

Chapter 5 - Taking Payments – RP

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

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

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

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

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

Customer Maintenance		12/29/04
Customer Name/#:	█-----	
<hr/> F1-Address F2-Drvrs Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#		

Figure 5- 2 Customer Maintenance Screen

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

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

F2-DRIVERS LICENSE NUMBER

F3-SOCIAL SECURITY NUMBER

F4-ACCOUNT NUMBER

F5-HELP SCREEN

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

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

```

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

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

Length 52 Terms W AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5- 3 Take Payments Screen

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

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

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

```

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

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

Total Due: 20.27 Amt Tendered: 20.27 Change: 0.00 Pmt Form: 1
1-Cash,2-Ck,3-Money O,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout
    
```

Figure 5- 4 Take Payments Screen Pmt Form Options

Type in the corresponding number for the Payment Form. If payment form #2 (check) or payment form #11 (if using the Field Check) is selected, you will be prompted to enter the check number. The check number prompt will show up only if "Returned CK System" field in Rent Control (RENTCTRL) is set to Y for yes, see Figure 5-5. This field turns on all the bad check and check deposit reports and programs documented hereafter.

```

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

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

Total Due: 20.27 Amt Tendered: 20.27 Change: 0.00 Pmt Form: 2
      Check Nbr: █
    
```

Figure 5- 5 Take Payments Screen Check Number prompt

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

If the customer has more than one ticket and is making a payment on only one ticket, then use the arrow down key to highlight the ticket being paid. If there are multiple tickets and the customer is paying on select tickets (not all the tickets) refer to [page 10](#) of this chapter (using the F7-DATE/AMT function key).

Please Note: The exact way this program works depends on how control and program security are set. For example, you may not be able to change the payment amount or the next due date. Consult your supervisor or system administrator for details.

Function keys in RP

When looking up a customer you will note on the bottom of the screen there are prompts telling you what the various function keys can be used for, see Figure 5-6.

```

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

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

Length 52 Terms W AR Total Charge      0.00          0.00 Due      0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5- 6 Take Payments Screen

F1-CUST CHG: When you are on this screen, pressing the F1 key will allow you to change the customer information. **(Please note: This will not work unless you have the proper security).** When you press the F1 key, your cursor will move to the name prompt. By using the arrow keys, you can go from field to field at the top of the screen and change whatever needs to be changed. When you have made all necessary changes, press the F9 key and your cursor will drop back down under the #P prompt and you can continue taking the payment as usual.

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

```

AR Payoff Amt For: 10012234 CHARLES SAKS Tick 10040916 SEQ 0
Interest Type: L Annual Interest Rate: 18.000 Insurance Rate:
                Ticket Payment Amt: 20.27
Number of Payments Already Made: 0.0000
Number of Payments Remaining: 52.00
Ticket Contract Balance: 1,054.04

                Total Interest: 90.82
Less Interest Already Earned/Paid: 0.00
Less Interest Charge Owed: 0.00
Interest Refund Amount: 90.82

                Total Insurance: 0.00
Less Insurance Already Earned/Paid: 0.00
Less Insurance Charge Owed: 0.00
Insurance Refund Amount: 0.00

Original Principal Amt Of Contract: 963.22
Less Principal Already Paid: 0.00
Plus Insurance/Interest Charge Owed: 0.00
Plus Late Charges Due: 0.00
Payoff Figure With Interest/Late: 963.22
Enter "CLOSE" to Close AR Ticket or Press Return To Continue: █_____
    
```

Figure 5- 7 F2 Payoff Screen

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

```

AR Payoff Amts For: 10012234 CHARLES SAKS Tick 10040916 SEQ 0

Interest Type: L Annual Interest Rate: 18.000 Insurance Rate:
                Ticket Payment Amt: 20.27
                Number of Payments Already Made: 0.0000
                Number of Payments Remaining: 52.00
                Ticket Contract Balance: 1,054.04

                Total Interest: 90.82
                Less Interest Already Earned/Paid: 0.00
                Less Interest Charge Owed: 0.00
                Interest Refund Amount: 90.82

                Total Insurance: 0.00
                Less Insurance Already Earned/Paid: 0.00
                Less Insurance Charge Owed: 0.00
                Insurance Refund Amount: 0.00

                Original Principal Amt Of Contract: 963.22

Enter Close Type: █ Reason For Closing: 0

                (F)lip, (P)ayoff, (W)riteoff, or (C)ancel
    
```

Figure 5- 8 F2 Payoff Screen for a Close

ENTER CLOSE TYPE (F)lip, (P)ayoff, (W)riteoff, or (C)ancel
F = for Flip will create a balance that will be added to the next charge sale for this customer
P = for Payoff will return you to the Take Payments (RP) screen with the exact dollar amount to be collected.
W = will write off the account
C = will cancel the account

REASON FOR CLOSING **Flip** selection will be 6
Payoff selections will be 2-Payout Satisfactory; 3-Payout Unsatisfactory; 9-Early Payoff
Write off selections will be 5-Repossession; 7-Skip; 8-Charge Off
Cancel selections will be 1-Refund & Cancel; 2-Payout Satisfactory; 4-Request Pickup

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

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

```

Ticket Inquiry                               Late Receivables:    0.00
Ticket/Seq: 10040916  @Agreement #:          Source: CC      ARI Bor:
Agrmt Type: C  Pmt Term: W  Cust Type: S      Status: AR
Agrmt Date: 1/03/07  Next Due: 1/10/07  Last Due: 1/03/07  Last Paid: 1/03/07
  Pmt Amt: 20.27  Grp Amt: 0.00  ESP Amt:          Tax Amt: 0.00
  Deposit: 963.22  Del Amt: 180.00  Agrmt Amt: 1,054.04  Agrmt Bal: 1,054.04
#Bad Cks: Clerk: 998  Store: 1  Salesman: 998      BalloonAmt: 0.00
Acct Mngr: 901Tax Code:      Late Pmts: 0  Changed: 1/03/07  Balloon Pd:
Model Nbr      Serial #  Desc          Pmt Spiff      ESP      Date
AR TICKET

Ship To Nbr:          Pending AR/Type/Date:
  Pmt Form: 27      Interest Type/Rate: L 18.000      Financed Amt:
Booked Interest/Insurance(Grp): 90.82      Bal Last Bill:
Last Billing Date:          Last Date Interest Calc:
Nbr Pmts Billed:          Partial Pmt Bucket:
Ins Type 1:          Ins Type 2:          Ins Type 3:          Ins Type 4:
  Ins 1 Amt:          Ins 2 Amt:          Ins 3 Amt:          Ins 4 Amt:
Current Due:          Over 30:          Over 60:          Over 90:

Press Return For Original Sale Screen: █
    
```

Figure 5- 9 F3 Show Ticket

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

```

Sale Ticket Inquiry                               01/03/07
Name: SAKS          , CHARLES          Acct#: 10012234  Ticket #: 10040915
Contract:
Date: 1/03/07      Store: 1  Salesman: 998      Tot Price: 936.00
Trade:          Discount:          Tax: 77.22      Total Amt: 1013.22
Pmt 1: 50.00      1 Pmt 2: 963.22  27 Pmt 3:          Src: CC

Model Nbr      Serial #      Price  Qty  Total  Spiff  Tax Ref
EAJVCHXGX7      149C0329      936.000  1.00  936.00  0.00  77.22

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

Figure 5-10 F3 Show Original Ticket

F4-HIST: To review the payment history on a ticket, from the payment screen, press the F4 key. Pressing the F4 key when you are in this screen will allow you to view the payment history in reverse order. Pressing the F3 key will display additional description fields at the top. Your screen will now change to resemble Figure 5-11.

```

AR Cust Pmt History For CHARLES      SAKS      Tick10040916 Next Due: 1/10/07
Pay Date Due Date St   Recept #   Amount   Tax   Other   Tot Pay   Bal   Pt Pf SIm
1/03/07  1/03/07   1   10001813  90.82-
1/03/07  1/03/07   1   10001812  50.00
1/03/07  1/03/07   1   10001811 1013.22-
                                     90.82- 1054.04 E27 998
                                     50.00  963.22 P 1 998
                                     1013.22- 1013.22 I 0 998

                                     REACHED END OF FILE
F1-Forward F2-Back F3-Change Fields Displayed F4-Reverse Date Order
    
```

Figure 5-11 F4 Payment History

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

```

AR Cust Pmt History For CHARLES      SAKS      Tick10040916 Next Due: 1/10/07
Date      Date      Receipt Principal Int Late Late Principal Total
Paid      Due      Number   Paid   Paid Owed Paid Balance Paid Pt
1/03/07  1/03/07   1   10001813  90.82-
1/03/07  1/03/07   1   10001812  50.00
1/03/07  1/03/07   1   10001811 1013.22-
                                     1054.04  90.82- E
                                     963.22  50.00 P
                                     1013.22 1013.22- I

                                     REACHED END OF FILE
F1-Forward F2-Back F3-Change Fields Displayed F4-Reverse Date Order
    
```

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

To look at a particular payment, press the ENTER key and then using your down arrow key (if necessary), highlight the payment you want to look at and press the

ENTER key. The screen will change to resemble Figure 5-13. **Proper security access is needed to view this screen.**

```

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

F5-Help F8-Back F9-Done F10-Exit Arrow Keys-Position Return-Next Field
    
```

Figure 5-13 Payment Change – File 1 Screen

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

F6-Comment: By pressing the F6 key, your cursor will move to the "Comment" prompt and you will be able to add a comment on the customer payment screen, see Figure 5-14. Press the F6 key again and enter any additional comment; if you are using the On-Screens Collections (Enhanced TICKDUE) module, you will be prompted to choose a contact. See [Chapter 11 - On-Screen Collections page 10](#) for more information.

```

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

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

Length 52 Terms W AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-14 F6 Comment

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

```

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

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

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

Figure 5-15 Take Payments Screen commitment date

When you have finished entering the comment, press the F9 key and your cursor will move back below the #P prompt.

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

```

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

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

Line(s): █
Apply to agreements on which lines
    
```

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

Figure 5-16 Take Payments Screen lines area

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

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

```

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

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

Line(s): 1 Date:
Enter a due date to calculate amts based on a date due or press enter
and enter in a total amt to distribute (F1 for pop up calendar)
    
```

Figure 5-17 Take Payments Screen date field

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

```

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

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

Line(s): 1 Date:
Enter a due date to calculate amts based on a date due or press enter
F1 Next Month F2 Prev Month F3 Next Year F4 Prev Year F7 Cancel F9 Update
    
```

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

Jan 2007

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

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

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

Refund a Payment

Select "Take a Payment" from your menu, search for the customer as show on [page 2](#) of this chapter, press the F4 key to view the payment history as shown in Figure 5-19.

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

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

CHARLES SAKS Acct: 10012234 Ticket: 10040881 0 Chk#: 1234
 Sales Ticket #:10040880 0 Pend Sale Date: PT 2 RI AvgB
 F3-Refund F5-Help F8-Backout Return-Select Up/Down Arrow-Find

Figure 5-19 F4 View Payment History

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

```

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

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

Length 18 Terms M AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-20 F3 Refund Payment

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

```

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

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

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

Figure 5-21 Take Payments Screen amt tendered field

Your cursor will be at the "Amt Tendered" Prompt. Press the ENTER key until you are at the "Pmt Form" prompt. Accept the system default of Payment Form 6 Cash Refund if you are taking cash out of the drawer and giving it to the customer, refunding a credit card payment or applying the cash to another account. Payment Form 5 Non Cash Refund may also be used if the refund will come in the form of a

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

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

How to back out a bad check using RP

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

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

Figure 5-22 Customer Maintenance Screen

Go to [page 2](#) for instructions for locating your customer.

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

```

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

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
AIR COND 2155.23 27.99
40881 3295.20 205.95
                ↑

Length 18 Terms M AR Total Charge 0.00 0.00 Due 0.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-23 Take Payments Screen

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

```

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

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

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

Figure 5-24 Take Payments Screen

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

Check Transaction Maintenance 12/30/04

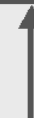
Check#: █

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

Figure 5-25 Check Transaction Maintenance Screen

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

Check Transaction Maintenance										11/20/06	
Check#:		List Only Open/Not Hot Checks: Y									
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp		
10012234	10040881 00	11/17/06	1234	205.95		205.95	N	0001	998		
10012234	10040881 00	11/17/06	1235	205.95		205.95	N	0001	998		



Arrowed down and highlighted this item and pressed ENTER.

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

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

Using the down arrow key (if necessary), position the cursor on the check you want to select and press the ENTER key. Enter a Y for yes to refund the bad check. You will be prompted "Returned check charge". If you have this set up in your control files, the amount will be shown. If not, or if you want to change this figure, type it in and press the ENTER key. Security authorization is needed to be able to change this figure. The screen will change again and will resemble See Figure 5-27.

Check Transaction Maintenance										11/20/06	
Check#:		List Only Open/Not Hot Checks: Y									
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	STAT	Loc	Emp		
10012234	10040881 00	11/17/06	1235	205.95		205.95	N	0001	998		
Total Amt for Check Nbr			1235	is	205.95	Enter 'Y' To Refund:		Y			
Returned Ck Chg:			25.00								

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

Figure 5-27 Check Transaction Maintenance Screen refunding bad check

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

```

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

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

Length 32 Terms M AR Total Charge 205.95 0.00 Due 205.95
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-28 Take Payments Screen refunding bad check

Your cursor will be at the prompt "Amt Tendered". Leave this field blank and press the ENTER key. Your cursor will now be at the prompt "Pmt Form". The number 5 (Non Cash Refund) will be put in at this prompt automatically. Accept this default and press the ENTER key. See Figure 5-29.

```

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

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

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

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

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

Notifying employees of bad checks

Now that you have backed out the bad check, how do you make sure all your employees know to collect on it?

HERE'S HOW!

When the customer comes in to make his/her next payment, the person at the counter will bring up the customers account and it will resemble Figure 5-30.

```

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

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

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

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

Figure 5-30 Security Entry Screen displaying bad check information

Paying off a bad check

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

```

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

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

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

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

Figure 5-31 Security Entry Screen displaying bad check information

Press the ENTER key, see Figure 5-32.

```

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

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

Payment bad check was taken on.

Length 18 Terms M AR Total Charge 0.00 Receivable 25.00 Due 25.00
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-32 Ticket Payment Screen

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

Sale Ticket Inquiry						11/20/06	
Name: SAKS	, CHARLES	Acct#:	10012234	Ticket #:	10040880		
Date: 11/17/06	Store: 1	Salesman:	998	Contract:			
Trade:	Discount:	Tax:	249.81	Tot Price:	3028.00		
Pmt 1: 50.00	1 Pmt 2: 3227.81	27 Pmt 3:		Total Amt:	3277.81		
				Src:	CC		
Model Nbr	Serial #	Price	Qty	Total	Spiff	Tax Ref	
FLSEM2941	789789	3028.000	1.00	3028.00	0.00	249.81	

↓

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

Figure 5-33 Ticket Inquiry Screen (Show ticket)

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

Pay Returned Check		11/20/06
Check#:		
Start By: F5--Date; F6-Return--Cust/Ticket;		

Figure 5-34 Pay Returned Check Screen

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

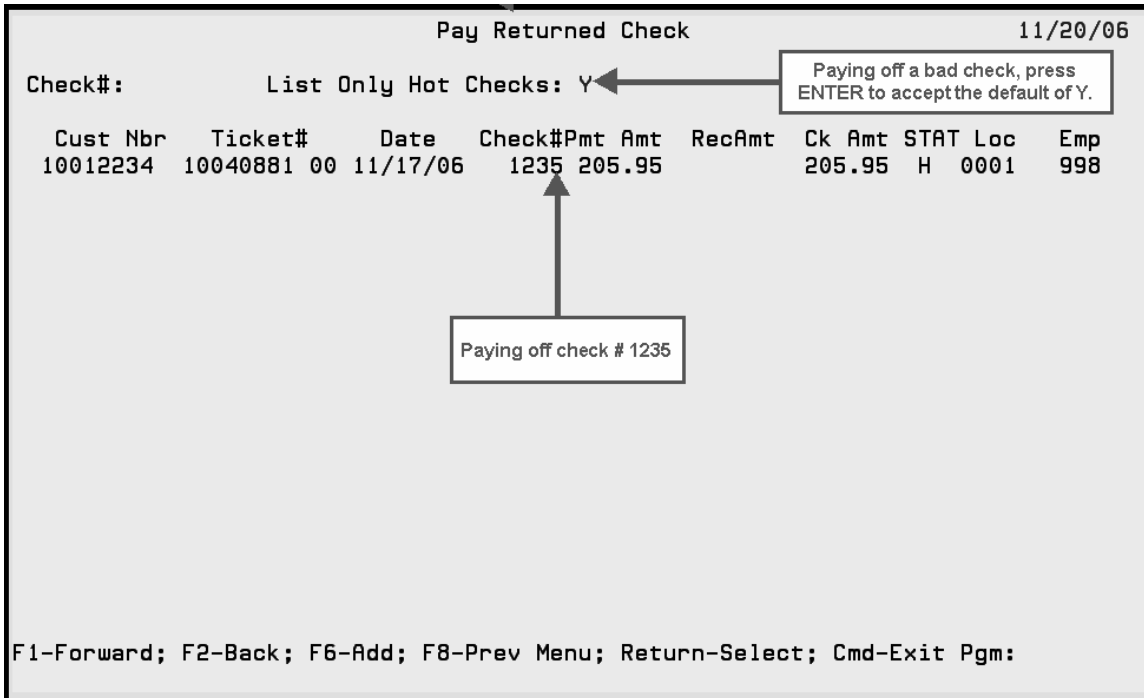


Figure 5-35 Pay Returned Check Screen

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

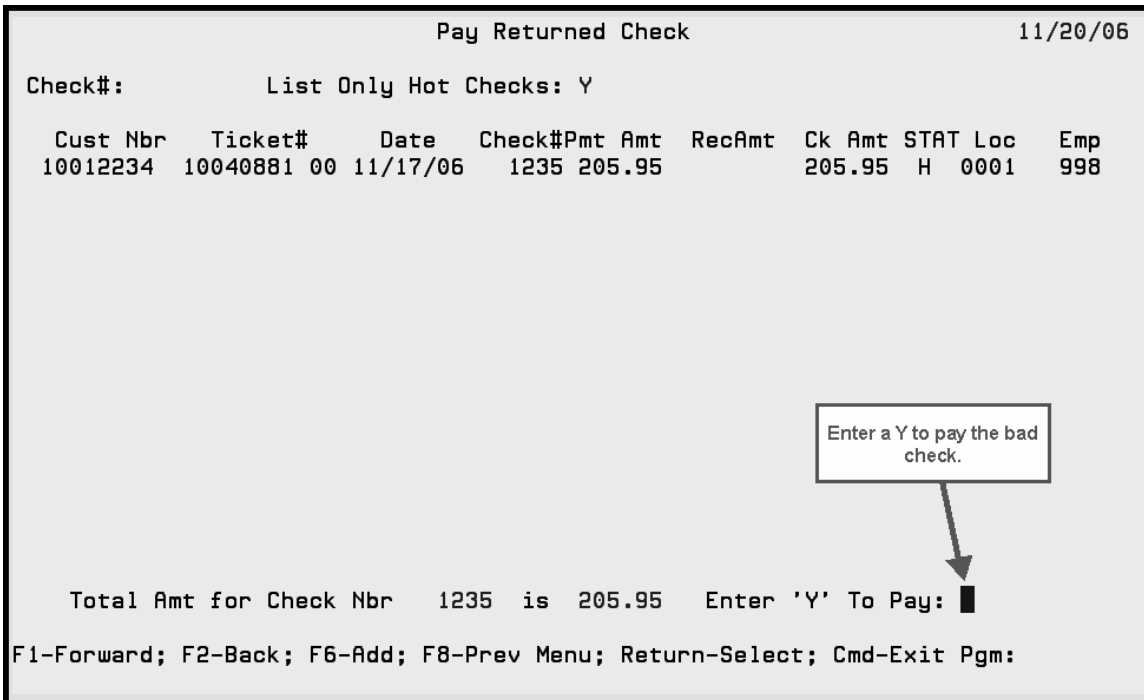


Figure 5-36 Pay Returned Check Screen

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

```

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

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

Length 32 Terms M AR Total Charge 205.95 Receivable 25.00 Due 230.95
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
    
```

Figure 5-37 Take Payments Screen

Press the F9 key until your cursor is at the prompt "Amt Tendered". Press the ENTER key. Your cursor will now be at the prompt "Pmt Form". Enter the number corresponding to the payment form the customer is using to pay this bad check, see Figure 5-38.

```

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

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

                                You Are In Pay Bad Check Mode
Total Due: 230.95 Amt Tendered: 230.95 Change: 0.00 Pmt Form: 1
1-Cash,2-Ck,3-Money O,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout
    
```

Figure 5-38 Take Payments Screen in bad check mode

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

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

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

You Are In Pay Bad Check Mode

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

Any More Changes? N Check Nbr: 1235

F8-Back Out CMD-Exit Program

Figure 5-39 Take Payments Screen in bad check mode

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

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


Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due	Date
010040881	3501	1.15	1	205.95							205.95		2/17/07	

Enter a Y or press the F9 key

↓

```
You Are In Pay Bad Check Mode
Total Due: 230.95  Amt Tendered: 230.95  Change: 0.00  Pmt Form: 1
Reprint this receipt: 
F8-Back Out  CMD-Exit Program
```

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

```
Customer Maintenance 12/30/04
Customer Name/#: █-----

```

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

Figure 5-41 Customer Maintenance Screen

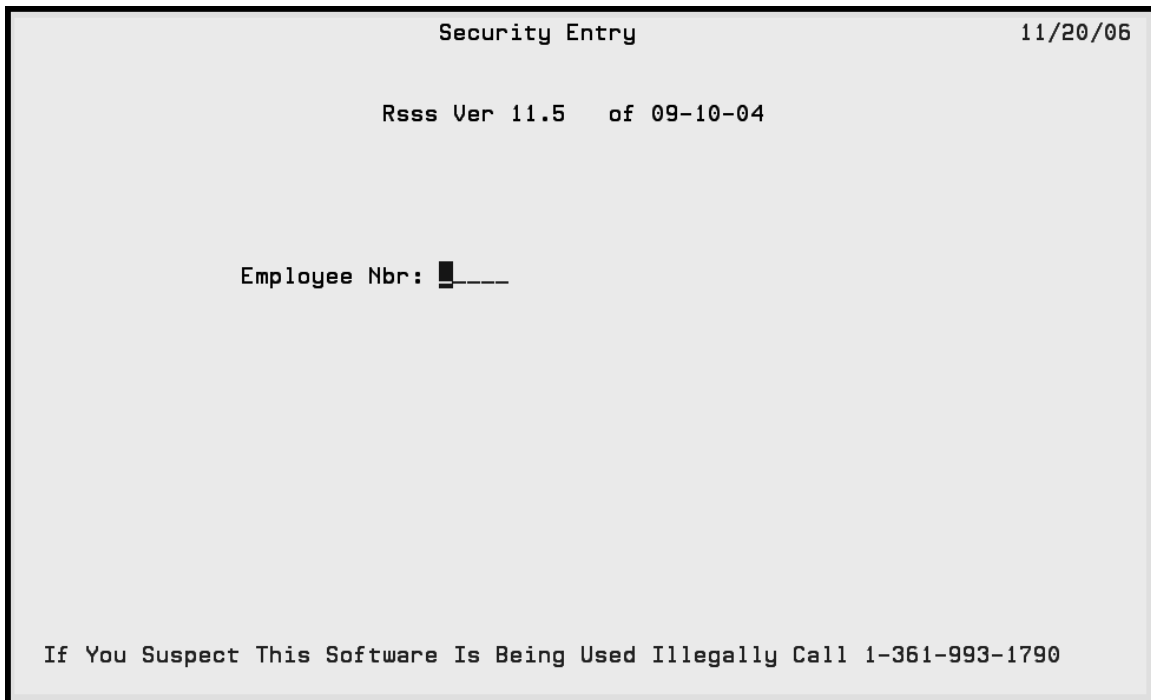


Figure 5-42 Security Entry Screen