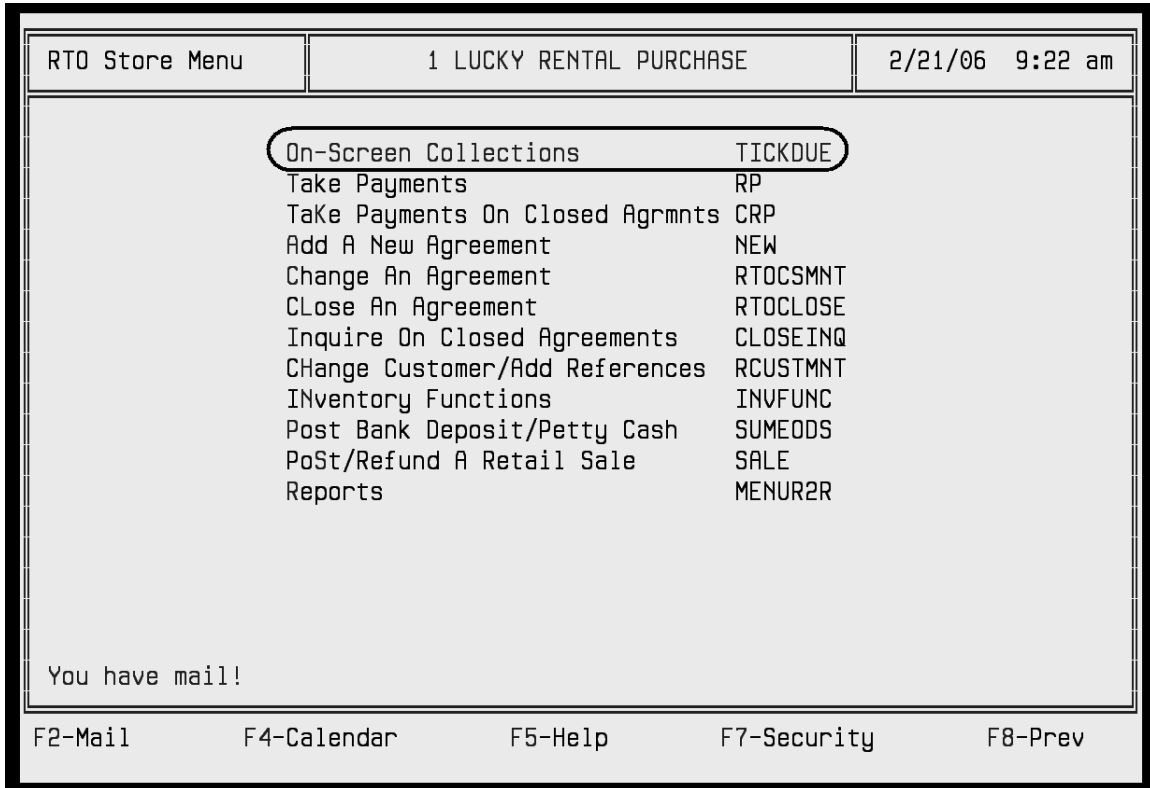


## Chapter 12 – List Past Due Accounts - TICKDUE (optional program)

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 (Input the module you would like to execute:) and type in TICKDUE and press the ENTER key. You will now see a screen like Figure 12-1.



**Figure 12- 1 List Past Due Accounts Screen**

If you are entering this for the first time and need to create a new listing, press the ENTER key to accept the default of Y for yes. If you are entering to continue work on a previously built file, then type an N for no. The purpose of the work file is to get a list of customers to call who are past due. Commitment comments you enter here will appear on the Take Payments screen first comment line.

The next screen you will see will prompt you for the "Printer or File Pathname". See *Chapter 15 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 12-2.

```
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 12- 2 Build TICKDUE Work File**

**LISTING ORDER** 1 = Customer Name  
2 = Oldest Due  
3 = Payment Amount Due

**STORE** If you want all stores accounts listed, leave blank. If you only want a specific stores accounts listed, enter the location number using the stores 4 digit code. (For example: If you want a listing of accounts from store #1, you would enter 0001).

**ACCT MGR** If you want all account managers accounts listed, enter a 0 (zero). If you only want to list a specific account managers accounts, enter the account managers number using the 5 digit code. (For example if you want to list all of account manager #1's accounts, you would enter 00001).

**SELECT BY CUST TYPE** Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter from one to ten different customer types. If you want all customer types, accept the default by pressing the ENTER key. (Customer Types are set up and maintained using the program "RCUSTYPE"). If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the ENTER key.

**SELECT BY AGMT/CONT TYPE** Defaults to N. If you want all contract types press the ENTER key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "CONTRACT TYPES". You may enter up to ten different contract types (Contract types are set up and maintained using the program "RCNRTYPE"). If you want a selection window, enter a "?".

Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the ENTER key.

**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**    Enter the letter corresponding to the way you want the system to handle those past due accounts that have been picked up. Options are displayed on the bottom of the screen.

**I** = Include

**E** = Exclude

**O** = Only process the accounts that have been picked up.

**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.

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 12-3.

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 12- 3 List Past Due Accounts

With this listing, you can see at a glance who is in default on the first payment (!) and who is late for the first time (\*). You will also know if they have written you a hot check by the letter "H" next to the Due date field.

If a B is displayed to the left of the due date, then the customer has a broken commitment date. If a C is displayed next to the due date field, then the customer has a commitment date which can be read right above the function key listed on the bottom of the screen.

At the bottom of the screen, please note the prompts:

**F1 - FORWARD** If you want a customer who is not on the page showing, 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 the uncommitted single customer and press the F5 key. This will print an actual chase card with the information on that customer in the same format as the ZIPA report. You can print chase cards on only the customers that are uncommitted.

**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 12-4.

```

Customer Change                                02/21/06

Customer/Or: 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 12- 4 Customer Change Screen**

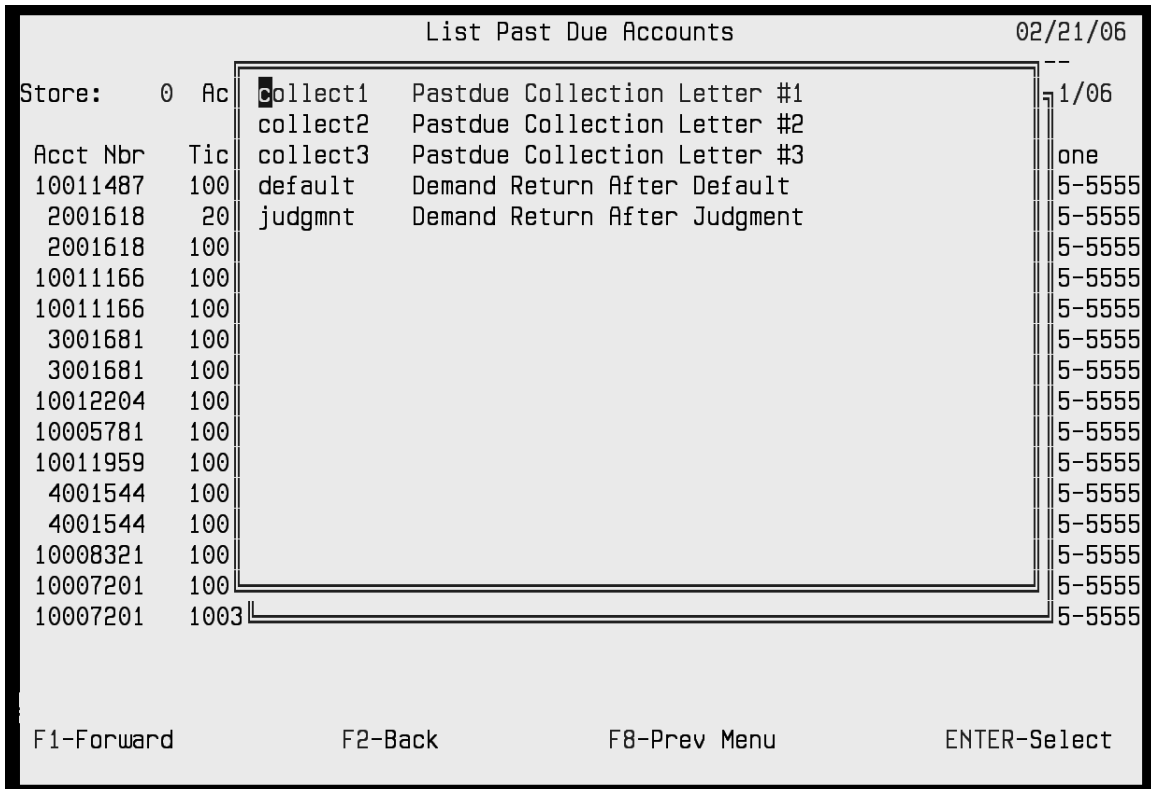
From this screen, you can access any references this customer has on file by using the function keys listed at the bottom of the screen. From this screen, you can update the customers address, phone number, etc. as you are talking to them on the phone. Press the F9 key to update the changes you have made to the customer record and you will be returned to the listing.

**F7 - LETTER** If you wish to add a letter, change an existing letter, delete a letter or select a letter you would press the F7 key and use the prompts on the bottom of the screen, see Figure 12-5. If you wish to print a letter, change, delete, reproduce or add a letter (if you have the security authorization to do so), press the F7 key after highlighting the chosen customer, see Figure 12-5.

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 <b>F7-Letter</b> F9-View Detail								

Figure 12- 5 List Past Due Accounts Screen F7 Letter Screen

If you pressed the F7 – Letter key on the highlighted record from the TICKDUE screen, you will then see the window that displays a listing of Letters available. Use the arrow keys to highlight the letter and then “S”elect to print the letter. If you are using laser letters, you only have the option to print a letter. See Figure 12-6.



**Figure 12- 6 List Past Due Accounts Screen with F7 Letter Window**

- 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.

If you are adding or editing or changing a letter, you can use the following fields as typed here and it will bring over that customer information from their information and print it where you place these values.

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 12-7.

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
STERED S	1443.24	5	18.99				10.00			6.84	130.78	1/18/06
STERED 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 12- 7 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 12-8.

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-Furd   F2-Back   F4-Reverse Order   F6-Add Comment   Up/Dwn Arrow-Select

**Figure 12- 8 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 12-9.

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 12- 9 Customer Contact Add Screen**

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 12-10.

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

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 12-10 Customer Contact Add Screen with contact list drop down box**

Once you have selected the contact name and number you are calling, you are ready to enter the commitment outcome for this entry, press ENTER for the drop down box to select the comment. See Figure 12-11.

The screenshot shows a terminal window titled "Contact History Add". It contains the following text:

```
Customer Nbr: 2005556      Enter Date: 2/21/06
Entered By: 998           Enter Time: 15:01:18:00

Comment: CHRISTIE ABERNATHY (555)555-5555
```

A drop-down menu is open, listing 10 options:

- 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 Ltrr

Below the menu, the text "Contact Phone Number" is visible. At the bottom of the screen, a legend reads: "F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select Code".

**Figure 12-11 Customer History Add Screen with comment drop down box**

Select the commitment comment 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 12-12.

The screenshot shows a terminal window titled "Contact History Add". It contains the following text:

```
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
      █ 555.04
```

Below the comment, the text "Commitment Amount" is visible. At the bottom of the screen, a legend reads: "F8-Backout".

**Figure 12-12 Customer History Add Screen with amount**

PLEASE NOTE: From this point on, the prompts are and can be different per comment you choose. Each comment will have different prompts depending on how your organization set up the user-defined commitment comments.

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 12-13.

The screenshot shows a terminal-style interface for adding a contact history entry. The title is 'Contact History Add'. It displays the following information:

- 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

At the bottom, there is a prompt: 'Commitment Date (F1 for pop up calendar)'. Below the main screen area, there is a separate line for 'F8-Backout'.

**Figure 12-13 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 where you can then use your arrow keys to select a date. You 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 12-14.

```

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
        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 12-14 Customer History Add Screen with pop up calendar**

Select the date and press ENTER or F9 to update.

NOTE: This DOES NOT recalculate the amount the customer owes based on this date, only uses this date as the commitment date. See Figure 12-15.

```

                                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  2/24/06 █ :

                                Commitment Hour
-----
F8-Backout
```

**Figure 12-15 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 12-16 through Figure 12-18.

```

                                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 12-16 Customer History Add Screen commitment time**

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 03:20 █

AM or PM or Leave Blank

---

F8-Backout

**Figure 12-17 Customer History Add Screen commitment time AM or PM**

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 03:20 PM

Any Changes: N

---

F8-Backout

**Figure 12-18 Customer History Add Screen complete commitment comment**

Once the comment has been entered and is complete, the latest commitment comment entered will display on the Take Payments screen as the first comment in the comment section. See Figure 12-19.

```

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
STEREO S 1443.24 6  18.99  10.00
TV PORTA 1539.23 6  19.99  10.00  9.60
TV PORTA 1519.15 6  19.99  10.00  9.60
          7.20 146.74 1/18/06
          7.20 146.74 1/18/06

Length 78 Terms W RT0 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 12-19 Take Payment Screen with entered commitment comment**

### **Print Commitment File Report - CMMTRPT**

Printing the commitment reports will enable management to follow up on customer commitments on a daily basis and allows management to track and review commitment activity by account manager.

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 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 *RSSS Rental Countertop Chapter 15 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 12-20.

```
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 12- 20 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 earliest date you want the report to begin with.

**ENDING ENTERED DATE** Enter the latest date you want the report to use.

**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 12-21 and Figure 12-22 for example setup screen and resulting Commitment File Report.

**Example of the CMMTRPT setup screen and resulting report**



**Figure 12- 21 Print Commitment File Report Screen Example**

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	Committed 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 2380.35 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 12-22 Resulting Commitment File Report Example**

**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, select Reports – MENUR2R off the Store Menu or 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 *RSSS Rental*

Countertop Chapter 15 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 12-23.

```

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 12-23 Print Customer Overdue Report – No Contact Report**

If is important that you enter "O" at the 'Print History' field prompt and then enter the date range to search for contact.

**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 "RCUSTOMNT".
- 5 = Oldest Due** Report will print in aging form with the oldest past due accounts first.

**PRT HISTORY** If you DO NOT want to print the customer comment history on the report, choose N for no. If you choose Y for yes to print comment history for ZIPA report, you will be prompted to enter the from date to date: **DATES: TO** with the prompt help stating **COMMENT HISTORY DATE RANGE TO PRINT**. If you want to print accounts without history enter an "O", then enter the date range to search for the contact(s).

**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. If you answer this prompt with a Y for yes, the default will change to a 2 and your options will be displayed at the bottom of the screen: **SELECT BY: 1) SALESMAN 2) ACCOUNT MANAGER**. Enter the number next to the option you want. The prompt will then change and read "SALESMEN" or "ACCT MGRS" depending on the option you chose. You may then select up to ten salesmen or account manager numbers you want to display on this report. If you have selected more than one salesman or account manager, you will see the prompt "**SORT BY SALESMEN/ACCT MGRS**". 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 this prompt with a Y for yes.

**SORT BY SALESMAN/ACCT MGR** Defaults to N for no. If this is answered with a Y for yes, allows you to run the report by particular salesmen or account manager if you had selected by 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, see Figure 19-3.

**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. 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 first past due date you want this report to start with.

**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, 2004 and you want everybody 1-10 days late:  
Starting Past Due Date: 07/01/04  
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.

**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, 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 zip code.

**(SUMMARIZE) BY CUST TYPE** Defaults to N for no. If answered with a Y for yes, after the customer list has printed, the report will print a page on which you will see a line across for each individual customer type showing the number of customers, payment amount, GRP amount, ESP amount, tax amount, total amount, and receivables. Under this, you will have a line showing the totals for each of these items.

**WANT 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 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. **This option only applies to the ZIP report.**

**ACCOUNT TYPE** There are seven options:

- (1) RTO Accounts
- (2) AR Accounts
- (3) Loan Accounts
- (4) RTO and Loan
- (5) Misc Fee
- (6) RTO/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 12-24 for a 'No Contact' report example.

Chapter 12 - On-Screen Collections (Optional Module) - TICKDUE

LUCKY RENTAL PURCHASE															ZIPA REPORT		PAGE: 1
OVERDUE RTD 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		TICKET NBR	CONTRACT	STORE	ACCT MGR	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE				
TYPE NBR	NAME TYPE	ESP	TAX	CONTRACT	STORE	ACCT MGR	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE	TOTAL	TOTAL	PMT	AMT DUE	
AMT	GRP	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	
7000084	ABRAHAM, DIANE			10 D PERSHING STREET				ANYTOWN	TX	55555	(555)555-5555	(555)555-5555					
O	A																
17.98	0.00	3009248	1.14	1	1	1	1/18/06	1/18/06	1/18/06	W			110.59				
MODEL NBR		SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT 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																
31.95	2.56	3009295	1.92	1	507	1	2/09/06	2/09/06	2/14/06	W			77.85				
MODEL NBR		SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT 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																
21.95	1.76	3009254	1.32	1	1	1	12/12/05	12/12/05	1/01/06	W			210.22				
MODEL NBR		SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT 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															ZIPA REPORT		PAGE: 2
OVERDUE RTD 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		TICKET NBR	CONTRACT	STORE	ACCT MGR	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE				
TYPE NBR	NAME TYPE	ESP	TAX	CONTRACT	STORE	ACCT MGR	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE	TOTAL	TOTAL	PMT	AMT DUE	
AMT	GRP	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	AMT	
TOTAL OVERDUE TICKETS THIS REPORT: 3																	
TIME FINISHED:12:11:27																	

Figure 12-24 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 (Input the module you would like to execute:) and type in AMACTRPT and press the ENTER key.

```
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 12-25 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 12-26.

DATE	TIME	AMGR	EMPLOYEE	CUSTOMER	CONTACT	PHONE NBR	CONTACT CODE	COMMITMENT FULFILLED
RUN DATE: 02/22/06 LUCKY RENTAL PURCHASE PAGE: 1 TIME: 11:28:04 ACCOUNT MANAGER ACTIVITY REPORT ACTIVITY ENTERED: THRU 2/22/06 LOCATION: ( 1) POWER 1								
4/15/05	04:36	158		BENSON, LINDA A	LINDA A BENSON	(555)555-5555	Did not answer	
4/15/05	04:36	158		BENSON, LINDA A			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	11:33	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 CHRISTIE ABERNA (555)555-5555 Committed to Pay \$383.36 by 2/07/06 09:00am ABERNATHY, CHRISTIE JOE (555)987-6543 New Phone Number 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 ABERNATHY, CHRISTIE Other ROBBIE MCCRAW (555)789-4562 Other 00:00 TEST OF OTHER COMMETNS AARON SMITH (555)555-5555 Phone Busy SMITH, AARON AARON SMITH (555)555-5555 Left mess on machine ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Did not answer ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Left mess on machine ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay \$383.36 by 2/13/06 ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay \$383.36 by 2/09/06 02:00am ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay \$383.36 by 2/09/06 02:30pm ABERNATHY, CHRISTIE Other ROBBIE MCCRAW FREE FORM ALLEN, FRANKIE FRANKIE ALLEN (555)555-5555 Committed to Pay \$697.40 by 2/14/06 11:00am ABERNATHY, CHRISTIE JOE (555)987-6543 Did not answer ABERNATHY, CHRISTIE JOE (555)987-6543 Phone Busy ABERNATHY, CHRISTIE JOE (555)987-6543 Commitment WBI 4:00 ABERNATHY, CHRISTIE ROBBIE MCCRAW (419)555-7845 Left mess on machine ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Left mess on machine ABERNATHY, CHRISTIE CHRISTIE ABERNA (555)555-5555 Committed to Pay \$300.00 by 2/16/06 02:00pm ABERNATHY, CHRISTIE Did not answer 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 12-26 Account Manager Activity Report Example

### Print Customer Past Due Letters - TCKPDUE1

This is a report that allows you to print customer letters used in 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 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 15 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 12-27.

```
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 12-27 Print Customer Past Due Letters**

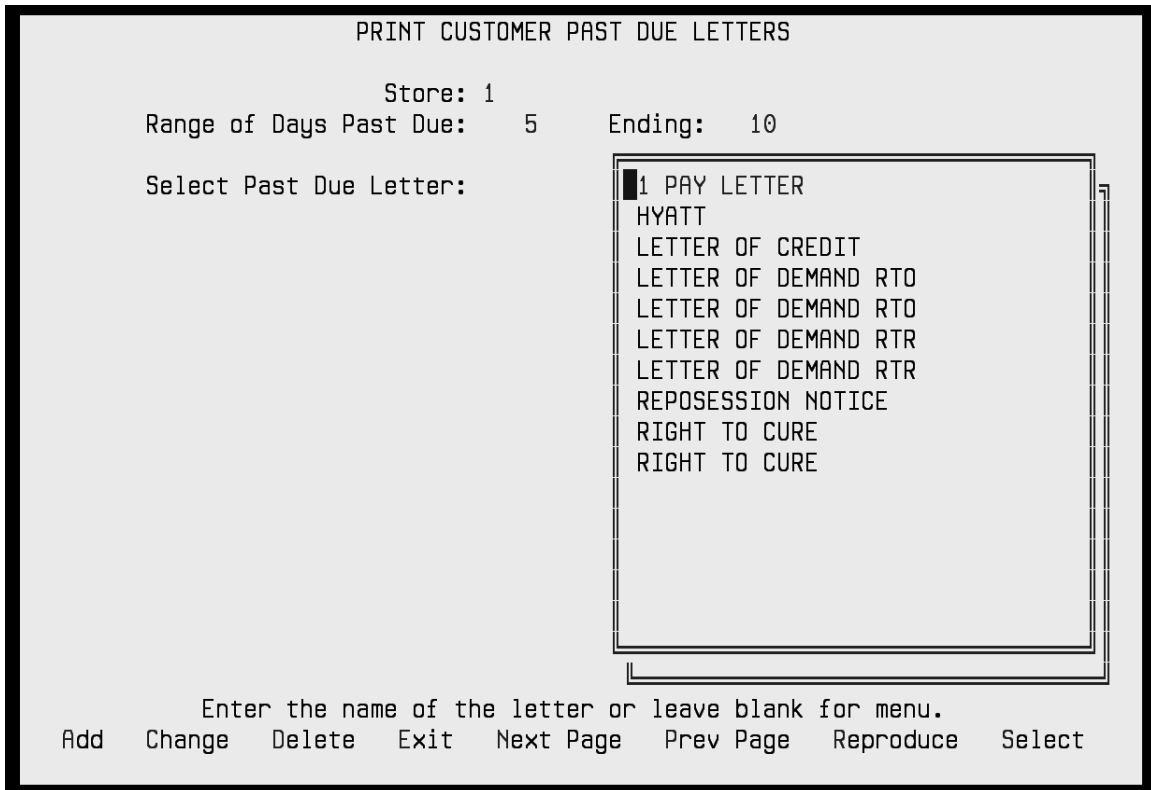
**STORE** Enter the store location number assigned to the location you want to run the letters for. If you want to run letters for all stores, leave this set to zero.

**RANGE OF DAYS PAST DUE.....ENDING:** Enter the range of days past due.

**SELECT PAST DUE LETTER** Enter the name of the letter or leave blank for menu.

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. Your report will begin printing and you will be returned to the menu.

### Past Due Letter Example Screens



**Figure 12-28 Print Customer Past Due Letters Window**

In Figure 12-28, there are letters available; however, we want to add a new letter. You can press "A" to add a new letter, see Figure 12-29. Please note the prompts at the bottom of the screen. If you press "A", you will now see a screen similar to Figure 12-30.

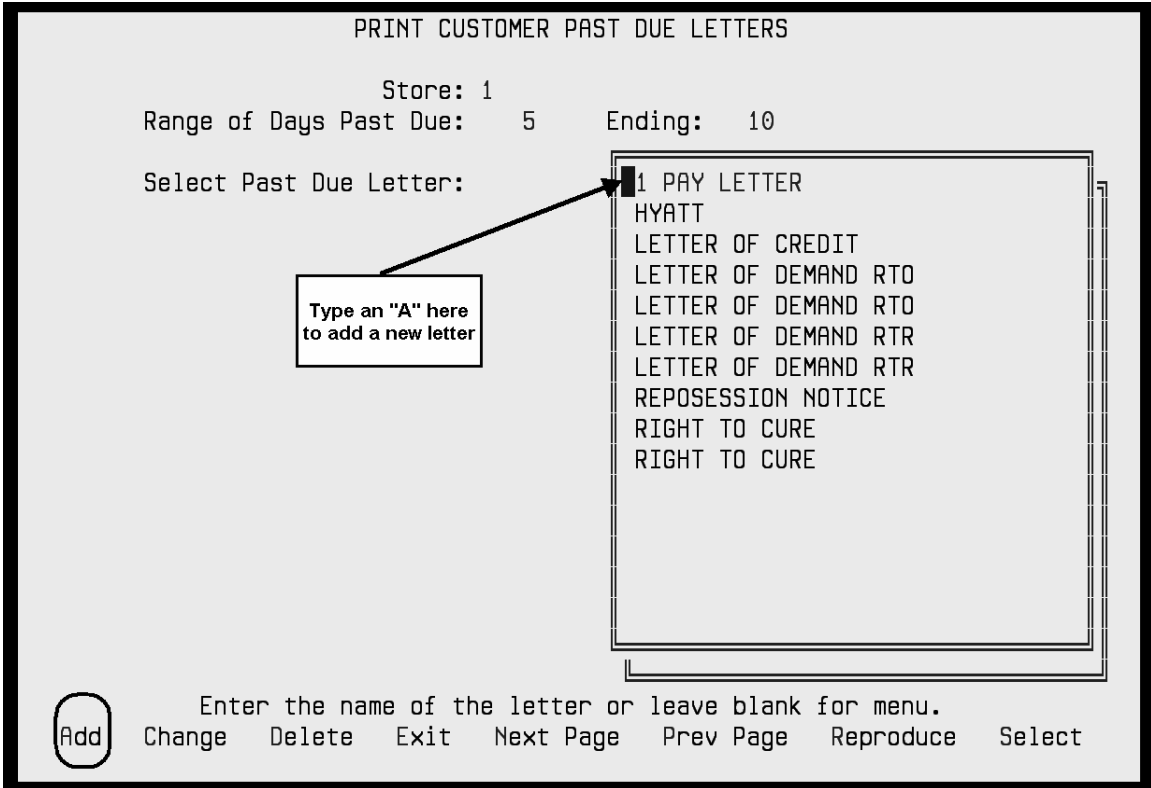


Figure 12-29 Adding a Past Due Letter

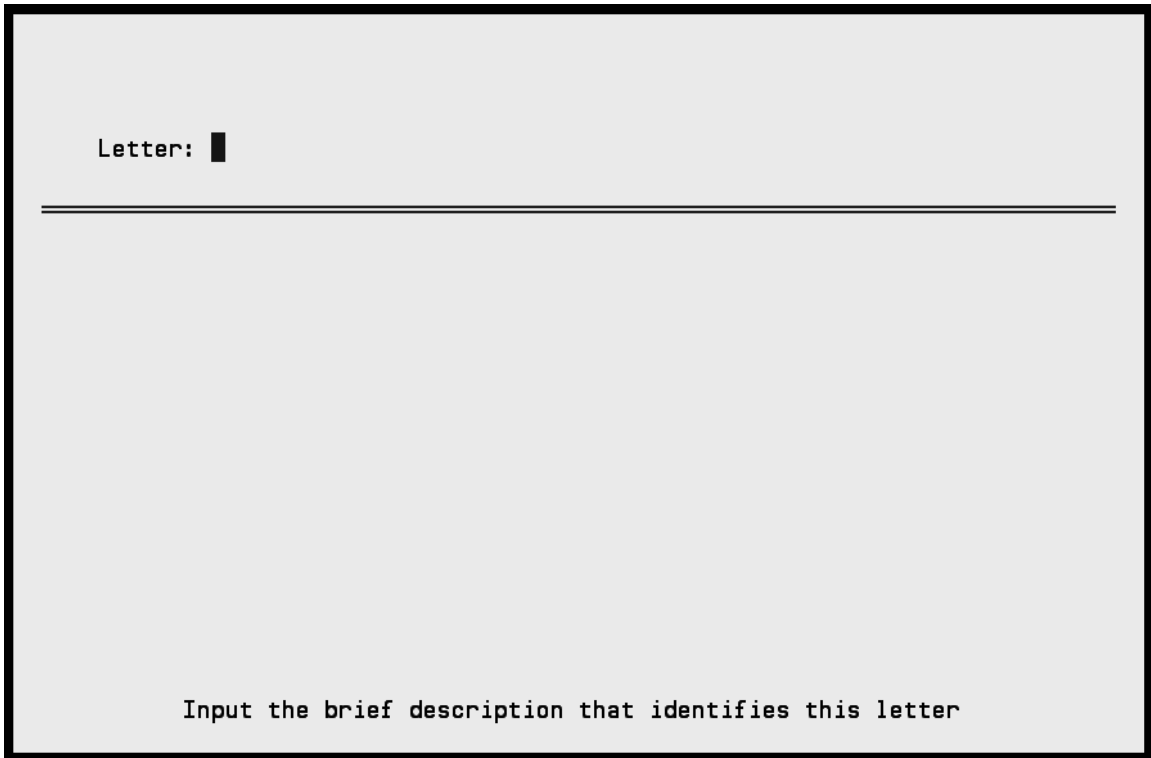
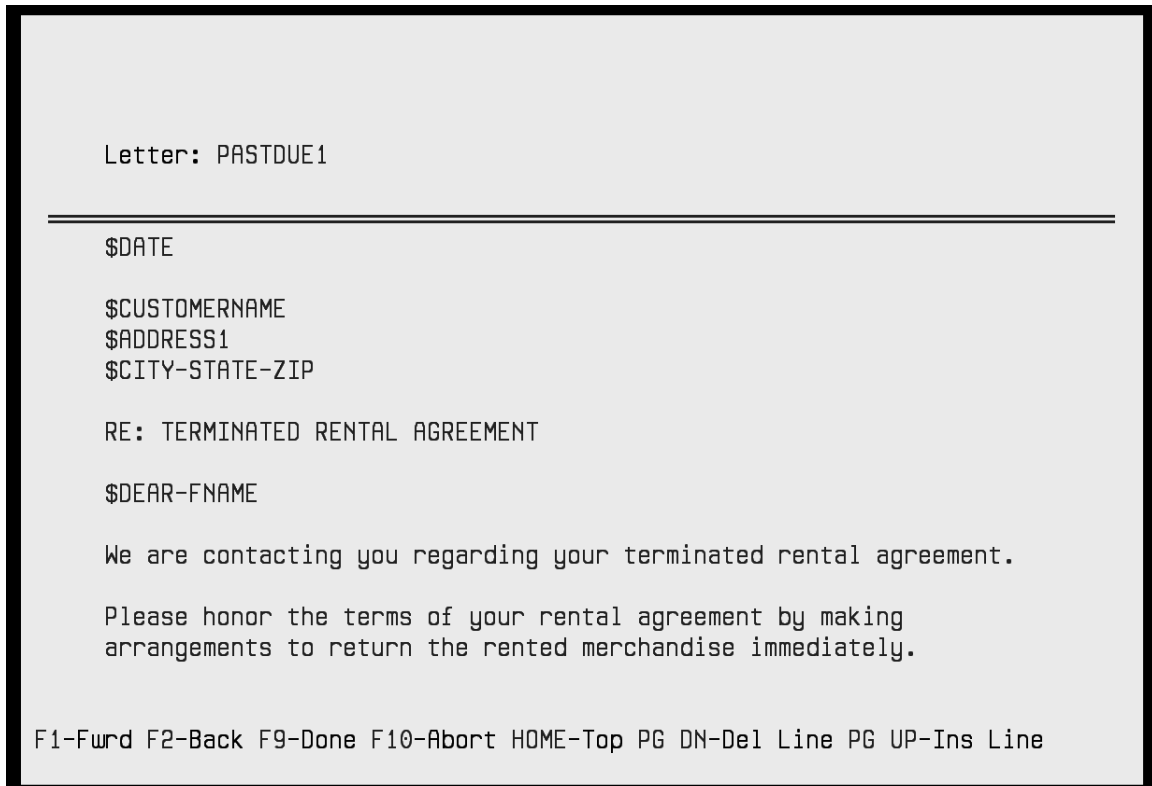


Figure 12-29 Continuing to Add a Past Due Letter

**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.

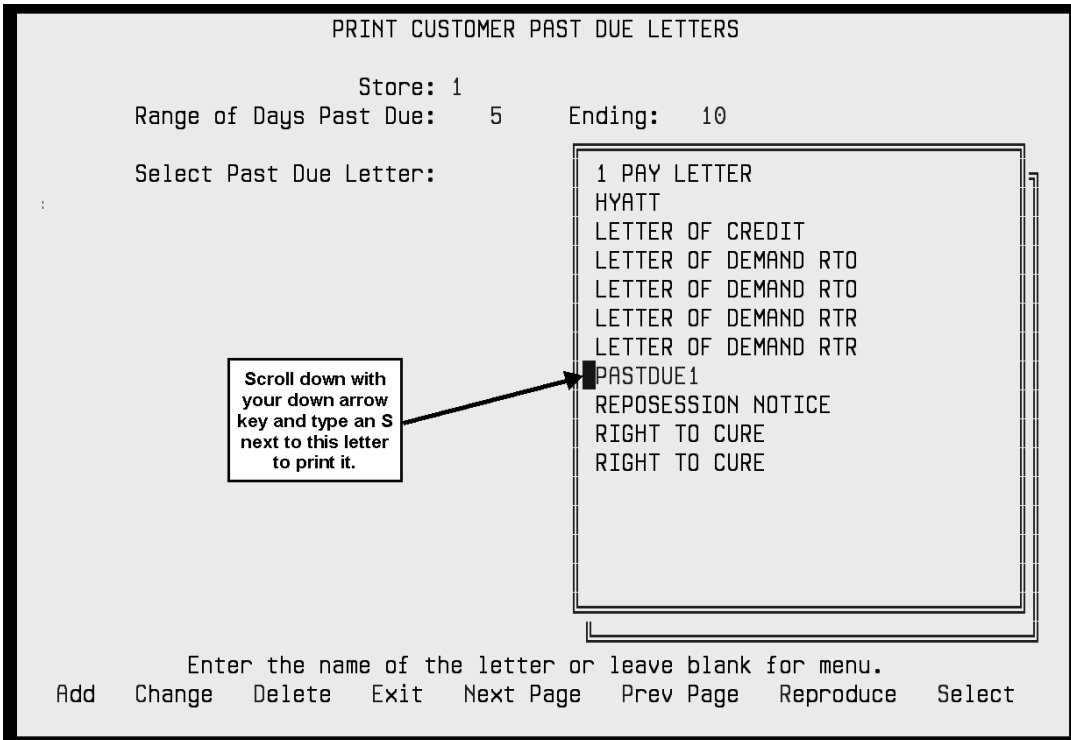
\$DATE	Prints system date
\$CUSTOMERNAME	Prints first & last name
\$ADDRESS1	Prints first address line
\$ADDRESS2	Prints second address line
\$CITY	Prints city
\$STATE	Prints state 2 digit code
\$CITY-STATE-ZIP	Prints these all on one line
\$DEAR-FNAME	Prints Dear _____ uses the customer first name.

Figure 12-17 shows the letter that we identified and typed in at the screen shown in Figure 12-16.



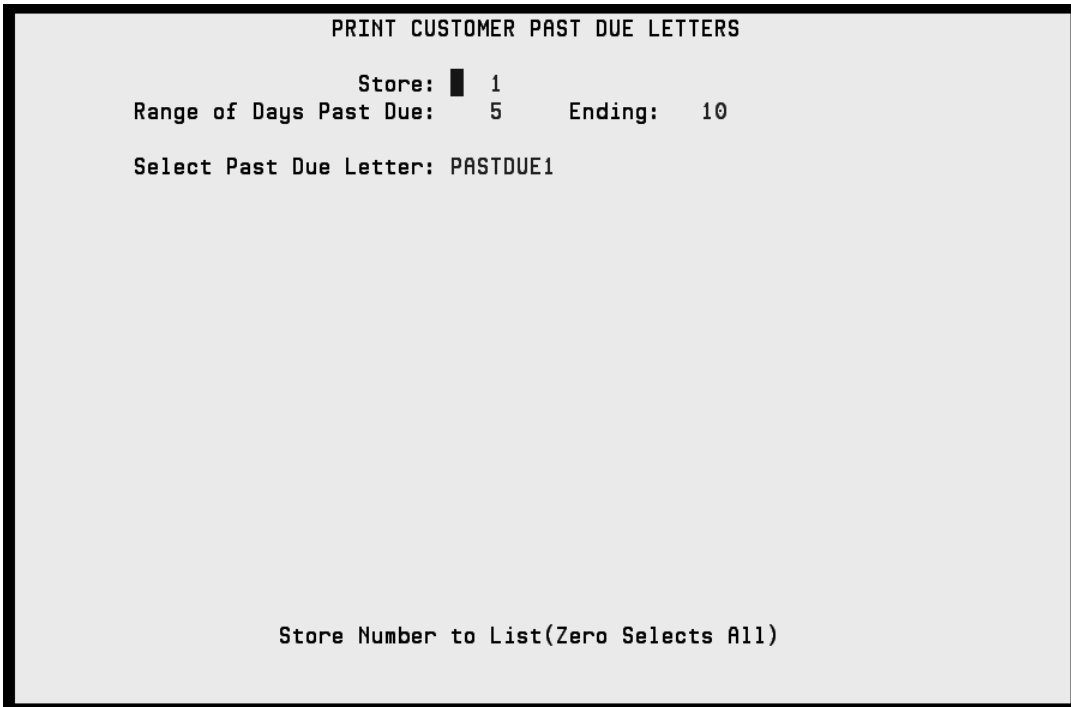
**Figure 12-30 Actual Past Due Letter Example**

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 12-31.



**Figure 12-31 Print Customer Past Due Letters Selection Window Screen**

Press ENTER and a screen similar to Figure 12-32 will appear. See Figure 12-33 for an example of printed letter.



**Figure 12-32 Print Customer Past Due Letters Screen with letter selected**

February 22, 2006

TAMMY L.  
P O BOX 709  
ANYTOWN, TX 55555-0000

RE: TERMINATED RENTAL AGREEMENT

Dear TAMMY,

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.

Call us now at (555)555-5555 to halt continued efforts by Lucky Rental Purchase to recover its property.

Sincerely,

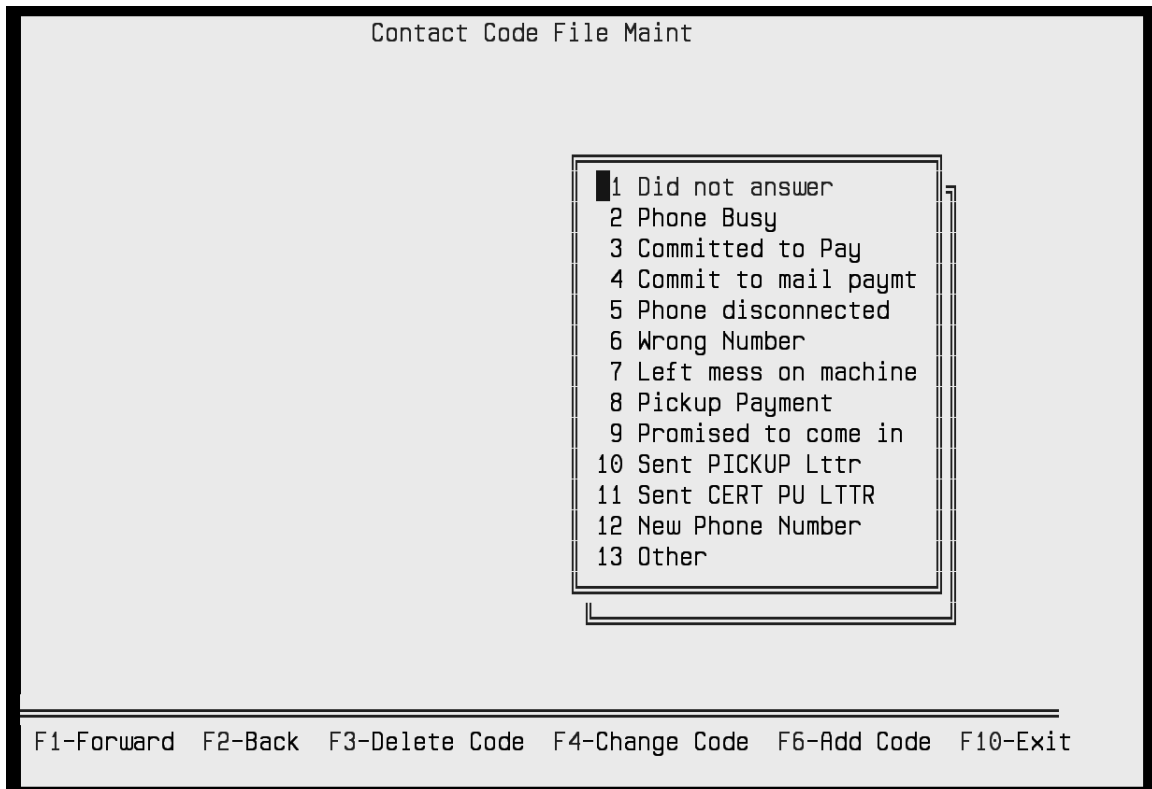
Store Manager  
Lucky Rental Purchase

**Figure 12-33 Past Due Letter Example**

### **Adding, Changing or Deleting Contact Codes**

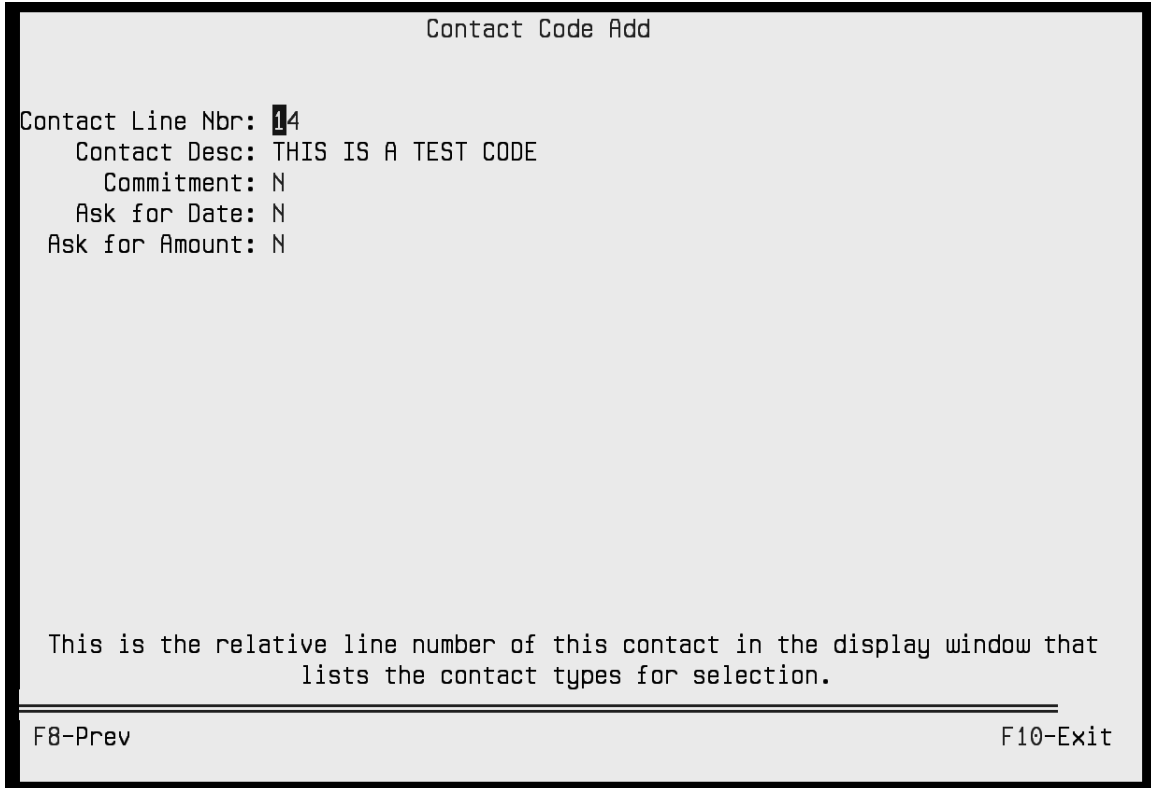
To get into the Contact Code program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute:) and type in GETCCODE and DO NOT press the ENTER key. See Figure 12-34.

**NOTE: This function is something that is set up by your company management and requires a high level of security authorization.**



**Figure 12-34 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 12-35.



**Figure 12-35 Contact Code Add Screen**

**CONTACT LINE NBR** This is the relative line number of this contact in the display window that lists the contact types for selection.

**CONTACT DESC** Type in the contact description. This will display on reports also.

**COMMITMENT** Enter a Y if this contact type is treated as a commitment when added, otherwise leave it N for no commitment.

**ASK FOR DATE** Enter a Y if you want to enter a date when this contact is added, otherwise leave it an N for no so you are not prompted to enter a date when you use this contact code you are adding.

**ASK FOR AMOUNT** Enter a Y if you want to enter an amount when this contact is added, otherwise leave it N for no so you are not prompted to enter an amount when this contact code is used..

When you have completed the new 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 Add Screen. Press the F8 key when you are done adding new contact codes and 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 12-36.

```

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.

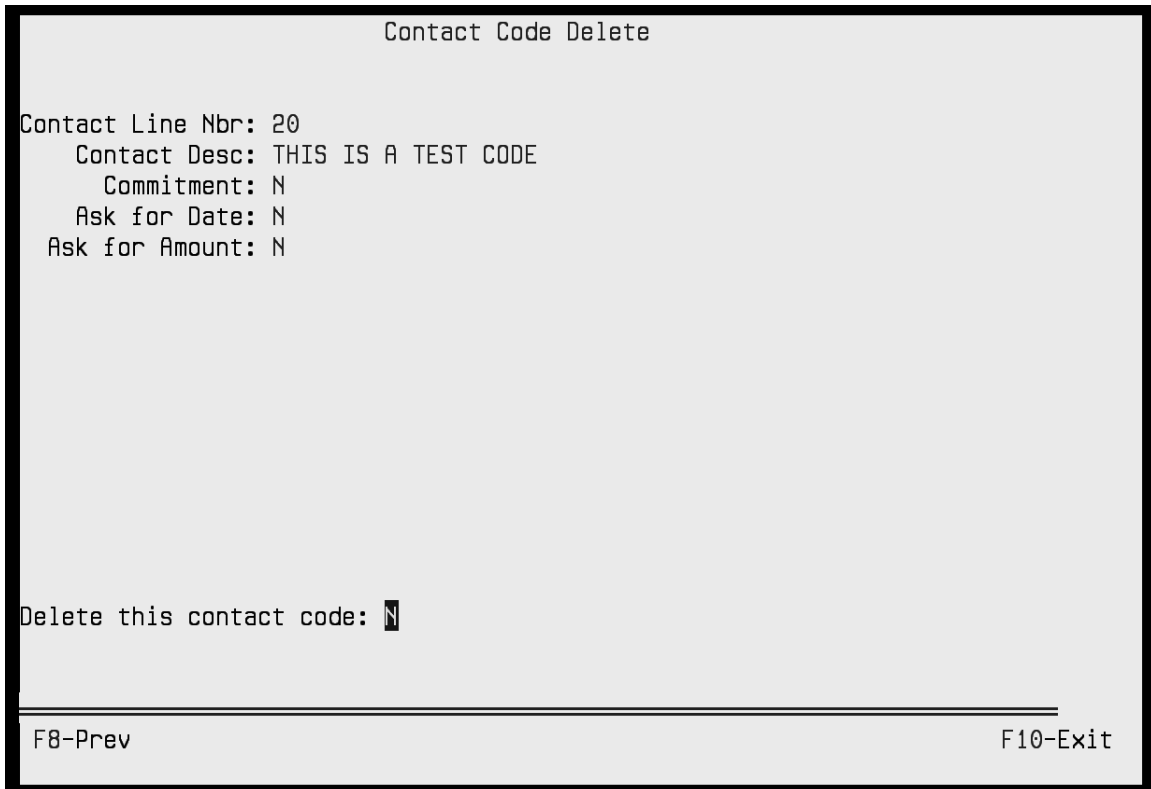
-----
F8-Prev                                     F10-Exit

```

**Figure 12-36 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 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 12-37.



```

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 12-37 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 and back out to a menu.