

Chapter 12 - Printing Overdue Customers - ZIPA

This report prints a past due customer listing. To get into the program, press the F10 key off of any menu and at the command line type in "ZIPA" and then press the ENTER key. You will be prompted for printer or file pathname. 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 to accept the default of N for no, see Figure 12-1.

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PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1 PRT HISTORY: N
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: 12/05/06 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
1) CUST NAME 2) CUST NAME WITHIN ZIP 3) ZIP CODE 4) MAP CODE 5) OLDEST DUE
    
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Figure 12- 1 Print Customer Overdue Report Screen

Figure 12-2 is a comprehensive view of the Customer Overdue Report Screen after you have either entered, pressed return and selected various options for the choices present to determine how you want your Customer Overdue Report to print. Each choice is explained here.

Explanation of Fields on Customer Overdue Report Screen

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 Customer Maintenance (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 location numbers. 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.

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PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1 PRT HISTORY: N
SELECT BY LOC OR LOC GROUPS: N

SORT BY LOCATION: Y
SELECT BY: Y
ACCT MGRS: 1 2 3 0 0 0 0 0 0 0
SORT BY SALESMAN/ACCT MGRS: 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: 12/05/06 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
ENTER AN "N" OR A "Y"
    
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Figure 12-2 Print Customer Overdue Report Screen select by field

SELECT BY See Figure 12-2. 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 12-2.

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 Answer with a Y for yes only if you are running a commitment report; otherwise, leave as N.

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

ONLY WITH COMMENTS Do you want an overdue report on only those customers with comments on their accounts? If so, answer with a Y for yes. If not, press the ENTER key to accept the default of N for no.

PRINT REFERENCES ON REPORT If answered with a Y for yes, the report will print the references (if any) on the report. **This option only applies to the ZIP report.**

ACCOUNT TYPE 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 Print Customer Overdue (ZIPA) report process.

Example ZIPA Report

Customer OVERDUE List

The customer overdue report example, see Figure 12-3 through Figure 12-5, gives a breakdown of customers by account managers for the month of October in 2004. This can be helpful if the account managers are responsible for their own collections. The information needed to phone for a one-on-one follow-up with a customer comes in handy when handling customer collections.

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PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1  PRT HISTORY: N
SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 1  0  0  0  0  0  0  0  0  0

SELECT BY: N

SORT BY SALESMAN/ACCT MGRS: Y
SELECT BY CUST TYPE: N
SELECT BY AGMT/CONT TYPE: N
STARTING PAST DUE DATE: 10/01/04  PRINT CUSTOMERS WITH COMMITMENT: Y
ENDING PAST DUE DATE: 10/31/04  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
ENTER AN "N" OR A "Y"
    
```

Figure 12- 3 Print Customer Overdue Report Screen with field changes

This report example actually produced a three page report. Pages 1 and 2 listed the three overdue customers for account manager 901 and 902 with past due dates in October. Page 3 gave us the total overdue customers of three, see Figure 12-4 and Figure 12-5.

RUN DATE: 12/05/06
TIME:12:14:53

RSSS APPLIANCES
OVERDUE RTO CUSTS SEQUENCED BY CUST NAME

ZIPA REPORT PAGE: 1

SELECTED BY LOCS: 1
PAST DUE DATES OF: 10/01/04 THRU 10/31/04
ACCT MGR: (901)0901 EMPLOYEE

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	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	TIMES # BOR	RECEIVABLE
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	BALANCE	LATE ITEMS	AMOUNT
								TOTAL
								AMT DUE
1003080	WILLIAMS, SANDRA	1201 AVE M		ANYTOWN	TX	55555	(555)555-5555	(555)555-5555
R	G	10034138	1	901	12/22/03	9/23/04	10/02/04	W
15.99	3.00	0.00	1.32	20.31	1,455.09	836.05	24	5.00
								1,316.08
Car: 1991 QUEST VOYER License Plate Nbr: IQD-320								
NEED AGREEMENT 10034138 SIGNED LOOK IN FILE. 01/29/04								
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT	PMT AMT	
EPTOSHW24FN1	90691148	PORTABLE TV	12/22/03	91	WEEKS	1,455.09	15.99	

1003080	WILLIAMS, SANDRA	1201 AVE M		ANYTOWN	TX	55555	(555)555-5555	(555)555-5555
R	C	10037068	1	901	6/17/04	9/23/04	10/02/04	W
8.00	1.20	0.00	0.66	9.86	416.00	304.00	8	564.68
Car: 1991 QUEST VOYER License Plate Nbr: IQD-320								
NEED AGREEMENT 10034138 SIGNED LOOK IN FILE. 01/29/04								
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT	PMT AMT	
EPTOS20A22	8262540	PORTABLE TV	6/17/04	52	WEEKS	416.00	8.00	

TOTAL OVERDUE TICKETS THIS ACCT MGR 901: 2								

RUN DATE: 12/05/06
TIME:12:14:53

RSSS APPLIANCES
OVERDUE RTO CUSTS SEQUENCED BY CUST NAME

ZIPA REPORT PAGE: 2

SELECTED BY LOCS: 1
PAST DUE DATES OF: 10/01/04 THRU 10/31/04
ACCT MGR: (902)0902 EMPLOYEE

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	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	TIMES # BOR	RECEIVABLE
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	BALANCE	LATE ITEMS	AMOUNT
								TOTAL
								AMT DUE
10010524	WILLIAMS, MARGARET	307 E. WEATHERBEE APT.B		ANYTOWN	TX	55555	(555)555-5555	(555)555-5555
R	B	10033752	1	902	12/01/03	9/14/04	10/10/04	M
19.96	8.00	0.00	1.65	29.61	359.28	151.69	9	268.20
NEED ALL NEW NUMBERS								
MODEL NBR	SERIAL NBR	DESCRIPTION	CONTRACT DATE	#	CONTRACT PERIODS	CONTRACT AMT	PMT AMT	
FOSEM0072	47140	ENTERTAINMENT	12/01/03	18	MONTHS	359.28	19.96	

TOTAL OVERDUE TICKETS THIS ACCT MGR 902: 1								

Figure 12- 4 Snapshot of overdue RTO customers report for account manager 901 and 902 for October for store 1

RUN DATE: 12/05/06
TIME:12:14:53

RSSS APPLIANCES
OVERDUE RTO CUSTS SEQUENCED BY CUST NAME

ZIPA REPORT PAGE: 3

SELECTED BY LOCS: 1
PAST DUE DATES OF: 10/01/04 THRU 10/31/04

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	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	TIMES # BOR	RECEIVABLE
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	BALANCE	LATE ITEMS	AMOUNT
								TOTAL
								AMT DUE
TOTAL OVERDUE TICKETS THIS REPORT: 3								
TIME FINISHED:12:14:53								

Figure 12- 5 Snapshot of overdue RTO customers for October for store 1 Total Page

Customer Overdue Report - ZIPA – ‘No Contact Report’

A new option on the ZIPA report will allow a report to be run for customers that have not been contacted within a certain time frame.

To get into this program, 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 12-6.

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PRINT CUSTOMER OVERDUE REPORT

REPORT ORDER: 1 PRT HISTORY: 0 DATES: TO 2/22/06
SELECT BY LOC OR LOC GROUPS: N

SELECT BY: N

SELECT BY CUST TYPE: N
SELECT BY AGMT/CONT TYPE: N
STARTING PAST DUE DATE: PRINT CUSTOMERS WITH COMMITMENT: Y
ENDING PAST DUE DATE: 2/22/06 USE COMMIT DATES FOR DUE DATES: N
COUNT RECEIVABLES AS PAST DUE: N START/END ACCT NBR: 0 / 999999999
SELECT BY ZIP/MODEL/DESC: N

SUMMARIZE BY ZIP: N BY CUST TYPE: N
WANT TOTALS ONLY: N ONLY FIRST TIME OVERDUE CUSTS: N
OVERDUE FIRST PMT REPORT: N PRINT FORM: 1
ONLY WITH COMMENTS: N PRINT REFERENCES ON REPORT: N
ACCOUNT TYPE: 1 STARTING NAME:
ADD LATE CHARGES: Y ONLY ACCTS WITH RTO RECEIVABLE: N
ON ZIPA PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY
    
```

Figure 12- 6 Print Customer Overdue Report – No Contact Report

It is important that you enter “O” at the ‘Print History’ field prompt and then enter the date range to search for contact.

See Figure 12-7 for a ‘No Contact’ report example.

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LUCKY RENTAL PURCHASE															ZIPA REPORT		PAGE: 1
OVERDUE RTD CUSTS SEQUENCED BY CUST NAME																	
LOC: (1) POWER 1																	
PAST DUE DATES OF: 1/01/06 THRU 2/22/06																	
ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN: 1/01/06 THRU 2/22/06																	
CUST ACCT	CUST CONT	ADDRESS		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	RECEIVABLE	TOTAL					
FMT	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	CONTRACT	CONTRACT	LATE	#	BOR	AMOUNT	AMT DUE				
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	AMOUNT	BALANCE	DATE	ITEMS								
7000084	ABRAHAM, DIANE			10 D PERSHING STREET			ANYTOWN	TX 55555	(555)555-5555	(555)555-5555							
O	A	3009248	1	1	1/18/06	1/18/06	1/18/06	2	W		110.59						
17.98	0.00	1.00	1.14	20.12	1,402.44	1,384.46											
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		01	ANYTOWN	TX 55555	(555)555-5555	(555)555-5555							
O	A	3009295	1	507	2/09/06	2/09/06	2/14/06	0	W		77.85						
31.95	2.56	0.00	1.92	36.43	2,492.10	22.82											
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							
O	A	3009254	1	1	12/12/05	12/12/05	1/01/06	0	W		210.22						
21.95	1.76	0.00	1.32	25.03	1,712.10	1,649.38											
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																	
LUCKY RENTAL PURCHASE]																	
OVERDUE RTD CUSTS SEQUENCED BY CUST NAME																	
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	RECEIVABLE	TOTAL					
FMT	GRP	ESP	TAX	TOTAL	CONTRACT	CONTRACT	CONTRACT	CONTRACT	LATE	#	BOR	AMOUNT	AMT DUE				
AMT	AMT	AMT	AMT	PMT AMT	AMOUNT	AMOUNT	BALANCE	DATE	ITEMS								
TOTAL OVERDUE TICKETS THIS REPORT: 3																	
TIME FINISHED:12:11:27																	

Figure 12- 7 No Contact Report Example