



Store Manual

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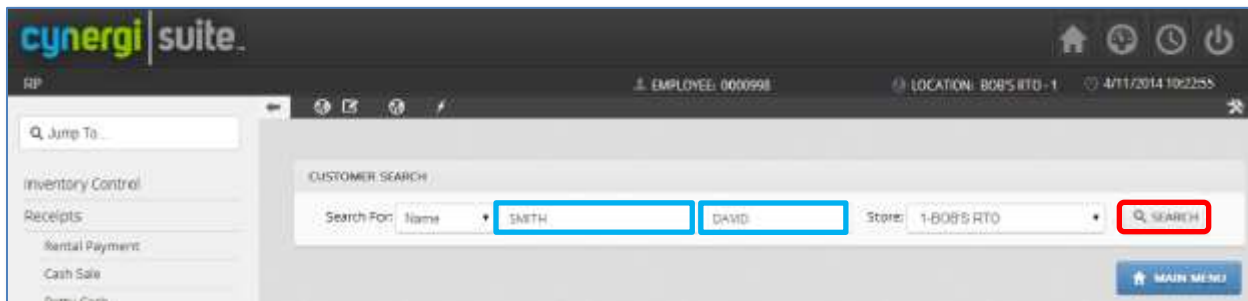
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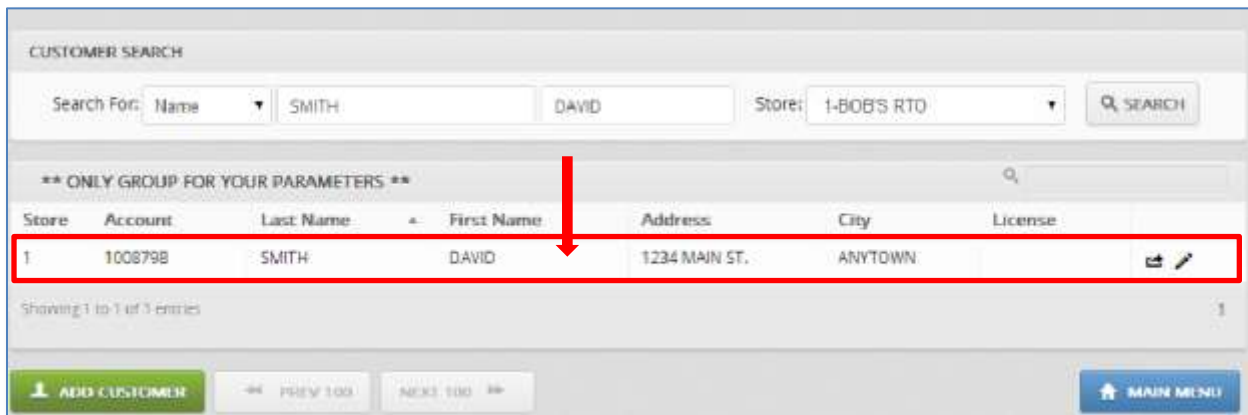
Chapter 4: Rental Payment and Receipts

Regular Simple Payment

This is an example of processing a standard basic rental payment receipt without making any other changes. Begin by using the *Customer Search*. Enter the customer's name, last name first, and click on the **SEARCH** button.



Click anywhere on the customer information line to continue.



The Payment Screen will open displaying the Customer's Rental Agreements. The amount due typically defaults to the customer's normal payment mode (if current). If the customer is past due, depending on system configuration, the number of payments may or may not need to be altered to bring them current.

If the Payment does not need to be altered, click the **TENDER** button to continue.



If the customer is paying the exact amount due, select the **Tender Type** from the pick list.

Please Note: If the customer is paying over the amount due, please see the additional notes on the next page.

The screenshot shows the 'TOTAL PAYMENT DUE' form. At the top, it displays 'Total Due: 28.93', 'Amt Received: 28.93', and 'Payment Type:' with a dropdown arrow. Below this, it shows 'Change: 0.00'. At the bottom, there are two buttons: 'PROCESS PAYMENT' (with a checkmark icon) and 'SPLIT PAYMENT FORMS'. The 'Payment Type' dropdown menu is open, showing a list of options: 1 - Cash, 2 - Check, 3 - Money Order, 4 - Credit Card, 5 - Non-Cash Ref., 6 - Cash Ref., 7 - Debit Card, 8 - Free Payment, 10 - Field Cash/Money Order, 11 - Field Check, and 12 - ACH/PAP.

Click **PROCESS PAYMENT** to continue.

The screenshot shows the 'TOTAL PAYMENT DUE' form after the 'Payment Type' has been selected. It displays 'Total Due: 28.93', 'Amt Received: 28.93', and 'Payment Type: 1 - Cash'. Below this, it shows 'Change: 0.00'. At the bottom, there are three buttons: 'PROCESS PAYMENT' (with a checkmark icon and highlighted with a red box), 'SPLIT PAYMENT FORMS', and 'BACK OUT' (with a left arrow icon).

Click **CONFIRM** to continue.

*Please Note: If you need to alter the Amount Received or the Tender Type, use the **MODIFY** button to go back to the previous screen and make changes.*

The screenshot shows the 'TOTAL PAYMENT DUE' form with the 'CONFIRM' button highlighted with a red box. It displays 'Total Due: 28.93', 'Amt Received: 28.93', and 'Payment Type: 1 - Cash'. Below this, it shows 'Change: 0.00'. At the bottom, there are three buttons: 'CONFIRM' (with a checkmark icon and highlighted with a red box), 'MODIFY' (with a pencil icon), and 'BACK' (with a left arrow icon).

The receipt will print and a prompt will appear with the option to reprint the receipt if necessary. To reprint the receipt click **YES**. Otherwise, click **NO** to complete the payment process.

ATTENTION!

Reprint this receipt?

YES NO

You will be returned to the rental payment *Customer Search* screen ready to take additional customer payments.

CUSTOMER SEARCH

Search For: Name Store: 1-BOB'S RTO

Notes for Customer Paying over the Amount Due

There are two methods to handle an overpayment:

- 1) The excess amount can be returned to the customer.
- 2) The excess amount can be held at the customer level to be used at a later date. This is known as a “**Receivable**” on the cynergi|suite system.

If the customer is paying more than the amount due, enter the amount in the **Amt Received** field.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type:

Change: 0.00

When you enter the **Amt Received** and move away from the field, a box will appear below with two options for handling the change:

- **C – Calculate Change Due to Customer** is used for returning the change back to the customer.
- **R – Put Credit on Customer Account** is used when you want to hold the customer’s change for later use.

Please Note: This example will show the use of “C.” Please reference **Add Rental Payment Receivables** later in this chapter for selecting **R – Put Credit on Customer Account** (adding Receivable).

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 30.00 Payment Type: ▼

Change: 0.00

PROCESS PAYMENT
 SPLIT PAYMENT FORMS

AMOUNT ENTERED GREATER THAN TOTAL AMOUNT DUE

Select Option: ▼

C - Calculate Change Due to Customer

R - Put Credit on Customer Account

OK

Click **OK** to continue.

AMOUNT ENTERED GREATER THAN TOTAL AMOUNT DUE

Select Option: C - Calculate Change Due t ▼

OK

Select the **Payment Type**, then **PROCESS**, then **CONFIRM** to complete filing the payment as previously shown.

Split Payment

At the payment screen, once you have the payment set up and are ready to proceed, click on the **TENDER** button.

AGREEMENTS												
Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dr /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	2	Club Fee	2.49		10/03/12	10/10/12		2.49		0.00	0.00	2.49
W	1	TV LCD 3	1399.32	78	10/03/12	10/10/12		17.94	5.00	2.24	1.26	26.44

Length 78 Terms: W FEE Total Charge: 28.93 Receivable: 0.00 Due: 28.93

If the customer is paying with two different Payment Types (Split Payment Forms), click on the **SPLIT PAYMENT FORMS** button before entering the **Amt Received** or **Payment Type**.

Please Note: The cursor may move to the **Payment Type** field, which is the normal path. If you do move to the **Payment Type** field, you can still click on the **SPLIT PAYMENT FORMS** button.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 28.93 Payment Type:

Change: 0.00

Selecting the **SPLIT PAYMENT FORMS** button will display a second payment line.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 28.93 Payment Type:

Amt Received: Payment Type:

Change: 0.00

Set each payment line to the **Amt Received** and **Payment Type** necessary.
Please Note: These fields work the same as a single Payment Type (they will display the same pick lists). It is advised to enter Cash payments on the first line, as displayed below.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type: ▼

 Amt Received: Payment Type: ▼

Change: 0.00

PROCESS PAYMENT

Once the Split Payment Forms have been set with the Amounts and Payment Types, click **PROCESS PAYMENT** to continue and complete the payment. The **BACK OUT** button will return to the previous screen.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type: ▼

 Amt Received: Payment Type: ▼

Change: 0.00

PROCESS PAYMENT

Click **CONFIRM** to continue.
Please Note: To alter the Amount Received or the Tender Type at this point, click the **MODIFY** button to go back to the previous screen and make changes.

TOTAL PAYMENT DUE

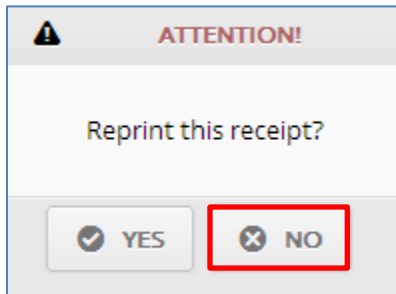
Total Due: 28.93 Amt Received: Payment Type: ▼

 Amt Received: Payment Type: ▼

Change: 0.00

CONFIRM

The receipt will print and a prompt will appear with the option to reprint the receipt if necessary. To reprint the receipt click **YES**. Otherwise, click **NO** to complete the payment process. The receipt will print and this screen appears:



A dialog box with a grey header containing a warning icon and the text "ATTENTION!". The main body is white and contains the question "Reprint this receipt?". At the bottom, there are two buttons: "YES" with a checkmark icon and "NO" with an 'X' icon. The "NO" button is highlighted with a red rectangular border.

The screen will return to the rental payment *Customer Search* screen ready to process additional customer payments.



A "CUSTOMER SEARCH" screen with a grey header. Below the header is a search form with a "Search For:" label, a dropdown menu set to "Name", an empty search input field, a "Store:" label, a dropdown menu set to "1-BOB'S RTO", and a "SEARCH" button with a magnifying glass icon. At the bottom right, there is a blue button labeled "MAIN MENU" with a home icon.

Rental Payment Change Due Date

Processing a rental payment by changing/selecting the next due date. The next due date can be changed from the default by several different methods. *The methods explained are not in a specific order of how they should be used. Different users may prefer different methods.*

- **Method 1** – Selecting **# of Payments**
- **Method 2** – Selecting the **Next Due** field and/or the **Calendar** icon.
- **Method 3** – Updating the **Date/Amount** Checkboxes

Begin by bringing up the customer’s rental payment screen. In this example, the payment is defaulted to a one week payment.

The screenshot shows the 'AGREEMENTS' section of the software. A table lists agreement details. Three green boxes are drawn around specific fields: box 1 around the '# of Payments' input field (containing '1'), box 2 around the 'Next Due' date field (containing '10/12/13'), and box 3 around the 'Dt /Amt Ext Amt' checkboxes. Below the table, summary information shows 'Total Charge: 17.69' and 'Due: 17.69'. Buttons for 'CUSTOMER CHANGE', 'BACK', and 'TENDER' are visible at the bottom.

Method 1: Changing the Number (#) of Payments

This method is performed by editing the box below the **# of Payments** column. When the rental payment screen is first displayed, the cursor is defaulted to the **# of Payments** field. To edit, simply type in the number of desired payments.

This screenshot is similar to the previous one, but a green box highlights the '# of Payments' input field, which now contains the number '1'. A green arrow points down to this field. The rest of the screen, including the 'Total Charge' and 'Due' amounts, remains the same.

After changing the **# of Payments**, press the **TAB** key to navigate across the screen and update the total amount due. *Notice we have a three week payment, but the amount due is still showing the one week total.*

This screenshot shows the '# of Payments' field updated to '3'. A red arrow points to this field. Another red arrow points to the 'Due: 17.69' amount in the summary section, indicating that the total due has not yet been updated to reflect the three-week payment.

By using the **TAB** key to navigate across the screen, amount due is now updated properly for a three week payment. Click on **TENDER** to complete the payment.

AGREEMENTS													
Terms	# of Payments	▲ Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due	
W	3	DESKTOP	501.07	51	10/05/13	10/26/13		29.97	5.00	3.75	2.10	40.82	

Length 30 Terms: W RTO Total Charge: 40.82 Receivable: 0.00 Due: 40.82

CUSTOMER CHANGE ← BACK TENDER

Method 2: Changing the Next Due Field or Calendar Icon

You can use this method by editing the box below the **Next Due** column. From the default **# of Payments**, press the **TAB** key and navigate to the **Next Due** field, or click on the box and type in the new **Next Due** date.

AGREEMENTS													
Terms	# of Payments	▲ Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due	
W	3	DESKTOP	501.07	51	10/05/13	10/12/13		9.99	5.00	2.00	0.70	17.69	

Length 30 Terms: W RTO Total Charge: 17.69 Receivable: 0.00 Due: 17.69

The **Calendar** icon can also be used.

AGREEMENTS													
Terms	# of Payments	▲ Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due	
W	3	DESKTOP	501.07	51	10/05/13	10/12/13		9.99	5.00	2.00	0.70	17.69	

Length 30 Terms: W RTO Total Charge: 17.69 Receivable: 0.00 Due: 17.69

By clicking on the **Calendar** icon, a calendar will open. Click on the date needed to set the **Next Due** date. Once you have entered the **Date** or used the **Calendar** icon to set the next due date, use the **TAB** key to navigate across the screen and update the amounts as shown in **Method 1**.

AGREEMENTS													
Terms	# of Payments	▲ Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due	
W	1	DESKTOP	501.07	51	10/05/13	10/19/13		9.99	10.00	2.00	0.70	22.69	

Length 30 Terms: W RTO Total Charge: 22.69 Receivable: 0.00 Due: 28.88

CUSTOMER CHANGE ← BACK TENDER

October 2013

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

In this **Method 2** example, the due date was advanced an additional week by entering the 10/19/13 date, then using the **TAB** key to navigate across the screen. All fields were updated for a two week payment and the **# of Payments** changed from “1” to “2.” Click on **TENDER** to complete the payment process.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	2	DESKTOP	501.07	51	10/05/13	10/19/13		19.98	5.00	2.50	1.40	28.88

Length 30 Terms: W RTO Total Charge: 28.88 Receivable: 0.00 Due: 28.88

CUSTOMER CHANGE BACK TENDER

Method 3: Changing the Date/Amount (Dt/Amt)

The **Date/Amount** option allows selection of some or all agreements. This feature will allow the next due date to be selected by using a calendar date or entering a lump sum amount to be applied to selected agreements. To use this method, select the agreements by clicking the check boxes below the **Date/Amount** column. “All” agreements may be selected at one time by clicking the very top “Check Box.” If your system is configured for “Switching Payment Modes,” selecting a weekly, monthly, bi-weekly, or semi-monthly payment “Mode” is also available.

Please Note: In this example, we will only cover adjusting the Due Date or the Amount. Please reference **Change Payment Mode While Taking a Payment** later in this chapter for more information on this feature.

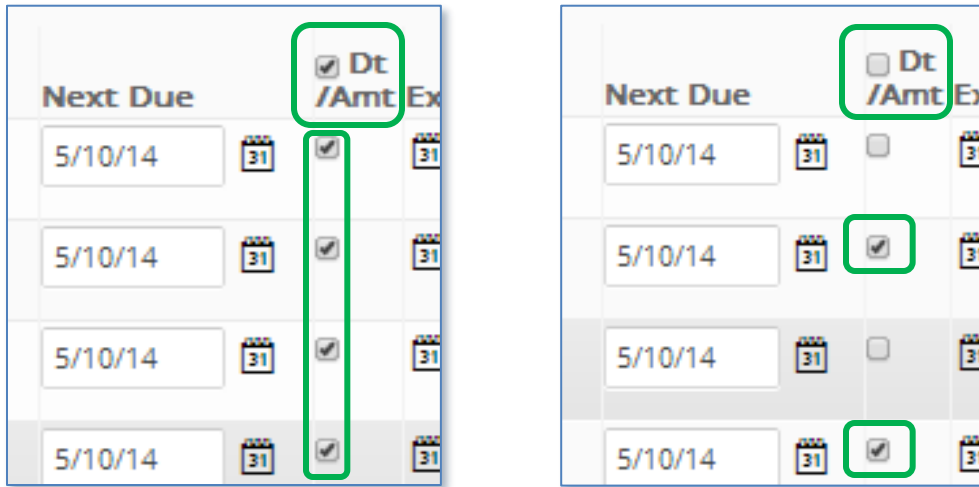
Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	Club Fee	306.27	5	03/14	5/10/14		2.49		0.00	0.00	2.49
W	1	TV LCD 3	786.48	53	03/14	5/10/14		14.99		1.49	1.05	17.53
W	1	RECLINER	704.52	47	03/14	5/10/14		14.99		2.00	1.05	18.04
W	1	LAPTOP	1199.40	60	03/14	5/10/14		19.99		2.50	1.40	23.89

Length 0 Terms: W FEE Total Charge: 61.95 Receivable: 0.00 Due: 61.95

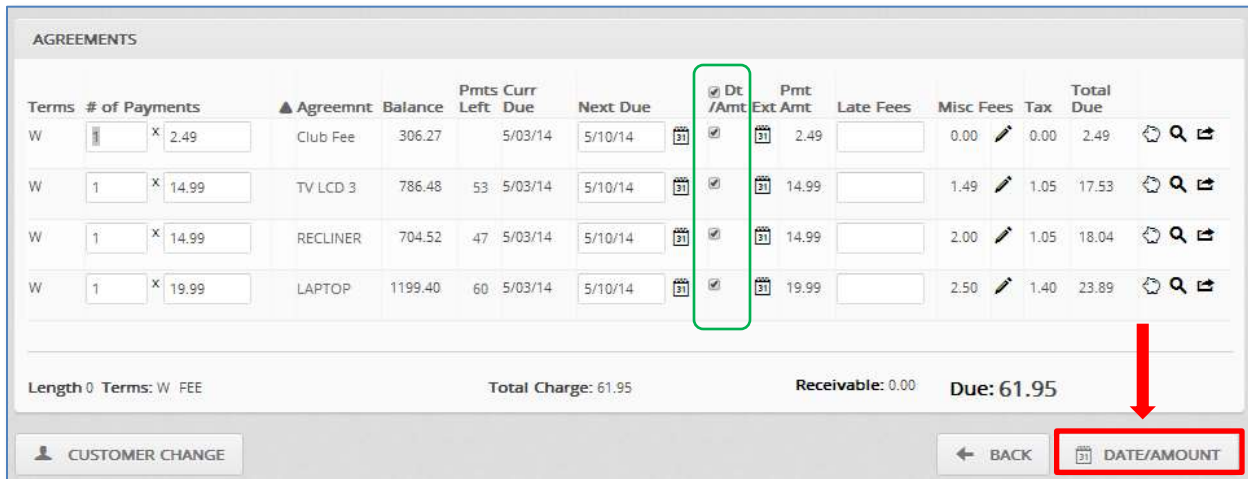
CUSTOMER CHANGE BACK TENDER

If the Customer has multiple Rental Agreements, “All” agreements can be selected by clicking on the **Dt/Amt** box at the top. You can also select specific Rental Agreements by clicking the check boxes.

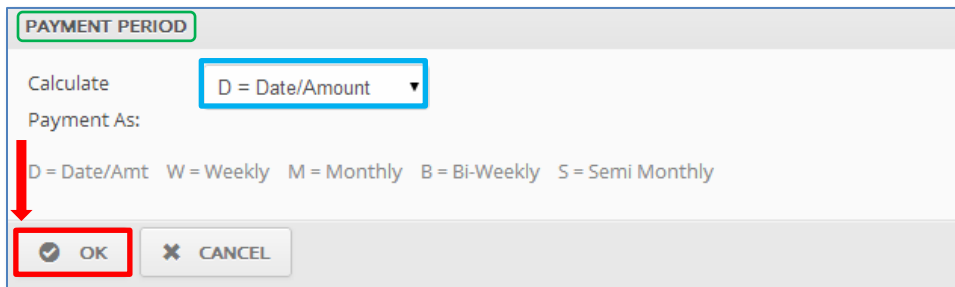
Please Note: Clicking the box again will deselect the option.



Once the selection of all or specific Rental Agreements has been made, click on the **DATE/AMOUNT** button to continue. *Please Note: In this example, all agreements have been selected.*



The **Payment Period** window will appear. Select **D = Date/Amount** from the **Calculate Payment As** pick list. Click **OK** to continue.



The **DATE/AMOUNT** window will open with two options:

- **Next Due Date** – For this option, key in the new “Next Due Date” or use the **Calendar** icon to select the new due date.
- **Dollar Amount** – This option can be used to key in a lump sum amount, which will be applied to the agreements that were selected from the rental payment screen.

The screenshot shows a window titled "DATE/AMOUNT". It has two input fields: "Next Due Date:" followed by a text box and a calendar icon, and "Dollar Amount:" followed by a text box. At the bottom, there is an "OK" button with a checkmark icon and a "BACK" button with a left arrow icon.

Example 1: Next Due Date

On the **DATE/AMOUNT** screen, type in the date or select the date from the calendar. Click **OK** to continue.

Please Note: In this example, the date 5/17/14 has been used.

This screenshot is similar to the previous one, but the date "5/17/14" is entered in the "Next Due Date:" text box. The "OK" button is highlighted with a red box, and the "DATE/AMOUNT" title bar is also highlighted with a red box.

The **Next Due** dates of the selected agreements will be moved ahead to the 5/17/14 date. Click **TENDER** to complete the rental payment process as normal.

The screenshot shows a screen titled "AGREEMENTS" with a table of rental agreements. The "Next Due" column is highlighted with a red box. Below the table, there is a summary section with "Total Charge: 123.52" and "Due: 123.52". At the bottom right, the "TENDER" button is highlighted with a red box, and a red arrow points to it from above.

Terms	# of Payments	Agreement	Balance	Pmts Curr Left	Due	Next Due	Dt / Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	2 x 2.49	Club Fee	306.27		5/03/14	5/17/14		4.98		0.00	0.00	4.98
W	2 x 14.99	TV LCD 3	786.48	53	5/03/14	5/17/14		29.98		2.85	2.10	34.93
W	2 x 14.99	RECLINER	704.52	47	5/03/14	5/17/14		29.98		3.75	2.10	35.83
W	2 x 19.99	LAPTOP	1199.40	60	5/03/14	5/17/14		39.98		5.00	2.80	47.78

Length 0 Terms: W FEE Total Charge: 123.52 Receivable: 0.00 Due: 123.52

Example 2: Dollar Amount

On the **DATE/AMOUNT** screen, input the lump sum amount that the customer would like to pay in the **Dollar Amount** field.

Click **OK** to continue.

In this example, \$250.00 has been entered. The \$250.00 lump sum amount will be distributed across all of the selected agreements.

DATE/AMOUNT

Next Due Date: Dollar Amount:

OK

Please Note: Due to the way the lump sum amount is distributed by the program, the selected agreements will most likely not all be set to the same Due Date.

Click **TENDER** to complete the rental payment process.

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	Club Fee	306.27	53	5/03/14	6/05/14		11.87		0.00	0.00	11.87
W	1	TV LCD 3	786.48	53	5/03/14	6/01/14		61.32		5.83	4.29	71.44
W	1	RECLINER	704.52	47	5/03/14	5/31/14		59.78		7.47	4.18	71.43
W	1	LAPTOP	1199.40	60	5/03/14	5/31/14		79.72		9.97	5.58	95.27

Length 0 Terms: W FEE Total Charge: 250.01 Receivable: 0.00 Due: 250.01

Carry Back or Forgive Late Fees

Begin by bringing up the customer's rental payment screen.

AGREEMENTS															
Terms	# of Payments	▲ Agreemnt	Balance	Pmnts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due			
W	1	x	24.99	TV LCD 4	2977.13	120	4/25/12	5/02/12	31	24.99	5.00	3.12	1.75	34.86	🔍 🗑️ 📄
W	1	x	21.99	TV LCD 2	1042.87	48	4/25/12	5/02/12	31	21.99	5.00	2.75	1.54	31.28	🔍 🗑️ 📄
W	1	x	28.99	TV PLASM	3608.54	125	4/25/12	5/02/12	31	28.99	5.00	3.62	2.03	39.64	🔍 🗑️ 📄

Length 30 Terms: W RTO Total Charge: 105.78 Receivable: 0.00 Due: 105.78

Collect, Carry Back, or Forgive late fees for all of a customer's agreements can be done at one time. It is best to start with the first agreement in the list.

Begin by pressing the **TAB** key to move across the screen, or click on the **Late Fees** field to highlight it.

AGREEMENTS															
Terms	# of Payments	▲ Agreemnt	Balance	Pmnts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due			
W	1	x	24.99	TV LCD 4	2977.13	120	4/25/12	5/02/12	31	24.99	5.00	3.12	1.75	34.86	🔍 🗑️ 📄
W	1	x	21.99	TV LCD 2	1042.87	48	4/25/12	5/02/12	31	21.99	5.00	2.75	1.54	31.28	🔍 🗑️ 📄
W	1	x	28.99	TV PLASM	3608.54	125	4/25/12	5/02/12	31	28.99	5.00	3.62	2.03	39.64	🔍 🗑️ 📄

Length 30 Terms: W RTO Total Charge: 105.78 Receivable: 0.00 Due: 105.78

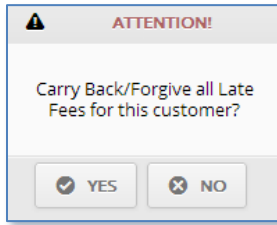
Press the **SPACEBAR** to clear the late fee amount and then press the **TAB** or **ENTER** key.

AGREEMENTS															
Terms	# of Payments	▲ Agreemnt	Balance	Pmnts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due			
W	1	x	24.99	TV LCD 4	2977.13	120	4/25/12	5/02/12	31	24.99		3.12	1.75	34.86	🔍 🗑️ 📄
W	1	x	21.99	TV LCD 2	1042.87	48	4/25/12	5/02/12	31	21.99	5.00	2.75	1.54	31.28	🔍 🗑️ 📄
W	1	x	28.99	TV PLASM	3608.54	125	4/25/12	5/02/12	31	28.99	5.00	3.62	2.03	39.64	🔍 🗑️ 📄

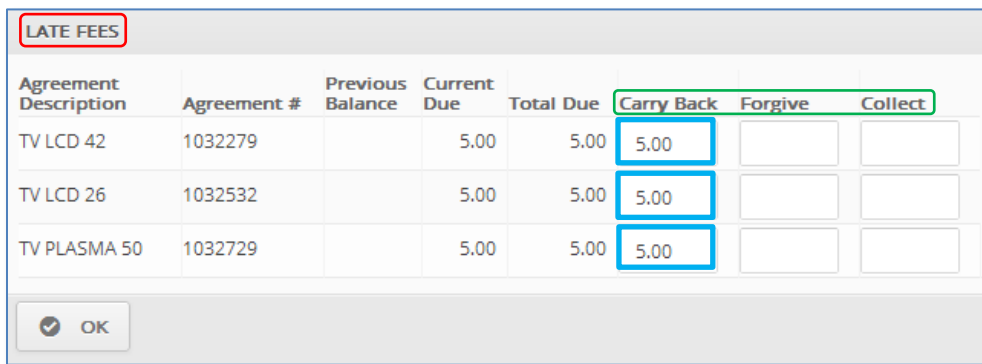
Length 30 Terms: W RTO Total Charge: 105.78 Receivable: 0.00 Due: 105.78

Blanking out the fee will trigger the Fee Handling prompt.

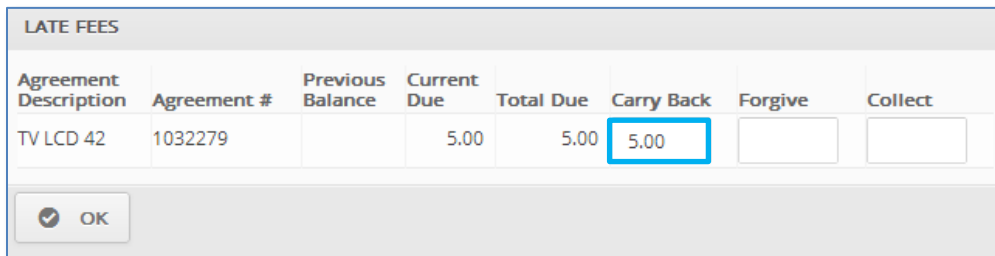
- **YES** will open the Fee Handling screen for ALL of the customer’s rental agreements.
- **NO** will open the Fee Handling screen for the agreement on which you started (single agreement).



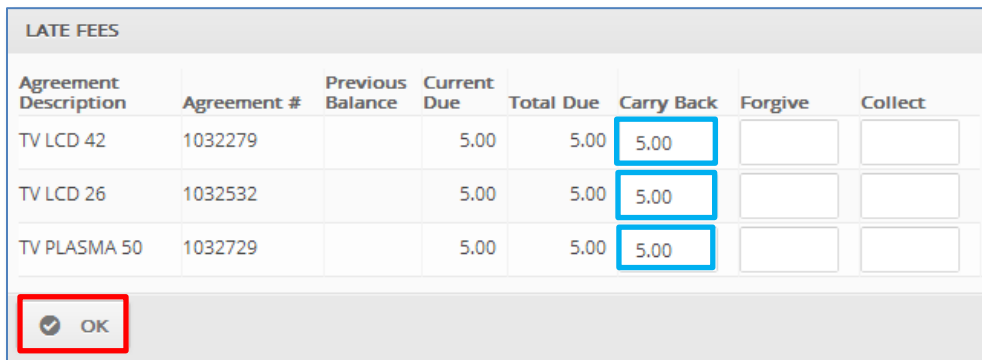
If **YES** is selected, the **LATE FEES** window will open to allow manipulation of the late fees for ALL of the customer’s rental agreements.



If **NO** is selected, access is available to the late fees of the “single agreement” (line on which you started).



By selecting **YES**, the late fees for all of the customer’s agreements are automatically moved to **Carry Back** status. If you wish to keep them in the **Carry Back** status so they can be collected later, click **OK** to continue.



Please Note: You may or may not be able to change this field, due to your security settings.

To **Forgive** (permanently remove) the late fees, begin by using the **SPACEBAR** to blank out the fee amount in the top left field and press the **TAB** key. The cursor will move to the **Forgive** field, which will be blank, and the late fee amount automatically moves to the **Collect** field.

LATE FEES							
Agreement Description	Agreement #	Previous Balance	Current Due	Total Due	Carry Back	Forgive	Collect
TV LCD 42	1032279		5.00	5.00	<input type="text"/>	<input type="text"/>	5.00
TV LCD 26	1032532		5.00	5.00	5.00	<input type="text"/>	<input type="text"/>
TV PLASMA 50	1032729		5.00	5.00	5.00	<input type="text"/>	<input type="text"/>

OK

With the cursor in the **Forgive** field, key in the fee amount you wish to forgive and press the **TAB** key. The fee amount in the **Collect** field is automatically cleared. The cursor will advance down to the next line so you can repeat the process.

LATE FEES							
Agreement Description	Agreement #	Previous Balance	Current Due	Total Due	Carry Back	Forgive	Collect
TV LCD 42	1032279		5.00	5.00	<input type="text"/>	5.00	<input type="text"/>
TV LCD 26	1032532		5.00	5.00	5.00	<input type="text"/>	<input type="text"/>
TV PLASMA 50	1032729		5.00	5.00	5.00	<input type="text"/>	<input type="text"/>

OK

Repeat the process until all fee amounts are in the **Forgive** fields. The **Carry Back** and **Collect** fields will now be blank. Click **OK** to continue.

LATE FEES							
Agreement Description	Agreement #	Previous Balance	Current Due	Total Due	Carry Back	Forgive	Collect
TV LCD 42	1032279		5.00	5.00	<input type="text"/>	5.00	<input type="text"/>
TV LCD 26	1032532		5.00	5.00	<input type="text"/>	5.00	<input type="text"/>
TV PLASMA 50	1032729		5.00	5.00	<input type="text"/>	5.00	<input type="text"/>

OK

Upon completion, all late fee fields will be cleared and you are ready to continue with the rental payment process.

Terms	# of Payments	Agreement #	Balance	Pmts Left	Curr Due	Next Due	De Amt	Est Amt	Late Fees	Misc Fees	Tax	Total Due
W	31	TV LCD 4	2977.13	120	4/25/12	11/28/12		774.69		96.84	54.23	925.76
W	31	TV LCD 2	1042.87	48	4/25/12	11/28/12		681.69		85.21	47.72	814.62
W	31	TV PLASM	3608.54	125	4/25/12	11/28/12		898.69		112.34	62.91	1073.94

Length: 30 Terms: W RTO Total Charge: 2814.32 Receivable: 0.00 Due: 2814.32

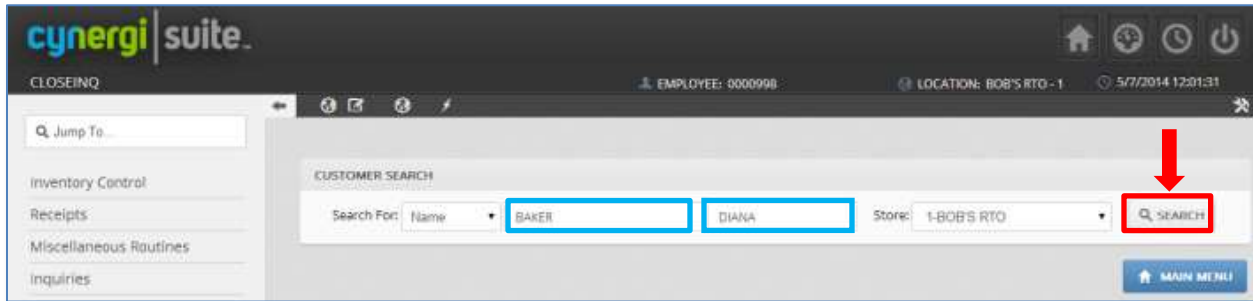
Late Fee amounts may be divided between all three categories, Carry Back, Forgive, and Collect, as needed.

Example

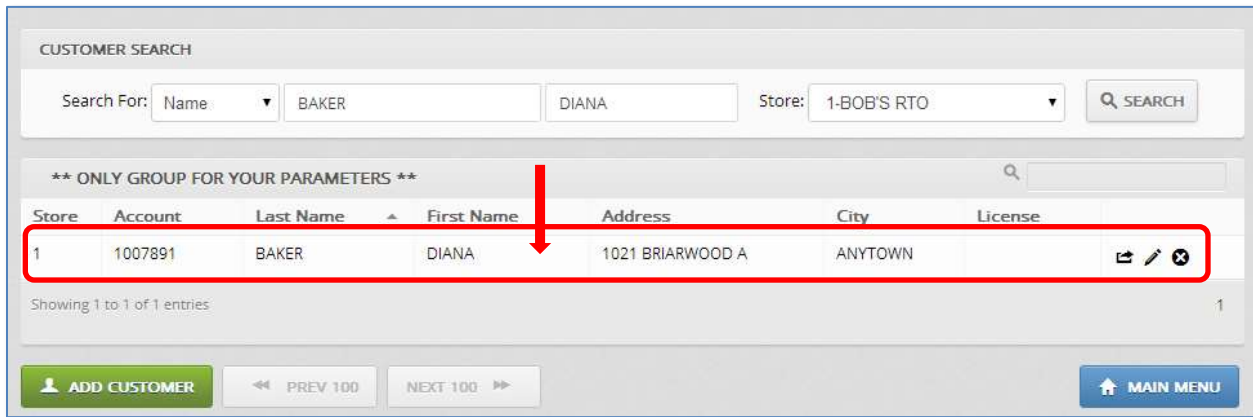
LATE FEES							
Agreement Description	Agreement #	Previous Balance	Current Due	Total Due	Carry Back	Forgive	Collect
GEAR S3 FRON	360588		5.00	5.00	1.00	2.00	2.00
FITBIT CHARG	360589		5.00	5.00	3.00	1.00	1.00
SECTIONAL	360928		5.00	5.00		2.50	2.50

View Agreement Details in Rental Payment

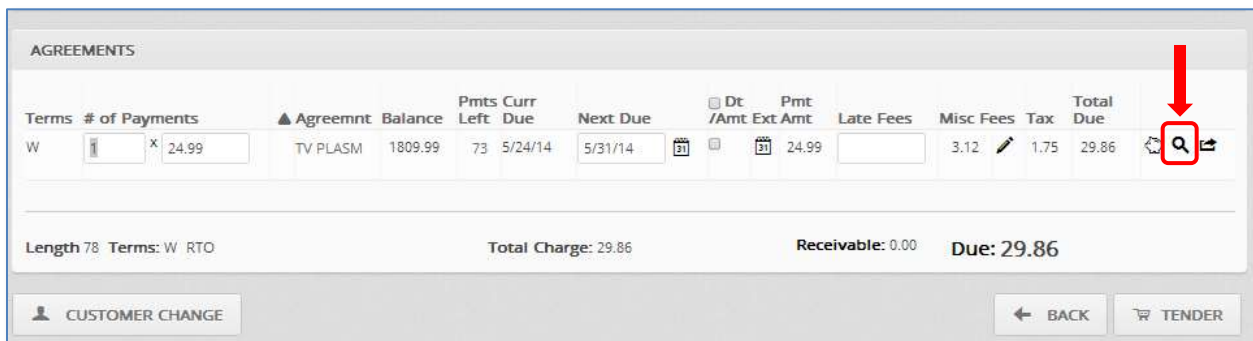
Detailed rental agreement information can be reviewed from the rental payment screen. Begin by using the *Customer Search* to enter the customer's name (last name first). Click **SEARCH** to continue.



Click anywhere on the customer information line to continue.



The Payment screen will display the customer's active Rental Agreements. To view the details of the Rental Agreement, click the **Magnifying Glass** icon.



Three Agreement Details

The **Agreement Information** is shown in three sections:

- 1) **AGREEMENT DETAILS** – This section is displayed at the top of the screen. It provides specific information about the Rental Agreement such as balances, current due date, payment mode, payment amounts, etc.
- 2) **INVENTORY ON AGREEMENT** – This section is displayed in the center. It lists the details of the inventory unit/units on the Rental Agreement: Model #, Serial #, Alt ID, Description, etc.
- 3) **AGREEMENT BALANCE** – This section is displayed at the bottom of the screen. It displays the weekly or monthly payment and balance of the Agreement (depending upon the Payment Mode/Frequency).

AGREEMENT DETAILS 1

Remaining Bal:	1,809.99	Beginning Bal:	1,949.22	Customer Typ:	R	Curr Due Date:	5/24/14
Store/Rules:	1 / 90	Agreement Dt:	4/15/14	Pay Freq:	W	Rental Pmt:	24.99
Account Mgr:	901	Agreement/Seq:	1034636	Deposit:	0.00	GRP/LDW:	3.12
# Bad Checks:	1	Alternate #:		Delivery:		ESP Amount:	
# Times Late:	0	Salesperson:	10			Tax Amt:	1.75
Tax Group:	0001	Clerk:	998	Last Paid:	5/05/14	Total Reg Pmt:	29.86
Total Due:	29.86	Last Due:	5/31/14	Agreement Typ:	X		
Late Receivables:	0.00	Last Changed:	5/05/14	Adv Code:	RA		

INVENTORY ON AGREEMENT 2

Model	Serial	Alt ID	Description	Payment	ESP	Date	
EBSANDP50747A	1520875022	75022	TV PLASMA 50	24.99		4/15/14	Q

Showing 1 to 1 of 1 entries 1

AGREEMENT BALANCE 3

W	Weekly Payment/Beginning Balance:	24.99	1949.22
	Monthly Payment/Beginning Balance:	0.00	0.00

RETURN BAD CHECK
PAY BAD CHECK
FEES
← BACK
↑ MAIN MENU

Additional inventory unit information is available by clicking on the **Magnifying Glass** icon in the **INVENTORY ON AGREEMENT** section (**section 2**).

INVENTORY ON AGREEMENT 2

Model	Serial	Alt ID	Description	Payment	ESP	Date	
EBSANDP50747A	1520875022	75022	TV PLASMA 50	24.99		4/15/14	Q

Showing 1 to 1 of 1 entries 1

The **Inventory Unit Information** is shown in two sections:

- 1) **ITEM INFO** – This section displays inventory information:
 - **Model #**
 - **Serial #**
 - **ALT ID**
 - **Description**
- 2) **INVENTORY CHANGE** – This section displays additional inventory unit information across four different tabs:
 - **GENERAL 1** (Default View)
 - **GENERAL 2**
 - **RECEIVING**
 - **HISTORY/INACTIVE/MISC**

Click on each tab to open and display the information.

Please Note: This screen is for inquiry/viewing only. Changes cannot be made from within this screen.

Click **BACK** to return to the Rental Payment screen.

ITEM INFO 1

Model #:

Serial #: ALT ID:

Description: 2nd Desc:

INVENTORY CHANGE 2 | GENERAL 1 | GENERAL 2 | RECEIVING | HISTORY/INACTIVE/MISC

Status: Customer Name: Current Customer #:

Previous Customer 1: Previous Customer 2: Previous Customer 3:

Customer Agreement #: Ticket Nbr:

Selling Price: Retail Price:

Condition: Book Value:

Normal Terms Weekly: Normal Terms Monthly:

Weekly RTO Price: Monthly RTO Price:

Alternate RTO Price: Actual RTO/RTR Price:

Last Changed Date: Date Of Agreement:

Date Delivered: Date Due Back:

Date Returned: Date Transferred In:

Transferred to Rental: Time Delivered: :

Carried Back/Deferred Fees

To view deferred fees, click the **FEES** button that is below the **AGREEMENT BALANCE** section (**Section 3**).

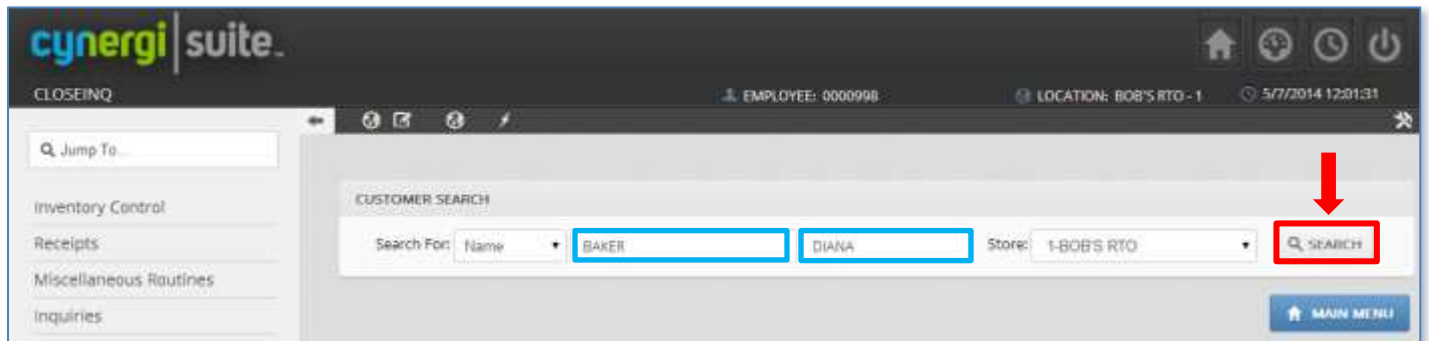
The **DEFERRED FEES** screen will display all carried back fees for the Rental Agreement.

In this example, there is an amount of \$5.00 in deferred Reinstatement/Late fees and \$3.00 in deferred GRP (Waiver/LDW) fees. The fees were deferred on a previous rental payment.

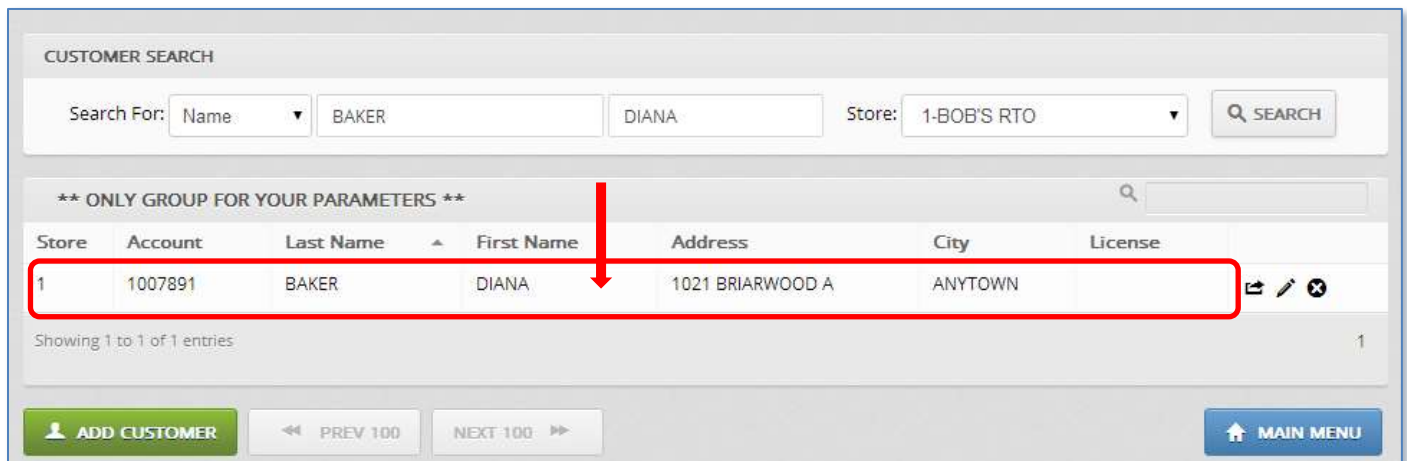
Click **CONTINUE** to return to the Rental Agreement Information screen.

View Agreement Payment History in Rental Payment

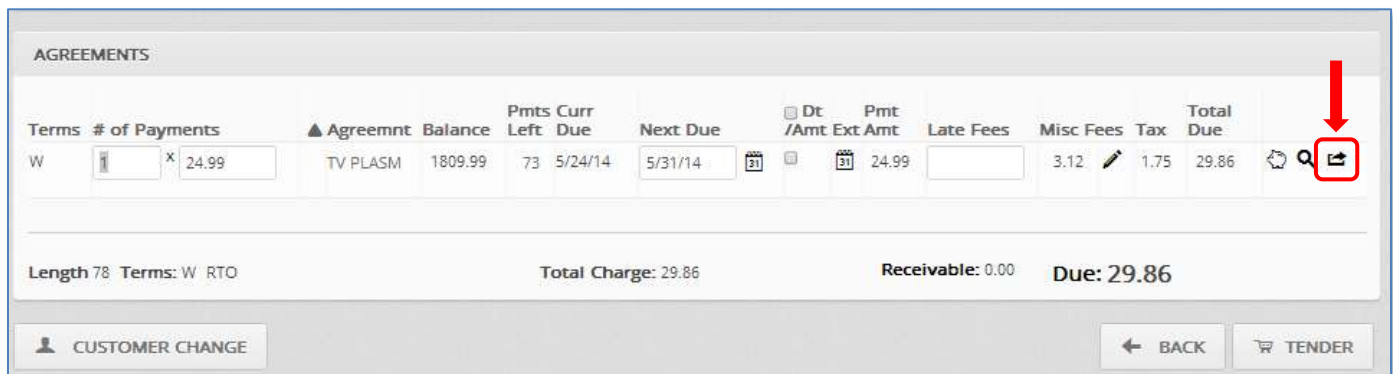
Begin by using the *Customer Search* to enter the customer's name (last name first). Click **SEARCH** to continue.



Click anywhere on the customer information line to continue.



The Rental Payment screen will open showing the customer's active Rental Agreements. To view the Rental Agreement *Payment History*, click on the **Pmt History/Refunds** icon.



The agreement *Payment History* information will be displayed. There are three main sections of the rental agreement *Payment History* screen:

- 1) Agreement Statistics
- 2) Agreement History List
- 3) Details/Payment History

The screenshot displays the Payment History screen with three main sections highlighted by red boxes and numbered 1, 2, and 3.

Section 1: Agreement Statistics (top section):

Days	# Times Past Due	% On-Time	Original Balance	Remaining Balance	Early Payoff Balance
Free Ext	1 - 7 8 - 14 15 +	90.0	1949.22	1785.00	714.00 *

*This amount does not include Tax or Past Due Rent or Fees that may apply

Section 2: Agreement History List (middle section):

Pay	Due	Next Due	Days	Days Past Due	Pay	Amnt	Tax	Taxes	Tax Pay	Net	Appl	Int	Int Rate
1/27/14	5/27/14	3/31/14	248	1	10120012	24.00	1.75	13.12	30.88	1782.00	900	Cash	Q
3/31/14	5/31/14	3/31/14	0	1	10120015	24.00	1.75	8.12	23.88	1758.12	900	Cash	Q
5/31/14	5/31/14	5/31/14	0	2	10120016	8.81	0.00	1.00	10.00	1844.93	900	Am	Q
8/31/14	8/31/14	8/31/14	0	3	10120019	18.02	1.16	2.06	19.24	1825.69	900	Cash	Q
10/31/14	8/31/14	8/31/14	0	3	10120017	24.00	1.75	8.12	23.88	1801.81	900	Free	Q
1/31/14	5/31/14	5/31/14	0	7	10120011	24.00	1.75	8.12	23.88	1825.69	900	Cash	Q
4/30/14	4/30/14	3/31/14	0	5	10120012	24.00	1.75	2.12	25.88	1800.81	900	Cash	Q
4/30/14	4/30/14	4/30/14	0	0	10120014	0.00	0.00	7.00	7.00	1800.81	900	Cash	Q
4/30/14	4/30/14	4/30/14	0	11	10120013	28.27	3.30	4.30	45.87	1846.94	900	Cash	Q

Section 3: Details/Payment History (bottom section):

Total Transaction Amount: 1881.74
 Amount Applied to Total Amount: 1881.74
 SECURED = 1580.22 CASH = 301.52

Next Due: 4/30/14
 Beginning Rent Balance: 0.00 Ending Rent Balance: 432.00

Pay This Transaction:

Carry Back/Debit	Apply	Collected
0.00	0.00	432.00

Section 1: AGREEMENT STATISTICS

The screenshot shows the Agreement Statistics section with the following data:

Days	# Times Past Due	% On-Time	Original Balance	Remaining Balance	Early Payoff Balance
Free Ext	1 - 7 8 - 14 15 +	90.0	1949.22	1785.00	714.00 *

*This amount does not include Tax or Past Due Rent or Fees that may apply

This section provides statistical information.

- **Days Free** = Total number of Free Days given on the agreement.
- **Days Ext** = Total number of Extension Days given on the agreement.
- **# Times Past Due** = Total number of times the agreement has been past due based upon *Past Due Categories* displayed.
- **% On-Time** = Percentage of payments made “On-Time.” Total number of late payments made divided by the total number of payments made.
- **Original Balance** = Beginning balance of the agreement (does not include tax).
- **Remaining Balance** = Remaining amount left to pay (does not include tax).
- **Early Payoff Balance** = Amount to exercise the Early Payoff Option (does not include tax).

Section 2: AGREEMENT HISTORY LIST

This section provides specific information about each individual rental payment that has been posted to the agreement. The information can be re-sorted by clicking on any of the column headers. Furthermore, you can mouse-over each header and a pop-up will display the full title of the column. This section also includes a **quick search bar** at the top right side of the section to help filter the Agreement list.

AGREEMENT HISTORY

Customer: 1007891 DIANA BAKER Agreement: 1034636
 Next Due: 5/30/14 Receivable:

AGREEMENT HISTORY LIST

Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form
1/27/15	5/24/14	5/31/14	248	7	10130212	24.99	1.75	3.12	29.86	1785.00	998	Credit
5/05/14	5/31/14	5/24/14	26	7	10129975	24.99	1.75	3.12	29.86	1809.99	998	Refund
5/05/14	5/24/14	5/31/14	19	7	10129974	24.99	1.75	3.12	29.86	1785.00	998	Cash
4/30/14	5/22/14	5/24/14	22	2	10129959	8.37	0.59	1.04	10.00	1809.99	998	Free
4/30/14	5/17/14	5/22/14	17	5	10129958	16.62	1.16	2.08	19.86	1809.99	998	Cash
4/30/14	5/10/14	5/17/14	10	7	10129957	24.99	1.75	3.12	29.86	1834.98	998	Free
4/15/14	5/03/14	5/10/14	18	7	10129873	24.99	1.75	3.12	29.86	1859.97	998	Cash
4/15/14	4/26/14	5/03/14	11	7	10129872	24.99	1.75	3.12	29.86	1884.96	998	Cash
4/15/14	4/15/14	4/15/14	0	0	10129864	0.00	0.00	7.99	7.99	1909.95	998	Cash
4/15/14	4/15/14	4/28/14	0	11	10129865	39.27	3.31	4.91	47.49	1909.95	998	Cash

Showing 1 to 10 of 11 entries

To view older Payment History click here

2 Next Last

- **Pay** = Date the payment was posted.
- **Due** = Due date of the agreement on the date the payment was posted.
- **Next Due** = Next due date based upon after the payment was taken.
- **Dys Lte** = Number of days the agreement was past due when the payment was taken.
- **Dys Pd** = Number of days the payment advanced the due date.
- **Rcpt** = Receipt number.
- **Amt** = Amount of rent paid.
- **Tax** = Amount of tax paid.
- **Other** = Includes waiver and miscellaneous fees paid.
- **Tot Pay** = Total amount paid on the receipt.
- **Bal** = Agreement balance.
- **Assoc** = Employee number that filed the payment.
- **Pmt Form** = Type of funds used to make the payment.

Additional receipt information is provided by the **Deferred Flags** column. Clicking on the **Question Mark** heading next to the **Pay** column will open a box that defines what each single letter code represents.

DEFERRED FLAGS

- A - Additional information available
- B - Both Late and Other fee record including Customer Deposits/Recv
- R - Paid with Receivable

← BACK

Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc
12/15/09	12/15/09	1/09/10	0	25	10128173	15.37	1.64	0.00	17.01	828.98	EMPLOYE
2/26/15	6/19/13	7/19/13	617	30	20144253	55.50	3.89	11.94	71.33	104.82	APPLE, E
4/14/14	4/03/13	6/12/13	376	70	10129823	129.90	9.09	166.24	305.23	166.49	ANDREW
4/14/14	1/23/13	4/03/13	446	70	10129822	129.90	9.09	41.24	180.23	296.39	ANDREW
1/27/15	6/12/13	6/19/13	594	7	10130214	137.80	9.65	47.23	194.68	160.32	998

Additional receipt information is also provided by the **Exception Flags**. Clicking on the **Question Mark** heading next to the **Due** column will open a box that defines what each single letter exception code represents.

EXCEPTION FLAGS

- B - Both Due Date & Payment Chg
- C - Closed payout exception
- D - Date Change
- F - Free Payment
- N - New 1st Receipt Record
- P - Partial Payment
- U - Unsatisfactory - agreement past due when closed

← BACK

Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc
12/15/09	1/09/10	0	25	10128173	15.37	1.64	0.00	17.01	828.98	EMPLOYEE, C
6/19/13	7/19/13	617	30	20144253	55.50	3.89	11.94	71.33	104.82	APPLE, ED

Section 3: DETAILS/PAYMENT HISTORY

There are two additional detailed *Payment History* screens available. Hover the mouse over any of the *Agreement History* lines and a quick summary view of that payment will be shown below in the *Details* section of the screen.

The screenshot shows the 'AGREEMENT HISTORY' screen. At the top, it displays 'Customer: 1007791 ANDREW ADKINS' and 'Next Due: 6/19/13'. To the right, it shows 'Agreement: 1034088' and 'Receivable: 3.67'. Below this is the 'AGREEMENT HISTORY LIST' table. A red arrow points to the first row of the table, which is highlighted in red. The table has columns for Pay, Due, Next Due, Dys Lte, Dys Pd, Rpt, Amt, Tax, Other, Tot Pay, Bal, Assoc, and Pmt Form. Below the table is a 'DETAILS' section, outlined in green, which provides a summary of the selected payment. It includes 'Total Transaction Amount: 75.00', 'Amount Applied to Ticket: 1034088: 71.33', 'CASH = 75.00', 'Next Due: 7/19/13', 'Beginning Recv Balance: 0.00', 'To Recv: 3.67', and 'Ending Recv Balance: 3.67'. There are also sections for 'Fees This Transaction' with columns for 'Carry Back/Deferred', 'Forgiven', and 'Collected'.

Pay	Due	Next Due	Dys Lte	Dys Pd	Rpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form		
12/15/09	A	12/15/09	N	1/09/10	0	25	10128173	15.37	1.64	0.00	17.01	828.98	EMPLOYEE_0066	Cash
2/26/15	B	6/19/13		7/19/13	617	30	20144253	55.50	3.89	11.94	71.33	104.82	APPLE ED	Cash
4/14/14	A	4/03/13		6/12/13	376	70	10129823	129.90	9.09	166.24	305.23	166.49	ANDREWS_JOE	Check
4/14/14	A	1/23/13		4/03/13	446	70	10129822	129.90	9.09	41.24	180.23	296.39	ANDREWS_JOE	Credit
1/27/15	A	6/12/13		6/19/13	594	7	10130214	137.80	9.65	47.23	194.68	160.32	998	Cash
12/15/09		12/15/09		12/15/09	0	0	10128174	0.00	0.00	7.99	7.99	828.98	EMPLOYEE_0066	Cash
1/27/15		6/12/13		6/12/13	594	0	10130213	0.02	0.00	0.00	0.02	298.12	998	Other
1/27/15		6/12/13		6/12/13	594	0	10130211	131.65	0.00	0.00	131.65	298.14	998	Other
12/15/09		12/15/09		1/09/10	0	25	10128172	844.35	0.00	0.00	844.35	844.35	EMPLOYEE_0066	Other
10/10/12		8/29/12		9/05/12	42	7	10128998	12.99	0.91	12.00	25.90	686.05	998	Cash

Click on the **Magnifying Glass** icon for a more detailed *Payment History* screen for a single payment.

This screenshot shows the 'AGREEMENT HISTORY LIST' table from the previous image. A red circle highlights the magnifying glass icon in the rightmost column of the first row, with a red arrow pointing to it.

Pay	Due	Next Due	Dys Lte	Dys Pd	Rpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form		
12/15/09	A	12/15/09	N	1/09/10	0	25	10128173	15.37	1.64	0.00	17.01	828.98	EMPLOYEE_0066	Cash
2/26/15	B	6/19/13		7/19/13	617	30	20144253	55.50	3.89	11.94	71.33	104.82	APPLE ED	Cash
4/14/14	A	4/03/13		6/12/13	376	70	10129823	129.90	9.09	166.24	305.23	166.49	ANDREWS_JOE	Check
4/14/14	A	1/23/13		4/03/13	446	70	10129822	129.90	9.09	41.24	180.23	296.39	ANDREWS_JOE	Credit
1/27/15	A	6/12/13		6/19/13	594	7	10130214	137.80	9.65	47.23	194.68	160.32	998	Cash
12/15/09		12/15/09		12/15/09	0	0	10128174	0.00	0.00	7.99	7.99	828.98	EMPLOYEE_0066	Cash
1/27/15		6/12/13		6/12/13	594	0	10130213	0.02	0.00	0.00	0.02	298.12	998	Other
1/27/15		6/12/13		6/12/13	594	0	10130211	131.65	0.00	0.00	131.65	298.14	998	Other
12/15/09		12/15/09		1/09/10	0	25	10128172	844.35	0.00	0.00	844.35	844.35	EMPLOYEE_0066	Other
10/10/12		8/29/12		9/05/12	42	7	10128998	12.99	0.91	12.00	25.90	686.05	998	Cash

Click the **BACK** button to return to the main *Payment History* screen.

PAYMENT CHANGE-FILE 1

Payment Number: 00020144253 Account: 1007791 Ticket Number: 1034088 0

Receipt Date:	2/26/15	Time:	09 31 41
Date Payment Due:	6/19/13	Store:	2
Next Due Date:	7/19/13	Salesman #:	11
Payment Amount:	55.50	Misc Charge:	0.00
Late Charges:	5.00	GRP Amount:	6.24
ESP Amount:		Tax Amount:	3.80
Agreement Balance:	104.82	Type Payment:	3
Payment Form:	1	Payment Changed:	
Tax Group:	0001	Payment Type:	0
Receivable Amount:	3.67	Misc Fee Type:	
ESP Amount For Print:		Late Date:	2/26/15
# Days Late:	105	Begin Rec Bal:	
Ending Rec Bal:	3.67	Disc/Dtde Code:	

SAVE ← BACK MAIN MENU

The *Payment History* view can be switched to view “All” Rental Agreements. If a customer has multiple agreements, clicking the **ALL AGREEMENTS** button will display all payments made by the customer by date.

DETAILS

Total Transaction Amount: 108.26
 Amount Applied to Ticket 1027773: 46.58 CASH = 108.26

Next Due: 10/03/09

Beginning Recv Balance: 5.87- From Recv: 5.87 Ending Recv Balance: 0.00

Fees This Transaction	Carry Back/Deferred	Forgiven	Collected
Late			
GRP			3.80
InHomeCollection			
Processing			
Delivery			
Installation			

ALL AGREEMENTS PRINT ← BACK

The “ALL AGREEMENTS” *Payment History* is grouped by the *Pay Date*. In this example, the customer has three agreements. The screen shows receipts for all three agreements sorted by the date on which the payments were made.

*Please Note: When the **ALL AGREEMENTS** button is selected, the Agreement Statistics section will not be populated. It is only available for single agreement statistics.*

AGREEMENT STATISTICS

Days		# Times Past Due			% On-Time	Original Balance	Remaining Balance
Free	Ext	1 - 7	8 - 14	15 +			
0	0	0	0	0	0.0	0.00	0.00

AGREEMENT HISTORY

Customer: 1007344 CHRISTINE L FOLTYN Agreement:
 Next Due: 7/04/12 Receivable: 1.36-

AGREEMENT HISTORY LIST *ALL*****

Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form
1/07/10	1/09/10	1/23/10	2-	14	10128752	53.98	3.78	6.75	64.51	1997.25	EMPLOYEE, 0059	Cash
1/07/10	1/09/10	1/23/10	2-	14	10128751	57.98	4.06	5.51	67.55	2022.09	EMPLOYEE, 0059	Cash
1/07/10	B 1/09/10	1/23/10	2-	14	10128750	39.98	2.80	3.80	46.58	24.85	EMPLOYEE, 0059	Cash
12/23/09	12/26/09	1/09/10	3-	14	120011542	53.98	3.78	6.75	64.51	2051.23	EMPLOYEE, 0066	Cash
12/23/09	12/26/09	1/09/10	3-	14	120011541	57.98	4.06	5.51	67.55	2080.07	EMPLOYEE, 0066	Cash
12/23/09	12/26/09	1/09/10	3-	14	120011540	39.98	2.80	3.80	46.58	64.83	EMPLOYEE, 0066	Cash
12/10/09	A 12/10/09	N 12/26/09	0	16	120011029	0.00	0.00	0.00	0.00	0.00	EMPLOYEE, 0066	Cash
12/10/09	12/10/09	12/26/09	0	16	120011028	0.00	0.00	0.00	0.00	0.00	EMPLOYEE, 0066	Other
12/10/09	12/10/09	12/10/09	0	0	120011027	0.00	0.00	7.99	7.99	2105.21	EMPLOYEE, 0066	Cash
12/10/09	12/10/09	N 12/26/09	0	16	120011026	0.01	0.56	0.00	0.57	2105.21	EMPLOYEE, 0066	Cash

Showing 1 to 10 of 105 entries

To return to the single agreement *Payment History* view, click the **SINGLE AGREEMENT** button in the lower left corner of the screen.

*Please Note: The agreement Payment History can be printed by selecting the **PRINT** button.*

InHomeCollection	
Processing	
Delivery	
Installation	

SINGLE AGREEMENT
PRINT

Free Payment

A “Free” payment will move the due date into the future and reduce the remaining balance of a rental agreement. A Free payment includes the entire payment (Rent, Fees, Waiver, and Taxes).

Please Note: A partial “Free” payment may be processed using the Split Payment option. A higher security clearance may also be necessary.

In the Rental Payment screen, set the number of payments or due date as needed. Click the **TENDER** button to continue.

Terms	# of Payments	Agreement	Balance	Prts Left	Cur Due	Next Due	De / Amt	Prnt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	2	Cub Fee	2.49	10/03/12	10/10/12		2.49		0.00	0.00	0.00	2.49
W	1	TV LCD 3	1399.32	78	10/03/12	10/10/12	17.94	5.00	2.24	1.28		26.44

Length 78 Terms: W FEE Total Charge: 28.93 Receivable: 0.00 Due: 28.93

CUSTOMER CHANGE ← BACK **TENDER**

To process a Free Payment for the entire payment amount, select **8-Free Payment** in the **Payment Type** drop-down box, then click the **PROCESS PAYMENT** button to continue. The remaining steps are the same as a normal rental payment receipt.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 28.93 Payment Type: 8 - Free Payment

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS

- 1 - Cash
- 2 - Check
- 3 - Money Order
- 4 - Credit Card
- 5 - Non-Cash Ref.
- 6 - Cash Ref.
- 7 - Debit Card
- 8 - Free Payment**
- 10 - Field Cash/Money Order
- 11 - Field Check
- 12 - ACH/PAP

Partial Payment with Free Payment

A partial Free Payment may be processed by clicking the **SPLIT PAYMENT FORMS** button *before* entering information into the **Amt Received** or **Payment Type**.

Please Note: The cursor may move to the **Payment Type** field, which is the normal path. If this should happen, click on the **SPLIT PAYMENT FORMS** button.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type:

Change: 0.00

When selecting the **SPLIT PAYMENT FORMS** button, a second payment line will appear. In this example, the **Amt Received** is set to \$10.00 and the **Payment Type** to **8-Free Payment**. The remaining amount due is automatically moved to the second line. When moving from the first line to the second line, a pick list will appear to **Select Reason for Free Payment**.

Please Note: These fields work the same as a single Payment Type and access the same pick list.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type:

Amt Received: Payment Type:

Change: 0.00

The pick list for **Select Reason for Free Payment** appears. Select the appropriate reason by clicking on it.

SELECT REASON FOR FREE PAYMENT	
Code	Desc
1	Referral
2	Service Issue
3	Delivery Issue
4	Regional Managers Adustment

Showing 1 to 4 of 4 entries

Select the **Payment Type** for the second line.

TOTAL PAYMENT DUE			
Total Due: 28.93	Amt Received: 10.00	Payment Type: 8 - Free Payment	▼
	Amt Received: 18.93	Payment Type: 1 - Cash	▼
Change: 0.00			
<input checked="" type="checkbox"/> PROCESS PAYMENT		1 - Cash 2 - Check 3 - Money Order 4 - Credit Card 5 - Non-Cash Ref. 6 - Cash Ref. 7 - Debit Card	

When the Split Payment Forms have been set with the Amounts and Payment Types as needed, click **PROCESS PAYMENT** to continue.

*Please Note: The **BACK OUT** button will return to the previous screen.*

TOTAL PAYMENT DUE			
Total Due: 28.93	Amt Received: 10.00	Payment Type: 8 - Free Payment	▼
	Amt Received: 18.93	Payment Type: 1 - Cash	▼
Change: 0.00			
<input checked="" type="checkbox"/> PROCESS PAYMENT		<input type="checkbox"/> BACK OUT	

Click **CONFIRM** to complete the rental payment process as normal.

Please Note: If you need to alter the Amount Received or the Tender Type, click the **MODIFY** button to return to the previous screen to make changes.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: Payment Type: 8 - Free Payment ▼

Amt Received: Payment Type: 1 - Cash ▼

Change: 0.00

CONFIRM

MODIFY

The receipt will print. Click **NO** to continue or **YES** to reprint the receipt.

⚠ ATTENTION!

Reprint this receipt?

YES

NO

The screen will return to the rental payment *Customer Search* screen, ready to process additional customer payments.

CUSTOMER SEARCH

Search For: Name ▼ Store: 1-BOB'S RTO ▼

Extension/Due Date Move with Rental Payment

An Extension may be done while processing a Rental Payment by following these steps.

In this example, the customer will pay a one-week payment and receive a one-week Extension. When the payment is filed, the due date will be moved two weeks ahead. Any number of payments or extension days may be entered as needed. Depending on system configuration, all employees may not have security clearance to process an extension.

Begin by setting the **# of Payments** to **1**. Notice the **Next Due** at this time has only been moved by one week. The customer is now set to pay a one-week payment.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	LAPTOP	483.50	26	6/27/12	7/04/12		18.99	5.00	2.37	1.33	27.69

Length 38 Terms: W RTO Total Charge: 27.69 Receivable: 1.05 Due: 28.74

CUSTOMER CHANGE BACK TENDER

To apply the Extension, click on the **Ext** icon.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	LAPTOP	483.50	26	6/27/12	7/04/12		18.99	5.00	2.37	1.33	27.69

Length 38 Terms: W RTO Total Charge: 27.69 Receivable: 1.05 Due: 28.74

CUSTOMER CHANGE BACK TENDER

Set the **New Due Date** to the date the Extension will move the agreement (next due date) to. (In this example, the agreement due date was moved forward an additional week).

Click **OK** to continue.

PAYMENT EXTENSION

New Due Date: 7/11/12

OK BACK

The **Select Reason for Extension** box will appear. Choose the appropriate reason for the Extension by clicking on it.

Code	Desc
7	New Agreement Mgr Special
10	Customer Hardship

Showing 1 to 2 of 2 entries

The customer's **Next Due** date has been moved ahead two weeks. However, the Payment Amount due is only for one week. The customer will pay for one week and get a one week Extension. Click the **TENDER** button to continue.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	18.99	LAPTOP	483.50	26	6/27/12	7/11/12		18.99	5.00	2.37	1.33	27.69

Length 38 Terms: W RTO Total Charge: 27.69 Receivable: 1.05 Due: 28.74

To complete the payment, select the **Payment Type** for the payment, click **PROCESS PAYMENT**, and click **CONFIRM**. Depending upon cynergi|suite parameters, you may be required to enter an **Exception Comment**. If so, enter a comment and click **OK**.

Comment:

OK

The receipt will print. To reprint the receipt, click **YES**. Otherwise, click **NO** to complete the payment process.

ATTENTION!

Reprint this receipt?

YES NO

Extension/Due Date Move without Collecting a Payment

Extensions/Due Date Moves are filed in the Rental Payment screen. Begin by selecting the customer and bringing up his or her payment screen.

CUSTOMER INFORMATION

DALE, BRIAN Primary: (555)555-5555 Account: 1002587 User: 998
 Work: (555)555-5555 Best Time To Call:
 302 HILSIDE DR Secondary: (555)555-5555 **Pay Day:**
 ANYTOWN TX 55555 Reward Points:

Retention Commitment:
 Commitment Date:
 Notes:

Prev Fees: 0.00

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input type="text" value="0"/> x <input type="text" value="12.99"/>	WII	1013.22	78	6/22/13	<input type="text" value="6/29/13"/>	<input type="checkbox"/>	<input type="text" value="12.99"/>	<input type="text" value="5.00"/>	2.00	0.91	20.90

Length 78 Terms: W PND Total Charge: 20.90 Receivable: 0.00 Due: 20.90

Set the **# of Payments** to "0" (or blank out the default number of payments), then click the **Ext** box.

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input type="text" value="0"/> x <input type="text" value="12.99"/>	WII	1013.22	78	6/22/13	<input type="text" value="6/29/13"/>	<input type="checkbox"/>	<input type="text" value="12.99"/>	<input type="text" value="5.00"/>	2.00	0.91	20.90

Length 78 Terms: W PND Total Charge: 20.90 Receivable: 0.00 Due: 20.90

The **Payment Extension** box opens. Key in the next due date.

Alternatively, the calendar may be used to select the next due date by clicking the **Calendar** icon.

Click **OK** to continue

The **Select Reason for Extension** box will appear. Choose the appropriate reason by clicking on the line displaying the reason you would like to choose.

Code	Desc
7	New Agreement Mgr Special
10	Customer Hardship

The cursor will highlight the **# of Payments** field. All "Amount" fields will automatically be set to zero, the **Next Due** field will display the date the extension will move the agreement next due date to. Click the **TENDER** button to continue.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt / Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input type="text"/>	WII	1013.22	78	6/22/13	6/29/13		0.00		0.00	0.00	

Length 78 Terms: W PND Total Charge: 0.00 Receivable: 0.00 Due: 0.00

The **Total Payment Due** screen will open, leave the **Amt Received** blank. Select **1-Cash** as the **Payment Type**. Click **PROCESS PAYMENT** to continue.

Total Due: 0.00 Amt Received: Payment Type: 1 - Cash

Change: 0.00

Click **CONFIRM**.

Total Due: 0.00 Amt Received: Payment Type: 1 - Cash

Change: 0.00

Depending upon cynergi|suite parameters, you may be required to enter an **Exception Comment**. If so, enter a comment and click **OK**.

EXCEPTION COMMENT

Comment:

The receipt will print, the **Next Due** date should match the date previously entered. The amount due and amount tendered should be zero.

BOB'S RTO Payment Date
 123 ANY STREET 6/03/14
 ANYTOWN, TX 55555 15:29:33
 361-993-1790

=====

Customer: 1002587
 BRIAN DALE
 302 HILSIDE DR
 ANYTOWN TX 55555

=====

Ticket #: 1034535 Total:

Description	Items Rented	Model Number	Serial Nbr
WII	EGNINWII		0011100005

PmtAmt	Misc	GRP	ESP	Tax	Recv

Fees

Late	IHC	Proc	Inst	Del	Total

#Pmts Paid of	PMTS	Remain	Due Date	Next Due
1	78.0	78.0	6/22/13	6/29/13

Total Payments:	0.00
Sales Tax:	0.00
Total Misc:	0.00
Total GRP/ESP:	0.00
Total Fees:	0.00

	0.00

Change Due: 0.00

Receipt #: 00010130032

To reprint the receipt, click **YES**. Otherwise, click **NO** to complete the payment process.

ATTENTION!

Reprint this receipt?

YES NO

Extension/Due Date Move (Back-out or Reversal)

Rental Extension/Due Date Move “Reversal” are filed in the Rental Payment screen.

Begin by selecting the customer and bringing up their payment screen.

Please Note: In this example, the customer previously received an Extension of 1 week that needs to be backed-out.

CUSTOMER INFORMATION

SMITH, SYLVIA R	Primary: (555)555-5555	Account: 1001447	User: 998
	Work: (555)555-5555	Best Time To Call:	
409 TERRIER WAY ANYTOWN TX 55555	Secondary: (555)555-5555	Pay Day: WEEKLY FRI	
		Reward Points:	

Retention Commitment:

Commitment Date:

Notes:

Prev Fees: 0.00

AGREEMENTS

Terms	# of Payments	▲ Agreemnt	Balance	Pmts Left	Curr Due	Next Due	<input type="checkbox"/> Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input type="text" value="1"/> x <input type="text" value="24.99"/>	HIGH EFF	978.76	40	4/26/14	<input type="text" value="5/03/14"/>	<input type="checkbox"/>	<input type="text" value="24.99"/>	<input type="text" value="5.00"/>	1.25	2.98	34.22

Length 91 Terms: W RTO Total Charge: 34.22 Receivable: 2.35- Due: 34.22

Set the “# of Payments” to “1.”

AGREEMENTS

Terms	# of Payments	▲ Agreemnt	Balance	Pmts Left	Curr Due	Next Due	<input type="checkbox"/> Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input style="border: 2px solid red;" type="text" value="1"/> x <input type="text" value="24.99"/>	HIGH EFF	978.76	40	4/26/14	<input type="text" value="5/03/14"/>	<input type="checkbox"/>	<input type="text" value="24.99"/>	<input type="text" value="5.00"/>	1.25	2.98	34.22

Length 91 Terms: W RTO Total Charge: 34.22 Receivable: 2.35- Due: 34.22

Press the **TAB** key to move over to the payment amount field and use the **SPACEBAR** to blank out the amount.

The screenshot shows the 'AGREEMENTS' table with the following data:

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	HIGH EFF	978.76	40	4/26/14	5/03/14		24.99	5.00	1.25	2.98	34.22

Summary: Length 91 Terms: W RTO Total Charge: 34.22 Receivable: 2.35- Due: 34.22

Press the **TAB** key again to move over to the “Next Due” field, it will reset to the current due date of the agreement.

The screenshot shows the 'AGREEMENTS' table with the following data:

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	HIGH EFF	978.76	40	4/26/14	4/26/14		0.00		1.00	0.10	1.10

Summary: Length 91 Terms: W RTO Total Charge: 1.10 Receivable: 2.35- Due: 34.22

Click the **Misc Fees** (Pencil) icon to remove any Fees that may have been defaulted.

The screenshot shows the 'AGREEMENTS' table with the following data:

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	HIGH EFF	978.76	40	4/26/14	4/26/14		0.00		1.00	0.10	1.10

Summary: Length 91 Terms: W RTO Total Charge: 1.10 Receivable: 2.35- Due: 34.22

In this example, we are removing the Waiver/GRP Fee. Click on the Field and use the **SPACEBAR** to blank out the amount.

The screenshot shows the 'FEES' dialog box with the following data:

Late:		Other:	
GRP:	1.00	ESP:	

Buttons: OK, BACK

Once the amount has been blanked out, click **OK**.

FEES

Late: Other:

GRP: ESP:

OK

In the **Fees** window to Carry Back or Forgive the Fees.

Please Use Caution: Do not attempt to collect fees during this reversal process. Click **OK** to continue.

FEES

Description	Previous Balance	Total Due	Carry Back	Forgive	Collect
GRP		1.00		1.00	

OK

In the Rental Payment screen, all amounts will be set to zero or blanked out. The “**Next Due**” date will be the same as the “**Curr Due**” date. Click on the **Ext** (Extension) icon.

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Ext	Pmt / Amt	Late Fees	Misc Fees	Tax	Total Due
W	<input type="text"/> x <input type="text"/>	HIGH EFF	978.76	40	4/26/14	4/26/14	<input checked="" type="checkbox"/>	0.00		0.00	0.00	

Length 91 Terms: W RTO Total Charge: 0.00 Receivable: 2.35- Due: 0.00

Move the Due Date back by clicking on the date needed. (Example below shows moving the Due Date back to 4/19/14.)

PAYMENT EXTENSION

New Due Date:

OK

April 2014

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Click **OK** to continue.

PAYMENT EXTENSION

New Due Date:

OK

Choose an Extension Reason by clicking anywhere on the line of the reason needed.

Code	Desc
8	UNCATEGORIZED EXTENSION
15	PIF PAID IN FULL
16	CUSTOMER RETENTION
17	COUPON
18	STORE PROMO LOCAL

Showing 1 to 5 of 5 entries 1

The Rental Payment screen shows all amounts set to zero. The “Next Due” will now be backdated to the date previously selected.

Click **TENDER** to continue.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 x	HIGH EFF	978.76	1	4/26/14	4/19/14		0.00		0.00	0.00	

Length 91 Terms: W RTO Total Charge: 0.00 Receivable: 2.35- Due: 0.00

CUSTOMER CHANGE BACK TENDER

The **Total Payment Due** screen will open, Leave the **Amt Received** blank. Select **1-Cash** as the **Payment Type**. Click **PROCESS PAYMENT** to continue.

Total Due: 0.00 Amt Received: Payment Type: 1 - Cash

Customer Receivable Balance (-) = Credit on Account: 2.35- Total Due - Receivable = 2.35-

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS BACK OUT

Click **CONFIRM** to complete the process. The receipt will print completing the reversal process.

Total Due: 0.00 Amt Received: Payment Type: 1 - Cash

Customer Receivable Balance (-) = Credit on Account: 2.35- Total Due - Receivable = 2.35-

Change: 0.00

CONFIRM MODIFY BACK

Change Payment Mode While Taking a Payment

Changing “Payment Modes” may be done while processing a rental payment by editing the checkboxes below the “Date/Amount” column. The “Date/Amount” option allows selection of some, or all agreements for due date changes. The change can be made by setting a Due Date, Dollar Amount, or by selecting a weekly, monthly, bi-weekly, or semi-monthly payment.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 X 2.49	Club Fee	306.27	53	5/03/14	5/10/14	<input type="checkbox"/>	2.49		0.00	0.00	2.49
W	1 X 14.99	TV LCD 3	786.48	53	5/03/14	5/10/14	<input type="checkbox"/>	14.99		1.49	1.05	17.53
W	1 X 14.99	RECLINER	704.52	47	5/03/14	5/10/14	<input type="checkbox"/>	14.99		2.00	1.05	18.04
W	1 X 19.99	LAPTOP	1199.40	60	5/03/14	5/10/14	<input type="checkbox"/>	19.99		2.50	1.40	23.89

Length 0 Terms: W FEE Total Charge: 61.95 Receivable: 0.00 Due: 61.95

If the Customer has multiple Rental Agreements, all agreements can be selected by clicking on the “Dt/Amt” box at the top. Specific Rental Agreements may be selected individually by clicking the checkbox of that agreement.

Please Note: Clicking the box again will deselect the option.

Next Due	Dt /Amt	Ex
5/10/14	<input checked="" type="checkbox"/>	31
5/10/14	<input checked="" type="checkbox"/>	31
5/10/14	<input checked="" type="checkbox"/>	31
5/10/14	<input checked="" type="checkbox"/>	31

Next Due	Dt /Amt	Ex
5/10/14	<input type="checkbox"/>	31
5/10/14	<input checked="" type="checkbox"/>	31
5/10/14	<input type="checkbox"/>	31
5/10/14	<input checked="" type="checkbox"/>	31

Once the Selection of all or specific Rental Agreement has been made, click the **DATE/AMOUNT** button to continue.
Please Note: In this example, all agreements have been selected.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	<input checked="" type="checkbox"/> Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	Club Fee	306.27	53	5/03/14	5/10/14	<input checked="" type="checkbox"/>	2.49		0.00	0.00	2.49
W	1	TV LCD 3	786.48	47	5/03/14	5/10/14	<input checked="" type="checkbox"/>	14.99		1.49	1.05	17.53
W	1	RECLINER	704.52	47	5/03/14	5/10/14	<input checked="" type="checkbox"/>	14.99		2.00	1.05	18.04
W	1	LAPTOP	1199.40	60	5/03/14	5/10/14	<input checked="" type="checkbox"/>	19.99		2.50	1.40	23.89

Length 0 Terms: W FEE Total Charge: 61.95 Receivable: 0.00 Due: 61.95

When clicking the **DATE/AMOUNT** button, The **PAYMENT PERIOD** screen will prompt for selection of Weekly, Monthly, Bi-Weekly, or Semi-Monthly payment options.

Select the **Weekly, Monthly, Bi-Weekly, or Semi-Monthly** option in the list to change the payment mode. The Date/Amount option can be selected to adjust the payments by due date or a lump sum amount.

Click **OK** to continue.

PAYMENT PERIOD

Calculate

Payment As:

D = Date/Amt W = Weekly M = Monthly Bi-Weekly S = Semi Monthly

OK CANCEL

Select **TENDER** to complete the rental payment process.

Length 0 Terms: W FEE Total Charge: 61.95 Receivable: 0.00 Due: 61.95

Payment Mode Switching Options

This feature allows automatic switching of Payment Modes based upon one of the following four options:

- **Fixed Payment** – How the system functions in standard configuration. The agreement Payment Mode will default to what it was initially created as, but can manually be changed to a different Payment Mode when processing a payment in the rental payment screen. The agreement payment mode will always default to its original payment mode in the rental payment screen.
- **Last 2 of 3 Payments Made** – The default rental payment mode will switch (default) to the new Payment Mode based upon the last 2 out of 3 payments made in the system.
- **By Previous Payment** – Payment mode will switch (default) to the new Payment Mode based upon the last payment made in the system.
- **Not Allowed** – Restricts the ability to modify the payment mode in the rental payment screen.

Depending upon how the weekly, semi-monthly, and monthly rental rates are established, the agreement remaining balance may recalculate when Payment Modes switch.

For example, if a customer's agreement was initially setup with a discounted monthly rate and they switch to a weekly Payment Mode, the customer will no longer receive the monthly discounted rate. They will begin paying the higher weekly rate, and the remaining agreement balance will adjust accordingly.

Please Note: When using "Switching Payment Modes" the Remaining agreement balance can fluctuate, the Early Purchase Option (EPO) may also fluctuate depending upon how the Early Purchase Option is calculated.

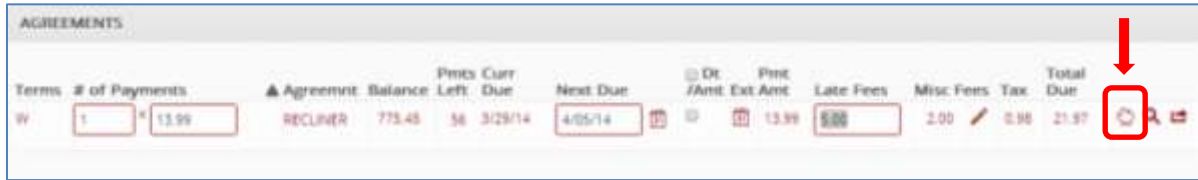
Please Note: To start using this new update, please email Support@cynergisuite.com or call 855-CYN-ERGI (855-296-3744) to schedule an appointment with Solutions Delivery to have this update installed!

Early Payoff and Same As Cash Payoff

An Early Payoff occurs when a customer pays off the Agreement prior to the term. An Early Payoff and Same As Cash Payoff are processed through the Rental Payment screen. Two examples are shown: **Early Payoff** and **Same As Cash Payoff**.

Example 1: Early Payoff (also known as EPO or EBO)

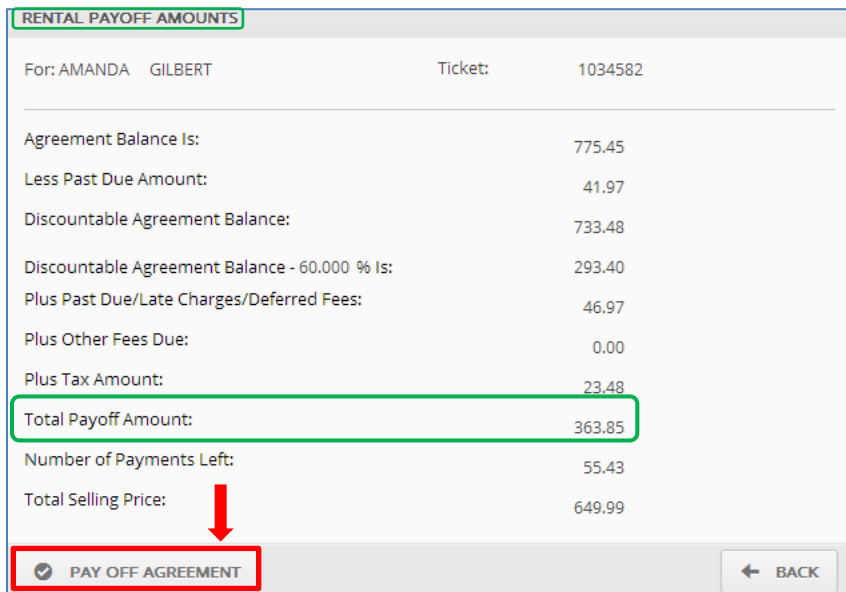
To begin the process, pull up the customer’s rental agreement in the rental payment screen. Click the **Payoff** icon (Piggy Bank) on the right side of the screen.



The **RENTAL PAYOFF AMOUNTS** screen will open. In this example, the agreement does not qualify for Same As Cash, or the Same As Cash Period has expired.

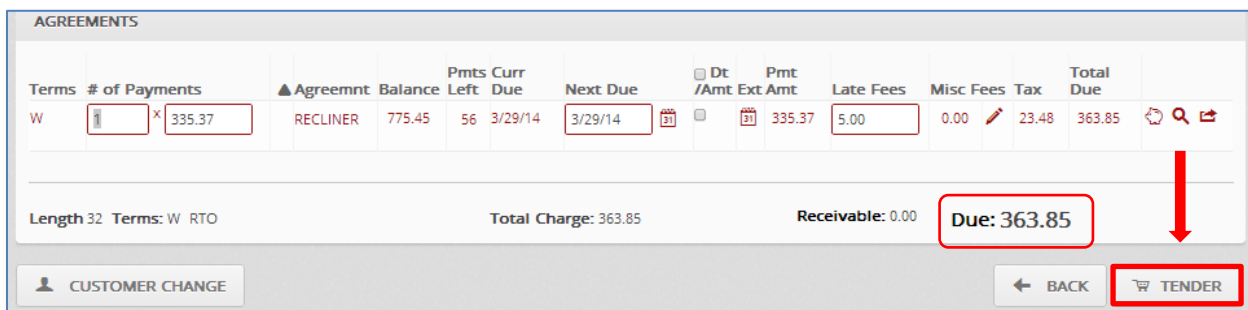
Please Note: This is an example of a typical Early Purchase Option calculation used for demonstration (60% of Remaining Rent). Your cynergi|suite system may calculate the “EPO” differently.

To continue with the early payoff, click the **PAY OFF AGREEMENT** button.



The early payoff amount has been calculated and brought over from the previous screen.

To continue, click the **TENDER** button and follow the final steps to complete the payment.



Example 2: Same As Cash (SAC) Payoff

To begin the process, pull up the customer’s rental agreement in the rental payment screen. Click the **Payoff** icon (Piggy Bank) on the right side of the screen.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 x 24.99	TV PLASM	1859.97	75	5/10/14	5/17/14		24.99		3.12	1.75	29.86

Please Note: This is an example of a typical Early Purchase Option calculation during a Same As Cash period used for demonstration. Not all companies utilize an Early Purchase Option with a Same As Cash option. Your cynergi|suite system may calculate differently based on system configuration.

In this example, the agreement qualifies for a 90 Day Same As Cash period. To continue with the early payoff, click the **PAY OFF AGREEMENT** button.

RENTAL PAYOFF AMOUNTS	
For:	DIANA BAKER Ticket: 1034636
90 Day Cash Price Is:	779.69
Expires:	7/14/14
Less Payments Made:	89.25
90 Day Payoff Is:	690.44
Plus Late Amount/Deferred Fees:	0.00
Plus GRP/ESP Amount:	0.00
Plus Tax Amount:	48.33
Payoff Figured for 90 DAY OPTION Is:	738.77
Number Of Payments Left:	74.43
<input checked="" type="checkbox"/> PAY OFF AGREEMENT	

The Same As Cash payoff amount has been calculated and brought over from the previous screen. To continue with the same as cash payoff, click the **TENDER** button and follow the final steps to complete the payment.

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 x 690.44	TV PLASMA	1859.97	75	5/10/14	5/10/14		690.44		0.00	48.33	738.77

Length 32 Terms: W RTO Total Charge: 738.77 Receivable: 0.00 **Due: 738.77**

Pictured on the next two pages are examples of a congratulatory Paid-in-full Letter and Certificate. These letters/certificates can be set up to automatically print when an agreement is paid out satisfactorily (either an early payoff or regular final payment). The letters/certificates are customized and developed per the client’s request.

***** **CERTIFICATE OF OWNERSHIP** *****

Rental Agreement No. 110264 **Owned By:** JOE ADAMS

Date Issued: 10/28/13

SAMPLE - NOT FOR OFFICIAL USE

UNIT	MODEL	SERIAL
1. BEDDING MATTRESS1 TWIN1	MMMITJB10a	201-00620
2. BEDDING MATTRESS2 TWIN2	MMMITJB10b	201-00618
3. BEDDING FOUNDATION3 TWIN3	MFMITJB900c	201-00615
4. BEDDING FOUNDATION4 TWIN4	MFMITJB90d	201-00616

SAMPLE - NOT FOR OFFICIAL USE

Certificate of Ownership

Congratulations

JOE ADAMS

You are now the proud owner of

BEDDING MATTRESS1 TWIN1	MMMITJB10a	201-00620
BEDDING MATTRESS2 TWIN2	MMMITJB10b	201-00618
BEDDING FOUNDATION3 TWIN3	MFMITJB900c	201-00615
BEDDING FOUNDATION4 TWIN4	MFMITJB90d	201-00616

As testified by

SAMPLE - NOT FOR OFFICIAL USE

Add Rental Payment Receivables

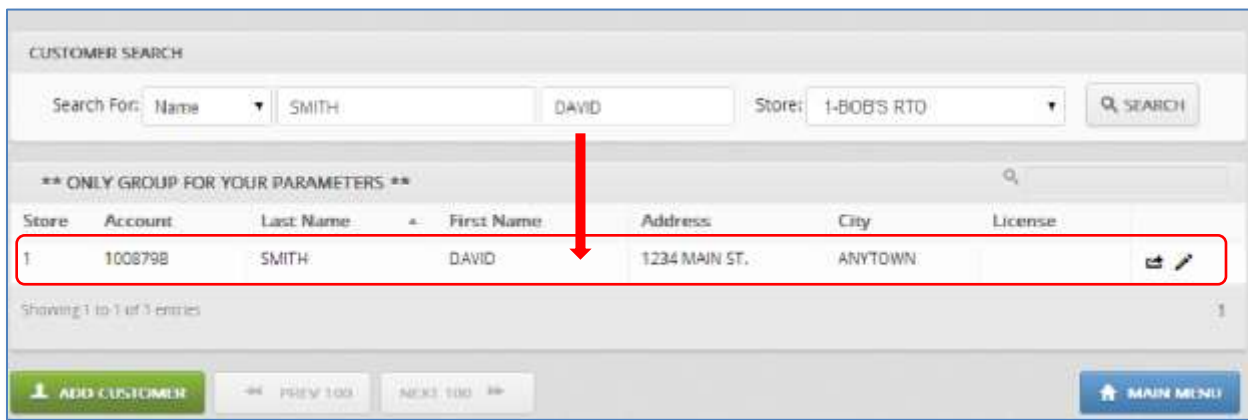
Receivables are the holding area for payments where money has been applied to a payment “over” what was due or payments that were applied “under” or “less than” what was due.

- **Negative Receivable** – Money held as customer credit for overpayment (the store owes the customer the money).
- **Positive Receivable** – Money tracked as a receivable for underpayments (the customer owes the store the money).

This example will show how to process an “overpayment” “**Receivable**” amount (customer credit/store owes the customer). Begin by using the *Customer Search* in the rental payment screen. Enter the customer’s name (last name first). Click **SEARCH** to continue.

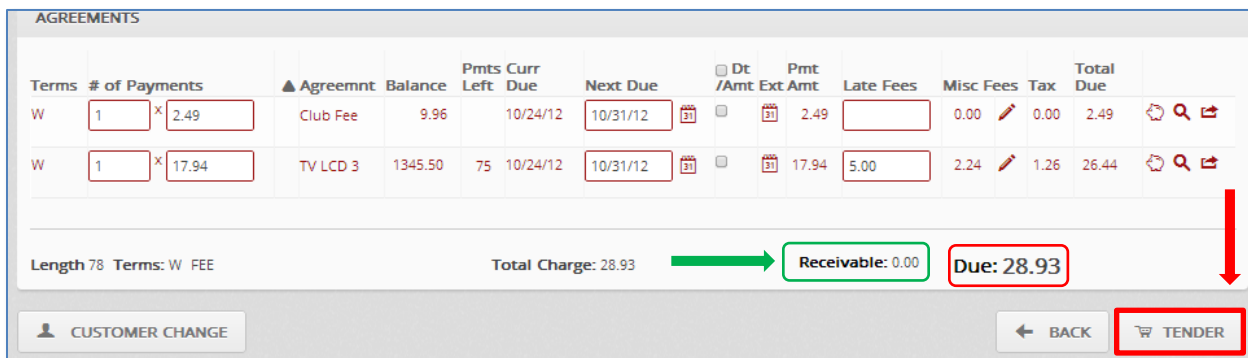


Click anywhere on the customer information line to continue.

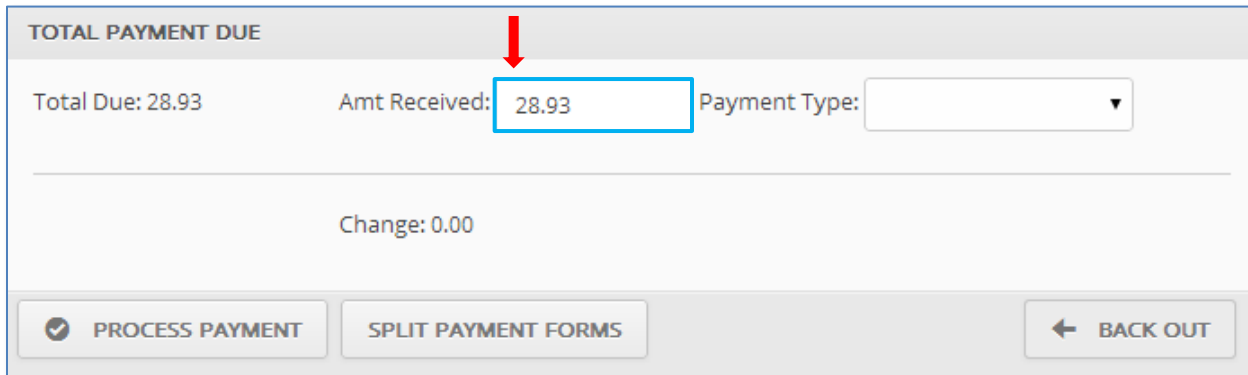


The Payment Screen will display the customer’s Rental Agreements. Complete the necessary payment adjustments to calculate the correct payment. Click **TENDER** to continue.

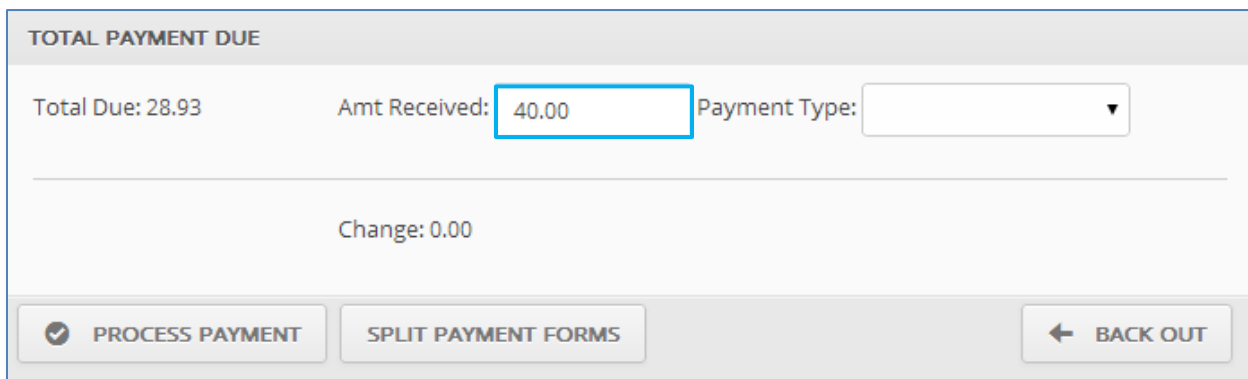
*Please Note: In this example, the customer does not currently have a **Receivable** balance.*



If the customer will be paying more than the exact amount due (\$28.93), key in the amount they would like to pay in the **Amt Received** field.



After the new amount is keyed into the box, press the **TAB** or **ENTER** key, a second screen will open.

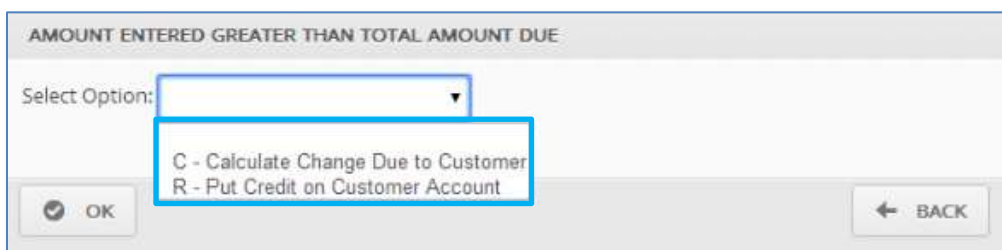
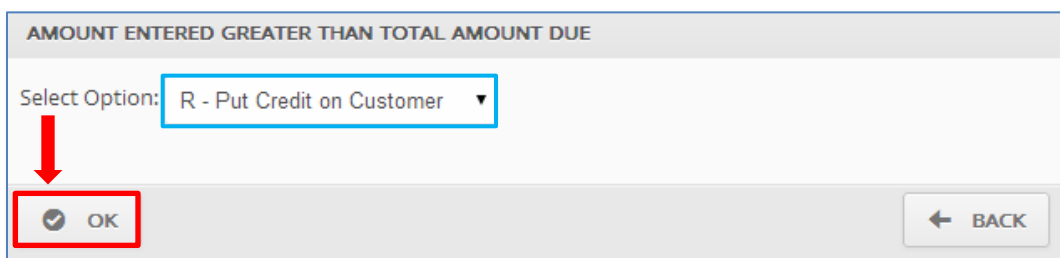


There will be two options available.

C – Calculate Change Due to Customer – Will calculate the amount due (Change) back to the customer.

R – Put Credit on Customer Account – Will automatically move the overpayment (Change) to the customer’s receivable balance.

Select **R – Put Credit on Customer Account** from the pick list to apply the overpayment amount to Receivables. Click **OK** to continue.

The “overpayment” (**Receivable**) amount will be shown as a **negative (-)** number. In this example, the amount displayed is the amount that will be applied to the customer’s receivable balance as a credit.

Please Note: The **Customer Receivable Balance** line displayed is the total Receivable Balance for the Customer. The amount may not match the overpayment of a specific payment.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 40.00 Payment Type: ▼

Customer Receivable Balance (-) = Credit on Account: 11.07- Total Due - Receivable = 0.00

Change: 0.00

Select the **Payment Type** from the pick list. Click **PROCESS PAYMENT** to continue.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 40.00 Payment Type: 1 - Cash ▼

Customer Receivable Balance (-) = Credit on Account: 11.07- Total Due - Receivable = 0.00

Change: 0.00

PROCESS PAYMENT

Click **CONFIRM** to continue.

Please Note: To alter the Amount Received or the Tender Type click the **MODIFY** button to go back to the previous screen to make changes.

TOTAL PAYMENT DUE

Total Due: 28.93 Amt Received: 40.00 Payment Type: 1 - Cash ▼

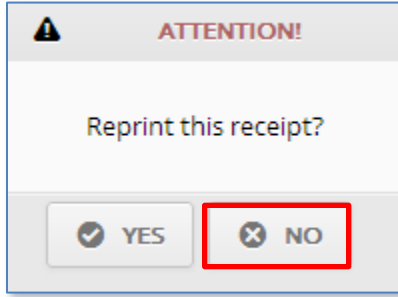
Customer Receivable Balance (-) = Credit on Account: 11.07- Total Due - Receivable = 0.00

Change: 0.00

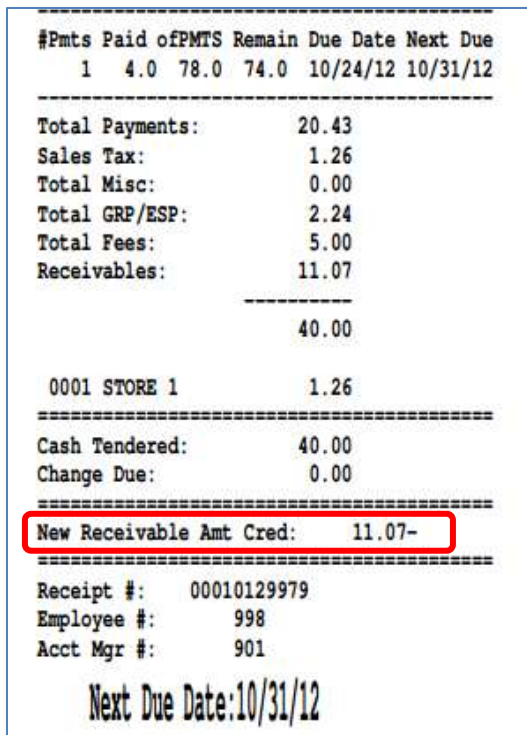
CONFIRM

The receipt will print.

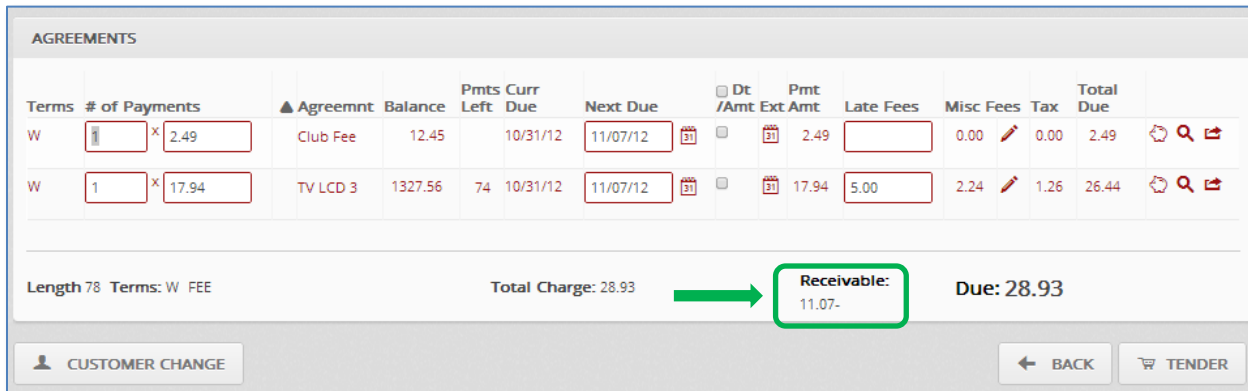
To reprint the receipt, click **YES** otherwise, click **NO** to complete the payment process.



The “New” Receivable Amount will be shown in the lower section of the receipt. This amount is the “total” customer receivable amount.



The customer’s new **Receivable** balance is now displayed in the Rental Payment screen.



Apply Rental Payment Receivables

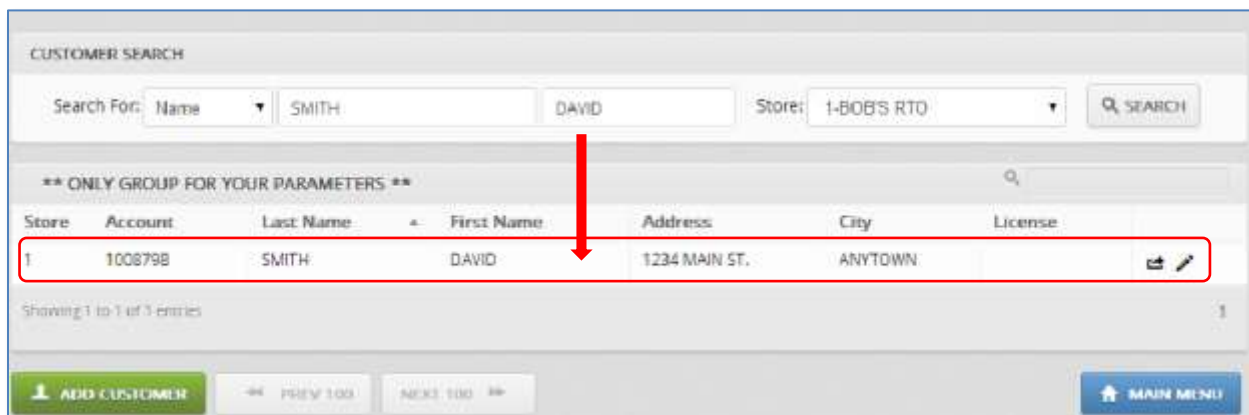
Receivables are the holding area for payments where money has been applied to a payment “over” what was due or payments that were applied “under” or “less than” what was due.

- **Negative Receivable** – Money held as customer credit for overpayment (the store owes the customer the money).
- **Positive Receivable** – Money tracked as a Receivable for underpayments (the customer owes the store the money).

This example will show how to apply a customer’s previous Receivable (overpayment) to a rental payment (customer credit/store owes the customer). Begin by using the *Customer Search*. Enter the customer’s name (last name first). Click **SEARCH** to continue.

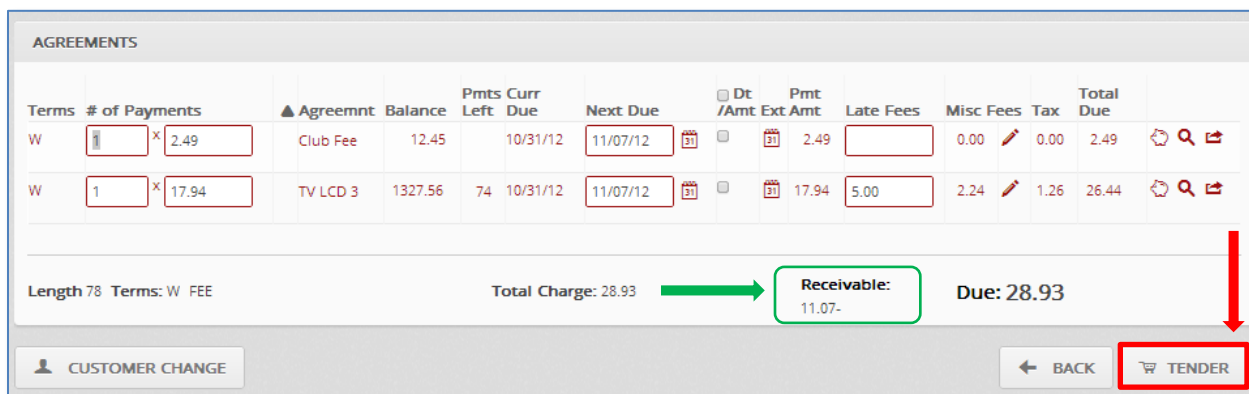


Click anywhere on the customer information line to continue.



The Payment Screen will display the customer’s Rental Agreements. Complete the necessary payment adjustments to calculate the correct payment. Click **TENDER** to continue.

Please Note: In this example, the customer currently has a Receivable balance of \$11.07- (overpayment).



The default payment amount due will be shown in the **Amt Received** field (\$28.93).

EXAMPLE #1 – Apply the Entire Receivable Amount

The Total Due minus Receivable is automatically calculated and shown on the screen.

\$28.93 - \$11.07 = \$17.86

Enter \$17.86 in the **Amt Received** to apply the customer’s **entire** Receivable balance.

*Please Note: The **Customer Receivable Balance** is now \$0.00 (*).*

EXAMPLE #2 – Apply a Partial Amount of the Receivable Balance.

To apply a **partial** amount of the Receivable Balance, enter the amount the customer is paying, minus the amount of Receivable to apply in the **Amt Received** field. By entering \$20.00 in the **Amt Received**, the difference of \$28.98 due and the \$20.00 is automatically pulled from the customer’s Receivable Balance.

\$28.93 - \$20.00 = \$8.93

\$8.93 will be subtracted from the Receivable Balance of \$11.07, which leaves \$2.14 in Receivable.

*Please Note: The remaining **Customer Receivable Balance** now displays \$2.14- (*).*

To continue processing the payment after applying the Receivable, select a **Payment Type** from the pick list. Click **PROCESS PAYMENT** to continue.

Click **CONFIRM** to continue.

Please Note: To alter the Amount Received or the Tender Type, click the **MODIFY** button to go back to the previous screen to make changes.

The receipt will print.

To reprint the receipt, click **YES** otherwise, click **NO** to complete the payment process.

The top section of the receipt will show the Receivable amount that was applied during the payment (\$8.93). The lower section of the receipt will show the **previous (Old) Receivable Amount (\$11.07)** and the **current (New) Receivable balance (\$2.14)**.

#Pmts Paid	ofPMTS	Remain Due	Date	Next Due
1	5.0	78.0	10/31/12	11/07/12

Total Payments:	20.43
Sales Tax:	1.26
Total Misc:	0.00
Total GRP/ESP:	2.24
Total Fees:	5.00
Receivables:	8.93-
	20.00

0001 STORE 1	1.26
--------------	------

Cash Tendered:	20.00
Change Due:	0.00

Old Receivable Amt Cred:	11.07-
New Receivable Amt Cred:	2.14-

Receipt #: 00010129981
 Employee #: 998
 Acct Mgr #: 901

Next Due Date: 11/07/12

The customer's Receivable balance is now displayed in the Rental Payment screen.

AGREEMENTS												
Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Pmt Ext Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 x 2.49	Club Fee	14.94		11/07/12	11/14/12		2.49		0.00	0.00	2.49
W	1 x 17.94	TV LCD 3	1309.62	73	11/07/12	11/14/12		17.94	5.00	2.24	1.26	26.44

Length 78 Terms: W FEE Total Charge: 28.93 **Receivable: 2.14-** Due: 28.93

CUSTOMER CHANGE BACK TENDER

The Payment History will confirm the change in the Receivable balance. By holding the mouse on the payment history line, it will display the details in the lower section of the screen.

The change of the Receivable Balance on the receipt payment history is shown in the **DETAILS** section as:
Beginning Recv Balance 11.07- From Recv 8.93 Ending Recv Balance 2.14-

AGREEMENT HISTORY LIST

Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form
5/06/14	10/31/12	11/07/12	552	7	10129980	0.00	0.00	2.49	2.49	14.94	998	Cash
5/06/14	10/24/12	10/31/12	559	7	10129978	0.00	0.00	2.49	2.49	12.45	998	Cash
5/06/14	10/17/12	10/24/12	566	7	10129976	0.00	0.00	2.49	2.49	9.96	998	Cash
4/11/14	10/10/12	10/17/12	548	7	10129764	0.00	0.00	2.49	2.49	7.47	998	Cash
4/11/14	10/03/12	10/10/12	555	7	10129762	0.00	0.00	2.49	2.49	4.98	998	Cash
10/03/12	10/03/12	N 10/03/12	0	0	10128909	0.00	0.00	2.49	2.49	2.49	A FULL SECURIT	Cash
10/03/12	10/03/12	10/03/12	0	0	10128907	0.00	0.00	0.00	0.00	0.00	A FULL SECURIT	Other

Showing 1 to 7 of 7 entries

DETAILS

Total Transaction Amount: 20.00
 Amount Applied to Ticket 1008798: 2.49 CASH = 20.00

Next Due: 11/07/12

Beginning Recv Balance: 11.07- From Recv: 8.93 Ending Recv Balance: 2.14-

Add Receivable to Customer without an Active Agreement

Add Receivable to an Inactive or New Customer

The cynergi|suite store system has the ability to allow processing a rental payment receipt that will collect a customer's money and place it into the holding area known as customer "Receivable." This can be done for new or previous customers who do not have an active rental agreement.

- If the customer is not found using the *Customer Search*, the customer will need to be added into the system. Follow the steps in the **Add a New Customer** section of **Chapter 2: Customers** before continuing.
- If the customer is already in cynergi|suite as an inactive customer, please continue.

Add Receivable to Customer without an Active Agreement

Upon selecting an existing or adding a new customer, the customer's *Rental Payment* screen will be displayed. In this example, since this is a new customer, there will not be any rental agreements listed at the bottom of the screen.

Please Note: the **Amount Due** is zero and the **Receivable** amount is also zero.

Click the **TENDER** button to begin the receipt filing process.

CUSTOMER INFORMATION FOR EDDIE BAKER

Account: 1005628 Best Time To Call: AFTER 5PM
 BAKER, EDDIE **Pay Day:**

Primary: (214)831-4412 Secondary: (214)662-8965
 Work: (214)831-4413 x 101

Address:
 100 EAST 12TH STREET
 ANYTOWN, TX 55555

Reward Points:
 Retention Commitment:
 Commitment Date:
 Notes:

Prev Fees: 0.00

NOTES CALL HISTORY COMMITMENT HISTORY CALL/COMMITMENT PAY DAY

CUSTOMER PROFILE-NO DATA												
First Rental	Rents	Rent Paid	PREPO	Items	Charge ORs	Committ/ Break	Free/ Est	Prints	Days 1-7	Past 8-14	Due 15+	On Time
AGREEMENT SNAPSHOT												
Agmt Date	Ticket	Typ	Term	Prints	Rent Paid	EPD	Free/ Est	Days 1-7	Past 8-14	Due 15+	% On Time	MAX 50 TICKETS
No results found Showing 0 to 0 of 0 entries												
AGREEMENT PAYMENT HISTORY												
Date Paid	Next Due	Ticket	Typ	Rent	Late	Misc Fees	Tax	Total Paid	Days Paid	Days Free	Days PD	MAX 50 PAYMENTS
No results found Showing 0 to 0 of 0 entries												

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Prints Left	Curr Due	Next Due	Dr /Amt	Ext	Print Amt	Late Fees	Misc Fees	Tax	Total Due
Length: Terms: Total Charge: 0.00 Receivable: 0.00 Due: 0.00													

CUSTOMER CHANGE ← BACK ← HISTORY/REFUNDS **TENDER**

Enter the amount collected from the Customer into the **Amount Received** box, press the **TAB** or **ENTER** key to continue. A new window will appear displaying that the amount entered is greater than the total amount due. Select option **R** to **Put Credit on Customer Account**, click **OK** to continue.

TOTAL PAYMENT DUE

Total Due: 0.00 Amt Received: 100.00 Payment Type: []

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS BACK OUT

AMOUNT ENTERED GREATER THAN TOTAL AMOUNT DUE

Selected Option: []

C - Calculate Change Due to Customer
R - Put Credit on Customer Account

OK BACK

Select the method of payment from the pick list.

Please Note: The Customer Receivable Balance now shows the \$100.00 credit that will be placed in receivable.

TOTAL PAYMENT DUE

Total Due: 0.00 Amt Received: 100.00 Payment Type: []

Customer Receivable Balance (-) = Credit on Account: 100.00-

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS

Showing 0 to 0 of 0 entries

- 1 - Cash
- 2 - Check
- 3 - Money Order
- 4 - Credit Card
- 5 - Non-Cash Ref.
- 6 - Cash Ref.
- 7 - Debit Card
- 8 - Free Payment
- 10 - Field Cash/Money Order
- 11 - Field Check
- 12 - ACH/PAP

Click **PROCESS PAYMENT** to continue.

TOTAL PAYMENT DUE

Total Due: 0.00 Amt Received: 100.00 Payment Type: 1 - Cash

Customer Receivable Balance (-) = Credit on Account: 100.00- Total Due - Receivable = 0.00

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS BACK OUT

Click **CONFIRM** to continue.

TOTAL PAYMENT DUE

Total Due: 0.00 Amt Received: Payment Type:

Customer Receivable Balance (-) = Credit on Account: 100.00- Total Due - Receivable = 0.00

Change: 0.00

CONFIRM MODIFY

An *Exception Comment* will appear. Enter any notes or explanation as needed, click **OK** to continue.

EXCEPTION COMMENT

Comment:

OK

The receipt will print showing the amount applied to the *Receivables*. The receipt will also show the *New Receivable Amount Credit*. The *Rental Payment* screen will display the customer's *Receivable* balance.

cynergi|suite™

**** TEST RECEIPT - csi ****

BOB'S RTO Payment Date
123 ANY STREET 5/26/15
ANYTOWN, TX 55555 14:38:07
361-993-1790

Customer: 1008828
EDDIE BARKER
100 EAST 12TH STREET
ANYTOWN TX 55555

Total Payments:	0.00
Sales Tax:	0.00
Total Misc:	0.00
Total GRP/ESP:	0.00
Total Fees:	0.00
Receivables:	100.00

	100.00

Cash Tendered: 100.00
Change Due: 0.00

New Receivable Amt. Cred: 100.00-

Receipt #: 00010130628
Employee #: 998
Acct Mgr #: 111

ASK US ABOUT OUR SPECIAL OF THE WEEK

AGREEMENTS

Terms	# of Payments	▲ Agreemnt	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Ext	Pmt Amt
Length . Terms:			Total Charge: 0.00					Receivable: 100.00-	

Please Note: The receivable shows as a negative amount because it is a credit that is owed to the customer.

Refund a Payment

Rental payment refunds are processed by reversing the entire payment just as it was originally filed. The refund process allows two options:

- 1) **Refund of a “Single” payment** (single agreement)
- 2) **Refund the “Entire Transaction”** (multiple payments taken on multiple agreements).

The refund process begins in the Payment History screen that is accessible from the Rental Payment Screen.

This example will explain the steps to refund a **“Single” payment**.

Begin by bringing up the customer’s rental payment screen, then click on the **Payment History** icon.

CUSTOMER INFORMATION

BAKER, DIANA Primary: (555)555-5556 Account: 1007891 User: 998
 Work: (555)555-5555 Best Time To Call:
 1021 BRIARWOOD AVE. Secondary: (555)555-5555 **Pay Day: SATURDAY**
 ANYTOWN, TX 75555 Reward Points:

Retention Commitment:
 Commitment Date:
 Notes:

Prev Fees: 0.00

NOTES CALL HISTORY COMMITMENT HISTORY CALL/COMMITMENT PAY DAY

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Curr Left	Due	Next Due	DE /Amt	Pmt /Amt	Est Amt	Late Fees	Misc Fees	Tax	Total Due
W	1	TV PLASM	1785.00	72	5/31/14	6/07/14	16	24	24.99		3.12	1.75	29.86

Length 70 Terms: W RTO Total Charge: 29.86 Receivable: 0.00 Due: 29.86

CUSTOMER CHANGE BACK TENDER

The Payment History will display. The previous payments are shown with the most recent at the top. To refund a specific payment click the **Refund** icon (Piggy Bank) on the right side of the screen.

AGREEMENT HISTORY

Customer: 1007891 DIANA BAKER Agreement: 1034638
 Next Due: 6/07/14 Receivable:

AGREEMENT HISTORY LIST

Pay	Due	Next Due	Dys Due	Dys PD	Rght	Amt	Tax	Other	Tot Pay	Bal	Alloc	Pmt Form
5/05/14	5/04/14	5/31/14	16	2	10129874	24.99	1.75	3.12	29.86	1785.00	998	Cash
4/30/14	5/02/14	5/02/14	22	2	10129858	8.37	0.56	1.04	10.00	1809.95	998	Free
4/30/14	5/17/14	5/22/14	17	5	10129858	16.82	1.16	2.08	19.86	1826.99	998	Cash
4/30/14	5/10/14	5/17/14	10	7	10129857	24.99	1.75	3.12	29.86	1834.93	998	Free
4/15/14	5/03/14	5/10/14	18	7	10129873	24.99	1.75	3.12	29.86	1859.97	998	Cash
4/15/14	4/26/14	5/03/14	11	7	10129872	24.99	1.75	3.12	29.86	1884.96	998	Cash
4/15/14	4/15/14	4/15/14	0	0	10129864	0.00	0.00	7.99	7.99	1899.95	998	Cash
4/15/14	4/15/14	4/26/14	0	11	10129860	39.27	3.31	4.91	47.49	1909.95	998	Cash
4/15/14	4/15/14	4/26/14	0	11	10129861	1949.22	0.00	0.00	1949.22	1949.22	998	Other

All amounts of the original payment are changed to negative amounts.

- 1) The “# of Payments” will show a 1, and the amount will be negative (-).
- 2) “Next Due” will reflect the prior Due Date.
- 3) The “Total Due” will be a negative amount (-).

Click **TENDER** to continue.

The **TOTAL PAYMENT DUE** screen will open. The **Amt Received** will be blank, the **Payment Type** will be populated based on the original Payment Type (may be overridden with proper security).

The **Change** will be displayed as a positive amount showing the amount that will need to be given back to the customer. Click **PROCESS PAYMENT** to continue.

Click **CONFIRM** to continue.

Input the reason for the exception in the **EXCEPTION COMMENT** screen. Click **OK** to continue.

Refund Entire Payment

Rental payment refunds are processed by reversing the payment just as it was originally filed. The refund process allows two options:

- 1) **Refund of a “Single” payment** (single agreement)
- 2) **Refund the “Entire Transaction”** (multiple payments taken on multiple agreements).

The refund process begins in the Payment History screen that is accessible from the Rental Payment Screen.

This example will explain the steps to refund the “Entire Transaction.”

Begin by bringing up the customer’s rental payment screen, then click on the **Payment History** icon on one of the customers rental agreements.

AGREEMENTS														
Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Armt	Ext	Pmt Amt	Late Fees	Misc Fees	Tax	Total Due	
W	38 x 17.00	2156017	332.71	20	12/24/16	5/06/17			323.00	130.00	95.00	34.38	582.38	
W	32 x 3.00	Other Fe	175.44		12/24/16	8/05/17			96.00		0.00	7.90	103.90	

Length 78 Terms: W RTO Total Charge: 686.28 Receivable: 0.60- Due: 685.68

The **Agreement History** (Payment History) will display. The payments display with the most recent at the top. To refund a payment click on the **Refund** icon (Piggy Bank) on the right side of the screen.

AGREEMENT HISTORY LIST													
Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form	
12/23/16	B 11/05/16	12/24/16	48	49	10075477	119.00	12.67	35.00	166.67	332.71	998	Cash	
10/21/16	10/22/16	11/05/16	1-	14	10068868	34.00	3.64	10.00	47.64	451.71	WARD, RAMONE	Credit	
10/07/16	A 10/15/16	D 10/22/16	8-	7	10066875	0.00	0.00	0.00	0.00	485.71	BARTON, JASON	Cash	
10/07/16	10/01/16	10/15/16	6	14	10066871	34.00	3.64	15.00	52.64	485.71	EDWARDS, LAWRE	Credit	
9/21/16	9/17/16	10/01/16	4	14	10064355	34.00	3.64	15.00	52.64	519.71	CARRILLO, STEV	Credit	
9/09/16	9/03/16	9/17/16	6	14	10062617	34.00	3.64	15.00	52.64	553.71	BARTON, JASON	Credit	
9/02/16	B 9/03/16	D 9/03/16	1-	0	10061701	0.01	0.41	5.00	5.42	587.71	BARTON, JASON	Cash	
9/02/16	B 8/13/16	9/03/16	20	21	10061626	51.00	5.42	30.00	86.42	587.72	KJELLANDER, AL	Credit	
8/06/16	A 8/27/16	P 8/13/16	21-	14-	10058006	34.00-	3.64-	10.00-	47.64-	638.72	PERNICE, SAL	Refund	
8/05/16	A 8/13/16	8/27/16	8-	14	10057800	34.00	3.64	10.00	47.64	604.72	KJELLANDER, AL	Credit	

A prompt will ask, **“Do you want to refund the entire transaction?”**

Select **YES**, to refund all the receipts involved in this transaction.

Select **NO**, to refund only the single payment receipt previously selected in Payment History.

Select **YES** to continue.

ATTENTION!

Do you want to refund the ENTIRE transaction?
CLICK "NO" to refund just this receipt

YES NO

All amounts of the original payments (Entire Transaction) are changed to negative amounts.

- 1) The **“# of Payments”** will show a 1, and the amount will be negative (-).
- 2) **“Next Due”** will reflect the prior Due Dates
- 3) The **“Total Due”** for all agreements will be a negative amount (-).

Click the **TENDER** button to continue.

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt / Amt	Pmt Ext	Pmt Amt	Late Fees	Misc Fees	Tax	Total Due
W	1 x 119.00-	2156017	332.71	20	12/24/16	11/05/16			-119.00		-35.00	-12.67	166.67-
W	1 x 21.00	Other Fe	175.44		12/24/16	8/05/17			-21.00		0.00	1.73	22.73-

Length 78 Terms: W FEE Total Charge: 190.00- Receivable: 0.60- Due: 190.00-

If you do NOT have security to change the payment form on a refund (**CC/ACH CashRefOK**) and the receipt you selected to refund was involved in a transaction with multiple payment forms, this *Attention* message will display:

Please Note: If you want to refund the entire transaction and the payment you wish to refund had more than one payment form, it will have to be done in multiple steps unless you have security to refund the entire transaction.

ATTENTION!

Attention
You do NOT have security to refund the ENTIRE transaction (CC/ACH CashRefOK)

The **TOTAL PAYMENT DUE** screen will open. The **Amt Received** will be blank, the **Payment Type** will be populated based on the original Payment Type (may be overridden with proper security).

The **Change** will be displayed as a positive amount showing the amount that will need to be given back to the customer. Click **PROCESS PAYMENT** to continue.

Click **CONFIRM** to continue.

Input the reason for the exception in the **EXCEPTION COMMENT** screen. Click **OK** to continue.

The receipt will show the updated Next Due date and payment refund amount.

```

**** TEST RECEIPT - cst      ****
RNR (RAYTOWN)                Payment Date
8910 E 350 HWY                8/09/17
RAYTOWN, MO 64133            13:05:27
(816) 340-6688
=====
Customer: 10959
      TEREASA BAKER
      9003 E. 85TH STREET
      RAYTOWN MO 64138
=====
Ticket #: 12801 Total: 166.67-
-----
PmtAnt  Misc  GRP   ESP   Tax  Recv
119.00-      35.00-      12.67-  0.60-
-----
Fees
Late  IHC   Proc  Inst  Del  Total
-----
#Pmts Paid ofPMTS Remain Due Date Next Due
  1  51.4  78.0  26.6  12/24/16 11/05/16
-----
Your Early Purchase Option on 8/09/17
is 225.86 * + tax.
* This amount does not include Past Due
Rent or Fees which may apply.
-----
Ticket #: 12802 Total: 22.73-
-----
PmtAnt  Misc  GRP   ESP   Tax  Recv
21.00-      1.73-  0.60-
-----
Fees
    
```

```

Late  IHC   Proc  Inst  Del  Total
-----
#Pmts          Due Date Next Due
  1          12/24/16 11/05/16
-----
Total Payments: 140.00-
Sales Tax:      14.40-
Total Misc:     0.00
Total GRP/ESP:  35.00-
Total Fees:     0.00
Receivables:   0.60-
-----
190.00-
-----
Change Due: 189.40
-----
Old Receivable Amt Cred: 0.60-
=====
    
```

Refunds for Online Payments and Pre-Approved Payments

Refunds initiated for High Touch Online Payments (OLP) and recurring Pre-Approved Payments (PAP) can be done in a single step within cynergi|suite. The refund process uses an API (Application Program Interface) to send the refund (credit) request to the payment processor, thus eliminating the need to process the refund in two different systems.

Prior to this update, Online Payments and recurring Pre-Approved Payments did not write to the *Authorization File (AUTHNUM)*. This meant that those transactions were not available on the *Authorization Inquiry* screen (**AUTHINQ**) or on the *Credit Card Reconciliation Report (CCRCNRP)*. Furthermore, any refunds of OLP or recurring PAP payments previously had to be done in both the cynergi|suite system and in the payment processor system to credit the customer's credit card or bank account.

Please Note: This functionality only applies to the High Touch version of Online Payments. Clients using the 3rd-Party Online Payments system will still need to perform refunds in both the cynergi|suite system and the payment processors systems.

The High Touch OLP and recurring PAP payments are written to the **AUTHNUM** file. This allows the ability to be able to select and see these types of payments on the *Authorization Inquiry* screen (**AUTHINQ**).

AUTHORIZATION INQUIRY

Location: Entry Type:

Receipt Number: Customer:

Payment Method: Payment Form:

Start Date: End Date:

***PLEASE SELECT 2 CRITERIA

* FIRST RESULTS GROUP *

Auth Date	Loc	Receipt Number	Customer	Receipt Amt	Auth Amt	Trans ID	Entry Type	Auth Nbr	Pmt Method	Pmt Form	Refund Ind
10/17/18	1	10072357	FORD, MISTIE	14.98	320.99	52369	S	005548	OLP	CC	N
10/17/18	1	10072358	FORD, MISTIE	202.44	320.99	52369	S	005548	OLP	CC	N
10/17/18	1	10072359	FORD, MISTIE	103.57	320.99	52369	S	005548	OLP	CC	N

The *Credit Card Reconciliation Report (CCRCNRP)* can be selected by OLP.

CREDIT CARD INTEGRATION RECON REPORT

Select by Loc or Loc Groups:

Location Selection:

Starting Loc Group: Ending Loc Group:

Payment Method: Payment Form:

Starting Date: Ending Date:

Include Chargebacks on Report:

1 = ICC Only (Integrated Credit Card)

2 = PAP Only (Pre-Approved Payments)

3 = OLP Only (On-Line Payments includes Recurring PAP)

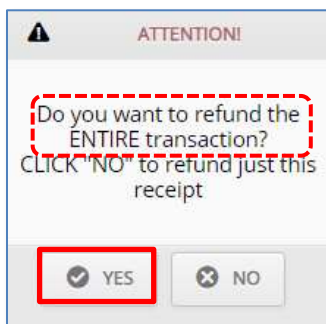
4 = PAP & OLP Only

The functionality will allow true refunds of High Touch Online Payments (OLP) and recurring Pre-Approved Payment (PAP) payments, where the funds are credited back to the customer’s credit card or bank account through the refund API. This was initially only available with the Pre-Approved Payments feature.

To begin, perform a refund as normal from the payment history screen for a High Touch Online Payment by clicking on the **Refund** icon.

AGREEMENT HISTORY														
Customer: 108 MISTIE FORD										Agreement: 1851				
Next Due: 2/20/19										Receivable: 42.50-				
AGREEMENT HISTORY LIST														
Pay	Due	Next Due	Dys Lte	Dys Pd	Rcpt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form		
12/18/18	12/20/18	1/20/19	2-	31	10077701	171.99	13.25	17.20	202.44	1947.37	On-Line Pymts,	Credit	🔍	🔄
11/21/18	11/20/18	12/20/18	1	30	10075330	171.99	13.60	22.20	207.79	2119.36	On-Line Pymts,	Credit	🔍	🔄
10/17/18	10/20/18	11/20/18	3-	31	10072358	171.99	13.25	17.20	202.44	2291.35	On-Line Pymts,	Credit	🔍	🔄

If the payment being refunded was processed for multiple agreements, the screen below will appear. Click **YES** to **refund the entire transaction**. The system requires that the refund amount be equal to the original payment amount.



Please Use Caution: Recurring payments are processed for each agreement separately. In some cases, it may be required to refund each agreement individually.

- The user should **always** select **YES** for refunding the entire transaction when the prompt above appears.
- This will allow the system to bundle the refund the same exact way the original payment was made.

Once the payment to be refunded is selected and the user returns to the payment screen, click the **TENDER** button.

AGREEMENTS														
Terms	# of Payments	Agreement	Balance	Pmts Left	Curr Due	Next Due	Dt /Amt	Ext	Pmt Amt	Late Fees	Misc Fees	Tax	Total Due	
M	1 x 14.00-	Club Fee	177.48		1/20/19	12/20/18	📅	📅		-14.00	0.00	-0.98	14.98-	🔄 🔍 📄
M	1 x 171.99	LAPTOP	1947.37	12	1/20/19	2/20/19	📅	📅	-171.99		17.20	13.25	202.44-	🔄 🔍 📄
M	1- x 87.99	CABRIO W	1049.12	12	1/24/19	2/24/19	📅	📅	-87.99		8.80	6.78	103.57-	🔄 🔍 📄

Length 24 Terms: M RTO Promo: Pmts: Promo Days: 0 Total Charge: 320.99- Receivable: 42.50- Due: 320.99-

When the *Total Payment Due* screen appears, leave the *Amt Received* box blank and the *Payment Type* how it defaulted (i.e., either 4-Credit Card or 12-ACH/PAP), click **PROCESS PAYMENT**, then **CONFIRM**.

Please Note: Clicking on the **CHARGEBACK** button will reverse the payment in cynergi|suite, but it will NOT send a request to the payment processor to credit the customer’s account.

For refunds of High Touch OLP or PAP payments, an *Attention* prompt will appear notifying the user that the customer’s credit card or bank account will be credited.

Clicking the **YES** button will allow the refund process to continue.
 Clicking the **NO** button will provide the ability to abort the refund process.

Upon clicking the **YES** button, the transaction will attempt to send a refund request to the payment processor. The below message should appear upon a successful attempt to refund the payment. If there is an error in processing the refund with the payment processor, an error message will be displayed.

Please Note: The Online Payment and recurring Pre-Approved Payment **refund transactions** are listed on the Authorization Inquiry screen (**AUTHINQ**).

Auto-Charge Non-Sufficient Funds for Chargebacks

Cynergi|suite has the option to automatically charge a deferred Non-Sufficient Funds (NSF) fee when processing a chargeback for an ACH payment (payment form 12) from Online Payments (OLP), Pre-Approved Payments (PAP), or from a manual ACH Payment.

- The NSF fee can also be manually charged and/or deferred in the *Rental Payment* screen (RP), in the same way other fees can.
- NSF fee functionality for ACH payments is separate from and in addition to the existing returned check fee functionality that exists within cynergi|suite.
- It will use the same default NSF/Return Check Fee that exists in the *Rent Control* screen (RENTCTRL) for bad or returned check charges.

NSF Fee Setup

The default amount charged for an NSF fee is defined on the *Rent Control* screen (RENTCTRL) and uses the same field as the NSF/Return Check Fee.

```

Rental Store Control Change                                12/19/18
Location: 184      TrialPurchase Store: N
Description: Store #1
Pats ForOther Store: N      Calc Balloon Pmt: N
Last Receipt Number: 0
Set Semi-Mthly Days: N      Auto Commit Fulfill: Y
PendingTill Rev: N Ask Loc/Auto Trans: N Y N 0
In NEW Ask: Alt Price/Carry Out: Y N
Return Inv/RS Combo: N      Airtime Agmt:
Proc Fee/Defer: / N      IHC Fee/Defer/Auto: 5.00 / Y /
NSF Check Fee: 15.00      NSF Return Chk Fee: 15.00
Returned Ck System: Y      Special Sale Interest:
Move Due Date Indr: P      Move DueDate Cutoff:
Max Receivable Amt:      Prt Bal/EPO/EPO Dt/Recv: T / N / N / Y
Use ESP for Pats: N      Rental Contract Pgm: 001418TX
Auto Pmt Display: N      Reinstatement Fee: 5.00
Ignore Pmt Rule NEW: N      Field Receipt Sys: U N 50 1 / 51
Auto Coll/Club Fee: N N      Monthly Discount: Y
Auto Apply Cred Rcv: Y      Switch Payment Mode RP: P

Fee Charged for Returned Check or PAP/RCH Chargeback in RP-Rental Pmt Program
Arrow Keys-Positioning Return-Next Field F8-Backout Cmd-Exit Pgm
  
```

How to Automatically Charge and Defer an NSF Fee

The automatic charge of an NSF fee is invoked if the following occurs:

- The **CHARGEBACK** button is clicked.
- The “NSF/Return Chk Fee” in **RENTCTRL** is not zero.
- At least one of the agreements being refunded is an RTO or Fee agreement.

Please Note: Deferral of miscellaneous fees are not currently allowed with A/R agreements.

To invoke the automatic charge of an NSF fee, the user will perform a refund as usual by clicking the **Refund Payment** icon (Piggy Bank) for an ACH payment.

Pay	Due	Next Due	Dst Use	Dst Pct	Rgt	Amt	Tax	Other	Tot Pay	Bal	Assoc	Pmt Form
11/03/17	11/03/17	11/10/17	0	7	31301919	20.47	1.48	0.00	21.95	517.60	JONES, JERRY	ACH
11/03/17	7/08/17	11/03/17	118	118	31301917	20.47	1.48	5.00	26.95	538.07	JONES, JERRY	Cash
11/03/17	7/01/17	7/08/17	125	7	31301915	20.47	1.48	5.00	26.95	598.54	JONES, JERRY	ACH
6/02/17	6/03/17	7/01/17	1-	28	31300520	81.88	5.84	0.00	87.82	578.01	JONES, JERRY	Cash
5/22/17	5/15/17	6/03/17	7	18	31300007	40.84	2.87	4.00	47.81	660.89	DOE, JANE	Credit

Clicking the **CHARGEBACK** button will start the process of doing a Chargeback. It is assumed the reason for the chargeback is due to insufficient funds in the bank account.

TOTAL PAYMENT DUE

Total Due: -21.95 Amt Received: Payment Type: 12 - ACH/PAP

Customer Receivable Balance (-) = Credit on Account: 42.50 Total Due - Receivable = 0.00

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS **CHARGEBACK** BACK OUT

*Please Use Caution: By clicking the **PROCESS PAYMENT** button, the cynergi|suite system will attempt to credit (refund) the bank account for the funds.*

Once the **CHARGEBACK** button is clicked, an *Attention* prompt will appear, asking if the user would like to charge a deferred NSF fee.

ATTENTION!

Auto charge deferred NSF fee of \$15.00?
CLICK NO to bypass charging NSF fee

YES NO

- Click **YES** to automatically charge an NSF fee to the customer as part of the refund transaction. The fee will be carried back (deferred) and applied to the customer’s next payment. When the next payment is attempted, the cynergi|suite system will attempt to collect the fee.
- Click **NO** if not charging the NSF fee to the customer.

How to Collect a Deferred NSF Fee

If an NSF Fee has been previously carried back (deferred), the next time an employee accesses the *Rental Payment* screen (RP) for the customer, they will see the deferred NSF fee in the **Deferred Fees** screen (below).

Please Note: The NSF fee will also be included in the Misc Fees column on the first non-AR agreement displayed within the active agreement list. The NSF (and any other deferred fees) will initially be included in the next payment totals for that that customer.

DEFERRED FEES

Delivery:	0.00	Installation:	0.00
Processing:	0.00	In Home Collection:	0.00
Reinstatement/Late:	0.00	GRP:	0.00
NSF:	15.00		
Total All Agreements			

CONTINUE

If necessary, the user can manually charge (add) and defer an NSF fee (like an In Home Collection fee) separate from the refund. This can be done by taking a zero dollar (\$0) payment on an RTO agreement while also editing the miscellaneous fees. Please see below for an example:

Set the number of payments to 1, then clear the payment amount field, click the edit fees icon (pencil) to begin the process to add the NSF fee manually.

NOTES CALL HISTORY COMMITMENT HISTORY CALL COMMITMENT PAY DAY

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Profs Left	Clnt Due	Next Due	DE	Armt	Est	Profs Armt	Late Fees	Misc Fees	Tax	Total Due
W	1	ST JKT	1829.98	42	6/30/18	6/30/18				0.00		0.00	0.00	

Length 17 Terms W RTO Total Charge: 0.00 Receivable: 4.21 Due: 0.00

CUSTOMER CHANGE BACK TENDER

When the **Fees** screen appears, enter the fee amount in the **Other** field to activate the **Miscellaneous Fees** detail screen.

FEES

Late:		Other:	15.00
GRP:		ESP:	

OK BACK

Select the new **Misc Charge Type** of **N** for NSF.

The screenshot shows the 'MISCELLANEOUS FEES' screen. At the bottom, a dropdown menu for 'Misc Charge Type?' is open, listing options: 0 - Miscellaneous, 1 - Deposit, 2 - Delivery, 3 - Processing, 4 - Return Check, 5 - InHome Collection, R - Recycle, D - Donation, and I - Installation. The option 'N - NSF' is highlighted with a red box. The background shows a table with columns for Previous Balance, Carry Back, Forgive, and Collect.

NSF Check Charge amount will automatically populate the amount to **Collect** based on the *Rent Control* configuration.

The screenshot shows the 'MISCELLANEOUS FEES' screen. The 'Previous Balance' column contains 'NSF'. The 'Collect' column contains the value '15.00', which is highlighted with a blue box. The 'Carry Back' and 'Forgive' columns are empty.

With proper security the NSF fee amount can be moved to **Carry Back** (Defer), **Forgive** or **Collect**. Once the NSF fee has been entered, click **OK** to continue.

The screenshot shows the 'MISCELLANEOUS FEES' screen. The 'Carry Back' column contains the value '15.00', which is highlighted with a blue box. The 'Collect' column is empty. The 'OK' button at the bottom left is highlighted with a red box.

Complete the zero dollar payment by selecting Cash as the Payment Type, then click **PROCESS PAYMENT**.

TOTAL PAYMENT DUE

Total Due: 0.00 Amt Received: Payment Type: 1 - Cash ▼

Customer Receivable Balance (-) = Credit on Account: 4.21- Total Due - Receivable = 4.21-

Change: 0.00

PROCESS PAYMENT SPLIT PAYMENT FORMS ← BACK OUT

The next time an employee accesses the *Rental Payment (RP)* screen for the customer, they will see the deferred NSF fee in the **Deferred Fees** screen, and the system will automatically attempt to collect the deferred NSF fee.

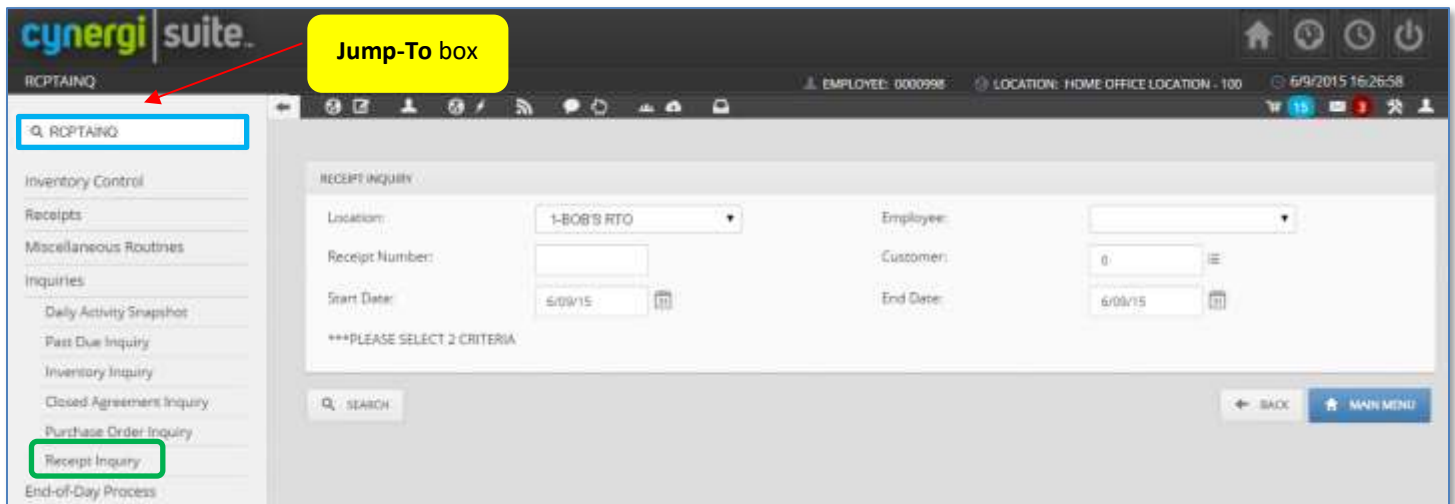
Receipt Inquiry

The cynergi|suite system provides functionality to inquire and view Receipt information. The purpose of this inquiry is to provide the ability to view Rental Payment, AR, and Petty Cash receipts that have been filed on a specified date or date range. The inquiry functionality allows for the employee to search through receipts based upon selectable criteria, and view the *Receipt Inquiry Details* on the screen as opposed to either viewing or printing reports.

Receipt Inquiry Search Screen (RCPTAINQ)

To inquire on a receipt, type **RCPTAINQ** into the **Jump-To** box and press the **TAB** or **ENTER** key. You may also select it from your company’s cynergi|suite menu.

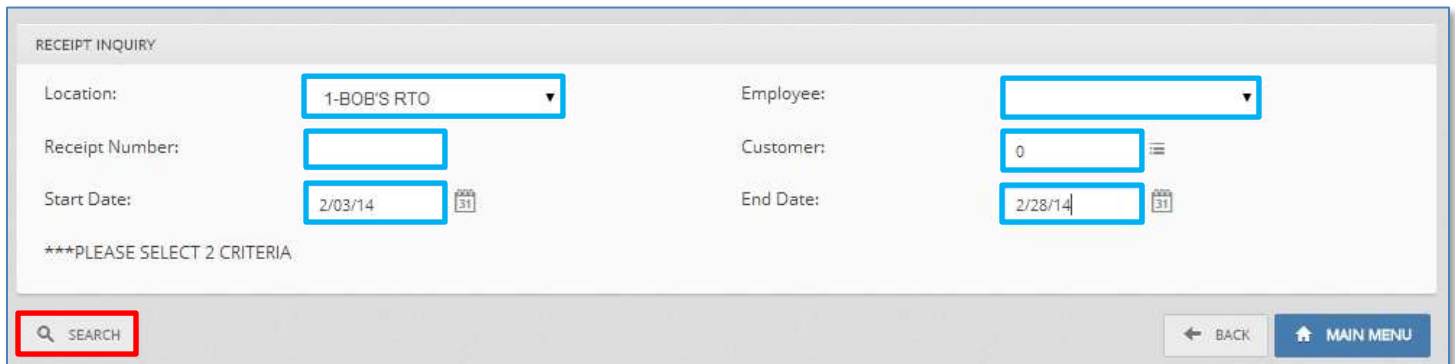
Please Note: Your menu option may be different than what is shown below.



The main Receipt Inquiry screen provides several options for search criteria:

- **Location:** One store at a time, or all stores may be selected.
- **Employee:** A single employee, or all employees may be selected.
- **Receipt Number:** A specific receipt number may be selected.
- **Customer Name:** A specific customer number may be entered, or the *Customer Search* may be used to select a customer by name, account number, address, driver’s license, or phone number.
- **Start and End Date:** A range of business days may be entered to search for receipts.

To begin a “Receipt Inquiry,” select a minimum of two search criteria, then click the **SEARCH** button.




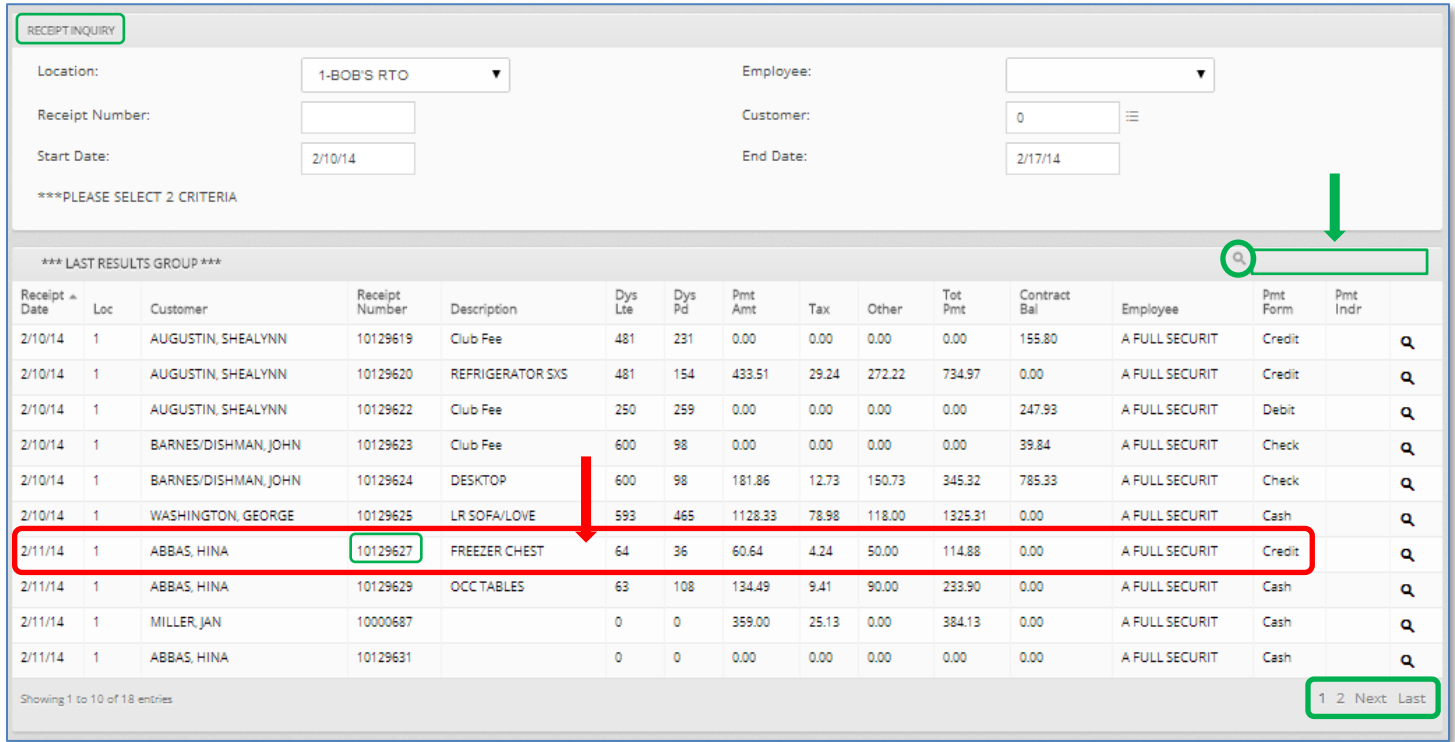
When performing a search/inquiry on the receipts, there are a few other points to be aware of:

- A minimum of **2** search criteria are required when searching receipts.
- Searching by **Location “0”** will search for receipts across all stores.
- If searching by **Employee**, the **Location** criteria must also be selected.
- The **Date Ranges** default to the current business date, but may be changed as needed.

Receipt Inquiry Summary Screen

A listing of all receipts will display on the **RECEIPT INQUIRY** screen.

- The **Magnifying Glass** search  provides additional search capability by searching all receipt fields in the list.
- If multiple pages of information exist, clicking on the page number, **Next**, or **Last** will move to the next screen.
- To view the additional details of a receipt, click anywhere on the display line.



***PLEASE SELECT 2 CRITERIA

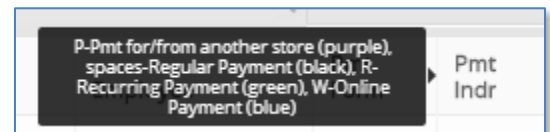
*** LAST RESULTS GROUP ***

Receipt Date	Loc	Customer	Receipt Number	Description	Dys Lte	Dys Pd	Pmt Amt	Tax	Other	Tot Pmt	Contract Bal	Employee	Pmt Form	Pmt Indr
2/10/14	1	AUGUSTIN, SHEALYNN	10129619	Club Fee	481	231	0.00	0.00	0.00	0.00	155.80	A FULL SECURIT	Credit	Q
2/10/14	1	AUGUSTIN, SHEALYNN	10129620	REFRIGERATOR SXS	481	154	433.51	29.24	272.22	734.97	0.00	A FULL SECURIT	Credit	Q
2/10/14	1	AUGUSTIN, SHEALYNN	10129622	Club Fee	250	259	0.00	0.00	0.00	0.00	247.93	A FULL SECURIT	Debit	Q
2/10/14	1	BARNES/DISHMAN, JOHN	10129623	Club Fee	600	98	0.00	0.00	0.00	0.00	39.84	A FULL SECURIT	Check	Q
2/10/14	1	BARNES/DISHMAN, JOHN	10129624	DESKTOP	600	98	181.86	12.73	150.73	345.32	785.33	A FULL SECURIT	Check	Q
2/10/14	1	WASHINGTON, GEORGE	10129625	LR SOFA/LOVE	593	465	1128.33	78.98	118.00	1325.31	0.00	A FULL SECURIT	Cash	Q
2/11/14	1	ABBAS, HINA	10129627	FREEZER CHEST	64	36	60.64	4.24	50.00	114.88	0.00	A FULL SECURIT	Credit	Q
2/11/14	1	ABBAS, HINA	10129629	OCC TABLES	63	108	134.49	9.41	90.00	233.90	0.00	A FULL SECURIT	Cash	Q
2/11/14	1	MILLER, JAN	10000687		0	0	359.00	25.13	0.00	384.13	0.00	A FULL SECURIT	Cash	Q
2/11/14	1	ABBAS, HINA	10129631		0	0	0.00	0.00	0.00	0.00	0.00	A FULL SECURIT	Cash	Q

Showing 1 to 10 of 18 entries

1 2 Next Last

Hovering the mouse over the column heading will present a box explaining the specifics of that column. For example, placing the mouse over the **Pmt Indr** (Payment Indicator) column will provide more details or description of that column.



P-Pmt for/from another store (purple),
spaces-Regular Payment (black), R-
Recurring Payment (green), W-Online
Payment (blue)

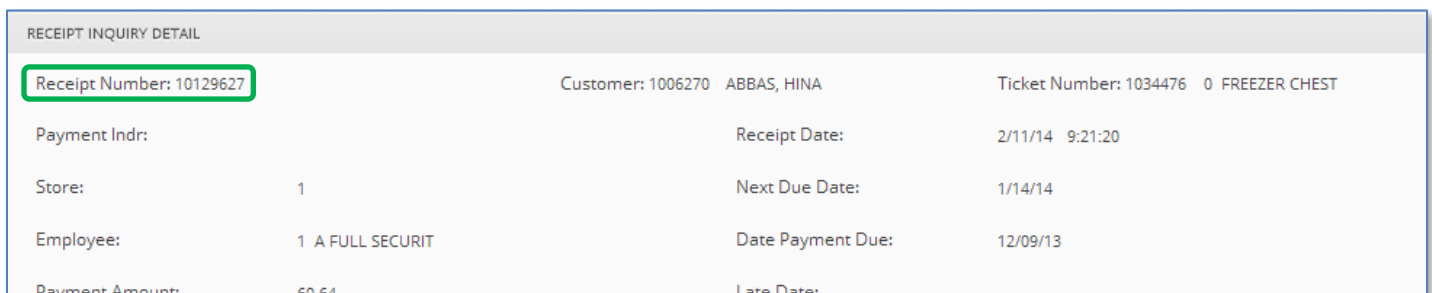
Pmt Indr

The display can be re-sorted in several different ways by clicking on the column heading. Simply click on the heading again to change from ascending or descending order.

Receipt Date	Loc	Customer	Receipt Number	Description	Dys Lte	Dys Pd	Pmt Amt	Tax	Other	Tot Pmt	Contract Bal	Employee	Pmt Form	Pmt Indr
--------------	-----	----------	----------------	-------------	---------	--------	---------	-----	-------	---------	--------------	----------	----------	----------

Receipt Inquiry Detail

Upon clicking on the receipt to inquire, the *Receipt Inquiry Detail* screen will display for that specific receipt. When done viewing, click the **BACK** button to return to the *Receipt Inquiry* screen.



RECEIPT INQUIRY DETAIL

Receipt Number: 10129627 Customer: 1006270 ABBAS, HINA Ticket Number: 1034476 0 FREEZER CHEST

Payment Indr: Receipt Date: 2/11/14 9:21:20

Store: 1 Next Due Date: 1/14/14

Employee: 1 A FULL SECURIT Date Payment Due: 12/09/13

Payment Amount: 60.64 Late Date:

Receipt Inquiry Examples

Example of the listing above using the **Magnifying Glass** to search for payments in the \$20.00 range on a specific business day:

To search for payments in the \$20.00 range, "20." has been entered, and the business date has been set to 6/11/15. The search will look through all receipts and fields in the list for instances of "20." Any receipts in the listing that have a field which matches "20." will be shown in the list. Notice one receipt has a payment amount of 0.00, however the contract balance of 20.63 is also a match for "20."

To exit the search click the **BACK** or **MAIN MENU** button.

RECEIPT INQUIRY

Location:

Receipt Number:

Start Date:

Employee:

Customer:

End Date:

***PLEASE SELECT 2 CRITERIA

*** LAST RESULTS GROUP ***

Receipt Date	Loc	Customer	Receipt Number	Description	Dys Lte	Dys Pd	Pmt Amt	Tax	Other	Tot Pmt	Contract Bal	Employee	Pmt Form	Pmt Indr
6/11/15	1	SMITH, PAUL	10130654	FRONT LOAD WASHER	0	7	16.99	1.19	2.00	20.18	1308.23		Cash	🔍
6/11/15	1	SMITH, PAUL	10130658	Club Fee	0	23	0.00	0.00	0.00	0.00	20.63		Cash	🔍
6/11/15	1	JONES, TONY	10130663	TV LCD 40	0	4	18.69	1.31	0.00	20.00	2176.42		Cash	🔍
6/11/15	1	OLIVE, PHILLIP	10130677	RECLINER	1107	7	12.99	0.91	7.00	20.90	794.39		Cash	🔍
6/11/15	1	OLIVE, PHILLIP	10130679	RECLINER	1100	7	12.99	0.91	7.00	20.90	781.40		Cash	🔍

Showing 1 to 5 of 5 entries (filtered from 35 total entries)

⏪ PREV 100
NEXT 100 ⏩

← BACK
🏠 MAIN MENU

Example of the listing above using the **Magnifying Glass** to search for payments taken by payment form "CHECK":
Only one receipt in the listing was found that was filed by payment form "CHECK."

RECEIPT INQUIRY

Location:

Receipt Number:

Start Date:

Employee:

Customer:

End Date:

***PLEASE SELECT 2 CRITERIA

*** LAST RESULTS GROUP ***

Receipt Date	Loc	Customer	Receipt Number	Description	Dys Lte	Dys Pd	Pmt Amt	Tax	Other	Tot Pmt	Contract Bal	Employee	Pmt Form	Pmt Indr
6/11/15	1	JONES, TONY	10130664	TV LCD 40	0	3	11.30	0.79	0.00	12.09	2176.42		Check	🔍

Showing 1 to 1 of 1 entries (filtered from 35 total entries)

⏪ PREV 100
NEXT 100 ⏩

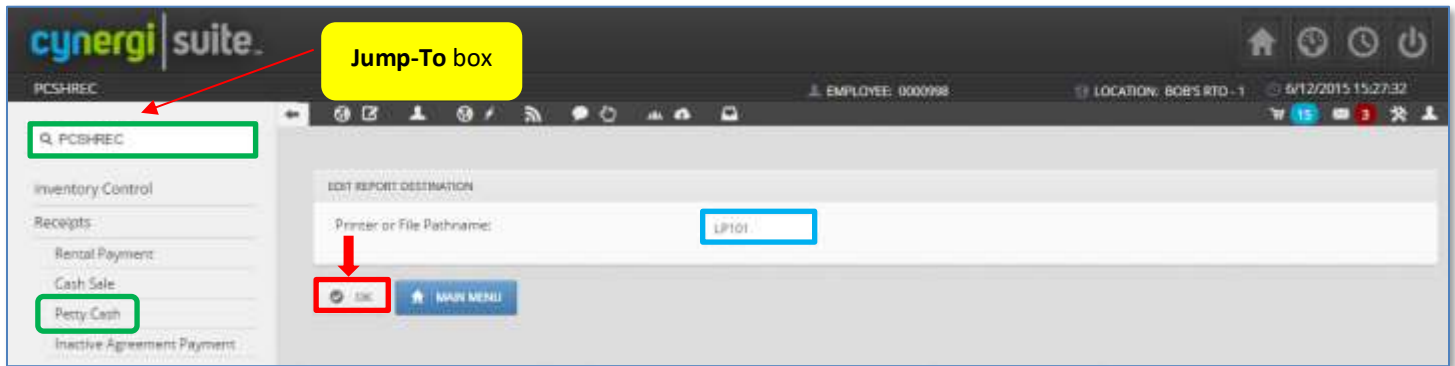
← BACK
🏠 MAIN MENU

Post a Petty Cash Receipt

To post Petty Cash receipts, type **PCSHREC** into the **Jump-To** box and press the **TAB** or **ENTER** key. The Petty Cash receipt function may be also be selected from the cynergi|suite menu.

Please Note: Your menu option may be different from what is shown below.

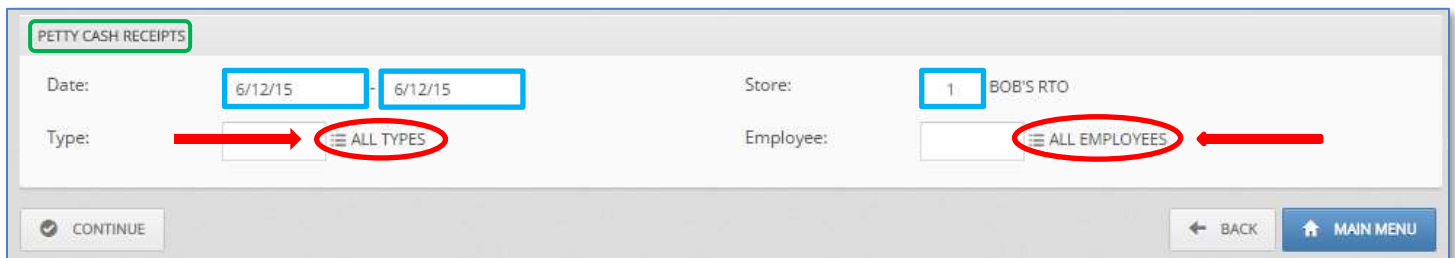
The **Printer or File Pathname** will default to the store printer (may be changed if needed). Click **OK** to continue.



The **Petty Cash Receipts** entry screen will open with the below fields.

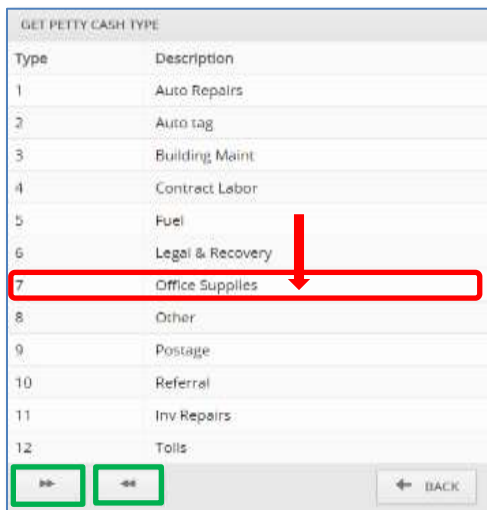
- **Date:** The current date will be the default.
- **Store:** Will default to the store the employee is logged into.
- **Type:** Choose the **Petty Cash Type** “Code” from the **ALL TYPES** pick list.
- **Employee:** Choose the employee that handled the petty cash transaction from the **ALL EMPLOYEES** pick list.

Click the **ALL TYPES** icon next to the **Type** field to continue.



Select the **Petty Cash Type Code** from the pick list by clicking anywhere on the line.

*Please Note: Additional Petty Cash codes may be found by clicking on the **Arrow** buttons at the bottom left of the screen.*



Click the **ALL EMPLOYEES** icon to continue.

PETTY CASH RECEIPTS

Date: 6/12/15 - 6/12/15

Store: 1 BOB'S RTO

Type: 07 Office Supplies

Employee: [Pick List] **ALL EMPLOYEES**

To select the employee from the pick list, click anywhere on the line.

Please Note: Additional employees may be found by clicking on the **Arrow** buttons at the bottom left of the screen.

SELECT SALESMAN

Name	Number
SMITH JOHN	1
ACORN BRIAN	2
APEX BART	3
BILLINGS LARRY	4
SMITH JOE	10
APPLE ED	11
START PETE	12
PETTY RICHARD	20
STRAIGHT NEIL	30
JONES BRIAN	40
EMPLOYEE 0007	88
EMPLOYEE 0008	99
EMPLOYEE 0009	100

[Left Arrow] [Right Arrow] [BACK]

When the **Petty Cash Code** and **Employee** have been selected, click the **ADD PETTY CASH RECEIPT** button to continue.

PETTY CASH RECEIPTS

Date: 6/12/15 - 6/12/15

Store: 1 BOB'S RTO

Type: 07 Office Supplies

Employee: 0000010 SMITH

RESULTS

Date	Store	Time	Amount	Type	Description	Employee
------	-------	------	--------	------	-------------	----------

ADD PETTY CASH RECEIPT [BACK] [MAIN MENU]

Enter the amount of the Petty Cash receipt in the **Amount** box. Click **SAVE** to continue.

PETTY CASH ENTRY

Date: 6/12/15

Store: 1

Time: 16 : 21 : 29

Amount: 20.00

Type: 7 Office Supplies

Employee: 10

SAVE [BACK]

There will be a confirmation screen display confirming the Petty Cash receipt was successfully added. Click **OK** to continue.

ATTENTION!
Attention
 Petty Cash Receipt successfully added!

An “Exception Comment” may be entered. Click **OK** to continue.

EXCEPTION COMMENT
 Comment:

The Petty Cash receipt will print on the printer. The Petty Cash filing process is now complete.

Petty Cash Out Receipt
 Date: 6/12/15
 Paid to: JOE SMITH
 Store: 1
 BOB'S RTO

 Amount: 20.00
 Type: 7
 Desc: Office Supplies

 For cash IN,
 this will be a negative number!

Going back into the Petty Cash Receipt (**PCSHREC**) screen, all Petty Cash receipts that have been filed during the business day will display at the bottom of the screen.

Click the **BACK** or **MAIN MENU** button to exit the *Petty Cash Receipts* screen.

PETTY CASH RECEIPTS

Date: - Store: BOB'S RTO
 Type: Employee:

RESULTS

Date	Store	Time	Amount	Type	Description	Employee
6/12/15	1	16:21:29	20.00	7	Office Supplies	10

Showing 1 to 1 of 1 entries

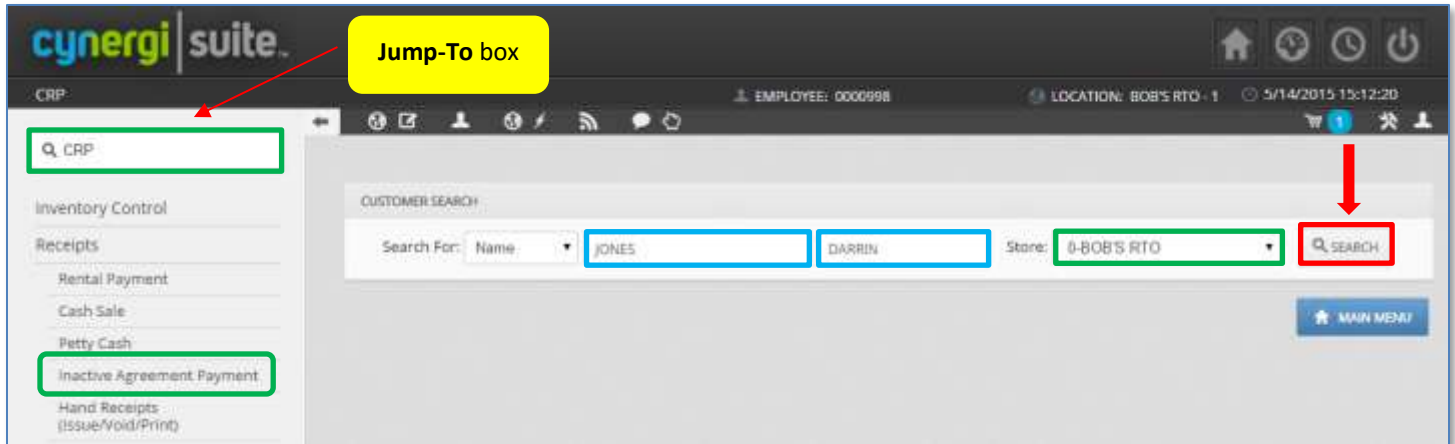
Post a Payment on a Closed Agreement

To post a payment on a Closed/Inactive Rental Agreement, type **CRP** into the **Jump-To** box and press the **TAB** or **ENTER** key. The closed rental payment function may also be selected from your company's cynergi|suite menu.

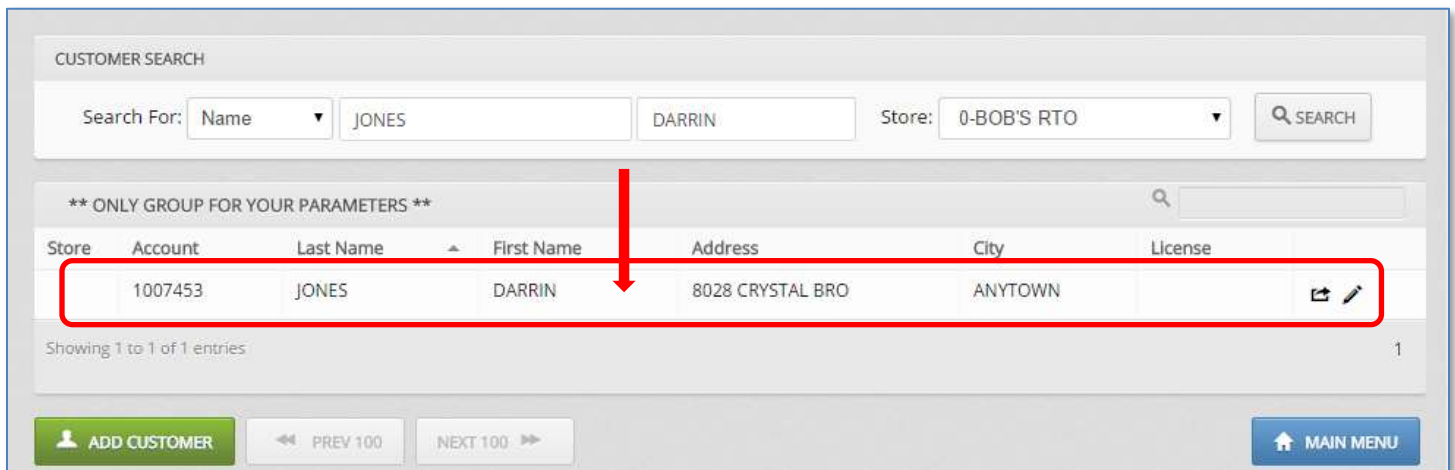
Please Note: Your menu option may be different from what is shown below.

At the *Closed Rental Payment Customer Search* screen, enter the customer's name and click the **SEARCH** button to continue.

*Please Note: If the customer does not have any active agreements you will need to set the **Store** location to **0** to search for inactive customers.*



The *Customer Search* results will display below. Click anywhere on the line displaying the *Customer Name* for whom you are processing the payment.



The **Closed Rental Payment** screen will open. From this screen, follow the steps below to process a payment on a closed/inactive agreement.

Please Note: The Closed Rental Payment screen is significantly different than the regular Rental Payment (RP) screen.

In this example, a single payment will be posted to a single closed/inactive rental agreement.

- 1) Select the agreement you would like to process the payment on by clicking on the box to the left of the agreement description.
- 2) Type a 1 into the **# of Payments** box.
- 3) Click the **TENDER** button to continue.

CUSTOMER INFORMATION

JONES, DARRIN	Primary: (555)555-5555	Account: 1007453	User: 998
8028 CRYSTAL BROOK CIR.	Work: (555)555-5555	Best Time To Call:	
ANYTOWN TX 55555	Secondary: (555)555-5555	Pay Day:	
New Info Required: N		Reward Points:	

Retention Commitment:

Temporary Comments:

COMMENT

AGREEMENTS

	All Agreements	Balance	# of Payments	Payment Amount	Other	Late	Grp	Esp	Tax	Total Due	Due Date
1	<input checked="" type="checkbox"/> TV LCD 3	2025.58	<input style="border: 2px solid red;" type="text" value="1"/>	106.61	0.00		0.00	0.00	0.00		
	<input type="checkbox"/> DINING S	1259.79	<input type="text"/>	59.99	0.00	0.00	0.00	0.00	4.20	64.19	
	<input type="checkbox"/> SECTIONA	3175.41	<input type="text"/>	151.21	0.00	6.00	18.90	0.00	0.00		

Length: 19 Terms: M RTO Total Charge: 0.00 Receivable: 8.52 Due: 8.52

CUSTOMER CHANGE

TENDER

← BACK

🏠 MAIN MENU

The **Payment Amt** field will default with the calculated amount of one normal payment.

- The **Payment Amount** may be changed to a higher or lower amount as needed.
- Amounts may be entered into any of the other fields that are displayed on the screen.

TV LCD 3			
Balance:	2025.58	# of Payments:	1
Payment Amt:	106.61	Other:	
Late:		GRP:	
ESP:		Tax:	7.46
Total Due:	114.07	Due Date:	11/18/08
<input checked="" type="checkbox"/> OK		<input type="button" value="← BACK"/>	

As changes are made, press the **TAB** key to move from field to field to update (calculate) the new total. Click the **OK** button to continue.

TV LCD 3			
Balance:	2025.58	# of Payments:	1
Payment Amt:	50.00	Other:	
Late:	10.00	GRP:	
ESP:		Tax:	3.50
Total Due:	63.50	Due Date:	11/01/08
<input checked="" type="checkbox"/> OK		<input type="button" value="← BACK"/>	

The **Closed Payment** screen will appear. The **Total Due** and **Amount Tendered** will automatically default to the **Total Due** that has been calculated from the previous screen. The **Amount Tendered** may be changed if needed.

- Select the method of payment from the pick list in the **Type of Payment** field.
- Click **PROCESS PAYMENT** to continue

CLOSED PAYMENT	
Total Due: 63.50	Amount Tendered: 63.50
Type of Payment: 1 - Cash	Change: 0.00
<input type="button" value="PROCESS PAYMENT"/>	<input type="button" value="← BACK OUT"/>

Click **CONFIRM** to complete the payment and print the receipt.

CLOSED PAYMENT

Total Due: 63.50 Amount Tendered:

Type of Payment: 1 - Cas Change:


```

BOB'S RTO                               Payment Date
123 ANY STREET                           5/14/15
ANYTOWN, TX 55555                       16:53:24
361-993-1790
=====
Customer: 1007453
          DARRIN JONES
          8028 CRYSTAL BROOK CIR.
          ANYTOWN TX 55555
=====
Ticket #: 1027728 Total: 63.50
          Items Rented
Description Model Number Serial Nbr
TV LCD 32   EBNORLT3225   66JA001069
ENT TV STAND HECORLX3420   1004926
-----
PmtAmt Misc Fees GRP ESP Tax
50.00   10.00   3.50
#Pmts Paid ofPMTS Remain Due Date Next Due
1       10/18/08 11/01/08
-----
Ticket #: 1027729 Total:
          Items Rented
Description Model Number Serial Nbr
SECTIONAL  FGASH194011667  1005422
OCC TABLES FOASHT31213   5200450696
-----
PmtAmt Misc Fees GRP ESP Tax
#Pmts Paid ofPMTS Remain Due Date Next Due
1       10/18/08 10/18/08
-----
Total Payments: 50.00

Sales Tax: 3.50
Total Misc Fees: 10.00
-----
63.50

0003 STORE 3 3.50
=====
Cash Tendered: 63.50
Change Due: 0.00
    
```