

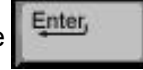
Taking Payments - RP*Revised with use of Hot Check and Check Deposit Feature*

How to take payments

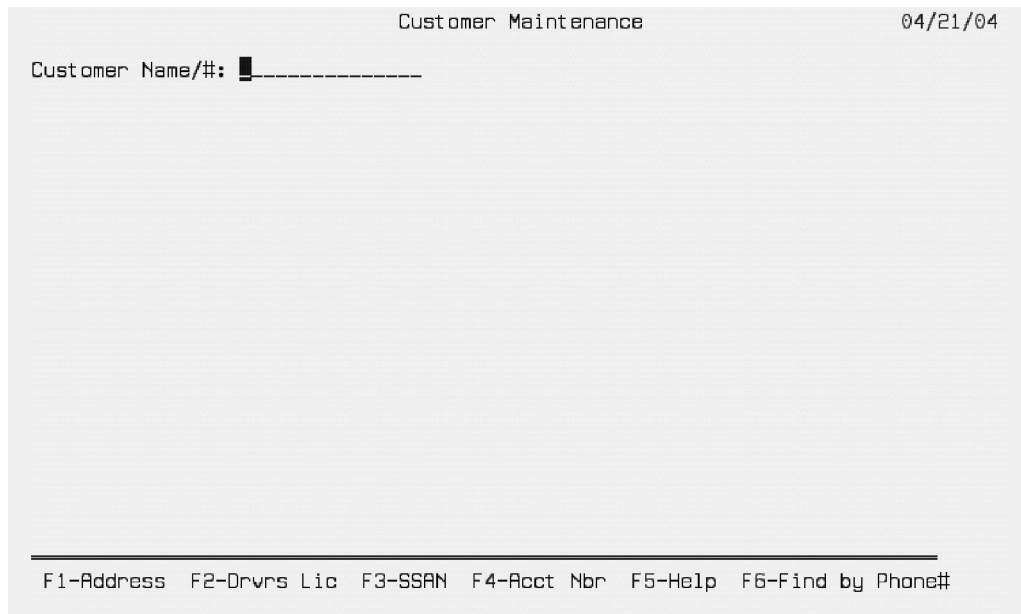
To take a Rental Payment you need to be at the **command line** and type in "**RP**" and then press the



key. A screen like the one following will be displayed (Example 13-A). Type in the customer's account number or a few letters of his last name (using capital letters) and press the



key twice.

A screenshot of a computer screen titled "Customer Maintenance" in the top right corner, with the date "04/21/04" next to it. Below the title, the text "Customer Name/#:" is followed by a cursor and a series of dashes. At the bottom of the screen, a horizontal line separates a row of function key shortcuts: "F1-Address", "F2-Drvr's Lic", "F3-SSAN", "F4-Acct Nbr", "F5-Help", and "F6-Find by Phone#".


Customer Maintenance 04/21/04

Customer Name/#: █-----

F1-Address F2-Drvr's Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#

Example 13-A

You will now see displayed on the screen a list of customers. Using your arrow keys, highlight the correct one

and press the  key. The cursor will be under the #P (Number of payments) field on the first ticket (Example 13-B). **If there is more than one ticket open on this customer and he is not making a payment on the first, using the arrow keys, move to the ticket corresponding to the payment he is making.**



13.2 Taking Payments - *RP*

```
910
Name: ADAMS , ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE      W Ph: (555)555-5555
City: ANYTOWN TX 55555      License: 47902508      SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW


COURT COSTS OWED: $120
NEED NEW WORK #!!!!
***NNAE!***
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55
BEDROOM 167.28 1 78.43 3.92
COMPUTER 461.33 1 89.99 4.50
94.49 4/19/04


Length 18 Terms M AR Total Charge 251.48 0.00 Due 251.48
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```


Example 13-B

Type in the number of payments the customer is making at this time and press the  key. If this is a partial payment, enter the exact amount (rent only) the customer is paying you at this time under the Pmt Amt field and press the  key. **Note: You cannot change the payment amount if the number of payments is greater than 1 or if you do not have security to do so.**

If the customer is making a full payment, enter a 1 for the #P (Number of payments) and press the

 key. The Due Date will be adjusted for the type payment made (full or partial). If there are any

“Other”, “Late”, “Grp”, or “Esp” charges, press the  key to the particular field(s) and enter the amount to be charged with this payment(s). When you have entered this information for all tickets this

customer has, press the  key. You will be prompted “Any More Changes”. A “Y” answer will return you to the #P field. A “N” answer will prompt you with “Amt Tendered” (Example 13-C). Type in the amount of money the customer gives you. The “Change” will be figured automatically. You will now be prompted for the “Pmt Form”. A list of options will be displayed at the bottom of the screen. Type in the number which indicates the Payment Form. If payment form #2 (check) is selected, you will be prompted to enter the check number. The check number prompt will show up only if “Returned CK System” field in RENTCTRL is set to “Y”. This field turns on all the bad check and check deposit reports and programs documented hereafter.

```


910
Name: ADAMS , ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508 SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55 74.64 5/19/04
BEDROOM 167.28 1 78.43 3.92 82.35 5/19/04
COMPUTER 461.33 1 89.99 4.50 94.49 5/19/04

Total Due: 251.48 Amt Tendered: 251.48 Change: 0.00 Pmt Form:
Enter the amount customer is paying
F8-Back Out F4-Enter 2nd Pmt Form Mode Cmd-Exit Pgm

```

Example 13-C

Enter the check number and press the  key. You will now be prompted, "Any More Changes". A "N" answer will print a receipt. You will then be prompted "Reprint this Receipt". Entering a "Y" will print the receipt again, entering an "N" will complete the payment. You will now be returned to the screen similar to Example 13-A.

Please Note: The exact way this program works depends on how control and program security are set. For example, you may not be able to change the payment amount or the next due date. Consult your supervisor or system administrator for details.

Function keys in RP

When you first call up a customer you will note on the bottom of the screen there are prompts telling you what the various function keys can be used for (Example 13-D).

```

910
Name: ADAMS , ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508 SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW




COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 50.71 50.71 5/19/04
BEDROOM 93.64 78.43 5/19/04
COMPUTER 384.56 89.99 5/19/04


Length 18 Terms M AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back

```

Example 13-D

13.4 Taking Payments - *RP*

F1-Cust Chg: When you are on this screen, pressing the  key will allow you to change the customer information. **(Please note: This will not work unless you have the proper security).** When you press the  key your cursor will move to the name prompt. By using your arrow keys, you can go from field to field at the top of the screen and change whatever needs to be changed. When you have made all necessary changes, press the  key and your cursor will drop back down under the #P prompt and you can continue taking the payment as usual.

F2-Payoff: Pressing the  key will show you what the payoff is on this ticket. The screen will change to resemble the following (Example 13-E). The Payoff Calculation will be unique to your companys settings.


```
AR Payoff Amt's For: 340000107 ANNABELLE ADAMS          Tick 341685 SEQ 0
                        Annual Interest Rate:           29.900
                        Ticket Payment Amt:              89.99
Interest Previously Calculated Thru: 5/03/04
Number of Days Interest Due:      0
Interest Charge Owed:             0.00

Ticket Contract Balance:          384.56
Plus Interest Charge Owed:         0.00
Plus Late Charges Due:             0.00
Payoff Figure With Interest/Late: 384.56

Enter "CLOSE" to Close AR Ticket or Press Return To Continue: █
```

Example 13-E


When you are finished with this screen, press the  key and you will be returned to the payment screen.

F3-Show Ticket: Using the  key, you will be able to view the ticket detail and also deal with a bad check (Example 13-F). For information on returning a bad check see pages 13.17 -13.23. For information on paying off a bad check, see pages 13.23 - 13.25.

Ticket Inquiry				Late Receivables: 0.00	
Ticket/Seq:	345906	0Agreement #:	Source: DA	I Bor:	
Agrmt Type:	A	Pmt Term:	M	Cust Type:	A
Agrmt Date:	4/29/04	Next Due:	5/29/04	Last Due:	4/29/04
Pmt Amt:	121.25	Grp Amt:	0.00	ESP Amt:	Tax Amt: 6.67
Deposit:	0.00	Del Amt:		Agrmt Amt:	2,182.50
#Bad Cks:	Clerk: 998	Store: 340	Salesman: 1	BalloonAmt:	0.00
Acct Mngr:	1	Tax Code:		Late Pmts:	0
Model Nbr	Serial #	Desc		Changed:	4/30/04
FLASH40400	38/35S226967681	BLACK LEATHER MATCH		Pmt	121.25
				Spiff	
				ESP	
				Date	4/29/04

Weekly Pmt/Ttl:	0.00	0.00	Monthly Pmt/Ttl:	121.25	2182.50
Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help					


Example 13-F

F4-Hist: To review the payment history on a ticket, from the payment screen, press the  key. Your screen will now change to resemble the following (Example 13-G).

AR Cust Pmt History For ANNABELLE ADAMS										Tick	340754	Next Due:	5/19/04
Pay Date	Due Date	St	Recpt #	Amount	Tax	Other	Tot Pay	Bal	Pt	Pf	S1m		
5/03/04	4/19/04	340	3400030393	67.70		6.94	74.64	50.71	P	2	910		
3/29/04	4/19/04	340	3400029256	0.49			0.49	118.41	P	1	218		
3/29/04	3/19/04	340	3400029253	65.51		5.58	71.09	118.90	P	2	218		
2/21/04	2/19/04	340	3400026379	66.77		27.58	94.35	184.41	P	2	7853		
1/31/04	1/19/04	340	3400024557	27.87			27.87	251.18	P	1	7853		
1/31/04	11/19/03	340	3400024556	140.47		1.71	142.18	279.05	P	1	7853		
1/26/04	11/19/03	340	3400024185	54.02		13.96	67.98	419.52	P	1	199		
1/10/04	10/19/03	340	3400023056	0.29		29.10	29.39	473.54	P	1	5340		
10/07/03	9/19/03	340	3400016784	67.55		3.54	71.09	473.83	P	1	199		
9/29/03	9/19/03	340	3400016251	23.65		18.05	41.70	541.38	P	1	5340		
8/21/03	8/19/03	340	3400014066	60.34		11.09	71.43	565.03	P	1	7853		
7/31/03	7/19/03	340	3400012932	52.76		21.54	74.30	625.37	P	1	7853		
6/28/03	6/19/03	340	3400011307	66.22		4.87	71.09	678.13	P	1	5340		
6/20/03	5/19/03	340	3400010950	34.72		39.92	74.64	744.35	P	1	199		
4/24/03	4/19/03	340	3400008158	48.06		23.03	71.09	779.07	P	1	5340		
3/21/03	3/19/03	340	3400006617	51.66		19.43	71.09	827.13	P	1	7853		
2/22/03	2/19/03	340	3400005281	52.78		18.31	71.09	878.79	P	1	199		
2/04/03	2/19/03	340	3400004368					931.57	P	1	5340		

F1-Forward	F2-Back	F4-Reverse	Display Order	F5-Help	Return-Select
------------	---------	------------	---------------	---------	---------------

Example 13-G

To look at or change a particular payment, press the  key. Using your arrow keys, if necessary, highlight the payment you want to look at or change. The screen will change to resemble the following (Example 13-H).

13.6 Taking Payments - *RP*

```
Payment Change--File 1
Pmt Nbr: 03400029253
Acct#: 340000107 Ticket Nbr: 340754 0
Acct#2: 340000107 Sales Ticket #: 340753 0
Receipt Date: 3/29/04 Time: 11 21 55
Date Pmt Due: 3/19/04 Store: 340
Next Due Date: 4/19/04 Salesman #: 218
Pmt Amt: 65.51 Misc Charge: 5.58
Late Charges: 0.00 Grp Amt: 0.00
ESP Amt: Tax Amt: 0.00
Contract Bal: 118.90 Type Payment: P
Pmt Form: 2 Date Pmt Changed: 3/29/04
Tax Code: Pmt Type: A
Receivable Amt: Misc Chg Type: 6
Stick Pmt Form: 20 Esp Used ForPmt:
Changed Indr: Orig STicket Nbr:
Flipped Indr: Insurance Type:
Orig Sale Date: Pend Sale Date:
Pending Type: 2 Deposit Reversed: Discount Code:
Avg Daily Bal: Svc Labor: Svc Freight:
Svc Cleaning: Svc Trip Chg: Svc Delivery:
Svc Misc 1: Svc Misc 2: Svc Discount:

F5-Help F8-Back F9-Done F10-Exit Arrow Keys-Position Return-Next Field
```

Example 13-H

After you have made any necessary changes, press the **F9** key. You will be prompted “Any More Changes”. When this is answered with an “N”, the screen will be returned to the history page. When you are finished with the history page, press **F8** and you will be returned to the payment screen.

F6-Comment: By pressing **F6**, your cursor will move to the “Comment” prompt and you will be able to add a comment on the customer payment screen (Example 13-I).


```
910
Name: ADAMS , ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508 SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 50.71 50.71 50.71 5/19/04
BEDROOM 93.64 78.43 78.43 5/19/04
COMPUTER 384.56 89.99 89.99 5/19/04

Length 18 Terms M AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-I

When you have finished entering the comment, press the **F9** key and your cursor will move back below the #P prompt.

F7-Date/Amt: This function is used when a customer comes in and wants to pay his account up to a certain date or pay a certain amount different from his/her normal payment. When you press the  key, your screen changes slightly and you will be able to enter in the date they want to pay through and the computer will tell you the amount they need to pay (Example 13-J).

```

910
Name: MCCRAINE      , DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S DODDRIDGE DRIVE      BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN      TX 78412      License: 82036741      SSAN 564-28-9654
Comment:


Ticket# Seq  Bal  #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
BLACK LE  2061.24      121.25
CORSICA   2079.60      122.33
        6.67  127.92  5/29/04
        6.73  129.06  5/29/04

Line(s):
        Apply to agreements on which lines

```

Example 13-J

Enter the line number of the agreement you want this information on (you may enter up to 10 different line numbers). The line number represents the ticket listed giving the ability to apply the date or amount to

multiple tickets. Enter the line number and press the  key until you see the Date and Amt prompts (Example 13-K).

```

910
Name: MCCRAINE      , DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S DODDRIDGE DRIVE      BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN      TX 78412      License: 82036741      SSAN 564-28-9654
Comment:

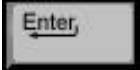

Ticket# Seq  Bal  #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
BLACK LE  2061.24      121.25
CORSICA   2079.60      122.33
        6.67  127.92  5/29/04
        6.73  129.06  5/29/04

Line(s):  1  2
        Enter Due Date To Calculate Amt's Based on Due Date

```

Example 13-K

13.8 Taking Payments - *RP*

Enter the date the customer would like to pay through or the money in the "Amt" prompt. Pressing the  key will then display the calculated dates or payments on the ticket line. When all is complete, press the  key to complete the transaction and print a receipt.

Take Payments with Rent to Own Accounts Receivable

Revised with use of Hot Check and Check Deposit Feature

The Rent to Own Accounts Receivable is a feature added to the "RP" Take Payments Program. This enhancement was designed to help you better collect unpaid charges or fees when a customer comes in to make a payment. This is extremely important in states that do not allow fees such as late charges to be collected after the fact.

This feature also enables you to keep consistent due dates. If your company policy is to have all due dates on Saturday, then the use of the RSSS Rent to Own Accounts Receivables will be of great benefit.


IT IS REPORTED FROM OTHER RSSS USERS THAT THE USE OF THE RSSS RENT TO OWN ACCOUNTS RECEIVABLES HAS INCREASED THE AVERAGE MONTHLY INCOME PER CUSTOMER BY \$4.00 to \$6.00.

This program enhancement replaces hand written promissory notes or using the COMMENTS as a way to collect unpaid charges and provides you an opportunity to collect those charges on your customer's next visit.

To use the RSSS Rent to Own Accounts Receivable Program, you need to be at a command line and type in "RENTCTRL". You will now see a screen similar to the one following (Example 13-L).

Rental Store Control Change		04/21/04	
Location:	1	TrialPurchase Store:	N
Pmts ForOther Store:	D	Calc Balloon Pmt:	N
Last Receipt Number:	81577		
Semi-Monthly Day #1/Day #2:	01 / 15	Auto Commit Fulfill:	Y
PendingTill Rev:	Y	Ask Loc/Auto Trans:	N Y N 0
Tax Calc Indr:	1	Tax Percent:	7.0000
Tax On GRP:	N	Tax Delivery Chg:	Y
Tax On Deposits:	N	Tax Misc Charges:	Y
Tax On Airtime:	N	Tax On Club Fees:	N
Tax Code Desc:	NIXA	In NEW Ask: Alt Price/Carry Out:	Y N
Return Inv/RS Combo:	N	Airtime Agmt/Tax %:	0.0000
Processing Fee:	10.00	Collection Charge:	5.00
NSF Check Fee:	25.00	Returned Ck Charge:	25.00
Returned Ck System:	Y	Special Sale Interest:	
Move Due Date Indr:	P	Move DueDate Cutoff:	
Max Receivable Amt:	25.00	Prt Bal On Receipt:	T
Use ESP for Pmts:	N	Rental Contract Pgm:	CNTLFLC4
Auto Pmt Display:	Y	Reinstatement Fee:	0.00
Ignore Pmt Rule NEW:	N	Field Receipt Sys:	U 50 1 / 51
Auto Coll/Club Fee:	N Y	Monthly Discount:	N
Y-Amt Paid N-Full Pmt Only If Within Cutoff Amt T-Full Pmt If Not Less Reg Pmt F-Move By Full Pmt Only P-Partial Pmts Accepted (F,P,T Enable RTO Receivable)			

Example 13-L

Press the  key until you are at the field [MOVE DUE DATE INDR:]. This field allows three of the five options to be used with Accounts Receivables.

T-Full Pmt If Not Less Reg Pmt Due date will move one payment when at least one full payment is made. Example, regular payment is 25.00. Payment remitted is 27.00 due date will only move one regular week or monthly period. Payment remitted is 20.00 due date will not move.

F - Move by Full Pmt Only **does not** allow the user to change due dates. Payments can only be taken in increments, and any overages or shortages will be put into Accounts Receivables.

P-Partial Pmts Accepted Allows you to take partial payments and have due dates fall any date, but still allows the use of the Accounts Receivables when needed.

You **MUST** choose one of these 3 options in order to use the RSSS Rent to Own Accounts Receivables.

The field right below this one is also very important to set.

Max Receivable Amt

This field allows you to set a dollar limit allowed per **customer** for Accounts Receivables. It is recommended to keep this dollar figure below \$25.00.

Following are examples of how to use the RSSS Rent to Own Accounts Receivables.

In this first example, the customer owes \$8.20 in late charges, bringing the total due to \$172.13. He only has 150.00, which is entered as amount tendered, leaving a \$22.13 receivable (Example 13-M).

```

910
Name: BAGLEY , KRYSTAL      Acct#: 340000934   H Ph: (555)555-5555
Add: 2145 S JEFFERSON AVEUEE   W Ph: (555)555-5555
City: ANYTOWN TX 55555   License: 25834701   SSAN 578-90-3639
Comment: WBN 3-26-04 W/ $286.06

NEED NEW HOME #!!!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
7PC.CHER 2051.99 1 163.93      8.20      172.13 5/19/04

Total Due: 172.13 Amt Tendered: 150.00 Change: 0.00 Pmt Form: 2
Any More Changes? N Check Nbr: 3936 Receivable: 22.13
F8-Back Out CMD-Exit Program

```

Example 13-M

On the following example, this customer also has a \$4.48 late charge, bringing his payment amount due to \$94.02, the customer only has \$90.00 which leaves a receivable of \$4.02 as shown (Example 13-N).

13.10 Taking Payments - *RP*




```
910
Name: FACESON          , SANDRA DENISE   Acct#: 340001172   H Ph: (555)555-5555
Add: 2926 TRACEWAY DR   W Ph: (555)555-5555
City: ANYTOWN          TX 55555   License: M5327846896508   SSAN 431-23-7294
Comment:

NEEDS REFERENCES
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
3 PC FRE 1293.65 1 89.54 4.48
                                94.02 5/19/04

Total Due: 94.02 Amt Tendered: 90.00 Change: 0.00 Pmt Form: 1
Any More Changes? N Receivable: 4.02
                                F8-Back Out CMD-Exit Program
```

Example 13-N

Check Deposit Program - CKDEPOST

To get into this program, you need to be at the command line and type in "CKDEPOST". You will be prompted for printer or file pathname. If you want to print directly to the default printer, press the  key. If you want this information to print to another printer, type that printer number over the default and press the  key. You will now be prompted for "Separate Locations". Press the  key and accept the "N" default. You will see a screen similar to the one following (Example 13-O).

```
ENTER BANK NAME :
ENTER BANK ACCOUNT NUMBER :
ENTER STORE NUMBER: 0
ENTER DEPOSIT DATE: 4/21/04

ENTER THE NAME OF THE BANK
```

Example 13-O


Enter Bank Name Enter the name of the bank where the deposit will be made.

Enter Bank Account Number Enter the account number you want to deposit into.

Enter Store Number Enter the store number you are making a deposit for. **This information must be**

entered or the report will not run.

Enter Deposit Date Enter the date of the days business you want to deposit. **This information must be entered or the report will not run.**

Press . You will then be prompted “Any More Changes”. When this is answered with a “N”, the report will begin counting and will print to the printer of file pathname you gave.

Example Check Deposit Report - CKDEPOST

RUN DATE: 04/21/04		NOCOLE'S RENTAL - STAFFORD		PAGE: 1	
TIME: 16:14:52		CHECK DEPOSIT FOR LOCATION 3			
		ACCOUNT NUMBER			
		DEPOSIT DATE 3/26/04			
CUSTOMER		CHECK	CHECK	TICKET	RECEIPT
NUMBER	CUSTOMER NAME	NUMBER	AMOUNT	NUMBER	NUMBER
10005767	THOMPSON, KIM	1014	100.00	1026909	57294
10002008	SANTINO, THOMAS	1045	34.08	1018578	57312
10002008	SANTINO, THOMAS	1045	20.96	1029669	6706
10002008	SANTINO, THOMAS	1045	7.00	10002008	57313
10006802	SIMMONS, KEITH	2960	46.01	1026944	57298
10006802	SIMMONS, KEITH	2960	3.99	10006802	57299
10002118	SANTINO, SHEILA	2105376	100.00	1029886	6716
THE NUMBER OF CHECKS ON THIS DEPOSIT IS		7			
TOTAL CHECK DEPOSIT IS		312.04			

Example 13-P

How to back out a bad check using CHECKMNT

Before you can back out a bad check, it must be in the system. If you are just beginning to use the new Rental Payment Program with Hot Check and Check Deposit control, and you have hot checks that have not been entered, you may do so now by following the instruction following. **Note: The following program is only used to enter hot checks you have outstanding before you begin using the new Rental Payment Program with Hot Check and Check Deposit control.**

Check Transaction Maintenance - CHECKMNT

Getting Started: The RSSS Hot Check program is designed to control all returned checks. To get into this program, you need to be at the command line and type in “CHECKMNT”. You will see a screen similar to the one following (Example 13-Q).

13.12 Taking Payments - *RP*

```


Check Transaction Maintenance                                04/21/04

Cust#:█            Tick#:            Dispositon:   Date:            Check#:      0

Start By: F5--Date; F6-Return--Cust/Ticket;

```

Example 13-Q

In order to add, you must first list. To do this, press the  key. The screen will now resemble the following (Example 13-R).

```

Check Transaction Maintenance                                04/21/04
Cust#:              Tick#:              Dispositon:      Date:              Check#:      0

REACHED END OF FILE
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Sel Term; Cmd-Exit Pgm:

```

Example 13-R

Adding Hot Checks (this feature is used only for checks that you have outstanding when you first begin using the RSSS Hot Check Program. All other checks will be listed here by following the proper procedure to back out and pay off checks).

To add a check, press the **F6** key. You will now see the following screen (Example 13-S).

```


                                Badcheck Add
Date: █_____ Amt: _____ Check Nbr: _____ Status: _
Ticket Nbr: _____ Receipt Nbr: _____
Cust Nbr: _____ Store Nbr: _____
Payment Type: _ Emp Nbr: _____ Date Check Backed Out: _____
Date Check Paid: _____

                                Date Check Written
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm

```

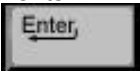
Example 13-S

- Date** Enter the date the check was written.
- Amt** Enter the amount the check was written for.
- Check Nbr** Enter the check number.
- Status** Enter the status. Options shown on bottom of screen.
- Ticket Nbr** Enter the ticket number the check was written to make a payment on.
- Receipt Nbr** Enter the receipt number from the transaction.
- Cust Nbr** Enter the customers account number.
- Store Nbr** Enter the store number the check was written to.
- Payment Type** Enter the payment type (options available will be listed at the bottom of your screen).
- Employee Nbr** Enter the employee number of the employee who took the check.
- Date Check Backed out** Enter the date the check was backed out.
- Date Check Paid** Enter the date the check was paid.

When you have filled in all the applicable prompts, press the  key. You will now be prompted "Any More Changes". When this is answered "N", you will be returned to the Check Transaction Maintenance Screen.

13.14 Taking Payments - *RP*

How to back out a bad check using RP

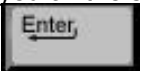
To back out a bad check, you need to go into Rental Payments "RP". To get into this program, you need to be at the command line and type in "RP" and then press the  key. You will now see a screen like the one following (Example 13-T).

```
Customer Maintenance                                04/21/04

Customer Name/#: █-----

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

Example 13-T


You will now see displayed on the screen a list of customers. Using your arrow keys, highlight the correct one and then press the  key. The cursor will be under the #P (Number of payments) field on the first ticket (Example 13-U).

```
910
Name: MCCRAINE , DEBORAH      Acct#: 340001239  H Ph: (361)555-2121
Add: 2467 S DODDRIDGE DRIVE    BBucks: 64      W Ph: (361)555-2122
City: ANYTOWN TX 78412 License: 82036741      SSAN 564-28-9654
Comment:

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BLACK LE 2061.24 █ 121.25
CORSICA 2079.60 122.33
6.67 127.92 5/29/04
6.73 129.06 5/29/04

Length 18 Terms M RTO Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-U

With your cursor next to any ticket number, press the  key (Show Ticket). Your screen will now change to resemble the following (Example 13-V).


```

Ticket Inquiry                               Late Receivables:    0.00
Ticket/Seq: 345906  0Agreement #:           Source: DA           I Bor:
Agrmt Type:      A  Pmt Term:                M  Cust Type:      A   Status:   RTD
Agrmt Date: 4/29/04  Next Due: 5/29/04  Last Due: 4/29/04  Last Paid: 4/29/04
  Pmt Amt: 121.25  Grp Amt:    0.00   ESP Amt:                Tax Amt:    6.67
  Deposit:    0.00  Del Amt:                Agrmt Amt: 2,182.50  Agrmt Bal: 2,061.24
#Bad Cks: Clerk: 998  Store: 340  Salesman: 1                BalloonAmt: 0.00
Acct Mngr: 1Tax Code:                Late Pmts: 0  Changed: 4/30/04  Balloon Pd:
Model Nbr      Serial #   Desc                                Pmt  Spiff      ESP      Date
FLASH40400 38/35S226967681  BLACK LEATHER MATCH      121.25                                4/29/04

Weekly Pmt/Ttl:    0.00    0.00  Monthly Pmt/Ttl: 121.25  2182.50
Enter-Prev Screen  F3-Return Bad Check  F4-Pay Bad Check  F5-Help

```

Example 13-V

Press the  key (Return Bad Check). The screen will change again and resemble the following (Example 13-W).

```

Check Transaction Maintenance
04/21/04

Check#:

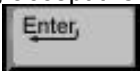
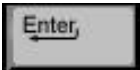
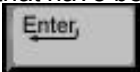
Start By: F5--Date: F6-Return--Cust/Ticket:

```

Example 13-W

Enter the check number of the bad check and press the key. You will be prompted "List Only

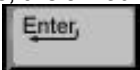
13.16 Taking Payments - *RP*

Open/Not Hot Checks: Y". If you want to see all checks, accept the default. If you only want to see checks that have been marked as hot, enter a "N" and press the  key. The screen will once again change and resemble the following (Example 13-X). If you do not know the check number, press the  key and list the checks that have been taken. Then using your arrow keys, position the cursor on the check you want and press the  key to select.

Check Transaction Maintenance									
04/22/04									
Check#:		List Only Open/Not Hot Checks: Y							
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10006589	1026638	00 02/05/04	242	41.54	0.57-	40.97	N	0004	66
10006589	1026639	00 02/05/04	242	20.24		20.24	N	0004	66
10006589	10006589	00 02/05/04	242	3.99		3.99	N	0004	66
10006589	1026638	00 02/20/04	248	41.54		41.54	N	0004	76
10006589	1026639	00 02/20/04	248	20.24		20.24	N	0004	76
10006589	10006589	00 02/20/04	248	3.99		3.99	N	0004	76
10006589	1026638	00 03/01/04	252	41.54	0.29	41.83	N	0004	51
10006589	1026639	00 03/01/04	252	20.24		20.24	N	0004	51
10006589	10006589	00 03/01/04	252	3.99		3.99	N	0004	51
10006589	1026638	00 03/08/04	260	41.54	0.23	41.77	N	0004	74
10006589	1026639	00 03/08/04	260	20.24		20.24	N	0004	74
10006589	10006589	00 03/08/04	260	3.99		3.99	N	0004	74
10006589	1026638	00 03/13/04	261	42.54	0.77-	41.77	N	0004	12

F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:


Example 13-X

Enter a "Y" to refund the bad check. You will be prompted "Returned check charge". If you have this set up in your control files, the amount will be shown (Example 13-Z). If not, or if you want to change this figure, type it in and press the  key.

Check Transaction Maintenance									
04/22/04									
Check#:		List Only Open/Not Hot Checks: Y							
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10006589	1026638	00 03/13/04	261	42.54	0.77-	41.77	N	0004	12
10006589	1026639	00 03/13/04	261	20.24		20.24	N	0004	12
10006589	10006589	00 03/13/04	261	3.99		3.99	N	0004	12

Total Amt for Check Nbr 261 is 66.00 Enter 'Y' To Refund: Y
Returned Ck Chg: 25.00
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:

Example 13-Y




Under the “#P” (Payment field), you will see a number, depending on how many payments were paid for with this bad check followed by a negative (-) sign. Press the  key. The screen will again change and resemble the following (Example 13-Z).

Ship: Ship To: 538976288
Name: MCCLELLAN, JACOB Acct#: 10006589 H Ph: (555)555-5555
Add: 2114 TRACKER DRIVE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 16843842 SSAN 456-16-4564
Comment:

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
001026638	1714.27	1	39.00-				1.00-			2.54-	42.54-	3/27/04	
001026639	830.53	1	19.00-							1.24-	20.24-	3/27/04	
010006589	35.91		3.99									4/03/04	

Total Due: 62.78- Amt Tendered: Change: 0.00 Pmt Form: 5
Enter the amount customer is paying
F8-Back Out F4-Enter 2nd Pmt Form Mode Cmd-Exit Pgm

Example 13-Z

Your cursor will be at the prompt “Amt Tendered”. Press the  key. Your cursor will now be at the prompt “Pmt Form”. The number 5 (Non Cash Refund) will be put in at this prompt automatically. Press the  key. You will be prompted “Any More Changes”. When this is answered with an “N”, you will be prompted “Reprint this receipt”. If you need another copy, enter a “Y”, if not, press the  key and your screen will be returned to the “Customer Maintenance Screen”.

Notifying employees of bad checks

Now that you have backed out the bad check, how do you make sure **all** your employees know to collect on it? Well, since you have the cadillac of software, you don't need to worry about this. When the customer comes in to make his/her next payment, the person at the counter will bring up the customers account and it will resemble the following (Example 13-AA).

13.18 Taking Payments - *RP*

```
Security Entry                                05/03/04
Name: ADAMS , ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508 SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55 4/19/04
BEDROOM 167.28 1 78.43 3.92 4/19/04
COMPUTER 461.33 1 89.99 4.50 94.49 4/19/04

Cust Has Returned Check On Open Tickets For The Amt Of: 251.48
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 13-AA

Paying off a bad check


When a customer is paying off a bad check, the employee will bring up the rental payment (RP) (Example 13-BB).

```
Security Entry                                05/03/04
Name: ADAMS , ANNABELLE Acct#: 340000107 H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 47902508 SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BIG SCRE 118.41 1 71.09 3.55 4/19/04
BEDROOM 167.28 1 78.43 3.92 4/19/04
COMPUTER 461.33 1 89.99 4.50 94.49 4/19/04

Cust Has Returned Check On Open Tickets For The Amt Of: 251.48
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```


Example 13-BB

With the cursor beside the payment that the bad check was taken on, press the  key (show ticket) (Example 13-CC).

Ticket Inquiry				Late Receivables:		0.00
Ticket/Seq:	345906	0Agreement #:	Source:	DA	I Bor:	
Agmt Type:	A	Pmt Term:	M	Cust Type:	A	Status: RTO
Agmt Date:	4/29/04	Next Due:	5/29/04	Last Due:	4/29/04	Last Paid: 4/29/04
Pmt Amt:	121.25	Grp Amt:	0.00	ESP Amt:		Tax Amt: 6.67
Deposit:	0.00	Del Amt:		Agmt Amt:	2,182.50	Agmt Bal: 2,061.24
#Bad Cks:	Clerk: 998	Store: 340	Salesman: 1		BalloonAmt:	0.00
Acct Mngr:	1Tax Code:		Late Pmts: 0	Changed:	4/30/04	Balloon Pd:
Model Nbr	Serial #	Desc		Pmt	Spiff	ESP
FLASH40400	38/35S226967681	BLACK LEATHER MATCH		121.25		
						Date
						4/29/04

Weekly Pmt/Ttl: 0.00 0.00 Monthly Pmt/Ttl: 121.25 2182.50
Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help

Example 13-CC

Press the  key (Pay Bad Check). The screen will change and resemble the following (Example 13-DD).

```


Check Transaction Maintenance
05/03/04

Check#: █

Start By: F5--Date; F6-Return--Cust/Ticket;

```

Example 13-DD

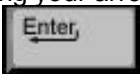
If you are unsure of the check number you can have them listed by date by pressing the  key. You will be prompted “List only hot checks?” Since you are paying off a bad check, this should be answered with a “Y”. The hot checks that have been written by this customer will now be listed on the screen (Example 13-EE).

13.20 Taking Payments - *RP*

Pay Returned Check										05/03/04
Check#:	List Only Hot Checks: Y									
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp	
340001239	345906 00	05/03/04	4216	127.92		127.92	H	0340	910	

F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:

Example 13-EE

Using your arrow keys, move your cursor down beside the check that the customer is paying off and press the  key. Your screen will change to resemble the following (Example 13-FF).

Pay Returned Check										05/03/04
Check#:	List Only Hot Checks: Y									
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp	
340001239	345906 00	05/03/04	4216	127.92		127.92	H	0340	910	

Total Amt for Check Nbr 4216 is 127.92 Enter 'Y' To Pay:

F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:

Example 13-FF

If this is the right check, enter a “Y”. Your screen will automatically return to the regular payment screen (Example 13-GG).

```

Ship:                               Ship To: 538976288
Name: MCCRAINE, DEBORAH            Acct#: 340001239   H Ph: (361)555-2121
Add: 2467 S DODDRIDGE DRIVE        BBucks: 64       W Ph: (361)555-2122
City: ANYTOWN TX 78412             License: 82036741   SSAN 564-28-9654
Comment:

```

```

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000345906 2061.24 1 121.25

```

```

Length 32 Terms M RTO Total Charge 127.92 Receivable 25.00 Due 152.92
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back

```

Example 13-GG

Press the **F9** key until your cursor is at the prompt "Amt Tendered". Press the **Enter** key. Your cursor will now be at the prompt "Pmt Form". Enter the number corresponding to the payment form the customer is using to pay off this bad check. Press the **F9** key. You will be prompted "Any More Changes". When this is answered with an "N", you will be prompted "Reprint this receipt". If you need another copy, enter a "Y", if not, press the **F9** key and your screen will be returned to the "Customer Maintenance Screen".

13.22 Taking Payments - *RP*

How to post an NSF Check to a customer account

<u>TYPE IN:</u>	<u>EXPLANATION:</u>
F10-RP-ENTER	Go into Take Payments Program (F10)
F3	When the customer record appears, press F3 - Show ticket
(Check #) - ENTER or ENTER-ENTER- (Highlight Check) - ENTER	At "Check #" prompt, enter the customer's check number , and press Enter, or press Enter , at "List Only Open/Not Hot Checks: Y" press Enter . This gives you a list of checks written by this customer. Using arrow keys, highlight the check that was returned by the bank and press Enter .
Y	Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Refund:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you do not use the uppercase Y, the check will not be noted as returned. You will need to start at number 2 on this list and repeat the steps.
ENTER or (-) - END - ENTER	At prompt for "Returned Ck Chg", the system will enter the default amount that is standard for your company. Press Enter if it is the correct amount to charge the customer for this NSF check or enter the correct amount to be charged for the NSF fee on this check, press the End key and press Enter .
F9	Upon return to the Payment screen, you must press F9 to continue processing.
ENTER	At the "Amount Tendered" field, press Enter .
ENTER	The default payment form is 5 - Non-Cash Refund, press Enter .
ENTER or Y	At the "Any More Changes: N" prompt, if all information is correct, press Enter or press Y and make necessary corrections.
ENTER or Y	At the "Reprint this receipt: N" prompt, if you do not need an extra receipt, press Enter, or press Y to get a second copy of the receipt.

Posting an NSF Check to a customer account

To verify that the NSF check was posted correctly:

1. Go into Take Payments program (F10 - RP) and call up the customer record that you need to verify.
2. At the bottom of the customer's payment screen, you should see a message indicating that the customer has an outstanding bad check. If this message is present and indicating the correct amount of the check, the check was posted correctly and you can F8 back to your menu.
3. If the Outstanding Bad Check message is not present, verify in the payment history that you did not take any payments or post any refunds on the account and begin at number 2 on "HOW TO POST AN NSF CHECK TO A CUSTOMER ACCOUNT" and repeat steps.
4. If the amount of the bad check is not correct, it is possible that a piece of merchandise associated with the check has been picked up or switched out and is no longer showing in the customer's current ticket information. Do the following:
 - ☒ press **Enter** to remove Outstanding Bad Check message.
 - ☒ press **F3** - Show Ticket.
 - ☒ **F3** - Return Bad Check.
 - ☒ At "**Check #**" prompt, enter the customer's check number that you posted as returned.
 - ☒ Verify that all items listed are associated with that check number.
 - ☒ In the "Status" column, verify that the status on each item is "H" for hot.
 - ☒ If there is an item with a status of "N" associated with that check number, write down the ticket number for that particular item and press **F8, F8**.
 - ☒ Use the up and down arrow keys to place cursor on the piece of merchandise marked "N" and press **F3** - Show Ticket, is the ticket number the same as the one you wrote down?
 - ☒ If it is not, press **F8, F8** to go back to you main menu.
 - ☒ Go into "Take Payments on Closed Agreements" and pull up the customer record.
 - ☒ * Use the up and down arrow keys to place cursor on the piece of merchandise in question and press **F3** - Show Ticket. Is the Ticket # the same as the ticket number you wrote down? If so, press **F3** - Return Bad Check..
 - ☒ Enter the check # in question.
 - ☒ Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Refund:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you did not use the uppercase Y, the check will not be noted as returned. You will need to start at the step with the * on this list and repeat the steps.
 - ☒ At prompt for "Returned Ck Chg.", the system will enter the default amount that is standard for your company, but because you have already posted a bad check fee in the Take Payments program, press the **End** key to take out the fee.
 - ☒ Upon return to the Payment screen, you must press **F9** to continue processing.
 - ☒ At the "Amount Tendered" field, press **F9**.
 - ☒ The default "Payment Form:" is 5 – Non-Cash Refund, press **F9**.
 - ☒ At the "Any More Changes: N" prompt, verify check number and press **Enter**.
 - ☒ Press **F8** to return to main menu.

Follow steps 1 and 2 under "**To verify that the bad check was posted correctly:**" and the proper check amount should show up in the Outstanding Bad Check message. Press **F8** to return to your menu.

IMPORTANT: When the customer pays this bad check, you must follow the steps on the "**HOW TO PAY AN NSF CHECK ON A CUSTOMER ACCOUNT**" in both the Take Payments program and the Take Payments on Closed Agreements program to clear the check completely out of the customer account. Make sure you pay the bad check fee amount in the Take Payments program.

13.24 Taking Payments - *RP*

How to pay an NSF Check on a customer account

TYPE IN:	EXPLANATION:
F10 - RP - ENTER	Go into Take Payment program (F10 - RP) and call up the customer record for the customer who is paying for an NSF check.
ENTER - F3	When the customer record appears, press Enter to remove Bad Check Message, and press F3 - Show Ticket.
F4	At Ticket Inquiry screen, press F4 - Pay Bad Check.
(Check #) - ENTER or ENTER - ENTER	At "Check #" prompt, enter the customer's bad check number and press Enter , <u>or</u> press Enter , and at the "List Only Hot Checks: Y" prompt, press Enter for list of bad checks. Use arrow keys to highlight bad check to be paid and press Enter .
Y	Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter 'Y' to Refund:", press the " Y " key on your keyboard, making sure it is UPPERCASE. If you do not use the uppercase Y, the check will not be noted as paid. You will need to start at number 2 on this list and repeat steps.
F9	Screen will go back to the normal payment screen. Press F9 to continue paying on the bad check.
(\$) - END	Cursor will be blinking in the Amount Tendered field, enter the dollar amount that the customer gave you to pay the check and press the End key.
(Payment Form) - End	Enter the correct Payment Form and press the End key.
ENTER or Y	At the "Any More Changes: N" prompt, if all information is correct, press Enter , <u>or</u> press Y to make necessary corrections.
Enter or Y	At the "Reprint this receipt: N" prompt, if you do not need an extra receipt, press Enter , <u>or</u> press Y to get a second copy of the receipt.




You will be returned to "Customer Name/#" prompt. At this point, you can go back into the customer's account to verify that the Bad Check message is gone or you can **F8** back out to the menu.

To verify that the NSF check was paid correctly:

1. Go into your normal Customer Payment program and call up the customer record that you need to verify.
2. At the bottom of the customer's payment screen, the outstanding check message should be gone. If this message is gone, the check was paid correctly and you can F8 back to your menu.
3. If the Outstanding Bad Check message is present, begin at number 2 on the "HOW TO PAY AN NSF CHECK ON A CUSTOMER ACCOUNT" and repeat steps.
4. If the message is there, but the amount of the bad check is lower than the total check amount, it is possible that a piece of merchandise associated with the check has been picked up or switched out and is no longer on the current records. Do the following:
 - ☒ press **Enter** to remove Outstanding Bad Check message.
 - ☒ press **F3** - Show Ticket.
 - ☒ **F4** - Pay Bad Check.
 - ☒ At "**Check #**" prompt, enter the customer's check number that you posted as paid.
 - ☒ Verify that all items listed are associated with that check number.
 - ☒ In the "Status" column, verify that the status on each item is "P" for paid.
 - ☒ If there is an item with a status of "H" associated with that check number, write down the ticket number for that particular item and press **F8, F8**.
 - ☒ Use the up and down arrow keys to place cursor on the piece of merchandise marked "H" and press **F3** - Show Ticket, is the ticket number the same as the one you wrote down?
 - ☒ If it is not, press **F8, F8** to go back to you main menu.
 - ☒ Go into "Take Payments on Closed Agreements" and pull up the customer record.
 - ☒ * Use the up and down arrow keys to place cursor on the piece of merchandise in question and press **F3** - Show Ticket. Is the Ticket # the same as the ticket number you wrote down? If so, press **F4** - Pay Bad Check..
 - ☒ **Enter the check #** in question.
 - ☒ Verify the Check Number and Amount of Check showing at the bottom of the screen are correct. At the "Enter "Y" to Pay:", press the "Y" key on your keyboard making sure it is UPPERCASE. If you did not use the uppercase Y, the check will not be noted as paid. You will need to start at the step with the * on this list and repeat the steps.
 - ☒ Screen will go back to the normal payment screen. Press **F9** to continue paying on the bad check.
 - ☒ **Enter the dollar amount that the customer gave you** to pay the check and press the **End** key.
 - ☒ **Enter the correct Payment Form** and press the **End** key.
 - ☒ At the "Any More Changes: N" prompt, verify information and press **Enter**.
 - ☒ At the "Reprint this receipt: N" prompt, if you do not need extra receipt, press **Enter**. You will be returned to "Customer Name/#" prompt. At this point, you can go back into the customer to verify that the Bad Check notification is gone or you can **F8** back out to menu.

13.26 Taking Payments - *RP*

Check Report - CHECKRPT

To get into this program, you need to be at the command line and type in "CHECKRPT". You will be prompted for printer or file pathname. If you want to print directly to the default printer, press the  key. If you want this information to print to another printer, type that printer number over the default and press the  key. You will now be prompted for "Separate Locations"  and accept the "N" default or see page 15.1. The report option screen will now be displayed (Example 13-HH).

```

                                CHECK REPORT
SELECT CUSTOMER TYPES: N
SELECT BY LOC OR LOC GROUPS: N


DATE CHECK BACKED OUT:          ENDING DATE: 5/03/04
DATE CHECK PAID:                ENDING DATE: 5/03/04
DATE CHECK WRITTEN OFF:         ENDING DATE: 5/03/04
STARTING PAYMENT DATE:         ENDING DATE: 12/31/79
SELECT BY SALESMAN OR ACCT MGR: N

AR OR RTO PMTS: 1
SELECT CHECK STATUS: N
SUMMARIZE BY CHECK: N


ENTER AN "N" OR A "Y"
```

Example 13-HH

Select Customer Types Defaults to "N" for no. If this is answered with a "Y" for yes, you will then be prompted for "**CUST TYPES**". You may enter from one to sixteen different customer types.

If you want all customer types, accept the default of N, press the  key (from the command line, type "**RCUSTYPE**", to view your company's customer types).

Select by Loc or Loc Groups If you want to select by location(s) or location group(s), type "Y" for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers. If all stores are needed, press the

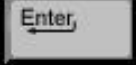
 key. If you have selected to run the report for more than one location, you will see the prompt "**SORT BY LOCATION**". This gives you the option to run all stores together or have the report separate them.

Date Check Backed Out **Ending Date**
Enter the date the check was backed out.

Date Check Paid **Ending Date**
Enter the date the check was paid.

Date Check Written off **Ending Date**
Enter the date the check was written off.

Starting Payment Date **Ending Date**
Enter the starting and ending date for the time period you want this report to show.

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

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

AR or RTO Pmts Do you want Accounts Receivable or Rent to Own Payments. Options are listed at the bottom of the screen. Enter the number beside the option you want for this report.

Select Check Status If you want to select the check status, enter "Y". You will now be prompted "Statuses". The bottom of the screen will display the options.


H = Hot

N = Not Hot

W = Written Off

P = Paid

Summarize by Check If you want the report summarized by check, enter a "Y". If not, enter a "N".

Press . You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and print to the printer of file pathname you gave.

13.28 Taking Payments - RP

Example CHECKRPT

RUN DATE: 05/03/04 Rent-A-Wheel, LLC. PAGE: 1
 TIME: 14:07:19 ATO CUSTOMER CHECK PAYMENTS
 PAYMENTS MADE: 3/15/04THRU 3/30/04 DATES CHECKS BACKED OUT: 3/15/04THRU 3/30/04 DATES CHECKS PAID: 3/15/04THRU 3/30/04

CUSTOMER NUMBER CUSTOMER NAME	RECEIPT NUMBER	CHECK NUMBER	CHECK AMOUNT	TICKET NUMBER	CHECK STATUS	CHECK DATE	DATE CHECK BACKED OUT	DATE CHECK PAID	EMPLOYEE NUMBER
10004208 REYES, ANNA	34666	200	7.96	1016964	H	3/16/04	3/16/04		6
10004208 REYES, ANNA	34667	200	17.04	1016970	H	3/16/04	3/16/04		6
10005567 OWENS, CHARLES	34778	1593	38.69	1027819	P	3/18/04	3/25/04	3/26/04	12
10005567 OWENS, CHARLES	34779	1593	47.32	1028562	P	3/18/04	3/25/04	3/26/04	12
10005567 OWENS, CHARLES	34780	1593	3.99	10005567	P	3/18/04	3/25/04	3/26/04	12
10006118 LEE, KATHY	70270	242	45.71	1024162	H	3/17/04	3/26/04		11
10006118 LEE, KATHY	70271	242	24.30	1024165	H	3/17/04	3/26/04		11
10006118 LEE, KATHY	70272	242	3.99	10006118	H	3/17/04	3/26/04		11
10006372 LOPEZ, ROBERTO	34603	1021	56.00	1025258	P	3/15/04	3/22/04	3/24/04	53
10006372 LOPEZ, ROBERTO	34604	1021	101.72	1025259	P	3/15/04	3/22/04	3/24/04	53
10006372 LOPEZ, ROBERTO	34605	1021	7.98	10006372	P	3/15/04	3/22/04	3/24/04	53
10006475 OTTESEN, JANE	70858	200	41.64	1025667	H	3/22/04	3/29/04		11
10006475 OTTESEN, JANE	70859	200	29.37	1025668	H	3/22/04	3/29/04		11
10006475 OTTESEN, JANE	70860	200	3.99	10006475	H	3/22/04	3/29/04		11
10006738 SULLIVAN, BRAD	18439	1135	35.40	1026738	H	3/19/04	3/26/04		57
10006738 SULLIVAN, BRAD	18440	1135	30.61	1026743	H	3/19/04	3/26/04		57
10006738 SULLIVAN, BRAD	18441	1135	3.99	10006738	H	3/19/04	3/26/04		57
10006758 WILSON, MICHAEL	34463	604	124.52	1026806	P	3/15/04	3/22/04	3/27/04	51
10006758 WILSON, MICHAEL	34464	604	29.50	1026807	P	3/15/04	3/22/04	3/27/04	51
10006758 WILSON, MICHAEL	34465	604	7.98	10006758	P	3/15/04	3/22/04	3/27/04	51
10006899 RODRIGUEZ, MANDO	18241	466	142.17	1027302	P	3/15/04	3/23/04	3/25/04	57
10006899 RODRIGUEZ, MANDO	18242	466	45.31	1027303	P	3/15/04	3/23/04	3/25/04	57
10006899 RODRIGUEZ, MANDO	18243	466	7.98	10006899	P	3/15/04	3/23/04	3/25/04	57
10007114 MUNIZ, KEVIN	56457	261	86.29	1028207	H	3/16/04	3/25/04		47
10007114 MUNIZ, KEVIN	56458	261	46.73	1028208	H	3/16/04	3/25/04		47
10007114 MUNIZ, KEVIN	56459	261	7.98	10007114	H	3/16/04	3/25/04		47
10007125 VALENTINE, CELIA	79892	187	39.52	1028279	P	3/15/04	3/22/04	3/22/04	22
10007125 VALENTINE, CELIA	79893	187	22.83	1028280	P	3/15/04	3/22/04	3/22/04	22
10007125 VALENTINE, CELIA	79894	187	3.99	10007125	P	3/15/04	3/22/04	3/22/04	22
10007342 MADDEN, DEBRA	70048	1003	38.64	1029049	P	3/15/04	3/22/04	3/26/04	56
10007342 MADDEN, DEBRA	70049	1003	22.37	1029050	P	3/15/04	3/22/04	3/26/04	56
10007342 MADDEN, DEBRA	70050	1003	3.99	10007342	P	3/15/04	3/22/04	3/26/04	56

HOT CHECK TOTAL : 385.00

PAID CHECK TOTAL : 744.50

CHECK REPORT TOTAL : 1129.50

Early Buyout

To close a ticket that is paying out early, you need to be in the program RP. Bring up the customer that is paying off this ticket. You will see a screen similar to the one following (Example 9-JJ).

910

Name: ADAMS, ANNABELLE

Acct#: 340000107

H Ph: (555)555-5555

Add: 1065 BURGESS AVENUE

BBucks: 32

W Ph: (555)555-5555

City: ANYTOWN TX 55555

License: 47902508

SSAN 528-52-3757

Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: \$120

NEED NEW WORK #1111

NNAEI


Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
BIG SCRE	118.41	1		71.09			3.55				74.64		4/19/04
BEDROOM	167.28	1		78.43			3.92				82.35		4/19/04
COMPUTER	461.33	1		89.99			4.50				94.49		4/19/04
6PC RETR	4583.34			254.63						14.00	268.63		6/03/04

Length 18 Terms M AR Total Charge 251.48 Receivable 25.00 Due 276.48

Enter the number of payments customer is making or F5 for help

F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back

Example 9-JJ

If more than one ticket is listed, using your arrow keys, highlight the ticket that is being paid off early and press the  key. Your screen will change to resemble the following (Example 9-KK).

Rental Payoff Amounts For: ANNABELLE ADAMS

Tick 345911

Agreement Balance Is: 4,583.34

Less Past Due Amt: 0.00

Discountable Agreement Balance: 4,583.34

Discountable Agreement Balance - 30.000 % Is: 3,208.34

Plus Past Due/Late Charges Amt: 0.00

Plus Receivable Amt: 25.00

Plus GRP/ESP Amt: 0.00

Plus Tax Amt: 176.46


Payoff Figured PERCENT OF BALANCE Is: 3,409.80

Number Of Payments Left: 18.00

Enter "CLOSE" to Close Ticket or Press Return To Continue: _____

Press F5 for Help

Example 9-KK

Type in the word CLOSE and then press the  key. Your screen will again change and will resemble the following (Example 9-LL).


13.30 Taking Payments - *RP*

```
Ship:                               Ship To: 538976288
Name: ADAMS                        , ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE          BBucks: 32        W Ph: (555)555-5555
City: ANYTOWN                     TX 55555   License: 47902508   SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000345911 4583.34 1 3208.34                                176.46 3384.80 6/03/04

Length 32 Terms M RTD Total Charge 3384.80 Receivable 25.00 Due 3409.80
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
```

Example 9-LL


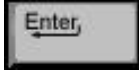
Press the  key. Your screen will change again, and your cursor will be at the Amt Tendered prompt (Example 9-MM).

```
Ship:                               Ship To: 538976288
Name: ADAMS                        , ANNABELLE      Acct#: 340000107   H Ph: (555)555-5555
Add: 1065 BURGESS AVENUE          BBucks: 32        W Ph: (555)555-5555
City: ANYTOWN                     TX 55555   License: 47902508   SSAN 528-52-3757
Comment: IF NOT HERE BY 3-29-04 CALL HIM & LET HIM KNOW

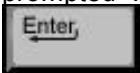
COURT COSTS OWED: $120
NEED NEW WORK #!!!!
Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000345911 4583.34 1 3208.34                                176.46 3384.80 7/03/04

Total Due: 3409.80 Amt Tendered: 3409.80 Change: 0.00 Pmt Form:
Enter the amount customer is paying
F8-Back Out F4-Enter 2nd Pmt Form Mode Cmd-Exit Pgm
```

Example 9-MM

Press the  key. Your cursor will move to the Pmt Form prompt. Enter the number corresponding to the payment form the customer is using and press the  key. (If customer is paying by check, you will be prompted to enter the check number).

You will be prompted "Any Changes". When this is answered with an N, the receipt will print and you will be prompted "Reprint this receipt". If you need another copy of this receipt, enter a "Y". If not, press

 to accept the default of "N".

