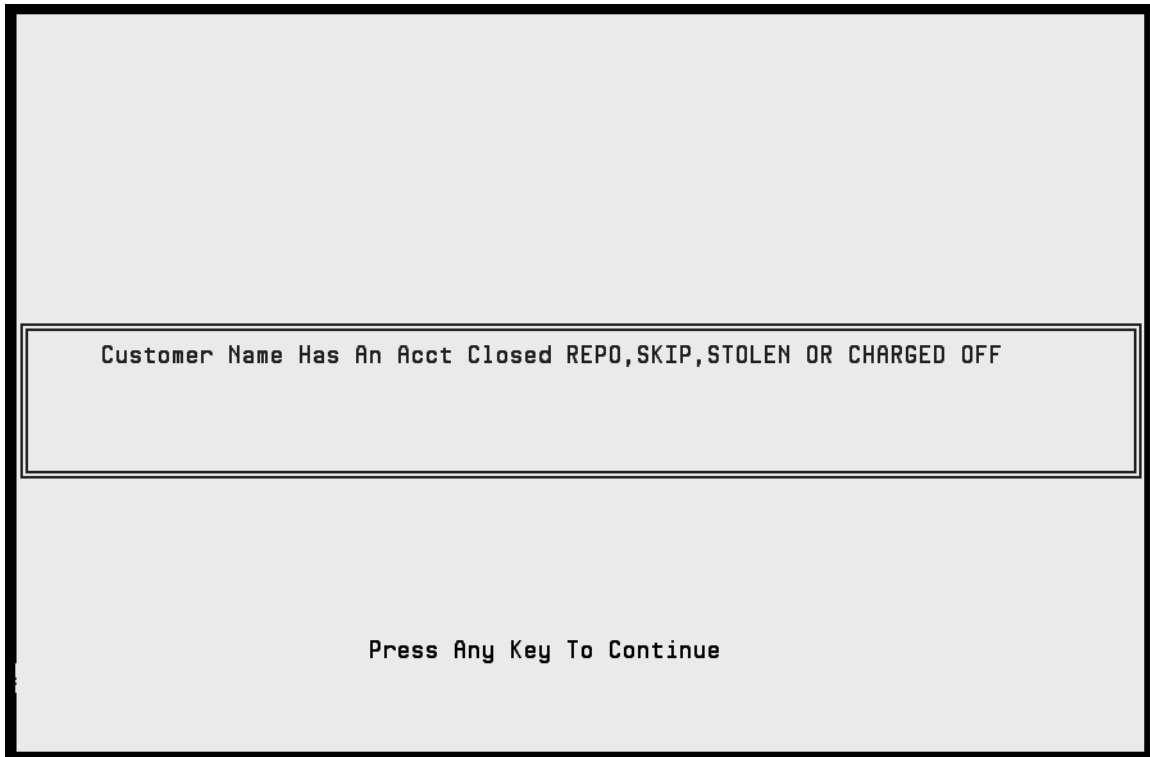


Figure 11-27 New agreement screen if closed reason on previous ticket is 5,6,7,8

Early Buyout

Use Early Buyout for closing out tickets where the customer has chosen to pay off the account early.

NOTE: If your company uses payoff method 3, 5 or 11 in POFFCTRL, you will be unable to close a ticket due to early buyout using this program. You will have to go through the RP program to close a ticket for early buyout. See Figure 11-28.

Close RTO Tickets						01/03/05
Name: ABILD	, PATRICIA	Store: 1	Acct#: 501731			
Rate Of Pmt:	60.00	Rate Of Grp:	7.00	Rate Of ESP:	0.00	
Rate Of Tax:	3.30	Ttl Reg Due:	70.30	Next Pmt Due:	6/15/05	
Agreement Amt:	640.00	Agreement Bal:	185.00	# BOR Items:		
Pmt Terms: Q		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ESSCHVI44	5661	60.00		5/28/03	185.00	

Warning message: Use the program
RP and the F2 option to close as a
buyout

Reason For Closing: **9** Closed Date: 1/03/05

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) Chargeoff 9) Early Buyout

Figure 11-28 Close RTO Tickets Screen 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 press the ENTER key to accept the default of today's date.

Follow the instructions you see on the screen and close the ticket using the RP program.

If the POFFCTRL payoff method field is set to 1, 2, 4, 6, 7, 8 or 10, the ticket can be closed within the RTOCLOSE program, see Figure 11-29.

Close RTO Tickets						01/03/05
Name: ABLER	, PAUL	Store: 1	Acct#: 503552			
Rate Of Pmt:	30.00	Rate Of Grp:	0.00	Rate Of ESP:	0.00	
Rate Of Tax:	1.68	Ttl Reg Due:	31.68	Next Pmt Due:	1/03/05	
Agreement Amt:	499.00	Agreement Bal:	469.00	# BOR Items:		
Pmt Terms: M		Agreement Type:	1 MONTHS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
GEWASXB120PBL	00102454	30.00		1/03/05	469.00	

POFFCTRL payoff method is 1;
 so no message to close this
 early buyout with RP - Take
 Payments Screen.

Reason For Closing: 9 Closed Date: 1/03/05

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

Figure 11-29 Close RTO Tickets POFFCTRL payoff method not 3

Closing Single or Select Items on a Ticket

This ticket in Figure 11-30 has three items on it. If you want to close items on the ticket but not close the whole ticket, for example, using your arrow keys position your cursor on the line of the item you want to close and press the F2 key.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Rate Of Pmt:	72.21	Rate Of Grp:	10.83	Rate Of ESP:	0.00	
Rate Of Tax:	5.96	Ttl Reg Due:	89.00	Next Pmt Due:	6/22/07	
Agreement Amt:	5,632.38	Agreement Bal:	5,560.17	# BOR Items:		
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	CR4105141	15.00	←	6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Close This Item: <input type="checkbox"/>						
F1-Close Ticket		F2-Close Item		F5-Help		F8-Backout

Figure 11-30 Close Single or Select Items on a Ticket

Your cursor will be at the prompt "Close This Item". If this is answered with a Y for yes, your cursor will be at the prompt "Reason for Closing" and a list of reasons you can select from will display at the bottom of the screen. See Figure 11-31.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Rate Of Pmt:	72.21	Rate Of Grp:	10.83	Rate Of ESP:	0.00	
Rate Of Tax:	5.96	Ttl Reg Due:	89.00	Next Pmt Due:	6/22/07	
Agreement Amt:	5,632.38	Agreement Bal:	5,560.17	# BOR Items:		
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Reason For Closing: 4						Closed Date: 6/15/07
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory 4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout						

Figure 11-31 Reasons for Closing with Closed Date Prompts

Enter the number corresponding to the reason the ticket item or items are being closed. Your cursor will now be on the "Closed Date" prompt. Enter the date the item is closed or press the ENTER key to accept the default of today's date. You will be prompted "Payment This Item". If the customer is giving you a payment, enter it here or if no payment, press the ENTER key to advance. See Figure 11-32.

Close RTO Tickets					06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387		
Rate Of Pmt:	72.21	Rate Of Grp:	10.83	Rate Of ESP:	0.00
Rate Of Tax:	5.96	Ttl Reg Due:	89.00	Next Pmt Due:	6/22/07
Agreement Amt:	5,632.38	Agreement Bal:	5,560.17	# BOR Items:	
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
EBTOS50A62	13337711	45.22		6/15/07	3481.94
ALWPLLSQ9659PW	CR4105141	15.00		6/15/07	1155.00
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23
Payment This Item: █ 0.00					
<div> F1-Close Ticket F2-Close Item F5-Help F8-Backout </div>					

Figure 11-32 Payment This Item Prompt

The cursor will now be beside the next item on the ticket. You may continue in the above manner until you have all the items that you need to close on this ticket addressed. When you have closed everything on this ticket that you needed to, press the F9 key. You will be prompted "Any Changes". When this is answered with an N for no, your cursor will move to the top of the screen. See Figure 11-33.

Close RTO Tickets					06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387		
Rate Of Pmt:	72.21	Rate Of Grp:	10.83	Rate Of ESP:	0.00
Rate Of Tax:	5.96	Ttl Reg Due:	89.00	Next Pmt Due:	6/22/07
Agreement Amt:	5,632.38	Agreement Bal:	5,560.17	# BOR Items:	
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
EBTOS50A62	13337711	45.22		6/15/07	3481.94
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23
Any Changes: N					
F1-Close Ticket		F2-Close Item		F5-Help	
				F8-Backout	

Figure 11-33 Item Closed and Continue On

If the customer wants to make up any back payments, enter the amount he wishes to pay at the appropriate fields. If not, then press the ENTER key through the fields or press the F9 key till the prompt "Any Changes" displays. An answer of Y for yes will move the cursor back to the top of the screen. See Figures 11-34 and Figure 11-35.

Close RTO Tickets					06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387		
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07
Agreement Amt:	4,462.38	Agreement Bal:	4,405.17	# BOR Items:	
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
EBTOS50A62	13337711	45.22		6/15/07	3481.94
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23
Any Changes: N					
F5-Help		F8-Backout		F9-Update Record	
				F10-Exit	

Figure 11-34 Closing an Item Any Changes Prompt

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:	1	
Next Pmt Due:	6/22/07	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Any Changes: N						
<div> <div>F5-Help</div> <div>F8-Backout</div> <div>F9-Update Record</div> <div>F10-Exit</div> </div>						

Figure 11-35 Closing an Item Any Changes Prompt

An answer of N for no will display a prompt "Inventory Condition" if it is a returned item. See Figure 11-36.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:	1	
Next Pmt Due:	6/22/07	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Inventory Condition: I						
<div> <div>F5-Help</div> <div>F8-Backout</div> <div>F9-Update Record</div> <div>F10-Exit</div> </div>						

Figure 11-36 Closing an Item Any Changes Prompt

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 to advance. If you use 14 characters, the system will perform the ENTER for you. You will be prompted "Any More Changes: Y".

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:	1	
Next Pmt Due:	6/22/07	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Any Changes: N						Inventory Condition: IN GOOD SHAPE
<div> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-37 Inventory Condition Prompt

An N answer will bring you to the prompt "Returned Inv Status: R". The default on this is prompt is R so change it if necessary (please note that you will only see this prompt if your security is set to see this). You will now be prompted "Any Changes:N". See Figure 11-38. Press the ENTER key.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Delivery Amt:		Pmt Amt:		Grp Amt:		
ESP Amt:		Deposit Amt:		Proc Fee:		
Tax Amt:		Total Due:	0.00	Pmt Form:	1	
Next Pmt Due:	6/22/07	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Returned Inv Status: R						Any Changes: <input type="checkbox"/>
<div> F5-Help F8-Backout F9-Update Record F10-Exit </div>						

Figure 11-38 Returned Inventory Status Prompt

You will not be prompted "Print Agreement". Press the ENTER key to accept the default of Y answer and the agreement will print. Receipts will also print out if necessary. The system will return you to a menu or security entry screen when the transaction is complete.

Closing a Ticket with a Payoff Satisfactory or Unsatisfactory

Please note that when a ticket is being closed as a Payoff Satisfactory or Payoff Unsatisfactory, the system now checks the security field "Cng EBO Amt in RP" and if it is set to an N for no, then the employee cannot change the payment amount.