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 Enter key. You will be prompted for printer or file pathname. If you want to print directly to the default printer, press the Enter key. If you want this information to print to another printer, type that printer number over the default and press the Enter key. You will now be prompted for "Separate Locations". Press the Enter 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:                  RE-OPENED TICKET INDR: I
SELECT BY ZIP/MODEL/DESC/ADV C: N


          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 Enter 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 Enter key. (Customer Types are set up and maintained using the program “**RCUSTYPE**”). If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the Enter key.

Select by Agmt/Cont Type Defaults to “N”. If you want all contract types press the Enter key to accept the default of "N". If you want to select only certain contract types, type in a “Y” for yes. You will then be prompted for “**CONTRACT TYPES**”. You may enter up to ten different contract types (Contract types are set up and maintained using the program “**RCNRTYPE**”). If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the Enter 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 Enter 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 Enter 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 Enter 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 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 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 Enter.
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 Enter 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 Enter key to accept the default of "N".

Starting Last Name If you want all customers printed, press the Enter 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 Enter 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 the F9 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 Enter 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 Enter 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 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 the F9 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 CPRTA - Showing various formats

```
RUN DATE: 04/12/04                          Nicole's Rental World                                                    PAGE:     1
TIME:14:12:42              CURRENT RTO CUSTOMERS BY CUSTOMER NAME
                     SELECTED BY LOCATIONS:    1
                         AGMT/CNT DATES OF:         THRU 12/31/79

 CUSTOMER                            TICKET      ACCT  PMT    LAST     NEXT    AGMT/CNT      PMT    GRP    ESP    TAX    TOTAL
   NUMBER CUSTOMER NAME              NUMBER STORE  MGR TERMS   PAID      DUE     BALANCE      AMT    AMT    AMT    AMT      DUE

 10005782 YOWELL, JONATHON          1022821    1   901   W    3/20/04  3/27/04    391.00    17.00   0.00   0.00   1.19    18.19

  MODEL NBR          SERIAL NBR  BAR CODE #  DESCRIPTION                  AGMT/CNT # AGMT/CNT PERIODS  AGMT/CNT AMT     PMT AMT
  ALWHIL6R5644EQ    R 1024884    1024884     DRYER GAS                     1/27/04  49 WEEKS             208.25         4.25
                                                  ------------------------
```

FORMAT 1
No address, city, state, zip, home phone number, work phone number, customer type or contract type.

```
RUN DATE: 04/12/04                          Nicole's Rental World                                                    PAGE:     1
TIME:14:30:26              CURRENT RTO CUSTOMERS BY CUSTOMER NAME
                     SELECTED BY LOCATIONS:    1
                         AGMT/CNT DATES OF:         THRU 12/31/79

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    TIMES  # BOR   RECEIVABLE
  AMT        AMT       AMT        AMT       PMT AMT       AMOUNT        BALANCE     LATE  ITEMS     AMOUNT

 10005782 YOWELL, JONATHON           6600 DOG ROSE RD.              ANYTOWN        TX 55555 (555)555-5555  (555)555-5555 239-54-4025
 R             X          1022821              1     901      1/27/04   3/20/04   3/27/04      W              10/ 4
    17.00      0.00      0.00      1.19        18.19       833.00        391.00       6            3.72
 COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS
          LM AT JOB 03/19
          ****************NEEDS A NEW HOME NUMBER****************
          *69 WORK (717)555-1689

  MODEL NBR          SERIAL NBR  BAR CODE #  DESCRIPTION                  AGMT/CNT # AGMT/CNT PERIODS  AGMT/CNT AMT     PMT AMT
  ALWHIL6R5644EQ    R 1024884    1024884     DRYER GAS                     1/27/04  49 WEEKS             208.25         4.25
                                                  ------------------------
```

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.

```
RUN DATE: 04/12/04                          Nicole's Rental World                                                    PAGE:     1
TIME:14:43:02              CURRENT RTO CUSTOMERS BY CUSTOMER NAME
                     SELECTED BY LOCATIONS:    1
                         AGMT/CNT DATES OF:         THRU 12/31/79

 CUSTOMER    TICKET                                   AGMT/CNT   LAST     NEXT        ACCT    PMT     GRP     TAX
  NUMBER     NUMBER NAME                   ADDRESS      DATE     PAID      DUE   DESC  MGR    AMT     AMT     AMT      BAL

 10005782   1022821 YOWELL, JONATHON       6600 DOG ROSE R  1/27/04  3/20/04  3/27/04 2457  901  17.00    0.00    1.19   391.00
 COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS
          LM AT JOB 03/19
          ****************NEEDS A NEW HOME NUMBER****************
          *69 WORK (717)555-1689

  MODEL NBR          SERIAL NBR  BAR CODE #  DESCRIPTION                  AGMT/CNT # AGMT/CNT PERIODS  AGMT/CNT AMT     PMT AMT
  ALWHIL6R5644EQ    R 1024884    1024884     DRYER GAS                     1/27/04  49 WEEKS             208.25         4.25
                                                  ------------------------
```

FORMAT 3
No city, state, zip, home phone number, work phone number or contract balance.

```
RUN DATE: 04/12/04                          Nicole's Rental World                                                    PAGE:     1
TIME:14:55:27              CURRENT RTO CUSTOMERS BY CUSTOMER NAME
                     SELECTED BY LOCATIONS:    1
                         AGMT/CNT DATES OF:         THRU 12/31/79

  ACCOUNT                                                                                   SOCIAL
   NUMBER CUSTOMER NAME                ADDRESS                   WORK PHONE    HOME PHONE  SECURITY #  DRIVERS LICENSE NBR  INV

 10005782 YOWELL, JONATHON             6600 DOG ROSE RD.        (555)555-5555 (555)555-5555 239-54-4025 L240433640          245
 COMMENT: W/B/I BY FRI 3/05/04 W/2 WEEKS
          LM AT JOB 03/19
          ****************NEEDS A NEW HOME NUMBER****************
          *69 WORK (717)555-1689

  MODEL NBR          SERIAL NBR  BAR CODE #  DESCRIPTION                  AGMT/CNT # AGMT/CNT PERIODS  AGMT/CNT AMT     PMT AMT
  ALWHIL6R5664EQ    R 1024884    1024884     DRYER GAS                     1/27/04  49 WEEKS             208.25         4.25
                                                  ------------------------
```

FORMAT 4
Shows only the briefest information.

Example 18-B

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:             ENDING DATE: 12/31/79
              SUMMARIZE BY ZIP: N    BY CUST TYPE: N  TAX IN BALANCES: N
                   TOTALS ONLY: N    PAYOFF CUSTS: N
         SELECT BY BALANCE DUE: N                           ONLY ESP ACCTS: N
         CALCULATE PROJECTIONS: N                       SINGLE TICKS ONLY: N
            STARTING LAST NAME: Y                 RE-OPENED TICKET INDR: I
SELECT BY ZIP/MODEL/DESC/ADV C: N


   Any More Changes:  N
```

Example 18-C

```
RUN DATE: 05/04/04                          OUR HOUSE SALES                                          PAGE:     1
TIME:12:35:37            CURRENT RTO CUSTOMERS BY CUSTOMER NAME
                 SELECTED BY LOCATIONS:  1
                    AGMT/CNT DATES OF:         THRU 12/31/79

 CUSTOMER                          TICKET      ACCT  PMT    LAST     NEXT    AGMT/CNT      PMT    GRP    ESP    TAX    TOTAL
   NUMBER CUSTOMER NAME            NUMBER STORE  MGR TERMS   PAID      DUE     BALANCE      AMT    AMT    AMT    AMT     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
  FCASHT434/60T-60B N 0180728098  0180728098  SECRETARY TOP/BASE          5/04/04  18 MONTHS            919.44          51.08
  ALWPLLSQ9200LQ    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
  FBASHB110-2       N 2048451122  2048451122  2PC. SANDSTONE DAYBED       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
  FLEN67900-512282  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    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:             ENDING DATE: 12/31/79
             SUMMARIZE BY ZIP: N    BY CUST TYPE: N  TAX IN BALANCES: N
                  TOTALS ONLY: N    PAYOFF CUSTS: N
         SELECT BY BALANCE DUE: N                           ONLY ESP ACCTS: N
         CALCULATE PROJECTIONS: N                       SINGLE TICKS ONLY: N
            STARTING LAST NAME: Y                 RE-OPENED TICKET INDR: I
SELECT BY ZIP/MODEL/DESC/ADV C: N


          WANT BIRTHDAY REPORT: Y  MONTH:  9  STARTING DAY: 1 THRU 31
```

Example 18-E

```
RUN DATE: 05/04/04                          OUR HOUSE SALES                                                    PAGE:    1
TIME:13:21:54            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    TIMES  # BOR   RECEIVABLE
   AMT       AMT      AMT       AMT       PMT AMT       AMOUNT       BALANCE     LATE  ITEMS    AMOUNT

340000934 YACKEL, KRYSTAL            2145 S 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
  ALWPLLSQ9200LQ    N CR1225762   CR1225762   WASHER FULL SIZE             5/04/04  18 MONTHS          1,210.50         67.25
                                                ------------------------

340001239 YOUNGER, DEBORAH           2467 S 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
  FBASHB110-2       N 2048451122  2048451122  2PC. SANDSTONE DAYBED        5/03/04  18 MONTHS                           0.00
                                                ------------------------

340001239 YOUNGER, DEBORAH           2467 S 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
  FLEN67900-512282  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:13:21:54
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Example 18-F

End of Section 18