



DAY 1 (1 hour)

Basic Skills

Basic Skills course familiarizes you with the RSSS system, how to change your passcode and shows you the menus, common function keys and how to navigate within the RSSS system.

Basic Skills Videos

Minutes

Security and Passcode	2:50
Menu System/Function Keys/Navigating the System	4:44
Total approximately	10 minutes of video

Customer Service

Customer Service covers taking payments, adding changing or looking up customers, adding a new rental agreement, refunding a rental agreement, closing a rental agreement, handling an early buyout, cash sales and and refunding cash sales.

Customer Service Videos

Customer Lookup	4:44
Add a Customer	9:43
Adding a New Rental Agreement	10:21
New Agreement Weekly Paying Monthly	10:03
Adding Customer Details	5:33
Total approximately	40 minutes of video

DAY 2 (2 hours)

Take a Payment	3:04
Take Payment Advanced Features	4:58
Take Payment Other Functions	8:03
Take Payment Monthly Discount	8:43
Take Payment Multiple Agreements	7:29
Total approximately	35 minutes of video
Refunding a Rental Payment	4:46
Closing a Rental Agreement	7:03
Inquire on a Closed Agreement	2:48
Total approximately	15 minutes of video
Early BuyOut/Payouts	9:41
Cash Sale	7:48
Refunding a Cash Sale	2:54
Total approximately	20 minutes of video
Training Server Practice Session 1	30 minutes



DAY 3 (1.5 hours)

End of Day

End of Day covers the Daily Snapshot, Petty Cash Receipts, the Summary End of Day screen that you utilize when you close your day out for the store and End of Day Audit Reports to help you balance.

End of Day Videos

Daily Snapshot	5:48
Petty Cash Details	4:20
End of Day	6:29
Balancing Reports 1	8:45
Balancing Reports 2	4:29

Total approximately 40 minutes of video
Training Server Practice Session 2 30 minutes

DAY 4 (2 hours)

Inventory Functions

Inventory Functions covers looking up inventory, transferring inventory, receiving inventory from a purchase order, printing inventory price cards, and two inventory reports to assist the store.

Inventory Functions Videos

Inventory Look Up	8:47
Inventory Transfer	8:38
Receive from a PO	6:47
Print Price Cards	4:30
Inventory Reports	
PINVL (inventory by location)	5:20
PINVIDLE (idle inventory)	5:04

Total approximately 40 minutes of video

Collections

Collections covers onscreen collections (referred to as TICKDUE) to assist you in doing your collecting and managing of collections online.

Collections Videos

Onscreen Collections	14:22
Total approximately	15 minutes of video

DAY 5 (2.5 hours)

Barcoding

Barcoding covers all the aspects of strategies for barcoding, the barcoding process using the Barcode Menu, printing barcode labels, barcoding your inventory, barcoding items when they are returned to



your store and a new barcode label needs to be placed on the item and of course the basics on the barcode scanner.

Barcoding Videos

Strategies for Barcoding	6:42
The Barcode Scanner	8:43
Loading Barcode Labels	1:40
Printing Inventory Labels	7:16
Ordering Barcode Labels	0:38
Doing a Physical Inventory using the Barcode Scanner	13:44

Total approximately 40 minutes of video

Purchase Order

This covers adding a PO requisition at the store.

Videos

Add a Requisition	8:14
Total approximately	10 minutes of video
Training Server Practice Session 3	15 minutes

DAY 6 (1 hour)

FINAL EXAM – 20 questions

Time & Attendance

covers time and attendance menus, checking employees time, remote time clocking and fixing an employee's time.

Time & Attendance Videos (if you use our Time & Attendance module we will have to factor this into your training plan)

Time and Attendance	
Time Clocking	4:17
Time Menus	2:58
Check employee time	3:39
Fix employee time	10:35
Remote time clock	1:17
Time Report	2:51
Employee Time Cards	2:33
Overtime Report	3:00
Time Check Report	2:46
Time Clock Exception Report	2:42
Total approximately	45 minutes of video



Reports usually are covered in Webex Session(s) with Management and we can schedule those webex sessions out after the management completes video training.

Auditing Reports

PINVPRC print inventory price reports

PRTRAN print inventory transfers

PINVBC for Home Office for inventory received in the store

BWAC show breakouts. Show standard breakdown – doesn't cost. Show them 5 different ways they can run it.

Retention/Collection Reports

Account Manager Performance

Account Manager Commitment

Home Office training is usually covered in live training sessions with the various Home Office employees doing that particular function. Videos sometimes supplement this training if needed.