Final Exam

Please select the best answer and write it in the Answer blank.

1. To refund and close an agreement, press F1 to close the ticket and then you must choose what for the reason?
   a. Satisfactory payoff
   b. Unsatisfactory payoff
   c. Request pickup
   d. Refund & Cancel

   Answer : _____

2. As you are adding a customer, you will be prompted to enter an account number. What do you enter in that field?
   a. A made up number
   b. Customer's birth date
   c. Nothing, just press enter and let the system automatically assign it
   d. Today's date

   Answer: _____

3. As you work in the RSSS system, the function keys
   a. Are the same everywhere in the system
   b. Never change
   c. Can change from screen to screen
   d. Are not used

   Answer: _____

4. How many references can be entered into the system?
   a. 3
   b. 6
   c. 32
   d. 1

   Answer: _____

5. When you go into the process of adding a new agreement, what does the 'Printer or Filepath Name' default to?
   a. A random printer
   b. The receipt printer
   c. Contract/Agreement printer
   d. Nothing, you have to enter it

   Answer: _____

6. If a customer is making a $50.00 payment and had a 20.00- RTO receivable and wanted to use the credit toward their payment, what would you collect?
    a. $30.00
    b. $40.00
    c. $50.00
    d. $70.00

Answer: _____

7. If a customer has a commitment on file, what is the last thing that happens in the process of taking a payment?
    a. Nothing, it is like any other payment
    b. You must manually go into the commitment file and mark it as fulfilled
    c. A box will pop up asking you if this fulfills the commitment on file for this customer
    d. None of the above

Answer: _____

8. When you first enter the take payment screen, the cursor will be in the #P field. What does the #P mean?
    a. Number of pounds
    b. Number of payments
    c. Number of purchase orders
    d. None of the above

Answer: _____

9. When you get an onscreen collection listing what does an "*" by the customer's name mean?
    a. They are a great customer
    b. They have a broken commitment
    c. They do not have a commitment with you
    d. They are overdue for the first time

Answer: _____

10. Once you are in a close agreement process and have the customer account information up, you may
    a. Press F8 to backout to the previous screen
    b. Press F1 to close the entire ticket
    c. Press F2 to close an item or items
    d. All of the above

Answer: _____

11. To look up available inventory by model number, in the start key field you need to enter
    a. Part of the model number
    b. All of the model number
    c. Nothing
    d. a or b

Answer: _____

12. When taking a payment from another store, how does the screen look different?
    a. It doesn't
    b. The entire screen turns red
    c. A red warning message appears at the bottom of the screen
    d. It totally blanks out
Answer: _____

13. If the agreement is not being refunded and cancelled in the same day it was written, you should refund it using
    a. The close process
    b. The payment program
    c. The add a new agreement program
    d. The add program
Answer: _____

14. After you enter the amount tendered, if the customer is giving you more than they owe, you will be presented with two options. What are these options?
    a. Enter a C to calculate change
    b. Enter an R to create a receivable
    c. Press Enter
    d. a and b
Answer: _____

15. If you enter an "I" in the status field on the inventory lookup screen, the system will look for what status of inventory to list?
    a. O for out on rent
    b. R for rerental/returned
    c. N for new
    d. b and c
Answer: _____

16. There are several ways to enter a serial number as you add a new rental agreement. They are:
    a. Scan the barcode
    b. Manually enter the number
    c. Get a listing by pressing F1 and choose off the list
    d. All of the above
Answer: _____

17. Once you are in the amount tendered field and have entered in the amount you are collecting, to clear out the rest of the field and move to the next field, what key do you press?
    a. F9
    b. F2
    c. End
    d. F7
Answer: _____

18. The refund and cancel will be a wash for the day only if
    a. The agreement is opened and closed on the same day
    b. The agreement is opened for one day and closed the next
    c. The agreement is being paid off
    d. a or c

Answer: _____

19. Once your cursor is on the amount tendered field, you have the option to take two forms of payment, such as a free payment and a cash payment. How do you access the information?
    a. Press the F4 key
    b. Press the F2 key
    c. Enter
    d. None of the above

Answer: _____

20. The onscreen collections screen can be run in various listing orders such as customer name, oldest due date or payment amount due. What does listing order mean?
    a. How the list appears on the screen
    b. The order the list will print in
    c. What printer you want the list to go to
    d. None of the above

Answer: _____