Chapter 20 - Print Customer Payments – PMTS

Print Customer Payments Report (RTO, RTR, FEE and Loan Payments)

To print a report for all rental payments received on a given day(s), go the command line by pressing the F10 key off of any menu and type in PMTS and press the ENTER key. You will be prompted for a printer or file pathname. Press the ENTER key to accept the default printer or type in the printer number or pathname. See *Chapter 17 - Introduction to Reports* for additional information about the printer/file pathname screen.

When you are prompted for "Separate Locations", press ENTER to accept the default of N for no. The report option screen in Figure 20-1 will be displayed.

```
                      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:  7/21/05    ENDING DATE:  7/21/05
        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/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
            GRP CUSTOMERS ONLY: N    ONLY RECEIPT NUMBER GAPS: N
                      ENTER AN "N" OR A "Y"
```

Figure 20-1 Payments Report Screen

Explanation of fields on Payments Report Screen

WANT TOTALS ONLY   Default is N for no. If answered with a Y for yes, this will give you a brief report with cash in totals for each store selected, no detail on customers.

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, either by the first digit of the product code or by the first two digits.

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 by pressing the ENTER key. (Customer types are set up and maintained in the program RCUSTYPE).

USE TAX CODES AS STORE NUMBERS If answered with a Y for yes, 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

If you allow your stores to take payments for other stores, selecting D or C will give you the amounts. Selecting D tells you the store the payment was taken in, selecting C tells you the store that it was taken for.

PRINT MISC FEE SUMMARY   If you want the report to print a summary of miscellaneous fees, enter a Y for yes. Keep in mind this will ONLY print the miscellaneous fees payments.

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 all salesmen or account managers are needed, press the ENTER key to accept the default of N for no. 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 SALESMAN (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 you have selected more than one salesman or account manager you will see the prompt "SORT BY SALESMAN/ACCT MGR". The default is 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 that you select will be printed. If you want all payment forms on the report, leave as zeroes.

LATE PAYMENTS ONLY REPORT Defaults to N for no. If you want a report of payments which were made on late accounts, type in a Y for yes.

ONLY AGMT/CONT AMT/BAL CHGS   If you want only those payments where the contract amount or balance has been changed, enter a Y for yes.

TRANSACTIONS BY TIME REPORT   Defaults to N for no. If answered with a Y for yes, 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 for yes. 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 ENTER key to accept the N for no default. If you only want certain zip codes on this report, type in a Y for yes 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 for yes. 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 full 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 Change
        T = Closed Tickets
        C = Closed Payout with a balance
        D = Due Date Change.

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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 for no.

GRP CUSTOMERS ONLY   Press the ENTER key to accept the default of N for no. If you want a report of only those customers who have GRP (Guaranteed Replacement Program, Insurance, Waiver of Liability), type in a Y for yes.

ONLY RECEIPT NUMBER GAPS   Defaults to N for no. If you want the report to print only receipt number gaps, type in a Y for yes. 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 F9 key. You will then be prompted "Any More Changes". When this is answered with an N for no, the report will begin counting and print to the printer of file pathname you designated.

Figures 20-2 and Figure 20-3 are an example of the PMTS Setup Screen and the Resulting Report.

Figures 20-4 and Figure 20-5 are an example of the PMTS Screen with changes to produce totals only for location 1 and its 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    0


          STARTING PAYMENT DATE:  3/05/01    ENDING DATE:  3/05/01
        STARTING AGMT/CONT 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
          GRP CUSTOMERS ONLY: N     ONLY RECEIPT NUMBER GAPS: N
                       ENTER AN "N" OR A "Y"
```

Figure 20- 2 Payments Report Screen Example

```
RUN DATE: 11/19/04                    POWER SALES & RENTALS                              PAGE:    1
TIME:11:49:49                         RTO CUSTOMER PAYMENTS
                 SELECTED BY LOCATIONS:   1
                    PAYMENTS MADE:  3/05/01 THRU  3/05/01
                    AGMT/CNT DATES:  1/01/80 THRU 12/31/79

CUSTOMER                            RECEIPT  PAYMENT                      MISC    LATE
 NUMBER CUST NAME    NEXT DUE DUE DATE  NUMBER  AMOUNT     GRP     ESP   CHARGE  CHARGE    TAX   CASH IN  T   F SLSMN

 1002092 SHANNON, SYLV 3/10/01  3/03/01 00010191194  28.99    2.17    0.00    0.00    0.00    1.74   37.90  3 003   120
 1007740 GARDNER, SONY 3/10/01  3/03/01 00010191195  17.99    1.35    0.00    0.00    0.00    1.08   20.42  3 002   120
 1006949 DUNN, VALERIE 3/10/01  3/03/01 00010191196  19.99    1.50    0.00    0.00    0.00    1.20   22.69  3 001   120
 1006949 DUNN, VALERIE 3/10/01  3/03/01 00010191197  34.99    2.62    0.00    0.00    0.00    2.10   39.71  3 001   120
 1006949 DUNN, VALERIE 3/10/01  3/03/01 00010191198  29.99    2.25    0.00    0.00    0.00    1.80   34.04  3 001   120
 1006447 CORDER, WILLI 3/10/01  3/03/01 00010191199  16.99    1.27    0.00    0.00    0.00    1.02   19.28  3 001   125
 1006447 CORDER, WILLI 3/10/01  3/03/01 00010191200   7.99    0.60    0.00    0.00    0.00    0.48    9.07  3 001   125
 1007778 YOUNG, JACQUE 3/10/01  3/03/01 00010191201  11.99    0.90    0.00    0.00    0.00    0.72   13.61  3 001   149
 1002996 CHAPPELL, LOR 3/10/01  3/03/01 00010191202  17.95    1.35    0.00    0.00    0.00    1.08   20.38  3 002   149
 1002996 CHAPPELL, LOR 3/10/01  3/03/01 00010191203   6.99    0.52    0.00    0.00    0.00    0.42    7.93  3 002   149
 1006662 DORSEY, STEPH 3/10/01  3/03/01 00010191204  12.95    0.97    0.00    0.00    0.00    0.78   14.70  3 001   149
 1006662 DORSEY, STEPH 3/10/01  3/03/01 00010191205  13.95    1.05    0.00    0.00    0.00    0.84   15.84  3 001   149
 1006662 DORSEY, STEPH 3/10/01  3/03/01 00010191206   8.99    0.67    0.00    0.00    0.00    0.54   10.20  3 001   149
 1006662 DORSEY, STEPH 3/10/01  3/03/01 00010191207  15.99    1.20    0.00    0.00    0.00    0.96   18.15  3 001   149
 1007814 RAINS, LORETT 3/10/01  3/03/01 00010191208  24.99    1.87    0.00    0.00    0.00    1.50   31.72  3 001   149
 1007750 DOWDY, WILL   3/10/01  3/03/01 00010191209  29.99    2.25    0.00    0.00    0.00    1.80   34.04  3 001   120
 1007657 BRIDGES, CHRI 3/10/01  2/24/01 00010191210  47.98    3.60    0.00    0.00    3.00    2.88   57.46  3 001   120
 1002954 PATTERSON, IR 4/02/01  3/05/01 00010191211 115.96    8.68    0.00    0.00    0.00    6.96  141.50  3 002   120
 1007272 MOBLEY, ALLEN 3/10/01  3/03/01 00010191212   9.63    0.72    0.00    0.00    0.00    0.58   25.53  3 001   120
 1007272 MOBLEY, ALLEN 3/03/01  2/24/01 00010191213  50.98    3.82    0.00    0.00    3.00    3.06   60.86  3 001   120
 1007272 MOBLEY, ALLEN 3/10/01  3/03/01 00010191214  11.99    0.90    0.00    0.00    0.00    0.72   13.61  3 001   120
 1006532 MOBLEY, ANNA  3/17/01  3/03/01 00010191215  19.98    1.50    0.00    0.00    0.00    1.20   22.68  3 001   120
 1003083 FOSSETT, JULI 3/10/01  3/03/01 00010191216  10.99    0.82    0.00    0.00    0.00    0.66   12.47  3 001   205
 1003083 FOSSETT, JULI 3/10/01  3/03/01 00010191217  14.99    1.12    0.00    0.00    0.00    0.90   17.01  3 001   205
 1002632 BIGGERS, DORI 3/17/01  3/05/01 00010191218   0.00    0.00    0.00    0.00    0.00    0.00    0.00  5 005   120
 1002632 BIGGERS, DORI 3/17/01N 3/05/01 00010191219  22.00    3.00    0.00    0.00    0.00    1.32   39.41  3 002   120
 1002632 BIGGERS, DORI 3/05/01  3/05/01 00010191220   0.00    0.00    0.00    5.00 3  0.00    0.00    5.00  3 002   120
 1006643 FOSSETT, KIMB 3/10/01  3/03/01 00010191221  31.99    2.40    0.00    0.00    0.00    1.92   36.31  3 001   120
 1006310 MINGO, GROVER 3/10/01  3/03/01 00010191222  22.62    1.70    0.00    0.00    0.00    1.36   25.68  3 001   205
```

Misc Fee Types	Type Payment	Payment Forms
0 MIsc Chg	1 Refund Over Payment	1 Cash
1 Deposit Amount	2 Refund and Cancel	2 Check
2 Delivery Charge	3 Regular RTO Payment	3 Money Order
3 Processing Fee	4 Cancel Balance	4 Credit Card
4 Returned Check Charge	5 1st Payment Record	5 Non-Cash
5 In-Home Collection Fee	6 Back Out Bad Check	6 Cash Refund
6 AR Interest Charge	9 Pay Bad Check	8 Free Payment
7 Loan Interest	A Early Buy Out	10 Field Cash
8 Airtime/Fee Ticket		11 Field Check
9 Club Fee		12 Field Money Order
		14 Early Buy Out

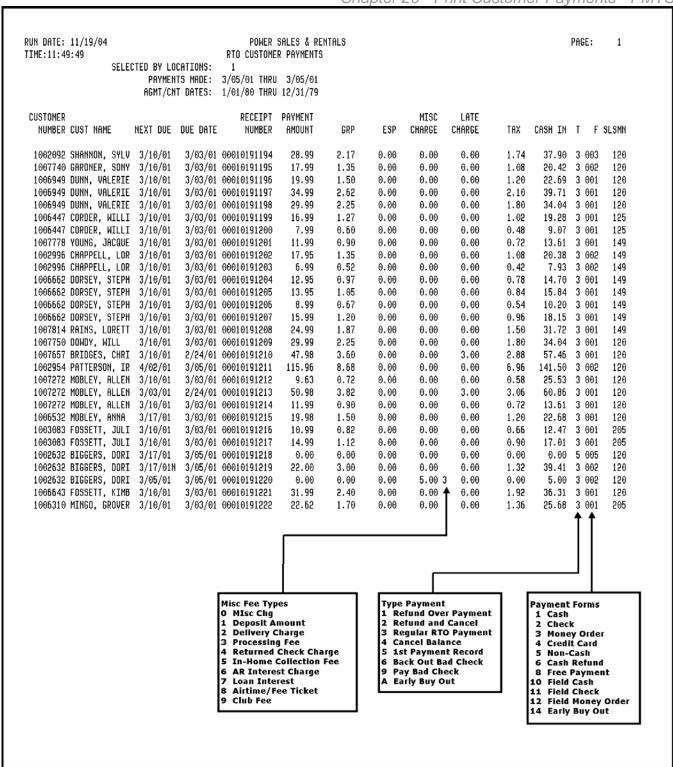**Figure 20- 3 Payments Report Example Resulting Report**

```
                           PAYMENTS REPORT
            WANT TOTALS ONLY: Y          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    0


           STARTING PAYMENT DATE:  3/05/01     ENDING DATE:  3/05/01
          STARTING AGMT/CONT 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
            GRP CUSTOMERS ONLY: N    ONLY RECEIPT NUMBER GAPS: N
                        ENTER AN "N" OR A "Y"
```

Figure 20- 4 Payments Report Screen Totals Only Example

```
RUN DATE: 11/19/04                  POWER SALES & RENTALS                          PAGE:    1
TIME:12:55:05                       RTO CUSTOMER PAYMENTS
                SELECTED BY LOCATIONS:    1
                PAYMENTS MADE:  3/05/01 THRU  3/05/01
                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
     1,753.40   100.99     0.00      5.00      21.00      0.00      0.00     10.00   105.25    2,010.57     546.00    80
NET PAYMENT AMT(LESS TAX):      1,905.32   RECEIVABLE AMT:       24.93
  RECEIVABLE AMTS PAID IN:        92.31   FREE RECEIVABLE AMTS:        0.00   RECEIVABLE AMTS GIVEN OUT:       67.38-

CUST                                                                                                              NBR
TYPE    PAYMENTS      GRP      ESP   MISC CHG   LATE CHG  DOWN PMT   DEPOSIT  FREE PMT     TAX     CASH IN    ADD RECS PMTS
0       1,753.40   100.99     0.00      5.00      21.00      0.00      0.00     10.00   105.25    2,010.57     546.00   80

                                    PAYMENT FORMS SUMMARY


FORM    DESCRIPTION                    AMOUNT        FORM    DESCRIPTION                    AMOUNT

  1     CASH                         1,740.26          2     CHECKS                         271.82
  3     MONEY ORDERS                    37.90          6     CASH REFUND                     39.41-
  8     FREE PAYMENT                    10.00



TIME FINISHED:12:55:05
```

Figure 20- 5 Payments Report Screen Totals Only 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    0


        STARTING PAYMENT DATE:  3/05/01    ENDING DATE:  3/05/01
     STARTING AGMT/CONT 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: (C)           TYPE PMTS: 1
ONLY PMTS ON BOOKS OVER A DATE: N
          GRP CUSTOMERS ONLY: N    ONLY RECEIPT NUMBER GAPS: N
                   ENTER AN "N" OR A "Y"
```
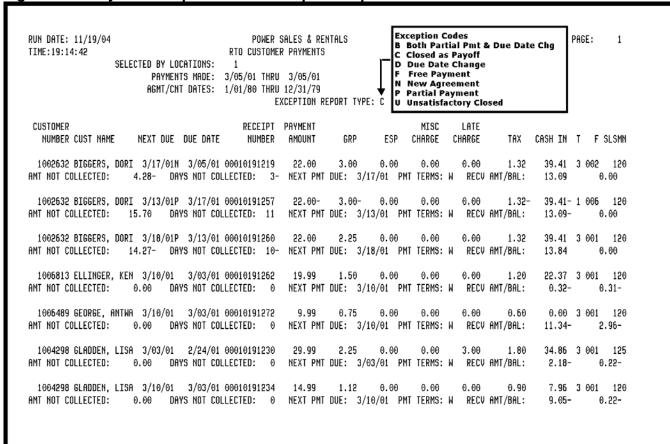
Figure 20- 6 Payments Report Screen Exception Report

Figure 20- 7 Payments Report Screen Resulting Exception Report