

Chapter 27 – Build and Print Customer Mailing Labels

To produce sales, accounts receivable (AR) or rental customer mailing labels, you will need to build the file first and then run the program that will print the actual mailing labels for you.

The program called “Build Sales Customer Label File – LSCUST” is used to build the file that will be used to print customer mailing labels for cash sales marketing purposes.

The program called “Build Rental Customer Label File – LRCUST” can be used to provide mailing labels for AR or rental accounts. You can choose customers who are currently on the books, past due, customers who have paid out or both. You can also choose customers who are due to payout. You may also choose customers who have a certain type of product or customers who were closed as skips, stolens, charge offs, etc. during a certain time period.

How to Build the Rental Customer File

To get into this program, press the F10 key off of any menu and at the command line type in “LRCUST” and press the ENTER key. You will see a screen like Figure 27-1.

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                                BUILD RENTAL CUSTOMER LABEL FILE

SELECT BY LOC/LOC GRP/TAX CODE: N      SORT BY LOCATION: N

      SELECT BY CUST TYPE: N
SELECT BY AGREEMNT TYPE: N
CURRENT/CLOSED CUSTOMERS: 1
  STARTING AGREEMNT DATE:              ENDING DATE: 12/31/79
      SELECT BY BALANCE DUE: N

      STARTING PAST DUE DATE:            ENDING DATE: 12/31/79
      PAYOFF CUSTS: N

SELECT BY ZIP OR MODEL OR DESC: N

      USE MAP CODE AS ZIP CODE: N      PRINT LABELS FOR REFERENCES: N
      TYPE ACCOUNTS: 1                CREATE AUTO CALL FILE: N
  STARTING ACCOUNT NBR:                0  ENDING ACCOUNT NBR: 999999999
  STARTING TICKET NBR:                 0  ENDING TICKET NBR: 999999999
      SORT ORDER: 1
  SALESMAN NBR TO PRINT:                0  BY CUSTOMER OR AGREEMENT: 

PRINT A LETTER OR LABEL FOR EACH (A)GREEMENT OR JUST ONE PER (C)USTOMER
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Figure 27- 1 Build Rental Customer Label File Screen

Explanation of Fields on Build Rental Customer Label File Screen

SELECT BY LOC/LOC GRP/TAX CODE If you want to select by location(s), location group(s) or tax code(s), type “Y” for yes. Then select:

1) SELECT BY LOCATIONS If you select this option, you will be prompted to select **LOCATION SELECTIONS**. If you select **1) THEN SELECT UP TO 10 LOCS** or **2) SELECT RANGE OF LOCS**

2) SELECT BY LOCATION GROUPS If you select this option, you will be prompted to select **GROUP SELECTIONS**. If you select **1) THEN SELECT UP TO 10 GROUPS** or **2) SELECT RANGE OF GROUPS**

3) TAX CODE. If you selected this option you will be prompted to include or exclude tax codes at the prompt **I/E CODES**. At the next prompt **TAX CODE SELECTION** if you select **1) THEN SELECT UP TO 10 TAX CODES** or **2) SELECT RANGE OF TAX CODES**

The report will only print information about the requested location(s), location group(s) or include/exclude tax codes depending on what you requested. If all stores are needed, press ENTER to accept the default of N for no.

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

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

SELECT BY AGREEMENT TYPE Defaults to N for no. If you want all agreement types press the ENTER key to accept the default of N. If you want to select only certain agreement types, type in a Y for yes. You will then be prompted for "**AGREEMENT TYPES**". You may enter up to ten different agreement types (Agreement types are set up and maintained using the program RCNRTYPE). After you have selected Y, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement Type you want and press the ENTER key.

CURRENT/CLOSED CUSTOMERS Prompt default is "1" for current customers. Options are listed on the bottom of the screen. Type in the number next to the option you want.

1) Current Customers – This will give you customers that have an open agreement. You will be prompted for STARTING AND ENDING AGREEMENT DATES.

2) Closed Customers – This will give you customers that have a closed agreement. Go to Closed Customer fields for information on field prompts due to this selection. You will be prompted for STARTING AND ENDING CLOSED DATES.

3) Current and Closed Customers – This will give you customers that have both, open and closed agreements. You will be prompted

for both STARTING AND ENDING AGREEMENT DATES and STARTING AND ENDING CLOSED DATES.

STARTING AGREEMENT DATE ENDING DATE

Enter the starting and ending agreement dates for the customer labels. For example, if you want all agreements established in June 2004, you would use:

Starting Agreement Date: 06/01/04

Ending Date: 06/30/04

If you want all open agreements, no matter when they were started, accept the defaults with the beginning date blank and the ending date as 12/31/79.

You will NOT see this prompt if you selected option 2 CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

STARTING CLOSED DATE ENDING DATE

Enter the first closed date and the last closed date you want to print labels for.

Example: If today is 08/01/06 and you want to print a customer label for everybody that was closed in July 2006, you would use:

Starting Closed Date: 07/01/06

Ending Date: 07/31/06

You will NOT see this prompt if you selected option 1 CURRENT CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

SELECT BY BALANCE DUE Default is N for no. If answered Y for yes, you will then be prompted with "BALANCE DUE". Type in an amount and only customers whose balance is less than the amount entered will be printed. You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

STARTING PAST DUE DATE ENDING DATE

Enter the first past due date and the last past due date you want to print labels for.

Example: If today is 08/01/06 and you want to print a customer label for everybody that will be due in July, you would use:

Starting Past Due Date: 07/01/06

Ending Past Due Date: 07/31/06.

You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

PAYOFF CUSTS By entering a Y for yes, the report will select only customers that will payoff in an entered number of months. You will now be prompted "**# Mnths till payout**". Defaults to 1 month. Enter a two character number for the number of months until payout you want this report based on. For example 3 months would be entered as 03. You will NOT see this prompt if you selected option 3 CURRENT AND CLOSED CUSTOMERS at the CURRENT/CLOSED CUSTOMERS prompt.

SELECT BY ZIP OR MODEL OR DESC If you want all zip codes, model numbers and descriptions, press the ENTER key to accept the default of N for no. If you want to specify any of these things, type Y for yes in this

field. You will then be prompted "**SELECT BY ZIP,MODEL NBR OR DESC**" and the options will be listed on the screen:

- (1) **Select by Zip Code** – prompts for up to ten different zip codes.
- (2) **Select by Model Nbrs** – prompts for up to three model numbers.
- (3) **Select by Desc** – prompts for up to three descriptions.

USE MAP CODE AS ZIP CODE Report will print in map code, Canadian postal code order if you use the map code field in on the customer record (RCUSTMNT).

PRINT LABELS FOR REFERENCES

- N** – No references
- Y** – References only
- A** - Selected account references
for the range of account numbers you specify.

TYPE ACCOUNTS There are five options. They are:

- 1) **RTO Accounts (Rent-to-Own)** Report will only print accounts that were established as RTO and/or RTR customers.
- 2) **AR Accounts (Accounts Receivable)** Report will print only accounts that were established using the program "SALE" with an accounts receivable (AR) payment form.
- 3) **Loan Accounts**
- 4) **RTO and Fee**
- 5) **RTR (Rent to Rent)**
Enter the number of the option you want to use.

CREATE AUTO CALL FILE Renter Y if you are building the file to use with the Auto Call System (optional).

STARTING ACCOUNT NUMBER

ENDING ACCOUNT NUMBER

Enter the smallest account number and the largest account number for the labels you want to print. If you want the labels to print for all your customers regardless of the account number, press the ENTER key to accept the default of 0 at the starting account number and press the ENTER key to accept the default of 999999999 at the ending account number.

STARTING TICKET NUMBER

ENDING TICKET NUMBER

Enter the smallest agreement number and the largest number you want the labels to print for. If you want the labels to print any agreements regardless of the agreement number, press the ENTER key to accept the default of 0 at the starting ticket number and press the ENTER key to accept the default of 999999999 at the ending ticket number.

SORT ORDER

Select the sort order you want your labels to print in.

- 1) **Zip code**
- 2) **Customer name**
- 3) **Agreement (ticket) number**

SALESMAN NBR TO PRINT

Select salesman number who entered the agreements. Leave as zero to select all salesmen.

BY CUSTOMER OR AGREEMENT Print a letter or label for each (A)GREETMENT or just one per (C)USTOMER.

Press the F9 key once you have specified the parameters to build the file. You will be prompted "Any More Changes". When this is answered with an N for no, the system will build the file and then return you to your menu. To run the labels you will use either the program LSEQ or LSEQN to print the label file out that you just built. LSEQ is used for wide carriage printers; LSEQN is used for Okidata printers.

How to Build the Sales Customer File

To get into this program, press the F10 key off of any menu and at the command line type in "LSCUST" and press the ENTER key. You will see a screen like Figure 27-1.

```
BUILD SALES CUSTOMER LABEL FILE

SELECT BY LOC OR LOC GROUPS: N

STARTING SALES DATE:
ENDING SALES DATE: 12/31/79
SELECT BY MODEL NBR: N

SELECT BY DESC: N

USE MAP CODE FOR ZIP CODE: N
ONLY SALES OVER THIS AMOUNT: 0.00
ALL CUSTOMERS ON FILE: N
SELECT BY ZIP/MAP CODE: N

SELECT RANGE OF ZIP/MAP CODES: N
SELECT BY CUST TYPE: N

ENTER AN "N" OR A "Y"
```

Figure 27- 2 Build Sales Customer Label File Screen

Explanation of Fields on Build Sales Customer Label File Screen

SELECT BY LOC OR LOC GROUPS If you want to select by location(s) or location group(s), type "Y" for yes and enter the respective number here to **1) SELECT BY LOCATIONS** or **2) SELECT BY LOCATION GROUPS**. Then choose the option to **1) SELECT BY 10 LOCS/GROUPS** **2) SELECT RANGE OF LOCS/GROUPS**. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers. If all stores are needed, press ENTER to accept the default of N for no.

STARTING SALES DATE Enter the earliest sales date you want the system to use when building this file.

ENDING SALES DATE Enter the latest sales date you want the system to use when building this file.

SELECT BY MODEL NBR If you want all model numbers, press the ENTER key. If you want to specify particular model numbers, type a Y. You will see prompts asking for up to three model numbers. Type in the ones you want for this file.

SELECT BY DESCRIPTION If you want all descriptions press the ENTER key. If you want to specify particular descriptions, type a Y. You will have the ability to enter up to three difference descriptions.

USE MAP CODE FOR ZIP CODE Enter a Y if you want the system to use the map code or Canadian postal code in place of the zip code.

ONLY SALES OVER THIS AMOUNT If you want the system to select by customers who only have sales over a certain amount, you would enter the amount here.

ALL CUSTOMERS ON FILE

- N** = No
- Y** = Yes
- T** = No ticket customers
- R** = No ticket references

SELECT BY ZIP/MAP CODE Press the ENTER key if you want all zip/map codes to print on this report. If you want to specify which zip/map codes print, enter a Y and you will have the ability to enter up to ten different zip/map codes.

SELECT RANGE OF ZIP/MAP CODES Press the ENTER key if you want all zip/map codes to print on this report. If you want to specify which zip/map codes print, enter a Y and you will have the ability to enter the range of zip/map codes you want to print on the report.

SELECT BY CUST TYPE Press the ENTER key if you want all customer types to print on this report. If you want to specify which customer types, enter a Y and you will have the ability to enter up to ten different customer types.

Press the F9 key once you have specified the parameters to build the file. You will be prompted "Any More Changes". When this is answered with an N for no, the system will build the file and then return you to your menu. To run the labels you will use either the program LSEQ or LSEQN to print the label file out that you just built. LSEQ is used for wide carriage printers and will produce a file; LSEQN is used for Okidata and laser printers and will produce a file.

Print Customer Mailing Labels - LSEQ

To get into this program to print out the customer mailing label file you built, on any menu press the F10 key and at the command line type in "LSEQ" and press the

ENTER key. You will be prompted for the printer or file pathname to print to. If you want to print directly to the default printer, press the ENTER key. If you want this information to print to another printer, type that printer number over the default and press the ENTER key. See *Chapter 10 Introduction to Reports* for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the ENTER key and accept N for no for the default, see Figure 27-2.

```

                                PRINT CUSTOMER LABELS

                                PRINT FILE TYPE:  1
NUMBER OF TIMES TO PRINT THE FILE:  1
CURRENT RESIDENT/SECOND ADDRESS LINE: 3
                                PRINT TEST LABEL: Y

1) 3 ACROSS  2) COMMA DELIMITED  3) COMMA DELIMITED IN " "  4) 4 ACROSS
```

Figure 27- 2 Print Customer Labels – LSEQ Screen

How to set up the print labels:

PRINT FILE TYPE **1** = Three labels across
 2 = Comma Delimited Fields
 3 = Comma Delimited Fields in " " (quotes)
 Options 2 & 3 are used to build a file to use in custom mailing systems from third parties.
 4 = Four labels across

NUMBER OF TIMES TO PRINT THE FILE Enter the number of times you want the labels to print using a two digit number (example: if you wanted the labels to print twice, you would enter 2).

CURRENT RESIDENT/SECOND ADDRESS LINE
1 = PRINT CURRENT RESIDENT LINE If this option is selected, the labels would print the customer name and then below that it would print "Or Current Resident", then the address, city, state and zip.
2 = PRINT SECOND ADDRESS LINE If this option is selected, the second address line will also print.
3 = DON'T PRINT If this option is selected, there will be no line inserted for the "Or Current Resident" or no line for the second address line.

PRINT TEST LABEL It is recommended that you print a test label so you can be sure your labels are lined up correctly.

Press the F9 key when you are ready to run the labels. You will be prompted “Any More Changes”. When this is answered with an N for no, the labels will begin printing. See Figure 27-3 for an example of printed customer labels.

NOTE: The label printing must occur on the same station login that the Build (LSCUST or LRCUST) program was run on.

STEVE CARVER LOT 30 STEVENS WINTER PK. ANYTOWN TX 55555	SALE CASH STUART ACCTS ANYTOWN TX 55555	SALES CASH PSLRTO SALE ACCT ANYTOWN TX 55555
EDWARD CONNER 17418 NW 3RD LANE ANYTOWN TX 55555	HENRY COOKSEY 10025 SE 37TH WAY ANYTOWN TX 55555	MARVIN EDWARDS OLD RIVER RUN LOT 50 ANYTOWN TX 55555
JAMES GIRARD 3425 SE 36TH AVE ANYTOWN TX 55555	BRUCE GUNN 2914 SE 19TH CT ANYTOWN TX 55555	CAROLINE HOLERGER 2751 SE 24TH BLVD ANYTOWN TX 55555
KEN JONES 3032 SE 18TH CT ANYTOWN TX 55555	THERESA KENNEDY 5453 NW MOORHEN TR #102 ANYTOWN TX 55555	SHIRLEY LAMBERT 4520 SE 27TH ST ANYTOWN TX 55555
STANLEY LIPFERT 645 NW 110TH ST ANYTOWN TX 55555	LISA LUTE 269 SW KENTWOOD ROAD ANYTOWN TX 55555	STEVEN MAINES #12 COUNTRY ROAD ANYTOWN TX 55555
DAVID MCCUNE 1261 SW BELLEVUE AVE. ANYTOWN TX 55555	TRAVIS MCKENNA 9338 SE 57TH DR. ANYTOWN TX 55555	JEREMY MORGAN 3365 S.E EASTSNOW RD. ANYTOWN TX 55555

Figure 27- 3 Printed Customer Labels with LSEQ

Print Customer Mailing Labels – LSEQN (2 ½ x 15/16; 3 across, 12 down 9 ½ x 11”)

To get into this program to print out the customer mailing label file you built, on any menu press the F10 key and at the command line type in “LSEQN” and press the ENTER key. You will be prompted for the printer or file pathname to print to. If you want to print directly to the default printer, press the ENTER key. If you want this information to print to another printer, type that printer number over the default and press the ENTER key. See [Chapter 10 Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for “Separate Locations”. Press the ENTER key and accept N for no for the default. See Figure 27-4 for the Print Customer Labels Screen.

```
PRINT CUSTOMER LABELS

NUMBER OF TIMES TO PRINT THE FILE: 1
CURRENT RESIDENT/SECOND ADDRESS LINE: 3
LABEL TO PRINT: 1
PRINT TEST LABEL: Y

ENTER THE NUMBER OF TIMES TO PRINT THE FILE
```

Figure 27- 4 Print Customer Labels - LSEQN screen

How to set up the print labels:

NUMBER OF TIMES TO PRINT THE FILE Enter the number of times you want the labels to print using a two digit number (example: if you wanted the labels to print twice, you would enter 2).

CURRENT RESIDENT/SECOND ADDRESS LINE

- 1 = PRINT CURRENT RESIDENT LINE** If this option is selected, the labels would print the customer name and then below that it would print "Or Current Resident", then the address, city, state and zip.
- 2 = PRINT SECOND ADDRESS LINE** If this option is selected, the second address line will also print. In other words, addresses with two lines will print.
- 3 = DON'T PRINT** If this option is selected, there will be no line inserted for the "Or Current Resident" or no line will print for the second address line.

LABEL TO PRINT 1 = Three labels across (Okidata - Avery Labels #4144).
2 = One label across with Postnet.

PRINT TEST LABEL It is recommended that you print a test label so you can be sure your labels are lined up correctly.

Press the F9 key when you are ready to run the labels. You will be prompted "Any More Changes". When this is answered with an N for no, the labels will begin printing. See Figure 27-5 for an example of printed customer labels.

NOTE: The label printing must occur on the same station login that the Build (LSCUST or LRCUST) program was run on.

JESSIE PEASE 1040 S. GUMSTREAT RD ANYTOWN TX 55555	DIANA RADWELL PO BOX 14920 ANYTOWN TX 55555	GILBERT/LISA RIVERA 602 S.W. LAKEHURST DR. ANYTOWN TX 55555
JIM ROBINSON 8651 HWY 78 W. ANYTOWN TX 55555	CASH SALE 1 ANYTOWN TX 55555	CASH SALE 1167 US1 ANYTOWN TX 55555
CASH SALE 2536 S. FED. HWY. ANYTOWN TX 55555	CASH SALE 275 SW PORT ST. LUCIE BL. ANYTOWN TX 55555	CASH SALE 902 NORTH.US 441, ANYTOWN TX 55555
BONNIE SCHEAN 5940 HWY 441 SE ANYTOWN TX 55555	STEPHEN SPARACIA 522 PRATER LANE ANYTOWN TX 55555	ROSS SQUADRITO PO BX 741 ANYTOWN TX 55555
ESMERALDA TIJERINA 1000 NW 3RD ST ANYTOWN TX 55555	REBECCA TIJERINA 100 SE 10TH AVE #23 1/2 ANYTOWN TX 55555	EUGENIO VARGAS 11995 NE 20TH CT ANYTOWN TX 55555
CHRISTINE WASHINGTON 987 NE 14TH AVE ANYTOWN TX 55555		
***** TOTAL LABELS ***** 00000037		

Figure 27- 5 Printed Customer Labels with LSEQN