



Retail Sales Countertop

© RSSS, L.P.
711 N. Carancahua Street • Suite 1500
Phone 361.993.1790 • Fax 361.993.1731
www.rsss.com
www.rssssupport.com

Table of Contents

CHAPTER 1 - INTRODUCTION	6
STATION LOGIN/PASSWORD	6
STATION LOGIN TERMINAL	6
SMARTERM LOGIN PC	6
EMPLOYEE LOGIN SCREEN	7
CHANGE SECURITY PASSCODE - SECCHG.....	8
MENU SYSTEM	10
EMPLOYEE NUMBER/PASSWORD.....	10
USE OF THE MENU SYSTEM	10
HELP.....	11
FIELD INFORMATION PROMPT LINE	12
FUNCTION KEYS	12
START UP AND SHUTDOWN PROCEDURES.....	15
HOW TO DO A SHUTDOWN	16
USING THE SHUTDOWN COMMAND WITHOUT BEING LOGGED IN AS A SUPER USER.....	16
COMMAND LINE	17
CHAPTER 2 - CHANGE CUSTOMER DATA - RCUSTMNT.....	18
LISTING AVAILABLE CUSTOMERS (ALPHABETICALLY).....	19
LISTING AVAILABLE CUSTOMERS (BY ADDRESS)	20
LISTING AVAILABLE CUSTOMERS (BY DRIVERS LICENSE)	21
LISTING AVAILABLE CUSTOMERS (BY SOCIAL SECURITY NUMBER).....	22
LISTING AVAILABLE CUSTOMERS (BY ACCOUNT NUMBER)	23
FIND CUSTOMER BY HOME PHONE NUMBER	24
CHANGING CUSTOMER INFORMATION	24
ADDING A CUSTOMER.....	24
F1 - ADDING A REFERENCE.....	29
F2 - ADDING AN EMPLOYER.....	29
F3 - ADDING A LANDLORD.....	30
F4 - ADDING A SECOND CUSTOMER	31
F6 - ADDING A COMMENT.....	31
F7 - ADDING CAR INFO	32
CHAPTER 3 – POST A SALE - SALE	34
HOW TO USE THIS SYSTEM.....	34
CUSTOMER FUNCTIONS OFF THE SALES MENU	35
POSTING A SALE	35
ADDING A SALES CUSTOMER	37
SALE OF MISCELLANEOUS/ACCESSORY ITEM INVENTORY	46
SEARCH FOR SERIALIZED INVENTORY IN SALE	50
POSTING A SPECIAL ORDER, LAYAWAY OR STOCK SALE.....	51
SPECIAL ORDER WHEN MODEL NUMBER DOES NOT EXIST.....	55
SELLING A PACKAGE	60
REFUNDING A SALE (SECURITY REQUIRED)	66
USING AN A/R PAYMENT FORM WHEN POSTING A SALE.....	71
MAP/MOP.....	73
USING THE MAP/MOP FEATURE WHEN PROCESSING A SALE	78
TRADE-IN PROGRAM	81
USING WILDCARDS IN SALE	84
CHAPTER 4 - CASH SALE-MISCELLANEOUS/ACCESSORY INVENTORY - FASTSALE.....	87

STEP 1 - CREATE DEFAULT FASTSALE CUSTOMER.....	87
STEP 2 - SET UP FASTSALE IN SALES CONTROL	88
PROCESSING A FASTSALE.....	89
FASTSALE REFUND.....	96
CHAPTER 5 - TAKING PAYMENTS – RP.....	104
FUNCTION KEYS IN RP.....	108
REFUND A PAYMENT	117
HOW TO BACK OUT A BAD CHECK USING RP.....	119
NOTIFYING EMPLOYEES OF BAD CHECKS	124
PAYING OFF A BAD CHECK	125
CHAPTER 6 - LOOKING UP CLOSED TICKETS - CLOSEINQ	132
CHAPTER 7 - RECEIVING INVENTORY – RECEIVE & POINLOAD	138
RECEIVING INVENTORY - RECEIVE	138
RECEIVING INVENTORY FOR WHICH YOU ALREADY HAVE A MODEL NUMBER.....	140
ADDING A NEW MODEL NUMBER WHILE RECEIVING	144
ADDING A NEW MISCELLANEOUS INVENTORY MODEL NUMBER WHILE RECEIVING	155
RECEIVING MISCELLANEOUS INVENTORY	157
RECEIVING INVENTORY FROM A PURCHASE ORDER - POINLOAD.....	163
CHAPTER 8 – INQUIRING ABOUT INVENTORY - INVMNT, INVMNTF & INVAVAIL.....	171
INVENTORY INQUIRY SCREENS.....	173
USING WILDCARDS(*) TO FIND INVENTORY - INVMNTF	183
CHECKING ON INVENTORY AVAILABILITY - INVAVAIL	184
CHAPTER 9 - TRANSFER/DELIVER/LOAN INVENTORY – INVTRAN & MISCTRAN	193
MOVING INVENTORY FROM ONE LOCATION TO ANOTHER.....	193
TRANSFER INVENTORY (TRANSFER TYPE OPTION 1).....	194
TRANSFERRING INVENTORY TO A CHARGE OFF LOCATION (OPTION 1)	198
PENDING INVENTORY TRANSFER (TRANSFER TYPE OPTION 2)	201
DEMO INVENTORY TRANSFER (TRANSFER TYPE OPTION 3).....	204
DELIVERY/PICKUP INVENTORY TRANSFER (TRANSFER TYPE OPTION 4).....	208
BAR CODE NUMBER TRANSFER (TRANSFER TYPE OPTION 5)	213
BAR CODE TRANSFER FROM FILE (TRANSFER TYPE OPTION 6).....	215
Compare Scan to Barcode	217
Compare Scan to Serial Number	218
Compare Scan to Download from PDT3100.....	219
Compare Scan to Input File Transfer	220
SERVICE TRANSFER.....	221
MISCELLANEOUS INVENTORY LOCATION TRANSFERS - MISCTRAN.....	223
CHAPTER 10 - INTRODUCTION TO REPORTS.....	227
PRINTER OR FILE PATHNAME AND SEPARATE LOCATIONS PROMPTS	227
SELECT BY LOC OR LOC GROUPS PROMPTS YOU MAY ENCOUNTER.....	228
CHAPTER 11 – ON-SCREEN COLLECTIONS (PAST DUE ACCOUNTS) - TICKDUE (OPTIONAL PROGRAM).....	234
ENTER CUSTOMER COMMITMENT	243
PRINT COMMITMENT FILE REPORT - CMMTRPT	250
EXAMPLE OF THE CMMTRPT SETUP SCREEN AND RESULTING REPORT	252
CUSTOMER OVERDUE REPORT - ZIPA – ‘No CONTACT REPORT’	252
ACCOUNT MANAGER ACTIVITY REPORT - AMACTRPT	257
PRINT CUSTOMER PAST DUE LETTERS - TCKPDUE1.....	260
PAST DUE LETTER EXAMPLE SCREENS	261

ADDING, CHANGING OR DELETING CONTACT COMMITMENT CODES	266
CHAPTER 12 - PRINTING OVERDUE CUSTOMERS - ZIPA.....	271
EXPLANATION OF FIELDS ON CUSTOMER OVERDUE REPORT SCREEN	271
EXAMPLE ZIPA REPORT	275
<i>Customer OVERDUE List</i>	275
CUSTOMER OVERDUE REPORT - ZIPA – ‘No CONTACT REPORT’	277
CHAPTER 13 - PRINT OVERDUE CUSTOMERS (3 PER PAGE) - ZIP	279
EXPLANATION OF FIELDS ON CUSTOMER OVERDUE REPORT SCREEN (3 PER PAGE).....	279
EXAMPLE ZIP REPORT	283
<i>Customer OVERDUE List (3 per page)</i>	283
CHAPTER 14 – PRINTING PAST DUE NOTICES OR STATEMENTS - PASTDUE	285
EXPLANATION OF FIELDS ON CUSTOMER PAST DUE NOTICES SCREEN	285
CHAPTER 15 – AGING REPORT - PRTARAGE	293
EXPLANATION OF FIELDS ON A/R AGING REPORT SCREEN	293
EXAMPLE OF THE RESULTING AGING REPORT	296
CHAPTER 16 - SUMMARY STORE END-OF-DAY PROCESSING - SUMEODS.....	298
END-OF-DAY POSTING	300
SUMEODS F4 LIST CHECKS FEATURE.....	302
SUMEODS WITH CALCULATE TODAY’S PAYMENTS AS “A”	304
POSTING DETAIL PETTY CASH	306
CHAPTER 17 - SUMMARY FILE MAINTENANCE - SUMMNT	314
SUMMARY MAINTENANCE LOOK-UP SCREEN #1 – RTO	317
SUMMARY MAINTENANCE LOOK-UP SCREEN #2 - RTO	320
SUMMARY MAINTENANCE LOOK-UP SCREEN #3 - RTO	324
SUMMARY MAINTENANCE LOOK-UP SCREEN #4 - RTO	327
SUMMARY MAINTENANCE LOOK-UP SCREEN #5 – RTO	331
SUMMARY MAINTENANCE LOOK-UP SCREEN #6 - RTO	334
SUMMARY MAINTENANCE LOOK-UP SCREEN #7 - RTO	337
SUMMARY MAINTENANCE LOOK-UP SCREEN #1 – SALES	339
SUMMARY MAINTENANCE LOOK-UP SCREEN #2 – SALES	344
SUMMARY MAINTENANCE LOOK-UP SCREEN #3 - SALES	347
SUMMARY MAINTENANCE LOOK-UP SCREEN #1 – SERVICE.....	349
SUMMARY MAINTENANCE LOOK-UP SCREEN #1 – FEE	351
CHAPTER 18 - PRINTING CUSTOMERS - CPRTA	354
1) CURRENT CUSTOMERS REPORT.....	359
2) CLOSED CUSTOMERS REPORT	362
3) CURRENT AND CLOSED CUSTOMERS REPORT	365
EXAMPLE CPRTA REPORTS.....	367
<i>Current Customer List</i>	367
<i>Current Customer Report by Zip Code</i>	368
<i>Closed Customer Report in Detail</i>	369
CHAPTER 19 - PRINT CUSTOMERS - (3 PER PAGE) - CPRT.....	371
1) CURRENT CUSTOMERS REPORT (3 PER PAGE).....	374
2) CLOSED CUSTOMERS REPORT (3 PER PAGE)	375
3) CURRENT AND CLOSED CUSTOMERS REPORT (3 PER PAGE)	376
EXAMPLE CPRT REPORT	377
CHAPTER 20 - ACCOUNTS RECEIVABLE PAYMENTS REPORT – ARPMTS	379

EXPLANATION OF FIELDS ON AR PAYMENTS REPORT SCREEN	379
EXAMPLE OF ARPMTS SETUP SCREENS AND RESULTING REPORTS	383
CHAPTER 21 - PRINT SERIALIZED INVENTORY - PINV	388
EXPLANATION OF FIELDS ON SERIALIZED INVENTORY REPORT SCREEN.....	388
EXAMPLES OF PINV SETUP SCREENS & RESULTING REPORTS.....	392
PRINTING MISCELLANEOUS INVENTORY - PINVMISC.....	395
HOW TO SET UP THE PRINT MISCELLANEOUS INVENTORY REPORT	395
EXAMPLE PINVMISC SETUP SCREEN AND RESULTING REPORT	398
CHAPTER 22 - USING THE SPOOLER - SPOOLER.....	400
ADD SPOOLER REPORTS TO BE PRINTED	403
CHANGE SPOOLER REPORTS TO BE PRINTED	404
DELETE SPOOLER REPORTS TO BE PRINTED.....	405
PRINT SPOOLER REPORTS	406
LISTING SPOOLER REPORTS BY BATCH NAME	407
SELECT SPOOLER REPORTS TO PRINT	407
COPY A SPOOLER BATCH.....	408
RERUNNING A PRIOR DAY'S SPOOLER BATCH THAT DID NOT PRINT	410
CHAPTER 23 - SERIALIZED INVENTORY GMROI REPORT - GMROI RPT	411
GMRIORPT – GROSS MARGIN RETURN ON INVESTMENT REPORT	411
EXPLANATION OF FIELDS ON GMROI REPORT SCREEN	411
EXAMPLE GMROI RPT SETUP SCREENS & RESULTING REPORTS	414
CHAPTER 24 - PRINTING SALES AUDIT REPORT - PSALEAUD.....	416
EXPLANATION OF FIELDS ON SALES AUDIT REPORT SCREEN.....	416
EXAMPLE PSALEAUD SCREENS AND RESULTING REPORTS	420
CHAPTER 25 - PRINT SALES BY MODEL NUMBER - PSALEMOD	423
EXPLANATION OF FIELDS ON SALES BY MODEL NUMBER REPORT SCREEN	423
EXAMPLES OF PSALEMOD SCREENS & RESULTING REPORTS	427
CHAPTER 26 – BUSINESS PERFORMANCE SUMMARY REPORTS - SUMRPT1	431
EXPLANATION OF FIELDS ON SUMMARY REPORT SCREEN	431
DAILY MANAGER'S REPORT - SUMMARY REPORT #8	432
SUMMARY RECEIVABLES ANALYSIS REPORT - SUMMARY REPORT #13.....	434
SALES CASH BALANCING REPORT - SUMMARY REPORT #16.....	436
CHAPTER 27 – BUILD AND PRINT CUSTOMER MAILING LABELS	438
HOW TO BUILD THE RENTAL CUSTOMER FILE.....	438
EXPLANATION OF FIELDS ON BUILD RENTAL CUSTOMER LABEL FILE SCREEN.....	438
HOW TO BUILD THE SALES CUSTOMER FILE	442
EXPLANATION OF FIELDS ON BUILD SALES CUSTOMER LABEL FILE SCREEN.....	442
PRINT CUSTOMER MAILING LABELS - LSEQ	443
How to set up the print labels:	444
PRINT CUSTOMER MAILING LABELS – LSEQN (2 ½ x 15/16; 3 ACROSS, 12 DOWN 9 ½ x 11”)	445
How to set up the print labels:	446
INDEX.....	448

Chapter 1 - Introduction

Station Login/Password

The first step when using the RSSS System is to perform a login on the system. A login activates the workstation and starts its connection and dialog with the RSSS System. The basic login procedure for most employees is the "STATION LOGIN". Note: In some cases there may be an automatic login and your screen will go immediately to the Security Entry – Employee Login screen where you enter your employee number and password. See Figure 1-2.

Station Login Terminal

Turn on the workstation and in the upper left hand corner of the screen a login prompt will appear. Type in the station number for the terminal that you are using and press the ENTER key. If you station has a password, you will need to enter the password at this time. The screen input is suppressed so you will not see the password on your screen as you type it. This is true for all passwords you use throughout the system. The station number will be written on a label on the terminal and is upper/lower case sensitive. Example: sta01. See Figure 1-1.

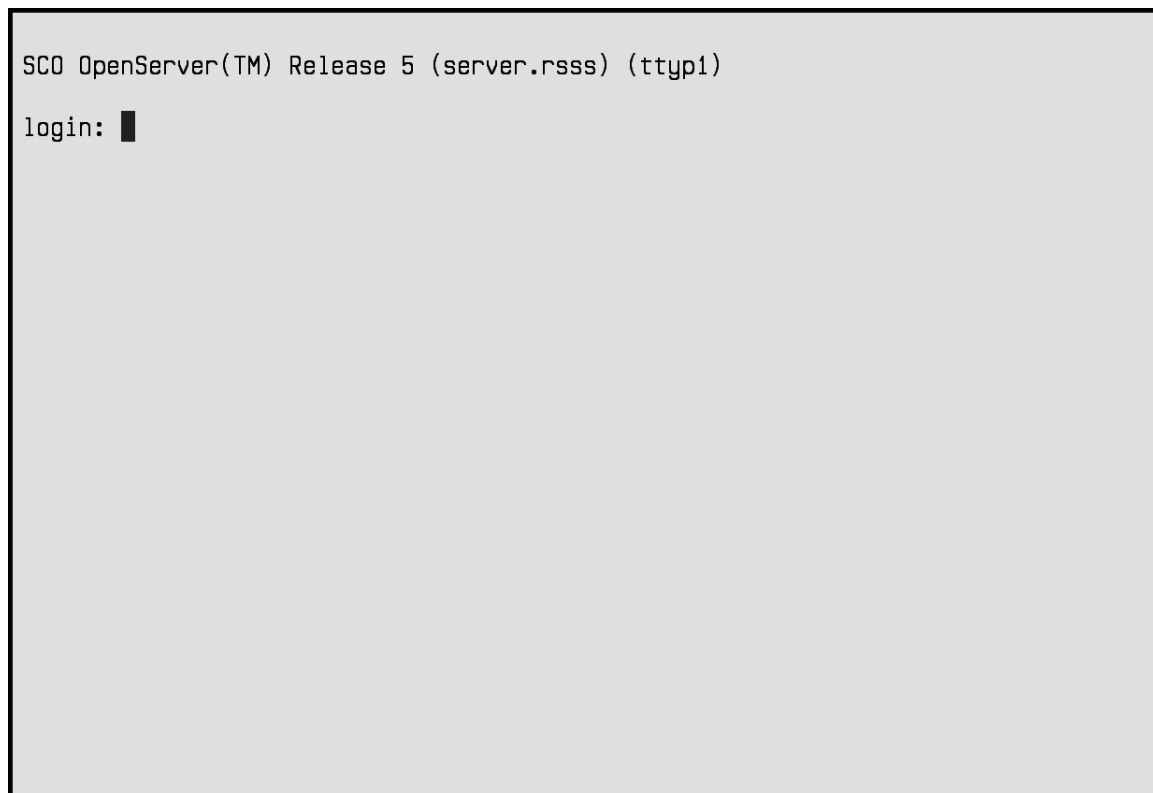


Figure 1- 1 Login Screen

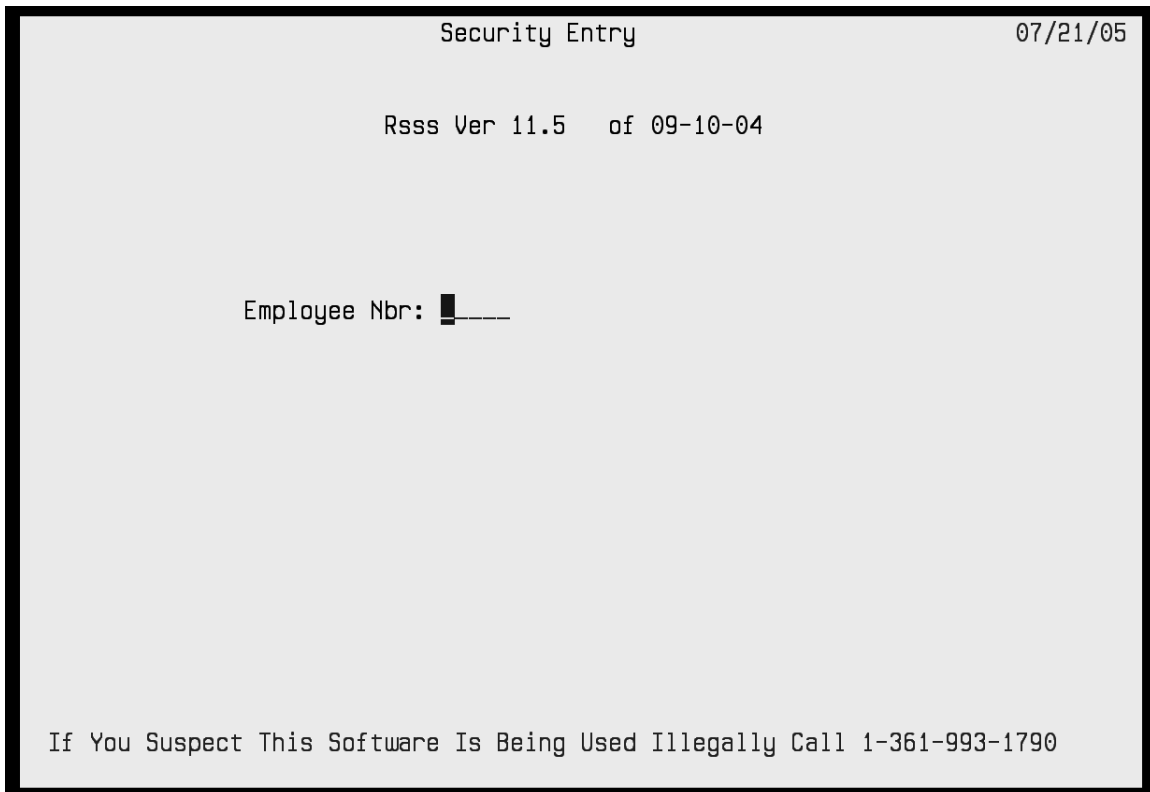
SmarTerm Login PC

Some RSSS hardware configurations will include Windows PCs that can access the RSSS file server using terminal emulation software (usually a product called SmarTerm). To login to the RSSS System, use the mouse to double click on the RSSS Icon on the Windows Desktop. Depending on how your PC is connected to the

server, you will either login automatically or have to enter a station number. In systems where a network connection is used, the terminal emulation software will automatically login to the server in most cases. In systems where a serial connection is used to link the RSSS file server and the PC, the manual login is required unless a macro or icon is used to get this started. The station number will be written on a label on your PC. At the login prompt as seen in Figure 1-1, type in the station number. Example: sta02.

Employee Login Screen

Make sure that the NUMBER LOCKS and the CAPS LOCK are engaged on your keyboard. Enter your employee number in the employee number field as seen in Figure 1-2. After you enter your employee number press the END key on the keyboard. By pressing the END key on the keyboard you will “wipe out” any left over data that was in the field. For instance many numeric fields have a 0 (zero) as a default.



```
Security Entry                                07/21/05

Rsss Ver 11.5  of 09-10-04

Employee Nbr: █_____

If You Suspect This Software Is Being Used Illegally Call 1-361-993-1790
```

Figure 1- 2 Employee Login Screen

After you enter your employee number and press the END key, the system will move you to the password field as seen in Figure 1-3. Enter your personal password here, and then press the END key. The first time you access the system you should change your password.

Security Entry 07/21/05

Rsss Ver 11.5 of 09-10-04

Employee Nbr: 1 Enter Passcode: █

If You Suspect This Software Is Being Used Illegally Call 1-361-993-1790

Figure 1- 3 Employee Login Screen with Password prompt

Change Security Passcode - SECCHG

If you would like to change your password, select “change your password” from the RSSS Menu. This action will bring up the Change Password Program as seen in Figure 1-4. Enter your employee number and current password. Then enter your new password and verify your new password. Remember passwords can be up to 6 characters long and can be letters or numbers and upper or lower case. Take reasonable measures to protect your password.

It is important that you do not let another employee use your employee number and password to access the RSSS System. The software is designed to track every transaction with a date/time/employee electronic signature.

Change Security Passcode 11/16/06

Employee Nbr: 1 Enter Old Passcode: _____
 Enter New Passcode: _____
 Verify New Passcode: _____

Figure 1- 4 Change Security Passcode – SECCHG

Some companies may have a minimum number of characters that are used. If your password does not contain enough characters, you will receive a message asking that you input the minimum number of characters required. See Figure 1-5.

Change Security Passcode 07/21/05

Employee Nbr: 1 Enter Old Passcode: _____
 Enter New Passcode: █ _____
 Verify New Passcode: _____

Passcode needs to be at least 4 characters long

Figure 1- 5 Change Security Passcode – SECCHG password error message

Menu System

The RSSS System is designed around a menu system that can be customized to fit the various duties of each user on the system. A menu is assigned to each employee for easy access to the fully integrated RSSS Programs. The "Home Menu" for each employee is controlled in the Employee Maintenance (EMPMNT) program. There are several menus that have already been set up in the RSSS System; however, the SALES MENU will usually apply to 90% of employees. Custom menus can also be setup for employees who have tasks that differ from those listed on the SALES MENU.

Employee Number/Password

Management will set up each employee with a Home Menu, Employee Number, and Password on the system. The first time you login to the system, you will be prompted to enter your Employee Number and Password. It is important to remember that the RSSS System is CASE SENSITIVE. You should make sure that your CAPS LOCK and NUMBER LOCK have been engaged on the keyboard. The LED lights on your keyboard will indicate when the CAPS LOCK and NUMBER LOCK have been engaged.

All typing within the RSSS System should be done in CAPITAL LETTERS.

Enter your Employee Number then press the ENTER or END key. The cursor will move to the Password Field. Enter your password. Press the END key. The system will then take you to your HOME MENU. Your menu controls your access to the RSSS Programs and makes it much easier to accomplish your day-to-day tasks on the system.

Use of the Menu System

The Sales Menu is set up to be a literal menu. The Sales Menu is set up as seen in Figure 1-6.

Sales Menu	1 RSSS APPLIANCES	12/15/06 9:22 am
Post A Sale	SALE	
Fast Sale Add	FASTSALE	
Take A Payment	RP	
Check Pricing On A Model Nbr	ITEMMNTS	
List Inventory	INUMNTF	
Add/Change A Customer	RCUSTMNT	
Inventory Availability Check	INVAVAIL	
POst a Rental Agreement	NEW	
LookUp Closed Tickets	CLOSEINQ	
CHange Your Passcode	SECCHG	
Sales Reports	SALESRPT	
Buyer/Inventory Reports	BUYERRPT	
EOD Menu/Post Deposit	EODMENU	

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 1- 6 RSSS Sales Menu

This means that the menu options listed correspond to their functions. **Take a Payment** means that you can take a payment in the “RP” program. The menu system is designed to enable and disable parts of the program as licensed by your store.

For instance your store may not be using the Time and Attendance module; therefore, it will not appear on your menu. Other employees may have a slightly different SALES MENU or Home Menu based upon their security profile. It is important that you do not let another employee use your employee number and password to access the RSSS System. The software is designed to track every transaction with a date/time/employee electronic signature. So protect yourself and do not let others get a hold of your password.

The Sales Menu is designed to allow you quick and easy access to the programs that you will use every day as you sell, rent, check stock, and take payments.

Use the ARROW KEYS on your keyboard to move the cursor through the menu choices or select the highlighted letter on the keyboard for the menu choice that you wish to execute. On most color monitors the highlighted keys will be yellow and on a monochrome monitor they will be a brighter shade.

Help

The RSSS System has a built-in HELP Utility program. The HELP SYSTEM consists of the FIELD INFORMATION PROMPT LINE, FUNCTION KEYS, and DROP DOWN WINDOWS. Once you have entered into the program module you want to use, several items will appear on the screen. These items are common throughout the RSSS System and are used to guide you through the steps required to perform the functions of the program. Users that take the time to understand how the

FUNCTIONS KEYS, FIELD INFORMATION PROMPT LINE, and DROP DOWN MENUS operate find that they learn the system faster.

Field Information Prompt Line

When you select a program from the list on your MENU, it will open up automatically and take you to the first field that requires you to type in information. The FIELD INFORMATION PROMPT LINE appears above the double line at the bottom of the screen. The FIELD INFORMATION PROMPT LINE will provide you with instructions on what to do and give you an error message if what is entered in the text field does not comply with what is required to perform the function.

The FIELD INFORMATION PROMPT LINE will change from green to red (adjust to a brighter shade on monochrome monitors) when an error has been made. The workstation may also issue an audible "error beep" if this feature has been enabled on your workstation. The FIELD INFORMATION PROMPT LINE appears above the double line at the bottom of the screen. The FUNCTION KEYS appear below the double line as seen in Figure 1-7.

The screenshot displays a retail sales system interface. At the top, it shows store information: Store: 1, Name: ERTRAM, Add: PO BOX 2541, City: ANYTOWN, TX 55555, License: 1. It also shows sales entry details: Sales Entry D, Acct#: 10000221, H Ph: (555)555-5555, W Ph: (555)555-5555, SSAN 000-00-0001, and the date 1/03/07. Below this, it shows financial totals: Total Amt: 0.00, Taxable Amt: 0.00, Total+Tax: 0.00, Items Sold: 0. A table with columns Model Nbr, Serial #, Price, Qty, Total, Spiff, and Del Date is partially visible. At the bottom, a 'Field Information Prompt Line' is highlighted with a box and an arrow pointing to it. The prompt line contains the text: 'Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages'. Below the prompt line, a 'Function Keys' box is shown with an arrow pointing to it. The function keys are listed as: F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done.

Figure 1- 7 Field Information Prompt Line and Function Keys

Function Keys

FUNCTION KEYS vary based on the program you are executing. Below is an example of some Function Key descriptions. Figure 1-8 shows the function keys placement on a keyboard.

F1 - PAGE DOWN
F2 - PAGE UP
F3 - CHANGE
F5 - HELP SCREEN
F6 - ADD

F8 - GO BACK
 F9 - SAVE AND MOVE TO THE NEXT STEP
 F10 - COMMAND LINE

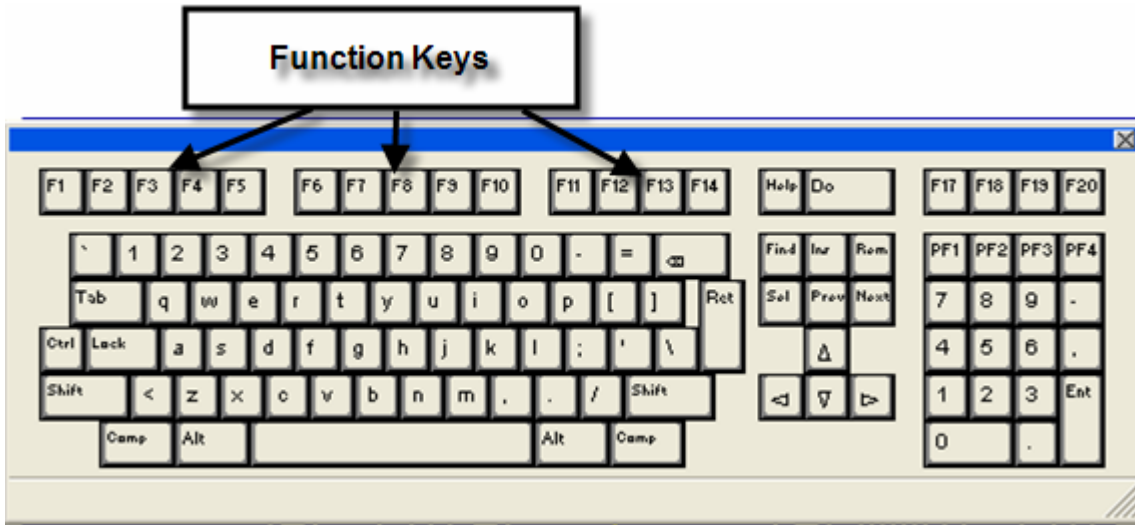


Figure 1- 8 Keyboard layout

Always look at the FUNCTION KEYS and the corresponding command when you are using a new program or one that you do not usually access.

The F5 key is the HELP KEY. This key activates the SYSTEM HELP and will open a window with instructions on what is required for a text field or how to operate a program as seen in Figure 1-9.

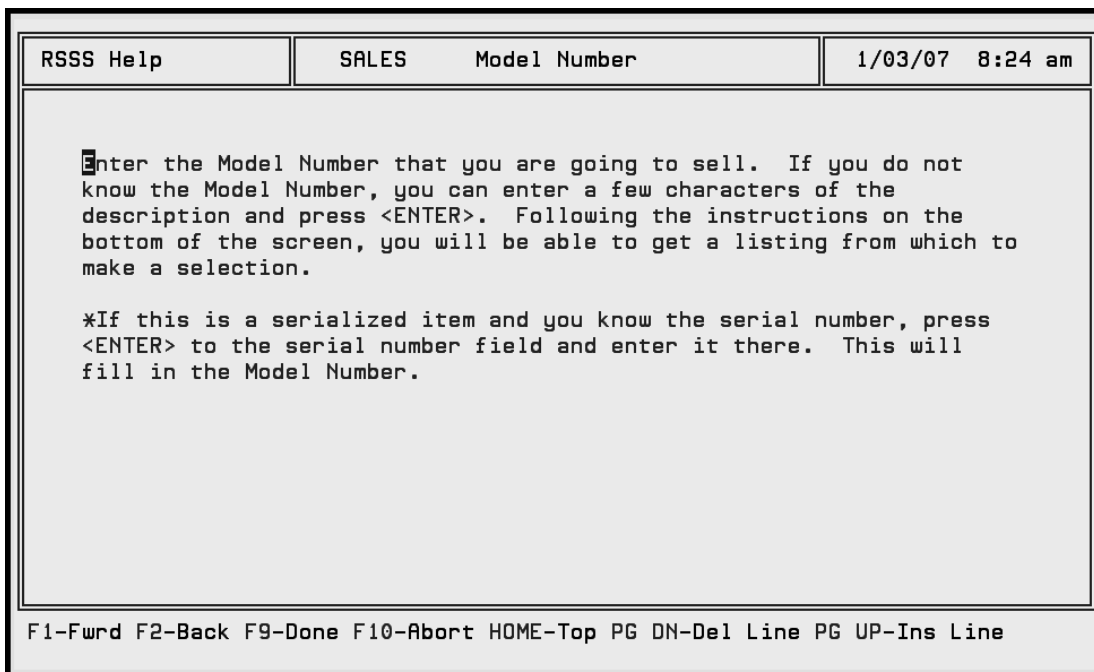


Figure 1- 9 Help Screen

The RSSS System will automatically take you to the next required step when entering information into the system when you press the ENTER key. The ENTER

key (also referred to as the RETURN KEY) activates each step of the system. When pressing the ENTER key, the system will do the following:

1. Take you to the next step of the program **OR**
2. Issue a FIELD INFORMATION PROMPT LINE instructing you on what information is required in the text field. **OR**
3. Activate a DROP DOWN WINDOW with options for information required in the text field as seen in Figure 1-10.

The screenshot displays a retail sales entry interface. At the top, it shows 'Store: 1', 'Sales Entry D', and the date '1/03/07'. Below this, a summary of the transaction is provided, including 'Contract: 1', 'Tax Code: 1', 'Salesman: 998', 'Tot Price: 519.99', 'Total Amt: 562.89', and 'Amt To Allocate: 0.00'. A drop-down window for 'Payment Type 1' is open, listing ten options: CASH (001), CHECKS (002), MONEY ORDERS (003), CHARGE CARDS (004), NON CASH REFUND (005), CASH REFUND (006), FREE PAYMENT (008), MIXED (CASH & CHECK) (009), and FIELD CASH (010). The 'CASH' option is currently selected. At the bottom, a prompt reads 'Enter a payment form or press enter to choose from a list', with navigation instructions: 'F1-Forward', 'F2-Back', 'F10-Exit', and 'ENTER-Select'.

Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date
EVTOSSD2150	0YPL103258	519.990	1.00	519.99	0.00	1/03/07
		0.000	0.00	0.00	0.00	

CASH	001
CHECKS	002
MONEY ORDERS	003
CHARGE CARDS	004
NON CASH REFUND	005
CASH REFUND	006
FREE PAYMENT	008
MIXED (CASH & CHECK)	009
FIELD CASH	010

Enter a payment form or press enter to choose from a list
 F1-Forward F2-Back F10-Exit ENTER-Select

Figure 1-10 Example of a Drop Down Window

DROP DOWN WINDOW

If a field requires necessary information and you press the ENTER key either a DROP DOWN WINDOW will appear or the FIELD INFORMATION PROMPT LINE will prompt options. Options can be selected in a DROP DOWN WINDOW by using the ARROW UP and ARROW DOWN keys. The options will change color (or brightness on a monochrome monitor) as the cursor is moved by the arrow keys.

To move from page to page within a DROP DOWN WINDOW, press the F1 - Page Down key and F2 - Page Up FUNCTION KEYS to page back and forth, see Figure 1-11.



Figure 1-11 F1 & F2 function keys

Start up and shutdown procedures

If you are using a UNIX Operating System, it should be shut down at least once a week. It may also be necessary to shutdown the system to fix a problem.

Please contact your system administrator for instructions regarding shutting down your system.

You can only run this command as seen in Figure 1-12, if you are logged in as a super user. A superuser has a UNIX prompt of a # sign instead of a \$ sign.

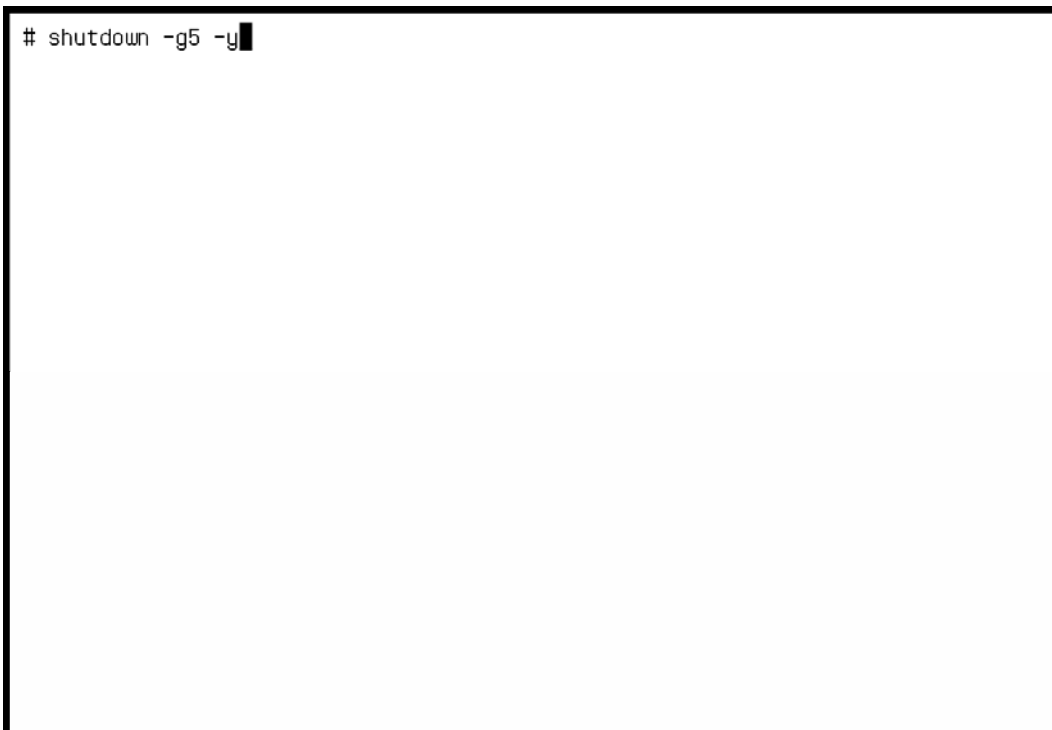


Figure 1-12 Shutdown command

How to do a shutdown

Because of the way the UNIX operating system utilizes memory, there could be a large section of your file system or your data in RAM (Random Access Memory), it is important that your UNIX system is shut down properly. If the system is not shut down properly, there is a chance that you may lose some data or other work you have entered (since the last shut down).

Stopping the UNIX system takes more than just turning off the computer. You must prepare the system for stopping by using the **shutdown** command. The following section describes how to do this. **Do not turn the power of the computer off, unless the system indicates on the screen that it is safe to power off.**

Using the shutdown command without being logged in as a super user

The shutdown command is the normal way to stop the system and should be used whenever the system is in normal operation mode. It warns other users that the system is about to be stopped and gives them an opportunity to finish their work.

To stop the system with the shutdown command, follow these steps:

1. Press F10 until you get a "\$" or in some cases you may see a "#" sign.
2. At the "\$" sign, type the word "exit" in small letters. This will give you a login.
Note: On many systems you will be taken directly to a login and no "\$" sign will appear.
3. Type in the word "reboot" and press the ENTER key. Enter the reboot password and press the ENTER key. This will cause the system to immediately reboot. If you do not know the reboot password, contact your system administrator.

WAIT - for the prompt:

Boot
:

At this prompt, press the ENTER key.

If you get a message that asks about cleaning or checking the root file system, it means that the system was not shut down properly the last time. The answer to this question should ALWAYS be "Yes", so type a lowercase "y" and press the ENTER key. Your computer will run a checking program that should finish within a couple of minutes.

WAIT - for the prompt:

Type CONTROL-D to proceed with normal startup.

At this prompt, press your CTRL key and your letter D key simultaneously.

WAIT - for the prompt:

Current system time is

Enter new time ([yymmdd]hhmm):

Press ENTER.

WAIT - for the login. Login with your assigned station number

Command Line

You will find many references to the COMMAND LINE within this document as seen in Figure 1-13. Press the F10 key to get to the command line.

Note: The command line feature allows you to go straight to a program without navigating through the menu system.

The screenshot shows a terminal window titled "Sales Menu". At the top, there are three fields: "Sales Menu", "1 RSSS APPLIANCES", and "12/15/06 9:22 am". The main area contains two columns of menu items:

Post A Sale	SALE
Fast Sale Add	FASTSALE
Take A Payment	RP
Check Pricing On A Model Nbr	ITEMMNTS
List Inventory	INUMNTF
Add/Change A Customer	RCUSTOMT
Inventory Availability Check	INVAVAIL
POst a Rental Agreement	NEW
LooKup Closed Tickets	CLOSEINQ
CHange Your Passcode	SECCHG
Sales Reports	SALESRPT
Buyer/Inventory Reports	BUYERRPT
EOD Menu/Post Deposit	EODMENU

At the bottom, a command line prompt reads: "Input the module that you would like to execute: SALE".

Annotations include:

- A box pointing to the command line: "This is the command line."
- A box explaining the command line format: "This is a program name typed in on the command line. If a program name is 8 characters long, you type the program name on the command line and when you type the 8th character the menu screen will advance you into the program. If the program name is less than 8 characters, you will have to press the ENTER key to advance into the program."

Figure 1-13 Command Line Example

Chapter 2 - Change Customer Data - RCUSTMNT

This program is used to update or change information on a customer. To enter this program, select the option "Add/Change a Customer - RCUSTMNT" off of the Sales Menu or press the F10 key and at the command line type in "RCUSTMNT". See Figure 2-1. The first customer maintenance screen you see will look like Figure 2-2.

Sales Menu	1 RSSS APPLIANCES	12/15/06 9:48 am
Post A Sale	SALE	
Fast Sale Add	FASTSALE	
Take A Payment	RP	
Check Pricing On A Model Nbr	ITEMMNTS	
List Inventory	INVMNTF	
→ Add/Change A Customer	RCUSTMNT	
Inventory Availability Check	INVAVAIL	
POst a Rental Agreement	NEW	
LookUp Closed Tickets	CLOSEINQ	
CHange Your Passcode	SECCHG	
Sales Reports	SALESRPT	
Buyer/Inventory Reports	BUYERRPT	
EOD Menu/Post Deposit	EODMENU	

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 2- 1 Sales Menu

Customer Maintenance 12/20/04

Customer Name/#: █-----

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

Figure 2- 2 Customer Maintenance Screen

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, driver's license number, phone number or social security number via function keys:

F1-ADDRESS - Note: You may search by partial numeric address

F2-DRIVERS LICENSE NUMBER

F3-SOCIAL SECURITY NUMBER

F4-ACCOUNT NUMBER

F5-HELP SCREEN

F6-PHONE NUMBER - Note: Type in the entire phone number.

Listing available customers (alphabetically)

At the Customer Name/#: prompt you can enter the customer's name (last name first; full or partial) and press the ENTER key. At the next prompt, you can enter part of their first name or press the ENTER key again and you will get a listing of customers in alphabetical order, see Figure 2-3.

Customer Maintenance						12/20/04
Customer Name/#: MCCANN						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
* 511834	MCCANN	KATHERINE	1032 E KNAPP ST	ANYTOWN	000-00-0001	
501794	MCCANN	MARY	1004 SILENT SUND	ANYTOWN	000-00-0001	
507365	MCCANN	MARY	14046 N HIGHLAND	ANYTOWN	000-00-0001	
* 505608	MCCANN	SUSAN	119 BIRCH RD.	ANYTOWN	000-00-0001	
510143	MCCARTHY	CATHY	1905 N 2ND DRIVE	ANYTOWN	000-00-0001	
* 500414	MCCARTHY	PAM	30828 KETTERHAGE	ANYTOWN	000-00-0001	
506603	MCCARTHY	SCOTT	172 N ELMWOOD	ANYTOWN	000-00-0001	
* 505961	MCCARTY	APRIL	13575 WRAYBURN R	ANYTOWN	000-00-0001	
502808	MCCAW	KATHY	1471 PARTRIDGE H	ANYTOWN	000-00-0001	
* 503697	MCCLAIN	DAISY	4108 N 41ST ST	ANYTOWN	000-00-0001	
506503	MCCLAIN	DEB	3673 T-BIRB WAY	ANYTOWN	000-00-0001	
504528	MCCLINTOCK	PAMELA	W210N11190 MOUNT	M2456716578905	000-00-0001	
* 510588	MCCLINTOCK	TOM	1329 CROWLEY AVE	ANYTOWN	000-00-0001	
502422	MCCLONE	LYNN	W169 N4961 HERIT	ANYTOWN	000-00-0001	
* 509002	MCCLOSKEY	KATHERINE	825 THOMAS DR	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F5-Delete F6-Add						

Figure 2- 3 Customer Maintenance Screen (customers alphabetically)

Screen Prompts at the bottom of the screen are as follows:

F1-Will take you to the next page of this search.

F2-Will take you back a page in this search.

F3-Will show you the AR/RTO, ticket history on the customer you have highlighted.

F4-Will allow you to make changes to the address, etc. on the customer you have highlighted.

F5-Will allow you to delete the customer you have highlighted. **NOTE:** this is only possible with proper security and only if this customer has no ticket history.

F6-Will allow you to add a customer.

Listing available customers (by address)

If you wanted to look up a customer by address, enter all or part of the address and press the F1 key. In the following example, 1526 was entered at the Customer/# prompt and F1 was pressed. See Figure 2-4.

Customer Maintenance						12/20/04
Customer Name/#: 1526						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
503250	MORRISON	TERESA A	1526 GRANDVIEW A	ANYTOWN	000-00-0001	
* 507643	MANTEL	ARLEEN	1526 MOONLIT CT	ANYTOWN	000-00-0001	
* 511546	DANNER-SUSTAJANE		1526 N 50TH ST	ANYTOWN	000-00-0001	
507705	WADDICH	CHRISTIAN	1526 N JACKSON S	ANYTOWN	000-00-0001	
* 503265	WENZLER	AMY	1526 RIDGE CT	ANYTOWN	000-00-0001	
* 506403	GALL	DAWN	1527 GALAXY CT	ANYTOWN	000-00-0001	
* 510773	ZBIKOWSKI	RICHARD H.	1527 N HOLDEN ST	ANYTOWN	000-00-0001	
* 506468	BARTLEIN	MELISSA	1529 MILL ST	ANYTOWN	000-00-0001	
* 500248	MACGILLIS	SALLY	1529 N. 117TH ST	ANYTOWN	000-00-0001	
* 510495	PIERCE	JENNIFER	1529 S 92 ST	ANYTOWN	000-00-0001	
510519	OCONNELL	MARY	1529 ST CHARLES	ANYTOWN	000-00-0001	
100933	WAUSEON AVE	UNITED MET	1529 WAUWATOSA A	ANYTOWN	000-00-0001	
511602	KRISHON	ANNA MARIA	153 MARKET ST.	ANYTOWN		
509137	CAIRO	MALISA	153 MORRIS ST #	ANYTOWN	000-00-0001	
504302	LANE	STEVE	1530 BROOKHAVEN	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Figure 2- 4 Customer Maintenance Screen (customers by address)

Listing available customers (by drivers license)

If you wanted to look up a customer by driver's license number, you would enter a full or partial driver's license number and press the F2 key. In the following example, P362 was entered and the F2 key was pressed. All customers on file whose driver's license number began with P362 are listed on the screen in numerical order as seen in Figure 2-5. Note that if no Driver's License is in the customer record, the display screen will show City in the customer record.

Customer Maintenance						12/20/04
Customer Name/#: P362						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
* 504735	PETERSON	MARY	8035 W LAKESHORE	P3625983783800	000-00-0001	
504447	PETERS	TIM	3509 N BRITTON R	P3628015233703	000-00-0001	
* 504736	PHELPS	MARLENE	262 WESTFIELD WA	P4125526364001	000-00-0001	
504717	PULKOWNIK	MARK	3201 NICHOLSON A	P425-5415-8456-0	000-00-0001	
* 504671	PILGER	TERESA	869 NORTH ST	P4268016592002	000-00-0001	
504691	PLATEK	DEANNA	W174 N9007 ROOSE	P4321706174506	000-00-0001	
504593	POLUM	JAMES	712 BEEKMAN ST	P4504536102702	000-00-0001	
* 504536	PYNE	LYNN	1911 WEST SHORE	P500-5375-6824-0	000-00-0001	
505387	PINKOS	KATHRYN	126 S UNIVERSITY	P5225136867903	000-00-0001	
505050	PERRY	JIMMY	112 MELODY CIRCL	P6004336428306	000-00-0001	
* 504641	PFARR	PAMELA	W142 N9792 AMBER	P6006766691501	000-00-0001	
* 504981	PIERSON	LORI	3506 OLD WOOD RD	P625-5216-0511-0	000-00-0001	
504632	PRUDHOMME	KAREN	1820 OAK ST	P6355136466403	000-00-0001	
* 505540	PHARM	CLIFTON	3631 N 50TH ST	P6501015808708	000-00-0001	
505281	ROEPKE	MARK	805 GRANDVIEW DR	R1205445713907	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RT0 Hist F4-Chg F5-Delete F6-Add						

Figure 2- 5 Customer Maintenance Screen (customers by driver's license)

Listing available customers (by social security number)

To find an exact match on a social security number, enter the entire social security number with no dashes and press the F3 key. To search by last four digits of social security number, enter the last four digits and press the F3 key. To search by beginning characters of social security number, enter beginning characters followed by zeros to complete the 9-digit number without dashes and press the F3 key. Customers will be displayed in numerical order by the social security search option you have chosen. See Figure 2-6.

Customer Maintenance						12/20/04
Customer Name/#: 520000000						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
501137	FREDRICKSON	BETH	7927 WARREN AVE	ANYTOWN	520-00-0001	
502790	FREEMAN	JACQUELIN	199 E RIVERWOOD	ANYTOWN	520-00-0001	
506362	FURNNER	MICHAEL	1428 GLENBROOK D	ANYTOWN	520-00-0001	
502396	GAETH	CHRISTINE	3321 S. 13TH STR	ANYTOWN	520-00-0001	
EOF						
F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Figure 2- 6 Customer Maintenance Screen (customers by social security number)

Listing available customers (by account number)

If you wanted to look up a customer by account number, you would enter the full or partial account number and press the F4 key. In the following example, account number 200010 was entered and the F4 key was pressed. See Figure 2-7.

Customer Maintenance						12/20/04
Customer Name/#: 200010						
Acct Nbr	Last Name	First Name	Address	DL# Or City	S S A N	
200010	BARTA	JACK	.	ANYTOWN	000-00-0001	
200011	BEADELL	PRISCILLA	10224 N PORT WAS	ANYTOWN	000-00-0001	
200012	BEITCHER	LISA	607 YELLOWSTONE	ANYTOWN	000-00-0001	
200013	BEHNKE	MIRIAM	824 RICHARDS AVE	ANYTOWN	000-00-0001	
200014	BEUTIN	JANICE	1574 S. 97TH ST.	ANYTOWN	000-00-0001	
200015	BELL	JON	W158 N8396	ANYTOWN	000-00-0001	
200016	MUSIC	BEL-AIR	4733 S. PACKARD	ANYTOWN	000-00-0001	
200017	BIRKEL	CLARA	W727 ROLEFSON RD	ANYTOWN	000-00-0001	
200018	BORMAN	PATRICK	2630 A N. BARTL	ANYTOWN	000-00-0001	
200019	BRADLEY	SUSAN	405 OAKRIDGE COU	ANYTOWN	000-00-0001	
200020	BOGART	JOAN	17755 E WHEELER	ANYTOWN	000-00-0001	
200021	BRUBAKER	ANDREW	2845 N. FRATNEY	ANYTOWN	000-00-0001	
200022	BRYANT	NATHAN	307 NORTH STREET	ANYTOWN	000-00-0001	
200023	BRUMMUND	WALTER	1701 WEDGEWOOD W	ANYTOWN	000-00-0001	
* 200024	BRENGOSZ	MELISSA	W335N5337 WEDGEW	ANYTOWN	000-00-0001	
F1-Next Page F2-Prev Page F3-AR/RTD Hist F4-Chg F5-Delete F6-Add						

Figure 2- 7 Customer Maintenance Screen (customers by account number)**Find Customer by home phone number**

If you wanted to find a customer by his/her home phone number, enter the entire home phone number, using no spaces or dashes (include the area code) and press the F6 key.

Changing customer information

Place the cursor next to a customer on the list and press the F4 key or press the ENTER key. The screen will now show the customer data, see Figure 2-8.

Customer Change		11/20/06
Customer/Or:	SAKS , CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address:	123 ABC STREET	
Address Line 2:		
Zip/City/State:	11111-0000 CORPUS CHRISTI TX	Map Code:
Home Phone Nbr:	(000)000-0001	Work Phone Nbr: (000)000-0001 Ext:
Cell Phone Nbr:	(000)000-0001	Pager Phone Nbr:
Fax Phone Nbr:		Birth Date:
SSAN:	456-00-0004	Drivers License Nbr: 1
Taxable?:	Y	Tax Codes
Tax Number:		Bill To Number:
Charge Cust:	Y	Retail Discount Level:
Credit Limit:	10,000	Default Retail Pmt Form: 27
Status Flag:		Default: Salesperson/Acct Mgr:
Customer Type:	0	RTO Recv:
Email Address:		
Bank/CC Info:	MC 22222222222222222222	02/09
Default PD Nbr:		Best Time to Call: AFTER 5
Enter the customer's last name or leave blank for Company Name		
F1-References F2-Employer F3-Landlord F4-2nd Cust F6-Comment F7-Car Info		

Figure 2- 8 Customer Change Screen

Using the ENTER key or arrow key, move to the field(s) you need to change and enter the new information. When you have made the necessary changes, press the F9 key. You will be prompted "Any More Changes". When this is answered with an N for no, you will be returned to the screen listing of the customers. If you need to make corrections again, answer with a Y for yes, correct your errors and answer with a N for no, you will be returned to the screen listing of the customers.

Adding a customer

To add a customer to the system, press the F6 key. You will now see a screen as shown in Figure 2-9.

Customer Add		11/20/06
Customer/Or:	,	Acct#:
Company Name:		
Contact Name:		
Address:		
Address Line 2:		
Zip/City/State:	11111-0000 CORPUS CHRISTI TX	Map Code:
Home Phone Nbr:		Work Phone Nbr: Ext:
Cell Phone Nbr:		Pager Phone Nbr:
Fax Phone Nbr:		Birth Date: Marketing Info
SSAN:		Drivers License Nbr:
Taxable?: Y	Tax Codes	Bill To Number:
Tax Number:		
Charge Cust: N		Retail Discount Level:
Credit Limit:	0	Default Retail Pmt Form:
Status Flag:		Default: Salesperson/Acct Mgr:
Customer Type:		RTO Recv:
Email Address:		
Bank/CC Info:		00/00
Default PO Nbr:		Best Time to Call:
Enter the customer's last name or leave blank for Company Name		
F1-References F2-Employer F3-Landlord F4-2nd Cust F7-Car Info		

Figure 2- 9 Customer Add Screen

CUSTOMER/OR: Enter the customer's name, last name first, press the ENTER key and then enter the customer's first name, or if this is a business or institution, press the ENTER key until you are at the prompt "Company Name" and enter the business name. **NOTE:** Enter the Customer OR the Company name. Not both.

ACCT # The system will assign the next available number.

COMPANY If this is a business or institution, enter the name here. Note: Customer OR Company name to be entered. Not both.

CONTACT NAME If this is a company, you may enter the name of a contact person associated with the account here.

ADDRESS Enter the mailing address.

ADDRESS LINE 2 Enter additional address information.

ZIP/CITY/STATE Enter in the zip code and the city and the state will fill in based on zip code. If the city and state do not fill in, call or email us at <mailto:support@rsss.com>. You can enter to the corresponding field to change city and state if necessary; i.e. several cities are in this zip code.

MAP CODE Enter the map (code K 10). This field can also be used for Canadian postal code.

HOME PHONE NUMBER This is a required field. Enter the primary phone number for this customer. If they do not have a home/primary phone number, enter the number 1.

WORK PHONE NUMBER This is a required field. Enter the work phone number. If they do not have a work phone number, enter the number 1.

CELL PHONE NUMBER If the customer has a cell phone number, enter it here.

PAGER PHONE NUMBER If the customer has a pager number, enter it here.

FAX PHONE NUMBER If the customer has a fax machine enter the fax machine phone number here.

BIRTH DATE Enter the customer's birth date in MM/DD/YYYY format. For example: 03/05/1977.

MARKETING INFO Fill in necessary info and press the F9 key, see Figure 2-10.

Customer Change		01/10/07
Customer/Dr: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123 ABC STREET		
Address Line 2:		
Zip/City/State: 11111-0000 CORPUS CHRISTI TX		Map Code:
Home Phone Nbr: (000)000-0001	Work Phone Nbr: (000)000-0001	Ext:
Cell Phone Nbr: (000)000-0001	Pager Phone Nbr:	
Fax Phone Nbr:	Birth Date:	Marketing Info
Own or Rent Home:	Date:	Education:
Miles From Store:		Gender:
Marital Status:		Race:
Rented Before:		Bankruptcy:
Referral Name:		Adv Source Code:
Marketing OptOut:		Nbr Mthly Bills:
Bank Account Nbr:		Bank Name:
Branch Location:		Acct Type:
(O)wn or (R)ent Home		
F1-References F2-Employer F3-Student F4-2nd Cust F6-Comment F7-Car Info		

Figure 2-10 Adding Marketing Information Window

SSAN This is the social security number field. This is required and protected by security settings. If you do not require social security number, enter the number 1 here.

DRIVER'S LICENSE NUMBER This is a required field and protected by security settings. If you do not require a driver's license number, enter the number 1.

NOTE: If 1 is entered for the driver's license number, the system will display this customer's city in that field on all customer search functions, i.e. Take Payments.

NOTE: If a driver's license number or social security number other than 1 has been entered and that number is already on a customer record, the system will display the following message at the bottom of the screen "Social Security Number or Driver's License Number already on File: Continue: N:". Press the ENTER key to accept the default of N for no. This will take you back to the "Customer Name/#" prompt. Type in the number that was "already on file" and use the appropriate function key (F1 or F2) to find out what customer already has this number.

TAXABLE If this account is taxable, enter a Y for yes.

TAX CODES If you use the Service Department module you will be prompted to enter a default tax code here.

BILL TO NUMBER Only use this field if another party is to be billed for any accounts associated with this customer or company. For example, Jones purchase orders are paid by Jones Inc., you would enter Jones Inc. account number here.

TAX NUMBER If this is a non taxable customer, enter the Tax ID Number here. If you do not know the federal id number, enter the number "1".

CHARGE CUSTOMER Will this customer have a charge account at point of sale (Y for yes or N for no). If left at no, employees will not be able to set up an AR charge account for this customer. They will however be able to set up a layaway or special order account.

RETAIL DISCOUNT LEVEL You have the ability to insure this customer or company gets a discount on every sales transaction. Leave blank for no discount or choose one of the following options:

Left blank = No discount

C = Cash only

D = Discount

O = Discount is set at MOP Price (Manager Override Price).

A = Discount is set at MAP price (Minimum Acceptable Price).

In the next field you will be prompted to enter the discount percent if C or D was selected. See the Sales Control Record (SALECTRL) to determine if the discount will be off the List Price or Regular Price, and to set maximum discount percentage you will allow. Note: List, Regular, MAP, and MOP pricing are found on the model number of the items being sold.

CREDIT LIMIT If you answered Y for yes to allow customer charge, enter the credit limit here. NOTE: Proper security is required. A zero here indicates the customer has unlimited credit limit.

DEFAULT RETAIL PMT FORM To ensure an institution or business charges always go to the correct payment form you may enter it as a default here, or accept the blank default and enter to the next field.

STATUS FLAG This is a free form field. Information entered here will not appear on any report.

DEFAULT SALESPERSON / ACCT MGR When adding a sale or rental, the default Employee Number who gets credit for the transaction. Normally this field is left blank. If this is a builder, with a particular salesperson who will always get credit for all sales on this account, enter the employee number here. Next enter the default account manager that will be working customers account if they become past due on Sales AR or Rental payments. This field may also be left blank.

CUSTOMER TYPE Default customer type for future transactions. Customer type can be overridden in the Sales AR and RTO programs when adding new transactions for customer. Customer type will help you with your reporting and marketing.

RTO RECV This field gets updated automatically by RTO Receivable transactions.

EMAIL ADDRESS If the customer has an email address, you may enter it here.

BANK/CC INFO You can store customer's credit card or debit card information here. Enter the type of card as noted at the bottom of the screen and then enter the card number. You will also be prompted to enter a valid expiration date for this card number. This information is used in the AUTOPAY program. Proper security is required to access and view this field.

VS = Visa

MC = Mastercard

DI = Discover

AM – American Express

OT = Other

DB = Bank Draft.

DEFAULT PO NBR You can enter an open purchase order number for this account's future sales accounts receivable invoices. Enter the word "HOLD" to prevent any billing on this account until a purchase order number is added to the individual AR invoice.

SCREEN PROMPTS - at the bottom of the screen you will see screen prompts:

F1-References

F2-Employer

F3-Landlord

F4-Second Customer

F6-Comments

F7-Car Information

Following are examples of the screen prompts and optional additional information for this customer.

F1 - Adding a reference

While at the Customer Add Screen, you will see prompts on the bottom of the screen. Press the F1 key to add references on this account. You will see a screen similar to Figure 2-11. You can enter up to six different references.

NOTE: Screen Prompts are at the bottom of the screen; you must press the F9 key through both pages of references to save additions or changes.

Customer/Dr: SAKS Company Name: Contact Name: Address: 123 ABC STRE Address Line 2: Zip/City/State: 11111-0000 C Home Phone Nbr: (000)000-000 Cell Phone Nbr: (000)000-000 Fax Phone Nbr: SSAN: 456-00-0004 Taxable?: Y Tax Tax Number: Charge Cust: Y Credit Limit: 10,000 Status Flag: Default Customer Type: 0 Email Address: Bank/CC Info: MC 222222222 Default PO Nbr:	06 Name: DOUGH , JANE Add: 127 ABC STREET Add2: City: CORPUS CHRISTI TX 11111- Ph: (333)333-3333 Map Code: Rel: NEIGHBOR Name: , Add: Add2: City: CORPUS CHRISTI TX 11111- Ph: Map Code: Rel: Name: , Add: Add2: City: CORPUS CHRISTI TX 11111- Ph: Map Code: Rel:
Relationship of this reference to the customer	
F8-Backout F9-Second Page F10-Exit ENTER-Next Field	

Figure 2-11 Adding a Reference Window

F2 - Adding an employer

Press the F2 key and you will be able to add their employer information, see Figure 2-12. Payday information you enter here will appear in the Take Payments (RP) screen for the customer. Best time to call information will also display in Take Payments (RP) screen for this customer.

Customer Change		11/20/06
Customer/Or: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123	Work Information	
Address Line 2:		
Zip/City/State: 1111	Company: XYZ CORPORATION	
Home Phone Nbr: (000	Add: XYZ BLVD	
Cell Phone Nbr: (000	Add2: STE 1111	
Fax Phone Nbr:	City: CORPUS CHRISTI TX 11111-	
SSAN: 456-	Map Code:	
Taxable?: Y	PayDays: FRIDAY	Frequency: B
Tax Number:	Income: 5,000.00	Full/Part Time: F
Charge Cust: Y	Shift: 8-5	Date Employed: 8/02/06
Credit Limit: 10,	Position: SHIPPING CLERK	
Status Flag:	Supervisor: SMITH	
Customer Type: 0	Comment: █	
Email Address:		
Bank/CC Info: MC 2		
Default PO Nbr:		
Miscellaneous notes(department,supervisor,extension,etc.)		
F8-Backout	F9-Update Record	F10-Exit ENTER-Next Field

Figure 2-12 Adding an Employer Window

F3 - Adding a landlord

Press the F3 key and you will be able to add landlord information. You can add information about the customer's residence or the landlord he rents from or if he owns a house, mortgage information or other information related to the customer's dwelling. See Figure 2-13. This information will now show up on the contact list in the enhanced collections (optional) module.

Customer Change		11/20/06
Customer/Or: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123 A	Landlord Information	
Address Line 2:		
Zip/City/State: 11111	Apt: ABC APTS	
Home Phone Nbr: (000	Mgr: BAKER	
Cell Phone Nbr: (000	Or Landlord's Name	
Fax Phone Nbr:	Name: ,	
SSAN: 456-0	Monthly Pmt: 600.00	
Taxable?: Y	Mortgage Co: NONE	
Tax Number:	Add:	
Charge Cust: Y	Add2:	
Credit Limit: 10,0	City: CORPUS CHRISTI TX 11111-	
Status Flag:	Ph: 333-333-3333█	Map Code:
Customer Type: 0		
Email Address:		
Bank/CC Info: MC 222		
Default PO Nbr:	Best Time to Call: AFTER 5	
	Landlord's phone number	
F8-Backout	F9-Update Record	F10-Exit ENTER-Next Field

Figure 2-13 Adding a Landlord Window

F4 - Adding a second customer

Press the F4 key and you will be able to add spouse, roommate, co-applicant information, if required. See Figure 2-14.

Customer Change		11/20/06
Customer/Or: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123 ABC STRE	Second Customer Info	
Address Line 2:		
Zip/City/State: 11111-0000 C	Name: SMITH	, JOE
Home Phone Nbr: (000)000-000	Add: 123 ABC STREET	
Cell Phone Nbr: (000)000-000	Add2:	
Fax Phone Nbr:	City: CORPUS CHRISTI TX 11111-	
SSAN: 456-00-0004	Ph: (333)333-3333	Map Code:
Taxable?: Y Tax	W Ph: (444)444-4444	
Tax Number:	SSAN: 000-00-0001 DL#: 1	
Charge Cust: Y	Rel: ROOMMATE	
Credit Limit: 10,000	BDte: 2/02/1970	
Status Flag: Defaul		
Customer Type: 0		
Email Address:		
Bank/CC Info: MC 22222222222222222222	02/09	
Default PO Nbr:	Best Time to Call: AFTER 5	
	Last name for this customer	
F8-Backout	F9-Update Record	F10-Exit
		ENTER-Next Field

Figure 2-14 Adding a Second Customer Window

F6 - Adding a comment

Press the F6 key and you will be able to add comments to this customer's record. See Figure 2-15.

Customer Change		11/20/06
Customer/Or:	SAKS , CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address:	123 ABC STREET	
Address Line 2:		
Zip/City/State:	11111-0000 CORPUS CHRISTI TX	Map Code:
Home Phone Nbr:	(000)000-0001	Work Phone Nbr: (000)000-0001 Ext:
Cell Phone Nbr:	(000)000-0001	Pager Phone Nbr:
Fax Phone Nbr:		Birth Date: Marketing Info
C		
Cr		
S		
Cus		
Ema		
Ban		
Enter Comment, and press F9 when done Enter the customer's last name or leave blank for Company Name		
F1-Fwrd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line		

Figure 2-15 Adding Customer Comments Window

You may enter any comments you wish here. When you have finished entering your comments, press the F9 key. There is room here for 50 lines of comments. They will only be displayed in the Customer Maintenance (RCUSTMNT) program and available in On Screen Collections (TICKDUE) under reference information.

F7 - Adding car info

Press the F7 key and you will be able to add information on the customer's vehicle, if required. See Figure 2-16. You may enter information for two different vehicles.

Customer Change		11/20/06
Customer/Or: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123 AB	Car Information	
Address Line 2:		
Zip/City/State: 11111-	License: 123ABC	
Home Phone Nbr: (000)0	VIN Nbr: A124560CF0034IDM99999	
Cell Phone Nbr: (000)0	Year: 2000	
Fax Phone Nbr:	Make: FORD	
SSAN: 456-00	Model: MUSTANG	
Taxable?: Y	Desc: RED GT	
Tax Number:	Lien: NONE	
Charge Cust: Y	Phone #:	
Credit Limit: 10,00	Pmt Amt: per	
Status Flag:	Purchase Date: █	
Customer Type: 0		
Email Address:		
Bank/CC Info: MC 2222		
Default PO Nbr:	Best Time to Call: AFTER 5	
	Date Purchased	
F8-Backout F9-Second Page F10-Exit ENTER-Next Field		

Figure 2-16 Adding Car Information Window

Once the information has been entered, the prompt "Any More Changes:" will be displayed, see Figure 2-17.

Customer Change		11/20/06
Customer/Or: SAKS	, CHARLES	Acct#: 10012234
Company Name:		
Contact Name:		
Address: 123 ABC STREET		
Address Line 2:		
Zip/City/State: 11111-0000 CORPUS CHRISTI TX	Map Code:	
Home Phone Nbr: (000)000-0001	Work Phone Nbr: (000)000-0001	Ext:
Cell Phone Nbr: (000)000-0001	Pager Phone Nbr:	
Fax Phone Nbr:	Birth Date:	Marketing Info
SSAN: 456-00-0004	Drivers License Nbr: 1	
Taxable?: Y	Tax Codes	Bill To Number:
Tax Number:		
Charge Cust: Y	Retail Discount Level:	
Credit Limit: 10,000	Default Retail Pmt Form: 27	
Status Flag:	Default: Salesperson/Acct Mgr:	
Customer Type: 0	RTO Recv:	
Email Address:		
Bank/CC Info: MC 22222222222222222222	02/09	
Default PO Nbr:	Best Time to Call: AFTER 5	
Any More Changes: N		
F1-References F2-Employer F3-Landlord F4-2nd Cust F6-Comment F7-Car Info		

Figure 2-17 Customer Add Screen with data

If you need to go back and make changes, enter Y for yes. If not, press the ENTER key to accept the default of N for no. Press the F9 key when you are done and you will be taken back to the Customer Maintenance Screen, Figure 2-2.

Chapter 3 – Post A Sale - SALE

How to Use this System

The RSSS Sales System is a point-of-sale system designed for use in retail furniture, electronics and appliance stores. The Retail Sales System is designed to be used as a stand alone system or in conjunction with the RSSS Accounts Receivable and Rent to Own System using the same customer and inventory file. The Retail Sales System operates as a single or multi-user system with dumb terminals. All stores operate as separate remote stores or online to a host. The system integrates point-of-sale and accounts receivable to control cash flow.

To get into the Sales Menu, press F10 and at the command line type in "SALES" and press the ENTER key. A screen similar to Figure 3-1 will appear.

The screenshot displays the 'Sales Menu' interface. At the top, a header bar contains 'Sales Menu', '1 RSSS APPLIANCES', and the date/time '12/15/06 9:48 am'. The main area lists two columns of menu items. The left column includes 'Post A Sale', 'Fast Sale Add', 'Take A Payment', 'Check Pricing On A Model Nbr', 'List Inventory', 'Add/Change A Customer', 'Inventory Availability Check', 'Post a Rental Agreement', 'LookUp Closed Tickets', 'Change Your Passcode', 'Sales Reports', 'Buyer/Inventory Reports', and 'EOD Menu/Post Deposit'. The right column includes 'SALE', 'FASTSALE', 'RP', 'ITEMNNTS', 'INUMNTF', 'RCUSTOMT', 'INVAVAIL', 'NEW', 'CLOSEINQ', 'SECCHG', 'SALESRPT', 'BUYERRPT', and 'EODMENU'. The 'SALE' option is circled, and an arrow points to it from a text box on the right that says 'Or press the F10 key and at the command line type in the program name listed to advance to that menu or program.' Another arrow points from a text box at the bottom left, 'Highlighted letters are boxed.', to the 'P' in 'Post A Sale'. A third text box on the left explains that highlighted letters are boxed and that users should press ENTER to advance. At the bottom, a footer bar lists function keys: F1-DFM, F2-MAIL, F4-CALENDAR, F5-RSSSHELP, F7-SECURITY, and F8-Prev.

Sales Menu		1 RSSS APPLIANCES	12/15/06 9:48 am
Post A Sale	FASTSALE		
Fast Sale Add	RP		
Take A Payment	ITEMNNTS		
Check Pricing On A Model Nbr	INUMNTF		
List Inventory	RCUSTOMT		
Add/Change A Customer	INVAVAIL		
Inventory Availability Check	NEW		
Post a Rental Agreement	CLOSEINQ		
LookUp Closed Tickets	SECCHG		
Change Your Passcode	SALESRPT		
Sales Reports	BUYERRPT		
Buyer/Inventory Reports	EODMENU		
EOD Menu/Post Deposit			

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 3- 1 Sales Menu

To get into any programs listed on this menu, you can type the highlighted letter of the program and that will take you into that function off this menu. You can also press F10 and at the command line, type in the program name and press ENTER if necessary to advance to that program.

Customer Functions off the Sales Menu

Sales Menu	1 RSSS APPLIANCES	12/15/06 9:48 am
→ Post A Sale	SALE	
Fast Sale Add	FASTSALE	
Take A Payment	RP	
Check Pricing On A Model Nbr	ITEMMNTS	
List Inventory	INVMNTF	
Add/Change A Customer	RCUSTOMT	
Inventory Availability Check	INVAVAL	
POst a Rental Agreement	NEW	
LookUp Closed Tickets	CLOSEINQ	
CHange Your Passcode	SECCHG	
Sales Reports	SALESRPT	
Buyer/Inventory Reports	BUYERRPT	
EOD Menu/Post Deposit	EODMENU	

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 3- 2 Sales Menu

Posting a Sale

Using the SALE program you can post a sale, look at previous sales tickets and process sales refunds. See Figure 3-2. To post a sale, highlight the line "Post a Sale - SALE" and press the ENTER key or press the F10 key and at the command line type in "SALE" and press the ENTER key.

You will be prompted to enter your employee number and passcode. After you do so, the screen in Figure 3-3 will appear.

Customer Maintenance		10/31/06
Customer Name/#:		
F1-Address F2-Drvr's Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#		

Figure 3- 3 Customer Maintenance Screen

At the Customer Name/# prompt you have the option to select a customer by name (last name first), account number, address, drivers license number, telephone number or social security number (use the corresponding **function keys**.)

Customer Maintenance		10/31/06
Customer Name/#: BAKER SHERRY		
Loc	Acct Nbr	Last Name First Name Address DL# Or City SSAN
* 1	5003338	BAKER SHERRY 536 WISTAR CT, N ANYTOWN 0001
	10010327	BAKER SIMONE 701 DUNDAS CT ANYTOWN 0001
	10007972	BAKER SUSAN 12 HERONS NEST ANYTOWN 0001
	10003587	BAKER TANYA RT 6 BOX 765 ANYTOWN 0001
	10005108	BAKER TRENT 7003 HIBISCUS RD ANYTOWN 0001
	10004123	BAKER/CARTERLERONE/EVE 3605 SW 3RD ST. ANYTOWN 0001
	5000923	BAKEY WILLIAM 4109 32ND AVE-BA ANYTOWN 0001
	5002111	BAKOS KENNETH 1455 90TH AVE LO ANYTOWN 0001
	10007388	BALAREZO JOSEPH 3569 LINDA DR ANYTOWN 0001
	4001786	BALDWIN ANTHONY 1243 ASTORWOOD P ANYTOWN 0001
	10006641	BALDWIN CHARLES/ME 201 DIXIELAND DR ANYTOWN 0001
	2002482	BALDWIN REGINA 4003 S.E. 26TH S ANYTOWN 0001
	10010515	BALDWIN TARA 822 SE 3RD ST ANYTOWN 0001
	2002386	BALDWIN TERRY ANYTOWN 0001
	2001640	BALL ARTHUR 3265 NW 8TH ST ANYTOWN 0001
F1-Next Page F2-Prev Page F3-AR/RT0 Hist F4-Chg F6-Add		

Figure 3- 4 Customer Maintenance Screen w/data

To select the customer, make sure your cursor is on the highlighted customer you want to select and press the F9 key to move to the sale posting process.

Adding a sales customer

If the customer is not already in your system, while you have the customer listing on your screen, press the F6-Add key. The add screen will appear, see Figure 3-5.

Customer Add		10/31/06
Customer/Or: █	,	Acct#:
Company Name:		
Contact Name:		
Address:		
Address Line 2:		
Zip/City/State: 11111-0000 CORPUS CHRISTI TX Map Code:		
Home Phone Nbr: Work Phone Nbr:		
Cell Phone Nbr: Pager Phone Nbr:		
Fax Phone Nbr: Birth Date:		
SSAN: Drivers License Nbr:		
Taxable?: Y Tax Codes Bill To Number:		
Tax Number:		
Charge Cust: N Retail Discount Level:		
Credit Limit: 0 Default Retail Pmt Form:		
Status Flag: Default: Salesperson/Acct Mgr:		
Customer Type: RTO Recv:		
Email Address:		
Bank/CC Info: 00/00		
Default PO Nbr: Best Time to Call:		
Enter the customer's last name or leave blank for Company Name		
F1-References F2-Employer F3-Landlord F4-2nd Cust F7-Car Info		

Figure 3- 5 Customer Add Screen

The following fields require you to enter data: address, zip code, home phone number, social security, driver's license (If your company does not require this information enter a 1 in the field). Once you have entered the customer's information, press the F9 key and you will get the "Any More Changes" prompt. When you accept the default of N at the "Any More Changes" prompt, the cursor will go to the comments box. Here you may enter up to 50 lines of comments on this customer, such as directions to the house, etc. This is information you will want to keep permanently on this customer's account. When you are done, press the F9 key and you will be taken to the sales screen to begin entering the sale. Please see [Chapter 2 – Changing Customer Data – RCUSTMNT](#) for more information on adding, changing, deleting customers. Whether the customer existed or was added, your screen should now resemble Figure 3-6.

```

Store:      1                      Sales Entry D                      10/31/06
Name: BAKER                      , SHERRY                      Acct#: 5003338      H Ph: (555)555-5555
Add: 536 WISTAR CT, NE                      W Ph: (555)555-5555
City: ANYTOWN                      TX 55555      License: 1                      SSAN 000-00-0001
Comment:

```

Figure 3- 6 Sales Entry Screen

Note the screen prompts at the bottom of the screen.

F1	Allows employee (with proper security) to change customer information such as address and phone number
F3	Allows the employee to review the customer's previous sales tickets and process refunds
F5	Help key
F6	Allows user to post a comment

Your cursor will be at the prompt “Right Customer”. If this is not the right customer, enter an “N”. You will be returned to a screen similar to Figure 3-3. When the “Right Customer” prompt is answered with a “Y”, the screen will change slightly as shown in Figure 3-7.

Store: 1	Sales Entry D	10/31/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Desc1:	Desc2:	Items Sold: 0
Model Nbr	Serial #	Price Qty Total Spiff Del Date
AC		0.000 0.00 0.00 0.00

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3- 7 Sales Entry Screen for the right customer

Your cursor will be under the “Model Number” prompt. You can scan in a UPC code, enter the entire model number or you can search by partial model number using the (*) key to replace the first few characters, or search by product description. You can also leave the model number field blank, press the ENTER key to go to the “Serial #” field and enter the serial number. If the serial/model number is not known, with your cursor at the “Model Number” prompt, you have three options:

1. If you are doing a special order, layaway or stock sale. you can enter the full model number and press ENTER. Go to [page 35](#) for the details on how to do this.
2. If you are selling miscellaneous or accessory inventory and want to search for the model number, go to [page 42](#).
3. If you are selling serialized inventory out of your stock and need to search for a serial number, go to [page 46](#).
4. If you are selling serialized inventory out of your stock and you know the serial number, see below.

Once you press the ENTER key, the model number and serial number will be placed under the appropriate prompts on the Sale Add screen. Your cursor will be at the prompt “Price”, see Figure 3-8. If this is the correct price, press the ENTER key; if not, enter the correct one and press the ENTER key (**see [page 69](#) for information on using the MAP/MOP feature to change the price**). **Any change in price will create a profit exception on a gross profit exception report.** Your cursor will now move to beneath the prompt “Qty”. The quantity should be “1” when selling a serialized item. Press the ENTER key. Your cursor will now move to beneath the prompt “Spiff”. If there is a spiff assigned to this item in Item Maintenance (ITEMMNTS), it will be displayed. If it does not appear here, and one is to be paid **you may enter it here with proper security**.

Store: 1	Sales Entry D	10/30/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Desc1: AIR CONDITIONER	Desc2: A/C 14K BTU	Items Sold: 0
Model Nbr	Serial #	Price Qty Total Spiff Del Date
ACAMA14010C1D	123456798	1,619.990 1.00 1,619.99 0.00 10/30/06

Enter item price or a lower price for GrossProfit window display

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3- 8 Sales Entry Screen with items being sold

Press the ENTER key. Your cursor will now move to beneath the prompt "Del Date". This will default to today's date but can be changed if necessary. Your cursor will now move beneath the model number. You can sell more inventory items following these same steps. **When you have entered all the inventory items you wish to sell on this ticket, press the F9 key.** You will be prompted "Any More Changes: N". When you press the ENTER key to accept this default of "N", your screen will change to resemble Figure 3-9.

Store: 1	Sales Entry D	10/30/06
	C1A: 66.85	C2B: 0.00
Contract:	Tax Code:	
Date: 10/30/06	Store: 1	Salesman: 998
Trade:	Discount:	Tax: 133.65
Pmt 1: 1753.64	Pmt 2:	Pmt 3:
Desc1:	Desc2:	Amt To Allocate: 1753.64
Model Nbr	Serial #	Price Qty Total Spiff Del Date
ACAMA14010C1D	123456798	1,619.990 1.00 1,619.99 0.00 10/30/06
		0.000 0.00 0.00 0.00

Enter the amount due

F5-Help F8-Back Out CMD-Exit Program

Figure 3- 9 Sales Entry Screen with items being sold

At this point the system will drop you down to the Pmt 1 prompt. If you need to change any of the previous fields, use your arrow up key to edit:

CONTRACT Enter the contract number you want to assign to this sale. This field is a free form field and generally not used. However, if you are selling your paper to a finance company and their contracts are numbered, you can enter that number here.

TAX CODE Leave blank and the system will automatically calculate taxes for you based on settings in Sales Control (SALESCTRL) for your store or ZIPCODES if you are required to pay sales tax based on customers jurisdiction. This field is only changed if; (1) customer lives in a different tax jurisdiction not noted in ZIPCODES, (2) this is a non taxable customer Enter 999 to list available tax codes.

DATE Defaults to today's date.

STORE This field will default to your current location.

SALESMAN The system will automatically pull your salesman number from the security entry screen. If you know the salesman number of the salesman who made this sale, enter it here. If you do not know the number, enter zero or 99999 and you will get a window of all the salesmen. Just arrow down to the one you want and press the ENTER key. Your cursor will then go to the next salesman field. Sales can be split up to three ways. They will be split evenly. If there is no other salesman, press the ENTER key twice. If there is another one, enter this number in the field after the first salesman or type in 99999 to get a listing. Choose the correct one off the listing and press the ENTER key. Repeat the procedure again if there is a third salesman. If there are no other salesmen, press the ENTER key to move to the next field.

TOTAL PRICE This is the total price of all items without tax. Generally, you will just enter through this field. However, if the customer has made you an offer of a lower price that you are going to accept, you can enter the amount they have offered here. Once you enter that amount, the retail price and tax on each item will adjust automatically based on settings in Sales Control (SALECTRL) under the heading "RDPrice" Redistribute prices in SALE based on % of: (C)ost or Original (P)rice.. As a result, this also adjusts the gross profit proportionally.

TRADE If the customer has a trade-in, enter the amount here and press enter. The trade-in amount will be taken off of the total price and tax will be adjusted automatically based on your settings in Sales Control (SALECTRL) under the heading "Tax Trade-in Indr", you will be prompted to enter the information for the trade-in.

DISCOUNT If you are giving the customer a discount off of the total price, enter the amount of the discount here and press enter. The discount amount will be taken off of the base price and tax will be adjusted accordingly.

TAX This is the sales tax amount. It is automatically calculated based on how you have the sales tax set in Sales Control (SALECTRL) or tax code if entered in the field TAX CODE.

TOTAL AMOUNT This field will be filled in automatically by the system. This is the total price of all items with tax. Generally, you will just enter through this field. However, if the customer has made you an offer of a lower price you are going to accept, you can enter the amount they have offered. Once you enter that amount, the retail price and tax will be adjusted automatically based on settings in Sales Control (SALECTRL) under the heading “RDPrice” Redistribute prices in SALE based on % of: (C)ost or Original (P)rice. As a result, this also adjusts the gross profit proportionally.

At this point, your cursor will be on the Pmt 1 field. This is where you are going to enter the payment collected and in what form you are taking it (cash, check, credit card charge, etc). There is also a field on the screen called “Amt to Allocate”. This is the amount of money you still have left to allocate through these payment fields. It will decrease as you post the various payments. When the amount to allocate is zero, you can move past the payment field. You must allocate the exact amount of the sale or you cannot move on. For detailed information on the use of the accounts receivable payment form, go to [page 67](#).

PMT 1 Enter the amount they are paying and press ENTER. You will now be prompted to enter a payment form. If you do not know the payment form, press ENTER and you will get a window of all the available payment forms, see Figure 3-10. Using your arrow keys, take your cursor down to the one you want and press ENTER to choose it.

If you choose cash, check or money order and you have set up the system to calculate change in Sales Control (SALECTRL), you will be prompted to enter an amount tendered. Once you enter the amount tendered, the amount of change you need to give the customer will display on the screen and also print on the receipt. If you have allocated the entire amount due, your cursor will move to Ticket number, otherwise it will go to the field PMT 2.

Store: 1	Sales Entry D		10/30/06	
		C1A: 66.85	C2B: 0.00	
Contract:	Tax Code:			
Date: 10/30/06	Store: 1	Salesman: 998	Tot Price: 1619.99	
Trade:	Discount:	Tax: 133.65	Total Amt: 1753.64	
Pmt 1: 1753.64	Pmt 2:	Pmt 3:	Tick #:	
			Amt To Allocate:	0.00
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
ACAMA14010C1D	123456798	1,619.990	1.00	1,619.99 0.00 10/30/06
		0.000	0.00	0.00 0.00

CASH	001
CHECKS	002
MONEY ORDERS	003
CHARGE CARDS	004
NON CASH REFUND	005
CASH REFUND	006
FREE PAYMENT	008
MIXED (CASH & CHECK)	009
FIELD CASH	010

Enter a payment form or press enter to choose from a list

F1-Forward F2-Back F10-Exit ENTER-Select

Figure 3-10 Sales Entry Screen with payment form window

PMT 2 If the total amount was not paid with the first payment, follow the same procedure as you did for Pmt 1 to enter the second payment.

PMT 3 If the total amount was not allocated in the first and second payment, follow the same procedure as you did for Pmt 1 and Pmt 2 to enter the third and final payment.

You must allocate the total price or the system will not let you continue.

Store:	1	Sales Entry	D	10/30/06
				C1A: 66.85 C2B: 0.00
Contract:	Tax Code:			
Date: 10/30/06	Store: 1	Salesman: 998	Tot Price:	1619.99
Trade:	Discount:	Tax: 133.65	Total Amt:	1753.64
Pmt 1: 1753.64	2 Pmt 2:	Pmt 3:	Tick #:	10040859
Tender 1753.64 Cng	0.00		Amt To Allocate:	0.00
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
ACAMA14010C1D	123456798	1,619.990	1.00	1,619.99 0.00 10/30/06

Advertising Source Codes:

Enter the first source of advertisement used or press enter for a listing
F5-Help F8-Back Out CMD-Exit Program

Figure 3-11 Sales Entry Screen prompting for Advertising Source Codes

TICKET NBR Enter through this field to let the computer assign the ticket number.

CUST CARRYOUT You may get this prompt based on settings in Sales Control (SALECTRL) "Ask: **CO/Adv:**". This is a Yes or No question. This is a field that is tied to the gross profit commission table. If this is answered with a Y, the salesman will receive a higher commission than if answered with an N when you are using the table to pay commissions.

ADVERTISING SOURCE CODE Depending on your setting in Sales Control (SALECTRL) "Ask: **CO/Adv:**", you may be asked for an advertising source code. Press ENTER at this field and a list of codes will be displayed here. You may enter up to four codes, see Figure 3-11. These code(s) are very important for tracking how effective various forms of advertising are.

Store:	1	Sales Entry D		10/30/06	
		C1A: 66.85		C2B: 0.00	
Contract:	Tax Code:				
Date: 10/30/06	Store: 1	Salesman: 998	Tot Price: 1619.99		
Trade:	Discount:	Tax: 133.65	Total Amt: 1753.64		
Pmt 1: 1753.64	2 Pmt 2:	Pmt 3:	Tick #: 10040859		
Tender 1753.64 Cng	0.00	Amt To Allocate:		0.00	
Model Nbr	Serial #	Price	Qty	Total	Spiff Del Date
ACAMA14010C1D	123456798	1,619.990	1.00	1,619.99	0.00 10/30/06

Any More Changes: ☐

F1 To Enter Customer PO or Manual Invoice Number
F5-Help F8-Back Out CMD-Exit Program

Figure 3-12 Sales Entry Screen prompting with F1

You will now see the prompt “F1 To Enter Customer PO or Manual Invoice Number”, see Figure 3-12.

Store:	1	Sales Entry D		12/21/04	
		C1A: 65.00		C2B: 0.00	
Contract:	Tax Code:				
Date: 12/21/04	Store: 1	Salesman: 1	Tot Price: 169.90		
Trade:	Discount:	Tax: 9.51	Total Amt: 179.41		
Pmt 1: 179.41	2 Pmt 2:	Pmt 3:	Tick #: 231471		
		Amt To Allocate:		0.00	
Model Nbr	Serial #	Price	Qty	Total	Spiff Del Date
GAOSCOF2	FC04040769	169.900	1.00	169.90	0.00 12/21/04
		0.000	0.00	0.00	0.00

Check Nbr: 1234

PO#: 125132513 Receipt#:

Any More Changes: ☐

Enter a manual invoice number if desired
F5-Help F8-Back Out CMD-Exit Program

Figure 3-13 Sales Entry Screen prompting for PO#

If you press the F1 key, the screen will change slightly and you may enter the PO number or Manual invoice number here as seen in Figure 3-13. Your control records can be changed to reflect the PO or Manual invoice number, if one exists, instead of the ticket number in the Take Payments (RP) screen.

You will now be prompted for "Any More Changes". When this is answered with an "N", you will be prompted to enter delivery notes to print on the delivery receipt. Once you have entered your delivery notes, you are asked if you want to print a delivery receipt. If you answer "Y", one will print with your sales ticket. You can print as many as you need. Enter an N to continue.

Next it will prompt you for reprinting the receipt. Print as many as you need and enter an N to continue on.

If you used an accounts receivable payment form that has a contract to print out, the last question you will be prompted to answer is "Print Contract." If you answer yes, a contract will print on the printer you have designated.

Other options when posting a sale:

Sale of Miscellaneous/Accessory Item Inventory

If you know the model number of the item you are selling, type it in the model number field and press ENTER. If you are unsure of the model number and you need to search for it, enter the first couple of characters of either the model number or description and press ENTER. In this example, I entered AA in the model number field and pressed ENTER. See Figure 3-14.

Store: 1	Sales Entry N	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

Select sequence: (M)odel Number or (D)escription => D

Figure 3-14 Search for miscellaneous item by model number or description prompt

Your cursor will move to the bottom of the screen at the Select Sequence field prompt. Press ENTER to search by description or enter an M and search by model number. A window listing inventory will populate beginning with the first few characters you type in to search on. See Figure 3-15.

Store: 1		Sales Entry D		11/02/06	
Name: BAKER		, SHERRY		Acct#: 5003338	
Add: 536 WISTAR CT, NE				H Ph: (555)555-5555	
City: ANYTOWN		TX 55555		W Ph: (555)555-5555	
		License: 1		SSAN 000-00-0001	
		C1A: 66.85		C2B: 0.00	

ACAMA14010C1D	AIR CONDITIONER	A/C 14K BTU
ACAMA14M13TA	AIR CONDITIONER	A/C 14K BTU
ACAMAAC05080MID	AIR CONDITIONER	8000 BTU
ACAMAAC06090M1D	AIR CONDITIONER	6K BTU 10.0 EER SLIDE OUT
ACAMAAC07087M1D	AIR CONDITIONER	A/C- 7.5K BTU 8.5 EER COO
ACAMAAC10190A1D	AIR CONDITIONER	10K BTU 10.0 EER SLIDEOUT
ACAMAAC12090CID	AIR CONDITIONER	11.5K BTU 10.0 EER SLD-OU
ACAMAAC18090C2D	AIR CONDITIONER	18,000 BTU
ACEMR10GC13	AIR CONDITIONER	A/C-10K BTU 9.0 EER COOL
ACEMR12GJ14	AIR CONDITIONER	12K 9.0 EER
ACEMR12GJ44	AIR CONDITIONER	12K 9.0 EER
ACEMR12HT13	AIR CONDITIONER	A/C 12K BTU
ACEMR14GJ14	AIR CONDITIONER	13.5K BTU 9.5 EER

M					
Reg Prc:	1,619.990	Sale Prc:	1,349.990	Pmt/#M	119.9/ 18
				Pmt/#W	27.9/ 78
F1-Forward F2-Back F3-Gross Pro F6-Add Item F10-Exit ENTER-Select					

Figure 3-15 Inventory by model number window listing

Using your up or down arrow keys, highlight the item you wish to select for the sale and press ENTER. If the item is not listed on this screen use your F1-Forward or F2-Back keys to move forward and back in the listing to find the item you are looking for. The screen will change and appear similar to Figure 3-16.

Store: 1	Sales Entry N	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 550.00	Taxable Amt: 550.00	Total+Tax: 583.00
Items Sold: 1		
Desc1: AATEST1	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
ACBRY12345	STOCK	550.000 1.00 550.00 0.00 11/06/06
AATEST1	MISC	20.000 1.00 0.00 0.00 11/06/06

Enter a serial nbr or "MISC" or "SPEC ORDER" or "LAYAWAY " or "STOCK "

or enter "AA" to go to Inventory Maint Screen to select inventory

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-16 Sales Entry Screen with model number populated from window listing

Your cursor will be under the serial number field and MISC will be entered there. If you are going to sell this item and give it to the customer at this point, just press ENTER and continue on through the sale. If this is going to be a stock, special order or layaway sale, type in one of these and continue on. As in the sale of a serialized item, the price defaulted will be the regular price on the model number. If the amount shown is the price you are going to charge, press ENTER. If you want to change the price (and you have the security authorization to do so), do so, then press ENTER. Your cursor will now be below the prompt for quantity. This will automatically default to 1; if you are only selling one, press ENTER. If you are selling more than one, enter the correct number and press ENTER. Your cursor will now be below the prompt Spiff. The spiff will automatically appear if the spiff is set in Item Maintenance (ITEMMNTS). If a spiff does not appear, but a spiff is to be paid or you want to change the spiff amount that appears, enter it and press ENTER. Your cursor will now be under delivery date. This defaults to today's date, but you may change it if necessary and press ENTER. Your screen will appear similar to Figure 3-17.

Store: 1	Sales Entry N	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 570.00	Taxable Amt: 570.00	Total+Tax: 604.20
Items Sold: 2		

Desc1:	Desc2:
Model Nbr	Serial #
ACBRY12345	STOCK
AATEST1	MISC

Price	Qty	Total	Spiff	Del Date
550.000	1.00	550.00	0.00	11/06/06
20.000	1.00	20.00	0.00	11/06/06
0.000	0.00	0.00	0.00	

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-17 Sales Entry Screen with miscellaneous item entered

Your cursor will now be on the next item line. If this customer is buying anything else, follow the above procedure again. When you have entered all the merchandise this person is buying, press the F9 key twice till you get the prompt "Any More Changes". When this is answered with an N, the screen will change to the screen where you post all the money you are collecting, see Figure 3-18. Please go to [page 38](#) for details on the money screen.

Store: 1	Sales Entry N	11/06/06
	C1A: 35.26	C2B: 0.00

Contract:	Tax Code:	
Date: 11/06/06	Store: 1	Salesman: 998
Trade:	Discount:	Tax: 34.20
Pmt 1: 604.20	Pmt 2:	Pmt 3:
Desc1:	Desc2:	Amt To Allocate: 604.20
Model Nbr	Serial #	Price
ACBRY12345	STOCK	550.000
AATEST1	MISC	20.000
		0.000

Qty	Total	Spiff	Del Date
1.00	550.00	0.00	11/06/06
1.00	20.00	0.00	11/06/06
0.00	0.00	0.00	

Enter the amount due

F5-Help F8-Back Out CMD-Exit Program

Figure 3-18 2nd Sales Entry Screen (Money Screen)

Search for Serialized Inventory in SALE

For the sale of serialized inventory, you can enter the serial number in the serial number field and this will automatically pull up the item. If you do not know the serial number or need to check to make sure it's the right one, type in "AA" in the serial number field and press ENTER to get the inventory inquire screen, see Figure 3-19.

Inventory Inquire					11/06/06
Start Key:					
Select:	Loc & Stat:	Desc:			
Color:	Fab/Mat:	Primary Color:	Primary Fab/Mat:		
Enter the information to search for (wildcard is available for model numbers)					
Start By: F3-Model Num F4-Bar Code Num F6-Serial Num					

Figure 3-19 Inventory Inquire Screen

The cursor will be on **Start Key**. You can enter the model number, serial number, or bar code number on this line. **Press the corresponding function key** (as listed on the bottom of the screen).

You can also choose to list specific locations, statuses, descriptions, colors, fabrics, primary colors and primary fabrics. A more detailed explanation of how this program works can be found in the [Chapter 8 Inquiring on Inventory – INVMNT, INVMNTF & INVAVAIL](#).

The screen will display a list of units in stock. In Figure 3-20, we listed by model number.

Inventory Inquire						10/30/06
Start Key: AC						
Select:	Loc & Stat:	Desc:				
Color:	Fab/Mat:	Primary Color:	Primary Fab/Mat:			
Model Number	Serial Nbr	Description	Color	Fab/Mat	Loc	S
ACAMA14010C1	123456798	AIR CONDITIONER			1	N
ACGLD1804R	11KA00363	AIR CONDITIONER			2	R
ACGLDM1840R	111KA00436	AIR CONDITIONER			2	R
ACGLDR1403	103KA00223	AIR CONDITIONER			601	R
ACGLDR1404	205KA00251	AIR CONDITIONER			4	R
ACGLDR1804	111KA00028	AIR CONDITIONER			2	R
ACWPLACM082X	QR1707396	AIR CONDITIONER			3	R
ACWPLACM124X	QR1700708	AIR CONDITIONER			601	R
ACWPLACM124X	QR2400145	AIR CONDITIONER			3	R
ACWPLACQ082X	QR0403411	AIR CONDITIONER			1	R
ACWPLACQ082X	QR2412323	AIR CONDITIONER			2	R
ACWPLACQ082X	QR2412349	AIR CONDITIONER			2	R
ACWPLACQ102X	QR0919916	AIR CONDITIONER			2	R
ACWPLACQ102X	QR0919922	AIR CONDITIONER			1	R

Second Description: A/C 14K BTU

F1-Next Page F2-1st Page F8-Prev Menu CMD-Exit

Figure 3-20 Inventory Inquire Screen with model number data

This screen will display the model number, serial number, location, status, description, color and fabric/material. It will only list items available for sale. Using the arrow keys, highlight the item you wish to select for this sale and press the ENTER key. If you do not see what you need or are looking for, press the F8 key and you will be taken back to a screen similar to Figure 3-19.

Posting a special order, layaway or stock sale

If you know the model number of the item you are selling, type it in the model number field and press ENTER. If you are unsure of the model number and you need to search for it, enter the first couple of characters of either the model number or description and press ENTER, see Figure 3-21.

Store: 1 Sales Entry D 11/06/06
 Name: BAKER, SHERRY Acct#: 5003338 H Ph: (555)555-5555
 Add: 536 WISTAR CT, NE W Ph: (555)555-5555
 City: ANYTOWN TX 55555 License: 1 SSAN 000-00-0001
 C1A: 0C2B: 0.00
 Total Amt: 0.00 Taxable Amt: 0.00 Total+Tax: 0.00 Items Sold: 0
 Desc1: Desc2:
 Model Nbr Serial # Price Qty Total Spiff Del Date
 LIV 0.000 0.00 0.00 0.00
 Press ENTER
 Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages
 F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-21 Sales Entry Screen looking for model description

The screen will look similar to Figure 3-22.

Store: 1 Sales Entry D 11/06/06
Name: BAKER, SHERRY Acct#: 5003338 H Ph: (555)555-5555
Add: 536 WISTAR CT, NE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 1 SSAN 000-00-0001

Enter a D to look for descriptions starting with LIV.

Model Nbr(wildcards allowed), a few characters of the desc, or F for packages

Select sequence: (M)odel Number or (D)escription => D

Figure 3-22 Sales Entry Screen looking for model by description

Your cursor will be at the bottom of the screen. Enter the appropriate letter, according to the prompt to get a window showing you an alphabetical listing beginning with the characters you typed in, see Figure 3-23.

Store: 1	Sales Entry D	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
C1A: 66.98	C2B: 0.00	

FDSEM100522	LIVING ROOM	LITE WOOD PEDISTAL TABLE
FLASH3205	LIVING ROOM	S/L PORT GRANITE
FLASH4030588/35	LIVING ROOM	REC S/L BALTIC BLUE
FLASH4100055/56/77	LIVING ROOM	3PC BLK SECTIONAL
FLASH63301	LIVING ROOM	S/L PRESTON EBONY
FLASH64700	LIVING ROOM	S/L REGENT TAUPE
FLASH81000	LIVING ROOM	S/L BUBALOO SAND
FLASH81050	LIVING ROOM	S/L BABALOO
FLASH82101	LIVING ROOM	S/L SOUND BRIDGE
FLASH82101-1	LIVING ROOM	SOUND BRIDGE CHAIR
FLASH82650	LIVING ROOM	S/L CARAWOOD BLACKBERRY
FLASH8325538	LIVING ROOM	S/L SUN VALLEY INDIGO
FLASH8325581/553	LIVING ROOM	S/L SUN VALLEY INDIGO

Reg Prc: 1,159.990	Sale Prc: 969.990	Pmt/#M 74.9/ 18	Pmt/#W 18.9/ 78

F1-Forward	F2-Back	F3-Gross Pro	F10-Exit	ENTER-Select

Figure 3-23 Sales Entry Screen with model number window

Using your arrow keys, highlight the correct model number and press F9. This will put the model number on the screen for you. Press ENTER and the screen will change to resemble Figure 3-24. If the model number for a special order is not listed here, you may use SPEC ORDER as the model number.

Store: 1	Sales Entry D	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
C1A: 66.98	C2B: 0.00	

Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00	Items Sold: 0

Desc1: LIVING ROOM	Desc2: LITE WOOD PEDISTAL TABLE

Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date
FDSEM100522		1,159.990	1.00	0.00	0.00	11/06/06

Enter a serial nbr or "MISC" or "SPEC ORDER" or "LAYAWAY" or "STOCK" or enter "AA" to go to Inventory Maint Screen to select inventory

F1-Next	F2-Prev	F3-Change	F4-Delete	F6-Insert	F7-Note	F8-Backout	F9-Done

Figure 3-24 Sales Entry Screen serial number entry

Enter “stock”, “special order”, or “layaway” in the serial number field. This will allow the sale to be processed without a serial number. This will **not** take a unit out of inventory when the sale is processed. Items will need to be transferred upon delivery.

If you type in SPEC ORDER, this sets up a special order for the model number. If you type in LAYAWAY, this puts one of these items on layaway for this customer. For the purposes of this example, we will use STOCK. You would post the sale the same way if it was a special order or layaway.

If you type in STOCK, this means you are selling one of these items out of stock to this customer. In this case, the item is already in stock, you just don't want to assign a specific serial number to the item until you deliver it.

After you enter the word STOCK and press ENTER, your cursor will be on price. The regular price on the model number will show up here. If there is no price, enter it here. (If you need to change the price using the MAP/MOP feature, go to [page 69](#)). Press ENTER. The cursor will then be on the spiff amount. If there is a spiff on this model number it will default here or if there is a spiff on this specific item, you can enter it here. **The spiff can only be changed by employees who have the proper security to do so.**

After you go through the spiff field, your cursor will be on the delivery date. Here, you will enter the date you anticipate delivery will take place. This date is especially important for special orders and layaways.

Once you have entered the delivery date, your cursor will go to the next line for you to enter the next item. If you are doing another special order, layaway or stock sale, for this customer, follow the instructions above for each item. See Figure 3-25.

Store: 1	Sales Entry D	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 1,159.99	Taxable Amt: 1,159.99	Total+Tax: 1,255.69
Items Sold: 1		
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
FDSEM100522	STOCK	1,159.99 1.00 1,159.99 0.00 11/06/06
		0.000 0.00 0.00 0.00
Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages		
F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done		

Figure 3-25 Sales Entry Screen for special ordering when model number does not exist

Special Order when model number does not exist

Type in SPEC ORDER in the model number field, see Figure 3-26.

Note: SPEC ORDER must be set up in Item Maintenance (ITEMMNTS) as a miscellaneous model number.

Store: 1	Sales Entry D	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A:	0C2B: 0.00
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Items Sold: 0		
Desc1: SPEC ORDER ITEM	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
SPEC ORDER	SPEC ORDER	0.000 1.00 0.00 0.00 11/06/06

Enter item price or a lower price for GrossProfit window display

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-26 Sales Entry Screen typing with SPEC ORDER

Enter "SPEC ORDER" in the serial number field. This will allow the sale to be processed without a serial number or existing model number. This will **not** take a unit out of inventory when the sale is processed. Items will need to be transferred upon delivery. Press ENTER if your cursor had not advanced to price. Enter price and press the END key. Press the F7 key and you will be prompted to add notes to the spec order line item. These notes will aid Purchasing in ordering the desired items, and creating a model number. You may be as detailed as necessary, see Figure 3-27. Press F9 to close the note and enter the price of the item.

Store: 1	Sales Entry D	11/06/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	CIA: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Desc1: SPEC ORDER ITEM	Desc2:	Items Sold: 1
Model Nbr	Serial #	Price Qty Total Spiff Del Date
SPEC ORDER	SPEC ORDER	1,359.000 1.00 0.00 0.00 11/06/06

AKAMAARTC7121CC CERAMIC RANGE 30 IN.

Enter the quantity being purchased

F1-Fwrd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line

Figure 3-27 Sales Entry Screen with SPEC ORDER, adding notes

Press ENTER. The cursor may stop on quantity. Enter quantity and press ENTER. (The quantity can only be 1 on a serialized item)

After you enter through the spiff field, your cursor will be on the delivery date. Here, you will enter the date you anticipate delivery will take place.

Your cursor will now be under model number and you can sell more inventories following the same steps. When you have entered all inventories you wish to sell on this ticket, press F9. You will be prompted for "Any More Changes: N". Continue on with the sale.

After the buyer has created the model number and the PO, they will press F10 and type in "MISC MNT". At the start key type in the customer number, press ENTER and type in the ticket number. Press ENTER and you will get a listing as shown in the following screen, see Figure 3-28.

Miscitem Maintenance 11/06/06

Start Key: 110606_____

MISCMT program.
This example is
searching on date.

Start By: F3--Model#; F5--Date; F6--Return--Cust/Ticket;

Figure 3-28 Miscellaneous Item Maintenance Screen

Using your arrow keys, move your cursor to the correct special order from the list and press F3, see Figure 3-29.

Miscitem Maintenance 11/06/06

Start Key: 110606_____

Date-Time	Sale Date	Cust Nbr	TicketSq	Model	Serial	StoreT
11/06/06 15:50:22000	11/06/06	500333810040860		SPEC ORDER	SPEC ORDER	1 S
55/29/55 15:36:17000	55/29/55	1000333410010369		FDBER9526	36305	1 E
55/44/55 16:51:34000	55/44/55	500230510006159		JMSORG167	35747	3 E
55/44/55 16:51:34001	55/44/55	500230510006159		JMSORG186	35746	3 E
55/52/55 12:16:06000	55/52/55	1000247210007481		EAHTP5000ER	836/350567	3 E
55/55/55 14:07:30000	55/55/55	1000088910002614		FACRY577	30389	1 E
55/55/55 15:24:11000	55/55/55	1000132110003735		SSHHW5/0	35518	4 E

Customer: SHERRY BAKER

F3-Special Order, F4-Refund, F5-Del, F6-Add, F8-Backout, Return-Select

Figure 3-29 Miscitem Maintenance Screen selecting special order

The Special Order Update screen will appear. Press ENTER. Press F6 to view any notes that have been attached to this ticket, see Figure 3-30 and Figure 3-31.

Special Order Updte 11/06/06

Actual Model Nbr:

F5-Help, F6-Note, F8-Backout, Cmd-Exit Pgm

Figure 3-30 Special Order Update Screen select Notes

Special Order Updte 11/06/06

Actual Model Nbr:

F1-Fwrd F2-Back F9-Done F10-Absort HOME-Top PG DN-Del Line PG UP-Ins Line

Figure 3-31 Special Order Update Screen with Notes

Press the F8 or F9 key to get out of the note section.

With your cursor at the model number field, you may type in the exact model number and press the F9 key. If you wish to search the existing model file, type in a

few characters of the model number or description and press the F9 key. You will be prompted (M)odel Number or (D)escription, see Figure 3-32.

Special Order Updte 11/06/06

Actual Model Nbr: AKAMAA

Select sequence: (M)odel Number or (D)escription => D

Figure 3-32 Special Order Update Screen with Actual Model Number

By selecting or adding a model number then pressing the F9 key, the system will automatically exchange the SPECIAL ORDER model number for the actual model number on the customer's ticket.

Special Order Updte 11/06/06

AKAMAARTC7121CC	RANGE	30 IN CERAMIC
AKAMAATB2135HRW	REFRIDGERATOR	21 CU/FT GLASS SHELF WHITE
AKAMABM20TBW	REFRIDGERATOR	BOTTOM FREEZER GLASS SHEL
AKAMABX21TL	REFRIDGERATOR	21 CU FT W ICE MAKER
AKAMAC70FW	FREEZER	7 CU. FT. CHEST FREEZER
AKAMADRS2362AC	REFRIDGERATOR	23 CF SXS REFER
AKAMADRS2663BW	REFRIDGERATOR	26 CF SXS ICE/WTR
AKAMADRSE663BW	REFRIDGERATOR	
AKAMASCD25TL	REFRIDGERATOR	25 CF TOP MT WATER/ICE
AKAMASCD25TW	REFRIDGERATOR	25CU. FT. W/ICE&WATER
AKAMASGD22TW	REFRIDGERATOR	22/CU FT WATER/ICE WHITE
AKAMASPEC	REFRIDGERATOR	INHSE SPEC ORDER-SEE LEASE
AKAMASQD23VL	REFRIDGERATOR	23 CF SXS REFER
AKAMASQD23VW	REFRIDGERATOR	23 CF SXS REFER
AKAMASQD25VW	REFRIDGERATOR	25 CU.FT. CUBES\CRUSHED\W

F1-Forward F2-Back F6-Add Item F10-Exit ENTER-Select

Figure 3-33 Special Order Update Screen with model numbers and descriptions

You can add the item or select an item already in the model number file as seen in Figure 3-33.

Press the F9 key. You will be prompted for “Any More Changes”. If you need to make changes, enter a Y and make your changes. When the prompt “Any More Changes” is answered with an “N”, the model number will now be exchanged on the ticket. See Figure 3-34. You will now need to deliver the inventory to complete the transaction. See [Chapter 9 Transferring Inventory – INVTRAN & MISCTAN](#) for instructions on creating a delivery ticket.

Miscitem Maintenance 11/06/06

Start Key: 110606_____

Date-Time	Sale Date	Cust Nbr	TicketSq	Model	Serial	StoreT
11/06/06 15:50:22000	11/06/06	500333810040860		AKAMAARTC7121	SPEC ORDER	1 S
55/29/55 15:36:17000	55/29/55	1000333410010369		FDBF29526	36305	1 E
55/44/55 16:51:34000	55/44/55	500230510006159		JMSORG167	35747	3 E
55/44/55 16:51:34001	55/44/55	500230510006159		JMSORG186	35746	3 E
55/52/55 12:16:06000	55/52/55	1000247210007481		EAHTP5000ER	836/350567	3 E
55/55/55 14:07:30000	55/55/55	1000088910002614		FACRY577	30389	1 E
55/55/55 15:24:11000	55/55/55	1000132110003735		SSHWS/0	35518	4 E

Model Number exchanged from special order on the ticket to selected model number here.

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

Figure 3-34 Miscitem Maintenance Screen showing model number exchanged

Selling a Package

To sell a package (use the PACKAGE program to create your packages), select SALE off of the menu or press F10 to get to the command line and type in “SALE” and then press ENTER. Select your customer, and enter to the sales screen. See Figure 3-35.

Store: 1	Sales Entry D	11/07/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Items Sold: 0		
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
		0.000 0.00 0.00 0.00

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-35 Sales Entry Screen

Your cursor will be under the "Model Number" prompt. Press the F7 key and the screen will change to resemble Figure 3-36.

Store: 1	Sales Entry D	11/07/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
Total Amt: 0.00	Taxable Amt: 0.00	
Desc1:	Desc2:	
Model Nbr	Serial #	Price
		0.000

ASH LIVINGROOM
 PIL BEDROOM 5PC KING

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Forward F2-Back F5-Description F10-Exit ENTER-Select

Figure 3-36 Sales Entry Screen with Packages Window

If the page listing is full and you do not see the package you want listed, press the F1-Forward key for more packages. Using your arrow keys to move up and down

select the package you want by pressing ENTER. You can highlight the package you are interested in and press the F5 key to view the description of this package. When you have selected the package you are selling, your screen will change to resemble Figure 3-37.

Store: 1		Sales Entry D		11/07/06	
Name: BAKER		, SHERRY		Acct#: 5003338	
Add: 536 WISTAR CT, NE				H Ph: (555)555-5555	
City: ANYTOWN		TX 55555		W Ph: (555)555-5555	
		License: 1		SSAN 000-00-0001	
		C1A:		0C2B: 0.00	
Total Amt:	0.00	Taxable Amt:	0.00	Total+Tax:	0.00
Desc1:		Desc2:		Items Sold:	0
Model Nbr					ate

Package Description: ASH LIVINGROOM

Regular Price: 2872.98

Sale Price: 1800.00

Actual Selling Price: 2872.98

Enter the actual selling price for this package

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-37 Sales Entry Screen with Package Detail Window

If this is the price you are charging for this package, press ENTER or, if you have security to do so, you can change the package price at this point. Once you have the correct price, press ENTER. Your screen will change to resemble Figure 3-38.

Store: 1	Sales Entry D	11/07/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 2,872.98	Taxable Amt: 2,872.98	Total+Tax: 3,110.00
		Items Sold: 3
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
FLASH52000	STOCK	2,340.010 1.00 2,340.01 0.00 11/07/06
FAPDIPB017	STOCK	32.980 1.00 32.98 0.00 11/07/06
FOHIG324	STOCK	499.990 1.00 499.99 0.00 11/07/06
		0.000 0.00 0.00 0.00
Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages		
F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done		

Figure 3-38 Sales Entry Screen with Package Items

Based on your settings in Sales Control (SALECTRL) under "Package Format", the next available serial number for these products may automatically fill in or accept the stock default to assign serial numbers at time of delivery. If you are going to change or assign serial numbers, arrow your cursor up to the model number of the serialized inventory item you want to change and press the F3 key. If you know the serial number you are selling, press ENTER and either scan the serial number or type it in the serial # field; if it is non-serialized, change the serial number to MISC, see Figure 3-39.

Store: 1 Sales Entry D 11/07/06
 Name: BAKER, SHERRY Acct#: 5003338 H Ph: (555)555-5555
 Add: 536 WISTAR CT, NE W Ph: (555)555-5555
 City: ANYTOWN TX 55555 License: 1 SSAN 000-00-0001
 C1A: 0C2B: 0.00

Total Amt: 2,872.98 Taxable Amt: 2,872.98 Total+Tax: 3,110.00 Items Sold: 3

Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date
FLASH52000	52001	2,340.010	1.00	2,340.01	0.00	11/07/06
FAPDIPB017	170171	32.980	1.00	32.98	0.00	11/07/06
FOHIG324	HIG32451	499.990	1.00	499.99	0.00	11/07/06
		0.000	0.00	0.00	0.00	

Press the F3 key to change each line item, press ENTER to get to the serial # field, type the serial number in, then either enter through the remaining fields or press F9 to the next line, continue the same process until all items have been changed.

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-39 Sales Entry Screen assigning serial numbers to package items

If you want to search for a serial number, look the item up by entering "AA" in the serial number field and, press ENTER and use the serial number search feature or with the model number in place for the start key, press the F3 key and search for your serial number, see Figure 3-40 and Figure 3-41.

Inventory Inquire 11/07/06

Start Key: FLASH
 Select: Log & Stat: Desc:
 Color: Fab/Mat: Primary Color: Primary Fab/Mat:

On previous screen, press F3 to change, tabbed over to serial number, keyed in FLASH and pressed F3 on this screen.

Enter the information to search for (wildcard is available for model numbers)

Start By: F3-Model Num F4-Bar Code Num F6-Serial Num

Figure 3-40 Inventory Inquire Screen searching for the serial number for a package item

Inventory Inquire							11/07/06
Start Key: FLASH							
Select:	Loc & Stat:	Desc:					
Color:	Fab/Mat:	Primary Color:	Primary Fab/Mat:				
Model Number	Serial Nbr	Description	Color	Fab/Mat	Loc	S	
FLASH3205	12345	LIVING ROOM			1	N	
FLASH3205	50092	LIVING ROOM			5	N	
FLASH3205	50093	LIVING ROOM			5	N	
FLASH3205	50094	LIVING ROOM			5	N	
FLASH3205	50095	LIVING ROOM			5	N	
FLASH3205	50096	LIVING ROOM			5	N	
FLASH3205	50097	LIVING ROOM			5	N	
FLASH3205	50098	LIVING ROOM			5	N	
FLASH3205	50099	LIVING ROOM			5	N	
FLASH3205	50100	LIVING ROOM			5	N	
FLASH3205	50101	LIVING ROOM			5	N	
FLASH52000	52001	LIVING ROOM			1	N	
FLASH5651338	48968	LIVING ROOM			2	R	
FLASH6761156	49810	LIVING ROOM			6	N	

Second Description: S/L PORT GRANITE

F1-Next Page F2-1st Page F8-Prev Menu CMD-Exit

Figure 3-41 Inventory Inquire Screen package item found

When the prompt "Any More Changes" is answered with a "N", your screen will appear like Figure 3-42.

Store: 1		Sales Entry D		11/07/06	
				C1A: 73.93	C2B: 0.00
Contract:	Tax Code:				
Date: 11/07/06	Store: 1	Salesman: 998	Tot Price: 2872.98		
Trade:	Discount:	Tax: 237.02	Total Amt: 3110.00		
Pmt 1: 3110.00	Pmt 2:	Pmt 3:	Tick #:		
Desc1: ENTERTAINMENT	Desc2: CHERRY PIER CABINE	Amt To Allocate: 3110.00			
Model Nbr	Serial #	Price	Qty	Total	Spiff Del Date
FLASH52000	52001	2,340.010	1.00	2,340.01	0.00 11/07/06
FAPDIPB017	170171	32.980	1.00	32.98	0.00 11/07/06
FOHIG324	HIG32451	499.990	1.00	499.99	0.00 11/07/06

Enter the amount due

F5-Help F8-Back Out CMD-Exit Program

Figure 3-42 Sales Entry Screen with items found

Continue with sale as noted on [page 38](#).

Refunding a Sale (Security Required)

To refund a sale, you need to use the SALE program. To get to the SALE program select it off you menu or press the F10 key and at a command line, type in "SALE" and then press ENTER, see Figure 3-43.

```
Customer Maintenance 11/07/06

Customer Name/#: _____

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

Figure 3-43 Customer Maintenance Screen

At the Name/# prompt you can enter the customer's name (last name first), account number, address, drivers license number or social security number **(use the appropriate function keys to list the customers in the order you wish to view them or press to list them in alphabetical order)**. You can enter any of these in complete or partial form.

Locate the customer and using your arrow keys, highlight the correct name and press ENTER. At the "Right Customer: Y" prompt, press F3, see Figure 3-44.

Store: 1 Sales Entry D 11/07/06
Name: BAKER, SHERRY Acct#: 5003338 H Ph: (555)555-5555
Add: 536 WISTAR CT, NE W Ph: (555)555-5555
City: ANYTOWN TX 55555 License: 1 SSAN 000-00-0001
Comment:

Press F3

Right Cust: Y

Enter an "N" or a "Y"

F1-Cust Chgs F3-Prev Tickets F5-Help F6-Comment F8-Backout F9-Done

Figure 3-44 Sales Entry Screen display previous tickets

Here you will be prompted to enter the ticket number, see Figure 3-45. If you don't know the ticket number, PO number, or manual reference number, press ENTER and you will get a list of previous tickets for this customer. Use the arrow keys to highlight the ticket you need and press ENTER, see Figure 3-46.

```

Sale Ticket Maintenance
11/07/06
Name: BAKER , SHERRY Acct#: 5003338

Ticket#:  PO Nbr: Ref#:
Enter the invoice number or date to begin listing with
Start By: F5--Date; F6--Cust/Ticket

```

Figure 3-45 Sales Ticket Maintenance Screen

Sale Ticket Maintenance							11/07/06
Name: BAKER	, SHERRY		Acct#: 5003338				
Cust #	Ticket#	Seq	Cont	Store	Date	Amt	PD Number
5003338	10040860			1	11/06/06	1471.12	
5003338	10040862			1	11/07/06	3110.00	
Reference#							
Customer Has No More Tickets ■							
F1-Forward F2-Back F5-Help F8-Prev Menu Return-Sel Term Cmd-Exit Pgm							

Figure 3-46 Sales Ticket Maintenance Screen with data

Notice the prompts at the bottom of the screen; press the F6 key to enter Refund Mode. Press the F3 key to refund an item, or press the F4 key to refund all. You will now see a “Y” in the RF column on the screen, see Figure 3-47.

Sale Ticket Change							11/07/06
Name: BAKER	, SHERRY		Acct#: 5003338		Ticket #: 10040860		
Added By: 998	Contract:		Flipped Tick#:		Flipped Amt:		
Date: 11/06/06	Store: 1	Salesman: 998	Tot Price: 1359.00				
Trade:	Discount:	Tax Code:	Tax: 112.12	Total Amt: 1471.12			
Pmt 1: 1471.12	1	Pmt 2:	Pmt 3:	Src: TV			
Ticket# 10040860	Carryout Y	Pend Date	BillTo#		NextDue:		
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date Rf	
AKAMAARTC7121CC	SPEC ORDER	1,359.000	1.00	1,359.00	0.00	11/06/06 ■	
Y or N (R Means Its Already Refunded)							
F1-Next F2-Previous F3-Refund Item F4-Refund All F8-Backout F9-Done							

After you press either the F3 or F4 key, the system will automatically put a Y in the Rf field on the item or items you have selected for refund.

Figure 3-47 Sales Ticket Change Screen

If everything is correct, press the F9 key for “Any More Changes”. If you need to make changes, enter a Y and make your changes. When the prompt “Any More Changes” is answered with an N, the screen should now resemble Figure 3-48.

Sale Ticket Change										11/07/06
Name: BAKER	, SHERRY	Acct#:	5003338	Ticket #:	10040860					
Added By:998	Contract:	Flipped Tick#:		Flipped Amt:						
Date: 11/06/06	Store: 1	Salesman: 998		Tot Price:	1359.00					
Trade:	Discount:	Tax Code:	Tax: 112.12	Total Amt:	1471.12					
Pmt 1: 1471.12	1	Pmt 2:		Pmt 3:		Src: TV				
Ticket# 10040860	Carryout Y	Pend Date		BillTo#		NextDue:				
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date	Rf			
AKAMAARTC7121CC	SPEC ORDER	1,359.000	1.00	1,359.00	0.00	11/06/06	Y			
Any More Changes: N										
F1-Next F2-Previous F3-Refund Item F4-Refund All F8-Backout F9-Done										

Figure 3-48 Sales Ticket Change Screen completion

Use the ENTER key to move through the fields. The refund amounts will default to the original sale ticket values, except they will be negative because this is a refund. If you are only refunding an item, you will need to change Payment Form 1 to reflect that total amount with a minus behind the dollar amount. Note that the total amount in the Payment 1, 2 and 3 areas must equal the “Total Amt” on the screen and must be negative before you can complete the transaction. Be sure to transfer the refunded inventory to the correct location, see Figure 3-49.

```

In Refund Mode← Sale Ticket Change 11/07/06
Name: BAKER , SHERRY Acct#: 5003338 Ticket #: 10040860
Added By:998 Contract: Flipped Tick#: Flipped Amt:
Date: 11/07/06 Store: 1 Salesman: 1 Tot Price: 1359.00-
Trade: Discount: Tax Code: Tax: 112.12- Total Amt: 1471.12-
Pmt 1: 1471.12- 1 Pmt 2: Pmt 3: Src: TV
Ticket# 10040860 Carryout Y Pend Date BillTo# NextDue:
Model Nbr Serial # Price Qty Total Spiff Del Date Rf
AKAMAARTC7121CC SPEC ORDER 1,359.000 1.00 1,359.00 0.00 11/06/06 Y

Return Loc: 1 Return Status: R
Enter Return Location for Serialized Inventory
F5-Help F8-Backout Arrow Keys-Positioning Return-Next Field CMD-Exit Pgm

```

Figure 3-49 Sales Ticket Change Screen completion

Press the F9 key and you will be prompted “Any More Changes”. If you need to make changes, enter a Y and make your changes. When the prompt “Any More Changes” is answered with an “N”, the refund will be completed and a receipt will be printed.

Figure 3-50 shows how your ticket listing will look after you have refunded the sale.

```

Name: BAKER , SHERRY Sale Ticket Maintenance 11/07/06
Acct#: 5003338

Cust # Ticket# Seq Cont Store Date Amt PD Number Reference#
5003338 10040860 1 1 11/06/06 1471.12
5003338 10040860 1 1 11/07/06 1471.12-
5003338 10040862 1 1 11/07/06 3110.00

Customer Has No More Tickets
F1-Forward F2-Back F5-Help F8-Prev Menu Return-Sel Term Cmd-Exit Pgm

```

Figure 3-50 Sales Ticket Maintenance Screen listing tickets for customer

Using an A/R payment form when posting a sale

If you select an AR payment form for the sale, you will create an A/R ticket. An A/R sale must follow these rules:

1. The items sold can be special order, layaway, stock, serialized or miscellaneous.
2. A valid A/R payment form must exist in the payment form control record. Your company should already have these set up for you, if not, and if you have the security to do so, you may add A/R payment forms using the Payment Forms - PMTFORMS program.
3. A/R payment forms should only be used after cash payment forms. Note in the example (see Figure 3-51), down payment is in PMT 1 and PMT 2 is the AR charge amount. If there is no down payment, use PMT 1. (amt to allocate is at zero).

When you enter an A/R payment form, you will be asked to enter additional account information for setting up and tracking the A/R at the bottom of the screen. Note: Some of these fields may already be populated with defaults; depending on your security authorization, you may or may not be able to change them. Following is an example of the screen you will get when you choose an A/R payment form, see Figure 3-51.

Store:	1	Sales Entry D		12/27/04	
				C1A:	35.71 C2B: 0.00
Contract:	Tax Code:				
Date: 12/27/04	Store: 1	Salesman: 1	Tot Price:		293.30
Trade:	Discount:	Tax: 16.42	Total Amt:		309.72
Pmt 1: 50.00	1 Pmt 2: 259.72	25 Pmt 3:	Tick #:		
Tender 50.00 Cng	0.00	Amt To Allocate:		0.00	
Model Nbr	Serial #	Price	Qty	Total Spiff	Del Date
DELATLPA646AW	MISC	293.300	1.00	293.30 0.00	12/27/04
Acct Mngr: 2	Cust Type: ☐	Contract Type: Z	Contract Length: 1	Pmt Terms: M	
Nxt Due: 1/26/05	Interest Type: N	Rate: 0.000	Pmt Amt: 0.00		
Grp:	Ins Type 1:	Ins Type 2:	Ins Type 3:	Ins Type 4:	
Enter the customer type or press enter for a listing					
F5-Help F8-Back Out CMD-Exit Program					

Figure 3-51 Sales Entry Screen using an A/R pmt form when posting a sale

An explanation of how to fill out the A/R information follows.

ACCT MNGR This is the account manager that will be assigned to this account, If the default account manager number is not there and if you don't know their number, press ENTER and you will get a listing of all valid

account managers. Using the arrow keys, place your cursor on the one you want, and press ENTER.

CUST TYPE This is the customer type. You may have customer types such as layaway, commercial, finance company, etc. If the default customer type isn't already there and you do not know the code, press ENTER to get a window. Using the arrow keys, place your cursor on the one you want, and press ENTER.

CONTRACT TYPE This is the contract type. If the default contract type is not there and if you do not know the contract type press ENTER and you will get a listing of all valid contract types. Using the arrow keys, place your cursor on the one you want, and press ENTER. See Figure 3-52. Use your arrow keys to highlight the one you want to choose, press ENTER to select it.

Store: 1 Sales Entry D 12/27/04 C1A: 35.71 C2B: 0.00

Contract: Tax Code: Date: 12/27/04 Store: 1 Salesman: Trade: Discount: 1

Pmt 1: 50.00 1 Pmt 2: 259.72 25 Pmt Tender 50.00 Cng 0.00

Model Nbr Serial # Price Qt DELATLPA646AW MISC 293.300 1.0

Acct Mngr: 2 Cust Type: Y Contract Type: Co Nxt Due: 1/26/05 Interest Type: N Rate: 0.0 Grp: Ins Type 1: Ins Type 2:

Enter the type of contract or press enter for a listing

F10-Exit ENTER-Select

A	AUTO CR CARD	M	1
C	CASH/CHECK	M	1
Z	OTHER MONTHLY	M	0
X	OTHER WEEKLY	W	0

Figure 3-52 Sales Ticket Maintenance Screen listing tickets for customer

CONTRACT LENGTH This field will default to a number as defined in contract type, if you choose contract type X (other weekly) or Z (other monthly), the cursor will go to contract length; enter the length of the contract in number of weeks or months.

PMT TERMS If the default payment terms are not there, you may press enter for a listing. The options for Monthly terms are M=Monthly, S=Semi-monthly, A=Semi-Annually, Q=Quarterly and Y=Annually, The options for Weekly are W=Weekly, B=Bi-weekly and D=Daily.

INTEREST TYPE This is the interest type as set up in the payment form.

- RATE** This is the interest rate you are charging as set up in the payment form.
- PMT AMT** This figure is automatically calculated based on the contract length and payment terms. Any applicable interest, based on the payment form you chose, will be added to the payment.
- NEXT DUE** The next due date is automatically calculated, based on the payment terms you chose, and default due days set in PMTFORMS. If you want to change the next due date, you may do so at this point.
- GRP** This is the amount of the Guaranteed Repair Policy GRP or Waiver of Liability. This is a fee you can charge as an add-on to an AR transaction. These rates are usually automatically calculated, based upon the formula specified in the payment control record that has been set up in PMTFORMS. The ability to change or modify GRP is a security controlled feature.
- INS TYPE 1** This field is used for any additional insurance the customer may elect to carry on the AR contract, such as Life or Disability (tied to the payment form selected and is set up in the PMTFORMS program). Note: Special programming may be required.

INS TYPE 2 Additional insurance fee field.

INS TYPE 3 Additional insurance fee field.

INS TYPE 4 Additional insurance fee field.

You will then be prompted for Any More Changes. If you need to make changes, enter a Y and make your changes. If there are no changes necessary, press ENTER.

To process A/R payments, use the RP program. See [Chapter 5 Taking Payments - RP](#) for more information.

MAP/MOP

The RSSS System allows employees with proper security clearance to change prices. This is usually the case, when a company allows price negotiation. RSSS uses the pricing system MAP/MOP, which controls price negotiation. Management sets predetermined pricing levels for each item.

MAP refers to Minimum Acceptable Price and is the lowest price an employee may negotiate.

MOP refers to Manager Over-ride Price and is the lowest price that a manager may authorize.

The MAP & MOP Prices are set up on each individual model number in the Item Maintenance (ITEMMNTS) program, see Figure 3-53.

Model Number Change				11/07/06
UPC Code:				
Model Number:	AKAMAARR3100L		Commission Code:	1
Description:	RANGE		Vendor Number:	1
	30" STD. RANGE		Discontinued Indr:	N
First Received:			Serialized:	Y
Average Cost:	210.810	Last Cost:	210.810	Reg Price:
Sale Price:	599.990	MAP:	499.99	MOP:
List Price:	799.99			
Misc Cost Usage:	1	Percent:	0.00	# Months For Dep:
Taxable:	Y	Tax %:	0.00	Qty On Hand:
Equivalent:			Use Profit Center:	Y
Sales Spiff:	0.00	Movie Inv Type:		N RTR: N
RTR Monthly Prc:	93952.99	RTO Spiff:		0.00
Total Monthly Prc:	845.82	Mntly:	46.99	RTO Monthly Terms:
Total Weekly Prc:	857.22	Wkly :	10.99	RTO Weekly Terms:
Cube Size:		Nbr of Pcs:	0	Quantity On Order:
Days Out of Stock:		Furn Style:		Date Order Due In:
No Sale Discounts:	N	Unit Weight:		
GI Account Nbrs:				
Key in or scan the UPC code or press return				
F5-Help	F7-Warranty	F8-Prev	F10-Exit	

Figure 3-53 Model Number Change Screen viewing MAP/MOP pricing

These prices can be set up for a negotiating sales floor. An employee with the security to change a price may enter a price anywhere between the normal sales price and the MAP price. A manager may override this, and go below the MAP price, down to the MOP price. The final individual security level is Owner Override (any price).

You can calculate prices at specific gross margin levels by pressing the F3 key, see Figure 3-54.

UPC Code:		Model Number Change		11/07/06	
Model	Descr	Reg Price: \$	699.990	Gr Profit:	69.88 %
		Cost: \$	210.810	Commiss : \$	0.00
First Re		MAP: \$	499.99	Spiff : \$	0.00
Averag		MOP: \$	399.99		
Sale		=====			
List		Would you like to change the regular price? N			
Misc Cost					
T					
Equi					
Sales					
RTR Month					
Total Month					
Total Week					
Cub					
Days Out of					
No Sale Dis					
G1 Accoun					
		Key in or scan the UPC code or press return			
		Enter an "L" to compute a price based on percent off list			
F5-Help		F7-Warranty		F8-Prev F10-Exit	

Press F3 to get this window to calculate prices at specific gross margin levels and enter a Y

Figure 3-54 Model Number Change Screen price changing

If you want to change the price by changing it to a specific price, enter a "Y", see Figure 3-55. If you want to change the price by a percentage, enter an "L" to compute a price based on percent off list.

UPC Code:		Model Number Change		11/07/06	
Model	Descr	Reg Price: \$	699.990	Gr Profit:	69.88 %
		Cost: \$	210.810	Commiss : \$	0.00
First Re		MAP: \$	499.99	Spiff : \$	0.00
Averag		MOP: \$	399.99		
Sale		=====			
List		Enter the new sale price : \$ 0.00			
Misc Cost		Gross profit on new price: 0.00 %			
T		Commission : \$ 0.00			
Equi		Spiff : \$ 0.00			
Sales		=====			
RTR Month					
Total Month					
Total Week					
Cub					
Days Out of					
No Sale Dis					
G1 Accoun					
		Key in or scan the UPC code or press return			
F5-Help		F7-Warranty		F8-Prev F10-Exit	

Entering a Y in the previous window at the prompt asking if you want to change the regular price.

Figure 3-55 Model Number Change Screen price changing by specific price

Enter the price you want to change it to and press ENTER. Your screen will change to resemble Figure 3-56.

UPC Code:		Model Number Change		12/27/04	
Model					1
Descr	Reg Price: \$	699.990	Gr Profit:	49.28 %	35
	Cost: \$	355.040	Commiss : \$	0.00	Y
First Re	MAP: \$	419.99	Spiff : \$	0.00	Y
Averag	MOP: \$	390.00			699.990
Sale	=====				390.00
List	Enter the new sale price : \$				599.99
Misc Cost	Gross profit on new price:				40.83 %
T	Commission : \$				0.00
Equi	Spiff : \$				0.00
Sales	=====				N RTR: N
RTR Month	Is the price okay? N				0.00
Total Month					0
Total Week					0
Cub					0
Days Out of					
No Sale Dis					
Gl Accoun					
Key in or scan the UPC code or press return					
F5-Help		F7-Warranty		F8-Prev	
				F10-Exit	

Figure 3-56 Model Number Change Screen changing price

If this is the price you want to change it to, enter a "Y". If not, enter an "N" and your cursor will go back up to the prompt for the new sale price.

If you want to change the price by a percentage of the list, enter an "L". Your screen will change to resemble Figure 3-57.

Enter the percentage you want taken off the regular price and press ENTER. Your screen will change to resemble Figure 3-58.

```

Model Number Change
12/27/04
UPC Code:
Model      1
Descr      35
Reg Price: $ 699.990 Gr Profit: 49.28 %
Cost: $ 355.040 Commiss : $ 0.00 Y
First Re   MAP: $ 419.99 Spiff : $ 0.00 Y
Averag     MOP: $ 390.00 599.99
Sale ===== 390.00
List % Off: 5.00 New sale price : $ 664.99
Misc Cost  Gross profit on new price: 0.00 % 0
T          Commission : $ 0.00 Y
Equi       Spiff : $ 0.00 N RTR: N
Sales ===== 0.00
RTR Month 0
Total Month 0
Total Week 0
Cub
Days Out of
No Sale Dis
G1 Account
Key in or scan the UPC code or press return
F5-Help F7-Warranty F8-Prev F10-Exit

```

RSSS Retail Sales Countertop 11.5

Press ENTER and your screen will change again, see Figure 3-59.

UPC Code:		Model Number Change		11/07/06	
Model	Descr	Reg Price: \$	699.990	Gr Profit:	69.88 %
		Cost: \$	210.810	Commiss : \$	0.00
First Re		MAP: \$	499.99	Spiff : \$	0.00
Averag		MOP: \$	399.99		
Sale		=====			
List		Enter the new sale price : \$		599.99	
Misc Cost		Gross profit on new price:		64.86 %	
T		Commission		: \$ 0.00	
Equi		Spiff		: \$ 0.00	
Sales		=====			
RTR Month		Is the price okay? N			
Total Month					
Total Week					
Cub					
Days Out of					
No Sale Dis					
G1 Accoun					

Key in or scan the UPC code or press return

F5-Help F7-Warranty F8-Prev F10-Exit

Figure 3-59 Model Number Change Screen gross profit figure for price changed

If this is what you want the sale price changed to, enter a "Y". If not enter an "N" and you will be taken back to the prompt asking for the percentage off again.

Using the MAP/MOP feature when processing a sale

When doing an actual sale, using the sale program, after you have entered the item the customer is purchasing with your cursor at the Price prompt, you can enter in a lower price in place of the regular price. You will see a screen similar to Figure 3-60.

UPC Code:		Model Number Change		11/07/06	
Model	Reg Price: \$	699.990	Gr Profit:	69.88 %	1
Descr	Cost: \$	210.810	Commiss : \$	0.00	1
First Re	MAP: \$	499.99	Spiff : \$	0.00	N
Averag	MOP: \$	399.99			Y
Sale	=====				699.99
List	Would you like to change the regular price? ☒				399.99
Misc Cost					1
T					Y
Equi					N
Sales					RTR: N
RTR Month					0.00
Total Month					18
Total Week					78
Cub					0
Days Out of					
No Sale Dis					
G1 Accoun					
Enter an L or a Y					
Key in or scan the UPC code or press return Enter an "L" to compute a price based on percent off list					
F5-Help		F7-Warranty		F8-Prev	
				F10-Exit	

Figure 3-60 Sales Entry Screen using MAP/MOP during sales transaction

If you want to change the price by changing it to a specific price, enter a "Y". If you want to change the price by a percentage, enter an "L" to compute a price based on percent off list. Change what is necessary and press ENTER through. Note: The cost display is based on individual security level.

If this screen does not appear for you, you have the OWNER OVERRIDE OK field on the Security Maintenance (SECMNT) Sale Program screen set to Y. When this field is set to N, the window screen in Figure 3-60 will appear to allow you to change the price.

The C1A and C2B fields on the SALE screen are for commissioned employees and show the amount of Gross Profit and Commission on each item on the screen, see Figure 3-61. This feature will only work for the commission, if the employee is set up for commission in Employee Maintenance (EMPMNT). The actual item within Item Maintenance (ITEMMNTS) also has to be set up with a commission code other than 'no commission'. Also, each amount changes with each line item and only shows the total for the sale on the second page of the sales screen.

Store: 1	Sales Entry D	11/08/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
C1A: 699.99 C2B: 0.00		
Total Amt: 699.99	Taxable Amt: 699.99	Total+Tax: 717.74
Desc1: RANGE	Desc2: 30" STD. RANGE	Items Sold: 1
Model Nbr	Serial #	Price Qty
AKAMAARR3100L	RR3100L001	699.990 1.00
		Total Spiff Del Date
		699.99 0.00 11/08/06

C1A shows gross profit for this item

C2B shows commission for this item.

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F8-Backout F9-Done

Figure 3-61 Sales Entry Screen Gross Profit and Commission fields

You may also change the price on the second page of the SALE screen by altering the total price and/or total amount fields, see Figure 3-62. The MAP and MOP rules are also enforced in this area, see Figure 3-63. The system automatically adjusts the sales tax to reflect either the total price or total amount changes.

When more than one item sold, the system will proportionally adjust the individual items price based on the setting in Sales Control (SALECTRL) "RDPrice:".

Store: 1	Sales Entry D	11/08/06
		C1A: 64.86 C2B: 38.92
Contract:	Tax Code:	
Date: 11/08/06	Store: 1	Salesman: 1
Trade:	Discount:	Tax: 49.50
Pmt 1: 649.49	Pmt 2:	Pmt 3:
Tot Price: 599.99 Total Amt: 649.49		
Tick #:		
Amt To Allocate: 0.00		
Model Nbr	Serial #	Price Qty
AKAMAARR3100L	RR3100L001	599.990 1.00
		0.000 0.00
Total Spiff Del Date 599.99 0.00 11/08/06		
0.00 0.00		

Tax and other figures are adjusted. Need security authorization to do this.

Price changed here from \$699.99 to \$599.99.

Total price of the merchandise
 F5-Help F8-Back Out CMD-Exit Program

Figure 3-62 Sales Entry Screen adjusting total price

Store: 1	Sales Entry D		11/08/06	
Contract:		Tax Code:	C1A: 5.41- C2B: 1.08-	
Date: 11/08/06	Store: 1	Salesman: 1	Tot Price:	200.00
Trade:	Discount:	Tax: 16.50	Total Amt:	216.50
Pmt 1: 649.49	Pmt 2:	Pmt 3:	Tick #:	
			Amt To Allocate:	432.99-
Model Nbr	Serial #	Price	Qty	Total
AKAMAARR3100L	RR3100L001	200.000	1.00	200.00
		0.000	0.00	0.00
				Spiff
				0.00
				Del Date
				11/08/06

Here I changed total price to 200 and it is violating MAP/MOP rules.

Minimum Acceptable Price is ==> \$ 499.99

Enter in price shown or press F6 for manager override

F5-Help F8-Back Out CMD-Exit Program

Figure 3-63 Sales Entry Screen adjusting total price

Trade-In Program

To take a trade-in towards the sale of inventory, you need to go into the "Post a Sale" program also known as the SALE program. See Figure 3-64.

Store: 1	Sales Entry D		11/08/06	
Name: BAKER	, SHERRY	Acct#: 5003338	H Ph: (555)555-5555	
Add: 536 WISTAR CT, NE			W Ph: (555)555-5555	
City: ANYTOWN	TX 55555	License: 1	SSAN 000-00-0001	
Total Amt: 0.00		Taxable Amt: 0.00	Total+Tax: 0.00	Items Sold: 0
Desc1:	Desc2:			
Model Nbr	Serial #	Price	Qty	Total
		0.000	0.00	0.00
				Spiff
				0.00
				Del Date

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-64 Sales Entry Screen for a customer

Enter items to be sold as shown on [page 35](#) and press the F9 KEY enter on the “Any More Changes” prompt. See Figure 3-65.

Store: 1	Sales Entry D		11/08/06	
		C1A: 69.88	C2B: 48.92	
Contract:	Tax Code:			
Date: 11/08/06	Store: 1	Salesman: 1	Tot Price: 699.99	
Trade: 757.74	Discount:	Tax: 57.75	Total Amt: 757.74	
Pmt 1: 757.74	Pmt 2:	Pmt 3:	Tick #:	
Desc1: RANGE	Desc2: 30" STD. RANGE		Amt To Allocate: 757.74	
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
AKAMAARR3100L	RR3100L001	699.990	1.00	699.99 0.00 11/08/06

With the cursor on PMT1 field, press your up arrow key twice and press ENTER once to get to the TRADE field. Enter the dollar amount for the trade and press ENTER.

Enter the trade-in amount
F5-Help F8-Back Out CMD-Exit Program

Figure 3-65 Sales Entry Screen

Your cursor will be at the “Pmt 1” field. Press your up arrow key twice and press ENTER to get to the prompt “Trade”. Enter the dollar amount you are giving the customer for his trade-in and press ENTER. Your screen will change to resemble Figure 3-66.

Store: 1	Sales Entry D		11/08/06	
		C1A: 69.88	C2B: 48.92	
Contract:	Tax Code:			
Date: 11/08/06	Store: 1	Salesman: 1	Tot Price: 699.99	
Trade: 75.00	Discount:	Tax: 57.75	Total Amt: 757.74	
Pmt 1: 757.74	Pmt 2:			
Desc1: RANGE				
Model Nbr	Serial #			
AKAMAARR3100L	RR3100L0			

Model number : TR

Serial number :

Description :

2nd description :

F5-Help F8-Back Out CMD-Exit Program

Figure 3-66 Sales Entry Screen Trade-in Window

The product code TR is automatically setup in the model number field. This is hard-coded and also interfaces with the trade-in markup percentage that is set up in Sales Control (SALECTRL).

Enter the information about the trade-in item, see Figure 3-67.

Store: 1		Sales Entry D		11/08/06	
				C1A: 69.88	C2B: 48.92
Contract:	Tax Code:				
Date: 11/08/06	Store: 1	Salesman: 1	Tot Price: 699.99		
Trade: 75.00	Discount:	Tax: 57.75	Total Amt: 757.74		
Pmt 1: 757.74	Pmt 2:				
Desc1: RANGE					
Model Nbr	Serial #	Model number : TRRANGE123			4
AKAMAARR3100L	RR3100L0	Serial number : RANGE123			
Description : RANGE					
2nd description : RANGE-30" STD.					
			Any more changes? N		
Enter secondary description F5-Help F8-Back Out CMD-Exit Program					

Figure 3-67 Sales Entry Screen with Trade-in Window entering trade-in data

When you have entered all the information on the trade-in, you will be prompted for "Any More Changes". If you need to make changes, enter a "Y" and make your changes. When the prompt "Any More Changes" is answered with an "N", your cursor will be moved to the Discount prompt. Continue with the sale as shown in Figure 3-68.

Store: 1	Sales Entry D		11/08/06	
		C1A: 69.88	C2B: 48.92	
Contract:	Tax Code:			
Date: 11/08/06	Store: 1	Salesman: 1	Tot Price: 699.99	
Trade: 75.00	Discount:	Tax: 57.75	Total Amt: 682.74	
Pmt 1: 682.74	Pmt 2:	Pmt 3:	Tick #:	
			Amt To Allocate:	0.00
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
AKAMAARR3100L	RR3100L001	699.990	1.00	699.99 0.00 11/08/06

CASH	001
CHECKS	002
MONEY ORDERS	003
CHARGE CARDS	004
NON CASH REFUND	005
CASH REFUND	006
FREE PAYMENT	008
MIXED (CASH & CHECK)	009
FIELD CASH	010

Enter a payment form or press enter to choose from a list

F1-Forward F2-Back F10-Exit ENTER-Select

Figure 3-68 Sales Entry Screen with Payment Form Window

Using wildcards in SALE

When making a sale, you have the ability to use “wildcards (*)” to search for inventory. These wildcards (*) can be used in the place of the product code and/or manufacturer code. In the following example, the salesman is unsure of the product code and manufacturer but knows the model number assigned at the factory began with the number five. Therefore, he enters ** for the product code & *** for the manufacturer and the number 5 for the first character of the model number assigned at the factory, see Figure 3-69.

Store: 1	Sales Entry D	11/08/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Items Sold: 0		
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
*****5		0.000 0.00 0.00 0.00

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-69 Sales Entry Screen wildcard search on model number

After entering "*****5", press ENTER. You will be prompted to "Select sequence: (M)odel Number or (D)escription => D". Enter "M". Your screen will change to resemble Figure 3-70.

St *****5 brought up everything with the number 5 in the 6th position of model number.	Sales Entry D	11/08/06
N *****5	Acct#: 5003338	H Ph: (555)555-5555
C *****5	5555 License: 1	W Ph: (555)555-5555
	C1A: 67.26	SSAN 000-00-0001
	C2B: 0.00	

ACEMR5GC53	AIR CONDITIONER	5.1K BTU 9.0 EER
ACEMR5HC53	AIR CONDITIONER	A/C-5.1K 10.0 EER WINDOW
AKJET5A	WARRANTY	
ALSUN50001	WASHER	MAGAZINE RACK
EAHTP5000ER	SPEAKER	150 WT GREY SPEAKERS
EBHIT55FX48B/M264	BIG SCREEN	55IN. 2 TUNER PIP
EBTOS50A50	BIG SCREEN	50" PIP BIGSCREEN W/REMOT
EBTOS50A60	BIG SCREEN	50" PIP BIGSCREEN
EBTOS50A61	BIG SCREEN	50" PIP BIGSCREEN
EBTOS50A62	BIG SCREEN	50" 2PIP W/SHIELD
EBTOS50AX60	BIG SCREEN	IN HOUSE ACCT
EBTOS50H71	BIG SCREEN	50" HD BIG SCREEN
EBTOS50H82	BIG SCREEN	50IN 16.9 W/SHIELD

M

Reg Prc: 669.990	Sale Prc: 559.990	Pmt/#M 48.9/ 18	Pmt/#W 10.9/ 78

F1-Forward F2-Back F3-Gross Pro F6-Add Item F10-Exit ENTER-Select

Figure 3-70 Sales Entry Screen with wild card search window

Example of a wild card search by manufacturer, see Figure 3-71 and Figure 3-72.

Store: 1	Sales Entry D	11/08/06
Name: BAKER, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
Add: 536 WISTAR CT, NE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Desc1:	Desc2:	Items Sold: 0
Model Nbr	Serial #	Price Qty Total Spiff Del Date
**ASH		0.000 0.00 0.00 0.00

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done

Figure 3-71 Sales Entry Screen wild card search by manufacturer

S	**ASH brought up manufacturer list. ASH stands for Ashley.	Sales Entry D	11/08/06
	, SHERRY	Acct#: 5003338	H Ph: (555)555-5555
	CT, NE		W Ph: (555)555-5555
	TX 55555	License: 1	SSAN 000-00-0001
	C1A: 77.56	C2B: 0.00	

FAASHL120714	LAMPS	CERAMIC DBL GOARD
FAASHL234984	LAMPS	TBL LMP POLYE TURN WOOD
FAASHL271634	LAMPS	PALMTREE LAMPS
FAASHL2899	LAMPS	SILVER/MULTI CLR LAMPS
FAASHL305164	LAMPS	METAL LAMPS
FAASHL317894	LAMPS	METAL/BEAR/SHADE
FAASHL408951	LAMPS	FLR ANTQ BRNZ
FAASHL433354	LAMPS	ART GLASS
FAASHL512434	LAMPS	POLY SWIRL
FBASH216	BEDROOM SET	5PC BLK GATOR
FBASH312	BEDROOM SET	5PC CARMEL STONE
FBASHASB488	BEDROOM	6PC SERENGETI S/D/M/A/2N
FBASHB03-31	BEDROOM SET	5PC MALACHITE

M

Reg Prc: 312.000	Sale Prc: 156.000	Pmt/#M 17.3/ 18	Pmt/#W 4.0/ 78

F1-Forward F2-Back F3-Gross Pro F6-Add Item F10-Exit ENTER-Select

Figure 3-72 Sales Entry Screen with wild card search by manufacturer listing

Chapter 4 - Cash Sale-Miscellaneous/Accessory Inventory - FASTSALE

FASTSALE can not be used for Big Ticket (Serialized Inventory) Sales.

RSSS has an Accessory Sales Program called FASTSALE that is used for the sale of small goods and miscellaneous or accessory items when there is no need to record the customer information. FASTSALE uses a default customer record in order to quickly process sales of small items. FASTSALE can not be used for sales of serialized items. Before the FASTSALE program can be used the Sales Control record (SALECTRL) program should be set up and a default customer record must be created for FASTSALE.

Step 1 - Create Default FASTSALE Customer

The Customer Maintenance program can be accessed through the Sales Menu (SALES) option “Add/Change a Customer – RCUSTMNT” or by pressing the F10 key and typing in “RCUSTMNT” on the command line. Press the ENTER key at the customer name prompt and a list of customers will appear; then press the F6 key to add a new customer. See Figure 4-1.

Enter through the first two fields for CUSTOMER NAME to the ACCT # field. Enter the default FASTSALE customer number. This is a user-definable field. It is recommended you set up a default cash sale customer for each store location.

In this example 999 is defined as the CASH SALE. Enter the default FASTSALE label under Company Name. This is what will print on the customers receipt. Some suggestions are:

**VALUED CUSTOMER YOUR STORE NAME
CASH SALE**

Use the Store Address and phone number for the rest of the required fields; use the number one (1) as the default for Social Security Number and Driver's License Number. Be sure to make this an “N” for charge customer.

Customer Change		11/09/06
Customer/Or: █	Acct#: 999	
Company Name: CASH SALE		
Contact Name:		
Address: 123 ABC LANE		
Address Line 2:		
Zip/City/State: 55555-0000 ANYTOWN TX	Map Code:	
Home Phone Nbr: (555)555-5555	Work Phone Nbr: (555)555-5555	
Cell Phone Nbr:	Pager Phone Nbr:	
Fax Phone Nbr:	Birth Date:	
SSAN: 000-00-0001	Drivers License Nbr: 1	
Taxable?: Y	Tax Codes	Bill To Number:
Tax Number:		
Charge Cust: N	Retail Discount Level:	
Credit Limit: 0	Default Retail Pmt Form:	
Status Flag:	Default: Salesperson/Acct Mgr:	
Customer Type: C	RTO Recv:	
Email Address:		
Bank/CC Info:	00/00	
Default PO Nbr:	Best Time to Call:	
Enter the customer's last name or leave blank for Company Name		
F1-References F2-Employer F3-Landlord F4-2nd Cust F6-Comment F7-Car Info		

Figure 4- 1 Customer Change Screen for FASTSALE

STEP 2 - Set Up FASTSALE in Sales Control

The next step is to access the Sales Control records and activate the default FASTSALE customer. To access Sales Control, press the F10 key and type "SALECTRL" on the command line. Proper security is required to access Sales Control. At the start key, press enter then select the store number. See Figure 4-2 for an example of the Sales Control (SALECTRL) screen.

Sale Store Control Change		11/09/06
Sale Store Nbr: 1	Invoice Printer: LP69	
Invoice Form: 1	Delivery Receipt Printer: LP69	
Statement Form: 1	Contract Printer: LP69	
Print Company Heading: Y	Contract/Sales Tick#inRP: Y N	
Display AR Ticket Nbr: Y	Ask For Form: N	
Print Color/Fabric: Y	Package Format: 1 Y	
Calculate Change: Y	Credit Limit:	
Bad Check System: N	Tax Trade-in Indr: N	
Trade-in Mkup: 0.00	RDPrice: P	
Sale Comm %: 0.00	Inter. Rent/Sale: N	
Sale is Rental: N	Pgr ProdCode:	
Add Rerent Sales: N	Cents Added:	
Total/Local Sales Tax %: 8.2500 /	Ask: CO/Adv: Y Y	
Tax Code Desc: Anutown #1	Discount %:	
Fastsale: #/Adv: 999 WI	GP Comm Table Using: 1	
Auto Spiff: Y	Cost on AR Return Indr: 3 3	
Discount Price Used: L	A/R Billing Cycles:	
Sale Price Cap Indr: N	Enter Default Customer Nbr Used In Fastsale	
A/R Contract Flips Indr: Y		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 4- 2 Sale Store Control Change Screen for FASTSALE

Once you have selected the correct store number, move the cursor down to the FASTSALE NBR field and enter in the Customer number of the default FASTSALE customer that was created in Customer Maintenance (RCUSTMNT). You may also set up a default FASTSALE advertising code in the next field FASTSALE ADV TYPE. The advertising field is used for tracking reasons why people came into the store. In FASTSALE the most commonly used default advertising type is WALK IN - WI. All advertising reports that include FASTSALE transactions can use WI for the advertising code.

Processing a FASTSALE

To access the FASTSALE program select the option “Fast Sale Add – FASTSALE” off of the Sales Menu or press the F10 key and type “FASTSALE” at the command line. See Figure 4-3.

Sales Menu	1 RSSS APPLIANCES	12/15/06 9:48 am
Post A Sale	SALE	
Fast Sale Add	FASTSALE	
Take A Payment	RP	
Check Pricing On A Model Nbr	ITEMNTS	
List Inventory	INUMNTF	
Add/Change A Customer	RCUSTMNT	
Inventory Availability Check	INVAVAIL	
POst a Rental Agreement	NEW	
LooKup Closed Tickets	CLOSEINQ	
CHange Your Passcode	SECCHG	
Sales Reports	SALESRPT	
Buyer/Inventory Reports	BUYERRPT	
EOD Menu/Post Deposit	EODMENU	

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 4- 3 Sale Store Control Change Screen for FASTSALE

Remember FASTSALE is used for quickly posting small goods or accessory item sales and is NOT to be used to sell serialized items. FASTSALE will not allow changing of customer information or the posting of special order, layaway, or stock transactions. Use the SALE program for the sale of serialized items, special orders, layaway or stock transactions. Use the SALE program if you wish to create a permanent record of the sale of the small goods or accessory item in a specific customer's history.

Store: 1		Sales Entry D		12/15/06	
Name: CASH SALE		Acct#: 999		H Ph: (555)555-5555	
Add: 123 ABC LANE				W Ph: (555)555-5555	
City: ANYTOWN		TX 55555 License: 1		SSAN 000-00-0001	
		C1A:		0C2B: 0.00	
Total Amt:	0.00	Taxable Amt:	0.00	Total+Tax:	0.00 Items Sold: 0
Desc1:	Desc2:				
Model Nbr	Serial #	Price	Qty	Total	Spiff Del Date
■		0.000	0.00	0.00	0.00
Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages					
F1-Next F2-Prev F3-Change F4-Delete F6-Insert F7-Note F8-Backout F9-Done					

Figure 4- 4 Sales Entry Screen for FASTSALE

See Figure 4-4. Type in or scan the Model Number or UPC code. Press the ENTER key through the MISC in the serial number field (FASTSALE does not permit the sale of serialized items.) Enter the quantity. Press the ENTER key until you are on the next line. Type or scan the model number or UPC code of the next item. When you have finished entering the item(s), press the F9 key.

The RSSS System recognizes the model number and UPC code as equivalent model numbers. Pricing labels can be produced by the RSSS System using a barcode printer. These can be set up to print the model number, serial number or UPC code. List price or regular price can be selected for the pricing information.

Store: 1	Sales Entry D	11/10/06
Name: CASH SALE	Acct#: 999	H Ph: (555)555-5555
Add: 123 ABC LANE		W Ph: (555)555-5555
City: ANYTOWN	TX 55555 License: 1	SSAN 000-00-0001
	C1A: 0.00	0C2B: 0.00
Total Amt: 189.99	Taxable Amt: 189.99	Total+Tax: 205.66
Items Sold: 1		
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
AKWPLECKMF94	ICE MAKER	189.990 1.00 189.99 0.00 11/10/06
		0.000 0.00 0.00 0.00

When you have completed the FASTSALE, press F9. Leave Any Mores Changes prompt as N and press ENTER.

Any More Changes: **N**

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

Figure 4- 5 Sales Entry Screen for FASTSALE with any more changes prompt

After the items have been entered, press the F9 key. You will be prompted Any More Changes, see Figure 4-5.

When this is answered with an "N", your screen will change and your cursor will be at the prompt Pmt Form, see Figure 4-6.

Store: 1	Sales Entry D	11/10/06
	C1A: 68.42	C2B: 0.00
Total Price : 189.99	Tax: 15.67	
Total Charge: 205.66	Pmt Form: █	Salesman: 998

Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date
AKWPLECKMF94	ICE MAKER	189.990	1.00	189.99	0.00	11/10/06
		0.000	0.00	0.00	0.00	

Enter a Payment Form or Press Enter to Choose From a List
 F5 -Help F8 -Back Out CMD -Exit Program

Figure 4- 6 Sales Entry Screen for FASTSALE with pmt form

If you do not know the number assigned to the payment form being used, press the ENTER key for a selection window, see Figure 4-7.

```

Store:      1                      Sales Entry D                      11/10/06
                                           C1A: 68.42  C2B:  0.00
Total Price :   189.99  Tax:      15.67
Total Charge:   205.66  Pmt Form:    Salesman:   998

Model Nbr      Serial #      Price      Qty      Total      Spiff      Del Date
AKWPLECKMF94   ICE MAKER    189.990    1.00    189.99    0.00    11/10/06
                   0.000      0.00      0.00      0.00

CASH                      001
CHECKS                    002
MONEY ORDERS              003
CHARGE CARDS              004
NON CASH REFUND           005
CASH REFUND               006
FREE PAYMENT              008
MIXED (CASH & CHECK)      009
FIELD CASH                010

Enter a Payment Form or Press Enter to Choose From a List
F1-Forward      F2-Back      F10-Exit      ENTER-Select

```

Figure 4- 7 Sales Entry Screen for FASTSALE with pmt form window

Select the payment form. If CHECKS is selected the system will prompt you to enter the check number.

The next step is to enter the amount tendered. The system will calculate the amount of change (if any), see Figure 4-8.

Store:	1	Sales Entry	D	11/10/06
		C1A:	68.42	C2B: 0.00
Total Price :	189.99	Tax:	15.67	
Total Charge:	205.66	Pmt Form:	1	Salesman: 998
Tender	220.00	Cng	14.34	
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
AKWPLECKMF94	ICE MAKER	189.990	1.00	189.99 0.00 11/10/06
		0.000	0.00	0.00 0.00

Enter the salesperson number or zero for a list of salespeople
 F5 -Help F8 -Back Out CMD -Exit Program

Figure 4- 8 Sales Entry Screen for FASTSALE Tender and Change fields

Your cursor will move to the salesman number as seen above in Figure 4-8. This will be populated from the security entry screen, if you wish to change it, enter the employee number of the salesperson who gets credit for this sale. If you do not know the salesperson's employee number, enter a 0 (zero) or 99999 for a selection window. If the correct salesman number is already in the field, press ENTER. You will see a screen similar to Figure 4-9. You will now be prompted "Any More Changes".

Store:	1	Sales Entry	D	11/10/06
		C1A:	68.42	C2B: 0.00
Total Price :	189.99	Tax:	15.67	
Total Charge:	205.66	Pmt Form:	1	Salesman: 1
Tender	220.00	Cng	14.34	Amt To Allocate: 205.66
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
AKWPLECKMF94	MISC	189.990	1.00	189.99 0.00 11/10/06
		0.000	0.00	0.00 0.00

Any More Changes? ☒
 F5 -Help F8 -Back Out CMD -Exit Program

Figure 4- 9 Sales Entry Screen for FASTSALE Salesman Number/Any More Changes prompt

Look the information over. If you need to make changes, enter a Y and make them. When this is answered with an N, the system will automatically prompt for the invoice form depending on how the question “Ask for Form” is set up in the Sales Control Program (SALECTRL), see Figure 4-10.

```

Store:      1                      Sales Entry  D                      1/10/05
                                           C1A: 46.67  C2B:  0.00
Total Price :    35.25  Tax:      1.97
Total Charge:    37.22  Pmt Form:  1  Salesman:    1
Tender    37.25  Cng      0.03                      Amt To Allocate:    37.22
Model Nbr      Serial #      Price    Qty      Total  Spiff  Del Date
DRLATLP231A    MISC          35.250    1.00      35.25   0.00   1/10/05
                                   0.000    0.00          0.00   0.00

```

Invoice Form: 5

1) RSSS Receipt 2) 11.5" 3) 7" 4) DCA 5) Star Receipt 6) Laser

Figure 4-10 Sales Entry Screen for FASTSALE Invoice Form prompt

The invoice form also referred to as the receipt will automatically print to a designated receipt printer. For some companies where multiple receipt sizes are used, the system will prompt for receipt type and default to the correct printer. In this example, the invoice number is selected and the printer prompt appears, see Figure 4-11.

Store:	1	Sales Entry	D	1/10/05
				C1A: 46.67 C2B: 0.00
Total Price :	35.25	Tax:	1.97	
Total Charge:	37.22	Pmt Form:	1	Salesman: 1
Tender	37.25	Cng	0.03	Amt To Allocate: 37.22
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
DRLATLP231A	MISC	35.250	1.00	35.25 0.00 1/10/05
		0.000	0.00	0.00 0.00
Receipt Printer: ☐ P01				

Figure 4-11 Sales Entry Screen for FASTSALE Receipt Printer prompt

Once the receipt printer is selected, the next screen that will appear will give you an opportunity to reprint the receipt, see Figure 4-12.

Store:	1	Sales Entry	D	1/10/05
				C1A: 46.67 C2B: 0.00
Total Price :	35.25	Tax:	1.97	
Total Charge:	37.22	Pmt Form:	1	Salesman: 1
Tender	37.25	Cng	0.03	Amt To Allocate: 37.22
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
DRLATLP231A	MISC	35.250	1.00	35.25 0.00 1/10/05
		0.000	0.00	0.00 0.00
Reprint the Receipt: ☐ N				

Figure 4-12 Sales Entry Screen for FASTSALE Reprint the Receipt prompt

After the sale is completed the system will revert back to the FASTSALE screen for the next transaction, see Figure 4-13.

Store: 1	Sales Entry D	1/10/05
Name: CASH SALE	Acct#: 1	H Ph: (555)555-5555
Add: 11737 W NORTH AVE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A: 0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00 Items Sold: 0
Desc1:	Desc2:	
Model Nbr	Serial #	Price Qty Total Spiff Del Date
		0.000 0.00 0.00 0.00
Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages		
F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done		

Figure 4-13 Sales Entry Screen for FASTSALE

Fastsale Refund

Cannot be used for refund of serialized, STOCK, LAYAWAY or SPEC ORDERS.

To process a refund using the FASTSALE program, enter into the FASTSALE program by selecting it "Fast Sale Add – FASTSALE" off of the Sales Menu or press F10 and type "FASTSALE" at the command line. You will see a screen similar Figure 4-14.

Store: 1	Sales Entry D	1/10/05
Name: CASH SALE	Acct#: 1	H Ph: (555)555-5555
Add: 11737 W NORTH AVE		W Ph: (555)555-5555
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001
	C1A:	0C2B: 0.00
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00
Desc1:	Desc2:	Items Sold: 0
Model Nbr	Serial #	Price Qty Total Spiff Del Date
		0.000 0.00 0.00 0.00

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

Figure 4-14 Sales Entry Screen for FASTSALE

Press the F6 key to refund and your screen will change slightly to resemble Figure 4-15.

Store: 1	<u>In Refund Mode</u>	Sales Entry D	1/10/05
Name: CASH SALE	Acct#: 1	H Ph: (555)555-5555	
Add: 11737 W NORTH AVE		W Ph: (555)555-5555	
City: ANYTOWN TX 55555	License: 1	SSAN 000-00-0001	
	C1A:	0C2B: 0.00	
Total Amt: 0.00	Taxable Amt: 0.00	Total+Tax: 0.00	Items Sold: 0
Desc1:	Desc2:		
Model Nbr	Serial #	Price Qty Total Spiff Del Date	
		0.000 0.00 0.00 0.00	

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

Figure 4-15 Sales Entry Screen for FASTSALE in Refund Mode

Your cursor will be under the Model Nbr prompt. Enter in the model number or scan UPC code of the item you are refunding and press the ENTER key. Your screen will change to resemble Figure 4-16.

Store:	1	In Refund Mode	Sales Entry D	11/10/06
Name:	CASH SALE	Acct#:	999	H Ph: (555)555-5555
Add:	123 ABC LANE			W Ph: (555)555-5555
City:	ANYTOWN	TX 55555	License: 1	SSAN 000-00-0001
			CIA:	62C2B: 0.00
Total Amt:	0.00	Taxable Amt:	0.00	Total+Tax: 0.00 Items Sold: 0
Desc1:	ICE MAKER	Desc2:	ICEMAKER-1193 AND NEWER	
Model Nbr	Serial #	Price	Qty	Total Spiff Del Date
AKWPLECKMF94	MISC	159.990	1.00-	159.99- 0.00 11/10/06

Enter the date of delivery

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

Figure 4-16 Sales Entry Screen for FASTSALE in Refund Model items selected

If you are refunding other non-serialized inventory for this customer, press the ENTER key until you are on the next line and enter in the next item. When you have entered all the items you are refunding for this customer, press the F9 key until you are prompted for "Any More Changes", see Figure 4-17.

```

Store:      1      In Refund Mode  Sales Entry  D      11/10/06
Name: CASH SALE      Acct#:      999  H Ph: (555)555-5555
Add: 123 ABC LANE      W Ph: (555)555-5555
City: ANYTOWN      TX 55555  License: 1      SSAN 000-00-0001
                                C1A:      0C2B:      0.00
Total Amt:      159.99-Taxable Amt:      159.99-Total+Tax:      173.19-Items Sold:255
Desc1:      Desc2:
Model Nbr      Serial #      Price      Qty      Total      Spiff      Del Date
AKWPLECKMF94      ICE MAKER      159.990      1.00-      159.99-      0.00      11/10/06
                                0.000      0.00      0.00      0.00

Any More Changes: N

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

```

Figure 4-17 Sales Entry Screen for FASTSALE in Refund Model Any More Changes prompt

Look the screen over. If you need to make changes, enter a "Y". When this is answered with an "N", the screen will change to resemble Figure 4-18.

```

Store:      1      In Refund Mode  Sales Entry  D      11/10/06

Total Price :      159.99-  Tax:      13.20-

Total Charge:      173.19-  Pmt Form:  Salesman:      998

Model Nbr      Serial #      Price      Qty      Total      Spiff      Del Date
AKWPLECKMF94      ICE MAKER      159.990      1.00-      159.99-      0.00      11/10/06
                                0.000      0.00      0.00      0.00

Enter a Payment Form or Press Enter to Choose From a List
F5 -Help      F8 -Back Out      CMD -Exit Program

```

Figure 4-18 Sales Entry Screen for FASTSALE in Refund Model Pmt Form prompt

Your cursor will be at "Pmt Form". Enter the refund payment form. If you need to view the payment forms, space bar through the pmt form field and the window with

the payment form options will pop up. Highlight the payment form using the arrow keys. In this example, we are using “1” for Cash, see Figure 4-19. Your cursor will be at “Total Refunded”. Make sure this amount is correct and press the ENTER key. Your cursor will go to the Salesman prompt. Enter in the salesman number. If you do not know the salesperson’s employee number, enter a 0 (zero) or 99999 and press the ENTER key for a selection window. Once you have entered or selected the correct salesperson’s number, press the ENTER key. You will be prompted “Any More Changes”.

Store:	1	In Refund Mode	Sales Entry	D	11/10/06		
Total Price :	159.99-	Tax:	13.20-				
Total Charge:	173.19-	Pmt Form:	1	Salesman:	1		
Total Refunded:	173.19-				Amt To Allocate: 173.19-		
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date	
AKWPLECKMF94	MISC	159.990	1.00-	159.99-	0.00	11/10/06	
		0.000	0.00	0.00	0.00		
Any More Changes? N							
F5 -Help F8 -Back Out CMD -Exit Program							

Figure 4-19 Sales Entry Screen for FASTSALE in Refund Model Any More Changes prompt

If you need to make changes, enter a “Y” and make your changes. When the prompt “Any More Changes” is answered with an “N”, your screen will change slightly to resemble Figure 4-20.

The invoice form also referred to as the receipt will automatically print to a designated receipt printer. For some companies where multiple receipt sizes are used, the system will prompt for receipt type and default to the correct printer. In this example, the invoice number is selected and the printer prompt appears, see Figure 4-21.

Store:	1	In Refund Mode	Sales Entry	D	1/10/05		
Total Price :	47.00-	Tax:	2.63-				
Total Charge:	49.63-	Pmt Form:	1	Salesman:	1		
Total Refunded:	49.63-				Amt To Allocate:		49.63-
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date	
DRLATLP231A	MISC	47.000	1.00-	47.00-	0.00	1/10/05	
		0.000	0.00	0.00	0.00		
Receipt Printer: ☐ P01							

Figure 4-21 Sales Entry Screen for FASTSALE in Refund Model Receipt Printer prompt

Once the receipt printer is selected, the next screen that will appear will give you an opportunity to reprint the receipt, see Figure 4-22.

Store:	1	In Refund Mode	Sales Entry	D	1/10/05		
Total Price :	47.00-	Tax:	2.63-				
Total Charge:	49.63-	Pmt Form:	1	Salesman:	1		
Total Refunded:	49.63-				Amt To Allocate:	49.63-	
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date	
DRLATLP231A	MISC	47.000	1.00-	47.00-	0.00	1/10/05	
		0.000	0.00	0.00	0.00		

Reprint the Receipt: ☐

Figure 4-22 Sales Entry Screen for FASTSALE in Refund Model Reprint the Receipt prompt

After the sale is completed the system will revert back to the FASTSALE screen for the next transaction, see Figure 4-23.

Store:	1	Sales Entry	D	1/10/05		
Name:	CASH SALE	Acct#:	1	H Ph:	(555)555-5555	
Add:	11737 W NORTH AVE			W Ph:	(555)555-5555	
City:	ANYTOWN	TX	55555	License:	1	SSAN 000-00-0001
				C1A:	0C2B:	0.00
Total Amt:	0.00	Taxable Amt:	0.00	Total+Tax:	0.00	Items Sold: 0
Desc1:		Desc2:				
Model Nbr	Serial #	Price	Qty	Total	Spiff	Del Date
		0.000	0.00	0.00	0.00	

Model Nbr(wildcards allowed), a few characters of the desc, or F7 for packages

F1-Next F2-Prev F3-Change F4-Delete F6-Refund F7-Note F8-Backout F9-Done

Figure 4-23 Sales Entry Screen for FASTSALE

Chapter 5 - Taking Payments – RP

There are three fields in the Sales Control (SALECTRL) record that have to be initially set up to handle the accounts receivable feature for sales transactions that will display in the Take Payments (RP) screen. These three field settings determine how the sales AR tickets will display in RP. See Figure 5-1 for a glimpse of the three fields that need to be set to display or not display on the Take Payments (RP) screen.

Sale Store Control Change		11/17/06
Sale Store Nbr:	1	
Invoice Form:	1	Invoice Printer: LP69
Statement Form:	1	Delivery Receipt Printer: LP69
Print Company Heading:	Y	Contract Printer: LP69
Display AR Ticket Nbr:	Y	Contract/Sales Tick#inRP: Y N
Print Color/Fabric:	Y	Ask For Form: N
Calculate Change:	Y	Package Format: 1 Y
Bad Check System:	N	Credit Limit:
Trade-in Mkup:	0.00	Tax Trade-in Indr: N
Sale Comm %:	0.00	RDPrice: P
Sale is Rental:	N	Inter. Rent/Sale: N
Add Rerent Sales:	N	Pgr ProdCode:
Total/Local Sales Tax %:	8.2500 /	Cents Added:
Tax Code Desc:	Anytown #1	
Fastsale: #/Adv:	999 WI	Ask: CO/Adv: Y Y
Auto Spiff:	Y	Discount %:
Discount Price Used:	L	GP Comm Table Using: 1
Sale Price Cap Indr:	N	Cost on AR Return Indr: 3 3
A/R Contract Flips Indr:	Y	A/R Billing Cycles:
1) RSSS Receipt 2) RSSS 11.5" 3) RSSS 7" 4) DCA 5) RSSS Star Receipt		
6) Laser 11.5"		

Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm

Figure 5-1 Sales Control fields used to determine Take Payments Sales AR ticket

To take a Payment, select the Take A Payment option off your menu or press F10 and get to the command line and type in "RP" and then press the ENTER key. A screen like Figure 5-2 will be displayed.

Customer Maintenance 12/29/04

Customer Name/#:

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

Figure 5- 2 Customer Maintenance Screen

At the Customer Name/#: prompt you can enter the customer's name (last name first), account number, address, driver's license number, home phone number or social security number (use the appropriate function keys). See [Chapter 2 – Changing Customer Data- RCUSTMNT](#) on various ways to list customers.

F1-ADDRESS - Note: You may search by partial numeric address

F2-DRIVERS LICENSE NUMBER

F3-SOCIAL SECURITY NUMBER

F4-ACCOUNT NUMBER

F5-HELP SCREEN

F6-PHONE NUMBER - Note: Type in the entire phone number.

You will now see a list of customers displayed on the screen. Using the arrow keys, highlight the correct one and press the ENTER key. The cursor will be under the #P (Number of payments) field on the first ticket, see Figure 5-3.

```

998
Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
Comment: GET NEW ADDRESS

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
40916 1054.04 ■ 20.27 20.27 1/10/07

Length 52 Terms W 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

```

Figure 5- 3 Take Payments Screen

If the customer is making a full payment, enter a 1 for the #P (Number of payments) and then press the ENTER key. Your cursor will now be under PMT AMT; press the ENTER key to accept the default or enter the dollar amount being paid on this account. The Due Date will be adjusted accordingly. The due date is determined by the average daily rate which is calculated as payment rate divided by 30 if a monthly account or payment rate divided by 7 if a weekly account.

If you want to change prompted amounts in “Other”, “Late”, “Grp”, “Esp” charges, press the ENTER key to get to the particular field(s) and enter the amount to be charged with this payment(s).

Press the F9 key and your cursor will move to the prompt “Amt Tendered”. Type in the amount of money the customer gives you. If the amount is greater than what is due, the system will prompt you “Amt Greater Than Amt Due; Enter “C” to Calc Change or “R” to Credit Receivables”. The “Change” will be figured automatically or a “Receivable” amount will be recorded. Receivable is an amount that is either “owed” to the customer or money “owed” to the company. You will now be prompted for the “Pmt Form”. A list of options will be displayed at the bottom of the screen, see Figure 5-4.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
40916	1054.04	1		20.27							20.27	1/17/07	

Total Due: 20.27 Amt Tendered: 20.27 Change: 0.00 Pmt Form: 1

1-Cash,2-Ck,3-Money 0,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
 8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout

Figure 5- 4 Take Payments Screen Pmt Form Options

Type in the corresponding number for the Payment Form. If payment form #2 (check) or payment form #11 (if using the Field 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 Rent Control (RENTCTRL) is set to Y for yes, see Figure 5-5. This field turns on all the bad check and check deposit reports and programs documented hereafter.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
40916	1054.04	1		20.27							20.27	1/17/07	

Total Due: 20.27 Amt Tendered: 20.27 Change: 0.00 Pmt Form: 2

→ Check Nbr: █

Figure 5- 5 Take Payments Screen Check Number prompt

Enter the check number and press the ENTER key. You will now be prompted for, "Any More Changes". Look over the information you just entered and if you need to make any changes, enter a Y for yes. An N for no answer will print a receipt. You will then be prompted "Reprint this Receipt". Entering a Y for yes will print the receipt, entering an N for no will complete the payment. You will now be returned to the screen shown in Figure 5-2.

If the customer has more than one ticket and is making a payment on only one ticket, then use the arrow down key to highlight the ticket being paid. If there are multiple tickets and the customer is paying on select tickets (not all the tickets) refer to [page 111](#) (using the F7-DATE/AMT function key).

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 looking 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, see Figure 5-6.

```

998
Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
Comment: GET NEW ADDRESS

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
40916 1054.04 20.27
20.27 1/10/07

Length 52 Terms W 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

```

Figure 5- 6 Take Payments Screen

F1-CUST CHG: When you are on this screen, pressing the F1 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 F1 key, your cursor will move to the name prompt. By using the 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 F9 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 F2 key will show you what the payoff is on this ticket. The screen will change to resemble Figure 5-7. The Payoff Calculation will be unique to your company's settings. This is to be used to quote payoff amounts, process a payoff, flip account to a new agreement, cancel the account or write off the account. When you are finished with this screen, press the ENTER key you will be returned to the payment screen.

AR Payoff Amts For:		10012234 CHARLES	SAKS	Tick 10040916 SEQ	0
Interest Type: L	Annual Interest Rate:	18.000	Insurance Rate:		
	Ticket Payment Amt:	20.27			
	Number of Payments Already Made:	0.0000			
	Number of Payments Remaining:	52.00			
	Ticket Contract Balance:	1,054.04			
	Total Interest:	90.82			
	Less Interest Already Earned/Paid:	0.00			
	Less Interest Charge Owed:	0.00			
	Interest Refund Amount:	90.82			
	Total Insurance:	0.00			
	Less Insurance Already Earned/Paid:	0.00			
	Less Insurance Charge Owed:	0.00			
	Insurance Refund Amount:	0.00			
	Original Principal Amt Of Contract:	963.22			
	Less Principal Already Paid:	0.00			
	Plus Insurance/Interest Charge Owed:	0.00			
	Plus Late Charges Due:	0.00			
	Payoff Figure With Interest/Late:	963.22			
Enter "CLOSE" to Close AR Ticket or Press Return To Continue: █					

Figure 5- 7 F2 Payoff Screen

If you type in "CLOSE" at the prompt and press ENTER the message will change for you to enter the "Close Type" and "Reason for Closing", see Figure 5-8.

AR Payoff Amts For:		10012234 CHARLES	SAKS	Tick 10040916 SEQ	0
Interest Type: L	Annual Interest Rate:	18.000	Insurance Rate:		
	Ticket Payment Amt:	20.27			
	Number of Payments Already Made:	0.0000			
	Number of Payments Remaining:	52.00			
	Ticket Contract Balance:	1,054.04			
	Total Interest:	90.82			
	Less Interest Already Earned/Paid:	0.00			
	Less Interest Charge Owed:	0.00			
	Interest Refund Amount:	90.82			
	Total Insurance:	0.00			
	Less Insurance Already Earned/Paid:	0.00			
	Less Insurance Charge Owed:	0.00			
	Insurance Refund Amount:	0.00			
	Original Principal Amt Of Contract:	963.22			
Enter Close Type:		Reason For Closing:	0		
		(F)lip, (P)ayoff, (W)riteoff, or (C)ancel			

Figure 5- 8 F2 Payoff Screen for a Close

ENTER CLOSE TYPE (F)lip, (P)ayoff, (W)riteoff, or (C)ancel

F = for Flip will create a balance that will be added to the next charge sale for this customer

P = for Payoff will return you to the take payments screen with the exact dollar amount to be collected.

W = will write off the account

C = will cancel the account

REASON FOR CLOSING **Flip** selection will be 6

Payoff selections will be 2-Payout Satisfactory; 3-Payout Unsatisfactory; 9-Early Payoff

Write off selections will be 5-Repossession; 7-Skip; 8-Charge Off

Cancel selections will be 1-Refund & Cancel; 2-Payout Satisfactory; 4-Request Pickup

Note: When the account balance reaches zero the ticket will automatically close.

F3-SHOW TICKET: If you press the F3 key, you will be able to view the AR ticket detail. See Figure 5-9.

Ticket Inquiry		Late Receivables:	0.00
Ticket/Seq: 10040916	0 Agreement #:	Source: CC	ARI Bor:
Agrmt Type: C	Pmt Term:	W Cust Type: S	Status: AR
Agrmt Date: 1/03/07	Next Due: 1/10/07	Last Due: 1/03/07	Last Paid: 1/03/07
Pmt Amt: 20.27	Grp Amt: 0.00	ESP Amt:	Tax Amt: 0.00
Deposit: 963.22	Del Amt: 180.00	Agrmt Amt: 1,054.04	Agrmt Bal: 1,054.04
#Bad Cks:	Clerk: 998	Store: 1	Salesman: 998
Acct Mngr: 901	Tax Code:	Late Pmts: 0	Changed: 1/03/07
Model Nbr	Serial #	Desc	Pmt Spiff
AR TICKET			ESP Date
Ship To Nbr: Pending AR/Type/Date:			
Pmt Form: 27	Interest Type/Rate: L	18.000	Financed Amt:
Booked Interest/Insurance(Grp):	90.82		Bal Last Bill:
Last Billing Date:	Last Date Interest Calc:		
Nbr Pmts Billed:	Partial Pmt Bucket:		
Ins Type 1:	Ins Type 2:	Ins Type 3:	Ins Type 4:
Ins 1 Amt:	Ins 2 Amt:	Ins 3 Amt:	Ins 4 Amt:
Current Due:	Over 30:	Over 60:	Over 90:
Press Return For Original Sale Screen: █			

Figure 5- 9 F3 Show Ticket

Press the ENTER key to view the original sale screen. See Figure 5-10.

Sale Ticket Inquiry		01/03/07	
Name: SAKS	, CHARLES	Acct#: 10012234	Ticket #: 10040915
Date: 1/03/07	Store: 1	Salesman: 998	Contract:
Trade:	Discount:	Tax: 77.22	Tot Price: 936.00
Pmt 1: 50.00	1 Pmt 2: 963.22	27 Pmt 3:	Total Amt: 1013.22
			Src: CC
Model Nbr	Serial #	Price	Qty
EAJUCHXGX7	149C0329	936.000	1.00
		Total	Spiff
		936.00	0.00
			Tax Ref
			77.22
Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help			

Figure 5-10 F3 Show Original Ticket

F4-HIST: To review the payment history on a ticket, from the payment screen, press the F4 key. Pressing the F4 key when you are in this screen will allow you to view the payment history in reverse order. Pressing the F3 key will display

additional description fields at the top. Your screen will now change to resemble Figure 5-11.

AR Cust Pmt History For CHARLES				SAKS		Tick10040916 Next Due: 1/10/07						
Pay Date	Due Date	St	Recpt #	Amount	Tax	Other	Tot Pay	Bal	Pt	Pf	Slm	
1/03/07	1/03/07	1	10001813	90.82-			90.82-	1054.04	E27		998	
1/03/07	1/03/07	1	10001812	50.00			50.00	963.22	P	1	998	
1/03/07	1/03/07	1	10001811	1013.22-			1013.22-	1013.22	I	0	998	
REACHED END OF FILE												
F1-Forward F2-Back F3-Change Fields Displayed F4-Reverse Date Order												

Figure 5-11 F4 Payment History

To change fields displayed on this screen press the F3-Change Fields Displayed key and you will see a screen similar to Figure 5-12.

AR Cust Pmt History For CHARLES				SAKS		Tick10040916 Next Due: 1/10/07						
Date	Date	Receipt	Principal	Int	Late	Late	Principal	Total				
Paid	Due	Number	Paid	Paid	Owed	Paid	Balance	Paid	Pt			
1/03/07	1/03/07	1	10001813	90.82-			1054.04	90.82-	E			
1/03/07	1/03/07	1	10001812	50.00			963.22	50.00	P			
1/03/07	1/03/07	1	10001811	1013.22-			1013.22	1013.22-	I			
REACHED END OF FILE												
F1-Forward F2-Back F3-Change Fields Displayed F4-Reverse Date Order												

Figure 5-12 F4 Payment History then F3 Change Fields Displayed

To look at a particular payment, press the ENTER key and then using your down arrow key (if necessary), highlight the payment you want to look at and press the ENTER key. The screen will change to resemble Figure 5-13. **Proper security access is needed to view this screen.**

Payment Change--File 1			
Pmt Nbr:	00010001766		
Acct#:	10012234	Ticket Nbr:	10040881 0
Acct#2:	10012234	Sales Ticket #:	10040880 0
Receipt Date:	11/17/06	Time:	09 24 35
Date Pmt Due:	12/17/06	Store:	1
Next Due Date:	1/17/07	Salesman #:	998
Pmt Amt:	205.95	Misc Charge:	0.00
Late Charges:	0.00 0.00 0.00	Grp Amt:	0.00
ESP Amt:		Tax Amt:	0.00
Contract Bal:	3501.15	Type Payment:	P
Pmt Form:	2	Date Pmt Changed:	11/17/06
Tax Code:		Pmt Type:	A
Receivable Amt:		Misc Chg Type:	
Stick Pmt Form:	27	Esp Used ForPmt:	
Changed Indr:		Orig STicket Nbr:	
Flipped Indr:		Insurance Type:	
Orig Sale Date:		Pend Sale Date:	
Pending Type:	2	Deposit Reversed:	
Avg Daily Bal:		Svc Labor:	
Svc Cleaning:		Svc Trip Chg:	
Svc Misc 1:		Svc Misc 2:	
		Discount Code:	
		Svc Freight:	
		Svc Delivery:	
		Svc Discount:	
F5-Help F8-Back F9-Done F10-Exit Arrow Keys-Position Return-Next Field			

Figure 5-13 Payment Change – File 1 Screen

After you are done viewing, press the ENTER key. Press the ENTER key again on "Any More Changes: N" if prompted.

F6-Comment: By pressing the F6 key, your cursor will move to the "Comment" prompt and you will be able to add a comment on the customer payment screen, see Figure 5-14. Press the F6 key again and enter any additional comment; if you are using the On-Screens Collections (Enhanced TICKDUE) module, you will be prompted to choose a contact. See [Chapter 11 - On-Screen Collections page 241](#) for more information.

```

998
Name: SAKS           , CHARLES           Acct#: 10012234   H Ph: (000)000-0001
Add: 123 ABC STREET           BTTC: AFTER 5           W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
Comment: GET NEW ADDRESS

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
40916   1054.04  20.27

Length 52 Terms W 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

```

Figure 5-14 F6 Comment

The first line of comments is typically reserved for collections. After you have typed in your comments, press the ENTER key and your cursor will move to the next field. This is where you enter the date the customer has committed to take care of his account, see Figure 5-15. Pressing the F1 key here will give you a history of all commitments taken for this customer.

```

998
Name: SAKS           , CHARLES           Acct#: 10012234   H Ph: (000)000-0001
Add: 123 ABC STREET           BTTC: AFTER 5           W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
Comment: GET NEW ADDRESS

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
40916   1054.04  20.27

Length 52 Terms W AR Total Charge 0.00 0.00 Due 0.00
Enter a commitment date -or- F1 for commitment history
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back

```

Figure 5-15 Take Payments Screen commitment date

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 wants to pay his account up to a certain date or pay a certain amount different from his/her normal payment on several accounts. When you press the F7 key, your screen changes slightly, see Figure 5-16.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
40916		1054.04		20.27							20.27	1/10/07	

Enter the line number of the agreement you want this info on. This line number represents the line the ticket is listed on, on this screen, giving the ability to apply the date or amount to multiple tickets.

Line(s):

Apply to agreements on which lines

Figure 5-16 Take Payments Screen lines area

The line number represents the ticket listed giving the ability to apply the date or amount to multiple tickets. Enter the line number (you can enter up to 12 line numbers) and press the ENTER key until you see the Date prompt, you can enter a date the customer wants to pay to here. See Figure 5-17.

If you want to enter the total amount the customer is paying, press ENTER and the amount field will display. It is important to note that you can choose either the date you want to pay to or the amount you are collecting, not both. If you choose the method of amount paid, the due date will be calculated on the average daily rate, and any additional money beyond that exact average daily rate will be applied based on the setting in Control Maintenance (CTRLMNT) leftover F7 Amts in RP.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
40916		1054.04		20.27							20.27	1/10/07	

Line(s): 1 Date:

Enter a due date to calculate amts based on a date due or press enter and enter in a total amt to distribute (F1 for pop up calendar)

Figure 5-17 Take Payments Screen date field

Enter the date (press F1 for the popup calendar, see Figure 5-18.) the customer would like to pay through or the money in the "Amt" prompt. Pressing the ENTER key will then display the calculated dates or payments on the ticket line.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay: FRIDAY
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
40916		1054.04		20.27							20.27	1/10/07	

Line(s): 1 Date:

Enter a due date to calculate amts based on a date due or press enter
 F1 Next Month F2 Prev Month F3 Next Year F4 Prev Year F7 Cancel F9 Update

Jan 2007

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Pressing F1 to pick a date in the popup calendar to apply the amount to.

Figure 5-18 Take Payments Screen date field pop up calendar

When all is complete, press the F9 key to complete the transaction and print a receipt.

Refund a Payment

Select "Take a Payment" from your menu, search for the customer as show on [page 101](#), press the F4 key to view the payment history as shown in Figure 5-19.

AR Cust Pmt History For CHARLES SAKS										Tick10040881 Next Due: 1/17/07			
Pay Date	Due Date	St	Recpt #	Amount	Tax	Other	Tot Pay	Bal	Pt	Pf	Slm		
11/17/06	12/17/06	1	10001766	205.95			205.95	3501.15	P	2	998		
11/17/06	11/17/06	1	10001765	479.29-			479.29-	3707.10	E	27	998		
11/17/06	11/17/06	1	10001764	50.00			50.00	3227.81	P	1	998		
11/17/06	11/17/06	1	10001763	3277.81-			3277.81-	3277.81	I	0	998		

Using the arrow keys, highlight the line you want to refund the payment for and press F3 to refund.

CHARLES SAKS Acct: 10012234 Ticket: 10040881 0 Chk#: 1234

Sales Ticket #:10040880 0 Pend Sale Date: PT 2 RI AvgB

F3-Refund F5-Help F8-Backout Return-Select Up/Down Arrow-Find

Figure 5-19 F4 View Payment History

Press the ENTER key. Using the arrow keys highlight the payment you are refunding and press the F3 key. The system will set up the refund exactly as it was originally paid. Your screen will change to resemble Figure 5-20.

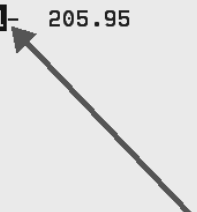
```

998
Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay:
Comment: GET NEW ADDRESS 12/17/06

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
010040875 2155.23 27.99 4.20 2.31 34.50 11/23/06
010040881 3501.15 1- 205.95 205.95 1/17/07

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

```


Figure 5-20 F3 Refund Payment

Press the F9 key. Your screen will change to resemble Figure 5-21.

```

998
Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay:
Comment: GET NEW ADDRESS 12/17/06

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
010040875 2155.23 27.99 4.20 2.31 34.50 11/23/06
010040881 3501.15 1 205.95- 205.95-12/17/06

Total Due: 205.95- Amt Tendered: Change: 0.00 Pmt Form: 6
Enter the amount customer is paying
F8-Back Out F4-2nd Pmt Form Mode Cmd-Exit Pgm

```

Figure 5-21 Take Payments Screen amt tendered field

Your cursor will be at the "Amt Tendered" Prompt. Press the ENTER key until you are at the "Pmt Form" prompt. Accept the system default of Payment Form 6 Cash Refund if you are taking cash out of the drawer and giving it to the customer, refunding a credit card payment or applying the cash to another account. Payment

Form 5 Non Cash Refund may also be used if the refund will come in the form of a check from the office. Press the ENTER key and you will be prompted for "Any More Changes". Look over what you have entered, if you need to make changes, enter a Y for yes. When this is answered with an N for no, a receipt will print and you will be prompted "Print Another Receipt". If you need another receipt, enter a Y for yes. If you do not need another receipt, press the ENTER key to accept the default of N for no.

Note: Any payments taken in Take Payments (RP) must be refunded in Take Payments (RP) before you refund the sale ticket.

How to back out a bad check using RP

To back out a bad check, you need to go into Take Payments – "RP". To get into this program, select Take a Payment from your menu or press the F10 key and at the command line type in "RP" and then press the ENTER key. You will now see a screen like Figure 5-22.

```

Customer Maintenance                                12/30/04
Customer Name/#: █-----
F1-Address  F2-Drvrs Lic  F3-SSAN  F4-Acct Nbr  F5-Help  F6-Find by Phone#
  
```

Figure 5-22 Customer Maintenance Screen

Go to [page 101](#) for instructions for locating your customer.

Once you select your customer you will receive a Take Payments (RP) screen similar to Figure 5-23.

```

998
Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111 PayDay:
Comment: GET NEW ADDRESS

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
AIR COND 2155.23 27.99 4.20 2.31 34.50 11/23/06
40881 3295.20 205.95 205.95 2/17/07

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

```

Figure 5-23 Take Payments Screen

With your cursor next to any ticket number, press the F3 key (Show Ticket) and then the ENTER key **twice**. Your screen will now change to resemble Figure 5-24.

```

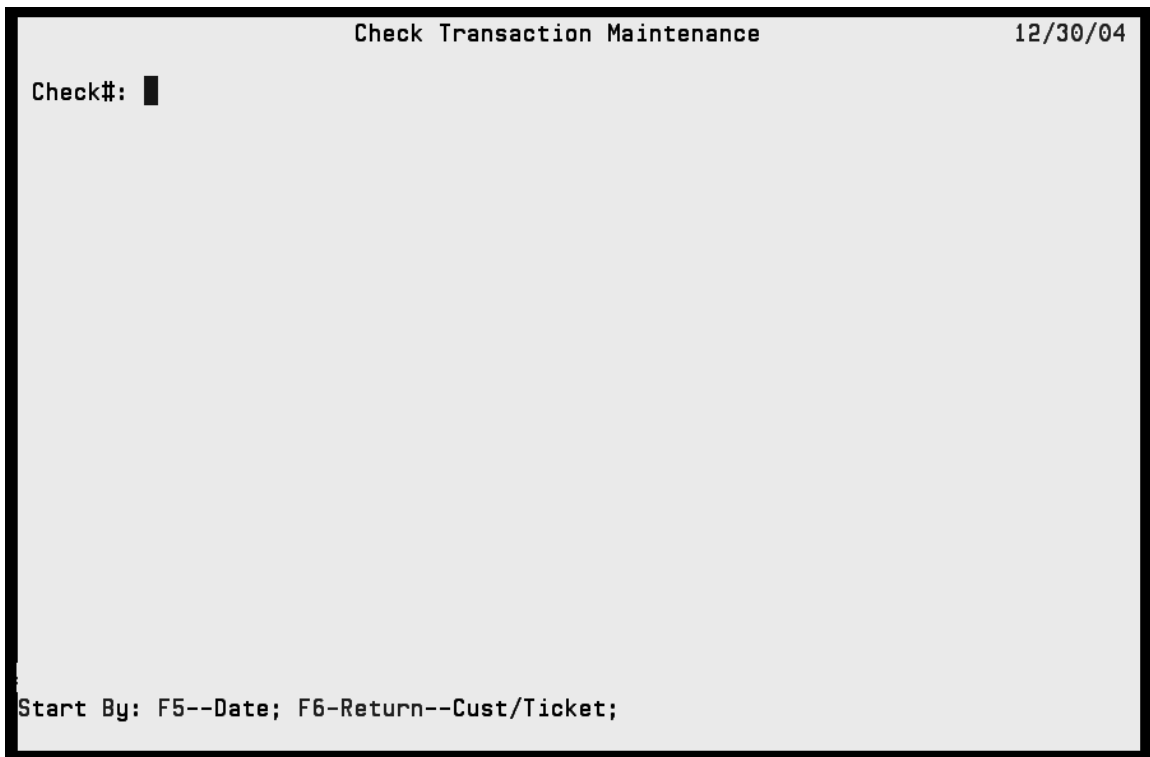
Sale Ticket Inquiry 11/17/06
Name: SAKS , CHARLES Acct#: 10012234 Ticket #: 10040880
Date: 11/17/06 Store: 1 Salesman: 998 Contract:
Trade: Discount: Tax: 249.81 Tot Price: 3028.00
Pmt 1: 50.00 1 Pmt 2: 3227.81 27 Pmt 3: Total Amt: 3277.81
Src: CC
Model Nbr Serial # Price Qty Total Spiff Tax Ref
FLSEM2941 789789 3028.000 1.00 3028.00 0.00 249.81

Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help

```

Figure 5-24 Take Payments Screen

Press the F3 key (Return Bad Check). The screen will change again and resemble Figure 5-25.



Check Transaction Maintenance 12/30/04

Check#:

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

Figure 5-25 Check Transaction Maintenance Screen

Enter the check number of the bad check and press the ENTER key. You will be prompted "List Only Open/Not Hot Checks: Y". If you want to see all checks, accept the default and press ENTER. If you only want to see checks that have been marked as hot, enter an N for no. The screen will once again change and resemble Figure 5-26. If you do not know the check number, press the ENTER key **twice** and the system will list the checks that have been taken on this account.

Check Transaction Maintenance 11/20/06

Check#: List Only Open/Not Hot Checks: Y

Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10012234	10040881 00	11/17/06	1234	205.95		205.95	N	0001	998
10012234	10040881 00	11/17/06	1235	205.95		205.95	N	0001	998



Arrowed down and highlighted this item and pressed ENTER.

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

Figure 5-26 Check Transaction Maintenance Screen listing customer's hot checks

Using the down arrow key (if necessary), position the cursor on the check you want to select and press the ENTER key. Enter a Y for yes 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. If not, or if you want to change this figure, type it in and press the ENTER key. Security authorization is needed to be able to change this figure. The screen will change again and will resemble See Figure 5-27.

Check Transaction Maintenance 11/20/06

Check#: List Only Open/Not Hot Checks: Y

Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10012234	10040881 00	11/17/06	1235	205.95		205.95	N	0001	998

Total Amt for Check Nbr 1235 is 205.95 Enter 'Y' To Refund: Y

Returned Ck Chg: 25.00

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

Figure 5-27 Check Transaction Maintenance Screen refunding bad check

Under the “#P” (Payment field), the system will prompt 1-. Press the F9 key. The screen will again change and resemble Figure 5-28.

Ship:		Ship To: 538976288	
Name: SAKS	, CHARLES	Acct#: 10012234	H Ph: (000)000-0001
Add: 123 ABC STREET		BTTC: AFTER 5	W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111	PayDay:		
Comment: GET NEW ADDRESS			

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
010040881	3295.20	1-		205.95							205.95	2/17/07	

Length	32	Terms	M AR	Total Charge	205.95		0.00	Due	205.95

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

Figure 5-28 Take Payments Screen refunding bad check

Your cursor will be at the prompt “Amt Tendered”. Leave this field blank and press the ENTER 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. Accept this default and press the ENTER key. See Figure 5-29.

Ship:		Ship To: 538976288	
Name: SAKS	, CHARLES	Acct#: 10012234	H Ph: (000)000-0001
Add: 123 ABC STREET		BTTC: AFTER 5	W Ph: (000)000-0001
City: CORPUS CHRISTI TX 11111		PayDay:	
Comment: GET NEW ADDRESS			

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due	Date
010040881	3295.20	1		205.95-							205.95-	1/17/07		

Total Due:	205.95-	Amt Tendered:		Change:	0.00	Pmt Form:	5
Enter the amount customer is paying							
F8-Back Out F4-2nd Pmt Form Mode Cmd-Exit Pgm							

Figure 5-29 Security Entry Screen continuing to refund bad check

You will be prompted for “Any More Changes” and the bad check number being refunded is also displayed. Look the information over, if changes need to be made, enter a Y for yes. When this is answered with an N for no, you will be prompted “Reprint this receipt”. If you need another copy, enter a Y for yes, if not, press the F9 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?

HERE'S HOW!

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 Figure 5-30.

Security Entry										11/20/06	
Name: SAKS	, CHARLES			Acct#:	10012234	H Ph:	(000)000-0001				
Add:	123 ABC STREET			BTTC:	AFTER 5	W Ph:	(000)000-0001				
City:	CORPUS CHRISTI TX 11111			PayDay:							
Comment: GET NEW ADDRESS											

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
AIR COND		2155.23			27.99			4.20		2.31	34.50	11/23/06	
40881		3501.15			205.95						205.95	1/17/07	

Cust Has Returned Check On Open Tickets For The Amt Of: 205.95

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

Figure 5-30 Security Entry Screen displaying bad check information

Paying off a bad check

When a customer is paying off a bad check, the employee will bring up the payment using Take Payments (RP). See Figure 5-31.

Security Entry										11/20/06	
Name: SAKS	, CHARLES			Acct#:	10012234	H Ph:	(000)000-0001				
Add:	123 ABC STREET			BTTC:	AFTER 5	W Ph:	(000)000-0001				
City:	CORPUS CHRISTI TX 11111			PayDay:							
Comment: GET NEW ADDRESS											

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
AIR COND		2155.23			27.99			4.20		2.31	34.50	11/23/06	
40881		3501.15			205.95						205.95	1/17/07	

Cust Has Returned Check On Open Tickets For The Amt Of: 205.95

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

Figure 5-31 Security Entry Screen displaying bad check information

Press the ENTER key, see Figure 5-32.

998
 Name: SAKS , CHARLES Acct#: 10012234 H Ph: (000)000-0001
 Add: 123 ABC STREET BTTC: AFTER 5 W Ph: (000)000-0001
 City: CORPUS CHRISTI TX 11111 PayDay:
 Comment: GET NEW ADDRESS

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
AIR COND		2155.23			27.99			4.20		2.31	34.50	11/23/06	
40881		3501.15			205.95						205.95	1/17/07	

Payment bad check was taken on.

Length 18 Terms M AR Total Charge 0.00 Receivable 25.00 Due 25.00
 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

Figure 5-32 Ticket Payment Screen

With the cursor beside the payment that the bad check was taken on, press the F3 key (Show Ticket) **twice**, see Figure 5-33.

Sale Ticket Inquiry 11/20/06

Name: SAKS , CHARLES Acct#: 10012234 Ticket #: 10040880
 Date: 11/17/06 Store: 1 Salesman: 998 Contract:
 Trade: Discount: Tax: 249.81 Tot Price: 3028.00
 Pmt 1: 50.00 1 Pmt 2: 3227.81 27 Pmt 3: Total Amt: 3277.81
 Src: CC

Model Nbr	Serial #	Price	Qty	Total	Spiff	Tax Ref
FLSEM2941	789789	3028.000	1.00	3028.00	0.00	249.81

↓

Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help

Figure 5-33 Ticket Inquiry Screen (Show ticket)

Press the F4 key (Pay Bad Check). The screen will change and resemble Figure 5-34.

Pay Returned Check 11/20/06

Check#:

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

Figure 5-34 Pay Returned Check Screen

If you are unsure of the check number you can have them listed by date by pressing the F5 key. You will be prompted “List only hot checks?” Since you are paying off a bad check, this should be answered with a Y for yes. The hot checks that have been written by this customer will now be listed on the screen, see Figure 5-35.

Pay Returned Check 11/20/06

Check#: List Only Hot Checks: Y

Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp
10012234	10040881 00	11/17/06	1235	205.95		205.95	H	0001	998

Paying off a bad check, press ENTER to accept the default of Y.

Paying off check # 1235

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

Figure 5-35 Pay Returned Check Screen

Using the arrow keys, move your cursor down beside the check that the customer is paying off and press the ENTER key. Your screen will change to resemble Figure 5-36.

Pay Returned Check										11/20/06
Check#:		List Only Hot Checks: Y								
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp	
10012234	10040881 00	11/17/06	1235	205.95		205.95	H	0001	998	
Enter a Y to pay the bad check.										
Total Amt for Check Nbr 1235 is 205.95 Enter 'Y' To Pay: ☐										
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:										

Figure 5-36 Pay Returned Check Screen

If this is the right check, enter a Y for yes. Your screen will automatically return to the regular payment screen, see Figure 5-37.

Ship:		Ship To: 538976288								
Name: SAKS	, CHARLES	Acct#: 10012234	H Ph: (000)000-0001							
Add: 123 ABC STREET	BTTC: AFTER 5	W Ph: (000)000-0001								
City: CORPUS CHRISTI TX 11111		PayDay:								
Comment: GET NEW ADDRESS										
Ticket#	Seq	Bal #P	Pmt Amt	Other	Late	Grp	Esp	Tax Tot	Due	Due Date
010040881	3501.15	1	205.95					205.95	1/17/07	
Length 32 Terms M AR Total Charge 205.95 Receivable 25.00 Due 230.95 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										

Figure 5-37 Take Payments Screen

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 this bad check, see Figure 5-38.

Ship:		Ship To: 538976288	
Name: SAKS	, CHARLES	Acct#: 10012234	H Ph: (000)000-0001
Add: 123 ABC STREET	BTTT: AFTER 5	W Ph: (000)000-0001	
City: CORPUS CHRISTI TX 11111		PayDay:	
Comment: GET NEW ADDRESS			

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due	Date
010040881	3501.15	1		205.95							205.95		2/17/07	

You Are In Pay Bad Check Mode

Total Due: 230.95 Amt Tendered: 230.95 Change: 0.00 Pmt Form: 1

1-Cash,2-Ck,3-Money 0,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
 8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout

Figure 5-38 Take Payments Screen in bad check mode

Press the F9 key. You will be prompted for “Any More Changes”. There will also be a prompt displaying the check number, see Figure 5-39.

Ship: Name: SAKS, CHARLES Add: 123 ABC STREET City: CORPUS CHRISTI TX 11111 PayDay: Comment: GET NEW ADDRESS
 Ship To: 538976288 Acct#: 10012234 H Ph: (000)000-0001 W Ph: (000)000-0001
 BTTC: AFTER 5

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
010040881	3501.15	1		205.95							205.95	2/17/07	

Total Due: 230.95 Amt Tendered: 230.95 Change: 0.00 Pmt Form: 1
 Any More Changes? N Check Nbr: 1235
 F8-Back Out CMD-Exit Program

Figure 5-39 Take Payments Screen in bad check mode

Look the information over, if you need to make changes, enter a Y for yes. When this is answered with an N for no, you will be prompted "Reprint this receipt". If you need another copy, enter a Y for yes, if not, press the F9 key and your screen will be returned to the "Customer Maintenance Screen" or the Security Entry Screen where you login again with your employee number and passcode, see Figure 5-40, Figure 5-41 and Figure 5-42 respectively.

Ship: Name: SAKS, CHARLES Add: 123 ABC STREET City: CORPUS CHRISTI TX 11111 PayDay: Comment: GET NEW ADDRESS
 Ship To: 538976288 Acct#: 10012234 H Ph: (000)000-0001 W Ph: (000)000-0001
 BTTC: AFTER 5

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
010040881	3501.15	1		205.95							205.95	2/17/07	

Enter a Y or press the F9 key
 You Are In Pay Bad Check Mode
 Total Due: 230.95 Amt Tendered: 230.95 Change: 0.00 Pmt Form: 1
 Reprint this receipt: N
 F8-Back Out CMD-Exit Program

Figure 5-40 Take Payments Screen in bad check mode reprint the receipt?

```

Customer Maintenance
12/30/04

Customer Name/#: █-----

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

```

Figure 5-41 Customer Maintenance Screen

```
Security Entry                                     11/20/06

Rsss Ver 11.5   of 09-10-04

Employee Nbr: █_____

If You Suspect This Software Is Being Used Illegally Call 1-361-993-1790
```

Figure 5-42 Security Entry Screen

Chapter 6 - Looking Up Closed Tickets - CLOSEINQ

This program will allow you to inquire on customer agreements that are closed, view date closed, closed reason, payment history and ticket details.

To inquire on closed agreements, select the option “Lookup Closed Tickets” off the menu or press F10 and at the command line type in “CLOSEINQ”. See Figure 6-1.

Sales Menu	1 RSSS APPLIANCES	12/15/06 9:48 am
Post A Sale	SALE	
Fast Sale Add	FASTSALE	
Take A Payment	RP	
Check Pricing On A Model Nbr	ITEMMNTS	
List Inventory	INVMNTF	
Add/Change A Customer	RCUSTOMT	
Inventory Availability Check	INVAVAL	
POst a Rental Agreement	NEW	
→ LookUp Closed Tickets	CLOSEINQ	
CHange Your Passcode	SECCHG	
Sales Reports	SALESRPT	
Buyer/Inventory Reports	BUYERRPT	
EOD Menu/Post Deposit	EODMENU	

F1-DFM F2-MAIL F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 6- 1 Customer Menu

You will be prompted for printer or file pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. 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 see a screen similar to Figure 6-2.

Customer Maintenance 01/04/05

Customer Name/#: █

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

Figure 6- 2 Customer Maintenance Screen

At the Customer Name/#: prompt, enter the customer's name (last name first), account number, address, drivers license number or social security number (**use the appropriate function keys to list the customers in the order you wish to view them or press the ENTER key (if name is entered) to list them in alphabetical order**). Using the arrow keys, highlight the customer whose agreement you wish to inquire on and press the ENTER key, you will see a screen asking for ticket number, see Figure 6-3.

Close Ticket Inquire		01/04/05
Ticket Nbr:		
Start By: F3--Ticket Nbr		

Figure 6- 3 Close Ticket Inquire Screen

You can type in the Ticket Number and then press the ENTER key or press the F3 key to list the closed tickets on this account, see Figure 6-4.

Close Ticket Inquire		11/20/06				
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due
10012234	10040875	0	11/20/06	PAYOUT SATIS	SPEC ORDER	0.00
10012234	10040881	0	11/20/06	PAYOUT SATIS	AR ACCOUNT	0.00
EOF						
Highlighted this line and pressed ENTER twice.						
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist						

Figure 6- 4 Close Ticket Inquire Screen with closed tickets listed

Using the arrow keys, highlight the correct ticket and press the ENTER key twice to view ticket details, see Figure 6-5.

Close Ticket Inquire		11/20/06
Name: SAKS	, CHARLES	Acct#: 10012234 Ticket#: 10040881
Closed Reason: PAYOUT SATIS	Closed Date: 11/20/06	
Salesmen Nbrs: 998	Agreement Nbr: 0	
Acct Mgr Nbr: 2	Agreement Date: 11/17/06	
Store Nbr: 1	Source: CC	AR
Cust Type: S	Agreement Type: B	
Tax Code: 0	Pmt Terms: M	
Closed By: 998	Deposit Amt: 3,227.81	
# BOR Items:	# Times Late: 0	
Return For Next Screen: █		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 6- 5 Close Ticket Inquire Screen with closed ticket data

Your cursor will be next to the prompt “Return For Next Screen”. Press the ENTER key. The second screen will appear with more information about this closed ticket, see Figure 6-6.

Close Ticket Inquire		11/20/06
Name: SAKS	, CHARLES	Acct#: 10012234 Ticket#: 10040881
Closed Reason: PAYOUT SATIS	Closed Date: 11/20/06	
Rate Of Pmt: 205.95	Rate Of Grp: 0.00	Rate Of ESP: 0.00
Rate Of Tax: 0.00	Ttl Reg Due: 205.95	Next Pmt Due: 7/17/07
Agreement Amt: 3,707.10	Agreement Bal: 0.00	Balloon Pmt:
Model Nbr	Serial Nbr	Pmt Amt Revenue Agreement Date
Return For Next Screen: █		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 6- 6 Close Ticket Inquire Second Screen with closed ticket data

Press the ENTER key. The system will return you to the screen in Figure 6-3.

If you would like to see a history of payments made on this ticket press the F4 key on the screen listing the closed tickets, see Figure 6-7 and Figure 6-8.

Close Ticket Inquire							11/20/06
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
10012234	10040875	0	11/20/06	PAYOUT SATIS	SPEC ORDER	0.00	
10012234	10040881	0	11/20/06	PAYOUT SATIS	AR ACCOUNT	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist							

Figure 6- 7 Close Ticket Inquire Screen Function Key 4

AR Cust Pmt History For CHARLES SAKS Tick 10040881 Next Due: 7/17/07											
Pay Date	Due Date	St	Recpt #	Amount	Tax	Other	Tot Pay	Bal	Pt	Pf	Slm
11/20/06	7/17/07	1	10001775	2074.17			2074.17		P	1	998
11/20/06	7/17/07	1	10001774	191.28			191.28		H	5	998
11/20/06	2/17/07	1	10001773	1029.75			1029.75	2265.45	P	1	998
11/20/06R	1/17/07	1	10001772	205.95			205.95	3295.20	P	1	998
11/20/06R	2/17/07	1	10001771			25.00	25.00	3501.15	A	1	998
11/20/06	2/17/07P	1	10001770	205.95-			205.95-	3501.15	B	5	998
11/20/06	1/17/07	1	10001769	205.95			205.95	3295.20	P	1	998
11/17/06	12/17/06	1	10001768	205.95			205.95	3501.15	P	2	998
11/17/06	1/17/07P	1	10001767	205.95-			205.95-	3707.10	D	6	998
11/17/06	12/17/06	1	10001766	205.95			205.95	3501.15	P	2	998
11/17/06	11/17/06	1	10001765	479.29-			479.29-	3707.10	E	27	998
11/17/06	11/17/06	1	10001764	50.00			50.00	3227.81	P	1	998
11/17/06	11/17/06	1	10001763	3277.81-			3277.81-	3277.81	I	0	998
REACHED END OF FILE											
F1-Forward F2-Back F4-Reverse Display Order Return-Select											

Figure 6- 8 Close Ticket Inquire Screen Function Payment History

Pressing the F5 key will print the payment history on the ticket, see Figure 6-9.

Close Ticket Inquire							11/20/06
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
10012234	10040875	0	11/20/06	PAYOUT SATIS	SPEC ORDER	0.00	
10012234	10040881	0	11/20/06	PAYOUT SATIS	AR ACCOUNT	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist							

Figure 6- 9 Close Ticket Inquire Screen Function Key 5

You also have the capability to reopen a ticket with the F3 key if you have the security to do so. If you are using the RSSS Service module, the F6 key will display serial numbers covered under a service agreement. See Figure 6-10.

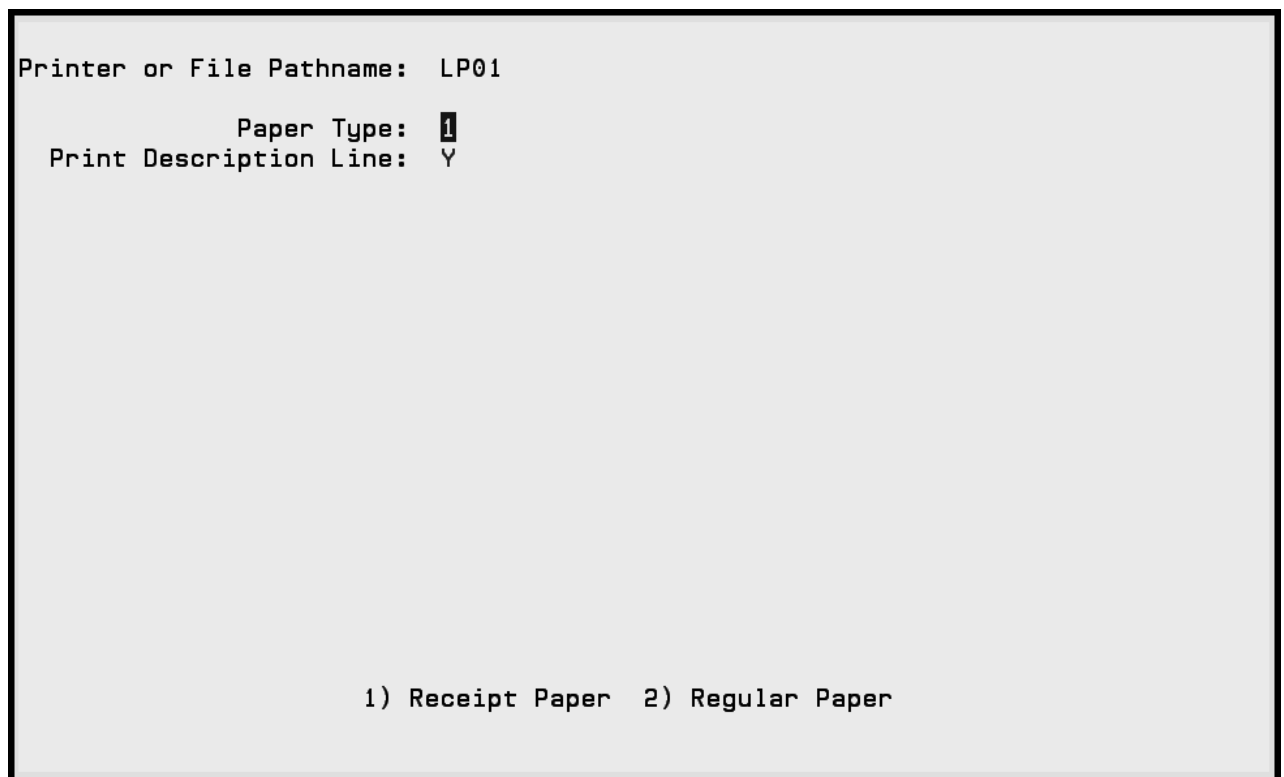
Close Ticket Inquire							01/02/07
Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due	
506977	201899	0	8/19/04	PAYOUT SATIS	AR ACCOUNT	0.00	
506977	230995	0	12/01/04	PAYOUT SATIS	AR ACCOUNT	0.00	
506977	231766	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
506977	231767	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
506977	231770	0	2/07/05	PAYOUT SATIS	FEE ACCT	0.00	
EOF							
F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist F6-SrvAgmt Inv							

Figure 6-10 Close Ticket Inquire Screen Function Key 3 and Function Key 6

Chapter 7 - Receiving Inventory – RECEIVE & POINLOAD

Receiving Inventory - RECEIVE

If you are not using the RSSS Purchase Order System, to receive inventory, you need to be at the command line and type in "RECEIVE" and press the ENTER key. If you are using the RSSS Purchase Order System, go to [Receiving Inventory for a Purchase Order](#). Figure 7-1 is the first screen that will appear in this process. On this screen you will be prompted for the Printer or File Pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. Enter the correct information or press the ENTER key, if you want to accept the default printer. You will now be prompted for the "Paper Type". Your choices will be listed on the bottom of the screen as seen in Figure 7-1. Type in the number next to the type of paper you will be using (1=Receipt Paper - this is the paper you use for payment receipts. 2=Regular Paper - this is plain white report paper). You will now be prompted with "Print Description Line". This should be answered with a Y for yes if you want the color, fabric/material and description line printed.



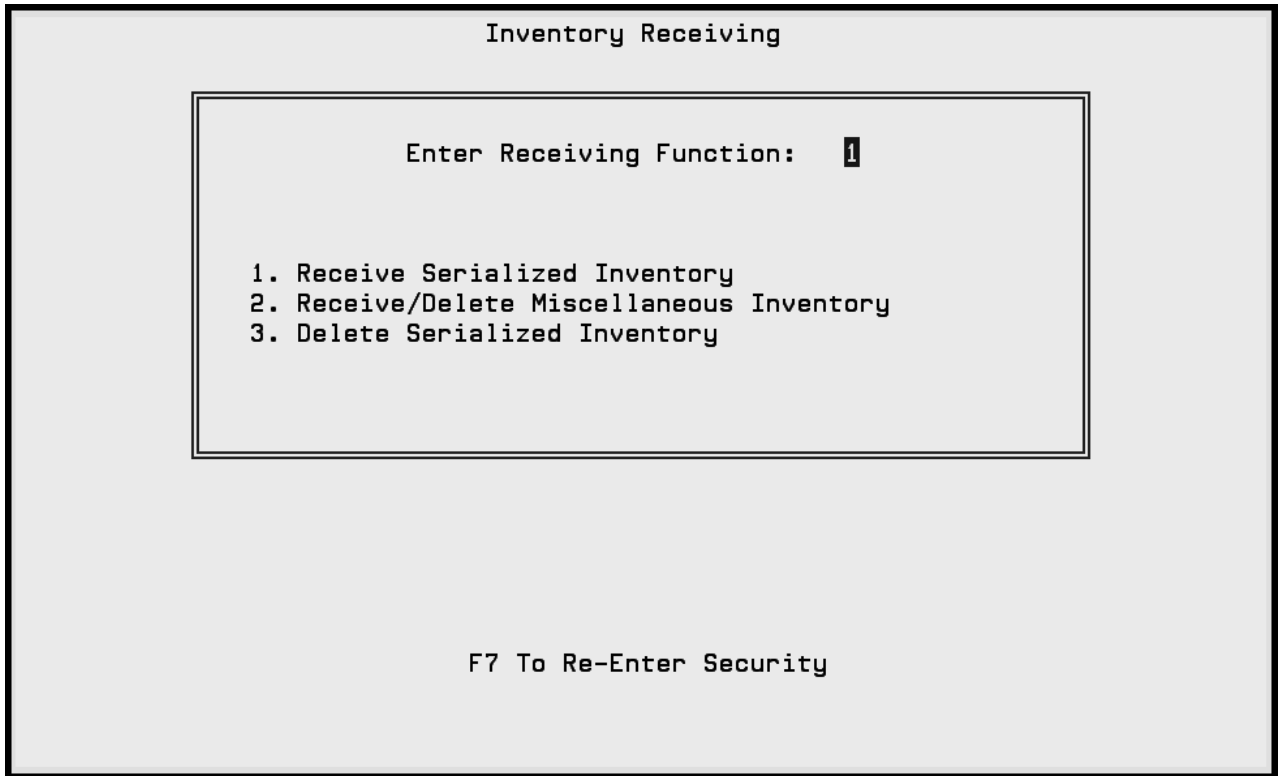
```
Printer or File Pathname: LP01

      Paper Type: 1
Print Description Line: Y

1) Receipt Paper  2) Regular Paper
```

Figure 7- 1 Printer or File Pathname Screen

The next screen will be a menu screen as seen in Figure 7-2. This menu will allow the option of receiving serialized inventory, receiving/deleting miscellaneous inventory or deleting serialized inventory. Big Ticket inventory is serialized. Miscellaneous inventory is accessory items that have no serial number. At the receiving menu, select your option number.



The screen displays the 'Inventory Receiving' menu. At the top, it says 'Inventory Receiving'. Below this, a box contains the prompt 'Enter Receiving Function: 1' and a list of three options: '1. Receive Serialized Inventory', '2. Receive/Delete Miscellaneous Inventory', and '3. Delete Serialized Inventory'. At the bottom of the screen, it says 'F7 To Re-Enter Security'.

Inventory Receiving

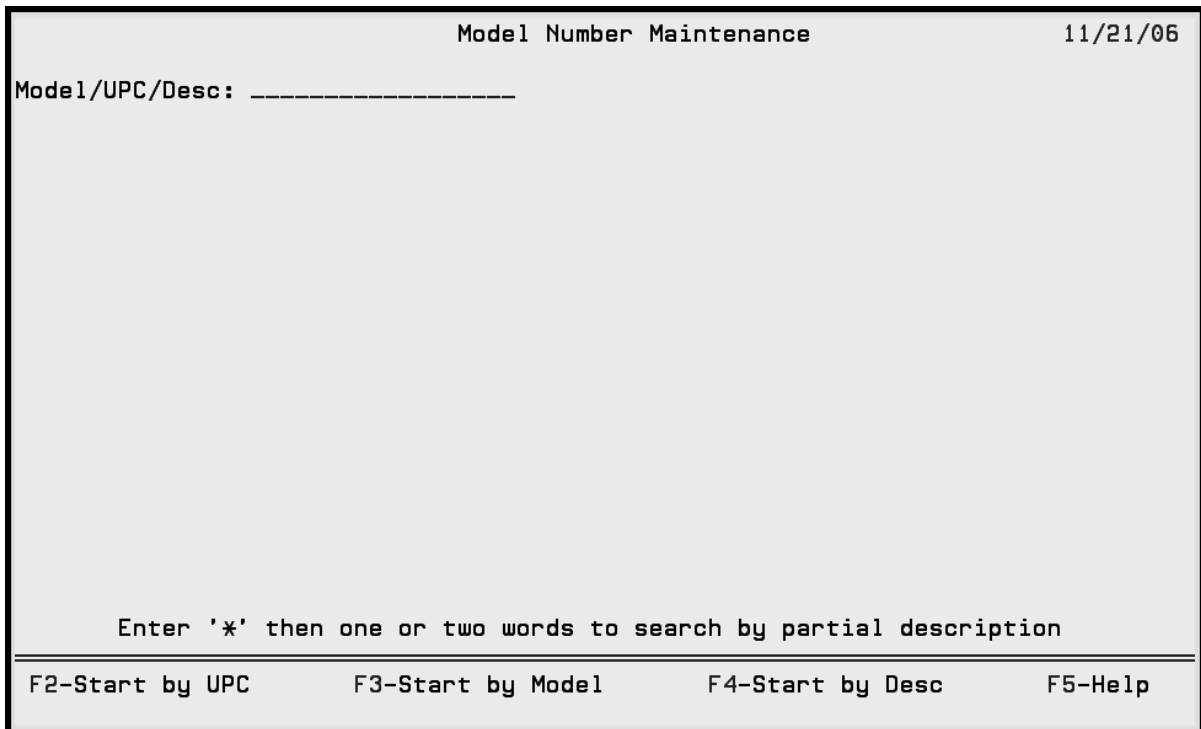
Enter Receiving Function: 1

- 1. Receive Serialized Inventory
- 2. Receive/Delete Miscellaneous Inventory
- 3. Delete Serialized Inventory

F7 To Re-Enter Security

Figure 7- 2 Inventory Receiving Menu

The next screen seen in Figure 7-3 will prompt you for a model number or description.



The screen displays the 'Model Number Maintenance' screen. At the top, it says 'Model Number Maintenance' and '11/21/06'. Below this, it says 'Model/UPC/Desc: _____'. At the bottom, it says 'Enter '*' then one or two words to search by partial description'. At the very bottom, there are four options: 'F2-Start by UPC', 'F3-Start by Model', 'F4-Start by Desc', and 'F5-Help'.

Model Number Maintenance 11/21/06

Model/UPC/Desc: _____

Enter '*' then one or two words to search by partial description

F2-Start by UPC F3-Start by Model F4-Start by Desc F5-Help

Figure 7- 3 Model Number or Description Screen

Receiving inventory for which you already have a model number

Enter the entire model number or scan in the UPC hit enter and your screen will resemble Figure 7-5. You may search model file by using the function keys. Enter a (partial or full) model number, scan or type in UPC code or enter description. Press the F2 key to display a list of inventory in alphanumeric order by UPC. Press the F3 key to display a list of inventory model numbers in order, as seen in Figure 7-4, or press the F4 key to list inventory model numbers by description. Use the arrow keys to highlight the model number of the item to be received and press the ENTER key. If the model number you want is not displayed on the page, press the F1 key to move forward to the next page. To move back in pages, press the F2 key. If the model number you need for the inventory you are receiving is not already in the system, please see [Adding a New Model Number while Receiving](#).

Model Number Maintenance			11/20/06
Model Nbr/Desc:			
Model Number	Description	2nd Description	
ACAMA14010C1D	AIR CONDITIONER	A/C 14K BTU	
ACAMA14M13TA	AIR CONDITIONER	A/C 14K BTU	
ACAMAAC05080MID	AIR CONDITIONER	8000 BTU	
ACAMAAC06090M1D	AIR CONDITIONER	6K BTU 10.0 EER SLIDE OUT	
ACAMAAC07087M1D	AIR CONDITIONER	A/C- 7.5K BTU 8.5 EER COO	
ACAMAAC10190A1D	AIR CONDITIONER	10K BTU 10.0 EER SLIDEOUT	
ACAMAAC12090CID	AIR CONDITIONER	11.5K BTU 10.0 EER SLD-OU	
ACAMAAC18090C2D	AIR CONDITIONER	18,000 BTU	
ACCESSORY	ACCESSORY ITEM		
ACEMR10GC13	AIR CONDITIONER	A/C-10K BTU 9.0 EER COOL	
ACEMR12GJ14	AIR CONDITIONER	12K 9.0 EER	
ACEMR12GJ44	AIR CONDITIONER	12K 9.0 EER	
ACEMR12HT13	AIR CONDITIONER	A/C 12K BTU	
ACEMR14GJ14	AIR CONDITIONER	13.5K BTU 9.5 EER	
ACEMR14HT13	AIR CONDITIONER	13.5K BTU 9.5 EER	
Reg Prc: 1,619.990 Sale Prc: 1,349.990 Pmt/#M 119.99/ 18 Pmt/#W 27.99/ 78			
F1-Fwd F2-Back F3-Delete F4-Comments F5-Help F6-Add F7-Warranty ENTER-Update			

Figure 7- 4 Model Number Maintenance Screen

The next screen you will see is the Model Number Inquiry screen as seen in Figure 7-5, verifying the correct model number choice.

Model Number Inquiry				11/20/06	
UPC Code:					
Model Number: ACAMA14010C1D			Commission Code: 1		
Description: AIR CONDITIONER			Vendor Number: 1		
A/C 14K BTU			Discontinued Indr: N		
First Received: 9/06/06			Serialized: Y		
Average Cost: 536.980		Last Cost: 536.980	Reg Price: 1,619.990		
Sale Price: 1,349.990		MAP: 0.00	MOP: 0.00		
List Price: 0.00		# Months For Dep: 7			
Misc Cost Usage: 1 Percent: 0.00		Qty On Hand: 7			
Taxable: Y Tax %: 0.00		Use Profit Center: Y			
Equivalent:		Movie Inv Type: N		RTR: N	
Sales Spiff: 0.00		RTO Spiff: 0.00			
RTR Monthly Prc: 93952.99		RTO Monthly Terms: 18			
Total Monthly Prc: 2,159.82		Mntly: 119.99	RTO Weekly Terms: 78		
Total Weekly Prc: 2,183.22		Wkly: 27.99	Quantity On Order: 0		
Cube Size:		Nbr of Pcs: 0	Date Order Due In:		
Days Out of Stock:		Furn Style:	Unit Weight:		
No Sale Discounts: N					
G1 Account Nbrs:					
Right Model Nbr: N					
F5-Help F7-Warranty F8-Prev F10-Exit					

Figure 7- 5 Model Number Inquiry Screen

The prompt at the bottom left hand corner of the screen will ask “Right Model Nbr”. If you answer this with an N for no, it will return to the list screen so that you can select the proper model number. When “Right Model Nbr” is answered with a Y for yes, the Receive Serialized Inventory Screen will be displayed as seen in Figure 7-6.

Receive Serialized Inventory			
Model Number: ACAMA14010C1D			
Description: AIR CONDITIONER			
Serial Number:		Bar Code Number:	
Date Received: 11/20/06		Vend Invoice Nbr:	
Vendor Number: 1		P.O. Number:	
Nbr of Pieces: 1		Floor Plan Agent:	
Receiving Nbr:		Trust Receipt:	
Location:		Actual Cost: 536.98	
Nbr To Receive: 0		Average Cost: 536.98	
Nbr Received: 0		Floor Plan Cost:	
Freight/Other Cost:		Packed/Landed Cost:	
Movie Type: N		RTR Inv Type: N	
Color Code:		Inventory Indr: 0	
Fabric Code:		Retail Price:	
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm			

Figure 7- 6 Receive Serialized Inventory Screen

DATE RECEIVED Defaults to today's date.

VENDOR INVOICE NBR Enter the vendor's invoice number. Or if your finance company floor plans by line number, enter your trust receipt number here. In the trust receipt field (below), enter in the line number as it appears on the trust receipt. For example, if it is line number 1 but appears on the trust receipt as 001, then you should enter 001 in the trust receipt field. You will need to change the number in the trust receipt field for each item you receive. By doing this, you will be able to pay off your trust receipts by line number.

VENDOR NUMBER Number assigned to the company you purchased this inventory from. If your company does not use vendor numbers, press ENTER.

P.O. NUMBER Enter the number from the Purchase Order your buyer used when the merchandise was ordered. If your company does not use purchase order numbers, press ENTER.

NBR OF PIECES The number of pieces associated with this Model number, example Dining room table and 4 chairs would be 5 pieces.

FLOOR PLAN AGENT If floor planning is being used, enter the floor plan agent's general ledger or assigned account number.

RECEIVING NBR If your receiving area or dock uses receiving numbers, enter your receiving number for this inventory. If your company does not use receiving numbers, press ENTER.

TRUST RECEIPT If this inventory is floor planned, enter the Floor Plan Agent's trust receipt number for this shipment.

LOCATION This will default to your store location, if the inventory is going to be sent to another location, use the Inventory Transfer (INVTRAN) program to transfer the inventory after you have received it into your location.

ACTUAL COST Depending on the control settings in Model Maintenance (MODELMNT) you may or may not be able to change this cost. If you are not able to and feel you should, please contact your manager or call RSSS.

NUMBER TO RECEIVE Enter the number of items with this same model number you wish to receive at this time.

AVERAGE COST The computer automatically calculates the average cost of all items with the same model number when the items are being received. This is an informational field only.

NBR RECEIVED This number is generated by the computer. When receiving large quantities of the same model number, this field will help you

keep track of how many have been received so far. If you entered 50 as “Number to Receive”, and you think you have entered all of the serial numbers you can check the “Number Received”. If it shows 49, then you missed entering one of the serial numbers.

FLOOR PLAN COST This field represents the actual cost minus any discounts from the floor plan company. This field must be entered if floor planning is being used. (Example: If your Floor Plan Company will finance 80% of the cost of inventory and you paid \$100.00 for this item, then you would enter \$80.00 for the Floor Plan cost. If your Floor Plan Company provides 100% funding, then you must enter \$100.00).

FREIGHT/OTHER COST Enter the dollar amount you paid for freight, interest, or other costs over the actual cost of this item.

PACKED/LANDED COST This is calculated by the computer and is the sum of the Actual Cost plus the Freight/Other Cost entered previously.

MOVIE TYPE This field is generated by the system control file.

RTR INV TYPE This field is generated by the system control file.

COLOR CODE If you are using Fabric and Color Codes, enter the color code assigned to this product.

INVENTORY INDR Inventory indicator, indicates type of inventory (O=Rent to Own, S=Sales, M=Movie, R=Rent to Rent). This field is extremely important. This indicator dictates when inventory is subject to depreciation. If the indicator is set to "O", "R", or "M", inventory is subject to depreciation. However, the 'S' type inventory is not subject to depreciation until it goes out on rent, at which time the system automatically changes this indicator to the appropriate type, 'O' if it went on a RTO agreement, 'R' if went on a Rent to Rent agreement, or 'M' if it went on an Movie agreement. The default is set in Model Maintenance (MODELMNT).

FABRIC CODE If your company is using fabric codes, enter the code here. Fabric or Material codes can be used to designate instrument finishes, i.e. satin-lacquer-enamel etc.

RETAIL PRICE In most cases you will enter thru this field to accept default pricing on this item's model number. To override the model number pricing in “Post a Sale”, enter a selling price for this serial number here. Note: A price here overrides MAP and MOP rules. You will be able to sell it for more, but not less.

Press the F9 key. You will now be prompted for “Any More Changes”. An N for no at this prompt will take the user to the Serial Number field.

SERIAL NUMBER Enter the serial number of the item being received. If the model number is setup in Item Maintenance (ITEMMNTS) as a 'T' for transparent, you may press the ENTER key in the serial number field

and the system will automatically assign a transparent serial number. If you entered more than 1 in the “Number to Receive” field, enter the serial number you wish to assign to the first one (after you have received the first one, enter the next serial number and so on).

BAR CODE NUMBER This field will automatically fill with the next available bar code number. If you want to assign a different bar code number to this item, put the different bar code number here.

Once the serial number and bar code number have been filled in, the prompt “Any More Changes?” will be displayed at the bottom of the screen. If any mistakes have been detected, or if any information is different from serial number to serial number, enter a Y for yes. An N for no will accept the serial number and take you back to the serial number field to enter the next serial number.

Each N for no answer will increase the number in the “Nbr Received” field by one. When you have entered all the serial numbers, you will be prompted “All items for this model number Received?” as seen in Figure 7-7. A Y for yes answer will return you to the screen which prompts for a model number or description. An N for no will allow you to enter more serial numbers.

If you feel that you have entered all serial numbers and you did not get the “All items for the model number received?” prompt, you should check the “Nbr Received” field. You either have not entered all the serial numbers or you put in the wrong quantity in the “Nbr to Receive” field.

Receive Serialized Inventory			
Model Number: ACAMA14010C1D			
Description: AIR CONDITIONER			
Serial Number:	777773	Bar Code Number:	50137
Date Received:	11/20/06	Vend Invoice Nbr:	123546
Vendor Number:	1	P.O. Number:	456456
Nbr of Pieces:	1	Floor Plan Agent:	
Receiving Nbr:	3	Trust Receipt:	
Location:	1	Actual Cost:	536.98
Nbr To Receive:	3	Average Cost:	536.98
Nbr Received:	3	Floor Plan Cost:	
Freight/Other Cost:		Packed/Landed Cost:	536.98
Movie Type:	N	RTR Inv Type:	N
Color Code:	0	Inventory Indr:	S
Fabric Code:	0	Retail Price:	750.00
All Items For This Model Nbr Received: Y ←			
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm			

Figure 7- 7 Receive Serialized Inventory Screen with Prompt

Adding a New Model Number while Receiving

To add a new model number press the F6-Add key, see Figure 7-8.

Model Number Maintenance		11/20/06
Model Nbr/Desc:		
Model Number	Description	2nd Description
ACAMA14010C1D	AIR CONDITIONER	A/C 14K BTU
ACAMA14M13TA	AIR CONDITIONER	A/C 14K BTU
ACAMAAC05080MID	AIR CONDITIONER	8000 BTU
ACAMAAC06090M1D	AIR CONDITIONER	6K BTU 10.0 EER SLIDE OUT
ACAMAAC07087M1D	AIR CONDITIONER	A/C- 7.5K BTU 8.5 EER COO
ACAMAAC10190A1D	AIR CONDITIONER	10K BTU 10.0 EER SLIDEOUT
ACAMAAC12090CID	AIR CONDITIONER	11.5K BTU 10.0 EER SLD-OU
ACAMAAC18090C2D	AIR CONDITIONER	18,000 BTU
ACCESSORY	ACCESSORY ITEM	
ACEMR10GC13	AIR CONDITIONER	A/C-10K BTU 9.0 EER COOL
ACEMR12GJ14	AIR CONDITIONER	12K 9.0 EER
ACEMR12GJ44	AIR CONDITIONER	12K 9.0 EER
ACEMR12HT13	AIR CONDITIONER	A/C 12K BTU
ACEMR14GJ14	AIR CONDITIONER	13.5K BTU 9.5 EER
ACEMR14HT13	AIR CONDITIONER	13.5K BTU 9.5 EER
Reg Prc: 1,619.990 Sale Prc: 1,349.990 Pmt/#M 119.99/ 18 Pmt/#W 27.99/ 78		
F1-Fwd F2-Back F3-Delete F4-Comments F5-Help F6-Add F7-Warranty ENTER-Update		

Figure 7- 8 Adding a model number while receiving

After you press the F6-Add key, you will see a screen similar to the screen in Figure 7-9. Your cursor will be at UPC Code. You may scan or type in the UPC Code or press the ENTER key. Your cursor will now be at the prompt "Model Number". Enter the Product Code of the model number you wish to add or press the ENTER key and you will be presented with a window showing the available options as seen in Figure 7-10.

Model Number Add				11/21/06	
UPC Code:				Commission Code:	
Model Number:				Vendor Number:	
Description:				Discontinued Indr: N	
First Received:				Serialized:	
Average Cost:	0.000	Last Cost:	0.000	Reg Price:	0.000
Sale Price:	0.000	MAP:	0.00	MOP:	0.00
List Price:	0.00	# Months For Dep:			
Misc Cost Usage:	Percent: 0.00	Qty On Hand:		0	
Taxable:	Tax %: 0.00	Use Profit Center:			
Equivalent:		Movie Inv Type:		RTR:	
Sales Spiff:	0.00	RTO Spiff:		0.00	
RTR Monthly Prc:		RTO Monthly Terms:		0	
Total Monthly Prc:	0.00	Mntly:	0.00	RTO Weekly Terms:	0
Total Weekly Prc:	0.00	Wkly:	0.00	Quantity On Order:	0
Cube Size:		Nbr of Pcs:	0	Date Order Due In:	
Days Out of Stock:		Furn Style:		Unit Weight:	
No Sale Discounts:					
Gl Account Nbrs:					
Key in or scan the UPC code or press return					
F5-Help		F8-Prev		F10-Exit	

Figure 7- 9 Model Number Add Screen

Model Number Add				12/01/06																																														
UPC Code:				Commission Code:																																														
Model Number:																																																		
Description:																																																		
First Received:																																																		
Average Cost:	0.000	Las																																																
Sale Price:	0.000																																																	
List Price:	0.00																																																	
Misc Cost Usage:	Percent: 0.	Tax																																																
Taxable:																																																		
Equivalent:																																																		
Sales Spiff:	0.00																																																	
RTR Monthly Prc:		Mn																																																
Total Monthly Prc:	0.00	Wk																																																
Total Weekly Prc:	0.00	Nbr of																																																
Cube Size:		Furn St																																																
Days Out of Stock:																																																		
No Sale Discounts:																																																		
Gl Account Nbrs:																																																		
<table> <tbody> <tr><td>AA</td><td>AIR CONDITIONER</td><td>0000</td></tr> <tr><td>AD</td><td>DISHWASHER</td><td>0000</td></tr> <tr><td>AE</td><td>APPL ECONOMY</td><td>0000</td></tr> <tr><td>AF</td><td>FREEZER</td><td>0000</td></tr> <tr><td>AH</td><td>HEATER</td><td>0000</td></tr> <tr><td>AL</td><td>APPLIANCE LAUNDRY</td><td>0000</td></tr> <tr><td>AM</td><td>APPL MISC</td><td>0000</td></tr> <tr><td>AR</td><td>REFRIGERATOR</td><td>0000</td></tr> <tr><td>AS</td><td>STOVE</td><td>0000</td></tr> <tr><td>CD</td><td>COMPUTER DESK TOP</td><td>0000</td></tr> <tr><td>CL</td><td>COMPUTER LAPTOP</td><td>0000</td></tr> <tr><td>CM</td><td>COMPUTER MISC</td><td>0000</td></tr> <tr><td>CP</td><td>PRINTER</td><td>0000</td></tr> <tr><td>CW</td><td>COMPUTER WORKSTATION (DESKS)</td><td>0000</td></tr> <tr><td>EA</td><td>STEREO</td><td>0000</td></tr> </tbody> </table>						AA	AIR CONDITIONER	0000	AD	DISHWASHER	0000	AE	APPL ECONOMY	0000	AF	FREEZER	0000	AH	HEATER	0000	AL	APPLIANCE LAUNDRY	0000	AM	APPL MISC	0000	AR	REFRIGERATOR	0000	AS	STOVE	0000	CD	COMPUTER DESK TOP	0000	CL	COMPUTER LAPTOP	0000	CM	COMPUTER MISC	0000	CP	PRINTER	0000	CW	COMPUTER WORKSTATION (DESKS)	0000	EA	STEREO	0000
AA	AIR CONDITIONER	0000																																																
AD	DISHWASHER	0000																																																
AE	APPL ECONOMY	0000																																																
AF	FREEZER	0000																																																
AH	HEATER	0000																																																
AL	APPLIANCE LAUNDRY	0000																																																
AM	APPL MISC	0000																																																
AR	REFRIGERATOR	0000																																																
AS	STOVE	0000																																																
CD	COMPUTER DESK TOP	0000																																																
CL	COMPUTER LAPTOP	0000																																																
CM	COMPUTER MISC	0000																																																
CP	PRINTER	0000																																																
CW	COMPUTER WORKSTATION (DESKS)	0000																																																
EA	STEREO	0000																																																
Enter a two character product code and/or press return																																																		
F1-Forward F2-Back F4-Change OpenBuy F6-Add F7-Change Pricing ENTER-Select																																																		

Figure 7-10 Model Number Add Screen with product code window

If the product code for the inventory you need to receive is listed, using your arrow keys, highlight the product code you need and press the ENTER key. (If the product code and description you want is not on this page, you can press the F1 key to show you the next page and if you should pass up the product code and description you want, you can press the F2 key to go back to the previous page). If the product code and description are not listed at all, press the F6 key to add a new one as seen in Figure 7-11.

Product Code Add													
Location: 0000													
Product Code: AB													
Product Code Description: APPLIANCE BEDROOM													
Total Cost New: \$				0.00				Total Buying Limit: \$				0.00	
Total Cost Re-rent: \$				0.00				Committed Inv Cost: \$				0.00	
Total Cost On Rent: \$				0.00				Total Cost On Order: \$				0.00	
								Open to Buy: \$				0.00	
Discontinued Cost: \$				0.00									
Rental Revenue Prev MTD: \$				0.00				Rental Revenue MTD: \$				0.00	
Sales Previous MTD: \$				0.00				Sales Current MTD: \$				0.00	
Cost of Sales Prev MTD: \$				0.00				Cost of Sales MTD: \$				0.00	
Percent GP Prev MTD: 0.00								Percent GP Current MTD: 0.00					
Seasonal Months - Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec													
Re-Order Levels: Med Med Med Med Med Med Med Med Med Med Med Med													
Date Updated:				Time Updated: 0:00									
F8-Prev										F10-Exit			

Figure 7-11 Product Code Add Screen

LOCATION If you want this product code to be available to ALL locations, press the ENTER key. If you want this product code to only be available at a particular location, enter the location number here.

PRODUCT CODE Enter the one character code for this product (this will end up being the first character of the model number (Example: A=Appliance C=Computer F=Furniture)).

PRODUCT CODE DESCRIPTION This is where you would enter the name for the code (such as AC=Air Conditioner AD=Dishwasher).

The following fields are used for the open to buy and reorder level programs; if your company is not using that, you may press the F9 key to bypass the rest of the fields and accept the new product code. To get more information on the open to buy program, the documentation is on our www.rsssupport.com website.

TOTAL COST NEW This field is populated on its own when using the open to buy program.

TOTAL BUYING LIMIT Dollars open to buy for this Product Code. This is a figure you enter as the amount you do not want to exceed for purchases for this product code.

TOTAL COST RE-RENT Total cost for this product code (status "R" re-rental merchandise only).

COMMITTED INV COST Total committed cost for this product.

TOTAL COST ON RENT Total cost for this product code (status "O" on-rent merchandise only).

TOTAL COST ON ORDER Cost of items currently on order for this Product Code. This will total all items on order for this product code if you are using the Maestro Purchase Order System.

OPEN TO BUY Dollar amount set for Open to Buy for this product code.

DISCONTINUED COST Total cost of discontinued items for this product code.

RENTAL REVENUE PREV MTD Total rental revenue previous Month-to-Date for this product code.

RENTAL REVENUE MTD Total rental revenue Month-to-Date for this product code.

SALES PREVIOUS MTD Total sales in dollars for the previous sales Month-to-Date (for this product code).

SALES CURRENT MTD Total sales dollars Month-to-Date for this product code.

COST OF SALES PREV MTD Total cost of sales for the previous Month-to-Date for this product code.

COST OF SALES MTD Total cost of sales Month To Date for this product code.

PERCENT GP PREV MTD The percent of gross profit previous Month To Date for this product code.

PERCENT GP CURRENT MTD The percent of gross profit current Month To Date for this product code.

SEASONAL MONTHS Seasons are defined for each month in relation to re-order levels. These seasonal month fields can not be changed on this screen.

RE-ORDER LEVELS The RSSS System now allows you to define three different ideal inventory levels or ranges based on seasonal sales fluctuations for non-serialized inventory by month as follows:

Slow Month/Season = Low Inventory Level
 Moderate Month/Season = Medium Inventory Level
 Busy Month/Season = High Inventory Level

The default for this screen is medium for each month. Enter any changes to these fields if necessary.

DATE UPDATED Default based on system date.

TIME UPDATED Default based on system time.

After you have entered the information, press the F9 key. This will take you back to the Model Number Add screen.

You will now be asked for the Manufacturer's code. If you know it, enter it. If not, enter a partial manufacturer code to get the window showing the available options. See Figure 7-12.

Model Number Add				11/21/06
UPC Code:				
Model Number: AB		Commission Code:		
Description:				
First Received:		Last Cos		
Average Cost:	0.000	MA		
Sale Price:	0.000			
List Price:	0.00			
Misc Cost Usage:	Percent:	0.00		
Taxable:		Tax %:		
Equivalent:				
Sales Spiff:	0.00			
RTR Monthly Prc:				
Total Monthly Prc:	0.00	Mntly:		
Total Weekly Prc:	0.00	Wkly :		
Cube Size:		Nbr of Pcs:		
Days Out of Stock:		Furn Style:		
No Sale Discounts:				
Gl Account Nbrs:				
ABS ABS ALG ALEGRA VCR ALG ALG AMA AMA ANT ANT APL APOLLO APL APL ARW ARTISIC WAYS ARW ARW ASH ASHLEY ASI MISC AUT AUT AUT AUT VAN AVS AVS AVT AVT				
Enter a three character manufacturer's code and/or press return				
F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select Code				

Figure 7-12 Model Number Add Screen with manufacturer code window

If the code you need to use is there, using your arrow keys, highlight the manufacturer code you want and press the ENTER key. If the one you need is not listed, press the F6-Add key. You will now see a screen similar to the screen in Figure 7-13.

Manufacturer's Code Add			
Manufacturer's Code: ABC			
Manufacturer's Code Description: ABC COMPANY			
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Product Code:	Freight or Other Added Cost:		%
Enter the Manufacturer's Name			
F8-Prev		F10-Exit	

Figure 7-13 Manufacturer's Code Add Screen

MANUFACTURER'S CODE Enter the Manufacturer's Code.

MANUFACTURER'S CODE DESCRIPTION Enter the Manufacturer Name that the code above describes.

Note: The next 10 lines of field prompts are exactly the same and consist of:

PRODUCT CODE This is a one or two letter code that identifies the type of product represented by this item. Product codes are maintained by the Product Code Maintenance program (GETPCODF).

FREIGHT OR OTHER ADDED COST If using 'Packed Landed', enter the percentage (%) to add to the cost of the items for this manufacturer and product code.

Press the F9 key and you will be returned to the Model Number Add screen shown in Figure 7-9. You will now be prompted for the model number. Type in the manufacturer's model number for this item and press the ENTER key.

COMMISSION CODE Rate of Commission paid on this merchandise as defined in control records. (Example: 1=No Commission, 2=Commission, 3=Report Commission)

DESCRIPTION Enter a few characters of the description for this product and press the ENTER key. You will be shown a window with valid options. Using your arrow keys, highlight the one you want and press the F9

key. If the one you want is not there, press the F6 key to add the new description. See Figure 7-14.

Model Number Add		11/21/06	
UPC Code:		Commission Code:	1
Model Number: ABABC		Vendor Number:	
Description: CLOCK		Discontinued Indr:	N
First Received:		Serialized:	N
Average			0
Sale P	COFFEE/ 2 END TABLES	WROUGHT IRON/GLASS	FO
List P	COFFEE/2 END	WROUGHT IRON/GLAS	FO
Misc Cost U	COFFEE/2 END TABLES	BLACK/MIRROR	FO
Tax	COFFEE/2 END TABLES	OAK	FO
Equiva	COFFEE/2 END TABLES	WHITE WASH/GLASS	FO
Sales S	COMPUTER	2.0CEL/17"/CD-RW	EM
RTR Monthly	COMPUTER	2.6 PRESARIO/17"MONITOR	EM
Total Monthly	COMPUTER	206 PRESARIO/LCD SCREEN	EM
Total Weekly	COMPUTER	2400+XP-M COMPAQ LAPTOP	EM
Cube	COMPUTER	3.2MP DIG/DOCK STATION/CAR	EM
Days Out of S	COMPUTER	4X4X6X EXT.CDR-W	EM
No Sale Disco	COMPUTER	766MZ 17MON	EM
G1 Account	COMPUTER	CEL 2.0 40G 256MB	EM

F1-Forward F2-Back F4-Change Desc **F6-Add Desc** F10-Exit ENTER-Select Desc

Figure 7-14 Model Number Add Screen with description window

Description File Add	
Product Code: AB	Description: CLOCK W/IPOD DOC
Second Description: PLATINUM GRAY	
Sale Inv: 0000-000	Sale Income: 0000-000
Rental Inv: 0000-000	Cost of Goods Sale: 0000-000
Credit Rental Inv: 0000-000	Cost of Goods Transferred: 0000-000
	Credit of Sale Inv: 0000-000
RTO Monthly Price Factor:	
RTO Weekly Price Factor :	
RTR Price Factor:	
Regular Price Factor:	
Sales Price Factor:	
Normal Monthly Terms:	
Normal Weekly Terms :	
This is the Secondary Description	
F8-Prev	F10-Exit

Figure 7-15 Description Add Screen

DESCRIPTION If you are adding a new description, enter the new description in the Description File Add screen. See Figure 7-15.

SECOND DESCRIPTION If you are adding a second description, enter the second description in the Description File Add screen. See Figure 7-15.

Once you have entered the descriptions in the Description Add Screen, press the F9 key and you will be returned to your Model Number Add screen.

VENDOR NUMBER Enter the vendor number assigned to this vendor. If you are unsure of the vendor number, enter the first few characters of the vendor name and press the ENTER key for a selection window. Using your arrow keys, highlight the correct vendor and press the ENTER key.

DISCONTINUED INDR Press the ENTER key to accept the default of N.

FIRST RECEIVED This field is automatically updated when items are received.

SERIALIZED A Y for yes in this field indicates this item comes with a manufacturer's serial number, a T for transparent in this field indicates the manufacturer does not serialize this item and the system will automatically assign the next available "transparent" serial number. An N for no in this field means this is a miscellaneous item. Miscellaneous items are those items that don't require a serial number, such as DVDs, CDs, universal remotes, and other accessory items. These items are tracked by "quantity on hand".

AVERAGE COST Enter the actual cost here. Note: the average cost will also automatically be updated with future purchases.

LAST COST Enter the actual cost here. This field will also automatically update with future purchases.

Note: The following fields should automatically populate for you, including pricing fields that are calculated from the Price Control (PRICECTL) settings for Retail Inventory. You may change them if needed. If you don't need to make any changes to the system defaults, you can press the F9 key and press ENTER on "Any more changes: N" and the model number is added.

REGULAR PRICE Enter the Regular Price, this amount will be the default amount when ringing up a retail sale.

SALE PRICE This field is populated by the Sales Item Maintenance (SALEITEM) program.

MAP MAP refers to Minimum Acceptable Price (MAP is also known in the Industry as Minimum Advertised Price). MAP price is the lowest price the employee who is authorized to change a price may negotiate down to.

MOP MOP refers to Manager Override Price and is the lowest price that a manager may authorize.

LIST PRICE Enter the manufacturers suggested retail price or list price.

MONTHS FOR DEP Used only if you want to override depreciation for rental inventory as set in Control Maintenance (CTRLMNT).

MISC COST USAGE If this is a miscellaneous model number, you have two options when assigning a cost of goods sold, 1) Use Entered Cost 2) Use Percent Of Price. If you chose option 2 you can enter a percentage (%) in the next field and it will calculate the Cost of Goods Sold (COGS) based on the sale amount and this %. For example if you put 50% and you sell something for \$10.00 it will assign a COGS of \$5.00.

PERCENT If you select option 2 on field 'MISC COST USAGE', enter the percentage (%) to be calculated on this model for cost when sold.

QTY ON HAND Inventory quantity on hand is automatically calculated.

TAXABLE Enter a Y for yes if this item is taxable or an N for no if it is not.

TAX % Enter the tax percentage to be charged if this model number is to be sold at wholesale.

USE PROFIT CENTER Enter a Y for yes if you are running your stores as individual profit centers.

EQUIVALENT This is used by the Service Department, it is an alternate model number used when the model number you are looking at is out of stock or no longer carried.

RTR INV TYPE Accept the default by pressing the ENTER key.

MOVIE INV TYPE Accept the default by pressing the ENTER key.

SALES SPIFF This field is for an automatic spiff (bonus) for this particular model number when the item is sold retail. This field can be changed at any time as promotions dictate. You must have the Sales Control (SALECTRL) parameter set for Spiffs.

RTO SPIFF This field is for an automatic spiff (bonus) for this particular model number when the item is rented. This field can be changed at any time as promotions dictate.

Note: The following pricing fields are calculated from the Price Control (PRICECTL) settings for rental inventory and should automatically fill in for you here. You may change them if needed.

RTR MONTHLY PRC This is the dollar amount you want to receive if this item is put out on a Rent to Rent agreement. Press the ENTER key and you

will be shown a pop up window showing the options available for hourly, daily, weekly and monthly if using the RSSS Rent to Rent Program.

RTO MONTHLY TERMS Enter the number of months in a typical Rent to Own agreement for this item as new.

TOTAL MONTHLY PRC Enter the total amount of the agreement as a new item if rented on a Rent to Own agreement Monthly (monthly payment x number of months). This will be calculated if terms and price were entered.

MNTLY If the total monthly price is entered, this field will automatically calculate the monthly payment based on the information entered in the RTO Monthly Terms prompt.

RTO WEEKLY TERMS Enter the number of weeks in a typical RTO agreement for this item as new.

TOTAL WEEKLY PRC Enter the total amount of the agreement as a new item if rented on a Rent to Own agreement Weekly (weekly payment x number of weeks). This will be calculated if terms and price were entered.

WKLY If the total weekly price is entered, this field will automatically calculate the weekly payment based on the information entered in the RTO Weekly Terms prompt.

QUANTITY ON ORDER This field is updated from the RSSS Purchase Order system.

CUBE SIZE Amount of space this item takes up on a truck.

NBR OF PCS Number of pieces associated with this model number.

DATE ORDER DUE IN This field is updated from the RSSS Purchase Order system.

DAYS OUT OF STOCK This field is updated by Open to Buy Report.

FURN STYLE Free form field for style of product.

UNIT WEIGHT Shipping Information.

NO SALE DISCOUNTS Enter a Y for yes if this item is excluded from a customer sale discount as noted in Customer Maintenance (RCUSTMNT), otherwise enter an N for no.

The following seven fields are the general ledger account numbers used for this inventory. If your company is using these fields, they will prompt from the product code or description associated with this model number. You can add the numbers if needed.

SALE INCOME General Ledger Sales Income Account (CR).

SALE INV General Ledger Sales Account, Inventory (CR).

COST OF GOODS SALE General Ledger Sales Account, Costs of Goods Rental/Inventory (DR).

RENTAL INV General Ledger Account number for Rental Revenue (CR).

COST OF GOODS TRANSFERRED General Ledger account number for rental charge off expense (DR).

CREDIT RENTAL INV General Ledger account number for rental depreciation expense (DR).

CREDIT OF SALE INV General Ledger account number for rental inventory sales income (CR).

When every field has been filled, press the F9 key. You will be prompted for “Any More Changes”. An N for no at this prompt will take you to a screen similar to the one seen in Figure 7-6.

Adding a new miscellaneous inventory model number while receiving

To add a new model number for miscellaneous inventory, you do things the same as serialized inventory. **The only change on the model number add screen is in the field “SERIALIZED”, you would enter an N for no.** See Figure 7-16.

Model Number Add				11/21/06	
UPC Code:				Commission Code: 1	
Model Number: ABABC				Vendor Number: 67	
Description: CLOCK W/IPOD DOC				Discontinued Indr: N	
PLATINUM GRAY				Serialized: N	
First Received: 11/21/06				Reg Price: 0.000	
Average Cost: 0.000		Last Cost: 0.000		MAP: 0.00	
Sale Price: 0.000				MOP: 0.00	
List Price: 0.00				# Months For Dep: 0	
Misc Cost Usage: 1		Percent: 0.00		Qty On Hand: 0	
Taxable: Y		Tax %: 0.00		Use Profit Center: Y	
Equivalent:				Movie Inv Type: N	
Sales Spiff: 0.00				RTR: N	
RTR Monthly Prc: 0.00		Mntly: 0.00		RTO Spiff: 0.00	
Total Monthly Prc: 0.00		Wkly: 0.00		RTO Monthly Terms: 0	
Total Weekly Prc: 0.00		Nbr of Pcs: 0		RTO Weekly Terms: 0	
Cube Size:		Furn Style:		Quantity On Order: 0	
Days Out of Stock:				Date Order Due In:	
No Sale Discounts:				Unit Weight:	
G1 Account Nbrs:					
"Y"--Serialized "Y"--Transparent Serial Nbrs "N"--Misc					
F5-Help		F8-Prev		F10-Exit	

Figure 7-16 Model Number Add Screen

After you have filled in the first screen and either entered through to the second screen or pressed the F9 key when you are done entering data and then pressed ENTER to advance to the second screen, you will see a screen similar to Figure 7-17.

Model Number Add										11/21/06			
Model Number: ABABC					Location: 1								
Descriptions: CLOCK W/IPOD DOC					PLATINUM								
Quantity on Hand: 0.00					Qty Received Ptd:					0			
Low Reorder/Max Level: 2 / 3					Qty Received Ytd:					0			
Med Reorder/Max Level: 5 / 6					Qty Sold Ptd:					0			
Hi Reorder/Max Level: 7 / 10					Qty Sold Ytd:					0			
Bin:					Sales Ptd:					0.00			
					Sales Ytd:					0.00			
					Cost Ptd:					0.00			
					Cost Ytd:					0.00			
Seasonal Months - Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec													
ITEMLOC Override: Med Hi													
Any More Changes ("C" to add and copy): N													
F5-Help				F8-Prev				F10-Exit					

Figure 7-17 Model Number Add Screen

LOCATION Enter in the Location(s) that will carry this item for sale.

QTY ON HAND This will update after you have received in inventory.

QTY RECEIVED PTD This field is updated by the system as you receive inventory.

LOW REORDER / MAX LEVEL Enter the reorder quantity on hand/max on hand quantity at which you reorder this item.

QTY RECEIVED YTD This field is updated by the system as you receive inventory.

MED REORDER / MAX LEVEL Enter the reorder quantity on hand/max on hand quantity at which you reorder this item.

QTY SOLD PTD The number sold in the current month.

HIGH REORDER / MAX LEVEL Enter the reorder quantity on hand/max on hand quantity at which you reorder this item.

QTY SOLD YTD The number sold this year.

BIN If this item is stored in a bin, enter the bin number here.

SALES PTD The sales dollars collected for this item this month.

SALES YTD The sales dollars collected for this item this year to date.

COST PTD The total cost of this item purchased this month.

COST YTD The total cost for this item purchased this year.

SEASONAL MONTHS A 12-month calendar is used with reorder levels defined above; these fields will be automatically populated from the Product Code record.

ITEMLOC OVERRIDE Enter (L)ow, (M)ed, or (H)i Item/Loc Override or enter for PC Default.

Press the F9 key. You will now be prompted for “Any More Changes”. If you need to make changes, enter a Y for yes and make your changes. When the prompt “Any More Changes” is answered with an N for no, the cursor will jump back up to “Location”. You can enter another location you want this inventory entered into or you can press the F8 key to finish.

Receiving miscellaneous inventory

To receive miscellaneous inventory, you need to be at a command line and type in “RECEIVE” and press the ENTER key. You will be prompted for the Printer or File Pathname as seen in Figure 7-18. Enter the correct information or press the ENTER key if you want to accept the default printer. You will now be prompted for the “Paper Type”. Your choices will be listed on the bottom of the screen. Type in the number next to the paper type you will be using (1=Receipt Paper - paper used for payment receipts. 2=Regular Paper - plain white report paper). You will now be prompted “Print Description Line”. Enter a Y for yes for accessory inventory, if you would like the description line to print.

Printer or File Pathname: LP01

Paper Type: **1**

Print Description Line: Y

1) Receipt Paper 2) Regular Paper

Figure 7-18 Print or File Path Name Screen

The next screen will be a menu screen as seen in Figure 7-19. Choose #2 Receive/Delete Miscellaneous Inventory and a screen similar to the screen seen in Figure 7-20 will appear.

Inventory Receiving

Enter Receiving Function: 1

1. Receive Serialized Inventory
2. Receive/Delete Miscellaneous Inventory
3. Delete Serialized Inventory

Change to a 2

F7 To Re-Enter Security

The screenshot shows a terminal window titled 'Inventory Receiving'. Inside, there is a box containing the prompt 'Enter Receiving Function:' followed by the number '1'. To the right of this box is a callout box with an arrow pointing to the '1' and the text 'Change to a 2'. Below the box is a list of three options: '1. Receive Serialized Inventory', '2. Receive/Delete Miscellaneous Inventory', and '3. Delete Serialized Inventory'. At the bottom of the screen, it says 'F7 To Re-Enter Security'.

Figure 7-19 Inventory Receiving Screen

Model Number Maintenance 11/21/06

Model/UPC/Desc: ■

Enter '*' then one or two words to search by partial description

F2-Start by UPC F3-Start by Model F4-Start by Desc F5-Help

The screenshot shows a terminal window titled 'Model Number Maintenance' with the date '11/21/06' in the top right corner. Below the title is a prompt 'Model/UPC/Desc:' followed by a cursor and a dashed line. Further down is a line of text: 'Enter '*' then one or two words to search by partial description'. At the bottom, there is a horizontal line with four options: 'F2-Start by UPC', 'F3-Start by Model' (which is circled), 'F4-Start by Desc', and 'F5-Help'.

Figure 7-20 Model Number Maintenance Screen

You may enter a (partial or full) model number, UPC code or description. Press the F2 key to list in alphanumeric order by UPC. Press the F3 key to list model numbers in order, see Figure 7-21, or press the F4 key to list model numbers by description. Use the arrow keys to highlight the model number of the item to be received and press the ENTER key. (If the model number you want is not on this page you can press the F1 key to show you the next page. If you should pass up the model number that you want, you can press the F2 key to get to the previous page). If the model number you need for the inventory you are receiving is not already in the system, please see Adding a [New Model Number while Receiving](#) to add a model number.

Model Number Maintenance			11/21/06
Model Nbr/Desc:		This item is highlighted	
Model Number	Description	2nd Description	
ABABC	CLOCK W/IPOD DOC	PLATINUM	
ACAMA14010C1D	AIR CONDITIONER	A/C 14K BTU	
ACAMA14M13TA	AIR CONDITIONER	A/C 14K BTU	
ACAMAAC05080MID	AIR CONDITIONER	8000 BTU	
ACAMAAC06090M1D	AIR CONDITIONER	6K BTU 10.0 EER SLIDE OUT	
ACAMAAC07087M1D	AIR CONDITIONER	A/C- 7.5K BTU 8.5 EER COO	
ACAMAAC10190A1D	AIR CONDITIONER	10K BTU 10.0 EER SLIDEOUT	
ACAMAAC12090CID	AIR CONDITIONER	11.5K BTU 10.0 EER SLD-OU	
ACAMAAC18090C2D	AIR CONDITIONER	18,000 BTU	
ACCESSORY	ACCESSORY ITEM		
ACEMR10GC13	AIR CONDITIONER	A/C-10K BTU 9.0 EER COOL	
ACEMR12GJ14	AIR CONDITIONER	12K 9.0 EER	
ACEMR12GJ44	AIR CONDITIONER	12K 9.0 EER	
ACEMR12HT13	AIR CONDITIONER	A/C 12K BTU	
ACEMR14GJ14	AIR CONDITIONER	13.5K BTU 9.5 EER	
Reg Prc:	0.000	Sale Prc:	0.000
Pmt/#M	0.00/	Pmt/#W	0.00/
F1-Fwd F2-Back F3-Delete F4-Comments F5-Help F6-Add F7-Warranty ENTER-Update			

Figure 7-21 Model Number Maintenance Screen with data

The next screen you will see is the Model Number Inquiry screen, see Figure 7-22, verifying the correct model number choice.

Model Number Inquiry				11/21/06	
UPC Code:					
Model Number: ABABC		Commission Code:		1	
Description: CLOCK W/IPOD DOC		Vendor Number:		5	
PLATINUM		Discontinued Indr:		N	
First Received:		Serialized:		N	
Average Cost:	0.000	Last Cost:	0.000	Reg Price:	0.000
Sale Price:	0.000	MAP:	0.00	MOP:	0.00
List Price:	0.00	# Months For Dep:			
Misc Cost Usage: 1	Percent: 0.00	Qty On Hand:		0	
Taxable:	Y	Tax %:	0.00	Use Profit Center:	Y
Equivalent:		Movie Inv Type: N		RTR: N	
Sales Spiff:	0.00	RTO Spiff:		0.00	
RTR Monthly Prc:		RTO Monthly Terms:		0	
Total Monthly Prc:	0.00	Mntly:	0.00	RTO Weekly Terms:	0
Total Weekly Prc:	0.00	Wkly :	0.00	Quantity On Order:	0
Cube Size:		Nbr of Pcs:	0	Date Order Due In:	
Days Out of Stock:		Furn Style:		Unit Weight:	
No Sale Discounts:					
G1 Account Nbrs:					
Right Model Nbr:	N				
F5-Help		F7-Warranty		F8-Prev	
				F10-Exit	

Figure 7-22 Model Number Inquiry Screen

The prompt at the bottom left hand corner of the screen will ask "Right Model Nbr". If you answer this with an N for no, it will return to the list screen so that you can select the proper model number. When "Right Model Nbr" is answered with a Y for yes, the Receive Miscellaneous Inventory Screen will be displayed, see Figure 7-23.

Receive Miscellaneous Inventory			
Model Number: ABABC			
Description: CLOCK W/IPOD DOC			
Location:		1	
Date Received:	11/21/06	Vend Invoice Nbr:	445566
PO Nbr:	11112	Receiving Nbr:	3
Qty To Receive:	3.00	Actual Cost:	100.000
Qty Received:	0.00	Average Cost:	0.000
Any More Changes: N			
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm			

Figure 7-23 Receive Miscellaneous Inventory Screen

LOCATION Enter the location you are receiving this inventory into.

DATE RECEIVED Defaults to today's date.

VEND INVOICE NBR Enter the invoice number from the vendor's invoice.

PO NBR Enter the Purchase Order number this was ordered from.

RECEIVING NBR Enter the Receiving Number if your company keeps track of this. This is an "in-store" number like a Purchase Order to track individual store purchases.

QTY TO RECEIVE Enter the number of items you are receiving into this location at this time.

ACTUAL COST Enter the amount the company is paying for each item of this particular model number at this time. Depending on the control settings in Model Maintenance (MODELMNT), you may or may not be able to change this cost. If you are not able to and need to change actual cost, please contact your manager or call RSSS.

QTY RECVD Automatically entered by the system when the miscellaneous items have been received.

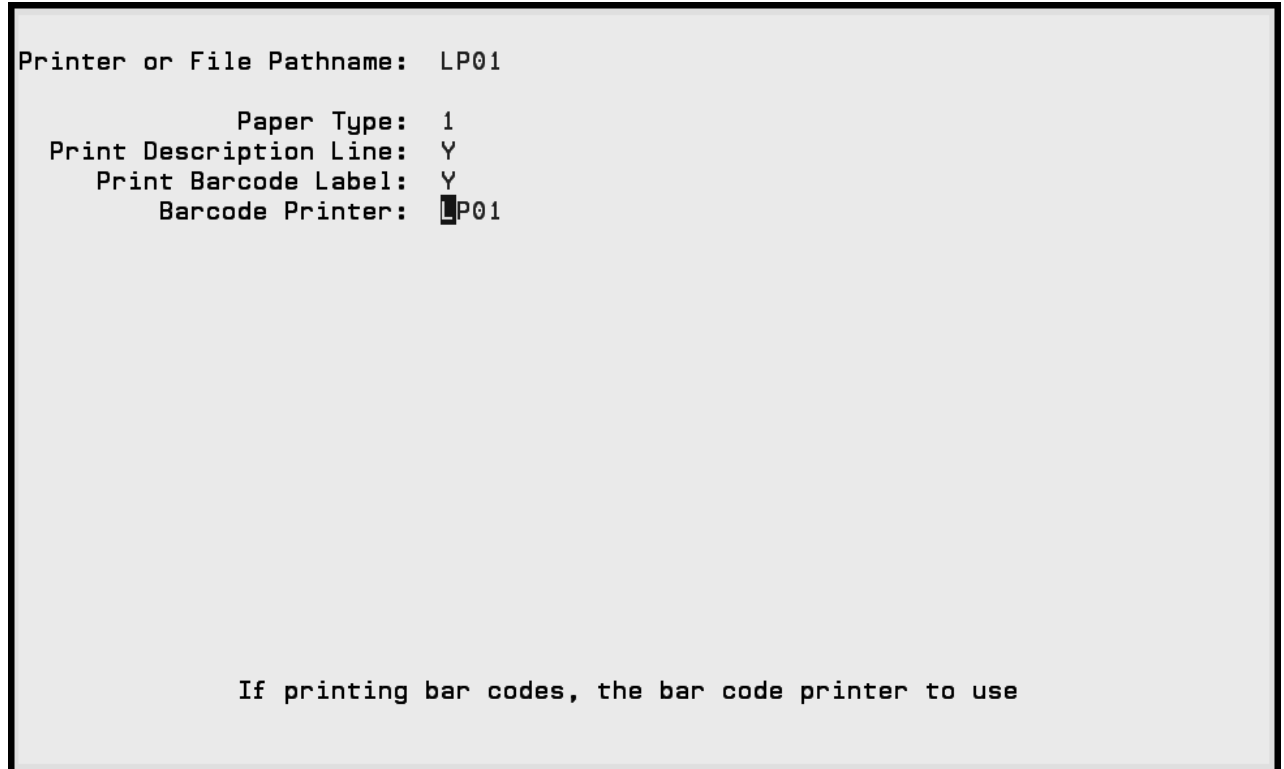
AVERAGE COST This figure is automatically calculated by the system.

Press the F9 key. You will now be prompted “Any More Changes”. If you need to make changes, enter a Y for yes and make your changes. When the prompt “Any More Changes” is answered with an N for no, the amount you requested under “Qty to Receive” will be received and your cursor will be returned to the “Location” prompt. If you need to receive more of this same model number into a different location, enter the location number and repeat the above steps. If you have no more of this model number to receive, press the F8 key.

Receiving Inventory from a Purchase Order - POINLOAD

This program is used to Receive Inventory and updates your purchase order records when using the RSSS Purchase Order System.

To get into this program, at a menu, press the F10 key and at the command line type in “POINLOAD”. You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number or pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will see a screen similar to Figure 7-24.



```
Printer or File Pathname: LP01

      Paper Type: 1
Print Description Line: Y
    Print Barcode Label: Y
      Barcode Printer: LP01

If printing bar codes, the bar code printer to use
```

Figure 7-24 Print or File Path Name Screen

PRINTER OR FILE PATHNAME Press ENTER to accept the default printer or type in the proper printer number or pathname.

PAPER TYPE Enter the proper number. 1 = Receipt Paper, 2 = Regular Paper.

PRINT DESCRIPTION LINE Enter Y for yes if you want the color, fabric and description line to print.

PRINT BARCODE LABEL If you want to print a barcode label for the items you are receiving, enter a Y for yes.

BARCODE PRINTER If you have chosen to have barcode labels printed, enter the printer number assigned to the barcode printer.

You will now see a screen similar to Figure 7-25.

Inv Type: 0 Next Bar Code #: 0 Receiving Date: 11/21/06 Loc:
% Cost To FP: 100.00 FP Agent Nbr: Vend Inv #:

"O" -Rent-To-Own "R" -Rent-To-Rent "S" -Sales "M" -Movie Club

Figure 7-25 Purchase Order Inventory Screen

INV TYPE This will prompt according to your company's control settings. O=Rent to Own, S=Retail Sale, R=Rent to Rent and T=Trial Purchase.

NEXT BAR CODE # Pressing the ENTER key, the system will auto assign the bar code number.

RECEIVING DATE Press the ENTER key to accept the default of today's date.

LOC Enter the location receiving the inventory.

% COST TO FP Enter the percent of cost that is Floor Plan. If the inventory being received is not floor planned, accept the default and press ENTER.

FP AGENT NBR Enter the number assigned to the floor plan agent carrying this merchandise or press ENTER if you are not using a Floor Plan.

VEND INV # Enter the Vendor's Invoice Number for the product you are about to receive, leave blank if you don't have it and press the ENTER key.

You will now be prompted for "Any More Changes". If you need to make changes, enter a Y for yes and make your changes. When the prompt "Any More Changes" is answered with an N for no, you will be prompted for "PO Number". See Figure 7-26.

Inv Type: S Next Bar Code #: 0 Receiving Date: 8/19/06 Loc: 1
% Cost To FP: 100.00 FP Agent Nbr: Vend Inv #:
PO Number:

F3-Start With PO F8-Backout F10-Exit

Figure 7-26 Purchase Order Inventory Screen with purchase order number prompt

Enter the PO Number to receive, if you do not know the purchase order number, press the F3 key to list the open PO's in numerical order. The screen will change to resemble Figure 7-27 (**Note: each different model number you entered on the PO will be on a line of its own**).

Inv Type: 0	Next Bar Code #:	0	Receiving Date: 11/21/06	Loc: 1
% Cost To FP: 100.00	FP Agent Nbr:		Vend Inv #:	
PO Number: 0				
PO Nbr	Seq Nbr	Item		
2648	512	C19A02D		
2724	512	LSQ9564JQ		
2751	1024	LER5636JQ		
2751	512	LSQ8543JQ		
2873	512	CZ27V51		
2939	1024	ET21PKXGW		
2939	512	IQC50H95		
3108	1536	LSQ7030KQ		
3149	512	RF377PXGW		
3158	512	32A30		
3176	512	GLWS1649AS		
Date Ordered: 2/19/01 Date Due In: Model Nbr: EPZENC19A02D				
Fabric:		Color:	Qty Ord: 1	
UPC Code:		List Prc: 0.00	Ship To: 1	
F1-Fwd F2-Back F3-Comments F4-Receive PO F6-Chg UPC F7-Impr BC Off				

Figure 7-27 Purchase Order Inventory Screen with data

At the bottom of the screen you will see date ordered, date due in, model number, the fabric and color of the item (if applicable), the quantity ordered (an asterisk beside quantity ordered, indicates comments are attached to this line) on the PO, the UPC Code, List Price, and ship to location.

F1 - FORWARD If the PO Number you need is not on this screen, this will scroll the listing forward one page at a time.

F2 - BACK If you have pressed to scroll forward & now need to go back.

F3 - COMMENTS If a line item has a comment attached, there will be an asterisk next to the quantity ordered. See Figure 7-28.

Inv Type: S		Next Bar Code #: 0		Receiving Date: 8/19/06		Loc: 1	
% Cost To FP: 100.00		FP Agent Nbr:		Vend Inv #:			
PO Number: 0							
PO Nbr	Seq	Nbr	Item				
2648	512		C19A02D				
2724	1024		LER2614JQ	←			
2724	512		LSQ9564JQ				
2751	1024		LER5636JQ				
2751	512		LSQ8543JQ				
2873	512		CZ27V51				
2939	1024		ET21PKXGW				
2939	512		IQC50H95				
3108	1536		LSQ7030KQ				
3149	512		RF377PXGW				
3158	512		32A30				
Date Ordered: 3/24/01				Date Due In:		Model Nbr: ALWPLLER2614JQ	
Fabric:				Color:		Qty Ord: 1 *	
UPC Code:				List Prc: 0.00		Ship To: 2	
F1-Fwd F2-Back F3-Comments F4-Receive PO F6-Chg UPC							

Figure 7-28 Purchase Order Inventory Screen with asterisk for comments displayed

Press the F3 key and the comment will be displayed. See Figure 7-29. You can add or change the comment if necessary.

Inv Type: S	Next Bar Code #:	0	Receiving Date: 8/19/06	Loc: 1
% Cost To FP:	100.00	FP Agent Nbr:	Vend Inv #:	
PO Number: 0				
PO Nbr	Seq Nbr	Item		
2648	512	C19A02D		
2724	1024	LER2614JQ	←	
2724	512	LSQ9564JQ		
2751	1024	LER5636JQ		
2751	512	LSQ8543JQ		
2873	512	CZ27V51		
29				
29	THIS IS A COMMENT LINE EXAMPLE FOR YOU TO SEE.			
31				
31				
31				
Date				
Fabr				
UPC C				
* 2				
F1-Fwrd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line				

Figure 7-29 Purchase Order Inventory Screen with comments displayed

F4 - RECEIVE PO To receive all accessories on this PO allows you to view the details of the accessory item PO, verify counts and receive all or adjust individual line items and receive partial PO. Highlight the line item and press the F4 key. See Figure 7-30. **Note: This can only be used on accessory / miscellaneous inventory.**

Inv Type: S Next Bar Code #:		0		Receiving Date: 8/19/06		Loc: 1	
% Cost To FP: 100.00		FP Agent Nbr:		Vend Inv #:			
PO Number: 0							
MODEL NUMBER	DESC 1	DESC 2	ORDERED	RECEIVED	LOC		
MILOT008	LOTTERY	WINNER TAKE ALL	300	300	1		

F1-Forward	F2-Back	F10-Cancel	ENTER-ReadytoReceive

Figure 7-30 Purchase Order Inventory Screen after pressing F4 on highlighted item

Make the necessary adjustments if any and press the F9 key to receive items on the PO.

F6 - CHG UPC To change/add UPC code, or adjust the list price.

F7 - BC LABEL OFF / ON You can choose to turn off or on the print bar code labels by line item.

If the first model number on the list was back ordered, or has not come in yet, use your arrow key to get to the model number (with the appropriate color and fabric if entered) that you need to receive.

Press the ENTER key twice, and you will see new fields appear including Serial Number, Bar Code #, # Pcs, Cost Freight, and Quantity. The bottom of the screen will also show you the description of the product, the number you have received so far, and the last serial number you received as seen in Figure 7-31.

Inv Type: 0		Next Bar Code #: 0		Receiving Date: 8/19/06		Loc: 1	
% Cost To FP: 100.00		FP Agent Nbr:		Vend Inv #:			
PO Number: 0							
PO Nbr	Seq Nbr	Item	Serial Number	Bar Code #	#Pcs	Cost	Freight Qty
2648	512	C19A02D					
2724	1024	LER2614JQ			1	224.00	
2724	512	LSQ9564JQ					
2751	1024	LER5636JQ					
2751	512	LSQ8543JQ					
2873	512	CZ27V51					
2939	1024	ET21PKXGW					
2939	512	IQC50H95					
3108	1536	LSQ7030KQ					
3149	512	RF377PXGW					
3158	512	32A30					
Date Ordered: 3/24/01 Date Due In: Model Nbr: ALWPLLER2614JQ							
Fabric:		Color:		Qty Ord: 1		*	
Desc: DRYER		Nbr Received:		Last Serial Nbr:			
F8-Backout							F10-Exit

Figure 7-31 Purchase Order Inventory Screen with additional fields displayed

Enter the serial number of the product being received and press the ENTER key. If the product is a T for transparent model number (such as furniture and jewelry), just leave the serial number blank and a number will be assigned. The next available bar code number will be assigned. **Note: If this is an accessory item enter through the serial number and bar code fields and enter the quantity being received.** Enter any added freight cost if needed. Enter the quantity to be received. (This can only be multiple quantities if you are receiving in miscellaneous or transparent model numbers).

If all receiving is completed, press the F10 key to exit the program or press the F8 key to back out to a menu. A receiving report will print with the serial numbers and/or quantities received.

Chapter 8 – Inquiring about Inventory - INVMNT, INVMNTF & INVAVAIL

To get into Inventory Inquiry, press the F10 key and at the command line type in “INVMNT” and then press the ENTER key. You will see a screen similar to Figure 8-1.

Inventory Maintenance 11/22/06

Start Key: []

Select: [] Loc & Stat: [] Desc: []

Enter the information to search for

Start By: F3--Model #, F4--Date Sold, F5--Bar Code Number, F6--Serial #

Figure 8- 1 Inventory Maintenance Screen

START KEY The key refers to the function keys listed below. If you are only searching by model number, bar code number or serial number, once you enter the full or partial key, press the appropriate function key (shown at the bottom of the screen, F3, Model Number, F5, Bar Code Number, or F6, Serial number) otherwise please continue to enter your additional search criteria of location, status or description and then press the appropriate function key for the key search.

LOC If you want to list the inventory for a certain location only, enter that location number. If you want all locations, leave blank.

STAT If you want to list inventory by status, enter the status here. You may also enter I to list all Idle or available inventory. Valid statuses are:

N = NEW
R = RETURNED
O = ON RENT
D = DEMO/LOANER
C = RETURNED FOR STORE CREDIT
S = SOLD
P = PAID OUT
E = EARLY BUYOUT

B = STORE BURGLARY
L = STORE LOSS
X = SKIPPED
Y = STOLEN
Z = CHARGE OFF

DESC If you want the computer to list the inventory based on a certain description, enter that description here.

The inventory file may be viewed in one of several sort orders including model number, bar code number or serial number depending on what function key you press (see bottom of screen) to start the list by. Type in a few characters of the model number and press the F3 key to get a list of inventory pieces in model number order beginning with the characters you just entered. In this same fashion, you can list by bar code or serial number as well. See Figure 8-2.

Inventory Maintenance							11/22/06
Start Key: AA							
Select:	Loc & Stat:		Desc:				
Model Number	Serial Nbr	Loc	Stat	Description	Received	Sold	
ACAMA14010C1D	123456798	1	N	AIR CONDITIONER	9/06/06		
ACAMA14010C1D	213456789		O	AIR CONDITIONER	9/06/06	9/18/06	
ACAMA14010C1D	777771	1	N	AIR CONDITIONER	11/20/06		
ACAMA14010C1D	777772	1	N	AIR CONDITIONER	11/20/06		
ACAMA14010C1D	777773	1	N	AIR CONDITIONER	11/20/06		
ACAMA14M13TA	9801205992	902	P	AIR CONDITIONER	7/31/99	2/19/01	
ACAMAAC05080MID	8127101068	801	Z	AIR CONDITIONER	6/18/01	1/22/04	
ACAMAAC06090M1D	9904706488	904	P	AIR CONDITIONER	6/15/00	5/18/02	
ACAMAAC06090M1D	9904707027	901	S	AIR CONDITIONER	8/07/99	6/12/04	
ACAMAAC06090M1D	9904707039	903	P	AIR CONDITIONER	9/21/99	2/09/01	
ACAMAAC07087M1D	9812711422	904	S	AIR CONDITIONER	8/05/99	9/05/01	
ACAMAAC10190A1D	9902706092	901	P	AIR CONDITIONER	7/30/99	12/01/00	
ACAMAAC10190A1D	9906704620	802	Z	AIR CONDITIONER	7/29/99	1/29/04	
ACAMAAC10190A1D	9906704628	904	S	AIR CONDITIONER	7/29/99	5/05/03	
Reg Prc: 1,619.990 Sale Prc: 1,349.990 Pmt/#M 119.99/ 15 Pmt/#W 27.99/ 18							
Second Description: A/C 14K BTU							
F1-Next Page F2-1st Page F4-Comments F7-Warranty ENTER-Update CMD-Exit1 #							

Figure 8- 2 Inventory Maintenance Screen with data

The other fields, loc, stat and desc can be used as filters to further reduce the scope of the list. For instance, at desc, you can enter 'RANGE' and press the F3 key to get a list of all of your inventory described as RANGE in model number order. See Figure 8-3.

Inventory Maintenance						11/22/06	
Start Key:							
Select:		Loc & Stat:		Desc: RANGE			
Model Number	Serial Nbr	Loc	Stat	Description	Received	Sold	
AKAMAACF3325AB	0112195816	902	S	RANGE	5/09/03	5/09/03	
AKAMAACF4215AC	0107166316	902	P	RANGE	1/18/03	10/08/04	
AKAMAACF4215AC	0111144779	902	S	RANGE	10/18/02	10/19/02	
AKAMAACF4225AB	0109219862	904	E	RANGE	1/23/04	3/02/04	
AKAMAACF4225AC	0108232480	904	O	RANGE	11/22/03	8/05/04	
AKAMAACF4225AW	0104174113	901	P	RANGE	8/03/01	12/20/02	
AKAMAACF4225AW	0104174697	903	P	RANGE	6/25/01	4/08/02	
AKAMAER5735QAB	16459390ER	904	O	RANGE	12/15/04	12/15/04	
AKAMAER5735QAW	17634828EV	903	O	RANGE	1/17/05	2/03/05	
AKAMAER5735QAW	7821259GAQ	3	N	RANGE	2/10/05		
AKAMAARR3100L	9805259738	904	P	RANGE	10/14/99	5/06/02	
AKAMAARR3100L	RR3100L001	901	O	RANGE	11/07/06	11/16/06	
AKAMAARR3100W	9801168455	904	P	RANGE	12/04/98	1/11/01	
AKAMAARR3100W	9907204578	902	P	RANGE	11/01/99	4/15/00	
Reg Prc: 1,509.990 Sale Prc: 1,259.990 Pmt/#M 110.99/ 18 Pmt/#W 25.99/ 78							
Second Description:							
F1-Next Page F2-1st Page F4-Comments F7-Warranty ENTER-Update CMD-Exit1 #							

Figure 8- 3 Inventory Maintenance Screen with data

The screen will display a list of units based on what you asked for. It will display the model number, serial number, location, status, description, date received and date sold (or last sold if it is in stock). At the bottom of the screen, you will see the regular price, sale price, monthly and weekly payments and payment terms and second description for the item on which you have highlighted.

Inventory Inquiry Screens

Using the arrow keys, highlight the item you wish to see and press the ENTER key. This will display an inventory change screen as seen in Figure 8-4. If you don't have the security to change inventory this will be an Inquiry Screen. If you have the proper security authorization, you can use the ENTER key to move around the screen. Press the F9 key and then press ENTER to go to the next page of inventory detail. Note: It is not recommended that you make any changes here. Most fields are automatically updated for you.

Inventory Change		11/22/06
Model #: AKAMAACF3325AB	Date Received:	5/09/03
Serial #: 0112195816	Date FP Starts:	
Bar Code Number: 46156	Date FP Paid:	
Description: RANGE	Date Sold:	5/09/03
Customer Name: KRAMER	Date Delivered:	5/09/03
Curr Cust #: 10009776	Date Due Back:	
Prev Cust 1:	Date Returned:	
Prev Cust 2:	Date Trans In:	5/09/03
Prev Cust 3:	Date Trans To Rent:	5/09/03
Cust Agreement#:	Date Last Inv Move:	
Ticket Nbr: 10031200	Time Delivered:	0:00
Receiving #:	F. Plan Agent:	
Vend Invoice#:	Vendor:	
PO Nbr: 0000004695	Status:	S
Trust Receipt:	Warranty Printed:	
Freight Line:	Data Changed:	
Condition:	Last Changed Date:	5/09/03
Agreement Periods: 0	Agreement Revenue:	
Write Off Amt: 472.23	Book Value:	0.00
Locations: 902 2		

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

Figure 8- 4 Inventory Change Screen #1

MODEL # This is the model number associated with this serial number.

DATE RECEIVED Shows the date this inventory piece was received.

SERIAL # Shows the serial number for this piece of inventory.

DATE FP STARTS The date that the floor plan on this item begins. Use the INVCHG6 program to update this field. This date is used when you run the Trust reports (TRUST and TRUSTR).

BAR CODE NUMBER Bar Code Number assigned either manually or by the computer to this piece of inventory.

DATE FP PAID This field is automatically updated by the system when the floor plan company is paid for this serial number using the Trust reports (TRUST and TRUSTR).

DESCRIPTION The description associated with the model number for this piece of inventory.

DATE SOLD Shows the date this inventory piece was put out on rent, sold or written off.

CUSTOMER NAME This is the name of the customer who currently has or last had the serial number from a rental or sale transaction.

DATE DELIVERED The date the inventory was actually delivered to the customer. It is updated from the NEW (new RTO agreement), SALE (new retail

sale agreement) or INVTRAN (inventory transfer) programs and is automatically entered by the system.

CURR CUST # This is the account number of the customer who currently has or last had this serial number from a rental or a sale transaction.

DATE DUE BACK Used for short term rentals put out in the movie club program.

PREV CUST 1 This is the account number of the customer who had this serial number from a rental or a sale transaction before the one listed as the current customer.

DATE RETURNED The date the item was returned.

PREV CUST 2 This is the account number of the customer who had this serial number from a rental or a sale transaction before the customer listed as the previous customer 1.

DATE TRANS IN This date is updated from store to store or warehouse to store. Inventory transfers are done using the Inventory Transfer (INVTRAN) program.

PREV CUST 3 This is the account number of the customer who had this serial number from a rental or a sale transaction before the one listed as the previous customer 2. Note: The system keeps track of the last four customers who have had this inventory piece.

DATE TRANS TO RENT The date the item originally went out on rent and depreciation begins. (Can be the same as the received date if inventory is received in as rental inventory).

CUST AGREEMENT # The agreement number of the customer who currently has or last had this serial number from a rental or a sale transaction.

DATE LAST INV MOVE The date the inventory indicator was changed. Example: Sale inventory transferred to rental inventory or vice versa.

TICKET NBR The ticket number of the customer who currently has or last had this serial number from a rental or a sale transaction.

TIME DELIVERED A free form field not updated by the system.

RECEIVING # A free form field updated from the RECEIVE program.

F. PLAN AGENT The floor plan agent number is updated from the RECEIVE, POINLOAD or INVCHG6 programs and is used with the trust reports and floor plan management. It is the floor plan agent assigned to the item.

VEND INVOICE # The vendor invoice number can be populated from the RECEIVE or POINLOAD program when the inventory is received. If your company uses the RSSS PO and A/P programs, it can be populated with the invoice number entered into the system for items on that PO.

VENDOR Defaults to the vendor number associated with this model number. Can be updated when receiving inventory in the RECEIVE program.

PO NBR The PO Number is updated from the POINLOAD or RECEIVE program when the inventory is received.

STATUS The current status of the inventory will be in this field. Valid status codes are:
N = NEW
R = RETURNED
O = ON RENT
D = DEMO/LOANER
C = RETURNED FOR STORE CREDIT
S = SOLD
P = PAID OUT
E = EARLY BUYOUT
B = STORE BURGLARY
L = STORE LOSS
X = SKIPPED
Y = STOLEN
Z = CHARGE OFF

TRUST RECEIPT Shows the Trust Receipt number assigned to this piece of inventory. Use the Inventory Cost Change (INVCHG6) program to update this field. This is typically the line item number used by the floor plan company to identify the serial number.

WARRANTY PRINTED This is a yes or no field. If you run the WARRANTY program, used to print warranty cards, this field is automatically updated to yes.

FREIGHT LINE This is a free form field and is not updated by the system.

DATA CHANGED This field is updated by the strip and merge program for remote communications.

CONDITION This is a free form field and can be updated when the item is picked up.

LAST CHANGED DATE This is the last date this inventory piece was changed using the NEW, SALE, INVTRAN, RTOCLOSE, RTOCSMNT, RP, RECEIVE, POINLOAD programs or made changes to the inventory piece in Inventory Maintenance (INVMNT).

AGREEMNT PERIODS This field is updated with the terms of the current rental agreement at the time of rental.

AGREEMNT REVENUE The amount of revenue collected to date on the current or the last rental agreement.

WRITE OFF AMT This is the remaining book value based on the date the inventory piece was disposed of (paid off, sold or charged off). The

depreciation schedule is set in the Control Maintenance (CTRLMNT) program and is automatically updated by the system.

BOOK VALUE This is the current book value of the inventory piece and is based on the depreciation schedule set up in the Control Maintenance (CTRLMNT) program and is automatically updated by the system.

LOCATIONS Inventory history by location is tracked here. The current location is on the left and the previous locations are moved to the right when the current location changes. This field is updated automatically by the system functions that transfer inventory (INVTRAN, NEW, SALE, RTOCSMNT, RTOCLOSE, RECEIVE, POINLOAD).

The screen will prompt: “Any More Changes?” Pressing the ENTER key will display a screen similar to Figure 8-5.

Inventory Change		11/22/06
Model #:	AKAMAACF3325AB	Serial #:
Actual Cost:	500.00	Selling Price:
Freight/Other Cost:		Packed/Landed Cost:
Average cost:		Bal Owed FP:
Total Revenue:		Total Times Rented:
YTD Revenue:		YTD Times Rented:
QTD Revenue:		QTD Times Rented:
PTD Revenue:		PTD Times Rented:
TTD Revenue:		TTD Times Rented:
Total RTR Revenue:		Total RTO Revenue:
Receiving Loc:	2	Total MV Revenue:
Normal Terms Monthly:	18	Monthly RTO Price:
Normal Terms Weekly:	78	Weekly RTO Price:
RTR Pricing Type:	N	Actual RTO/RTR Price:
MV Pricing Type:	N	Reserved Indr:
Spiff:		New Inv Rented:
Last Employee Nbr:	33	Delivered By:
Alternate RTO Price:		Last Receipt Nbr:
Current Inv Indr:	0	Orig Cost:
Assigned Value:		Retail Price:
		Retail Price Cap:
Any More Changes: N		
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm		

Figure 8- 5 Inventory Change Screen #2

MODEL # Displays the model number of the inventory piece.

SERIAL # Displays the serial number of the inventory piece.

ACTUAL COST Displays the actual cost of this piece of inventory at the time it was received.

SELLING PRICE The price that the inventory was actually sold for or the cash selling price while out on rent, updated by the system.

FREIGHT/OTHER COST This is additional costs as noted when inventory was received.

PACKED/LANDED COST The Packed/Landed Cost is the actual cost plus the freight/other cost and is updated by the system.

AVERAGE COST The average cost is the average cost of all items of inventory with the same model number and is updated by the system.

BAL OWED FP Balance still owed on the floor plan.

The following eight fields are RTO revenue only, unless the switch in SALECTRL is set to add sales revenue to RTO for used sales.

If you do not use the INVZERO program to reset these fields, they will all have the same information.

TOTAL REVENUE Total revenue collected to date on this item.

TOTAL TIMES RENTED Total number of times this piece of inventory has been out on rental.

YTD REVENUE Revenue received from this piece of inventory Year-To-Date.
Use INVZERO to reset to zero each year.

YTD TIMES RENTED Number of times this piece of inventory has been out on rental Year-To-Date. **Use INVZERO to reset to zero each year.**

QTD REVENUE Revenue received from this piece of inventory Quarter-To-Date.
Use INVZERO to reset to zero each year.

QTD TIMES RENTED Number of times this piece of inventory has been out on rental Quarter-To-Date. **Use INVZERO to reset to zero each year.**

PTD REVENUE Revenue received from this piece of inventory Period-To-Date.
Use INVZERO to reset to zero to track revenue by period or time frame you designate.

PTD TIME RENTED Number of times this piece of inventory has been out on rental Period-To-Date. **Use INVZERO to reset to zero to track revenue by period or time frame you designate.**

TTD REVENUE Rental revenue received on the current rental agreement for this serial number. This field is reset to zero when transferred to any other location.

TTD TIMES RENTED If this serial number is currently rented, a 1 will be here. This field is reset to zero when it is transferred to any other location.

TOTAL RTR REVENUE Total revenue gained through rent to rent on this inventory piece and is updated by the system.

TOTAL RTO REVENUE Total revenue gained through rent to own on this inventory piece and is updated by the system.

RECEIVING LOC This is the location that first received this piece of inventory.

TOTAL MV REV Total movie revenue.

NORMAL TERMS MONTHLY This field is updated from the model number associated with this piece of inventory labeled: Total Monthly Terms: and is automatically updated by the system.

MONTHLY RTO PRICE This field is updated from the model number associated with this piece of inventory labeled: Total Monthly Prc: and is automatically updated by the system. (It is calculated by taking the normal terms monthly times the monthly payment amount).

NORMAL TERMS WEEKLY This field is updated from the model number associated with this piece of inventory labeled: Totally Weekly Terms: and is automatically updated by the system.

WEEKLY RTO PRICE This field is updated from the model number associated with this piece of inventory labeled: Total Weekly Prc: and is automatically updated by the system. (It is calculated by taking the normal terms weekly times the weekly payment amount).

RTR PRICING TYPE This field is used in the Rent-to-Rent program.

ACTUAL RTO/RTR PRICE This is the expected total revenue based on the details of the most recent rental agreement. (Calculated by taking the actual weekly or monthly payment amount times the actual length of the agreement).

MV PRICING TYPE This field is used in Movie Club pricing.

RESERVED INDR This field indicates whether this item is reserved for a rent to rent customer.

SPIFF If a spiff is paid for the rental of this item, it will be displayed in this field.

NEW INV RENTED This is the status of the item when it was transferred to the most recent rental agreement. N = New, R = Re-rental.

LAST EMPLOYEE NBR This is the last employee who moved this inventory piece using the NEW, SALE, INVTRAN, RTOCLOSE, RTOCSMNT, RP, RECEIVE, POINLOAD programs or made changes to the inventory piece in Inventory Maintenance (INVMNT).

DELIVERED BY This is a free form field and not updated by the system.

ALTERNATE RTO PRICE If the indicator in NEW asks, you will be prompted for an Alternate RTO Price; typically this is the monthly payment amount when the regular payment is weekly.

LAST RECEIPT NBR Shows the RTO payment receipt number most recently generated by the system for this item.

CURRENT INV INDR The current inventory indicator determines how this inventory is treated in regards to depreciation on the system. Valid indicators and descriptions are:

O = Rent to Own – inventory that is depreciating

R = Rent to Rent – inventory that is depreciating

S = Sales – does not depreciate until transferred to a rental agreement or sold.

M = Movie Sales

T = Trial Purchase this is used when rental inventory does not depreciate; the item uses a manually assigned adjusted value.

ORIG COST This is the original cost at the time the inventory is received.

ASSIGNED VALUE This is updated from the Trial Purchase Inventory Change (INVCGH8) program and can be used to revalue returned trial purchase inventory.

RETAIL PRICE A selling price here allows for individual serial number pricing in the SALE program. This is the lowest price this piece can be sold for in SALE. Leave blank to follow the model number pricing and MAP and MOP rules.

RETAIL PRICE CAP This is a free form field that is updated if the Sale Price Cap Indr: in Sales Control (SALECTRL) is set to a Y. A figure here indicates the highest price you can charge for this item.

Press the F9 key to go to the next page of inventory detail. When the prompt “Any More Changes” is answered with an N for no, you will see a screen similar to Figure 8-6.

Inventory Change		11/22/06
Model #:	AKAMACF3325AB	Serial #:
Furniture Indr:	N	Furn Category:
Furn Color Code:	0	Condition Code:
Furn Fabric Code:	0	ESP Amt:
ESP This Agreeemnt:		Times In Service:
Days Idle:	0	Service Cost:
Updated PO Indr:	Y	Last Serv Date:
Manual Price Chg:	N	Wholesale Tax:
Warranty Begin Date:	5/09/03	ESP Begin Date:
Service Policy Code 1:		Service Policy End 1:
Service Policy Code 2:		Service Policy End 2:
Row/Aisle:		Color:
Section/Row:		Inc Fore Book Value:
Tier:		Book Value at Rental:
Refurbished/Emp Nbr:	N 0	Return Hold To Date:
		500.00
		0.00

Any More Changes: N
 Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm

Figure 8- 6 Inventory Inquiry Screen #3

FURNITURE INDR If this model number starts with an F, this is marked with a Y. In all other cases it will be an N.

FURN CATEGORY If Color/Fabric in Control Maintenance (CTRLMNT) is a yes and styles have been set to Furniture Style (FURNSTYL) and assigned to this model number, the style code will be displayed here.

FURN COLOR CODE If using the Color/Fabric codes and color codes have been set up in the Furniture Color (FURNCOL) program and are assigned a model number, the code will be displayed here.

CONDITION CODE This is a free form field used to grade the used product. Example: A represents “used but in mint condition”, B represents “used but in good shape” and so on. Use the Trial Purchase Inventory Change program (INVCHG8) to update this field.

FURN FABRIC CODES If using the Color/Fabric codes and Fabric or Material codes have been set up in the Furniture Color (FURNCOL) program and are assigned to this model number, the code will be displayed here.

ESP AMT This is the regular Extended Service Policy amount associated with a rental payment.

ESP THIS AGREEMENT This is the total Extended Service Policy revenue on this inventory piece.

TIMES IN SERVICE Total number of times this unit has been in service. This is updated by the system when transferred to the service location in Inventory Transfer (INVTRAN).

DAYS IDLE Total days this unit has not been rented, or “idle”. This figure is updated by the system each time it goes out on rent.

SERVICE COST Total service cost expended on this unit. This is updated from the Inventory Transfer (INVTRAN) program when a unit is transferred out of service.

UPDATED PO INDR This field indicates whether this item was received using the RSSS Purchase Order System (optional) and have remote locations that update the home office. If it has been received using the RSSS Purchase Order System and stripped to the home office successfully, it will have an indicator of yes and the purchase order number will be shown on the first screen of the Inventory Maintenance (INVMNT) program.

LAST SERV DATE This is the most recent date this item was transferred to or from service.

MANUAL PRICE CHANGE If the normal rental price or term has been changed using the RTO price change (RTOPRCHG) program, the system will place a Y here and automatic pricing programs will not change the price on this serial number.

WHOLESALE TAX Free form field not updated by the system.

WARRANTY BEGIN DATE This field is automatically updated when item is sold or rented for the first time.

ESP BEGIN DATE Updated with the date closed if ESP is on the rental agreement.

The following four fields are updated by using the Warranty Maintenance - WRNTYMNT program to assign codes to the model numbers. The warranty codes are set up in Warranty Code - WARCODE.

SERVICE POLICY CODE 1 This is the first code used in Warranty Maintenance (WRNTYMNT); for example, labor could be L1 (which could mean 90 days labor).

SERVICE POLICY END 1 Using the example above, the date in this field would be 90 days from the date this item was sold.

SERVICE POLICY CODE 2 This is the second code used in Warranty Maintenance (WRNTYMNT); for example, labor could be P1 (which could mean 1 year parts).

SERVICE POLICY END 2 Using the example above, the date in this field would be one year from the date this item was sold.

ROW / AISLE You can designate the aisle this item is located on in the warehouse. This is a three-character field and can be updated using the "Inventory Warehouse Location Maintenance" (INVWLMNT) screen.

COLOR Free form field not updated by the system.

SECTION/ROW You can designate the row this item is located on in the warehouse. Two characters and can be updated using the "Inventory Warehouse Location Maintenance" (INVWLMNT) screen.

INC FORE BOOK VALUE If the setting for the field Depreciation File in Control Maintenance (CTRLMNT) is set to Y for Income Forecasting, the current income forecasting book value will be displayed here. If it is an N, the actual cost is displayed. If it is an S, the seasonal book value will display.

TIER You can designate the tier this item is located on in the warehouse. One character field and can be updated using the "Inventory Warehouse Location Maintenance" (INVWLMNT) screen.

BOOK VALUE AT RENTAL If the setting Depreciation File in Control Maintenance (CTRLMNT) is set to Y for yes the income forecasting book value of the item at the time of the most recent rental will be displayed here. If it is an N, the actual cost will display here. If it is an S, the seasonal book value will display here.

Press the F9 key. You will be prompted, "Any More Changes". An N for no answer will return you to a screen similar to Figure 8-1. NOTE: If you have the security to change Inventory Maintenance (INVMNT) and you press the F9 key and answer N here, your employee number will be updated in the LAST EMPLOYEE NBR field on the second screen.

Using Wildcards(*) to find inventory - INVMNTF

To be able to use wildcards when looking up inventory, you may select the option "List Inventory" off of the Sales Menu or press the F10 key and at the command line type in "INVMNTF" and press the ENTER key. This takes you into an inventory inquire screen where you have more options to look items up with and use wildcards to search for items.

You can use the asterisk (*) as a wildcard for either the product code and/or the manufacturer's code. See Figure 8-7 for an example.

Inventory Inquire							11/22/06
Start Key: AK****C							
Select:		Loc & Stat:		Desc:			
Color:		Fab/Mat:		Primary Color:		Primary Fab/Mat:	
Model Number	Serial Nbr	Description	Color	Fab/Mat	Loc	S	
AKAMAAC01840	0106800827	MICROWAVE			901	P	
AKAMAAC01860	12250625AP	MICROWAVE			901	E	
AKAMAACF3325	0112195816	RANGE			902	S	
AKAMAACF4215	0107166316	RANGE			902	P	
AKAMAACF4215	0111144779	RANGE			902	S	
AKAMAACF4225	0109219862	RANGE			904	E	
AKAMAACF4225	0108232480	RANGE			904	O	
AKAMAACF4225	0104174113	RANGE			901	P	
AKAMAACF4225	0104174697	RANGE			903	P	
AKAMASCD25TL	9612205626	REFRIDGERATOR			901	E	
AKAMASCD25TW	9701141980	REFRIDGERATOR			901	P	
AKAMASCD25TW	9704262442	REFRIDGERATOR			903	P	
AKAMASCD25TW	9704262875	REFRIDGERATOR			905	P	
AKKITKCD1250	FNM2452531	DISPOSAL			802	Z	
Second Description: 1.8 CF 1000 WATT							
F1-Next Page F2-1st Page F8-Prev Menu CMD-Exit							

Figure 8- 7 Inventory Inquire using Wildcards

Checking on Inventory Availability - INVAVAIL

The RSSS Retail Sales programs have features allowing you to post transactions for special orders and stock (in stock but to be delivered at a later date) sales. You can also post layaways. Using these programs in conjunction with the RSSS Purchase Order System allows you instant lookup capabilities or printed reports providing you with your present inventory position.

The purpose of the inventory availability screen is to give you a quick way to check the availability status of any model number. The screen will give you a total in stock, on order, sold out of stock but not yet delivered, layaway, special order and a net availability of any product you select.

To check on inventory availability, select the option "Inventory Availability Check" off of the Sales Menu or press the F10 key and at the command line type in "INVAVAIL". This takes you into the inventory availability inquire screen. See Figure 8-8.

Inventory Availability Inquire 12/18/06

Model Nbr: ■

Enter a two character product code and/or press return

Figure 8- 8 Inventory Availability Inquire Screen

MODEL NBR Enter the model number, two-character product code and/or press return (the ENTER key). If you press ENTER without entering anything, you will get a listing of product codes. See Figure 8-9.

If you do not know the model number, you can do the following. See Figure 8-9.

Inventory Availability Inquire		12/18/06																																													
Model Nbr:																																															
<table><tr><td>AA</td><td>AIR CONDITIONER</td><td>0000</td></tr><tr><td>AD</td><td>DISHWASHER</td><td>0000</td></tr><tr><td>AE</td><td>APPL ECONOMY</td><td>0000</td></tr><tr><td>AF</td><td>FREEZER</td><td>0000</td></tr><tr><td>AH</td><td>HEATER</td><td>0000</td></tr><tr><td>AL</td><td>APPLIANCE LAUNDRY</td><td>0000</td></tr><tr><td>AM</td><td>APPL MISC</td><td>0000</td></tr><tr><td>AR</td><td>REFRIGERATOR</td><td>0000</td></tr><tr><td>AS</td><td>STOVE</td><td>0000</td></tr><tr><td>CD</td><td>COMPUTER DESK TOP</td><td>0000</td></tr><tr><td>CL</td><td>COMPUTER LAPTOP</td><td>0000</td></tr><tr><td>CM</td><td>COMPUTER MISC</td><td>0000</td></tr><tr><td>CP</td><td>PRINTER</td><td>0000</td></tr><tr><td>CW</td><td>COMPUTER WORKSTATION (DESKS)</td><td>0000</td></tr><tr><td>EA</td><td>STEREO</td><td>0000</td></tr></table>			AA	AIR CONDITIONER	0000	AD	DISHWASHER	0000	AE	APPL ECONOMY	0000	AF	FREEZER	0000	AH	HEATER	0000	AL	APPLIANCE LAUNDRY	0000	AM	APPL MISC	0000	AR	REFRIGERATOR	0000	AS	STOVE	0000	CD	COMPUTER DESK TOP	0000	CL	COMPUTER LAPTOP	0000	CM	COMPUTER MISC	0000	CP	PRINTER	0000	CW	COMPUTER WORKSTATION (DESKS)	0000	EA	STEREO	0000
AA	AIR CONDITIONER	0000																																													
AD	DISHWASHER	0000																																													
AE	APPL ECONOMY	0000																																													
AF	FREEZER	0000																																													
AH	HEATER	0000																																													
AL	APPLIANCE LAUNDRY	0000																																													
AM	APPL MISC	0000																																													
AR	REFRIGERATOR	0000																																													
AS	STOVE	0000																																													
CD	COMPUTER DESK TOP	0000																																													
CL	COMPUTER LAPTOP	0000																																													
CM	COMPUTER MISC	0000																																													
CP	PRINTER	0000																																													
CW	COMPUTER WORKSTATION (DESKS)	0000																																													
EA	STEREO	0000																																													
Enter a two character product code and/or press return																																															
F1-Forward F2-Back F4-Change OpenBuy F6-Add F7-Change Pricing ENTER-Select																																															

Figure 8- 9 Inventory Availability Inquire Screen Product Code Listing

Highlight the correct product code by using your up and down arrow keys or use the F1-Forward and/or F2-Back function keys to find the product code you are looking for. Highlight the product code and press the ENTER key and the system will place it in the first two positions of the Model Nbr field on this screen.

Next you need to select manufacturer's code by entering it or pressing the return (the ENTER key). See Figure 8-10.

```

Inventory Availability Inquire
12/18/06

Model Nbr: AL

Enter a three character manufacturer's code and/or press return

```

Figure 8-10 Inventory Availability Inquire Screen Manufacturer Code Listing

If you do not know the manufacturer's code, press the ENTER key and a listing will appear. See Figure 8-11.

```

Inventory Availability Inquire
12/18/06

Model Nbr: AL

526 JAMO
AAB AMERICAN ABODE
ACT ACTION
ADM ADMIRAL
ADM ADM
ADS AUDIO SOURCE
AIR AIR O HOOD
AIR AIR
AIW AIWA
AIW AIW
AKA AKAI
AMA AMANA
AMA AMA
AMS AMERICAN SUPERSTORES
AND EM

Enter a three character manufacturer's code and/or press return

F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select Code

```

Figure 8-11 Inventory Availability Inquire Screen Manufacturer Code Listing

Highlight the correct manufacturer's code by using your up and down arrow keys or use the F1-Forward and/or F2-Back function keys to find the product code you are looking for. Highlight the product code and press the ENTER key and the system will place it in the first two positions of the Model Nbr field on this screen. See Figure 8-12.

The screenshot shows a terminal window titled "Inventory Availability Inquire" with a date of "12/18/06" in the top right corner. The main area of the screen displays "Model Nbr: ALMAY" followed by a cursor. At the bottom, there is a horizontal line and the text "Enter the model number".

Figure 8-12 Inventory Availability Inquire Screen Model Number prompt

Next you need to select the model number by entering it or pressing the return (the ENTER key) to get a list of model numbers to select from. See Figure 8-13.

Inventory Availability Inquire			12/18/06
Model Nbr: ALMAY			
ALMAYDE313	DRYER	DRYER BASIC ELECTRIC	
ALMAYLA612	WASHER	EXTRA CAPACITY WASHER	
ALMCHW224LV	WASHER	22 LB. WASHER	
ALMCHYE224LV	DRYER	22LB. AUTO-DRY W/W	
ALPOW182	WASHER	OAK CEDAR CHEST	
ALROPBAB4232DW	WASHER	WASHER- 24" REG. CAP. 2 S	
ALROPBAB4232EW	WASHER	WASHER 24IN.REG. CAP. 2 S	
ALROPBAB5232EQ	WASHER	WASHER 24" REG CAP 2 SPD	
ALROPBAB5232EW	WASHER	WASHER 24" REG CAP 2 SPD	
ALROPBAF6233JQ	WASHER	EXTRA CAPACITY WASHER	
ALROPBAS5133EQ	WASHER	SUPER CAPACITY WAS	
ALROPBAS6233JQ	WASHER	EXTRA CAPACITY WASHER	
ALROPREL4632DW	DRYER	DRYER-LG. CAP. AUTO DRY	
ALROPREX4634JQ	DRYER	DRYER ELEC. DELUXE	
Reg Prc: 9.990 Sale Prc: 9.990 Pmt/#M 0.0/ 18 Pmt/#W 0.0/ 78 F1-Forward F2-Back F6-Add Item F10-Exit ENTER-Select			

Figure 8- 13 Inventory Availability Inquire Screen Model Number Listing

Highlight the correct model by using your up and down arrow keys or use the F1-Forward and/or F2-Back function keys to find the product code you are looking for. Highlight the product code and press the ENTER key and the system will place it in the first two positions of the Model Nbr field on this screen. See Figure 8-14.

Inventory Availability Inquire				12/18/06
Model Nbr:	ALMAYLA612	WASHER	EXTRA CAPACITY WASH	
Color:	■	Fab/Mat:	_____	Primary Color: _____ Primary Fab/Mat: _____
Enter the color code or a few characters of the color to list				

Figure 8- 14 Inventory Availability Inquire Screen Color Code prompt

If the item has a color, fabric/material, primary color or primary fabric/material associated with it, you can enter the information and narrow down the inventory availability search if necessary or enter a few character to list the color, fabric/material, primary color or primary fabric/material if they apply to the inventory item you are trying to check availability on.

You may enter the color code, enter a few characters to list and select, and/or press the return (the ENTER key). Enter the Fabric/Material, enter a few characters to list and select, and/or press return (the ENTER key). Enter the Primary Color, enter a few characters to list and select, and/or press return (the ENTER key). Enter the Primary Fabric/Material, enter a few characters to list and select, and/or press return (the ENTER key). See Figure 8-15.

Inventory Availability Inquire								12/26/06
Model Nbr: ACAMA14010C1D		AIR CONDITIONER		A/C 14K BTU				
Color:	Fab/Mat:	Primary Color:	Primary Fab/Mat:					
New On Hand	Used On Hand	--Spec Orders--	Stock Sales	On Order	Received But Un-Delivered	Over/Short		
3		RTO Sales Layaways	1	10		12		
F1-List On Orders F2-List On Hand F3-List Spec Ordr F5-Help F10-Exit								

Figure 8- 15 Inventory Availability Inquire Availability Listing

NEW ON HAND the quantity of “new on hand” items you have with this model number.

USED ON HAND the quantity of “used on hand” items you have of this model number.

SPEC ORDERS: RTO / SALES these are the rent to own and sales special orders which have been created but not yet delivered.

LAYAWAYS the number of layaways you have pending for this model number.

STOCK SALES the number of stock sales you have pending for this model number.

ON ORDER the quantity you have on order for this model number, if you are using the RSSS PO System.

RECEIVED BUT UN-DELIVERED the number of these items you have received but not yet assigned to outstanding special orders.

OVER / SHORT This is the net availability. This figure tells you how many you would have left in stock if you had to deliver all your special orders, layaways, and stock sales and if everything on the Purchase Order came in. The over/short field will indicate whether you have inventory available to sell and deliver (this would be a positive number), you are

oversold (this would be a negative number), or you are at zero stock and need to reorder (this would be zero).

Press the F1-List On Orders for a list of the items on order showing purchase order numbers for this model number. Press the F2-List On Hand key for a listing of new and used items on hand, showing serial numbers. Press the F3-List Special Order key for a listing of special orders which have been created but not yet delivered for this model number. The F3-List Special Order function key may show layaways you have pending for this model number and stock sales you have pending for this model number.

Once you are done looking at inventory availability for this model number, press the F8 key and enter the next model number or press the F8 key again till you have backed out to a menu.

To get a detailed list of your open stock orders and special orders depicted on the inventory availability screen, use the Sales by Model number (PSALEMOD) report to print outstanding orders.

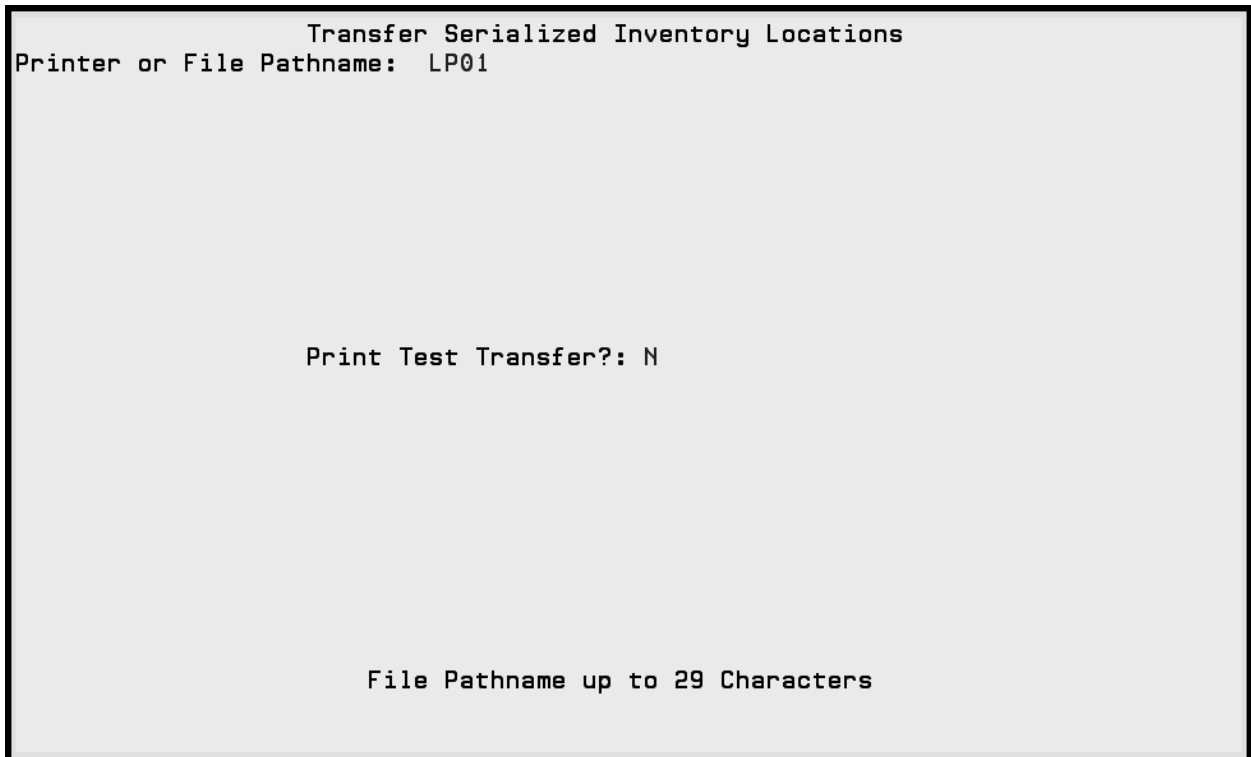
Chapter 9 - Transfer/Deliver/Loan Inventory – INVTRAN & MISCTRAN

Moving inventory from one location to another

To move inventory from one location to another within the system, follow these procedures. Select the option Transfer Inventory Locations off your Inventory Menu or press the F10 key and at the command line type in "INVTRAN" and then press the ENTER key. On some systems to transfer inventory locations select the option on the Main Menu that says Inventory Functions, then go into Inventory Transfer/Deliver/Demo.

Note: It is very important that any time you move an inventory item from one location to another that you print a transfer receipt.

The screen you will see will prompt you for the "Printer or File Pathname", see Figure 9-1. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. Enter the correct information or press the ENTER key if you want the transfer receipts to print out at the default printer. You will then be prompted "Print Test Transfer".



```
Transfer Serialized Inventory Locations
Printer or File Pathname: LP01

Print Test Transfer?: N

File Pathname up to 29 Characters
```

Figure 9- 1 Transfer Serialized Inventory Locations Screen

Type in a Y for yes and it will print a test: (this is to help you align the receipt). Type N for no or press the ENTER key and the system will display a screen similar to Figure 9-2. Enter the number corresponding to the type of transfer you wish to make.

Transfer Inventory Locations

Enter Transfer Type: 1

1. Transfer Inv
2. Pending Inv Transfer
3. Demo Inv Transfer
4. Delivery/Pick Up Inv Transfer
5. Bar Code Number Transfer
6. Bar Code Transfer From File
7. Item To/From Service

F7-Re-Enter Security F8--Prev Menu

Figure 9- 2 Transfer Inventory Locations Screen

- 1 TRANSFER INV** Transfers inventory from location to location such as store to store or warehouse.
- 2 PENDING INV TRANSFER** Transfers inventory from pending sales or rental locations. This is commonly used to hold inventory until it is ready to be delivered for a sale or rental.
- 3 DEMO INV TRANSFER** For Demo's, Loaners. Transfers inventory to and from a demo/loaner location and designates customer on the inventory piece. This is commonly used when an item is sent as a loaner, a customer is trying an item in a trial use situation or you are donating the use of an item for a period of time.
- 4 DELIVERY/PICK UP INV TRANSFER** This is used to assign stock or special order sales serial numbers or MISC when they are delivered to or picked up by the customer.
- 5 BAR CODE NUMBER TRANSFER** Transfers inventory using bar code equipment.
Requires optional software module and optional hardware.
- 6 BAR CODE TRANSFER FROM FILE** Transfers inventory from portable bar code equipment to a file. **Requires optional software module and optional hardware.**
- 7 Item To/From Service** This is used to transfer to and from Service locations

Transfer Inventory (Transfer Type Option 1)

To transfer inventory, select option 1, Inv Transfer from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters,

example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from, see Figure 9-3.

Inventory Transfer Of Location																												
Old Location: 0	New Location: 0	Transfer Date: 11/22/06																										
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">RSSS APPLIANCES</td><td style="text-align: right; padding: 2px;">0</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #1</td><td style="text-align: right; padding: 2px;">1</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #2</td><td style="text-align: right; padding: 2px;">2</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #3</td><td style="text-align: right; padding: 2px;">3</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #4</td><td style="text-align: right; padding: 2px;">4</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #5</td><td style="text-align: right; padding: 2px;">5</td></tr> <tr><td style="padding: 2px;">RSSS APP WAREHOUSE</td><td style="text-align: right; padding: 2px;">6</td></tr> <tr><td style="padding: 2px;">RSSS APP SERVICE CENTER</td><td style="text-align: right; padding: 2px;">7</td></tr> <tr><td style="padding: 2px;">OTHER LOCS</td><td style="text-align: right; padding: 2px;">99</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">501</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">502</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">503</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">504</td></tr> </table>			RSSS APPLIANCES	0	RSSS APPLIANCES #1	1	RSSS APPLIANCES #2	2	RSSS APPLIANCES #3	3	RSSS APPLIANCES #4	4	RSSS APPLIANCES #5	5	RSSS APP WAREHOUSE	6	RSSS APP SERVICE CENTER	7	OTHER LOCS	99	DEMO/LOANER LOC	501	DEMO/LOANER LOC	502	DEMO/LOANER LOC	503	DEMO/LOANER LOC	504
RSSS APPLIANCES	0																											
RSSS APPLIANCES #1	1																											
RSSS APPLIANCES #2	2																											
RSSS APPLIANCES #3	3																											
RSSS APPLIANCES #4	4																											
RSSS APPLIANCES #5	5																											
RSSS APP WAREHOUSE	6																											
RSSS APP SERVICE CENTER	7																											
OTHER LOCS	99																											
DEMO/LOANER LOC	501																											
DEMO/LOANER LOC	502																											
DEMO/LOANER LOC	503																											
DEMO/LOANER LOC	504																											
Current Inventory Location																												
F1-Forward	F2-Back	F10-Exit																										
ENTER-Select																												

Figure 9- 3 Inventory Transfer of Location Screen

After selecting the Old Location, the cursor will now be on New Location. Type in the location you want to transfer the inventory to. Enter the date of transfer or press the ENTER key to accept today's date. The screen will then prompt "Any Changes". If you need to make changes, do so. If not, press the ENTER key. The cursor will now be beside "Transfer Notes". See Figure 9-4.

Inventory Transfer Of Location		
Old Location: 2 RSSS APPLIANCES #2	New Location: 1 RSSS APPLIANCES #1	Transfer Date: 11/22/06
Serial Numbers:		
Transfer Notes: █		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 9- 4 Inventory Transfer of Location Screen

You may enter up to two lines of transfer notes for the receiving location. This information will print on the transfer receipt that is printed after the transfer transaction is complete.

Note: Transfer notes are not stored by the system and are printed on the transfer receipt only. Please keep a hard copy of the transfer receipt if you need the transfer notes for your records.

After you have entered your transfer notes, if any, press the F9 key. You will be prompted for "Any More Changes". If you want to change your transfer notes, enter a Y for yes. If not, press the ENTER key. Your cursor will now be beside "Serial Number". See Figure 9-5.

Inventory Transfer Of Location		
Old Location:	2	New Location: 1 Transfer Date: 11/22/06
RSSS APPLIANCES #2		RSSS APPLIANCES #1
Serial Numbers: █		

Figure 9- 5 Inventory Transfer of Location Screen

Type in or scan the serial number. If you do not know the serial number, press the F1 key to list the available inventory. Go to [Chapter 8 – Inquiring on Inventory pages 168-169](#) for different ways to search inventory.

The system will display the serial number on the Inventory Transfer of Location Screen. Press the ENTER key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt “Transfer This Item” as seen in Figure 9-6.

Inventory Transfer Of Location				
Old Location:	2	New Location:	1	Transfer Date: 11/22/06
	RSSS APPLIANCES #2		RSSS APPLIANCES #1	
Serial Numbers:	FGR3002636	MICROWAVE	2	N
Transfer This Item: N				
F1-List Inv			F9-Done	

Figure 9- 6 Inventory Transfer of Location Screen

If this is not the item you wish to transfer, type in an N for no. This will then take you back to the serial number prompt. If it is the right item, type in a Y for yes. When you answer this prompt with a Y for yes, the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers (15 transfers maximum per screen).

When you have no other transfers to make from this location to this particular new location, press the F9 key. The receipt from this transfer will print out. You will then be prompted to "Print Another Receipt". If you want another receipt, press Y for yes. When you have printed all the receipts you want, press N for no at this prompt and the system will return you to the Transfer Notes prompt. If you still have other transfers to make, but need to change the Old or New Location, press the F8 key. This will take you back up to the Old Location.

Transferring Inventory to a Charge Off Location (Option 1)

To transfer inventory to a charge off location, you will use option 1, Transfer Inv.

Note: You MUST transfer to a location that was setup as a charge off location in Location Maintenance (LOCMNT).

The cursor will now be resting on Old Location. Enter the location number where the inventory currently exists (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from. The cursor will now be on New Location. Enter the charge off location. If you do not know the charge off location number, blank out the New Location field and make a selection from the window. See Figure 9-7.

Inventory Transfer Of Location																												
Old Location: 2 RSSS APPLIANCES #2	New Location: 0	Transfer Date: 11/22/06																										
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">SKIP/STOLEN LOC</td><td style="text-align: right; padding: 2px;">706</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">801</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">802</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">803</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">804</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">805</td></tr> <tr><td style="padding: 2px;">CHARGE OFF LOCATION</td><td style="text-align: right; padding: 2px;">806</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">901</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">902</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">903</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">904</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">905</td></tr> <tr><td style="padding: 2px;">CUSTOMER HOME LOCATION</td><td style="text-align: right; padding: 2px;">906</td></tr> </table>			SKIP/STOLEN LOC	706	CHARGE OFF LOCATION	801	CHARGE OFF LOCATION	802	CHARGE OFF LOCATION	803	CHARGE OFF LOCATION	804	CHARGE OFF LOCATION	805	CHARGE OFF LOCATION	806	CUSTOMER HOME LOCATION	901	CUSTOMER HOME LOCATION	902	CUSTOMER HOME LOCATION	903	CUSTOMER HOME LOCATION	904	CUSTOMER HOME LOCATION	905	CUSTOMER HOME LOCATION	906
SKIP/STOLEN LOC	706																											
CHARGE OFF LOCATION	801																											
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CUSTOMER HOME LOCATION	901																											
CUSTOMER HOME LOCATION	902																											
CUSTOMER HOME LOCATION	903																											
CUSTOMER HOME LOCATION	904																											
CUSTOMER HOME LOCATION	905																											
CUSTOMER HOME LOCATION	906																											
Location To Transfer To																												
F1-Forward	F2-Back	F10-Exit																										
ENTER-Select																												

Figure 9- 7 Inventory Transfer of Location Screen

Use your up and down arrow keys to highlight the selection. When you have the correct new location, press the ENTER key to select.

Enter the date of transfer or press the ENTER key to accept the default of today's date. The screen will then prompt for "Any Changes". If you need to make changes, enter a Y for yes and do so. If not, press the ENTER key to accept the default of N for no.

The cursor will now be beside "Transfer Notes". You may enter up to two lines of notes to the receiving location.

Note: Notes are not stored by the system and are printed on the transfer receipt only. Please keep a hard copy of the transfer receipt if you need the notes for your records.

After you have entered your notes, if any, press the ENTER key. You will be prompted for "Write off Code". If you leave this field blank, you will see a window from which you may make a selection, see Figure 9-8.

Inventory Transfer Of Location		
Old Location: 2 RSSS APPLIANCES #2	New Location: 802 CHARGE OFF LOCATION	Transfer Date: 11/22/06
Serial Numbers: B Store Burglary L Store Loss Z Junked		
Transfer Notes: THIS IS A TRANSFER NO		
Write Off Code: Reason for Write Off (Blank for Window)		
F10-Exit		ENTER-Select

Figure 9- 8 Inventory Transfer of Location Screen for Charge Off

Using your arrow keys, highlight the reason and press the ENTER key. You will now be prompted for “Any More Changes”. If you want to change your notes, or to change the Write Off Code, press Y for yes. If not, press the ENTER key to accept the default of N for no.

Your cursor will now be beside “Serial Number”. Enter the serial number of the item you are charging off and press the ENTER key or press the F1 key to search for the inventory item. You will be prompted “Transfer this item”. If you have typed in the wrong serial number, press the ENTER key to accept the default of N for no, if it is correct, enter a Y for yes.

When you answer the “Transfer this item” prompt with a Y for yes, the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers (15 transfers maximum per screen).

When you have transferred all inventory from this location to the charge off location, press the F9 key. The receipt from this transfer will print out. You will then be prompted to “Print Another Receipt”. If you want another receipt, press Y for yes. When you have printed all the receipts you want, press the ENTER key to accept the default of N for no. Note that after entering N for no to reprint, you will no longer be able to reprint the receipt. However, you will be able to print the inventory transfer report for this information or view on screen using the List Transfers Made (LISTTRAN) program.

Pending Inventory Transfer (Transfer Type Option 2)

To transfer pending inventory, select option 2, Pending Inv Transfer from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from, see Figure 9-9.

Inventory Pending Transfer																												
Old Location: 0	New Location: 0	Transfer Date: 11/22/06																										
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">RSSS APPLIANCES</td><td style="text-align: right; padding: 2px;">0</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #1</td><td style="text-align: right; padding: 2px;">1</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #2</td><td style="text-align: right; padding: 2px;">2</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #3</td><td style="text-align: right; padding: 2px;">3</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #4</td><td style="text-align: right; padding: 2px;">4</td></tr> <tr><td style="padding: 2px;">RSSS APPLIANCES #5</td><td style="text-align: right; padding: 2px;">5</td></tr> <tr><td style="padding: 2px;">RSSS APP WAREHOUSE</td><td style="text-align: right; padding: 2px;">6</td></tr> <tr><td style="padding: 2px;">RSSS APP SERVICE CENTER</td><td style="text-align: right; padding: 2px;">7</td></tr> <tr><td style="padding: 2px;">OTHER LOCS</td><td style="text-align: right; padding: 2px;">99</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">501</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">502</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">503</td></tr> <tr><td style="padding: 2px;">DEMO/LOANER LOC</td><td style="text-align: right; padding: 2px;">504</td></tr> </table>			RSSS APPLIANCES	0	RSSS APPLIANCES #1	1	RSSS APPLIANCES #2	2	RSSS APPLIANCES #3	3	RSSS APPLIANCES #4	4	RSSS APPLIANCES #5	5	RSSS APP WAREHOUSE	6	RSSS APP SERVICE CENTER	7	OTHER LOCS	99	DEMO/LOANER LOC	501	DEMO/LOANER LOC	502	DEMO/LOANER LOC	503	DEMO/LOANER LOC	504
RSSS APPLIANCES	0																											
RSSS APPLIANCES #1	1																											
RSSS APPLIANCES #2	2																											
RSSS APPLIANCES #3	3																											
RSSS APPLIANCES #4	4																											
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DEMO/LOANER LOC	501																											
DEMO/LOANER LOC	502																											
DEMO/LOANER LOC	503																											
DEMO/LOANER LOC	504																											
Current Inventory Location																												
F1-Forward	F2-Back	F10-Exit																										
ENTER-Select																												

Figure 9- 9 Inventory Transfer of Location Screen

After selecting the Old Location, the cursor will now be on New Location. Type in the location number for the pending location where you want the inventory to go. If you do not know the pending location number, blank out the New Location field and make a selection from the window.

Note: You MUST transfer to a pending location that was setup as a pending location in Location Maintenance (LOCMNT).

Enter the date of transfer or press the ENTER key for today's date. The screen will then prompt "Any Changes". If you need to make changes, do so. If not, press the ENTER key and you will see a screen similar to Figure 9-10.

Inventory Pending Transfer		
Old Location: 2 RSSS APPLIANCES #2	New Location: 1001 PENDING LOC 1	Transfer Date: 11/22/06
Serial Numbers:		
Customer Name: SHERRY BAKER		
Selling Salesman Number: 1		
Notes: HOLD THIS ITEM TILL THE REST OF THE KIT COMES IN DEC 1 2006.		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 9-10 Inventory Transfer of Location Screen

The cursor will now advance to the Customer Name. Enter the name of the customer this item was sold to. The cursor will advance to Selling Salesman Number. Enter the Selling Salesman Number. The cursor will advance to Notes. Type in information about this sale.

Note: Notes are not stored by the system and are printed on the transfer receipt only. Please keep a hard copy of the transfer receipt if you need the notes for your records.

Once you have completed this section, press the F9 key and you will get the prompt "Any More Changes: N". If you have completed this section, press the ENTER key to accept the default of N for no.

On the next screen, enter the serial number. See Figure 9-11.

Inventory Pending Transfer		
Old Location:	2	New Location: 1001
RSSS APPLIANCES #2		PENDING LOC 1
Transfer Date:	11/22/06	
Serial Numbers:		

Figure 9-11 Inventory Transfer of Location Screen

The system will display the serial number on the Inventory Transfer of Location Screen. Press the ENTER key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt “Transfer This Item” as seen in Figure 9-12.

Inventory Pending Transfer					
Old Location:	2	New Location:	1001	Transfer Date:	11/22/06
	RSSS APPLIANCES #2		PENDING LOC 1		
Serial Numbers:	FGR3002636	MICROWAVE	2	N	
Transfer This Item: N					
F1-List Inv					F9-Done

Figure 9-12 Inventory Transfer of Location Screen

If this is not the item you wish to transfer, type in an N for no. This will then take you back to the serial number prompt. If it is the right item, type in a Y for yes. When you answer this prompt with a Y for yes, the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers (15 transfers maximum per screen).

When you have no other transfers to make from this particular old location to this particular new location, press the F9 key. The receipt from this transfer will print out. You will then be prompted to "Print Another Receipt". If you want another receipt, press Y for yes. When you have printed all the receipts you want, press N for no at this prompt and the system will return you to the Transfer Notes prompt. If you still have other transfers to make, but need to change the Old or New Location, press the F8 key. This will take you back up to the Old Location.

Demo Inventory Transfer (Transfer Type Option 3)

To transfer demo inventory, select option 3, Demo Inv Transfer from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from as seen in Figure 9-3. The cursor will now be on New Location. Type in the location number for where you want the inventory to go

Note: You MUST transfer to a location that was setup as a demo location in Location Maintenance (LOCMNT).

If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from, see Figure 9-3. Enter the date of transfer or press the ENTER key for today's date. The screen will then prompt "Any Changes". If you need to make changes, do so. If not, press the ENTER key to accept the default of N for no. The screen will now change slightly. See Figure 9-13 for fields that will need to be filled out prior to entering the demo/loaner item.

Inventory Demo Transfer		
Old Location: 1 RSSS APPLIANCES #1	New Location: 501 DEMO/LOANER LOC	Transfer Date: 11/27/06
Serial Numbers: Customer Number: 5003338 Customer Name: BAKER Address: 536 WISTAR CT City: ANYTOWN State: TX Zip: 55555 Phone: (555)555-5555 Reason For Demo: 1 Notes: ON LOAN TILL HERS COMES BACK FROM REPAIRS Ticket Number: 10040845 Any More Changes: N		
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm		

Figure 9-13 Inventory Demo Transfer Screen

CUSTOMER NUMBER If you know the customer's account number, enter it here. If not, make sure this area is blank and press the ENTER key.

CUSTOMER NAME If the customer number was filled in, this will have filled in automatically. If you do not know the customer number, you may enter a few characters of the customer's last name and press the ENTER key. You will see a window showing different last names that begin with the characters you entered. Using your arrow keys, highlight the correct one and press the ENTER key. This will fill in the Customer's Number for you. If you type in a common name such as John Smith and there are many entries with the same name, you can press the F5 key which will unfold the information. If the John Smith is not in the first box you are looking at, you can press the F1 key for the next page and page forward to find the one you are looking for. This will more accurately help you choose the correct account.

ADDRESS CITY STATE ZIP PHONE These will all be filled in automatically. You should verify this is the correct address for the customer. If any of these are not correct, be sure to type over what is there and correct it.

REASON FOR DEMO 1 = Set in Repair, 2 = Trial use, 3 = Donation

NOTES You may enter up to two lines of notes on this transaction. To advance to the next field, press the F9 key. These notes will print on the inventory transfer receipt. Note: These notes are not stored in the system. Keep a hard copy if you need these notes for your records.

TICKET NUMBER If you know the ticket number of the customer you are transferring the demo to, enter it here, otherwise press the ENTER key and a window will display the tickets that are available for you to choose from.

You will now be prompted for “Any More Changes”. If you need to make changes, enter a Y for yes and make your changes. When the prompt “Any More Changes” is answered with an N for no, your cursor will move beside “Serial Number”. See Figure 9-14.

Inventory Demo Transfer

Old Location: 1	New Location: 501	Transfer Date: 11/27/06
RSSS APPLIANCES #1	DEMO/LOANER LOC	

Serial Numbers:

Enter serial number or
press the F1 key to list
inventory to select from

F1-List Inv
F9-Done

Figure 9-14 Inventory Demo Transfer Screen

Enter the serial number. The system will display the serial number on the Inventory Transfer of Location Screen, press the ENTER key.

The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt “Transfer This Item” , see Figure 9-15.

Inventory Demo Transfer			
Old Location: 1	New Location: 501	Transfer Date: 11/27/06	
RSSS APPLIANCES #1	DEMO/LOANER LOC		
Serial Numbers: 56613452	BIG SCREEN	1	R
Transfer This Item: N			
F1-List Inv		F9-Done	

Figure 9-15 Inventory Demo Transfer Screen

If this is not the item you wish to transfer, type in an N for no. This will then take you back to the serial number prompt. If it is the right item, type in a Y for yes. When you answer this prompt with a Y for yes, the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers.

If you have no other transfers to make from this particular old location to this particular new location press the F9 key. The receipt from this transfer will print out. You will then be prompted "Print Another Receipt". If you want another receipt, press Y for yes. When you have printed all the receipts you want, press N for no at this prompt and the system will return you to the Serial Numbers prompt. Note that after entering N for no to reprint, you will no longer be able to reprint a receipt. However, you will be able to print the inventory transfer report for this information. If you still have other transfers to make, but need to change the Old or New Location, press the F8 key. This will take you back up to the Old Location.

Once the demo/loaner item has been transferred to that customer's ticket, the Take Payments (RP) screen will display a message about the loaner as seen in Figure 9-16.

		Security Entry		11/27/06	
Name:	BAKER	, SHERRY	Acct#:	5003338	H Ph: (555)555-5555
Add:	536 WISTAR CT, NE		BTTC:		W Ph: (555)555-5555
City:	ANYTOWN	TX 55555	PayDay:		BBucks: 45
Comment: *****10.04.01 SENT BAD CHECK LETTER JS					
*****10.04.01 GET HOME NUMBER JS*****					

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
Club Fee		13.38	1		12.95							12.95	11/05/06
BIG SCRE	3289.88	1		299.99			5.00			24.75	329.74	11/05/06	
BIG SCRE	8033.22	4		102.99			20.00			33.99	465.95	10/31/06	

 * T I C K E T H A S A L O A N E R U N I T *
 * D O N O T P A Y O F F U N T I L I T *
 * I S R E T U R N E D *

F1-CustChg F2-Payoff F3-ShowTic/BadChk F4Hist F6-Comment F7-Date/Amt F8-Back

Figure 9-16 Take Payments Screen with Loaner message

Delivery/Pickup Inventory Transfer (Transfer Type Option 4)

To deliver or pickup inventory, select option 4, Delivery/Pick Up Inv Transfer from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be resting on Old Location. Enter the location number where the inventory currently exists (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from.

The cursor will now be on New Location. Type in the customer home location for this store. If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from. Press the ENTER key for today's date. The screen will then prompt for "Any Changes". If you need to make changes, do so. If not, press the ENTER key.

Your cursor will now be beside "Acct Nbr". Enter the account number. If you enter a valid account number, the information, name, address, etc., about that account will automatically appear. If you do not know the account number, making sure the account number information is blank, press the ENTER key. Your cursor will move to the "Customer Name" prompt. Enter part of the customers last name press the ENTER key to get a selection window. If you type in a common name such as John Smith and there are many entries with the same name, you can press the F5 key which will unfold the information for you to view. If the John Smith is not in the first box you are looking at, press the F1 key for the next page so that you can select the correct John Smith. This will more accurately help you choose the correct account. When you have filled in all the information, you will be prompted for "Any More Changes". If you put something in incorrectly, press Y for yes, if not, press the ENTER key to accept the default of N for no, see Figure 9-17.

Inventory Delivery/Pick Up			
Old Location: 1 RSSS APPLIANCES #1	New Location: 901 CUSTOMER HOME LOCATI	Transfer Date: 11/27/06	
Serial Numbers:			
Acct Nbr: 10012227		Customer Name: BAKER	
Address: 9999 HOLLYWOOD DRIVE			
City: CORPUS CHRISTI		State: TX	Zip: 11111
Phone: (361)999-9999			
Delivery/Pickup Date: 11/27/06			
Delivery/Pickup Notes: HAVE DEBRA SIGN DATE AND TIME WHEN SHE RECEIVES THE ITEM			
Cod: N			
Ticket Number: 10040851		Selling Salesman Number: 1	
Selling Store: 1			
Any More Changes: ☐			
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm			

Figure 9-17 Inventory Delivery/Pick Up Screen

Your cursor will now be at the “Serial Numbers” prompt. See Figure 9-18.

Inventory Delivery/Pick Up			
Old Location: 1 RSSS APPLIANCES #1	New Location: 901 CUSTOMER HOME LOCATI	Transfer Date: 11/27/06	
Serial Numbers: 			
Assign serial numbers for stock, layaway or special order items that have not previously had a serial number assigned to them F2-Stock/SpecOrdr Exchange the ticket serial number F3-Exchange List the serial numbers on a ticket F4-Ticket Inv			
F1-List Inv			F9-Done

Figure 9-18 Inventory Delivery/Pick Up Screen Function Key Options

At the bottom of the screen is a list of prompts for you to use. Press the F2 **Stock/SpecOrd** to assign serial numbers/deliver open stock, layaway or special order tickets. Press the F3 key **to exchange the ticket serial number**. Press the F4 key to **list the serial numbers on a ticket**.

Note: You must choose the F2 or F3 key to process the transfer.

If you press the F2 key, see Figure 9-19, and enter each serial number next to seq (sequence) number or press the F3 key to list inventory available for this model number.

PO Nbr	Seq#	Serial Nbr	Model Number	Ticket Nbr	Type	Misc
01	0	7 88888	FLSEM2941	10040851	0	

Seri

F1-Forward F2-Back F3-List Inv F8-Abort F9-Update F10-Exit

Figure 9-19 Inventory Delivery/Pick Up Screen Enter the serial number(s)

The system will display the serial number on the Inventory Transfer of Location Screen. Press the ENTER key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item", see Figure 9-20.

Inventory Delivery/Pick Up				
Old Location: 1 RSSS APPLIANCES #1	New Location: 901 CUSTOMER HOME LOCATI	Transfer Date: 11/27/06		
Serial Numbers: 88888	LIVING ROOM	1	0	
Transfer This Item: N				
F1-List Inv F2-Stock/Spec0rdr F3-Exchange F4-Ticket Inv F9-Done				

Figure 9-20 Inventory Delivery/Pick Up Screen Transfer the Item prompt

Or if you pressed the F3 key as seen in Figure 9-19 after you selected the correct ticket for the correct customer that you want to exchange the item for, you will get a screen similar to Figure 9-21. Enter the serial number in the box beside the model number. Note: You can only exchange serial numbers with the same model number. If they are making an exchange for a different model number, process a refund in SALE program and re-ring with new item.

Change Serial Numbers On A Ticket				
01	Old Ser #	New Ser #	Model Number	Type
	88888	88889	FLSEM2941	0
Seri				
F1-Forward F2-Back F3-List Inv F8-Abort F9-Update F10-Exit				

Figure 9-21 Change Serial Numbers On A Ticket Screen

The system will display the serial number on the Inventory Transfer of Location Screen. Press the ENTER key. The system will then display the description, location and status of this piece of inventory and the cursor will be on the bottom of the screen next to the prompt "Transfer This Item", see Figure 9-22.

Inventory Delivery/Pick Up					
Old Location:	1	New Location:	901	Transfer Date:	11/27/06
	RSSS APPLIANCES #1		CUSTOMER HOME LOCATI		
Serial Numbers:	88889	LIVING ROOM	1	0	
Transfer This Item: N					
F1-List Inv	F2-Stock/SpecOrdr	F3-Exchange	F4-Ticket Inv	F9-Done	

Figure 9-22 Inventory Delivery/Pick Up Screen

If this is not the item you wish to transfer, type in an N for no. This will then take you back to the serial number prompt. If it is the right item, type in a Y for yes. When you answer this prompt with a Y for yes, the cursor will go below the serial number you just entered. If you need to transfer more inventory, enter the serial numbers. If you have no other transfers to make from this particular old location to this particular new location, press the F9 key. The receipt from this transfer will print out. You will then be prompted to "Print Another Receipt". If you want another receipt, press Y for yes. When you have printed all the receipts you want, press N for no at this prompt and the system will return you to the Account Numbers prompt. Press the F8 key to return to the Serial Numbers prompt. If you still have other transfers to make, but need to change the Old or New Location, press the F8 key. This will take you back up to the Old Location. You can continue to press the F8 key to return to each previous menu; in other words, to back your way out of this option or press F10 and at the command line enter the next program name you want to go to.

Bar Code Number Transfer (Transfer Type Option 5)

To transfer by bar code number, select Option 5, Bar Code Number Transfer from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be resting on Old Location. Enter the current location number of the inventory (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from, see Figure 9-3. The cursor will now be on New Location. Type in the new location number for the inventory, if you don't know the location number, press the ENTER key and you will see a window showing options you may choose from, see Figure 9-3. Enter the date of transfer or press the ENTER key for today's date. The screen will then prompt for

“Any Changes”. If you need to make changes, enter a Y for yes and make your changes.

When the prompt “Any More Changes” is answered with an N for no, your cursor will now be beside “Transfer Notes”. You may enter up to two lines of notes for the receiving location. This information will print on the transfer receipt that is printed after the transfer.

Note: Notes are not stored by the system and are printed on the transfer receipt only. Please keep a hard copy of the transfer receipt if you need the notes for your records.

After you have entered your notes, if any, press the F9 key. You will be prompted for “Any More Changes”, see Figure 9-23.

Bar Code Number Transfer

Old Location: 1 RSSS APPLIANCES #1	New Location: 2 RSSS APPLIANCES #2	Transfer Date: 11/27/06

Transfer Notes:

Any More Changes: N

F8--Prev Menu

Figure 9-23 Bar Code Number Transfer Screen

If you want to change the notes, enter a Y for yes. If not, press the ENTER key and your cursor will be beside “Bar Code Numbers”, or you may press the F1 key and at the “Start Key” type in a few digits of the bar code and press the F5 key for a listing of inventory by bar code. Using your arrow keys, arrow down to the correct piece of inventory and press the ENTER key. Or using your bar code equipment (i.e. keyboard wedge scanner), scan the bar codes of each item you wish to transfer, see Figure 9-24.

Bar Code Number Transfer				
Old Location: 1 RSSS APPLIANCES #1	New Location: 2 RSSS APPLIANCES #2	Transfer Date: 11/27/06		
Bar Code Numbers: 47581	SM3852336	REFRIDGERATOR	1	R
Transfer Notes:				
F1 -List Inventory				
F8-Enter New Locs Enter-Print Receipt				

Figure 9-24 Bar Code Number Transfer Screen with bar code numbers

Bar Code Transfer from File (Transfer Type Option 6)

To transfer bar codes from a file, select Option 6, Bar Code Transfer from File from the Transfer Inventory Location Screen, see Figure 9-2. The cursor will now be resting on Old Location. Enter the location number where the inventory is coming from (4 characters, example 0001). If you don't know the location number, press the ENTER key and you will see a window showing options you may choose from. The cursor will now be on New Location. Type in the new location of the inventory, if you do not know the location number, press the ENTER key and you will see a window showing options you may choose from. Enter the date of transfer or press the ENTER key for today's date. The screen will then prompt for "Any Changes". If you need to make changes, do so. If not, press the ENTER key. Your cursor will now be beside "Compare Scan to:" You will type in either "B" for barcode or "S" for serial number or "D" for download from PDT3100, or "I" to input the file depending on what you want the scan compared to. See Figure 9-25.

Bar Code Number Transfer From File		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	

Compare Scan to: ☐ Input File Name:

(B)arcode, (S)erial number, (D)ownload From Device, Or (I)npur File Name

F8--Prev Menu

Figure 9-25 Bar Code Number Transfer from File Screen

Compare Scan to Barcode

Enter "B" and press the ENTER key, your cursor will stop at Input File Name. Since you are selecting compare to scan barcode, press the ENTER key through this Input File Name field. You will then be prompt "Any Changes: N". If you have no more changes to this screen, press the ENTER key. If you need to correct something on this screen, type Y for yes, make your changes. When the "Any Changes: N" prompt displays and you accept the default of N for no, your screen will change to resemble the screen in Figure 9-26.

Bar Code Number Transfer From File		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	
Compare Scan to: B	Input File Name:	
Enter Bar Code Nbr: █	-----	
Press CMD or F8 Key When All Numbers Are Entered		
F8--Prev Menu		

Figure 9-26 Bar Code Number Transfer from File Screen Option B

Compare Scan to Serial Number

Enter an "S" and press the ENTER key, your cursor will stop at Input File Name. Since you are selecting compare to scan serial number, press the ENTER key through this Input File Name field. You will then be prompt "Any Changes: N". If you have no more changes to this screen, press the ENTER key. If you need to correct something on this screen, type Y for yes, make your changes. When the "Any Changes: N" prompt displays and you press the ENTER key to accept the default of N for no, your screen will change to resemble the screen in Figure 9-27.

Bar Code Number Transfer From File		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	
Compare Scan to: S	Input File Name:	
Enter Serial Nbr: █	-----	
Press CMD or F8 Key When All Numbers Are Entered		
F8--Prev Menu		

Figure 9-27 Bar Code Number Transfer from File Screen Option S

Compare Scan to Download from PDT3100

Enter a “D” and press the ENTER key, your cursor will stop at Input File Name. Since you are selecting compare to scan download from PDT3100, press the ENTER key through this Input File Name field. You will then be prompt “Any Changes: N”. If you have no more changes to this screen, press the ENTER key. If you need to correct something on this screen, type Y for yes, make your changes. When the “Any Changes: N” prompt displays and you press the ENTER key to accept the default of N for no, your screen will change to resemble the screen in Figure 9-28.

Bar Code Number Transfer From File		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	

Compare Scan to: D Input File Name:

After The File Is Downloaded Press The Delete Key On The PC Keyboard.

Enter The tty Port Or Accept The Default.

F8--Prev Menu

Figure 9-28 Bar Code Number Transfer from File Screen Option D

Compare Scan to Input File Transfer

Enter an “I” and press the ENTER key, your cursor will stop at Input File Name. Since you are selecting compare to scan input file, you will need to know where the downloaded ‘transfer’ file resides. If you are using a collection device other than the PDT3100 and you selected “I”, you will need to enter the input file “transfer” that was created previously in the download process. The file is called “TRANSFER” and this transfer file will reside on the same login that you did the download process with. It is recommended that you are logged in to ‘transfer’ with the same login that was used to ‘download’ and build the transfer file with. See Figure 9-29.

Note: When using the input file option the first 10 characters of the file must contain the number you want to transfer.

Bar Code Number Transfer From File		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	

Compare Scan to: I Input File Name: TRANSFER█

For the (I) compare scan to option, the input file name. The first 10 characters of the file must contain the number you want to transfer.

F8--Prev Menu

Figure 9-29 Bar Code Number Transfer from File Screen Option I

Enter the Input file Name and press the ENTER key. You will then be prompt “Any Changes: N”. If you are ready to transfer the inventory press ENTER and accept the default of N for no. The process of loading file for transfer is occurring and the inventory will be transferred. When it is complete, receipts will print. See Figure 9-30.

Bar Code Number Transfer From File		
Old Location: 1 RSSS APPLIANCES #1	New Location: 2 RSSS APPLIANCES #2	Transfer Date: 11/27/06
Compare Scan to: I Input File Name: TRANSFER		
Any Changes: N		
F8--Prev Menu		

Figure 9-30 Bar Code Number Transfer from File Screen Option I loading transfers

Connect the portable device you are using to transfer inventory with. Use the command key or scan the barcode which “Downloads Inventory”. You will now see the barcode numbers scan on the screen. When the download process is complete, press your command key or press the F8 key to print the transfer receipt(s).

Service Transfer

Enter transfer type 7: Item To/From Service, enter the current location in the Old Location prompt. Enter the new location in the New Location prompt, if you do not know the location number enter and a selection window will appear. Enter thru transfer date and your screen will resemble Figure 9-31. Enter in any service notes for this item. If you are transferring from a customer or store to service location and have a service ticket number, enter it beside “Ticket Nbr To Service”. If you are transferring from Service location back to customer or store location and have a service ticket number, enter it beside “Ticket Nbr From Service:”.

If this item is being sent to service from a customer, enter to “Customer Name:” and enter the customer’s last name; a customer listing will appear; select the correct customer. Their information will populate the following fields. You may edit the address fields by moving your cursor to the field. If you have no changes to this screen, press the F9 key and press the ENTER key to accept the default of “N” for no more changes. Your cursor will now be at the serial number prompt; enter in the serial number and complete the transfer.

Inventory Service Transfer			
Old Location: 901 CUSTOMER HOME LOCATI	New Location: 601 SERVICE LOCATION	Transfer Date: 1/14/07	
Serial Numbers:			
Service Notes: █			
Ticket Nbr To Service:		0	
Ticket Nbr From Service:		0	
Acct Nbr:	Customer Name:		
Address:		City: CORPUS CHRISTI State: TX Zip:	
Phone:		Store: 1	
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm			

Figure 9-31 Inventory Service Transfer Screen from Customer To Service

Note: When you transfer the items from service you will get the prompt "Service Amt This Item:" As shown in figure 9-32. Enter your service cost here and this information will be added to the 3rd page on Inventory Maintenance (INVMNT) for this piece. Some inventory reports will factor this amount in for a more accurate return on investment.

Inventory Service Transfer			
Old Location: 601 SERVICE LOCATION	New Location: 901 CUSTOMER HOME LOCATI	Transfer Date: 1/14/07	
Serial Numbers: 103KA00223 AIR CONDITIONER 601 R			
Service Amt This Item: █ 0.00			
F1-List Inv		F9-Done	

Figure 9-32 Inventory Service Transfer Screen from Service to Customer

Miscellaneous Inventory Location Transfers - MISCTRAN

This program is used to transfer miscellaneous (non-serialized) inventory from one location to another.

To get into the program, you need to be at the command line and type “MISCTRAN” or you can access it through the Inventory Functions Menu under Accessory Inventory Transfer. You will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in the proper printer number or pathname. You will now be prompted for “Separate Locations”. Press ENTER and accept the default of N for no. You will see a screen similar to Figure 9-33.

Transfer Miscellaneous Inventory Locations

Old Location: 0	New Location: 0	Transfer Date: 11/27/06

Enter Current Inventory Location

F8-Return To Menu

Figure 9-33 Transfer Miscellaneous Inventory Locations Screen

Your cursor will be at the prompt “Old Location”. Enter the location the inventory is at right now (this should be four characters such as location 1 would be entered 0001). Your cursor will now be at the prompt “New Location”. Enter the location you want this inventory to be at (also using four characters). Your cursor will now be at the prompt “Transfer Date”. Press the ENTER key to accept the default of the current date.

You will now see the prompt “Any More Changes”. If you need to change something, enter Y and you will be returned to the prompt “Old Location”. Using your ENTER key, go from prompt to prompt making any necessary changes. When you can answer the prompt “Any More Changes” with an N for no, you will have an opportunity to enter two lines of transfer notes. See Figure 9-34.

Transfer Miscellaneous Inventory Locations		
Old Location: 1	New Location: 2	Transfer Date: 11/27/06
RSSS APPLIANCES #1	RSSS APPLIANCES #2	
Transfer Notes: █		
F8-Return To Menu		

Figure 9-34 Transfer Miscellaneous Transfer Locations Screen

You may enter up to two lines of notes for the receiving location. This information will print on the transfer receipt that is printed after the transfer transaction is complete.

Note: Notes are not stored by the system and are printed on the transfer receipt only. Please keep a hard copy of the transfer receipt if you need the notes for your records.

After you have entered your notes, if any, press the F9 key. You will be prompted for "Any More Changes". If you want to change your notes, enter a Y for yes. If not, press the ENTER key. Your cursor will now be at the "Model Number" prompt. See Figure 9-35.

Transfer Miscellaneous Inventory Locations		
Old Location: 1 RSSS APPLIANCES #1	New Location: 2 RSSS APPLIANCES #2	Transfer Date: 11/27/06
Model Number -----	Quantity -----	Description
Transfer Notes:		
Enter the UPC Code or Model Number		
F8-Back Out		F10-Exit

Figure 9-35 Transfer Miscellaneous Inventory Locations Screen

You will see three new prompts. These are “Model Number”, “Quantity” and “Description”.

Type in the model number or scan the UPC code of the miscellaneous inventory you wish to transfer and press the ENTER key. The Description field will be filled in automatically. You will now be prompted for the quantity. Enter the numerical amount of this model number you want transferred and press the ENTER key. You will be prompted to “Transfer this Item”, see Figure 9-36.

Transfer Miscellaneous Inventory Locations		
Old Location: 1 RSSS APPLIANCES #1	New Location: 2 RSSS APPLIANCES #2	Transfer Date: 11/27/06
Model Number ABABC	Quantity 2	Description CLOCK W/IPOD DOC
Transfer Notes: Transfer This Item: ☐		
F8-Back Out		F10-Exit

Figure 9-36 Transfer Miscellaneous Inventory Locations Screen with data

Type in a Y for yes to transfer the item(s). The cursor will move under the model number you just transferred. Type in another model number, if you have more miscellaneous inventory that needs to be transferred.

When you have entered all miscellaneous inventory transfers from this particular location to the new location, press the F9 key. A receipt will be printed to the printer specified earlier.

If you need to transfer more miscellaneous inventory to this location, enter the next model number you want to transfer. If you have no more transfers for this location, press the F8 key.

Note: The size of the receipt paper for miscellaneous transfers is designated in Terminal Maintenance (TERMMNT).

Chapter 10 - Introduction to Reports

When you run any type of report within the RSSS System, you will always be prompted to enter a printer or file pathname followed by the Separate Locations prompt.

Each report has its own criteria fields (options) with help prompts displaying at the bottom of the screen. As you cursor through the fields on the report screen, you will be prompted to select the information you want to see on a report.

When you are done filling in the parameters to run the report, press the F9 key (the save and accept key) and the report will print. At times you may see record counts flashing across the screen and in some cases the report may run so fast you won't see the counts.

Printer or File Pathname and Separate Locations Prompts

Figure 10-1 is a screen you will see with most reports you want to run and in several other instances throughout the system.

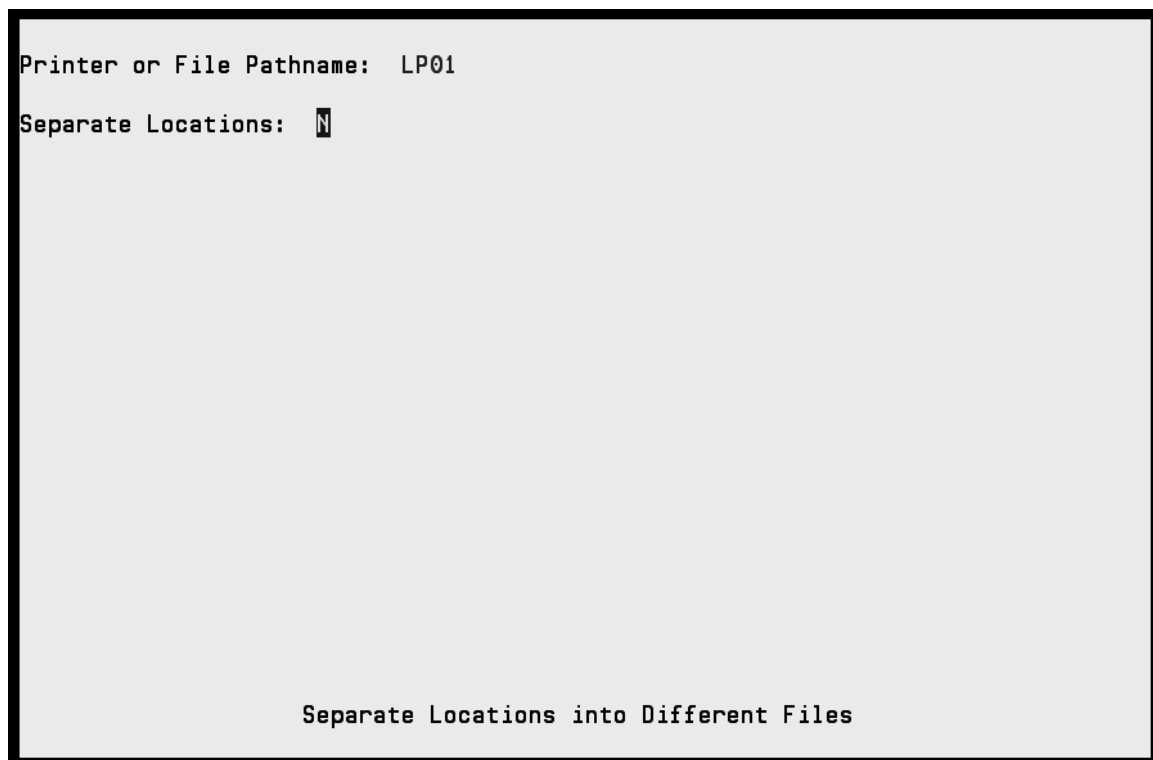


Figure 10- 1 Printer or File Pathname and Separate Locations prompts

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. If you want to view this report on the screen enter a file pathname. For example type in "APPL" in place of LP01. Once the report is finished press the F10 key and type in SF (show file) and press ENTER, then type in APPL at the pathname prompt and press ENTER and the report will appear on the screen as shown in Figure 10-2.

```

*** Page Eject ***
RUN DATE: 01/18/07
TIME:08:47:52

```

RSSS APPLIANCES					
SERIALIZED RENTAL INV COST RPT BY MODEL #-DETAIL					
LOC: (1) RSSS APPLIANCES #1					
RECEIVED DATES OF: THRU 12/31/79					
RENTED DATES OF: THRU 12/31/79					
SELECTED BY STATUSES: R N					
MODEL NUMBER	SERIAL NBR	DESCRIPTION	COST	RECEIVED	RENTED
ACAMA14010C1D	213	AIR CONDITIONER	536.98	12/21/06	
ACAMA14M13TA	ACAMA0001	AIR CONDITIONER	431.00	11/27/06	11/27/06
ACWPLACQ082XP	QR0403411	AIR CONDITIONER	137.00	6/01/04	6/01/04
ACWPLACQ102XP	QR0919922	AIR CONDITIONER	171.00	6/05/04	7/02/04
AKFRIFRS26H5DSB	LA44810849	REFRIDGERATOR	850.00	12/13/04	12/13/04
AKFRIFRT15B3AW	BA30922461	REFRIDGERATOR	250.00	8/16/03	8/31/04
AKFRIGLRT183TDW	BA42932973	REFRIDGERATOR	295.41	8/03/04	10/05/04
AKFRIPLHS267ZCB	267005	REFRIGERATOR	1,200.00	1/05/06	
AKWPLED2VHGXMQ	SR0953674	REFRIGERATOR	620.00	3/27/04	3/27/04
AKWPLED5GHEXNA	SR3954618	REFRIGERATOR	700.00	12/20/04	12/20/04
ALFRIFEX831CS	R061NM	LAUNDRY CENTER	500.00	12/11/04	12/11/04

```

F1-Fwd F2-Back F6-L/Nos Bottom Top Find Next Help F8-New Pathname █

```

Figure 10- 2 Show File Report Example

The next prompt is “Separate Locations” In most cases you need to accept the default of (N)o. If you answer Y to this prompt the report will print to a file.

Select by Loc or Loc Groups Prompts you may encounter...

This is a prompt you will see frequently when setting up reports to run. This defaults to an N for no to run all locations. If answered with a Y for yes, you will be prompted “Select by Locs or Loc Groups”. On the bottom of the screen Option 1 Select by Locations and Option 2 Select by Location Groups will be displayed. Enter the number beside the option you want.

If Option 1 Select by Locations is selected, you will be prompted “Location Selection”. On the bottom of the screen you will see displayed

- 1) Select by 10 Locs/Groups
- 2) Select Range of Locs/Groups.

If you select 1) Select by 10 Locs/Groups, the prompt will change to “Locations”. You may enter up to ten different locations. Use 4 digits when entering the locations (example: location 1 would be entered 0001) or enter a 1 and press the END key to wipe out the 0 in the field. See Figure 10-3.


```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: Y
  LOCATIONS: 2005 3005  0  0  0  0  0  0  0  0
SELECT BY: N

SELECT BY CUST TYPE: N
SELECT BY AGMT/CONT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1

STARTING LAST NAME:
SELECT BY ZIP/MODEL/DESC/ADV C: N

WANT BIRTHDAY REPORT: N
RE-OPENED TICKET INDR: I

```

Figure 10- 3 Print Customer Report Screen with Select by Locations

If you select 2) Select Range of Locs/Groups, you will be prompted “Locations between”. Type in the Location you want as the lowest number and the location you want as the highest number. Use 4 digits when entering the locations (example: location 1 would be entered 0001) or enter a 1 and press the END key to wipe out the 0 in the field. See Figure 10-4.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N    PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: Y
  LOCATIONS BETWEEN: 1005 AND 3001 ←
  SORT BY LOCATION: ☒
  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
                                ENTER AN "N" OR A "Y"

```

Figure 10- 4 Print Customer Report Screen with Select Range of Locs/Groups

If Option 2 Select by Location Groups is selected, you will be prompted “Group Selection”. On the bottom of the screen you will see displayed

- 1) Select by 10 Locs/Groups
- 2) Select Range of Locs/Groups.

Selecting by location groups allows you to print selected groups of stores that have been set up for certain Regional or District Managers. This is useful when a Regional or Market Manager runs more than 10 stores. The entering of one location group number eliminates the need for entering all the store numbers.

Note: Location Groups must be set up on each location in Location Maintenance (LOCMNT) to use this feature. See Figure 10-7.

- 1) You will now see the prompt “Loc Groups”. Type in the Location Group number(s). You may enter up to ten different location groups. You may enter up to a 4 digit location number. See Figure 10-5.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: Y
  LOC GROUPS: 0200 1000  0  0  0  0  0  0  0  0
  SELECT BY: N

  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1

  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N

```

Figure 10- 5 Print Customer Report Screen with Select by Location Groups

- 2) You will now see the prompt "Loc Groups Between". Type in the Location Group you want as the lowest number and the Location Group you want as the highest number. See Figure 10-6.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N    PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: Y
  LOC GROUPS BETWEEN: 0800 AND 1000 ←
  SORT BY LOCATION: ☒
  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
ENTER AN "N" OR A "Y"

```

Figure 10- 6 Print Customer Report Screen with Locs Groups Between

NOTE: Location Groups are assigned in Location Maintenance (LOCMNT).
See Figure 10-7 for location numbers; then see Figure 10-8 for examples of location group numbers within a location.

Location Maintenance							12/04/06
Location Nbr:	0	Primary Loc:		Loc Type:	0		
Loc Description	P	Loc	BS	Group	Group Desc	Mach#	StrpType
0 RSSS APPLIANCES	1	N		0	REPORT HEADER	1	N 1
1 RSSS APPLIANCES #1	1	Y		0		1	N 1
2 RSSS APPLIANCES #2	2	Y		2		1	N 1
3 RSSS APPLIANCES #3	3	Y		3		1	N 1
4 RSSS APPLIANCES #4	4	Y		4		1	N 1
5 RSSS APPLIANCES #5	5	Y		5		1	N 1
6 RSSS APP WAREHOUSE	6	N		0		1	N 2
7 RSSS APP SERVICE CENTER	7	N		0		1	N 6
99 OTHER LOCS				0			0
501 DEMO/LOANER LOC	1	N		0		1	N 5
502 DEMO/LOANER LOC	2	N		2		1	N 5
503 DEMO/LOANER LOC	3	N		3		1	N 5
504 DEMO/LOANER LOC	4	N		4		1	N 5
505 DEMO/LOANER LOC	5	N		5		1	N 5
506 DEMO/LOANER LOC	6	N		6		6	N 5

F1-Next Page F2-Prev Page F5-Delete F6-Add ENTER-Update F8-Prev Menu CMD-Exit

Figure 10- 7 Location Maintenance Screen with Locations listed

Location Change		12/20/06
Location:	1	Primary Location: 1 Location Type: 1
Transfer Desc:	RSSS APPLIANCES #1	
	123 ABC LANE	ANYTOWN TX 55555-5555
SUMMARY CONTROL PARAMETERS		
Summary Company#:	1	Summary Company Desc:
Summary Region #:	1	Summary Region Desc:
SummaryDivision#:	1	Summary Division Desc:
Subtract Petty Cash:	2	Add Sales to Movie Amts: N Bld Sum This Loc: Y
STRIP/MERGE CONTROL PARAMETERS		
Loc Machine Nbr:	1	Separate System: N Stripped Loc: N
Strip Directory:		Send Directory:
Lowest Copy Nbr:	0	
OTHER DATA		
Data Phone Nbr:		Voice Phone Nbr:
Trans Group Nbr:	0	Trans Group Desc:
Other Loc Groups:	100 0 0 0 0 0 0 0	
Trans to Rental:		Currency Rate:
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm		

Figure 10- 8 Location Maintenance Screen

Chapter 11 – On-Screen Collections (Past Due Accounts) - TICKDUE (optional program)

This optional program is used for on-screen collections and will give you the ability to practically eliminate the use of past due lists and file folders.

To get into this program, select “On-Screen Collections – TICKDUE” off the main store menu or press the F10 key off of any menu to get to the command line and type in “TICKDUE” and press the ENTER key. You will now see a screen like Figure 11-1 with the question Build a New Work File? This is answered with a Y or N.



Figure 11- 1 List Past Due Accounts Screen

The purpose of building a new work file is to get a current list of customers based on the criteria you select. If you answer the question with an N, you will be able to continue working on the last file you built. If you answer the question with a Y, the next screen will prompt you for the “Printer or File Pathname”. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. After entering the printer or file pathname, press the ENTER key. You will see a screen similar to Figure 11-2.

```
Build TICKDUE Work File

Listing Order: 1
Store: 0
Acct Mgr: 1
Select By Cust Type: N
Select By Cont/Agmt Type: N
Starting Past Due Date: Ending: 3/30/05
Starting Commit Date: Ending: 3/30/05
Picked Up Past Dues: E
Starting Picked Up Date: Ending: 3/30/05
Select By A/R Billing Cycle: N

Store Number to List(Zero Selects All)
```

Figure 11- 2 Build TICKDUE Work File

LISTING ORDER 1 = Customer Name
 2 = Oldest Due
 3 = Payment Amount Due

STORE If you want all stores customers listed, leave blank. If you only want a specific stores accounts listed, enter the store number

ACCT MGR If you want all account managers (routes) listed, enter a 0 (zero). If you only want to list a specific account manager's customers, enter that account manager's number.

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 up 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.

STARTING PAST DUE DATE ENDING

Enter the earliest and latest due date you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

STARTING COMMIT DATE ENDING

Enter the earliest and latest commitment dates you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

PICKED UP PAST DUES You have the option to list/collect on customers that have returned merchandise with a balance due. The system default is E to exclude those customers accounts.

I = Include

E = Exclude

O = display Only the accounts that have been.

STARTING PICKED UP DATE ENDING

If an "I" or "O" was entered in the "Picked Up Past Dues" prompt, enter the earliest and latest picked up dates you want the system to use or enter 01/01/80 to 12/31/79 to show all dates.

SELECT BY A/R BILLING CYCLE

If you use revolving charge billing cycles, you may select a specific billing cycle by pressing Y. You may enter up to five different billing cycles. (Billing cycles are set up in the Sales Control (SALECTRL) program.) If you do not use billing cycles or if you want all, accept the default of N.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the system will begin counting records. When this has completed, your screen will change to resemble Figure 11-3.

List Past Due Accounts						02/21/06
----- Due Dates -----						----- Commit Dates -----
Store:	0	Acct Mgr:	0	thru 2/21/06	thru 2/21/06	
Acct Nbr	Tick Nbr	Seq	Type	Due Date	Name	Home Phone
10011487	10037467	0	RTO	2/28/05	AARO, RENA	(555)555-5555
2001618	2001618	0	FEE	1/10/06*	AARON, PEGGY	(555)555-5555
2001618	10040785	0	RTO	1/10/06*	AARON, PEGGY	(555)555-5555
10011166	10036169	0	RTO	6/04/05	ABERNATHY, MARC	(555)555-5555
10011166	10038962	0	RTO	4/23/05	ABERNATHY, MARC	(555)555-5555
3001681	10037469	0	RTO	3/13/05	ADAMS, LAURA	(555)555-5555
3001681	10037470	0	RTO	5/22/05	ADAMS, LAURA	(555)555-5555
10012204	10040732	0	RTO	2/26/05*	ADAMS, PAULA	(555)555-5555
10005781	10040550	0	RTO	2/27/05*	ADAMS, ROSE	(555)555-5555
10011959	10039553	0	RTO	12/18/04	ADKINS, PAULA	(555)555-5555
4001544	10031880	0	RTO	2/19/05	AGOSTO, KIMBERLEY	(555)555-5555
4001544	10038160	0	RTO	2/19/05	AGOSTO, KIMBERLEY	(555)555-5555
10008321	10033728	0	RTO	2/26/05	AJCHE, TOMAS	(555)555-5555
10007201	10037266	0	RTO	2/26/05	ALFARO, MARTHA	(555)555-5555
10007201	10038115	0	RTO	2/19/05	ALFARO, MARTHA	(555)555-5555
F1-Forward F2-Back F5-Chase Card F6-Ref Info F7-Letter F9-View Detail						

Figure 11- 3 List Past Due Accounts

HIGHLIGHT CODES AND MEANINGS

- ! = Customer is late on First payment
- * = First time customer has ever been late
- C = Commitment to pay by date
- B = Broken commitment to pay
- H = Hot Check Outstanding

At the bottom of the screen, please note the prompts:

F1 - FORWARD If you want a customer who is not listed on this page, you can press the F1 key to see the next page.

F2 - BACK If you should pass up a customer you want, you can press the F2 key to go the previous screen listing.

F5 - CHASE CARD Position the cursor on a single customer and press the F5 key. This will print a chase card with the details of the account including the last 3 payments made.

F6 - REF INFO If you wish to see the reference information on the highlighted customer, press the F6 key and the screen will change to resemble Figure 11-4.

Customer Change		02/21/06
Customer/Dr: ABERNATHY	, CHRISTIE	Acct#: 2005556
Company Name:		Rurd Rating:
Contact Name:		Prev Rating:
Address: 123 ABC LANE		OnTime Rurd Pts/ %: / 0%
Address Line 2:		Total #/\$ of Pmts: / \$0
Zip/City/State: 55555-0000 ANYTOWN	TX	Map Code: 69 NN28
Home Phone Nbr: (555)555-5555		Work Phone Nbr: (555)555-5555
Cell Phone Nbr: (555)123-4567		Pager Phone Nbr: (555)123-7654
Fax Phone Nbr:		Birth Date: 1/01/1901
SSAN: 000-00-0001		Drivers License Nbr: 1
Taxable?: Y	Tax Codes	Bill To Number:
Tax Number:		
Charge Cust: Y		Retail Discount Level:
Credit Limit: 0		Default Retail Pmt Form:
Status Flag:		Default: Salesperson/Acct Mgr:
Customer Type: 0		RTO Recv:
Email Address:		
Bank/CC Info:		00/00
Default PO Nbr:		Best Time to Call:
Enter the customer's last name or leave blank for Company Name		
F1-References F2-Employer F3-Landlord F4-2nd Cust F6-Comment F7-Car Info		

Figure 11- 4 Customer Change Screen

From this screen, you can access any references this customer has on file by using the function keys listed at the bottom of the screen. You can also update the customer's address, phone number, etc. as you are talking to them on the phone. Press the F9 key to update the changes you have made to the customer record and you will be returned to the listing.

List Past Due Accounts							02/21/06
----- Due Dates -----							----- Commit Dates -----
Store: 0	Acct Mgr: 1	thru 2/21/06				thru 2/21/06	
Acct Nbr	Tick Nbr	Seq	Type	Due Date	Name	Home Phone	
2008447	3009269	0	PND	12/14/05!	DARBY, SANDRA	(555)555-5555	
200000401	3009009	0	AR	10/28/04	AARON, JOHN	(555)555-5555	
200000401	3009252	0	AR	11/30/05!	AARON, JOHN	(555)555-5555	
11000850	3009140	0	AR	3/02/05!	ABAD, JUAN	(555)555-5555	
21203226	3009154	0	RTO	4/18/05*	ABBOTT, ANTHONY	(555)555-5555	
21203226	3009195	0	RTO	9/05/05*	ABBOTT, ANTHONY	(555)555-5555	
2005556	3009063	0	RTO B	1/18/06	ABERNATHY, CHRISTIE	(555)555-5555	
2005556	3009064	0	RTO B	1/18/06	ABERNATHY, CHRISTIE	(555)555-5555	
2005556	3009076	0	RTO B	1/18/06	ABERNATHY, CHRISTIE	(555)555-5555	
2005556	3009078	0	RTO B	1/18/06	ABERNATHY, CHRISTIE	(555)555-5555	
7000084	3009248			1/18/06	ABRAHAM, DIANE	(555)555-5555	
7000084	3009287			1/25/06*	ABRAHAM, DIANE	(555)555-5555	
9001735	3009146			3/11/05!	BABB, PAUL	(555)555-5555	
20102439	3009012	0	RTO	11/15/04*	HOWARD, ALLIE	(555)555-5555	
24000066	3009198	0	RTO	6/24/05!	JONES, ALICE	(555)555-5555	
Committed to Pay \$300.00 by 2/16/06 02:00pm							on: 2/16/06
F1-Forward F2-Back F5-Chase Card F6-Ref Info F7-Letter F9-View Detail							

Figure 11- 5 List Past Due Accounts Screen F7 Letter Screen

F7 - LETTER

There are a few other settings within the F7 selection. If your company uses laser letters (this is an optional module), you screen will look similar to Figure 11-6, once you have the window open, use your arrow keys to highlight the letter of choice and press the ENTER key.

List Past Due Accounts				02/21/06
Store:	0	Ac	collect1	Pastdue Collection Letter #1
			collect2	Pastdue Collection Letter #2
			collect3	Pastdue Collection Letter #3
Acct Nbr	Tic		default	Demand Return After Default
10011487	100		judgmt	Demand Return After Judgment
2001618	20			
2001618	100			
10011166	100			
10011166	100			
3001681	100			
3001681	100			
10012204	100			
10005781	100			
10011959	100			
4001544	100			
4001544	100			
10008321	100			
10007201	100			
10007201	1003			

F1-Forward F2-Back F8-Prev Menu ENTER-Select

Figure 11- 6 List Past Due Accounts Screen with F7 Letter Window

If your company uses the standard text letters and you do NOT have the security to add, change or delete letters, your screen will look similar to Figure 11-7. Use your arrow keys to highlight the letter of choice and press S to select to it.

List Past Due Accounts						12/04/06
----- Due Dates -----						----- Commit Dates -----
Store: 0 Acct Mgr: 0						thru 12/04/06
Acct Nbr	Tick Nbr	Seq	Type	Due Date		
2002698	10040838	0	RTO	11/30/06	1-7 DAYS PAST DUE	55
3001681	10037470	0	RTO	6/12/05	15-20 DAYS PAST DUE	34
10012204	10040732	0	RTO	6/18/05	8-14 DAYS PAST DUE	55
10011959	10039553	0	RTO	12/07/05	BAD CHECK	55
4001544	10031880	0	RTO	2/19/05	BROKEN PROMISE	55
4001544	10038160	0	RTO	2/19/05	DEMAND OF PROPERTY	55
10008321	10033728	0	RTO	2/26/05	IN-HOUSE	55
10007201	10037266	0	RTO	2/26/05	LANLORD RELEASE	55
10007201	10038115	0	RTO	2/19/05	PAST CUSTOMER	55
10007201	10040506	0	RTO	2/19/05*		55
2019677	10040830	0	SOR	10/04/06		34
2019677	10040831	0	SOR	10/04/06		34
5003638	10033536	0	RTO	B 2/19/05		55
10011518	10037583	0	RTO	3/05/05		55
10011518	10037588	0	RTO	3/05/05		55

Exit Next Page Prev Page Select

Figure 11- 7 List Past Due Accounts Screen with F7 Letter Window to print a letter

If your company uses the standard text letters and you DO have the security to add, change or delete letters, your screen will look similar to Figure 11-8. Press the appropriate letter depending on what you want to do.

List Past Due Accounts					12/04/06
----- Due Dates -----					----- Commit Dates -----
Store: 0 Acct Mgr: 0 thru 12/04/06					thru 12/04/06
Acct Nbr	Tick Nbr	Seq	Type	Due Date	
2002698	10040838	0	RTO	11/30/06	1-7 DAYS PAST DUE 55
3001681	10037470	0	RTO	6/12/05	15-20 DAYS PAST DUE 34
10012204	10040732	0	RTO	6/18/05	8-14 DAYS PAST DUE 55
10011959	10039553	0	RTO	12/07/05	BAD CHECK 55
4001544	10031880	0	RTO	2/19/05	BROKEN PROMISE 55
4001544	10038160	0	RTO	2/19/05	DEMAND OF PROPERTY 55
10008321	10033728	0	RTO	2/26/05	IN-HOUSE 55
10007201	10037266	0	RTO	2/26/05	LANLORD RELEASE 55
10007201	10038115	0	RTO	2/19/05	PAST CUSTOMER 55
10007201	10040506	0	RTO	2/19/05*	
2019677	10040830	0	SOR	10/04/06	
2019677	10040831	0	SOR	10/04/06	
5003638	10033536	0	RTO	B 2/19/05	
10011518	10037583	0	RTO	3/05/05	
10011518	10037588	0	RTO	3/05/05	

Add Change Delete Exit Next Page Prev Page Reproduce Select

Figure 11- 8 List Past Due Accounts Screen with F7 Letter Window to add, change or delete Letters

A – ADD A LETTER allows you to add a new letter.

C – CHANGE A LETTER allows you to change an existing letter.

D – DELETE A LETTER allows you to delete an existing letter.

E – EXIT takes you back to the previous screen – out of the letter window.

NEXT PAGE advances to the next available window for more letters.

PREV PAGE takes you back to the previous window of available letters.

REPRODUCE allows you to copy an existing letter from the window to a different name.

SELECT will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

To prompt the corresponding customer/account information to print on the letters you must use the following values when adding or editing letters.

Example : \$CUSTOMERNAME prints the Customer First and Last name.
 \$ADDRESS1 prints the first address line
 \$ADDRESS2 prints the second address line

\$CITY	prints the City
\$STATE	prints the State
\$ZIP	prints the zip code
\$DEAR-FNAME	prints Dear (customer First name)
\$DATE	prints the current date

You can also do the following

\$CITY-STATE-ZIP this will print the City State and zip code on one line

F9 - VIEW DETAIL If you wish to see the details on the customer's account, press the F9 key and the screen will change to resemble Figure 11-9.

```

998
Name: ABERNATHY      , CHRISTIE      Acct#:  2005556   H Ph: (555)555-5555
Add: 123 ABC LANE      BTTC:          W Ph: (555)555-5555
City: ANYTOWN          TX 55555 PayDay:      Reward: NONE
Comment: Committed to Pay $300.00 by 2/16/06 02:00pm      2/16/06

Ticket# Seq  Bal  #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
STEREO S  1443.24  5    18.99      10.00      6.84 130.78 1/18/06
STEREO S  1443.24  6    18.99      10.00      6.84 130.78 1/18/06
TV PORTA  1539.23  6    19.99      10.00  9.60      7.20 146.74 1/18/06
TV PORTA  1519.15  6    19.99      10.00  9.60      7.20 146.74 1/18/06

Length 78 Terms W RTO Total Charge  555.04      0.00 Due  555.04
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
    
```

Figure 11- 9 View details on customer account

From this screen, you can F1 - change customer data, F2 - calculate payoff, F3 - show ticket, F4 - show history, F5 - enter comment, F6 – Comment, F7 - Date/amt or F8 - go back to the previous screen.

Enter Customer Commitment

While in View Detail, you can **press the F6-Comment key twice** and you will get a screen with a list of comments on that customer if there are any. See Figure 11-10.

Contact History For: CHRISTIE ABERNATHY		
-----Entered-----		
Date	Time	Comment
2/14/06	8:05:3801	Did not answer \$469.20 by 2/14/06 09:05am
2/14/06	8:05:3800	Reached CHRISTIE ABERNATHY at (555)555-5555
2/14/06	8:04:4301	Committed to Pay \$300.00 by 2/16/06 02:00pm
2/14/06	8:04:4300	Reached CHRISTIE ABERNATHY at (555)555-5555
2/14/06	8:04:1300	Left mess on machine ROBBIE MCCRAW at (419)555-7845
2/14/06	8:03:4300	Left mess on machine JOE at (555)987-6543
2/09/06	10:05:0500	WBI 4:00
2/09/06	9:58:1701	===== Entered By: =====
2/09/06	9:58:1700	Phone Busy JOE at (555)987-6543
2/09/06	9:58:0502	===== Entered By: =====
2/09/06	9:58:0501	Did not answer \$383.36 by
2/09/06	9:58:0500	Reached CHRISTIE ABERNATHY at (555)555-5555
2/06/06	10:15:2902	===== Entered By: =====
2/06/06	10:15:2901	ROBBIE MCCRAW
2/06/06	10:15:2900	FREE FORM
2/06/06	9:49:4302	===== Entered By: =====
F1-Furdr F2-Back F4-Reverse Order F6-Add Comment Up/Dwn Arrow-Select		

Figure 11-10 Enter customer commitment comment and date

At this point, you can review previous comments made. To add a new comment, press the F6-Add Comment key to add the comment information and press ENTER. See Figure 11-11.

Contact History Add		
Customer Nbr:	2005556	Enter Date: 2/21/06
Entered By:	998	Enter Time: 14:43:32:00
Comment: CHRISTIE ABERNATHY (555)555-5555		
Contact Name F1-To List Other Customer Contacts		
F8-Backout		

Figure 11-11 Customer Contact Add Screen

If you are using the “Enhanced TICKDUE” module your screen will resemble Figure 11-11. You can begin by calling the first contact that appears or press the F1-To List Other Customer Contacts function key and it will bring in a drop down box on the screen for you to use to select from, concerning this customer’s account. Use the up and down arrow keys to highlight the contact the window to select it. See Figure 11-12.

Contact History Add																							
Customer Nbr:	2005556	Enter Date: 2/21/06																					
Entered By:	998	Enter Time: 14:34:43:00																					
Comment: CHRISTIE ABERNATHY (555)555-5555																							
<table border="1"> <tbody> <tr> <td>CHRISTIE ABERNATHY</td> <td>HOME PHONE</td> <td>(555)555-5555</td> </tr> <tr> <td>CHRISTIE ABERNATHY</td> <td>CELL PHONE</td> <td>(555)123-4567</td> </tr> <tr> <td>CHRISTIE ABERNATHY</td> <td>PAGER PHONE</td> <td>(555)123-7654</td> </tr> <tr> <td>CHRISTIE ABERNATHY</td> <td>WORK PHONE</td> <td>(555)555-5555</td> </tr> <tr> <td>ROBBIE MCCRAW</td> <td>SECOND CUST HOME</td> <td></td> </tr> <tr> <td>ROBBIE MCCRAW</td> <td>SECOND CUST WORK</td> <td></td> </tr> <tr> <td>JOE</td> <td>LANDLORD</td> <td>(555)987-6543</td> </tr> </tbody> </table>			CHRISTIE ABERNATHY	HOME PHONE	(555)555-5555	CHRISTIE ABERNATHY	CELL PHONE	(555)123-4567	CHRISTIE ABERNATHY	PAGER PHONE	(555)123-7654	CHRISTIE ABERNATHY	WORK PHONE	(555)555-5555	ROBBIE MCCRAW	SECOND CUST HOME		ROBBIE MCCRAW	SECOND CUST WORK		JOE	LANDLORD	(555)987-6543
CHRISTIE ABERNATHY	HOME PHONE	(555)555-5555																					
CHRISTIE ABERNATHY	CELL PHONE	(555)123-4567																					
CHRISTIE ABERNATHY	PAGER PHONE	(555)123-7654																					
CHRISTIE ABERNATHY	WORK PHONE	(555)555-5555																					
ROBBIE MCCRAW	SECOND CUST HOME																						
ROBBIE MCCRAW	SECOND CUST WORK																						
JOE	LANDLORD	(555)987-6543																					
Contact Name F1-To List Other Customer Contacts																							
F10-Exit ENTER-Select																							

Figure 11-12 Customer Contact Add Screen with contact list drop down box

Once you have processed this contact, you are ready to enter the commitment outcome for this entry, press ENTER for the drop down box to select a commitment code if applicable. Commitment codes are set in Contact Code File Maintenance (GETCCODE). See Figure 11-13.

The screenshot shows the 'Contact History Add' screen. At the top, it says 'Contact History Add'. Below that, it displays 'Customer Nbr: 2005556', 'Entered By: 998', 'Enter Date: 2/21/06', and 'Enter Time: 15:01:18:00'. The comment is 'CHRISTIE ABERNATHY (555)555-5555'. A drop-down menu is open, showing a list of commitment codes: 1 Did not answer, 2 Phone Busy, 3 Committed to Pay, 4 Commit to mail paymt, 5 Phone disconnected, 6 Wrong Number, 7 Left mess on machine, 8 Pickup Payment, 9 Promised to come in, and 10 Sent PICKUP Ltr. Below the menu, it says 'Contact Phone Number'. At the bottom, there is a legend: F1-Forward, F2-Back, F4-Change Code, F6-Add Code, F10-Exit, and ENTER-Select Code.

Figure 11-13 Customer History Add Screen with comment drop down box

Select the commitment code from the drop down box by using your arrow keys and highlighting the response and press the ENTER key to get a screen similar to Figure 11-14.

The screenshot shows the 'Contact History Add' screen after selecting a commitment code. It displays the same customer information as Figure 11-13. The comment now includes the selected code: 'CHRISTIE ABERNATHY (555)555-5555 Committed to Pay'. Below the comment, it shows '555.04'. At the bottom, it says 'Commitment Amount'. A legend at the bottom indicates 'F8-Backout'.

Figure 11-14 Customer History Add Screen with amount

PLEASE NOTE: Based on the settings in Contact Code File Maintenance (GETCCODE) and the commitment code selected you could be prompted for any of the following; the amount displayed is the total amount due on all accounts for this customer to make them current (see the previous View detail screen). If the amount they commit to is different from the total amount in this field, you may enter the committed amount by typing over the amount field here. See Figure 11-15.

Contact History Add	
Customer Nbr: 2005556	Enter Date: 2/21/06
Entered By: 998	Enter Time: 15:08:54:00
Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay	
150.00	:
Commitment Date (F1 for pop up calendar)	
F8-Backout	

Figure 11-15 Customer History Add Screen with amount changed

If you are prompted for a commitment date, you can enter in the date or press F1 for a pop up calendar and use your arrow keys to select a date. Press the F1 key to select the next month, F2 to go to the previous month, F3 to go to the next year, F4 to go to the previous year, F7 to cancel out. See Figure 11-16.

Contact History Add

Customer Nbr: 2005556
Entered By: 998

Enter Date: 2/21/06
Enter Time: 15:08:54:00

Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay
 150.00

Feb 2006

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Commitment Date (F1 for pop up calendar)

F1 Next Month F2 Prev Month F3 Next Year F4 Prev Year F7 Cancel F9 Update

Figure 11-16 Customer History Add Screen with pop up calendar

Select the date and press ENTER or F9 to update.

NOTE: This calendar is for the date the customer has committed to pay on this account See Figure 11-17.

Contact History Add			
Customer Nbr:	2005556	Enter Date:	2/21/06
Entered By:	998	Enter Time:	15:08:54:00
Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay			
150.00 2/24/06 █ :			
Commitment Hour			
F8-Backout			

Figure 11-17 Customer History Add Screen with commitment date

If you are prompted for the time, it will allow you to enter the time of day, hour, minute, AM or PM. See Figure 11-18 through Figure 11-20.

Contact History Add			
Customer Nbr:	2005556	Enter Date:	2/21/06
Entered By:	998	Enter Time:	15:19:46:00
Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay			
150.00 2/24/06 03:█			
Commitment Minute			
F8-Backout			

Figure 11-18 Customer History Add Screen commitment time

Contact History Add	
Customer Nbr:	2005556
Entered By:	998
Enter Date:	2/21/06
Enter Time:	15:19:46:00
Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay	
150.00 2/24/06 03:20	
AM or PM or Leave Blank	
F8-Backout	

Figure 11-19 Customer History Add Screen commitment time AM or PM

Contact History Add	
Customer Nbr:	2005556
Entered By:	998
Enter Date:	2/21/06
Enter Time:	15:19:46:00
Comment: CHRISTIE ABERNATHY (555)555-5555 Committed to Pay	
150.00 2/24/06 03:20 PM	
Any Changes: N	
F8-Backout	

Figure 11-20 Customer History Add Screen complete commitment comment

When the commitment date and comments are completed on the previous screen they will be displayed on the Take Payments screen on the first line in the comment section with the commitment date noted on the right. See Figure 11-21.

1											
Name: ABERNATHY, CHRISTIE				Acct#: 2005556		H Ph: (555)555-5555					
Add: 123 ABC LANE				BTTC:		W Ph: (555)555-5555					
City: ANYTOWN TX 55555				PayDay:		Reward: NONE					
Comment: Committed to Pay \$150.00 by 2/24/06 03:20pm						2/24/06					

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
STEREO S	1443.24	5	18.99				10.00			6.84	130.78	1/18/06	
STEREO S	1443.24	6	18.99				10.00			6.84	130.78	1/18/06	
TV PORTA	1539.23	6	19.99				10.00	9.60		7.20	146.74	1/18/06	
TV PORTA	1519.15	6	19.99				10.00	9.60		7.20	146.74	1/18/06	

Length	78	Terms	W	RTD	Total Charge	555.04	0.00	Due	555.04
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									

Figure 11-21 Take Payment Screen with entered commitment date and comment

Print Commitment File Report - CMMTRPT

The Commitment Report - CMMTRPT is used as a management follow up report to track and review commitment activity by account manager and is used with the optional RSSS On-Screen Collections -Enhanced TICKDUE program.

To get into this program, select it off of your store reports menu or press the F10 key off of any menu to get to the command line and type in "CMMTRPT" and press the ENTER key.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the ENTER key to accept the N default.

You will see a screen similar to Figure 11-22.

```
PRINT COMMITMENT FILE REPORT

SELECT BY ENTERED BY: N

STARTING ENTERED DATE:
ENDING ENTERED DATE: 1/05/05
USE ACCT MGR AS ENTERED BY: N

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

Figure 11- 22 Print Commitment File Report

SELECT BY ENTERED BY If you want all commitments regardless of who entered them, accept the default of N. You will now be prompted “Sort by Entered by”. If you want them sorted by the employee who entered them, enter a Y.

If you want to see only what particular employees entered, enter a Y and you will be prompted “Entered By”. You will have the option to enter up to 10 different employee numbers.

STARTING ENTERED DATE Enter the beginning date for commitments you want to report.

ENDING ENTERED DATE Enter the ending date for commitments you want to report.

USE ACCT MGR AS ENTERED BY Enter the account manager number to select the option to override the entered by and use the account manager number rather than the person who entered the commitment. Allows you to run the report by route instead of by who entered the commitment.

Press the F9 key. You will be prompted for “Any More Change”. When this is answered with an N for no, the report will begin counting and print to the printer or file pathname you specified. See Figure 11-23 and Figure 11-24 for example setup screen and resulting Commitment File Report.

Example of the CMMTRPT setup screen and resulting report

```

PRINT COMMITMENT FILE REPORT

SELECT BY ENTERED BY: N

SORT BY ENTERED BY: N
STARTING ENTERED DATE: 1/01/06
ENDING ENTERED DATE: 2/22/06
USE ACCT MGR AS ENTERED BY: N

ENTER AN "N" OR A "Y"

```

Figure 11- 23 Print Commitment File Report Screen Example

RUN DATE: 02/22/06			LUCKY RENTAL PURCHASE			PAGE: 1		
TIME:12:18:07			COMMITMENT FILE REPORT					
			COMMITMENTS ENTERED: 1/01/06 THRU 2/22/06					
EMP NBR	DATE ENTERED	TIME	COMMIT DATE	ACCT NBR	NAME	COMMITMENT		
00998	1/09/06	8:36	1/15/06	9001267	MABRY, CORINE	Committed to Pay \$54.91 by 1/15/06		
00998	1/17/06	15: 1	1/18/06	5003915	SMITH, JANE	Commit to mail paymt \$391.22 by 1/18/06		
00998	2/01/06	14:51	2/03/06	2005556	ABERNATHY, CHRISTIE	N Committed to Pay \$380.35 by 2/03/06 04:00pm		
00998	2/06/06	7:17	2/07/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$383.36 by 2/07/06 09:00am		
00998	2/06/06	8: 1	2/13/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$383.36 by 2/13/06		
00998	2/06/06	9:48	2/09/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$383.36 by 2/09/06 02:00am		
00998	2/06/06	9:49	2/09/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$383.36 by 2/09/06 02:30pm		
00998	2/07/06	8:18	2/14/06	1008277	ALLEN, FRANKIE	Committed to Pay \$697.40 by 2/14/06 11:00am		
00998	2/09/06	9:59	2/10/06	18000837	CHEEK, NICOLE	WBI AT 2:00		
00998	2/09/06	10: 5	2/10/06	2005556	ABERNATHY, CHRISTIE	WBI 4:00		
00998	2/14/06	8: 4	2/16/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$300.00 by 2/16/06 02:00pm		
00998	2/21/06	8:17	2/24/06	2003257	JONES, ABIGAIL	Committed to Pay \$150.00 by 2/24/06 11:00am		
00998	2/21/06	16:22	2/24/06	2005556	ABERNATHY, CHRISTIE	Committed to Pay \$150.00 by 2/24/06 03:20pm		
TOTAL COMMITMENTS THIS REPORT:				13	NBR FULFILLED:	0	% FULFILLED:	0.00
TIME FINISHED:12:18:07								

Figure 11-24 Resulting Commitment File Report Example**Customer Overdue Report - ZIPA – ‘No Contact Report’**

A new option on the Customer Overdue - ZIPA report will allow a report to be run for customers that have not been contacted within a certain time frame.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute:) and type in “ZIPA” and press the ENTER key.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See [Chapter 10](#)

[Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press the ENTER key to accept the N default.

You will see a screen similar to Figure 11-25.

```

PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1  PRT HISTORY: 0  DATES:          TO 2/22/06
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: 2/22/06    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
ON ZIPA PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY
    
```

Figure 11-25 Print Customer Overdue Report – No Contact Report

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 “RCUSTMNT”.
 5 = Oldest Due Report will print in aging form with the oldest past due accounts first.

PRT HISTORY PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY If you want to see the comment history for each customer enter a Y here, an O for only will get you a listing of customers with no comments or contact history. If answered with a Y or O you will then be prompted for the dates the comments were entered.

SELECT BY LOC OR LOC GROUPS If all stores are needed, press the ENTER key. 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. **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 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.

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. 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**, see Figure 11-3.

SELECT BY CUST TYPE Defaults to N for no. If you want all customer types, accept the default of N for no by pressing the ENTER key. If this is answered with a Y for yes, you then be prompted for **"CUST TYPES"**. You may enter from one to ten different customer types. Customer Types are set up and maintained using the program RCUSTYPE. After you have selected Y for yes, 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. After you have selected Y for yes, 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
Ending Past Due Date: 07/10/04

USE COMMIT DATES FOR DUE DATES This should be answered with a Y for yes only if you are running a commitment report. It will then use the dates entered in as the beginning and ending past due dates for commitment dates instead.

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. This is not a customer list. This is only totals.

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**
- (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", 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 ZIPA report process.

See Figure 11-26 for a 'No Contact' report example.

RUN DATE: 02/22/06 TIME:12:11:27										LUCKY RENTAL PURCHASE OVERDUE RTO CUSTS SEQUENCED BY CUST NAME LOC: (1) POWER 1 PAST DUE DATES OF: 1/01/06 THRU 2/22/06 ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN: 1/01/06 THRU 2/22/06										ZIPA REPORT PAGE: 1	
CUST ACCT		CUST CONT		ADDRESS		ST	ZIP	HOME PHONE		WORK PHONE											
TYPE	NBR	NAME	TYPE	TICKET	NBR	CONTRACT	STORE	ACCT	MGR	MAP	CONTRACT	CITY	LAST PD	NEXT DUE	PMT	TERMS	RECEIVABLE		TOTAL		
FMT	NBR	NAME	TYPE	ESP	TAX	CONTRACT	TOTAL	CONTRACT	CONTRACT	CONTRACT	CONTRACT	CONTRACT	CONTRACT	TIME	#	BOR	AMOUNT		AMT DUE		
AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	LATE	ITEMS						
0 7000084 ABRAHAM, DIANE 10 D PERSHING STREET ANYTOWN TX 55555 (555)555-5555 (555)555-5555																					
O A 3009248 1 1 1/18/06 1/18/06 1/18/06 2 110.59																					
17.98 0.00 1.00 1.14 20.12 1,402.44 1,384.46 1,384.46 2 110.59																					
MODEL NBR SERIAL NBR DESCRIPTION CONTRACT DATE # CONTRACT PERIODS CONTRACT AMT PMT AMT																					
EAMAGMX5600 0340009854 STEREO HOME THEATER 1/18/06 78 WEEKS 1,402.44 17.98																					

0 1004415 L., TAMMY P O BOX 709 ANYTOWN TX 55555 (555)555-5555 (555)555-5555																					
O A 3009295 1 507 2/09/06 2/09/06 2/14/06 0 77.85																					
31.95 2.56 0.00 1.92 36.43 2,492.10 22.82 22.82 0 77.85																					
MODEL NBR SERIAL NBR DESCRIPTION CONTRACT DATE # CONTRACT PERIODS CONTRACT AMT PMT AMT																					
EAJVCGX10097 098X3682 STEREO RACK SYSTEM 2/09/06 78 WEEKS 2,492.10 31.95																					

0 3002492 SMITH, ALBERTA RT #5 BOX 1233 ANYTOWN TX 55555 (555)555-5555 (555)555-5555																					
O A 3009254 1 1 12/12/05 12/12/05 1/01/06 0 210.22																					
21.95 1.76 0.00 1.32 25.03 1,712.10 1,649.38 1,649.38 0 210.22																					
MODEL NBR SERIAL NBR DESCRIPTION CONTRACT DATE # CONTRACT PERIODS CONTRACT AMT PMT AMT																					
FLASH10203/02 3009017 LIVING ROOM SET 12/12/05 78 WEEKS 1,712.10 21.95																					

TOTAL OVERDUE TICKETS THIS LOCATION 1: 3 LUCKY RENTAL PURCHASE]																					
RUN DATE: 02/22/06 TIME:12:11:27										OVERDUE RTO CUSTS SEQUENCED BY CUST NAME PAST DUE DATES OF: 1/01/06 THRU 2/22/06 ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN: 1/01/06 THRU 2/22/06										ZIPA REPORT PAGE: 2	
CUST ACCT		CUST CONT		ADDRESS		ST	ZIP	HOME PHONE		WORK PHONE											
TYPE	NBR	NAME	TYPE	TICKET	NBR	CONTRACT	STORE	ACCT	MGR	MAP	CONTRACT	CITY	LAST PD	NEXT DUE	PMT	TERMS	RECEIVABLE		TOTAL		
FMT	NBR	NAME	TYPE	ESP	TAX	CONTRACT	TOTAL	CONTRACT	CONTRACT	CONTRACT	CONTRACT	CONTRACT	CONTRACT	TIME	#	BOR	AMOUNT		AMT DUE		
AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	LATE	ITEMS						
TOTAL OVERDUE TICKETS THIS REPORT: 3																					
TIME FINISHED:12:11:27																					

Figure 11-26 No Contact Report Example

Account Manager Activity Report - AMACTRPT

This report will show contact activity on customers with many different options of reporting.

To get into this program, press the F10 key off of any menu to get to the command line and type in "AMACTRPT" and press the ENTER key. See Figure 11-27.

ACCOUNT MANAGER ACTIVITY REPORT

SELECT BY ENTERED BY: N

STARTING ENTERED DATE:

ENDING ENTERED DATE: 2/22/06

USE ACCT MGR AS ENTERED BY: N

SELECT BY LOC OR LOC GROUPS: N

WANT TOTALS ONLY: N

SELECT BY ACCOUNT NUMBER: N

PRINT ORDER: 1

SELECT BY CONTACT CODE: N

ENTER AN "N" OR A "Y"

Figure 11-27 Account Manager Activity Report

SELECT BY ENTERED BY Enter a Y if you would like to select by the employee or account manager that entered the comments, you may enter up to 10 employee numbers. Accept the N for the default if you want all who entered comments.

SORT BY ENTERED BY Enter a Y if you would like to have the comments sorted by the employee or account manager. Accept the N for the default to not sort by the employee or account manager.

STARTING ENTERED DATE/ENDING ENTERED DATE Enter the date range for which the comments were entered into the comment history.

USE ACCT MGR AS ENTERED BY If you want the report to show the account manager assigned to the agreement instead of the employee who entered the comment, enter a Y here. If you want it to use the actual employee number that entered the comment, accept the N as the default.

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). 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 combined report or have the report separated by store.

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

WANT TOTALS ONLY Enter a Y to get a summary of the different comment codes. Accept to the N as the default to get the detail information of each comment entered.

SELECT BY ACCOUNT NUMBER Enter a Y to select by a single customer account number. Accept the N for the default to get all customer account numbers.

PRINT ORDER Press enter to accept the 1 default and it will print in date and time order, enter 2 to have it printer in customer, date, and time order.

SELECT BY CONTACT CODE Enter a Y to select by a specific contact code type. Once you have selected Y, you may enter up to five different contact codes, if you do not know the code numbers, type ? and press the ENTER key, this will give you a drop down list to choose from. Accept the default of N to get all contact codes.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

An example Account Manager Report can be seen in Figure 11-28.

RUN DATE: 02/22/06 TIME: 11:28:04		LUCKY RENTAL PURCHASE ACCOUNT MANAGER ACTIVITY REPORT ACTIVITY ENTERED: THRU 2/22/06 LOCATION: (1) POWER 1					PAGE: 1	
DATE	TIME	AMGR	EMPLOYEE	CUSTOMER	CONTACT	PHONE NBR	CONTACT CODE	COMMITMENT FULFILLED
4/15/05	04:36	158		BENSON, LINDA A			Did not answer	
4/15/05	04:36	158		BENSON, LINDA A	LINDA A BENSON	(555)555-5555	Wrong Number	
4/15/05	04:37	158		BENSON, LINDA A			Phone Busy	
4/15/05	04:37	158		BENSON, LINDA A			Commit to mail paymt \$20.00 by 4/25/05	
6/16/05	16:08	1		JONES, ABIGAIL			Did not answer	
7/08/05	11:13	1		ABERNATHY, CHRISTIE			Did not answer	
1/09/06	08:36	1		MABRY, CORINE	CORINE MABRY	(555)555-5555	Committed to Pay \$54.91 by 1/15/06	
1/17/06	14:37	1		SMITH, JANE	ANDY MCNEILLY	(704)538-6959	Phone disconnected	
1/17/06	15:01	1		SMITH, JANE			Did not answer	
1/17/06	15:01	1		SMITH, JANE	BARBARA MCNEILL	(704)472-5298	Commit to mail paymt \$391.22 by 1/18/06	
1/17/06	15:04	1		SMITH, JANE			Other	
1/20/06	10:29	1		SMITH, JANE			Did not answer	
2/01/06	14:51	1		ABERNATHY, CHRISTIE	ROBBIE MCCRAW		Committed to Pay 2380.35 by 2/03/06 04:00pm	N
2/01/06	14:56	1		HOWARD, ALLIE			Other	
					JOE HOW	(361)555-1212	Other	
					SPOKE TO LANDLORD, HE SAID HE WOULD PUT A NOTE ON THEIR DOOR			
2/06/06	07:17	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/07/06 09:00am	
2/06/06	07:19	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	New Phone Number	
2/06/06	07:22	1		ABERNATHY, CHRISTIE			Other	
					ROBBIE MCCRAW	(555)789-4561	Other	
						00:00		
					HE SAID HE WOULD HAVE CHRISTIE CALL IN AS SOON AS SHE GOT HOME			
2/06/06	07:23	1		ABERNATHY, CHRISTIE			Other	
					ROBBIE MCCRAW	(555)789-4562	Other	
						00:00		
					TEST OF OTHER COMMETNS			
2/06/06	07:47	1		SMITH, AARON	AARON SMITH	(555)555-5555	Phone Busy	
2/06/06	07:47	1		SMITH, AARON	AARON SMITH	(555)555-5555	Left mess on machine	
2/06/06	08:00	1		ABERNATHY, CHRISTIE			Did not answer	
2/06/06	08:00	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Left mess on machine	
2/06/06	08:01	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/13/06	
2/06/06	09:48	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/09/06 02:00am	
2/06/06	09:49	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/09/06 02:30pm	
2/06/06	10:15	1		ABERNATHY, CHRISTIE			Other	
					ROBBIE MCCRAW			
					FREE FORM			
2/07/06	08:18	158		ALLEN, FRANKIE	FRANKIE ALLEN	(555)555-5555	Committed to Pay \$697.40 by 2/14/06 11:00am	
2/09/06	09:58	1		ABERNATHY, CHRISTIE			Did not answer	
2/09/06	09:58	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	Phone Busy	
2/09/06	10:05	1		ABERNATHY, CHRISTIE			Commitment WBI 4:00	
2/14/06	08:03	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	Left mess on machine	
2/14/06	08:04	1		ABERNATHY, CHRISTIE	ROBBIE MCCRAW	(419)555-7845	Left mess on machine	
2/14/06	08:04	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$300.00 by 2/16/06 02:00pm	
2/14/06	08:05	1	0 EMPLOYEE	ABERNATHY, CHRISTIE			Did not answer	
2/21/06	08:09	1		JONES, ABIGAIL			Other	
							This is a freeform comment section or i can choose a contact that i notified.....right now i am typing in	

Figure 11-28 Account Manager Activity Report Example

Print Customer Past Due Letters - TCKPDUE1

This program allows you to print the customer letters as used in the On-Screen Collections – TICKDUE for a range of customers by their due date.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute) and type in “TCKPDUE1”.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press the ENTER key to accept the N default. You will see a screen similar to Figure 11-29.

PRINT CUSTOMER PAST DUE LETTERS

Store: █ 0

Range of Days Past Due: 0 Ending: 0

Select Past Due Letter:

Store Number to List(Zero Selects All)

Figure 11-29 Print Customer Past Due Letters

STORE Enter a store location or if you want to run letters for all stores, leave this set to zero.

RANGE OF DAYS PAST DUE.....ENDING: Enter the range of days past due.

SELECT PAST DUE LETTER Enter the name of the Letter and press the F9 key; you will be prompted “Any More Changes: N”. If you do not need to change anything, press the ENTER key to accept the default of N for no and run the letters. If you do not know the name of the letter, press the ENTER key to get a listing; depending on your security authorization you will have different options at the bottom of the screen. If you have full security, you may add, change or delete letters. If you do NOT have full security, you will only have the option “S” to select.

Past Due Letter Example Screens

PRINT CUSTOMER PAST DUE LETTERS

Store: 1

Range of Days Past Due: 5 Ending: 10

Select Past Due Letter:

1 PAY LETTER
HYATT
LETTER OF CREDIT
LETTER OF DEMAND RTO
LETTER OF DEMAND RTO
LETTER OF DEMAND RTR
LETTER OF DEMAND RTR
REPOSESSION NOTICE
RIGHT TO CURE
RIGHT TO CURE

Enter the name of the letter or leave blank for menu.

Add Change Delete Exit Next Page Prev Page Reproduce Select

Figure 11-30 Print Customer Past Due Letters Window

In Figure 11-30, there are letters available; however, we want to add a new letter. You can press "A" to add a new letter, see Figure 11-31. Please note the prompts you will see at the bottom of the screen will depend on your security authorization to work with letters.

PRINT CUSTOMER PAST DUE LETTERS

Store: 1
Range of Days Past Due: 5 Ending: 10

Select Past Due Letter:

Type an "A" here
to add a new letter

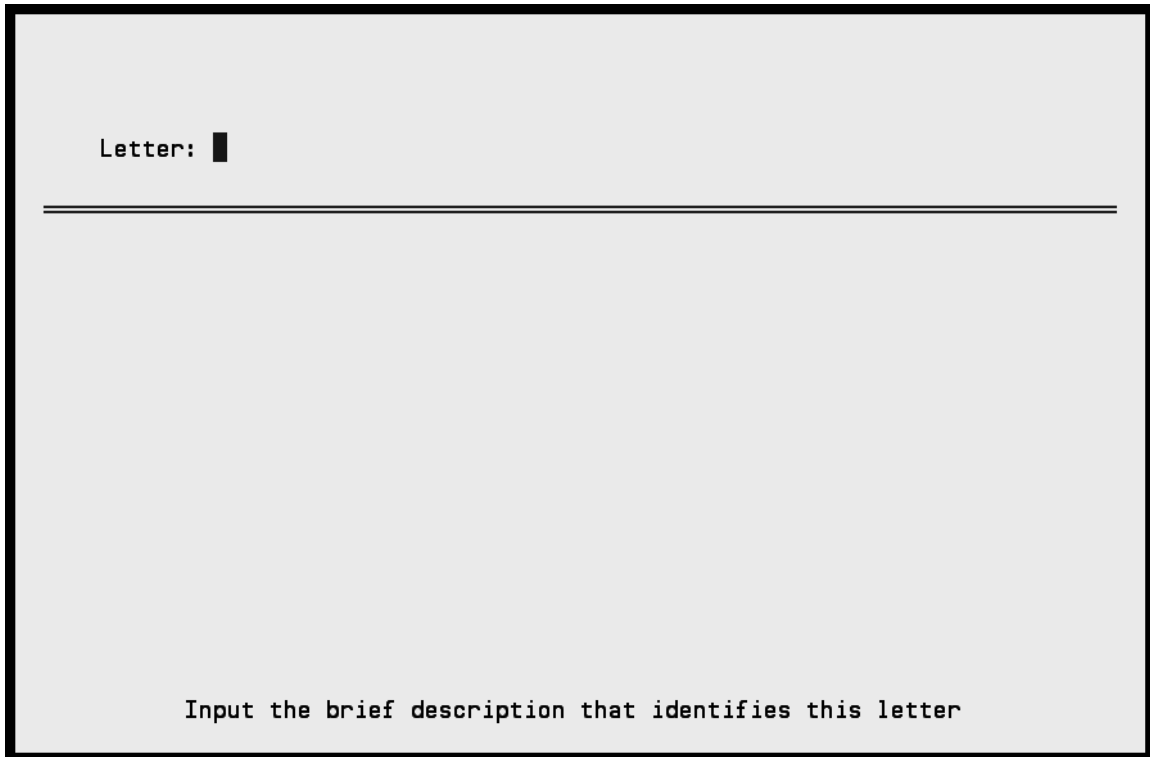
1 PAY LETTER
HYATT
LETTER OF CREDIT
LETTER OF DEMAND RTO
LETTER OF DEMAND RTO
LETTER OF DEMAND RTR
LETTER OF DEMAND RTR
REPOSESSION NOTICE
RIGHT TO CURE
RIGHT TO CURE

Enter the name of the letter or leave blank for menu.

(Add) Change Delete Exit Next Page Prev Page Reproduce Select

Figure 11-31 Adding a Past Due Letter

If you press "A" next to the first letter, you will now see a screen similar to Figure 11-32.



The screenshot shows a screen with a light gray background and a black border. At the top left, the text 'Letter:' is followed by a small black square cursor. Below this, there is a horizontal line. At the bottom of the screen, there is a text prompt: 'Input the brief description that identifies this letter'.

Figure 11-32 Continuing to Add a Past Due Letter

LETTER: Enter the name you want to use to refer to this letter. Press the ENTER key and your cursor will now be below the line on the screen. You will be able to type the body of the letter here. You can use the following basic data tags to incorporate customer information into your letter.

\$DATE	Prints system date
\$CUSTOMERNAME	Prints first & last name
\$ADDRESS1	Prints first address line
\$ADDRESS2	Prints second address line
\$CITY	Prints city
\$STATE	Prints state 2 digit code
\$CITY-STATE-ZIP	Prints these all on one line
\$DEAR-FNAME	Prints Dear _____ uses the customer first name.

Figure 11-33 shows the letter that we identified and typed in at the screen shown in Figure 11-34.

```

Letter: PASTDUE1

=====
$DATE

$CUSTOMERNAME
$ADDRESS1
$CITY-STATE-ZIP

RE: TERMINATED RENTAL AGREEMENT

$DEAR-FNAME

We are contacting you regarding your terminated rental agreement.

Please honor the terms of your rental agreement by making
arrangements to return the rented merchandise immediately.

F1-Furd F2-Back F9-Done F10-Abort HOME-Top PG DN-Del Line PG UP-Ins Line
    
```

Figure 11-33 Actual Past Due Letter Example

When you have completed typing the letter, press the F9 key and you will be returned to the window from which you may select a letter to print. Using your arrow keys, select the letter you want to print and press “S”, see Figure 11-34.

```

PRINT CUSTOMER PAST DUE LETTERS

Store: 1
Range of Days Past Due: 5 Ending: 10

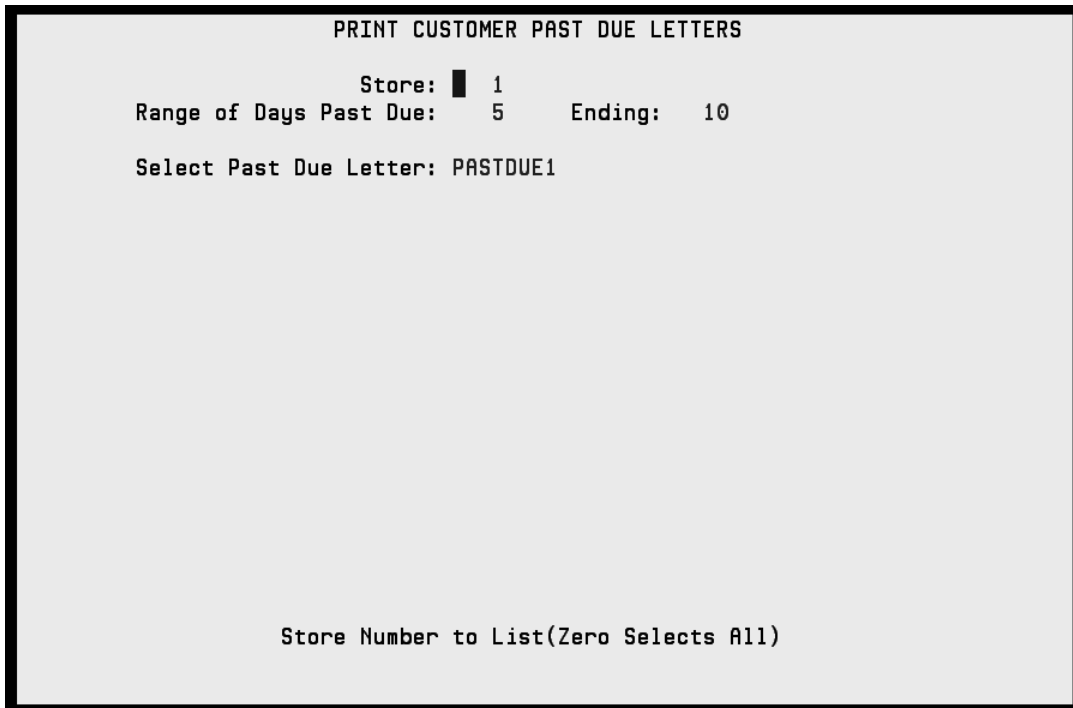
Select Past Due Letter:
:
1 PAY LETTER
HYATT
LETTER OF CREDIT
LETTER OF DEMAND RTO
LETTER OF DEMAND RTO
LETTER OF DEMAND RTR
LETTER OF DEMAND RTR
PASTDUE1
REPOSESSION NOTICE
RIGHT TO CURE
RIGHT TO CURE

Enter the name of the letter or leave blank for menu.
Add Change Delete Exit Next Page Prev Page Reproduce Select
    
```

Scroll down with your down arrow key and type an S next to this letter to print it.

Figure 11-34 Print Customer Past Due Letters Selection Window Screen

Press ENTER and a screen similar to Figure 11-35 will appear. See Figure 11-36 for an example of printed letter.



```
PRINT CUSTOMER PAST DUE LETTERS

Store: 1
Range of Days Past Due: 5 Ending: 10
Select Past Due Letter: PASTDUE1

Store Number to List(Zero Selects All)
```

Figure 11-35 Print Customer Past Due Letters Screen with letter selected

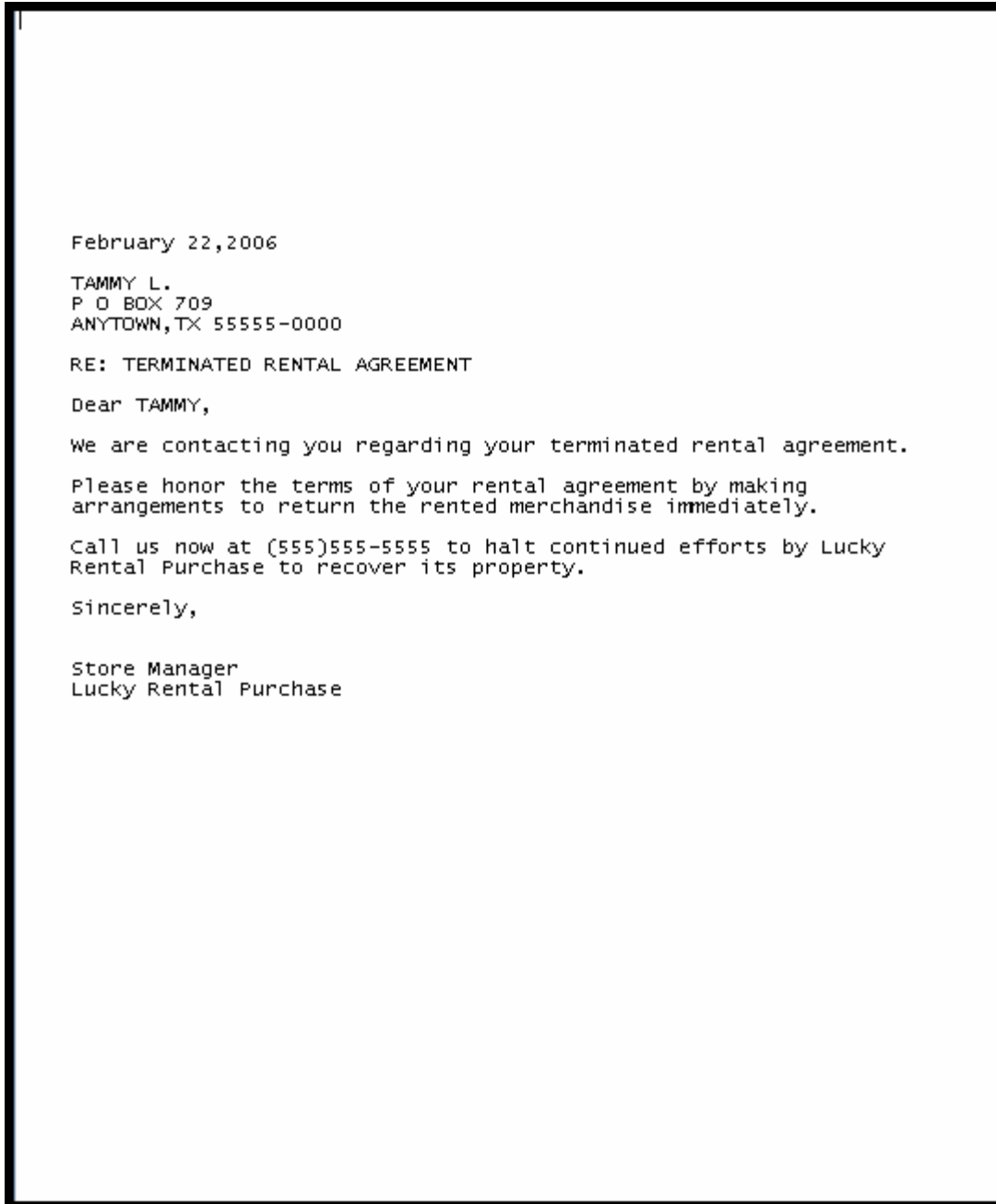


Figure 11-36 Past Due Letter Example

Adding, Changing or Deleting Contact Commitment Codes

To get into the Contact Commitment Code program, press the F10 key off of any menu to get to the command line and type in "GETCCODE". See Figure 11-37.

NOTE: This function is something that is set up by your company management and requires a high level of security authorization.

Contact Code File Maint

1	Did not answer
2	Phone Busy
3	Committed to Pay
4	Commit to mail paymt
5	Phone disconnected
6	Wrong Number
7	Left mess on machine
8	Pickup Payment
9	Promised to come in
10	Sent PICKUP Lttr
11	Sent CERT PU LTTR
12	New Phone Number
13	Other

F1-Forward F2-Back F3-Delete Code F4-Change Code F6-Add Code F10-Exit

Figure 11-37 Contact Code File Maintenance Screen

To add a new contact code, press the F6-Add Code key and you will get a screen similar to Figure 11-38. You do have to have the security authorization to add, change or delete contract codes.

Contact Code Add

Contact Line Nbr: 14
Contact Desc: THIS IS A TEST CODE
Commitment: N
Ask for Date: N
Ask for Amount: N

This is the relative line number of this contact in the display window that lists the contact types for selection.

F8-Prev F10-Exit

Figure 11-38 Contact Code Add Screen

CONTACT LINE NBR This determines the position (or line number) this commitment code will appear on in the selection window.

CONTACT DESC Type in the contact description. This will display in the selection window and on reports.

COMMITMENT Enter a Y if this contact type is treated as a commitment when added, otherwise leave it N for no commitment. A commitment will populate the first line of the comments window in RP and populate the commitment date field.

ASK FOR DATE Enter a Y if you want to require employees to enter a date when this commitment code is selected. N if a commitment date will not be required.

ASK FOR AMOUNT Enter a Y if you want to require employees to enter the amount the customer has committed to pay when this commitment code is selected; N amount will not be required.

When you have completed the new contact commitment code entry, press the F9 key. You will be prompted for "Any Changes". Press the ENTER key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code Add Screen. Press the F8 key when you are done adding new contact codes to back out to a menu.

To change a new contact code, highlight the code you want to change using your up and down arrow keys, press the F4-Change Code key and you will get a screen similar to Figure 11-39.

```

Contact Code Change

Contact Line Nbr: 1
Contact Desc: Did not answer
Commitment: N
Ask for Date: Y
Ask for Amount: N

This is the relative line number of this contact in the display window that
lists the contact types for selection.

F8-Prev                                     F10-Exit
```

Figure 11-39 Contact Code Change Screen

When you have completed the change to the contact code entry, press the F9 key. You will be prompted for “Any Changes”. Press the ENTER key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code File Maintenance Screen. Press the F8 key when you are done adding new contact codes and this will back out to a menu.

To delete a contact code, highlight the code you want to delete using your up and down arrow keys, press the F3-Delete Code key and you will get a screen similar to Figure 11-40.

Contact Code Delete

Contact Line Nbr: 20
Contact Desc: THIS IS A TEST CODE
Commitment: N
Ask for Date: N
Ask for Amount: N

Delete this contact code: N

F8-Prev F10-Exit

Figure 11-40 Contact Code Delete Screen

Enter a Y for yes to delete the contact code. You will be returned to Contract Code Maintenance Screen. Press the F8 key to back out to a menu.

Chapter 12 - Printing Overdue Customers - ZIPA

This report prints a past due customer listing. To get into the program, press the F10 key off of any menu and at the command line type in "ZIPA" 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 the ENTER key to accept the default of N for no, see Figure 12-1.

```

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: 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
1) CUST NAME 2) CUST NAME WITHIN ZIP 3) ZIP CODE 4) MAP CODE 5) OLDEST DUE

```

Figure 12- 1 Print Customer Overdue Report Screen

Figure 12-2 is a comprehensive view of the Customer Overdue Report Screen after you have either entered, pressed return and selected various options for the choices present to determine how you want your Customer Overdue Report to print. Each choice is explained here.

Explanation of Fields on Customer Overdue Report Screen

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 PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY If you want to see the comment history for each customer enter a Y here, an O for only will get you a listing of customers with no comments or contact history. If answered with a Y or O you will then be prompted for the dates the comments were entered.

SELECT BY LOC OR LOC GROUPS If all stores are needed, press the ENTER key. 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 location numbers. 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 12- 2 Print Customer Overdue Report Screen select by field

SELECT BY See Figure 12-2. 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 then by your choice in **REPORT ORDER** see Figure 12-2.

SELECT BY CUST TYPE Defaults to N for no. If you want all customer types, accept the default of N for no by pressing the ENTER key. If this is answered with a Y for yes, you then be prompted for "**CUST TYPES**". You may enter from one to ten different customer types. Customer Types are set up and maintained using the program RCUSTYPE. After you have selected Y for yes, 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. After you have selected Y for yes, 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 Answer with a Y for yes only if you are running a commitment report; otherwise, leave as N.

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. This is not a customer list. This is only totals.

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. **This option only applies to the ZIP 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”, 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 (ZIPA) report process.

Example ZIPA Report

Customer OVERDUE List

The customer overdue report example, see Figure 12-3 through Figure 12-5, gives a breakdown of customers by account managers for the month of October in 2004. This can be helpful if the account managers are responsible for their own collections. The information needed to phone for a one-on-one follow-up with a customer comes in handy when handling customer collections.

```

PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1  PRT HISTORY: N
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: Y
SELECT BY CUST TYPE: N
SELECT BY AGMT/CONT TYPE: N
STARTING PAST DUE DATE: 10/01/04  PRINT CUSTOMERS WITH COMMITMENT: Y
ENDING PAST DUE DATE: 10/31/04  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 12- 3 Print Customer Overdue Report Screen with field changes

This report example actually produced a three page report. Pages 1 and 2 listed the three overdue customers for account manager 901 and 902 with past due dates in October. Page 3 gave us the total overdue customers of three, see Figure 12-4 and Figure 12-5.

Customer Overdue Report - ZIPA – ‘No Contact Report’

A new option on the ZIPA report will allow a report to be run for customers that have not been contacted within a certain time frame.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute:) and type in “ZIPA” and press the ENTER key.

You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press the ENTER key to accept the N default.

You will see a screen similar to Figure 12-6.

```

PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1  PRT HISTORY: 0  DATES:          TO  2/22/06
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: 2/22/06    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
ON ZIPA PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY
  
```

Figure 12- 6 Print Customer Overdue Report – No Contact Report

It is important that you enter “O” at the ‘Print History’ field prompt and then enter the date range to search for contact.

See Figure 12-7 for a ‘No Contact’ report example.

RUN DATE: 02/22/06		LUCKY RENTAL PURCHASE										ZIPA REPORT		PAGE: 1
TIME:12:11:27		OVERDUE RTO CUSTS SEQUENCED BY CUST NAME												
		LOC: (1) POWER 1												
		PAST DUE DATES OF: 1/01/06 THRU 2/22/06												
		ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN: 1/01/06 THRU 2/22/06												
CUST ACCT	CUST CONT	ADDRESS		ST	ZIP	HOME PHONE	WORK PHONE							
TYPE NBR	NAME TYPE	TICKET NBR	CONTRACT	STORE	ACCT MGR	MAP	CITY	PD	NEXT DUE	PMT	TERMS	RECEIVABLE	TOTAL	
FMT	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	CONTRACT	LAST PD	TIME	#	BOR	AMOUNT	AMT DUE	
AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	DATE	LATE	ITEMS				
7000084	ABRAHAM, DIANE	10 D PERSHING STREET					ANYTOWN		TX 55555	(555)555-5555	(555)555-5555			
O	A	3009248	1	1	1/18/06	1/18/06	1/18/06	1/18/06	2	W		110.59		
17.98	0.00	1.00	1.14	20.12	1,402.44	1,384.46								
MODEL NBR		SERIAL NBR	DESCRIPTION		CONTRACT DATE		#	CONTRACT PERIODS		CONTRACT AMT		PMT AMT		
EAMAGMX5600		0340009854	STEREO HOME THEATER		1/18/06		78	WEEKS		1,402.44		17.98		

1004415	L., TAMMY	P O BOX 709					ANYTOWN		TX 55555	(555)555-5555	(555)555-5555			
O	A	3009295	1	507	2/09/06	2/09/06	2/09/06	2/14/06	0	W		77.85		
31.95	2.56	0.00	1.92	36.43	2,492.10	22.82								
MODEL NBR		SERIAL NBR	DESCRIPTION		CONTRACT DATE		#	CONTRACT PERIODS		CONTRACT AMT		PMT AMT		
EAJVCGX10097		098X3682	STEREO RACK SYSTEM		2/09/06		78	WEEKS		2,492.10		31.95		

3002492	SMITH, ALBERTA	RT #5 BOX 1233					ANYTOWN		TX 55555	(555)555-5555	(555)555-5555			
O	A	3009254	1	1	12/12/05	12/12/05	12/12/05	1/01/06	0	W		210.22		
21.95	1.76	0.00	1.32	25.03	1,712.10	1,649.38								
MODEL NBR		SERIAL NBR	DESCRIPTION		CONTRACT DATE		#	CONTRACT PERIODS		CONTRACT AMT		PMT AMT		
FLASH10203/02		3009017	LIVING ROOM SET		12/12/05		78	WEEKS		1,712.10		21.95		

TOTAL OVERDUE TICKETS THIS LOCATION 1: 3														
RUN DATE: 02/22/06		LUCKY RENTAL PURCHASE										ZIPA REPORT		PAGE: 2
TIME:12:11:27		OVERDUE RTO CUSTS SEQUENCED BY CUST NAME												
		PAST DUE DATES OF: 1/01/06 THRU 2/22/06												
		ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN: 1/01/06 THRU 2/22/06												
CUST ACCT	CUST CONT	ADDRESS		ST	ZIP	HOME PHONE	WORK PHONE							
TYPE NBR	NAME TYPE	TICKET NBR	CONTRACT	STORE	ACCT MGR	MAP	CITY	PD	NEXT DUE	PMT	TERMS	RECEIVABLE	TOTAL	
FMT	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	CONTRACT	LAST PD	TIME	#	BOR	AMOUNT	AMT DUE	
AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	DATE	LATE	ITEMS				
TOTAL OVERDUE TICKETS THIS REPORT: 3														
TIME FINISHED:12:11:27														

Figure 12- 7 No Contact Report Example

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.

Chapter 14 – Printing Past Due Notices or Statements - PASTDUE

To enter this program, select Print Past Due Notices – PASTDUE off of your menu or on any menu press the F10 key and type in “PASTDUE” on the command line and press the ENTER key. This program requires proper security to run so you may have to re-enter your login and passcode. Next you will then 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 the ENTER key and accept N for no for the default, see Figure 14-1.

```

      PRINT CUSTOMER PAST DUE NOTICES
    TYPE OF STATEMENT/FORM: 2 3      LIST ITEMS PURCHASED: N
    SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

      SELECT BY CUST TYPE: N
    SELECT BY CONTRACT TYPE: N
      STARTING PAST DUE DATE:          ENDING PAST DUE DATE: 12/05/06
      STARTING AGREEMENT DATE:        ENDING AGREEMENT DATE: 12/05/06
    PAY THRU DATE WEEK/MONTH: 12/05/06 / 12/05/06 LATE CHARGES: 12/05/06
      MESSAGE TO PRINT: THIS IS A PAST DUE NOTICE. PLEASE CONTACT US
                          AS SOON AS POSSIBLE AT 361-555-5555.█

    USE MAP CODE FOR ZIP CODE: N
      STARTING ACCOUNT NUMBER:          0    ENDING NUMBER: 999999999
      STARTING AGMT/CONT NUMBER:        0    ENDING NUMBER: 999999999

      STARTING INVOICE NBR:              0
      PRINT TEST NOTICE: N
    TERMINAL NBR FOR STORE ADDRESS:      0
      PRINT ORDER: 1

      MESSAGE LINE HOLDS UP TO 45 CHARACTERS
  
```

Figure 14- 1 Print Customer Past Due Notices

Explanation of Fields on Customer Past Due Notices Screen

TYPE OF STATEMENT/FORM At the first prompt, enter the type of account you want to select. Available options are shown at the bottom of the screen.

- 1) **Rent to Own** – Statements will be printed for RTO.
- 2) **Accounts Receivable** - Statements will be printed for Retail Accounts Receivable.
- 3) **Airtime** - Statements will be printed for Airtime.
- 4) **Revolving Charge** - Statements will be printed for Retail Revolving Charge.
- 5) **Other Fee** - Statements will be printed for Other Fee.

- 6) Rent to Rent** - Statements will be printed for Rent to Rent.
- 7) Picked up Rent to Own** - Statements will be printed for returned RTO agreements with a balance due.

Once you have entered the type of account, your cursor will move to Form type. Enter the number corresponding to the statement form you use.

- 1) Regular – 3 per page**, plain paper perforated 3 per page
- 2) Customer Mail Back**, provided by RSSS
- 3) AR 11 Inch**, plain paper 8 1/2 x 11
- 4) AR 7.5 Inch**
- 5) Starter**
- 6) Free Form**, can accommodate some preprinted forms
- 7) Laser Letters**, special programming required

SELECT BY LOC OR LOC GROUP If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here. The statements will only print for the requested location(s) or location group(s). Enter up to ten store numbers or if choosing by location group, select by 10 location groups or a range of groups. If all stores are needed, press the ENTER key to accept the default of N for no. If you have selected to run the statements 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 statements separate them.

CALCULATE TAX If you want the system to calculate and display taxes on the statements, press the ENTER key to accept the default of Y for yes. If you do not want the system to calculate taxes, type in an N for no.

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 CONTRACT TYPE Defaults to N for no. 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 Contract Type you want and press the ENTER key.

STARTING PAST DUE DATE Enter the first past due date you want the statements to start with.

ENDING PAST DUE DATE Enter the last past due date you want on the statements. Example: If today is June 15, 2002 and you want to

send a STATEMENT to everybody that will be due in July, you would use:

Starting Past Due Date: 07/01/06

Ending Past Due Date: 07/31/06

STARTING AGREEMENT DATE Enter the earliest agreement date you want the system to use for statements. If you want the system to use all agreements regardless of when the agreement was set up, use the starting date of 01/01/80.

ENDING AGREEMENT DATE Enter the last agreement date you want the system to use for statements. If you want the system to use all agreements, enter the date 12/31/79.

PAY THRU DATE WEEK/MONTH Enter the date the customer should pay to for weekly accounts, then enter the date the customer should pay to for monthly accounts. These dates will determine the amount due on the statements.

LATE CHARGE Enter the date you want the system to use to calculate late charges. You may want this date to be 4 or 5 days greater than today's date. If you anticipate several days before the customer receives the statement.

MESSAGE TO PRINT Statement forms 1 thru 5 will print a 4 line message with 45 characters each line on your statement. You may designate the message to print here. Statement forms 6 & 7 will prompt you to "USE **0000 LTTR** FORMAT", enter number of days in 4 digit format followed by LTTR as shown in Figure 14-2 and press the ENTER key and a selection box will open up with letter/statement choices as shown in Figure 14-3.

LETTERS

A – To add a new letter.

C – To change an existing letter.

D – To delete an existing letter.

E – Exit takes you back to the previous screen.

Next Page advances you to the next available window for more letters.

Prev Page takes you back to the previous window of available letters.

Reproduce allows you to copy an existing letter from the window to a different name.

Select will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

```

PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 2 6      LIST ITEMS PURCHASED: N
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:
STARTING AGREEMENT DATE:
PAY THRU DATE WEEK/MONTH: 1/18/06 / 1/18/06 LATE CHARGES: 1/18/06
MESSAGE TO PRINT: 0000 LTTR

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER: 0      ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER: 0    ENDING NUMBER: 999999999

STARTING INVOICE NBR: 0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS: 0
PRINT ORDER: 1

USE "0000 LTTR" FORMAT
    
```

Figure 14- 2 Print Customer Past Due Notices Message to Print Option

```

PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 2 6      LIST ITEMS PURCHASED: N
SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:
STARTING AGREEMENT DATE:
PAY THRU DATE WEEK/MONTH: 1/18/06
MESSAGE TO PRINT: 0000 LTT

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER:
STARTING AGMT/CONT NUMBER:

STARTING INVOICE NBR: 0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS: 0
PRINT ORDER: 1

USE "0000 LTTR" FORMAT
Add  Change  Delete  Exit  Next Page  Prev Page  Reproduce  Select
    
```

1-7 DAYS PAST DUE
 15-20 DAYS PAST DUE
 8-14 DAYS PAST DUE
 BAD CHECK
 BROKEN PROMISE
 DEMAND OF PROPERTY
 IN-HOUSE
 LANDLORD RELEASE
 PAST CUSTOMER

Figure 14- 3 Print Customer Past Due Notices Letter Selections

Using the letter examples shown above the "0000 LTTR" format to print a letter for each of your past due categories is illustrated in Figure 14-4.

```

PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 2 6      LIST ITEMS PURCHASED: N
SELECT BY LOC OR LOC GROUPS: N   CALCULATE TAX: Y

SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:          ENDING PAST DUE DATE: 1/18/06
STARTING AGREEMENT DATE:        ENDING AGREEMENT DATE: 1/18/06
PAY THRU DATE WEEK/MONTH: 1/18/06 / 1/18/06 LATE CHARGES: 1/18/06
MESSAGE TO PRINT: 0000 LTTR 1-7 DAYS PAST DUE
                      0000 LTTR 8-14 DAYS PAST DUE
                      0000 LTTR 15-20 DAYS PAST DUE

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER:         0   ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER:       0   ENDING NUMBER: 999999999

STARTING INVOICE NBR:           0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS: 0
PRINT ORDER: 1
Any More Changes: ☒

```

Figure 14- 4 Print Customer Past Due Notices Letter Selections

Free form letter options are as follows:

- A – To add a new letter.**
- C – To change an existing letter.**
- D – To delete an existing letter.**
- E – Exit backs you out of the letters window.**
- Next Page - Advances you to the next window for more letters.**
- Prev Page - Takes you back to the previous window of letters.**
- Reproduce - Allows you to copy an existing letter from the window to a different name. You can then edit if necessary.**
- Select - Will add the highlighted letter to the message line.**

Customer Information Codes	Number of Characters	Description
\$CURDATE	9	Current System Date
\$LPAYDTE	9	Last Paid Date
\$NDUEDTE	9	Next Due Date
\$DATE	18	System Date
\$ADDRESS1	26	Address Line 1
\$ADDRESS2	26	Address Line 2
\$CUSTNMBR	9	Customer Account Number
\$TICKNMBR	9	Ticket/Agreement Number
\$TLAMTDUE	9	Total Amount Due
\$TAGMTAMT	9	Total Agreement Amount
\$TPYMTAMT	9	Total Payment Amount
\$CUSTOMERNAME	31	Customer Name
\$DEAR-FNAME	22	Prints Dear and Customer First Name
\$CITY-STATE-ZIP	30	City, State and Zip Code
\$COMPLINE1	28	TERMMNT record line 1
\$COMPLINE2	28	TERMMNT record line 2
\$COMPLINE3	28	TERMMNT record line 3
\$COMPLINE4	28	TERMMNT record line 4

\$TCKGRP	8	GRP on ticket
\$ITEMDESC	29	Inventory Description
\$ITEMSER#	11	Inventory Serial Number
\$IPURPRCE	10	Purchase Price
\$ITEMMODEL#	19	Inventory Model Number
\$ITEMMANU	29	Inventory Manufacturer
\$#PD	5	Number of Payments Past Due
\$TLPMTDUE	10	Total Payment Due
\$TLLTEDUE	10	Total Late Due
\$TLOTHDUE	10	Total Other Due
\$TLTAXDUE	10	Total Tax Due
\$TLPMTGRP	10	Total Payment Due with GRP
\$TLGRPDUE	10	Total GRP Due
\$RTORECVA	10	RTO Receivable amount due
\$TLAMTRCV	10	same as TLAMTDUE w/receivable
\$TLL TERCV	10	Late receivable
\$LDPLSIM	9	Last due date plus 1 month
\$TLBLFEES		Ticket Contract Balance + TLGRPDUE + TLLTERCV + TLOTHDUE + TLTAXDUE +
\$HOMEPHONENBR	12	Home Phone Number
\$ADREEDATE	9	Agreement Date
*FF Form Feed		Make the printer advance to the top of the next page
*EOF		End Here – Start next line
*CRX		Do a carriage return X number of times

This is an example of a Final Past Due Notice in Figure 14-5.

Letter: 8-14 DAYS PAST DUE

\$DATE
\$CUSTOMERNAME
\$ADDRESS1
\$CITY-STATE-ZIP

\$DEAR-FNAME

We are quite concerned and disappointed that you have not responded to our previous Request for Payment. It was our understanding that everything was to your satisfaction, when the merchandise was delivered to you, to include the Terms of the Agreement.

Figure 14- 5 Final Past Due Notice Example

USE MAP CODE FOR ZIP CODE This is for use by stores in Canada only.

STARTING ACCOUNT NUMBER Enter the smallest account number you want the statements to print. If you want the statements to print any past due account regardless of the account number, press the ENTER key to accept the default of 0.

ENDING ACCOUNT NUMBER Enter the largest account number you want the statements to print. If you want the statements to print any past due account regardless of the account number, press the ENTER key to accept the default of 999999999.

STARTING AGMT/CONT NUMBER Enter the smallest agreement/contract number you want the statements to print. If you want the statements to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 0.

ENDING AGMT/CONT NUMBER Enter the largest agreement/contract number you want the statements to print. If you want the statements to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 999999999.

STARTING INVOICE NBR If you want all invoices included, press the ENTER key to accept the default of 0. If you want to specify a beginning invoice number, enter it here.

PRINT TEST NOTICE Enter a Y for yes if you need to line up the paper in the printer.

TERMINAL NBR FOR STORE ADDRESS Terminal number for the return store address, leave zero to use ticket store.

PRINT ORDER **1 = Account Number**
 2 = Customer Name

NOTE: Account Number is the suggested print order. If you have a printer malfunction in the middle of the run, you could start up again by last account number that was printed.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the program will begin counting and will print to the printer of file pathname you specified.

There are several uses for this past due letter/statements program. You can print letters in free-form type, print statements, print payment due forms, or print laser letters that you have in the system.

See your corporate office representative for the details on how you are to utilize this specific module. This particular past due notice, statements and letters are specific to your business and tailored either by your corporate office possibly with RSSS assistance in getting this set up. See Figure 14-6 and Figure 14-7 for a screen snapshot example for running statements.

```

PRINT CUSTOMER PAST DUE NOTICES
TYPE OF STATEMENT/FORM: 2 3      LIST ITEMS PURCHASED: Y
SELECT BY LOC OR LOC GROUPS: Y    CALCULATE TAX: Y
LOCATIONS: 1      0      0      0      0      0      0      0      0      0
SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
STARTING PAST DUE DATE:           ENDING PAST DUE DATE: 12/20/06
STARTING AGREEMENT DATE:          ENDING AGREEMENT DATE: 12/20/06
PAY THRU DATE WEEK/MONTH: 12/20/06 / 12/20/06 LATE CHARGES: 12/20/06
MESSAGE TO PRINT:

```

Make sure this area is blank to run statements.

```

USE MAP CODE FOR ZIP CODE: N
STARTING ACCOUNT NUMBER:          0      ENDING NUMBER: 999999999
STARTING AGMT/CONT NUMBER:        0      ENDING NUMBER: 999999999

STARTING INVOICE NBR:             0
PRINT TEST NOTICE: N
TERMINAL NBR FOR STORE ADDRESS:   0
PRINT ORDER: 1

```

Press the F9 key to run statements.

1) ACCOUNT NUMBER 2) CUSTOMER NAME

Figure 14- 6 Print Customer Past Due Notices – Printing statements

ACCOUNT OF:		RSSS APPLIANCES		Statement Date: 12/07/06	
1167 S US 1		123 ABC LANE		Account Number: 10011811	
ZERRICK		CORPUS CHRISTI TX 11111		Page Number: 1	
TX 55555-0000		111-111-1111			
		MAIL TO:			
		RSSS APPLIANCES			
		123 ABC LANE			
		CORPUS CHRISTI TX 11111			
		111-111-1111			

*** THIS IS A STATEMENT ***

INVOICE NBR	DATE	REFERENCE	DESCRIPTION	DATE DUE	AMOUNT DUE	BALANCE
10039065	10/30/04	INVOICE		11/30/04	12,354.32	12,354.32
		MODEL NBR	SERIAL #			
		ACFEDRQ10F2	AIR CONDITIONER	29954-1099		
		ACAMAAAC10190A1D	AIR CONDITIONER	9906704830		
		ACGLDM1200	AIR CONDITIONER	005KA01186		
		ACWPLACQ122XH	AIR CONDITIONER	QJ1406364		
		ACGLDR1403	AIR CONDITIONER	011KA00491		
		FBSEM6902	BEDROOM SET	48452		
		FBHIG440-5/0	BEDROOM SET	46289		
		EBTOS43A62	BIG SCREEN	13912125		
		EBTOS43A62	BIG SCREEN	13912132		
		EBTOS46H84	BIG SCREEN	20207657		
		FYTWITMFL22UT	BUNKBED	47273		
		FYHIG332-30	BUNKBED	45568		
		EVRACAC4352	CAMCORDER	941430392		
		EMDBL6421/17	COMPUTER	MD314C3974		
		EMEDIS100NX	COMPUTER	MDK3391W7K		
		EMEDIA307	COMPUTER	MDH34704RX		
		EMEDIS11120NX	COMPUTER	MDK4261B2P		
		EMEDIDXG321	COMPUTER	A44068673		
		FDHHSF3012	DINING ROOM	46199		
		FDASHD209/15	DINING ROOM	44232		
		FDTECF125/C21K	DINING ROOM	47399		
		FDCOA5067	DINING ROOM	48081		
		ALWPLLER8648LW	DRYER	MP0743069		
		ALWPLTER8840JQ	DRYER	MP5089302		
		EVTOSSDV280A	DVD	109433		

CONTINUED ON NEXT PAGE

TOTAL DUE THIS STATEMENT:	68,980.48		
LATE CHARGES:	0.00		
TOTAL DUE:	68,980.48	BALANCE THIS STATEMENT:	68,980.48

Figure 14- 7 Print Customer Past Due Notices – Printed statement snapshot

Chapter 15 – Aging Report - PRTARAGE

You can enter this program by selecting A/R Aging – PRTARAGE off of the Sales Reports Menu or you can press the F10 key off of any menu and type in “PRTARAGE” on the command line and press the ENTER key. You will then 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 the ENTER key and accept N for no for the default, see Figure 15-1.

```

RSSS A/R AGING REPORT

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 CONTRACT TYPE: N
    WANT TOTALS ONLY: N
      AGED DATE: 12/07/06
PRINT COMMENTS ON REPORT: N
  DAYS PAST DUE BREAKDOWN: N
    PRINT SECOND LINE: N
PRINT ZERO BALANCE CONTRACTS: N
  A/R TYPE(S) WANTED:  0  0  0  0  0  0  0  0  0  0
INCLUDE NON-PAST DUE ACCOUNTS: N
  TYPE OF ACCOUNT: 1      TICKET NBR TO PRINT: A    PENDING AR: I
  REPORT FORMAT: A
  PRINT RECEIVABLE AMTS: N
  SALES WITH A HOLD PO NBR: 5

      SALES WITH A HOLD PO NBR: (I)NCLUDE (E)XCLUDE (O)NLY

```

Figure 15- 1 Print A/R Aging Report

Explanation of Fields on A/R Aging Report Screen

SELECT BY LOC OR LOC GROUP 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 or if choosing by location group, select by 10 location groups or a range of groups. If all stores are needed, press the ENTER key to accept the default of N for no. 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.

SELECT BY Enter an N or a Y to select by Salesmen or Account Manager. This option allows you to report by particular salesmen or account managers. If all salesmen or account managers are needed, just press

the ENTER key and accept the default of N for no. If you answer this prompt with a Y, you options will be displayed at the bottom of the screen: **1) SELECT BY SALESMEN 2) SELECT BY ACCT MGRS.** Enter the number of the option you want. The prompt will then change to read “SALESMAN” or ‘ACCT MGRS’ depending on the option you chose. You may then select up to ten salesmen or account manager numbers you want on this report. If you have selected more than one salesman or account manager, you will see the prompt “**SORT BY SALESMEN/ACCT MGR**”. The default is N for no. If this option is answered with a 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 or account manager, the report will be printed by salesman or account manager 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 CONTRACT TYPE Defaults to N for no. 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 Contract Type you want and press the ENTER key.

WANT TOTALS ONLY Accept the default of N for no and the report will list each customer with their individual accounts followed by a summary line for location, account manager or salesman based on the “select by”. If this is answered with a Y for yes, the report will list the summary lines for each location, account manager or salesman with “total tickets this location”, ‘indicated BOR” and “receivables” and then a combined total for all locations on the report.

AGED DATE Enter the date you want the system to use as the due date or press the ENTER key to accept the default of today's date.

PRINT COMMENTS ON THE REPORT If you do not want any of the comments attached to the customer records to print, press the ENTER key to accept the default of N. If you want the comments attached to the customer records to print, enter a Y.

DAYS PAST DUE BREAKDOWN Determines how the aging will breakdown on the report.
N = 1-30, 30-60, 60-90, 90-120, 120+ Days

Y = 1-10, 10-20, 20-30, 30-40, 40+ Days

5 = 1-5, 6-10, 11-15, 16-30, 30+ Days

G = Other 1-7, 8-32, 33-58, 59-119 days

PRINT SECOND LINE Enter a Y for yes and the report will print customers address and telephone number or press the ENTER key to accept the default of N for no.

PRINT ZERO BALANCE CONTRACTS Enter a Y for yes and the report will include contracts that have zero or credit balances or press the ENTER key to accept the default of N for no. (for a true A/R aging total, select Y).

A/R TYPE(S) WANTED If you want to run the report for all A/R types, leave the defaults for these fields as zero. If you want to run the report for a particular type, enter the A/R type (also know as payment form numbers), if you know it or enter 999 and you may select the A/R type from the window. You may enter up to 10 different A/R types.

INCLUDE NON-PAST DUE ACCOUNTS Default to N for no. If you accept the default of N for no, the report will not include current and paid ahead accounts. If this is answered with a Y for yes, the report will include current or paid ahead accounts. (for a true Sales A/R aging total, select Y)

TYPE OF ACCOUNT Select which type of accounts you want on the report.

1 = AR

2 = Airtime Fee

3 = RTO

4 = AR

5 = RTR

TICKET NBR TO PRINT For Sales AR Accounts, select the option you want printed on the report.

S = Sale Ticket Number (Invoice number)

A = AR Ticket Number

PENDING AR Press the ENTER key to accept the default of I to include the pending AR sales agreements or change it to an E to exclude the pending AR sales agreements in the report. (for a true Sales A/R aging total, select E)

I = Include

E = Exclude

REPORT FORMAT Select the report format option of your choice. To take the default of A for AR Aging Format, just press ENTER; otherwise, change the option to P or C.

A = AR Aging Format

P = Payment Due Date Format (use this format for daily open and close)

C = Call List

PRINT RECEIVABLES AMTS Enter a Y for yes and the report will include RTO receivable amounts. (for a true Sales A/R aging total, select N).

SALES WITH A HOLD PO NBR Press the ENTER key to accept the default of “E” to exclude the any sales agreements with the word HOLD in the purchase order field on the sales ticket. Enter “I” to include any sales agreements with the word HOLD in the purchase order field of the sales ticket. Enter an “O” to only include sales agreements with the word HOLD in the purchase order field of the sales ticket.

I = Include
E = Exclude
O = Only

Example of the Resulting Aging Report

The Accounts Receivable Aging Analysis Report shows a detail and summary of all current and or delinquent accounts receivable sales customers based on your report selections. The first page is the detail report and the last page is the summary report. This report can be set up several ways to display more or less detail. It is recommended that this report should be run in summary format each day and the detail format at least once a month.

RUN DATE: 12/08/06 TIME:09:18:02		RSSS APPLIANCES RSSS A/R AGING REPORT LOCATION: (1) RSSS APPLIANCES #1 AGED DATE OF: 12/08/06								PAGE: 1	
CUSTOMER NUMBER	TICKET NUMBER	CUSTOMER NAME	DATE OF INVOICE	INVOICE AMOUNT	CONTRACT BALANCE	1-30 AMOUNT	30-60 AMOUNT	60-90 AMOUNT	90-120 AMOUNT	OVER 120 AMOUNT	TOTAL PAST DUE
10011811	10039066	INSURANCE, XYZ	10/30/04	12,354.32	12,354.32	0.00	0.00	0.00	0.00	12354.32	12354.32
10011811	10039072	INSURANCE, XYZ	10/30/04	9,221.43	9,221.43	0.00	0.00	0.00	0.00	9221.43	9221.43
10011811	10039074	INSURANCE, XYZ	10/30/04	23,125.66	23,125.66	0.00	0.00	0.00	0.00	23125.66	23125.66
10011811	10039082	INSURANCE, XYZ	10/30/04	24,279.06	24,279.06	0.00	0.00	0.00	0.00	24279.06	24279.06
10011811	10039087	INSURANCE, XYZ	10/30/04	0.01	0.01	0.00	0.00	0.00	0.00	0.01	0.01
				68,980.48		0.00	0.00	0.00	0.00	68980.48	68980.48
TOTAL:				68,980.48		0.00	0.00	0.00	0.00	68980.48	68980.48

Figure 15- 2 Example of an Aging Report – First Page

RUN DATE: 12/08/06				RSSS APPLIANCES								PAGE: 4				
TIME:09:18:05				RSSS A/R AGING REPORT												
				AGED DATE OF: 12/08/06												
===== 1-30 DAYS PAST DUE =====				===== 30-60 DAYS PAST DUE =====				===== 60-90 DAYS PAST DUE =====				===== 90-120 DAYS PAST DUE =====				
CUST	NUMBER	% OF	CONTRACT	% OF	NUMBER	% OF	CONTRACT	% OF	NUMBER	% OF	CONTRACT	% OF	NUMBER	% OF	CONTRACT	% OF
TYPE	ACCTS	ACCTS	BALANCES	BALNCE	ACCTS	ACCTS	BALANCES	BALNCE	ACCTS	ACCTS	BALANCES	BALNCE	ACCTS	ACCTS	BALANCES	BALNCE
C		0.00	0	0.00		0.00	0	0.00		0.00	0	0.00		0.00	0	0.00
TTL:		0.00	0	0.00		0.00	0	0.00		0.00	0	0.00		0.00	0	0.00
=== 120 DAYS OR OVER PAST DUE =																
CUST	NUMBER	% OF	CONTRACT	% OF												
TYPE	ACCTS	ACCTS	BALANCES	BALNCE												
C	5	100.00	68980	100.00												
TTL:	5	100.00	68980	100.00												
CURRENT PAST DUE INFORMATION																

DAYS PAST DUE	NUMBER PAST DUE			PERCENT OF THE PAST DUES				PERCENT OF THE CURRENT ACCOUNTS				PMT AMTS NOT COLLECTED				
1 - 30	0			0.00				0.00				0				
31 - 60	0			0.00				0.00				0				
61 - 90	0			0.00				0.00				0				
91 -120	0			0.00				0.00				0				
121 OR MORE	5			100.00				100.00				68980				
TOTAL:	5											68980				
5 PAST DUE OUT OF				5 CURRENT CUSTOMERS												
100.00 TOTAL PERCENT PAST DUE																
68980 TOTAL CONTRACT BALANCES																
TIME FINISHED:09:18:05																

Figure 15- 3 Example of an Aging Report – Summary and Totals (Last) Page

Chapter 16 - Summary Store End-Of-Day Processing - SUMEODS

The main purpose of this program is to balance your cash at the end of the day; however, this program also has many other uses. The first use would be to see how much money has been taken in at any time during the day when Calculate Today's Payments field is set to a Y.

The second use would be to do daily snapshots of your credit, deliveries, pickups etc., for both Rental and Retail A/R (Calculate Today's Payments "S" for Rental and "A" for Retail A/R).

The third use would be to post important end-of-day information such as daily bank deposits, credit card deposits and detailed petty cash expenditures. The petty cash expenditures or mid-day deposits can be posted throughout the day, but it is important that the final deposit amounts are done after the close of business so all payments have been considered. This will give you your over or short for the day, if any, when Calculate Today's Payments is Y.

And finally, the fourth use would be to view a previous day's end of day information (Calculate Today's Payments: N) if you are set up to be able to view previous information.

To see how much money has been posted in the computer up to any point during the day, follow the instructions in this section. The income posted for the day will populate deposit 1 total each time you calculate payments unless you press the F9 key through the screen prior to the end of day (N for no to any changes). If you do press the F9 key through the screen, the system will keep that figure in deposit 1 and that figure must be overridden at days end. If you press the F8 key, you will be prompted to type in the word ABORT to back out of this screen without saving changes.

You can run this as many times a day as you need. Press the F8 key until you are back to a menu when you are done, or if you are posting petty cash expenditures or mid-day deposits, be sure to press the F9 key until you are back at the prompts to enter the store and date. You will have the option to use a separate petty cash fund for all disbursements, or all disbursements entered on the screen will deduct from the deposit amount. Option is set in the Control Maintenance (CTRLMNT) program.]

To get into this program, you can select the option "Post Deposits – SUMEODS" off of the "EOD Menu/Post Deposit - EODMENU" option on the Sales Menu or you can press the F10 key off of any menu and at the command line type in "SUMEODS" and then press the ENTER key. A screen similar to Figure 16-1 will appear.

Summary File EOD Change	332	11/28/06
Calculate Today's Payments: N For Date: 11/28/06		
Enter an 'N','Y', 'A' (AR Snapshot), or 'S'(RTO Snapshot)		

Figure 16- 1 Summary File EOD Change Screen

CALCULATE TODAY'S PAYMENTS If you enter a Y for yes, the system will show you what money and business you've done so far today. If you enter an A, the system will show you a snapshot of AR's account receivable money and business that has been done so far today. If you enter an S, the system will show you a snapshot of RTO's rental money and business that has been done so far today.

Press ENTER through the current date and a screen similar to Figure 16-2 will appear.

Summary File Store EOD Maintenance		332	11/28/06
Store:	☐ 1	Date:	11/28/06

Figure 16- 2 Summary File Store EOD Maintenance Screen

End-of-Day Posting

To post your end of day deposit and petty cash expenditures, change Calculate Today's Payments to Y for yes for the current date, see Figure 16-1. Select the store and date on the next screen, see Figure 16-2. The system will calculate the income for the day and handle any other additional calculations for this screen. The resulting screen will appear similar to Figure 16-3 with actual store information and figures filled in for your store.

Date: 11/28/06 08:48:28		Summary File EOD Change		11/28/06	
Store: 1					
Deposit 1: █		Deposit 2:		Deposit 3:	
Deposit 5:		Deposit 6:		Deposit 7:	
Pmt Amt		Tax Amt		Misc	
RTO:		0.00		0.00	
Sales:		0.00		0.00	
Service:		0.00		0.00	
Del-C: 0		PU-C: 0		Pdout/Cgoff-C: 0	
RTO BnkDeposit:		RTO Over/Short:		RTO Adjustment:	
SaleBank Deposit:		SaleOver/Short:		Petty Cash:	
Advertising Prt:		Auto/Van Gas/Oil:		Auto/Van Repairs:	
Auto Lic/Inspect:		Cleaning Expense:		Computer Supply:	
Contract Labor:		Copier Expense:		Freight:	
Legal & Recovery:		Office Supplies:		Outside Services:	
Postage:		Printing Expense:		Refunds/Referral:	
Rental-Equipment:		Repairs--Units:		Repairs--Bldg:	
Service Parts:		Supplies Maint:		Telephone:	
TravelEnterrnmnt:		Unit Accessories:		Other:	
Enter Daily Deposit 1					
Return-Next Field		F4-List Checks		F6-List PC Dt1	
				F8-Backout	
				Cmd-Exit Pg	

Figure 16- 3 Summary File EOD Change Screen End-Of-Day Posting

There are eight different deposit fields. You may choose to make several deposits through out the day or separate your cash, checks, and different types of credit cards.

DEPOSIT 1 Enter the amount of your first deposit. Once you have entered the first deposit and pressed the ENTER key, the screen will show a new prompt in the upper right hand corner Deposit 1-7. As deposits are entered, this field will update with the total deposits for this date. See Figure 16-4.

Date: 11/28/06 11:19:27		Summary File EOD Change		11/28/06	
Store: 1		Deposit 1-7: 8000.00		Charge Dep:	
Deposit 1: 1273.13	Deposit 2: 6726.87	Deposit 3:			
Deposit 5:	Deposit 6:	Deposit 7:			
Pmt Amt	Tax Amt	Misc	Receivable	AR Paid	NSF Refund Tot Cash
RT0: 1828.67	150.87	702.36	5.40-	0.00	2676.50
Sales: 6214.20	512.67	0.00	6726.87-	6726.87	6726.87
Service:	0.00				
Del-C: 0	PU-C: 0	Pdout/Cgoff-C: 0	Del-U: 0	PU-U: 0	Pdout/Cgoff-U: 0
RT0 BnkDeposit:	1273.13	RT0 Over/Short:	1303.37-	RT0 Adjustment:	
SaleBank Deposit:	6726.87	SaleOver/Short:		Petty Cash:	100.00
Advertising Prt:	20.00	Auto/Van Gas/Oil:	Auto/Van Repairs:		
Auto Lic/Inspect:		Cleaning Expense:	50.00	Computer Supply:	
Contract Labor:		Copier Expense:		Freight:	
Legal & Recovery:		Office Supplies:	30.00	Outside Services:	
Postage:		Printing Expense:		Refunds/Referral:	
Rental-Equipment:		Repairs--Units:		Repairs--Bldg:	
Service Parts:		Supplies Maint:		Telephone:	
TravelEnterrnmnt:		Unit Accessories:		Other:	
Enter Deposit For Charge Cards					
Return-Next Field	F4-List Checks	F6-List PC Dtl	F8-Backout	Cmd-Exit Pg	

Figure 16- 4 Summary File EOD Change Screen total deposits field

DEPOSIT 2 Enter the amount of your second deposit (if applicable).

DEPOSIT 3 Enter the amount of your third deposit (if applicable).

CHARGE DEPOSIT Enter the amount put on charge cards for this date.

DEPOSIT 5 Enter the amount of your fourth deposit (if applicable).

DEPOSIT 6 Enter the amount of your fifth deposit (if applicable).

DEPOSIT 7 Enter the amount of your sixth deposit (if applicable).

The lower portion of the screen is the petty cash expense areas. This is where you post any money that was taken out of the petty cash drawer. Enter to the description field that matches your receipt and enter the amount.

Enter in all petty cash expenditures and then press the F9 key again.

Totals will be displayed in the RTO BnkDeposit and SaleBank Deposit fields, which you can edit but they must match the Deposit 1-7: displayed above. Your over/short will be automatically calculated based on your deposit entries and petty cash.

SUMEODS F4 List Checks Feature

To list checks for the day, press the F4 key as seen in Figure 16-5.

```

Date: 11/28/06 11:19:27      Summary File EOD Change      11/28/06
Store:      1
Deposit 1: 1273.13 Deposit 2: 6726.87 Deposit 3:      Deposit 1-7: 8000.00
Deposit 5:      Deposit 6:      Deposit 7:      Charge Dep:
      Pmt Amt   Tax Amt   Misc   Receivable AR Paid   NSF Refund Tot Cash
RTD:      1828.67   150.87   702.36   5.40-   0.00      2676.50
Sales:      6214.20   512.67   0.00   6726.87- 6726.87      6726.87
Service:      0.00
Del-C: 0 PU-C: 0 Pdout/Cgoff-C: 0 Del-U: 0 PU-U: 0 Pdout/Cgoff-U: 0
RTD BnkDeposit: 1273.13 RTD Over/Short: 1303.37- RTD Adjustment:
SaleBank Deposit: 6726.87 SaleOver/Short:      Petty Cash: 100.00

Advertising Prt: 20.00 Auto/Van Gas/Oil:      Auto/Van Repairs:
Auto Lic/Inspect:      Cleaning Expense: 50.00 Computer Supply:
Contract Labor:      Copier Expense:      Freight:
Legal & Recovery:      Office Supplies: 30.00 Outside Services:
Postage:      Printing Expense:      Refunds/Referral:
Rental-Equipment:      Repairs--Units:      Repairs--Bldg:
Service Parts:      Supplies Maint:      Telephone:
TravelEnterrmnt:      Unit Accessories:      Other:
      Enter Daily Deposit 1
Return-Next Field  F4-List Checks  F6-List PC Dtl  F8-Backout  Cmd-Exit Pg

```

Figure 16- 5 Summary File EOD Change Screen

Pressing the F4 key to List Checks gives you a screen similar to Figure 16-6. This gives you a listing of all customer checks posted on that particular day.

CHECKS RECEIVED AT STORE 1 ON 11/28/06						
CUST NBR	CUST LAST NAME	CHK NBR	TICKET NO	CHK AMOUNT	TYPE	STAT
2001618	AARON	1111	2001618	29.90	F	N
2001618	AARON	1111	10040785	151.73	O	N
2002420	ADAMS	26	10040887	517.54	S	N
3005026	ADAMS	26	10040885	562.89	S	N
3001116	ANDREWS	2222	10030564	462.11	O	N
3001116	ANDREWS	3333	10030564	424.64	O	N
3001116	ANDREWS	4444	10030564	30.20	O	N
3001116	ANDREWS	4444	10039356	63.56	O	N
10010563	JACKSON	26	10040895	214.44	S	N
END OF FILE: F2-Previous Page F8-Back Out						

Figure 16- 6 Checks Received At Store Screen

TYPE type of account paid with this check F-Fee, O-Rental, S-Sale

STAT Current Check status N- Not a hot check, H- Hot check, P- Hot check paid

Press the F8 key three times to return to the screen similar to Figure 16-1.

SUMEODS with Calculate Today's Payments as "A"

If you selected an A for AR Snapshot at the prompt "Calculate Today's Payments" for the current date, then on the next screen press the ENTER key twice and the system will read through the records. When finished reading, the screen will change to resemble Figure 16-7.

Date: 11/28/06 11:32:41		AR Store: 1 Snapshot		332	11/28/06
Revenues					

Install Sales:	0.00	GP Dollars/Percent:	0.00 /	0.00	
Cash Sales:	6,214.20	GP Dollars/Percent:	6,199.25 /	99.75	
Install Pmts:	0.00				
Down Pmts:	0.00	Down Payment Percent:	0.00		
Interest Paid:	0.00				
Misc AR Fees:	0.00				
Contracts			Delinquency		
-----			-----		
New:	0	Overdue 1-7:	0		
Refund/Cancel:	0	Overdue 8-18:	0		
Repossessions:	0	Overdue 19-42:	0		
Charge Offs:	0	Overdue 43+:	7		
Paid In Full:	0	Legal:	0		
+/- Day:	0	Open %:	0.00		
+/- Week:	6	Current %:	87.50		
+/- Month:	6				
Ending:	6				
Press Return To Continue					
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm					

Figure 16- 7 AR Snapshot Screen with data

If you selected an S for RTO Snapshot at the prompt "Calculate Today's Payments" and pressed the ENTER key through the current date, a screen similar to Figure 16-8 will appear.

Summary File Build		332	11/28/06
Calculate Today's Payments: S For Date: 11/28/06			
SALES RECORDS READ:		12	
RENTAL PMTS READ:		12	
TICKET RECORDS READ:		755	

Figure 16- 8 RTO Snapshot Summary File Build Screen

The system will read through the records and when finished reading, the screen will change to resemble Figure 16-9.

Date: 11/28/06 11:34:01		RTO Store: 1 Snapshot		332	11/28/06
Revenues			Delinquency		
-----			-----		
Rental Revenue:	1,828.67	Overdue 1-7:	0		
Fees:	702.36	Overdue 8-14:	0		
RTO Receivable:	5.40-	Overdue 15-30:	1		
NSF Amt:	0.00	Overdue 30+:	302		
Sales Tax:	150.87	Delinquency %			
	-----	Open:	0.00		
Total:	2,676.50	Now:	98.06		
BOR/AOR	Units	Agreements	Type	Limit/MTD Used	
-----	-----	-----	-----	-----	
Deliveries:	0	0	Discounts	50.00 /	100.00
Pick Ups:	0	0	Promotions	50.00 /	100.00
Paid Outs:	0	0	Deferrals	50.00 /	100.00
Chargeoffs:	0	0			
Gain or Loss:	0	0			
Ending BOR/AOR:	406	309			
Press Return To Continue					
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm					

Figure 16- 9 RTO Snapshot Screen with data

Press F8 to back out to a menu or press F10 (to get the command line) and type MENU to return to a MENU or enter the next program name at the command line prompt to move on to the next program you want to run.

Posting Detail Petty Cash

There is a new way to post your petty cash receipts. If you have a Home Office or Corporate Office, this allows you to have more control over the petty cash based on security parameters and access to this petty cash posting process. Stores can post their petty cash if they have the security to do so, or you can have one individual post all the petty cash for all locations within this new program. Other posting concepts can also be implemented more easily. This new program gives you more flexibility and control over detail petty cash.

The '**original way**' to post petty cash is where you post it directly on the End-of-Day (EOD) screen Option 1 Post Deposits Screen off the End of Day Menu, see Figure 16-10.

End of Day Menu	1 RSSS APPLIANCES	11/28/06 9:22 am
→ 1. POST DEPOSITS SUMEODS 2. POST PETTY CASH RECEIPTS PCSHREC 3. RUN RENTAL PAYMENTS PMTS 4. RUN SALE PAYMENTS ARPMTS 5. RUN PETTY CASH REPORT PCOTLRPT		
DID YOU F12 THE EOD SCREEN?		
F1-DFM	F2-MAIL	F4-CALENDAR
F5-RSSSHELP	F7-SECURITY	F8-Prev

Figure 16-10 End of Day Menu

The detail petty cash indicator within Control Maintenance (CTRLMNT) is set to N for no detail to post the 'original way', see Figure 16-11.

Control Maint		11/28/06
Subtract Rent Contract: 1	Trans Inv In INUMNT: Y	Next Cust#-All Sys: 10012234
Operating System Using: X	#Mths/Wks Used For Dep: 18	Next R/S Ticket #: 10040883
Force Pmt Form In RP: Y	Pending ChgOff type: P	Chg Demo Loc: Y
Deliver Status 0 Inv: Y	Next T/P Serial#: 50143	Color/Fabric: Y
Last Movie Title Nbr: 0	Movie Store Pricing Indr: 1	Movie Serial# Indr: S
Last Movie Serial#: 1	Permit Tax Cng: Y	Enter Security Time: 180
Use Movie Title Desc File: N	Force:Security/A Mgr: Y N	Print AR Receivable: S
Home Office Machine #: 1	STRIP/MERGE CONTROL PARAMETERS Use EOD Process: Y	
Computer Machine Nbr: 1	Strip/Merge Comments: N	Strip/Merge Movie Custs: N
Strip/Merge Transfers: Y	Strip/Merge Mtick: N	Update Mtick Ticket Table: N
Strip Control Indr: B	Merge Control Indr: B	Detail/Sum Mvpmts Strip: S
Detail Strip Inv Only: N	Updte? Cost: N	Date: Y Last Date Strip Run: 5/29/98
Depreciation File: N	Inc Fore Write Off %:24	X,Y,Z Accts to Remotes: Y
ProRate Straight Line:	Chargeoffs as RTO: N	Leftover F7 Amts in RP: N
Cnt Sale: N	Add Fees: Y	Ins Type: SUMMARY CONTROL
Subt EB: Y	Prt MV Rec: N	
Count Late As: 2	Projection Factor: 4.33	Sum By Salesman: 1
Today Overdue: N		
CntMV NCntAR YCnTPnd Y	Subtract Petty Cash 2	Fiscal Yr: 1/01/05
Excl: SSale MCost 1 RTO TP Inv N	Det PCsh N	Min PCde 1
Exclude InvCounts:		
Using detailed petty cash receipt system--Y or N		
F5-Help	F8-Backout	F9-Update
		F10-Exit

Figure 16-11 Control Maintenance Petty Cash Indicator

Once you get into your Option 1 Post Deposits Screen off the End of Day Menu to do your summary end-of-day process and post your petty cash receipts, you will do your actual postings within this screen (with security authorization to do so) 'in' the petty cash detail fields on this screen, see Figure 16-12. Once you have completed your detail petty cash entries and are ready to post for your end of day process, press the F9 key to complete the update process.

Date: 11/28/06 11:35:18	Change	11/28/06
Store: 1	Deposit 1-7: 8000.00	
Deposit 1: 1273.13	Charge Dep:	
Deposit 5:		
Pmt Amt Tax	AR Paid NSF Refund Tot Cash	
RTO: 1828.67 150	0.00 2676.50	
Sales: 6214.20 512	6726.87 6726.87	
Service:		
Del-C: 0 PU-C: 0 Pdg	0 PU-U: 0 Pdout/Cgoff-U: 0	
RTO BnkDeposit: 1273.13	RTO Over/Short: 1303.37-	RTO Adjustment:
SaleBank Deposit: 6726.87	SaleOver/Short:	Petty Cash: 100.00
Advertising Prt: 20.00	Auto/Van Gas/Oil:	Auto/Van Repairs:
Auto Lic/Inspect:	Cleaning Expense: 50.00	Computer Supply:
Contract Labor:	Copier Expense:	Freight:
Legal & Recovery:	Office Supplies: 30.00	Outside Services:
Postage:	Printing Expense:	Refunds/Referral:
Rental-Equipment:	Repairs--Units:	Repairs--Bldg:
Service Parts:	Supplies Maint:	Telephone:
TravelEnterrnmnt:	Unit Accessories:	Other:
Return-Next Field	F4-List Checks	F8-Backout
		Cmd-Exit Pgm

When the detail petty cash indicator in CTRLMNT is set to an N for no and you have security authorization to post petty cash, notice the cursor is allowed to go in this area of this screen for 'posting' of detail petty cash on your End of Day screen.

Figure 16-12 Summary File EOD Change Screen for posting detail petty cash

The '**enhanced version**' to post petty cash is where you use Option 2 Post Petty Cash Receipts off of the End of Day Menu, see Figure 16-13.

End of Day Menu	1 RSSS APPLIANCES	11/28/06 9:29 am
→ 1. POST DEPOSITS SUMEODS 2. POST PETTY CASH RECEIPTS PCSHREC 3. RUN RENTAL PAYMENTS PMTS 4. RUN SALE PAYMENTS ARPMTS 5. RUN PETTY CASH REPORT PCDTLRPT		
DID YOU F12 THE EOD SCREEN?		
F1-DFM	F2-MAIL	F4-CALENDAR F5-RSSSHELP F7-SECURITY F8-Prev

Figure 16-13 End of Day Menu

The detail petty cash indicator within Control Maintenance (CTRLMNT) needs to be set to Y for yes to post the 'enhanced version', see Figure 16-14.

The Option 2 Post Petty Cash Receipts screen appears in Figure 16-15.

[illegible]

The 'heading' section shows date, store, type and employee #. In Figure 16-16, the cursor is resting on the DATE prompt. Notice the F3-Chg, F4-Del and F6-Add

function keys at the bottom of the screen. There is security related to doing each of these functions.

PETTY CASH RECPT	1 RSSS APPLIANCES	11/28/06 9:32 am				
Date: 11/28/06 - 11/28/06 Store: 1 RSSS APPLIANCES #1 Type: ALL TYPES Employee #: 1 EMPLOYEE						
DATE	STORE	TIME	AMOUNT	TYPE	DESCRIPTION	EMPL#
F1-Next Pg F2-Prev Pg F3-Chg F4-De1 F6-Add F8-Back Out						

Figure 16-16 Post Petty Cash Receipts Screen Function Keys

To add an entry to this screen, press the F6 key to add, see Figure 16-17. You must have security authorization to do these options.

PETTY CASH RECPT	1 RSSS APPLIANCES	11/28/06 9:32 am				
Date: 11/28/06 - 11/28/06 Store: 1 RSSS APPLIANCES #1 Type: ALL TYPES Employee #: 1 EMPLOYEE						
DATE	STORE	TIME	AMOUNT	TYPE	DESCRIPTION	EMPL#
11/28/06	1	09:34:57	0.00	0		998
Input the amount for the transaction						

Figure 16-17 Post Petty Cash Receipts Screen – F6 to Add

Enter the amount and press the END key. The cursor will advance over to the Type field. If you do not know the types, press the ENTER key and a pop-up window with selections will appear. Highlight the type in the pop-up window and press the ENTER key. Enter the employee number or press the ENTER key. This places the entry on the screen. If you need to add more, press the F6 to add additional items. Press the F8 key to back out when you are done.

In Figure 16-18, four petty cash detail items have been added.

PETTY CASH RECPT		1 RSSS APPLIANCES		11/28/06 9:38 am		
Date: 11/28/06 - 11/28/06		Store: 1 RSSS APPLIANCES #1				
Type: ALL TYPES		Employee #: 1 EMPLOYEE				
DATE	STORE	TIME	AMOUNT	TYPE	DESCRIPTION	EMPL#
11/28/06	1	09:34:57	20.00	11	Office Supplies	1
11/28/06	1	09:35:57	50.00	5	Cleaning Expense	1
11/28/06	1	09:36:19	20.00	1	Advertising Prt	1
11/28/06	1	09:36:30	10.00	11	Office Supplies	1
F1-Next Pg F2-Prev Pg F3-Chg F4-De1 F6-Add F8-Back Out						

Figure 16-18 Post Petty Cash Receipts Screen – with four items entered

If you need to change any petty cash detail items on this screen, highlight the item using your arrow keys on your keyboard and press the F3 to change function key. Make your changes to the item.

If you need to delete an item, highlight the item and press the F4 function key to delete that item. If you want to delete this detail petty cash item, type Y for yes to delete the record at the question prompt. See Figure 16-19.

PETTY CASH RECPT		1 RSSS APPLIANCES		11/28/06 9:38 am		
Date: 11/28/06 - 11/28/06		Store: 1 RSSS APPLIANCES #1				
Type: ALL TYPES		Employee #: 1 EMPLOYEE				
DATE	STORE	TIME	AMOUNT	TYPE	DESCRIPTION	EMPL#
11/28/06	1	09:34:57	20.00	11	Office Supplies	1
11/28/06	1	09:35:57	50.00	5	Cleaning Expense	1
11/28/06	1	09:36:19	20.00	1	Advertising Prt	1
11/28/06	1	09:36:30	10.00	11	Office Supplies	1
Are you sure you want to delete record?						N

Figure 16-19 Post Petty Cash Receipts Screen – F4 to Delete

When you have completed entering your detail petty cash items on the screen for that particular day, press the F8 key twice to back out to your EOD Menu. Select Option 1 Post Your Deposit. The detail petty cash items will appear on this screen after you have 'CALCULATED TODAY'S PAYMENTS = Y' for that particular day, see Figure 16-20. The office supplies had two detail items totaling \$30 (see Figure 16-19 for petty cash detail line items) in total petty cash for that type.

Date: 11/28/06 11:46:13	Summary File EOD Change		11/28/06
Store: 1			Deposit 1-7: 9403.37
Deposit 1: 1273.13	Deposit 2: 6726.87	Deposit 3: 1403.37	Charge Dep:
Deposit 5:	Deposit 6:	Deposit 7:	
Pmt Amt	Tax Amt	Misc	Receivable AR Paid NSF Refund Tot Cash
RTO: 1828.67	150.87	702.36	5.40- 0.00 2676.50
Sales: 6214.20	512.67	0.00	6726.87- 6726.87 6726.87
Service:	0.00		
Del-C: 0 PU-C: 0 Pdout/Cgoff-C: 0 Del-U: 0 PU-U: 0 Pdout/Cgoff-U: 0			
RTO BnkDeposit: 2676.50 RTO Over/Short: 100.00 RTO Adjustment:			
SaleBank Deposit: 6726.87 SaleOver/Short: Petty Cash: 100.00			

Advertising Prt: 20.00	Auto/Van Gas/Oil:	Auto/Van Repairs:
Auto Lic/Inspect:	Cleaning Expense: 50.00	Computer Supply:
Contract Labor:	Copier Expense:	Freight:
Legal & Recovery:	Office Supplies: 30.00	Outside Services:
Postage:	Printing Expense:	Refunds/Referral:
Rental-Equipment:	Repairs--Units:	Repairs--Bldg:
Service Parts:	Supplies Maint:	Telephone:
TravelEnterrnmnt:	Unit Accessories:	Other:

Return-Next Field	F4-List Checks	F8-Backout	Cmd-Exit Pgm

Figure 16-20 EOD Screen where petty cash detail will appear

Chapter 17 - Summary File Maintenance - SUMMNT

The Summary Maintenance - SUMMNT program retains a snapshot of each day's business and is the basis for many reports and can be inquired on for daily detailed information. Summary File Maintenance is a result of the daily summary build (SUMBLD) on your DAILY spooler.

To access this option, press the F10 key at any menu and at the command line, type in "SUMMNT" and press the ENTER key. The first screen to appear is a Start Key prompt screen, see Figure 17-1.

```
Summary File Maintenance                                01/06/05

Start Key: █_____
Select:  Store: _____ Salesman: _____

F4-Start By Date          F8-Prev          F10-Exit
```

Figure 17- 1 Summary File Maintenance Screen

At the Start Key prompt, enter in the date you wish to view and then at the Store prompt, enter in the store number you wish to view (optional). Press the F4 key and a listing will appear of the date you entered and for all the dates following, see Figure 17-2.

Summary File Maintenance								01/07/05
Start Key: 120103_____								Pressing F9 to review
Select: Store: Salesman:								
Date	Store	Slsmn	Pmt Amt	MTD Amt	Other	MtdRevenue	#Amnt	Ovrdue
12/01/03	1		2092.09	2092.09	322.79	2414.88	3,181	200
12/01/03	2		284.00	284.00	207.50	491.50	831	53
12/01/03	3		90.00	90.00		90.00	457	28
12/02/03	1		2335.34	4427.43	380.20	5130.42	3,182	208
12/02/03	2		39.00	323.00	3.00	533.50	829	53
12/02/03	3		245.00	335.00	15.00	350.00	456	27
12/03/03	1		2755.17	7182.60	672.13	8557.72	3,178	203
12/03/03	2			323.00		533.50	830	51
12/03/03	3		55.00	390.00		405.00	456	29
12/04/03	1		1481.50	8664.10	254.92	10294.14	3,176	212
12/04/03	2		247.00	570.00	46.00	826.50	834	58
12/04/03	3			390.00		405.00	455	33
12/05/03	1		1874.00	10538.10	151.00	12319.14	3,172	211
12/05/03	2			570.00		826.50	835	60
12/05/03	3		65.00	455.00		470.00	455	32
12/06/03	1		885.88	11423.98	49.50	13254.52	3,172	219
12/06/03	2		60.00	630.00	8.00	894.50	834	62
F1-Forward F2-Back F5-Delete F6-Add F8-Prev F10-Exit ENTER-Select Code								

Figure 17- 2 Summary File Maintenance Screen with list of stores

If you did not enter in a store number, then choose the store to review by using your arrow keys to highlight the one you want and press the F9 key or press ENTER through the fields on the line you want. You will now see a screen similar to Figure 17-3.

For this example,
selecting #1 RTO

Enter Selection: █

1. RTO--Rent To Own
2. SALES
3. MOVIE
4. SERVICE
5. LOAN
6. RTR--Rent to Rent
7. FEE

F8-Prev F10-Exit

Figure 17- 3 Enter Selection Screen for SUMMNT RTO

Enter the number corresponding to the section you would like. Based on the selection picked, you will now see a Summary Maintenance Look-up Screen. (The following screens will be different depending on the option you select above. For this example, we selected #1-RTO--Rent to Own). This is the look-up screen of all summary information for the specified date and store, see Figure 17-4.

Summary Maintenance Look-up Screen #1 – RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Deposit 1: 437.63	Deposit 2:	Deposit 3:	Deposit 4: 13148.10		
Deposit 5:	Deposit 6: 1851.94	Deposit 7: 806.82			
Pmt Amt: 2092.09	Tax Amt: 118.50	Deposit Amt:			
Late Charge: 43.45	Delivery Fee:	Grp Amt: 145.00			
Misc Charge: 134.34	Esp Amt:	Add Receivable: 4188.49			
Free Pmt Amt: 33.29	Agreement Bal: 1484145.19	Mo Projection: 68753.16			
RTO OverShort:	RTO BnkDeposit: 2523.61	MTD Pmt Amt: 2092.09			
Adjustment:	Petty Cash:	# RTO Pmt Recs: 48			
Processing Fee:	Returned Ck Cg:	InHomeCollectCg:			
#RTO Customers: 2,935	# Open Tickets: 3,181	#Indicated BOR:			
Monthly Tickets: 3,181	Weekly Tickets:	Deliveries: 1			
Returns: 6	Sched Payout:	Early Payout: 1			
Charge Offs:	LostRevDateMoved: 492.98	Lost RevPickup:			
Lost RevChgOff:	Inv Trans In: 4	Inv Trans Out:			
NewInvReceived:	End Inv OnRent: 3,181	New On Hand: 672			
Rerent On Hand: 905	Deliveries New:	Deliver Rerent: 1			
Returned Inv: 6	Paidout Inv: 1	Charged OffInv:			
Wkly InvOnRent:	MTD Revenue Amt: 2414.88	NonCash Refund:			
Lost LateCg PU:	NSF Bank Chges:	NSF ReturnedCk:			
NSF Paid Check:	NSF Charge Off:	Marked As Final: Y			
F8-Prev		F10-Exit			

Figure 17- 4 Summary File Change Screen 1 - RTO

- DEPOSIT 1** If your company only makes one deposit per day, it will be entered here or this would be the first deposit of the day.
- DEPOSIT 2** If your company makes more than one deposit per day, this would be the second deposit of the day.
- DEPOSIT 3** If your company makes more than one deposit per day, this would be the third deposit of the day.
- DEPOSIT 4** This is used for charge card deposits.
- DEPOSIT 5** If your company makes more than one deposit per day, this would be the fifth deposit of the day.
- DEPOSIT 6** If your company makes more than one deposit per day, this would be the sixth deposit of the day.
- DEPOSIT 7** If your company makes more than one deposit per day, this would be the seventh deposit of the day.
- PMT AMT** Amount of rental payments posted for this date.
- TAX AMT** Amount of tax collected for this date.
- DEPOSIT AMT** Amount of deposits posted for this date.

LATE CHARGE	Amount of late charges posted for this date.
DELIVERY FEE	Amount posted as delivery fees for this date.
GRP AMT	Amount posted as Guarantee Replacement Program for this date.
MISC CHARGE	Amount posted as Miscellaneous Charges for this date. 0 – Misc Amount 1 – Deposit Amount 2 – Delivery Charge 3 – Processing Fee 4 – Returned Check Charge 5 – In Home Collection Charge
ESP AMT	Amount posted as Extended Service Program for this date.
ADD RECEIVABLE	Net agreement balances added or lost for this date, can be a positive or negative number.
FREE PMT AMT	Amount of free payments for this date.
AGREEMENT BAL	Total amount of all open agreement balances for this date.
MO PROJECTION	This is the projected rental revenue for the current month. The formula looks at all open agreements, calculates the expected monthly payment, validates the monthly payment against the agreement balance and uses the lesser amount. This figure changes daily based on opened and closed agreements.
RTO OVERSHORT	Shows the amount of cash over or short for this day. If you are short the figure you see here will be prefaced with a (-) negative sign.
RTO BANK DEPOSIT	Amount of RTO monies deposited for this date.
MTD PMT AMT	Shows the total rental payments collected so far this month.
ADJUSTMENT	Amount of RTO adjustment posted for this date.
PETTY CASH	Amount of petty cash posted for this date.
# RTO PMT RECS	Number of RTO payments received for this date.
PROCESSING FEE	Amount of processing fee posted for this date.
RETURNED CK CH	Amount of returned check charges posted for this date.
INHOMECOLLECTCG	Amount of in-home collection charges posted for this date.

# RTO CUSTOMERS	Number of rent to own customers with open agreements.
# OPEN TICKETS	Number of open RTO agreements.
# INDICATED BOR	Number of open indicated Balance On Rent (if noted when adding an agreement in NEW, in most cases this field will be blank.)
MONTHLY TICKETS	Number of open monthly agreements.
WEEKLY TICKETS	Number of open weekly agreements.
DELIVERIES	Number of new agreements delivered today.
RETURNS	Number of returned agreements today.
SCHED PAIDOUT	Number of agreements that went full term and paid out today.
EARLY PAIDOUT	Number of agreements that paid out early today.
CHARGE OFFS	Number of agreements that were charged off today.
LOSTREVDATEMOVED	Dollars not collected today because a due date was changed, could be a positive (dates moved forward) or negative number (dates moved backwards).
LOST REV PICKUP	Dollars that were past due today when agreement is closed as a request pick up or repossession.
LOST REVCHGOFF	Dollars that were past due today when agreement is closed as a charge off, skip or stolen.
INV TRANS IN	Number of inventory pieces transferred into this location.
INV TRANS OUT	Number of inventory pieces transferred out of this location.
NEW INV RECEIVED	Number of new inventory pieces received in this location.
END INV ON RENT	Number of inventory pieces out on rent for this location.
NEW ON HAND	Number of new inventory pieces on hand and available at this location.
RERENT ON HAND	Number of previously rented inventory pieces on hand and available at this location.
DELIVERIES NEW	Number of deliveries made of new inventory.

DELIVER RERENT	Number of deliveries made of previously rented inventory.
RETURNED INV	Number of inventory pieces returned.
PAIDOUT INV	Number of inventory pieces paid out.
CHARGED OFFINV	Number of inventory pieces charged off.
WEEKLY INVONRENT	Number of inventory pieces currently on a weekly agreement.
MTD REVENUE AMT	Month to date total rental revenues, rent + fees excluding tax.
NONCASH REFUND	Amount posted as a non-cash refund (usually NSF checks) for this date.
LOST LATECG PU	Amount of lost late charge income from picked up agreements for this date.
NSF BANK CHGES	Amount of NSF bank charges posted.
NSF RETURNEDCK	Amount of NSF Returned check charges posted.
NSF PAID CHECK	Amount of NSF checks paid.
NSF CHARGE OFF	Amount of NSF checks that were charged off.
MARKED AS FINAL	This field is updated by SUMBLD "MARK TODAYS BUSINESS CLOSED: Y" When this day has been marked as final; there will be a Y for yes in this field and no other transactions will be allowed to be posted to this date.

After you have reviewed the data on this screen, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the second screen will appear, see Figure 17-5.

Summary Maintenance Look-up Screen #2 - RTO

This screen indicates all past due accounts by the number of days past due for the specified store and date. These are separated by weekly and monthly accounts.

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Monthly Overdues					
Overdue 1-3:	15	Overdue 4:	4	Overdue 5:	3
Overdue 6:		Overdue 7:	1	Overdue 8:	2
Overdue 9:	1	Overdue 10:		Overdue 11-13:	2
Overdue 14:		Overdue 15:	1	Overdue 16-30:	4
Overdue 31-59:	7	Overdue 60 Over:	160	Units Overdue:	200
Overdue 31 Month:	1	Weekly Overdues		Overdue 31 Weekly:	
Overdue 1-3:		Overdue 4:		Overdue 5:	
Overdue 6:		Overdue 7:		Overdue 8:	
Overdue 9:		Overdue 10:		Overdue 11-13:	
Overdue 14:		Overdue 15:		Overdue 16-30:	
Overdue 31-59:		Overdue 60 Over:		Units Overdue:	
Idle ExcludedAPU:		Units ExcludedAPU:		Last Date Cngd:	12/01/03
RtoReceivableCust	80	Rto ReceivableAmt:	9.77	RtoReceivableBal	208.03-
NonCashTaxRefund:		Pmts Overdue:	25915.61	LostDaysDateMove	599
Pend Cgoff Agmts:		Pend Cgoff Units:		Pend Cgoff Amt:	
Ins Cgoff Units:		Nbr New Esp:		Total Nbr ESP:	82
WeeklyProjection:	97.00	ESP Projection:	204.69	Nbr ESP Closed:	
F8-Prev			F10-Exit		

Figure 17- 5 Summary File Change Screen 2 - RTO

RSSS provides different combinations so that all clients have the exact time frames that the collection staff is used to working with. A custom report could have any other specific information you want to fit your business exactly. This would be an optional report, which could be an extra one time charge.

MONTHLY OVERDUES

OVERDUE 1-3	Number of monthly accounts 1-3 days past due.
OVERDUE 4	Number of monthly accounts 4 days past due.
OVERDUE 5	Number of monthly accounts 5 days past due.
OVERDUE 6	Number of monthly accounts 6 days past due.
OVERDUE 7	Number of monthly accounts 7 days past due.
OVERDUE 8	Number of monthly accounts 8 days past due.
OVERDUE 9	Number of monthly accounts 9 days past due.
OVERDUE 10	Number of monthly accounts 10 days past due.
OVERDUE 11-13	Number of monthly accounts 11-13 days past due.
OVERDUE 14	Number of monthly accounts 14 days past due.

OVERDUE 15	Number of monthly accounts 15 days past due.
OVERDUE 16-30	Number of monthly accounts 16-30 days past due.
OVERDUE 31-59	Number of monthly accounts 31-59 days past due.
OVERDUE 60 OVER	Number of monthly accounts 60 or more days past due.
UNITS OVERDUE	Total number of monthly units overdue.
OVERDUE 31 MONTH	Number of monthly accounts that are over 31 days past due.
<i>WEEKLY OVERDUES</i>	
OVERDUE 31 WEEKLY	Number of weekly accounts that are over 31 days past due.
OVERDUE 1-3	Number of weekly accounts 1-3 days past due.
OVERDUE 4	Number of weekly accounts 4 days past due.
OVERDUE 5	Number of weekly accounts 5 days past due.
OVERDUE 6	Number of weekly accounts 6 days past due.
OVERDUE 7	Number of weekly accounts 7 days past due.
OVERDUE 8	Number of weekly accounts 8 days past due.
OVERDUE 9	Number of weekly accounts 9 days past due.
OVERDUE 10	Number of weekly accounts 10 days past due.
OVERDUE 11-13	Number of weekly accounts 11-13 days past due.
OVERDUE 14	Number of weekly accounts 14 days past due.
OVERDUE 15	Number of weekly accounts 15 days past due.
OVERDUE 16-30	Number of weekly accounts 16-30 days past due.
OVERDUE 31-59	Number of weekly accounts 31-59 days past due.
OVERDUE 60 OVER	Number of weekly accounts 60 or more days past due.
UNITS OVERDUE	Total number of weekly units overdue.
IDLE EXCLUDEDAPU	Number of the idle RTO inventory pieces that have a model number that begins with a letter designated as excluded in Control Maintenance (CTRLMNT).

UNITS EXCLUDEDAPU	The number of the on rent RTO inventory pieces that have a model number that begins with a letter designated as excluded in Control Maintenance (CTRLMNT).
LAST DATE CNGD	Last date this data screen was changed.
RTORECEIVABLECUST	The number of customers you have with an RTO receivable balance generated on customers with agreements.
RTORECEIVABLEAMT	The net dollars of RTO receivable transactions generated on customers with agreements today.
RTORECEIVABLEBAL	Net total of RTO Receivable dollars generated on customers with agreements.
NONCASHTAXREFUND	Tax amount of RTO payments on NSF checks.
PMTS OVERDUE	Total dollars past due.
LOSTDAYSDATEMOVE	Number of days lost because of a change to the due date.
PEND CGOFF AGMTS	Number of pending charge-off agreements.
PEND CGOFF UNITS	Number of pending charge-off units.
PEND CGOFF AMT	Dollar amount the pending charge-offs are costing your company.
INS CGOFF UNITS	Number of RTO inventory items closed as skip, stolen, charge off with the customer type designated as insurance charge off in Control Maintenance (CTRLMNT).
NBR NEW ESP	Number of new Extended Service Policies added for this date.
TOTAL NBR ESP	Total number of Extended Service Policies for all customers.
WEEKLYPROJECTION	Amount for the weekly projection if everyone due pays on time.
ESP PROJECTION	Amount you should be receiving for Extended Service Policies.
NBR ESP CLOSED	Number of Extended Service Policies that have been closed.

When all the data is reviewed, press the F9 key. Press the ENTER key to accept the default of N for no, the third screen will appear, see Figure 17-6.

Summary Maintenance Look-up Screen #3 - RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Late Fee Tickets					
Begin Nbr:	1	New Nbr:		Ending Nbr:	1
Begin Amt:	0.04	New Amt:		Ending Amt:	0.04
Number Paid:		Late Fees Paid		Amount Paid:	
Credit Amount:	240.38	Pickup Receivables		Credit A/R:	
RTO CR Amount:				RTO CR A/R:	
A/R Amounts Not Collected on Pickups					
Overdue 1-3:		Overdue 4-7:		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90:	
Overdue 91+:					
Rent Amounts Not Collected on Pickups					
Overdue 1-3:		Overdue 4-7:		Overdue 8-14:	
Overdue 15-30:		Overdue 31-45:		Overdue 46-90:	
Overdue 91+:					
Discount Amt:	253.50	Early Payoffs		Net Amt:	591.50
Rent Amt:	845.00			Nbr Tickets Due Tmw:	16
#Spec Ord Tick:		#Spec Ord Item:		#Mo Discounts:	
Mo DiscountAmt:		Nbr NSF Checks:		#Pickups Owed:	1
#Skips Owed:					
F8-Prev				F10-Exit	

Figure 17- 6 Summary File Change Screen 3 - RTO

The third look-up screen is available to RSSS clients that have additional income including accounts receivable income.

LATE FEE TICKETS

The following Late fee Ticket fields will be populated if the “use late fee receivables” switch in Rent Control (RENTCTRL) is set to Y.

BEGIN NBR	Beginning number of agreements with late receivable balance (yesterdays ending number).
NEW NBR	Number of agreements with a late receivable added today.
ENDING NBR	Total number of agreements with a late receivable balance today. (tomorrow's beginning number).
BEGIN AMT	Beginning balance of total dollars in late receivables.
NEW AMT	Dollars added to total late receivables today.
ENDING AMT	Total dollar amount in late receivables.
NUMBER PAID	Number of late fee receivable agreements that were paid for this date.

LATE FEES PAID

AMOUNT PAID	Late receivables balances that were paid today.
CREDIT AMOUNT	Dollars paid ahead on returned agreement (Due date is greater then closed date).

PICKUP RECEIVABLES

CREDIT A/R	RTO Receivable credit (owed to customers) that have returned agreements today and have no other open agreements.
RTO CR AMOUNT	Reserved for future use.
RTO CR A/R	RTO Receivable debit (customer owes) that have returned agreements today and have no other open agreements.

A/R AMOUNTS NOT COLLECTED ON PICKUPS

OVERDUE 1-3	RTO Receivable balances on customers that were 1-3 days past due when returned.
OVERDUE 4-7	RTO Receivable balances on customers that were 4-7 days past due when returned.
OVERDUE 8-14	RTO Receivable balances on customers that were 8-14 days past due when returned.
OVERDUE 15-30	RTO Receivable balances on customers that were 15-30 days past due when returned.
OVERDUE 31-45	RTO Receivable balances on customers that were 31-45 days past due when returned.
OVERDUE 46-90	RTO Receivable balances on customers that were 46-90 days past due when returned.
OVERDUE 91+	RTO Receivable balances on customers that were more than 91 days past due when returned.

RENT AMOUNTS NOT COLLECTED ON PICKUPS

OVERDUE 1-3	Amount not collected on rental accounts that were returned today and are overdue 1-3 days.
OVERDUE 4-7	Amount not collected on rental accounts that were returned today and are overdue 4-7 days.
OVERDUE 8-14	Amount not collected on rental accounts that were returned today and are overdue 8-14 days.

OVERDUE 15-30	Amount not collected on rental accounts that were returned today and are overdue 15-30 days.
OVERDUE 31-45	Amount not collected on rental accounts that were returned today and are overdue 31-45 days.
OVERDUE 46-90	Amount not collected on rental accounts that were returned today and are overdue 46-90 days.
OVERDUE 91+	Amount not collected on rental accounts that were returned today and are overdue more than 91 days.
DISCOUNT AMOUNT	Amount discounted from agreement balance on all agreements closed as early payoffs today.
EARLY PAYOFFS	
NET AMT	Total dollars collected today to pay off agreements.
RENT AMT	Total agreement balances at time of pay off. (RENT AMT – NET AMT = DISCOUNT AMOUNT)
NBR TICKETS DUE TMW / MONDAY	Number of agreements that will be due tomorrow. / Number of agreements that will be due this Monday.
#SPEC ORD TICK	Number of agreements with outstanding special order items.
# SPEC ORDER ITEM	Number of special order items on agreements.
#MO DISCOUNTS	Number of agreements that paid monthly and received a discount today. (Monthly Discount: Y, in Rent Control (RENTCTRL) must be set to yes to activate this field).
MO DISCOUNTAMT	Total Dollars discounted on monthly agreements that were paid today (Monthly Discount: Y, in Rent Control (RENTCTRL) must be set to yes to activate this field).
NBR NSF CHECKS	Number of outstanding NSF checks.
#PICKUPS OWED	Number of RTO agreements closed as requested pickup, refund & cancel or repossession that were past due.
#SKIPS OWED	Number of RTO agreements closed as skip, stolen or charge off that were past due.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the fourth screen will appear, see Figure 17-7.

Summary Maintenance Look-up Screen #4 - RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Nbr GRP Custs: 2507		Nbr GRP Tickets: 2694		Pending Tickets:	
GRP Projection: 6,288.76		GRP Past Due: 2,762.00		Inv In Service:	
Nbr Switch outs:		Serv W/O Loaner:		Unpaid Today: 106.61	
Change RTO Recv: 9.77-		Del Amt MIR: 13.00		Ticket Xfers:	
Tick Xfer Amt:		P/U Amts MIR: 144.67		POFF Amts MIR: 25.00	
Skip Amts MIR:		Chg in MIR: 156.67-		Total MIR: 68896.38	
Late Discounts					
# Late1 Disc:		# Late2 Disc:		# Late3 Disc: 2	
Late1 Dis Amt:		Late2 Dis Amt:		Late3 Dis Amt: 5.45	
# New CR Recv:		New Receivables		# New RTO Rcv: 2	
New CR RcvAmt:				New RTO RvAmt: 19.54	
Nbr New Tickets Past Due					
Overdue 1-3: 1		Overdue 4-7: 5		Overdue 8-14: 2	
Overdue 15-30: 1		Overdue 31-45: 2		Overdue 46-90:	
Overdue 91+: 1					
Past Due Amts New Tickets					
Overdue 1-3: 0.83		Overdue 4-7: 15.47		Overdue 8-14: 14.64	
Overdue 15-30: 12.45		Overdue 31-45: 42.36		Overdue 46-90:	
Overdue 91+: 80.99					
F8-Prev				F10-Exit	

Figure 17- 7 Summary File Change Screen 4 - RTO

NBR GRP CUSTS	Number of current customers with Guarantee Replacement Program (GRP).
NBR GRP TICKETS	Number of current agreements with Guarantee Replacement Program (GRP).
PENDING TICKETS	Number of open agreements with no revenue posted "Pending Till Rev: Y" field in Rent Control (RENTCTRL) must be set to yes to populate this field.
GRP PROJECTION	Monthly payment projection dollars for GRP fees, fluctuates daily based on deliveries, returns, pay outs and charge offs.
GRP PAST DUE	Dollar amount of GRP payments that are past due.
INV IN SERVICE	Number of inventory pieces currently in a Service location for this store.
NBR SWITCH OUTS	Number of inventory pieces currently in a DEMO location.
SERV W/O LOANER	Number of inventory pieces currently in a service location, transferred from a customer home location without a loaner unit.

UNPAID TODAY	The sum of one weekly payment amount on RTO agreements with a due date of today's date.
CHANGE RTO RECV	The net change in RTO Receivable balances today. (Only customers with existing agreements).
DEL AMT MIR	Dollar amount the Monthly Ideal Revenue is increased by today's deliveries.
TICKET XFERS	Reserved for future use.
TICKET XFER AMT	Reserved for future use.
P/U AMTS MIR	Dollar amount the Monthly Ideal Revenue is decreased by agreements closed today with a reason of requested pickups, refund & cancels or repossession.
POFF AMTS MIR	Dollar amount the Monthly Ideal Revenue is decreased by agreements closed today with a reason of payouts and early buyouts.
SKIP AMTS MIR	Dollar amount the Monthly Ideal Revenue is decreased by agreements closed today with a reason of skip, stolen or charge off.
CHG IN MIR	Net change in Monthly Ideal Revenue (Current MIR – previous dates Total MIR)
TOTAL MIR	Monthly Ideal Revenue is the sum of one month's rental payment on all open accounts and fluctuates daily based on deliveries, returns and pay outs.

LATE DISCOUNTS

The following late discount fields will be populated if the "use late fee receivables" switch in Rent Control (RENTCTRL) is set to Y.

# LATE1 DISC	Number of RTO agreements that were one day late and had late fees forgiven.
# LATE2 DISC	Number of RTO agreements that were two days late and had late fees forgiven.
# LATE3 DISC	Number of RTO agreements that were three days late and had late fees forgiven.
LATE1 DIS AMT	Amount of late fees on RTO agreements that were one day late and had late fees forgiven.
LATE2 DIS AMT	Amount of late fees on RTO agreements that were two days late and had late fees forgiven.

LATE3 DIS AMT Amount of late fees on RTO agreements that were three days late and had late fees forgiven.

NEW RECEIVABLES

NEW CR RECV Number of customers with existing agreements who had an RTO receivable credit balance created today.

NEW RTO RECV Number of customers with existing agreements who had an RTO receivable debit balance created today.

NEW CR RCVAMT Total Dollars added to RTO receivable credit balances (for customers who have existing agreements) today.

NEW RTO RVAMT Total Dollars added to total RTO receivable debit balances today.

NBR NEW TICKETS PAST DUE

OVERDUE 1-3 Number of tickets that are new to the past due category of 1-3 days.

OVERDUE 4-7 Number of tickets that are new to the past due category of 4-7 days.

OVERDUE 8-14 Number of tickets that are new to the past due category of 8-14 days.

OVERDUE 15-30 Number of tickets that are new to the past due category of 15-30 days.

OVERDUE 31-45 Number of tickets that are new to the past due category of 31-45 days.

OVERDUE 46-90 Number of tickets that are new to the past due category of 46-90 days.

OVERDUE 91+ Number of tickets that are new to the past due category of over 91 days past due.

PAST DUE AMTS NEW TICKETS

OVERDUE 1-3 Total dollar amount due for tickets that are new to the past due category of 1-3 days.

OVERDUE 4-7 Total dollar amount due for tickets that are new to the past due category of 4-7 days.

OVERDUE 8-14 Total dollar amount due for tickets that are new to the past due category of 8-14 days.

OVERDUE 15-30	Total dollar amount due for tickets that are new to the past due category of 15-30 days.
OVERDUE 31-45	Total dollar amount due for tickets that are new to the past due category of 31-45 days.
OVERDUE 46-90	Total dollar amount due for tickets that are new to the past due category of 46-90 days.
OVERDUE 91+	Total dollar amount due for tickets that are new to the past due category of over 91 days past due.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Look the information over carefully. Press the ENTER key to accept the default of N for no, the fifth screen will appear, see Figure 17-8.

Summary Maintenance Look-up Screen #5 – RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Receivables Paid					
# CR Recv Paid:		# RTO Recv Paid:	1		
Amt CR Recv Pd:		Amt RTO Recv Pd:	9.77		
Nbr of Pastdue Tickets Paid					
Overdue 1-3:		Overdue 4-7:	2	Overdue 8-14:	3
Overdue 15-30:	2	Overdue 31-45:		Overdue 46-90:	3
Overdue 91+:	2	Amt of Pastdue Tickets Paid			
Overdue 1-3:		Overdue 4-7:	3.32	Overdue 8-14:	22.31
Overdue 15-30:		Overdue 31-45:		Overdue 46-90:	31.67
Overdue 91+:	102.28	Ending Receivables			
Nbr RTO Rcvbls:	49	Nbr Credit Receivables:	31		
AMT RTO Rcvbls:	238.57	Amt Credit Receivables:	446.60		
Ending Nbr Tickets Due					
Overdue 1-3:	15	Overdue 4-7:	8	Overdue 8-14:	5
Overdue 15-30:	5	Overdue 31-45:	5	Overdue 46-90:	19
Overdue 91+:	143	Overdue 46-60:	2	Overdue 61+:	160
Ending Amt Tickets Due					
Overdue 1-3:	32.37	Overdue 4-7:	25.68	Overdue 8-14:	39.73
Overdue 15-30:	101.77	Overdue 31-45:	114.91	Overdue 46-90:	972.05
Overdue 91+:	24629.10	Overdue 46-60:	95.29	Overdue 61+:	25505.86
F8-Prev				F10-Exit	

Figure 17- 8 Summary File Change Screen 5 - RTO**RECEIVABLES PAID**

CR RECV PAID Number of RTO customers who used some of their credit RTO receivable monies today.

RTO RECV PAID Number of RTO customers who paid some of the RTO Receivable money they owed.

AMT CR RECV PD Total dollar amount of credit RTO receivable monies used by customers today.

AMT RTO RECV PD Total dollar amount of RTO receivable monies paid by customers today.

NBR OF PAST DUE TICKETS PAID

OVERDUE 1-3 Number of tickets that were past due by 1-3 days that paid.

OVERDUE 4-7 Number of tickets that were past due by 4-7 days that paid.

OVERDUE 8-14 Number of tickets that were past due by 8-14 days that paid.

OVERDUE 15-30 Number of tickets that were past due by 15-30 days that paid.

OVERDUE 31-45 Number of tickets that were past due by 31-45 days that paid.

OVERDUE 46-90 Number of tickets that were past due by 46-90 days that paid.

OVERDUE 91+ Number of tickets that were past due by more than 91 days that paid.

AMT OF PASTDUE TICKETS PAID

OVERDUE 1-3 Dollar amount posted on tickets that were past due by 1-3 days that paid.

OVERDUE 4-7 Dollar amount posted on tickets that were past due by 4-7 days that paid.

OVERDUE 8-14 Dollar amount posted on tickets that were past due by 8-14 days that paid.

OVERDUE 15-30 Dollar amount posted on tickets that were past due by 15-30 days that paid.

OVERDUE 31-45 Dollar amount posted on tickets that were past due by 31-45 days that paid.

OVERDUE 46-90 Dollar amount posted on tickets that were past due by 46-90 days that paid.

OVERDUE 91+ Dollar amount posted on tickets that were past due by more than 91 days that paid.

ENDING RECEIVABLES

NBR RTO RCVBLS Number of customers who owe on their RTO receivable balance.

NBR CREDIT RECEIVABLES Number of customers who have existing agreements and a credit on their RTO receivable balance.

AMT RTO RCVBLS Total dollar amount of all RTO receivable debit balances. (Customer owes you).

AMT CREDIT RECEIVABLES Total dollar amount of all RTO receivable credit balances. (Customer with existing agreement paid in dollars not yet applied to rental revenue).

ENDING NBR TICKETS DUE

OVERDUE 1-3 Number of tickets that are 1-3 days past due.

OVERDUE 4-7 Number of tickets that are 4-7 days past due.

OVERDUE 8-14 Number of tickets that are 8-14 days past due.

OVERDUE 15-30	Number of tickets that are 15-30 days past due.
OVERDUE 31-45	Number of tickets that are 31-45 days past due.
OVERDUE 46-90	Number of tickets that are 46-90 days past due.
OVERDUE 91+	Number of tickets that are more than 91 days past due.
OVERDUE 46-60	Number of tickets that are 46-60 days past due.
OVERDUE 61+	Number of tickets that are more than 61 days past due.

ENDING AMT TICKETS DUE

OVERDUE 1-3	Dollar amount of tickets that are 1-3 days past due.
OVERDUE 4-7	Dollar amount of tickets that are 4-7 days past due.
OVERDUE 8-14	Dollar amount of tickets that are 8-14 days past due.
OVERDUE 15-30	Dollar amount of tickets that are 15-30 days past due.
OVERDUE 31-45	Dollar amount of tickets that are 31-45 days past due.
OVERDUE 46-90	Dollar amount of tickets that are 46-90 days past due.
OVERDUE 91+	Dollar amount of tickets that are more than 91 days past due.
OVERDUE 46-60	Dollar amount of tickets that are 46-60 days past due.
OVERDUE 61+	Dollar amount of tickets that are more than 61 days past due.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the sixth screen will appear, see Figure 17-9.

Summary Maintenance Look-up Screen #6 - RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Customer Data					
Deliveries: 769		Pickups: 8229			
Charge Offs:		Paid Outs: 1			
Inventory Data					
RemainBk Value: 587,268.16		Total Rental Inv Cost: 1101237.50			
IdleBook Value: 277155.03		Idle Rental Inv Cost: 435245.16			
Lost Rev InSrv:		Pastdue Dollars NbrIdleCOs:			
Overdue 1-4: 100.85		Overdue 5-7: 18.45		Overdue 8-15: 69.52	
Overdue 16+: 1318.78		Overdue 32+: 1209.37			
Nbr of Pastdue Tickets On Pickup					
Overdue 1-7:		Overdue 8-14:		Overdue 15-45:	
Overdue 46-90:		Overdue 91+:		Days Past Due:	
Other					
New RTO Rcvbls: 19.54-		Stolen Amts MIR:			
Lost Rev Date Moved 'N': 27.73-		Charge Off Amts MIR:			
Nbr 'Z' Chargeoffs:		Nbr 'Y' Chareoffs:			
Nbr 'D' Promos: 2		Nbr 'P' Promos:			
'D' Promos Amt: 31.67		'P' Promos Amt:			
New Money: 37.11		Process Waived:		Grp Amt Lost: 21.00	
StdRateOverridden:		Ideal\$ Overridden:		Term Overridden:	
F8-Prev				F10-Exit	

Figure 17- 9 Summary File Change Screen 6 - RTO

A quick review of the screen will give you the exact information needed. There are also numerous reports to print this data.

DELIVERIES Number of customers with deliveries posted today.

PICKUPS Number of customers with pickups posted today.

CHARGE OFFS Number of customers with charge offs posted today.

PAID OUTS Number of customers with paid outs posted today.

INVENTORY DATA

The following book value fields are populated based on “#Mths/Wks Used For Dep:” and “Depreciation File:” settings in Control Maintenance (CTRLMNT).

REMAINBK VALUE Book value of your current rental inventory.

TOTAL RENTAL INV COST Total cost for your entire rental inventory.

IDLEBOOK VALUE Book value of your idle inventory.

IDLE RENTAL INV COST Cost of your idle rental inventory.

LOST REV INSRV Amount of revenue that has been lost as of this day due to inventory being in service. (pro-rated daily rental).

NBRIDLECOS Number of idle inventory pieces that were charged off today.

PASTDUE DOLLARS

OVERDUE 1-4 Amount of money that is past due by 1-4 days.

OVERDUE 5-7 Amount of money that is past due by 5-7 days.

OVERDUE 8-15 Amount of money that is past due by 8-15 days.

OVERDUE 16+ Amount of money that is past due by more than 16 days but less than 32 days.

OVERDUE 32+ Amount of money that is past due by more than 32 days.

NBR OF PASTDUE TICKETS ON PICKUP

OVERDUE 1-7 Number of pickups that were 1-7 days past due.

OVERDUE 8-14 Number of pickups that were 8-14 days past due.

OVERDUE 15-45 Number of pickups that were 15-45 days past due.

OVERDUE 46-90 Number of pickups that were 46-90 days past due.

OVERDUE 91+ Number of pickups that were 91 or more days past due.

DAYS PAST DUE Number of days past due on agreements that were picked up today.

OTHER

NEW RTO RCVBLS The total difference between the beginning and ending receivable balance in customer (with existing agreements) payment receipt record for today.

STOLEN AMTS MIR Loss of expected Monthly Ideal Revenue for accounts closed as stolen (status Y) today.

LOST REV DATE MOVED "N" Revenue lost on due date changes in the "NEW" program (initial rental).

CHARGE OFF AMTS MIR Loss of expected Monthly Ideal Revenue for accounts closed as charged off (status Z) today.

NBR "Z" CHARGEOFFS Number of accounts closed as charge offs today.

NBR "Y" CHARGEOFFS Number of accounts closed as stolen today.

NBR "D" PROMOS	Number of free payment discounts given in rental payments.
NBR "P" PROMOS	Number of free payment discounts given when entering a NEW agreement.
"D" PROMOS AMT	Total Dollar amount of free payments on agreements when taking a rental payment today.
"P" PROMOS AMT	Total Dollar amount of free payments entered when adding a new agreement today.
NEW MONEY	Rental income collected on agreements with a contract date equal to current month.
PROCESS WAIVED	Amount of processing fees not collected (based on settings in Rent Control (RENTCTRL)) for this date.
GRP AMT LOST	Amount of GRP money not collected (based on settings in Rent Control (RENTCTRL)) for this date.
STDRATEOVERRIDDEN	Number of inventory pieces that the system generated rental rate was changed when adding a new agreement. (based on settings in Price Control (PRICECTL)).
IDEAL\$ OVERRIDDEN	Change in Monthly Ideal Revenue for inventory rented today, rate or term, overridden in NEW (based on settings in Price Control (PRICECTL)).
TERM OVERRIDDEN	Number of times the system generated term was changed when adding a new agreement. (based on settings in Price Control (PRICECTL)).

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the seventh screen will appear, see Figure 17-10.

Summary Maintenance Look-up Screen #7 - RTO

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Indicated BOR Data					
Deliveries:		Pickups:			
Charge Offs:		Paid Outs:			
Skips:		Early Buyouts:			
Discount Days Data					
D Promos:	44	P Promos:			
Skips:		Monthly Discount:			
Other Data					
Payments on Deliveries:	37.11	Commitments Entered:			
Free Pmts on Past Dues:	31.67				
Nbr Rto Agmts: Weekly:		Monthly:	32	Bi-Weekly/Semi-Monthly:	3149
RTO Cust Deposit Amt:	1,591.47				
Number Cash Refunds:		Amount Cash Refunds:			
Number Items Skipped:		Inc Fst Bk Val Skips:			
Items Idle 100+ Days:		Inc Fst Bk Val 100+ Idle:			
Customer Agmts New:	Current:	Existing:		Loss:	
Overdue Customers 1-10:	11-31:	32-59:		60+:	
Inv Covered By GRP:	CLUB:				
F8-Prev			F10-Exit		

Figure 17-10 Summary File Change Screen 7 - RTO**INDICATED BOR DATA**

The following indicated BOR fields are populated if you are maintaining the "# BOR Items:" in NEW (in most cases no longer used).

DELIVERIES Number of balance on rent (BOR) delivered.

PICKUPS Number of BOR pickups.

CHARGE OFFS Number of BOR charge offs.

PAID OUTS Number of BOR paid outs.

SKIPS Number of BOR skips.

EARLY BUYOUTS Number of BOR early buyouts for this date.

DISCOUNT DAYS DATA

D PROMOS Number of days rent not collected because of a free payment in Take Payments (RP).

P PROMOS Number of days rent not collected because of a free payment in NEW.

SKIPS Number of days past due on agreements closed today with a reason of skip (X).

MONTHLY DISCOUNTS Number of days given away using monthly payment discounts.

OTHER DATA

PAYMENTS ON DELIVERIES Amount collected on new deliveries today.

COMMITMENTS ENTERED Number of commitment dates entered today in Take Payments (RP) under the field "Enter a commitment date -or- F1 for commitment history."

FREE PMTS ON PAST DUES Amount paid using free payments on past due accounts.

NBR RTO AGMTS:

WEEKLY Total number of weekly agreements.

MONTHLY Total number of monthly agreements.

BI-WEEKLY/SEMI-MONTHLY Total number of bi-weekly or semi-monthly agreements.

RTO CUST DEPOSIT AMT Total dollars currently in the RTO deposit field on customer agreements.

NUMBER CASH REFUNDS Number of cash refunds for this date at this location.

AMOUNT CASH REFUNDS Dollar amount of cash refunds for this date at this location.

SKIPS NBR BKVAL INCFST/STRT LINE: Number of skipped items for this date at this location./Income forecast book value of skips. (Valid number only if income forecasting is turned on in Control Maintenance (CTRLRMNT)/Straight line book value of skips based on settings in Control Maintenance (CTRLMNT) field "#Mths/Wks Used For Dep:").

NUMBER ITEMS SKIPPED Number of skipped items for this date at this location.

INC FST BK VALUE SKIPS Income forecast book value of skips.

ITEMS IDLE 100+ DAYS Number of items that have been idle for more that 100 days at this location.

INC FST BK VALUE 100+ IDLE Income forecast book value of items idle for more than 100 days. (Valid number only if income forecasting is turned on in Control Maintenance (CTRLMNT)).

CUSTOMER AGREEMENT COUNTS

NEW	Number of RTO customers added to the system today and added a new agreement.
CURRENT	Number of RTO customers who currently have open agreements and added a new agreement today.
EXISTING	Number of RTO customers who currently did not have any open agreements and added a new agreement today.
LOSS	Number of RTO customers who closed an agreement today and have no other open agreements.
OVERDUE CUSTOMERS 1-10	Count of customers overdue 1-10 days.
11-31:	Count of customers overdue 11-31 days.
32-59:	Count of customers overdue 32-59 days.
60+	Count of customers overdue 60 days or more.
INV COVERED BY GRP	Count of inventory covered by GRP.
CLUB	Count of inventory covered by a club agreement.
BOTH	Count of inventory covered by both GRP & Club agreements.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N.

Summary Maintenance Look-up Screen #1 – SALES

Enter the number corresponding to the section you would like, see Figure 17-11. Based on the selection picked, you will now see a Summary Maintenance Look-up Screen. For this example, we selected #2 - SALES.

For this example,
selecting #2 SALES

↓

Enter Selection: █

1. RTO--Rent To Own
2. SALES
3. MOVIE
4. SERVICE
5. LOAN
6. RTR--Rent to Rent
7. FEE

F8-Prev F10-Exit

Figure 17-11 Enter Selection Screen for SUMMNT SALES

This is the look-up screen of all summary information for the specified date and store, see Figure 17-12.

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Sales					
Sales Amt: █	1350.44	Sale Tax Amt:	65.44	Sales Cost:	404.41
Sale Cash Amt:	1345.36	Sale Recv Amt:	1415.88-	Sale Trade In:	
Sale Discount:		Sale OverShort:	11481.55	Sale BnkDeposit:	13720.88
Inv On Hand:	43	RtoEarlyBuyout:	591.50	Sale RentalItem:	125.10
AR Down Pmts:		Cash Sale Cost:		Cash Sale Amt:	
#SerialInvSold:	1	ReturnAR InvAdj:			
Nbr AR Accts:	400	AR ContractBal:	97693.50	AR Interest Rec:	
Recv Received:	2239.33	AR NonCashRef:		RerentSales Cost:	59.81
Grp Insurance:		Insurance 1:		Insurance 2:	
Insurance 3:		Insurance 4:		Processing Fee:	
Return Ck Chg:		In HomeCollect:		Misc Charge:	
AR Late Recvd:		AR Late Earned:		AR Tax Amt:	
AR Invoice Amt:	1415.88-	AR Add Invoice:		AR Debit Amt:	
AR InterestAmt:		AR Insurance:		AR Bad Ck Amt:	
AR Payment Amt:	2239.33	AR Credit Amt:		AR Int Refund:	
AR Ins Refund:		AR Charge Off:		AR Flipped Amt:	
#AR Cr Accts:		AR Credit Bal:		Cash Sale Rerent:	125.10
# New AR Accts:		#AR Repos/RNC:	/	# AR Chargeoffs:	
# AR Pay Offs:		# AR Customers:		AR Mo \$ Proj:	

F8-Prev F10-Exit

Figure 17-12 Summary File Change Screen 1 - SALES

The following fields will populate based on the setting in the field "Cnt Sale:" in Control Maintenance (CTRLMNT).

SALES AMT	Dollar amount in sales for this date.
SALE TAX AMT	Amount of sales tax posted.
SALES COST	Cost of goods sold for type S inventory and remaining book value for type O and R rental inventory.
SALES CASH AMT	Total sales and tax posted to sales income today.
SALE RECV AMT	Total sales and tax posted to Accounts Receivable today.
SALE TRADE IN	Dollar amount posted on trade ins.
SALE DISCOUNT	Dollar amount given in discounts on sales.
SALE OVERSHORT	Dollar amount the cash drawer was over or short on sales.
SALE BNKDEPOSIT	Dollar amount of bank deposit for sales.
INV ON HAND	Quantity of sale (type S) inventory items in stock.
RTOEARLYBUYOUT	Dollar amount posted to RTO early buyouts.
SALE RENTALITEM	Dollar amount of the sale of RTO (type O or R) inventory.
AR DOWN PMTS	Dollar amount of down payments posted to a new Account receivable agreement created from today's sales.
CASH SALE COST	Cost of goods sold (book value for rental inventory) for all cash sales today.
CASH SALE AMT	Dollar amount of cash sales that were paid in full by cash, check or credit card.
#SERIALINVSOLD	Number of serialized inventory pieces sold on this date.
RETURNAR INVADJ	This field will only be populated if "Cost on AR Return Indr" in Sales Control (SALECTRL) is set to 1 for percent of agreement paid.
NBR AR ACCTS	Number of open Accounts Receivable agreements as of this date.
AR CONTRACTBAL	Current balance for all Accounts Receivable agreements as of this date.
AR INTEREST REC	Dollar amount posted to Misc Chg Type #6 AR Interest on an AR payment made today.

RECV RECEIVED Payments made to Account Receivable agreement balance today.

AR NONCASHREF Total PMTFORM #5, non-cash refund payments made to Accounts Receivable agreements today.

RERENTSALES COST Cost of goods sold (book value) for type O and R inventory sold today.

The following insurance fields are populated based on the individual settings in Payment Forms (PMTFORMS) for “AR Payment Form: Y” types.

GRP INSURANCE Dollar amount posted for GRP Insurance.

INSURANCE 1 Amount posted to a new AR agreement today.

INSURANCE 2 Amount posted to a new AR agreement today.

INSURANCE 3 Amount posted to a new AR agreement today.

INSURANCE 4 Amount posted to a new AR agreement today.

PROCESSING FEE Dollar amount posted as Misc Chg Type 3 “processing fee” on AR payments made today.

RETURN CK CHG Dollar amount posted as Misc Chg Type 4 “returned check charges” on AR payments made today.

IN HOMECOLLECT **IN HOMECOLLECT** Dollar amount posted to Misc Chg Type 5 “in-home collection fee” on AR payments made today.

MISC CHARGE Dollar amount posted as Misc Chg Type 0 “miscellaneous charge” on AR payments made today.

AR LATE RECVD Dollar amount posted as late charges on AR payments made today.

AR LATE EARNED This field will populate with late fees that are generated from a billing program run on this date for revolving accounts receivables.

AR TAX AMT Total taxes collected for fees paid today on AR payments.

AR INVOICE AMT Total AR payment type I payments added today.

AR ADD INVOICE Total AR payment type F, G & A payment amounts added to an existing AR today.

AR DEBIT AMT Total debits created in sale and RP for AR accounts.

AR INTERESTAMT Total interested booked for sales Accounts receivable contracts.

AR INSURANCE	Total AR insurance amounts booked today.
AR BAD CK AMT	AR bad check amount.
AR PAYMENT AMT	Dollar amount taken in on this date as AR payments.
AR CREDIT AMT	Total payments made to AR today.
AR INT REFUND	AR interest refunded today.
AR INS REFUND	AR insurance refunded today.
AR CHARGE OFF	AR amount of charged off today.
AR FLIPPED AMT	AR Amount put on a flip record today.
# AR CR ACCTS	Number of open Special Credit AR tickets.
AR CREDIT BAL	Special Credit AR ticket balances.
CASH SALE RERENT	Dollar amount of cash sales of previous rented RTO items.
# NEW AR ACCTS	Number of new Accounts Receivable contracts today.
# AR REPOS/RNC	Number of Accounts Receivable contracts that were closed as repossession and refund and cancel today.
# AR CHARGEOFFS	Number of Accounts Receivable contracts closed as charge offs today.
# AR PAY OFFS	Number of Accounts Receivable contracts closed as pay offs.
# AR CUSTOMERS	Number of Customers with Accounts Receivable contracts.
AR MO \$ PROJ	Projected monthly income for open accounts receivable contracts.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the second screen will appear, see Figure 17-13.

Summary Maintenance Look-up Screen #2 – SALES

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Pending Sales/AR +/- Amts for Today					
Layaway		Stock		Special Order	
Pend Sale AmtL:		Pend Sale AmtS:		Pend Sale Amt0:	
Pend Cost AmtL:		Pend Cost AmtS:		Pend Cost Amt0:	
Pend Recv AmtL:		Pend Recv AmtS:		Pend Recv Amt0:	
PendArDepositL:		PendArDepositS:		PendArDeposit0:	
Pending Sales/AR +/- Amts for Today					
Pend Sales Tax:		Pend SaleTrade:		Pend Sale Disc:	
Pend ArGRP/Ins:		PendArInterest:		3rdPartyDeposit	
Pending Sales/AR Balances					
Layaway		Stock		Special Order	
PendArDepositL:		PendArDepositS:		PendArDeposit0:	1851.26
PendArContBalL:		PendArContBalS:		PendArContBal0:	1255.95
#Pend ArAcctsL:		#Pend ArAcctsS:		#Pend ArAccts0:	1
# Pend Sales:	3				
Pend Sale Bal:	2254.58	PendSaleTaxBal:	138.21	Pend Trade Bal:	
Pend Disc Bal:		PendGrp/InsBal:		PendInterestBal:	
F8-Prev				F10-Exit	

Figure 17-13 Summary File Change Screen 2 - SALES**PENDING SALES/AR +/- AMTS FOR TODAY**

The following fields are populated if the setting "Cnt Sale" is set to Y, (Count Sale of STOCK, SPEC ORDER, LAYAWAY Only On Delivery) in Control Maintenance (CTRLMNT).

LAYAWAY

PEND SALE AMTL A positive dollar amount indicates Sales today with layaway items sold but not yet delivered. A negative figure indicates layaway sale delivered today. Total amount is net.

PEND COST AMTL Net cost of model numbers of inventory sold as layaway today but not yet delivered. Positive amount new sale today, negative amount sale delivered today.

PEND RECV AMTL Net total dollars (sales + tax) of sales today with layaway items. Negative is new not yet delivered layaway sale today, positive is delivered layaway sale today.

PENDARDEPOSITL The net total dollars of deposit (sales + tax) of sales today with layaway items. Positive is new layaway sale today, negative is a delivered layaway sale today.

STOCK

PEND SALE AMTS A positive dollar amount indicates Sales today with stock items sold but not yet delivered. A negative figure indicates stock sale delivered today. Total amount is net.

PEND COST AMTS Net cost of model numbers of inventory sold as stock today but not yet delivered. Positive amount new sale today, negative amount sale delivered today.

PEND RECV AMTS Net total dollars (sales + tax) of sales today with stock items. Negative amount is new stock sale today, positive amount is delivered stock sale today.

PENDARDEPOSITS The net total dollars of deposit (sales + tax) of sales today with stock items. Positive is new stock sale today, negative is a delivered stock sale today.

SPECIAL ORDER

PEND SALE AMTO A positive dollar amount indicates Sales today with special order items sold but not yet delivered. A negative figure indicates special order sale delivered today. Total amount is net.

PEND COST AMTO Net cost of model numbers of inventory sold as special order today but not yet delivered. Positive amount new sale today, negative amount sale delivered today.

PEND RECV AMTO Net total dollars (sales + tax) of sales today with special order items. Negative amount is new special order sale today, positive amount is delivered special order sale today.

PENDARDEPOSITO The net total dollars of deposit (sales + tax) of sales today with special order items. Positive is new special order sale today, negative is a delivered special order sale today.

PENDING SALES/AR +/- AMTS FOR TODAY

The following fields deal with fees and discounts for Layaway, Stock and Special order sales combined. A positive figure indicates new sale not yet delivered today, a negative amount is pending sale delivered today. The total is net.

PEND SALES TAX Pending sales tax.

PEND SALETRADE Pending sales trade in.

PEND SALE DISC Pending sales discounts.

PEND ARGRP / INS Pending AR GRP insurance.

PENDARINTEREST Pending AR interest balance.

3RDPARTYDEPOSIT Reserved for future use.

PENDING SALES/AR BALANCES

The following fields represent the total balances of sales not yet delivered in each of the pending sale categories.

LAYAWAY

PENDARDEPOSITL Pending layaway AR deposit.

PENDARCONTBALL Pending layaway AR Contract Balance.

#PENDARACCTSL Pending layaway AR Accounts.

STOCK

PENDARDEPOSITS Pending stock AR deposit.

PENDARCONTBALS Pending stock AR Contract balance.

#PEND ARACCTSS Number of pending stock AR Accounts.

SPECIAL ORDER

PENDARDEPOSITO Pending special order AR Deposit.

PENDARCONTBALO Pending special order AR Contract balance.

#PENDARACCTSO Pending special order AR Accounts.

The following fields deal with total sales not yet delivered in all categories.

PEND SALES Total number of sales not yet delivered.

PEND SALE BAL Current Balance of all sales not yet delivered.

PEND DISC BAL Total Discounts dollars of all sales not yet delivered.

PENDSALETAXBAL Total sales tax of all sales not yet delivered.

PENDGRP/INSBAL Total dollars in GRP/Insurance of all sales not yet delivered.

PEND TRADE BAL Total dollars trade-in balances of all sales not yet delivered.

PENDINTERESTBAL Total dollars of interest for all sales not yet delivered.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, the third screen will appear, see Figure 17-14.

Summary Maintenance Look-up Screen #3 - SALES

Hr: 17 Min: 20		Summary File Change		01/07/05	
Date: 12/01/03		Store: 1		Salesman:	
Monthly Overdues					
Overdue 1-7: █		Overdue 8-18:		Overdue 19-42:	
Overdue 43 Over:		Legal:			
Weekly Overdues					
Overdue 1-7:		Overdue 8-18:		Overdue 19-42:	
Overdue 43 Over:		Legal:			
Cred Amt on Clsd:		LayawayConvAmt:		OverdueDue Tmw:	
Special Sale Amt:		SpecSale 2 Ttl:		SpecSale 2 Rev:	
F8-Prev		F10-Exit			

Figure 17-14 Summary File Change Screen 3 - SALES

The following fields refer to Accounts Receivable Contracts.

MONTHLY OVERDUES

The following fields are a past due break out of Accounts Receivable contracts that have a monthly payment term.

OVERDUE 1-7	Number of contracts that are overdue 1-7 days.
OVERDUE 8-18	Number of contracts that are overdue 8-18 days.
OVERDUE 19-42	Number of contracts that are overdue 19-42 days.
OVERDUE 43 OVER	Number of contracts that are overdue by 43 days or more.
LEGAL	Number of past due contracts with a pending charge off customer type as designated in the field "Pending ChgOff type:" in Control Maintenance (CTRLMNT).

D TMW: Number of contracts with payments coming due tomorrow.

WEEKLY OVERDUES

The following fields are a past due break out of Accounts Receivable contracts that have weekly payment term.

OVERDUE 1-7	Number of contracts that are overdue 1-7 days.
OVERDUE 8-18	Number of contracts that are overdue 8-18 days.
OVERDUE 19-42	Number of contracts that are overdue 19-42 days.
OVERDUE 43 OVER	Number of contracts that are overdue by 43 days or more.
LEGAL	Number of past due contracts with a pending charge off customer type as designated in the field "Pending ChgOff type:" in Control Maintenance (CTRLMNT).
D TMW:	Number of contracts with payments coming due tomorrow

The following fields are a break out of all accounts receivable contracts.

CRED AMT ON CLSD	Dollar amount written off on closed accounts.
LAYAWAYCONVAMT	Dollar amount that was converted from a layaway agreement to an AR agreement.
OVERDUE DUE TMW	Number of contracts that will be overdue tomorrow.
SPECIAL SALE AMT	If you have special sale types set up in Control Maintenance (CTRLMNT), this field will show the dollar amount taken in from these sales for this date.
SPECSALE 2 TTL	If you have special sale types set up in Control Maintenance (CTRLMNT), this field will show the total dollar amount taken in from these sales for this date.
SPECSALE 2 REV	If you have special sale types set up in Control Maintenance (CTRLMNT), this field will show the net revenue taken in from these sales for this date.
NBR WKLY CONT	Number of contracts that have a weekly payment frequency.
NBR MTHLY CONT	Number of contracts that have a monthly payment frequency.

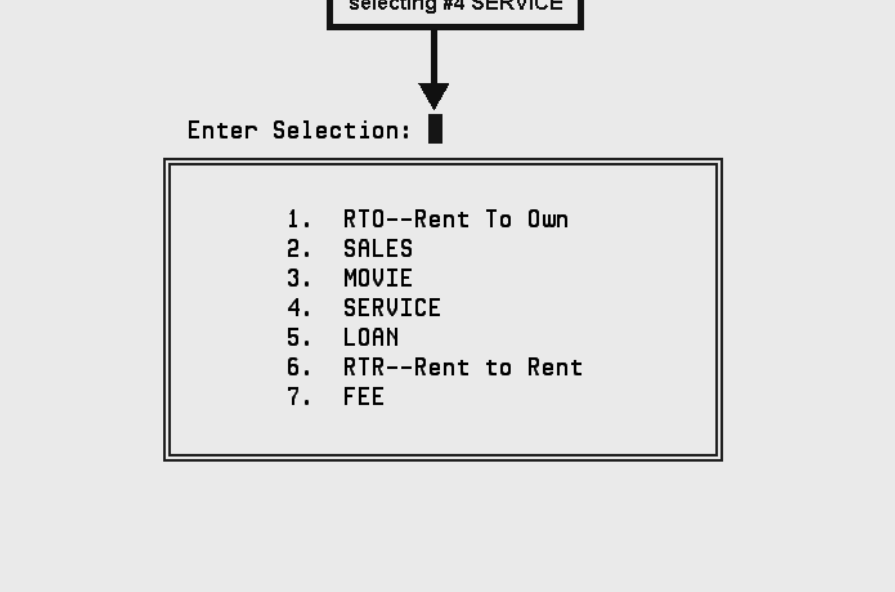
NBR WKLY LGL Number of contracts that have a weekly payment frequency in the legal category.

NBR MTHLY LGL	Number of contracts that have a monthly payment frequency in the legal category.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no.

Summary Maintenance Look-up Screen #1 – SERVICE

Enter the number corresponding to the section you would like, see Figure 17-15. Based on the selection picked, you will now see a Summary Maintenance Look-up Screen. For this example, we selected #4 - SERVICE.



The screenshot displays a terminal window with a title bar 'F8-Prev'. At the top, a box contains the text 'For this example, selecting #4 SERVICE'. An arrow points down to the text 'Enter Selection: ' followed by a cursor. Below this is a list of seven options: 1. RTO--Rent To Own, 2. SALES, 3. MOVIE, 4. SERVICE, 5. LOAN, 6. RTR--Rent to Rent, and 7. FEE. At the bottom right, the text 'F10-Exit' is visible.

```
For this example,
selecting #4 SERVICE

Enter Selection: █

1.  RTO--Rent To Own
2.  SALES
3.  MOVIE
4.  SERVICE
5.  LOAN
6.  RTR--Rent to Rent
7.  FEE

F10-Exit
```

Figure 17-15 Enter Selection Screen for SUMMNT SERVICE

This is the look-up screen of all summary information for the specified date and store, see Figure 17-16.

```

Hr: 17 Min: 20          Summary File Change          01/07/05
      Date: 12/01/03      Store:      1      Salesman:
                          Service
Misc Srvc Chg 1: ■      Misc Srvc Chg 2:      Service Sales:
      SRV Discount:      SRV Tax Amt:      SRV Labor Amt:
SRV Freight Amt:      Cleaning Amt:      Trip Charge:
SRV DeliveryAmt:      Sales Cost Amt:

```

Figure 17-16 Summary File Change Screen 1 - SERVICE

MISC SRVC CHG 1 This field will be populated from service tickets closed out today based on the description under the heading Miscellaneous #1 in SDPARAMS.

MISC SRVC CHG 2 This field will be populated from service tickets closed out today based on the description in SDPARAMS under the heading Miscellaneous #2.

SERVICE SALES Dollar amount of cash sales generated in the SERVICE module.

SRV DISCOUNT Dollar amount posted in the field "Less Discount:" on service tickets closed out today.

SRV TAX AMT Dollar amount posted in the field "Total Taxes:" on service tickets closed out today.

SRV LABOR AMT Dollar amount posted in the field "Total Labor:" on service tickets closed out today.

SRV FREIGHT AMT Dollar amount posted in the field "Freight Charge:" on service tickets closed out today.

CLEANING AMT	Dollar amount posted in the field "Cleaning:" on service tickets closed out today.

TRIP CHARGE Dollar amount posted in the field "Trip Charge:" on service tickets closed out today.

SRV DELIVERYAMT Dollar amount posted in the field "Delivery Charge:" on service tickets closed out today.

SALES COST AMT Cost of goods sold of items on service tickets closed out today.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no.

Summary Maintenance Look-up Screen #1 – FEE

Enter the number corresponding to the section you would like, see Figure 17-17. Based on the selection picked, you will now see a Summary Maintenance Look-up Screen. For this example, we selected #7 – FEE.

For this example,
selecting #7 FEE

Enter Selection: █

- 1. RTD--Rent To Own
- 2. SALES
- 3. MOVIE
- 4. SERVICE
- 5. LOAN
- 6. RTR--Rent to Rent
- 7. FEE

F8-Prev F10-Exit

Figure 17-17 Enter Selection Screen for SUMMNT FEE

This is the look-up screen of all summary information for the specified date and store, see Figure 17-18.

```

Hr: 17 Min: 20          Summary File Change          01/07/05
      Date: 12/01/03          Store: 1          Salesman:
                          Fees
  Airtime Pmts:          Club Fee Pmts:          Other Fee Pmts:
#Airtime Cont:          #Club Fee Cont:          #Other Fee Cont:
  Airtime Proj:          Club Fee Proj:          Other Fee Proj:
#Airtime ODue:          #Club Fee ODue:          #Other Fee Odue:
  Airtime ODue:          Club Fee ODue:          Other Fee Odue:
  AT Activated:          Club Surcharge:
AT DeActivated:
      Key2 Date: 12/01/03          Key2 Store: 1          Key2 Salesman:

```

Figure 17-18 Summary File Change Screen 1 -FEE

FEES

AIRTIME PMTS	Dollar amount of airtime payments..
CLUB FEE PMTS	Dollar amount of club fee payments.
OTHER FEE PMTS	Dollar amount of other fee payments.
#AIRTIME CONT	Number of airtime contracts.
#CLUB FEE CONT	Number of club fee contracts.
#OTHER FEE CONT	Number of other fee contracts.
AIRTIME PROJ	Projected monthly income for airtime fees.
CLUB FEE PROJ	Projected monthly income for club fees.
OTHER FEE PROJ	Projected monthly income for other fees.
#AIRTIME ODU	Number of Airtime tickets that are overdue as of this date.
#CLUB FEE ODU	Number of Club Fee tickets that are overdue as of this date.
#OTHER FEE ODU	Number of Other Fee tickets that are overdue as of this date.
AIRTIME ODU	Airtime dollars overdue.

CLUB FEE ODUE Club Fee dollars overdue.

OTHER FEE ODUE Other fee dollars overdue.

AT ACTIVATED Number of new airtime agreements opened.

CLUB SURCHARGE Club Agreement surcharge amounts.

AT DEACTIVATED Number of airtime agreements closed.

KEY2 DATE Today's date.

KEY2 STORE Current location.

KEY2 SALESMAN Reserved for future use.

When all the data is reviewed, press the F9 key. You will be prompted "Any More Changes: N". Press the ENTER key to accept the default of N for no, see Figure 17-19.

Enter Selection: █

1.	RTO--Rent To Own
2.	SALES
3.	MOVIE
4.	SERVICE
5.	LOAN
6.	RTR--Rent to Rent
7.	FEE

F8-Prev F10-Exit

Figure 17-19 Enter Selection Screen for SUMMNT

Press the F8 key three times to back out to a menu if you started from a menu, or press the F10 key to get the command line, enter MENU to return to a MENU.

Chapter 18 - Printing Customers - CPRTA

This program is used to produce a detailed report on closed and/or current customers. To get into this program, select Customer Reports - CPRTA off the Sales Reports Menu, or press the F10 key off of any menu and at the command line, type in "CPRTA" and 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 the ENTER key to accept the default of N.

The report option screen will be displayed, see Figure 18-1. Select account type of 2 to report on AR sale customers.

```

      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 5) BATCH AUDIT 6) ROAD REP RECAP
  
```

Figure 18- 1 Print Customer Report Screen

```

      PRINT CUSTOMER REPORT
      FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
      REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
      SELECT BY LOC OR LOC GROUPS: N

      SORT BY LOCATION: Y
      SELECT BY: Y
      ACCT MGRS: 1    2    3    4    5    6    7    8    9    10
      SORT BY SALESMAN/ACCT MGRS: Y
      SELECT BY CUST TYPE: N
      SELECT BY AGMT/CONT TYPE: N
      CURRENT/CLOSED CUSTOMERS: 1
      SELECT FLOOR PLAN AGENT: N
      STARTING AGMT/CONT DATE:
      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:      RE-OPENED TICKET INDR: I
      SELECT BY ZIP/MODEL/DESC/ADV C: N

      WANT BIRTHDAY REPORT: N
      ENTER AN "N" OR A "Y"

```

Figure 18- 2 Print Customer Report Screen after selecting through all fields

Figure 18-2 is a comprehensive view of the Customer Report Screen after you have entered and selected various options for the choices present to determine how you want your Customer Report to print. Each choice is explained here.

FORMAT Options will be displayed on the bottom of the screen. The choices are:

1) One Line – This will print one line per agreement with the following information on each agreement:

- a) Customer #
- b) Customer Name
- c) Ticket #
- d) Store #
- e) Account Manager #
- f) Payment Term
- g) Last Paid Date
- h) Next Due Date
- i) Agreement Balance
- j) Payment Amount
- k) GRP Amount
- l) ESP Amount
- m) Tax Amount
- n) Total Due
- o) Will include comments and inventory if comments and inventory are chosen in criteria screen.

2) Three Line – This report gives what the one line report shows plus:

- a) Street address
- b) City
- c) State

- d) Zip Code
- e) Phone Number
- f) Times Late
- g) #BOR Items (indicated)
- h) Terms
- i) Birthday
- j) Social Security number

3) One Line #2- This will print one line per agreement with the following information on each agreement:

- a) Customer #
- b) Ticket #
- c) Name
- d) Address
- e) Agreement Date
- f) Last Paid Date
- g) Next Due Date
- h) Inventory Description
- i) Account Manager #
- j) Payment Amount
- k) GRP Amount
- l) Tax Amount
- m) Balance

4) One Line #3 - This will print one line per agreement with the following information on each agreement:

- a) Customer #
- b) Name
- c) Address
- d) Work Phone
- e) Home Phone
- f) Social Security #
- g) Drivers License #
- h) Brief Description of Inventory (if a rental agreement)

PRINT COMMENTS Do you want the report to print any comments that might be on the customer record? This prompt defaults to Y for yes. If you accept the default, this prompt will change to "ONLY COMMENTS". ONLY COMMENTS defaults to N for no. If you change ONLY COMMENTS to Y, this gives you the option to run only those customers with comments on their record. The comments printed here are located on the first page of comments in the Take Payments (RP) screen.

PRINT INVENTORY Do you want the inventory on each agreement 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.

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 by customer's last name in alphabetical order.

2) Account Number - Select this if you want the report to print out in numerical order by Account Number/Customer 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 as RTO and/or RTR customers.

2) AR Accounts (Accounts Receivable) Report will print only accounts that were established using the program "SALE" with an accounts receivable (AR) payment form.

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). 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 combined report or have the report separated by store.

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

SELECT BY This option allows you to run the report by particular salesmen account managers or employee number. If all salesmen, account managers and employee numbers 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/Acct Mgr/Input Emp Nbr". Your options will be displayed on the bottom of the screen: **1) SALESMAN, 2) ACCT MGR, 3) INPUT EMP NBR** (the employee who entered the agreement into the computer). Enter the number next to the option you want. The prompt will then change and read "SALESMAN", "ACCT MGRS" or "INPUT EMP NBR" depending on the option you chose. You may then select up to ten salesmen, account managers or employee numbers (if selecting by salesmen, account manager or employee numbers, use a 5 digit number in this field, for example, 00001). If you have selected more than one salesman, account manager, employee number, you will see the prompt "**SORT BY SALESMAN / ACCT MGRS**".

SORT BY SALESMAN / ACCT MGR Prompt default is N for no. If this is answered with a Y for yes, this prompt allows you to run the report by particular salesman, account manager, or employee number if you had selected

by salesmen, account manager, or employee number respectively. If you have not selected by one of these options and left the SELECT BY field as N; if you enter Y for yes in this SORT BY field, the default sort for this section is by salesman.

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. 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). After you have selected Y, 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 Prompt default is “1” for current customers. Options are listed on the bottom of the screen. Type in the number next to the option you want.

1) Current Customers – This will give you customers that have an open agreement.

2) Closed Customers – This will give you customers that have a closed agreement.

3) Current and Closed Customers – This will give you customers that have both, open and closed agreements.

If you chose option 1 Current Customers:

1) Current Customers Report

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: N

  SORT BY LOCATION: Y
  SELECT BY: Y
  ACCT MGRS: 1    2    3    4    5    6    7    8    9    10
SORT BY SALESMAN/ACCT MGRS: Y
  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 1 ← Current Customers
  SELECT FLOOR PLAN AGENT: N
  STARTING AGMT/CONT DATE:
  SUMMARIZE BY ZIP: N      BY CUST TYPE: N  TAX IN BALANCES: N
  TOTALS ONLY: N          PAYOFF CUSTS: N
  SELECT BY BALANCE DUE: N
  CALCULATE PROJECTIONS: N
  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  ONLY ESP ACCTS: N
  SINGLE TICKS ONLY: N
  RE-OPENED TICKET INDR: I

  WANT BIRTHDAY REPORT: N
  ENTER AN "N" OR A "Y"

```

Figure 18- 3 Print Customer Report Option 1 Current Customers

The following are the fields that follow this prompt change shown in Figure 18-3.

INSURANCE RPT Accept the default of (N)o or ENTER A Y TO SELECT THE INSURANCE EXPIRATION REPORT, if you have insurance information in Customer Maintenance (RCUSTOMT) under the F7 car info field, only customers with open agreements whose insurance is about to expire will be on this report. If answered with a Y the next prompt will be date range to use for expiration dates.

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 agreements established in June 2004, you would use:
 Starting Agmt/Cont Date: 06/01/04
 Ending Date: 06/30/04
 If you want all open agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

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 option, there will be 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? Default is N for no. If answered Y for yes, the report will include taxes in the balances.

TOTALS ONLY Defaults to N for no. If answered Y for yes, the report will print a summary page only for each location showing Total Tickets This Location, Indicated BOR and Receivables and then a total for all locations on report combined. If you answer Y to summarize by Zip code or Customer code the report will print the summary page for those selections.

PAYOFF CUSTS By entering a Y for yes, the report will select only customers that will payoff in an entered number of months. You will now be prompted “# **Mnths till payout**”. Defaults to 1 month. 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 as 03.

SELECT BY BALANCE DUE Default is N for no. If answered Y for yes, 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 Default is N for no. Enter a Y for yes, if you want the report to show only agreements with ESP (Extended Service Policy) amounts.

CALCULATE PROJECTIONS Defaults to N for no. If answered Y for yes, you will be prompted with “PROJECTION FACTOR” for weekly term agreements. 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 number of weekly payments you want to use to calculate the monthly income projection. 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 TICKETS ONLY Do you want the report to print only those customers with one open agreement? Default is N for no. If you change to Y for yes, the report will print customers with single tickets only.

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. The report will begin with the entered name and continue through the end of the alphabet.

RE-OPENED TICKET INDR When tickets are re-opened, they are marked as re-opened. These options allow you to exclude or include them, or just look at re-opened tickets.

E = Exclude Re-Opened Tickets

O = Only Re-Opened Tickets

I = Include Re-Opened Tickets

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 for no. If you want to specify any of these things, type Y for yes in this field. 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 – 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

(4) Select by Advertising Code – prompts for up to ten advertising codes.

WANT BIRTHDAY REPORT Enter a Y for yes, if you want a report showing the birthday of your customers. If this prompt is answered with a Y for yes, you will see the prompts: **Month** so you can enter the month you want birthdays from. **Starting Day** so you can enter the earliest day of that month you want used. **THRU** to enter the latest day of that month you want used.

Press the F9 key. You will then be prompted for “Any More Changes”. When this is answered with a N for no, the report will begin counting and will print to the printer or file pathname you specified.

If you chose option 2 Closed Customers:

2) Closed Customers Report

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: Y      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
SELECT BY LOC OR LOC GROUPS: N

  SORT BY LOCATION: Y
  SELECT BY: Y
  ACCT MGRS: 1    2    3    4    5    6    7    8    9    10
SORT BY SALESMAN/ACCT MGRS: Y
  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 2
  STARTING CLOSED DATE:
  STARTING AGMT/CONT DATE:
  SELECT BY CLOSED REASON: N
  CALCULATE PROJECTIONS: N
  ONLY FORESIGHT WARRANTY AGMTS: N
  RECEIVABLES WRITE OFF REPORT: N
  STARTING LAST NAME:
SELECT BY ZIP/MODEL/DESC/ADV C: N

  ENDING DATE: 12/31/79
  ENDING DATE: 12/31/79

  TOTALS ONLY: N
  ONLY ESP ACCTS: N
  ONLY ACCOUNTS W/O OPEN TICKETS: N
  RE-OPENED TICKET INDR: I

WANT BIRTHDAY REPORT: N
ENTER AN "N" OR A "Y"
  
```



Figure 18- 4 Print Customer Report Screen selecting closed customers

The following are the fields that follow this prompt change shown in Figure 18-4.

STARTING CLOSED DATE

ENDING DATE

Enter the starting and ending closed date for the customer agreements you want to see on this report. For example, if you want all agreements closed in June 2004, you would use:

Starting Agmt/Cont Date: 06/01/04

Ending Date: 06/30/04

If you want all closed agreements, no matter when they were closed accept the defaults with the beginning date blank and the ending date as 12/31/79.

STARTING AGMT/CONT DATE

ENDING DATE

Enter the starting and ending open dates for the time period you want this report to show. For example, if you want all agreements that were also opened in June 2004, you would use:

Starting Agmt/Cont Date: 06/01/04 Ending Date: 06/30/04

If you want all agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

SELECT BY CLOSED REASON

If you want the report to print closed accounts regardless of the reason they were closed, press ENTER. 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. The following are the reasons:

- 1) REFUND & CANCEL
- 2) PAYOUT SATISFACTORY
- 3) PAYOUT UNSATISFACTORY
- 4) REQUEST PICKUP
- 5) REPOSSESS
- 6) SKIP
- 7) STOLEN
- 8) CHARGE OFF
- 9) EARLY BUYOUT

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. This will give you the amount of RTO receivables that was left on a customer that now is closed.

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. The report will begin with the entered name and continue through the end of the alphabet.

RE-OPENED TICKET INDR When 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 a Y for yes. 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** – 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
- (4) **Select by Advertising Code** – prompts for up to ten advertising 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 an N for no, the report will begin counting and will print to the printer or file pathname you gave.

If you chose option 3 Current and Closed Customers:

3) Current and Closed Customers Report

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 1
  SELECT BY LOC OR LOC GROUPS: N

  SORT BY LOCATION: Y
  SELECT BY: Y
  ACCT MGRS: 1    2    3    4    5    6    7    8    9    10
  SORT BY SALESMAN/ACCT MGRS: Y
  SELECT BY CUST TYPE: N
  SELECT BY AGMT/CONT TYPE: N
  CURRENT/CLOSED CUSTOMERS: 3
  WANT RENTAL ACTIVITY REPORT: N  USE ZIP FOR LOC: N
  STARTING AGMT/CONT DATE:      ENDING DATE: 12/31/79
  STARTING CLOSED DATE:        ENDING DATE: 12/31/79

  STARTING LAST NAME:          RE-OPENED TICKET INDR: I
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  WANT BIRTHDAY REPORT: N
  ENTER AN "N" OR A "Y"
  
```

Figure 18-5 Print Customer Report Screen selecting current and closed Customers

The following are the fields that follow this prompt change shown in Figure 18-5.

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 balance on rent (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 digits of the zip code instead of the store location for sorting. Answer Y for yes, if this is how you want the report sorted. Answer N for no, 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 for no. 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

ENDING DATE

Enter the starting and ending dates for the time period you want this report to show. For example, if you want all agreements established in June 2004, you would use the dates:

Starting Agmt/Cont Date: 06/01/04

Ending Date: 06/30/04

If you want all agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

STARTING CLOSED DATE

ENDING DATE

Enter the starting and ending dates for the time period you want this report to show. For example, if you want agreements closed in June 2004, you would use the dates:

Starting Closed Date: 06/01/04

Ending Date: 06/30/04

If you want all agreements, no matter when they were closed, accept the defaults with the beginning date blank and the ending date as 12/31/79.

STARTING LAST NAME If you want all customers printed, press ENTER. 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 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 Y for yes. 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 – 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

(4) Select by Advertising Code – prompts for up ten advertising 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 for yes, 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 an N for no, the report will begin counting and will print to the printer or file pathname you specified.

Example CPRTA Reports

Current Customer List

The customer list is an alphabetical printout of all current accounts, separated by store.

If you run the default report for one location only and select open AR accounts, you will get a comprehensive customer list with information on this report that can be used to manually accept payments and allow your staff to work with customers if the system is not available, see Figures 18-6 and 18-7. There are many ways to tailor this report to your business' specifications.

```

      PRINT CUSTOMER REPORT
      FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
      REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N      ACCT TYPE: 2
SELECT BY LOC OR LOC GROUPS: Y
      LOCATIONS: 1      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:
      SUMMARIZE BY ZIP: N      ENDING DATE: 12/31/79
      TOTALS ONLY: N      BY CUST TYPE: N      TAX IN BALANCES: N
      SELECT BY BALANCE DUE: N      PAYOFF CUSTS: N
      CALCULATE PROJECTIONS: N      ONLY ESP ACCTS: N
      STARTING LAST NAME:      SINGLE TICKS ONLY: N
      SELECT BY ZIP/MODEL/DESC/ADV C: N      RE-OPENED TICKET INDR: I

      WANT BIRTHDAY REPORT: N
      ENTER AN "N" OR A "Y"
  
```

Figure 18- 6 Print Customer Report Screen for store customer list Screen

RUN DATE: 12/08/06		RSSS APPLIANCES										PAGE: 1	
TIME:12:42:45		CURRENT AR CUSTOMERS BY CUSTOMER NAME											
		LOCATION: (1) RSSS APPLIANCES #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	DUE	
2001618	AARON, PEGGY	10040785	1	901	W	11/28/06	12/05/06	285.94	9.86	0.00	0.00	0.81	10.67
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CNT #		AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
EATOS3D43HT	R 00995	48122	STEREO			12/27/05		78 WEEKS	769.08		9.86		

2002698	ABNEY, JOHN	10040838	1	2	W	11/28/06	11/30/06	956.76	14.07	2.11	0.00	1.16	17.34
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CNT #		AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
EPTOS32A32	R 10258298	45997	PORTABLE TV			9/21/06		78 WEEKS	1,097.46		14.07		

3001116	ANDREWS, KAY	10030564	1	901	W	11/28/06	9/22/05	29.99	5.00	0.00	2.47	37.46	
PATRICIA 772-464-3514													
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CNT #		AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
EBTOS50A61	N 56667464	45712	BIG SCREEN			3/15/03		130 WEEKS	3,898.70		29.99		

3001116	ANDREWS, KAY	10039356	1	901	W	11/28/06	7/10/05	33.91	1.00	0.15	0.00	0.08	1.23
PATRICIA 772-464-3514													
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CNT #		AGMT/CNT PERIODS	AGMT/CNT AMT		PMT AMT		
FOBER6380	R 47998	47998	COMPUTER DESK			11/20/04		67 WEEKS	67.00		1.00		

Figure 18- 7 Snapshot of resulting store sales customer list report

Current Customer Report by Zip Code

This summary report is available to give you an indication of what zip code areas are important to each store. It has many uses in collection, scheduling, projections and advertising areas. See Figures 18-8 and 18-9.

```

PRINT CUSTOMER REPORT
  FORMAT: 1      ONLY COMMENTS: N      PRINT INVENTORY: Y
  REPORT ORDER: 1  ONLY 1 ITEM TICKETS: N  ACCT TYPE: 2
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:
    SUMMARIZE BY ZIP: Y
    TOTALS ONLY: Y
  SELECT BY BALANCE DUE: N
  CALCULATE PROJECTIONS: Y
  STARTING LAST NAME:
  SELECT BY ZIP/MODEL/DESC/ADV C: N

  ENDING DATE: 12/31/79
  BY CUST TYPE: N  TAX IN BALANCES: N
  PAYOFF CUSTS: N
  ONLY ESP ACCTS: N
  SINGLE TICKS ONLY: N
  RE-OPENED TICKET INDR: I

WANT BIRTHDAY REPORT: N
  ENTER AN "N" OR A "Y"

```

Figure 18 - 8 Snapshot of resulting store customer report by zip code Screen

RUN DATE: 12/08/06
TIME: 12:57:11

RSSS APPLIANCES
CURRENT AR CUSTOMERS BY CUSTOMER NAME
SELECTED BY LOCATIONS: 1
AGMT/CNT DATES OF: THRU 12/31/79
PROJECTION FACTOR: 4.33

PAGE: 1

ZIP CODE	NBR OF CUSTS	PAYMENT AMT	GRP AMT	ESP AMT	TAX AMT	TOTAL AMT	RECEIVABLES	PROJECTION
11111	7	446.96	67.05	0.00	36.87	550.88	9,619.60	1,030.24
55555	304	10,189.06	1,412.72	0.00	840.89	12,442.67	355,540.35	26,724.27
TOTAL:	311	10,636.02	1,479.77	0.00	877.76	12,993.55	365,159.95	27,754.51

TIME FINISHED: 12:57:12

Total accounts at Store 1

Total payments collected for Store 1 All Zip Codes

Totals are real time. Includes payment receivable only.

Projection of payment amount only for Store 1.

Figure 18- 9 Snapshot of resulting store customer report by zip code Screen

Closed Customer Report in Detail

Closed customer accounts and reasons closed can be selected within two dates. The report can be separated by reasons closed. The following options are available as reasons closed: Refund and Cancel; Payout Satisfactory; Payout Unsatisfactory; Request Pickup; Repossess; Skip; Stolen; Charge Off; Early Buyout. In this example we ran a comprehensive closed customer report. See Figures 18-10 and 18-11.

PRINT CUSTOMER REPORT

FORMAT: 1 ONLY COMMENTS: N PRINT INVENTORY: Y

REPORT ORDER: 1 ONLY 1 ITEM TICKETS: N ACCT TYPE: 2

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: 2

STARTING CLOSED DATE: ENDING DATE: 12/31/79

STARTING AGMT/CONT DATE: ENDING DATE: 12/31/79

SELECT BY CLOSED REASON: N

CALCULATE PROJECTIONS: N

ONLY FORESIGHT WARRANTY AGMTS: N

RECEIVABLES WRITE OFF REPORT: N

STARTING LAST NAME: ONLY ACCOUNTS W/O OPEN TICKETS: N

SELECT BY ZIP/MODEL/DESC/ADV C: N RE-OPENED TICKET INDR: I

WANT BIRTHDAY REPORT: N

ENTER AN "N" OR A "Y"

Figure 18-10 Snapshot of resulting store closed customer report in detail Screen

RUN DATE: 12/08/06		RSSS APPLIANCE						CPRTA REPORT		PAGE: 1	
TIME:12:18:37		CLOSED AR CUSTOMERS SEQUENCED BY CUSTOMER NAME									
SELECTED BY LOCATIONS: 1											
CLOSED DATES OF:		THRU 12/31/79									
AGMT/CONT DATES OF:		THRU 12/31/79									
CUSTOMER	TICKET	ACCT	PMT	CLOSED	NEXT	# DAYS	LAST PMT OR				
NUMBER CUSTOMER NAME	NUMBER STORE	MGR	TERMS	DATE	DUE	LATE	PAST DUE AMT	CLOSED REASON			RECV AMT
1005873 AAAAAAAAAAAAA	1024959	1	18	M	12/15/01	11/12/01	0	0.00	PAYOUT SATISFACTORY		0.00
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CONT#	AGMT/CNT PERIODS	AGMT/CNT AMT			PMT AMT
AKAMADRS2662AC	0011215961	8989	REFRIGERATOR			9/12/01	0 MONTHS				0.00

1011174 AAAAAAAAAAAAAAAAAAAAA	1060355	1	18	M	2/08/06	3/11/06	0	0.00	PAYOUT SATISFACTORY		0.00
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CONT#	AGMT/CNT PERIODS	AGMT/CNT AMT			PMT AMT
AKKITKUDI02IRBS	FS5302840	25385-1	DISHWASHER			1/20/06	0 MONTHS				0.00
AKKITKHMS155LSS	TRS5068935	25384-4	MICROWAVE			1/20/06	0 MONTHS				0.00
AKKITKGS1901PBS	XT0105045	25383-01	RANGE			1/20/06	0 MONTHS				0.00

1004796 AAAAAAAAAAAAA	1027042	1	18	M	12/10/01	4/08/02	0	0.00	PAYOUT SATISFACTORY		0.00
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CONT#	AGMT/CNT PERIODS	AGMT/CNT AMT			PMT AMT
EBMITWT46809	118204	11189	TV PROJECTION			12/05/01	0 MONTHS				0.00

1004796 AAAAAAAAAAAAA	1027044	1	18	M	12/12/01	4/08/02	0	0.00	PAYOUT SATISFACTORY		0.00
MODEL NBR	SERIAL NBR	BAR CODE #	DESCRIPTION			AGMT/CONT#	AGMT/CNT PERIODS	AGMT/CNT AMT			PMT AMT
ESBSEAM53B	12960872AC	11211	SPEAKERS			12/05/01	0 MONTHS				0.00
ESJVCRC8010VBK	096X2637	11085	STEREO			12/05/01	0 MONTHS				0.00
EVMITDD6020	109409	11343	DVD			12/05/01	0 MONTHS				0.00
EVMITHSU746	34913M	8814	VCR			12/05/01	0 MONTHS				0.00
EMBSEUB20B	8310	8310	ACCESSORIES			12/05/01	0 MONTHS				0.00
EMBSEUB20B	10781	10781	ACCESSORIES			12/05/01	0 MONTHS				0.00
EMMON109305	MISC		ACCESSORIES			12/05/01	0 MONTHS				0.00
DELIVERY	MISC		NON TAX			12/05/01	0 MONTHS				0.00

Figure 18-11 Snapshot of resulting store closed customer report in detail Screen

Chapter 19 - Print Customers - (3 per page) - CPRT

To produce a detailed report of closed and/or current customers (3 per page), you can press the F10 key and at the command line type in "CPRT" and then press the ENTER key. You will be prompted for printer or file pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. 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 and accept the default of N for no. The report option screen will be displayed, see Figure 19-1.

```

                                PRINT RENTAL CUSTOMER REPORT (3 PER PAGE)

                                REPORT ORDER: 1  ACCOUNT TYPE: 1
                                SELECT BY LOC OR LOC GROUPS: N

                                SELECT BY SLSMN OR ACCT MGR: N

                                SELECT BY CUST TYPE: N
                                SELECT BY CONTRACT TYPE: N
                                CURRENT/CLOSED CUSTOMERS: 1

                                STARTING LAST NAME:
                                SELECT BY ZIP OR MODEL OR DESC: N

                                1) CUSTOMER NAME  2) ACCOUNT NUMBER  3) CONTRACT NUMBER
```

Figure 19- 1 Print Customer Report (3 per page) Screen

```

PRINT RENTAL CUSTOMER REPORT (3 PER PAGE)

REPORT ORDER: 1    ACCOUNT TYPE: 1
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: Y
SELECT BY SLSMN OR ACCT MGR: N

SORT BY SALESMEN/ACCT MGRS: N
SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1

STARTING CONTRACT DATE:      ENDING DATE: 12/31/79

TOTALS ONLY: N
SELECT BY BALANCE DUE: N
CALCULATE PROJECTIONS: N
STARTING LAST NAME:
SELECT BY ZIP OR MODEL OR DESC: N

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

Figure 19- 2 Print Customer Report (3 per page) Screen after selecting through all fields

Figure 19-2 is a comprehensive view of the Customer Report Screen (3 per page) after you have entered or selected various options for the choices present to determine how you want your Customer Report to print. Each choice is explained here.

REPORT ORDER This gives you three 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/Customer Number.
- 3) **Contract Number** - Select this if you want the report to print out in numerical order by Contract Number.

ACCOUNT TYPE There are two 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 AR accounts that were established using the program "SALE" with accounts receivable payment form.

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). 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 combined report or have the report separated by store.

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

SELECT BY SLSMN OR ACCT MGR This option allows you to run the report by particular salesmen or account managers. If all salesmen or account managers are needed, press the ENTER key to accept the default of N for no. If you answer this prompt with a Y, the default will change to a 2 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. The prompt will then change and read “SALESMAN” or “ACCT MGRS” depending on the option you chose. You may then select up to ten salesmen or account manager numbers you want on this report. If you have selected more than one salesman or account manager you will see the prompt “**SORT BY SALESMEN / ACCT MGRS**”. The default is N for no. If this option is answered with “Y” for yes, the report will group data by salesman or account manager. If you 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.

SORT BY SALESMEN / ACCT MGR Prompt default is N for no. If this is answered with a Y for yes, this prompt allows you to run the report by particular salesmen or account manager. If you have not “selected by” one of these options and left the SELECT BY field as N for no; if you enter Y for yes in this SORT BY field, the default sort for this section is by salesman.

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.

SELECT BY CONTRACT TYPE Defaults to N to no. If you want all contract types, press ENTER. If you want to select only certain contract types, type in a Y for yes (Customer Types are entered and maintained in the program RCNRTYPE). You will then be prompted for “**CONTRACT TYPES**”. You may enter up to ten different contract types.

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, go to [Current Customers Report](#).**

If you choose: **2) Closed Customers, go to [Closed Customers Report](#).**

If you choose: **3) Current and Closed, go to [Current and Closed Report](#).**

If you chose option 1 Current Customers:

1) Current Customers Report (3 per page)

STARTING CONTRACT DATE

ENDING DATE

Enter the starting and ending agreement opening date for the time period you want this report to show. For example, if you wanted the report based on agreements entered during the month of June of 2004, you would enter 06/01/04 and 06/30/04. If you want all agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

TOTALS ONLY Defaults to N for no. If answered with a Y for yes, 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 does not include a detailed customer list. This is only totals.

SELECT BY BALANCE DUE Defaults to N for no. If answered with a Y for yes, you will then be prompted with "**BALANCE DUE**". Type in an amount and only customers whose agreement balance is less than the amount entered will be printed.

CALCULATE PROJECTIONS Defaults to N for no. If answered with a Y for yes, 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. This option will cause an income projection figure to be printed.

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. The report begins with the entered name and proceeds to the end of the alphabet.

SELECT BY ZIP OR MODEL OR DESC If you want all zip codes, model numbers and descriptions, press the ENTER key. If you want to specify any of these things, type in a Y for yes. You will then be prompted "**SELECT BY ZIP, MODEL NBR OR 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

Press the F9 key. You will then be prompted "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified earlier.

If you chose option 2 Closed Customers:

2) Closed Customers Report (3 per page)

STARTING CLOSED DATE

ENDING DATE

Enter the starting and ending closed dates for the time period you want this report to show. For example, if you wanted the report based on customers who closed their accounts during the month of June 2004, you would enter 06/01/04 and 06/30/04. If you want all agreements, no matter when they were closed, accept the defaults with the beginning date blank and the ending date as 12/31/79.

SELECT BY CLOSED REASON

If you want this report to print closed accounts regardless of the reason they were closed, press the ENTER key. If you want the report on only certain types of closed accounts, type in a Y for yes. You will be prompted for “**REASONS**” and the options will be listed on the screen. Type in the number representing the option you want (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. The closed reasons are listed below.

- 2) REFUND & CANCEL
- 3) PAYOUT SATISFACTORY
- 4) PAYOUT UNSATISFACTORY
- 5) REQUEST PICKUP
- 6) REPOSSES
- 7) SKIP
- 8) STOLEN
- 9) CHARGE OFF
- 10) EARLY BUYOUT

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. The report begins with the entered name and proceeds to the end of the alphabet.

SELECT BY ZIP OR MODEL OR DESC

If you want all zip codes, model numbers and descriptions, press the ENTER key. If you want to specify any of these things, type in a Y for yes. You will then be prompted “**SELECT BY ZIP, MODEL NBR OR 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

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

If you chose option 3 Current and Closed Customers:

3) Current and Closed Customers Report (3 per page)

STARTING CONTRACT DATE

ENDING DATE

Enter the starting and ending agreement dates for the time period you want this report to show. For example, if you wanted the report based on customers who closed their accounts during the month of June 2004, you would enter 06/01/04 and 06/30/04. If you want all agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

STARTING CLOSED DATE

ENDING DATE

Enter the starting and ending closed dates for the time period you want this report to show. For example, if you wanted the report based on customers who closed their accounts during the month of June 2004, you would enter 06/01/04 and 06/30/04. If you want all agreements, no matter when they were closed, accept the defaults with the beginning date blank and the ending date as 12/31/79.

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. The report begins with the entered name and proceeds to the end of the alphabet.

SELECT BY ZIP OR MODEL OR DESC

If you want all zip codes, model numbers and descriptions, press the ENTER key. If you want to specify any of these things, type in a Y for yes. You will then be prompted “**SELECT BY ZIP, MODEL NBR OR 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

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

Example CPRT Report

For this example, the report was run for current AR Sales customers and is asking for a projection figure at the end of the report for store 1, see Figure 19-3.

```

PRINT RENTAL CUSTOMER REPORT (3 PER PAGE)

REPORT ORDER: 1 ACCOUNT TYPE: 2
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1 0 0 0 0 0 0 0 0 0

SELECT BY SLSMN OR ACCT MGR: N

SORT BY SALESMEN/ACCT MGRS: N
SELECT BY CUST TYPE: N
SELECT BY CONTRACT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1

STARTING CONTRACT DATE:          ENDING DATE: 12/31/79

TOTALS ONLY: N
SELECT BY BALANCE DUE: N
CALCULATE PROJECTIONS: Y PROJECTION FACTOR: 4.33
STARTING LAST NAME:
SELECT BY ZIP OR MODEL OR DESC: N

ENTER AN "N" OR A "Y"

```

Figure 19- 3 Print AR Sales Customer Report (3 per page) Screen with data

The resulting report will print 3 customers per page for the customer sales contracts that are open. The final page lists the total tickets, the amount of receivables and the total projected income for those customers. See Figure 19-4.

Name: AARON, PEGGY	Acct Nbr: 2001618	Store: 1	Salesman: 998	Pmt Amt: 243.84	Run Date: 12/08/06
3113 SE 35TH AVE	Ticket Nbr: 10040909	Acct Mgr: 901	Tax Code: 6	Tax Amt: 0.00	Due Date: 1/08/07
ANYTOWN TX 55555	Agreement Nbr: 39065	Cust Type: S	Agreement Type: D	Grp Amt: 0.00	Last Due: 12/08/06
Home Phone: (111)888-1234	Agreement Date: 12/08/06	Pmt Terms: M	# BOR Items: 0	ESP Amt: 0.00	Last Pay: 12/08/06
Work Phone: (555)555-5555	Projection Amt: 243.84	Times Late: 0	Regular Total Due: 243.84		
Comments: COMMITTED TO PAY \$144.31 by 3/10/06 03:00pm			Agreement Bal: 2,926.08	Ctrt Amt: 2,926.08	
Pay Date Due Date Str Recpt # Pmt Amt	Tax Amt	Misc Amt	Late Amt	Total Pmt	Balance Pmt Type Salesman
12/08/06 12/08/06 1 00010001805 2,659.70-	0.00	0.00	0.00	0.00	2,659.70 INVOICE 998
12/08/06 12/08/06 1 00010001806 266.38-	0.00	0.00	0.00	0.00	2,926.08 INTEREST 998

Name: INSURANCE, ZERICK	Acct Nbr: 10011811	Store: 1	Salesman: 18	Pmt Amt: 12354.32	Run Date: 12/08/06
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	Agreement Nbr: 39065	Cust Type: C	Agreement Type: Z	Grp Amt: 0.00	Last Due: 10/30/04
Home Phone: (555)555-5555	Agreement Date: 10/30/04	Pmt Terms: M	# BOR Items: 0	ESP Amt: 0.00	Last Pay: 10/30/04
Work Phone: (555)555-5555	Projection Amt: 12,354.32	Times Late: 0	Regular Total Due: 12,354.32		
Comments:			Agreement Bal: 12,354.32	Ctrt Amt: 12,354.32	
Pay Date Due Date Str Recpt # Pmt Amt	Tax Amt	Misc Amt	Late Amt	Total Pmt	Balance Pmt Type Salesman
10/30/04 10/30/04 1 00010001514 12,354.32-	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: 12/08/06
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	Agreement Nbr: 39071	Cust Type: C	Agreement Type: Z	Grp Amt: 0.00	Last Due: 10/30/04
Home Phone: (555)555-5555	Agreement Date: 10/30/04	Pmt Terms: M	# BOR Items: 0	ESP Amt: 0.00	Last Pay: 10/30/04
Work Phone: (555)555-5555	Projection Amt: 9,221.43	Times Late: 0	Regular Total Due: 9,221.43		
Comments:			Agreement Bal: 9,221.43	Ctrt Amt: 9,221.43	
Pay Date Due Date Str Recpt # Pmt Amt	Tax Amt	Misc Amt	Late Amt	Total Pmt	Balance Pmt Type Salesman
10/30/04 10/30/04 1 00010001515 9,221.43-	0.00	0.00	0.00	0.00	9,221.43 INVOICE 18

RUN DATE: 12/08/06	RSSS APPLIANCES	CPRT REPORT	PAGE: 1
TIME: 11:36:55	AR CUSTOMERS SEQUENCED BY CUSTOMER NAME		
	CURRENT CUSTOMERS		
SELECTED BY LOCATIONS: 1			
CONTRACT DATES OF: THRU 12/31/79			
PROJECTION FACTOR: 4.33			
TOTAL TICKETS THIS REPORT: 7	RECEIVABLES: 71906.56	PROJECTION AMOUNT: 69224.32	
TIME FINISHED: 11:36:55			

Figure 19- 4 Print AR Sales Customers Partial Resulting Report

Chapter 20 - Accounts Receivable Payments Report – ARPMTS

This program is designed to track all forms of Accounts Receivable payments in the RSSS Sales Module. To get into this program, select “Sales Payments Report - ARPMTS” off the Sales Reports Menu or press the F10 key off of any menu and at the command line, type in “ARPMTS” and press ENTER. You will be prompted for a printer or file pathname. Press ENTER to accept the default printer or type in the printer number or pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen.

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

```

                                AR PAYMENTS REPORT
                                WANT TOTALS ONLY: N   DISCOUNT CODE SUMMARY: N
                                SELECT CUSTOMER TYPES: N
                                USE TAX CODES AS STORE NUMBERS: N   SERVICE SALES PAYMENTS: I
                                SELECT BY LOC OR LOC GROUPS: N

                                SORT BY LOCATION: Y
                                STARTING PAYMENT DATE: 1/03/07   ENDING DATE: 1/03/07
                                STARTING CONTRACT DATE:           ENDING DATE: 12/31/79
                                SELECT BY: N

                                SORT BY SALESMAN/ACCT MGR/SCHOOL: N
                                PAYMENTS ON AR PMT FORMS: A
                                SUMMARIZE BY ZIP CODE: N
                                LATE PAYMENTS ONLY REPORT: N
                                TRANSACTIONS BY TIME REPORT: N
                                CALCULATE COMMISSIONS: N
                                SELECT BY ZIP CODE: N

                                PAYMENT FORMS WANTED: 0 0
                                ONLY RECEIPT NUMBER GAPS: N
                                ONLY RECV PMTS: N

                                EXCEPTION REPORT: N   PENDING SALE PMTS: I   CLOSED PMTS: I
                                ONLY PMTS ON BOOKS OVER A DATE: N
                                TYPE REPORT: P   EXCLUDE CASH SALES: N   INTEREST PMTS: I
                                SIMPLE INTEREST RECORDS: I) INCLUDE E) EXCLUDE O) ONLY
    
```

Figure 20- 1 AR Payments Report Screen

Explanation of Fields on AR Payments Report Screen

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

DISCOUNT CODE SUMMARY Default is N = No. If answered with a Y for yes, this will print the Discount Code Summary instead of the Payment Form Summary.

SELECT CUSTOMER TYPES Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter from one to sixteen different customer types. If you want all customer types, accept the default by pressing the ENTER key. (Customer types are set up and maintained in the program RCUSTYPE).

USE TAX CODES AS STORE NUMBERS If answered with a Y for yes, the report will sort by tax code instead of store number, for sales tax reporting purposes.

SERVICE SALES PAYMENTS **I** = Defaults to I. Accept I to Include the service sales payments on the report.
E = Exclude the service sales payments from the report.
O = Only print the service sales payments on the report.

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 ENTER 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 each location print its own page with subtotals for each location. Company totals will print on summary page.

STARTING PAYMENT DATE **ENDING PAYMENT DATE**
Enter the starting and ending date for the time period you want this report to show. The default is today's date.

STARTING CONTRACT DATE **ENDING CONTRACT DATE**
Enter the earliest and latest agreement/contract date you want used for this report. Typically 01/01/80 thru 12/31/79 is used to capture all agreement/contract dates.

SELECT BY This option allows you to run the report by particular salesmen or account managers. If all salesmen or account managers are needed, press the ENTER key to accept the default of N for no. If you answer this prompt with a Y, the default will change to a 1 and your options will be displayed on the bottom of the screen **(1) SELECT BY 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 you have selected more than one salesman or account manager you will see the prompt **SORT BY SALESMEN/ACCT MGRS**. The default is N for no. If this option is answered with Y for yes, the report will group data by salesman or account manager. If you are running an Exception Report, you should answer with a Y for yes.

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

PAYMENTS ON AR PMTS FORMS **A** = Defaults to A. Accept A to include all payments on AR payment forms on the report.

I = Include selected forms on the report. Identify the payment forms you want to include on this report. Press 999 at any payment form prompt to select the payment form from a list. You can include up to five payment forms on the report.

E = Excludes any payments taken on the payments selected. Press 999 at any payment form prompt to select the payment form from a list. Identify up to five payment forms you want to exclude from this report.

SUMMARIZE BY ZIP CODE Defaults to N for no. If answered with a Y for yes, after the AR payment list has printed, the report will print a page on which you will see a line across for each individual zip code on this report with the number of customers, payment amount, GRP amount, ESP amount, tax amount, total amount, and receivables. Under this, you will have a line showing the totals for each of these items.

PAYMENT FORMS WANTED You have the option of listing two payment forms. Enter 999 in the payment form field to get a listing of payment forms and only those that you select will be printed. If you want all payment forms on the report, leave as zero.

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

ONLY RECEIPT NUMBER GAPS Defaults to N for no. If you want a report of receipt number gaps, type in a Y for yes. This can be used as an auditing tool to look for missing receipt numbers.

TRANSACTIONS BY TIME REPORT Defaults to N for no. If answered with a Y for yes, this will give you the total dollar amount of payments, GRP, ESP, Misc Chg, Late Chg, Down Pmt, Deposit, Free Pmt, Tax, Cash In, Add Recs, and number of payments for each hour.

ONLY RECV PMTS Defaults to N for no. An N for non means do not show only RTO Receivable Payments. If answered with a Y for yes, this will show information only on payments where a transaction entered the RTO receivable field and an amount of the payment was transferred to this receivable account. This will not show all receivables.

CALCULATE COMMISSIONS Defaults to N for no. If you pay commissions and want them calculated, enter a Y for yes. You will be prompted for the **COMMISSION PERCENT**. Type in the percentage to use in calculating commission for payments made in the specified time frame.

SELECT BY ZIP CODE If you want to run all zip codes, press the ENTER key to accept the N for no default. If you only want certain zip codes on this report, type in a Y for yes and you will see the prompt **ZIP CODES**. You may enter from one to ten different zip codes.

EXCEPTION REPORT **N** = Accept the default of N for all payments made in the specified time frame.
Y = Prints all payments that are not a regular weekly or monthly payment. Typically used as an audit tool.
C = Exception Report printed in customer name order.
R = Receivables - This report will show you customers who made payments and owed you a receivable but the full receivable was not collected.
D = Due Date Moves - This report will show you customers who had due date moves.

PENDING SALES PAYMENTS These are payments made on either a LAYAWAY, STOCK or SPEC ORDER sales agreement.
I = Defaults to I. Accept I to include the pending sales payments on the report.
E = Exclude the pending sales payments from the report.
O = Only print the pending sales payments on the report.

CLOSED PAYMENTS **I** = Defaults to I. Accept I to Include the closed sales payments on the report.
E = Exclude the closed sales payments from the report.
O = Only print the closed sales payments on the report.

ONLY PMTS ON BOOKS OVER A DATE Defaults to N for no. If answered Y for yes, you will be prompted **DAYS ON BOOK OVER**. Enter the number of days past the original agreement date you want to see payments for on this report.

TYPE REPORT **P** = Defaults to P. Accept P to include the down payments and payments received in the Take Payments (RP) screen for customers.
J = Include Insurance Refunds only on the report.
W = Include Insurance Earned only on the report.
A = Include all detail. Includes the sales invoice records.

EXCLUDE CASH SALES PMTS Defaults to N for no. If you want the report to exclude cash sales payments, type in a Y for yes and the report will not print cash sales payments for the dates chosen.

INTEREST PMTS Simple Interest Records
I = Defaults to I. Accept the I to include all payments made on simple interest bearing accounts.

E = Change to E if you want to exclude any payments that included simple interest.
O = Change to O if you ONLY want payments that included simple interest.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and print to the printer or file pathname you designated.

Example of ARPMTS Setup Screens and Resulting Reports

Figure 20-2 and Figure 20-3 are an example of the ARPMTS Setup Screen and the Resulting Report for AR payments taken for Location 1 for 01/15/2005.

```

                                AR PAYMENTS REPORT
      WANT TOTALS ONLY: N    DISCOUNT CODE SUMMARY: N
      SELECT CUSTOMER TYPES: N
      USE TAX CODES AS STORE NUMBERS: N    SERVICE SALES PAYMENTS: I
      SELECT BY LOC OR LOC GROUPS: Y
      LOCATIONS: 1  0  0  0  0  0  0  0  0  0
      STARTING PAYMENT DATE: 1/15/05    ENDING DATE: 1/15/05
      STARTING CONTRACT DATE:          ENDING DATE: 12/31/79
      SELECT BY: N

      PAYMENTS ON AR PMT FORMS: A
      SUMMARIZE BY ZIP CODE: N    PAYMENT FORMS WANTED: 0  0
      LATE PAYMENTS ONLY REPORT: N    ONLY RECEIPT NUMBER GAPS: N
      TRANSACTIONS BY TIME REPORT: N    ONLY RECV PMTS: N
      CALCULATE COMMISSIONS: N
      SELECT BY ZIP CODE: N

      EXCEPTION REPORT: N    PENDING SALE PMTS: I    CLOSED PMTS: I
      ONLY PMTS ON BOOKS OVER A DATE: N
      TYPE REPORT: P    EXCLUDE CASH SALES: N    INTEREST PMTS: I
  
```

Figure 20- 2 AR Payments Report Screen Example

Chapter 20 – Accounts Receivable Payments Report - ARPMTS

RUN DATE: 11/30/06
TIME:09:49:24

SELECTED BY LOCATIONS: 1
PAYMENTS MADE: 1/15/05 THRU 1/15/05
CONTRACT DATES: THRU 12/31/79

RSSS APPLIANCES
AR CUSTOMER PAYMENTS

PAGE: 1

INCLUDED SERVICE RECORDS
INCLUDED PENDING RECORDS
INCLUDED CLOSED PMT RECORDS
INCLUDED SIMPLE INTEREST RECORDS

CUSTOMER NUMBER	CUSTOMER NAME	NEXT DUE	DUE DATE	RECEIPT NUMBER	DEBIT AMOUNT	CREDIT AMOUNT	MISC CHARGE	LATE CHARGE	TAX	CASH IN	T	F	SLSHN
10000756	SALE, CASH	1/15/05	1/15/05	00010001666		110.76	0.00	X 0.00	0.00	110.76	P	001	95

RUN DATE: 11/30/06
TIME:09:49:24

SELECTED BY LOCATIONS: 1
PAYMENTS MADE: 1/15/05 THRU 1/15/05
CONTRACT DATES: THRU 12/31/79

RSSS APPLIANCES
AR CUSTOMER PAYMENTS

PAGE: 2

DEBITS

0.00

CREDITS

110.76

NET

110.76

PAYMENTS

110.76

MISC CHG

0.00

LATE CHG

0.00

FREE PMT

0.00

TAX

0.00

CASH

110.76

RECEIVABLE AMOUNTS PAID IN: 0.00 RECEIVABLE AMOUNTS GIVEN OUT: 0.00 NET RECEIVABLE AMT: 0.00

CUST
TYPE

P

DEBITS

0.00

CREDITS

110.76

NET

110.76

PAYMENTS

110.76

MISC CHG

0.00

LATE CHG

0.00

FREE PMT

0.00

TAX

0.00

CASH

110.76

Misc Charge Types

6 AR Interest

X From Sale

Y Refund

S Service Sale

R Service Refund

Type Payments

A Add Invoice

B Bad Check Debit

C Account Credit

D Account Debit

E Invoice Interest

F Flip Account Credit

G Charge Off

H Interest Refund

I Invoice

J Insurance Refund

P Payment

W Insurance Eamed

PAYMENT FORMS SUMMARY

FORM	DESCRIPTION	AMOUNT
1	CASH	110.76

TRANSACTION TYPE SUMMARY

TYPE	DESCRIPTION	AMOUNT
P	PAYMENT	110.76

TIME FINISHED:09:49:24

Figure 20- 3 AR Payments Report Example Resulting Report

Figure 20-4 and Figure 20-5 are an example of the ARPMTS Screen with changes to produce totals only for location 1 and its resulting report for the date of 01/15/2005.

```

AR PAYMENTS REPORT
WANT TOTALS ONLY: (Y) DISCOUNT CODE SUMMARY: N
SELECT CUSTOMER TYPES: N
USE TAX CODES AS STORE NUMBERS: N SERVICE SALES PAYMENTS: I
SELECT BY LOC OR LOC GROUPS: (Y)
LOCATIONS: (1) 0 0 0 0 0 0 0 0 0

STARTING PAYMENT DATE: (1/15/05) ENDING DATE: (1/15/05)
STARTING CONTRACT DATE: 12/31/79
SELECT BY: N

SORT BY SALESMAN/ACCT MGR: N
PAYMENTS ON AR PMT FORMS: A
SUMMARIZE BY ZIP CODE: N PAYMENT FORMS WANTED: 0 0
LATE PAYMENTS ONLY REPORT: N ONLY RECEIPT NUMBER GAPS: N
TRANSACTIONS BY TIME REPORT: N ONLY RECV PMTS: N
CALCULATE COMMISSIONS: N
SELECT BY ZIP CODE: N

EXCEPTION REPORT: N PENDING SALE PMTS: I CLOSED PMTS: I
ONLY PMTS ON BOOKS OVER A DATE: N
TYPE REPORT: P EXCLUDE CASH SALES: N INTEREST PMTS: I

```

Figure 20- 4 Payments Report Screen Totals Only Example

```

|
RUN DATE: 11/30/06                RSSS APPLIANCES                PAGE: 1
TIME:10:05:29                    AR CUSTOMER PAYMENTS
SELECTED BY LOCATIONS: 1
PAYMENTS MADE: 1/15/05 THRU 1/15/05 INCLUDED SERVICE RECORDS
CONTRACT DATES: THRU 12/31/79 INCLUDED PENDING RECORDS INCLUDED CLOSED PMT RECORDS
INCLUDED SIMPLE INTEREST RECORDS

TOTALS THIS REPORT:
DEBITS    CREDITS    NET    PAYMENTS    MISC CHG    LATE CHG    FREE PMT    TAX    CASH IN    # PMTS
0.00      110.76      110.76    110.76      0.00        0.00        0.00        0.00    110.76      1
RECEIVABLE AMOUNTS PAID IN: 0.00 RECEIVABLE AMOUNTS GIVEN OUT: 0.00 NET RECEIVABLE AMT: 0.00

CUST
TYPE DEBITS    CREDITS    NET    PAYMENTS    MISC CHG    LATE CHG    FREE PMT    TAX    CASH IN    # PMTS
P    0.00      110.76      110.76    110.76      0.00        0.00        0.00        0.00    110.76      1

PAYMENT FORMS SUMMARY
FORM  DESCRIPTION                AMOUNT                FORM  DESCRIPTION                AMOUNT
1    CASH                        110.76

TRANSACTION TYPE SUMMARY
TYPE  DESCRIPTION                AMOUNT                TYPE  DESCRIPTION                AMOUNT
P    PAYMENT                    110.76

TIME FINISHED:10:05:29

```

Figure 20- 5 Payments Report Screen Totals Only Resulting Report

Figure 20-6 and Figure 20-7 are an example of the ARPMTS Screen with changes to produce an exception report sorted by customer name for location 3 and its resulting report for the month of January 2005.

```

                                AR PAYMENTS REPORT
                                WANT TOTALS ONLY: N   DISCOUNT CODE SUMMARY: N
                                SELECT CUSTOMER TYPES: N
                                USE TAX CODES AS STORE NUMBERS: N   SERVICE SALES PAYMENTS: I
                                SELECT BY LOC OR LOC GROUPS: Y
                                LOCATIONS: 3 0 0 0 0 0 0 0 0 0
                                STARTING PAYMENT DATE: 1/01/05   ENDING DATE: 1/31/05
                                STARTING CONTRACT DATE:           ENDING DATE: 12/31/79
                                SELECT BY: N

                                SORT BY SALESMAN/ACCT MGR: N
                                PAYMENTS ON AR PMT FORMS: A
                                SUMMARIZE BY ZIP CODE: N
                                LATE PAYMENTS ONLY REPORT: N
                                TRANSACTIONS BY TIME REPORT: N
                                CALCULATE COMMISSIONS: N
                                SELECT BY ZIP CODE: N

                                PAYMENT FORMS WANTED: 0 0
                                ONLY RECEIPT NUMBER GAPS: N
                                ONLY RECV PMTS: N

                                EXCEPTION REPORT: C PENDING SALE PMTS: I   CLOSED PMTS: I
                                ONLY PMTS ON BOOKS OVER A DATE: N
                                TYPE REPORT: P EXCLUDE CASH SALES: N   INTEREST PMTS: I
                                ENTER AN "N","Y","C"(SORT BY CUST NAME),"R"(RECEIVABLES),"D" (DUE DATE MOVES)
    
```

Figure 20- 6 Payments Report Screen Exception Report

Chapter 20 – Accounts Receivable Payments Report - ARPMTS

RUN DATE: 11/30/06		RSSS APPLIANCES										PAGE: 1																													
TIME:10:15:54		AR CUSTOMER PAYMENTS																																							
		LOCATION: (3) RSSS APPLIANCES #3																																							
		PAYMENTS MADE: 1/01/05 THRU 1/31/05																																							
		CONTRACT DATES: THRU 12/31/79																																							
		INCLUDED SERVICE RECORDS																																							
		INCLUDED PENDING RECORDS										INCLUDED CLOSED PMT RECORDS																													
		INCLUDED SIMPLE INTEREST RECORDS																																							
EXCEPTION REPORT																																									
<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">CUSTOMER</th> <th style="text-align: left;">RECEIPT</th> <th style="text-align: left;">DEBIT</th> <th style="text-align: left;">CREDIT</th> <th style="text-align: left;">MISC</th> <th style="text-align: left;">LATE</th> <th colspan="3"></th> <th style="text-align: left;">TAX</th> <th style="text-align: left;">CASH IN</th> <th style="text-align: left;">T</th> <th style="text-align: left;">F</th> <th style="text-align: left;">SLSMN</th> </tr> <tr> <th style="text-align: left;">NUMBER</th> <th style="text-align: left;">NUMBER</th> <th style="text-align: left;">AMOUNT</th> <th style="text-align: left;">AMOUNT</th> <th style="text-align: left;">CHARGE</th> <th style="text-align: left;">CHARGE</th> <th colspan="3"></th> <th></th> <th></th> <th></th> <th></th> <th></th> </tr> </table>														CUSTOMER	RECEIPT	DEBIT	CREDIT	MISC	LATE				TAX	CASH IN	T	F	SLSMN	NUMBER	NUMBER	AMOUNT	AMOUNT	CHARGE	CHARGE								
CUSTOMER	RECEIPT	DEBIT	CREDIT	MISC	LATE				TAX	CASH IN	T	F	SLSMN																												
NUMBER	NUMBER	AMOUNT	AMOUNT	CHARGE	CHARGE																																				
10011827	LUTE, LISA	1/13/05	1/13/05	00030001075		53.25-	0.00	Y	0.00	0.00	53.25-	P 001	78																												
AMT NOT COLLECTED:		0.00	DAYS NOT COLLECTED:		0	NEXT PMT DUE:		1/13/05	PMT TERMS:		RCV AMT/BAL:	0.00	0.00																												

RUN DATE: 11/30/06		RSSS APPLIANCES										PAGE: 2																																																																							
TIME:10:15:54		AR CUSTOMER PAYMENTS																																																																																	
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CUST																																																																																			
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P	0.00	53.25-	53.25-	53.25-	0.00	0.00	0.00	0.00	53.25-	1																																																																									
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1	CASH	53.25-																																																																																	

TRANSACTION TYPE SUMMARY					
TYPE	DESCRIPTION	AMOUNT	TYPE	DESCRIPTION	AMOUNT
P	PAYMENT	53.25-			

RUN DATE: 11/30/06		RSSS APPLIANCES										PAGE: 3																																																																							
TIME:10:15:54		AR CUSTOMER PAYMENTS																																																																																	
		PAYMENTS MADE: 1/01/05 THRU 1/31/05																																																																																	
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TIME FINISHED:10:15:54

Figure 20- 7 Payments Report Screen Resulting Exception Report

Chapter 21 - Print Serialized Inventory - PINV

To go into this program, select Buyer/Inventory Reports – BUYERRPT off the Sales Menu, then select “Inventory Reports – PINV” or from any menu press the F10 key and type in “PINV” on the command line and 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 the ENTER key to accept the default of N for no, see Figure 21-1. For Help Screens at any point, press the F5 key.

```

                                SERIALIZED INVENTORY REPORT
      INVENTORY TYPE: 2
      REPORT ORDER: 1
      TYPE PRINT: 1

      SELECT BY FLOOR PLAN AGENT: N
      PRINT BAR CODE # FOR SERIAL #: N
      STARTING RECEIVED DATE:
      SELECT BY LOC OR LOC GROUPS: N

      SELECT BY DESCRIPTION: N

      SELECT BY MODEL NUMBER: N

      SELECT BY STATUS: N
      PRINT SERIAL NUMBERS: Y
      PRINT SERVICE INFORMATION: N
      PRINT TOTALS ONLY: N
1) SALES INV 2) RENTAL INV 3) SALES/RENTAL INV 4) MOVIE INV 5) ALL 6) RENT/MOV
      7) TRIAL PURCHASE
  
```

Figure 21- 1 Serialized Inventory Report

Explanation of Fields on Serialized Inventory Report Screen

INVENTORY TYPE The following list of options will be displayed on the bottom of the screen:

The following list of options will be displayed on the bottom of the screen:

(1) SALES INV – Sales inventory refers to the inventory received as type S sales inventory (does not depreciate). You will then be prompted “**Select Only Transferred Inventory**”. If you want only inventory that has been transferred on this report, type in a Y for yes. If you answered with a Y for yes, you will see the prompt “**Transfer Date**”. Type in the earliest date you want selected. You will then be

prompted for the **"Ending Date"**. Type in the latest date you want selected.

(2) RENTAL INV - You will then be prompted **"Select Only Transferred Inventory"**. If you want only inventory that has been transferred from sales inventory to rental inventory on this report, type in a Y for yes. If you answered with a Y for yes, you will see the prompt **"Transfer Date"**. Type in the beginning date you want analyze. You will then be prompted for the **"Ending Date"**. Type in the last date you want selected. **This must be answered with a Y with for an accumulated depreciation or book value report. You must also use Option 5 (Book Value) under "TYPE REPORT"**.

(3) SALES/RENTAL INV

(4) MOVIE INV - You will then be prompted **"Select Only Transferred Inventory"**. If you want only inventory that has been transferred on this report, type in a Y for yes. If you answered with a Y for yes, you will see the prompt **"Transfer Date"**. Type in the earliest date you want selected. You will then be prompted for the **"Ending Date"**. Type in the latest date you want selected.

(5) ALL

(6) RENT/MOV - You will then be prompted **"Select Only Transferred Inventory"**. If you want only inventory that has been transferred on this report, type in a Y for yes. If you answered with a Y for yes, you will see the prompt **"Transfer Date"**. Type in the earliest date you want selected. You will then be prompted for the **"Ending Date"**. Type in the latest date you want selected.

REPORT ORDER A list will be displayed on the bottom of the screen. Enter the number of the option you want for the order in which the report will run.

- (1) MODEL NUMBER** alphabetically in Model number order
- (2) SERIAL NUMBER** numeric order followed by alphabetical
- (3) DESCRIPTION** alphabetically in description order

TYPE PRINT The following list of options will be displayed on the bottom of the screen:

- (1) DETAIL**
- (2) SUMMARY ON MODEL NUMBER** - You will then see the prompt **"Show Qty for each Location"**. The default is N for no. If you want the report to show the quantity for each location, type in a Y for yes.
- (3) DETAIL AND SUMMARY**
- (4) SUMMARY ON DESC** - You will then see the prompt **"Show Qty for each Location"**. The default is N for no. If you want the report to show the quantity for each location, type in a Y for yes. This option is only valid on description report order.

TYPE REPORT The following list will be displayed on the bottom of the screen:

- (1) COST**
- (2) ACCUM RENTAL** - You will then be prompted **"Which Revenue Info"**. A list will be displayed on the bottom of the screen. Your choice is either YTD for year-to-date or TTD for term-to-date. Enter the number beside the option you want. After entering your choice,

the next question is what term contract you will choose to ignore for keep rate.

(3) DEMO – This option gives information concerning items out on demo. When choosing the statistics for this report, choose inventory status D.

(4) RENTED – Only valid on Rental Inventory Type report. This option gives the date rented and the date delivered.

(5) BOOK VALUE - This can be used with INVENTORY TYPE Option 2 for an accumulated depreciation report. You will then be prompted “**Base Book Value on this Date**”. Only valid on Rental Inventory Type report.

(6) PRICING – Only valid on Rental Inventory Type report. This option gives actual price, monthly and weekly price.

(7) PRICING #2 – Only valid on Rental Inventory Type report. This gives remaining book value, idle days, and monthly and weekly price.

SELECT BY FLOOR PLAN AGENT If answered with a Y for yes, you will be prompted to enter “FLOOR PLAN AGENT”. You may enter the number assigned to a particular floor plan agent and the report will indicate all the inventory that is involved with a particular floor plan agent.

PRINT BAR CODE # FOR SERIAL # If answered with a Y for yes, the report will display bar code number instead of the serial number field.

STARTING RECEIVED DATE Enter the earliest date inventory was received that you want to see on this report.

ENDING DATE Enter the latest date inventory was received that you want to see on this report.

SELECT BY LOC OR LOC GROUP 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 choosing by location or select by 10 location groups or a range of groups. If all stores are needed, press the ENTER key to accept the default of N for No. 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.

SELECT BY DESCRIPTION If answered with a Y for yes, you may enter up to three different descriptions.

SELECT BY MODEL NUMBER If answered with a Y for yes, you may enter up to three different model numbers. If you want an entire brand, enter the first letters such as FU for all furniture upholstery, etc. You may also choose the first letter of a product code (first letter in the model number) for instance all appliances would be A*. If you want to list a manufacturer, for example, Ashley, enter “**ASH” and the report will report on that manufacturer.

SELECT BY STATUS If answered with a Y for yes, you may enter up to fifteen different statuses. If you want the report to print all statuses, press

the ENTER key to accept the default of N for No. Status codes are N for new, R for returned inventory, O for units on rent or D for demo items, S for sold, E for early buyout, P for paid out, B, L & Z for charged off, Z skipped, Y stolen.

PRINT SERIAL NUMBERS If you want the serial numbers printed on this report, type in a Y for yes. If you enter an N for no, this report can be used to take physical inventory requiring the employees to enter the exact serial number they located. This can eliminate errors and fraud. This can also prove to be valuable information for showing a manufacturer the dollars that have been spent for a faulty item, model number or brand.

PRINT SERVICE INFORMATION Answer with a Y for yes if you want the times in service and service costs to print.

PRINT TOTALS ONLY Answer with a Y for yes if you want a report that is summarized with only the totals printed.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

See example reports on the following pages.

Examples of PINV Setup Screens & Resulting Reports

This report will show the sales inventory cost in model number order for 11/20/06 for store 1. See Figure 21-2 and Figure 21-3.

```

      SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 1 ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 1
TYPE REPORT: 1

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE: 11/20/06 ENDING DATE: 11/20/06
SELECT BY LOC OR LOC GROUPS: N

      SORT BY LOCATION: Y
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

      SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
1) SALES INV 2) RENTAL INV 3) SALES/RENTAL INV 4) MOVIE INV 5) ALL 6) RENT/MOV

```

Figure 21- 2 Serialized Inventory Report Example #1 Screen

RUN DATE: 12/08/06		RSSS APPLIANCES						PINV REPORT		PAGE: 1	
TIME:15:03:13		SERIALIZED SALES INVENTORY COST REPORT IN MODEL NUMBER ORDER--DETAIL									
		LOCATION: (1) RSSS APPLIANCES #1									
		RECEIVED DATES OF: 11/20/06 THRU 11/20/06									
MODEL NUMBER	SERIAL NBR	DESCRIPTION	COST	DATE RECEIVED	RENTED OR SOLD	STAT	LOC	AGENT INV	CUST NBR	BAR CODE #	
ACAMA14010C1D	777771	AIR CONDITIONER	536.98	11/20/06	N	1		S		50135	
ACAMA14010C1D	777772	AIR CONDITIONER	536.98	11/20/06	N	1		S		50136	
ACAMA14010C1D	777773	AIR CONDITIONER	536.98	11/20/06	N	1		S		50137	
LOC TOTAL 1:		3	1,610.94								
RUN DATE: 12/08/06		RSSS APPLIANCES						PINV REPORT		PAGE: 2	
TIME:15:03:14		SERIALIZED SALES INVENTORY COST REPORT IN MODEL NUMBER ORDER--DETAIL									
		RECEIVED DATES OF: 11/20/06 THRU 11/20/06									
MODEL NUMBER	SERIAL NBR	DESCRIPTION	COST	DATE RECEIVED	RENTED OR SOLD	STAT	LOC	AGENT INV	CUST NBR	BAR CODE #	
REPORT TOTAL:		3	1,610.94								
TIME FINISHED:15:03:14											

Figure 21- 3 Resulting Serialized Inventory Report Example #1

The next report shows sales inventory cost in description order for store 1 detail and summary. See Figure 21-4 and Figure 21-5.

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: ① ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: ③
TYPE PRINT: ③
TYPE REPORT: 1

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:      ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: ⑤
LOCATIONS: ① 0 0 0 0 0 0 0 0 0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: N

```

Figure 21- 4 Serialized Inventory Report Example #2 Screen

RUN DATE: 12/08/06		RSSS APPLIANCES				PINV REPORT		PAGE: 1	
TIME:15:38:58		SERIALIZED SALES INVENTORY COST REPORT IN DESCRIPTION ORDER--DETAIL/SUMMARY							
SELECTED BY LOCATIONS: 1									
RECEIVED DATES OF:		THRU 12/31/79							

Figure 21- 5 Resulting Serialized Inventory Report Example #2

This report displays a detail and summary serialized sales inventory gross profit report for location 905 for model numbers starting with EMT in model number order. See Figure 21-6 and Figure 21-7.

```

SERIALIZED INVENTORY REPORT
INVENTORY TYPE: 1 ONLY TRANSFERRED INVENTORY: N
REPORT ORDER: 1
TYPE PRINT: 3
TYPE REPORT: 2

SELECT BY FLOOR PLAN AGENT: N
PRINT BAR CODE # FOR SERIAL #: N
STARTING RECEIVED DATE:
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 905 0 0 0 0 0 0 0 0 0

SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
MODEL NUMBER MODEL NUMBER MODEL NUMBER
(EMT)

SELECT BY STATUS: N
PRINT SERIAL NUMBERS: Y
PRINT SERVICE INFORMATION: N
PRINT TOTALS ONLY: N
Any More Changes: N

```

Figure 21- 6 Serialized Inventory Report Example #3 Screen

RUN DATE: 12/08/06		RSSS APPLIANCES				PINV REPORT		PAGE: 1		
TIME:15:51:43		SERIALIZED SALES INVENTORY GROSS PROFIT REPORT IN MODEL NUMBER ORDER--DETAIL/SUMMARY								
COST TOTALS INCLUDE ONLY STATUS "S" ITEMS										
SELECTED BY LOCATIONS: 905										
RECEIVED DATES OF: THRU 12/31/79										
SELECTED BY MODEL NBR: EMT										
MODEL NUMBER	SERIAL NBR	DESCRIPTION	STAT	LOC	SOLD	COST	SELLING PRICE	GP	CUST NBR	BAR CODE #
ENTOPPPCARD	7529	CALL CARD	S	905	5/19/98	3.00	39.99	92.50	5002592	
ENTOPPPCARD	7542	CALL CARD	S	905	5/19/98	3.00	39.99	92.50	5002592	
ENTOPPPCARD	7509	CALL CARD	S	905	6/02/98	3.00	39.99	92.50	5002850	
ENTOPPPCARD	7479	CALL CARD	S	905	6/04/98	3.00	40.00	92.50	10000090	
ENTOPPPCARD	7508	CALL CARD	S	905	6/04/98	3.00	39.99	92.50	5002592	
ENTOPPPCARD	7511	CALL CARD	S	905	6/04/98	3.00	39.99	92.50	5002592	
ENTOPPPCARD	4697265	CALL CARD	S	905	8/06/98	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697217	CALL CARD	S	905	6/20/98	1.00	39.99	97.50	2001971	
ENTOPPPCARD	4697231	CALL CARD	S	905	7/16/98	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697163	CALL CARD	S	905	8/14/98	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697151	CALL CARD	S	905	4/27/99	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697195	CALL CARD	S	905	9/03/98	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697196	CALL CARD	S	905	8/24/98	1.00	39.99	97.50	10000845	
ENTOPPPCARD	4697199	CALL CARD	S	905		1.00	0.00	0.00	10000845	
ENTOPPPCARD	4365228	CALL CARD	S	905	4/12/99	1.00	39.99	97.50	10000845	A806
ENTOPPPCARD	4365229	CALL CARD	S	905	4/12/99	1.00	39.99	97.50	10000845	A805
MODEL NBR TOTAL: 16						28.00	599.86	95.33		
REPORT TOTAL: 16						28.00	599.86	95.33		
TIME FINISHED:15:51:43										

Figure 21- 7 Resulting Serialized Inventory Report Example #3 Snapshot

Printing Miscellaneous Inventory - PINVMISC

To get into this program, at any menu, press the F10 key and at the command line type in "PINVMISC". After entering your security information, you will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in the proper printer number or file pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. After entering the printer or file pathname, press the ENTER key. You will now be prompted for "Separate Locations". Press ENTER and accept the default of N for no. You will now see a screen similar to Figure 21-8. For Help Screens, press the F5 key.

```

                                MISC INVENTORY PRINT

    ENTER REPORT ORDER: 1
    QUANTITY FIGURE TO PRINT: 1
    PRINT LOCATIONS WITH NO QUANTITY: N
    DISCONTINUED ITEMS: I
    COST DATA: 1

    SELECT BY DESCRIPTION: N

    SELECT BY LOCATION: N

    SELECT BY MODEL NUMBER: N

    SELECT BY VENDOR: N
    OVERRIDE SEASON: N
    INVENTORY TYPE: 1
    WANT BIN REPORT: N
    WANT REORDER REPORT: N
    1) MODEL NUMBER  2) DESCRIPTION
  
```

Figure 21- 8 Misc Inventory Print Screen

How to set up the Print Miscellaneous Inventory Report

ENTER REPORT ORDER

- 1 = Model Number Order** Report will print the inventory in model number order alphabetically.
- 2 = Description Order** Report will print the inventory in description order alphabetically.

QUANTITY FIGURE TO PRINT

- 1 = Current Qty on Hand** will print miscellaneous inventory on hand at the time the report is run.
- 2 = Qty Received Ptd** will print miscellaneous inventory received this period to date.

NOTE: If 'Reorder' or 'Balancing' Report is requested then 'Current Qty on Hand' is printed regardless of this selection.

PRINT LOCATIONS WITH NO QUANTITY By selecting Y for yes, the report will provide information including reorder levels. By selecting N for no, the report will give you only the on hand quantities.

DISCONTINUED ITEMS **I = Include discontinued items on report.**
 E = Exclude discontinued items on report.
 O = Only discontinued items on report.

COST DATA 1 = Actual Cost report will look at the actual cost of the last inventory received.

2 = Average Cost report will look at the average cost field. The average cost is calculated by using all inventory on hand divided by the quantities and cost of inventory on hand.

NOTE: If 'Reorder' or 'Balancing' Report is requested then 'Actual Cost' is printed regardless of this selection.

SELECT BY DESCRIPTION If answered Y for yes, you may enter up to three different descriptions. Partial descriptions can be entered so that any item with a description that begins with the entered partial description will be selected.

SELECT BY LOCATION If you want to be able to print only certain locations, type Y for yes. You will then be prompted "**Select by Loc or Loc Group**". If you want to select by location(s) or location group(s) enter the number here. The report will print only information about the requested location(s) or location group(s). Enter up to ten store numbers. If all stores are needed, press ENTER. 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 sort them.

SELECT BY MODEL NUMBER If answered Y for yes, you may enter up to three different model numbers. A partial model number may be entered followed by an asterisk (*) to select all model numbers that begin with entered model number. NOTE: You may effectively select by product code by entering the product code part of the model number followed by an asterisk.

SELECT BY VENDOR If you answered Y for yes, you may enter a vendor number. If you do not know the vendor number, you can enter the first few characters of the vendor name or leave this field blank for a selection list.

OVERRIDE SEASON

N = No override.

M = Override Month - Enter what month to run this report for.

S = Override Season - Enter what season (Low, Med or Hi) to run this report for.

INVENTORY TYPE

1 = Misc Only will look only at miscellaneous inventory.

2 = Movies Only will look only at movie inventory.

3 = Misc and Movies will look at miscellaneous and movie inventory.

WANT REORDER REPORT

N = No will give you a report of on hand miscellaneous inventory only.

Y = Yes will give you inventory level information from the item file indicating amounts to reorder.

B = for balancing will provide stock balancing information for multiple stores as part of the reorder report, thus identifying situations where inventory transfers could avoid the cost of ordering additional inventory.

WANT BIN REPORT

Answering Y for yes to this option will give you the bin number each miscellaneous model number is in. **NOTE: The 'Reorder' or 'Balancing' Report options are not available with this option.**

Press the F9 key. You will be prompted "Any More Changes: N". If you need to make corrections, enter Y for yes. When this is answered with an N for no or the default of N is accepted by pressing the ENTER key, the report will process and will print to the printer or file pathname you specified.

See Figure 21-9 and Figure 21-10 for an example of printing a miscellaneous inventory report.

Example PINVMISC Setup Screen and Resulting Report

```

MISC INVENTORY PRINT

ENTER REPORT ORDER: 2
QUANTITY FIGURE TO PRINT: 1
PRINT LOCATIONS WITH NO QUANTITY: Y
DISCONTINUED ITEMS: I
COST DATA: 1

SELECT BY DESCRIPTION: N

SELECT BY LOCATION: N

SORT BY LOCATION: Y

SELECT BY MODEL NUMBER: N

SELECT BY VENDOR: N
OVERRIDE SEASON: N
INVENTORY TYPE: 1
WANT BIN REPORT: N
WANT REORDER REPORT: B
ENTER AN "N" OR A "Y"

```

Figure 21- 9 Misc Inventory Print Screen Example

PINVMISC												PAGE: 1	
RUN DATE: 12/14/06		RSSS APPLIANCES											
TIME:15:27:27		MISC INVENTORY UNITS SEQUENCED BY DESCRIPTION--DETAIL/SUMMARY--BALANCING REPORT											
		LOCATION: (1) RSSS APPLIANCES #1											
MODEL NBR	DESCRIPTION 1	DESCRIPTION 2	LOC	QTY ON HAND	INV LVL	ORD LVL	MAX LVL	ON ORDER	NEED ORDER	ACTUAL COST	ORDER COST		
ABABC	CLOCK W/IPOD DOC	PLATINUM	1	3.00	M	5	6	0	3	100.000	300.00		
LOC TOTAL			1:	3.00				0	3		300.00		
REPORT TOTAL:				3.00				0	3		300.00		
TIME FINISHED:15:27:31													

Figure 21-10 Misc Inventory Report Example

The report header will list the descriptions, locations, vendor and/or model numbers selected. The report detail in this example lists the model number, descriptions, location, quantity on hand, desired inventory level (low, medium or high) based on month and season, order level (reorder point), maximum stock level, amount on order, need to order amount, and cost information. There is also summary information for model number and description subtotals. The 'need to order' and 'order cost' fields are recomputed (denoted with a double line) for these subtotals based on the other fields for the subtotal.

The report columns are described below:

MODEL NBR	Model Number.
DESCRIPTION 1	Description Line 1.
DESCRIPTION 2	Description Line 2.
LOC	Location.
QTY ON HAND	Quantity on hand or in stock.
INV LVL	Inventory Level of "L", "M" or "H" for Low, Medium, or High as determined by the month the report is run for and the season defined at the product code level or overridden by the location or item level.
ORD LVL	Order Level, reorder point or minimum stock level for the specified season.
MAX LVL	Maximum Stock Level.
ON ORDR	Quantity on order for this item and location.
NEED ORDR	This is the amount that needs to be ordered to bring the inventory up to the maximum stock level. A negative amount indicates surplus stock (stock above the maximum stock level), zero indicates sufficient stock and a positive amount indicates deficient stock (below reorder level) requiring a purchase or transfer. For the subtotal lines this amount is recalculated rather than totaled (denoted by the double line).
ACTUAL COST	The actual or last cost per unit for the item.
ORDER COST	The cost to order the recommended quantity for this item. The actual cost per unit times the need to order amount. For the model number subtotal lines, this amount is recalculated rather than totaled (denoted by the double line).
DATE ORDER DUE	The 'date order due in' from the Item Maintenance (ITEMMNTS) screen if there is an 'on order' amount for this model number.

Chapter 22 - Using the Spooler - SPOOLER

The purpose of the spooler program is to set up batches (groups of reports) to be printed on demand or on a scheduled basis. The batches are set up to store a group of reports (including all of the options selected for a given report) to be printed as a batch.

You can add to the batch, copy a batch, change the batch in any way, delete reports from a batch or print the reports in a batch at any time and select to have the batch printed at a future time. (Example: If you have a list of six reports you want to see every day, you can set these up and call the batch “DAILY”) The “Daily” Spooler automatically runs every night and contains programs that **need to run nightly**. Reports can also be added to print and be waiting for you the next morning.

With the spooler reporting program, you can set up the reports that you want spooled in the format you will want to see them in, in “OPTION 1) ADD REPORTS TO BE PRINTED”.

To enter the Report Spooler program press the F10 key off of any menu and at the command line type in “SPOOLER” and then press the ENTER key, see Figure 22-1.

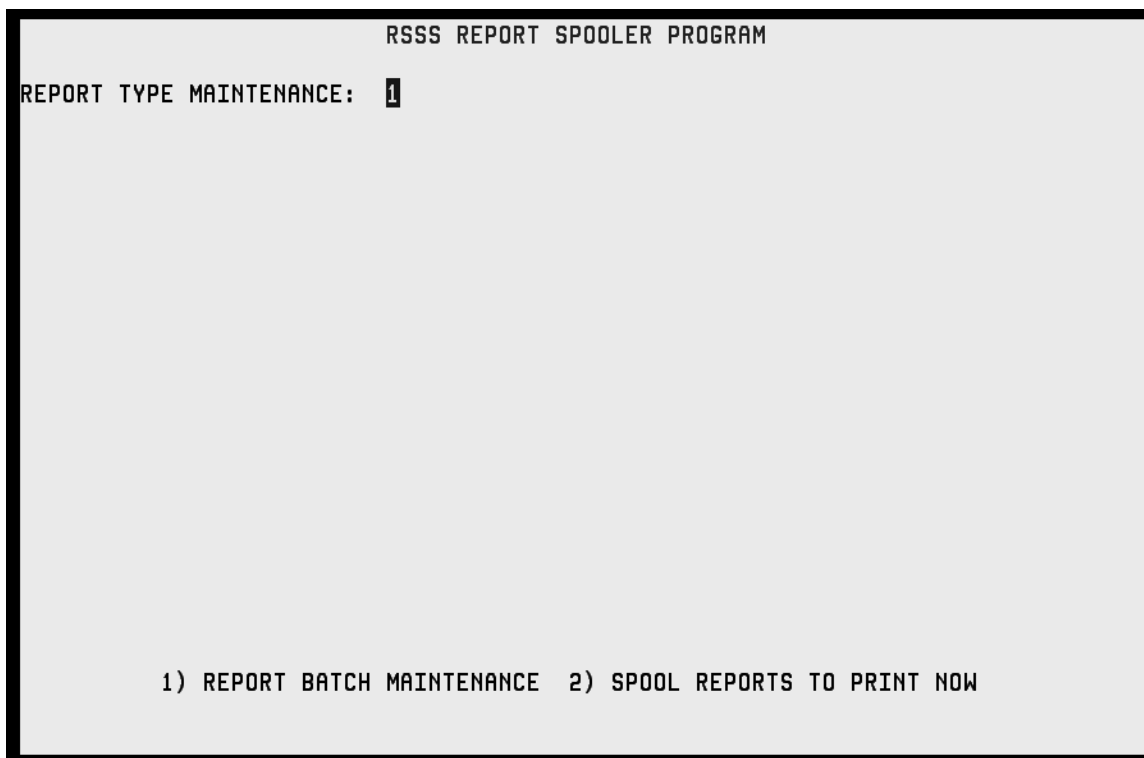


Figure 22- 1 Report Spooler Screen

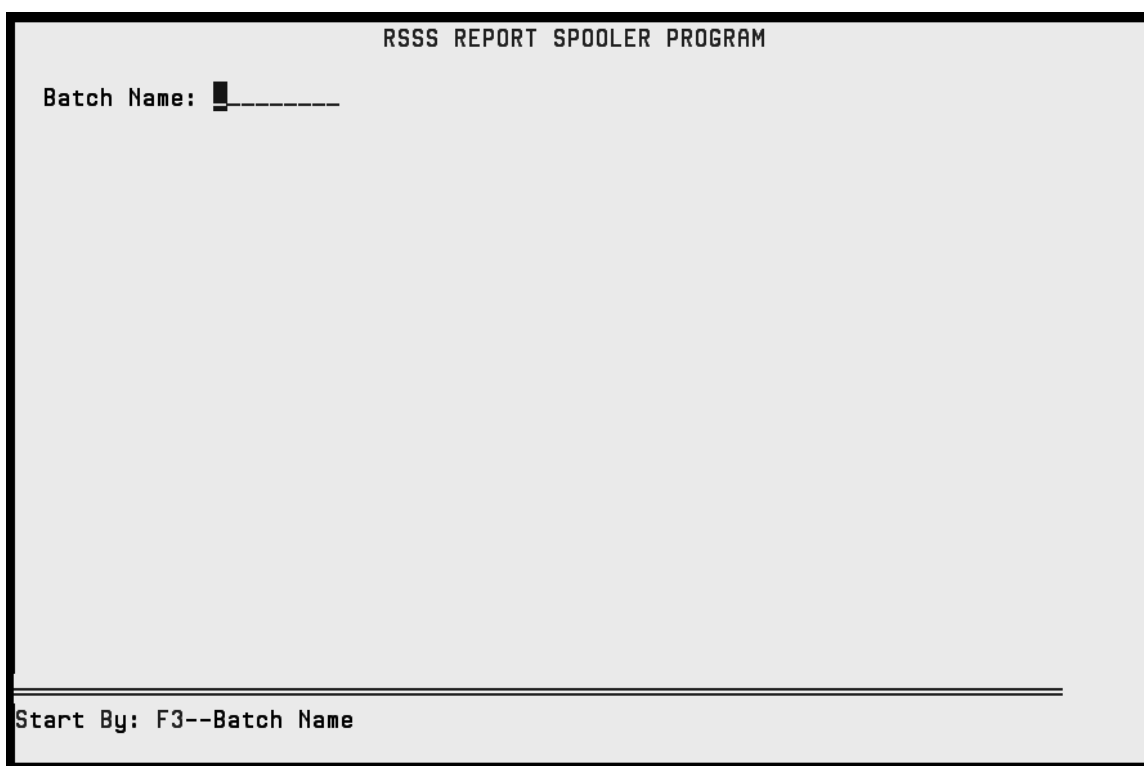
Report Type Maintenance is a maintenance program for setting up a queue for the reports. Look at the bottom of the screen. You will see two different options:

- 1) REPORT BATCH MAINTENANCE** Allows you add, change, delete, print or create a new batch of reports. This option

allows you to name the batch so that you may continue to run this batch on a timely basis and access this same batch of reports.

2) SPOOL REPORTS TO PRINT NOW Set up reports to print one time only, without creating a permanent batch. This option also names the batch for you. The name given for this batch will be four digits with your terminal number as the last number(s) and the first number(s) being however many zero's it takes to make this a four digit number. This option is used when you need to run a group of reports quickly. After the reports have spooled, the batch is deleted. After you have all reports you want run under this batch, you need to run option number 4, go to [Print Spooler Reports](#) to print the reports.

If you enter “1” for **Report Batch Maintenance Option** at the screen shown in Figure 22-1, you will be prompted for “Batch Name”, see Figure 22-2.



The screenshot shows a terminal window titled "RSSS REPORT SPOOLER PROGRAM". Inside the window, the text "Batch Name: " is followed by a cursor (a small vertical bar) and a series of underscores, indicating a prompt for input. At the bottom of the window, there is a horizontal line and the text "Start By: F3--Batch Name".

Figure 22- 2 Report Spooler Screen Batch Name prompt

If you want to create a new batch, you need to enter a name for the batch you will create. You are allowed nine characters for the batch name. Press the ENTER key. If creating a new batch, after entering in new batch name, press the ENTER key and the screen will now be at the Report Spooler Batch Selection Screen, see Figure 22-4. See the section on [adding reports](#) in this chapter. If you want to alter an existing batch, press ENTER or press the F3 key. You will see a list of the existing batch names, see Figure 22-3.

RSSS REPORT SPOOLER PROGRAM

Batch Name: _____

Batch Name

- DAILY
- MONTHLY
- RERUN
- SUNDAY
- TEST
- EOF

F1-Next Page F2-Prev Page ENTER-Select F8-Prev Menu CMD-Exit

This screenshot shows the 'Batch Name list' screen of the 'RSSS REPORT SPOOLER PROGRAM'. At the top, it says 'Batch Name: _____'. Below this, a list of batch names is displayed: DAILY, MONTHLY, RERUN, SUNDAY, TEST, and EOF. At the bottom, a horizontal line separates the list from the navigation instructions: 'F1-Next Page F2-Prev Page ENTER-Select F8-Prev Menu CMD-Exit'.

Figure 22- 3 Report Spooler Screen Batch Name list

Using your arrow keys, highlight the batch name you wish to alter and press ENTER, see Figure 22-4.

RSSS REPORT SPOOLER PROGRAM

ENTER SELECTION: 1

1. ADD REPORTS TO BE PRINTED
2. CHANGE REPORTS TO BE PRINTED
3. DELETE REPORTS TO BE PRINTED
4. PRINT REPORTS
5. LISTING OF REPORTS BY BATCH NAME
6. SELECT REPORTS TO PRINT
7. COPY A SPOOLER BATCH

This screenshot shows the 'Batch Selection' screen of the 'RSSS REPORT SPOOLER PROGRAM'. It features a central box with the prompt 'ENTER SELECTION: 1' and a numbered list of seven options: 1. ADD REPORTS TO BE PRINTED, 2. CHANGE REPORTS TO BE PRINTED, 3. DELETE REPORTS TO BE PRINTED, 4. PRINT REPORTS, 5. LISTING OF REPORTS BY BATCH NAME, 6. SELECT REPORTS TO PRINT, and 7. COPY A SPOOLER BATCH.

Figure 22- 4 Report Spooler Batch Selection Screen

Add Spooler reports to be printed

1. ADD REPORTS TO BE PRINTED: Select this option to add reports to a batch (from the list of available reports that appear on the screen), see Figure 22-5.

ADD REPORTS TO BE SPOOLED		Batch Name:	DAILY
ENTER REPORT TO BE PRINTED: █			
COMMON REPORT SELECTION			
1. PRTITEMS-Print Item Master File	16. INVCMP---Inv Income Compare		
2. PINVMISC-Print Misc Inventory Report	17. PINVWRTY-Warranty Report		
3. ROYCEINV-Royce Inventory Report	18. PINVBC---Inv Bar Code Rpt		
4. TOREMOT-Build Data For Remotes	19. TRFTORTL-Inv To Rental		
5. ZPCSTRIP-Run Remote For DOS	20. PINVL----Inv By Location		
6. TOHOST---Build Strip Data	21. IDLECMP--Inv Transfer List		
7. PRTRTRAN--Print Transfers	22. PRTARAGE-A/R Aging Report		
8. PSALEMOD-Sales By Model Nbr	23. PSALEAUD-Sales Audit Report		
9. TRUST----Sales Trust Receipts	24. PINORDRT-Inv Order Report		
10. BUYRPT---Buyers Report (Serialized Inv)	25. MAILOUT2-Restrip Mail Recs		
11. PRTRCAGE-Revolving Aging Report	26. MAILIN-from other machines		
12. PINV-----Serialized Inv Report	27. TORATHO-Build RAT Strip Data		
13. WARRANTY-Print Warranty Cards	28. BUYRPTF--Buyers Rpt (Furn)		
14. SALESMAN-Print Spiffs,Commissions	29. MAILPURG--Delete Mail		
15. PSALEGL--Sales By GL Acct Nbr	30. FINVCMP---Furn Inv Compare		
Enter the name of the report or the number			
Return--More Reports			

Figure 22- 5 Report Spooler Batch Selection Screen – Add Reports

Enter the number or report name of the report you want to add in this batch. If the report you want to run is not listed on this screen, press the ENTER key. (You have a reminder on the bottom of the screen). After you have selected a report, you will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in the proper printer number or pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press and accept the N for no default.

You will now see the report option selection screen for the report you have chosen. Fill in the options the way you want the report run. Change any information you want changed and then press the F9 key. NOTE: When adding reports there is special programming done with the date fields by leaving them blank so when running the reports, you can tell it to fill in with daily, weekly or monthly dates, this will be explained in more detail later in the documentation. You will be prompted for “Any More Changes”. When you answer this with an N for no, you will be prompted to name the report in “Enter a brief description of this report”. Enter the description you want and press ENTER and you will be returned to the **ADD REPORTS TO BE SPOOLED** screen. Continue until you have added all of the reports you want in this batch.

Change Spooler reports to be printed

2. CHANGE REPORTS TO BE PRINTED: When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen, the screen will list any reports that have been spooled under this batch name and are waiting to be printed, see Figure 22-6. Note: Reports are listed and print in alphabetical order by report name.

CHANGE REPORTS TO BE SPOOLED					Batch Name: DAILY
PROGRAM NAME	SEQ NUMBER	PRINT	M/W/D	REPORT DESC	
ASUMBLD	00	Y		DAILY SUMMARY BUILD	
ARPMTS	00	N		AR PMTS TOTALS ONLY	
ARPMTS	01	N		AR PAYMENTS STORE 1	
ARPMTS	02	N		AR PAYMENTS STORE 2	
ARPMTS	03	N		AR PAYMENTS STORE 3	
BIRMONTH	00	Y		DAILY MTD TOTAL ACTIVITY	
BWACRPT	00	N		SUMMARY OF PAST DUE ACCOUNT	
CPRTA	00	N		OPEN AND CLOSED RTO DAILY	
CPRTA	01	N		OPEN AND CLOSED AR ACCTS DAILY	
CWDRGMGR	00	Y		FREE TIME AND DATE CHANGE REPORT	
PINVPRC	00	N		PRICING EXCEPTIONS	
PMTS	00	N		PAYMENT EXCEPTIONS REPORT	
PRTARAGE	00	N		AR BALANCES AND PAST DUES	
PRTARAGE	01	N		RENTAL AGING REPORT	
PRTRAN	00	N		STORE 1 INV TRANSFERS	
PRTRAN	01	N		STORE 2 INV TRANSFERS	

F1-Next Page F2-Prev Page ENTER-Update F7-Restart F8-Menu

Figure 22- 6 Report Spooler Batch Selection Screen – Change Reports

Using your arrow key, highlight the **PROGRAM NAME** of the report you want to change and then press ENTER twice. Your cursor will be at the M/W/D field. This field is what dictates what date your report will use if the date in the parameters is left blank. By selecting "M", if you have beginning and ending dates in the parameters that are left blank, when this report is run, it will use the monthly dates for the month selected; if "W" is selected, it will use the weekly dates for the week selected; if "D" is selected, it will use that days date. (If this field is left blank it defaults to the Daily) The next field is the Report Description. This is free form field to describe what purpose this report has. Press ENTER and you will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number or pathname. 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 N for no default. You will now be at the report option selection screen. Change any information you want changed (such as the report dates) and then press the F9 key. You will be prompted for "Any More Changes". When you answer this with an N for no, you will be returned to the **CHANGE REPORT TO BE SPOOLED** screen. Continue until you have finished changing all the reports you want changed.

NOTE: As you are changing the reports, they will no longer be visible on the screen (above) until ALL REPORTS are changed or you press the F2 key to view the previous reports.

Delete Spooler Reports to be printed

3. DELETE REPORTS TO BE PRINTED: When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen, the screen will list any report presently spooled on this batch, see Figure 22-7.

DELETE REPORTS TO BE SPOOLED				Batch Name:	DAILY
PROGRAM NAME	SEQ	NUMBER	PRINT THIS REPORT	REPORT DESC	
AASUMBLD		00	Y	SUMBLD 1,2 & 3	
AASUMBLD		01	Y	SUMBLD 4 & 5	
BRCHASE		00	Y	ROUTE CLOSES	
RENTCLN		00	Y	RENT CLEAN REPORT	
RENTCLN2		00	Y	CORRECT INVENTORY/TICKET PRBLS	
ZOOMMGR		00	Y	HOME OFFICE MANAGERS REPORT	
ZOOMMGR		01	Y	FT. PIERCE MANAGERS REPORT	
ZOOMMGR		02	Y	OKEECHOBEE MGRS REPORT	
ZOOMMGR		03	Y	PSL MGRS REPORT	
ZOOMMGR		04	Y	STUART MGRS REPORT	
ZOOMMGR		05	Y	VERO MGRS REPORT	
EOF					

Figure 22- 7 Report Spooler Batch Selection Screen – Delete Reports

Please note: Pressing the F3 key here will delete the entire spooler, if you want to only delete a specific report, do not use this function, follow the next set of instructions.

Using your arrow key, highlight the **PROGRAM NAME** of the report you want to delete and then press the ENTER key twice, or F9 once. You will see the prompt "Printer or File Pathname". Press the ENTER key. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted "Separate Locations". Press the ENTER key to accept the default of N for no. You will now see the report option selection screen, press the F9 key. The prompt "Delete this Report" will be displayed, see Figure 22-8.

NOTE: DO NOT delete any program names beginning with AA.

```

      AR PAYMENTS REPORT
    WANT TOTALS ONLY: Y   DISCOUNT CODE SUMMARY: N
    SELECT CUSTOMER TYPES: N
  USE TAX CODES AS STORE NUMBERS: N   SERVICE SALES PAYMENTS: I
    SELECT BY LOC OR LOC GROUPS: Y

    STARTING PAYMENT DATE:           ENDING DATE:
  STARTING CONTRACT DATE: 1/01/80   ENDING DATE: 12/31/79
      SELECT BY: N

    PAYMENTS ON AR PMT FORMS:
      SUMMARIZE BY ZIP CODE: N       PAYMENT FORMS WANTED:  0    0
    LATE PAYMENTS ONLY REPORT: N   ONLY RECEIPT NUMBER GAPS: N
  TRANSACTIONS BY TIME REPORT: N       ONLY RECV PMTS: N
      CALCULATE COMMISSIONS: N
      SELECT BY ZIP CODE: N

      EXCEPTION REPORT: N   PENDING SALE PMTS: I   CLOSED PMTS: I
  ONLY PMTS ON BOOKS OVER A DATE: N
Delete This Report: N
  
```

When this screen is displayed,
press F9 and enter Y to delete
report.

Figure 22- 8 Spooler Report being deleted

At this point, enter a Y for yes or N for no if this is not the report you want to delete. You will be returned to the DELETE REPORTS TO BE SPOOLED screen. Continue until you have deleted all the reports you wanted to delete.

Print Spooler Reports

4. PRINT REPORTS: When you select this option from the **RSSS REPORT SPOOLER PROGRAM** screen you will see a screen similar to Figure 22-9.

```

    HOUR TO START SPOOLER: 0
    MINUTE TO START SPOOLER: 0
    DATE TO START THE SPOOLER:
    DATE TO USE ON THE REPORTS: 1/19/05

    ENTER HOUR IN MILITARY TIME(LEAVE ZERO TO START NOW)
  
```

Figure 22- 9 Date/Time to run report Screen

This screen is automatically set up to run the reports using yesterday's date, so if you are wanting to run this spooler using yesterday's date and want them to print right now, you can just press the F9 key. Otherwise, you can schedule the spooler to run at a specific time (using military time) and then the date to start the spooler is the day you want it to begin printing. The date to use on the reports is what dictates what dates will be used in the blank date fields within the report parameters. If you want the spooler to print right away and just want to change the date to use on the report, accept the defaults for the first 3 fields and change the date to use on the reports.

NOTE: This login screen will be frozen until all the reports in the batch have run and / or printed.

Listing Spooler reports by batch name

5. LISTING OF REPORTS BY BATCH NAME: When this option is selected, you will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in the proper printer number or pathname. 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 "N" default. A listing of all batch names and the report program name(s), within each batch will be printed.

Select Spooler reports to print

6. SELECT REPORTS TO PRINT: This allows you to disable or enable one or more reports in a batch from printing. This way, they can be disabled or enabled at a later date without losing the report setup. When this option is selected, a listing of the report Program Names will be displayed, see Figure 22-10.

MARK REPORTS TO BE PRINTED				Batch Name: DAILY
PROGRAM NAME	SEQ NUMBER	PRINT THIS	REPORT	REPORT DESC
AASUMBLD	00	Y		SUMBLD 1,2 & 3
AASUMBLD	01	Y		SUMBLD 4 & 5
BRCHASE	00	Y		ROUTE CLOSES
RENTCLN	00	Y		RENT CLEAN REPORT
RENTCLN2	00	Y		CORRECT INVENTORY/TICKET PRBLS
ZOOMMGR	00	Y		HOME OFFICE MANAGERS REPORT
ZOOMMGR	01	Y		FT. PIERCE MANAGERS REPORT
ZOOMMGR	02	Y		OKEECHOBEE MGRS REPORT
ZOOMMGR	03	Y		PSL MGRS REPORT
ZOOMMGR	04	Y		STUART MGRS REPORT
ZOOMMGR	05	Y		VERO MGRS REPORT
EOF				

Highlight the report line you wish to change and press the F9 key, make the change to the "print this report" field and then press the F9 key again to save the change.

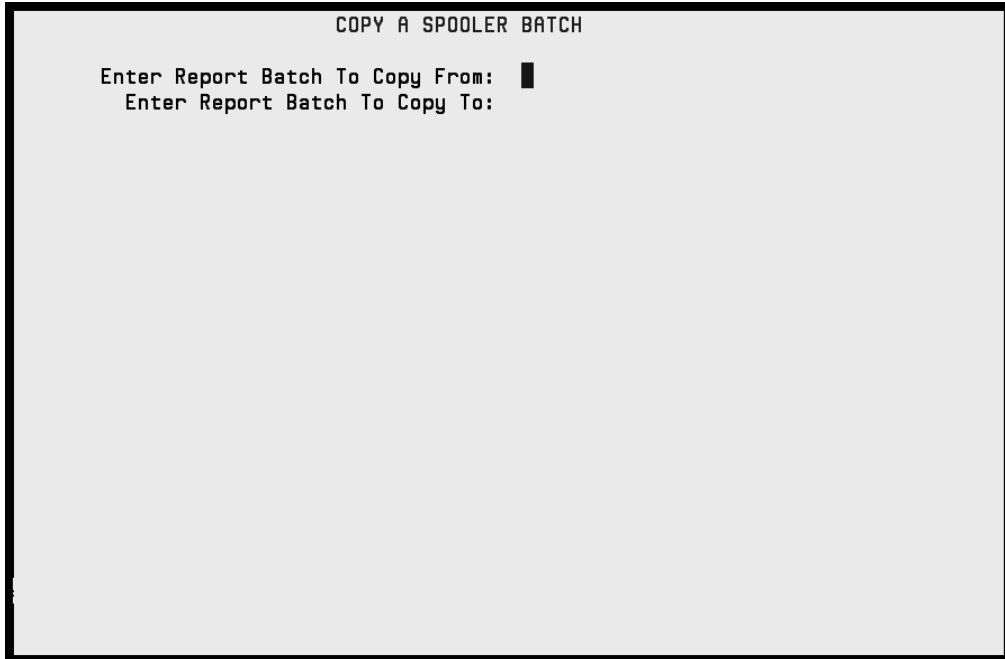
F1-Next Page F2-Prev Page F5-Help ENTER-Update F7-Restart F8-Menu

Figure 22-10 Mark Reports To Be Printed Screen

After each program name, under the column "Print this Report", you will notice that each report has a Y for yes or an N for no. To change this, using your arrow keys, highlight the report program name you wish to either print or not print at this time, press the F9 key and your cursor will move to the print this report area, type in the appropriate letter (N or Y). Press the F9 key again to save the change. Continue to make your changes and when you are done, press the F8 key to return to the **RSSS REPORT SPOOLER PROGRAM** menu. You may now select option 4 to [set up the reports to print](#), see Figure 22-9.

Copy a Spooler Batch

7. COPY A SPOOLER BATCH: When this option is selected, the screen will change to resemble Figure 22-11.



```
COPY A SPOOLER BATCH

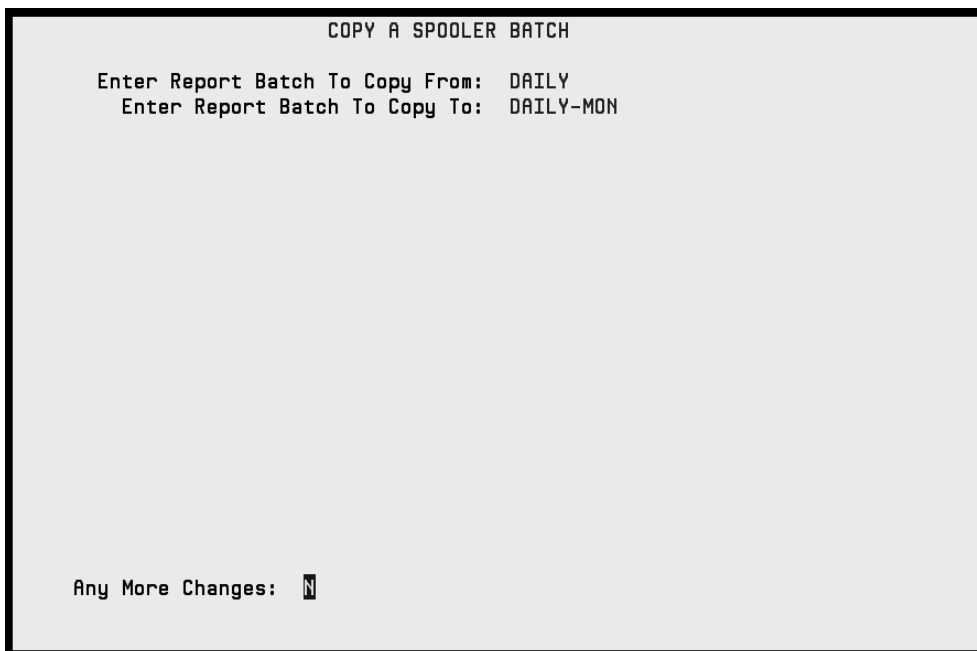
Enter Report Batch To Copy From: █
Enter Report Batch To Copy To:
```

Figure 22-11 Copy A Spooler Batch Screen

ENTER REPORT BATCH TO COPY FROM Enter the name of the report batch you want to copy.

ENTER REPORT BATCH TO COPY TO Enter the name you want the report batch copied to.

Press the F9 key. You will be prompted “Any More Changes”. When this is answered with an N for no, your new batch will be created. See Figure 22-12.



```
COPY A SPOOLER BATCH

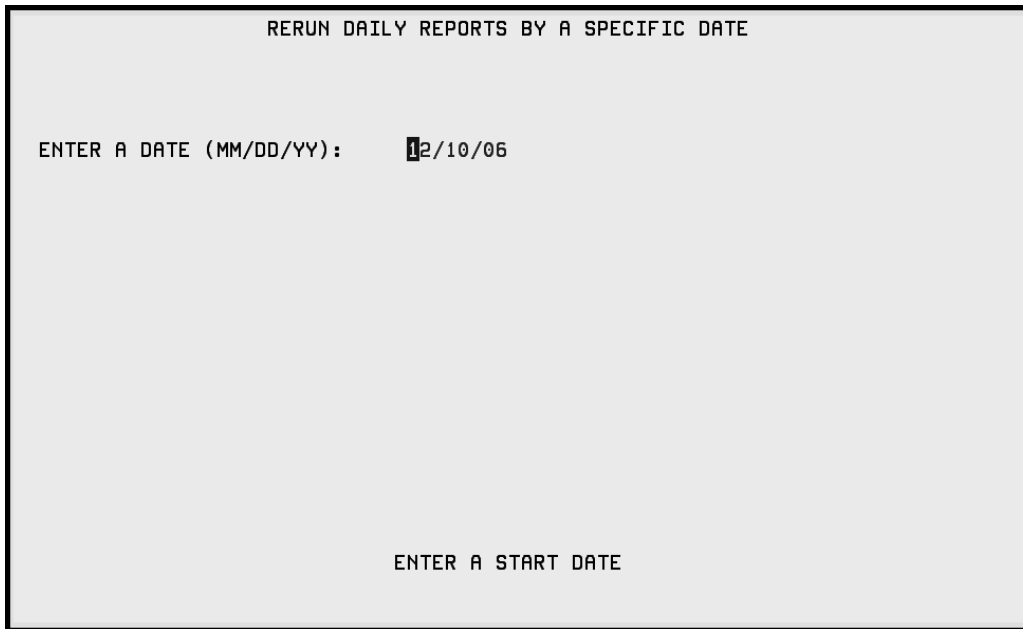
Enter Report Batch To Copy From: DAILY
Enter Report Batch To Copy To: DAILY-MON

Any More Changes: N
```

Figure 22-12 Copy A Spooler Batch Screen after pressing F9

Rerunning a Prior Day's Spooler Batch that did not Print

If for any reason, the DAILY spooler needs to be rerun for a prior day, the best method is to press the F10 key from any menu and type in "RERUN" and press the ENTER key. After typing in RERUN at the command line, the next prompt will ask for ENTER A DATE (MM/DD/YY). This is where you will enter the date that did not print. This will select the DAILY Spooler batch of reports and print them for you. See Figure 22-13. **Please note: If you are an on-line store, this will print ALL stores reports.**



```
RERUN DAILY REPORTS BY A SPECIFIC DATE

ENTER A DATE (MM/DD/YY): 12/10/06

ENTER A START DATE
```

Figure 22-13 Rerun Daily Reports from the Spooler

Chapter 23 - Serialized Inventory GMROI Report - GMROI RPT

GMROI RPT – Gross Margin Return On Investment Report

To run the Gross Margin Return on Investment Report, select the option “GMROI Analysis – GMROI RPT” off the Sales Reports option on the Sales Menu or press the F10 key off any menu and go to the command line and typing in “GMROI RPT”. You will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in another printer number or pathname. 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 default of N for no, see Figure 23-1.

```

                                GMROI REPORT
REPORT ORDER: 1
SUMMARIZE ON: 1      SHOW QTY FOR EACH LOCATION: N

      STARTING DATE:           ENDING DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: N

      SORT BY LOCATION: Y
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

PRINT TOTALS ONLY: N
TYPE INVENTORY: 3
REPORT FORMAT: 1

1) MODEL NUMBER  2) DESCRIPTION
  
```

Figure 23- 1 GMROI RPT Report Screen

Explanation of Fields on GMROI Report Screen

REPORT ORDER	1 = Model Number 2 = Description (choose this selection if you want option 3 or 4 for SUMMARIZE ON)
SUMMARIZE ON	1 = Summary on Model Number 2 = Summary on Description 3 = Product Code (2 digit) 4 = First Product Code Character

SHOW QTY FOR EACH LOCATION If you want the report to show the quantity of inventory pieces for each location, enter a Y for yes, otherwise press the ENTER key to accept the default of N for no.

STARTING DATE ENDING DATE Enter the earliest and latest dates you want the report to use to calculate the return on investment. Note: that the ending date must be the system date if you want to include miscellaneous/accessory inventory. If you want the report to use ALL dates, your starting date should be 01/01/80 or leave the starting date blank and use the ending date of 12/31/79.

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 respective number here to **1) SELECT BY LOCATIONS** or **2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS** **2) SELECT RANGE OF LOCS/GROUPS**. 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 for no. 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.

SELECT BY DESCRIPTION If answered Y for yes, you may enter up to three different descriptions.

SELECT BY MODEL NUMBER If answered Y for yes, you may enter up to three different model numbers or parts of model numbers. For example, by entering **A** in the model number field, this will report all appliance model numbers. There is also a wild card feature so you could report on certain brands. For example, by entering ****WHP** in the model number field may report on all **Whirlpool** products if this is how this manufacturer was set up.

PRINT TOTALS ONLY Answer Y for yes if you want a report that is one page displaying only the total numbers.

TYPE INVENTORY **1 = BIG TICKET ITEMS** - Serialized
2 = ACCESSORIES - Miscellaneous (this selection can only be run if using the system date as the ending date to figure the return on investment (ROI)).
3 = BOTH -Serialized & Miscellaneous (this selection can only be run if using the system date as the ending date to figure the return on investment (ROI) for both serialized and miscellaneous or accessory inventory).

REPORT FORMAT **1 = ALAN FRIEDMAN** - This report will show the model number, description, number of sales, cost of goods sold, gross profit dollars and percentage, ending inventory, inventory turns, percent of sales, percent of inventory, gross margin return on investment (GMROI), and location.
2 = REGULAR - Miscellaneous (this selection can only be run if using the system date as the ending date to figure

the return on investment (ROI)). This report will show the model number, description, beginning and ending costs, sales cost, sale amount, gross margin return on investment (GMROI), location number received and number sold.

The calculations depending on the report format are as follows for the GMROI report:

NOTE: If running the 'Alan Friedman' format...

Sale Amount – Cost / Ending Inventory Cost = GMROI

If running the standard format...

Sale Amount / Average Inventory = Sales Turnover

(average inventory is beginning inventory – ending inventory / 2)

Sale Amount – COGS / Sale Amount = Gross Margin

Sales Turnover * Gross Margin = GMROI

Press the F9 key. You will then be prompted for "Any More Changes". If you need to make changes, enter a Y for yes and make your changes. When the prompt "Any More Changes" is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

See Figures 23-2 through 23-5 for GMROI RPT setup screens and resulting report examples.

Example GMROI RPT Setup Screens & Resulting Reports

The screen in Figure 23-2 when run displayed the resulting report in Figure 23-3 for a GMROI RPT report summarized by description and product category.

```

                                GMROI REPORT
      REPORT ORDER: 2
      SUMMARIZE ON: 4      SHOW QTY FOR EACH LOCATION: N

      STARTING DATE: 1/01/05   ENDING DATE: 12/31/05
      SELECT BY LOC OR LOC GROUPS: N

      SORT BY LOCATION: Y
      SELECT BY DESCRIPTION: N

      SELECT BY MODEL NUMBER: N

      PRINT TOTALS ONLY: N
      TYPE INVENTORY: 1
      REPORT FORMAT: 1

      Any More Changes: ☒
  
```

Figure 23- 2 GMROI RPT Report Screen - Alan Friedman Format

RUN DATE: 01/26/07		RSSS APPLIANCES				GMROI REPORT (AKA ALAN FRIEDMAN REPORT) PAGE: 1				
TIME:12:58:41		GMROI REPORT IN DESCRIPTION ORDER--SUMMARY								
		FOR THE DATES OF: 1/01/05 THRU 12/31/05								
MODEL NUMBER	DESCRIPTION	SALES	COST OF GOODS SOLD	--GROSS PROFIT-- \$ %	ENDING INVENTORY	INV TURNS	% OF SALES	% OF INV	GMROI	LOC
	A APPLIANCES	99,314	70,261	29,052 29	26,905	2.61	15	19	1.08	0
	E ELECTRONICS	50,544	33,136	17,408 34	25,299	1.31	8	18	0.69	0
	F FURNITURE	401,239	258,036	143,203 36	78,400	3.29	60	55	1.83	0
	M MATTRESS	115,942	65,581	50,360 43	12,612	5.20	17	9	3.99	0
REPORT TOTAL:		667,041	427,016	240,025 36	143,219	2.98	100	100	1.68	
TIME FINISHED:12:58:46										

Figure 23- 3 GMROI RPT Resulting Report - Alan Friedman Format

The next screen shot in Figure 23-4 is a GMROI RPT summarized by first description. The resulting report is shown in Figure 23-5.

GMROI REPORT

REPORT ORDER: 2
SUMMARIZE ON: 2 SHOW QTY FOR EACH LOCATION: N

STARTING DATE: 1/01/05 ENDING DATE: 12/31/05
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

PRINT TOTALS ONLY: N
TYPE INVENTORY: 1
REPORT FORMAT: 2

Any More Changes: N

Figure 23- 4 GMROI RPT Report Screen - Regular Format

RUN DATE: 01/26/07		RSSS APPLIANCES		GMROI REPORT		PAGE: 1			
TIME:13:05:26		GMROI REPORT IN DESCRIPTION ORDER--SUMMARY							
		FOR THE DATES OF: 1/01/05 THRU 12/31/05							
MODEL NUMBER	DESCRIPTION	BEGINNING COST	ENDING COST	COST SALES	SALE AMT	GMROI	LOC	#RCVD	#SOLD
	APPLIANCE	0.00	0.00	446.76	592.58	0.00	0	0	1
	AREFRIGERATOR	3,880.21	11,137.81	24,110.78	34,183.95	1.31	0	14	95
	ASTOVE	1,432.00	2,898.00	7,631.43	11,400.11	1.73	0	6	49
	AWASHER	929.95	4,080.95	15,077.96	21,596.07	2.58	0	13	84
	BED ONLY	0.00	0.00	978.50	1,580.26	0.00	0	0	1
	BEDROOM	0.00	210.00	0.00	0.00	0.00	0	1	0
	BEDROOM SET	7,616.46	27,332.73	68,778.34	111,188.54	2.41	0	73	319
	BIG SCREEN	4,004.95	6,653.95	17,259.29	27,813.37	1.98	0	3	30
	BUNKBED	1,216.94	2,043.94	10,159.72	18,237.45	4.92	0	8	100
	BUNKIE	31.00	682.90	2,502.08	4,256.92	4.89	0	16	107
	COMPUTER	2,130.97	4,027.97	2,599.43	3,772.43	0.38	0	4	10
	CURIO	1,545.83	2,778.73	1,560.61	3,250.41	0.78	0	7	18
	DESK	305.99	561.35	882.20	1,890.76	2.31	0	9	30
	DINETTE	4,438.47	10,589.34	21,660.96	35,075.95	1.77	0	33	152
	DRYER	0.00	204.00	0.00	0.00	0.00	0	1	0
	ELECTRONIC	549.00	549.00	0.00	399.99	0.73	0	0	1
	ELECTRONICS	4,304.74	9,491.29	4,973.32	6,681.97	0.25	0	49	51
	ENTERTAINMENT CENTER	553.99	2,219.97	5,971.05	9,723.69	2.73	0	9	36
	FREEZER	0.00	379.00	410.00	374.43	0.17	0	1	1
	KING SET	0.00	186.00	186.00	297.00	1.18	0	1	1
	LAMP	2,676.65	5,297.15	1,496.59	2,317.80	0.20	0	66	68
	MATTRESS	1,301.12	11,575.95	62,111.31	110,120.07	7.52	0	92	634
	MICROWAVE	0.00	0.00	66.90	125.00	0.00	0	0	1
	OCCASIONAL TABLE	0.00	0.00	206.74	300.00	0.00	0	0	2
	OCCASIONAL TABLE	999.94	3,417.36	9,309.47	14,498.00	2.36	0	17	124
	PICTURE	6,837.60	5,165.95	2,763.33	5,269.34	0.42	0	6	65
	PLANT	0.00	511.39	383.58	1,085.02	2.75	0	19	20
	PLANTS	5,087.42	6,245.25	2,842.09	4,889.57	0.36	0	48	160
	QUEEN SET	0.00	136.00	506.56	773.97	3.98	0	1	4
	RANGE	0.00	401.00	1,283.84	1,768.98	2.38	0	1	4
	RECLINER	429.89	1,919.45	5,738.19	7,882.01	1.81	0	9	44
	REFRIGERATOR	0.00	1,326.00	1,107.00	1,260.99	0.22	0	4	3
	SECTIONAL	0.00	699.00	8,520.39	13,171.42	13.19	0	1	20
	SOFA	1,318.00	9,408.93	116,182.14	169,957.19	10.14	0	17	390

Figure 23- 5 GMROI RPT Resulting Report – Regular Format

Chapter 24 - Printing Sales Audit Report - PSALEAUD

To run the Print Sales Audit Report, select the option “Sales Audit/Exception – PSALEAUD” off the Sales Reports option on the Sales Menu or press the F10 key off any menu and go to the command line and typing in “PSALEAUD”. You will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in another printer number or pathname. 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 default of N for no, see Figure 23-1.

This report program allows you to run a sales audit report in many different ways, for many different purposes. Please read through to see the different select and sort options available.

PRINT SALES AUDIT REPORT			
REPORT ORDER: 1	PO ON HOLD REPORT: N	PAID BY: B	
PRINT DETAIL LINES: N	TOTALS ONLY REPORT: N		
TYPE INVENTORY: 6			
STARTING SALES DATE:			
ENDING SALES DATE: 12/31/79			
SELECT BY LOC OR LOC GROUPS: N			
SORT BY LOCATION: Y			
SELECT BY ADV CODES: N			
SELECT BY DESCRIPTION: N			
SELECT BY MODEL NUMBER: N			
SPIFF EXCEPTION REPORT: N	USE TAX CODE FOR LOC: N		
GROSS PROFIT EXCEPTION REPORT: N			
PMT FORM WANTED: 0	0	0	0
PRINT COST: N	REFUNDED SALE INDR: I		
TYPE OF SALES: 5	INDIVIDUALLY PRC INDR: I		
TAX EXEMPT SALE INDR: I	SELECT BY CUST TYPE: N		
1) SALE DATE 2) TICKET NUMBER 3) CUSTOMER NUMBER 4) SALESPERSON NBR			
5) DAILY TRANSACTION REPORT BY CUSTOMER			

Figure 24- 1 Print Sales Audit Report Screen

Explanation of Fields on Sales Audit Report Screen

REPORT ORDER Select the sort option you would like on this report.

- 1** = Sale Date
- 2** = Ticket Number
- 3** = Customer Number
- 4** = Salesperson Number
- 5** = Daily Transaction Report by Customer

PO ON HOLD REPORT Enter a Y for yes if you want this report to show only those sale tickets that have the word HOLD in the PO# field. HOLD prevents statements being generated for these invoices.

PAID BY Select which type of sales you would like on this report.
C = Cash Sales (only sales that were paid in full by cash, check, money order or debit/credit card)
A = AR Sales (only sales that charged all or some of the dollar amount owed)
B = Both (to get all the type of sales)

PRINT DETAIL LINES Enter Y for yes if you want the report to print the detail lines of the sale, including the inventory, otherwise accept the default of N for no by pressing ENTER.

TOTALS ONLY REPORT Enter a Y for yes if you want this report to show a grand total sales amount only, otherwise accept the default of N for no by pressing ENTER.

TYPE INVENTORY **1 = Misc** - will print only non-serialized, accessories inventory sold.
2 = Serialized – will print serialized inventory sold.
3 = Movies – will print movie inventory sold.
4 = MC (Movie Club) Sales - will print sales that were transacted using the <F5-Sell Misc>, <F6-Sell Movie>, or <F7-Sell Serialized> feature found in the “MP” (Movie Payment) program.
5 = All (No Movie Club Sales) - will print any sales that were transacted using the program “SALE”.
6 = All - will print all sales, no matter what type of inventory it was or what program was used to transact the sale.
7 = Sales Rental Inventory – will only print type O & R rental inventory sold.
8 = All (No Movie Club Sales or Sales Rental Inventory)
9 = Service

STARTING SALES DATE Enter the earliest sales date you want the computer to use for this report.

ENDING SALES DATE Enter the last sales date you want the computer to use for this report.

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 respective number here to **1) SELECT BY LOCATIONS** or **2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS** **2) SELECT RANGE OF LOCS/GROUPS**. 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 for no. 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 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. Accept the default of Y for yes to sort by location, otherwise change it to an N for no to NOT sort by location.

SELECT BY ADV CODES If answered Y for yes, you may enter up to six different advertising codes. Select N for no to get all the advertising codes on the report.

SELECT BY DESCRIPTION If answered Y for yes, you may enter up to three different descriptions. If you select Y to enter description(s), enter the description or "*" followed by the description search string. Select N for no to get all the descriptions on the report.

SELECT BY MODEL NUMBER If answered Y for yes, you may enter up to six different model numbers. Note: You may put in partial model numbers. For example, enter FBASH to get all product codes that are Furniture Bedroom and ASHley as the manufacturer. Select N for no to get all model numbers on the report. See Figure 24-2 and Figure 24-4.

SPIFF EXCEPTION REPORT If answered Y for yes you will see a report showing spiff exceptions, otherwise press ENTER to accept the default of N for no.

USE TAX CODE FOR LOC Select Y for yes if want the report to use the tax code for the location instead of store location. This is typically used for sales tax reporting. Select N for no to have it report based on store location.

GROSS PROFIT EXCEPTION REPORT If answered Y for yes you will be prompted "GROSS PROFIT EXCEPTION PERCENT: 0.00". Enter the highest percent you wish to see as an exception for. You will get a report with anything that was sold at that percentage or lower. Select N for no if you want all profit types reported.

PMT FORM WANTED If you want the report to print only particular AR payment forms, enter them here. If you want all AR payment forms, leave the zeroes. You may enter up to four different payment forms. Enter 999 to list the pmt forms you can choose from for the report.

PRINT COST If you want the report to print the cost/book value, enter a Y for yes. If you select N for no, it will report all costs at \$0.00.

REFUNDED SALES INDR I = Include
E = Exclude
O = Only

Do you want the report to include, exclude or only print refunded sales?

TYPE OF SALES 1 = Actual
2 = Pending (Stock Orders, Special Orders and Layaways)
3 = Delivered Pending
4 = 1 & 3 (Actual & Delivered Pending)

5 = 1, 2 & 3 (Actual, Pending & Delivered Pending)

6 = Pending Partially Delivered (any sales where some items were delivered and others are still pending).

INDIVIDUALLY PRC INDR **I** = Include

E = Exclude

O = Only

These are items that had a price entered in the individual serial number in Inventory Maintenance (INVMNT) instead of using the model number price in Item Maintenance (ITEMMNTS).

TAX EXEMPT SALE INDR **I** = Include

E = Exclude

O = Only

This is typically used for sales tax reporting.

SELECT BY CUST TYPE If you want only particular customer types to print on this report, enter a Y for yes. You will have the option to enter up to 10 different customer types. If you want all customer types, enter an N for no.

Once you have selected all options, press the F9 key. You will then be prompted, for “Any More Changes”. If you need to make changes, enter a Y for yes and make your changes. When the prompt “Any More Changes” is answered with an N for no, the report will begin counting and print to the printer or file pathname you specified.

See Figures 24-2 through 24-7 for Print Sales Audit (PSALEAUD) setup screens and resulting report examples.

Example PSaleAUD Screens and Resulting Reports

This report will print a detail report for sales date of 02/02/04 for all model numbers beginning with "AK". See Figure 24-2 and Figure 24-3.

```

PRINT SALES AUDIT REPORT

REPORT ORDER: 1      PO ON HOLD REPORT: N      PAID BY: B
PRINT DETAIL LINES: Y      TOTALS ONLY REPORT: N
TYPE INVENTORY: 6
STARTING SALES DATE: 2/02/04
ENDING SALES DATE: 2/02/04
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: N
SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
AK

SPIFF EXCEPTION REPORT: N      USE TAX CODE FOR LOC: N
GROSS PROFIT EXCEPTION REPORT: N
PMT FORM WANTED: 0 0 0 0
PRINT COST: N      REFUNDED SALE INDR: I
TYPE OF SALES: 5      INDIVIDUALLY PRC INDR: I
TAX EXEMPT SALE INDR: I      SELECT BY CUST TYPE: N
1) SALE DATE  2) TICKET NUMBER  3) CUSTOMER NUMBER  4) SALESPERSON NBR
5) DAILY TRANSACTION REPORT BY CUSTOMER

```

Figure 24- 2 Print Sales Audit Report Screen with data changes #1

```

RUN DATE: 12/11/06      RSSS APPLIANCES      PAGE: 1
TIME:14:36:29      SALES OF ALL INVENTORY IN DATE ORDER
PSaleAUD      SALE DATES OF: 2/02/04 THRU 2/02/04 SALES,PENDING SALES AND PENDING SALES DELIVERED PRINTED
SELECTED MODEL NBR: AK

```

DATE	ACCT NBR	TICK NBR	NAME	LOC	SLSHN	TICKET	TTL	PAYMENT FORMS				TAX	
TRADE IN	DISCOUNT	TICK COST	TICK GP	HOME PHONE	INT TYPE	INT RATE	FINANCE CHG	PEND SALE DATE					
2/02/04	10010831	10034709	ETC, BUILDERS	2	33	320.99	320.99	4			21.00		
				(555)555-5555									
MODEL NBR	SERIAL #	DESC	QTY	SALE	COST/BK	VALUE	TAX	TOTAL	GP	A	SPF	R	
AKWPLDU915PWKQ	FP5283582	DISHWASHER	1.00	299.99			21.00	320.99	100.0				
								PROFIT \$:	299.99				
2/02/04	10010832	10034711	FRAZER, JOHN	2	33	353.09	353.09	1			23.10		
				(555)555-5555									
MODEL NBR	SERIAL #	DESC	QTY	SALE	COST/BK	VALUE	TAX	TOTAL	GP	A	SPF	R	
AKFRIFRT18B4AW	BA40301379	REFRIDGERATOR	1.00	329.99			23.10	353.09	100.0				
AKFRIFE352AS	VF31131960	RANGE	1.00	354.97			24.85	379.82	100.0				
								PROFIT \$:	354.97				
TOTAL THIS REPORT:				SALE	COST	GP	TAX	TRADE IN	DISCOUNT	ITEMS	TOTAL	RNTL SALES \$	
				984.95	0.00	100.0	68.95	0.00	0.00	3.00	1,053.90	984.95	

```

PAYMENT FORMS SUMMARY
FORM DESCRIPTION AMOUNT FORM DESCRIPTION AMOUNT
1 CASH 353.09 4 CHARGE CARDS 320.99
CASH TOTAL: 674.08 A/R TOTAL: 0.00
TIME FINISHED:14:36:29

```

Figure 24- 3 Print Sales Audit Resulting Report #1

This report will print a totals only report for all cash sales for store 1. See Figure 24-4 and Figure 24-5.

```

PRINT SALES AUDIT REPORT

REPORT ORDER: 1      PO ON HOLD REPORT: N      PAID BY: C
PRINT DETAIL LINES: N  TOTALS ONLY REPORT: Y
TYPE INVENTORY: 6
STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1 0 0 0 0 0 0 0 0 0

SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

SPIFF EXCEPTION REPORT: N      USE TAX CODE FOR LOC: N
GROSS PROFIT EXCEPTION REPORT: N
PMT FORM WANTED: 1 0 0 0
PRINT COST: N      REFUNDED SALE INDR: I
TYPE OF SALES: 5      INDIVIDUALLY PRC INDR: I
TAX EXEMPT SALE INDR: I      SELECT BY CUST TYPE: N
ENTER AN "N" OR A "Y"

```

Figure 24- 4 Print Sales Audit Report Screen with data changes #2

```

RUN DATE: 12/11/06      RSSS APPLIANCES      PAGE: 1
TIME:15:04:34      SALES OF ALL INVENTORY IN DATE ORDER
PSALEAUD      SELECTED BY LOCATIONS: 1
SALE DATES OF:      THRU 12/31/79 SALES,PENDING SALES AND PENDING SALES DELIVERED PRINTED
ONLY CASH SALES PRINTED

DATE      ACCT NBR      TICK NBR NAME      LOC SLSMN TICKET TTL      PAYMENT FORMS      TAX

TOTAL THIS REPORT: 102,451.11      0.00      100.0      6,848.16      15.00      15.00      724.00      109,269.27      93,809.58

PAYMENT FORMS SUMMARY
FORM      DESCRIPTION      AMOUNT      FORM      DESCRIPTION      AMOUNT
1      CASH      98,213.63      2      CHECKS      731.98
3      MONEY ORDERS      500.00      8      FREE PAYMENT      0.48

CASH TOTAL: 99,445.61      A/R TOTAL: 0.00

TIME FINISHED:15:04:37

```

Figure 24- 5 Print Sales Audit Resulting Report #2

This report will print a detail gross profit exception report for all sales sold with a gross profit of 20% or less for store 1. See Figure 24-6. Figure 24-7 is the last page of the resulting report.

PRINT SALES AUDIT REPORT									
REPORT ORDER: 1	PO ON HOLD REPORT: N	PAID BY: B							
PRINT DETAIL LINES: N	TOTALS ONLY REPORT: N								
TYPE INVENTORY: 6									
STARTING SALES DATE:									
ENDING SALES DATE: 12/31/79									
SELECT BY LOC OR LOC GROUPS: Y									
LOCATIONS: 1	0	0	0	0	0	0	0	0	0
SELECT BY ADV CODES: N									
SELECT BY DESCRIPTION: N									
SELECT BY MODEL NUMBER: N									
SPIFF EXCEPTION REPORT: N	USE TAX CODE FOR LOC: N								
GROSS PROFIT EXCEPTION REPORT: Y	GROSS PROFIT EXCEPTION PERCENT: 20.00								
PMT FORM WANTED: 0	0	0	0	0					
PRINT COST: N	REFUNDED SALE INDR: I								
TYPE OF SALES: 5	INDIVIDUALLY PRC INDR: I								
TAX EXEMPT SALE INDR: I	SELECT BY CUST TYPE: N								
1) SALE DATE 2) TICKET NUMBER 3) CUSTOMER NUMBER 4) SALESPERSON NBR									
5) DAILY TRANSACTION REPORT BY CUSTOMER									

Figure 24- 6 Print Sales Audit Report Screen with data changes #3

RUN DATE: 12/11/06		RSSS APPLIANCES		PAGE: 4	
TIME: 15:10:14		SALES OF ALL INVENTORY IN DATE ORDER			
SELECTED BY LOCATIONS: 1		THRU 12/31/79 SALES, PENDING SALES AND PENDING SALES DELIVERED PRINTED			
PSALEAUD	SALE DATES OF:				
GROSS PROFIT EXCEPTION PERCENT: 20.00					

DATE	ACCT NBR	TICK NBR	NAME	LOC	SLSHW	TICKET	TTL	PAYMENT FORMS	TAX
1/26/05	10000756	10040377	SALE, CASH	1	65	21.30	21.30	1	1.30
1/31/05	10012147	10040457	RADWELL, DIANA	1	18	4192.69	4192.69	4	255.88
2/05/05	10000756	10040559	SALE, CASH	1	65	106.50	106.50	1	6.50
2/08/05	10000756	10040594	SALE, CASH	1	123	122.48	122.48	1	7.48
2/10/05	10000756	10040627	SALE, CASH	1	123	691.19	691.19	1	42.19
2/10/05	10000756	10040629	SALE, CASH	1	65	191.70	191.70	1	11.70
2/11/05	10000756	10040638	SALE, CASH	1	123	246.02	246.02	1	15.02
2/14/05	10000756	10040684	SALE, CASH	1	65	21.30	21.30	1	1.30
11/09/06			NOCUSTOMERREC,			0.00			

	SALE	COST	GP	TAX	TRADE IN	DISCOUNT	ITEMS	TOTAL	RMTL SALES \$
TOTAL THIS REPORT:	38,446.57	0.00	100.0	1,664.08	0.00	0.00	224.00	40,110.65	38,446.57

PAYMENT FORMS SUMMARY					
FORM	DESCRIPTION	AMOUNT	FORM	DESCRIPTION	AMOUNT
1	CASH	11,927.72	2	CHECKS	8,010.96
4	CHARGE CARDS	8,828.29	26	SPECIAL ORDER	90,020.62

CASH TOTAL:	28,766.97	A/R TOTAL:	90,020.62

TIME FINISHED: 15:10:14

Figure 24- 7 Print Sales Audit Resulting Report #3

Chapter 25 - Print Sales by Model Number - PSALEMOD

This report prints out sales information, focusing on model numbers. You can print detail and summary sales by model number reports from here also and tailor them to your liking, as you can with many RSSS reports.

An example of why you would use the Print Sales by Model Number – PSALEMOD would be if you do not re-class all of your sales, but you do re-class for some of your sales, you can set up a model number for that 'class' of sale and be able to run reports on it through this report program "PSALEMOD". For example, if you take deposits for down payments on items, then you could have a model number DEPOSIT. Then you can print out just those line items with that model number of the sale. If you wanted to post some classification of an item and put it into different revenue and cost of goods sold classifications, you can run the Print Sales by Model Number - PSALEMOD for only those model numbers and the report would sort that way also.

To run the Print Sales by Model Number Report, select the option "Sales by Model Number – PSALEMOD" off the Sales Reports option on the Sales Menu or press the F10 key off any menu and go to the command line and typing in "PSALEMOD". You will be prompted for the printer or file pathname. Press ENTER to accept the default printer or type in another printer number or pathname. 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 to accept the default of N of no, see Figure 25-1. For Help Screens, press the F5 key.

```

PRINT SALES BY MODEL NUMBER REPORT

REPORT ORDER: 1
TYPE PRINT: 1
TYPE INVENTORY: 6
STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: N USE TAX CODES AS STORE NBR: N

SORT BY LOCATION: Y
SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

TAX OR GROSS PROFIT DATA: 1 CUSTOMER NBR: 0 999999999
PRINT SECOND INVENTORY DESC: N
SELECT BY DELIVERY DATE: N
USE ZIP/ADV CODE FOR LOC SORT: N INDIVIDUALLY PRC INDR: I
WANT TOTALS ONLY: N SELECT BY CUST TYPE: N
EXCLUDE REFUNDED SALES: N TYPE OF SALES: 5
1) MODEL NUMBER 2) SERIAL NUMBER 3) DESCRIPTION 4) CUSTOMER NUMBER

```

Figure 25- 1 Print Sales by Model Number Report

Explanation of Fields on Sales by Model Number Report Screen

REPORT ORDER

- 1 = Model Number** - will print report alphabetically by model number.
- 2 = Serial Number** - will print report numerically by serial number.
- 3 = Description** - will print report alphabetically by description.
- 4 = Customer Number** - will print the report numerically by customer number.

TYPE PRINT

- 1 = Detail** - will print all detail information line by line, see Figure 25-3.
- 2 = Summary** - will print information requested in summary totals, see Figure 25-5.
- 3 = Detail and Summary** - will print detail information line by line and also summary totals, see Figure 25-9.
- 4 = Customer Summary** - will print a summary by customer on any three periods you choose. If you select this option, a hidden field pops up on your screen. **ONLY PERIOD ONE SALES AMTS OVER** – enter the dollar amount of sales purchased from any one customers in the periods specified. You will be asked for the **PERIOD 2** and **PERIOD 3** when you press ENTER after entering “Starting Sales Date”.

TYPE INVENTORY

- 1 = Misc** - will print only miscellaneous (non-serialized) inventory sold.
- 2 = Serialized** - will print serialized inventory sold.
- 3 = Movies** - will print movie inventory sold.
- 4 = MC (Movie Club) Sales** - will print sales that were transacted using the <F5-Sell Misc>, <F6-Sell Movie>, or <F7-Sell Serialized> feature found in the “MP” (Movie Payment) program.
- 5 = All (No MC (Movie Club) Sales)** - will print any sales that were transacted using the program “SALE”.
- 6 = All** - will print all sales, no matter what type of inventory it was or what program was used to transact the sale.
- 7 = Special Orders** - will print special orders placed. On the sale ticket the serial number field is filled with “SPEC ORDER”.
- 8 = Layaways** - will print layaways. On the sale ticket the serial number field is filled with “LAYAWAY”.
- 9 = Stock Sales** - will print your stock sales. On the sale ticket the serial number field is filled with “STOCK”.
- 10 = 7, 8 & 9** - will print a report showing the special orders, layaways & stock sales, also known as pending sales.
- 11 = RTO** will print Rent to Own inventory sold.

STARTING SALES DATE Enter the earliest sold date you want the computer to use. If you selected option 4, “Customer Summary” as the “Type Print”, you will be prompted for three starting dates, “period 1” will be the first, then hidden pop-ups will appear on the screen for “period 2” and “period 3”.

ENDING SALES DATE Enter the latest sold date you want the computer to use. If you selected option 4, “Customer Summary?” as the “Type Print”, you will be prompted for three ending dates for each period.

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 respective number here to **1) SELECT BY LOCATIONS or 2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS 2) SELECT RANGE OF LOCS/GROUPS**. 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 for no. 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 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. Accept the default of Y for yes to sort by location, otherwise change it to an N for no to NOT sort by location.

USE TAX CODES AS STORE NBRS Select Y for yes if you want the report to use the tax code for the location instead of store location. This is typically used for sales tax reporting. Select N for no to have it report based on store location.

SELECT BY ADV CODES If answered Y for yes, you may enter up to six different advertising codes. Select N for no to get all the advertising codes on the report.

SELECT BY DESCRIPTION If answered Y for yes, you may enter up to three different descriptions. Select N for no to get all the descriptions on the report.

SELECT BY MODEL NUMBER If answered Y for yes, you may enter up to six different model numbers. Note: You may put in partial model numbers. For example, “FBASH” to get all product codes that are Furniture Bedroom and have ASHley as the manufacturer. Select N for no to get all the model numbers information on the report.

TAX OR GROSS PROFIT DATA

1 = Tax Information - will print the sales selected with your sales tax information.

2 = Gross Profit Information - will print the sales selected, replacing the sales tax figures with gross profit information.

3 = Only Items w/o Tax – will only print tax exempt items sold.

CUSTOMER NBR Enter the range of customer numbers you want to print on the report. If you leave the defaults in place, the report will print all customers.

PRINT SECOND INVENTORY DESCRIPTION If answered Y for yes, the report will print the second inventory description. If you accept the default of N for no, the second inventory descriptions will not print on the report.

SELECT BY DELIVERY DATE If answered Y for yes, you will be prompted for the starting and ending delivery date.

USE ZIP/ADV CODE FOR LOC SORT **Z** = Location sort by zip code.
 A = Location Sort by Advertising Source.
 N = Do not sort by zip or advertising codes, just do a location sort.

INDIVIDUALLY PRC INDR **I** = Include
 E = Exclude
 O = Only
These are items that had a price entered in the individual serial number in Inventory Maintenance (INVMNT) instead of using the model number price in Item Maintenance (ITEMMNTS).

WANT TOTALS ONLY If you want this report to show a grand total, enter a Y for yes; otherwise, to accept the default of N for no, just press ENTER.

SELECT BY CUST TYPE If you want only particular customer types to print on this report, enter a Y for yes. You will have the option to enter up to 10 different customer types. If you want all customer types, enter an N for no.

EXCLUDE REFUNDED SALES **N** = No
 Y = Yes
 O = Only
 P = only refunds prior period sales (reports refunds that would have crossed over months).

TYPE OF SALES **1** = Actual
 2 = Pending (Stock Orders, Special Orders and Layaways)
 3 = Delivered Pending
 4 = 1 & 3 (Actual & Delivered Pending)
 5 = 1, 2 & 3 (Actual, Pending & Delivered Pending)
 6 = Pending Partially Delivered (any sales where some items were delivered and others are still pending).

Press the F9 key. You will be prompted for “Any More Changes”. If you need to make changes, enter a Y for yes and make your changes. When the prompt “Any More Changes” is answered with an N for no, the report will begin counting and will print to the printer or file pathname that you specified.

See Figures 25-2 through 25-9 for Print Sales by Model Number Report (PSALEMOD) setup screens and resulting report examples.

Examples of PSALEMOD Screens & Resulting Reports

This report will print sales by model number report for the year of 2004 for all model numbers beginning with "FLCAT" for all stores. See Figure 25-2 and Figure 25-3.

```

PRINT SALES BY MODEL NUMBER REPORT

REPORT ORDER: 2
TYPE PRINT: 1
TYPE INVENTORY: 6
STARTING SALES DATE: 1/01/04
ENDING SALES DATE: 12/31/04
SELECT BY LOC OR LOC GROUPS: N USE TAX CODES AS STORE NBR: N

SORT BY LOCATION: N
SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
FLCAT

TAX OR GROSS PROFIT DATA: 1 CUSTOMER NBR: 0 999999999
PRINT SECOND INVENTORY DESC: N
SELECT BY DELIVERY DATE: N
USE ZIP/ADV CODE FOR LOC SORT: N INDIVIDUALLY PRC INDR: I
WANT TOTALS ONLY: N SELECT BY CUST TYPE: N
EXCLUDE REFUNDED SALES: N TYPE OF SALES: 5
1) ACTUAL 2) PENDING 3) DELIVERED PENDING 4) 1 & 3 5) 1,2 & 3
6) PENDING PARTIALLY DELIVERED

```

Figure 25- 2 Print Sales by Model Number Report Screen Example #1

RUN DATE: 12/12/06		RSSS APPLIANCES								PAGE: 1			
TIME:08:53:16		SALES OF ALL INVENTORY IN SERIAL NUMBER ORDER--DETAIL											
		SALE DATES OF: 1/01/04 THRU 12/31/04 SALES,PENDING SALES AND PENDING SALES DELIVERED PRINTED											
SELECTED MODEL NBR: FLCAT													
MODEL NUMBER	SERIAL NBR	DESCRIPTION	STORE	SLSMN	DATE	CUSTOMER	ACCT NBR	TICKET	QTY	AMT	TAX	GP	
FLCAT3081	41112	LIVING ROOM	3	63	5/28/04	CASH, SALES	10001529	10036745	1.00	56.33	3.66	0.0	
FLCAT3081	41917	LIVING ROOM	4	78	5/19/04	SALE, CASH	10003676	10036541	1.00	99.00	5.94	0.0	
FLCAT3416	42637	LIVING ROOM	5	123	8/06/04	CASH, SALE	10000845	10037926	1.00	110.00	7.70	0.0	
FLCAT3081	42836	LIVING ROOM	2	33	3/19/04	BRANAM, JENNIFER	10010998	10035525	1.00	50.00	3.50	0.0	
FLCAT3406	42841	LIVING ROOM	4	105	1/19/04	SALE, CASH	10003676	10034492	1.00	299.00	17.94	0.0	
FLCAT3656	43516	LIVING ROOM	1	12	12/18/04	SALE, CASH	10000756	10039789	1.00	141.14	9.17	0.0	
FLCAT3671	43519	LIVING ROOM	3	721	3/26/04	CASH, SALES	10001529	10035611	1.00	867.00	56.36	0.0	
FLCAT3461	43523	LIVING ROOM	1	18	10/30/04	INSURANCE, ZERIC	10011811	10039071	1.00	826.80		0.0	
FLCAT3790-1	44429	LIVING ROOM	4	62	5/18/04	CASH, SALE	10002009	10036537	1.00	75.00	4.50	0.0	
FLCAT3081	44432	LIVING ROOM	1	270	3/13/04	SALE, CASH	10000756	10035469	1.00	199.99	13.00	0.0	
FLCAT3701-6	44438	LIVING ROOM	2	33	7/03/04	CONE, CAL	10011453	10037329	1.00	300.00	21.00	0.0	
FLCAT3426	44441	LIVING ROOM	2	33	2/20/04	MINOR, SHIRLEY	10010907	10035039	1.00	599.99	42.00	0.0	
FLCAT3656	44444	LIVING ROOM	5	123	5/10/04	CASH, SALE	10000845	10036355	1.00	186.92	13.08	0.0	
FLCAT3926-28-29	45490	LIVING ROOM	1	3	10/30/04	SALE, CASH	10000756	10039084	1.00	130.00	8.45	0.0	
FLCAT3831	46618	LIVING ROOM	1	123	11/09/04	SALE, CASH	10000756	10039218	1.00	175.00	11.38	0.0	
FLCAT3831	46618	LIVING ROOM	1	123	11/12/04	SALE, CASH	10000756	10039218	1.00-	175.00-	11.38-	0.0	
FLCAT3831	46618	LIVING ROOM	1	123	11/12/04	SALE, CASH	10000756	10039241	1.00	250.00	16.25	0.0	
FLCAT3900/02	46619	LIVING ROOM	4	78	8/30/04	SALE, CASH	10003676	10038298	1.00	350.00	21.00	0.0	
FLCAT2976	48214	LIVING ROOM	3	63	11/03/04	CASH, SALES	10001529	10039114	1.00	1,900.00	123.50	0.0	
FLCAT2976	48214	LIVING ROOM	3	63	11/04/04	CASH, SALES	10001529	10039114	1.00-	1,900.00-	123.50-	0.0	
TOTAL THIS REPORT:									16.00	4,541.17	243.55	0.0	
TIME FINISHED:08:53:16													

Figure 25- 3 Print Sales by Model Number Resulting Report Example #1

This report will print a summary sales by model number report for the all model numbers starting with "FLASH" or "FBASH" (Ashley living room or bedroom furniture) in store 2. The report will be in description order. See Figure 25-4 and Figure 25-5.

```

PRINT SALES BY MODEL NUMBER REPORT

REPORT ORDER: 3
TYPE PRINT: 2
TYPE INVENTORY: 6
STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: Y USE TAX CODES AS STORE NBR: N
LOCATIONS: 2 0 0 0 0 0 0 0 0 0

SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
FLASH FBASH

TAX OR GROSS PROFIT DATA: 1 CUSTOMER NBR: 0 999999999
PRINT SECOND INVENTORY DESC: N
SELECT BY DELIVERY DATE: N
USE ZIP/ADV CODE FOR LOC SORT: N INDIVIDUALLY PRC INDR: I
WANT TOTALS ONLY: N SELECT BY CUST TYPE: N
EXCLUDE REFUNDED SALES: N TYPE OF SALES: 5
1) ACTUAL 2) PENDING 3) DELIVERED PENDING 4) 1 & 3 5) 1,2 & 3
6) PENDING PARTIALLY DELIVERED

```

Figure 25- 4 Print Sales by Model Number Report Screen Example #2

RUN DATE: 12/12/06		RSSS APPLIANCES		PAGE: 1		
TIME:09:04:34		SALES OF ALL INVENTORY IN DESCRIPTION ORDER--SUMMARY				
SELECTED BY LOCATIONS: 2		THRU 12/31/79 SALES,PENDING SALES AND PENDING SALES DELIVERED PRINTED				
SALE DATES OF:						
SELECTED MODEL NBR: FLASH		FBASH				
MODEL NUMBER	DESCRIPTION	LOC	QTY	AMT	TAX	GP
FBASHB213	BEDROOM SET	2	1.00	150.00	10.50	0.0
	TOTAL THIS MODEL NBR:		1.00	150.00	10.50	0.0
	TOTAL THIS DESC:		1.00	150.00	10.50	0.0
FLASH838	LIVING ROOM	2	1.00	205.00	14.35	0.0
	TOTAL THIS MODEL NBR:		1.00	205.00	14.35	0.0
FLASH878	LIVING ROOM	2	1.00	250.00	17.50	0.0
	TOTAL THIS MODEL NBR:		1.00	250.00	17.50	0.0
FLASH82650	LIVING ROOM	2	1.00	850.00	59.50	0.0
	TOTAL THIS MODEL NBR:		1.00	850.00	59.50	0.0
FLASH9291535	LIVING ROOM	2	1.00	200.00	14.00	0.0
	TOTAL THIS MODEL NBR:		1.00	200.00	14.00	0.0
FLASH8325538	LIVING ROOM	2	1.00	198.14	13.87	0.0
	TOTAL THIS MODEL NBR:		1.00	198.14	13.87	0.0
	TOTAL THIS DESC:		5.00	1,703.14	119.22	0.0
	TOTAL THIS REPORT:		6.00	1,853.14	129.72	0.0
TIME FINISHED:09:04:37						

TIME FINISHED:09:04:37

Figure 25- 5 Print Sales by Model Number Resulting Report Example #2

This report will print a summary of actual sales only for the all model numbers starting with "FLASH878" (Ashley living room furniture 878 series) in all stores. The report will be in model number order. See Figure 25-6 and Figure 25-7.

```

PRINT SALES BY MODEL NUMBER REPORT

REPORT ORDER: 1
TYPE PRINT: 2
TYPE INVENTORY: 6
STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY LOC OR LOC GROUPS: N USE TAX CODES AS STORE NBR: N

SORT BY LOCATION: N
SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: Y
FLASH878

TAX OR GROSS PROFIT DATA: 1 CUSTOMER NBR: 0 999999999
PRINT SECOND INVENTORY DESC: N
SELECT BY DELIVERY DATE: N
USE ZIP/ADV CODE FOR LOC SORT: N INDIVIDUALLY PRC INDR: I
WANT TOTALS ONLY: N SELECT BY CUST TYPE: N
EXCLUDE REFUNDED SALES: N TYPE OF SALES: 1
1) MODEL NUMBER 2) SERIAL NUMBER 3) DESCRIPTION 4) CUSTOMER NUMBER

```

Figure 25- 6 Print Sales by Model Number Report Screen Example #3

RUN DATE: 12/12/06		RSSS APPLIANCES				PAGE: 1	
TIME:09:25:04		SALES OF ALL INVENTORY IN MODEL NUMBER ORDER--SUMMARY					
SALE DATES OF:		THRU 12/31/79 SALES PRINTED					
SELECTED MODEL NBR: FLASH878							
MODEL NUMBER	DESCRIPTION	LOC	QTY	AMT	TAX	GP	
FLASH878	LIVING ROOM	2	1.00	250.00	17.50	0.0	
FLASH878	LIVING ROOM	4	1.00	199.00	11.94	0.0	
TOTAL THIS MODEL NBR:			2.00	449.00	29.44	0.0	
TOTAL THIS REPORT:			2.00	449.00	29.44	0.0	
TIME FINISHED:09:25:06							

Figure 25- 7 Print Sales by Model Number Resulting Report Example #3

This report will print a customer summary of all sales over \$50 for the all model numbers in all stores for customers between customer numbers 2000000 and 2000500 broken out by sales dates for the first three quarters of 2004. The report will be in customer number order. See Figure 25-8 and Figure 25-9.

```

PRINT SALES BY MODEL NUMBER REPORT

REPORT ORDER: 4
TYPE PRINT: 4 ONLY PERIOD ONE SALES AMTS OVER: 50.00
TYPE INVENTORY: 6
STARTING SALES DATE: 1/01/04 PERIOD 2: 4/01/04 PERIOD 3: 7/01/04
ENDING SALES DATE: 3/31/04 : 6/30/04 : 10/31/04
SELECT BY LOC OR LOC GROUPS: N USE TAX CODES AS STORE NBR: N

SORT BY LOCATION: N
SELECT BY ADV CODES: N
SELECT BY DESCRIPTION: N

SELECT BY MODEL NUMBER: N

TAX OR GROSS PROFIT DATA: 1 CUSTOMER NBR: 2000000 2000500
PRINT SECOND INVENTORY DESC: N
SELECT BY DELIVERY DATE: N
USE ZIP/ADV CODE FOR LOC SORT: N INDIVIDUALLY PRC INDR: I
WANT TOTALS ONLY: N SELECT BY CUST TYPE: N
EXCLUDE REFUNDED SALES: N TYPE OF SALES: 5
1) ACTUAL 2) PENDING 3) DELIVERED PENDING 4) 1 & 3 5) 1,2 & 3
6) PENDING PARTIALLY DELIVERED

```

Figure 25- 8 Print Sales by Model Number Report Screen Example #4

RUN DATE: 12/12/06		RSSS APPLIANCES		PAGE: 1	
TIME: 09:40:35		SALES BY CUSTOMER REPORT			
ONLY CUSTOMERS WITH FIRST PERIOD SALES OVER: 50.00		SALES, PENDING SALES AND PENDING SALES DELIVERED PRINTED			
CUSTOMER NBR: 2000000		THRU 2000500			
		SALES 1/01/04 TO 3/31/04	SALES 4/01/04 TO 6/30/04	SALES 7/01/04 TO 10/31/04	
CUSTOMER NAME	PHONE NBR				
SAMPSON, GARY	(555) 555-5555	205.00	0.00	0.00	
VARGAS, EUGENIO	(555) 555-5555	100.00	0.00	0.00	
TOTAL THIS REPORT:		305.00	0.00	0.00	
TIME FINISHED: 09:40:35					

Figure 25- 9 Print Sales by Model Number Resulting Report Example #4

Chapter 26 – Business Performance Summary Reports - SUMRPT1

To run any Business Performance Summary Reports, select the option “Business Performance Summary Reports – SUMRPT1” off of the Sales Reports option on the Sales Menu. or from any menu press the F10 key and type in “SUMRPT1” and press the ENTER key. You will be prompted for the printer or file pathname. Press the ENTER key to accept the default printer or type in the proper printer number or pathname. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press the ENTER key and accept the default of N for no, see Figure 26-1.

```

Summary Report

Select By Loc Or Loc Groups:  N

Starting Date:  12/12/06      Ending Date:  12/12/06

Print Only Active Stores:  N

Locations On Separate Pages:  N
Print By Date Or Store:  D
Print Report Nbr:

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

Figure 26- 1 Summary Report Screen

Explanation of Fields on Summary Report Screen

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 respective number here to **1) SELECT BY LOCATIONS or 2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS 2) SELECT RANGE OF LOCS/GROUPS**. 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 for no.

STARTING DATE/ENDING DATE Enter the dates for data you want printed on the report.

PRINT ONLY ACTIVE STORES Entering a Y for yes will print only locations that received Rental income during dates selected.

LOCATIONS ON SEPARATE PAGES If you want each store on a separate page, enter a Y for yes.

PRINT BY DATE OR STORE Enter D to print by Date or S to print by Store.

PRINT REPORT NBR Select the report number you want to run and press the ENTER key, see Figure 26-2 and Figure 26-3.

We will cover three reports in this section that you can run off this option. The first one is the Daily Manager's Report (Summary Report #8), the Summary Receivables Analysis Report (Summary Report #13), and the Sales Cash Balancing Report (Summary Report #16).

Daily Manager's Report - Summary Report #8

This cash balance report will make balancing each day's business much easier for your office managers. It will also indicate any posting errors. The amount of disbursements becomes a known figure every day so management will know if added controls are needed. Each store can get a report like this each day. This is a report that management can look at in a glance, every morning, and know exactly what occurred at that store on the day or time range selected.

Select #8 Daily Managers Report option for the PRINT REPORT NBR prompt seen in Figure 26-2. Then press the F9 key to get the prompt "Any More Changes: N", see Figure 26-3. If there are no more changes, press the ENTER key to accept the default of N for no. If changes need to be made before running this report, enter Y for yes and make your changes. Then press the F9 key and when you are ready to run this report, take the default of N for no for "Any More Changes:" and run your report. An example report is shown in Figure 26-4.

It is recommended that this report be run as a part of the daily spooler for the store and Home Office locations. The information can be limited to the store only.

Summary Report	
Select By Loc Or Loc Groups: N	
Starting Date: 1/03/05	Ending Date: 1/03/05
Print Only Active Stores: N	
Locations On Separate Pages: N	
Print By Date Or Store: D	
Print Report Nbr: █	
# 1--Agreement Activity & Credit	# 2--Cust/Agreement/Unit Nbrs & Unit Movement
# 3--RTO Cash Balancing	# 4--Movie/Sales Cash Balancing
# 5--Misc Incomes and Fees	# 6--Unit Activity
# 7--Agreement Activity	# 8--Daily Managers Report
# 9--Petty Cash Reports	#10--Mtd Activity And Projections
#11--Summary BOR Audit Rpt	#12--Mtd Activity With Store Name
#13--Summary Receivables Analysis	#14--Misc Fees Analysis #25-Late Fee Rpt
#15--Movie Cash Balancing	#16--Sales Cash Balancing #26-Service
#17--Daily & Mtd Cash/Totals	#18--Club Fee Analysis #27-Club Proj
#19--ESP Fee Analysis	#20--Airtime Analysis #28-New Money
#21--Store Deposit Report	#22--Mtd Activity W/Customer Counts
#23--Total Cash Balance	#24--Pending Analysis

Figure 26- 2 Summary Report Screen Report Number 8

Summary Report	
Select By Loc Or Loc Groups: N	
Starting Date: 1/03/05	Ending Date: 1/03/05
Print Only Active Stores: N	
Locations On Separate Pages: N	
Print By Date Or Store: D	
Print Report Nbr: 8	
# 1--Agreement Activity & Credit	# 2--Cust/Agreement/Unit Nbrs & Unit Movement
# 3--RTO Cash Balancing	# 4--Movie/Sales Cash Balancing
# 5--Misc Incomes and Fees	# 6--Unit Activity
# 7--Agreement Activity	# 8--Daily Managers Report
# 9--Petty Cash Reports	#10--Mtd Activity And Projections
#11--Summary BOR Audit Rpt	#12--Mtd Activity With Store Name
#13--Summary Receivables Analysis	#14--Misc Fees Analysis #25-Late Fee Rpt
#15--Movie Cash Balancing	#16--Sales Cash Balancing #26-Service
#17--Daily & Mtd Cash/Totals	#18--Club Fee Analysis #27-Club Proj
#19--ESP Fee Analysis	#20--Airtime Analysis #28-New Money
#21--Store Deposit Report	#22--Mtd Activity W/Customer Counts
Any More Changes: N	

Figure 26- 3 Summary Report Screen Report #8 Daily Managers Report

Summary Report	
Select By Loc Or Loc Groups:	N
Starting Date:	11/20/06
Ending Date:	11/20/06
Print Only Active Stores:	N
Locations On Separate Pages:	N
Print By Date Or Store:	D
Print Report Nbr:	
# 1--Agreemnt Activity & Credit	# 2--Cust/Agreemnt/Unit Nbrs & Unit Movement
# 3--RTO Cash Balancing	# 4--Movie/Sales Cash Balancing
# 5--Misc Incomes and Fees	# 6--Unit Activity
# 7--Agreemnt Activity	# 8--Daily Managers Report
# 9--Petty Cash Reports	#10--Mtd Activity And Projections
#11--Summary BDR Audit Rpt	#12--Mtd Activity With Store Name
#13--Summary Receivables Analysis	#14--Misc Fees Analysis
#15--Movie Cash Balancing	#25--Late Fee Rpt
#17--Daily & Mtd Cash/Totals	#16--Sales Cash Balancing
#19--ESP Fee Analysis	#26--Service
#21--Store Deposit Report	#18--Club Fee Analysis
#23--Total Cash Balance	#27--Club Proj
	#20--Airtime Analysis
	#28--New Money
	#22--Mtd Activity W/Customer Counts
	#24--Pending Analysis

Figure 26- 5 Summary Report Screen Report Number 13

Summary Report	
Select By Loc Or Loc Groups:	N
Starting Date:	1/03/05
Ending Date:	1/03/05
Print Only Active Stores:	N
Locations On Separate Pages:	N
Print By Date Or Store:	D
Print Report Nbr:	13
Any More Changes: N	
ENTER AN "N" OR A "Y"	

Figure 26- 6 Summary Report Screen Report #13 Summary Receivables Analysis Report

RUN DATE: 12/18/06			RSSS APPLIANCES						PAGE: 1	
TIME:13:37:43			Summary Report By Date--Report #13							
			Transaction Date: 1/03/05							
R E C E I V A B L E S A N A L Y S I S										
Store	Net MV Rec Received	New AR Rec Added	AR Rec Received	AR Rec Balance	Nbr AR Agreemnts	Net RT0 Rec Received	RT0 Rec Balance	Nbr RT0 Rec Customers	Total Net Rec Received	
1				68,980.48	6	4.86	19.16-	58	4.86	
2		160.50	160.50		1	29.23-	254.38-	50	291.77	
3						41.47	448.95-	38	41.47	
4						15.46-	121.38-	78	15.46-	
5							365.07-	89		
Total			160.50		7		1,208.94-		322.64	
		160.50		68,980.48		1.64		313		
TIME FINISHED:13:37:44										

Figure 26- 7 Summary Resulting Report #13 – End of Day Snapshot

Sales Cash Balancing Report - Summary Report #16

This report shows the amount of money collected from cash sales in the store(s) for the transaction date.

Select #16 Sales Cash Balancing Report option for the PRINT REPORT NBR prompt seen in Figure 26-8. Then press the F9 key to get the prompt “Any More Changes: N”, see Figure 26-9. If there are no more changes, press the ENTER key to accept the default of N for no. If changes need to be made before running this report, enter Y for yes and make your changes. Then press the F9 key and when you are ready to run this report, take the default of N for no for “Any More Changes:” and run your report. An example report is shown in Figure 26-10.

It is recommended that this report be run as a part of the daily spooler for the store and Home Office locations. The information can be limited to the store only.

Summary Report	
Select By Loc Or Loc Groups:	N
Starting Date:	12/18/06
Ending Date:	12/18/06
Print Only Active Stores:	N
Locations On Separate Pages:	N
Print By Date Or Store:	D
Print Report Nbr:	
# 1--Agreemnt Activity & Credit	# 2--Cust/Agreemnt/Unit Nbrs & Unit Movement
# 3--RT0 Cash Balancing	# 4--Movie/Sales Cash Balancing
# 5--Misc Incomes and Fees	# 6--Unit Activity
# 7--Agreemnt Activity	# 8--Daily Managers Report
# 9--Petty Cash Reports	#10--Mtd Activity And Projections
#11--Summary BOR Audit Rpt	#12--Mtd Activity With Store Name
#13--Summary Receivables Analysis	#14--Misc Fees Analysis
#15--Movie Cash Balancing	#16--Sales Cash Balancing
#17--Daily & Mtd Cash/Totals	#18--Club Fee Analysis
#19--ESP Fee Analysis	#20--Airtime Analysis
#21--Store Deposit Report	#22--Mtd Activity W/Customr Counts
#23--Total Cash Balance	#24--Pending Analysis
	#25--Late Fee Rpt
	#26--Service
	#27--Club Proj
	#28--New Money

Figure 26- 8 Summary Report Screen Report Number 16

Summary Report

Select By Loc Or Loc Groups: N

Starting Date: 1/03/05 Ending Date: 1/03/05

Print Only Active Stores: N

Locations On Separate Pages: N

Print By Date Or Store: D

Print Report Nbr: 16

Any More Changes: N

ENTER AN "N" OR A "Y"

Figure 26- 9 Summary Report Screen Report #16 Sales Cash Balancing Report

RUN DATE: 12/18/06			RSSS APPLIANCES										PAGE: 1	
TIME:13:42:38			Summary Report By Date--Report #16											
			Transaction Date: 1/03/05											
S A L E C A S H B A L A N C E														
Store	Sale Amt	Tax	TradeIn /Disc	AR Insurance	Interest	AR Misc	New AR Rec	AR Rec Paid	Petty Cash	Over Short	Deposit	Calc Diff	Credit Amts	
1														
2	150.00	10.50					160.50-	160.50			160.50			
3														
4														
5														
Totals	150.00						160.50-				160.50			
		10.50						160.50						
TIME FINISHED:13:42:38														

Figure 26-10 Summary Resulting Report #16 – End of Day Snapshot

1) SELECT BY LOCATIONS If you select this option, you will be prompted to select **LOCATION SELECTIONS**. If you select **1) THEN SELECT UP TO 10 LOCS** or **2) SELECT RANGE OF LOCS**

2) SELECT BY LOCATION GROUPS If you select this option, you will be prompted to select **GROUP SELECTIONS**. If you select **1) THEN SELECT UP TO 10 GROUPS** or **2) SELECT RANGE OF GROUPS**

3) TAX CODE. If you selected this option you will be prompted to include or exclude tax codes at the prompt **I/E CODES**. At the next prompt **TAX CODE SELECTION** if you select **1) THEN SELECT UP TO 10 TAX CODES** or **2) SELECT RANGE OF TAX CODES**

The report will only print information about the requested location(s), location group(s) or include/exclude tax codes depending on what you requested. If all stores are needed, press ENTER to accept the default of N for no.

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

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 AGREEMENT TYPE Defaults to N for no. If you want all agreement types press the ENTER key to accept the default of N. If you want to select only certain agreement types, type in a Y for yes. You will then be prompted for "**AGREEMENT TYPES**". You may enter up to ten different agreement types (Agreement types are set up and maintained using the program RCNRTYPE). After you have selected Y, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement Type you want and press the ENTER key.

CURRENT /CLOSED CUSTOMERS Prompt default is "1" for current customers. Options are listed on the bottom of the screen. Type in the number next to the option you want.

1) Current Customers – This will give you customers that have an open agreement. You will be prompted for STARTING AND ENDING AGREEMENT DATES.

2) Closed Customers – This will give you customers that have a closed agreement. Go to Closed Customer fields for information on field prompts due to this selection. You will be prompted for STARTING AND ENDING CLOSED DATES.

3) Current and Closed Customers – This will give you customers that have both, open and closed agreements. You will be prompted

for both STARTING AND ENDING AGREEMENT DATES and STARTING AND ENDING CLOSED DATES.

STARTING AGREEMENT DATE ENDING DATE

Enter the starting and ending agreement dates for the customer labels. For example, if you want all agreements established in June 2004, you would use:

Starting Agreement Date: 06/01/04

Ending Date: 06/30/04

If you want all open agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

You will NOT see this prompt if you selected option 2 CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

STARTING CLOSED DATE ENDING DATE

Enter the first closed date and the last closed date you want to print labels for.

Example: If today is 08/01/06 and you want to print a customer label for everybody that was closed in July 2006, you would use:

Starting Closed Date: 07/01/06

Ending Date: 07/31/06

You will NOT see this prompt if you selected option 1 CURRENT CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

SELECT BY BALANCE DUE Default is N for no. If answered Y for yes, 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. You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

STARTING PAST DUE DATE ENDING DATE

Enter the first past due date and the last past due date you want to print labels for.

Example: If today is 08/01/06 and you want to print a customer label for everybody that will be due in July, you would use:

Starting Past Due Date: 07/01/06

Ending Past Due Date: 07/31/06.

You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

PAYOFF CUSTS By entering a Y for yes, the report will select only customers that will payoff in an entered number of months. You will now be prompted "**# Mnths till payout**". Defaults to 1 month. 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 as 03. You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

SELECT BY ZIP OR MODEL OR 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 in this

field. You will then be prompted “**SELECT BY ZIP,MODEL NBR OR DESC**” and the options will be listed on the screen:

- (1) **Select by Zip Code** – prompts for up to ten different zip codes.
- (2) **Select by Model Nbrs** – prompts for up to three model numbers.
- (3) **Select by Desc** – prompts for up to three descriptions.

USE MAP CODE AS ZIP CODE Report will print in map code, Canadian postal code order if you use the map code field in on the customer record (RCUSTMNT).

PRINT LABELS FOR REFERENCES

- N** – No references
- Y** – References only
- A** - Selected account references
for the range of account numbers you specify.

TYPE ACCOUNTS There are five options. They are:

- 1) RTO Accounts (Rent-to-Own)** Report will only print accounts that were established as RTO and/or RTR customers.
- 2) AR Accounts (Accounts Receivable)** Report will print only accounts that were established using the program “SALE” with an accounts receivable (AR) payment form.
- 3) Loan Accounts**
- 4) RTO and Fee**
- 5) RTR (Rent to Rent)**
Enter the number of the option you want to use.

CREATE AUTO CALL FILE Renter Y if you are building the file to use with the Auto Call System (optional).

STARTING ACCOUNT NUMBER

ENDING ACCOUNT NUMBER

Enter the smallest account number and the largest account number for the labels you want to print. If you want the labels to print for all your customers regardless of the account number, press the ENTER key to accept the default of 0 at the starting account number and press the ENTER key to accept the default of 999999999 at the ending account number.

STARTING TICKET NUMBER

ENDING TICKET NUMBER

Enter the smallest agreement number and the largest number you want the labels to print for. If you want the labels to print any agreements regardless of the agreement number, press the ENTER key to accept the default of 0 at the starting ticket number and press the ENTER key to accept the default of 999999999 at the ending ticket number.

SORT ORDER

Select the sort order you want your labels to print in.

- 1) Zip code**
- 2) Customer name**
- 3) Agreement (ticket) number**

SALESMAN NBR TO PRINT

Select salesman number who entered the agreements. Leave as zero to select all salesmen.

BY CUSTOMER OR AGREEMENT Print a letter or label for each (A)GREEMENT or just one per (C)USTOMER.

Press the F9 key once you have specified the parameters to build the file. You will be prompted “Any More Changes”. When this is answered with an N for no, the system will build the file and then return you to your menu. To run the labels you will use either the program LSEQ or LSEQN to print the label file out that you just built. LSEQ is used for wide carriage printers; LSEQN is used for Okidata printers.

How to Build the Sales Customer File

To get into this program, press the F10 key off of any menu and at the command line type in “LSCUST” and press the ENTER key. You will see a screen like Figure 27-1.

```
BUILD SALES CUSTOMER LABEL FILE

SELECT BY LOC OR LOC GROUPS: N

STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY MODEL NBR: N

SELECT BY DESC: N

USE MAP CODE FOR ZIP CODE: N
ONLY SALES OVER THIS AMOUNT: 0.00
ALL CUSTOMERS ON FILE: N
SELECT BY ZIP/MAP CODE: N

SELECT RANGE OF ZIP/MAP CODES: N
SELECT BY CUST TYPE: N

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

Figure 27- 3 Build Sales Customer Label File Screen

Explanation of Fields on Build Sales Customer Label File Screen

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 respective number here to **1) SELECT BY LOCATIONS** or **2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS** **2) SELECT RANGE OF LOCS/GROUPS**. 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 for no.

STARTING SALES DATE Enter the earliest sales date you want the system to use when building this file.

ENDING SALES DATE Enter the latest sales date you want the system to use when building this file.

SELECT BY MODEL NBR If you want all model numbers, press the ENTER key. If you want to specify particular model numbers, type a Y. You will see prompts asking for up to three model numbers. Type in the ones you want for this file.

SELECT BY DESCRIPTION If you want all descriptions press the ENTER key. If you want to specify particular descriptions, type a Y. You will have the ability to enter up to three difference descriptions.

USE MAP CODE FOR ZIP CODE Enter a Y if you want the system to use the map code or Canadian postal code in place of the zip code.

ONLY SALES OVER THIS AMOUNT If you want the system to select by customers who only have sales over a certain amount, you would enter the amount here.

ALL CUSTOMERS ON FILE

- N** = No
- Y** = Yes
- T** = No ticket customers
- R** = No ticket references

SELECT BY ZIP / MAP CODE Press the ENTER key if you want all zip/map codes to print on this report. If you want to specify which zip/map codes print, enter a Y and you will have the ability to enter up to ten different zip/map codes.

SELECT RANGE OF ZIP / MAP CODES Press the ENTER key if you want all zip/map codes to print on this report. If you want to specify which zip/map codes print, enter a Y and you will have the ability to enter the range of zip/map codes you want to print on the report.

SELECT BY CUST TYPE Press the ENTER key if you want all customer types to print on this report. If you want to specify which customer types, enter a Y and you will have the ability to enter up to ten different customer types.

Press the F9 key once you have specified the parameters to build the file. You will be prompted "Any More Changes". When this is answered with an N for no, the system will build the file and then return you to your menu. To run the labels you will use either the program LSEQ or LSEQN to print the label file out that you just built. LSEQ is used for wide carriage printers and will produce a file; LSEQN is used for Okidata and laser printers and will produce a file.

Print Customer Mailing Labels - LSEQ

To get into this program to print out the customer mailing label file you built, on any menu press the F10 key and at the command line type in "LSEQ" and press the

ENTER key. You will be prompted for the printer or file pathname to print to. 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 the ENTER key and accept N for no for the default, see Figure 27-3.

```

PRINT CUSTOMER LABELS

PRINT FILE TYPE: 1
NUMBER OF TIMES TO PRINT THE FILE: 1
CURRENT RESIDENT/SECOND ADDRESS LINE: 3
PRINT TEST LABEL: Y

```

Figure 27- 3 Print Customer Labels – LSEQ Screen

How to set up the print labels:

PRINT FILE TYPE

- 1** = Three labels across
- 2** = Comma Delimited Fields
- 3** = Comma Delimited Fields in “ ” (quotes)

Options 2 & 3 are used to build a file to use in custom mailing systems from third parties.

- 4** = Four labels across

NUMBER OF TIMES TO PRINT THE FILE Enter the number of times you want the labels to print using a two digit number (example: if you wanted the labels to print twice, you would enter 2).

CURRENT RESIDENT/SECOND ADDRESS LINE

1 = PRINT CURRENT RESIDENT LINE If this option is selected, the labels would print the customer name and then below that it would print "Or Current Resident", then the address, city, state and zip.

2 = PRINT SECOND ADDRESS LINE If this option is selected, the second address line will also print.

3 = DON'T PRINT If this option is selected, there will be no line inserted for the "Or Current Resident" or no line for the second address line.

PRINT TEST LABEL It is recommended that you print a test label so you can be sure your labels are lined up correctly.

Press the F9 key when you are ready to run the labels. You will be prompted “Any More Changes”. When this is answered with an N for no, the labels will begin printing. See Figure 27-4 for an example of printed customer labels.

NOTE: The label printing must occur on the same station login that the Build (LSCUST or LRCUST) program was run on.

STEVE CARVER LOT 30 STEVENS WINTER PK. ANYTOWN TX 55555	SALE CASH STUART ACCTS ANYTOWN TX 55555	SALES CASH PSLRTO SALE ACCT ANYTOWN TX 55555
EDWARD CONNER 17418 NW 3RD LANE ANYTOWN TX 55555	HENRY COOKSEY 10025 SE 37TH WAY ANYTOWN TX 55555	MARVIN EDWARDS OLD RIVER RUN LOT 50 ANYTOWN TX 55555
JAMES GIRARD 3425 SE 36TH AVE ANYTOWN TX 55555	BRUCE GUNN 2914 SE 19TH CT ANYTOWN TX 55555	CAROLINE HOLERGER 2751 SE 24TH BLVD ANYTOWN TX 55555
KEN JONES 3032 SE 18TH CT ANYTOWN TX 55555	THERESA KENNEDY 5453 NW MOORHEN TR #102 ANYTOWN TX 55555	SHIRLEY LAMBERT 4520 SE 27TH ST ANYTOWN TX 55555
STANLEY LIPFERT 645 NW 110TH ST ANYTOWN TX 55555	LISA LUTE 269 SW KENTWOOD ROAD ANYTOWN TX 55555	STEVEN MAINES #12 COUNTRY ROAD ANYTOWN TX 55555
DAVID MCCUNE 1261 SW BELLEVUE AVE. ANYTOWN TX 55555	TRAVIS MCKENNA 9338 SE 57TH DR. ANYTOWN TX 55555	JEREMY MORGAN 3365 S.E EASTSNOW RD. ANYTOWN TX 55555

Figure 27- 4 Printed Customer Labels with LSEQ

Print Customer Mailing Labels – LSEQN (2 ½ x 15/16; 3 across, 12 down 9 ½ x 11”)

To get into this program to print out the customer mailing label file you built, on any menu press the F10 key and at the command line type in “LSEQN” and press the ENTER key. You will be prompted for the printer or file pathname to print to. 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 the ENTER key and accept N for no for the default. See Figure 27-5 for the Print Customer Labels Screen.

PRINT CUSTOMER LABELS

NUMBER OF TIMES TO PRINT THE FILE: 1
CURRENT RESIDENT/SECOND ADDRESS LINE: 3
LABEL TO PRINT: 1
PRINT TEST LABEL: Y

ENTER THE NUMBER OF TIMES TO PRINT THE FILE

Figure 27- 5 Print Customer Labels - LSEQN screen

How to set up the print labels:

NUMBER OF TIMES TO PRINT THE FILE Enter the number of times you want the labels to print using a two digit number (example: if you wanted the labels to print twice, you would enter 2).

CURRENT RESIDENT/SECOND ADDRESS LINE

1 = PRINT CURRENT RESIDENT LINE If this option is selected, the labels would print the customer name and then below that it would print “Or Current Resident”, then the address, city, state and zip.

2 = PRINT SECOND ADDRESS LINE If this option is selected, the second address line will also print. In other words, addresses with two lines will print.

3 = DON'T PRINT If this option is selected, there will be no line inserted for the “Or Current Resident” or no line will print for the second address line.

LABEL TO PRINT **1** = Three labels across (Okidata - Avery Labels #4144).
2 = One label across with Postnet.

PRINT TEST LABEL It is recommended that you print a test label so you can be sure your labels are lined up correctly.

Press the F9 key when you are ready to run the labels. You will be prompted “Any More Changes”. When this is answered with an N for no, the labels will begin printing. See Figure 27-6 for an example of printed customer labels.

NOTE: The label printing must occur on the same station login that the Build (LSCUST or LRCUST) program was run on.

JESSIE PEASE 1040 S. GUMSTREAT RD ANYTOWN TX 55555	DIANA RADWELL PO BOX 14920 ANYTOWN TX 55555	GILBERT/LISA RIVERA 602 S.W. LAKEHURST DR. ANYTOWN TX 55555
JIM ROBINSON 8651 HWY 78 W. ANYTOWN TX 55555	CASH SALE 1 ANYTOWN TX 55555	CASH SALE 1167 US1 ANYTOWN TX 55555
CASH SALE 2536 S. FED. HWY. ANYTOWN TX 55555	CASH SALE 275 SW PORT ST. LUCIE BL. ANYTOWN TX 55555	CASH SALE 902 NORTH.US 441, ANYTOWN TX 55555
BONNIE SCHEAN 5940 HWY 441 SE ANYTOWN TX 55555	STEPHEN SPARACIA 522 PRATER LANE ANYTOWN TX 55555	ROSS SQUADRITO PO BX 741 ANYTOWN TX 55555
ESMERALDA TIJERINA 1000 NW 3RD ST ANYTOWN TX 55555	REBECCA TIJERINA 100 SE 10TH AVE #23 1/2 ANYTOWN TX 55555	EUGENIO VARGAS 11995 NE 20TH CT ANYTOWN TX 55555
CHRISTINE WASHINGTON 987 NE 14TH AVE ANYTOWN TX 55555		
***** TOTAL LABELS ***** 000000037		

Figure 27- 6 Printed Customer Labels with LSEQN

INDEX

A

Accounts Receivable Payments Report – ARPMTS.....	383
Add Spooler reports to be printed.....	403
Adding a customer	24
Adding a new miscellaneous inventory model number while receiving	155
Adding a New Model Number while Receiving	144
Adding a sales customer	37
Aging Report - PRTARAGE	296
ARPMTS Setup Screens and Resulting Reports.....	383

B

Bar Code Number Transfer (Transfer Type Option 5)	213
Bar Code Transfer from File (Transfer Type Option 6)	217
Birthday Report	364
Build and Print Customer Mailing Labels	438
Business Performance Summary Reports - SUMRPT1.....	431

C

Cash Sale-Miscellaneous/Accessory Inventory - FASTSALE	87
Change Customer Data - RCUSTMNT	18
Change Security Passcode - SECCHG	8
Change Spooler reports to be printed.....	404
Changing customer information.....	24
Checking on Inventory Availability - INVAVAIL	184
Closed Customer Report in Detail	369
Closed Customers Report	362
Closed Customers Report (3 per page).....	375
CMMTRPT setup screen and resulting report.....	252
Command Line	17
Commitment File Report - CMMTRPT	250
Copy a Spooler Batch	408
CPRT Report.....	377
CPRTA Reports	367
Current and Closed Customers Report.....	365
Current and Closed Customers Report (3 per page)	376
Current Customer List.....	367
Current Customer Report by Zip Code.....	368
Current Customers Report.....	359
Current Customers Report (3 per page).....	374
Customer Functions off the Sales Menu	35
Customer Mailing Labels - LSEQ	443
Customer Mailing Labels – LSEQN (2 ½ x 15/16; 3 across, 12 down 9 ½ x 11") ...	445
Customer OVERDUE List	275
Customer OVERDUE List (3 per page)	283

D

Daily Manager's Report – Summary Report #8.....	432
Delete Spooler Reports to be printed.....	405
Delivery/Pickup Inventory Transfer (Transfer Type Option 4).....	208

Demo Inventory Transfer (Transfer Type Option 3)	204
Drop Down Window	14

E

Employee Login Screen	7
Employee Number/Password.....	10
End-of-Day Posting	300
Enter Customer Commitment.....	243
Explanation of Fields on A/R Aging Report Screen	293
Explanation of Fields on AR Payments Report Screen.....	379
Explanation of Fields on Build Rental Customer Label File Screen	438
Explanation of Fields on Build Sales Customer Label File Screen	442
Explanation of Fields on Customer Overdue Report Screen	271
Explanation of Fields on Customer Overdue Report Screen (3 per page).....	279
Explanation of Fields on Customer Past Due Notices Screen	285
Explanation of Fields on GMROI Report Screen	411
Explanation of Fields on Sales Audit Report Screen	416
Explanation of Fields on Sales by Model Number Report Screen	423
Explanation of Fields on Serialized Inventory Report Screen	388
Explanation of Fields on Summary Report Screen	431

F

F1 - Adding a reference	29
F2 - Adding an employer	29
F3 - Adding a landlord	30
F4 - Adding a second customer	31
F6 - Adding a comment.....	31
F7 - Adding car info.....	32
Fastsale Refund	96
Field Information Prompt Line	12
Final Past Due Notice Example	290
Find Customer by home phone number	24
Free form letter options	289
Function Keys.....	12
Function keys in RP	108

G

GMRIORPT – Gross Margin Return On Investment Report.....	411
GMROI RPT Setup Screens & Resulting Reports	414

H

Help	11
HELP is the F5 key	13
How to back out a bad check using RP	119
How to Build the Rental Customer File.....	438
How to Build the Sales Customer File	442
How to do a shutdown	16
How to set up the Print Miscellaneous Inventory Report.....	395
How to Use this System	34

I

Inquiring about Inventory – INVMNT, INVMNTF & INVAVAIL.....	174
Introduction	6

Introduction to Reports	227
Inventory Inquiry Screens	173

L

List Checks Feature – F4 IN SUMEODS	302
Listing available customers (alphabetically)	19
Listing available customers (by account number)	23
Listing available customers (by address)	20
Listing available customers (by drivers license)	21
Listing available customers (by social security number)	22
Listing Spooler reports by batch name	407
Looking Up Closed Tickets - CLOSEINQ	132

M

MAP/MOP	74
Menu System	10
Miscellaneous Inventory Location Transfers - MISCTRAN	223

N

Notifying employees of bad checks	124

O

On-Screen Collections (Past Due Accounts) - TICKDUE (optional program)	234

P

Past Due Letter Example Screens	261
Paying off a bad check	125
Payments Report Screen Totals Only Example	385
Pending Inventory Transfer (Transfer Type Option 2)	201
PINV Setup Screens & Resulting Reports	392
PINVMISC Setup Screen and Resulting Report	398
Post a Sale - SALE	34
Posting a Sale	35
Posting a special order, layaway or stock sale	51
Posting Detail Petty Cash	306
Print Commitment File Report - CMMTRPT	250
Print Customer Past Due Letters - TCKPDUE1	260
Print Customers - (3 per page) - CPRT	375
Print Overdue Customers (3 per page) - ZIP	279
Print Sales by Model Number - PSALEMOD	423
Print Serialized Inventory - PINV	388
Print Spooler Reports	406
Printer or File Pathname and Separate Locations Prompts	227
Printer or File Pathname Screen	138
Printing Customers - CPRTA	354
Printing Miscellaneous Inventory - PINVMISC	395
Printing Overdue Customers - ZIPA	271
Printing Past Due Notices or Statements - PASTDUE	285
Printing Sales Audit Report - PSALEAUD	416
Processing a FASTSALE	89
PSALEAUD Screens and Resulting Reports	420
PSALEMOD Screens & Resulting Reports	427

R

Receiving Inventory - RECEIVE	138
Receiving Inventory – RECEIVE & POINLOAD	138
Receiving inventory for which you already have a model number	140
Receiving Inventory from a Purchase Order - POINLOAD.....	163
Receiving miscellaneous inventory	157
Refund a Payment.....	117
Refunding a Sale (Security Required)	66
Rerunning a Prior Day's Spooler Batch that did not Print	410
Resulting Aging Report	296

S

Sale of Miscellaneous/Accessory Item Inventory	46
Sales Cash Balancing Report – Summary Report #16.....	436
Search for Serialized Inventory in SALE.....	50
Select by Loc or Loc Groups you may encounter.....	228
Select Spooler reports to print	407
Selling a Package	60
Serialized Inventory GMROI Report - GMROI RPT.....	411
Service Transfer	221
SmarTerm Login PC.....	6
Special Order when model number does not exist	55
Spooler - SPOOLER	400
Start up and shutdown procedures	15
Station Login Terminal	6
Station Login/Password.....	6
Step 1 - Create Default FASTSALE Customer.....	87
Step 2 - Set Up FASTSALE in Sales Control	88
SUMEODS F4 List Checks Feature.....	302
SUMEODS with Calculate Today's Payments as "A"	304
Summary File Maintenance - SUMMNT	314
Summary Maintenance Look-up Screen #1 – FEE	351
Summary Maintenance Look-up Screen #1 – RTO.....	317
Summary Maintenance Look-up Screen #1 – SALES	339
Summary Maintenance Look-up Screen #1 – SERVICE	353
Summary Maintenance Look-up Screen #2 - RTO	320
Summary Maintenance Look-up Screen #2 – SALES	344
Summary Maintenance Look-up Screen #3 - RTO	324
Summary Maintenance Look-up Screen #3 - SALES	347
Summary Maintenance Look-up Screen #4 - RTO	327
Summary Maintenance Look-up Screen #5 – RTO.....	331
Summary Maintenance Look-up Screen #6 - RTO	334
Summary Maintenance Look-up Screen #7 - RTO	337
Summary Receivables Analysis Report – Summary Report #13	438
Summary Store End-Of-Day Processing - SUMEODS	298

T

Taking Payments – RP	104
Trade-In Program	81
Transfer Inventory (Transfer Type Option 1)	194
Transfer/Deliver/Loan Inventory – INVTRAN	193
Transfer/Deliver/Loan Inventory – INVTRAN & MISCTRAN.....	193

Transferring Inventory to a Charge Off Location (Option 1)	198

U

Use of the Menu System	10
Using an A/R payment form when posting a sale	71
Using the MAP/MOP feature when processing a sale	78
Using the shutdown command without being logged in as a super user	16
Using the Spooler - SPOOLER	400
Using wildcards in SALE	84
Using Wildcards(*) to find inventory - INVMNTF	183

Z

ZIP Report	285
ZIPA Report	271