



Processing Payments with F7 Function Key in Closed Rental Payments

When processing a payment on a Customer Account in Closed Rental Payments, (CRP), please follow this process if the Customer has more than one ticket and the ticket(s) are past due more than one payment.

Choose "Customer Maintenance" from the Home Menu, then select "Take Payment on Closed Agreements – CRP".

Below is an example of what the account looks like before processing any payments.

9999 Closed Customer Pmt Pgm

Name: ALARCON, LUIS Acct#: 10321 W Ph: (555)555-5555
Add: 7125 W. WESTVIEW DR BTTC: C Ph: (555)555-5555
City: ANYTOWN TX 55555 PayDay:
Comment: PTP (PAY BY 6 PM) \$18.11 by 2/06/10
HELP-388-1978 PLZ CALL THIS NUMBER TO SET UP FOR UPHOLSTERY GUY/SEAMS ARE COMING APART ON THE PILLOWS/RW

Ticket#	Seq	Bal	#P	Pmt Amt	Other	Late	Grp	Esp	Tax Tot	Due	Due Date
SECTIONA	2184.04	1	1	22.99		5.00	2.30		2.51	32.80	11/21/09
SECTIONA	2387.32	2	2	28.99			5.80		5.29	69.07	1/30/10

Length 104 Terms W RTO Total Charge 101.87 0.00 Due 101.87
F8--Back Out, F4--Enter 2nd Pmt Form Mode, Cmd--Exit Pgm

At this point, F7, enter in line number, in this case, 1 and 2 and then the amount, in this case \$150.00.

Line(s): 1 2 Amt: 150.00

Enter Total Amt To Distribute

Once the cursor is back to the #P on the first ticket, you will notice that the second ticket #P stayed at 2, and did not change to a 1. Thus when you F9 again, it will not allow the payment to be taken. To process correctly, arrow down to the #P on the second ticket and change the 2 to a 1 (do this on any additional lines) and press F9 and process the payment.

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change this to a 1

Ticket#	Seq	Bal	#P	Pmt Amt	Other	Late	Grp	Esp	Tax Tot	Due	Due Date
SECTIONA	2184.04	1	1	51.15		5.00	5.12		5.09	66.36	11/29/09
SECTIONA	2387.32	2	2	28.99			5.80		5.29	69.07	1/30/10

Length 91 Terms W RTO Total Charge 150.02 0.00 Due 150.02
F1-CustChg, F2-Payoff, F3-ShowTick/BadCheck, F4-Hist, F6-Comment F7-Date/Amt, F8-Back