



Final Exam

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

1. By pressing the F9 key you are
 - a. Blowing up the system
 - b. Saving and completing
 - c. Stopping and starting
 - d. Backing out of the system.

Answer : _____

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

Answer: _____

3. The letter "C" next to an item listed on the customer close screen means
 - a. Current
 - b. Cozy
 - c. Clear
 - d. Closed

Answer: _____

4. Once you have the refund information on your screen and press the F9 key to get to the amount tendered field, what is the amount you enter in that field?
 - a. 0 (zero)
 - b. The amount of the refund
 - c. Leave it blank
 - d. a or c

Answer: _____

5. After you enter the number of payments you are taking, which key do you press to move forward?
 - a. F9
 - b. F2
 - c. end
 - d. F7

Answer: _____



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6. If you pick an item or items off a customer's account, at the end of the add a new agreement process, you will be prompted to
- Rent them something else
 - Print a new agreement
 - F8
 - None of the above

Answer: _____

7. A \$20.00 credit receivable would display on the RSSS payment screen like this
- (20.00)
 - 20.00
 - 20.00-
 - \$20.00

Answer: _____

8. To move from one place to another off an RSSS menu, you can
- Press any key
 - Arrow up and down and press enter on the highlighted choice
 - Select the menu option number
 - b or c

Answer: _____

9. If a message box that say "One or Two payments remaining on agreement" pops up when you go into the customer's account to take a payment what does that tell you?
- You need to try to rent or sell something else to this customer
 - The account is about to be paid off
 - This is a good customer
 - All of the above

Answer: _____

10. 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: _____

11. In the RSSS system, you can look up inventory by entering the _____ in the Start Key field.
- Model number
 - Serial number
 - Barcode number
 - Any of the above

Answer: _____



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12. To get to the refund function off the Take Payment screen press

- a. F8
- b. F3
- c. F4
- d. F1

Answer: _____

13. At the end of taking a payment you must tell the system what form of payment you are collecting. Where do the forms show up?

- a. At the top of the screen
- b. At the bottom of the screen
- c. They are listed on a separate sheet of paper
- d. They don't, you just have to know them

Answer: _____

14. 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: _____

15. To search by description, enter over to the Description field and type in

- a. Part of the description
- b. The entire description
- c. Your name
- d. a or b

Answer: _____

16. 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: _____

17. To refund and close, 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 and cancel

Answer: _____



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

Answer: _____

19. One of the fields to enter when adding an agreement is advertising codes. When you get a listing of advertising codes and want to view the next page of codes, what do you do?
- Call your home office
 - Press F2
 - Press F8
 - Press F10

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?
- How the list appears on the screen
 - The order the list will print in
 - What printer you want the list to go to
 - None of the above

Answer: _____