

Chapter 11 – Taking Payments – RP

How to Take a Payment

To take a Rental Payment, select “Take a Payment” from the Daily Customer Service Menu or press F10 and at the command line and type in “RP” and then press the enter key.

The next screen you will see is the Customer Maintenance Screen. For detailed information on this screen refer to [Add/Change/Lookup Customer Data, pages 1-4](#). See Figure 11-1.

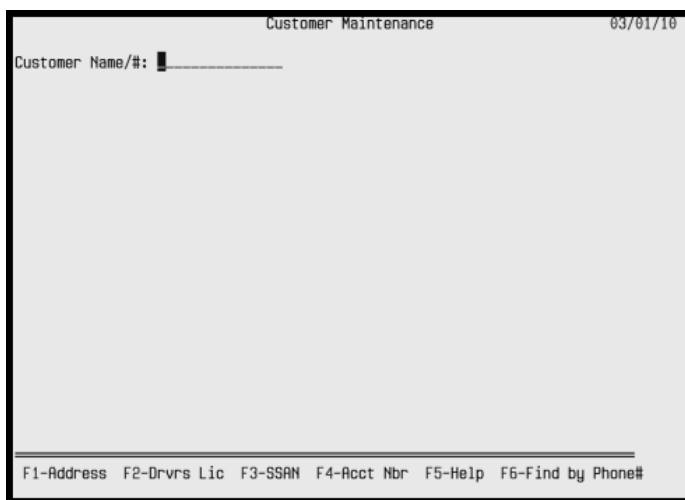


Figure 11- 1 Customer Screen

Once you have the correct customer record, the cursor will be under the #P (Number of payments) field on the first ticket, see Figure 11-2.

If there are multiple agreements open for this customer and the customer is only paying on certain agreements, use the “END” key to blank out any number that is under the #P field on agreements NOT being paid on and use the arrow key(s) to highlight the agreement(s) being paid on or refer to [FZ – DATE/AMT Function Key](#) information in this section.

```

998
Name: SMITH      , CHARLES      Acct#:  101322  H Ph: (555)555-5555
Add: 687 SHERMAN AVE      BTTC:      W Ph: (555)555-5555
City: ANYTOWN      TX 55555  PayDay:
Comment:  WBI $28.89 by 10/24/09 02:00pm
        CALL 361-6468 IF HOME NUMBER DOESN'T WORK

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
DIGITAL 1038.00 1  11.00      1.10      1.10      0.85 12.95 2/27/10
COMPUTER 2016.00 1  24.00      2.40      2.40      1.85 28.25 2/27/10
REFRIGER 4092.66 1  52.47      5.25      5.25      4.04 61.76 3/01/10

Length 156 Terms W RTO Total Charge  102.96      0.00 Due 102.96
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 11- 2 Take Payment Screen

With the cursor on the agreement that the customer is making a payment on, type in the number of payments the customer is making at this time and press the enter key. If this is a partial payment, enter the exact amount (rent only) the customer is paying you at this time under the "Pmt Amt" field and press the enter key. **Note: You cannot change the payment amount if the number of payments is greater than 1 or if you do not have security authorization to do so.**

If the customer is making a full payment, enter a 1 for the #P (Number of payments) and then press the enter key. Your cursor will now be under PMT AMT; press the enter key to accept the default or enter the dollar amount being paid on this account. The Due Date will be adjusted accordingly. The due date is determined by the average daily rate which is calculated as payment rate divided by 30 if a monthly account or payment rate divided by 7 if a weekly account.

If you want to change prompted amounts (and you have the security authorization to do so) in "Other", "Late", "Grp", "Esp" charges, press the enter key to get to the particular field(s) and enter the amount to be charged with this payment(s). Continue pressing enter until the cursor returns to the next agreement (if more than one).

Press the F9 key and your cursor will move to the prompt "Amt Tendered". Type in the amount of money the customer gives you. If the amount is greater than what is due, the system will prompt you "Amt Greater Than Amt Due; Enter "C" to Calc Change or "R" to Credit Receivables". The "Change" will be figured automatically or a "Receivable" amount will be recorded. Receivable is an amount that is either "owed" to the customer or money "owed" to the company. You will now be prompted for the "Pmt Form". A list of options will be displayed at the bottom of the screen, see Figure 11-3.

```

1
Name: SMITH , CHARLES Acct#: 101322 H Ph: (555)555-5555
Add: 687 SHERMAN AVE BTTC: W Ph: (555)555-5555
City: ANYTOWN TX 55555 PayDay:
Comment: MBI $28.89 by 10/24/09 02:00pm
CALL 361-6468 IF HOME NUMBER DOESN'T WORK

Ticket# Seq Bal #P Amt Other Late Grp Esp Tax Tot Due Due Date
DIGITAL 1038.00 1 11.00 1.10 0.85 12.95 3/06/10
COMPUTER 2016.00 1 24.00 2.40 1.85 28.25 3/06/10
REFRIGER 4092.66 1 52.47 5.25 4.04 61.76 3/08/10

Total Due: 102.96 Amt Tendered: 102.96 Change: 0.00 Pmt Form:
1-Cash,2-Ck,3-Money O,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout
  
```

Figure 11- 3 Take Payment Screen with Payment Form options

Type in the corresponding number for the Payment Form noted at the bottom of the screen .

If payment form #2 (check) or payment form #11 (if using the Field Check) is selected, you will be prompted to enter the check number. Only use payment form 2 or 11 if your company takes checks. See [Check Management](#) for more information on handling checks.

You will now be prompted for "Any More Changes". An "N" for no will print a receipt. You will then be prompted "Reprint this Receipt". Entering a "Y" will print the receipt again, entering an "N" will complete the payment. You will now be returned to the screen similar to Figure 11-1.

Please Note: The exact way this program works depends on how control and program security are set up for your company and/or your store. For example, you may not be able to change the payment amount or the next due date. Consult your supervisor or system administrator for details.

Function keys in Take Payment

When you first call up a customer you will note on the bottom of the screen there are prompts telling you what the various function keys can be used for, see Figure 11-4.

```

1
Name: SMITH , CHARLES Acct#: 101322 H Ph: (555)555-5555
Add: 687 SHERMAN AVE BTTC: W Ph: (555)555-5555
City: ANYTOWN TX 55555 PayDay:
Comment: WBI $28.89 by 10/24/09 02:00pm
CALL 361-6468 IF HOME NUMBER DOESN'T WORK

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
DIGITAL 1027.00 11.00 1.10 0.85 12.95 3/06/10
COMPUTER 1992.00 24.00 2.40 1.85 28.25 3/06/10
REFRIGER 4040.19 52.47 5.25 4.04 61.76 3/08/10

Length 156 Terms W RTO Total Charge 0.00 0.00 Due 0.00
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
  
```

Function Key choices

Figure 11- 4 Function keys in Take Payment

F1-Cust Chg: When you are on this screen, pressing the F1 key will allow you to change the customer information if you have security authorization to do so. When you press the F1 key your cursor will move to the name prompt. By using your arrow keys, you can go from field to field at the top of the screen and change the information that needs to be changed. When you have made all necessary changes, press the F9 key and your cursor will drop back down under the #P prompt and you can continue taking the payment as usual.

F2-Payoff: Pressing the F2 key will show you what the payoff is on the highlighted agreement. The screen will change to resemble the following, see Figure 11-5. The Payoff Calculation is unique to your company's settings.

```

Rental Payoff Amounts For: CHARLES SMITH Tick 130662

120 Day Cash Price Is: 2,254.98 Expires: 4/17/10
Less Pmts Made: 52.47
120 Day Payoff Is: 2,202.51
Plus Late Amt: 0.00
Plus GRP/ESP Amt: 0.00
Plus Tax Amt: 154.18
Payoff Figured 120 DAY OPTION Is: 2,356.69

Number Of Payments Left: 77.00

Enter "CLOSE" to Close Ticket or Press Return To Continue: █
Press F5 for Help
  
```

Figure 11- 5 Payoff an Agreement

When you are finished with this screen, press the F8 key and you will be returned to the payment screen.

F3-ShowTic/BadChk: Using the F3 key, you will be able to view the ticket detail or can be used to back out or pay a bad check, see Figure 11-6. For information on returning or paying a bad check, see [Check Management](#).

Ticket Inquiry		Late Receivables:	0.00
Ticket/Seq:	130662	Agreement #:	
Agmt Type:	K	Pmt Term:	W
Agmt Date:	12/18/09	Next Due:	3/08/10
Pmt Amt:	52.47	Grp Amt:	5.25
Deposit:	0.00	Del Amt:	
#Bad Cks:		Clerk:	998
Acct Mngr:		1Tax Code:	
Model Nbr:		Serial #	
ARWRLTT18TKXSQ		VSY0327624	
ARFRIFU17F5HW		WB93460870	
		Desc	
		REFRIGERATOR	GOOD
		REFRIGERATOR	GOOD
		FREEZER	BEST
		Pmt	22.47
		Spiff	30.00
		ESP	
		Date	12/18/09
		Date	2/25/10
		Source:	DN
		I Bor:	
		Status:	RTO
		Last Due:	3/01/10
		Last Paid:	3/01/10
		Tax Amt:	4.04
		Agmt Amt:	4,092.66
		Agmt Bal:	4,040.19
		Balloon Amt:	0.00
		Late Pmts:	2
		Changed:	3/01/10
		Balloon Pd:	
		Monthly Pmt/Ttl:	0.00
		Weekly Pmt/Ttl:	52.47
		4092.66	
		Monthly Pmt/Ttl:	0.00
		0.00	
		Enter-Prev Screen	
		F3-Return Bad Check	
		F4-Pay Bad Check	
		F5-Help	

Figure 11- 6 F3-ShowTic/BadChk View

F4-Hist: To review the payment history on a ticket, from the payment screen, press the F4-Hist key. Your screen will now change to resemble Figure 11-7. Notice the function keys at the bottom of the payment history screen. You can switch the display to the traditional RSSS view using F3-Date Display. F4 will reverse the display order so you see the oldest transaction first. This is helpful if there are pages of payment history and you do not want to F1 or F2 through the pages to see the last or the first payment history page. F6 allows you to see the payment history on all agreements. This is helpful if you are referencing or refunding across agreements for a particular day on this one customer.

Cust	101322	CHARLES SMITH	Tick	130662	NextDue:	3/08/10	Rcv			
Pay Date	DaysLate	DaysPaid	Receipt #	Amount	Tax	Other	Tot Pay	Bal	SimT	F
3/01/10	0	7	1010070913	52.47	4.04	5.25	61.76	4040.19	13	1
2/25/10	4-	0	1010070877				4092.66	9983	1	
2/25/10	4-	0	1010070876	4092.66-			4092.66-	4092.66	9985	1
2/25/10	3	7	1010070875	41.73	3.21	4.17	49.11	1752.66	9983	1
2/18/10	52	56	1010070845	333.84	25.71	37.55	397.10	1794.39	9983	1
12/18/09L	0	N	1010070830	41.73	3.34	5.96	51.03	2128.23	9983	1
12/18/09	0	10	1010070829	2169.96-			2169.96-	2169.96	9985	5
NO MORE PAYMENT RECORDS										
F1-Forward F2-Back F3-Date Display F4-Reverse Display Order F6-All Agmts										

Figure 11- 7 Payment History

To look for a particular payment, press the enter key. Using your arrow keys, if necessary, highlight the payment you want to look at the detail of the payment on. The screen will change to resemble Figure 11-8.

```

Rental Pmt Inquiry--File 2

Pmt Nbr: 01010070913

Acct#: 101322      Ticket Nbr: 130662 0
Receipt Date: 3/01/10      Time: 15 49 31
Date Pmt Due: 3/01/10      Store: 101
Next Due Date: 3/08/10      Salesman #: 1
Pmt Amt: 52.47      Misc Charge: 0.00
Late Charges: 0.00      Grp Amt: 5.25
ESP Amt:      Tax Amt: 4.04
Agreement Bal: 4040.19      Type Payment: 3
Pmt Form: 1      Pmt Changed:
Tax Code:      Pmt Type: 0
Receivable Amt:      Misc Chg Type:
ESP Amt ForPmt:
Late Date:      Grp Waived:
Prev Late Bal:      Total Late Due:
Late Fees Paid:      Late Forgiven:
New Late Bal:      Nbr Days Late:
Begin Rec Bal:      Ending Rec Bal:
Disc/DDte Code: /      Proc FeeWaived:
Press Return For List Screen █
  
```

Figure 11- 8 View or Change a payment

After you have viewed the detail on the payment, press the F8 key and you will be returned to the payment history listing screen.

F6-Comment: By pressing F6, your cursor will move to the "Comment" prompt and you will be able to add a comment on the customer payment screen, see Figure 11-9. The first line is typically reserved for collections. Press F6 again and you will move to the Comment History screen and by pressing F6-Add Comment, you may enter further comments on the customer. Press F9 to save the comment, then press F8 to return to the comment section on the Take Payment screen. Press F8 again and your cursor will move back to below the #P prompt.

```

1
Name: SMITH, CHARLES      Acct#: 101322      H Ph: (555)555-5555
Add: 687 SHERMAN AVE      BTTC:      W Ph: (555)555-5555
City: AMHTOWN      TX 55555      PayDay:
Comment: 01 $28.89 by 10/24/09 02:00pm
CALL 361-6468 IF HOME NUMBER DOESN'T WRK

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
DIGITAL 1027.00 11.00 1.10 0.85 12.95 3/06/10
COMPUTER 1992.00 24.00 2.40 1.85 28.25 3/06/10
REFRIGER 4040.19 52.47 5.25 4.04 61.76 3/08/10

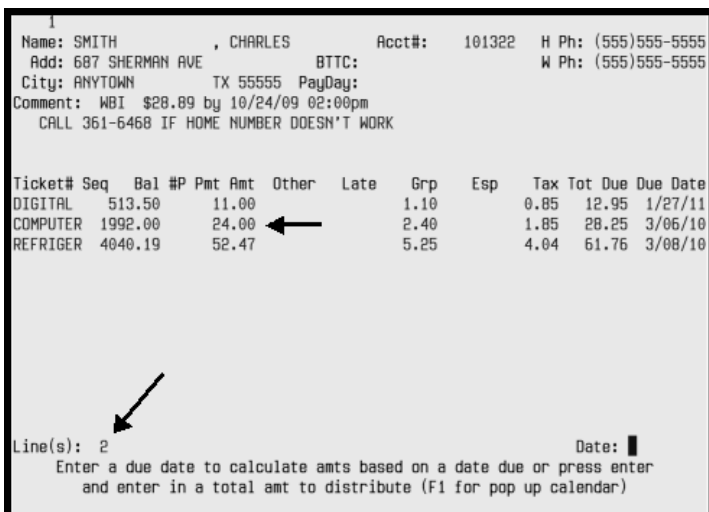
Length 78 Terms W RTO Total Charge 0.00 0.00 Due 0.00
Enter comments or Press F5 for help or Press F6 for Comment History
F1-CustChg F2-Payoff F3-ShowTic/BadChk F4-Hist F6-Comment F7-Date/Amt F8-Back
  
```

Figure 11- 9 Comments on Payment Screen

F7-Date/Amt: This function is used when a customer comes in and wants to pay his account up to a certain date or pay a certain amount different from his normal

payment. When you press the F7-Date/Amt key, your screen changes slightly and you will be able to enter in the date they want to pay through or the amount they are paying and the system will prompt you for the amount they need to pay, see Figure 11-10.

Enter the line number(s) of the agreement(s) you want to process the payments on (you may enter up to 12 different line numbers). The line number represents the ticket listed giving the ability to apply the date or amount to multiple tickets. Enter the line number(s) and press the F9 key or press the enter key until you see the Date prompt, see Figure 11-10.



Name: SMITH, CHARLES Acct#: 101322 H Ph: (555)555-5555
 Add: 687 SHERMAN AVE BTTC: W Ph: (555)555-5555
 City: ANYTOWN TX 55555 PayDay:
 Comment: WBI \$20.09 by 10/24/09 02:00pm
 CALL 361-6468 IF HOME NUMBER DOESN'T WORK

Ticket#	Seq	Bal	#P	Pmt	Amt	Other	Late	Grp	Esp	Tax	Tot	Due	Due Date
DIGITAL	513.50			11.00				1.10		0.85	12.95		1/27/11
COMPUTER	1992.00			24.00				2.40		1.85	28.25		3/06/10
REFRIGER	4040.19			52.47				5.25		4.04	61.76		3/08/10

Line(s): 2 Date: █
 Enter a due date to calculate amts based on a date due or press enter and enter in a total amt to distribute (F1 for pop up calendar)

Figure 11-10 Selecting the Line Number of the Agreement for Payment

Enter the date the customer would like to pay through (press F1 for the popup calendar, see Figure 11-11) or press enter at the date prompt and enter the total amount the customer is paying in the "Amt" prompt. It is important to note that you can choose either the date the customer wants to pay to or the amount you are collecting, not both. If you choose the method of amount paid, the due date will be calculated on the average daily rate, and any additional money beyond that exact average daily rate will be applied based on your company settings in control maintenance for F7 Amts in RP.

Pressing the enter key will then display the calculated dates or payments on the ticket line selected. When all is complete, press the F9 key to complete the transaction and print a receipt.

```

1
Name: SMITH, CHARLES Acct#: 101322 H Ph: (555)555-5555
Add: 687 SHERMAN AVE BTTC: W Ph: (555)555-5555
City: ANYTOWN TX 55555 PayDay:
Comment: WBI $28.89 by 10/24/09 02:00pm
CALL 361-6468 IF HOME NUMBER DOESN'T WORK

Ticket# Seq Bal #Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
DIGITAL 513.50 11.00 1.10 0.85 1/27/11
COMPUTER 1992.00 24.00 2.40 1.85 3/06/10
REFRIGER 4040.19 52.47 5.25 4.04 3/08/10

Line(s): 2 Date:
Enter a due date to calculate amts based on a date due or press enter
F1 Next Month F2 Prev Month F3 Next Year F4 Prev Year F7 Cancel F9 Update
  
```

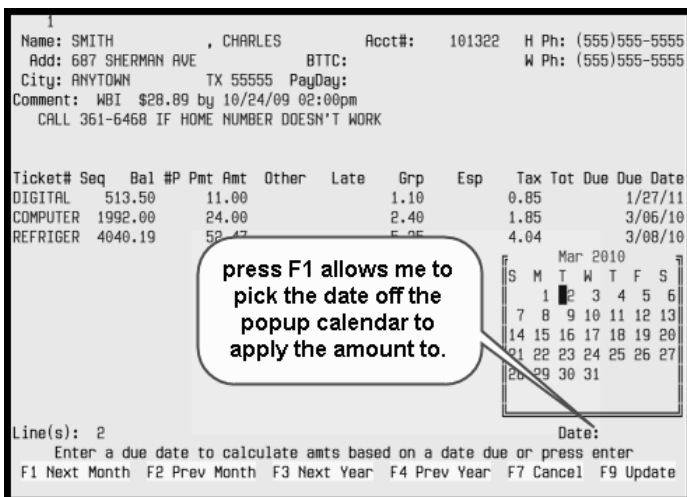


Figure 11-11 Paying up to a Certain Date or a Certain Amount

Take Payments with Rent to Own Accounts Receivable

The Rent to Own Accounts Receivable is a feature added to the "RP" Take Payments Program. This enhancement was designed to help you better collect unpaid charges or fees when a customer comes in to make a payment. This is extremely important in states that do not allow fees such as late charges to be collected after the fact.

This feature also enables you to keep consistent due dates. If your company policy is to have all due dates on Saturday, then the use of the RSSS Rent to Own Accounts Receivables will be of great benefit.

Following are examples of how to use the RSSS Rent to Own Accounts Receivables.

In the following example, this customer's total payments with grp and tax due is \$48.25. The customer only has \$40. He wants the \$40 applied and he will be back with the \$8.25. The \$8.25 he still owes you will be placed in receivables, see Figure 11-12.

```

1
Name: RAY, JOSEPH Acct#: 100433 H Ph: (555)555-5555
Add: 24 WILLIAM STREET BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment:

Ticket# Seq Bal #Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
TV REAR 242.86 1 17.00 1.70 1.31 20.01 3/06/10
REFRIGER 1680.01 1 12.00 1.20 0.92 14.12 3/06/10
TV DLP G 1056.01 1 12.00 1.20 0.92 14.12 3/06/10

Total Due: 48.25 Amt Tendered: 40.00 Change: 0.00 Pmt Form: 1
Any More Changes? [Y] Receivable: 8.25
F8-Back Out CMD-Exit Program
  
```

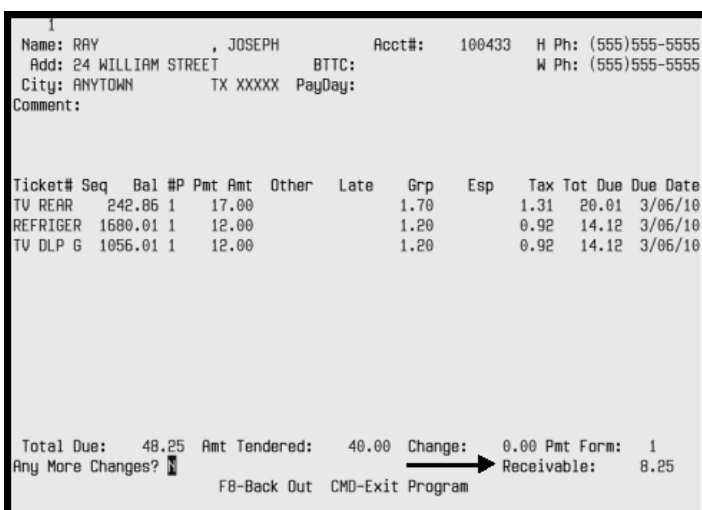


Figure 11-12 Using RTO Receivable

Calculate Change or Credit Receivables? prompt

When you enter the amount the customer is paying in the "Amt Tendered" and the money the customer is handing you is greater than the Total Due, you may be prompted to enter a C to calculate change or an R to credit receivables if your company utilizes the receivables module. See Figure 11-13.

```

1
Name: SMITH , MARY Acct#: 102961 H Ph: (555)555-5555
Add: 237 RESEVOIR RD. BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment: WBI $27.72 by 8/29/09 06:00

Ticket# Seq Bal #Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
LIVINGRO 1273.00 1 19.00 1.90 1.46 22.36 3/06/10
DINING R 469.00 1 7.00 1.00 0.56 8.56 3/06/10
LAUNDRY 1904.00 1 14.00 1.40 1.08 16.48 3/06/10
LIVINGRO 468.01 1 6.00 1.00 0.49 7.49 3/06/10
LAUNDRY 4284.54 54.93 5.49 4.23 64.65 3/04/10

Total Due: 54.89 Amt Tendered: 60.00 Change: 0.00 Pmt Form:
Amt Greater Than Amt Due;Enter "C" to Calc Change or "R" to Credit Receivables
F8-Back Out F4-End Pmt Form Mode Cmd-Exit Pgm
  
```

Figure 11-13 Calculate Change/Credit Receivable prompt

If an R to credit receivables is selected, the receivable figure will display on the screen. See Figure 11-14.

```

1
Name: SMITH , MARY Acct#: 102961 H Ph: (555)555-5555
Add: 237 RESEVOIR RD. BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment: WBI $27.72 by 8/29/09 06:00

Ticket# Seq Bal #Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
LIVINGRO 1273.00 1 19.00 1.90 1.46 22.36 3/06/10
DINING R 469.00 1 7.00 1.00 0.56 8.56 3/06/10
LAUNDRY 1904.00 1 14.00 1.40 1.08 16.48 3/06/10
LIVINGRO 468.01 1 6.00 1.00 0.49 7.49 3/06/10
LAUNDRY 4284.54 54.93 5.49 4.23 64.65 3/04/10

Total Due: 54.89 Amt Tendered: 60.00 Change: 0.00 Pmt Form: 1
Any More Changes? [ ] Receivable: 5.11-
F8-Back Out CMD-Exit Program
  
```

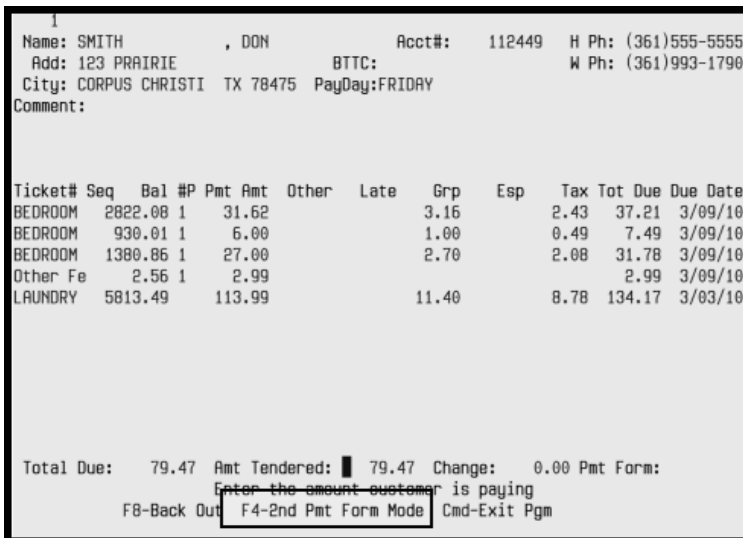
Figure 11-14 Calculate Change/Credit Receivable prompt

A negative receivable means you owe the customer and the customer's money is sitting in receivables and can be applied at a later date. A positive receivable means the customer owes you money. When a next payment is entered for the customer, the system will automatically include that money to be collected from the customer.

Split Down Payment Form

When taking a payment or multiple payments on a customer's account, you can take two types of tender for the payment(s).

To do this you will press F4-2nd Pmt Form Mode when you are at the "Amt Tendered" field. See Figure 11-15. In this example we are taking 4 payments that are due and we are going to take two types of tender.



```

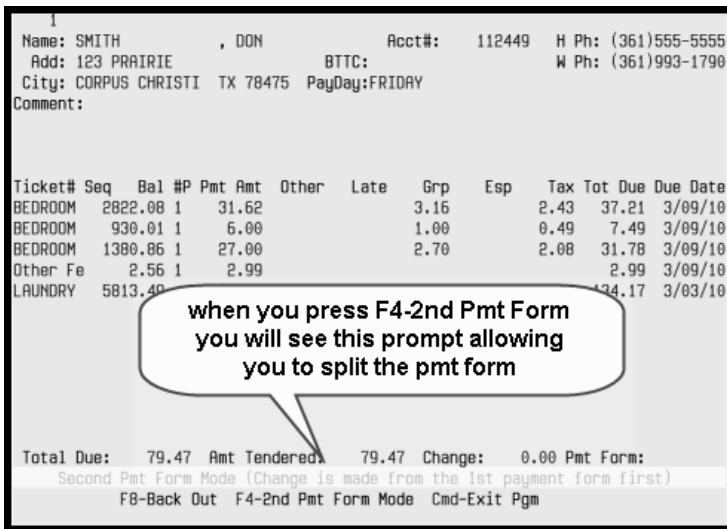
Name: SMITH      , DON      Acct#: 112449  H Ph: (361)555-5555
Add: 123 PRAIRIE      BTTC:      W Ph: (361)993-1790
City: CORPUS CHRISTI TX 78475  PayDay:FRIDAY
Comment:

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
BEDROOM 2822.08 1   31.62      3.16      1.00      0.49  7.49 3/09/10
BEDROOM 930.01 1   6.00      2.70      2.08  31.78 3/09/10
BEDROOM 1380.86 1  27.00      2.99      8.78 134.17 3/03/10
Other Fe 2.56 1   2.99
LAUNDRY 5813.49 113.99      11.40      8.78 134.17 3/03/10

Total Due: 79.47  Amt Tendered: 79.47  Change: 0.00  Pmt Form:
Enter the amount customer is paying
FB-Back Out  F4-2nd Pmt Form Mode  Cmd-Exit Pgm
  
```

Figure 11-15 Split Down Payment Form

Once you put the payment screen in split down payment form mode, you will see the prompt "Second Pmt Form Mode (Change is made from the 1st payment form first)" as displayed in Figure 11-16. If any free payments are to be applied as well as monies collected, the free payment amount should be entered as the second payment.



```

Name: SMITH      , DON      Acct#: 112449  H Ph: (361)555-5555
Add: 123 PRAIRIE      BTTC:      W Ph: (361)993-1790
City: CORPUS CHRISTI TX 78475  PayDay:FRIDAY
Comment:

Ticket# Seq  Bal #P  Pmt Amt  Other  Late  Grp  Esp  Tax Tot Due Due Date
BEDROOM 2822.08 1   31.62      3.16      1.00      0.49  7.49 3/09/10
BEDROOM 930.01 1   6.00      2.70      2.08  31.78 3/09/10
BEDROOM 1380.86 1  27.00      2.99      8.78 134.17 3/03/10
Other Fe 2.56 1   2.99
LAUNDRY 5813.49 113.99      11.40      8.78 134.17 3/03/10

Total Due: 79.47  Amt Tendered: 79.47  Change: 0.00  Pmt Form:
Second Pmt Form Mode (Change is made from the 1st payment form first)
FB-Back Out  F4-2nd Pmt Form Mode  Cmd-Exit Pgm
  
```

Figure 11-16 Split Down Payment Form notification message

In Figure 11-17, first payment amount is 20.00 cash and the customer is putting the remainder of the amount due of \$59.47 on his debit card so 2nd payment form for debit card (pmt form 7) is used.

```

1
Name: SMITH , DON Acct#: 112449 H Ph: (361)555-5555
Add: 123 PRAIRIE BTTC: W Ph: (361)993-1790
City: CORPUS CHRISTI TX 78475 PayDay:FRIDAY
Comment:

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
BEDROOM 2822.08 1 31.62 3.16 2.43 37.21 3/09/10
BEDROOM 930.01 1 6.00 1.00 0.49 7.49 3/09/10
BEDROOM 1380.86 1 27.00 2.70 2.08 31.78 3/09/10
Other Fe 2.56 1 2.99 2.99 3/09/10
LAUNDRY 5813.49 113.99 11.40 8.78 134.17 3/03/10

Total Due: 79.47 Amt Tendered: 59.47 Pmt Form: 7
1-Cash,2-Ck,3-Money 0,4-Credit Card,5-NonCash Ref,6-Cash Ref 7-Debit Card
8-FreePmt,10-Field Cash,11-Field-ck,12-Field-Money Order,14-Early Buyout
  
```

press F9 to
process

Figure 11-17 Example of Split Down Payment Form on Multiple Agreements

Refunding a Payment

Select "Take a Payment" from your Daily Customer Service menu, search for the customer as shown in [Lookup/Change/Add Customer Data, pages 1-4](#). Using your arrow keys, place the cursor under the #P on the line of the ticket that you will enter a refund on and press the F4-Hist key to view the payment history of that agreement. See Figure 11-18. Using your arrow keys, highlight the payment record you are refunding and press the F3-Refund key. (The system will set up the refund exactly as it was originally paid.)

```

Cust 105294 JAMES SMITH Tick 111437 NextDue: 3/06/10 Rcv
Pay Date DaysLate DaysPaid Recept # Amount Tax Other Tot Pay Bal Slt F
3/02/10 3 7 1010070941 19.00 1.46 1.90 22.36 1609.57 13 1
3/02/10 108 105 1010070939 285.00 21.95 31.50 338.45 1628.57 13 1
11/06/09B 6 14 8010070608 38.00 2.93 6.80 47.73 1913.57 1053 1
10/26/09L 9 14 8010069602 38.00 2.93 6.80 47.73 1951.57 163 1
10/10/09B 5 14 8010069155 38.00 2.93 6.80 47.73 1989.57 163 1
93 6.80 47.73 2027.57 173 1
93 1053 1
93 1053 1
93 1053 1
46 173 1
93 123 1
39 173 1
93 163 1
6/01/09B 9 14 8010056377 38.00 2.93 6.80 47.73 2331.57 1103 1
5/15/09B 6 14 8010054858 38.00 2.93 6.80 47.73 2369.57 223 1
5/05/09 3 7 8010054122 19.00 1.46 1.90 22.36 2407.57 173 1
4/27/09B 9 14 8010053403 38.00 2.93 6.80 47.73 2426.57 193 1
TranType: Rcg Paymnt TotAmtTend: 25.30 AppliedToTicket: 22.36 #OfRcpts: 2
PmtFrms/Amts: CASH = 25.30
Due: 2/07/10 NextDue: 3/06/10 ReceptFrm: CASH

F3-Refund F4-Reverse Display Order F6-All Agmts Return-Select
  
```

Using the arrow key, highlight the line you want to refund the payment for and press F3 to refund.

details about this payment

Figure 11-18 F3-Refund a Payment

Your screen will now look like Figure 11-19.

```

1
Name: SMITH          , JAMES      Acct#:  105294  H Ph: (555)555-5555
Add: 66 HUDSON ST.      BTTC:          W Ph: (555)555-5555
City: ANYTOWN          TX XXXXX  PayDay:
Comment: WBI $50.48 by 11/06/09 02:00pm

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000111437 1609.57 1- 19.00          1.90          1.46 22.36 3/06/10
000111439 196.00 1-  2.75          0.19  2.94 3/06/10

Length 156 Terms W RTD Total Charge    0.00          0.00 Due    0.00
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 11-19 Refund Payment #P field

If you need to refund a payment on more than one agreement; again, using your arrow keys, place your cursor under the #P field on the next agreement that a refund is to be processed on. Press F4-Hist Key and continue with the refunding process as stated above.

When your refund selections are completed, press the F9 key and your screen will change to resemble Figure 11-20. Your cursor will be at the "Amt Tendered" prompt. Leave the "Amt Tendered" field blank and press the enter key and the cursor will be at the "Pmt Form" prompt. Accept the system default of Payment Form 6 Cash Refund if you are taking cash out of the drawer and giving it to the customer, refunding a credit card payment or applying the cash to another account. Payment Form 5-non cash refund may also be used if the refund will come in the form of a check from the office.

```

1
Name: SMITH      , JAMES      Acct#:  105294  H Ph: (555)555-5555
Add: 66 HUDSON ST.      BTTC:      W Ph: (555)555-5555
City: ANYTOWN      TX XXXXX  PayDay:
Comment: WBI $50.48 by 11/06/09 02:00pm

Ticket# Seq Ba #P Mt Amt Other Late Grp Esp Tax Tot Due Due Date
000111437 1609.57 1 19.00-
000111439 196.04 2.75
                                     1.90- 1.46- 22.36- 2/27/10
                                     3/06/10

Total Due: 22.36- Amt Tendered: █ Change: 0.00 Pmt Form: 6
Enter the amount customer is paying
F8-Back Out F4-2nd Pmt Form Mode Cmd-Exit Pgm
  
```

Figure 11-20 Take Payments Screen Amt Tendered Field for Refund

Press the enter key and you will be prompted "Any More Changes". Review what you have entered, if you need to make changes, enter a Y and make your changes. If answered with an N for no, a receipt will print and you will be prompted to "Print Another Receipt". If you need another receipt, enter a Y for yes. If you do not need another receipt, press the enter key to accept the default of N for no.

Refunding and Cancelling an Agreement on the exact same day you typed up the agreement

To do a refund and cancel of an agreement on the same day you typed it up, just close the agreement, and the money backs out automatically for you. For more information on closing an agreement as a refund and cancel, see [Closing Agreements Refund and Cancel](#).

If an agreement and payment were entered on a different day than you are refunding on, you need to refund the payment in the Take Payment (RP) screen and then close the agreement using the "RTOCLOSE" program.

Early Buyout

For an early buyout, once you have the customer and ticket up on the take payment screen, highlight the agreement the early buyout will apply to and press the F2-Payoff function key. Type 'CLOSE' to payoff the agreement and press enter. See Figure 11-21. You may be prompted to reprint certain forms if they apply. Press enter to accept the default of N if you don't require another copy to be printed.

```

Rental Payoff Amounts For: MARY SMITH Tick 106374
Agreement Balance Is: 462.00
Less Past Due Amt: 0.00
Discountable Agreement Balance: 462.00
Discountable Agreement Balance - 50.000 % Is: 231.00
Plus Past Due/Late Charges Amt: 0.00
Plus GRP/ESP Amt: 0.00
Plus Tax Amt: 16.17
Payoff Figured PERCENT OF BALANCE Is: 247.17
**** Customer has a CREDIT receivable amt of: 5.11 ****

Number Of Payments Left: 66.00
Total Selling Price: 546.00

Enter "CLOSE" to Close Ticket or Press Return To Continue: CLOSE
Press F5 for Help
  
```

Figure 11-21 Early Buyout Payoff Screen

You will see a payoff screen resembling Figure 11-22. If the amount being paid is different than the amount requested, press the F9 key to enter the payment amount and continue to complete the payment and money transactions for the early buyout.

```

Name: SMITH, MARY Acct#: 102961 H Ph: (555)555-5555
Add: 237 RESEVOIR RD. BTTC: W Ph: (555)555-5555
City: ANYTOWN TX XXXXX PayDay:
Comment: WBI $27.72 by 8/29/09 06:00

Ticket# Seq Bal #P Pmt Amt Other Late Grp Esp Tax Tot Due Due Date
000106374 462.00 231.00 16.17 247.17 8/06/10

Length 32 Terms W RT Total Charge 247.17 Receivable 5.11-Due 242.06
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
  
```

payoff

the item description is replaced with the agreement number

Figure 11-22 Completing the Early Buyout Payoff