

Chapter 11 – On-Screen Collections (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 and type in “TICKDUE” and press the ENTER key. You will now see a screen like Figure 11-1 with the question Build a New Work File? This is answered with a Y or N.



Figure 11- 1 List Past Due Accounts Screen

The purpose of building a new work file is to get a current list of customers based on the criteria you select. If you answer the question with an N, you will be able to continue working on the last file you built. If you answer the question with a Y, the next screen will prompt you for the “Printer or File Pathname”. See [Chapter 10 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 11-2.

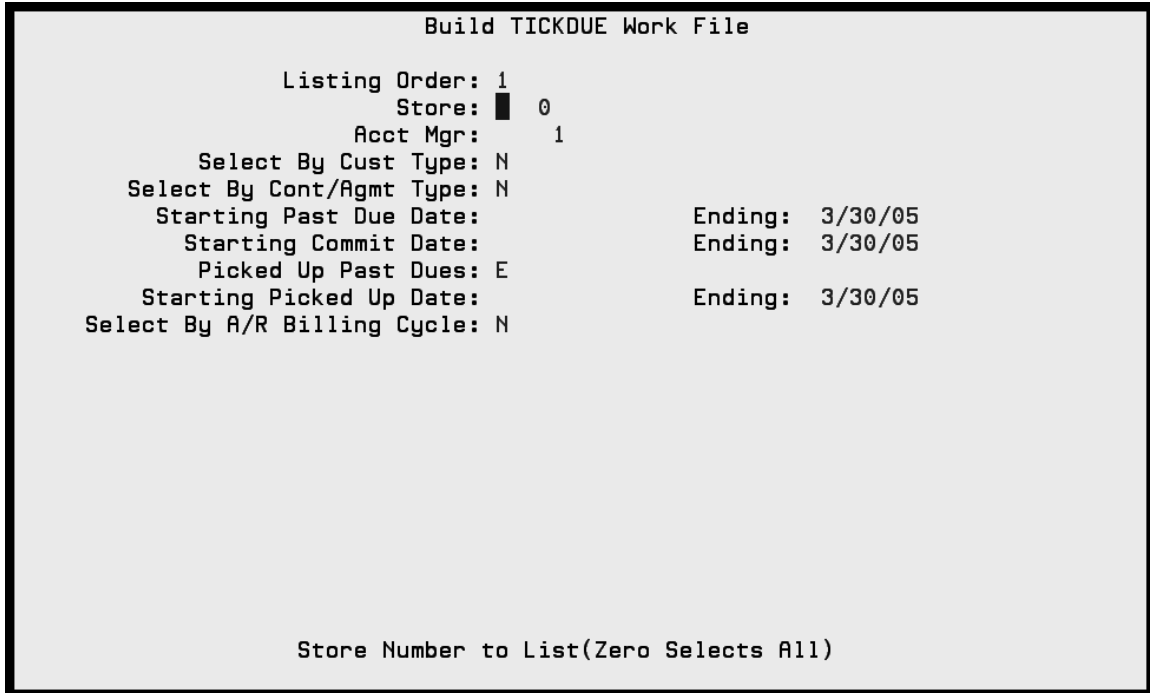


Figure 11- 2 Build TICKDUE Work File

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

STORE If you want all stores customers listed, leave blank. If you only want a specific stores accounts listed, enter the store number

ACCT MGR If you want all account managers (routes) listed, enter a 0 (zero). If you only want to list a specific account manager's customers, enter that account manager's number.

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 up 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 You have the option to list/collect on customers that have returned merchandise with a balance due. The system default is E to exclude those customers accounts.

I = Include

E = Exclude

O = display Only the accounts that have been.

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.

SELECT BY A/R BILLING CYCLE

If you use revolving charge billing cycles, you may select a specific billing cycle by pressing Y. You may enter up to five different billing cycles. (Billing cycles are set up in the Sales Control (SALECTRL) program.) If you do not use billing cycles or if you want all, accept the default of (N)o.

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 11-3.

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	AARD, 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 11- 3 List Past Due Accounts

HIGHLIGHT CODES AND MEANINGS

- ! = Customer is late on First payment
- * = First time customer has ever been late
- C = Commitment to pay by date
- B = Broken commitment to pay
- H = Hot Check Outstanding

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

F1 - FORWARD If you want a customer who is not listed on this page, 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 a single customer and press the F5 key. This will print a chase card with the details of the account including the last 3 payments made.

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 11-4.

```

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 11- 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. You can also update the customer's 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.

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 F7-Letter F9-View Detail								

Figure 11- 5 List Past Due Accounts Screen F7 Letter Screen

F7 - LETTER

There are a few other settings within the F7 selection. If your company uses laser letters (this is an optional module), you screen will look similar to Figure 11-6, once you have the window open, use your arrow keys to highlight the letter of choice and press the ENTER key.

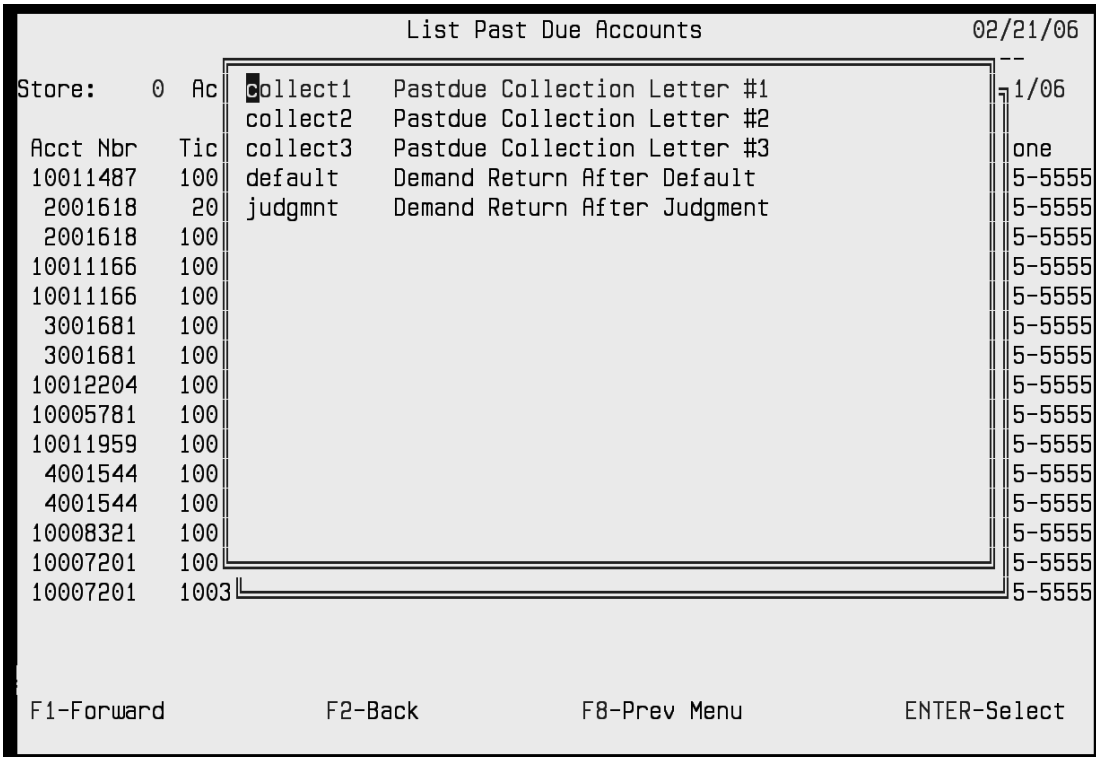


Figure 11- 6 List Past Due Accounts Screen with F7 Letter Window

If your company uses the standard text letters and you do NOT have the security to add, change or delete letters, your screen will look similar to Figure 11-7. Use your arrow keys to highlight the letter of choice and press S to select to it.

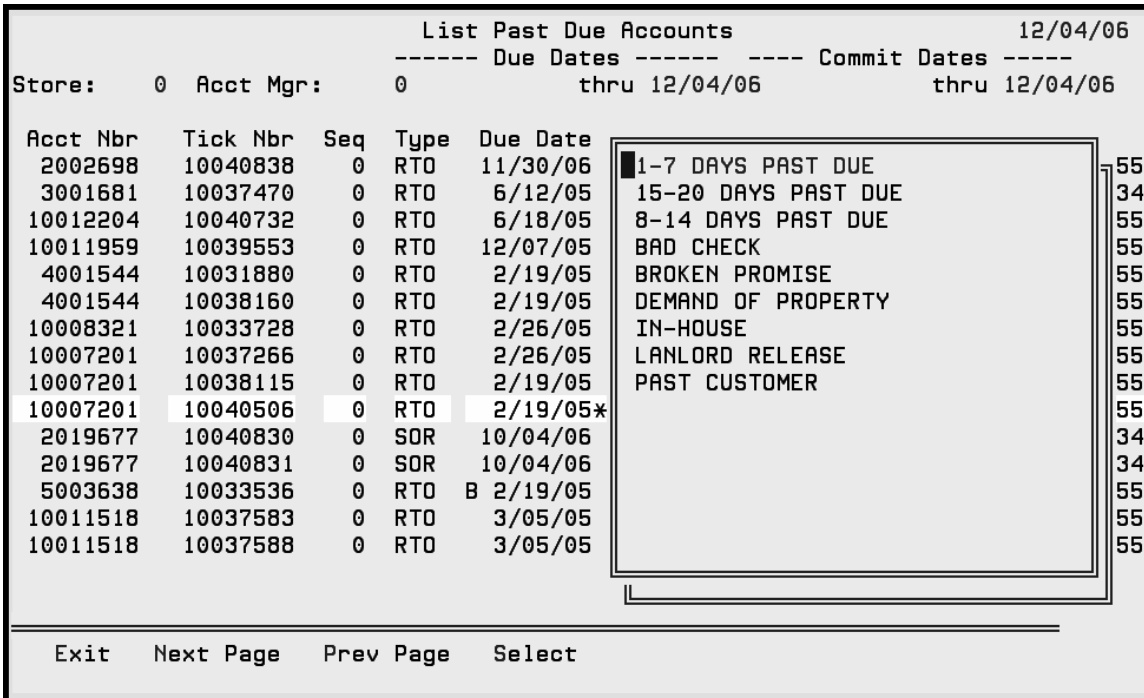


Figure 11- 7 List Past Due Accounts Screen with F7 Letter Window to print a letter

If your company uses the standard text letters and you DO have the security to add, change or delete letters, your screen will look similar to Figure 11-8. Press the appropriate letter depending on what you want to do.

List Past Due Accounts						12/04/06
----- Due Dates -----						----- Commit Dates -----
Store:	0	Acct Mgr:	0	thru 12/04/06		thru 12/04/06
Acct Nbr	Tick Nbr	Seq	Type	Due Date		
2002698	10040838	0	RTO	11/30/06	1-7 DAYS PAST DUE	55
3001681	10037470	0	RTO	6/12/05	15-20 DAYS PAST DUE	34
10012204	10040732	0	RTO	6/18/05	8-14 DAYS PAST DUE	55
10011959	10039553	0	RTO	12/07/05	BAD CHECK	55
4001544	10031880	0	RTO	2/19/05	BROKEN PROMISE	55
4001544	10038160	0	RTO	2/19/05	DEMAND OF PROPERTY	55
10008321	10033728	0	RTO	2/26/05	IN-HOUSE	55
10007201	10037266	0	RTO	2/26/05	LANLORD RELEASE	55
10007201	10038115	0	RTO	2/19/05	PAST CUSTOMER	55
10007201	10040506	0	RTO	2/19/05*		55
2019677	10040830	0	SOR	10/04/06		34
2019677	10040831	0	SOR	10/04/06		34
5003638	10033536	0	RTO	B 2/19/05		55
10011518	10037583	0	RTO	3/05/05		55
10011518	10037588	0	RTO	3/05/05		55

Add Change Delete Exit Next Page Prev Page Reproduce Select

Figure 11- 8 List Past Due Accounts Screen with F7 Letter Window to add, change or delete Letters

- 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.

To prompt the corresponding customer/account information to print on the letters you must use the following values when adding or editing letters.

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 11-9.

```

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 RTO 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 11- 9 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 11-10.

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 11-10 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 11-11.

```

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 11-11 Customer Contact Add Screen

If you are using the “Enhanced TICKDUE” module your screen will resemble Figure 11-11. 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 11-12.

```

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 11-12 Customer Contact Add Screen with contact list drop down box

Once you have processed this contact, you are ready to enter the commitment outcome for this entry, press ENTER for the drop down box to select a commitment code if applicable. Commitment codes are set in Contact Code File Maintenance (GETCCODE). See Figure 11-13.

Contact History Add

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

Comment: CHRISTIE ABERNATHY (555)555-5555

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 Ltr

Contact Phone Number

F1-Forward F2-Back F4-Change Code F6-Add Code F10-Exit ENTER-Select Code

Figure 11-13 Customer History Add Screen with comment drop down box

Select the commitment code 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 11-14.

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
█ 555.04

Commitment Amount

F8-Backout

Figure 11-14 Customer History Add Screen with amount

If you are prompted for a commitment date, you can enter in the date or press F1 for a pop up calendar and use your arrow keys to select a date. 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 11-16.

```

                                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 11-16 Customer History Add Screen with pop up calendar

Select the date and press ENTER or F9 to update.

NOTE: This calendar is for the date the customer has committed to pay on this account See Figure 11-17.

```

                                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 11-17 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 11-18 through Figure 11-20.

```

                                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 11-18 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 11-19 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 11-20 Customer History Add Screen complete commitment comment

When the commitment date and comments are completed on the previous screen they will be displayed on the Take Payments screen on the first line in the comment section with the commitment date noted on the right. See Figure 11-21.

```

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      6.84  130.78  1/18/06
STEREO 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 11-21 Take Payment Screen with entered commitment date and comment

Print Commitment File Report - CMMTRPT

The Commitment Report - CMMTRPT is used as a management follow up report to track and review commitment activity by account manager and is used with the optional RSSS On-Screen Collections -Enhanced TICKDUE program.

To get into this program, select it off of your store reports menu or press the F10 key off of any menu to get to the command line 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 [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 to accept the N default.

You will see a screen similar to Figure 11-22.

```
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 11- 22 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 beginning date for commitments you want to report.

ENDING ENTERED DATE Enter the ending date for commitments you want to report.

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 11-23 and Figure 11-24 for example setup screen and resulting Commitment File Report.

Example of the CMMTRPT setup screen and resulting report



Figure 11- 23 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	Commit 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 11-24 Resulting Commitment File Report Example

Customer Overdue Report - ZIPA – ‘No Contact Report’

A new option on the Customer Overdue - 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, 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 [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 to accept the N default.

You will see a screen similar to Figure 11-25.

```

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 11-25 Print Customer Overdue Report – No Contact Report

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 PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY If you want to see the comment history for each customer enter a Y here, an O for only will get you a listing of customers with no comments or contact history. If answered with a Y or O you will then be prompted for the dates the comments were entered.

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. A "Y" here will prompt you to choose (1) SALESMAN or (2) ACCT MGR and then will allow you to select up to 10 salesman or account managers.

SORT BY SALESMAN/ACCT MGR Defaults to N for no. If this is answered with a Y for yes, the report will first sort by your choice in **SELECT BY** and then by your choice in **REPORT ORDER**, see Figure 11-3.

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 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 beginning past due date for these accounts.

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, 2006 and you want everybody 1-10 days late:
Starting Past Due Date: 07/01/06
Ending Past Due Date: 07/10/06

USE COMMIT DATES FOR DUE DATES This should be answered with a Y for yes only if you are running a commitment report. It will then use the

dates entered in as the beginning and ending past due dates for commitment dates instead.

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 here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each zip code, a (N)o to totals only will print this snap shot on the last page of the report.

(SUMMARIZE) BY CUST TYPE Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each customer type, a (N)o to totals only will print this snap shot on the last page of the report.

WANT TOTALS ONLY Defaults to N for no. If answered with a Y for yes, and (N)o to the previous two questions 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.

ACCOUNT TYPE Enter your account type here. The options are;

- (1) RTO Accounts
- (2) AR Accounts
- (3) Loan Accounts
- (4) RTO and Loan
- (5) Misc Fee
- (6) RTO and 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 11-26 for a 'No Contact' report example.

```

RUN DATE: 02/22/06          LUCKY RENTAL PURCHASE          ZIPA REPORT    PAGE:    1
TIME:12:11:27              OVERDUE RTO 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	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE
TYPE NBR	NAME TYPE	TICKET NBR	CONTRACT STORE	ACCT MGR	CONTRACT	LAST PD	NEXT DUE	PMT TERMS
PMT AMT	GRP AMT	ESP AMT	TAX AMT	TOTAL PMT AMT	CONTRACT AMOUNT	CONTRACT BALANCE	CONTRACT PERIODS	CONTRACT AMT
7000084	ABRAHAM, DIANE	10 D PERSHING STREET		ANYTOWN	TX	55555	(555)555-5555	(555)555-5555
0	A	3009248	1	1	1/18/06	1/18/06	1/18/06	W
17.98	0.00	1.00	1.14	20.12	1,402.44	1,384.46	2	110.59
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT		PMT 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
0	A	3009295	1	507	2/09/06	2/09/06	2/14/06	W
31.95	2.56	0.00	1.92	36.43	2,492.10	22.82	0	77.85
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT		PMT 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
0	A	3009254	1	1	12/12/05	12/12/05	1/01/06	W
21.95	1.76	0.00	1.32	25.03	1,712.10	1,649.38	0	210.22
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT		PMT AMT
FLASH10203/02	3009017	LIVING ROOM SET	12/12/05	78	WEEKS	1,712.10		21.95

```

TOTAL OVERDUE TICKETS THIS LOCATION 1: 3
RUN DATE: 02/22/06          LUCKY RENTAL PURCHASE          ZIPA REPORT    PAGE:    2
TIME:12:11:27              OVERDUE RTO 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	MAP	CITY	ST	ZIP	HOME PHONE	WORK PHONE
TYPE NBR	NAME TYPE	TICKET NBR	CONTRACT STORE	ACCT MGR	CONTRACT	LAST PD	NEXT DUE	PMT TERMS
PMT AMT	GRP AMT	ESP AMT	TAX AMT	TOTAL PMT AMT	CONTRACT AMOUNT	CONTRACT BALANCE	CONTRACT PERIODS	CONTRACT AMT
TOTAL OVERDUE TICKETS THIS REPORT: 3								

```

TIME FINISHED:12:11:27

```

Figure 11-26 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 and type in "AMACTRPT" and press the ENTER key. See Figure 11-27.

```
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 11-27 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.

SELECT 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 printed 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 11-28.

RUN DATE: 02/22/06		LUCKY RENTAL PURCHASE		ACCOUNT MANAGER ACTIVITY REPORT		PAGE: 1	
TIME: 11:28:04		ACTIVITY ENTERED: THRU 2/22/06		LOCATION: (1) POWER 1			
DATE	TIME	AMGR	EMPLOYEE	CUSTOMER	CONTACT	PHONE NBR	COMMITMENT FULFILLED
4/15/05	04:36	158		BENSON, LINDA A			Did not answer
4/15/05	04:36	158		BENSON, LINDA A	LINDA A BENSON	(555)555-5555	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
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		
2/06/06	07:17	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/07/06 09:00am
2/06/06	07:19	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	New Phone Number
2/06/06	07:22	1		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		
2/06/06	07:23	1		ABERNATHY, CHRISTIE			Other
					ROBBIE MCCRAW	(555)789-4562	Other
						00:00	
					TEST OF OTHER COMMETNS		
2/06/06	07:47	1		SMITH, AARON	AARON SMITH	(555)555-5555	Phone Busy
2/06/06	07:47	1		SMITH, AARON	AARON SMITH	(555)555-5555	Left mess on machine
2/06/06	08:00	1		ABERNATHY, CHRISTIE			Did not answer
2/06/06	08:00	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Left mess on machine
2/06/06	08:01	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/13/06
2/06/06	09:48	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/09/06 02:00am
2/06/06	09:49	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$383.36 by 2/09/06 02:30pm
2/06/06	10:15	1		ABERNATHY, CHRISTIE			Other
					ROBBIE MCCRAW		
					FREE FORM		
2/07/06	08:18	158		ALLEN, FRANKIE	FRANKIE ALLEN	(555)555-5555	Committed to Pay \$697.40 by 2/14/06 11:00am
2/09/06	09:58	1		ABERNATHY, CHRISTIE			Did not answer
2/09/06	09:58	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	Phone Busy
2/09/06	10:05	1		ABERNATHY, CHRISTIE			Commitment WBI 4:00
2/14/06	08:03	1		ABERNATHY, CHRISTIE	JOE	(555)987-6543	Left mess on machine
2/14/06	08:04	1		ABERNATHY, CHRISTIE	ROBBIE MCCRAW	(419)555-7845	Left mess on machine
2/14/06	08:04	1		ABERNATHY, CHRISTIE	CHRISTIE ABERNA	(555)555-5555	Committed to Pay \$300.00 by 2/16/06 02:00pm
2/14/06	08:05	1	0 EMPLOYEE	ABERNATHY, CHRISTIE			Did not answer
2/21/06	08:09	1		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 11-28 Account Manager Activity Report Example

Print Customer Past Due Letters - TCKPDUE1

This program allows you to print the customer letters as used in the On-Screen Collections – 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".

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 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 to accept the N default. You will see a screen similar to Figure 11-29.

```
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 11-29 Print Customer Past Due Letters

STORE Enter a store location or 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 and 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 of N for no and run the letters. If you do not know the name of the letter, press the ENTER key to get a listing; depending on your security authorization you will have different options at the bottom of the screen. If you have full security, you may add, change or delete letters. If you do NOT have full security, you will only have the option "S" to select.

Past Due Letter Example Screens

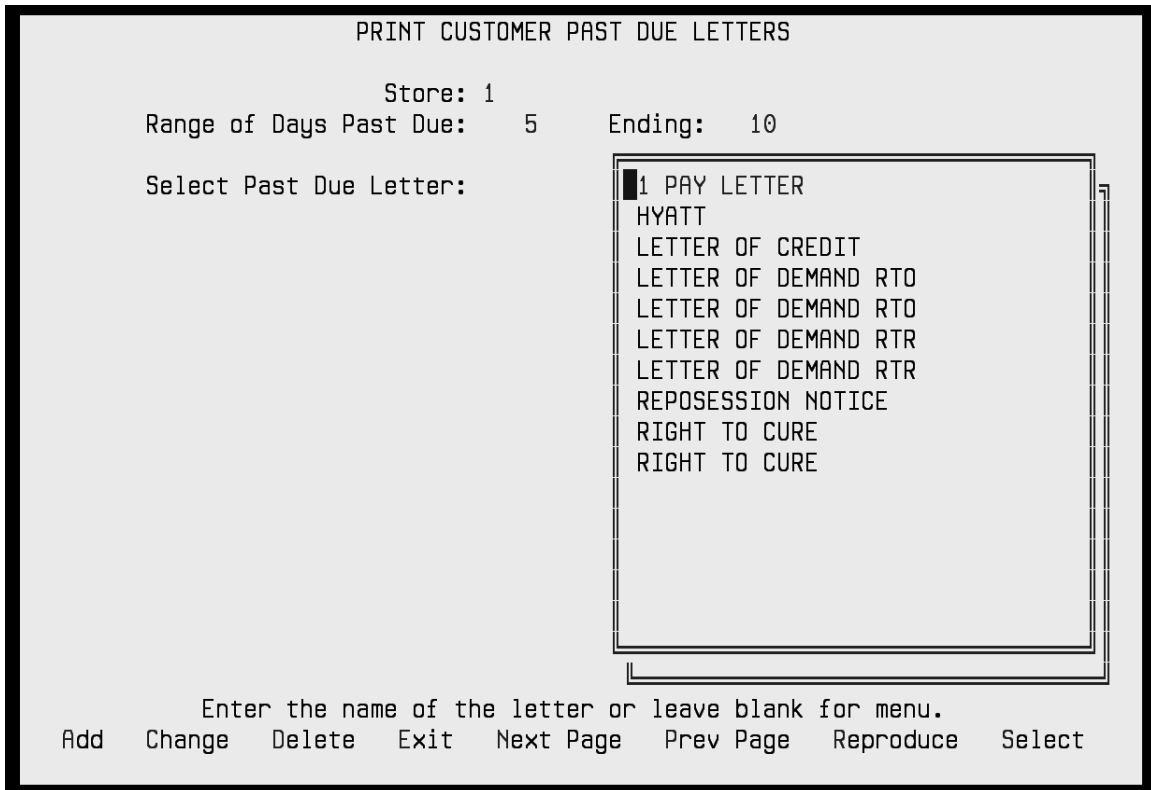


Figure 11-30 Print Customer Past Due Letters Window

In Figure 11-30, there are letters available; however, we want to add a new letter. You can press "A" to add a new letter, see Figure 11-31. Please note the prompts you will see at the bottom of the screen will depend on your security authorization to work with letters.

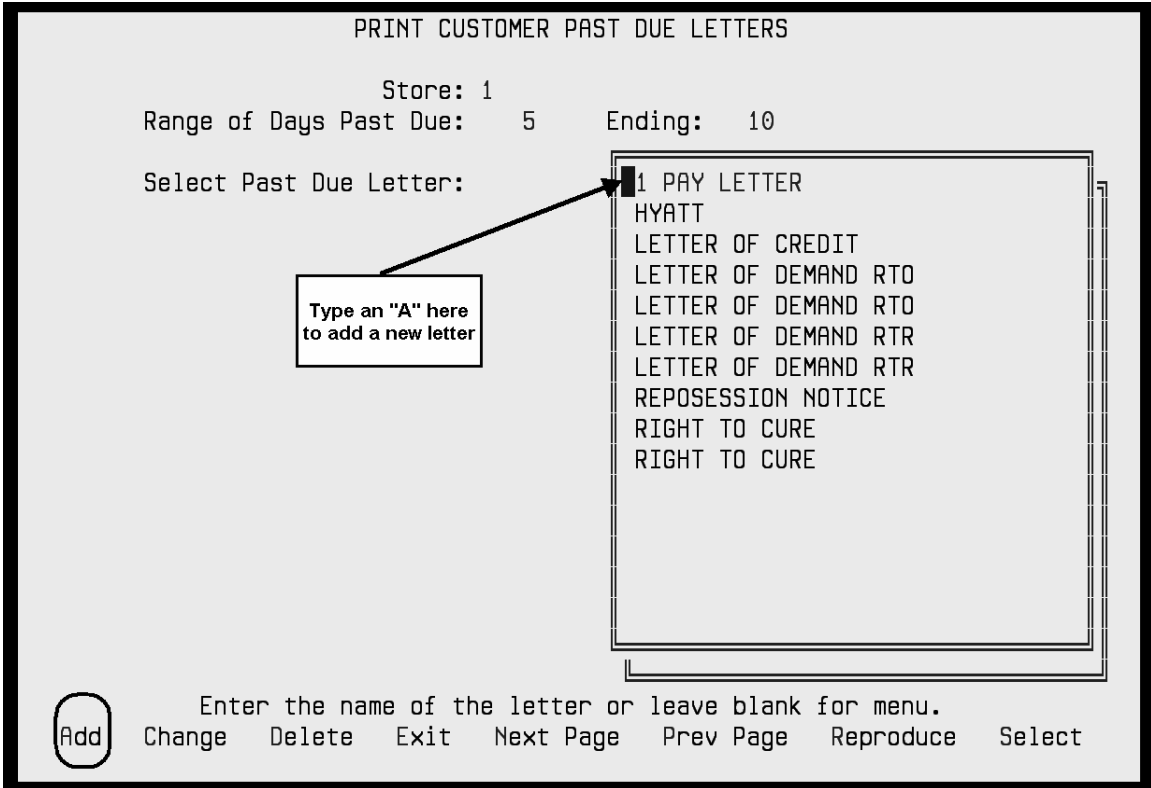


Figure 11-31 Adding a Past Due Letter

If you press "A" next to the first letter, you will now see a screen similar to Figure 11-32.

Letter: █

Input the brief description that identifies this letter

Figure 11-32 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 11-33 shows the letter that we identified and typed in at the screen shown in Figure 11-34.

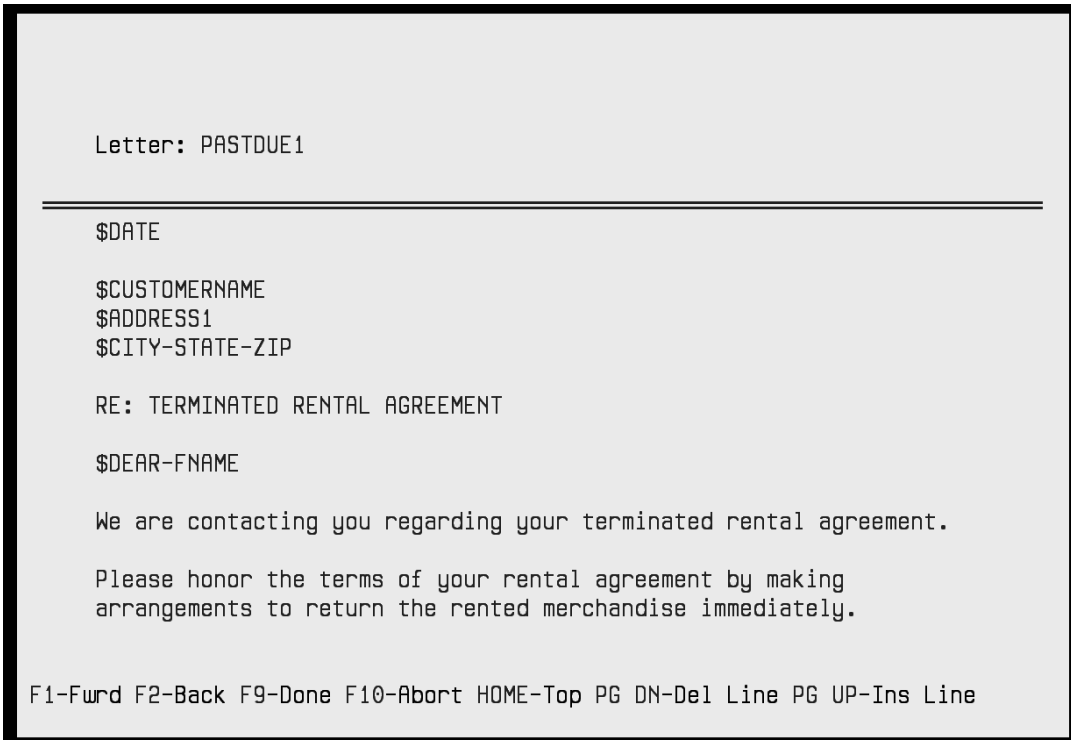


Figure 11-33 Actual Past Due Letter Example

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 11-34.

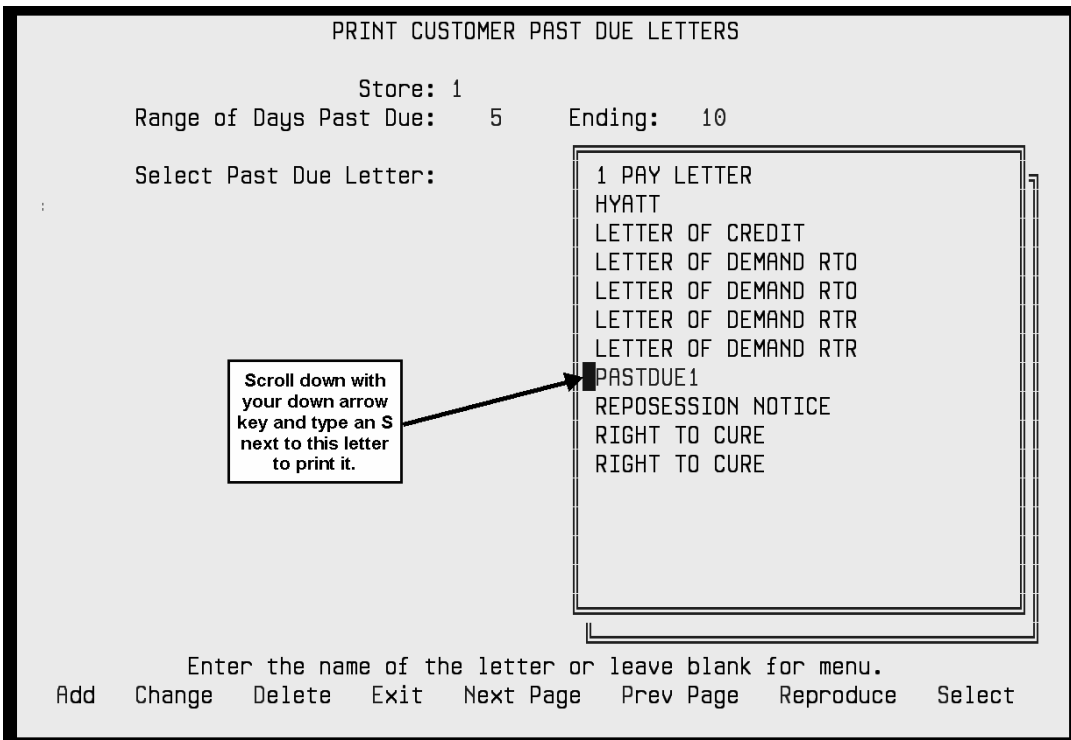


Figure 11-34 Print Customer Past Due Letters Selection Window Screen

Press ENTER and a screen similar to Figure 11-35 will appear. See Figure 11-36 for an example of printed letter.

```
PRINT CUSTOMER PAST DUE LETTERS

      Store: █ 1
Range of Days Past Due: 5   Ending: 10

Select Past Due Letter: PASTDUE1

Store Number to List(Zero Selects All)
```

Figure 11-35 Print Customer Past Due Letters Screen with letter selected

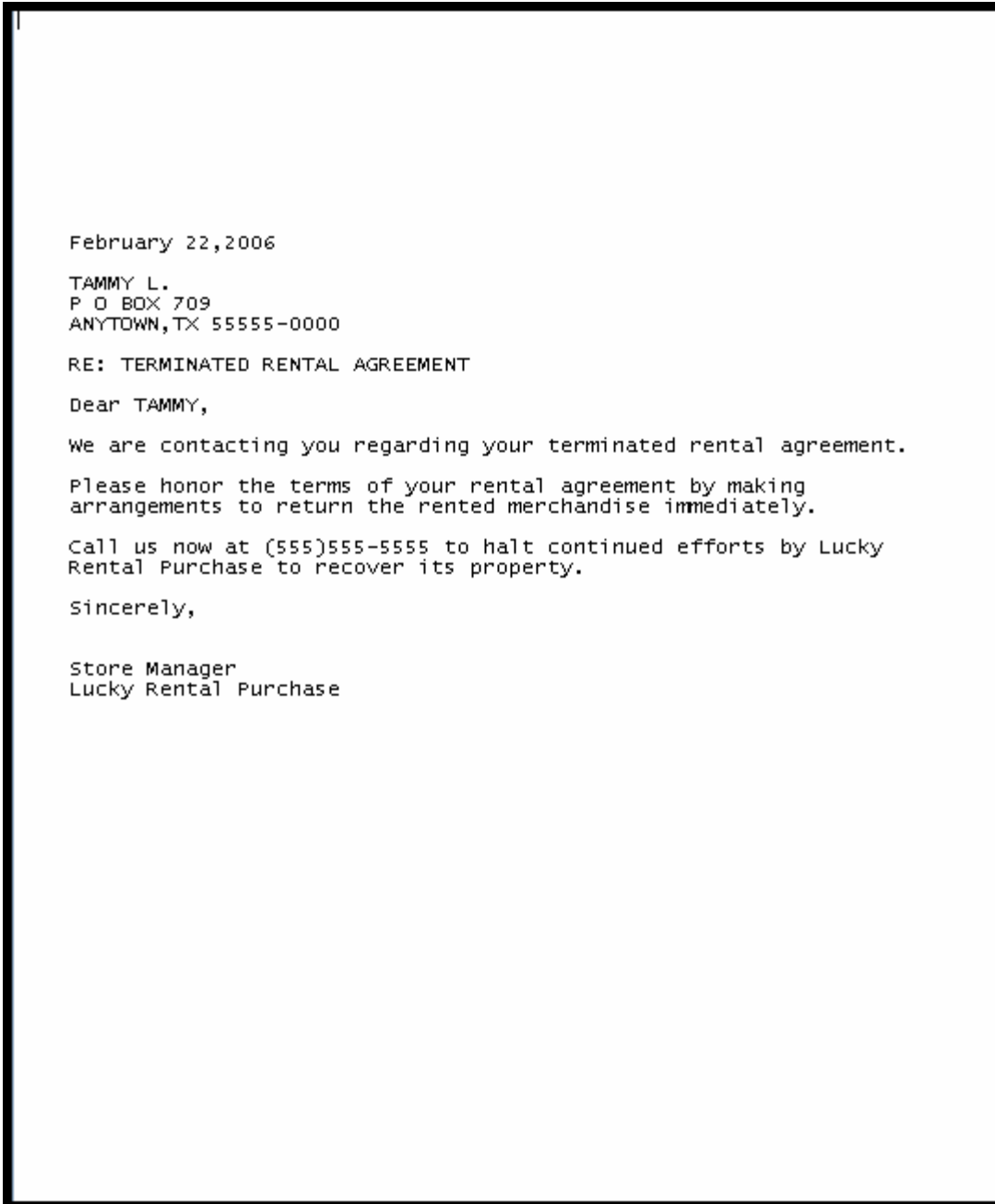


Figure 11-36 Past Due Letter Example

Adding, Changing or Deleting Contact Commitment Codes

To get into the Contact Commitment Code program, press the F10 key off of any menu to get to the command line and type in "GETCCODE". See Figure 11-37.

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

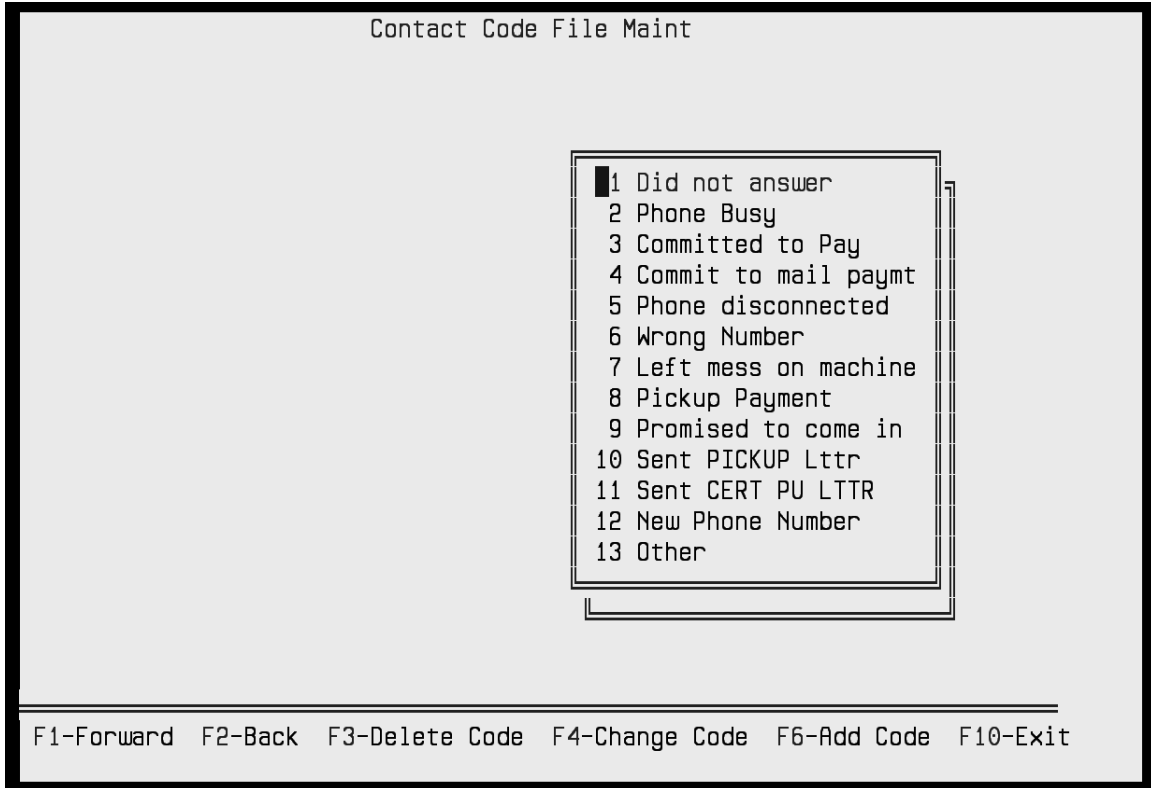


Figure 11-37 Contact Code File Maintenance Screen

To add a new contact code, press the F6-Add Code key and you will get a screen similar to Figure 11-38. You do have to have the security authorization to add, change or delete contract codes.

```

Contact Code Add

Contact Line Nbr: 4
Contact Desc: THIS IS A TEST CODE
Commitment: N
Ask for Date: N
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 11-38 Contact Code Add Screen

CONTACT LINE NBR This determines the position (or line number) this commitment code will appear on in the selection window.

CONTACT DESC Type in the contact description. This will display in the selection window and on reports.

COMMITMENT Enter a Y if this contact type is treated as a commitment when added, otherwise leave it N for no commitment. A commitment will populate the first line of the comments window in RP and populate the commitment date field.

ASK FOR DATE Enter a Y if you want to require employees to enter a date when this commitment code is selected. N if a commitment date will not be required.

ASK FOR AMOUNT Enter a Y if you want to require employees to enter the amount the customer has committed to pay when this commitment code is selected; N amount will not be required.

When you have completed the new contact commitment 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 to 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 11-39.

```

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 11-39 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 this will 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 11-40.

```

                                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 11-40 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 to back out to a menu.