RTO PRICING

***Same as cash codes – automatically put in codes and then it goes away say in 6 months. Time specific. Maybe for a special promotion. Dan Companion JSCO***

Beyond 90 days sac, beg and end date. Adjust pricing structure for competitive reasons. Darrell Adams

Greater flexibility in pricing by price point and term. Designating a specific price point and term. (rate code pricing?)

Trent Agin

Change of model numbers, being able to go into fix that model # and adjust it. Make the process faster and simpler. Streamline the change process. Dan Cole.

Have a term where you have a lower intro rate and then at some point where you kick in the different rate. To reduce and not increase the payment. Will be in 12.0. It is coming. Jeff Clemenson

Multiple unit agmt, switch out a piece. Payoff screen lumps it all together, it would be nice to have it broken down so that they can tell the cash price on the exchanged piece. More detail broken down by agreement. Have to know payoff formula and go through each serial number and have each serial # on the payoff screen so that it makes it easier to change the cash price. Stephanie

Rent a prev item that is asks you for a discount off that item. Discount rate and term. Work off a matrix off the balance. Would like to equate it to a term. Auto calcs what that rate should be. Right now they can override those price situations. Dan Companion.

Overriding the cash box and leaving it zero. Would like to have authorization to do that but want some security control over it. Would like some warning or protection. Some parameters to determine. Stephanie

Tier payoff have more than one payout % based upon cust type. If you decide for promo, to have a new cust type and payout % say 40%, that % should be there so if you do anything beyond that you have to do it manually. Tiered payoff based on customer type. Raouf

Diff rental rates calc for this based on the term. Select on tick type to determine what the rate should be. Say 18 24 etc. Trent Agin

Example: Flex Pricing (in price control matrix)

12 mo 85%

18 mo 100%

24 mo 115% say

caveat is it applies to new mdse only. Ellison shared this.

Way to price items in idle inventory and selectively change that pricing, link right to the report Do you want to discount anything in this range? Change it into a one step process. Darrell Adams

PINVIDLE over x # of days. Discount things on that list. Goes in and does it on items for excess inventory.

RBV in the system. Inc Forecasting RBV. In the inventory file. Would like to see both Straight Line and Income Forecasting as a way to price off of that. Would also like to see some pricing off that as a % also. Dan Companion.

Mike Silver response Can turn it on so u see it in invmnt. Run sl reporting.

PRICE TAGS

Need to be able to group them by sets of 8 for T@W Darrell Adams.

When you are making group price cards and key in individual serialized items as a group, that you key in the serial #s and then price them together as one group price.

Wants to smooth this process out. AJ Arthus

Pkg price tags. Enter in serialized pieces and have system auto print out the price bales and the barcode tags. Dan Companion.

Also have flexibility for those items that you also be asked for what term also. Darrell Adams

Can we have the items just be populated into the price cards? It does it in the model number way of doing it. Free form price cards do not keep the info. Bryan Bridges

***Be nice with price tags, say you have a promo and u do the price tag according to the promo. Promo description in a function keys or something. Could also include current promo pricing too. Add the add’l info about the payments too. Stephanie. JSCO***

New rating, preleased rate, shows variance of discounting the rate on their price tags. Aaron’s does this. Dan Companion shared. Compares it to the new rate and shows $ amt discount.

Have system pull up price as sale price rather than regular price. At the POS. When u are loading retail trx.

Mike T responded sale item for this period of time and when u go to sell it they will look at the sale price rather than the regular price. SALEITEM.

Couple of securities in mgr override, and owner override. Mgr override can go to a certain point and then the owner override can go down lower. Two fields in SECMNT you can set. There is tool that the employee can utilize to play with the numbers to determine what the deal will be. MAP and MOP pricing also and these tools can be used for this also. Mike T and Jan responding.

Zero or negative? Unless if is demo out…is there a way they can not carry it. Jeff Miller, Dan Companion & Company

Should not allow a zero balance unless there is a loaner against it or a service item. Jeff Miller.

Close out an item, show payout vs a date out in the future on payoff. Dan Companion.

***90 SAC or 120 SAC. Pop up on the customer payment screen that the 120 SAC will expire in a week. Or have the ability to override. Raouf JSCO***

CUSTOMER RESOURCE MANAGEMENT

Mailing flyer to label file and send out to be mailed. Dan Cole

Gabriel. Go into the info and do a pearl. Individual post card that goes to a website and it is personalized. Builds customer profile. Takes data inside the system (only good as what you put in the system). Do a specific message to a specific group could be 13 or 1300. Mine the data so you can drill down and get to the right customers. Personalized. Taking all kinds of information to do more intelligent marketing. Larry Carrico

Jeff Lebakken does something similar. Central File

Natural add ons. LRCUST label building pgm. Selected by someone who paid off a computer say up to 2 years ago. Adding on a 22 inch monitor say. Using label program inhouse. They do imagery, access pgm that uses datamart that does postcards for them Time Flies. Builds the file and emails it out. Use Central File too. Ben Moore

***Ownership certificates with value saving options. Dan Companion. Raouf prints out Ownership Certificates at payout. JSCO***

Personalized message on it too and customer takes it with them. Not doing it automatically yet. Raouf. Ownership Certificate right off the laser printer when the receipt prints when they payout. Dan Companion.

Check in the mail that has credit with them and it is personalized. Exporting and having someone generate it for them. Trent Agin. Checks are #1. They respond. Up to $500 boxes. Use datamart for that. Larry Carrico

Key factor is they must generate the same tag files. Want more control over being able to marry datatags to different laser letters. Wants control over lasertags. Raouf. Need them lasered; they are not lasered.

Running a CPRTA every sat night who came in and gets a call from the manager to invite them back in. Ben Moore

WHAT DO YOU WANT TO SEE ABOUT YOUR GOOD CUSTOMERS?

When a customer leaves wants the history in detail on them so they can figure out maybe what went wrong so they can get that customer back. Trent Agin.

Customer Snap Shot what do u want to see on the customer?

# of referral customer brought in. Nice to have also that it tags the referring customer. Some folks use rewards cards that they bring in. Used under free pmt would be nice to tie it back.

On time payment %

What % of money customer paid vs what he owed over a set period of time.

***Total overall revenue this cust brought into us. JSCO***

Run a report for top 10 customers.

What % are coming in for computers over say the last 60 days. 1000 customers just came in.

Select any range of time and look into customer activity.

Have a control file that tells you it requires an email address for say online payments. Want to add and turn things off or on for what is required, have an option to even show it or not.

***Nice if fields that were empty in the table in the system that does a popup on the RP screen that tells you what information they need to get while the customer is in the store. JSCO***

Maybe have an expiration date on the data that triggers that.

While in onscreen collections, generate an email from that program rather than send out something by mail.

Batch process reminder notices via email.

Mike Silver : LRCUST, can generate a file and import into outlook and can send out a marketing to all those customers.

Problem with \_ to stick. You put \_ in and it disappears. Jeff Lebakken. Checking on that.

Friendly reminder emails and have a predesigned message so they can’t go off base. In the marketing side, figure out how to get it to the person’s home, every say Friday they get a friendly reminder.

Opt out field on the customer. It is in 12.0.

Co-renters information, trying to search, want to access that information also in addition to the main customers. Tying to co-renter to front part of the agreement.

Nice to have some automation to verify addressed with USPS.

Zip+4 (help gets cheaper rates)

Having a 2nd address also for the customer. Datatru. RSSS working with Buddy’s to develop the interface. Checks on mailing address for cust and refs and also does on banking info.

And against skip/stolen database. Tied in by social and feeds back what this customer status is if they are skip/stolen with any company.

Returns a response on the rsss screen that tells you the status.

2 step process today and integrating into a 1 step process. Not in version 12 but will be part of it down the road.

Check cashing uses it.

***Lexus Nexus? Accurate pgm designed more for rental industry. Ssn, 5-6 previous addresses, anything that has been signed as public record in 30 seconds so you know that the information is accurate. Uses to speed up the application process. JSCO***

Working to make decisions on the spot, fraudulent scoring is also available.

Putting together a skip trace system through RSSS send their chargeoffs to DataTru and they

STORE QUOTES?

Don’t rent to that customer that day, but maybe want to market to them again? Being able to offer other things work with that customer?

Customer quote and telemarket back to that customer.

Get the initial info that you gave them a quote. Would think that would be great to have a professional laser form you could hand them.

Order on the website, spreadsheet created by Stephanie. Ordered, delivery didn’t follow through and want to know how followup is going.

# of that turns into the sale and how much is just cancels so they know how much they are following up so they can try to turn it into a sale.

Cust comes in, think about it, give em a quote (professional document) gives the psychological effect they are important to that store already.

HOW DO U FOLLOWUP? ARE U USING COMMENTS SECTION FOR THAT?

TICKDUE leaf card. Comments and commitment date. Call and follow up to get another date.

Marketing TICKDUE.

Problem tracking deliveries and pickups based on refund and cancels. Is there a way to get a summary report on this? How many TVs actually got delivered? Attachment to that would be how many got picked up also? Wants a summary report. Dan Cole work with Mike S on this. Problem on returns you have very limited reasons why you are closing the agreement. Mainly around skip/stolen? No reasons behind the close on a voluntary return. User definable reason codes as to why an item is returned. This extra letter would help. They are seeing it all in the deliveries. Remember only as good as the person putting it in also (Larry Carrico)

Rewrites are another issue. 12.0 addresses.

Identify the new agreements.

Tells us how much they are having to service this customer. Using it as an opt out. Choice #7 in INVTRAN. Wants to tie it to the customer not necessarily the item.

***Customer Score made up of several factors…others think it was a great idea. JSCO***

Summary reporting for customer retention. Identify it to store for rewards for the store. Hard coded data as to how well we are serving our customers too.

WORKING WITH THE CUSTOMER

Move the due date, rescript that and make it mandatory split payment. Say short a pmt (form 8) then have pay codes that explain why they are moving a due date. Say they pmt 10.99 but they have 10.00. Use pmt form 8 u can put reasons. No code for free time. Use datamart report to pull that. Looks at loss ratio that they calculate summary report and detailed line report anything over 1 we have to look at it. Datamart analysis…would be nice if the system could control free time per agreement. Don’t give him over a month worth a free time …yet. Dan Companion.

***How many times a due date adjustment was done and details about it. JSCO***

Identify criteria to set some parameters and limits as to what kind of risk do you want to take with your customers?

Tie to verifiable income. 10-15% of that as a monthly payment.

Dan Companion uses this to work to NOT overload a customer on payments. They do this metric but it would be nice if the system did it.

More importantly to % of income, is how consistent it is they make their payments.

Need to brainstorm to determine the litmus test on the RP screen. Followup report on all my good customers on say 60-100 on score. Dan Gawel.

The challenge is to find the scoring criteria.

Come up with a chart and then they fill in the % of weight. Doug Wills suggestion.

Acct Mgr Perf report. Dan Cole

How much product exposure do u want?

Want to know how much money the customer is worth to the organization. Rate the customer and how to value the customer against performance of the employees.

Look at as liab and asset view. Look at profitability view of this customer.

% of revenue collected, how long has he been with me, his payment history in the past.

***Have ability to pull customer off the ‘bad’ list. Mike S pgm with security on it so they can change it. JSCO***

Having better control over trying to analyze what we are doing.

Someone writes a RA and then put it in pending mode till the delivery is confirmed. Was not BOR until you confirmed it. Can do pending agmts now per Jan. This can be done now.

Don’t want to see start date on the agmt until you actually deliver the merchandise so it doesn’t show up as free time in the system. Shows up as a collection problem and the customer may not have the product. The point is when they have the product in their house.

Lori extended svc club. Within that 2 years time frame they are not able to service that unit and have to switch them out on the closed ticket. Horrible depreciation, Does not give you serial # on the original agmt. Need to ease the ability to switch out a closed unit. Warranty exchange on a paid out unit. A good report it may be a manager security or it may stay corporate. Stephanie said they have the same issue per se.

One weakness in this industry is the service module. Dan Companion, Really needs to be a svc module svc history, you just see transfers coming in and out. Ellison shared the svc module.

Webinar on service module and give you guys exposure to it.

Raouf suggested cleaning up some of the svc mod fields it asks for. Written for TV/Appliance and asks for more detailed info for that business. If we sat down as a group we could agree to what we need. Transfer in and out by location and is accumulated amount on that serial # per Mike Silver.

How many times was it serviced?

REPORTING, DATA ACCESS, DATA SECURITY

FACTA?

In 2003 a bill Fair and Accurate Credit Trx Act, extension of Fair Credit Reporting Act. Nov 1 the last part of it goes into affect. Protect both employee and customer data. Most companies are responsible to have a security officer and required to protect their data and if you have any kind of breach, the breach is investigated and how it impacted your customer base.

You will have to have a policy on this, educate your employees on it. There are some stiff fines. Ed Winn wrote an article not too long ago. Data has to be protected on the customer and employees.

Stephanie, Identify theft program in place. 1) insure all companies that they use for collections that they send cust data too; they have to ensure that they are careful with it and need documents saying so. Areas to secure: laptops, flash drives, Also methods of transportation via email or web or whatever. By car even needs to be secure.

Must identify risky data. Personal identification and information and financial information. Have to id how you are securing it. That your employees are trained to secure it. Trust and verify before you outsource anything. How are you disposing of it. Privacy policy and that the customer agrees to it and know it is in place. How do u handle a breach? Training and Compliance Agreement. Victim Request Form sent within 30 days of request. You have to show documentation and proof you did not allow this to happen. Have to have 26 red flags, Have to have these to determine if this is a red flag for identify theft.

MORE TOOLS TO MARKET TO THE CUSTOMER

Lead generator.