Chapter 13 - Print Overdue Customers (3 per page) - ZIP

This report can be run to print chase cards (3 per page) by zip code or alphabetically or a summary of accounts past due by zip code. To get into this program, press the F10 key while on any menu and at the command line type in "ZIP" 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. See *Chapter 10 Introduction to Reports* for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press ENTER and accept the N for no for the default, see Figure 13-1.

```
                    PRINT CUSTOMER OVERDUE REPORT

                    REPORT ORDER: 1  PRT HISTORY: N
      SELECT BY LOC OR LOC GROUPS: N


                         SELECT BY: N


              SELECT BY CUST TYPE: N
        SELECT BY AGMT/CONT TYPE: N
           STARTING PAST DUE DATE:              PRINT CUSTOMERS WITH COMMITMENT: Y
             ENDING PAST DUE DATE:  1/14/05     USE COMMIT DATES FOR DUE DATES: N
   COUNT RECEIVABLES AS PAST DUE: N  START/END ACCT NBR:      0  / 999999999
        SELECT BY ZIP/MODEL/DESC: N


              SUMMARIZE BY ZIP: N        BY CUST TYPE: N
              WANT TOTALS ONLY: N    ONLY FIRST TIME OVERDUE CUSTS: N
        OVERDUE FIRST PMT REPORT: N    PRINT FORM: 1
            ONLY WITH COMMENTS: N      PRINT REFERENCES ON REPORT: N
                  ACCOUNT TYPE: 1   STARTING NAME:
              ADD LATE CHARGES: Y   ONLY ACCTS WITH RTO RECEIVABLE: N
  1) CUST NAME 2) CUST NAME WITHIN ZIP 3) ZIP CODE 4) MAP CODE 5) OLDEST DUE
```

Figure 13- 1 Print Customer Overdue Report Screen (3 per page)

Explanation of Fields on Customer Overdue Report Screen (3 per page)

REPORT ORDER **1 = Customer Name** Report will print alphabetically by customer name.
2 = Customer Name within Zip Code Report will print alphabetically by customer name within zip code.
3 = Zip Code Report will print in zip code order.
4 = Map Code Report will print in map code order if you use the map code field in Customer Maintenance (RCUSTMNT).
5 = Oldest Due Report will print in aging form with the oldest past due accounts first.

PRT HISTORY   Press enter to accept the default of (N)o

SELECT BY LOC OR LOC GROUPS   If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers. If all stores are needed press ENTER to accept the default of N. If you have selected to run the report for more than one location, you will see the prompt "**SORT BY LOCATION**". This gives you the option to run all stores together or have the report separate them.

SORT BY LOCATION   This option allows you to sort the report by location in ascending location order.

```
                  PRINT CUSTOMER OVERDUE REPORT

                  REPORT ORDER: 1  PRT HISTORY: N
      SELECT BY LOC OR LOC GROUPS: N

                  SORT BY LOCATION: Y
                        SELECT BY: Y
         ACCT MGRS:     1     2     3     0     0     0     0     0     0     0
      SORT BY SALESMAN/ACCT MGRS: N
            SELECT BY CUST TYPE: N
      SELECT BY AGMT/CONT TYPE: N
            STARTING PAST DUE DATE:              PRINT CUSTOMERS WITH COMMITMENT: Y
            ENDING PAST DUE DATE: 12/05/06     USE COMMIT DATES FOR DUE DATES: N
  COUNT RECEIVABLES AS PAST DUE: N  START/END ACCT NBR:        0  / 999999999
      SELECT BY ZIP/MODEL/DESC: N



            SUMMARIZE BY ZIP: N        BY CUST TYPE: N
            WANT TOTALS ONLY: N     ONLY FIRST TIME OVERDUE CUSTS: N
      OVERDUE FIRST PMT REPORT: N     PRINT FORM: 1
            ONLY WITH COMMENTS: N        PRINT REFERENCES ON REPORT: N
                  ACCOUNT TYPE: 1   STARTING NAME:
            ADD LATE CHARGES: Y    ONLY ACCTS WITH RTO RECEIVABLE: N
                        ENTER AN "N" OR A "Y"
```

Figure 13- 2 Print Customer Overdue Report Screen select by field

SELECT BY   See Figure 13-2. 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. A "Y" here will prompt you to choose (1) SALESMAN or (2) ACCT MGR and then will allow you to select up to 10 salesman or account managers.

SORT BY SALESMAN/ACCT MGR   Defaults to N for no. If this is answered with a Y for yes, the report will first sort by your choice in **SELECT BY** and the by your choice in **REPORT ORDER.**

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 for no. If you want all contract types press the ENTER key to accept the default of N for no. 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.

STARTING PAST DUE DATE   Enter the beginning past due date for these accounts.

PRINT CUSTOMERS WITH COMMITMENT   Enter Y for yes if you want customers with commitments printed on this report, otherwise, N for no.

ENDING PAST DUE DATE Enter the last past due date you want on this report. For example: If today is July 11, 2006 and you want everybody 1-10 days late: Starting Past Due Date: 07/01/06
Ending Past Due Date: 07/10/06

USE COMMIT DATES FOR DUE DATES   This is answered with a Y for yes when you are running a commitment report.

COUNT RECEIVABLES AS PAST DUE   If you want to count the amount of money that a customer may have as a receivable account "RTO Receivables" as past due, select Y for yes.

START/END ACCOUNT NUMBER If you want to print only particular accounts, you may enter a starting and ending account number here.

SELECT BY ZIP/MODEL/DESC   If you want all zip codes, model numbers and descriptions, press the ENTER key to accept the default of N for no. If you want to specify any of these things, type Y for yes. You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC**" and the options will be listed on the bottom of the screen:
(1) Select by Zip Code – prompts for up to ten zip codes
(2) Select by Model Nbrs – prompts for up to three model numbers
(3) Select by Desc – prompts for up to three descriptions

SUMMARIZE BY ZIP   Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each zip code, a (N)o to totals only will print this snap shot on the last page of the report.

(SUMMARIZE) BY CUST TYPE   Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each customer type, a (N)o to totals only will print this snap shot on the last page of the report.

WANT TOTALS ONLY   Defaults to N for no. If answered with a Y for yes, and (N)o to the previous two questions 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.

ONLY FIRST TIME OVERDUE CUSTS   Answer with a Y for yes and the report will print only those customers who are overdue for the first time.

OVERDUE FIRST PMT REPORT   Defaults to N for no. If answered with a Y for yes, the report will print only those customers who are late on their first payment.

PRINT FORM   **(1) Regular Form (Zip Only)**
                      (2) 10.5" form
                      (3) 2 per page
                      (4) 10" form

ONLY WITH COMMENTS   Do you want an overdue report on only those customers with comments on their accounts? If so, answer with a Y for yes. If not, press the ENTER key to accept the default of N for no.

PRINT REFERENCES ON REPORT   If answered with a Y for yes, the report will print the references (if any) on the report.

ACCOUNT TYPE   Enter your account type here. The options are:
                      (1) RTO Accounts
                      (2) AR Accounts
                      (3) Loan Accounts
                      (4) RTO and Loan
                      (5) Misc Fee
                      (6) RTO and Misc Fee
                      (7) Revolving

STARTING NAME   If you want all customers printed, press the ENTER key. If you only want customers from a certain last name on through the end of the alphabet, 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.

ADD LATE CHARGES   If you want late charges added to payment amount due, select Y for yes, otherwise, select N for no.

ONLY ACCTS WITH RTO RECEIVABLE   If answered with a Y for yes, report will only print those customers who have a RTO Receivable.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you designated earlier in this Print Customer Overdue (ZIP) report process.

Example ZIP Report

Customer OVERDUE List (3 per page)

The customer overdue report example, see Figure 13-3 and Figure 13-5, gives a breakdown of customers that are overdue for account type 2 (accounts receivable).

```
                  PRINT CUSTOMER OVERDUE REPORT

                 REPORT ORDER: 1  PRT HISTORY: N
   SELECT BY LOC OR LOC GROUPS: N

              SORT BY LOCATION: Y
                    SELECT BY: N

    SORT BY SALESMAN/ACCT MGRS: N
          SELECT BY CUST TYPE: N
     SELECT BY AGMT/CONT TYPE: N
          STARTING PAST DUE DATE:              PRINT CUSTOMERS WITH COMMITMENT: Y
            ENDING PAST DUE DATE: 12/05/06    USE COMMIT DATES FOR DUE DATES: N
   COUNT RECEIVABLES AS PAST DUE: N  START/END ACCT NBR:       0  / 999999999
         SELECT BY ZIP/MODEL/DESC: N


              SUMMARIZE BY ZIP: N       BY CUST TYPE: N
              WANT TOTALS ONLY: N    ONLY FIRST TIME OVERDUE CUSTS: N
     OVERDUE FIRST PMT REPORT: N    PRINT FORM: 1
            ONLY WITH COMMENTS: N      PRINT REFERENCES ON REPORT: N
                 ACCOUNT TYPE: ②   STARTING NAME: █
               ADD LATE CHARGES: Y    ONLY ACCTS WITH RTO RECEIVABLE: N
```

Figure 13- 3 Print Customer Overdue Report Screen with field changes (for 3 per page)

Figure 13-4 is a snapshot of the first page of the resulting report. Figure 13-5 is the Total Page for the resulting report for this example.

```
Name: INSURANCE, ZERICK              Acct Nbr: 10011811     Store:     1     Salesman:    18 Pmt Amt:  12354.32  Run Date: 12/05/06
 735  1167 S US 1                    Ticket Nbr: 10039066   Acct Mgr:  903    Tax Code:     6 Tax Amt:      0.00  Due Date: 11/30/04
     ANYTOWN        TX 55555         Map Code:              Cust Type:  C Agmt/Cnt Type:   Z  Grp Amt:      0.00  Last Due: 10/30/04
Home Phone: (555)555-5555            Agmt/Cnt Date: 10/30/04 Pmt Terms:  M  # BOR Items:      ESP Amt:      0.00  Last Pay: 10/30/04
Work Phone: (555)555-5555            Recv Amount:           Times Lte:  0           Regular Total Due:  12354.32   Ttl Due:12,354.32
Comments:                                                                            Agmt/Cnt Bal: 12,354.32  Ctrt Amt:12,354.32
Model Nbr        Serial Nbr Desc                  Pmt Amt Model Nbr          Serial Nbr Desc                  Pmt Amt
Pay Date Due Date  Next Due Lte  Str     Pmt Amt                 Tax Amt  Misc Amt   Late Amt  Total Pmt     Balance  Pmt Type Salesman
10/30/04 10/30/04  11/30/04   0    1   12354.32-                  0.00     0.00       0.00       0.00    12,354.32  INVOICE        18


Name: INSURANCE, ZERICK              Acct Nbr: 10011811     Store:     1     Salesman:    18 Pmt Amt:  9,221.43  Run Date: 12/05/06
 735  1167 S US 1                    Ticket Nbr: 10039072   Acct Mgr:  903    Tax Code:     6 Tax Amt:      0.00  Due Date: 11/30/04
     ANYTOWN        TX 55555         Map Code:              Cust Type:  C Agmt/Cnt Type:   Z  Grp Amt:      0.00  Last Due: 10/30/04
Home Phone: (555)555-5555            Agmt/Cnt Date: 10/30/04 Pmt Terms:  M  # BOR Items:      ESP Amt:      0.00  Last Pay: 10/30/04
Work Phone: (555)555-5555            Recv Amount:           Times Lte:  0           Regular Total Due:  9,221.43   Ttl Due: 9,221.43
Comments:                                                                            Agmt/Cnt Bal: 9,221.43  Ctrt Amt: 9,221.43
Model Nbr        Serial Nbr Desc                  Pmt Amt Model Nbr          Serial Nbr Desc                  Pmt Amt
Pay Date Due Date  Next Due Lte  Str     Pmt Amt                 Tax Amt  Misc Amt   Late Amt  Total Pmt     Balance  Pmt Type Salesman
10/30/04 10/30/04  11/30/04   0    1   9,221.43-                  0.00     0.00       0.00       0.00     9,221.43  INVOICE        18


Name: INSURANCE, ZERICK              Acct Nbr: 10011811     Store:     1     Salesman:    18 Pmt Amt:  23125.66  Run Date: 12/05/06
 735  1167 S US 1                    Ticket Nbr: 10039074   Acct Mgr:  903    Tax Code:     6 Tax Amt:      0.00  Due Date: 11/30/04
     ANYTOWN        TX 55555         Map Code:              Cust Type:  C Agmt/Cnt Type:   Z  Grp Amt:      0.00  Last Due: 10/30/04
Home Phone: (555)555-5555            Agmt/Cnt Date: 10/30/04 Pmt Terms:  M  # BOR Items:      ESP Amt:      0.00  Last Pay: 10/30/04
Work Phone: (555)555-5555            Recv Amount:           Times Lte:  0           Regular Total Due:  23125.66   Ttl Due:23,125.66
Comments:                                                                            Agmt/Cnt Bal: 23,125.66  Ctrt Amt:23,125.66
Model Nbr        Serial Nbr Desc                  Pmt Amt Model Nbr          Serial Nbr Desc                  Pmt Amt
Pay Date Due Date  Next Due Lte  Str     Pmt Amt                 Tax Amt  Misc Amt   Late Amt  Total Pmt     Balance  Pmt Type Salesman
10/30/04 10/30/04  11/30/04   0    1   23125.66-                  0.00     0.00       0.00       0.00    23,125.66  INVOICE        18
```

Figure 13- 4 Snapshot of overdue RTO customers report for December for store 1 (3 customers per page)

You can choose to print these on 8.5x11 double using stock paper for a three-part chase form that is perforated for separation. It makes it easier to use for collections.
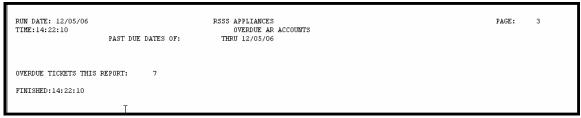
```
RUN DATE: 12/05/06                        RSSS APPLIANCES                                  PAGE:     3
TIME:14:22:10                             OVERDUE AR ACCOUNTS
                 PAST DUE DATES OF:        THRU 12/05/06



OVERDUE TICKETS THIS REPORT:      7

FINISHED:14:22:10
```

Figure 13- 5 Snapshot of overdue RTO customers for December for store 1 Total Page

As you can see, there are 7 past due customers on this report.