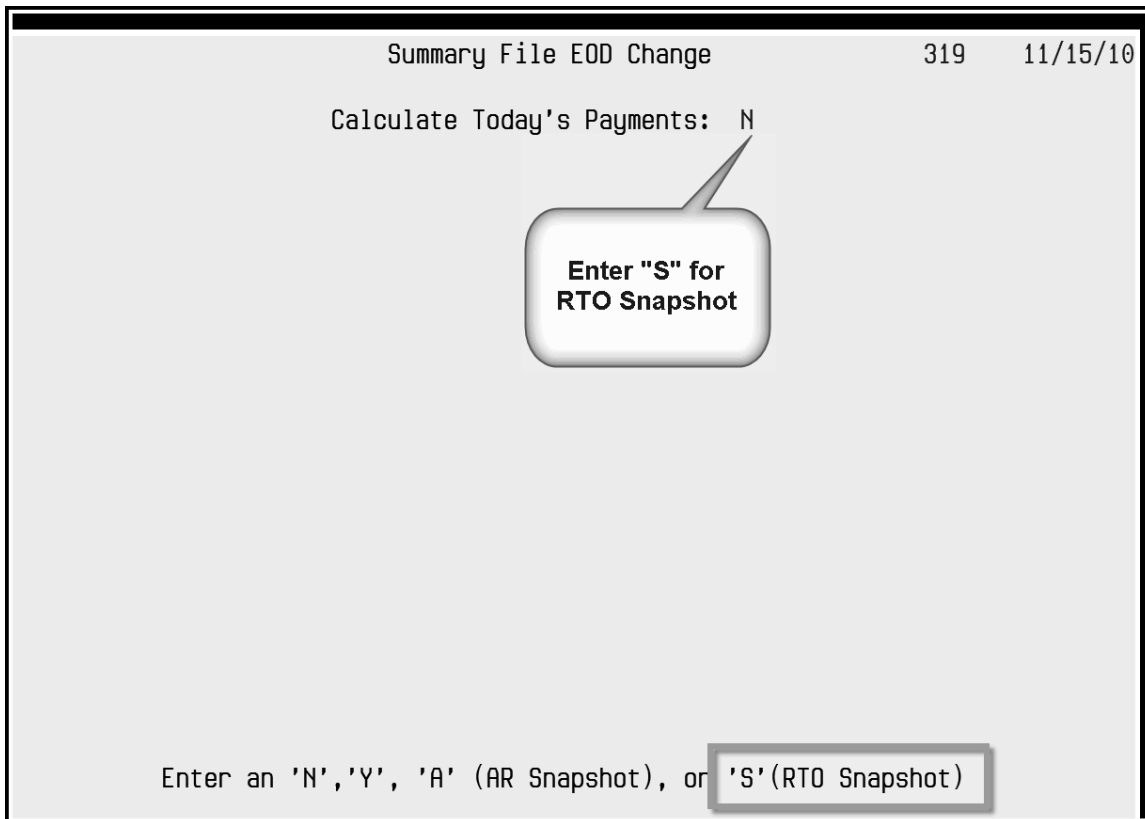## *End of Day - Onscreen Daily RTO Snapshot*

To run a snapshot of your day, select Daily Customer Service from your Main Menu, then select Daily Snapshot or press the F10 key and at the command line enter SUMEODS.

Before you run snapshots during the day, please be aware that every time you process a daily snapshot that records are recalculated and counted to give you that snapshot at that point in time on that current day of business. Please be aware that running several snapshots during the day at the same time other stores are running can strain system resources so please follow your company's store procedures for running snapshots.

Daily RTO Snapshot

Select "S" for RTO Snapshot and press enter. See Figure 1.


```
                  Summary File EOD Change            319    11/15/10

               Calculate Today's Payments:  N


                              Enter "S" for
                              RTO Snapshot




          Enter an 'N','Y', 'A' (AR Snapshot), or 'S'(RTO Snapshot)
```

Figure 1 Daily Snapshot (SUMEODS select "S")

The records will calculate and following screen will appear. Press enter through your store number. Press enter through today's date. See Figure 2.

```
                  Summary File Store EOD Maintenance        319    11/15/16

Store:      ▌ 1          Date: 11/15/10
```


Press ENTER   Press ENTER

Figure 2 Daily Snapshot

The resulting Daily RTO Snapshot screen is seen in Figure 3.

```
Last Updated:  10:1111/15/10 (System Time)  RTO Store:   1 Snapshot

        Revenues                        Delinquency
    ---------------                    --------------
   Rental Revenue: 1,030.19             Overdue 1-7:      190
            Fees:   185.60             Overdue 8-14:       22
   RTO Receivable:     2.47            Overdue 15-30:      14
         NSF Amt:     0.00              Overdue 30+:       33
       Sales Tax:   104.95           Delinquency %
                  --------                     Open:   31.92
           Total: 1,323.21                      Now:   28.37
                                    PastDue %(of MIR):   22.22
        BOR/AOR          Units      Agreements     Type          Limit/MTD Used
    ---------------      -----      ----------    ----------  ------------------
        Deliveries:        0             0       Discounts    426.24 /  112.81
          Pick Ups:        4             4       Promotions   142.08 /    0.00
         Paid Outs:        1             1       Deferrals   1989.14 / 1049.36
        Chargeoffs:        0             0
  Days Gain or Loss:       5-            5-      MIR Gain or Loss:        113-
     Ending BOR/AOR:     913           693      Cust Gain or Loss:         2-
     Number Pending:                     0
                    Press Return To Continue▌
    ==================================================================
Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm
```

Figure 3 Daily Snapshot Screen

Last updated   lists the system time that this screen was last updated (where the selection of "S" for snapshot was run and the records calculated to fill this screen with current statistics.

RTO Store   Store number

All the following statistics are listed at this point in time for today.

Revenues
Rental Revenue   Total rental revenues brought in so far today. Rental revenue is all raw (pmt amt) rental revenue collected for new agreements and rental payments taken.
Fees   Total fees collected so far. GRP (waiver) fees + late fees + processing fees +deposits + delivery fees + NSF check fees + in-home collection fees+ club fees
RTO Receivable   Total credit (negative number) or Total debit (positive number) at this point in time for today. This is a net number. It reflects money collected over and above a normal rent payment less money used by a customer that has overpaid in the past.
NSF Amt   Non sufficient funds on anything returned so far today.
Sales Tax   Sales tax collected so far today.
Total Revenue   Rental Revenue + Fees + RTO Receivable + NSF Amt + Sales Tax.

Delinquency
Overdue 1-7   Number of Agreements overdue 1 to 7 days at this point in time for today.
Overdue 8-14   Number of Agreements overdue 8 to 14 days.
Over 15-30   Number of Agreements overdue 15 to 30 days.
Overdue 30+   Number of Agreements overdue 30 days or more.

Delinquency %
Open   Delinquency percentage calculated when we opened today. This is total past dues (all categories) of all accounts divided by total accounts from end of day yesterday.
Now   Delinquency percentage we are now at. Current total past dues (all categories) divided by total accounts (current).
PastDue % (of MIR) Delinquency pastdue percentage based on monthly ideal revenue at this point in time for today. MIR dollars are defined as one month's revenue (if customer is monthly); one week's revenue times 4.33 (if customer is weekly); one normal payment times 2 (if customer is semi-monthly); one normal payment times 2.17 (if customer is bi-weekly) for each agreement or ticket. Past due % takes the total rental dollars that are past due (all money due by all customers today) divided by total MIR dollars.

BOR/AOR   Balance on Rent/Agreements on Rent
Deliveries   Number of deliveries by units followed by number of agreements delivered up to this point.

Pick Ups   Number of units picked up followed by number of agreement pick ups.

Paid Outs   Number of units paid out followed by number of agreements paid out.

Chargeoffs   Number of units charged off today followed by number of agreements charged off today.

Days Gain or Loss Number of units where we have a number of days gain or loss followed by number of agreements where we have a number of days gain or loss. Plus deliveries minus pickups/payoffs/chargeoffs for the day in both BOR (BOR is usually defined as 1 BOR – multiple units on one ticket) and units – each item counts as one unit.

Ending BOR/AOR Number of unit count for balance on rent followed by number of agreements count for agreements on rent at this point in time today.

Number Pending Number of pending agreements for today at this point in time.

Discount/Promotion/Deferrals Limits (set by management, may vary per store and these limits are security driven). These fields are populated whenever you give away free time, do deferrals or give away free money discount or promotion monies.   It shows the limits and month to date; how much is used up to this point in time. They can either be a percentage of last month's revenue or a fixed amount – discount is true free time (payment form 8) and it reduces the balance on the customer account. Discount MTD are dollars used to free time customer from one due date to the next that reduces the balance on the customer's account. Promotions Limit Calculated is the same as discount MTD Used Calculated except promotions are free payments in the new agreement program. Promotions MTD Used Calculated is dollars used to free time customer (usually a promotion or deferral) that reduces the customer agreement balance. Deferral Limit Calculated can either be a percentage of last month's revenue or a fixed amount. Deferral is deferral dollars or due date bumps (not true free time). Deferral's MTD Used Calculated are dollars calculated that 'bump' customer due date without reducing their agreement balance (extension of agreement). MTD Used is important because some companies set limits for these categories so stores have to be mindful to not overextend free time throughout the month or they lose these privileges. These amounts may be adjusted by those with security authorization to override them if necessary.

MIR Gain or Loss Monthly Ideal Revenue Gain or Loss at this point for this store for today. It is the net of the MIR for the deliveries, pickups, paidouts, chargeoff's etc. for the day.

Cust Gain or Loss Number of customer's gained or lost as of today. Net number of new accounts less accounts closed for the day. New customer is defined as an addition of a new customer account not a current customer who adds another agreement or ticket.