

Chapter 12 – Check Management

Check Deposit Program - CKDEPOST

To get into this program, at any menu, press F10 to get to the the command line and type in "CKDEPOST". You will be prompted for printer or file pathname. Enter the correct information or press the enter key to accept the default. See [Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the enter key to accept the default of N. You will see a screen similar to Figure 12-11.



```
ENTER BANK NAME : ABC BANK
ENTER BANK ACCONT NUMBER : 123456789012345678901234567890
ENTER STORE NUMBER: 101
ENTER DEPOSIT DATE: 3/17/10

ENTER DATE OF DAY'S BUSINESS
```

Figure 12- 1 Check Deposit Screen

ENTER BANK NAME Enter the name of the bank where the deposit will be made.

ENTER BANK ACCONT NUMBER Enter the account number you want to deposit into.

ENTER STORE NUMBER Enter the store number you are making a deposit for.
This information must be entered or the report will not run.

ENTER DEPOSIT DATE Enter the date of the days business you want to deposit.
This information must be entered or the report will not run.

Press enter. You will then be prompted "Any More Changes". When this is answered with a "N", the report will begin counting and will print to the printer or file pathname you specified. See Figure 12-2.

RUN DATE: 03/17/10		RSSS 12.5 TRAINING		PAGE 1	
TIME: 16:14:52		CHECK DEPOSIT FOR LOCATION 101			
		DEPOSIT DATE 03/17/10			
CUSTOMER		CHECK	CHECK	TICKET	RECEIPT
NUMBER	CUSTOMER NAME	NUMBER	AMOUNT	NUMBER	NUMBER
10105767	THOMPSON, KIM	1014	100.00	1026909	57294
10102008	SANTOS, THOMAS	1045	34.08	1018578	57312
10102008	SANTOS, THOMAS	1045	20.96	1029669	6706
10102008	SANTOS, THOMAS	1045	7.00	10000208	57313
10106802	SIMON, KEITH	2960	46.01	1026944	57298
10106802	SIMON, KEITH	2960	3.99	10006802	57299
10102118	SMITH, SHEILA	85412	100.00	1029886	6716
THE NUMBER OF CHECKS ON THIS DEPOSIT IS 7					
TOTAL CHECK DEPOSIT IS 312.04					

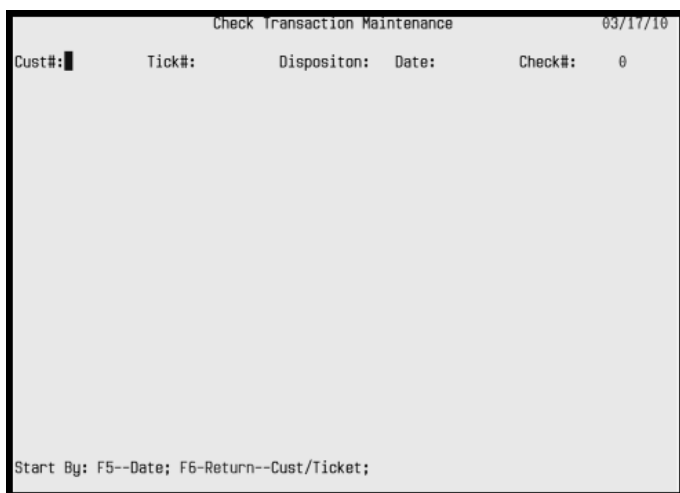
Figure 12- 2 Check Deposit Report

How to back out a bad check using CHECKMNT

Before you can back out a bad check, the customer's check must be in the system. If you are just beginning to use the Rental Payment Program with Hot Check and Check Deposit control, and you have hot checks that have not been entered, you may do so now by following the instruction following. **Note: The following program is only used to enter hot checks you have outstanding before you begin using the new Rental Payment Program with Hot Check and Check Deposit control.**

Check Transaction Maintenance - CHECKMNT

Getting Started: The RSSS Hot Check program is designed to control all returned checks. To get into this program, you need to be at the command line and type in "CHECKMNT". You will see a screen similar to Figure 12-3.



```

Check Transaction Maintenance 03/17/10
Cust#:  Tick#:  Dispositon:  Date:  Check#:  0
Start By: F5--Date; F6-Return--Cust/Ticket;

```

Figure 12- 3 Check Transaction Maintenance

In order to add, you must first list. To do this, press the F5-Date key or press enter through all the fields or press F9 and the check transaction list will display. The screen will now resemble Figure 12-4.

Check Transaction Maintenance 03/17/10

Cust#:	Tick#:	Dispositon:	Date:	Check#:	0				
Cust Nbr	Ticket#	Date	Check#	Pmt Amt	RecAmt	Ck Amt	ST	Loc	Emp
4785	10975 00	10/16/09	169	186.64		186.64	P	0113	8135
8063	10680 00	09/08/09	1108	64.17	24.17-	40.00	N	0113	8135
100088	100110 00	07/30/08	12	112.44	0.06	112.50	N	0101	8019
100196	128322 00	03/08/10	3333	41.98		41.98	N	0101	1
100196	128777 00	03/08/10	3333	52.97		52.97	N	0101	1
100710	101483 00	02/04/09	5224	39.18	6.72-	32.46	N	0102	8037
100710	101483 00	05/02/09	5518	24.96	1.51	26.47	N	0102	8073
100710	101484 00	05/02/09	5518	58.47		58.47	N	0102	8073
100710	101588 00	05/02/09	5518	91.98		91.98	N	0102	8073
101130	102402 00	01/29/09	277450	68.27	1.73	70.00	N	0101	8017
101494	103164 00	03/08/10	1234	363.16	6.96-	356.20	N	0101	1
101494	106721 00	03/08/10	1234	126.59		126.59	N	0101	1
101494	121482 00	03/08/10	1234	503.23		503.23	N	0101	1

F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Sel Term; Cmd-Exit Pgm: █

Figure 12- 4 List Checks

Adding Hot Checks (this feature is used only for checks that you have outstanding when you first begin using the RSSS Hot Check Program. All other checks will be listed here by following the proper procedure to back out and pay off checks).

To add a check, press the F6 key. You will now see the following screen, see Figure 12-5.

Badcheck Add

Date: █ _____ Amt: _____ Check Nbr: _____ Status: _
 Ticket Nbr: _____ Receipt Nbr: _____
 Cust Nbr: _____ Store Nbr: _____
 Payment Type: _ Emp Nbr: _____ Date Check Backed Out: _____
 Date Check Paid: _____

Date Check Written

Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm

Figure 12- 5 Adding a Check

Date Enter the date the check was written.

Amt Enter the amount the check was written for.

Check Nbr Enter the check number.

Status Enter the status. Options are shown on bottom of screen.

Ticket Nbr Enter the ticket number the check was written to make a payment on.

Receipt Nbr Enter the receipt number from the transaction.

Cust Nbr Enter the customers account number.

Store Nbr Enter the store number the check was written to.

Payment Type Enter the payment type (options available will be listed at the bottom of your screen).

Employee Nbr Enter the employee number of the employee who took the check.

Date Check Backed out Enter the date the check was backed out.

Date Check Paid Enter the date the check was paid.

When you have filled in all the applicable prompts, press the F9 key. You will now be prompted "Any More Changes". When this is answered "N", you will be returned to the Check Transaction Maintenance Screen. If you have completed entering all outstanding checks, press F8 to return to the menu.

How to back out a bad check using Take Payment (RP)

To back out a bad check, you need to go into Take Payments (RP). To get into this program, from your Store Home Menu select Daily Customer Service and then select Take a Payment or press the F10 key and at the command line type in "RP" and then press the enter key. Locate your customer as explained in [Lookup/Change/Add Customer Data](#). Once you select your customer, you will receive a Take Payments (RP) screen similar to Figure 12-6.

```

1
Name: SMITH , KATHLEEN Acct#: 100196 H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
COMPUTER 1286.86 2 16.00 3.00 3.20 2.46 40.66 3/13/10
Club Fee 63.64 2 2.75 0.39 5.89 3/13/10

Length 104 Terms W RTO Total Charge 5.89 0.00 Due 5.89
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
  
```

Figure 12- 6 Take Payments Screen

With your cursor next to any ticket, press the F3-ShowTic/BadChk key. Your screen will now change to resemble Figure 12-7.

```

Ticket Inquiry Late Receivables: 0.00
Ticket/Seq: 128322 @Agreement #: Source: DN I Bor:
Agrmt Type: X Pmt Term: W Cust Type: L Status: RTD
Agrmt Date: 9/29/09 Next Due: 3/13/10 Last Due: 11/07/09 Last Paid: 3/08/10
Pmt Amt: 16.00 Grp Amt: 1.60 ESP Amt: Tax Amt: 1.23
Deposit: 0.00 Del Amt: Agrmt Amt: 1,664.00 Agrmt Bal: 1,286.86
#Bad Cks: Clerk: 8017 Store: 101 Salesman: 8017 BalloonAmt: 0.00
Acct Mngr: 2Tax Code: Late Pmts: 2 Changed: 3/08/10 Balloon Pd:
Model Nbr Serial # Desc Pmt Spiff ESP Date
CLACEACRNBD2501102CE281601 COMPUTER LAPTOP MINI 8.00 9/29/09
CLHPC1101020NR CNU9386JS8 COMPUTER LAPTOP GOOD 8.00 9/29/09

Weekly Pmt/Ttl: 16.00 1664.00 Monthly Pmt/Ttl: 0.00 0.00
Enter-Prev Screen F3-Return Bad Check F4-Pay Bad Check F5-Help
  
```

Figure 12- 7 Take Payments Screen

Press the F3 key (Return Bad Check) again. The screen will change again and resemble Figure 12- 8.

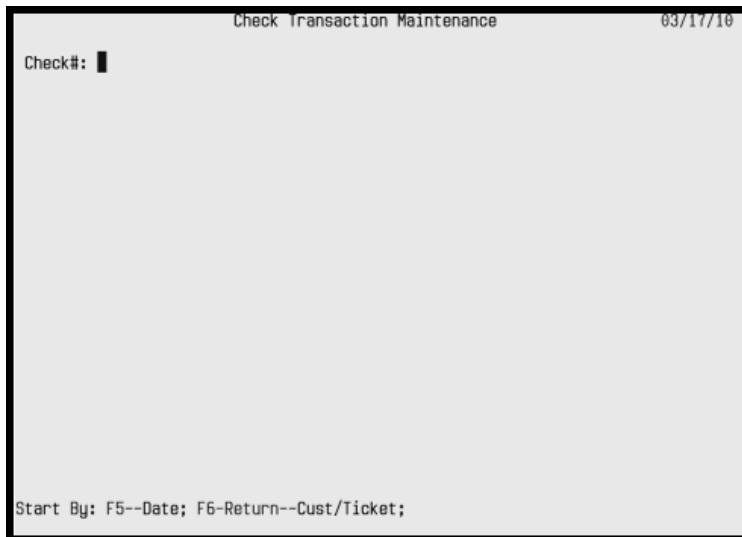


Figure 12- 8 Check Transaction Maintenance Screen

Enter the check number of the bad check and press the enter key. You will be prompted "List Only Open/Not Hot Checks: Y". If you want to see all checks, accept the default and press enter. If you only want to see checks that have been marked as hot, enter a N for no. The screen will once again change and resemble Figure 12-9. If you do not know the check number, press the enter key **twice** and the system will list the checks that have been taken on this account.

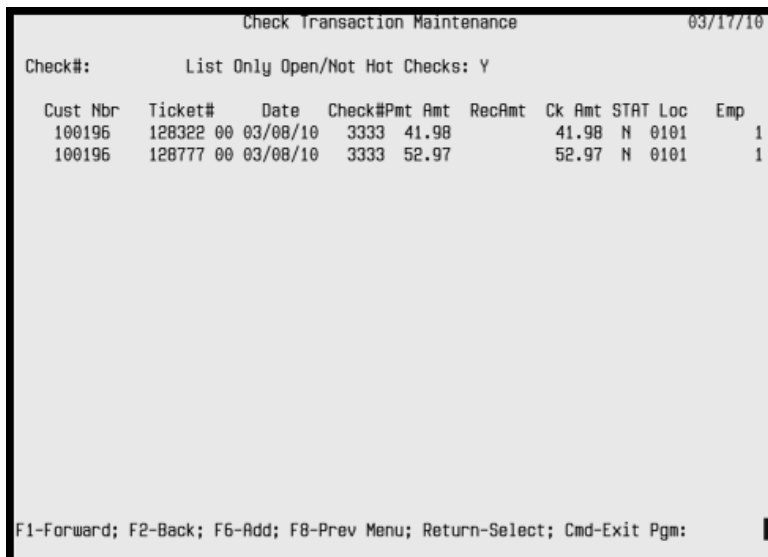


Figure 12- 9 Check Transaction Maintenance Screen listing customer's checks

Using the down arrow key (if necessary), position the cursor on the check you want to select and press the enter key. Enter a Y for yes to refund the bad check. You will be prompted "Returned check charge". If the company has this set up in your control files, the amount will be shown. If not, or if you want to change this figure, type in the return check charge and press the enter key. (Security authorization is

needed to be able to change this figure). The screen will change again and will resemble See Figure 12-10.

```

Check Transaction Maintenance                                03/17/10
Check#: List Only Open/Not Hot Checks: Y
Cust Nbr  Ticket#  Date  Check#Pmt Amt  RecAmt  Ck Amt  STAT Loc  Emp
100196    128322 00 03/08/10  3333  41.98
100196    128777 00 03/08/10  3333  52.97
Total Amt for Check Nbr 3333 is 94.95
Returned Ck Chg: 25.00
Enter 'Y' To Refund: Y
F1-Forward; F2-Back; F6-Add; F8-Prev Menu; Return-Select; Cmd-Exit Pgm:
  
```

Figure 12-10 Check Transaction Maintenance Screen refunding bad check

Under the "#P" (Payment field), the system will prompt 1-. Press the F9 key. The screen will again change and resemble Figure 12-11.

```

Ship: Ship To: 538976288
Name: SMITH, KATHLEEN Acct#: 100196 H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000128322 1286.86 1 35.35- 0.37- 3.54- 2.72- 41.98- 2/26/10
000128777 63.64 1 49.50- 3.47- 52.97-11/07/09

Total Due: 94.95- Amt Tendered:  Change: 0.00 Pmt Form: 5
Enter the amount customer is paying
F8-Back Out F4-2nd Pmt Form Mode Cmd-Exit Pgm
  
```

Figure 12-11 Take Payments Screen refunding bad check

Your cursor will be at the prompt "Amt Tendered". Leave this field blank and press the enter key. Your cursor will now be at the prompt "Pmt Form". The number 5 (Non Cash Refund) will default at this prompt automatically. Accept this default and press the enter key. You will be prompted for "Any More Changes" and the bad check number being refunded is also displayed. See Figure 12-12.

```

Ship:
Name: SMITH , KATHLEEN      Ship To: 538976288
Add: 8 ASTORIA AVENUE      Acct#: 100196      H Ph: (555)555-5555
City: ANYTOWN              TX XXXXX          PayDay:           W Ph: (555)555-5555
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P  Amt Other  Late  Grp  Esp  Tax Tot Due Due Date
000128322 1286.86 1 35.35- 0.37- 3.54- 2.72- 41.98- 2/26/10
000128777 63.64 1 49.50- 3.47- 52.97-11/07/09

Total Due: 94.95- Amt Tendered: Change: 0.00 Pmt Form: 5
Any More Changes? N Check Nbr: 3333
F8-Back Out CMD-Exit Program
  
```

Figure 12-12 Security Entry Screen continuing to refund bad check

Look the information over, if changes need to be made, enter a Y for yes. When this is answered with a N for no, you will be prompted "Reprint this receipt". If you need another copy, enter a Y for yes, if not, press the F9 key and your screen will be returned to the "Customer Maintenance Screen".

Notification that Customer has a Bad Check

When the customer comes in to make his/her next payment, the person at the counter will bring up the customer's account and a notification box will appear indicating that the customer has a Returned Check that needs to be collected on, see Figure 12-13.

```

Security Entry 03/17/10
Name: SMITH , KATHLEEN      Acct#: 100196      H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE      BTTC:           W Ph: (555)555-5555
City: ANYTOWN              TX XXXXX          PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P  Amt Other  Late  Grp  Esp  Tax Tot Due Due Date
COMPUTER 1322.21 4 16.00 3.00 6.40 4.93 78.33 2/26/10
Club Fee 14.14 20 2.75 3.85 58.85 11/07/09

Cust Has Returned Check On Open Tickets For The Amt Of: 94.95

F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
  
```

Figure 12-13 Security Entry Screen displaying bad check information

Paying off a bad check

When a customer is paying off a bad check, the employee will bring up the customer in Take Payments (RP). See Figure 12-14.

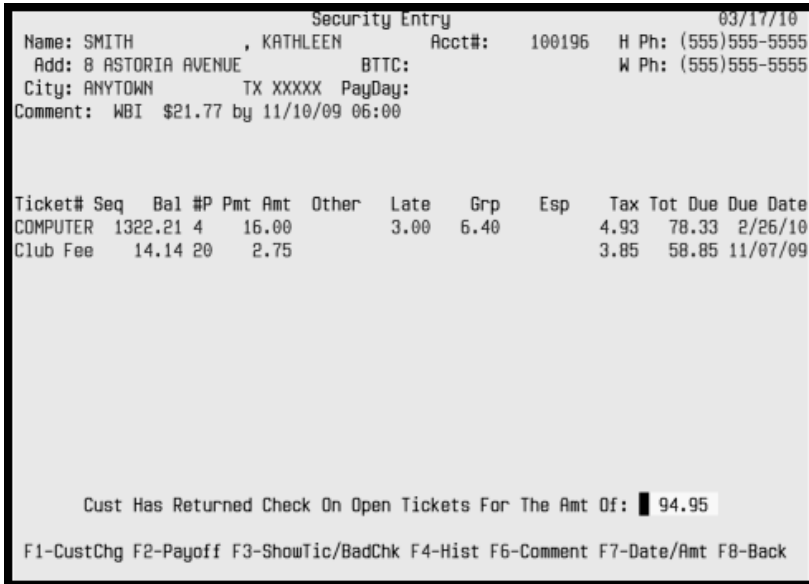


Figure 12-14 Security Entry Screen displaying bad check information

Press the enter key, see Figure 12-15.

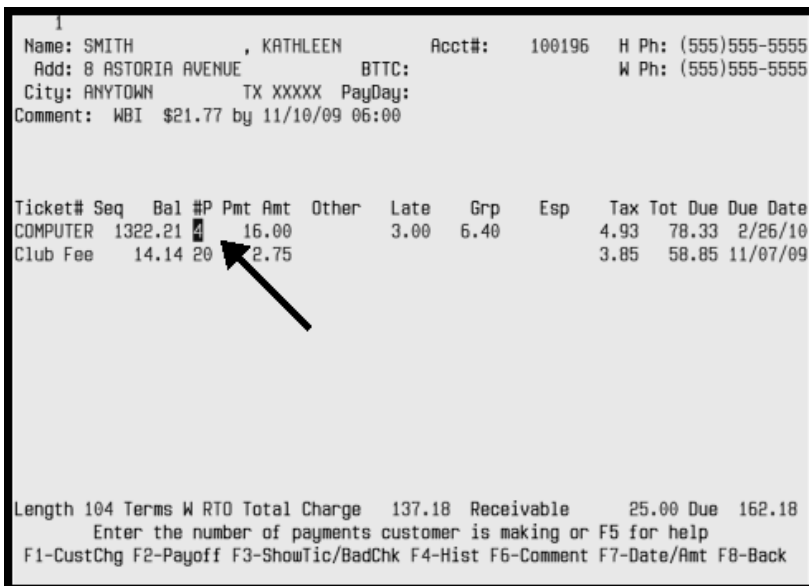


Figure 12-15 Ticket Payment Screen

With the cursor beside the payment that the bad check was taken on, press the F3-ShowTic/BadChk key. See Figure 12-16.

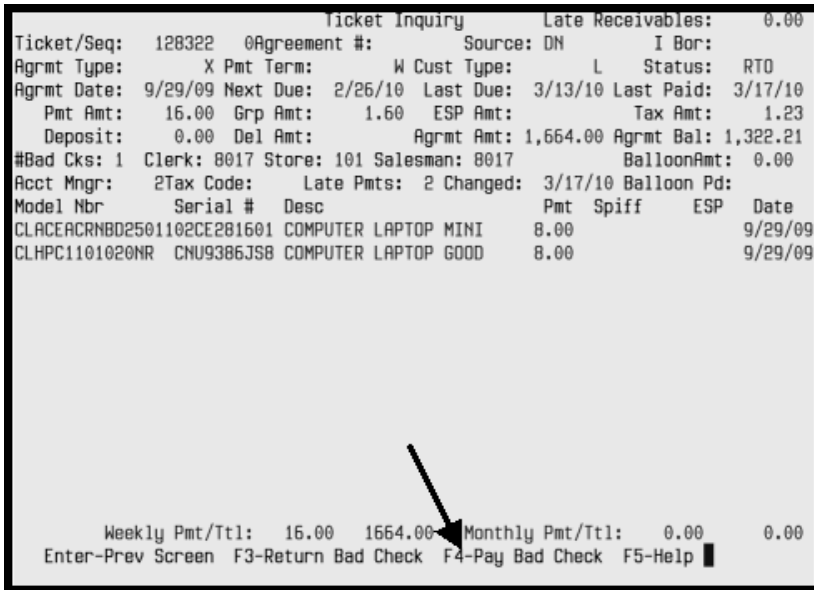


Figure 12-16 Ticket Inquiry Screen (Show ticket)

Press the F4 key (Pay Bad Check). The screen will change and resemble Figure 12-17.

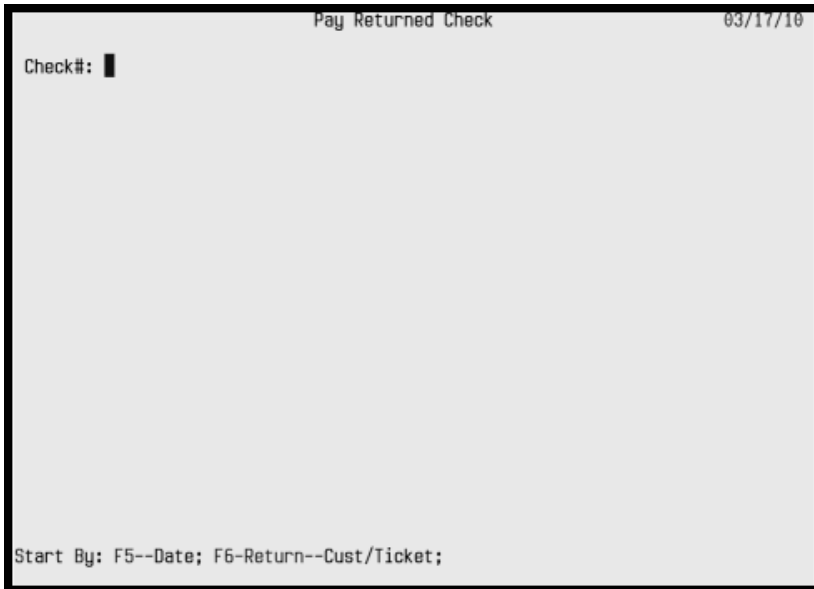


Figure 12-17 Pay Returned Check Screen

If the check number is unknown, you can view a listing of the checks by date by pressing the F5 key. You will be prompted "List only hot checks?" Since you are paying off a bad check, this should be answered with a Y for yes. The hot checks that have been written by this customer will now be listed on the screen, see Figure 12-18.

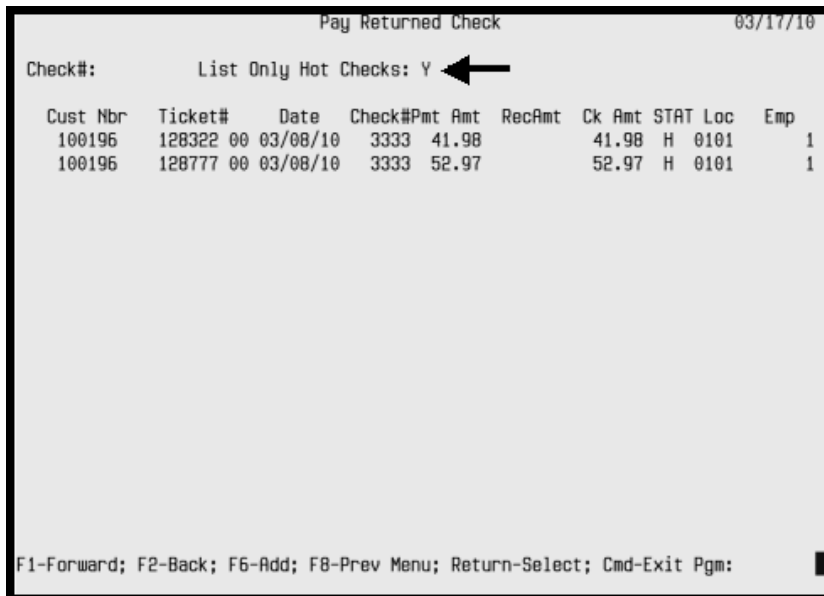


Figure 12-18 Pay Returned Check Screen

Using the arrow keys, move your cursor down beside the check that the customer is paying off and press the enter key. Your screen will change to resemble Figure 12-19.

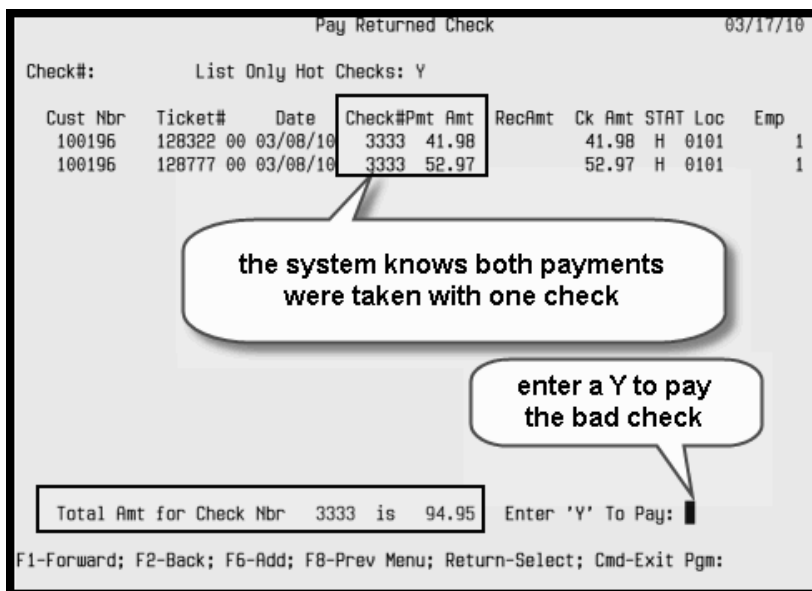


Figure 12-19 Pay Returned Check Screen

If this is the right check, enter a Y for yes. Your screen will automatically return to the regular payment screen, see Figure 12-20.

```

Ship:                               Ship To: 538976288
Name: SMITH , KATHLEEN              Acct#: 100196   H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE              BTTC:         W Ph: (555)555-5555
City: ANYTOWN                       TX XXXXX    PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P  Amt Other  Late  Grp  Esp  Tax Tot Due Due Date
000128322 1322.21 1 35.35      0.37 3.54      2.72 41.98 2/26/10
000128777 14.14 1 49.50                                3.47 52.97 11/07/09

Length 32 Terms W RTO Total Charge 94.95 Receivable 25.00 Due 119.95
Enter the number of payments customer is making or F5 for help
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
  
```

Figure 12-20 Take Payments Screen

Press the F9 key until your cursor is at the prompt "Amt Tendered". Press the enter key, see Figure 12-21. Your cursor will now be at the prompt "Pmt Form". Enter the number corresponding to the payment form the customer is using to pay this bad check.

```

Ship:                               Ship To: 538976288
Name: SMITH , KATHLEEN              Acct#: 100196   H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE              BTTC:         W Ph: (555)555-5555
City: ANYTOWN                       TX XXXXX    PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P  Amt Other  Late  Grp  Esp  Tax Tot Due Due Date
000128322 1322.21 1 35.35      0.37 3.54      2.72 41.98 3/13/10
000128777 14.14 1 49.50                                3.47 52.97 3/13/10

You Are In Pay Bad Check Mode
Total Due: 119.95 Amt Tendered: 119.95 Change: 0.00 Pmt Form:
Enter the amount customer is paying
F8-Back Out F4-2nd Pmt Form Mode Cmd-Exit Pgm
  
```

Figure 12-21 Take Payments Screen in bad check mode

Press the F9 key. You will be prompted for "Any More Changes". There will also be a prompt displaying the check number, see Figure 12-22.

```

Ship:                               Ship To: 538976288
Name: SMITH, KATHLEEN              Acct#: 100196   H Ph: (555)555-5555
Add: 8 ASTORIA AVENUE             BTTC:         W Ph: (555)555-5555
City: ANYTOWN TX XXXXX             PayDay:
Comment: WBI $21.77 by 11/10/09 06:00

Ticket# Seq Bal #P  Amt Other  Late  Grp  Esp  Tax Tot Due Due Date
000128322 1322.21 1 35.35 0.37 3.54 2.72 41.98 3/13/10
000128777 14.14 1 49.50 3.47 52.97 3/13/10

You Are In Pay Bad Check Mode
Total Due: 119.95 Amt Tendered: 119.95 Change: 0.00 Pmt Form: 1
Any More Changes? N Check Nbr: 3333
F8-Back Out CMD-Exit Program
  
```

Figure 12-22 Take Payments Screen in bad check mode

Look the information over, if you need to make changes, enter a Y for yes. When this is answered with a N for no, you will be prompted "Reprint this receipt". If you need another copy, enter a Y for yes, if not, press the F9 key and your screen will be returned to the "Customer Maintenance Screen" or the Security Entry Screen.

Check Report - CHECKRPT

To get into this program, press the F10 key off of any menu and at the command line type in "CHECKRPT". You will be prompted for printer or file pathname. Enter the correct information or press the enter key to accept the default. See [Introduction to Reports](#) for additional information about the printer/file pathname screen. You will now be prompted for "Separate Locations". Press the enter key to accept the default of N. You will see a screen similar to Figure 12-23.

```

CHECK REPORT
SELECT CUSTOMER TYPES: N
SELECT BY LOC OR LOC GROUPS: N

DATE CHECK BACKED OUT:           ENDING DATE: 3/18/10
DATE CHECK PAID:                 ENDING DATE: 3/18/10
DATE CHECK WRITTEN OFF:          ENDING DATE: 3/18/10
STARTING PAYMENT DATE:          ENDING DATE: 3/18/10
SELECT BY SALESMAN OR ACCT MGR: N

SELECT CHECK PAYMENT TYPES: 1
SELECT CHECK STATUS: N
SUMMARIZE BY CHECK: N

ENTER AN "N" OR A "Y"

```

Figure 12-23 Check Report

SELECT CUSTOMER TYPES Accept the default of N for no if you want all customer types. If this is answered with a Y for yes, you will then be prompted for **CUST TYPES**. You may enter up to sixteen different customer types.

SELECT BY LOC OR LOC GROUPS If you want to select by location(s) or location group(s), type Y for yes and enter the number here. The report will print only the information about the requested location(s) or location group(s). Enter up to ten store numbers. If all stores are needed (and you have the security authorization to do so) accept the default of N. If you have selected the report to run for more than one location, you will see the prompt **SORT BY LOCATION**. This gives you the option to run all stores together or have the report separate them by location.

DATE CHECK BACKED OUT/ENDING DATE Enter the date or date range when the check was backed out.

DATE CHECK PAID/ENDING DATE Enter the date or date range when the check was paid.

DATE CHECK WRITTEN OFF/ENDING DATE Enter the date or date range when the check was written off.

STARTING PAYMENT DATE/ENDING DATE Enter the starting and ending date the time period you want this report to show.

SELECT BY SALESMAN OR ACCT MGR If all salesmen or account managers are needed, press enter at the default of N for no. This option allows you to run the report by a particular salesperson or account manager. If you change this prompt to a Y, the default will change to a "1" and your options will be displayed on the bottom of the screen **(1) SELECT BY SALESMEN (2) SELECT BY ACCT MGRS**. Enter the number next to the option you want. If **(1) SELECT BY SALESMEN** was chosen, you will be prompted **SELECT WHICH SALESMAN NBR** then chose **(1) SALESMAN**



WHO ENTERED ACCT OR (2) SALESMAN WHO TOOK PAYMENT. The prompt will then change and read "SALESMAN" or "ACCT MGRS" depending on the option you chose. You may then select up to ten salesmen or account manager numbers. or date range when the check was backed out. If you have selected more than one salesman or account manager you will see the prompt **SORT BY SALESMEN/ACCT MGRS**. Default is N for no. If you change to a Y, the report will group ata by salesman or account manager. If you are running an **Exception report**, you should answer with a Y for yes to sort. If you choose to sort the report by store and by salesman/account manager, the report will be printed by salesman/account manager sorted within the store.

SELECT PAYMENT TYPES Select the payment types for checks that you want to see on the report.

- 1) ALL CHKS
- 2) RTO PMTS
- 3) AR PMTS
- 4) LOAN PMTS
- 5) SALES
- 6) EMPL CHKS

SELECT CHECK STATUS If you want to select the check status, enter Y. You will be prompted **STATUSES**.

- H = HOT
- N = NOT HOT
- W = WRITTEN OFF
- P = PAID

SUMMARIZE BY CHECK If you want the report summarized by check, enter a Y. If not, enter an N.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with a N for no, the report will begin counting records and will print to the printer or file pathname you designated earlier in this check report process. See Figure 12-24 for a check report example.

CUSTOMER		RECEIPT	CHECK	CHECK	TICKET	CHECK	CHECK	DATE	DATE	EMPLOYEE
NUMBER	CUSTOMER NAME	NUMBER	NUMBER	AMOUNT	NUMBER	STATUS	DATE	CHECK BACKED OUT	CHECK PAID	NUMBER
100088	MCDONALD, JAMES	30430	12	112.50	100110	N	7/30/08			8019
100196	SMITH, KATHLEEN	70979	3333	41.98	128322	H	3/08/10	3/17/10		1
100196	SMITH, KATHLEEN	70980	3333	52.97	128777	H	3/08/10	3/17/10		1
101130	STEVENS, PAULA	45402	277450	70.00	102402	N	1/29/09			8017
101494	SMITH, HAROLD	70973	1234	356.20	103164	N	3/08/10			1
101494	SMITH, HAROLD	70974	1234	126.59	106721	N	3/08/10			1
101494	SMITH, HAROLD	70975	1234	503.23	121482	N	3/08/10			1
101494	SMITH, HAROLD	70976	1234	101.87	122931	N	3/08/10			1
101494	SMITH, HAROLD	70977	1234	130.06	130692	N	3/08/10			1
107796	BARBER, LARRY	70981	1101	10.49	130698	N	3/09/10			998
107796	BARBER, LARRY	70982	1101	19.48	130699	N	3/09/10			998
108546	GOODALES, WESLEY	231	8717	149.27	120094	N	4/08/09			8019
108546	GOODALES, WESLEY	234	8718	99.51	120109	N	4/08/09			8019
108546	GOODALES, WESLEY	239	8720	444.05	120230	N	4/10/09			8011
108546	GOODALES, WESLEY	242	8729	449.94	120339	N	4/14/09			80213
HOT CHECK TOTAL :		94.95								
NOT HOT CHECK TOTAL :		2573.19								
CHECK REPORT TOTAL :		2668.14								

Figure 12-24 Check Report Example