

Chapter 10 - Looking Up Closed Tickets - CLOSEINQ

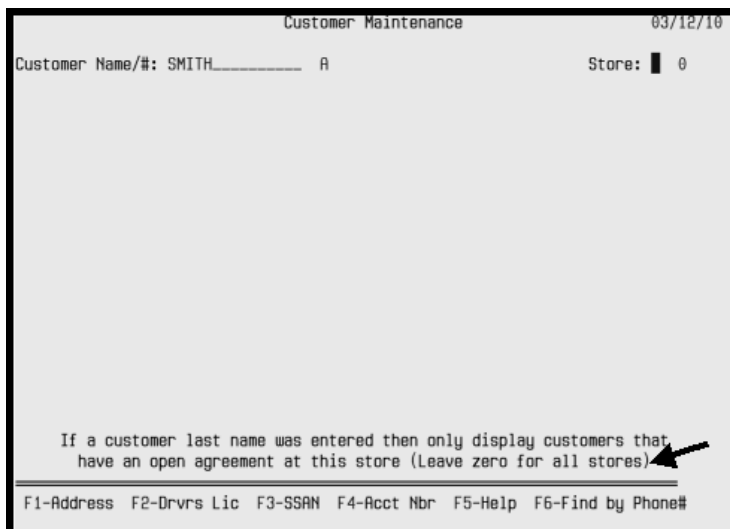
This program will allow you to inquire on customer agreements that are closed, view date closed, closed reason, payment history and ticket details.

To inquire on closed agreements, select "Inquire Closed Agreements" from the RTO Customer Menu or press the F10 key and at the command line type in "CLOSEINQ".

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.

The next screen to appear is the Customer Maintenance Screen. For detailed information on this screen refer to [Add/Change/Lookup Customer Data, pages 1-4](#).

When looking up a customer record by last name, leave the store number 0 (zero) to capture all customers who fall in this criteria. See Figure 10-1.



Customer Maintenance 03/12/10
Customer Name/#: SMITH_____ A Store: 0

If a customer last name was entered then only display customers that have an open agreement at this store (Leave zero for all stores)

F1-Address F2-Drvr Lic F3-SSAN F4-Acct Nbr F5-Help F6-Find by Phone#

Figure 10- 1 Customer Lookup Screen

When doing a customer lookup and the customer listing appears, highlight the customer to inquire on. You can choose the F3-AR/RTO History key to view a brief history of open and closed tickets on a customer. See Figure 10-2 and Figure 10-3.

Customer Maintenance 03/17/10

Customer Name/#: SMITH A

Loc	Acct Nbr	Last Name	First Name	Address	DL# Or City	SSAN
	105679	SMITH	ALESHIA	146 BRADFORD ST	ANYTOWN	0001
* 114	111310	SMITH	ALICIA	2C LILTH FAIR	ANYTOWN	0001
	102405	SMITH	AMANDA	123 ABC LANE	ANYTOWN	0001
* 102	111586	SMITH	APRIL	116 WASHINGTON S	ANYTOWN	0001
* 101	100107	SMITH	AUDREY	9 ROBIN DRIVE	ANYTOWN	0001
* 109	106343	SMITH	AUTUMN	PO BOX 233	ANYTOWN	0001
	107733	SMITH	BARBARA	132 MAIN ST	ANYTOWN	0001
* 106	110778	SMITH	BENJAMIN	650 CR 31	ANYTOWN	0001
	109697	SMITH	BETHANY	3 S. DELAWARE UN	ANYTOWN	0001
* 101	101322	SMITH	CHARLES	687 SHERMAN AVE	ANYTOWN	0001
	111409	SMITH	DANIELLE	298 RIDGE STREET	ANYTOWN	0001
* 111	107755	SMITH	DAVE	8306 E FLOYD RD	ANYTOWN	0001
* 103	103329	SMITH	DAVID	37 LANCASTER 1ST	ANYTOWN	0001
* 109	104599	SMITH	DAWN	1111 CTY RTE 35	ANYTOWN	0001
	111058	SMITH	DENISE	2285 HWY 420	ANYTOWN	0001

F1-Next Page F2-Prev Page F3-AR/RTO Hist F4-Chg F6-Add

Figure 10- 2 Lookup Customer Account History Screen

Customer Maintenance 03/12/10

Customer Name: SMITH , AUTUMN
 RTO Recv Amt:
 Comment:
 PAYS 2 WEEKS

Ticket Nbr	Seq	Open/ Nbr	Times Closed	Agreemnt Late	Next Date	Due Date	Cust Typ	Closed Reason	Closed Date
113873	0	C	0	11/26/08	11/26/08	L	REQUESTED PICKU	11/26/08	
113885	0	O	11	11/26/08	11/14/09	L			
113887	0	O	11	11/28/08	11/14/09	L			

Press Return To Continue: █

Figure 10- 3 View Customer Account History Screen

After you have selected the customer, the next prompt will be "Ticket Nbr: ".

If you know the ticket number, you can type it in and press enter. Other options for viewing/selecting a closed ticket on a customer are to press the enter key and a listing of closed tickets will appear; then, using your arrow keys, highlight the correct ticket and press the enter key or simply press the F3 key to list the closed tickets on the customer. See Figure 10-4.

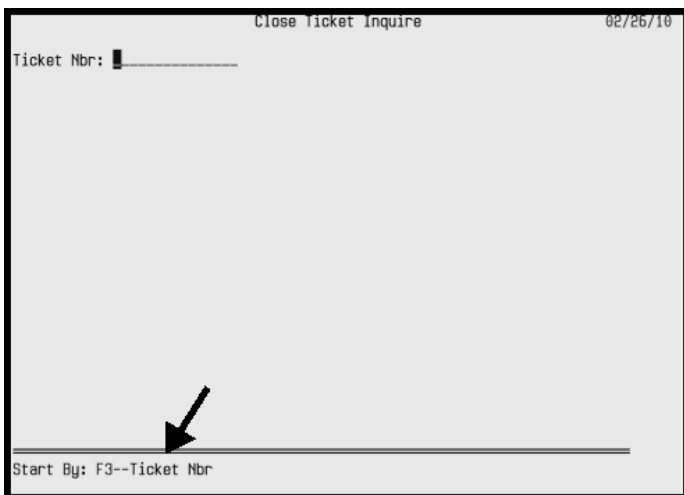


Figure 10- 4 Close Ticket Inquire Screen

Once you have highlighted the correct ticket, you can view the ticket details by pressing the enter key twice. See Figure 10-5.

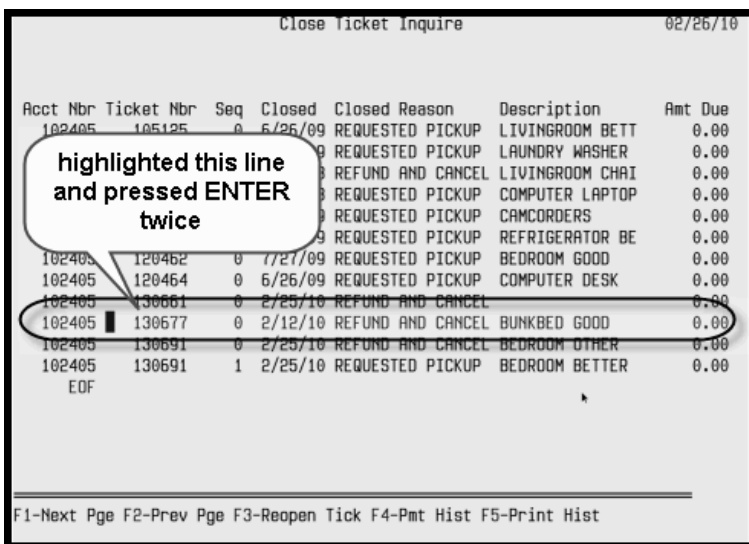


Figure 10- 5 Close Ticket Inquire Screen with closed tickets listed

The first page of the ticket inquiry includes the following:

1. Customer Name
2. Account Number
3. Ticket Number and Sequence Number (if the item has been open and closed more than once you will have the same ticket number with a different sequence number).
4. Closed Reason
5. Closed Date
6. Salesmen Nbrs of who processed the agreement.
7. Employee Number of who closed the agreement.

See Figure 10-6.

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Close Ticket Inquire                                02/26/10
Name: SMITH          , AMANDA          Acct#: 102405 Ticket#: 130677
Closed Reason: REFUND AND CANCEL      Closed Date: 2/12/10

Salesmen Nbrs: 1                      Agreemnt Nbr: 0
Acct Mgr Nbr: 1                      Agreemnt Date: 2/12/10
Store Nbr: 101                        Source: DN
Cust Type: L                          Agreemnt Type: C
Tax Code: 0                            Pmt Terms: W
Closed By: 9                           Deposit Amt: 0.00
# BOR Items:                            # Times Late: 0

Return For Next Screen: █

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

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Figure 10- 6 Close Ticket Inquire Screen with closed ticket data

Your cursor will be next to the prompt "Return For Next Screen". Press the enter key and the second screen will appear with more information about this closed ticket. The second page of the ticket inquiry includes the payment amount information and the inventory items that were on the closed agreement. See Figure 10-7.

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Close ticket Inquire                                02/26/10
Name: SMITH          , AMANDA          Acct#: 102405 Ticket#: 130677
Closed Reason: REFUND AND CANCEL      Closed Date: 2/12/10
Rate Of Pmt: 30.69 Rate Of Grp: 3.07 Rate Of ESP: 0.00
Rate Of Tax: 2.36 Ttl Reg Due: 36.12 Next Pmt Due: 2/12/10
Agreemnt Amt: 1,595.88 Agreemnt Bal: 1,595.88 Balloon Pmt:
Model Nbr      Serial Nbr      Pmt Amt      Revenue      Agreemnt Date
FBASHB190-59   100810       30.69
Return For Next Screen: █

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

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Figure 10- 7 Close Ticket Inquire Second Screen with closed ticket data

By pressing the enter key, the system will return you to the listing screen as seen in Figure 10-5.

If you have the security authorization to do so, you can reopen the ticket by using your arrow keys and highlighting the closed ticket and press F3-Reopen Tick key. See Figure 10-8.

Close Ticket Inquire 03/01/10

Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due
102405	105125	0	6/26/09	REQUESTED PICKUP	LIVINGROOM BETT	0.00
102405	109081	0	6/26/09	REQUESTED PICKUP	LAUNDRY WASHER	0.00
102405	109710	0	9/17/08	REFUND AND CANCEL	LIVINGROOM CHAI	0.00
102405	110709	0	10/14/08	REQUESTED PICKUP	COMPUTER LAPTOP	0.00
102405	117015	0	7/27/09	REQUESTED PICKUP	CAMCORDERS	0.00
102405	119152	0	7/27/09	REQUESTED PICKUP	REFRIGERATOR BE	0.00
102405	120462	0	7/27/09	REQUESTED PICKUP	BEDROOM GOOD	0.00
102405	120464	0	6/26/09	REQUESTED PICKUP	COMPUTER DESK	0.00
102405	130661	0	2/25/10	REFUND AND CANCEL		0.00
102405	130677	0	2/12/10	REFUND AND CANCEL	BUNKBED GOOD	0.00
102405	130691	0	2/25/10	REFUND AND CANCEL	BEDROOM OTHER	0.00
102405	130691	1	2/25/10	REQUESTED PICKUP	BEDROOM BETTER	0.00
EOF						

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F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist

Figure 10- 8 Close Ticket Inquire Screen Function Key 3 Reopen Ticket

Also from the closed tickets listing screen, you can view a history of payments made on that ticket by pressing F4-Pmt Hist key. See Figure 10-9 and Figure 10-10.

Close Ticket Inquire 02/26/10

Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due
102405	105125	0	6/26/09	REQUESTED PICKUP	LIVINGROOM BETT	0.00
102405	109081	0	6/26/09	REQUESTED PICKUP	LAUNDRY WASHER	0.00
102405	109710	0	9/17/08	REFUND AND CANCEL	LIVINGROOM CHAI	0.00
102405	110709	0	10/14/08	REQUESTED PICKUP	COMPUTER LAPTOP	0.00
102405	117015	0	7/27/09	REQUESTED PICKUP	CAMCORDERS	0.00
102405	119152	0	7/27/09	REQUESTED PICKUP	REFRIGERATOR BE	0.00
102405	120462	0	7/27/09	REQUESTED PICKUP	BEDROOM GOOD	0.00
102405	120464	0	6/26/09	REQUESTED PICKUP	COMPUTER DESK	0.00
102405	130661	0	2/25/10	REFUND AND CANCEL		0.00
102405	130677	0	2/12/10	REFUND AND CANCEL	BUNKBED GOOD	0.00
102405	130691	0	2/25/10	REFUND AND CANCEL	BEDROOM OTHER	0.00
102405	130691	1	2/25/10	REQUESTED PICKUP	BEDROOM BETTER	0.00
EOF						

F1-Next Pge F2-Prev Pge F3-Reopen Tick **F4-Pmt Hist** F5-Print Hist

Figure 10- 9 Close Ticket Inquire Screen Function Key 4 Payment History

Rental Pmts History For AMANDA SMITH Tick 130677 Next Due: 2/12/10

Pay Date	Due Date	Next Due	St	Rcpt #	Amount	Tax	Other	TotPay	Bal	T	Pf	Slm
2/12/10	2/12/10	2/12/10	1010070840	1595.88				1595.88		4	1	0
2/12/10	2/19/10M	2/12/10	1010070839	30.68	-2.36	-3.07		36.11-1595.88		3	6	0
2/12/10	2/12/10M	2/19/10	1010070838	30.68	-2.36	-3.07		36.11 1565.20		3	1	0
2/12/10	2/12/10	2/19/10	1010070837	1595.88-				1595.88-1595.88		5	5	0

NO MORE PAYMENT RECORDS
 F1-Forward F2-Back F4-Reverse Display Order Return-Select

Figure 10-10 Close Ticket Inquire Screen Function Payment History

Pressing the F5-Print Hist key on a ticket from the closed listing screen will print the payment history on that ticket. See Figure 10-11.

Close Ticket Inquire 02/26/10

Acct Nbr	Ticket Nbr	Seq	Closed	Closed Reason	Description	Amt Due
102405	105125	0	6/26/09	REQUESTED PICKUP	LIVINGROOM BETT	0.00
102405	109081	0	6/26/09	REQUESTED PICKUP	LAUNDRY WASHER	0.00
102405	109710	0	9/17/08	REFUND AND CANCEL	LIVINGROOM CHAI	0.00
102405	110709	0	10/14/08	REQUESTED PICKUP	COMPUTER LAPTOP	0.00
102405	117015	0	7/27/09	REQUESTED PICKUP	CAMCORDERS	0.00
102405	119152	0	7/27/09	REQUESTED PICKUP	REFRIGERATOR BE	0.00
102405	120462	0	7/27/09	REQUESTED PICKUP	BEDROOM GOOD	0.00
102405	120464	0	6/26/09	REQUESTED PICKUP	COMPUTER DESK	0.00
102405	130651	0	2/25/10	REFUND AND CANCEL	BEDROOM OTHER	0.00
102405	130677	0	2/12/10	REFUND AND CANCEL	BUNKBED GOOD	0.00
102405	130691	0	2/25/10	REFUND AND CANCEL	BEDROOM OTHER	0.00
102405	130691	1	2/25/10	REQUESTED PICKUP	BEDROOM BETTER	0.00

EDF

F1-Next Pge F2-Prev Pge F3-Reopen Tick F4-Pmt Hist F5-Print Hist

Figure 10-11 Close Ticket Inquire Screen Function Key 5 Print Payment History