



Store Manual

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Chapter 5: Collections

On-Screen Collections

On-Screen Collections Offers Multiple Features and Functions

- **Past Due List** displays pertinent **Customer** and **Account information**
- **Contact/Commit window**
 - Increase efficiency by allowing a **Commitment** and/or **multiple Calls/Commitments** from this window
 - Allow the ability to **navigate other screens** with this window remaining open, available, and moveable
- **Refresh Button** will update/refresh the *Collections Past Due List* screen while employees are actively working
- **Mobile App** allows user defined collection list to be downloaded to a mobile collections app
- **Real Time Broken Commitment Status** (when a commitment time is broken, it will be reflected as a broken commitment on the *Collections* screen)
- **Chase Cards/Pick Up Receipts** available to print as the call list is worked
- **Collection Letters** may be selected for printing as the call list is worked
- **Spinner** will display during the building of a new Account Management Work File to notify the user that customer records are being retrieved to create the work file

Past Due List Additional Information

By moving the mouse to a customer in the list, “Additional” information will be displayed.

- **Account History** – This section displays the following information:
 - Current Commitment and Last Contact info that used to appear in the information bar
 - # Times Past Due
 - % On Time – (Total # pmts paid - # late pmts paid / # pmts paid)
 - Days Free/Extensions
 - Term (Payment Mode)
- **Customer Details** – This section contains the following information:
 - Calls Today – Total number of calls made today
 - Calls WTD – Total number of calls made from Sunday-Saturday
 - Broken Commits – Total number of broken commitments
 - Total Commits – Total number of commitments
 - Customer Address
- **Refresh Button** – This button refreshes the screen (useful when multiple employees are working collections). If a customer makes a payment, they will be removed from the list. New Commitments or Call Attempts will be displayed and color-coded.
- **Send to Mobile Button** – A column was added to make a list of customers for field visits. The list can be sent to the mobile collections app (please reference the **Collections App** section of **Chapter 13: Mobile Applications** for more details).
- **Customer Notes** – In the column titled “Nt,” a “Y” indicates that there are notes on the customer’s account.
- **Log Call** – This option allows faster calling if desired (goes directly to customer/reference phone numbers).
- **Chase Card** – The column titled “C/P” allows generating or printing of Chase Cards and Pick-Up Receipts. The Chase Card option will print information for two Rental Agreements per page by selecting **All Agreements**.
- **Collection Letters** – The column titled “L” may be selected for printing as the call list is worked.

The screenshot displays a table of items with columns for Days, Due Date, Type, Name, Phone, Desc, and various financial metrics. Below the table are sections for 'ACCOUNT HISTORY' and 'CUSTOMER DETAILS'. A red arrow points to the 'REFRESH' button in the bottom right corner.

Days	Due Date	Type	Name	Phone	Desc	Yrly Amt	Real Due Rent Amt
34	9/25/18	RTO	YAGLEY, BRIAN	(555)555-5555	15.6 TOUCH 8GB, 1T	35.98	107.94
34	9/25/18	RTO	YAGLEY, BRIAN	(555)555-5555	XBOX ONE X 1TB	75.98	239.94
33	9/25/18	RTO	HERNANDEZ, DANIEL	(555)555-5555	70" SMART 4K	190.00	390.98
33	9/26/18	RTO	HERNANDEZ, DANIEL	(555)555-5555	10" 16GB GALAXY TAB 4	71.99	118.75
33	9/26/18	RTO	HERNANDEZ, DANIEL	(555)555-5555	XBOX ONE X 1TB	131.99	263.98
33	9/26/18	RTO	HERNANDEZ, DANIEL	(555)555-5555	IPHONE 7+, 256GB	133.33	266.66
33	9/26/18	RTO	HERNANDEZ, DANIEL	(555)555-5555	PS4PRO IT	99.99	199.98
31	9/28/18	AR	AA, VINCENT	(555)555-5555	FULL SIZE DRYER	36.10	72.38
31	9/28/18	RTO	REED, JUANITA	(555)555-5555	7.1 CU-FT. CHEST	30.00	9.90
29	9/30/18	RTO	FLORES, ROSA	(555)555-5555	GRAY KING PANEL, DM, 2N	119.99	119.99

Create a Collections Call List

Access the **On-Screen Collections** feature by clicking on the **Collections** icon in the lower left area on the main cynergi|suite screen.

The screenshot shows the main menu of the cynergi|suite application. The 'Collections' icon, which depicts a truck, is highlighted with a red rectangular box.

Please Note: If this is the first time to build a collections call list, it will show the printer file.

The **Default Printer Name** will be automatically set, but it may be changed if needed. Click **OK** to continue.

The screenshot shows a dialog box titled 'EDIT REPORT DESTINATION'. The 'Printer or File Pathname' field contains the text 'LP101'. The 'OK' button is highlighted with a red rectangular box.

*Please Note: If you have previously been in the collections screen, the **OPTIONS** screen will appear.*

The most important option to select is “**Build New Work File.**”

- Selecting **YES** will create a new call list using specific filter options that will be current and up-to-date.
- Selecting **NO** will bring up the previous call list that was created at an earlier time.

There are many reasons for building or not building a “New Work File.” For example, if an employee is working from a call list (Work File) and they are interrupted, they may want to pick up where they left off. If so, they may choose not to build a new work file. However, if an employee leaves for lunch and several hours have passed they most likely will want to build a new work file to bring the call list current (up-to-date) to avoid making calls using outdated information.

Please Note: For this example, a New Work File will be created.

Click **OK** to continue.

Whether building a new work file or creating a work file for the first time, the **BUILD NEW ACCOUNT MANAGEMENT WORK FILE** screen offers two main criteria forms that can be used: “*Simple*” form or “*Advanced*” form.

Using the Simple Form to Create a Call List

The **Simple Form** is the default. It contains the following criteria that may be used to create a collections call list.

- **LIST ACCOUNTS BY:** Defines the primary sort order.
 - 1) Customer Name: Alphabetically beginning with A.
 - 2) Oldest Due Date: Lists the agreements beginning with furthest past due.
 - 3) Payment Amount Due: Lists the agreements beginning with the largest amount due.
 - 4) Newest Due Date: Lists the agreements beginning with the furthest future due date.
- **STORE:** Defines which store’s agreements will be displayed in the call list. The default is set to the store the user is logged into. However, the default may be different depending on the system configuration.
- **ACCOUNT MANAGER/ROUTE:** Defines which Route’s customers will be displayed. Set to “**0**” to list all routes or enter the specific route number.
- **OLDEST DUE DATE TO NEWEST DUE DATE:** Allows a date range to be set. The Newest Due Date will always default to the current date, which combined with leaving the “**Oldest Due Date**” blank, it will create a call list from furthest past due agreements to agreements “**Due Today.**” The Oldest and Newest due date fields may be used to create very broad or very specific call lists.

- **OLDEST COMMITMENT DATE TO NEWEST COMMITMENT DATE:** Allows a date range to be set. The default will be empty or blank. These fields can be used to define agreements with commitments on or between specific dates.

All of the criteria options can be used together or individually to create a call list.

Please Note: This example is using the Simple Form with basic selections for a call list.

Once the criteria has been entered, click **OK** to generate the call list.

Please Note: The Work File/Call List will be in the same format using either Simple or Advanced. The only difference will be the search results returned.

Using the Advanced Form to Create a Call List

The **ADVANCED FORM** button is found at the bottom left of the *Build New Work File* screen. To use the Advanced Form, do not enter search criteria on this screen. Click **ADVANCED FORM** to continue to the more detailed criteria screen.

The **Advanced Form** contains the same criteria as the *Simple Form*, plus the following additional criteria:

- Generate Pick-up Receipts
- Customer Types
- Agreement/Contract Types
- Picked Up Past Dues
- Oldest Picked Up Date to Newest Picked Up Date
- Select By A/R Billing Cycle

- **GENERATE PICK-UP RECEIPTS:** By selecting **Yes**, all agreements in the call list will be flagged to have a pickup receipt printed.
- **CUSTOMER TYPES:** Allows the option to select from specific “**Customer Types**” to create a call list containing a single customer “Type.”
- **AGREEMENT/CONTRACT TYPES:** Allows the option to select “**Agreement/Contract Types.**” To create a call list containing a single agreement/contract type.
- **PICKED UP PAST DUES:** Allows selection to “**Include**” or “**Exclude**” past due agreements with a balance due, that were picked up between the **OLDEST PICKED UP DATE** and the **NEWEST PICKED UP DATE**. There is a third option “**Only**” that will create a call list consisting of only agreements that have been picked up with a past due balance between the newest and oldest picked up dates. The default is **Exclude** and the default **Newest Picked Up Date** will be the current date. If not using this criterion, leave the default settings.

SELECT BY A/R BILLING CYCLE: This option is used for revolving charge billing cycles. Selecting **Yes** will allow up to four “**Cycle Types**” to be entered. If billing cycles are not used leave the default set to **No**.

Please Note: You may click on the **SIMPLE FORM** button at the bottom of the screen to return to the Simple Form selection criteria.

When all selections have been made for the *Advanced Form*, click **OK** to generate the collections list.

Build New Account Management Work File Screen

When building a new work file (collections call list), a “Spinner” will display to notify you that customer records are being retrieved to create the work file.

The new Work File/Call List has been created using the *Simple Form*.

The list may be re-sorted by clicking in the header of any of the columns shown below. Clicking the header a second time will sort the information back to the previous sort.

- Click anywhere in the header of the column you wish to re-sort the information.
- The numeric columns will sort by high to low or low to high.
- The alpha columns will store A to Z or Z to A.

Days Late	Due Date	Type	M	Name	Phone			Desc	Rt	Prnt Amt	Past Due Rent Amt	Log Call	CP	L
514	6/03/17	RTO		ANDERSON, JENNIFER	(555)555-5555	R	I	QUEEN SIZE MATTRESS	N	150.00	449.00			
332	12/02/17	RTO		ALEJO, JOHN	(555)555-5555	R		FULL SIZE WASHER	N	99.98	1189.75			
266	2/06/18	RTO		ARRIEDLA, JOSE	(555)555-5555	R	I	ATLEE PULISH MICRO WYTRIM	N	24.99	674.61			
135	6/17/18	RTO		SINGAR, PEGGY	(555)555-5555	R		COCOA RECLININE	N	159.99	799.95			
133	6/17/18	RTO		WELLS, JASON COOAGI, BRANKA	(555)555-5555	R	*	13.8" 8GB/1TB	N	50.00	500.00			

Collection Activity

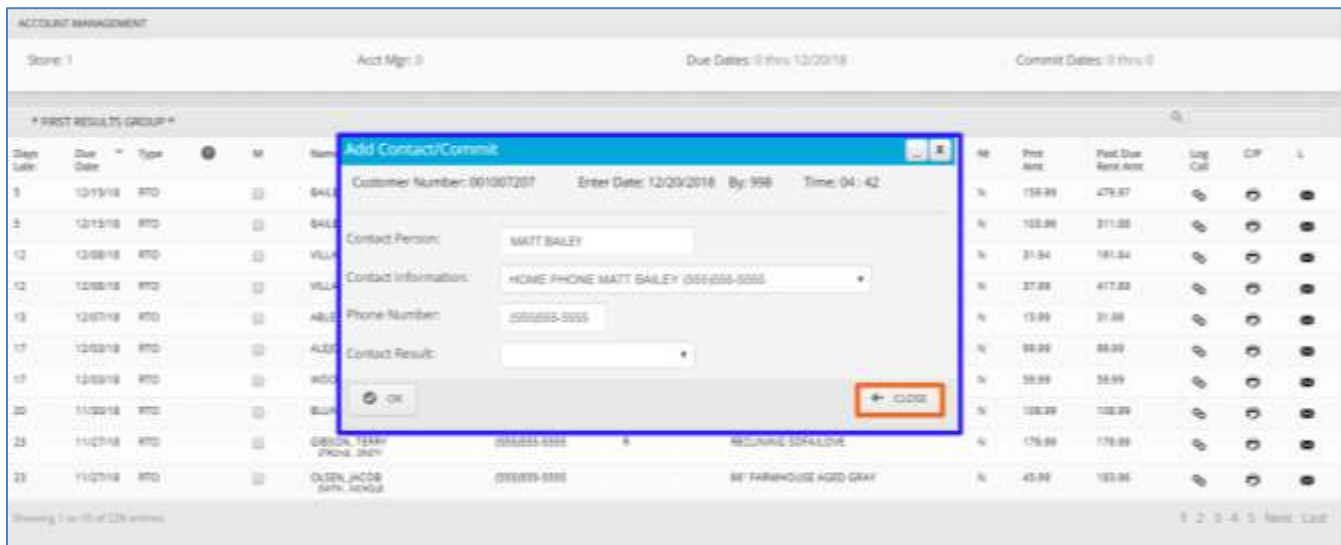
Collection Call Attempts and Commitments

Add Contact/Commit Window

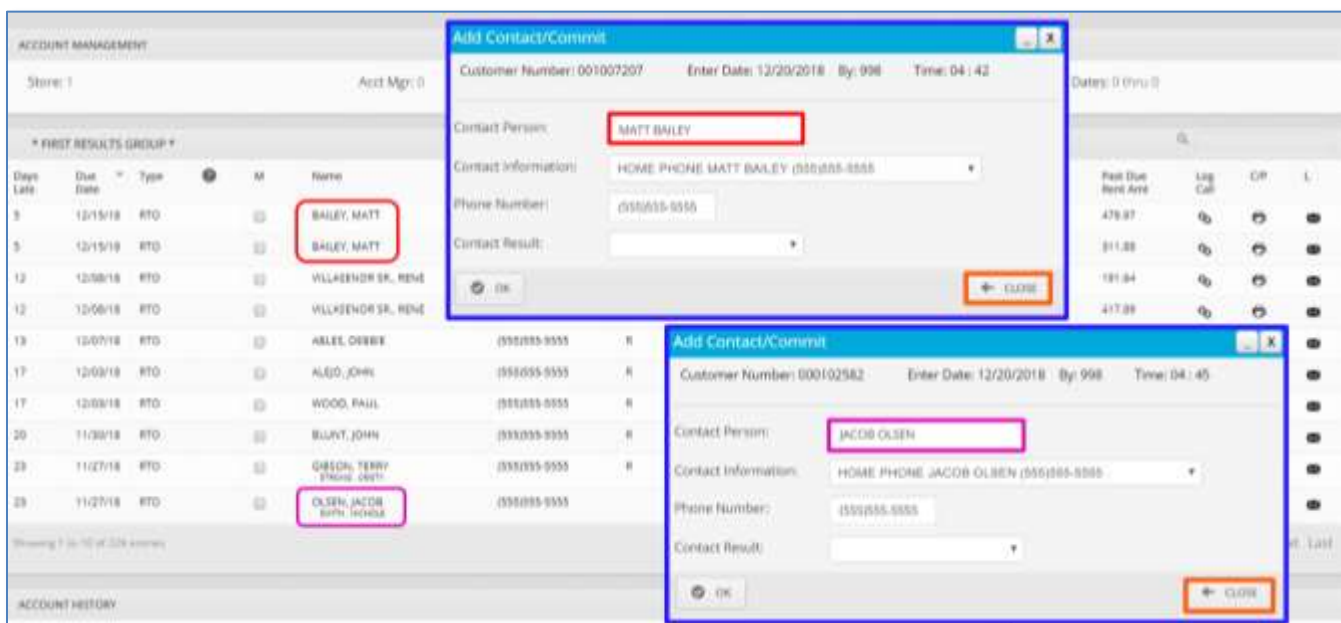
The **Add Contact/Commit** window is used when making collection calls. It contains the following information:

- **Contact Person** displays the Customer name
- **Contact Information** contains all related customer phone numbers and reference phone numbers in a pick list
- **Phone Number** displays the phone number of the “Contact” from the pick list
- **Contact Result** contains selectable “Call Codes” in a pick list (used to record the call attempt or commitment)

The **Add Contact/Commit** window will remain open to allow multiple calls to be recorded. Click **CLOSE** when all calls for the customer have been completed. The window may be left on the screen when moving to other areas outside of the collections feature.



The **Add Contact/Commit** window can be moved in any direction on the screen. Multiple **Add Contact/Commit** windows can be opened at the same time. The window will remain open to allow multiple calls to be recorded. Click **CLOSE** when all calls for the customer have been completed.



Adding Contact/Commitment

How to record collection calls (Contact attempts and Commitments):

Two methods can be used to activate the **Add Contact/Commit** window.

- **Log Call** – Click the **Paper Clip** icon next to the customer name.
- **Selecting the customer from the collections list** – Click anywhere on the line displaying the customer name to open the customer payment screen.

Log Call Method

Click the **Paper Clip** icon next to the customer name to immediately open the **Add Contact/Commit** window.

The screenshot shows the 'Add Contact/Commit' dialog box overlaid on a collections list. The dialog box contains the following information:

- Customer Number: 001003190
- Enter Date: 12/21/2018
- By: 998
- Time: 11 : 29
- Contact Person: PAUL WOOD
- Contact Information: HOME PHONE PAUL WOOD (555)555-5555
- Phone Number: (555)555-5555
- Contact Result: (empty dropdown)

The background table shows the following items:

Days Late	Desc	MI	Prnt. Amt.	Past Due Rent Amt.	Log Call	CP	⋮					
6	85" SMART LED, 1060P	N	150.00	479.07	📎	📧	📧					
6	40-49IN BIGSCREEN	N	103.00	311.00	📎	📧	📧					
13	QUEEN SIZE MATTRESS	N	31.04	191.04	📎	📧	📧					
13	FULL SIZE DRYER	N	37.00	417.00	📎	📧	📧					
13	FULL SIZE DRYER	N	15.00	31.00	📎	📧	📧					
13	FULL SIZE DRYER	N	90.00	90.00	📎	📧	📧					
18	12/03/18 RTO	📄	WOOD, PAUL	(555)555-5555	R	50.00	50.00	📎	📧	📧		
18	12/03/18 RTO	📄	ARKALINE BROWN QBD,DM,2N	N	50.00	50.00	📎	📧	📧			
21	11/30/18 RTO	📄	BLUNT, JOHN	(555)555-5555	R	50" 4K SMART TV	N	100.00	100.00	📎	📧	📧
24	11/27/18 RTO	📄	GIBSON, TERRY STROUD, DEBIE	(555)555-5555	R	RECLINING SOFALOVE	N	179.00	179.00	📎	📧	📧
24	11/27/18 RTO	📄	OLSEN, JACOB SMITH, MICHAEL	(555)555-5555	R	86" FARMHOUSE AGED GRAY	N	45.00	183.00	📎	📧	📧

Selecting Customer Method

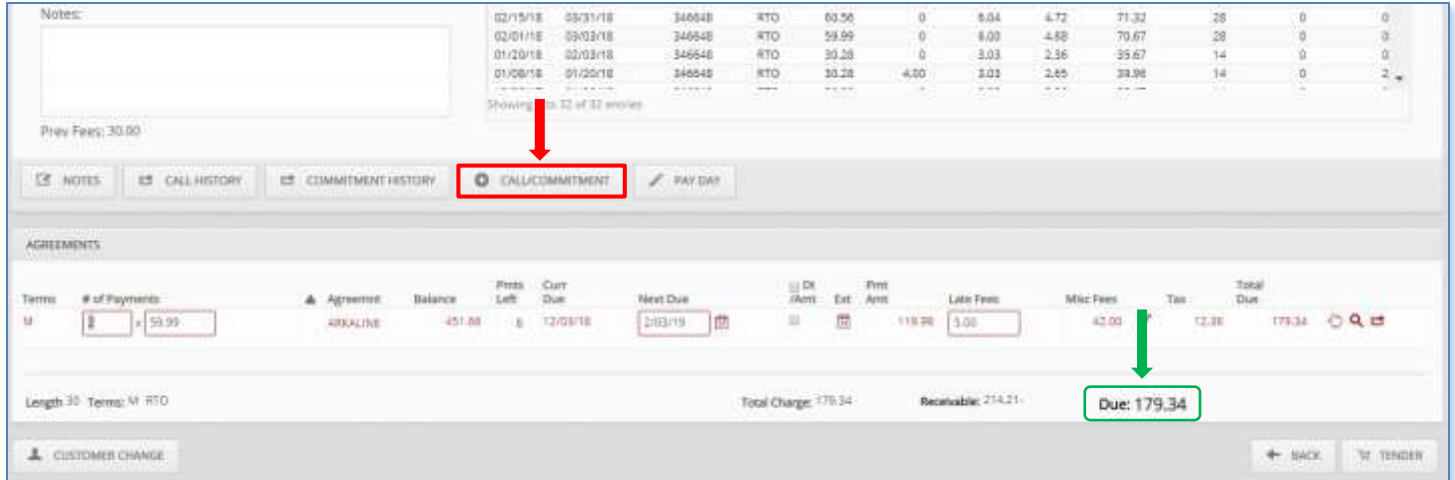
Select the customer by clicking anywhere on the line displaying the customer information.

The screenshot shows a table of collections with the following data:

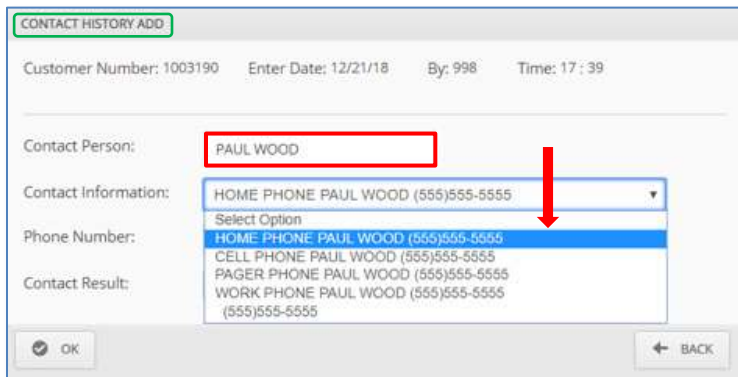
Days Late	Due Date	Type	M	Name	Phone	M	Desc	MI	Prnt. Amt.	Past Due Rent Amt.	Log Call	CP	⋮
6	12/15/18	RTO	📄	BAILEY, MATT	(555)555-5555	R	85" SMART LED, 1060P	N	150.00	150.00	📎	📧	📧
6	12/15/18	RTO	📄	BAILEY, MATT	(555)555-5555	R	40-49IN BIGSCREEN	N	103.00	103.00	📎	📧	📧
13	12/08/18	RTO	📄	VILLASENOR SR, RENE	(555)555-5555	R	QUEEN SIZE MATTRESS	N	31.04	63.08	📎	📧	📧
13	12/08/18	RTO	📄	VILLASENOR SR, RENE	(555)555-5555	R	FULL SIZE DRYER	N	37.00	75.00	📎	📧	📧
14	12/07/18	RTO	📄	ABLES, DEBBIE	(555)555-5555	R	FULL SIZE DRYER	N	15.00	47.07	📎	📧	📧
18	12/03/18	RTO	📄	ALÉJO, JOHN	(555)555-5555	R	FULL SIZE DRYER	N	90.00	90.00	📎	📧	📧
18	12/03/18	RTO	📄	WOOD, PAUL	(555)555-5555	R	ARKALINE BROWN QBD,DM,2N	N	50.00	50.00	📎	📧	📧
21	11/30/18	RTO	📄	BLUNT, JOHN	(555)555-5555	R	50" 4K SMART TV	N	100.00	100.00	📎	📧	📧
24	11/27/18	RTO	📄	GIBSON, TERRY STROUD, DEBIE	(555)555-5555	R	RECLINING SOFALOVE	N	179.00	179.00	📎	📧	📧
24	11/27/18	RTO	📄	OLSEN, JACOB SMITH, MICHAEL	(555)555-5555	R	86" FARMHOUSE AGED GRAY	N	45.00	183.00	📎	📧	📧

The Rental Payment screen will open, allowing access to customer specific information (Previous Agreements, Payment History, Call History, Commitment History, etc.). This method is typically used when more information is needed before a collection call is made. The potential payment may be calculated prior to the call. If a Commitment is made, the calculated payment will automatically populate in the commitment amount.

Click **CALL/COMMITMENT** to open the **CONTACT HISTORY ADD** screen.

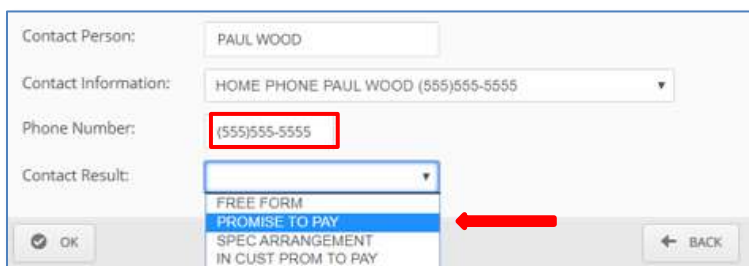


The **CONTACT HISTORY ADD** screen will open, allowing access to choose from the customer’s available contact phone numbers/references in the pick list.



After selecting the phone number and making a call, the **Contact Result** may be selected from the pick list. **Contact Result** selections allow collection activities to be recorded in two categories. These categories are specific to each cynergi|suite configuration.

- **Attempts** – Allow to record an attempted contact
- **Commitments** – Allow a commitment to be entered, including Date, Time, and Amount the customer has promised



Commitment Example

Click **OK** to continue.

CONTACT HISTORY ADD

Customer Number: 1003190 Enter Date: 12/21/18 By: 998 Time: 17 : 39

Contact Person: PAUL WOOD

Contact Information: HOME PHONE PAUL WOOD (555)555-5555

Phone Number: (555)555-5555

Contact Result: PROMISE TO PAY

OK ← BACK

Choosing a Commitment **Contact Result** will automatically populate the amount calculated from the rental payment screen, the current date, and the current time. The fields may be edited as needed.

Click **OK** to file the commitment.

*Please Note: If a Commitment **Contact Result** was not selected, this screen will not appear.*

CONTACT HISTORY ADD

Customer Number: 1003190 Enter Date: 12/21/18 By: 998 Time: 17 : 39

Contact Code Description: PROMISE TO PAY

Amount: 179.34

Date: 12/21/18

Time: 05 : 30 PM

OK ← BACK

The commitment will display in the **Retention Commitment** field in the rental payment screen.

To return to the collections list, click the **BACK** button.

Retention Commitment:

PROMISE TO PAY \$179.34 by 12/21/18 05:30pm

Commitment Date: 12/21/18

DATE	DUE	PAID	FEE	PAID	FEE	PAID	FEE	LATE
04/04/18	11/23/18	346648	RTD	299.95	0	0	21.30	321.25
03/30/18	06/23/18	346648	RTD	60.58	0	6.04	4.72	71.32
03/19/18	03/26/18	346648	RTD	60.58	0	6.04	4.72	71.32
03/01/18	04/28/18	346648	RTD	60.58	0	6.04	4.72	71.32
02/15/18	03/31/18	346648	RTD	60.58	0	6.04	4.72	71.32
02/01/18	03/03/18	346648	RTD	59.98	0	6.00	4.68	70.67
01/20/18	02/02/18	346648	RTD	35.28	0	3.03	2.36	35.67
01/08/18	01/20/18	346648	RTD	35.28	4.60	3.03	2.65	39.96

Showing 1 to 12 of 32 entries

Prev Fees: 30.00

NOTES CALL HISTORY COMMITMENT HISTORY CALL/COMMITMENT PAY DAY

AGREEMENTS

Terms	# of Payments	Agreement	Balance	Prns Left	Curr Due	Next Due	Dt /Armt	Exc	Prnt Armt	Late Fees	Misc Fees	Tax	Total Due
M	50.99	ARKALINE	451.66	3	12/03/18	5/03/19			119.99	5.00	43.00	12.58	179.34

Length 30 Terms: M RTD

Total Charge: 179.34 Receivable: 214.25 Due: 179.34

CUSTOMER CHANGE ← BACK TENDER

The collections call list is updated as the commitment and contact attempts are logged.

- Contact Attempts will be displayed in **Blue**
- Broken Commitments will be displayed in **Red**
- Current/Future Commitments will be displayed in **Green**
- Customers not yet attempted are displayed in **Black**

ACCOUNT MANAGEMENT															
Store: 1			Acct Mgr: 0			Due Dates: 0 thru 12/20/18			Commit Dates: 0 thru 0						
* FIRST RESULTS GROUP *															
Days Late	Due Date	Type	●	M	Name	Phone	●	●	Desc	NI	Prnt Arr	Past Due Rmt Arr	Log Call	C/P	L
18	12/03/18	RTO	AB		WOOD, PAUL	(555)555-5555	R		ARKALINE BROWN QBD,DM,2N	N	59.99	59.99			
6	12/15/18	RTO	C		BAILEY, MATT	(555)555-5555	R		65" SMART LED, 1080P	N	159.99	479.97			
6	12/15/18	RTO	C		BAILEY, MATT	(555)555-5555	R		40-49IN BIGSCREEN	N	105.99	311.88			
84	9/25/18	RTO	B		REED, JUANITA	(555)555-5555	R		7.1 CU.FT. CHEST	N	30.00	9.80			
87	9/25/18	RTO	B		YEAGLEY, BRIAN	(555)555-5555	R		15'6 TOUCH 8GB,1T	N	23.99	231.56			
87	9/25/18	RTO	B		YEAGLEY, BRIAN	(555)555-5555	R		XBOX ONE X 1TB	N	79.99	559.85			
14	12/07/18	RTO	A		ABLES, DEBBIE	(555)555-5555	R		FULL SIZE DRYER	N	15.99	31.98			
13	12/08/18	RTO			VILLASENOR SR., RENE	(555)555-5555	R		QUEEN SIZE MATTRESS	N	31.94	191.64			
13	12/08/18	RTO			VILLASENOR SR., RENE	(555)555-5555	R		FULL SIZE DRYER	N	27.99	417.89			
18	12/03/18	RTO			ALEJO, JOHN	(555)555-5555	R		FULL SIZE DRYER	N	99.99	99.99			

Hover the mouse over the **Question Mark** icon in the column shown below to show the list of collection call types.

ACCOUNT MANAGEMENT															
Store: 1			Acct Mgr: 0			Due Dates: 0 thru 12/20/18									
* FIRST RESULTS GROUP *															
Days Late	Due Date	Type	●	M	Name	Phone	●	●	Desc	NI	Prnt Arr	Past Due Rmt Arr	Log Call	C/P	L
18	12/03/18	RTO	AB		WOOD, PAUL	(555)555-5555	R		ARKALINE BROWN QBD,DM,2N	N	59.99	59.99			
6	12/15/18	RTO	C		BAILEY, MATT	(555)555-5555	R		65" SMART LED, 1080P	N	159.99	479.97			
6	12/15/18	RTO	C		BAILEY, MATT	(555)555-5555	R		40-49IN BIGSCREEN	N	105.99	311.88			
84	9/25/18	RTO	B		REED, JUANITA	(555)555-5555	R		7.1 CU.FT. CHEST	N	30.00	9.80			
87	9/25/18	RTO	B		YEAGLEY, BRIAN	(555)555-5555	R		15'6 TOUCH 8GB,1T	N	23.99	231.56			
87	9/25/18	RTO	B		YEAGLEY, BRIAN	(555)555-5555	R		XBOX ONE X 1TB	N	79.99	559.85			
14	12/07/18	RTO	A		ABLES, DEBBIE	(555)555-5555	R		FULL SIZE DRYER	N	15.99	31.98			
13	12/08/18	RTO			VILLASENOR SR., RENE	(555)555-5555	R		QUEEN SIZE MATTRESS	N	31.94	191.64			
13	12/08/18	RTO			VILLASENOR SR., RENE	(555)555-5555	R		FULL SIZE DRYER	N	27.99	417.89			
18	12/03/18	RTO			ALEJO, JOHN	(555)555-5555	R		FULL SIZE DRYER	N	99.99	99.99			

Additional customer specific statistics are updated as the collection call list is worked. By placing the mouse on a customer in the call list, the following information is available:

- **Account History** displays the most recent Commitment, # Times Past Due, % of On-Time Payments, and Free Time and Extension days given.
- **Customer Details** displays the number of calls Today and WTD, the number of Commitments taken, and the number of Broken Commitments.

* FIRST RESULTS GROUP *

Days Late	Due Date	Type	M	Name	Phone	Desc	MT	Prd. Amt	Past Due Rent Amt	Log Call	CP	L
18	12/03/18	RTO	AR	WOOD, PAUL	(555)555-5555	ARKALINE BROWN QSO DM 2IN	N	\$8.99	\$8.99			
8	12/15/18	RTO	C	BRILEY, MATT	(555)555-5555	81" SMART LED, 128GP	N	159.99	479.97			
6	12/15/18	RTO	C	BRILEY, MATT	(555)555-5555	40-49W BKSCREED	N	103.96	211.88			
84	9/28/18	RTO	B	REED, LIAHITA	(555)555-5555	7.1 CU.FT. CHEST	N	38.00	8.80			
87	9/25/18	RTO	B	YEAGLEY, BRIAN	(555)555-5555	15# TOUCH BOB, 1T	N	35.88	251.86			
87	9/25/18	RTO	B	YEAGLEY, BRIAN	(555)555-5555	380X ONE X 1TB	N	75.88	558.86			
14	12/07/18	RTO	A	ABLES, DEBBIE	(555)555-5555	FULL SIZE DRYER	N	15.99	31.98			
18	12/03/18	RTO		ALEJO, JOHN	(555)555-5555	FULL SIZE DRYER	N	99.99	99.99			
21	11/09/18	RTO		BLUNT, JOHN	(555)555-5555	50" 4K SMART TV	N	108.99	108.99			
24	11/27/18	RTO		GIBSON, TERRY	(555)555-5555	RECLINING SOFA/LOVE	N	179.99	179.99			

Showing 1 to 10 of 238 entries

ACCOUNT HISTORY

Commitment: PROMISE TO PAY \$179.34 by 12/21/18 05:30pm On:12/21/18
 Last Contact: 12/21/18 17:52:11 PROMISE TO PAY \$179.34 by 12/21/18 05:30pm

# Times Past Due	% On Time	---Days---	Term
1 - 5 : 7 - 14 : 15 +	58.6	Free : Ext	M
11 : 1 : 0		0 : 18	

CUSTOMER DETAILS

---Calls---	---Commits---
Today/WTD	Broken/Total
1 : 1	5 : 11

Address
 324 W INDEPENDCE BL
 ANYTOWN, T. PAUL

REFRESH SEND TO MOBILE MAIN MENU

Print Collections Pick-Up Receipts

Pick-Up receipts may be printed through the On-Screen collections application. Specific customer agreements may be selected from the collections **Call List**.

Pick-Up Receipts can be printed:

- Immediately one at a time as needed
- In a large group ("Batch" mode)

Please Note: To begin a Collections Call/Work list will need to be created. Additional detailed steps for generating a Collections Call/Work List are provided in **On-Screen Collections** under **Create a Collections Call List**.

The customer's rental agreements are listed individually one agreement per line. To print a *Pick-Up Receipt*, click on the **Printer** icon in the *C/P Column* on the agreement line you wish to select.

Days Late	Due Date	Type	M	Name	Phone	Desc	W	Print Amt.	Post Due Rent Amt.	Log Call	C/P	L
314	6/23/17	RTO		ANDERSON, JENNIFER	(555)555-5555	QUEEN SIZE MATTRESS	N	150.00	449.00			
332	12/02/17	RTO		ALEJO, JOHN	(555)555-5555	FULL SIZE WASHER	N	99.98	1199.76			
206	2/26/18	RTO		ARREOLA, JOSE	(555)555-5555	KITTEE PLUSH MICRO WTRIM	N	24.99	974.01			
135	6/17/18	RTO		SINGER, PEGGY	(555)555-5555	COCOA RECLINING	N	159.99	799.95			
120	6/17/18	RTO		WILLIS, JASON <small>COOPER, BRUNA</small>	(555)555-5555	13.6" 8GB/1TB	N	50.00	500.00			
134	6/18/18	RTO		BAGSHAW, KATRINA	(555)555-5555	48"SMART TV	N	14.99	299.00			
133	6/18/18	RTO		ANGUANO, ADRIANA	(555)555-5555	BEDROOM SET	N	32.49	33.30			
133	6/18/18	RTO		MELTON, CHRISTEN	(555)555-5555	8MM CAMERA	N	29.99	299.00			
133	6/18/18	RTO		PANTOJA, DANIELA	(555)555-5555	2730 W. BLUETOOTH, D	N	59.99	599.00			
133	6/18/18	RTO		POLLARD, COURTNE	(555)555-5555	954 1TB HDD PRO	N	39.99	399.00			

There are two options available for printing the Pick-Up receipt:

- **2 - Pick Up Receipt:** Will set the Pick-Up receipt to print immediately to the printer
- **3 - Set Pick Up Receipt Batch Flag:** Will add the Pick-Up receipt to the print batch to be printed later

Both options will be shown in this document.

Select option **2** or **3** and then click **OK** to continue.

ACTION TO TAKE

Select Option to Print or Set Pick Up Receipt Batch Flag: 1 - Chase Card

On Chase Card, Print Single Agreement:

OK **CANCEL**

Option 2 for Individual Pick-Up Receipts

To print the Pick-Up Receipt, choose option **2 - Pick Up Receipt** (for immediate Printing). Click **OK** and The Pick-Up receipt will print for the rental agreement that was selected from the call list.

ACTION TO TAKE

Select Option to Print or Set Pick Up Receipt Batch Flag: 2 - Pick Up Receipt ▼

On Chase Card, Print Single Agreement: Y - Single Agreement ▼

OK
 CANCEL

The following information is provided:

- Customer name and address
- Agreement number, unit Stock, Serial, and Model numbers, and Description
- Total Amount Due
- Number of Days Past Due
- Signature lines

PICK-UP RECEIPT

Today's Date: 10/31/18

Store 1 cynergi training	BAGSHAW, KATRINA
ANYTOWN, TX	3705 S 2025 W
(555) 555-5555	ANYTOWN, TX 55555
	(555) 555-5555
	Route: 2

Status: Return/Service/Switch-Out

Agreement #: 343646

Stock	Serial #	Model #	Description
00637234	-5007921-A	TSSONKDL48W650D	48*SMART TV

Last Due Date: 6/18/18

Total Amount Due: \$359.58

Days Past Due: 135

Customer Signature: _____

Associate Signature: _____

Processed in System by: _____

Option 3 for Batch Printing Pick-Up Receipts

To select an agreement for “Batch Printing” a *Pick-Up Receipt*, click on the **Printer** icon in the *C/P Column* on the agreement line you wish to select.

Days Late	Due Date	Type	M	Name	Phone	Desc	Nr.	Print Amt.	Past Due Rent Amt.	Log Call	C/P	L
514	6/03/17	RTD		ANDERSON, JENNIFER	(555)555-5555	QUEEN SIZE MATTRESS	N	150.00	449.00			
332	12/02/17	RTD		ALEJO, JOHN	(555)555-5555	FULL SIZE WASHER	N	99.00	1199.76			
288	2/06/18	RTD		ARREGOLA, JOSE	(555)555-5555	ATLEE PLUSH MICRO W/TRIM	N	24.99	974.61			
133	6/17/18	RTD		SINGER, PEGGY	(555)555-5555	COCOA RECLINING	N	159.99	799.95			
135	6/17/18	RTD		WILLIS, JASON COCOA, BRANA	(555)555-5555	15.6" 8GB/1TB	N	50.00	500.00			
134	6/18/18	RTD		BAGSHAW, KATRINA	(555)555-5555	48" SMART TV	N	14.99	299.80			
133	6/18/18	RTD		ANGUANO, ADRIANA	(555)555-5555	BEDROOM SET	N	32.49	33.30			
133	6/18/18	RTD		MELTON, CHRISTEN	(555)555-5555	8MM CAMERA	N	29.98	299.00			
133	6/18/18	RTD		PANTOJA, DANIELA	(555)555-5555	2750 W, BLUETOOTH, DJ	N	59.00	599.00			
133	6/18/18	RTD		POLLARD, COURTNE	(555)555-5555	PS4 1TB HDD PRO	N	39.00	399.00			

Choose option **3 - Set Pick Up Receipt Batch Flag**.

Click **OK** to continue.

ACTION TO TAKE

Select Option to Print or Set Pick Up Receipt Batch Flag: 3 - Set Pick Up Receipt Batch Flag ▼

On Chase Card, Print Single Agreement: Y - Single Agreement ▼

OK
 CANCEL

The line selected will now have a “P” next to the name to show it has been selected for printing a Pick-Up receipt.

Days Late	Due Date	Type	M	Name	Phone	Desc	Nr.	Print Amt.	Past Due Rent Amt.	Log Call	C/P	L
515	6/03/17	RTD		ANDERSON, JENNIFER	(555)555-5555	QUEEN SIZE MATTRESS	N	150.00	449.00			
333	12/02/17	RTD		ALEJO, JOHN	(555)555-5555	FULL SIZE WASHER	N	99.00	1199.76			
287	2/06/18	RTD		ARREGOLA, JOSE	(555)555-5555	ATLEE PLUSH MICRO W/TRIM	N	24.99	974.61			
136	6/17/18	RTD		SINGER, PEGGY	(555)555-5555	COCOA RECLINING	N	159.99	799.95			
136	6/17/18	RTD		WILLIS, JASON COCOA, BRANA	(555)555-5555	15.6" 8GB/1TB	N	50.00	500.00			
135	6/18/18	RTD		P BAGSHAW, KATRINA	(555)555-5555	48" SMART TV	N	14.99	299.80			
134	6/18/18	RTD		ANGUANO, ADRIANA	(555)555-5555	BEDROOM SET	N	32.49	33.30			
134	6/18/18	RTD		MELTON, CHRISTEN	(555)555-5555	8MM CAMERA	N	29.98	299.00			
134	6/18/18	RTD		PANTOJA, DANIELA	(555)555-5555	2750 W, BLUETOOTH, DJ	N	59.00	599.00			
134	6/18/18	RTD		POLLARD, COURTNE	(555)555-5555	PS4 1TB HDD PRO	N	39.00	399.00			

Repeat the same steps to select additional agreements for “Batch Printing” *Pick-Up* receipts.
 When selections are completed, click the **MAIN MENU** button to leave this screen and begin the batch printing process.

ACCOUNT MANAGEMENT

Store: 1 Acct Mgr: 0 Due Dates: 0 thru 10/31/18 Commit Dates: 0 thru 0

* FIRST RESULTS GROUP *

Days Late	Due Date	Type	W	Name	Phone	Item	QTY	Desc	Nr	Prnt Amt	Past Due Rent Amt	Log Call	C/P	L
515	6/23/17	RTD		ANDERSON, JENNIFER	(355)555-5555	R	1	QUEEN SIZE MATTRESS	N	150.00	448.00			
333	12/02/17	RTD	P	ALEJO, JOHN	(355)555-5555	R		FULL SIZE WASHER	N	99.98	1189.76			
207	2/06/18	RTD	P	ARREOLA, JOSE	(355)555-5555	R	1	ATLEE PLUSH MICRO W/TRIM	N	24.99	974.81			
138	6/17/18	RTD		SINGER, PEGGY	(355)555-5555	R		COCCA RECLINING	N	158.99	798.95			
136	6/17/18	RTD		WILLIS, JASON <small>COOPER BRAMA</small>	(355)555-5555	R	*	15.6" QSB/1TB	N	50.00	500.00			
135	6/18/18	RTD	P	BAGSHAW, KATRINA	(555)555-5555	R		48" SMART TV	N	14.99	299.80			
134	6/19/18	RTD		ANGUANO, ADRIANA	(355)555-5555			BEDROOM SET	N	32.49	33.30			
134	6/19/18	RTD		MELTON, CHRISTEN	(355)555-5555			8MM CAMERA	N	29.98	299.80			
154	6/19/18	RTD	P	PANTOJA, DANIELA	(355)555-5555	R	*	2750 W. BLUETOOTH DJ	N	59.98	599.80			
134	6/19/18	RTD		POLLARD, COURTNEE	(355)555-5555	R		P54 1TB HDD PRO	N	39.98	399.80			

Showing 1 to 10 of 228 entries 1 2 3 4 5 Next Last

ACCOUNT HISTORY:

Commitment: OUT CLUST PROM TO PAY \$117.80 by 2/23/18 06:30pm
 Last Contact: 2/23/18 16:40:51 FULFILLED commitment for: 2/23/18 entered on: 2/23/18

# Times Past Due	% On	Days	Free	Est	Term
1 - 5 7 - 14 15 +	Time				
2 0 0	66.7	0	12		M

CUSTOMER DETAILS:

—Calls— —Commits—
 Today/WTD Broken/Total
 0 0 9 14

Address
 951 BRINKER
 ANYTOWN, TX, JOHN

REFRESH SEND TO WORK **MAIN MENU**

Printing the Preselected Batch Pick-Up Receipts

To print the Pick-Up receipt “Batch” click the Collections icon.

cynergi suite™

TICKETS: CLIENT ID: 03 EMPLOYEE: 000008 LOCATION: Store 1 cynergi training - 1 10/30/2018 11:30:54

Jump To:

- Inventory Control
- Receipts
- Miscellaneous Routines
- Inquiries
- End-of-Day Process
- Generate Reports
- Collections
- Timekeeping
- Time Clock
- AR SALE

cynergi suite by High Touch

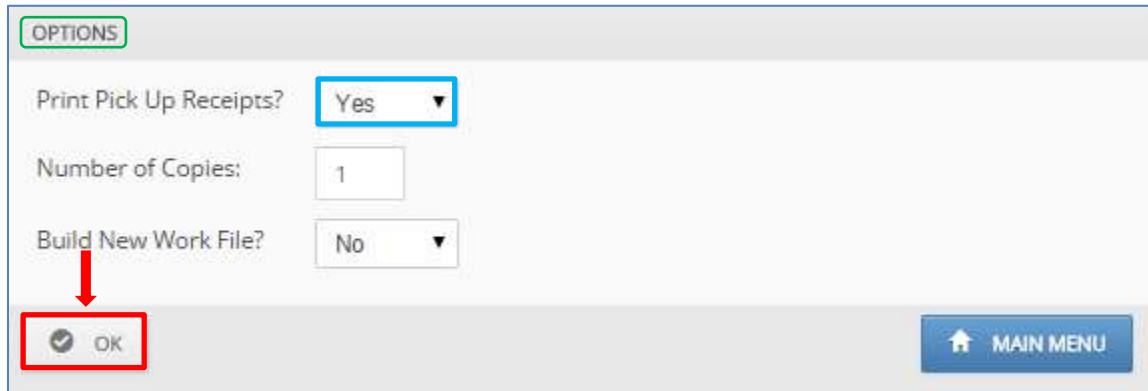
Dashboard New Agreements Rental System

Collections Call to Get Logout

From the Options screen, set the following options:

- Print Pick-up Receipts: Change the setting from No to **Yes**
- Number of Copies: Leave set to **1**
- Build New Work File: Leave set to **No**

Click **OK** to continue.



OPTIONS

Print Pick Up Receipts? Yes ▾

Number of Copies: 1

Build New Work File? No ▾

OK

MAIN MENU

The entire batch of Pick-Up receipts will print to the printer.

Change Customer Route

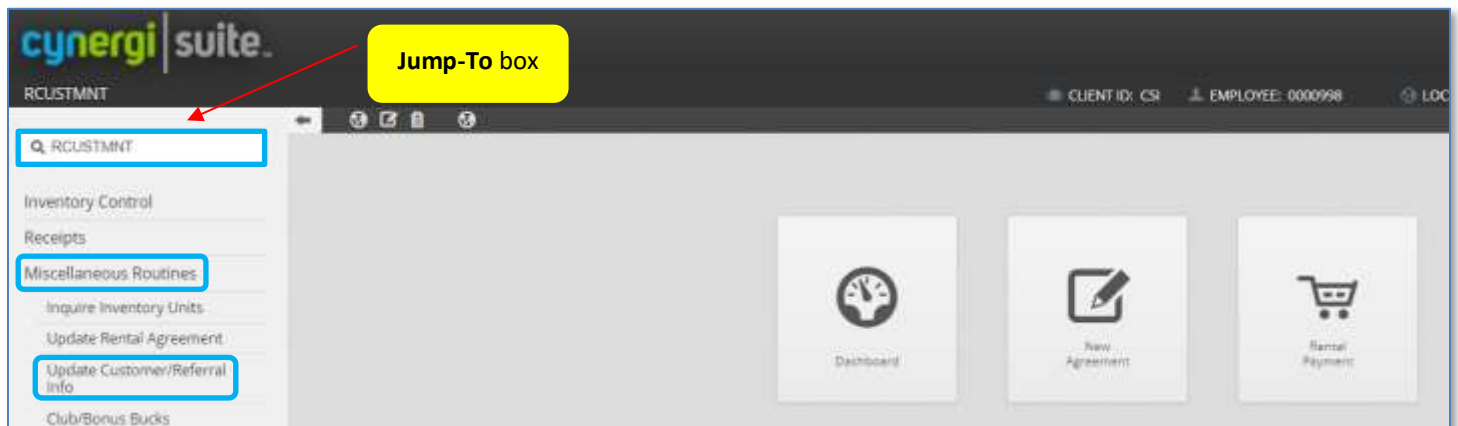
In cynergi|suite, the “Route” assignment known as “Acct. Mgr.” is held in two places.

- 1) **Rental Agreement** – To move a customer from one route to another requires the rental agreement to be assigned with the new route.
- 2) **Customer “Default”** – The Customer record contains a route assignment that is used as the default when new agreements are created.

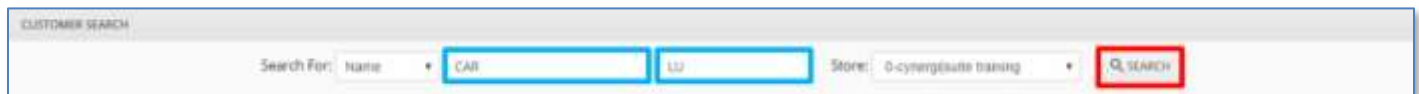
Change Default Route on Customer Record

Moving a customer from one route to another can be done in one step by changing the default route on the customer record. When changing the customer’s default route, all of their active rental agreements will be updated with the new route. There is no need to update the rental agreements separately. This will ensure any future rental agreements created for the customer will be assigned the same “Default” Route (Acct. Mgr.). In-active rental agreements are not automatically updated with the new route.

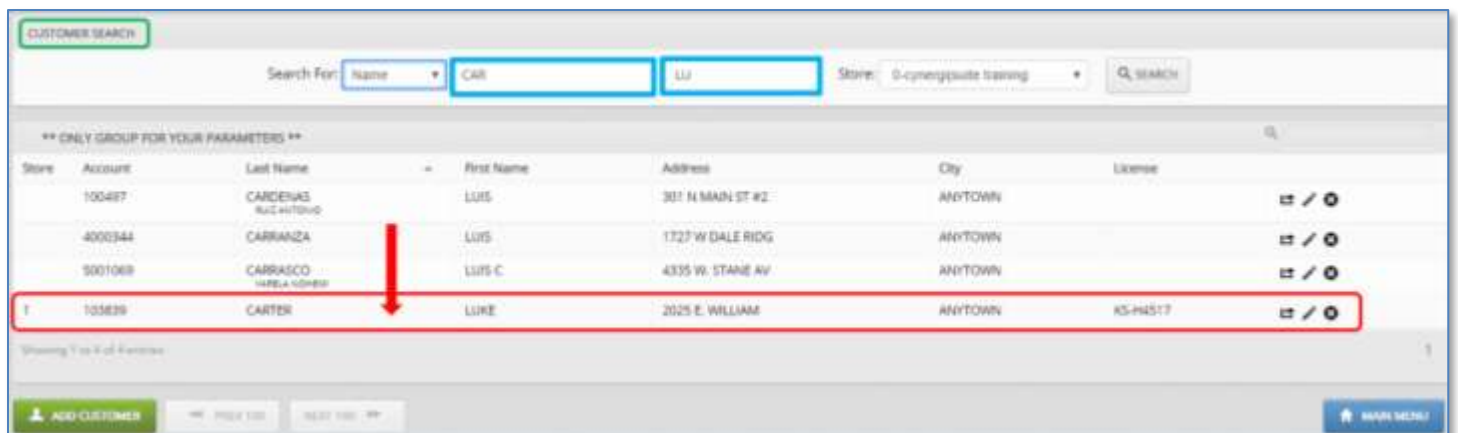
To update the customer record, select **Miscellaneous Routines** then **Update Customer/Referral Info** from the menu, or enter **RCUSTMNT** in the **Jump-To** box and press the **TAB** or **ENTER** key.



Enter the customer’s name into the *Customer Search* and click the **SEARCH** button to continue.



Select the customer from the search results by clicking anywhere on the customer information line.



The customer information screen will open. Move to the Acct. Mgr field in the lower left section of the screen and select the new “Default” Route. Click **SAVE** to complete the update.

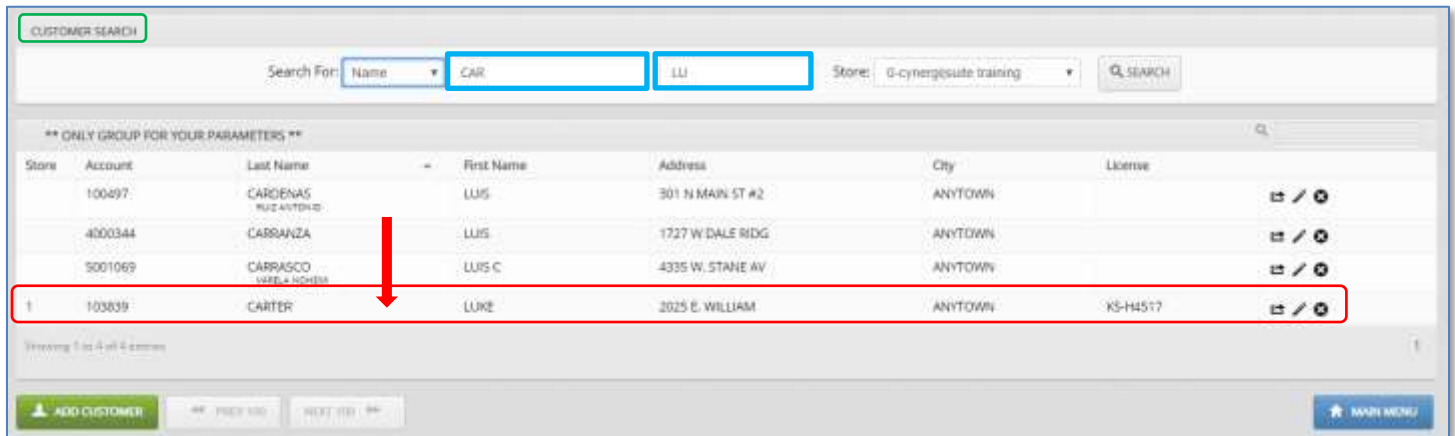
Change Routes on a Rental Agreement

If you need to change the route assignment on a particular rental agreement independent of the customer, select **Miscellaneous Routines** then **Update Rental Agreement** from the menu, or enter **RTOCSMNT** in the **Jump-To** box and press the **TAB** or **ENTER** key.

The **Printer or File Pathname** will display. The correct printer name should be the default. However, if it is not, enter the correct printer name. Click **OK** to continue.

Enter the customer’s name into the *Customer Search* and click the **SEARCH** button to continue.

Select the customer from the search results by clicking anywhere on the customer information line.



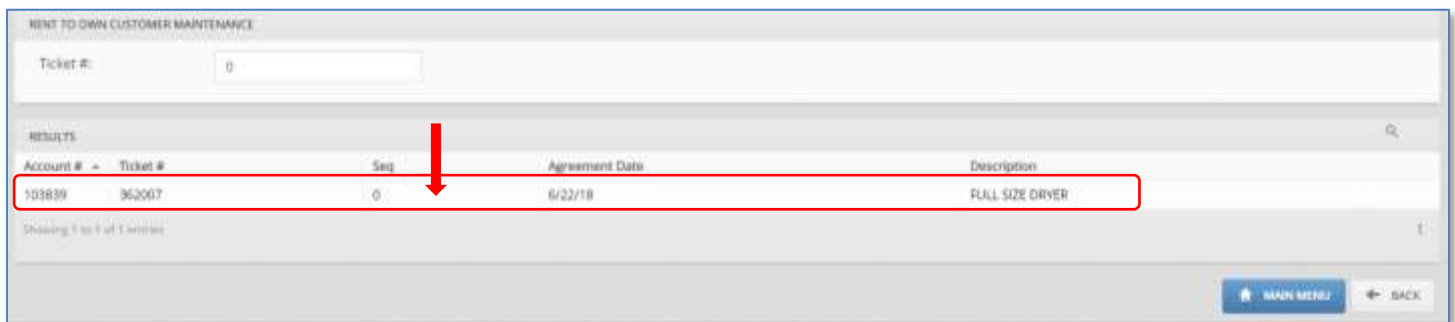
There are two options available to select the customer’s rental agreements:

- If the Agreement/Ticket number is known, it can be entered in the **Ticket #** field.
- If the Agreement/Ticket number is not known, click **BY TICKET** to access all of the customer’s Agreements/Tickets.

*Please Note: Selecting **BY TICKET** is recommended.*



When selecting **BY TICKET**, the customer’s active rental agreements will be shown. Select the agreement by clicking on the agreement information line.



The *Rent to Own Agreement Details* screen will open. To change the assigned route, click on the **Account Manager** field and enter the new route number, or display the pick list of available routes by clicking on the three lines next to the field.

RENT TO OWN CUSTOMER MAINTENANCE

Last Name: CARTER First Name: LUKE Account: 103839 Ticket: 362007

RENT TO OWN AGREEMENT DETAILS

Salesmen: 1017 Agreement #: Account Manager: 1

Agreement Date: 6/22/18 Store: 1 Rules:

Source: WI Customer Type: R Tax Group: TXT

Agreement Type: X Agmt Length: 91

Payment Terms: W

Recurring Payment: No Allow Recurring Payment: Yes

BOR Items: Times Late: 0

Ticket Status: Deposit Amt: 0.00

SAVE BACK MAIN MENU

If using the **Account Manager** pick list, select the new route by clicking anywhere on the line.

SELECT ACCOUNT MANAGER

Name	Number
ROUTE 1	1
ROUTE 2	2
ROUTE 3	3

BACK

The new route will be shown in the **Account Manager** field.

Click **SAVE** to continue.

RENT TO OWN CUSTOMER MAINTENANCE

Last Name: CARTER First Name: LUKE Account: 103839 Ticket: 362007

RENT TO OWN AGREEMENT DETAILS

Salesmen: 1017 Agreement #: Account Manager: 2

Agreement Date: 6/22/18 Store: 1 Rules:

Source: WI Customer Type: R Tax Group: TXT

Agreement Type: X Agmt Length: 91

Payment Terms: W

Recurring Payment: No Allow Recurring Payment: Yes

BOR Items: Times Late: 0

Ticket Status: Deposit Amt: 0.00

SAVE BACK MAIN MENU

The prompt will automatically move to the Pmt Amt field. However, no further changes are needed. Click **SAVE** to continue with the route reassignment.

RENT TO OWN CUSTOMER MAINTENANCE

Name: CARTER, LUKE Acct#: 103839
 Ticket#: 362007 Rate Of Pmt: 34.98
 Pmt Term/Type: W OTHER WEEKLY Rate Of ESP: 0.00
 Total Selling Price: 1136.60 Rate Of GRP: 3.50
 Next Pmt Due: 12/06/18 Rate Of Tax: 2.08
 Agreement Amt: 2,273.18 Trl Reg Due: 29.34
 Agreement Bal: 2,248.20 Balloon Pmt: 0.00

LINE EDIT

Serial #: SD756339C Pmt Amt: **NO**
 Spff: ESP Amt: Selling Price: 500.05
 Agreement Date: 6/22/18

RESULTS

Model Nbr	Item Code	Serial Nbr	Pmt Amt	Spff	ESP Amt	Date	Sell Price
ADGENSTDP19EDWW		SD756339C	10.99			6/22/18	500.05
AWAMANTW460SEM		CS0692124	13.99			6/22/18	636.55

Showing 1 of 2 of 2 results

SAVE RES-OWN ITEM ADD ITEM ← BACK

The *Print Agreement* prompt will appear.

- Click **YES** to reprint the agreement (if needed).
- Click **NO** to continue without reprinting the agreement.

ATTENTION!

Print Agreement?

YES NO

The process to reassign a route for the rental agreement is now complete.

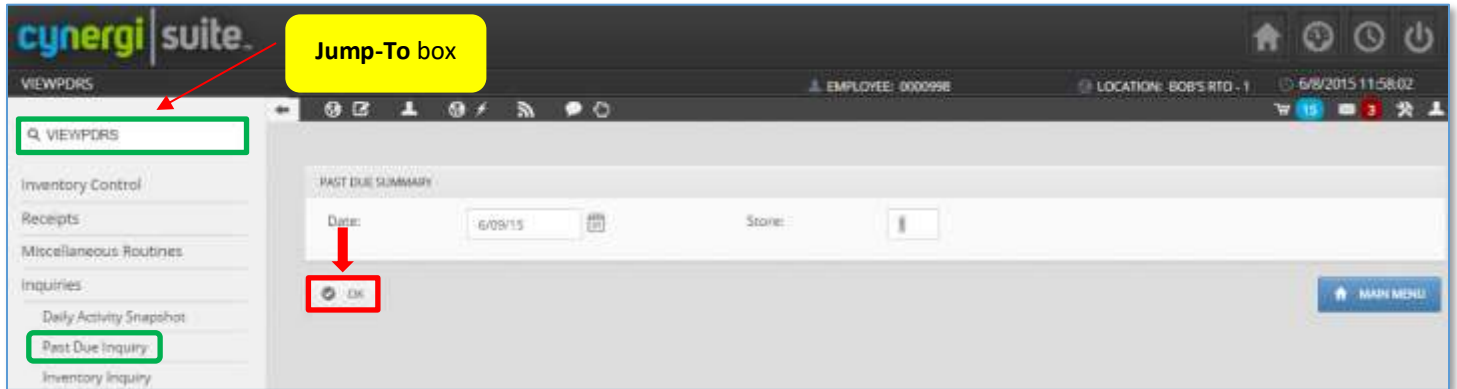
View Past Due Inquiry

The Past Due Inquiry will display the number of BOR/Rental Agreements in each past due category per route.

To view the Past Due Inquiry, type **VIEWPDRS** 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 from what is shown below.

The Store number will default to the store you are logged into and display the current business date. Press **OK**.



The *Past Due Summary* default screen displays the number of past due BOR/Agreements by Store divided by Route, then broken down by four groups of past due categories. The total number of BOR/Agreements is displayed as well as the percent past due.

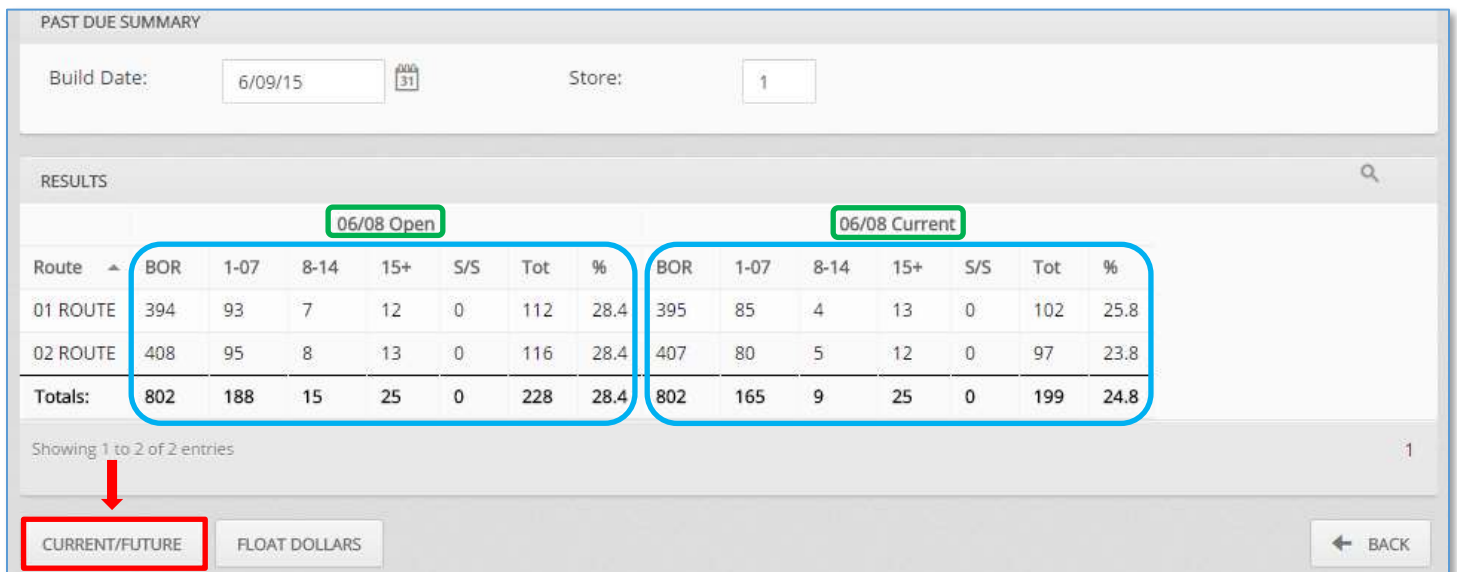
		06/08 Current						Open Tuesday 06/09/15						
Route	BOR	1-07	8-14	15+	S/S	Tot	%	BOR	1-07	8-14	15+	S/S	Tot	%

Open, Current, and Future View

The primary display is *OPEN/CURRENT*, which displays today's "Open" numbers and today's "Current" numbers.

- **OPEN:** Represents the number of past due BOR/Agreements that store opened with at the beginning of the business day.
- **CURRENT:** Represents the current number of past due BOR/Agreements at the time the inquiry was made.

Click on the **CURRENT/FUTURE** button to display "Tomorrows Open" numbers.



The primary purpose of the **CURRENT/FUTURE** view is to compare how many BOR/Agreements are currently past due compared to how many may become past due at tomorrow's opening.

To return to the previous view, click the **OPEN/CURRENT** button again to go back to the *CURRENT* view.

Float Dollars View

Another feature of the *Past Due Summary* is to "toggle" from the primary format (number of past due BOR/Agreements) to **FLOAT DOLLARS** (the Amount of past due rent).

To change the display to view the past due rent click on the **FLOAT DOLLARS** button.

PAST DUE SUMMARY

Build Date: 6/09/15 📅 31 Store: 1

RESULTS

06/08 Current							Open Tuesday 06/09/15							
Route	BOR	1-07	8-14	15+	S/S	Tot	%	BOR	1-07	8-14	15+	S/S	Tot	%
01 ROUTE	395	85	4	13	0	102	25.8	395	86	4	13	0	103	26.0
02 ROUTE	407	80	5	12	0	97	23.8	407	84	3	14	0	101	24.8
Totals:	802	165	9	25	0	199	24.8	802	170	7	27	0	204	25.4

Showing 1 to 2 of 2 entries

Buttons: OPEN/CURRENT, **FLOAT DOLLARS**, BACK

The *FLOAT DOLLARS* view will display the amount of past due rent instead of number of past due BOR/Agreements.

The Past Due Rent will be displayed per route broken down by past due categories and show the total percentages of past due rent.

Click on the **CURRENT/FUTURE** button to display *Current Float* and *Tomorrows Open Float*.

PAST DUE SUMMARY

Build Date: 6/09/15 📅 31 Store: 1

RESULTS

06/08 Open				06/08 Current				
Route	1-14	15+ Days	Total	Flt%	1-14	15+ Days	Total	Flt%
1	1046.40	1154.29	2200	5.6	911.03	1201.15	2112	5.4
2	1021.37	974.61	1995	5.4	784.71	927.75	1712	4.6
Totals:	2067.77	2128.90	4195	5.5	1695.74	2128.90	3824	5.0


Showing 1 to 2 of 2 entries

Buttons: **CURRENT/FUTURE**, COUNT, BACK

The primary purpose of the **CURRENT/FUTURE** view is to compare how many dollars of rent are currently past due to as compared to how many may become past due at tomorrow's opening.

- To return to the previous view, click on the **OPEN/CURRENT** button.
- To return to the primary default view (*OPEN/CURRENT* number of *BOR/Agreements*) click the **COUNT** button.

PAST DUE SUMMARY

Build Date:  Store:

RESULTS

	06/08 Current				Open Tuesday 06/09/15			
Route	1-14	15+ Days	Total	Flt%	1-14	15+ Days	Total	Flt%
1	911.03	1201.15	2112	5.4	1222.27	1237.22	2459	6.3
2	784.71	927.75	1712	4.6	991.00	1044.49	2035	5.4
Totals:	1695.74	2128.90	3824	5.0	2213.27	2281.71	4494	5.9


Showing 1 to 2 of 2 entries 1

Additional Information

The default is today's date. However, a future date may be entered to display the number of BOR/Agreements that may become past due from today to the future date. The **CURRENT/FUTURE** view must be used for this feature.

Below is an example: To display the number of agreements due for the remainder of the week, enter the upcoming Saturday's date.

PAST DUE SUMMARY

Date:  Store:

OK

June 2015

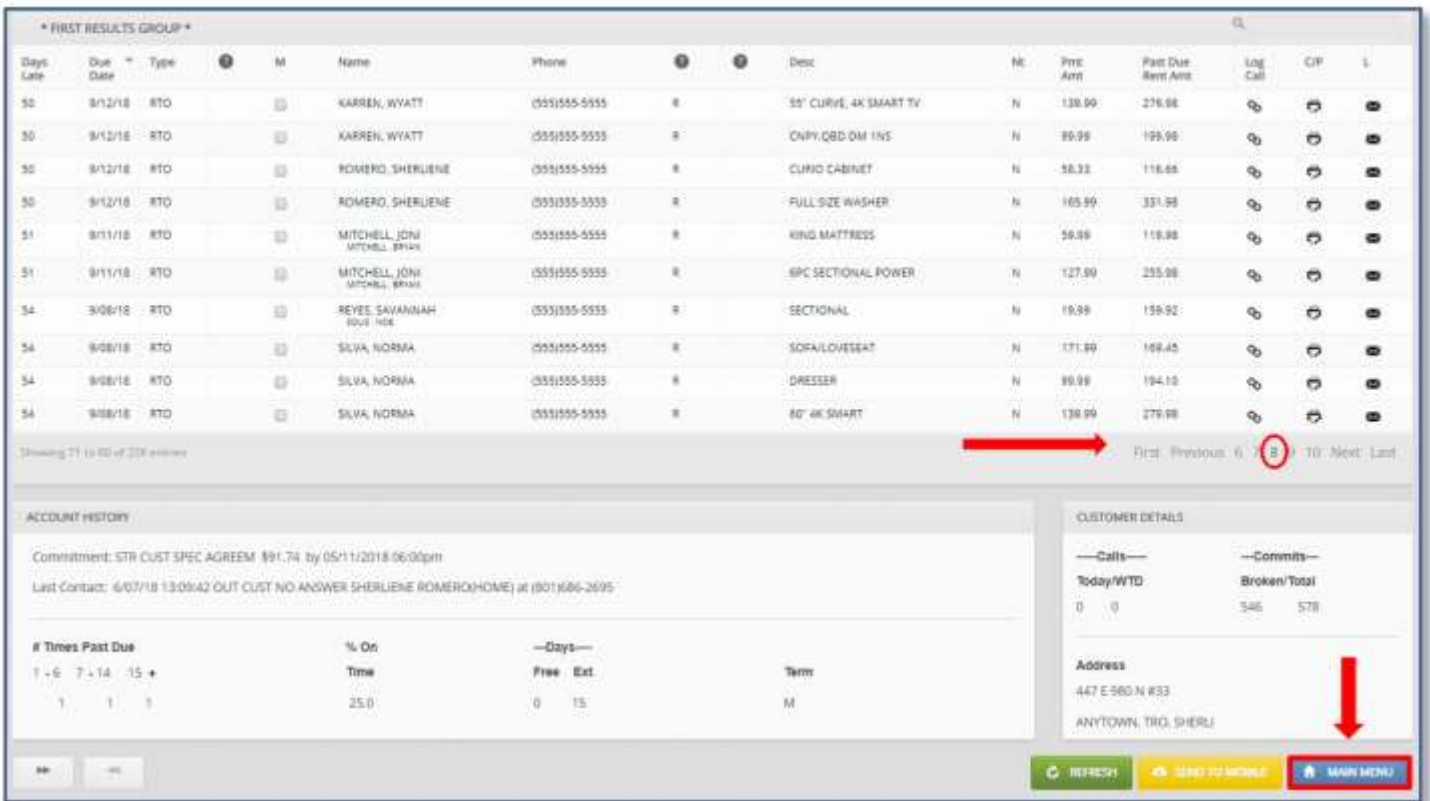
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Exit Collections Call List and Return to Same Page

It is possible to exit from the collections screen and reenter later to the same page. By exiting out of the Collections screen in one of the following three ways, you will be able to successfully go back into the Collections screen and pick back up where you left off.

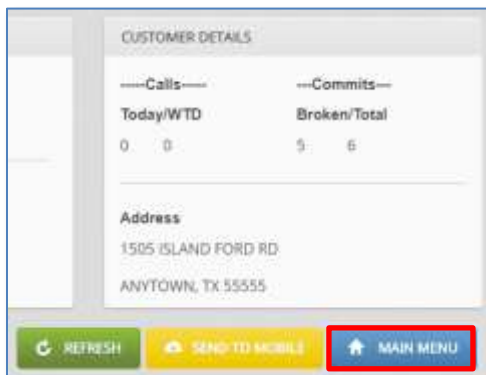
Example:

An employee is currently in the Collections screen working on page 8 (eight). If they should need to stop working and leave the collections screen, they will be able to return to page 8 (eight) by following one of the three exit methods. Click the **MAIN MENU** button, **Home** button, or **Logout** button as shown under **How to Exit the Collections Screen** (below). When the employee reenters the Collections screen (without rebuilding the work file), they will be returned to the same screen they were on when they exited.

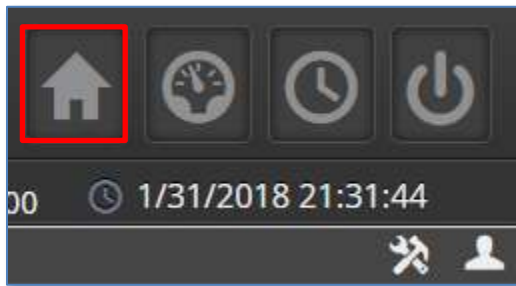


How to Exit the Collections Screen

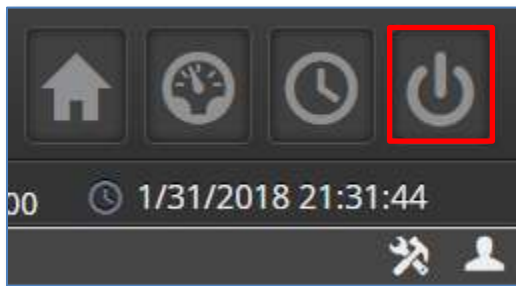
- 1) From the main Collections screen, click the **MAIN MENU** button at the bottom of the screen. **This is the preferred and recommended way to exit the screen.**



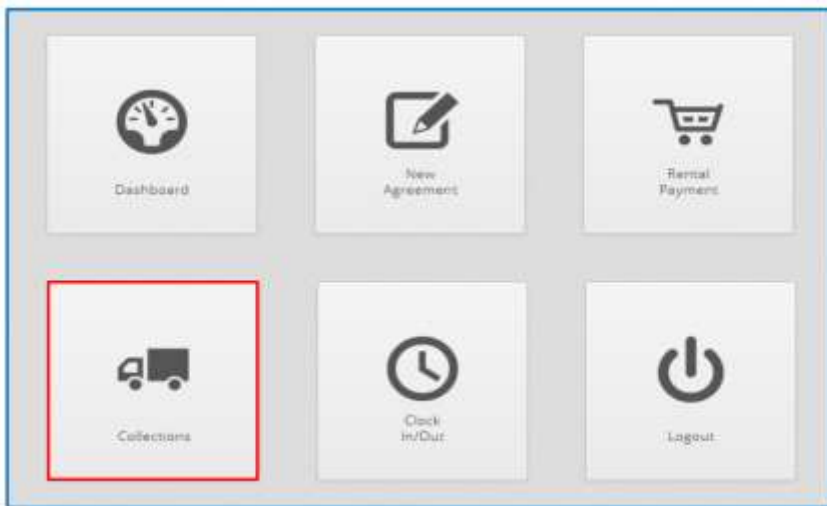
2) Click the **Home** button on the main tool bar at the top of the screen.



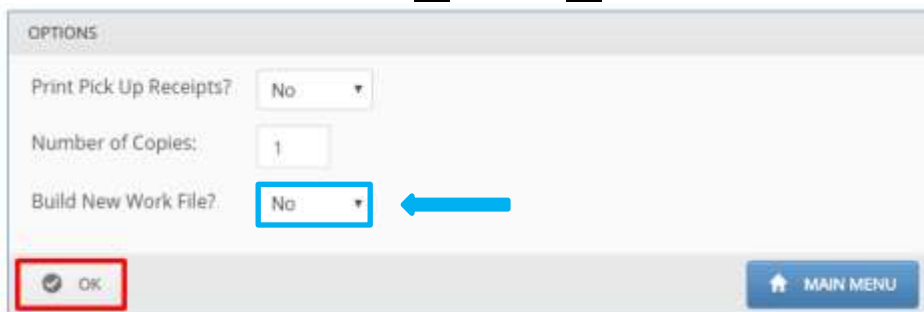
3) Click the **Logout** button on the main tool bar at the top of the screen.



The employee can reenter the Collections screen again by clicking on the **Collections** icon.



Leave **Build New Work File?** set to **No** and click **OK**.



The Collections screen will reopen to the same page they were last working before they exited. It is recommended to click the **REFRESH** button to update the screen before continuing.

* FIRST RESULTS GROUP *

Days Late	Due Date	Type	M	Name	Phone	Desc	No	Prev Amt	Past Due	Orig Amt	Log Call	C/P	L
50	8/12/18	RTD		KAREN, WYATT	(555)555-5555	55" CURVE, 4K SMART TV	N	100.00	200.00				
50	8/12/18	RTD		KAREN, WYATT	(555)555-5555	ONPYCBO-DH 145	N	99.99	199.98				
50	8/12/18	RTD		ROMERO, SHERLENE	(555)555-5555	CURIO CABINET	N	58.23	116.46				
50	8/12/18	RTD		ROMERO, SHERLENE	(555)555-5555	FULL SIZE WASHER	N	165.99	331.98				
51	8/11/18	RTD		MITCHELL, JONI	(555)555-5555	RING MATTRESS	N	59.99	119.98				
51	8/11/18	RTD		MITCHELL, JONI	(555)555-5555	6PC SECTIONAL POWER	N	127.99	255.98				
54	8/6/18	RTD		PEES, SKYANNAH	(555)555-5555	SECTIONAL	N	19.99	399.82				
54	8/6/18	RTD		SILVA, NORMA	(555)555-5555	SDFALDVESSAT	N	171.98	343.95				
54	8/6/18	RTD		SILVA, NORMA	(555)555-5555	DEESDER	N	99.99	199.98				
54	8/6/18	RTD		SILVA, NORMA	(555)555-5555	60" 4K SMART	N	135.99	271.98				

Showing 11 of 25 items

Previous | Next | List

ACCOUNT HISTORY

Commitment: STR CUST SPEC AGREEM \$91.74 by 05/11/2018 06:00pm

Last Contact: 8/17/18 1:20:42 OUT CUST NO ANSWER SHERLENE ROMERO(HOME) at 881988-2955

Times Past Due: 1 - 5 7 - 10 15 +

% On Time: 25.0

---Days--- Free Est Term: 0 15 M

CUSTOMER DETAILS

---Calls--- Today/WTD: 0 0

---Commts--- Broken/Total: 546 576

Address: 417 E USCN #23 ANTONIO, TX, SHERLENE

REFRESH | PRINT LIST | MAIN MENU