Chapter 13 – Collections (Past Due Accounts)

On Screen Collections - TICKDUE

The On Screen Collections module or what is referred to as the TICKDUE program is used for on-screen collections. It gives you the ability to practically eliminate the use of past due lists and file folders.

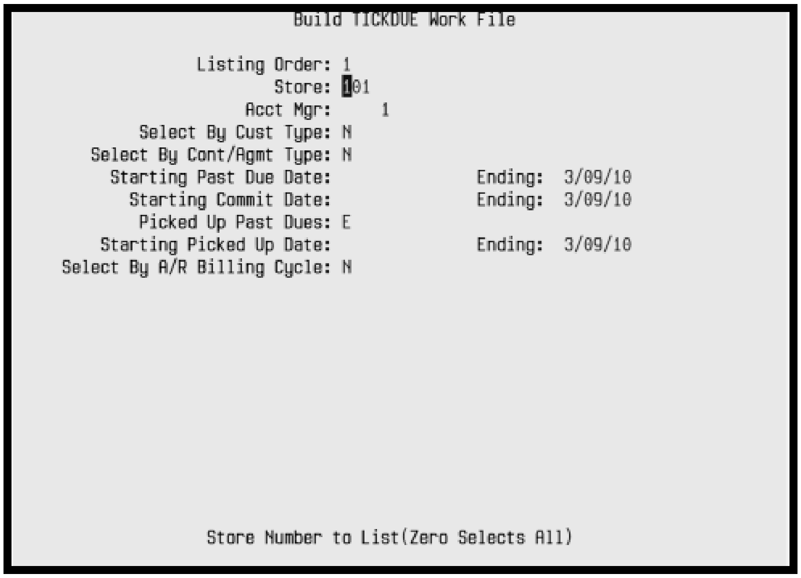
Within this program module, you can handle chase cards and past due letters, make customer information updates while you are talking on the phone with them, add/update comments, enter customer commitments, print commitment reports and print the past due letters.

To get into this program, select “Collections” off the Store Home menu, then select “On Screen Collections” off the Retainment menu or press the F10 key off of any menu to get to the command line and type in “TICKDUE” and press the enter key.

You will now see a screen like Figure 13-1 with the question Build a New Work File? This is answered with a Y or N.

Figure 13- 1 List Past Due Accounts Screen

The purpose of building a new work file is to get a current list of customers based on the criteria you select. If you answer the question with an N, you will be able to continue working on the last file you built. If you answer the question with a Y, the next screen will prompt you for the “Printer or File Pathname”. See *Introduction to Reports* for additional information about the printer/file pathname screen. After entering the printer or file pathname, press the enter key. You will see a screen similar to Figure 13-2.



Build TICKDUE Work File

Listing Order: 1
Store: 001
Acct Mgr: 1
Select By Cust Type: N
Select By Cont/Agmt Type: N
Starting Past Due Date: Ending: 3/09/10
Starting Commit Date: Ending: 3/09/10
Picked Up Past Dues: E
Starting Picked Up Date: Ending: 3/09/10
Select By A/R Billing Cycle: N

Store Number to List(Zero Selects All)

Figure 13- 2 Build TICKDUE Work File

LISTING ORDER
1 = Customer Name
2 = Oldest Due
3 = Payment Amount Due
4 = Earliest Due

STORE If you want all stores customer accounts listed, leave blank. If you only want a specific stores accounts listed, enter the store number.

ACCT MGR If you want all account managers (routes) listed, enter a 0 (zero). If you only want to list a specific account manager's customers, enter that account manager's number.

SELECT BY CUST TYPE Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter up to ten different customer types. If you want all customer types, accept the default by pressing the enter key. If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the enter key.

SELECT BY AGMT/CONT TYPE Defaults to N for no. If you want all contract types press the enter key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "AGMT/CONT TYPES". You may enter up to ten different Agreement/Contract types If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the enter key.

STARTING PAST DUE DATE/ENDING Enter the earliest and latest due date you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

STARTING COMMIT DATE/ENDING Enter the earliest and latest commitment dates you want listed on the screen. If you want all dates, enter 01/01/80 to 12/31/79.

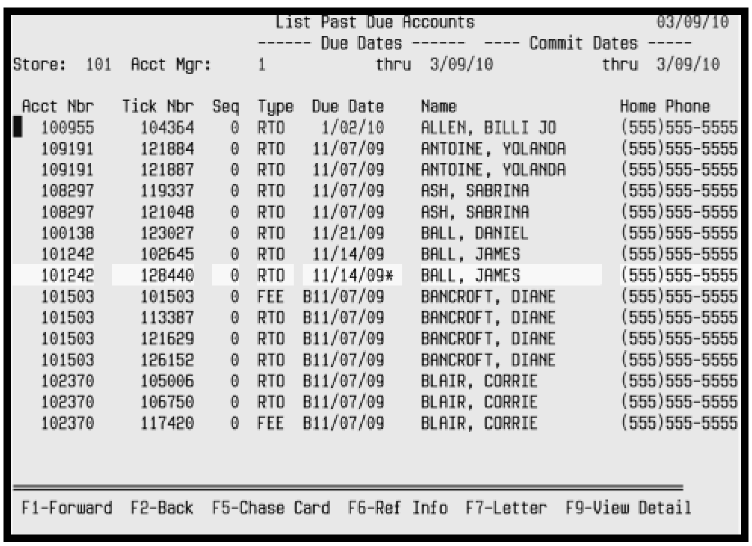
PICKED UP PAST DUES You have the option to list/collect on customers that have returned merchandise with a balance due. The system default is E to exclude those customers accounts.

I = Include
E = Exclude
O = display only the accounts that have been picked up past dues.

STARTING PICKED UP DATE/ENDING If an "I" or "O" was entered in the "Picked Up Past Dues" prompt, enter the earliest and latest picked up dates you want the system to use or enter 01/01/80 to 12/31/79 to show all dates.

SELECT BY A/R BILLING CYCLE If you use revolving charge billing cycles, you may select a specific billing cycle by pressing Y. You may enter up to five different billing cycles. If you do not use billing cycles or if you want all, accept the default of (N)o.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the system will begin counting records. When this has completed, your screen will change to resemble Figure 13-3.


List Past Due Accounts 03/09/10
------ Due Dates ------ ---- Commit Dates -----
Store: 101 Acct Mgr: 1 thru 3/09/10 thru 3/09/10

Acct Nbr	Tick Nbr	Seq	Type	Due Date	Name	Home Phone
100955	104364	0	RTO	1/02/10	ALLEN, BILLI JO	(555)555-5555
109191	121884	0	RTO	11/07/09	ANTOINE, YOLANDA	(555)555-5555
109191	121887	0	RTO	11/07/09	ANTOINE, YOLANDA	(555)555-5555
108297	119337	0	RTO	11/07/09	ASH, SABRINA	(555)555-5555
108297	121048	0	RTO	11/07/09	ASH, SABRINA	(555)555-5555
100138	123027	0	RTO	11/21/09	BALL, DANIEL	(555)555-5555
101242	102645	0	RTO	11/14/09	BALL, JAMES	(555)555-5555
101242	128440	0	RTO	11/14/09*	BALL, JAMES	(555)555-5555
101503	101503	0	FEE	B11/07/09	BANCROFT, DIANE	(555)555-5555
101503	113387	0	RTO	B11/07/09	BANCROFT, DIANE	(555)555-5555
101503	121629	0	RTO	B11/07/09	BANCROFT, DIANE	(555)555-5555
101503	126152	0	RTO	B11/07/09	BANCROFT, DIANE	(555)555-5555
102370	105006	0	RTO	B11/07/09	BLAIR, CORRIE	(555)555-5555
102370	106750	0	RTO	B11/07/09	BLAIR, CORRIE	(555)555-5555
102370	117420	0	FEE	B11/07/09	BLAIR, CORRIE	(555)555-5555

F1-Forward F2-Back F5-Chase Card F6-Ref Info F7-Letter F9-View Detail

Figure 13- 3 List Past Due Accounts

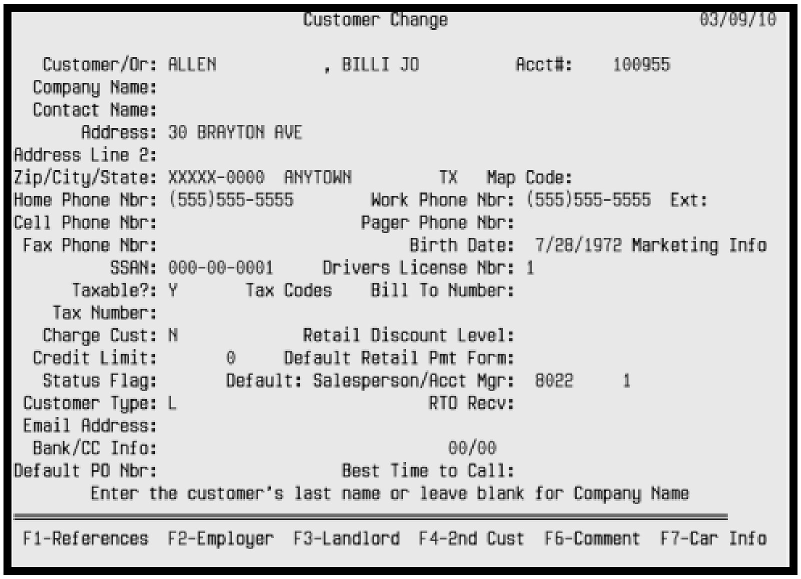
HIGHLIGHT CODES AND MEANINGS

! = Customer is late on First payment
***** = First time customer has ever been late
C = Commitment to pay by date
B = Broken commitment to pay
H = Hot Check Outstanding

At the bottom of the screen, please note the prompts:
F1 – FORWARD If you want a customer who is not listed on this page, you can press the F1 key to see the next page.
F2 – BACK If you should pass up a customer you want, you can press the F2 key to go the previous screen listing.

F5 - CHASE CARD Position the cursor on a single customer and press the F5 key. This will print a chase card with the details of the account including the last 3 payments made.

F6 - REF INFO If you wish to see the reference information on the highlighted customer, press the F6 key and the screen will change to resemble Figure 13-4.



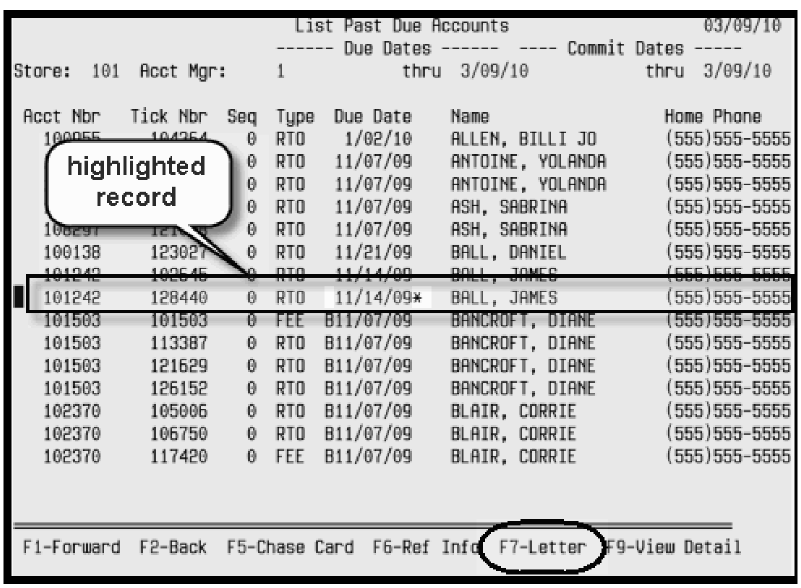
```
                         Customer Change                        03/09/10

   Customer/Or: ALLEN           , BILLI JO         Acct#:    100955
  Company Name:
  Contact Name:
       Address: 30 BRAYTON AVE
Address Line 2:
Zip/City/State: XXXXX-0000  ANYTOWN        TX   Map Code:
Home Phone Nbr: (555)555-5555       Work Phone Nbr: (555)555-5555  Ext:
Cell Phone Nbr:                    Pager Phone Nbr:
 Fax Phone Nbr:                         Birth Date:  7/28/1972 Marketing Info
          SSAN: 000-00-0001     Drivers License Nbr: 1
      Taxable?: Y       Tax Codes     Bill To Number:
    Tax Number:
   Charge Cust: N             Retail Discount Level:
  Credit Limit:       0     Default Retail Pmt Form:
   Status Flag:       Default: Salesperson/Acct Mgr:  8022     1
 Customer Type: L                         RTO Recv:
 Email Address:
  Bank/CC Info:                              00/00
Default PO Nbr:                  Best Time to Call:
        Enter the customer's last name or leave blank for Company Name

 F1-References  F2-Employer  F3-Landlord  F4-2nd Cust  F6-Comment  F7-Car Info
```

Figure 13- 4 Customer Change Screen

From this screen, you can access any references this customer has on file by using the function keys listed at the bottom of the screen. You can also update the customer's address, phone number and other information as you are talking to them on the phone. Press the F9 key to update the changes you have made to the customer record and you will be returned to the listing.




```
                        List Past Due Accounts                    03/09/10
                      ------ Due Dates ------  ---- Commit Dates -----
Store:  101  Acct Mgr:    1           thru  3/09/10            thru  3/09/10

 Acct Nbr   Tick Nbr  Seq  Type  Due Date    Name                  Home Phone
                        0  RTO    1/02/10    ALLEN, BILLI JO       (555)555-5555
                        0  RTO   11/07/09    ANTOINE, YOLANDA      (555)555-5555
                        0  RTO   11/07/09    ANTOINE, YOLANDA      (555)555-5555
                        0  RTO   11/07/09    ASH, SABRINA          (555)555-5555
                        0  RTO   11/07/09    ASH, SABRINA          (555)555-5555
   100138    123027     0  RTO   11/21/09    BALL, DANIEL          (555)555-5555
   101242    102645     0  RTO   11/14/09    BALL, JAMES           (555)555-5555
   101242    128440     0  RTO   11/14/09*   BALL, JAMES           (555)555-5555
   101503    101503     0  FEE  B11/07/09    BANCROFT, DIANE       (555)555-5555
   101503    113387     0  RTO  B11/07/09    BANCROFT, DIANE       (555)555-5555
   101503    121629     0  RTO  B11/07/09    BANCROFT, DIANE       (555)555-5555
   101503    126152     0  RTO  B11/07/09    BANCROFT, DIANE       (555)555-5555
   102370    105006     0  RTO  B11/07/09    BLAIR, CORRIE         (555)555-5555
   102370    106750     0  RTO  B11/07/09    BLAIR, CORRIE         (555)555-5555
   102370    117420     0  FEE  B11/07/09    BLAIR, CORRIE         (555)555-5555

 F1-Forward  F2-Back  F5-Chase Card  F6-Ref Info  F7-Letter  F9-View Detail
```

Figure 13- 5 List Past Due Accounts Screen F7 Letter Screen

F7 - LETTER

There are a few other settings within the F7 selection. If your company uses laser letters (this is an optional module), your screen will look similar to Figure 13-6, once you have the window open, use your arrow keys to highlight the letter of choice and press the enter key.

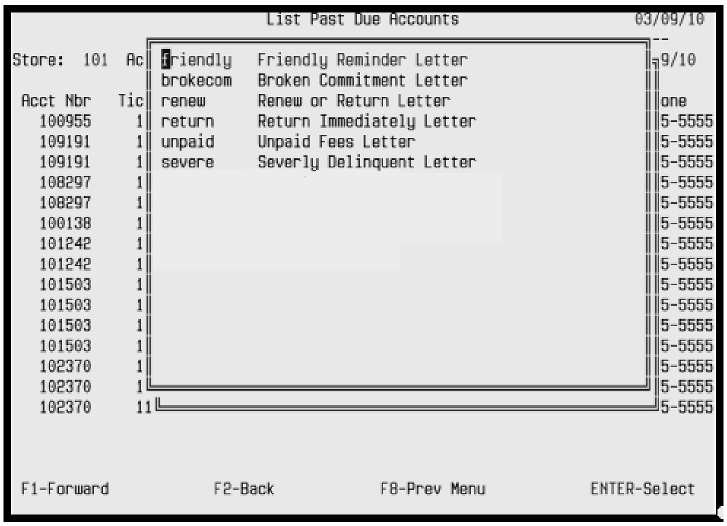


Figure 13- 6 List Past Due Accounts Screen with F7 Letter Window

If your company uses the standard text letters and you do NOT have the security to add, change or delete letters, your screen will look similar to Figure 13-7. Use your arrow keys to highlight the letter of choice and press S to select it.

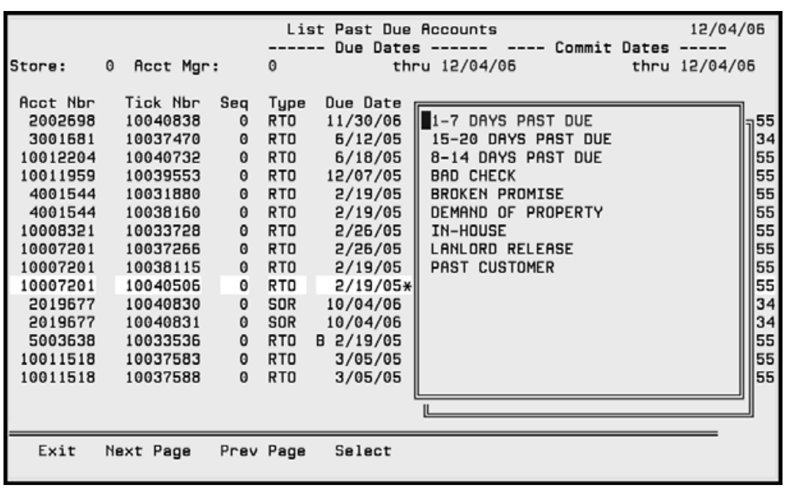


Figure 13- 7 List Past Due Accounts Screen with F7 Letter Window to print a letter

If your company uses the standard text letters and you DO have the security to add, change or delete letters, your screen will look similar to Figure 13-8. Press the appropriate letter depending on what you want to do.

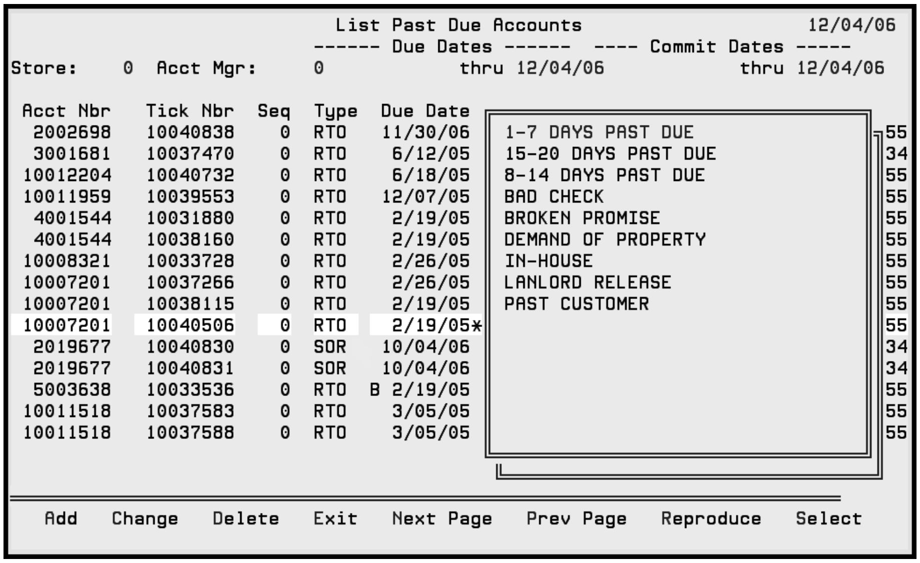


Figure 13- 8 List Past Due Accounts Screen with F7 Letter Window to add, change or delete Letters

A – ADD A LETTER allows you to add a new letter.
C – CHANGE A LETTER allows you to change an existing letter.
D – DELETE A LETTER allows you to delete an existing letter.
E – EXIT takes you back to the previous screen – out of the letter window.
NEXT PAGE advances to the next available window for more letters.
PREV PAGE takes you back to the previous window of available letters.
REPRODUCE allows you to copy an existing letter from the window to a different name.

SELECT will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

To prompt the corresponding customer/account information to print on the letters you must use the following values when adding or editing letters.

Example :	$CUSTOMERNAME	prints the Customer First and Last name.
	$ADDRESS1	prints the first address line
	$ADDRESS2	prints the second address line
	$CITY	prints the City
	$STATE	prints the State
	$ZIP	prints the zip code
	$DEAR-FNAME	prints Dear (customer First name)
	$DATE	prints the current date

You can also do the following

$CITY-STATE-ZIP	this will print the City State and zip code on one line

F9 - VIEW DETAIL If you wish to see the details on the customer's account, press the F9 key and the screen will change to resemble Figure 13-9.

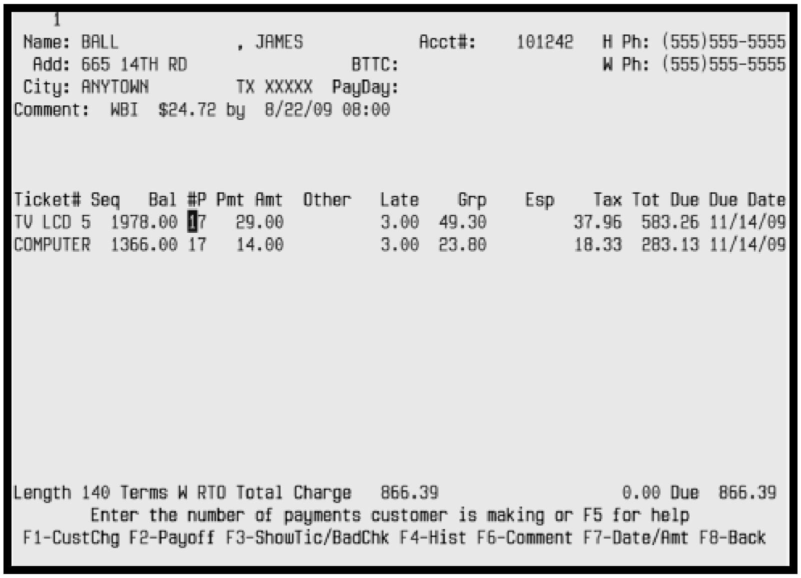


Figure 13- 9 View details on customer account

From this screen, you can F1 - change customer data, F2 - calculate payoff, F3 - show ticket, F4 - show history, F5 - enter comment, F6 – Comment, F7 - Date/amt or F8 - go back to the previous screen.

Customer Commitment

While in View Detail, you can **press the F6-Comment key twice** and you will get a screen with a list of comments for that customer. See Figure 13-10.

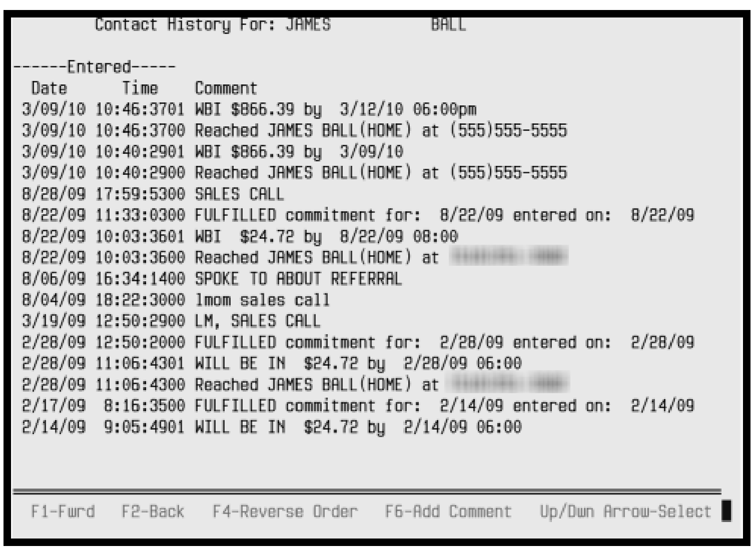


Figure 13-10 Enter customer commitment comment and date

At this point, you can review previous comments made. To add a new comment, press the F6-Add Comment key to add the comment information and press enter. See Figure 13-11.

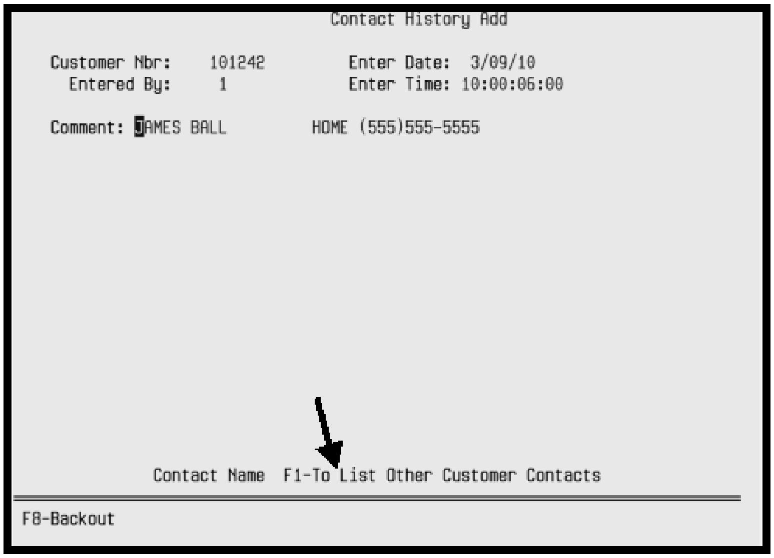


Figure 13-11 Customer Contact Add Screen

If you are using the “Enhanced TICKDUE” module your screen will resemble Figure 13-11. You can begin by calling the first contact that appears or press the F1-To List Other Customer Contacts function key and it will bring in a drop down box on the screen for you to use to select from, concerning this customer’s account. Use the up and down arrow keys to highlight the contact the window to select it.
See Figure 13-12.

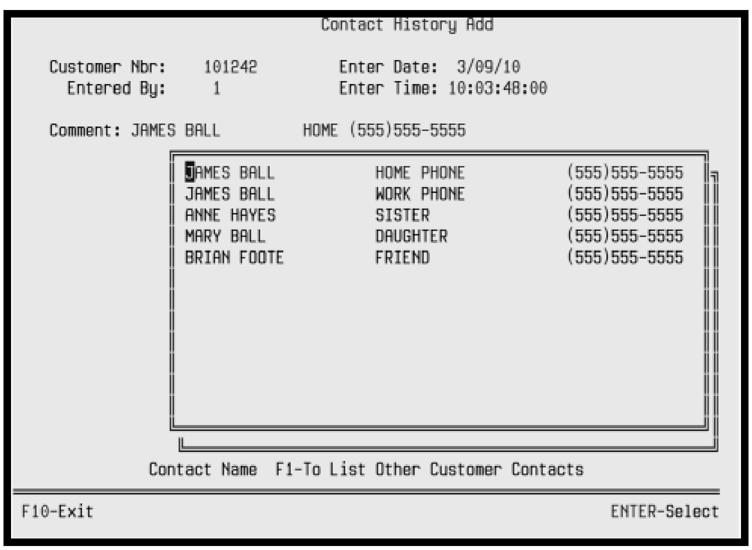


Figure 13-12 Customer Contact Add Screen with contact list drop down box

Once you have processed this contact, you are ready to enter the commitment outcome for this entry, press enter for the drop down box, then select a commitment code if applicable. See Figure 13-13.

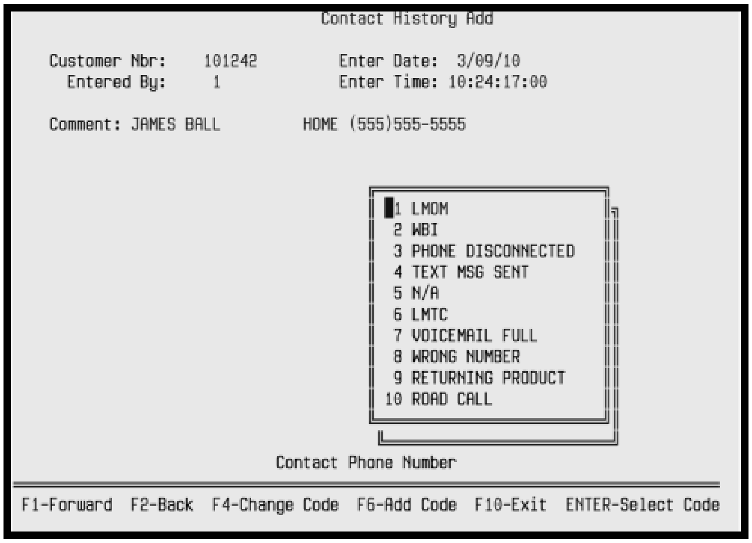


Figure 13-13 Customer History Add Screen with comment drop down box

Once the commitment code is selected, you will see a screen similar to Figure 13-14.

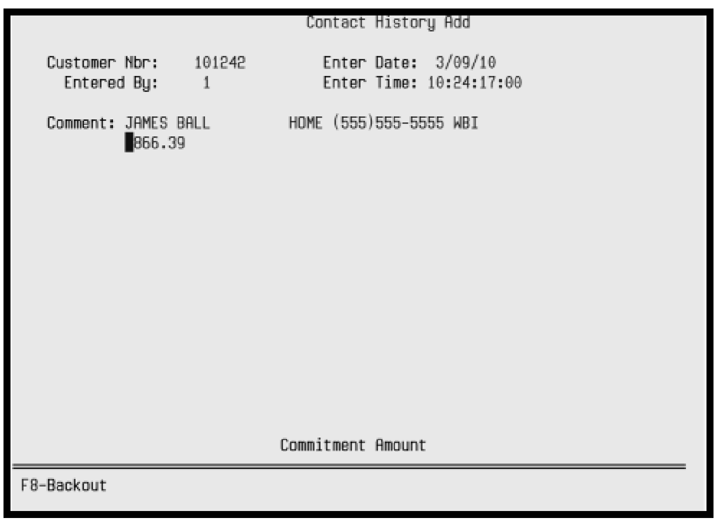


Figure 13-14 Customer History Add Screen with amount

Note: Based on the settings associated with the Contact Code File and the commitment code selected, you could be prompted for any of the following: the amount displayed is the total amount due on all accounts for this customer to make them current (see the previous View detail screen). If the amount they commit to is different from the total amount in this field, you may enter the committed amount by typing over the amount field here. See Figure 13-15.

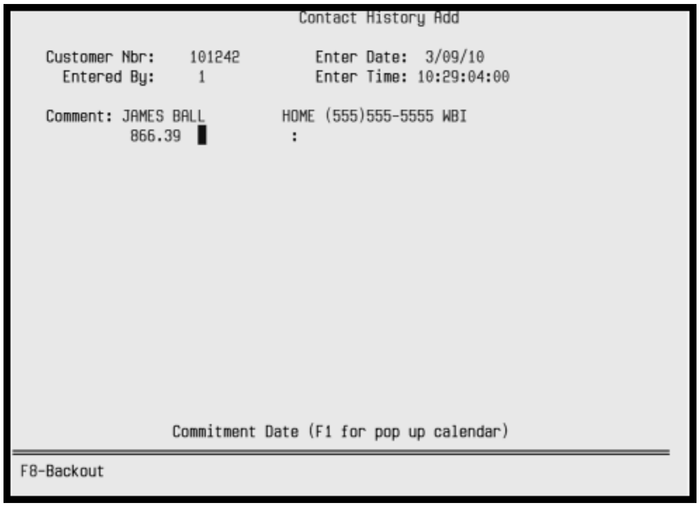


Figure 13-15 Customer History Add Screen with amount changed

If you are prompted for a commitment date, you can enter in the date or press F1 for a pop up calendar and use your arrow keys to select a date. Press the F1 key to select the next month, F2 to go to the previous month, F3 to go to the next year, F4 to go to the previous year, F7 to cancel out. See Figure 13-16.

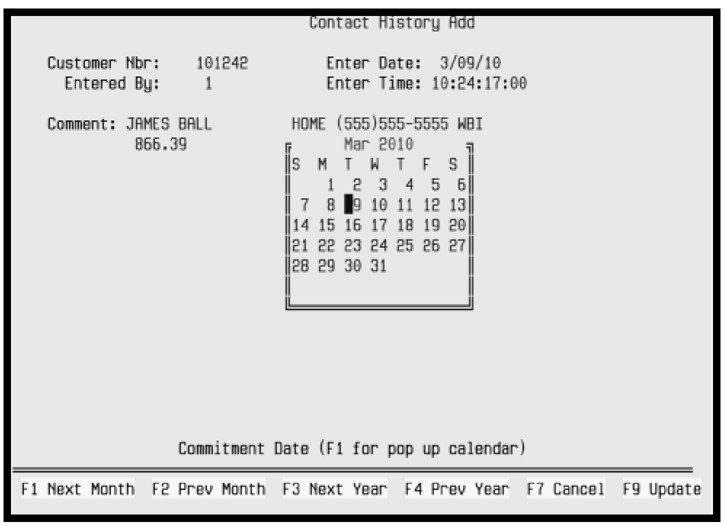


Figure 13-16 Customer History Add Screen with pop up calendar

Select the date and press enter or F9 to update.

NOTE: This calendar is used to select the date the customer has committed to pay on this account. See Figure 13-17.

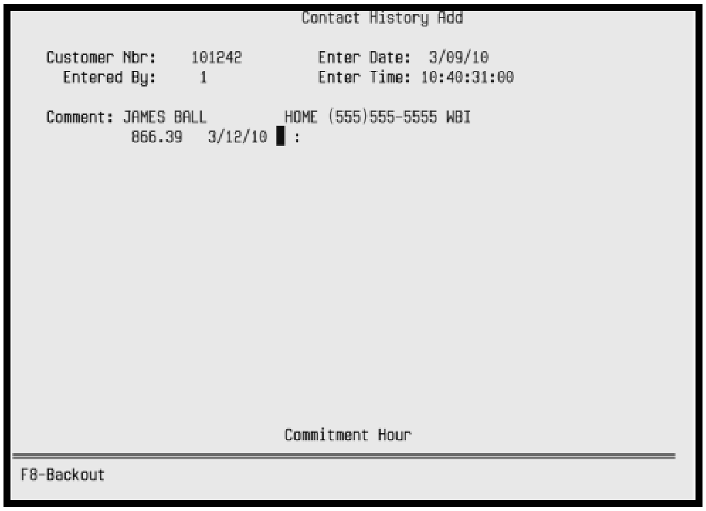


Figure 13-17 Customer History Add Screen with commitment date

If you are prompted for the time, it will allow you to enter the time of day, hour, minute, AM or PM. See Figure 13-18.

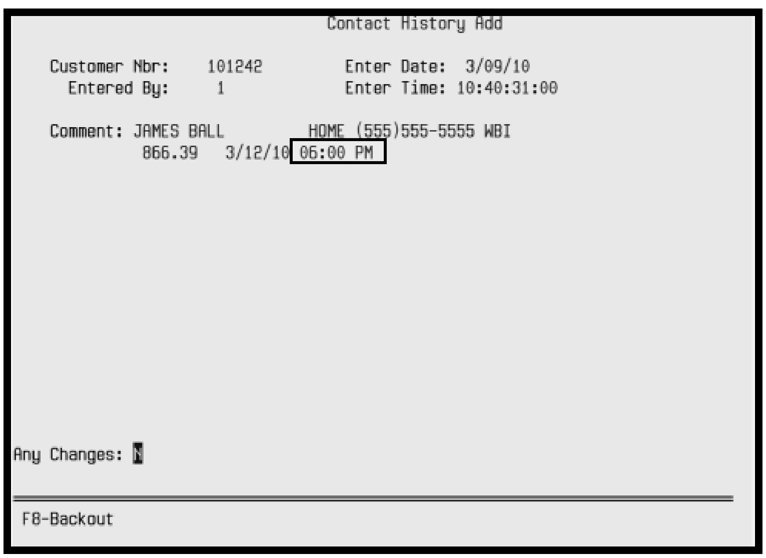


Figure 13-18 Customer History Add Screen commitment time

Note: When the commitment date and comments are completed on the comment screen, they will be displayed on the Take Payments screen on the first line in the comment section with the commitment date noted on the right. See Figure 13-19.

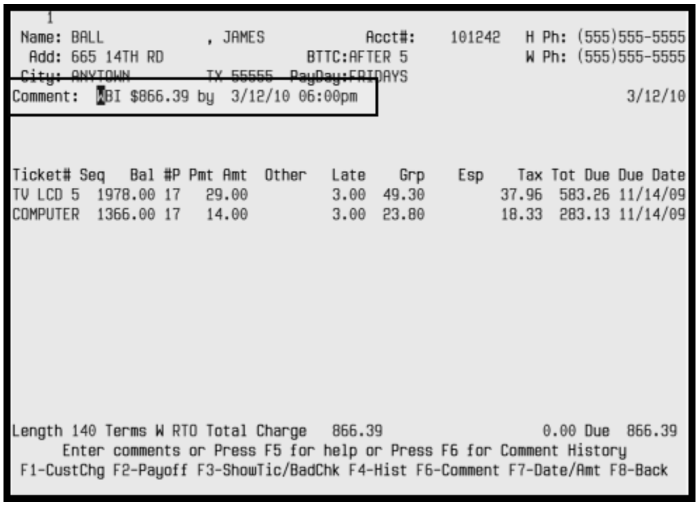


Figure 13-19 Take Payment Screen with entered commitment date and comment

Customer Overdue Report - ZIPA – 'No Contact Report

A new option on the Customer Overdue - ZIPA report will allow a report to be run for customers that have not been contacted within a certain time frame.

To get into this program, Select "Collections" off the Store Home Menu and then select "Past Due Customers" off the Retainment Menu or press the F10 key off of any menu to get to the command line (Input the module you would like to execute:) and type in "ZIPA" and press the enter key.

You will be prompted for the printer or file pathname. Press the enter key to accept the default printer or type in the proper printer number. 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 N default.

You will see a screen similar to Figure 13-20.

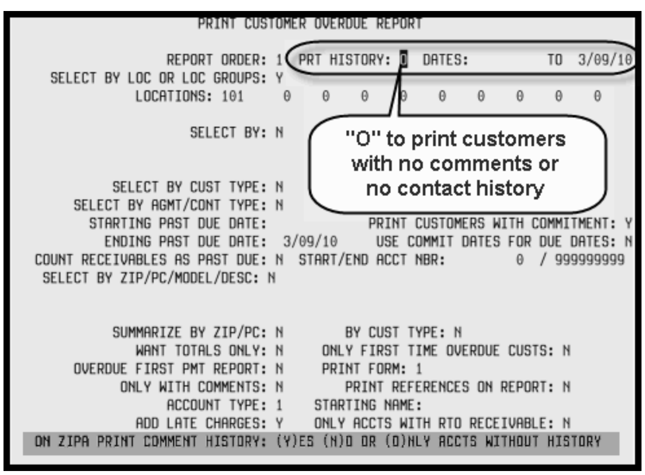


Figure 13-20 Print Customer Overdue Report – No Contact Report

REPORT ORDER **1 = Customer Name** Report will print alphabetically by customer name.
2 = Customer Name within Zip Code Report will print alphabetically by customer name within zip code.
3 = Zip Code Report will print in zip code order.
4 = Map Code Report will print in map **code or**der if you use the map code field in "RCUSTMNT".
5 = Oldest Due Report will print in aging form with the oldest past due accounts first.

PRT HISTORY PRINT COMMENT HISTORY: (Y)ES (N)O OR (O)NLY ACCTS WITHOUT HISTORY If you want to see the comment history for each customer enter a Y here, an O for only will get you a listing of customers with no comments or contact history. If answered with a Y or O you will then be prompted for the dates the comments were entered.

SELECT BY LOC OR LOC GROUPS If all stores are needed, press the enter key. If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers. ***When entering a location, use 4 digits such as 0001*** If you have selected to run the report 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.

SORT BY LOCATION This option allows you to sort the report by location in ascending location order.

SELECT BY This option allows you to run the report by particular salesmen or account managers. If all salesmen or account managers are needed, press the enter key to accept the default of N for no. A "Y" here will prompt you to choose (1) SALESMAN or (2) ACCT MGR and then will allow you to select up to 10 salesman or account managers.

SORT BY SALESMAN / ACCT MGR Defaults to N for no. If this is answered with a Y for yes, the report will first sort by your choice in **SELECT BY** and the by your choice in **REPORT ORDER**, see Figure 13-3.

SELECT BY CUST TYPE Defaults to N for no. If you want all customer types, accept the default of N for no by pressing the enter key. If this is answered with a Y for yes, you then be prompted for "**CUST TYPES**". You may enter from one to ten different customer types. Customer Types are set up and maintained using the program RCUSTYPE. After you have selected Y for yes, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the enter key.

SELECT BY AGMT / CONT TYPE Defaults to N for no. If you want all contract types press the enter key to accept the default of N for no. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "**CONTRACT TYPES**". You may enter up to ten different contract types. Contract types are set up and maintained using the program RCNRTYPE. After you have selected Y for yes, if you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Agreement/Contract Type you want and press the enter key.

STARTING PAST DUE DATE Enter the beginning past due date for these accounts.

PRINT CUSTOMERS WITH COMMITMENT Enter Y for yes if you want customers with commitments printed on this report, otherwise, N for no.

ENDING PAST DUE DATE Enter the last past due date you want on this report. For example: If today is July 11, 2006 and you want everybody 1-10 days late:

Starting Past Due Date: 07/01/06
Ending Past Due Date: 07/10/06

USE COMMIT DATES FOR DUE DATES This should be answered with a Y for yes only if you are running a commitment report. It will then use the dates entered in as the beginning and ending past due dates for commitment dates instead.

COUNT RECEIVABLES AS PAST DUE If you want to count the amount of money that a customer may have as a receivable account "RTO Receivables" as past due, select Y for yes.

START/END ACCOUNT NUMBER If you want to print only particular accounts, you may enter a starting and ending account number here.

SELECT BY ZIP/MODEL/DESC If you want all zip codes, model numbers and descriptions, press the enter key to accept the default of N for no. If you want to specify any of these things, type Y for yes. You will then be prompted "**SELECT BY ZIP/MODEL NBR/DESC**" and the options will be listed on the bottom of the screen:

(1) **Select by Zip Code** – prompts for up to ten zip codes
(2) **Select by Model Nbrs** – prompts for up to three model numbers
(3) **Select by Desc** – prompts for up to three descriptions

SUMMARIZE BY ZIP/PC Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each zip code or map code, a (N)o to totals only will print this snap shot on the last page of the report.

(SUMMARIZE) BY CUST TYPE Defaults to N for no. If answered with a Y for yes here and Y for **WANT TOTALS ONLY** your report will be a snap shot of total past due dollars for each customer type, a (N)o to totals only will print this snap shot on the last page of the report.

WANT TOTALS ONLY Defaults to N for no. If answered with a Y for yes, and (N)o to the previous two questions the report will be only totals for each location showing Total Tickets This Location, Indicated BOR and Receivables and then a total for all locations on report combined. This is not a customer list. This is only totals.

ONLY FIRST TIME OVERDUE CUSTS Answer with a Y for yes and the report will print only those customers who are overdue for the first time.

OVERDUE FIRST PMT REPORT Defaults to N for no. If answered with a Y for yes, the report will print only those customers who are late on their first payment.

PRINT FORM
- **(1) Regular Form (Zip Only)**
- **(2) 10.5" form**
- **(3) 2 per page, 4 = 10" form**
- **(4) 10" FORM**

ONLY WITH COMMENTS Do you want an overdue report on only those customers with comments on their accounts? If so, answer with a Y for yes. If not, press the enter key to accept the default of N for no.

PRINT REFERENCES ON REPORT If answered with a Y for yes, the report will print the references (if any) on the report.

ACCOUNT TYPE Enter your account type here. The options are;
- **(1) RTO Accounts**
- **(2) AR Accounts**
- **(3) Loan Accounts**
- **(4) RTO and Loan**
- **(5) Misc Fee**
- **(6) RTO and Misc Fee**
- **(7) Revolving**

STARTING NAME If you want all customers printed, press the enter key. If you only want customers from a certain last name on through the end of the alphabet, enter the last name or letter you wish the report to start with. The report will begin with the entered name and continue through the end of the alphabet.

ADD LATE CHARGES If you want late charges added to payment amount due, select Y for yes, otherwise, select N for no.

ONLY ACCTS WITH RTO RECEIVABLE If answered with a "Y", report will only print those customers who have a RTO Receivable.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you designated earlier in this ZIPA report process.

See Figure 13-21 for a 'No Contact' report example.

```
RUN DATE: 03/09/10                              RSSS 12.5                                       ZIPA REPORT    PAGE:     13
TIME:13:49:11                         OVERDUE RTO CUSTS SEQUENCED BY CUST NAME
                        SELECTED BY LOCS:  101
                       PAST DUE DATES OF:          THRU  3/09/10
                       ACCOUNTS WITHOUT COMMENT HISTORY BETWEEN:         THRU  3/09/10

CUST ACCT  CUST CONT                         ADDRESS                MAP      CITY           ST ZIP/PC  HOME PHONE     WORK PHONE
TYPE  NBR  NAME TYPE     TICKET NBR  CONTRACT  STORE  ACCT MGR  CONTRACT  LAST PD   NEXT DUE  PMT TERMS
   PMT        GRP       ESP        TAX        TOTAL        CONTRACT      CONTRACT     TIMES  # BOR   RECEIVABLE   TOTAL
   AMT        AMT       AMT        AMT       PMT AMT        AMOUNT       BALANCE      LATE  ITEMS     AMOUNT    AMT DUE

         NEED UTILITY BILL AND AWARD LETTER<--ASAP
    MODEL NBR           SERIAL NBR  DESCRIPTION                    CONTRACT DATE   # CONTRACT PERIODS  CONTRACT AMT       PMT AMT
    CLACEACRNB5517RTO   21FEE31601  COMPUTER LAPTOP BETTER           10/01/09       104 WEEKS                 936.00         9.00
                                                  -------------------------

   112251 WILSON, BOBBI JO              19 RAYMOND AVE                  ANYTOWN         TX XXXXXX (555)555-5555  (555)555-5555
 L                 X           130065          101        3     10/29/09  11/06/09  11/21/09       W
    24.00      2.40      0.00      1.85         28.25       2,304.00       2,225.14      0                         454.97
    MODEL NBR           SERIAL NBR  DESCRIPTION                    CONTRACT DATE   # CONTRACT PERIODS  CONTRACT AMT       PMT AMT
    CLACEACRNB55365165  1808720120  COMPUTER LAPTOP GOOD             10/29/09        96 WEEKS              2,304.00        24.00
                                                  -------------------------


     TOTAL OVERDUE TICKETS THIS REPORT:     68

TIME FINISHED:13:49:11
```

Figure 13-21 No Contact Report Example

Past Due Summary Account Report - BWACRPT

This report is a past due summary or call list.

To get into this program, Select "Collections" off the Store Home Menu and then select "Past Due Summary/Call List" off the Retainment Menu or press the F10 key off of any menu to get to the command line and type in "BWACRPT" and press the enter key. See Figure 13-22.

```
                              PRINT BORG WARNER REPORT

     SELECT BY LOC OR LOC GROUPS: Y
                  LOCATIONS: 101     0    0    0    0    0    0    0    0    0

     SELECT BY SLSMN OR ACCT MGR: N

      SORT BY SALESMEN/ACCT MGRS: N
             SELECT BY CUST TYPE: N
         SELECT BY AGMT/CNT TYPE: N
                WANT TOTALS ONLY: N
     BASE PAST DUES ON THIS DATE:  3/09/10
       PRINT INVENTORY ON REPORT: Y
                    COUNT BOR BY: 1
        PRINT COMMENTS ON REPORT: N
                    ACCOUNT TYPE: 1
        WANT PENDING CHARGE OFFS: N
                    PRINT FORMAT: 1
          SORT BY OLDEST DUE DATE: N
          PAST DUE SUMMARY OPTION: 1
       PRINT INVENTORY BOOK VALUE: N


                         ENTER AN "N" OR A "Y"
```

Figure 13-22 Past Due Summary Account Report

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 only print information about the requested location(s) or location group(s). If you have selected to run the report for more than one location, you will see the prompt "SORT BY LOCATION". This gives you the option to run the selected stores together as one combined report or have the report separated by store.

SELECT BY SLSMN OR ACCT MGRS Enter a Y if you would like to select by the employee or account manager for the account, you may enter up to 10 employee numbers. Accept the N for the default if you want all who entered comments.

SORT BY SALESMEN / ACCT MGRS Enter a Y if you would like to have the call list sorted by the employee or account manager. Accept the N for the default to not sort by the employee or account manager.

SELECT BY CUST TYPE Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter up to ten different customer types. If you want all customer types, accept the default by pressing the enter key.

SELECT BY AGMT / CNT TYPE Defaults to N for no. If you want all contract types press the enter key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "AGMT/CNT TYPES". You may enter up to ten different contract types.

WANT TOTALS ONLY Enter a Y to get a summary of the call list. Accept N as the default to get the detail information.

BASE PAST DUES ON THIS DATE: Defaults to today's date. Enter the date you want past dues based on. If you want to include today's past dues, enter tomorrow's date.

PRINT INVENTORY ON REPORT Press enter to accept the default of Y to print the inventory on this report. Enter an N to NOT print the inventory on the report.

COUNT BOR BY Counts balance on rent based on

(1) Number of Contracts
(2) Indicated BOR on Ticket
(3) Inventory

PRINT COMMENTS ON REPORT Enter a Y to print the comments on the report. Accept the default of N if you do not want the comments to print on this report.

ACCOUNT TYPE Enter the type of accounts you want to print on this report.

(1) RTO Accounts (includes special orders)
(2) Loan Accounts
(3) RTO Accounts

WANT PENDING CHARGE OFFS Enter a Y if you want to print the pending charge offs on this report. Accept the default of N if you do not want to print pending charge offs on this report.

PRINT FORMAT Enter the type of print format you want the report to print with.

(1) Format 1
(2) Format 2 (with phone numbers)
(3) Format 3

SORT BY OLDEST DUE DATE Enter a Y if you want the report sorted starting with the oldest due date. Otherwise accept the N for no.

PAST DUE SUMMARY OPTION Enter the number corresponding to the way you want the summary to break out information meaning 1 to 4 days past due, 8-15 days past due and so on.

(1) 1-4,5-7,8-15,16-23,24-31,32-60,>61
(2) 1-3,4-7,8-14,15-30,31-45,45-60,>91

PRINT INVENTORY BOOK VALUE Enter a Y if you want the book value to print on the report. Otherwise accept the N for no.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

An example report run for totals only can be seen in Figure 13-23.

```
RUN DATE: 03/09/10                              RSSS 12.5                                                         PAGE:      1
TIME:15:48:37                                   BORG WARNER RTO REPORT
                                          BOR AS NBR OF AGREE/CONTS
                      SELECTED BY LOCS:  101
                                          PAST DUE DATE OF:   3/09/10

     ===== 1-15 DAYS PAST DUE   =====  ===== 16-30 DAYS PAST DUE ====  ===== 31-60 DAYS PAST DUE ==== === 60 DAYS OR OVER PAST DUE =
CUST  NUMBER  % OF   AGMT/CNT   % OF   NUMBER  % OF   AGMT/CNT  % OF   NUMBER  % OF   AGMT/CNT  % OF  NUMBER  % OF  AGMT/CNT  % OF
TYPE  ACCTS   ACCTS  BALANCES  BALNCE  ACCTS   ACCTS  BALANCES BALNCE  ACCTS   ACCTS  BALANCES BALNCE ACCTS   ACCTS BALANCES BALNCE

L         10   1.39     14765    1.41            0.00         0   0.00            0.00         0   0.00    688  95.42   989630  95.06

TTL:      10   1.39     14765    1.41            0.00         0   0.00            0.00         0   0.00    688  95.42   989630  95.06
                                                     CURRENT PAST DUE INFO
                                                     ---------------------

   DAYS PAST DUE    NUMBER PAST DUE    PERCENT OF THE PAST DUES    PERCENT OF THE CURRENT ACCOUNTS  PMT AMTS NOT COLLECTED

       1 -  4                   7                1.00                          0.97                           87
       5 -  7                   1                0.14                          0.14                           54
       8 - 15                   2                0.29                          0.28                           88
      16 - 23                   0                0.00                          0.00                            0
      24 - 31                   0                0.00                          0.00                            0
      32 - 60                   0                0.00                          0.00                            0
   61 OR MORE                 688               98.57                         95.42                        10389   *61-100 DAYS
                          -------                                                                        -------
                 TOTAL:       698                                                                          10619

           698 PAST DUE OUT OF       721 CURRENT BOR                  PAST DUE DOLLARS/MONTHLY PROJECTED AMT:  18.77

         95.70 PERCENT OVER A WEEK PAST DUE

         96.81 TOTAL PERCENT PAST DUE

       1040980 TOTAL AGMT/CNT BALANCES

         57.79 TOTAL PERFORMANCE PERCENT (% PAST DUE + % PAST DUE DOLLARS / 2)


TIME FINISHED:15:48:37
```

Figure 13-23 Past Due Summary Account Report Example

Account Manager Activity Report - AMACTRPT

This report will show contact activity on customers with many different options for reporting.

To get into this program, select ”Collections” off the Store Home Menu and then select “Commitments Report” off the Retainment Menu or press the F10 key off of any menu to get to the command line and type in “AMACTRPT” and press the enter key. See Figure 13-24.

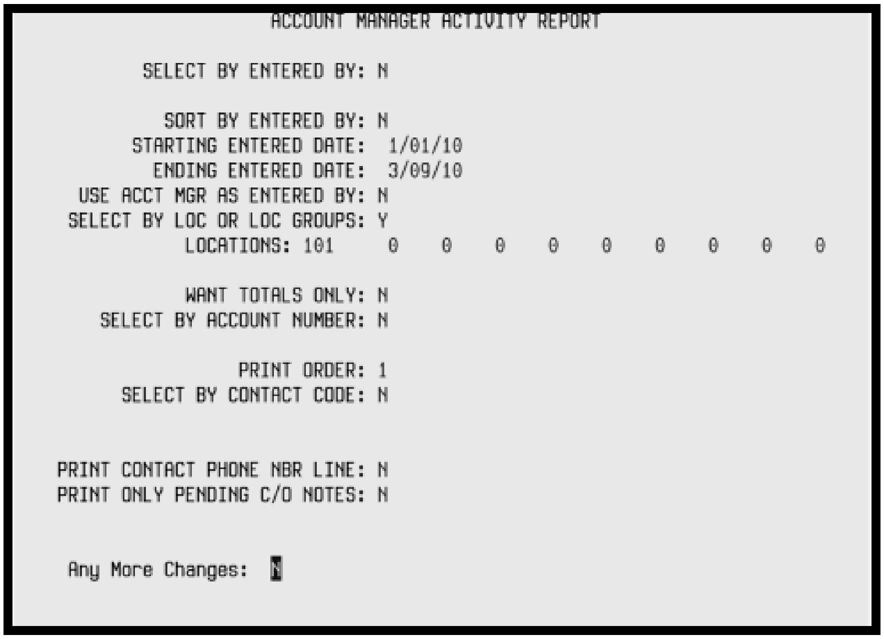


Figure 13-24 Account Manager Activity Report

SELECT BY ENTERED BY Enter a Y if you would like to select by the employee or account manager that entered the comments, you may enter up to 10 employee numbers. Accept the N for the default if you want all who entered comments.

SORT BY ENTERED BY Enter a Y if you would like to have the comments sorted by the employee or account manager. Accept the N for the default to not sort by the employee or account manager.

STARTING ENTERED DATE/ENDING ENTERED DATE Enter the date range for which the comments were entered into the comment history.

USE ACCT MGR AS ENTERED BY If you want the report to show the account manager assigned to the agreement instead of the employee who entered the comment, enter a Y here. If you want it to use the actual employee number that entered the comment, accept the N as the default.

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 only print information about the requested location(s) or location group(s). If you have selected to run the report for more than one location, you will see the prompt "SORT BY LOCATION". This gives you the option to run the selected stores together as one combined report or have the report separated by store.

SORT BY LOCATION This option allows you to sort the report by location in ascending location order.

WANT TOTALS ONLY Enter a Y to get a summary of the different comment codes. Accept to the N as the default to get the detail information of each comment entered.

SELECT BY ACCOUNT NUMBER Enter a Y to select by a singe customer account number. Accept the N for the default to get all customer account numbers.

PRINT ORDER Press enter to accept the 1 default and it will print in date and time order, enter 2 to have it printer in customer, date, and time order.

SELECT BY CONTACT CODE Enter a Y to select by a specific contact code type. Once you have selected Y, you may enter up to five different contact codes, if you do not know the code numbers, type ? and press the enter key, this will give you a drop down list to choose from. Accept the default of N to get all contact codes.

PRINT CONTACT PHONE NBR LINE Enter a Y to print the contact phone number line on the report. Accept the default of N if you do not want to print the contact phone number line on the report.

PRINT ONLY PENDING C/O NOTES Enter a Y to print only pending charge off notes on the report. Accept the default of N if you do not want to print only pending charge off notes.

Press the F9 key. You will then be prompted “Any More Changes”. When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

An example Account Manager Report can be seen in Figure 13-25.

```
RUN DATE: 03/09/10                          RSSS 12.5                                                       PAGE:      1
TIME:14:07:20                        ACCOUNT MANAGER ACTIVITY REPORT
                         ACTIVITY ENTERED:  1/01/10 THRU  3/09/10
                     SELECTED BY LOCS:   101

                                                                 MAX DAYS                                        COMMITMENT
  DATE     TIME  AMGR EMPLOYEE   CUSTOMER             CONTACT       LATE TODAY    CONTACT CODE                       FULFILLED

 3/08/10 11:36     2 A BAKER    SMITH, KATHLEEN                             0 *   Additional Comments
                                                                  FULFILLED commitment for: 11/10/09 entered on: 11/07/09
 3/09/10 08:33     2            BARBER, LARRY                               0 *   Additional Comments
                                                                  Adding a comment
 3/09/10 08:34     2            BARBER, LARRY                               0 *   Additional Comments
                                                                  Adding comment 2
 3/09/10 10:40     1 A BAKER    BALL, JAMES          JAMES BALL      HOME  115 *   WBI $866.39 by  3/09/10
 3/09/10 10:46     1 A BAKER    BALL, JAMES          JAMES BALL      HOME  115 *   WBI $866.39 by  3/12/10 06:00pm
 3/09/10 11:53     1 A BAKER    ALLEN, BILLI JO                             66 *   Additional Comments
                                                                  BILLI JO ALLEN     HOME (555)555-5555 WBI
 3/09/10 11:54     1 A BAKER    ANTOINE, YOLANDA     YOLANDA ANTOINE HOME  122 *   LMOM
 3/09/10 11:54     1 A BAKER    ANTOINE, YOLANDA     YOLANDA ANTOINE HOME  122 *   WBI $579.08 by  3/12/09 06:00pm
 3/09/10 11:55     1 A BAKER    ASH, SABRINA         SABRINA ASH     HOME  122 *   WBI $683.95 by  3/12/10 06:00pm
 3/09/10 11:56     1 A BAKER    BALL, DANIEL         DANIEL BALL     HOME  108     LMOM
RUN DATE: 03/09/10                          RSSS 12.5                                                       PAGE:      2
TIME:14:07:20                        ACCOUNT MANAGER ACTIVITY REPORT
                         ACTIVITY ENTERED:  1/01/10 THRU  3/09/10
                     SELECTED BY LOCS:   101

                                                                 MAX DAYS                                        COMMITMENT
  DATE     TIME  AMGR EMPLOYEE   CUSTOMER             CONTACT       LATE TODAY    CONTACT CODE                       FULFILLED

   CONTACT CODE SUMMARY
   --------------------
LMOM                       2
WBI                        4
Additional Comments        4
                       -----
     Report Totals:       10  Commitments:        4  Commitments Fulfilled:        0  % Fulfilled:   0.00


TIME FINISHED:14:07:20
```

Figure 13-25 Account Manager Activity Report Example

Pastdue Statements - PASTDUE

To get into this program, select ”Collections” off the Store Home Menu and then select “Pastdue Statements” off the Retainment Menu or press the F10 key off of any menu to get to the command line and type in “PASTDUE” and press the enter key. 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 13-26.

If you have a custom statement that is set up to run in your system you can set your screen similar to Figure 13-26 choosing the parameters your company uses to print the past due statements.

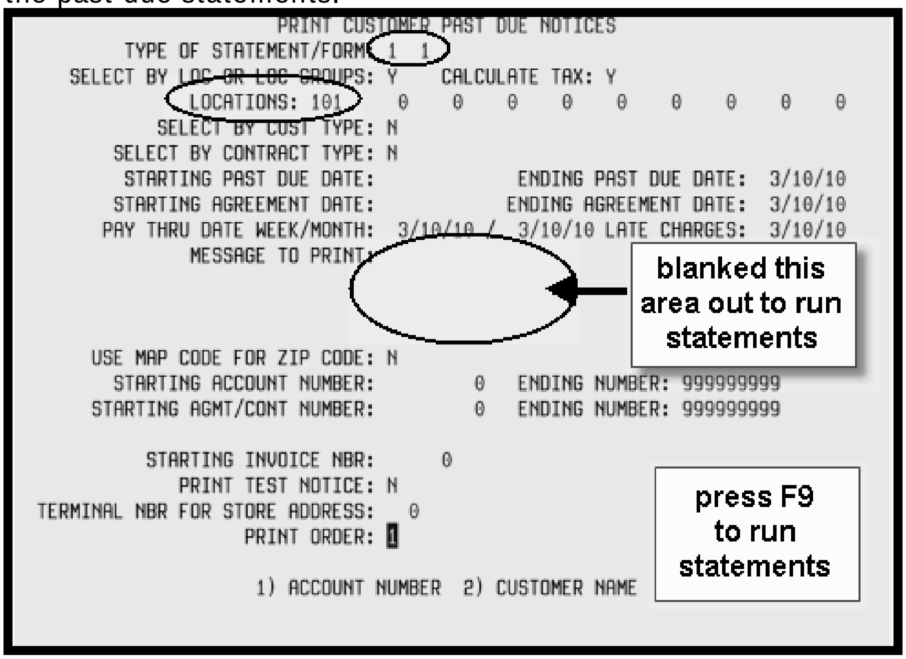


Figure 13-26 Print Customer Pastdue Statements

Or your company may be using letters (other than custom laser statements) set up in the system that can be printed and mailed to customers. See Figure 13-27 for generating letters other than custom laser letters or statements. You do have the option to key actual comments in the MESSAGE TO PRINT area that will appear on the past due letter.

```
                      PRINT CUSTOMER PAST DUE NOTICES
        TYPE OF STATEMENT/FORM: 1  6
   SELECT BY LOC OR LOC GROUPS: N    CALCULATE TAX: Y

           SELECT BY CUST TYPE: N
       SELECT BY CONTRACT TYPE: N
        STARTING PAST DUE DATE:            ENDING PAST DUE DATE:  1/19/05
       STARTING AGREEMENT DATE:           ENDING AGREEMENT DATE:  1/19/05
      PAY THRU DATE WEEK/MONTH:  1/19/05 /  1/19/05 LATE CHARGES:  1/19/05
              MESSAGE TO PRINT: 0030 LTTR
                                0060 LTTR
                                0090 LTTR
                                9999 LTTR
      USE MAP CODE FOR ZIP CODE: N
       STARTING ACCOUNT NUMBER:         0   ENDING NUMBER: 999999999
      STARTING AGMT/CONT NUMBER:         0   ENDING NUMBER: 999999999

          STARTING INVOICE NBR:      0
             PRINT TEST NOTICE: N
 TERMINAL NBR FOR STORE ADDRESS:   0
                   PRINT ORDER: 1

ACCOUNT TYPE:  1) RTO  2) AR  3) AIRTIME  4) REVOLVING  5) OTHER FEE  6) RTR
                             7) PICKED UP RTO
```

Figure 13-27 Print Customer Past Due Statements

TYPE OF STATEMENT/FORM At the first prompt, enter the account type you want on this report. Available options are shown at the bottom of the screen. At the second prompt, enter the type of form you wish the report to print on. Available options are shown at the bottom of the screen.

ACCOUNT TYPE (1) RTO
(2) AR
(3) Airtime
(4) Revolving
(5) Other Fee
(6) RTR
(7) Picked Up RTO

Once you have entered the type of account, your cursor will move to the second prompt for FORM. Enter the number corresponding to the form you want to print.

(1) Regular - no longer used
(2) Customer Mail Back
(3) AR 11 Inch
(4) AR 7.5 Inch
(5) Starter
(6) Free Form
(7) Laser Letters

SELECT BY LOC OR LOC GROUP If you want to select by location(s) or location group(s), type in a Y for yes and enter the number here. The report will only print information about the requested location(s) or location group(s). Enter up to ten store numbers or if choosing by location group, select by 10 location groups or a range of groups. If all stores are needed, press the ENTER key to accept the default of N for no. If you have selected to run the report 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.

CALCULATE TAX If you want the system to calculate taxes, press the ENTER key to accept the default of N for no. If you do not want the system to calculate taxes, type in an N for no.

SELECT BY CUST TYPE Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "**CUST TYPES**". You may enter from one to ten different customer types. If you want all customer types, accept the default by pressing the ENTER key. If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Customer Type you want and press the ENTER key.

SELECT BY CONTRACT TYPE Defaults to N for no. If you want all contract types press the ENTER key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "**CONTRACT TYPES**". You may enter up to ten different contract types. If you want a selection window, enter a "?". Using your arrow keys, if necessary, highlight the Contract Type you want and press the ENTER key.

STARTING PAST DUE DATE Enter the first past due date you want this report to start with.
ENDING PAST DUE DATE Enter the last past due date you want on this report.
Example: If today is June 15, 2002 and you want to send a STATEMENT to customers that will be due in July, you would use:
Starting Past Due Date: 07/01/02
Ending Past Due Date: 07/31/02. -or-
If you want to send customer statements for customers due in May a PAST DUE NOTICE, you would use:
Starting Past Due Date: 05/01/02
Ending Past Due Date: 05/31/02.
Run these two examples separately and use the appropriate message to print.

STARTING AGREEMENT DATE Enter the earliest agreement date you want the system to use for this report. If you want the system to use all agreements regardless of when the agreement was set up, use the starting date of 01/01/80.
ENDING AGREEMENT DATE Enter the last agreement date you want the system to use for this report. If you want the system to use all agreements, enter the date 12/31/79.

PAY THRU DATE WEEK/MONTH In the1st field, enter the date you want the system to use to calculate the number of payments due for weekly accounts (when do you want them to pay through to when they from this notice). In the 2nd field, enter the date you want the system to use to calculate the number of payments due for monthly accounts (when do you want them to pay through to when they pay from this notice).

LATE CHARGES Enter the date you want the system to use to calculate the number of days late for the purpose of calculating late charges.

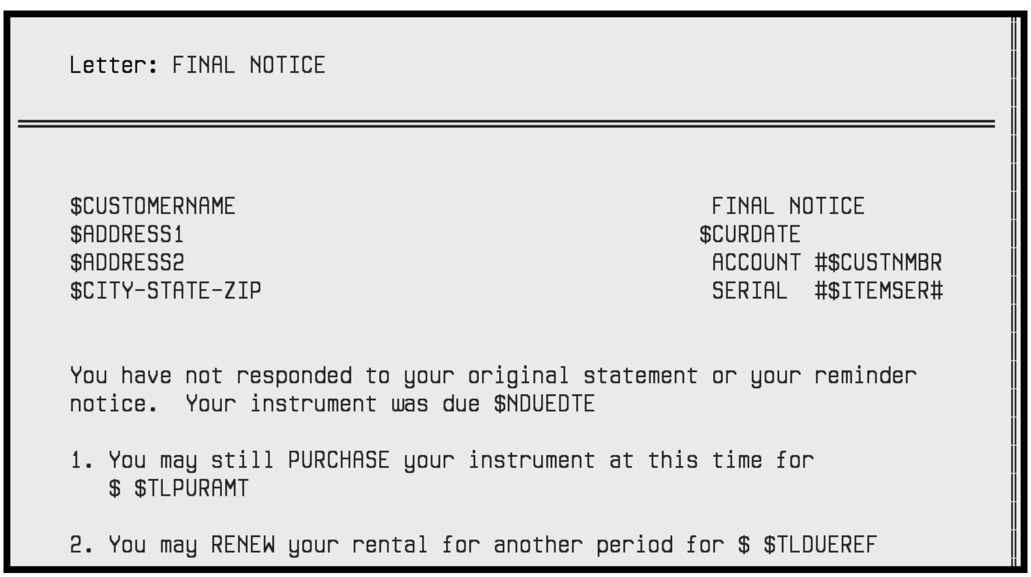
MESSAGE TO PRINT Please refer to Figure 13-26. If you are using the free form Type of Statement, this is where you choose what letter is appropriate for the customers past due within certain time frames the customer is past due. In the example in Figure 13-26, given customers that are 1-30 days past due will fall into the category 0030 LTTR. When you press the ENTER key here, you will get a listing of free form statements (these need to be created before this program can be run). Choose the appropriate letter for this customer. Press ENTER to move over to the next field. In the example given in Figure 13-26, 0060 LTTR would be for customers that are 31-60 days past due. After pressing the ENTER key, choose the appropriate letter for these customers. 9999 will capture all the customers not defined in the above categories. You have the choice of running all past due periods or a combination thereof. The letters will print based on the print order requested (either account number or customer name) based on how the question is answered further on, but the appropriate letter will be printed for the appropriate customer. If you are not using free form method, and if you want a message to print on the past due notice, enter it here. You may type in up to 4 lines with 45 characters each. If you wish to only send one letter, wipe out the days on the remaining lines. If you want everyone to get the same letter regardless of due date, you would choose the "9999" and all due dates within starting and ending past due dates selected on this screen will print. See example letter in Figure 13-28.

LETTERS
A – To add a new letter.
C – To change an existing letter.
D – To delete an existing letter.
E – Exit takes you back to the previous screen.
Next Page advances you to the next available window for more letters.
Prev Page take you back to the previous window of available letters.
Reproduce allows you to copy an existing letter from the window to a different name.
Select will print the highlighted letter in the window for the customer that is highlighted prior to selecting F7 – Letter.

If you are adding/editing/changing a letter, you can use the following codes as typed here and it will bring over the customer information and print it where you place these values. Example: $CUSTOMERNAME prints the customer's first and last name. Note: number of characters indicates the number of spaces required on that letter to print the customer information.

Customer Information Codes	Number of Characters	Description
$CURDATE	9	Current System Date
$LPAYDTE	9	Last Paid Date
$NDUEDTE	9	Next Due Date
$DATE	18	System Date
$ADDRESS1	26	Address Line 1
$ADRESSS2	26	Address Line 2
$CUSTNMBR	9	Customer Account Number
$TICKNMBR	9	Ticket/Agreement Number
$TLAMTDUE	9	Total Amount Due
$TAGMTAMT	9	Total Agreement Amount
$TPYMTAMT	9	Total Payment Amount
$CUSTOMERNAME	31	Customer Name
$STUDENTSNAME	31	Student Name
$DEAR-FNAME	22	Prints Dear and Customer First Name
$CITY-STATE-ZIP	30	City, State and Zip Code

$COMPLINE1	28	TERMMNT record line 1
$COMPLINE2	28	TERMMNT record line 2
$COMPLINE3	28	TERMMNT record line 3
$COMPLINE4	28	TERMMNT record line 4
$TCKGRP	8	GRP on ticket
$ITEMDESC	29	Inventory Description
$ITEMSER#	11	Inventory Serial Number
$IPURPRCE	10	Purchase Price
$ITEMMODEL#	19	Inventory Model Number
$ITEMMANU	29	Inventory Manufacturer
$#PD	5	Number of Payments Past Due
$TLPMTDUE	10	Total Payment Due
$TLLTEDUE	10	Total Late Due
$TLOTHDUE	10	Total Other Due
$TLTAXDUE	10	Total Tax Due
$TLPMTGRP	10	Total Payment Due with GRP
$TLGRPDUE	10	Total GRP Due
$RTORECVA	10	RTO Receivable amount due
$TLAMTRCV	10	same as TLAMTDUE w/receivable
$TLL TERCV	10	Late receivable
$LDPLSIM	9	Last due date plus 1 month
$TLBLFEES		Ticket Contract Balance + TLGRPDUE + TLLTERCV + TLOTHDUE + TLTAXDUE +
$SCHOOLNAME		School Name
$HOMEPHONENBR	12	Home Phone Number
$ADREEDATE	9	Agreement Date
*FF Form Feed		Make the printer to the top of the next page
*EOF		End Here – Start next line
*CRX		Do a carriage return X number of times


Letter: FINAL NOTICE

$CUSTOMERNAME FINAL NOTICE
$ADDRESS1 $CURDATE
$ADDRESS2 ACCOUNT #$CUSTNMBR
$CITY-STATE-ZIP SERIAL #$ITEMSER#

You have not responded to your original statement or your reminder notice. Your instrument was due $NDUEDTE

1. You may still PURCHASE your instrument at this time for $ $TLPURAMT

2. You may RENEW your rental for another period for $ $TLDUEREF

Figure 13-28 Final Past Due Notice Example

USE MAP CODE FOR ZIP CODE Enter a Y to use map code for zip code. This is for Canada only.

STARTING ACCOUNT NUMBER Enter the smallest account number you want the report to print. If you want the report to print any past due account regardless of the account number, press the ENTER key to accept the default of 0.
ENDING ACCOUNT NUMBER Enter the largest account number you want the report to print. If you want the report to print any past due account regardless of the account number, press the ENTER key to accept the default of 999999999.

STARTING AGMT/CONT NUMBER Enter the smallest agreement/contract number you want the report to print. If you want the report to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 0.
ENDING AGMT/CONT NUMBER Enter the largest agreement/contract number you want the report to print. If you want the report to print any past due account regardless of the agreement/contract number, press the ENTER key to accept the default of 999999999.

STARTING INVOICE NBR If you want all invoices included, press the ENTER key to accept the default of 0. If you want to specify a beginning invoice number, enter it here.

PRINT TEST NOTICE Enter a Y for yes if you need to line up the paper in the printer.

TERMINAL NBR FOR STORE ADDRESS Terminal number for the return store address, leave zero to use ticket store.

PRINT ORDER **1 = Account Number**
2 = Customer Name
NOTE: Account Number is the suggested print order. If you have a printer malfunction in the middle of the run, you could start up again by last account number that was printed.

Press the F9 key. You will then be prompted "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

Below is an example of a pastdue statement. See Figure 13-29.

```
                                        RSSS 12.5                                     Statement Date:   3/11/10
                                        1234 ANY STREET                                Account Number: 340000010
                                        ANYTOWN, TX. 12345                                Page Number:          1
                   ACCOUNT OF:            0123456789                  MAIL TO:

   MADISONSMITH   KERRY                                               RSSS 12.5
   1218 MCKENNA BLVD APT 123                                          1234 ANY STREET
                                                                      ANYTOWN, TX. 12345
   ANYTOWN          TX 55555-555                                      PHONE: 123-456-7890
                                     * * *  T H I S  I S  A  S T A T E M E N T  * * *
                                     ------------------------------------------------

INVOICE NBR      DATE      REFERENCE                                 DATE DUE          AMOUNT DUE          BALANCE

  342540        1/30/10    INVOICE                                    4/17/04            294.97             789.54
                      MODEL NBR          DESCRIPTION              SERIAL #

                     CCCPQPRESARIO6421   2.0GHZ CLERON PROCESSOR   MX311B2619
                     FEEUCC              UCC FILING FEE            MISC


TOTAL DUE THIS STATEMENT:           294.97
            LATE CHARGES:            10.00
                                ----------
               TOTAL DUE:           304.97        BALANCE THIS STATEMENT:        789.54

FINAL NOTICE - PLEASE RESPOND BY APRIL 1
TO AVOID HAVING THIS MATTER TURNED OVER TO A
COLLECTION AGENCY.
```

Figure 13-29 Printed Pastdue Statement snapshot

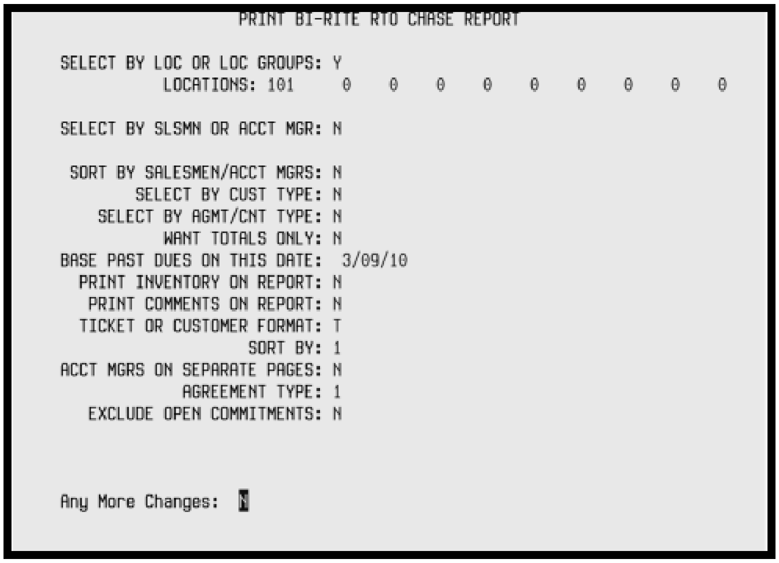
There are several uses for this past due letter report and program. You can print letters in free form type, print statements, print test notices, or print laser letters that you have in the system.

See your corporate office representative for the details on how you are to utilize this specific module. This particular past due notice report, statements and letters are specific to your business and tailored either by your corporate office possibly with RSSS assistance in getting this set up. See Figures 13-29 and Figure 13-29 for a screen and report snapshot example.

Call List - BRCHASE

This report is a way to print your call list.

To get into this program, Select "Collections" off the Store Home Menu and then select "Call List" off the Retainment Menu or press the F10 key off of any menu to get to the command line and type in "BRCHASE" and press the enter key. See Figure 13-30.


PRINT BI-RITE RTO CHASE REPORT

SELECT BY LOC OR LOC GROUPS: Y
LOCATIONS: 101 0 0 0 0 0 0 0 0 0

SELECT BY SLSMN OR ACCT MGR: N

SORT BY SALESMEN/ACCT MGRS: N
SELECT BY CUST TYPE: N
SELECT BY AGMT/CNT TYPE: N
WANT TOTALS ONLY: N
BASE PAST DUES ON THIS DATE: 3/09/10
PRINT INVENTORY ON REPORT: N
PRINT COMMENTS ON REPORT: N
TICKET OR CUSTOMER FORMAT: T
SORT BY: 1
ACCT MGRS ON SEPARATE PAGES: N
AGREEMENT TYPE: 1
EXCLUDE OPEN COMMITMENTS: N

Any More Changes: N

Figure 13-30 Call List - BRCHASE

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 only print information about the requested location(s) or location group(s). If you have selected to run the report for more than one location, you will see the prompt "SORT BY LOCATION". This gives you the option to run the selected stores together as one combined report or have the report separated by store.

SELECT BY SLSMN OR ACCT MGRS Enter a Y if you would like to select by the employee or account manager for the account, you may enter up to 10 employee numbers. Accept the N for the default if you want all who entered comments.

SORT BY SALESMEN / ACCT MGRS Enter a Y if you would like to have the call list sorted by the employee or account manager. Accept the N for the default to not sort by the employee or account manager.

SELECT BY CUST TYPE Defaults to N for no. If this is answered with a Y for yes, you will then be prompted for "CUST TYPES". You may enter up to ten different customer types. If you want all customer types, accept the default by pressing the enter key.

SELECT BY AGMT / CNT TYPE Defaults to N for no. If you want all contract types press the enter key to accept the default of N. If you want to select only certain contract types, type in a Y for yes. You will then be prompted for "AGMT/CNT TYPES". You may enter up to ten different contract types.

WANT TOTALS ONLY Enter a Y to get a summary of the call list. Accept N as the default to get the detail information.

BASE PAST DUES ON THIS DATE: Defaults to today's date. Enter the date you want past dues based on. If you want to include today's past dues, enter tomorrow's date.

PRINT INVENTORY ON REPORT Press enter to accept the default of Y to print the inventory on this report. Enter an N to NOT print the inventory on the report.

PRINT COMMENTS ON REPORT Enter a Y to print the comments on the report. Accept the default of N if you do not want the comments to print on this report.

TICKET OR CUSTOMER FORMAT Enter the format type.

- **(T) Original Ticket Report Format**
- **(C) Customer Format**

SORT BY Enter how you want the report sorted.

- **(1) Days Late**
- **(2) Cust Name**
- **(3) Agmt Date**
- **(4) Total Due**
- **(5) Address**
- **(6) Zip**
- **(7) Mapcode**

ACCT MGRS ON SEPARATE PAGES Enter a Y if you want each account managers call list to print on a separate page. Accept the default of N if you do not want to break out account managers on separate pages.

AGREEMENT TYPE Enter the agreement type you want to print the call list for.

- **(1) RTO**
- **(2) Fee**
- **(3) RTO and Fee**

EXCLUDE OPEN COMMITMENTS Enter a Y to exclude customers with open commitments from this call list. Otherwise accept the N for no.

PAST DUE SUMMARY OPTION Enter the number corresponding to the way you want the summary to break out information meaning 1 to 4 days past due, 8-15 days past due and so on.

- **(1) 1-4,5-7,8-15,16-23,24-31,32-60,>61**
- **(2) 1-3,4-7,8-14,15-30,31-45,45-60,>91**

PRINT INVENTORY BOOK VALUE Enter a Y if you want the book value to print on the report. Otherwise accept the N for no.

Press the F9 key. You will then be prompted "Any More Changes". When this is answered with an N for no, the report will begin counting and will print to the printer or file pathname you specified.

An example report run for totals only can be seen in Figure 13-31.

RUN DATE: 03/09/10 RSSS 12.5 PAGE: 15
TIME:16:08:17 BI-RITE RTO CHASE REPORT (BRCHASE) IN NUMBER OF DAYS LATE ORDER
SELECTED BY LOCS: 101
PAST DUE DATE OF: 3/09/10

CUSTOMER NAME	STREET ADDRESS	DAYS LATE	DUE DATE	TOTAL DUE	PAYS TO DATE	T	AGRMNT DATE	NO. PMTS	PMTS MADE	PMTS LATE	HOME PHONE
MARTIN, RICHARD	[illegible]	96	12/03/09	266.65	3/11/10	W	10/08/09	78	8	0	(555)555-5555
BENDER, DAVID	[illegible]	96	12/03/09	152.80	3/11/10	W	10/09/09	104	8	0	(555)555-5555
HUNT, ANGEL	[illegible]	96	12/03/09	316.08	3/11/10	W	11/02/09	91	4	0	(555)555-5555
HUNT, ANGEL	[illegible]	96	12/03/09	316.08	3/11/10	W	11/02/09	126	4	0	(555)555-5555
JONES, DARLENE	[illegible] 6	95	12/04/09	580.23	3/12/10	W	12/05/07	156	104	14	(555)555-5555
MITCHELL, TINA	[illegible]	94	12/05/09	291.51	3/13/10	W	7/25/07	156	122	1	(555)555-5555
PALMER, MERRIELLEN	[illegible]	94	12/05/09	355.63	3/13/10	W	10/06/07	156	112	34	(555)555-5555
MILLER, KIMBERLY	[illegible] 3	94	12/05/09	266.65	3/13/10	W	1/26/09	156	45	3	(555)555-5555
SHARPE, ADEM	[illegible]	94	12/05/09	480.86	3/13/10	W	10/05/09	59	9	0	(555)555-5555
JAMES, DEBRA	[illegible]	73	12/26/09	229.69	3/13/10	W	6/29/07	156	131	12	(555)555-5555
ROSS, MICHELLE	[illegible]	73	12/26/09	287.83	3/13/10	W	6/23/09	52	27	10	(555)555-5555
LACLAIR, BETTY	[illegible]	73	12/26/09	97.16	3/13/10	W	9/05/09	130	16	0	(555)555-5555
ROSS, MICHELLE	[illegible]	66	1/02/10	110.00	3/13/10	W	10/01/09	52	13	4	(555)555-5555
ALLEN, BILLI	[illegible]	66	1/02/10	1.07	1/09/10	W	3/29/08	91	91	49	(555)555-5555
LACLAIR, BETTY	[illegible]	66	1/02/10	77.90	3/13/10	W	10/08/09	104	12	0	(555)555-5555
KELLEY, EUGENE	[illegible]	61	1/07/10	140.71	3/11/10	W	4/24/09	156	37	0	(555)555-5555
SMITH, JAMES	[illegible]	10	2/27/10	47.73	3/13/10	W	10/16/08	156	70	32	(555)555-5555
BALDWIN, CHRIS	[illegible]	10	2/27/10	61.85	3/13/10	W	10/30/09	91	17	1	(555)555-5555
SMITH, MARY	[illegible]	5	3/04/10	70.14	3/11/10	W	2/25/10	78	0	0	(555)555-5555
RAY, JOSEPH	[illegible]	3	3/06/10	20.01	3/13/10	W	6/08/09	52	39	14	(555)555-5555
RAY, JOSEPH	[illegible]	3	3/06/10	14.12	3/13/10	W	11/07/09	156	17	2	(555)555-5555
RAY, JOSEPH	[illegible]	3	3/06/10	14.12	3/13/10	W	11/07/09	104	17	2	(555)555-5555
SMITH, MARY	[illegible]	3	3/06/10	22.36	3/13/10	W	6/14/08	156	90	4	(555)555-5555
SMITH, MARY	[illegible]	3	3/06/10	8.56	3/13/10	W	6/14/08	156	90	4	(555)555-5555
SMITH, MARY	[illegible]	3	3/06/10	16.48	3/13/10	W	10/10/09	156	21	2	(555)555-5555
SMITH, MARY	[illegible]	3	3/06/10	7.49	3/13/10	W	10/10/09	98	21	2	(555)555-5555

REPORT TOTALS=============> % PAST DUE: 97.35 DOLLARS DUE: 257533.06
AGREEMENTS: 717 AGREEMENTS PAST DUE: 698

TIME FINISHED:16:08:17

Figure 13-31 Call List - BRCHASE Example

Print Commitment File Report - CMMTRPT

The Commitment Report - CMMTRPT is used as a management follow up report to track and review commitment activity by account manager and is used with the optional RSSS On-Screen Collections known as the Enhanced TICKDUE program.

To get into this program, select it off of your Store Collections Menu or press the F10 key off of any menu to get to the command line and type in “CMMTRPT” and press the enter key.

The next screen will prompt you for the “Printer or File Pathname”. Press the enter key to accept the default printer or type in the proper printer number. See *Introduction to Reports* for additional information about the printer/file pathname screen. You will see a screen similar to Figure 13-2. You will now be prompted for “Separate Locations”. Press the enter key to accept the N default.

You will see a screen similar to Figure 13-32.

```
                    PRINT COMMITMENT FILE REPORT

        SELECT BY ENTERED BY: N


       STARTING ENTERED DATE:
         ENDING ENTERED DATE:  3/09/10
  USE ACCT MGR AS ENTERED BY: N










                    ENTER AN "N" OR A "Y"
```

Figure 13-32 Print Commitment File Report

SELECT BY ENTERED BY If you want all commitments regardless of who entered them, accept the default of N. You will now be prompted "Sort by Entered by". If you want them sorted by the employees who entered them, enter a Y.
If you want to see only what particular employees entered, enter a Y and you will be prompted "Entered By". You will have the option to enter up to 10 different employee numbers.

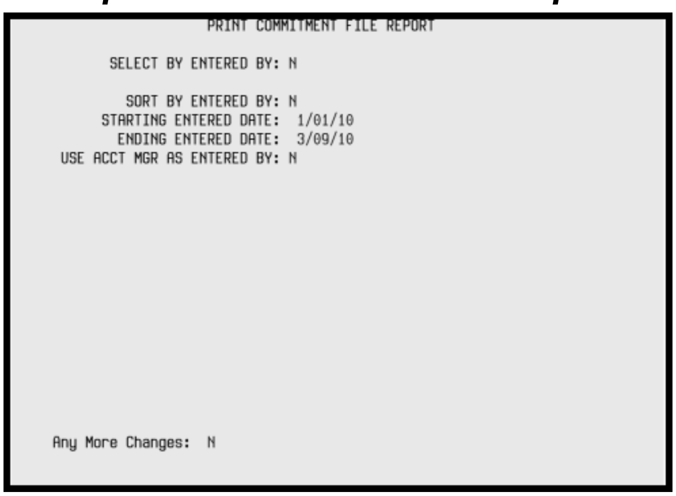
STARTING ENTERED DATE Enter the beginning date for commitments you want to report.

ENDING ENTERED DATE Enter the ending date for commitments you want to report.

USE ACCT MGR AS ENTERED BY Enter the account manager number to select the option to override the entered by and use the account manager number rather than the person who entered the commitment. Allows you to run the report by route instead of by who entered the commitment.

Press the F9 key. You will be prompted for "Any More Changes". When this is answered with an N for no, the report will begin counting and print to the printer or file pathname you specified. See Figure 13-33 and Figure 13-34 for example setup screen and resulting Commitment File Report.

Example of the CMMTRPT setup screen and resulting report



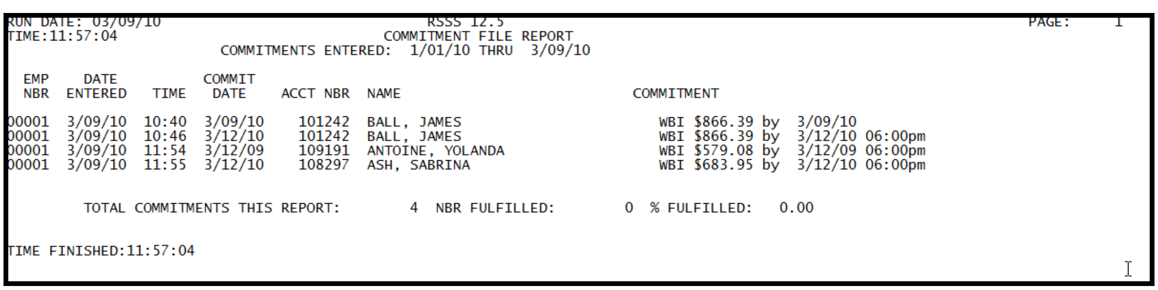
```
                 PRINT COMMITMENT FILE REPORT

        SELECT BY ENTERED BY: N

          SORT BY ENTERED BY: N
       STARTING ENTERED DATE:  1/01/10
         ENDING ENTERED DATE:  3/09/10
   USE ACCT MGR AS ENTERED BY: N

  Any More Changes:  N
```

Figure 13-33 Print Commitment File Report Screen Example



```
RUN DATE: 03/09/10                                         RSSS 12.5                                              PAGE:     1
TIME:11:57:04                                        COMMITMENT FILE REPORT
                          COMMITMENTS ENTERED:  1/01/10 THRU  3/09/10

  EMP    DATE          COMMIT
  NBR  ENTERED   TIME   DATE    ACCT NBR  NAME                            COMMITMENT

00001  3/09/10  10:40  3/09/10   101242  BALL, JAMES                       WBI $866.39 by  3/09/10
00001  3/09/10  10:46  3/12/10   101242  BALL, JAMES                       WBI $866.39 by  3/12/10 06:00pm
00001  3/09/10  11:54  3/12/09   109191  ANTOINE, YOLANDA                  WBI $579.08 by  3/12/09 06:00pm
00001  3/09/10  11:55  3/12/10   108297  ASH, SABRINA                      WBI $683.95 by  3/12/10 06:00pm

        TOTAL COMMITMENTS THIS REPORT:      4  NBR FULFILLED:      0  % FULFILLED:   0.00

TIME FINISHED:11:57:04
```

Figure 13-34 Resulting Commitment File Report Example

Print Customer Past Due Letters - TCKPDUE1

This program allows you to print the customer letters as used in the On-Screen Collections – TICKDUE for a range of customers by their due date.

To get into this program, press the F10 key off of any menu to get to the command line (Input the module you would like to execute) and type in “TCKPDUE1”.

You will be prompted for the printer or file pathname. Press the enter key to accept the default printer or type in the proper printer number. 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 N default. You will see a screen similar to Figure 13-35.

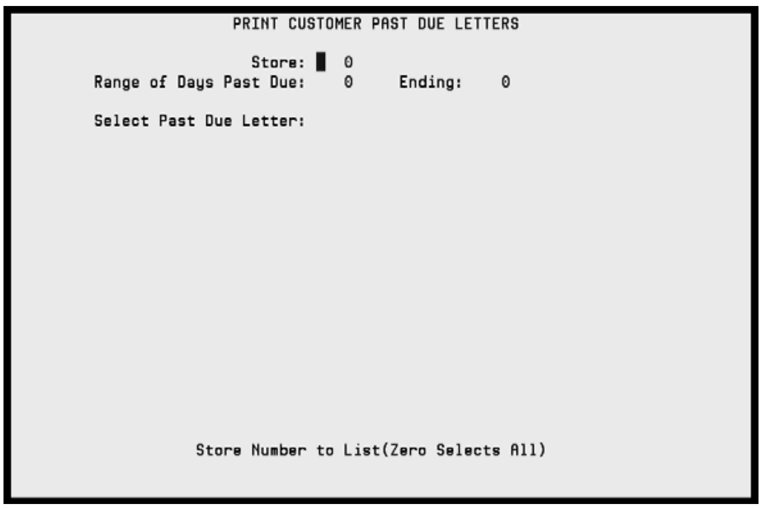


Figure 13-35 Print Customer Past Due Letters

STORE Enter your store locationto run letters for your store, if you leave this set to zero you will run past due letters for ALL stores.

RANGE OF DAYS PAST DUE/ENDING Enter the range of days past due.

SELECT PAST DUE LETTER Enter the name of the Letter and press the F9 key; you will be prompted “Any More Changes: N”. If you do not need to change anything, press the enter key to accept the default of N for no and run the letters. If you do not know the name of the letter, press the enter key to get a listing; depending on your security authorization you will have different options at the bottom of the screen. If you have full security, you may add, change or delete letters. If you do NOT have full security, you will only have the option “S” to select.

Past Due Letter Example Screens

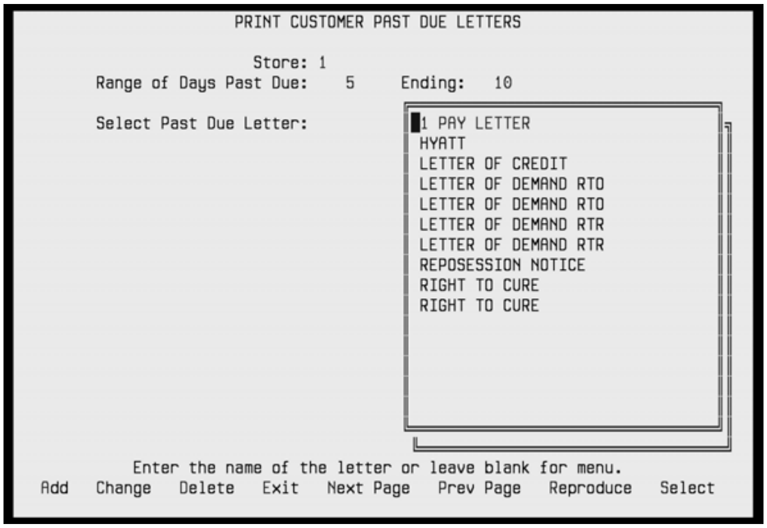


Figure 13-36 Print Customer Past Due Letters Window

In Figure 13-36, there are letters available; however, we want to add a new letter. You can press “A” to add a new letter, see Figure 13-37. Please note the prompts you will see at the bottom of the screen will depend on your security authorization to work with letters.

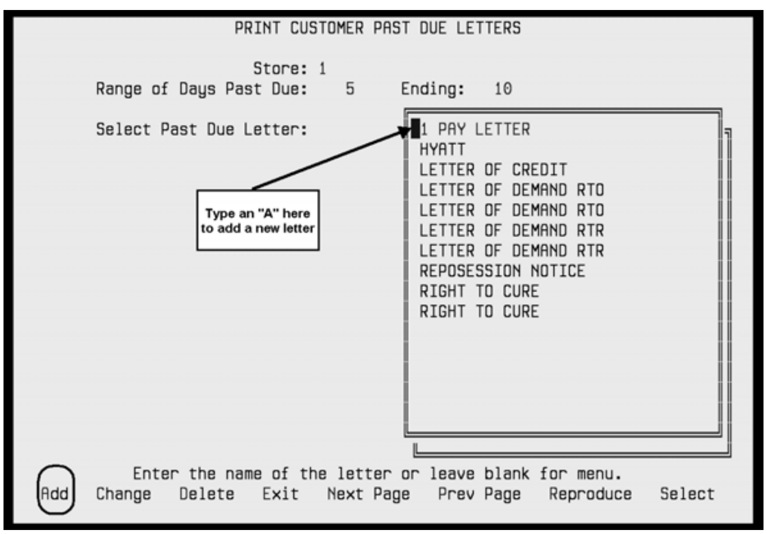


Figure 13-37 Adding a Past Due Letter

If you press “A” next to the first letter, you will now see a screen similar to Figure 13-38.

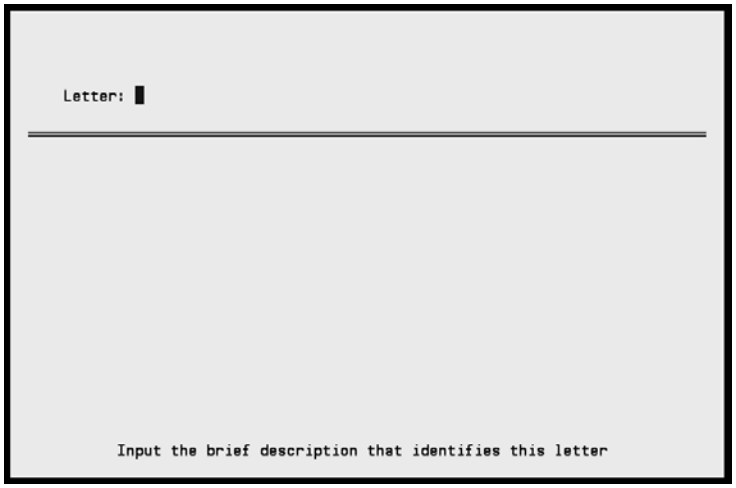


Figure 13-38 Continuing to Add a Past Due Letter

LETTER: Enter the name you want to use to refer to this letter. Press the enter key and your cursor will now be below the line on the screen. You will be able to type the body of the letter here. You can use the following basic data tags to incorporate customer information into your letter.

$DATE	Prints system date
$CUSTOMERNAME	Prints first & last name
$ADDRESS1	Prints first address line
$ADDRESS2	Prints second address line
$CITY	Prints city
$STATE	Prints state 2 digit code
$CITY-STATE-ZIP	Prints these all on one line
$DEAR-FNAME	Prints Dear ____________ uses the customer first name.

Figure 13-39 shows the letter that we identified and typed in at the screen shown in Figure 13-40.

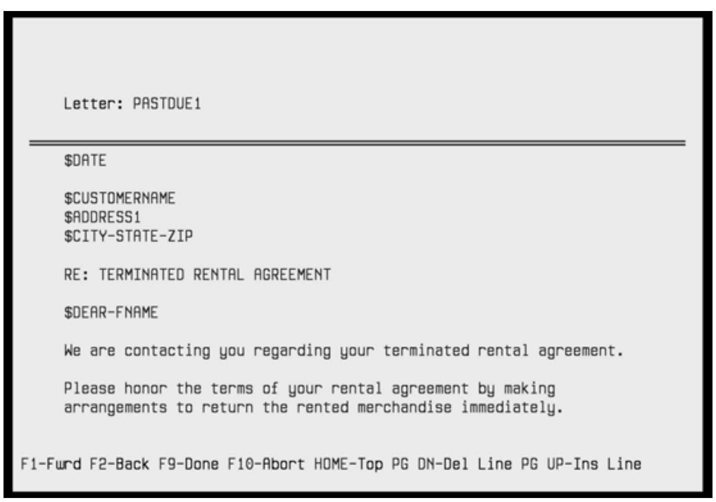


Figure 13-39 Actual Past Due Letter Example

When you have completed typing the letter, press the F9 key and you will be returned to the window from which you may select a letter to print. Using your arrow keys, select the letter you want to print and press “S”, see Figure 13-34.

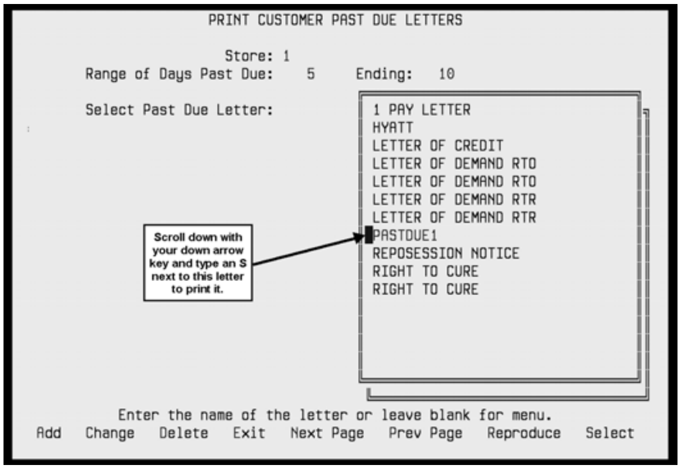


Figure 13-40 Print Customer Past Due Letters Selection Window Screen

Press enter and a screen similar to Figure 13-41 will appear. See Figure 13-42 for an example of printed letter.

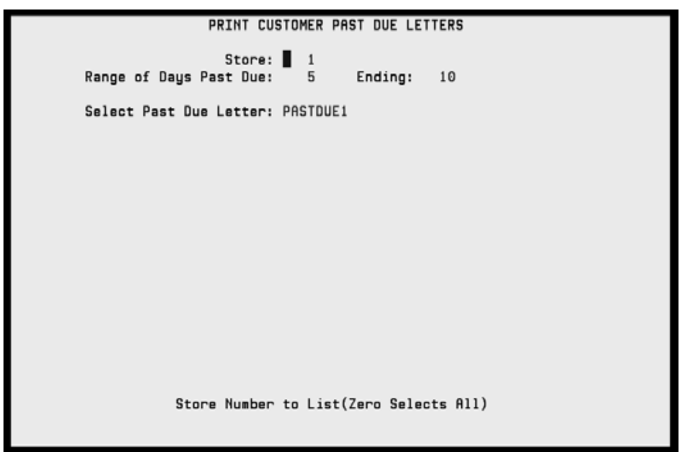


Figure 13-41 Print Customer Past Due Letters Screen with letter selected

February 22,2006

TAMMY L.
P O BOX 709
ANYTOWN,TX 55555-0000

RE: TERMINATED RENTAL AGREEMENT

Dear TAMMY,

We are contacting you regarding your terminated rental agreement.

Please honor the terms of your rental agreement by making arrangements to return the rented merchandise immediately.

Call us now at (555)555-5555 to halt continued efforts by Lucky Rental Purchase to recover its property.

Sincerely,

Store Manager
Lucky Rental Purchase

Figure 13-42 Past Due Letter Example

Adding, Changing or Deleting Contact Commitment Codes

To get into the Contact Commitment Code program, press the F10 key off of any menu to get to the command line and type in “GETCCODE”. See Figure 13-43.

NOTE: This function is something that is set up by your company management and requires a high level of security authorization.

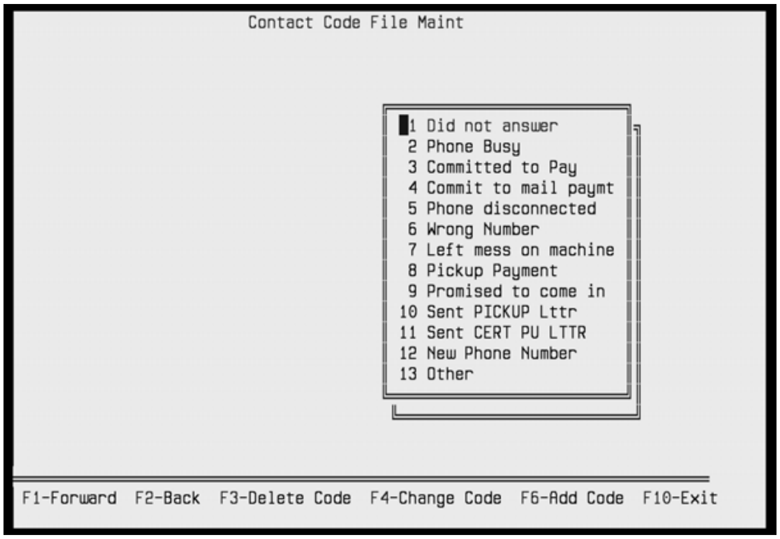


Figure 13-43 Contact Code File Maintenance Screen

To add a new contact code, press the F6-Add Code key and you will get a screen similar to Figure 13-44. You do have to have the security authorization to add, change or delete contract codes.

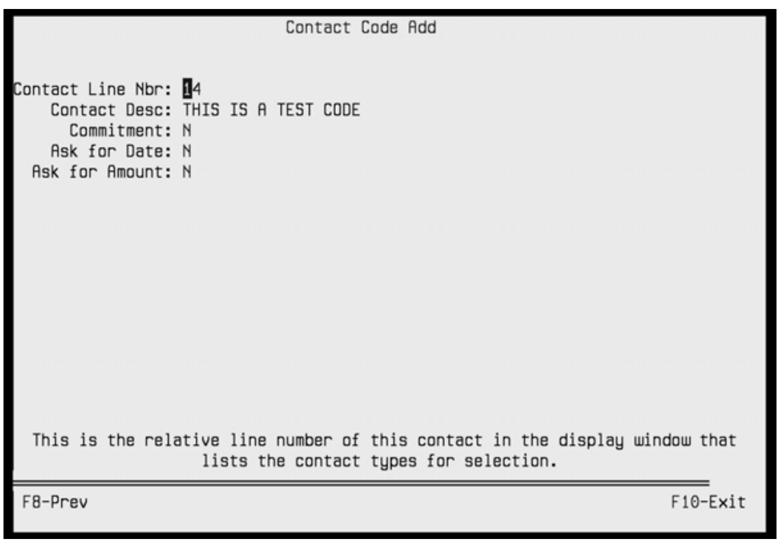


Figure 13-44 Contact Code Add Screen

CONTACT LINE NBR This determines the position (or line number) this commitment code will appear on in the selection window.

CONTACT DESC Type in the contact description. This will display in the selection window and on reports.

COMMITMENT Enter a Y if this contact type is treated as a commitment when added, otherwise leave it N for no commitment. A commitment will populate the first line of the comments window in RP and populate the commitment date field.

ASK FOR DATE Enter a Y if you want to require employees to enter a date when this commitment code is selected. N if a commitment date will not be required.

ASK FOR AMOUNT Enter a Y if you want to require employees to enter the amount the customer has committed to pay when this commitment code is selected; N amount will not be required.

When you have completed the new contact commitment code entry, press the F9 key. You will be prompted for "Any Changes". Press the enter key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code Add Screen. Press the F8 key when you are done adding new contact codes to back out to a menu.

To change a new contact code, highlight the code you want to change using your up and down arrow keys, press the F4-Change Code key and you will get a screen similar to Figure 13-45.

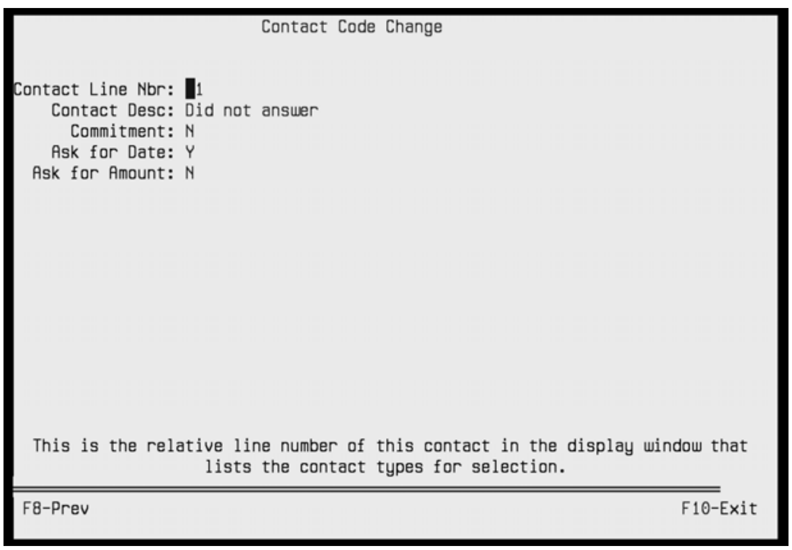


Figure 13-45 Contact Code Change Screen

When you have completed the change to the contact code entry, press the F9 key. You will be prompted for "Any Changes". Press the enter key and accept the default of N for no more changes if your entry is complete. You will be returned to the Contact Code File Maintenance Screen. Press the F8 key when you are done adding new contact codes and this will back out to a menu.

To delete a contact code, highlight the code you want to delete using your up and down arrow keys, press the F3-Delete Code key and you will get a screen similar to Figure 13-46.

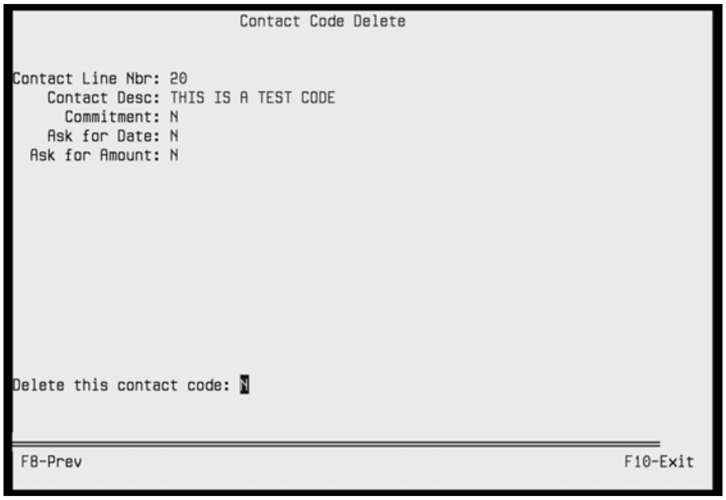


Figure 13-46 Contact Code Delete Screen

Enter a Y for yes to delete the contact code. You will be returned to Contract Code Maintenance Screen. Press the F8 key to back out to a menu.