



Final Exam

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

1. Which two keys should always be turned on?
 - a. F1 and F2
 - b. Num Lock and F1
 - c. Caps Lock and F2
 - d. Num Lock and Caps Lock

Answer: _____

2. When doing a cash refund, you will be in which program?
 - a. Add a new rental agreement
 - b. Return/Close a rental agreement
 - c. Take a payment
 - d. Add a customer

Answer: _____

3. There are two address fields for the customer, first and second address. What should you enter in the second address field?
 - a. Customer's postal code
 - b. Nothing
 - c. Apartment Number
 - d. b or c

Answer: _____

4. Once you select a customer from the onscreen collections screen, you are taken to the payment screen. To get the comment file on that screen, you should?
 - a. Press F9
 - b. Press F6 twice
 - c. Press enter
 - d. Press END

Answer: _____

5. On the second page of adding a new agreement contract, when you enter the next due date you can get a pop-up calendar by pressing _____ key.
 - a. Enter
 - b. F5
 - c. Backspace
 - d. F1

Answer: _____



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6. If you want to clear out a field all at once, you can simply press the _____ key.
- a. End
 - b. Enter
 - c. Spacebar
 - d. F1

Answer: _____

7. If you are using a coupon as a form of payment, which payment form do you choose?
- a. 7 – Debit Card
 - b. 8 – Free Payment
 - c. 1 - Cash
 - d. a or b

Answer: _____

8. Under employer information you should enter the customer's payday. Where is that information displayed?
- a. Take Payment screen
 - b. Customer record
 - c. a and b
 - d. None of the above

Answer: _____

9. What program do you go into to do an early buyout?
- a. Add a customer
 - b. Take a payment
 - c. Add a new agreement
 - d. Onscreen Collections

Answer: _____

10. If a customer was making a \$50.00 payment and had a 20.00 RTO receivable and they want to pay all they owe you today, what would you collect?
- a. \$70.00
 - b. \$30.00
 - c. \$100.00
 - d. \$50.00

Answer: _____

11. As you go into the close an active agreement process, you are prompted to enter a ticket number. What are your options for doing so?
- a. Enter a ticket number and press F3
 - b. Enter a ticket number and press enter
 - c. Press enter to get a listing of all open tickets
 - d. All of the above

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

Answer: _____

13. In order to search for idle inventory by region, what process should you follow?
- Override the location with the region number, enter I for idle, enter R for Region
 - Override the location with the region number, enter N for new, enter R for Region
 - Override the location with the region number, enter R for returned, enter R for Region
 - None of the above

Answer: _____

14. When taking a payment, if the customer gives you more than they owe, the RSSS system will?
- Give you the option to create a credit receivable for the difference
 - Give you the option to give the customer change back
 - Take and apply a normal payment
 - All of the above

Answer: _____

15. In setting up the onscreen collections screen, you must
- Answer all questions with a N
 - Answer all questions with a Y
 - Enter your store number
 - Never enter any dates

Answer: _____

16. As you are closing a ticket, you are prompted for a reason for closing the ticket. One of those reasons is repossession. How often should you use this reason?
- Very sparingly
 - Never
 - Most of the the time
 - Half of the time

Answer: _____

17. At the end of taking a payment, you must tell the system what form of payment you are collecting. Where do the payment forms show up on the screen?
- At the top of the screen
 - At the bottom of the screen
 - They are listed on a separate sheet of paper
 - They don't, you just have to know them

Answer: _____



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18. The refund will appear in the payment history as a _____ number on the Take Payment history screen.
- a. Whole
 - b. Negative
 - c. Positive
 - d. None of the above

Answer: _____

19. When a customer wants to pay up to a particular due date, you should press the _____ key.
- a. F2 key
 - b. F9 key
 - c. F3
 - d. F7

Answer: _____

20. Once you have brought the customer's account up on the Take Payment screen, how do you get to the payoff screen?
- a. F2
 - b. F10
 - c. Enter
 - d. You don't

Answer: _____