

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".

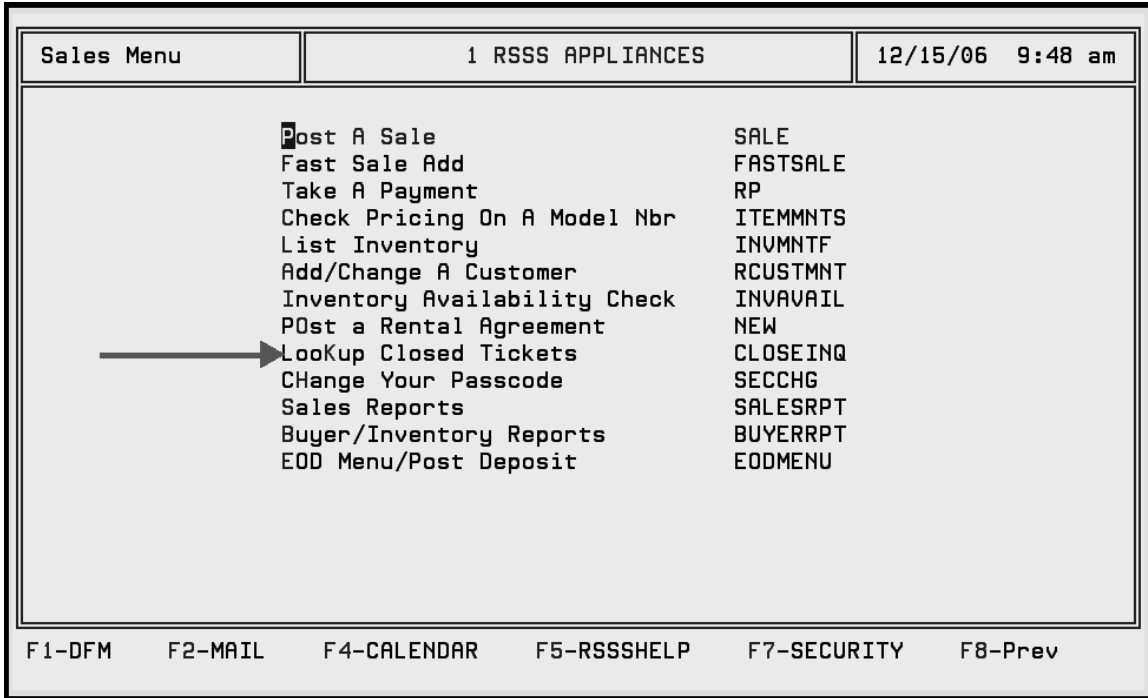


Figure 6- 1 Customer Menu

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.

The screenshot shows a terminal window titled "Customer Maintenance" with a date of "01/04/05" in the top right corner. Below the title, there is a prompt "Customer Name/#:" followed by a cursor and a dashed line for input. At the bottom of the screen, a horizontal line separates a menu of function keys: "F1-Address F2-Drvrs 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

EOP

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                      Agreemnt Nbr: 0
Acct Mgr Nbr: 2                      Agreemnt Date: 11/17/06
  Store Nbr: 1                      Source: CC AR
  Cust Type: S                      Agreemnt 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
Agreemnt Amt: 3,707.10  Agreemnt Bal: 0.00    Balloon Pmt:
Model Nbr          Serial Nbr          Pmt Amt          Revenue          Agreemnt 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	S1m	
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