

Chapter 9 - Closing Agreements – RTOCLOSE

To close a Rental Agreement, select Return/Close Agreement from the menu or press the F10 key and at the command line type in "RTOCLOSE" and press the enter key. You will be prompted for the printer or file pathname. See [Introduction to Reports](#) for additional information about the printer/file pathname screen. Press the enter key to accept the default printer number or type in the proper printer number or pathname. You will now be prompted for the "Date Posting On". Press the enter key to accept the default of today's date.

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](#).

After you enter the customer, the next prompt you will see is Ticket Nbr.

You can type in the Ticket Nbr and press enter, or just press the enter key or press the F3 key to list the open tickets on this account. Using your arrow keys, highlight the correct ticket and press the enter key.

The cursor will be in the spiff field on the lower half of the screen. See Figure 9-1.

Close RTO Tickets						02/25/10
Name: SMITH	, JOHN	Store: 101	Acct#: 101275			
Rate Of Pmt:	36.00	Rate Of Grp:	3.60	Rate Of ESP:	0.00	
Rate Of Tax:	2.77	Ttl Reg Due:	42.37	Next Pmt Due:	3/04/10	
Agreement Amt:	2,808.00	Agreement Bal:	2,772.00	# BOR Items:		
Pmt Terms: W		Agreement Type:	78 WEEKS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
ALAMANED7200TW	555555	30.00	30.00	2/25/10	2310.00	
ALWRL49971	017235	6.00	6.00	2/25/10	462.00	

cursor on Spiff field,
press F1 to close
entire ticket

F1-Close Ticket
F2-Close Item
F5-Help
F8-Backout

Figure 9- 1 Close RTO Tickets Screen with data

Closing an entire ticket

To close this entire ticket press the F1 key, see Figure 9-3. The prompt "Close This Ticket" will be displayed at the bottom of the screen. See Figure 9-2.

```

Close RTO Tickets                                02/25/10
Name: SMITH , JOHN      Store: 101 Acct#: 101275
Rate Of Pmt: 36.00      Rate Of Grp: 3.60      Rate Of ESP: 0.00
Rate Of Tax: 2.77      Ttl Reg Due: 42.37      Next Pmt Due: 3/04/10
Agreemnt Amt: 2,808.00  Agreemnt Bal: 2,772.00      # BOR Items:
Pmt Terms: W           Agreemnt Type: 78 WEEKS  Balloon Pmt: 0.00
Model Nbr              Serial Nbr  Pmt Amt  Spiff  Agreemnt Date Agreemnt Bal
ALAMANED7200TW        555555      30.00      2/25/10  2310.00
ALWRL49971            017235      6.00      2/25/10  462.00

enter a Y
to close the ticket

Close This Ticket: N

F1-Close Ticket      F2-Close Item      F5-Help      F8-Backout
  
```

Figure 9- 2 Close RTO Tickets with close the ticket prompt

An N for no answer will move your cursor to the spiff field on the next item's line. When you answer this with a Y for yes, the prompts "Reason For Closing" and "Closed Date" will be displayed, see Figure 9-3.

```

Close RTO Tickets                                02/25/10
Name: SMITH , JOHN      Store: 101 Acct#: 101275
Rate Of Pmt: 36.00      Rate Of Grp: 3.60      Rate Of ESP: 0.00
Rate Of Tax: 2.77      Ttl Reg Due: 42.37      Next Pmt Due: 3/04/10
Agreemnt Amt: 2,808.00  Agreemnt Bal: 2,772.00      # BOR Items:
Pmt Terms: W           Agreemnt Type: 78 WEEKS  Balloon Pmt: 0.00
Model Nbr              Serial Nbr  Pmt Amt  Spiff  Agreemnt Date Agreemnt Bal
ALAMANED7200TW        555555      30.00      2/25/10  2310.00
ALWRL49971            017235      6.00      2/25/10  462.00

Reason For Closing: 0  Closed Date: 2/25/10

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
  
```

Figure 9- 3 Close RTO Tickets Screen reason for closing

Enter the number corresponding to the reason for closing and press the enter key. Press the enter key to accept the default of today's date.

Refund & Cancel of a ticket

Use this for closing out tickets or items when the customer has changed their mind and does not want delivery of this item(s). This will refund the money paid in by the customer for this ticket or item. Note: Money will only be refunded for this ticket on the day of the original agreement. If it is any other day, you will need to refund any money posted in Take Payments (RP).

At the prompt "Reason for Closing", enter in a "1" for Refund & Cancel.

Your cursor will move to the prompt "Closed Date". Press the enter key to accept the default of today's date.

Your cursor will move to the top of the screen, see Figure 9-4.

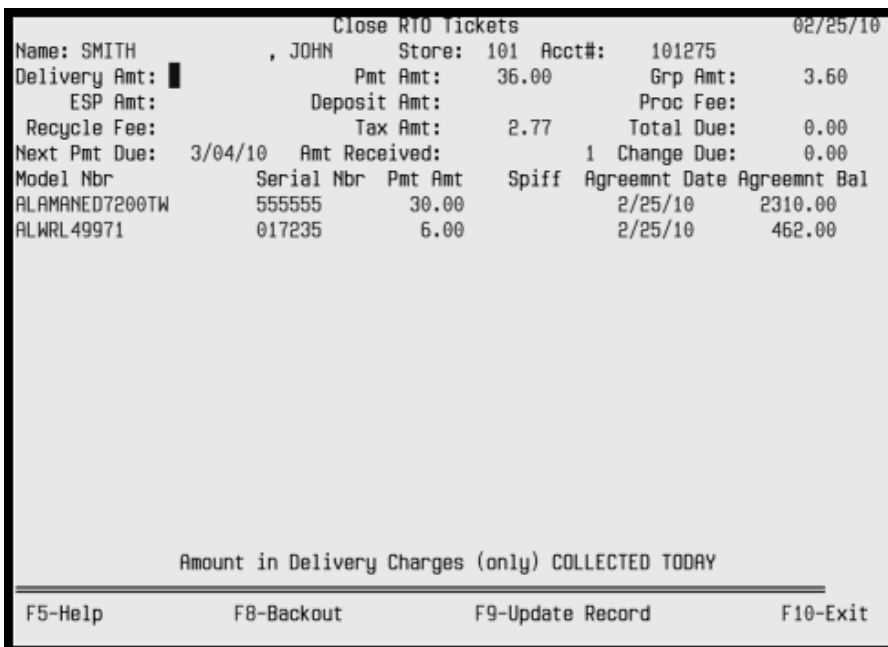


Figure 9- 4 Close RTO Tickets Screen Refund and Cancel

DELIVERY AMT This will show the amount of "Delivery Charge" (only) that was received today.

PMT AMT This will show the "payment amount" (for rent only) that was received today. When you press the enter key past this; your screen will change slightly to resemble Figure 9-5.

```

Close RTO Tickets                                02/25/10
Name: SMITH , JOHN      Store: 101 Acct#: 101275
Delivery Amt:          Pmt Amt: 36.00-   Grp Amt: 3.60
ESP Amt:              Deposit Amt:       Proc Fee:
Recycle Fee:         Tax Amt: 2.77      Total Due: 0.00
Next Pmt Due: 3/04/10  Amt Received:    1 Change Due: 0.00
Model Nbr           Serial Nbr Pmt Amt  Spiff Agreemnt Date Agreemnt Bal
ALAMANED7200TW      555555 30.00   2/25/10 2310.00
ALWRL49971          017235 6.00    2/25/10 462.00
  
```

if you want to close this ticket enter a Y

You are going to make a refund;Do you want to continue:

F5-Help F8-Backout F9-Update Record F10-Exit

Figure 9- 5 Close RTO Tickets Screen Refund and Cancel data entered

If you enter an N for no, you will be returned to the Delivery Amt field. Continue to enter information related to closing this ticket. If you just want to close this ticket at this point, enter a Y for yes.

See Figure 9-6.

```

Close RTO Tickets                                02/25/10
Name: SMITH , JOHN      Store: 101 Acct#: 101275
Delivery Amt:          Pmt Amt: 36.00-   Grp Amt: 3.60-
ESP Amt:              Deposit Amt:       Proc Fee:
Recycle Fee:         Tax Amt: 2.77-     Total Due: 42.37-
Next Pmt Due: 3/04/10  Amt Received:    6 Change Due: 42.37
Model Nbr           Serial Nbr Pmt Amt  Spiff Agreemnt Date Agreemnt Bal
ALAMANED7200TW      555555 30.00   2/25/10 2310.00
ALWRL49971          017235 6.00    2/25/10 462.00
  
```

Any Changes:

F5-Help F8-Backout F9-Update Record F10-Exit

Figure 9- 6 Close RTO Tickets Screen Refund and Cancel

GRP AMT Amount of **G**uarantee **R**eplacement **P**rogram (only) collected today.

ESP AMT Amount of **E**xtended **S**ervice **P**rogram (only) collected today.

DEPOSIT AMT Amount of Deposit (only) collected today.

PROC FEE Amount of Processing Fee (only) collected today. (Processing fees are an optional fee charged by some companies for processing the agreement. These fees are illegal in some states so before you charge a processing fee be sure your state allows them).

TAX AMT Amount of Sales Tax (only) collected today.

PMT FORM Method of paying Total Due. If you want to list the payment forms, clear the field and press enter for a window showing the available options. Using your up and down arrow keys, highlight the payment form you want to select and press the enter key. If money is being refunded, payment form must be "6" for Cash Refund.

NEXT PMT DUE Press the enter key.

AMT RECEIVED This field should be blank since you are doing a refund and not taking a payment.

There will now be a figure at the prompt "Change Due" and your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the information over and if you need to make changes, enter a Y for yes and make them. When you press the enter key and accept the default of N for no, a receipt will be printed.

Payout Satisfactory

Use this for closing out tickets or items when the customer has paid for this item(s) in full.

At the prompt "Reason for Closing", enter in a "2" for Payout Satisfactory.

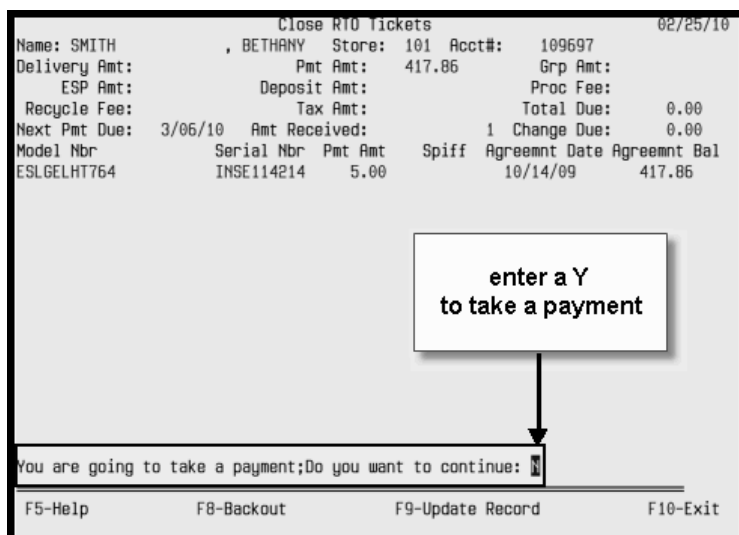


Figure 9- 7 Close RTO Tickets Screen Payout Take a Payment Question

If you want to take a payment, enter a Y for yes. See Figure 9-7.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the information over, if changes are necessary, enter a Y for yes and make the changes. When you press the enter key and accept the default of N for no, a receipt will be printed.

Payout Unsatisfactory

Use this for closing out tickets or items when the customer has paid for the item(s) in full, but due to many late payments or numerous bad checks, the relationship between the customer and your company has not been a good one.

At the prompt "Reason for Closing", enter in a "3" for Payout Unsatisfactory. Then follow from Figure 9-7 above to close the agreement.

When an agreement is closed for reason #5, 6, 7, or 8, Repossess, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning (banner) screen similar to Figure 9-8.

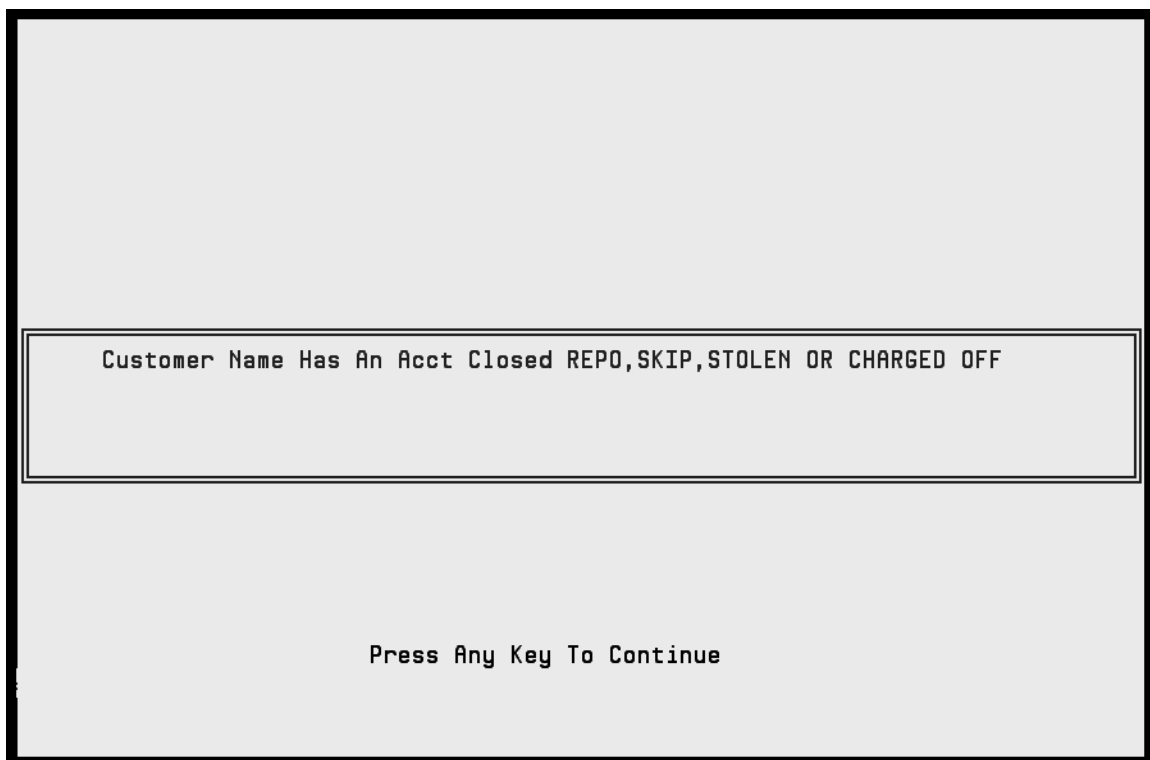


Figure 9- 8 New agreement screen if closed reason on previous ticket is 5,6,7,8

Request Pickup

Use this for closing out tickets or items when the customer has requested that the item(s) be picked up because they no longer want to keep them.

At the prompt "Reason for Closing", enter in a "4" for Request Pickup.

Continue on closing this agreement until your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, you will be prompted "Inventory Condition". Enter a very brief description of the inventory condition (15 characters maximum) such as: good, scratched, trashed, or whatever the condition is. Note: In most instances the condition of the product will be disclosed on the rental agreement, the next time the unit is rented.

You will again be prompted "Any Changes: N". See Figure 9-9.

Close RTO Tickets					02/25/10
Name: SMITH	, AMANDA	Store: 101	Acct#: 102405		
Delivery Amt:		Pmt Amt:		Grp Amt:	
ESP Amt:		Deposit Amt:		Proc Fee:	
Recycle Fee:		Tax Amt:		Total Due:	0.00
Next Pmt Due: 3/04/10		Amt Received:	1	Change Due:	0.00
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreemnt Date	Agreemnt Bal
FBWELBR70QBDM2N	105359	40.33		2/25/10	3105.42
Inventory Condition: G000					
F5-Help	F8-Backout	F9-Update Record	F10-Exit		

Figure 9- 9 Close RTO Tickets Screen Request Pickup, inventory condition

Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, you will be prompted "Returned Inv Status", see Figure 9-10.

```

Close RTO Tickets                                02/25/10
Name: SMITH      , AMANDA      Store: 101 Acct#: 102405
Delivery Amt:      Pmt Amt:      Grp Amt:
ESP Amt:      Deposit Amt:      Proc Fee:
Recycle Fee:      Tax Amt:      Total Due: 0.00
Next Pmt Due: 3/04/10 Amt Received: 1 Change Due: 0.00
Model Nbr      Serial Nbr Pmt Amt Spiff Agreemnt Date Agreemnt Bal
FBWELBR70QBDM2N 105359 40.33 2/25/10 3105.42

Returned Inv Status: 

F5-Help      F8-Backout      F9-Update Record      F10-Exit

```

Figure 9-10 Close RTO Tickets Screen Request Pickup, returned inv status

Enter in the status you want the returned inventory to have, use "N" for NEW or "R" for USED are your only options.

You will then be prompted "Inventory on Hold Thru Date". In some states, rental companies are required to hold the inventory for a specific period in case the customer chooses to come back and rent the item again – check your state laws to see if this is required or ask your management what your company procedure is on holding inventory. If you want to hold this inventory for this customer for a period of time enter the hold inventory thru date. This will hold this inventory till this date. The hold date can be overridden and the inventory released with a security authorized override.

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, a receipt will be printed.

Repossess, Skip, Stolen, Chargeoff

When an agreement is closed for reason #5, 6, 7, or 8, Repossess, Skip, Stolen or Charge Off, if you should try to enter a new agreement for this person, you will see a warning screen similar to Figure 9-11.

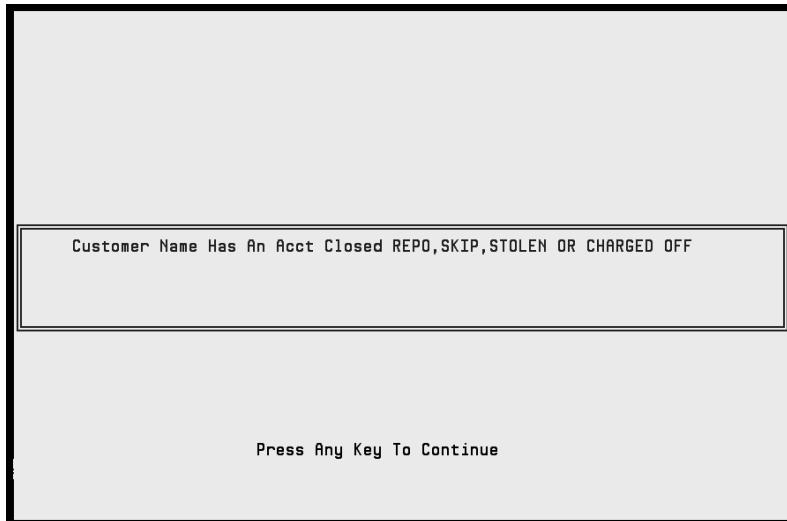


Figure 9-11 New agreement screen if closed reason on previous ticket is 5,6,7,8

Repossess

Use this for closing out tickets when the customer has become delinquent and uncooperative in making arrangements to pay but has returned the product.

At the prompt "Reason for Closing", enter in a "5" for Repossess.

Continue on closing the agreement until your cursor is at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the enter key to accept the default of N for no, you will be prompted "Inventory Condition".

Enter a very brief description of the inventory condition (15 characters maximum) such as: good, scratched, trashed, or whatever the condition is. Enter in the status you want the returned inventory to have, use "N" for NEW or "R" for USED are your only options.

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, you will be prompted "Returned Inv Status". Enter in the status you want the returned inventory to have.

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, a receipt will be printed.

Skip

Use this for closing out tickets when the account is uncollectible and the merchandise cannot be recovered.

At the prompt "Reason for Closing", enter in a "6" for Skip.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press the enter key to accept the default of N for no, you will be prompted "Inventory Condition".

In this instance, you do not actually enter a condition for the inventory since it was not returned; however, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum).

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a "Y" and make the changes.

When you press the enter key to accept the default of "N", a receipt will be printed.

Stolen

Use this for closing out tickets where the merchandise has been stolen from the customer's home location.

At the prompt "Reason for Closing", enter in a "7" for Stolen.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes. When you press the enter key to accept the default of N for no, you will be prompted "Inventory Condition".

In this instance, you do not actually enter a condition for the inventory since it was not returned; however, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum).

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a "Y" and make the changes.

When you press the enter key to accept the default of "N", a receipt will be printed.

Charge Off

Use this for closing out tickets where the merchandise has been lost due to fire, flood, etc., or if you no longer expect to receive payment on this account.

You need security authorization to be able to close an account as a charge off.

At the prompt "Reason for Closing", enter in an "8" for Charge Off.

Your cursor will be at the bottom of the screen at the prompt "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press enter and accept the default of N for no, you will be prompted "Inventory Condition",

In this instance, you do not actually enter a condition for the inventory since it was not returned. However, because this field is tied to the inventory you can put a brief note about the account (15 characters maximum).

You will again be prompted "Any Changes: N". Look the screen over and if you need to make changes, enter a Y for yes and make the changes.

When you press enter to accept the default of N for no, a receipt will be printed.

Early Buyout

Use Early Buyout for closing out tickets where the customer has chosen to pay off the account early.

NOTE: If your company uses payoff method 3, 5 or 11 in payoff control (POFFCTRL), you will be unable to close a ticket due to early buyout using this program. You will have to go through the Take Payment (RP) program to close a ticket for early buyout. See Figure 9-12.

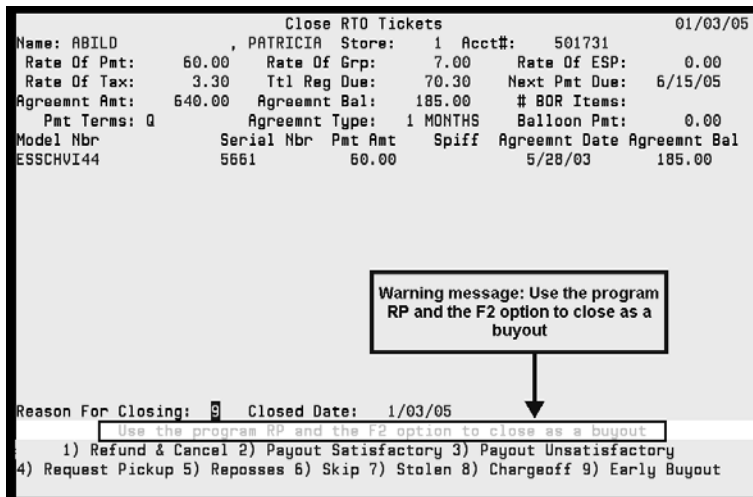


Figure 9-12 Close RTO Tickets Screen Early Buyout

At the prompt "Reason for Closing", enter in a "9" for Early Buyout. Your cursor will move to the prompt "Closed Date". Enter in the date you want used for closing the ticket or item or press the enter key to accept the default of today's date.

Follow the instructions you see on the screen and close the ticket using the Take Payment (RP) program.

If the POFFCTRL payoff method field is set to 1, 2, 4, 6, 7, 8 or 10, the ticket can be closed within the RTOCLOSE program, see Figure 9-13.

```

Close RTO Tickets                                01/03/05
Name: ABLER , PAUL                               Store: 1 Acct#: 503552
Rate Of Pmt: 30.00 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 1.68 Ttl Reg Due: 31.68 Next Pmt Due: 1/03/05
Agreemnt Amt: 499.00 Agreemnt Bal: 469.00 # BOR Items:
Pmt Terms: M Agreemnt Type: 1 MONTHS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreemnt Date Agreemnt Bal
GENASXB120PBL 00102454 30.00 1/03/05 469.00
    
```

POFFCTRL payoff method is 1;
so no message to close this
early buyout with RP - Take
Payments Screen.

Reason For Closing: 9 Closed Date: 1/03/05

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

Figure 9-13 Close RTO Tickets POFFCTRL payoff method not 3

Closing Single or Select Items on a Ticket

This ticket in Figure 9-14 has three items on it. If you want to close items on the ticket but not close the whole ticket, for example, using your arrow keys position your cursor on the line of the item you want to close and press the F2 key.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL                               Store: 1 Acct#: 10011387
Rate Of Pmt: 72.21 Rate Of Grp: 10.83 Rate Of ESP: 0.00
Rate Of Tax: 5.96 Ttl Reg Due: 89.00 Next Pmt Due: 6/22/07
Agreemnt Amt: 5,632.38 Agreemnt Bal: 5,560.17 # BOR Items:
Pmt Terms: W Agreemnt Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreemnt Date Agreemnt Bal
EBTOS50A62 13337711 45.22 6/15/07 3481.94
ALWPLLSQ9659PW CR4105141 15.00 6/15/07 1155.00
ALWPLLER2614JQ 56234589 11.99 6/15/07 923.23
    
```

Close This Item: N

F1-Close Ticket F2-Close Item F3-Help F5-Backout

Figure 9-14 Close Single or Select Items on a Ticket

Your cursor will be at the prompt "Close This Item". If this is answered with a Y for yes, your cursor will be at the prompt "Reason for Closing" and a list of reasons you can select from will display at the bottom of the screen. See Figure 9-15.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Rate Of Pmt: 72.21 Rate Of Grp: 10.83 Rate Of ESP: 0.00
Rate Of Tax: 5.96 Ttl Reg Due: 89.00 Next Pmt Due: 6/22/07
Agreemnt Amt: 5,632.38 Agreemnt Bal: 5,560.17 # BOR Items:
Pmt Terms: W Agreemnt Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreemnt Date Agreemnt Bal
EBTOS50A62 13337711 45.22 6/15/07 3481.94
ALWPLLSQ9659PW CR4105141 15.00 6/15/07 1155.00
ALWPLLER2614JQ 56234589 11.99 6/15/07 923.23

Reason For Closing: 4 Closed Date: 6/15/07

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

```

Figure 9-15 Reasons for Closing with Closed Date Prompts

Enter the number corresponding to the reason the ticket item or items are being closed. You cursor will now be on the "Closed Date" prompt. Enter the date the item is closed or press the enter key to accept the default of today's date. You will be prompted "Payment This Item". If the customer is giving you a payment, enter it here or if no payment, press the enter key to advance. See Figure 9-16.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Rate Of Pmt: 72.21 Rate Of Grp: 10.83 Rate Of ESP: 0.00
Rate Of Tax: 5.96 Ttl Reg Due: 89.00 Next Pmt Due: 6/22/07
Agreemnt Amt: 5,632.38 Agreemnt Bal: 5,560.17 # BOR Items:
Pmt Terms: W Agreemnt Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreemnt Date Agreemnt Bal
EBTOS50A62 13337711 45.22 6/15/07 3481.94
ALWPLLSQ9659PW CR4105141 15.00 6/15/07 1155.00
ALWPLLER2614JQ 56234589 11.99 6/15/07 923.23

Payment This Item: 0.00

F1-Close Ticket F2-Close Item F3-Help F6-Backout

```

Figure 9-16 Payment This Item Prompt

The cursor will now be beside the next item on the ticket. You may continue in the above manner until you have all the items that you need to close on this ticket addressed. When you have closed everything on this ticket that you needed to, press the F9 key. You will be prompted "Any Changes". When this is answered with an N for no, you cursor will move to the top of the screen. See Figure 9-17.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Rate Of Pmt:	72.21	Rate Of Grp:	10.83	Rate Of ESP:	0.00	
Rate Of Tax:	5.96	Ttl Reg Due:	89.00	Next Pmt Due:	6/22/07	
Agreemnt Amt:	5,632.38	Agreemnt Bal:	5,560.17	# BOR Items:		
Pmt Terms: W		Agreemnt Type:	78 WEEKS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreemnt Date	Agreemnt Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Any Changes: <input type="checkbox"/>						
F1-Close Ticket		F2-Close Item		F5-Help		F8-Backout

Figure 9-17 Item Closed and Continue On

If the customer wants to make up any back payments, enter the amount he wishes to pay at the appropriate fields. If not, then press the enter key through the fields or press the F9 key till the prompt "Any Changes" displays. An answer of Y for yes will move the cursor back to the top of the screen. See Figures 9-18 and Figure 9-19.

Close RTO Tickets						06/15/07
Name: ADAMS	, BILL	Store: 1	Acct#: 10011387			
Rate Of Pmt:	57.21	Rate Of Grp:	8.58	Rate Of ESP:	0.00	
Rate Of Tax:	4.72	Ttl Reg Due:	70.51	Next Pmt Due:	6/22/07	
Agreemnt Amt:	4,462.38	Agreemnt Bal:	4,405.17	# BOR Items:		
Pmt Terms: W		Agreemnt Type:	78 WEEKS	Balloon Pmt:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreemnt Date	Agreemnt Bal	
EBTOS50A62	13337711	45.22		6/15/07	3481.94	
ALWPLLSQ9659PW	C CR4105141	15.00		6/15/07	1155.00	
ALWPLLER2614JQ	56234589	11.99		6/15/07	923.23	
Any Changes: <input type="checkbox"/>						
F5-Help		F8-Backout		F9-Update Record		F10-Exit

Figure 9-18 Closing an Item Any Changes Prompt

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Delivery Amt:          Pmt Amt:          Grp Amt:
  ESP Amt:            Deposit Amt:        Proc Fee:
  Tax Amt:            Total Due:          Pmt Form: 1
Next Pmt Due: 6/22/07 Amt Received:      Change Due: 0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreemnt Date Agreemnt Bal
EBT0550A62     13337711  45.22      6/15/07  3481.94
ALWPLLSQ9659PW C CR4105141  15.00      6/15/07  1155.00
ALWPLLER2614JQ 56234589   11.99      6/15/07   923.23

Any Changes: N

F5-Help      F6-Backout    F9-Update Record  F10-Exit
  
```

Figure 9-19 Closing an Item Any Changes Prompt

An answer of N for no will display a prompt "Inventory Condition" if it is a returned item. See Figure 9-20.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Delivery Amt:          Pmt Amt:          Grp Amt:
  ESP Amt:            Deposit Amt:        Proc Fee:
  Tax Amt:            Total Due:          Pmt Form: 1
Next Pmt Due: 6/22/07 Amt Received:      Change Due: 0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreemnt Date Agreemnt Bal
EBT0550A62     13337711  45.22      6/15/07  3481.94
ALWPLLSQ9659PW C CR4105141  15.00      6/15/07  1155.00
ALWPLLER2614JQ 56234589   11.99      6/15/07   923.23

Inventory Condition: █

F5-Help      F6-Backout    F9-Update Record  F10-Exit
  
```

Figure 9-20 Closing an Item Any Changes Prompt

At this prompt you need to enter the condition of the returned merchandise. The description you give of the inventory condition must not exceed 14 characters. If you use less than 14 characters, press the enter key to advance. If you use 14 characters, the system will perform the enter for you. You will be prompted "Any More Changes: Y". See Figure 9-21.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Delivery Amt:          Pmt Amt:          Grp Amt:
  ESP Amt:            Deposit Amt:        Proc Fee:
  Tax Amt:            Total Due:          0.00    Pmt Form: 1
Next Pmt Due: 6/22/07 Amt Received:      Change Due: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreemnt Date  Agreemnt Bal
EBTOS50A62     13337711   45.22           6/15/07   3481.94
ALWPLLSQ9659PW C CR4105141 15.00           6/15/07   1155.00
ALWPLLER2614JQ 56234589   11.99           6/15/07   923.23

Any Changes: N                                Inventory Condition: IN GOOD SHAPE

F5-Help      F6-Backout   F9-Update Record  F10-Exit
  
```

Figure 9-21 Inventory Condition Prompt

An N answer will bring you to the prompt "Returned Inv Status: R". The default on this is prompt is R so change it if necessary (please note that you will only see this prompt if your security is set to see this). You will now be prompted "Any Changes: N". See Figure 9-22. Press the enter key.

```

Close RTO Tickets                                06/15/07
Name: ADAMS , BILL Store: 1 Acct#: 10011387
Delivery Amt:          Pmt Amt:          Grp Amt:
  ESP Amt:            Deposit Amt:        Proc Fee:
  Tax Amt:            Total Due:          0.00    Pmt Form: 1
Next Pmt Due: 6/22/07 Amt Received:      Change Due: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreemnt Date  Agreemnt Bal
EBTOS50A62     13337711   45.22           6/15/07   3481.94
ALWPLLSQ9659PW C CR4105141 15.00           6/15/07   1155.00
ALWPLLER2614JQ 56234589   11.99           6/15/07   923.23

Returned Inv Status: R                                Any Changes: N

F5-Help      F6-Backout   F9-Update Record  F10-Exit
  
```

Figure 9-22 Returned Inventory Status Prompt

You will not be prompted "Print Agreement". Press the enter key to accept the default of Y answer and the agreement will print. Receipts will also print out if necessary. The system will return you to a menu or security entry screen when the transaction is complete.