

Please do the following practice exercises on RSSS training after you have watched the Basic Skills, Customer Service and Take a Payment Videos. All of these assignments should be completed as quickly as possible.

Please DO NOT change Employee #1's passcode. Please leave it as a 1.

1. Add yourself as a customer.
2. Now rent one unit to yourself. on a 'weekly' agreement.
3. Add a 2nd 'weekly' rental agreement for yourself and put two inventory items on this agreement.
4. Add more details to your customer record under each function key.
5. Take a payment on your 1st (single item) agreement you added earlier. Pay with cash and give any change back.
6. Take a payment on your 2nd agreement and use the split down payment form...put \$5 toward referral and the balance will be paid in cash in the 2nd payment form.
7. In the Take Payment screen bring up your information. Change the last three digits of the home phone number to be 333 in your customer information on this screen. Also add a comment on the 1st comment line that says "Phone number changed".
8. Take a payment on your 2nd agreement using the date/amt function key and take the payment so you get the monthly discount on this agreement.
9. Refund the last rental payment you took on your 1 item agreement in #5 above.
10. Add a third weekly rental agreement with one unit on your account.
11. Now do a refund and cancel on this new agreement. This must occur on the same business day.
12. Using the Cash Sale option, sell an item to your customer account. Pay in cash and tender the exact amount. For advertising source code choose previous or current customer. Enter a delivery note 'deliver at 6pm tonight'.
13. Refund the sale you just put on your customer number.