



# Customer Loan Program (CO) Guide Version 11.5

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## Chapter 1 Customer Loan Entry - CO Program

At any menu or screen within the RSSS system, press the F10 key and at the prompt "Input the module to execute" (which is referred to as the command line), enter CO and press the ENTER key. Enter your employee number and passcode.

At the CUSTOMER MAINTENANCE prompt, enter the customer last name and press the ENTER key; then enter the customer first name and press the ENTER key. Or enter a partial customer last name and press the ENTER key twice and a customer listing will display. Use the F1-Forward and the F2-Backward to scroll through the names. Once you locate the customer you are looking for, highlight that customer using the up and down arrow keys and press the ENTER key to select this customer.

### ***Adding a New Customer while in the CO Program***

If the customer is not on file, the new account may be added from within the selection window by pressing the F6 key and entering the new customer's information.

To add a customer to the system, press the F6 key. You will now see a screen as shown in Figure 1-1.

```

Customer Add                                     12/20/04

Customer/Or:  █                               Acct#:
Company Name:
Contact Name:
Address:
Address Line 2:
Zip/City/State: 00000-0000                      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-Student  F4-2nd Cust  F5-Help  F7-Car Info
    
```

**Figure 1-1 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. If the customer is a company, press the ENTER key until you are at the prompt "Company Name".

**NOTE:** Enter the Customer OR the Company name. Not both.

**ACCT #** Type a unique customer number or press the enter key and the system will assign the next available number.

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

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

**ADDRESS** Enter the mailing address for this customer.

**ADDRESS LINE 2** Enter additional address information.

**ZIP/CITY/STATE** Enter in the zip code, city and state (if the Zip Code file, ZIPCTRL, has been placed on your machine, the city and state will automatically populate, if you do not have the ZIPCTRL file and would like it placed on your machine, please contact [support@rsss.com](mailto:support@rsss.com) or call 361-993-1790)

**MAP CODE** Enter the map code or if the customer is in Canada, you may enter the postal code.

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

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

**CELL PHONE NUMBER** If the customer has a cellular phone, enter that phone number.

**PAGER PHONE NUMBER** If the customer has a pager, enter that phone number.

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

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

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

**DRIVER'S LICENSE NUMBER** Enter the driver's license number. This is a required field and is 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 on all customer search functions instead of the driver's license number, 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** Enter 'Y'es for all taxable customers and 'N'o for all non-taxable customers. If you enter 'N'o for non-taxable, a window will appear, asking for the non-taxable tax code you would like to use for this customer. If you know the number, type it in and press F9; if you do not know the number, you may press 9999 for a listing of all tax codes, make your selection and press F9.

**TAX CODES** If you use the Service Department module you may 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 Elementary purchase orders are paid by Jones Public Schools, enter Jones Public Schools 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** Can this customer charge retail sales (Y for yes or N for no). If left at no, customer will not be allowed to have a Sale charged to an AR account. They will however be able to charge 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:

C = Cash only (they will only get the discount if they pay cash, check, credit card or money order)

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.

**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 school, with a road representative, who will always get credit for all sales on this account, enter the employee number here. Next enter the default account manager that should be assigned to this, or leave blank and it can be assigned at the time the agreement is entered.

**CUSTOMER TYPE** Enter a default customer type for this customer, or leave blank if you would like to assign the customer type on each individual ticket.

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

**EMAIL ADDRESS** Enter the customer's email address.

**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 tickets (Sales AR tickets). Enter the word "HOLD" to prevent any billing on this account until a purchase order number is added to the individual account receivable tickets.

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

**F1**-References  
**F2**-Employer  
**F3**-Student  
**F4**-Second Customer  
**F6**-Comments  
**F7**-Car Information.

Following are examples of the screen prompts screens.

## 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 after the customer account number has been assigned for this customer. You will see a screen similar to Figure 1-2. You can enter up to six different references.

**NOTE the Screen Prompts at the bottom of the screen. You must press the F9 key through both pages of references to save additions or changes.**

Customer/Or: SMITH	Name: DOUGH , JANE
Company Name:	Add: 1238 ABC LANE
Contact Name:	Add2:
Address: 1234 ABC LAN	City: ANYTOWN TX 55555-5555
Address Line 2:	Ph: (321)321-3213 Map Code:
Zip/City/State: 55555-5555 A	Rel: NEIGHBOR
Home Phone Nbr: (222)222-222	Name:
Cell Phone Nbr: (444)444-444	Add:
Fax Phone Nbr: (666)666-666	Add2:
SSAN: 000-00-0001	City: -
Taxable?: Y Tax	Ph: Map Code:
Tax Number:	Rel:
Charge Cust: Y	Name:
Credit Limit: 2,000	Add:
Status Flag: Default	Add2:
Customer Type: M	City: -
Email Address: sams111@aol.	Ph: Map Code:
Bank/CC Info: OT 22222222	Rel:
Default PO Nbr:	
Relationship of this reference to the customer	
<hr/> F8-Backout                      F9-Second Page                      F10-Exit                      ENTER-Next Field	

Figure 1-2 Customer Reference Window

## F2 - Adding an employer

Press the F2 key and you will be able to add their employer information, see Figure 1-3. 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 Add		12/21/04
Customer/Or:	SMITH , SAMANTHA	Acct#: 511972
Company Name:		
Contact Name:		
Address:	1234 ABC LAN	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Work Information</p> <p>Company: XYZ CORPORATION            Add: XYZ BLVD            Add2: STE 1111            City: ANYTOWN TX 55555-5555            Map Code:            Comment: EXTENSION 1111            PayDays: EVERY FRIDAY</p> </div>
Address Line 2:		
Zip/City/State:	55555-5555 A	
Home Phone Nbr:	(222)222-222	
Cell Phone Nbr:	(444)444-444	
Fax Phone Nbr:	(666)666-666	
SSAN:	000-00-0001	
Taxable?:	Y Tax	
Tax Number:		
Charge Cust:	Y	
Credit Limit:	2,000 D	
Status Flag:	Default: Salesperson/Acct Mgr:	
Customer Type:	M RTO Recv:	
Email Address:	sams111@aol.com	
Bank/CC Info:	OT 222222222222 05/05	
Default PO Nbr:	Best Time to Call:	
Pay day information (this will be displayed in RP program)		
<hr/> <p>F8-Backout      F9-Update Record      F10-Exit      ENTER-Next Field</p>		

**Figure 1-3 Customer Employer Window**

### **F3 - Adding a landlord**

Press the F3 key and you will be able to add the customer's landlord information, see Figure 1-4.

Customer Add		10/04/05
Customer/Or: SMITH	, JOHN	Acct#: 32421
Company Name:		
Contact Name:		
Address:	<div style="border: 2px solid black; padding: 5px;"> <p style="text-align: center;">Landlord Information</p> <p>Apt:</p> <p>Mgr:</p> <p style="text-align: center;">Or Landlord's Name</p> <p>Name: ,</p> <p>Add:</p> <p>Add2:</p> <p>City: SMITHVILLE AZ 12345-</p> <p>Ph: Map Code:</p> </div>	
Address Line 2:		
Zip/City/State: 12345-000		
Home Phone Nbr:		
Cell Phone Nbr:		
Fax Phone Nbr:		
SSAN:		
Taxable?: Y T		
Tax Number:		
Charge Cust: N		
Credit Limit: 0		
Status Flag: Def		
Customer Type:		
Email Address:		
Bank/CC Info:	00/00	
Default PO Nbr:	Best Time to Call:	
Name of the apartments or the property management company		
<hr/> <p>F8-Backout      F9-Update Record      F10-Exit      ENTER-Next Field</p>		

**Figure 1-4 Customer 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 1-5.

Customer Add		12/21/04
Customer/Or:	SMITH , SAMANTHA	Acct#: 511972
Company Name:		
Contact Name:		
Address:	1234 ABC LANE	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Second Customer Info</p> <p>Name: SMITH , JOE</p> <p>Add: 1234 ABC LANE</p> <p>Add2:</p> <p>City: ANYTOWN TX 55555-5555</p> <p>Ph: (222)222-2222 Map Code:</p> <p>W Ph: (321)321-3213</p> <p>SSAN: 000-00-0001 DL#: 1</p> <p>Rel: HUSBAND</p> <p>BDte: 2/02/1970</p> </div>
Address Line 2:		
Zip/City/State:	55555-5555 A	
Home Phone Nbr:	(222)222-222	
Cell Phone Nbr:	(444)444-444	
Fax Phone Nbr:	(666)666-666	
SSAN:	000-00-0001	
Taxable?:	Y Tax	
Tax Number:		
Charge Cust:	Y	
Credit Limit:	2,000	
Status Flag:	Defaul	
Customer Type:	M	
Email Address:	sams111@aol.com	
Bank/CC Info:	OT 222222222222 05/05	
Default PO Nbr:		Best Time to Call:
		Last name for this customer
F8-Backout	F9-Update Record	F10-Exit ENTER-Next Field

**Figure 1-5 Customer 's Second Customer Window**

### **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 1-6. You may enter information for two different vehicles.

```

Customer Add                                     12/21/04

Customer/Or: SMITH           , SAMANTHA           Acct#: 511972
Company Name:
Contact Name:
Address: 1234 ABC LAN
Address Line 2:
Zip/City/State: 55555-5555 A
Home Phone Nbr: (222)222-222
Cell Phone Nbr: (444)444-444
Fax Phone Nbr: (666)666-666
SSAN: 000-00-0001
Taxable?: Y           Tax
Tax Number:
Charge Cust: Y
Credit Limit: 2,000
Status Flag:           Default
Customer Type: M
Email Address: sams111@aol.com
Bank/CC Info: OT 222222222222           05/05
Default PO Nbr:           Best Time to Call:
                               Lien Holder

Car Information
License: 123ABC
VIN Nbr: A124560CF0034IDM99999
Year: 2000
Make: FORD
Model: MUSTANG
Desc: RED GT

Lien: NONE
Phone #:

F8-Backout      F9-Second Page      F10-Exit      ENTER-Next Field
    
```

Figure 1-6 Customer Car Info Window

Once the information has been entered, the prompt "Any More Changes:" will be displayed, see Figure 1-7.

```

Customer Add                                     12/21/04

Customer/Or: SMITH           , SAMANTHA           Acct#: 511972
Company Name:
Contact Name:
Address: 1234 ABC LANE
Address Line 2:
Zip/City/State: 55555-5555 ANYTOWN           TX           Map Code:
Home Phone Nbr: (222)222-2222           Work Phone Nbr: (333)333-3333
Cell Phone Nbr: (444)444-4444           Pager Phone Nbr: (555)555-5555
Fax Phone Nbr: (666)666-6666           Birth Date: 5/05/1970
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: 2,000           Default Retail Pmt Form: 4
Status Flag:           Default: Salesperson/Acct Mgr:
Customer Type: M           RTO Recv:
Email Address: sams111@aol.com
Bank/CC Info: OT 222222222222           05/05
Default PO Nbr:           Best Time to Call:
Any More Changes: N

F1-References  F2-Employer  F3-Student  F4-2nd Cust  F5-Help  F7-Car Info
    
```

Figure 1-7 Customer Add Screen "Any More Changes" prompt



```

Store:      20                Customer Loan Entry                10/04/05

      Name: SMITH              , SAMANTHA/MIKE      Home Ph: (555)555-5555
      Acct # :   506069                Work Ph: (555)555-5555
      Address: 123 ABC LANE APT A1      License: 1
      City: ANYTOWN                TX 55555      SSN: 000-00-0001
      Comments:

-----

Right Cust: Y
    
```

---

F5-Help                      F6-Comments                      F8-Backout                      F9-Done

**Figure 1-9 Customer Loan Entry Screen (initial screen)**

```

Store:      20                Customer Loan Entry                10/10/05

      Name: SMITH              , SAMANTHA/MIKE      Home Ph: (555)555-5555
      Acct # :   506069                Work Ph: (555)555-5555
      Address: 123 ABC LANE APT A1      License: 1
      City: ANYTOWN                TX 55555      SSN: 000-00-0001
      Comments:

-----

      Loan Type: █

      Salesperson:
      Acct Mgr:      1
      Adv Source:
      Disbursement Method:
      Disb Check/CC Nbr:
      Deposit Check #:                Acct #:                Routing #:
      Bank or Lender:                Due Date:

      Enter a loan type or <ENTER> for a listing

    
```

---

F5-Help                      F6-Comments                      F8-Backout                      F9-Done

**Figure 1-10 Customer Loan Entry Screen (2<sup>nd</sup> portion of the screen displayed)**

**LOAN TYPE** Enter a loan type or <ENTER> for a listing from which you can select from. Only the loan types available for this type of loan will display.

**SALESPERSON** The salesperson number will default to the person who is signed into the system.

**ACCT MGR** Enter the account manager that will be in charge of this account, or it will default to the account manager that was assigned to this customer maintenance record. If you need to change it, and you have the security to do so, blank it out and a selection window will appear where you can select the appropriate account manager.

**ADV SOURCE** Enter the advertising source associated with this contract. Press enter for a listing of available codes. Using the arrow keys, highlight the one you want to use and press ENTER.

**DISBURSMENT METHOD** Enter disbursement method if you are prompted for a disbursement method and it is a required field for your particular company.

- 1=cash
- 2=check
- 3=prepaid credit card

**DISB CHECK/CC NBR** Enter the company check number you are giving to this customer or enter the prepaid credit card number you are issuing the customer.

**ACCT #** Enter the customer's checking account (collateral) number.

**ROUTING #** Enter the customer's bank routing (collateral) number.

**DEPOSIT CHECK #** Enter the customer's deposit (collateral) check number.

**BANK OR LENDER** Enter the bank or lending institution name.

**DUE DATE** Enter the date the loan payment is due or if the default due date is correct, press enter.

Press the ENTER key and the prompt "Any Changes: N" appears. If you need to make changes, change the N to Y and make your changes. If you are done, press the ENTER key to accept the default of N for No more changes.

Press ENTER and the prompt "assign the ticket number" displays. When the ticket number is assigned to this loan, you will be prompted to "Reprint the receipt: N". At this point, the receipt should print. You may reprint the receipt as many times as you like by pressing 'Y' or press enter if you are done and accept the default of N for no to reprint the receipt.. See Figure 1-11.

```

Store:      20                Customer Loan Entry                10/12/05

      Name: SMITH              , SAMANTHA/MIKE      Home Ph: (555)555-5555
      Acct # :   506069                Work Ph: (555)555-5555
      Address: 123 ABC LANE APT A1      License: 1
      City: ANYTOWN                TX 55555          SSN: 000-00-0001
      Comments:

-----

      Loan Type: MCD200M

      Salesperson:      1  EMPLOYEE
      Acct Mgr:        1
      Adv Source:      RE                Amount Financed:      200.00
      Disbursement Method: 2                Processing Fee:        30.00
      Disb Check/CC Nbr: 1111                Total Pmts:          230.00
      Deposit Check #: 1234                Acct #: 1234567890  Routing #: 123456789
      Bank or Lender:  ABC BANK                Due Date: 10/26/05
      Ticket #:      320570
      <ENTER> for a system generated ticket nbr

      Reprint the Receipt:  
    
```

**Figure 1-11 Customer Loan Entry Screen (assign the ticket number and print)**

You will be prompted "Print Pmt Form 1 Contract:Y". Change this field to N for no.  
 You will be prompted "Print Pmt Form 2 Contract:Y". Change this field to N for no.  
 You will be prompted "Print Pmt Form 3 Contract:Y". Change this field to N for no.

## Chapter 2 Setup for the Customer Loan Program

There are some key things that need to be done in order for the Customer Loan Program to work. You will be going into the following programs: MODEL MNT to set up the model numbers, RECEIVE where you can add model numbers and PMTFORMS where you create the loan payment forms.

You will need a payment form for every loan value and a matching model number for every loan value in the customer loan program.

### Check the Model Maintenance Indicators -MODEL MNT

Before you create the model numbers, it is critical that you check your model maintenance indicator screen and adjust it if necessary. To get into model maintenance, go into the program MODEL MNT. Once in you will see a screen similar to Figure 2-1.

```

Model Number Maint                                     10/05/05

Barcode field usage: C
Force PO number: N
Default Current Inv indicator: S
Default Item Serialized Indr: Y
Allow Zero Cost: Y
Descfile Ctrl Indr: A
Misc Inv Qty Indr: Y
Freeform model # for Misc: Y

GL Model #/Default Acct Nbr:          GL Model #/Default Acct Nbr:
GL Model #/Default Acct Nbr:          GL Model #/Default Acct Nbr:

(C)opy serial # (5) copy last 5 nbrs from serial # (T) Use Next Transparent #
-----
F8-Backout                               F9-Update                               F10-Exit
    
```

Figure 2-1 Model Number Maintenance

**MISC INV QTY INDR** This field needs to be a 'N' if you are going to control the amount of the loans; it will force you to keep quantities on hand. If you want to allow negative quantities and not control the number of the loans, enter a 'Y'.

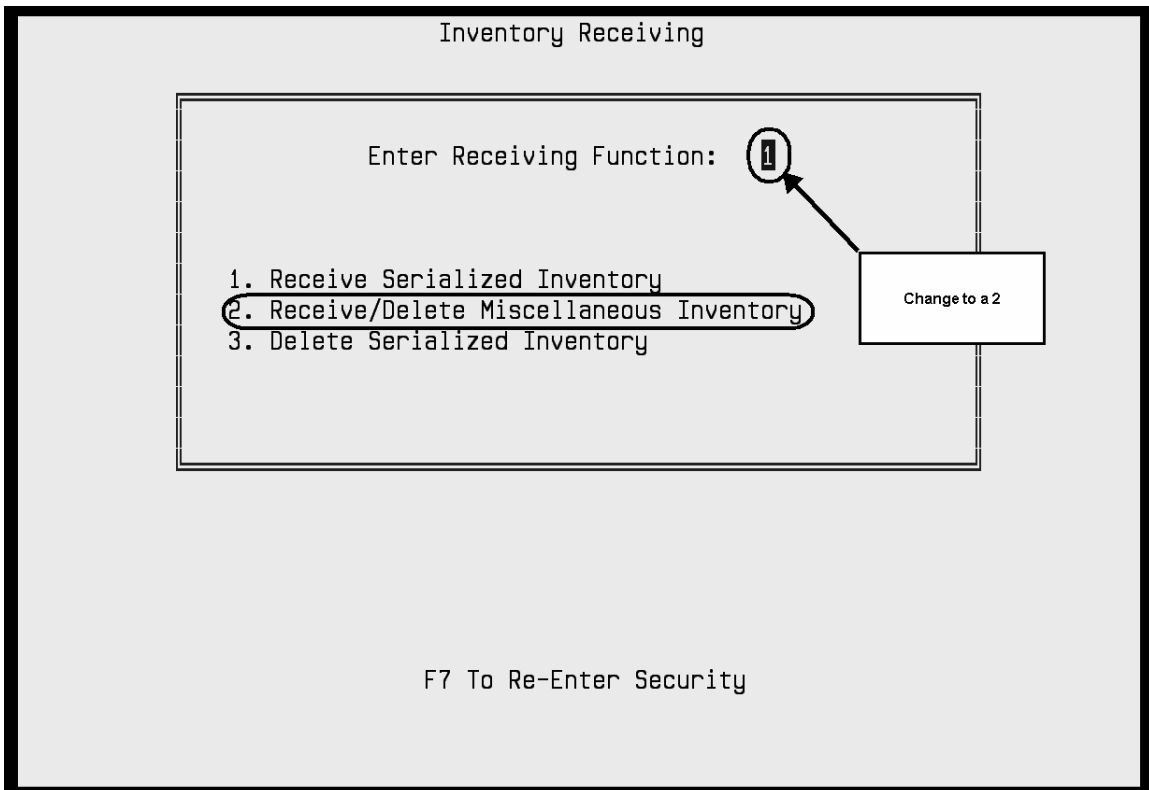
**FREEFORM MODEL # FOR MISC** This field needs to be set to a Y for yes to add the new loan model numbers. **Note: If it is an N for no, change to a Y, add your loan model numbers and then go back and change it to an N again once you are done adding your new loan model numbers.**

You will be adding the miscellaneous model number(s) that will equate to the payment form(s) in the next step. Note: the payment form(s) need to match the model number description(s) for the same loan value.

### **Loan Value Model Numbers –RECEIVE (OPTION 2)**

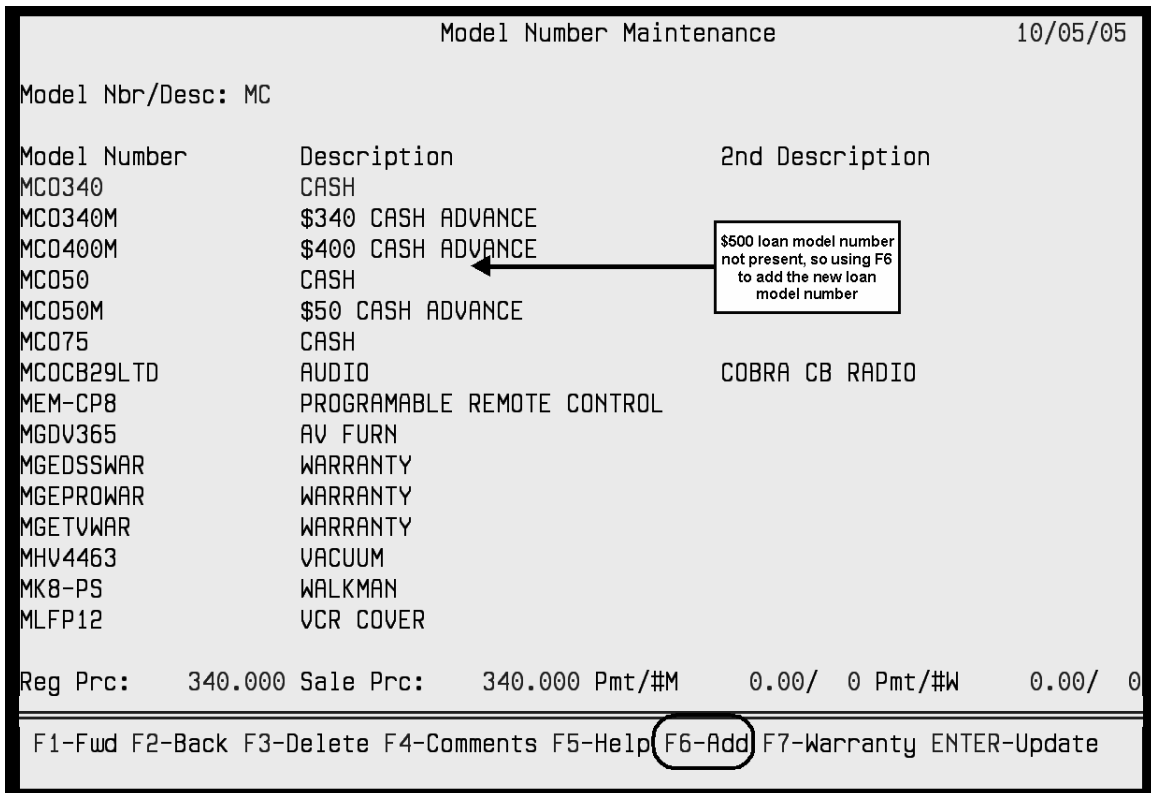
Create the model numbers you will be using for the Customer Loan Program. To do this, use the RECEIVE program and add and receive the new model numbers for the loans.

Once you enter the RECEIVE program, set the printer you want to print to and choose option 2 off the Inventory Receiving Menu. See Figure 2-2.



**Figure 2-2 Inventory Receiving Menu**

Since the example loans will begin with MC, Figure 2-3 shows the result of entering MC in the Model/UPC/Desc field and pressing the F3 key and F1-paging forward to check if there is a \$500 loan model number already established before a new one is created. Since it is not present in Figure 2-3, it will be added using the F6 key.



**Figure 2-3 Model Number Maintenance Screen**

Enter the information for the new loan model number. When you are done entering the information in screen 1, press the F9 key and then press ENTER to accept the default of "Any More Changes: N". See Figure 2-4.

UPC Code:		Model Number Add	10/05/05
Model Number: MCD500M		Commission Code:	1
Description: \$500 CASH ADVANCE		Vendor Number:	0
First Received:		Discontinued Indr:	N
Average Cost: 0.000		Serialized:	N
Last Cost: 0.000		Reg Price:	500.000
Sale Price: 0.000		MAP:	0.00
List Price: 0.00		MOP:	0.00
Misc Cost Usage: 1 Percent: 0.00		# Months For Dep:	
Taxable: N Tax %: 0.00		Qty On Hand:	0
Equivalent:		Use Profit Center:	Y
Sales Spiff: 0.00		Movie Inv Type: N	RTR: N
RTR Monthly Prc:		RTO Spiff:	0.00
Total Monthly Prc: 0.00		RTO Monthly Terms:	0
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: N			
G1 Account Nbrs:			
Any More Changes: <input type="checkbox"/>			
F5-Help		F8-Prev	F10-Exit

**Figure 2-4 Model Number Add First Screen**

Enter the location in the second screen and press the F9 key to accept the location. See Figure 2-5; then press the F8 key and the screen in Figure 2-6 will appear.

Model Number Add										10/05/05			
Model Number: MCD500M					Location:					1		Enter the location.	
Descriptions: \$500 CASH ADVANCE													
Quantity on Hand: 0.00						Qty Received Ptd:			0				
Low Reorder/Max Level: 0 / 0						Qty Received Ytd:			0				
Med Reorder/Max Level: 0 / 0						Qty Sold Ptd:			0				
Hi Reorder/Max Level: 0 / 0						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:													
Any More Changes: N													
F5-Help				F8-Prev				F10-Exit					

**Figure 2-5 Model Number Add Second Screen**

Enter the location and the quantity to receive as seen in Figure 2-6.

```

                                Receive Miscellaneous Inventory

Model Number: MC0500M
Description: $500 CASH ADVANCE

      Location:           1

Date Received: 10/05/05      Vend Invoice Nbr:
      PO Nbr:           0      Receiving Nbr:
Qty To Receive:      9999.00      Actual Cost:      0.000
Qty Received:       0.00      Average Cost:      0.000

Any More Changes: N

```

---

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

**Figure 2-6 Receive Miscellaneous Inventory Screen**

Press the F9 key when you are done and then press the ENTER key to accept the default for "Any More Changes: N". Press F8 twice to return to a menu when you are done receiving and adding the loan model numbers.

### **Loan Value Payment Forms - PMTFORMS**

To create the payments forms, you will be using for the Customer Loan Program. To do this, use the PMTFORMS program and add the new payment forms for the loans. See Figure 2-7.

Payment Forms Maint										10/04/05
Payment Form: _____										
PForm Description	Cash	AR	Split	Rev	Int	AR	Int	Ins	%	Contract
021 VISA	Y	N	N	N	N					
022 AM EXPRESS	Y	N	N	N	N					
023 ASSOCIATES FINANCE	N	Y	N	N	N					
024 TENNESSEE CREDIT	N	Y	N	N	N					
025 VIDEO CENTER CHARGE	N	Y	N	N	S					CNTLARCA2
026 CURTIS MATHES WARRANTY	N	Y	N	N	N					
027 TITLE LOAN	N	Y	N	N	S					
028 \$100 CASH LOAN	N	Y	N	N	S					CNTLARCA
029 \$150 CASH LOAN	N	Y	N	N	S					CNTLARCA
030 \$200 CASH LOAN	N	Y	N	N	S					CNTLARCA
031 \$50 CASH LOAN	N	Y	N	N	N					CNTLARCA
032 \$300 CASH LOAN	N	Y	N	N	S					CNTLARCA
033 \$400 CASH LOAN	N	Y	N	N	S					CNTLARCA
EDF										
F1-Next Page F2-Prev Page F5-Delete F6-Add ENTER-Update F8-Prev Menu CMD-Exit										

**Figure 2-7 Payment Forms Maintenance**

Once in the PMTFORMS program, press the F6 key to add a new payment form. Set up all the payment forms you will be using to establish customer loans. You should have a payment form for every dollar value loan you will be lending.

There are some key fields that need to be set up in order for this program to work.

- Loan Payment Form – Y
- Loan Model # - has to be determined and filled in
- Contract Pgm – the laser contract that will be printing needs to be here.
- Processing Fee – the fee you will charge for the loan
- AR Payment Form: Y
- Pmt Amt Rules: 4

See Figure 2-8 for an example of a loan payment form.

```

Payment Forms Add                                     10/05/05

Payment Form Nbr:034

      GL Acct Nbr: 0      Description: $500 CASH LOAN
Store IS Profit Center: Y  Recv Acct Nbr: 0  Contract Pgm: CNTLARCA
Loan Payment Form: Y  Loan Model Nbr: MC0500M  Process Fee: 17.50
Cash Payment Form: N  AR Payment Form: Y  Split Down Pmt Form: N
Trial Purchase Form: N  Layaway Pmt Form: _  Spec Credit AR Form: N
Revolving Credit Form: N  Pmt Amt Rules: 4  Min Pmt Amt:
Minimum Percent:      Credit Limit: 0.00  Pending to Revolving #: ___
Revolving Charge Late Fee:      Minimum Interest Charge:

      AR Interest Type: S      Interest Rate: _____  Book Interest: I
      Interest Starts: I  Start Interest After: 0__  Refund Method: _
Payment Term Discount%:      Pmt Term Disc Days:      Default Acct Mgr #:
Default Customer Type: _  Default Contract Type: _  Default Cntrt Lgth:
Default Pmt Terms: _      Default Due Days:      Next Due Days:
GRP Percent: _____      Book GRP: _
Ins Type 1: _____      Ins Type 2: _____

Any More Changes: N

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

**Figure 2-8 Payment Forms Add First Screen**

The second Payment Forms Change screen is not being used, so it should have zeroes in it. Once in this screen, press the F9 key and the zeroes will automatically fill in and you will be prompted for "Any More Changes: N". Press the ENTER key to continue. See Figure 2-9.

```
Payment Forms Add                                     10/05/05

Payment Form Nbr:  ___

Minimum Weekly Term:      0           Minimum Monthly Term:      0
Minimum Weekly Pmt:      0.00         Minimum Monthly Pmt:      0.00
Minimum Finance Amt:     0.00
Weekly Payment Terms:  - -           Monthly Payment Terms:  - - - -

Any More Changes:N

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

**Figure 2-9 Payment Forms Add Second Screen**

## Chapter 3 Taking Payments on Customer Loans – RP

When the customer comes in to pay back the loan, go into Take Payments –RP program.

Bring up the take payments screen similar to Figure 3-1.

```

1
Name: SMITH           , SAMANTHA/MIKE   Acct#:   506069   H Ph: (555)555-5555
Add: 123 ABC LANE APT A1           BTTC:           W Ph: (555)555-5555
City: ANYTOWN           TX 55555 PayDay:
Comment:

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
$200 CAS  200.00  1  200.00  30.00                200.00 10/18/05

Length      Terms B 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 3-1 Take Payments Screen**

### ***Taking just a processing fee payment***

If the customer is just paying the processing fee, place a 1 in #P (number of payments) field and blank out the Payment Amount (Pmt Amt). Press the F9 key till your cursor is on the Amount Tendered (Amt Tendered). Press the enter key and enter the correct payment form. At the "Any More Changes: N" prompt, press the ENTER key to accept the default of no more changes. See Figure 3-2.

```

1
Name: SMITH           , SAMANTHA/MIKE   Acct#:   506069   H Ph: (555)555-5555
Add: 123 ABC LANE APT A1           BTTC:           W Ph: (555)555-5555
City: ANYTOWN           TX 55555 PayDay:
Comment:

Ticket# Seq   Bal #P  Pmt Amt  Other   Late   Grp   Esp   Tax Tot Due Due Date
$200 CAS   200.00 1          30.00

Total Due:    30.00  Amt Tendered:    30.00  Change:    0.00  Pmt Form:    1
Any More Changes? 
F8-Back Out  CMD-Exit Program
    
```

**Figure 3-2 Take Payments Screen receiving a payment for just the processing fee**

You will be prompted to "Reprint the receipt: N". If you need to reprint the receipt enter a Y for yes. If not, press the ENTER key to accept the default of N. You will be taken back to a Security Entry screen.

**Taking a full payment (paying off) on the loan**

If the customer is paying off the loan, enter a 1 in the #P field (number of payments) and press enter through the fields. Once you are done, press the F9 key till your cursor is on the Amount Tendered (Amt Tendered). Press the ENTER key and enter the correct payment form. Press the ENTER key and you will be prompted for "Any More Changes: N". See Figure 3-3.

```

1
Name: SMITH           , SAMANTHA/MIKE   Acct#:   506069   H Ph: (555)555-5555
Add: 123 ABC LANE APT A1           BTTC:           W Ph: (555)555-5555
City: ANYTOWN           TX 55555 PayDay:
Comment:

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
$200 CAS  200.00 1   200.00  30.00                230.00 11/01/05

Total Due:   230.00  Amt Tendered:  230.00  Change:   0.00  Pmt Form:   1
Any More Changes? 
                F8-Back Out  CMD-Exit Program
    
```

**Figure 3-3 Take Payments Screen taking a full payment for loan**

Press the ENTER key to accept the default of no more changes. You will be prompted to "Reprint the receipt: N". If you need to reprint the receipt enter a Y for yes. If not, press the ENTER key to accept the default of N.

You will be prompted to "Renew the Loan: Y". If you want to renew the loan, press the ENTER key to accept the default of Y for yes. If you do not want to renew the loan, change the Y to an N and press the ENTER key and you will be taken back to a Security Entry screen and can continue to 'take payments'.

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