



Installation Guide

© RSSS, L.P
711 N. Carancahua Street • Suite 1500
Phone 361.993.1790 • Fax 361.993.1731
www.rsss.com

DOCUMENT SECTIONS

INSTALLATION: INTRODUCTION	3
COMPUTER INSTALLATION REQUIREMENTS.....	4
INSTALLATION: HARDWARE	6
INSTALLATION: SOFTWARE	6
LOCATION INFORMATION FORM.....	7
DEPARTMENT CODES (DEPTMNT)	8
EMPLOYEE INFORMATION FORM	9
CUSTOMER TYPES (RCUSTYPE)	10
CONTROL MAINTENANCE (CTRLMNT)	11
AGREEMENT/CONTRACT TYPES (RCNRTYPE).....	13
RENTAL EXAMPLES	13
RETAIL AR EXAMPLES	13
MAESTRO EXAMPLES	13
RENTAL STORE CONTROL (RENTCTRL) LOCATION:.....	14
ADVERTISING CODES (ADVCODES)	18
SALE STORE CONTROL (SALECTRL) LOCATION:.....	19
PAYMENT FORMS (PMTFORMS).....	21
PAYOFF CONTROL (POFFCTRL).....	24
DISCOUNT/PROMOTION CODES (DPCODES)	25
CONTACT CODE MAINTENANCE (GETCCODE).....	26
PETTY CASH DESCRIPTION MAINTENANCE (PCSHDESC).....	27
MODEL NUMBER MAINTENANCE (MODELMT).....	28
AUTOMATIC PRICING (PRICECTL)	29
THE INVENTORY CONVERSION PROCESS	31
REQUIRED INFORMATION FOR SERIALIZED INVENTORY	32
REQUIRED INFORMATION FOR MISCELLANEOUS/ACCESSORY INVENTORY.....	32
EXAMPLES OF 2-CHARACTER PRODUCT CODES	33
EXAMPLES OF 3-CHARACTER MANUFACTURER CODES	33
EXAMPLES OF FIRST AND SECOND DESCRIPTIONS.....	34
CUSTOMER AND OPEN ACCOUNT CONVERSIONS	35
INSTALLATION: TRAINING.....	37

Installation: Introduction

We have written this installation guide so that you will know what to expect during the installation process. The process of installation requires a team effort; of your company and RSSS. Your new software solution from Rental & Sales Software Systems is designed to provide your business with the best automated operations control available today. It is our desire that you achieve the benefits of your new system for your business as soon as possible.

With our software solution, you have made a major commitment to improve the control and profitability of your business. You will realize the maximum benefit from your new control system when you make the commitment to have hands on involvement in the installation process. This basic involvement will help you to have a more complete understanding of the system you will be relying on for the financial success and control of your business.

The initial installation happens only once, so now is the time to get personally involved. If possible, the initial loading of data should include every person that will use the computer.

All Employees will have a personal employee number with specific security to use. The owner/manager will decide the exact security each employee will have. Our years of experience converting and/or automating businesses like yours, has shown that a well planned, efficient installation can be accomplished. This Installation Guide is the best way to start and continue to proceed with the installation process to give you the benefits you desire for your business.

The installation guide has five sections:

1. Computer Installation Site Requirements
2. Hardware and Software Installation Requirements
3. Default Control Information
 - a. Location Information Form
 - b. Department Codes
 - c. Employee Information Form
 - d. Customer Types
 - e. Control Maintenance
 - f. Agreement/Contract Types
 - g. Rental Store Control per Location
 - h. Advertising Codes
 - i. Sale Store Control per Location
 - j. Payment Forms
 - k. Payoff Control
 - l. Discount/Promo codes
 - m. Contact Codes
 - n. Petty Cash Descriptions
 - o. Model Number Maintenance
 - p. Automatic Pricing Control
4. Inventory and Customer Conversion Processes
5. Installation Training

Computer Installation Requirements

Your computer system's productivity and reliability will depend to a great extent on the work that is done beforehand in preparing an adequate computer environment.

There are four main factors that should be considered when planning a location for your computer. These factors are:

1. QUALITY AC POWER
2. DEDICATED OUTLET
3. ENVIRONMENT
4. HIGH SPEED INTERNET CONNECTION OR DEDICATED PHONE LINE.

1. **QUALITY AC POWER** is a variable that you have little control over. It is determined by several conditions. These conditions include:

- a. **Utility company's reserve capacity** - this varies power company to power company. You cannot have any control over this.
- b. **Seasonal changes** - there is a greater demand for electricity during the summer months in most areas of the country.
- c. **The power distribution system** - the power lines are subject to physical damage from weather conditions and normal wear and tear.
- d. **Lightning** - this can have a very adverse effect on the local power lines and on your system if it is not properly protected.

Consult with your electrician and RSSS to determine what can be done to condition your power for the proper protection of your computer. Line surge protectors and power supplies (**UPS**) are the most common devices available. If you have not yet purchased a surge protector or UPS for your system, you should contact your RSSS Representative so that RSSS can recommend one that will be adequate for your system. Because of the variables outlined above, you should have your computer plugged into a UPS which is plugged into a dedicated electrical outlet. This outlet should only be used for your computer system.

2. **DEDICATED OUTLET** Your computer must have a dedicated electrical system in order to insure proper operation. A dedicated power system must have the following attributes:

- * A primary feeder breaker, fuse or switch at the main service power distribution equipment.
- * If a computer breaker panel is provided, its branch circuits must be dedicated for computer use only.

Your electrical power system should include adequate power outlets to supply electricity to all of the equipment in the computer area. It will need to power computers, printers, modems and any other computer related equipment you have.

3. **ENVIRONMENT** If you will be using a desk top computer, normal temperatures you are comfortable with are adequate. However, your PC should not be in a high traffic area that is vulnerable to dust and smoke. Also, be sure wires are not exposed so that people will not trip over them and accidentally knock the any cables attached to your computer equipment loose.

Although you have complete user security within the RSSS System, your computer and backup data can be missing when you arrive at your business to start your day. (**this has happened**). You may want to have a locking door on your computer room dependin on your security requirements. It is advisable to have a fireproof locking

storage area for your program and data backups. It is also advisable to keep a recent copy of your data in a secured place **"off premises"**. The best thing to do is take yesterday's backup home with you today. One responsible person should be assigned this task such as an owner or manager. RSSS also offers secure data back up and recovery services.

4. **HIGH SPEED INTERNET CONNECTION (preferred method of communication)** for supporting your system remotely or communicating with a home office system. The Internet connection can also be used for other purposes such as, email, voice over internet protocol (VOIP), or web browsing.

DEDICATED TELEPHONE LINE (alternate method for communication) is necessary for remote communications to the Home Office Server and modem support by RSSS. Shared telephone lines with a fax machine or PBX (Office Telephone System) can cause communications to fail.

Installation: Hardware

1. If you are purchasing hardware from RSSS, hardware components will be shipped at various times during the pre-installation stage. You must establish a specific location to store all of the hardware as it arrives and supply RSSS with the complete **ship to address** so that the equipment will arrive at the proper location and minimize your handling requirements. All packages will be marked **ATTENTION: RSSS** to identify them as computer equipment.
2. You must provide space for a temporary training and data entry center - preferably a large office or meeting room. This should be discussed and agreed upon during the installation planning phase.
3. RSSS field installers will unpack and set up the computer equipment in the computer area and the temporary training and data entry center. Set up and testing will be completed on the arrival day by RSSS Installers.
4. You must provide a system "coordinator". This person will be trained by the RSSS installer and should be involved in all phases of the installation including loading of control records. The system coordinator will be responsible for training the remaining and future employees.

Installation: Software

1. The operating system and program object files will be loaded on the system by RSSS staff.
2. **Load Control Records.** Input by our installation specialist based on your responses to the questions contained in the following pages.
3. **Load Data files.** The installation specialist will discuss with you the most efficient way to enter your data. This could be electronic, excel conversion, or manual input.

Location Information Form

INSTRUCTIONS: Enter required information for all Stores/Locations. **Include all stores, service locations, warehouses, office and any other location to which inventory may be transferred.** Location number may not exceed four digits. This is how your address will appear on the invoice and receipt forms. Make extra copies of this page to accommodate all locations.

Example: 95 Location Name: Central Warehouse
 Mailing Address: 1621 5th Street
 City: Espy St: PA Zip: 12345
 Phone: (316) 555-1234
 Tax Rate: 7.75%
 Modem # (361)555-2234
 Fax # (361)993-1731

_____ Location Name: _____
 Mailing Address: _____
 City: _____ St: _____ Zip: _____
 Phone: (_____) _____
 Tax Rate: _____
 Modem # (_____) _____ (if applicable.)
 Fax # (_____) _____ (if applicable.)

_____ Location Name: _____
 Mailing Address: _____
 City: _____ St: _____ Zip: _____
 Phone: (_____) _____
 Tax Rate: _____
 Modem # (_____) _____ (if applicable.)
 Fax # (_____) _____ (if applicable.)

_____ Location Name: _____
 Mailing Address: _____
 City: _____ St: _____ Zip: _____
 Phone: (_____) _____
 Tax Rate: _____
 Modem # (_____) _____ (if applicable.)
 Fax # (_____) _____ (if applicable.)

_____ Location Name: _____
 Mailing Address: _____
 City: _____ St: _____ Zip: _____
 Phone: (_____) _____
 Tax Rate: _____
 Modem # (_____) _____ (if applicable.)
 Fax # (_____) _____ (if applicable.)

If company is online set LOCMNT both fields "Separate System" and "Stripped Loc" to N including Home Office.

Department Codes (DEPTMNT)

The same job functions will usually result in similar securities. Example, All Delivery Drivers may not handle money in the system, but may need to check inventory locations. Security templates can be created and assigned for each department so when a new employee is added, the system will automatically copy the security template that is attached to that department code to the new employee's security. These can be adjusted later on an individual basis. This is also useful in sending RSSS Mail to all employees in a department (Example, all store managers) List up to 17 department codes.

Examples of Department Codes:

Code	Description
------	-------------

MG	Management
DE	Delivery
CO	Collections
WH	Warehouse
DM	District Manager
SM	Store Manager
AM	Account Manger
OF	Office Personnel
RP	Repair Department

[illegible]

Employee Information Form

Instructions: Enter required* information for **ALL** personnel you employ. Employee number must not exceed 6 digits. Store number must not exceed 4 digits. Make as many copies of this page to accommodate all employees.

*NAME: _____
LAST FIRST EMPLOYEE #

*ACCT #: _____

ADDRESS: _____

City/State/Zip: _____

LICENSE #: _____

HOME PHONE: (____)_____ WORK PHONE: (____)_____

SSAN: _____

*STORE: _____

MARITAL STATUS: _____ SPOUSE NAME: _____

M-Married S-Single

TO BE COMPLETED BY PERSONNEL OR OFFICE MANAGER

***DEPARTMENT:** _____ (see page 18 of this guide)

WAGE TYPE: _____ *S-Salaried H-Hourly*

*COMMISSION TYPE: _____ COMMISSION%: _____

HOME MENU: _____ CHG SERV PRICE: _____

(Y)es or (N)o

PAY FREQUENCY: _____ 2ND EMPLOYEE #: _____

(W)eekly (B.)i-weekly (M)onthly (S)emi-Monthly

OVERTIME AFTER 8 HRS: _____ (Y)es or (N)o

WORK PAST MIDNIGHT: _____

OVERTIME AUTHORITY: _____ OVERTIME PASSODE: _____

Overtime after how many hours

OVERTIME BREAK HRS:_____ REGULAR PASSCODE:_____

***TECHNICIAN: _____ *ACCOUNT MANAGER: _____**

(Y)es or (N)o To approve overtime

(Y)es or (N)o

SUPERVISOR: _____

(Y)es or (N)o

Customer Types (RCUSTYPE)

Customer types are only 1 character. Customer types are important to see where you gain your customers. For example: You can see what "type" of customer your income is coming from, where your past dues are, etc. You may create up to 16. Reporting options will help you to get a good look at your customers. See examples below.

Type	Description	Type	Description
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

RTO Examples

R-Rental Customer

L-Lease Customer

E-Employee

P-Pending Charge Off

A-Pager Air Time Only

Sales Examples

S-Cash Sale

F-Finance

B-Builder

C-Corporate

Maestro Examples

T-Teacher

B-Band Director

L-Lesson Student

I-Institution

S-School

G-Guitar & Amp

Control Maintenance (CTRLMNT)

The following information is necessary for the automation of your system. Please answer all the information as accurately and completely as possible.

- 1) If you will be using Straight Line Depreciation for your rental inventory, what number of months do you want to use to depreciate a piece of inventory? _____
- 2) Do you want to prorate the first month's straight line depreciation based on the number of days it was out in that month? Yes ____ No ____
- 3) Will you be using the RSSS Income Forecasting method of depreciation?
Yes ____ No ____
- 4) If you are using Income Forecasting, what Book Value percent of Cost should be used to take a write-off? _____%
- 5) Will you be using Color/Material Codes? Yes ____ No ____
- 6) How many seconds do you want to allow an idle screen before it goes to Security Entry? _____
- 7) Do you want to allow employees to change calculated tax? Yes ____ No ____
- 8) Do you want a Security Entry screen forced after each transaction (Take Payments, Take Payments on Closed Agreements, New Contracts, Customer Maintenance, Close Agreements, Inventory Transfers)? Yes ____ No ____
- 9.) Do you want to force a default account manager when adding a new customer?
Yes ____ No ____
- 10.) Do you want to use the End of Day Process, which marks the day as closed once Summary has been built and no more transactions may be posted to that day?
Yes ____ No ____ (Yes is recommended)
- 11.) If using remote communications, do you want to Strip/Merge customer comments?
Yes ____ No ____ (Yes is recommended)
- 12.) Do you want the Skip, Stolen, and Charge-off account information sent to all stores during communication? Yes ____ No ____ (This is automatic for on line stores)
- 13.) When charge-offs are done, do you want all inventory treated as RTO inventory?
Yes ____ No ____
- 14.) If a partial payment on a rental ticket is not enough to move the due date a full day, do you want the leftover amount to go to RTO Receivables instead of reducing the balance due on the ticket? Yes ____ No ____

15) Do you want to count sale of stock, special order, and layaway revenue only on delivery? Yes ____ No ____

16) For purposes of calculating rental revenue against projected revenue, do you want to exclude revenue received on an early buyout? Yes ____ No ____

17) By which factor do you want your delinquencies figured?

____ (a) Tickets (Rental Agreements)

____ (b) Items (Inventory/BOR)

18) What projection factor do you want the system to use? _____

Standard: weekly payment x 4.333 = monthly projection

19) Do you count today's date as past due? Yes ____ No ____

20) Do you want to include Pending Charge-offs in BOR and Past Due counts?

Yes ____ No ____

What is your Pending Charge Off customer type? ____ (setup in RCUSTYPE)

Pending Charge-offs are accounts that should be charged off but will not be charged off until the end of the month, quarter, etc.

21) The RSSS System is capable of handling Petty Cash, whether you have a separate fund for petty cash, take petty cash directly out of the cash drawer, or have no petty cash at all. How do you want to handle petty cash for the store?

____ (a) Do not subtract (separate fund).

____ (b) Subtract from drawer - do you want to use the detail petty cash option to enter in each receipt? Yes ____ No ____

____ (c) No petty cash at store level

____ (d) Different at each store

If (d), please explain:

22) What is the first day of your fiscal year? ____/____/____

23) How many characters do you want the employee pass codes to be? 1 through 6

Agreement/Contract Types (RCNRTYPE)

What are your normal rental or AR agreement/contract terms? Include both weekly and monthly variations if you do weekly and monthly accounts. You may add up to 14.

See examples below.

Agreement Frequency Length Description of contract type (Monthly/Weekly)

A	W	78	78 WEEKS
B	M	18	18 MONTHS
C	W	104	104 WEEKS
D	M	24	24 MONTHS

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

X	W	OTHER WEEKLY	
Z	M	OTHER MONTHLY	

Rental Examples

A	W	78	78 WEEKS
B	M	18	18 MONTHS
C	W	104	104 WEEKS
D	M	24	24 MONTHS

Retail AR Examples

A	M	12	12 Months
B	M	18	18 Months
C	M	6	6 Months
D	M	3	3 Months

Maestro Examples

A	M	Auto Pay Credit Card
B	M	Back up Credit Card
C	M	Credit Check
D	M	Bank Draft

Please photocopy this page and fill out this sheet for any location that is different from above. There are 4 worksheet pages per RENTCTRL Location.

Rental Store Control (RENTCTRL) Location: _____

1) Do you allow payments & refunds for all your online stores at this location?

Yes _____ No _____

If Yes, please indicate how you would like it handled

_____ (a) Money and rental income credit goes to store receiving the payment.

_____ (b) Money and rental income credit goes to ticket store.

_____ (c) Prompt option to choose based on individual transactions.

2.) Do you want the system to automatically mark past due commitments as "fulfilled" or "not fulfilled" when payment is posted by commitment date? Yes _____ No _____

3) Do you want BOR to count only after revenue has been collected?

Yes _____ No _____

4) Do you tax NSF Charges? Yes _____ No _____

5) What is the sales tax percent to be used on Rental Agreements?

_____ %

6) Do you tax GRP (Guarantee Replacement Program, Waiver of Liability, Insurance, etc.)?

Yes _____ No _____

7) Do you tax Delivery Charges? Yes _____ No _____

8) Do you tax Late Charges? Yes _____ No _____

9) Do you tax Deposits? Yes _____ No _____

10) Do you tax Miscellaneous? Yes _____ No _____

11) Do you tax Extended Service Policy? Yes _____ No _____

12) Do you tax Pager Airtime? Yes _____ No _____

13) Do you tax Club Fees (Foresight/Nationwide/Preferred Customer Club.)?

Yes _____ No _____

14) Do you tax other fees? Yes _____ No _____

15) Do you discount your weekly agreements if they pay monthly?

Yes _____ No _____

16) Do you charge a Processing Fee? Yes _____ No _____ If so, how much?

\$ _____

17) Do you charge an In-Home Collection Fee? Yes _____ No _____

If so, how much? \$ _____

Please photocopy this page and fill out this sheet for any location that is different from above. There are 4 worksheet pages per RENTCTRL Location.

18) Do you charge a Returned Check Fee? Yes _____ No _____

If so, how much \$ _____

19) Will you be using the RSSS Returned Check System?

Yes _____ No _____

20) Do you allow partial payments to move due dates? Yes _____ No _____

21) Will you be using the RTO receivable system? Yes _____ No _____

If so, would you like to put a cap on how much can be put in per customer? _____

22) Which one of the following choices do you want to print on your payment receipts:

_____ (a) The customer's full contract balance. (Bal. - \$640.00)

_____ (b) The number of payments the customer has made so far and how many they have remaining. (Paid 14 of 78 payments, 64 payments remaining.)

_____ (c) Nothing - No reference to number of payments or balance on account.

23) Do you charge an Agreement Reinstatement Fee? Yes _____ No _____

If so, how much? \$ _____

24) Would you like the system to track field receipts? Yes _____ No _____

25) Would you like validation of field receipts? Yes _____ No _____

26.) Would you like an in-home collection charge automatically put on a customer when a chase card is printed from the On-screen collection program? Yes _____
No _____

27.) If the fee ticket module was purchased, would you like the system to prompt the option to create a club fee ticket when each new agreement is added? Yes _____
No _____

28) Do you have a **Guaranteed Replacement Program "GRP"**? (This is also known as waiver, liability, etc.) How do you compute your GRP?

Example: \$1.00 per week or 5% of payment

_____ (a) % of rent paid % _____

_____ (b) flat rate \$ _____

_____ (c) other _____

If yes, is there a minimum GRP charge? \$ _____

If yes, is there a maximum GRP charge? \$ _____

Please photocopy this page and fill out this sheet for any location that is different from above. There are 4 worksheet pages per RENTCTRL Location.

29) When multiple payments are taken, do you:

____ (a) Charge GRP on each payment?

____ (b) Charge GRP for 1 normal payment?

____ (c) Charge GRP based on a percent of the total rent paid ?

30) Do you charge late fees? Yes ____ No ____

Flat rate \$_____ or

Percent of rental payment %_____

31) What is your minimum / maximum late fee on weekly and monthly agreements?

Minimum weekly? \$_____ Maximum Weekly? \$_____

Minimum monthly? \$_____ Maximum Monthly? \$_____

32) How are your late fees calculated when multiple payments are past due

____ (a) Charge late fee on each payment?

____ (b) Charge late fee for one normal payment?

____ (c) Charge percent of total rental payment?

33) Please indicate the frequency in number of days the late fee will reoccur when multiple payments are past due . _____ days

Example: _7_ days would charge one late fee for each week late.

34) When do you start charging late fees?

Weekly: ____ (a) First day late

____ (b) After _____ days late

Monthly: ____ (a) First day late

____ (b) After _____ days late

35) Do you want to use the late receivables system? Yes ____ No ____

The late receivable system allows you to forgive a late fee or carry over the late fee owed to be collected on future payments. Audit reports are available.

36) Would you like the on screen payment program to prompt the next payment due before the actual due date? Example: Prompt for next payment 3 days before due date weekly or 10 days before monthly.

Yes ____ No ____

If so, how many days before the due date? Weekly_____ Monthly_____

Please photocopy this page and fill out this sheet for any location that is different from above. There are 4 worksheet pages per RENTCTRL Location.

37) Would you like to place limits on Free Payments and Due Date Changes/Deferrals?

Yes_____ No_____ Note: The ability to take free payments or make due date deferrals are also limited by individual employee security.

If yes, do you want it calculated on a percentage of revenue or a fixed amount?

Percentage_____ Fixed_____

Please indicate the Percentage or Fixed Amount for each category.

Discount \$'s (Free payments setup as Discounts) _____

Promotion \$'s (Free payments setup as Promotions) _____

Deferral \$'s (Due date changes/deferrals) _____

38) Would you like to enter a 'Hold' date on returned items? Yes_____ No_____

Advertising Codes (ADVCODES)

List all possible reasons that brought a customer to your store. When a NEW account or sale is added, this system will ask for an advertising code so that you can determine which advertising source is best for you. Also include in-house advertising such as: Referred by a current customer, Current customer add-on, etc. These are 2 characters and you may choose up to 32 codes. See examples below.

Example:

Code	Description
NW	Newspaper
RA	Radio
CC	Current Customer Add On
TV	TV Commercial
YP	Yellow Pages
DM	Direct Mail
IS	Invitation Sale
CL	Clinic

Code	Description	Code	Description

Please photocopy this page and fill out this sheet for any location that is different from above. There are 2 worksheet pages per SALECTRL Location.

Sale Store Control (SALECTRL) Location: _____

1) Would you like Color/Material Codes to print on customer invoice?

Yes ____ No ____

2) Would you like it to ask what type of invoice to print for each sale?

Yes ____ No ____

Example, star receipt, full page receipt, laser receipt

3) How would you like "Packaged" sales to print on customer invoices:

____ (a) Name of package and selling price

____ (b) Each item in package with total selling price

____ (c) All Detail, each item and each items sale price

____ (d) Do not print

4) Do you want to use the 'Bad Check System' for your AR payments?

Yes ____ No ____

5) Do you want to set a maximum credit limit amount for all customers? Yes ____

No ____ If yes, what \$ amount do you want as the max? ____

6) What % mark up of trade in value will you use to automatically price your trade ins?

____%

7) Do you tax total sale before trade in is subtracted? Yes ____ No ____

8) When discounting the total amount of a sale would you like individual prices to be recalculated based on percentage of cost, or percentage of current selling price?

Cost ____ Current Selling Price ____

9) Would you like to add the income from Sale of rental inventory to Rental income on the inventory record? Yes ____ No ____

10) What is your total sales tax percentage for this location, including any local?

____%

11) If you have a local sales tax that you would like to be split out from the total tax amount, what is the local sales tax%? ____

12) What would you like your default advertising code to be in "Fast Sale" ____

Example: **WI WALK IN**

13) Do you want to set a maximum Sale Discount % amount for all customers?

Yes ____ No ____ If yes, Sale Discount %? ____

14) Do you want sale discount % to be calculated off of the 'Regular Price' or the 'List Price'? Regular ____ List ____

Please photocopy this page and fill out this sheet for any location that is different from above. There are 2 worksheet pages per SALECTRL Location.

15) Do you pay commissions based on gross profit or selling price?

GP Amt_____ Sale Amt_____

16) If doing revolving charge accounts and billing based on cycles, what days of the month are your billing cycles? You may have up to 5 cycles. _____

17) Do you charge a late fee on past due account receivable payments?

Yes _____ No _____

4) How do you calculate the Late Fees?

Example: \$5.00 late fee after account is 10 days past due

Please photocopy this page and fill out this sheet for each type of payment form for SALES only. There are 2 worksheet pages per SALES payment form.

Payment Forms (PMTFORMS)

Payment form #, must be a 20 or above and no more than 3 digits.

1) Payment form # _____

2) Payment form description. _____

Example, 18.9% Simple Interest

3) What type of payment form?

_____ (a) Loan Payment form (only if using the loan module)

_____ (b) Cash form (this will add to the drawers' deposit)

_____ (c) Accounts Receivable form

_____ (d) Trial Purchase (only if using Maestro Trial Purchase module)

_____ (e) Layaway form (allows any customer to charge)

_____ (f) Special Credit A/R (allows customers to have an unapplied credit)

_____ (g) Revolving Charge form

4) If this is a revolving charge form, how do you want it to calculate the payment?

_____ (a) Minimum amount (if selected, enter the minimum amount _____)

_____ (b) Percent of balance

_____ (c) Percent of balance with minimum (if selected, enter the minimum %)

_____ (d) Ticket amount

_____ (e) Credit limit, if any for revolving charge accounts

5) What type of interest?

_____ (a) No interest

_____ (b) Simple interest/year

_____ (c) Level payment simple interest

_____ (d) Add-on

_____ (e) Daily Average Balance (only if using Maestro Trial Purchase Module)

6) What interest rate do you charge? _____%

7) When do you book your interest?

_____ (a) As Earned

_____ (b) Immediately

Please photocopy this page and fill out this sheet for each type of payment form for SALES only. There are 2 worksheet pages per SALES payment form.

8) When does interest start to accrue?

_____ (a) Immediately

_____ (b) Same as Cash until after # of days _____

_____ (c) SAC # days_____ and then back to original contract date

_____ (d) SAC for one month plus # days_____then back to original contract date

9) How do you calculate your early pay offs?

_____ (a) Rule of 78's

_____ (b) Divided by number of months

_____ (c) Normal (balance owed)

10) Do you offer customer a discount % of the balance owed if paid off by a certain date? Yes_____ No_____

If yes, what is the discount percent? _____and the number of days before the discount expires? _____ Days

11) Default account manager number _____

12) Default customer type _____

13) Default contract type _____

14) Default contract length _____

15) Default payment terms _____

16) Default due days _____

17) Maximum number of due days the due date can be advanced when creating the charge? _____

Special programming and additional information are required for the following fields.

18) Do you have Life, Property or Disability Insurance on your accounts? Yes _____ No _____

19) Minimum weekly term, if applicable _____

20) Minimum monthly term, if applicable _____

21) Minimum weekly amount, if applicable_____

22) Minimum monthly amount, if applicable_____

23) Minimum financed amount, if applicable_____

Please photocopy this page and fill out this sheet for each type of payment form for SALES only. There are 2 worksheet pages per SALES payment form.

24) If you would like to limit this payment form for only certain terms, enter the terms types, if applicable _____

Example, if you only wanted to setup only for monthly and weekly terms, and not for semi-monthly or bi-weekly.

Payoff Control (POFFCTRL)

1) Do you disclose the **cash selling price** on your RTO or rent to rent Agreement?

Yes ____ No ____

2) If yes, how is it calculated?

____ (a) Regular price on model number

____ (b) Percent of contract amount

____ (c) Other - please explain:

3) Do you give Early Buyout Discounts? Yes ____ No ____

4) If yes, please give us your early buyout formula: (if it varies by location, please supply the formula for each location).

5) Does the discount expire after a % of the contract or payments are made?_____

6) Do you offer a Same as Cash option? Yes____ No____

If yes, please enter the number of days. _____

Discount/Promotion Codes (DPCODES)

Enter your discount/promotion codes to be used when free payments are accepted for payments. Promotion codes are used when adding a new agreement, Discount codes are used when free payments are taken on existing accounts.

Examples

P 1 Advertised Special

P 2 Referral

D 10 Service Problem

D 11 Delivery Problem

D 12 Referral

[illegible]

Contact Code Maintenance (GETCCODE)

Enter the codes you will use in the commitment comment section of the on screen collections program. Account manager performance will be tracked and reported by codes.

Examples shown are left voice message **LVM**, will be in **WBI**, left message to call with reference **LTCR**.

[illegible]

Petty Cash Description Maintenance (PCSHDESC)

The following are examples of default petty cash descriptions used in the end of day process. These fields may be modified to fit your company needs. List any changes or additions below.

<u>Screen Description</u>	<u>Report Header 1</u>	<u>Report Header 2</u>
1. Advertising Prt	Adver	tising
2. Auto/Van Gas/Oil	Gas/	Oil
3. Auto/Van Repairs	Auto/Van	Repairs
4. Auto Lic/Inspect	License/	Inspect
5. Cleaning Expense	Cleaning	Expense
6. Computer Supply	Computer	Supply
7. Contract Labor	Contract	Labor
8. Copier Expense	Copier	Expense
9. Freight	Freight	
10. Legal & Recovery	Legal	Recovery
11. Office Supplies	Office	Supplies
12. Outside Services	Outside	Services
13. Postage		Postage
14. Printing Expense	Print	Expense
15. Refunds/Referral	Refunds	Referral
16. Rental-Equipment	Rental	Equip
17. Repairs--Units	Repair	Units
18. Repairs--Bldg	Service	Bldg
19. Service Parts		Parts
20. Supplies Maint	Supplies	Maint
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Model Number Maintenance (MODELMNT)

1) How do you want the system to fill in the bar code field when receiving serialized inventory?

- ____ (a) Copy serial number
____ (b) Copy last 5 digits of the serial number
____ (c) Use the next transparent serial number

2) Do you want to force the entry of a purchase order number when receiving inventory?

Yes ____ No ____

3) When inventory is received, the system will assign a default current inventory indicator. Which would you want to be the default?

- ____ (a) Rent to Own (starts depreciation upon receiving)
____ (b) Rent to Rent (starts depreciation upon receiving)
____ (c) Sales (no depreciation until first rented.)

4) Will most of the model numbers you create be

- ____ (a) Serialized (manufacturer serializes product, electronics, Appliances, etc.)
____ (b) Transparent (system generated serial numbers, Furniture, high dollar accessories)
____ (c) Non-Serialized (accessory/miscellaneous items)

5) When receiving inventory, do you want the system to allow Zero Cost?

Yes ____ No ____ **or** Use Model Number Cost? Yes ____ No ____

(both answers can be No)

5) Do you want to allow negative quantities on miscellaneous or accessory inventory?

Yes ____ No ____

Example of this type of inventory: Universal Remotes

Printer Cords

Drum Sticks

Stain Safe

6) Do you want to allow free form model number creation for miscellaneous inventory?

Yes ____ No ____

Automatic Pricing (PRICECTL)

1) For the purpose of Automatic Pricing, please list below the factor you use for pricing your product. The system will automatically take the cost of your product and multiply it by this factor to come up with a weekly and monthly payment and regular and sale retail price

Product Line	RTO Monthly Factor	RTO Weekly Factor	RTR Monthly Factor	Regular Retail Price	Retail Sale Price	Min Accept Price	Mgr. Override Price
E (Electronics)	2.7	3.0	5.0	2.00	1.90	1.85	1.75
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
All others	_____	_____	_____	_____	_____	_____	_____

2) You may price by first character of the model number as above, by Product Code, or by Description. Individual model numbers can be changed later. Price by _____?

3) Once the item is priced, do you want the system to round the cents on weekly or monthly price? Example, if you round to .99 and auto price figures 10.11 the system will round down to 9.99; 10.59 would round up to 10.99.

4) What do you want your sales price to round to? _____ Example: \$5.95

would round 119.00 down to 115.95 and 121.00 up to 125.95

Do not round the sale prices below this dollar amount _____

5) What is the minimum number of weeks you want a returned rental item to automatically recalculate? _____ Note: The auto pricing reduces the term not the payment amount.

Mgr. Override _____/_____

6) What is the minimum number of months you want a returned rental item to automatically recalculate? _____ Note: The auto pricing reduces the term not the payment amount.

Mgr. Override _____/_____

7) What % of the rental income collected do you want applied when recalculating the term on returned merchandise? _____

8) What is the average interest rate you pay for financing of your rental merchandise?

The Inventory Conversion Process

The initial manual input or electronic conversion of your inventory is a two step process. The first step, model number set up, will require some attentive consideration. The decisions you make for your 2 digit product codes and primary descriptions will afford you many benefits in business analysis and enable you to make informed business decisions in the future. We will provide you with inventory load forms or excel spread sheets depending on your individual circumstance. If you are going to do an electronic conversion, an RSSS installation specialist will help you map out the necessary fields from your current system. The following explanation of the model number fields is designed to help you understand how to achieve the maximum benefits of your new system.

1. **UPC Code.** The UPC code and the Model number are interchangeable throughout the system.
2. **2-Digit Product Code.** This is a 2 letter category The first digit should be a broad category. A=appliances, the second digit is more descriptive K=Kitchen. AK would be the two digit product code for Kitchen Appliances. There are many reporting options that will allow you to look at the profitability or purchasing needs, based on the broad category (1st digit) and also the sub category (2 digits).
2. **3-Digit Manufacturer.** This is a 3 letter manufacturer code WHP=Whirlpool. The same reporting options are available based on manufacturer code.
3. **Manufacturer's Model Number.** This is the actual model number used when ordering this merchandise from the manufacturer.
4. **Primary Description.** This is the broad description of this merchandise. Example: Refrigerator. The same reporting options are available by description.
5. **Second Description.** This is a more detailed description Example 24 CU FT CHROME.
6. **Vendor.** This is the number you have assigned to your vendors If you have not purchased the PO or AP modules use a default of 1.
7. **Serialized.** Y if product comes with a serial number. T if you would like the system to assign a transparent serial number. N if this is not a rental piece and has no serial number.
8. **Commission Code.** Will you pay commission when this model number is sold? The choices are (1) No commission, (2) Straight Percentage (3) Gross Profit Table.
9. **Last Cost.** This is the normal cost (or last cost) you paid when you purchased this model number. The individual cost will be tracked as you receive in the inventory. This figure is used to calculate Regular Price, MAP, MOP, and Automatic Pricing for Rent to Own as you create new model numbers in the future.
10. **Regular Price.** This is your standard selling price. This price will be computed automatically in the future when you add new models numbers and is based on the settings you have in Price Control.
11. **Minimum Acceptable Price.** This is the minimum acceptable or advertised price. This is the lowest price you will allow employees to sell this model number without supervisor approval.
12. **Manager Override Price.** This is the lowest price you will allow the supervisor to sell this item for. (Based individual securities, owner can override any price).
13. **List Price.** This is the manufacturers suggested retail price.

14. **Monthly Payment Amount.** This is the regular monthly rental payment you expect to receive for this model number.
15. **Number of Monthly Payments.** This is the regular term or number of monthly rent to own payments expected to payoff this model number.
16. **Weekly Payment Amount.** This is the regular weekly payment you expect to receive on this model number.
17. **Number of Weekly Payments.** This is the regular number of weekly payments you expect to receive on this model number.

Required information for Serialized Inventory

1. **Model Number**-The model number you created- with the 2 digit product code, 3 digit manufacturer code followed by the manufacturers model number.
2. **Serial Number** This can be the serial number assigned at the factory or a serial number you have assigned this piece. If the model number is designated T for transparent serial number the system will automatically assign the next available number.
3. **Bar Code Number** You have the option to use another identifying number on each piece of serialized inventory. Bar code labels can be printed. If another identifying number is not designated the system will copy the serial number to this field.
4. **Cost** This is the actual price you paid for this individual piece.
5. **Date Received** This is the date you first received this individual piece into your inventory.
6. **Date Trans to Rent** This is the date you started depreciation on this piece.
7. **Location** This is the store or warehouse number this individual piece is associated with.

Note: There are many other fields on an individual serialized piece, consult with your RSSS Installation Specialist if you have other information you would like to import.

Required information for Miscellaneous/Accessory Inventory

1. Model Number
2. Quantity
3. Current Location
4. Cost

Examples of 2-character Product Codes

RSSS

AK Appliance Kitchen
AL Appliance Laundry
EV Electronics Video
EB Electronics Big Screen
ET Electronics Table Top
EH Electronics Home Theater
FB Furniture Bedroom
FL Furniture Living Room
FD Furniture Dining Room

Maestro

EB Educational Brass
EP Educational Percussion
ES Educational Strings
EW Educational Woodwind
GA Guitar Acoustic
GE Guitar Electric
GS Guitar Strings & Straps
GX Guitar Misc
PA Piano Acoustic
PD Piano Digital

*Note: These are just a few examples. You may use as many as needed in a combination.

Examples of 3-character Manufacturer Codes

RSSS

FRI Frigidaire
MAY Maytag
WHP Whirlpool
RCA RCA
PHI Phillips
ZEN Zenith
ASH Ashley
BEN Benchcraft
PIL Pilliod

Maestro

JUP Jupiter
CON Conn-Selmer
HAL Hal Leonard
PRS Paul Reed Smith
STW Steinway
YAM Yamaha
KAM Kaman
DAD D'Addario
ALF Alfred

Examples of First and Second Descriptions

RSSS

First

Refrigerator
Range
Washer
Combo
DVD
TV Big Screen
Recliner
Occasional Table
Dresser
Curio
Dining Set

Second

24 CU FT Ice/Water
Self Clean Glass Top
Super Capacity
Washer Dryer Compact

52 PIP
3 position Rocker
3 piece traditional
Black Lacquer
Walnut Corner
5 piece Contemporary

Maestro

First

Trumpet
Sax Alto
Combo Kit
Viola 13
Classical $\frac{3}{4}$
Mandolin
Baby Grand
Upright
String Set 6
Guitar Strap

Second

Silver
Black
Bells/Snare Drum

Natural
Sunburst A
Mahogany
Traditional
Extra Light Bronze
Leather Red

*Note: These are just a few examples. You may use as many as needed in a combination.

Customer and Open Account Conversions

The following information will be needed to get your customers into the system:

(Customer Information)

- 1) Customer Number _____ (The system can automatically assign this for you)
- 2) Last Name _____
- 3) First Name _____
- 4) Address _____
- 5) Address line 2 _____
- 6) City _____
- 7) State _____
- 8) Zip Code _____
- 9) Map Code or Canadian Postal Code _____
- 10) Home Phone # (_____) _____
- 11) Work Phone # (_____) _____
- 12) Social Security Number _____ - _____ - _____
- 13) Drivers License # _____
- 14) Customer Type _____
- 15) Account manager _____
- 16) Charge Customer (Y or N) _____
- 17) Credit Limit _____
- 18) Student Name (Maestro, up to 6 students) _____

The following information will be needed to get your rental agreements into the system:

(Rental Agreement Information)

- 1) Customer # _____
- 2) Ticket # _____ (The system can automatically assign this for you)
- 3) Acct Mgr/Route _____
- 4) Initial Agreement Date ____/____/____
- 5) Customer Type _____ (See page 13)
- 6) Agreement Length _____ specify weeks or months
- 7) Initial Agreement Amount _____
- 8) Serial Number(s) _____

- 9) Payment amount _____ (Rent **ONLY**. Do not include tax, GRP, etc.)
- 10) GRP Amount _____ (Guaranteed Replacement Program, Waiver of Liability, Insurance, etc... Specify weekly or monthly).
- 11) Next Due Date ____/____/____
- 12) Amount paid in so far _____ (RENT ONLY)
- 13) Student (Maestro) _____
- 14) School (Maestro-Numeric Code) _____

**Consult with your RSSS Installation Specialist for Sales Accounts
Receivable Accounts.**

Installation: Training

DAILY OPERATION OF COMPUTER: The items below will be covered during your hands on training. Before their departure, the installation specialist will ask you to initial acknowledgement of instruction of each item. This check list includes everything you will need to run your day to day operations, take care of your customers, and start to see the benefits of your new business management software. You will receive a detailed training outline and agenda before your scheduled installation.

Description	Program	Initials
1. Menu system, function keys, command line, and help		_____
2. How to Receive Inventory	POINLOAD or RECEIVE	_____
3 How to Transfer or Deliver Inventory to another Location	INVTRAN	_____
4. How to Look-up Inventory	INVMNT	_____
5. How to know what the current status of a product is	INVMNT	_____
6. How to change status on inventory	INVCHGO	_____
7. How to check inventory availability	INVAVAIL	_____
8. How to establish a new agreement	NEW	_____
9. How to take a payment	RP	_____
10. How to take payment on closed account	CRP	_____
11. How to do a rental payment refund	RP	_____
12. How to refund a bad check	RP	_____
13. How to pay a bad check	RP	_____
14. How to reprint an agreement	CONTRACT	_____
15. How to change/exchange items on a rental agreement	RTOCSMNT	_____

16. How to payoff or close an agreement RP or RTOCLOSE_____
17. How to sell inventory SALE _____
18. How to run inventory reports, customer reports, past due reports,
and end of day reports PINVRPT-CPRTA-BWACRPT-PMTS-ARPMTS _____
19. Setting up the "Report Spooler" SPOOLER _____
20. How to backup your data _____
21. How to shut down the system _____
22. How to kill a task on an active terminal that is locked up _____
23. How to change your own security pass code SECCHG _____
24. How to enter a new employee EMPMNT _____
25. How to post end-of-day (Bank deposit, petty cash, etc.) SUMEODS_____
26. How to see if the SUMEODS is in balance SUMMNTP_____
27. How to review audit reports RENTCLN-RENTCLN2-SALECLN _____
28. Converted data audited, verified and approved. _____