cynergi | suite™

Store Manual

HIGHTOUCH TECHNOLOGIES
110 South Main Street Suite 600
Wichita, KS 67202
Phone 800.326.6059

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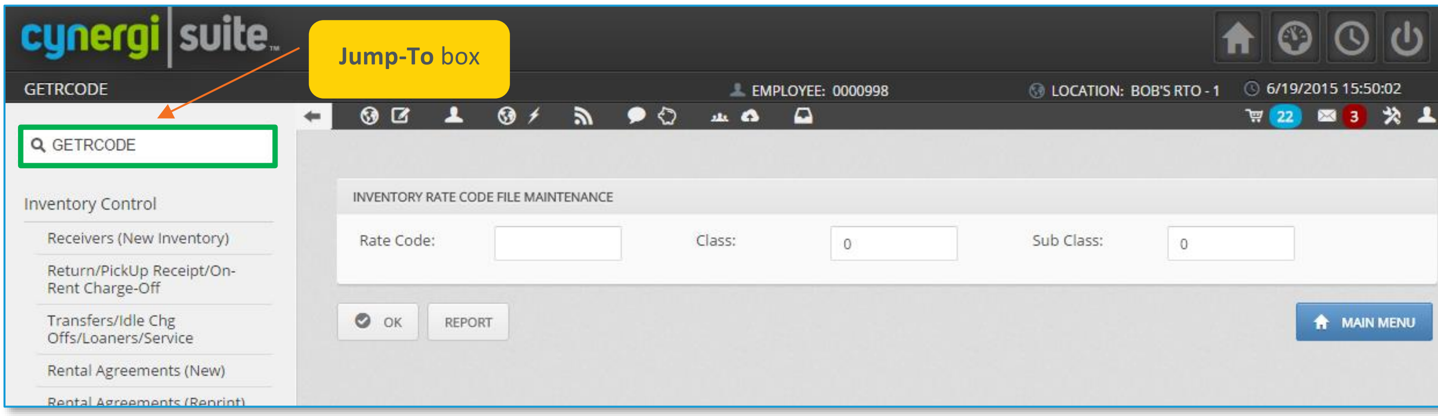
Chapter 16: Home Office and Setup

Add a Rate Code

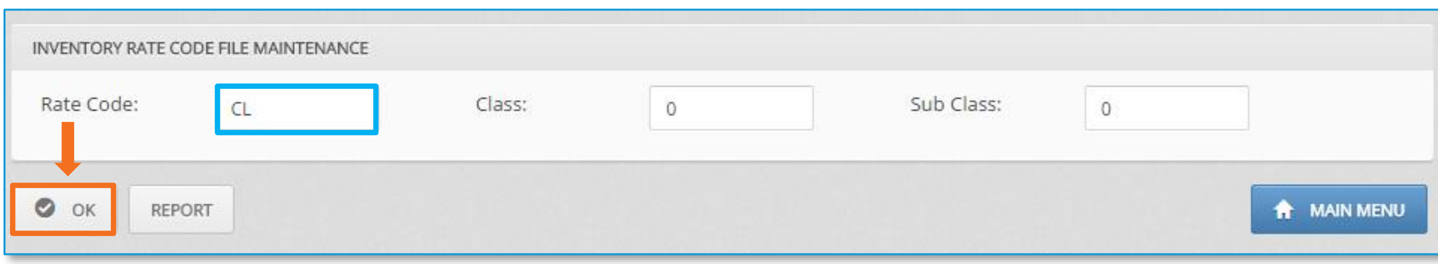
If your company is using Rate Code pricing, then this is the process of adding a new Rate Code. A Rate is needed while creating Model Numbers. There are two steps required to add a Rate Code.

Step 1: GETRCODE

To begin, type **GETRCODE** into the ***Jump-To*** box and press the **TAB** or **ENTER** key.

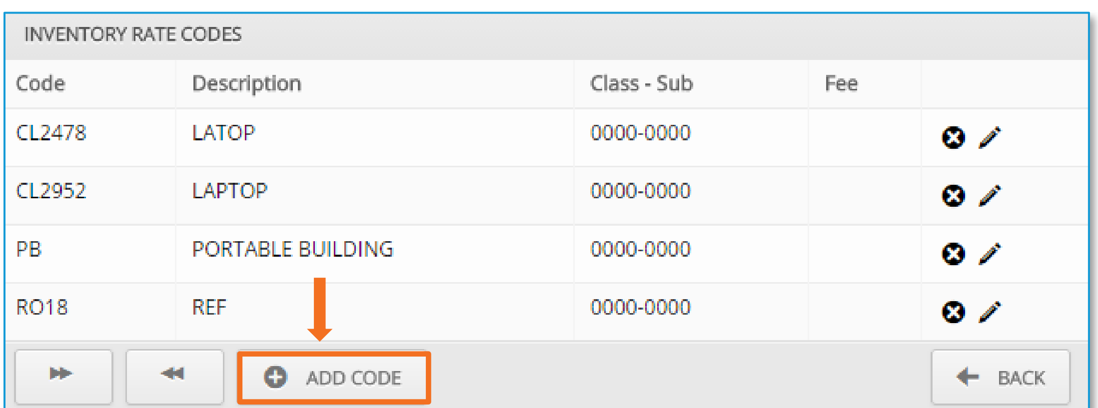


Enter the first few characters of the new Rate Code in the Rate Code field and click **OK**.



The ***INVENTORY RATE CODES*** list will display.

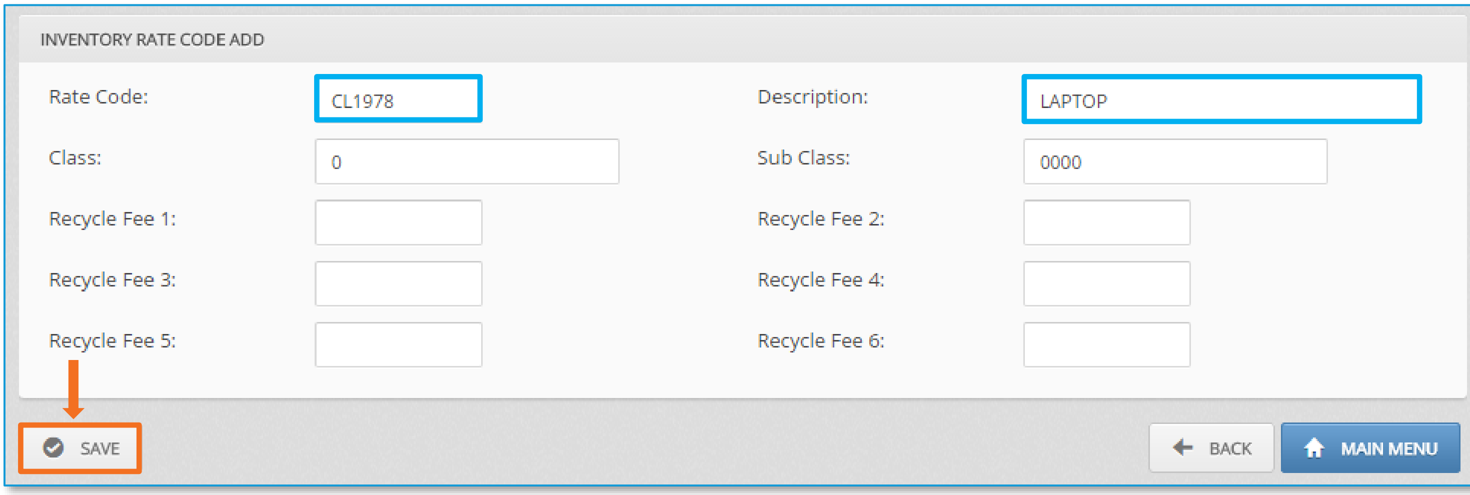
Click the **ADD CODE** button.



To Add:

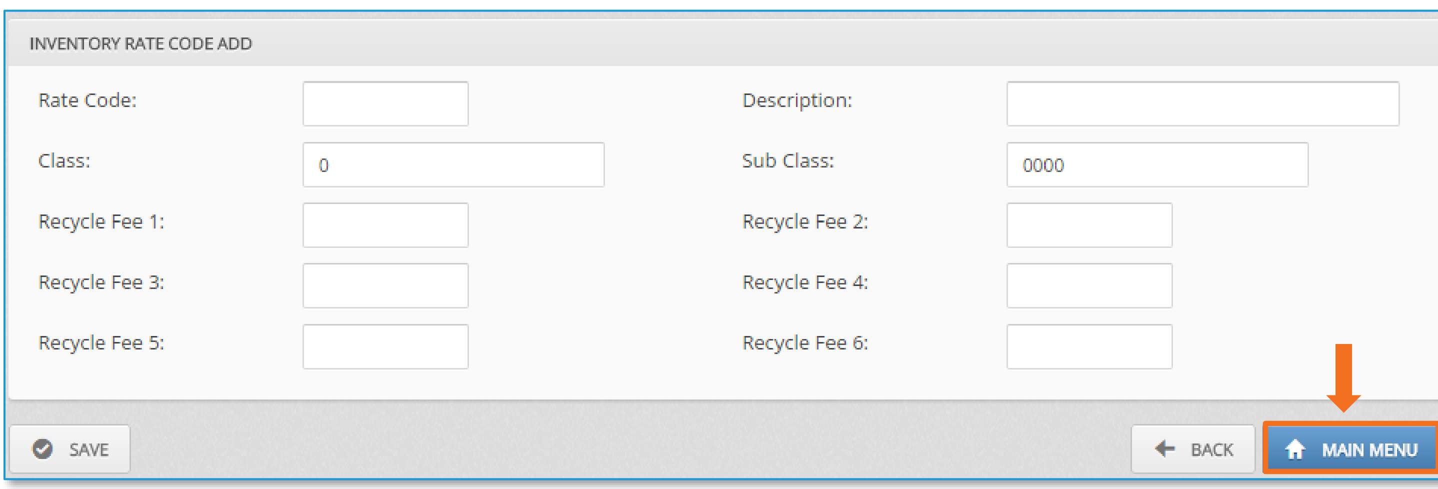
- Enter the new Code in the Rate Code field. (6 Character spaces available)
- Enter the Rate Code Description in the Description field. (25 Character spaces available)
- If using Recycle Fees they can be entered in the Recycle Fee 1 through 6 fields.

Click **SAVE** to continue.



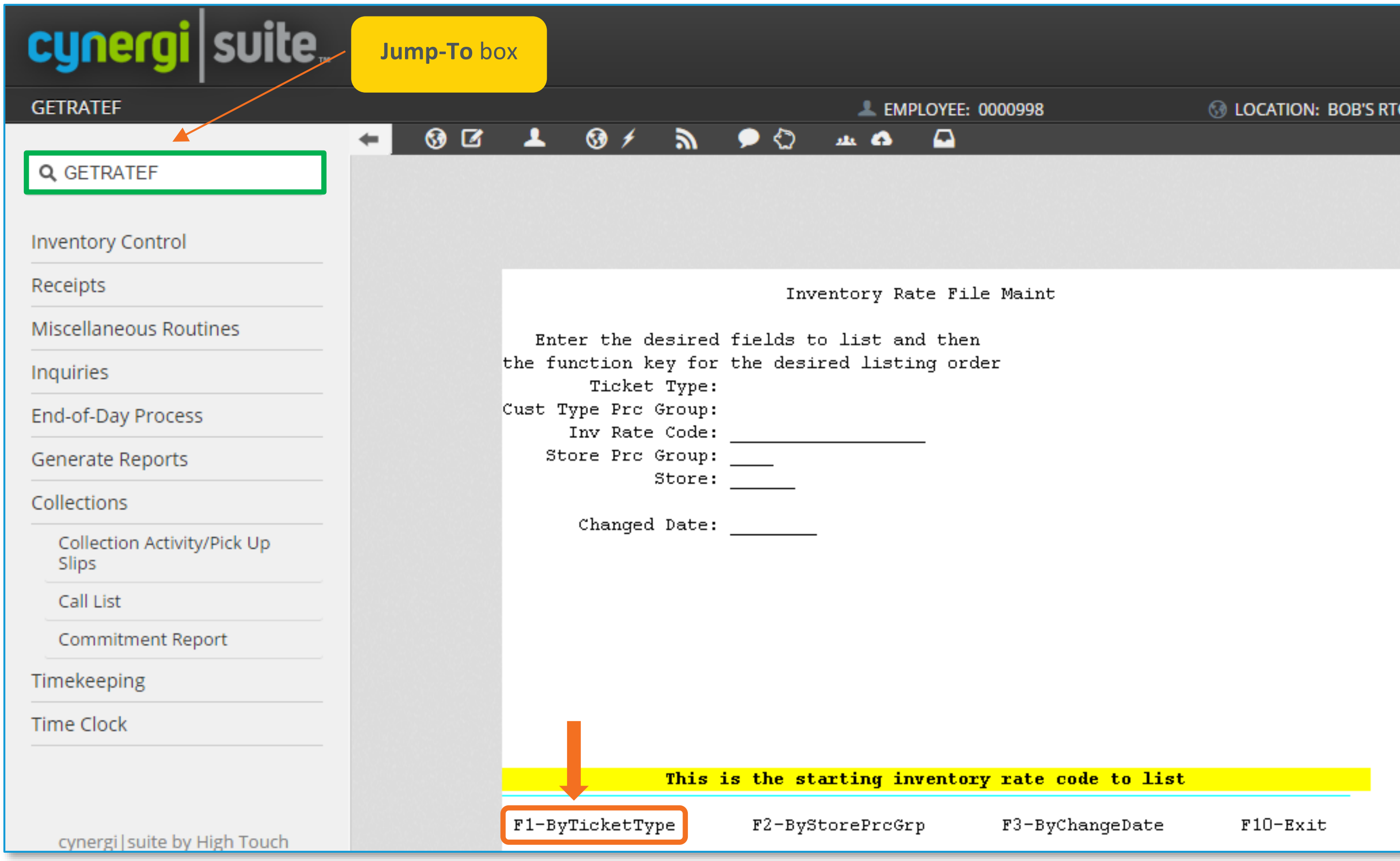
Step 1 is complete.

Click the **MAIN MENU** button.

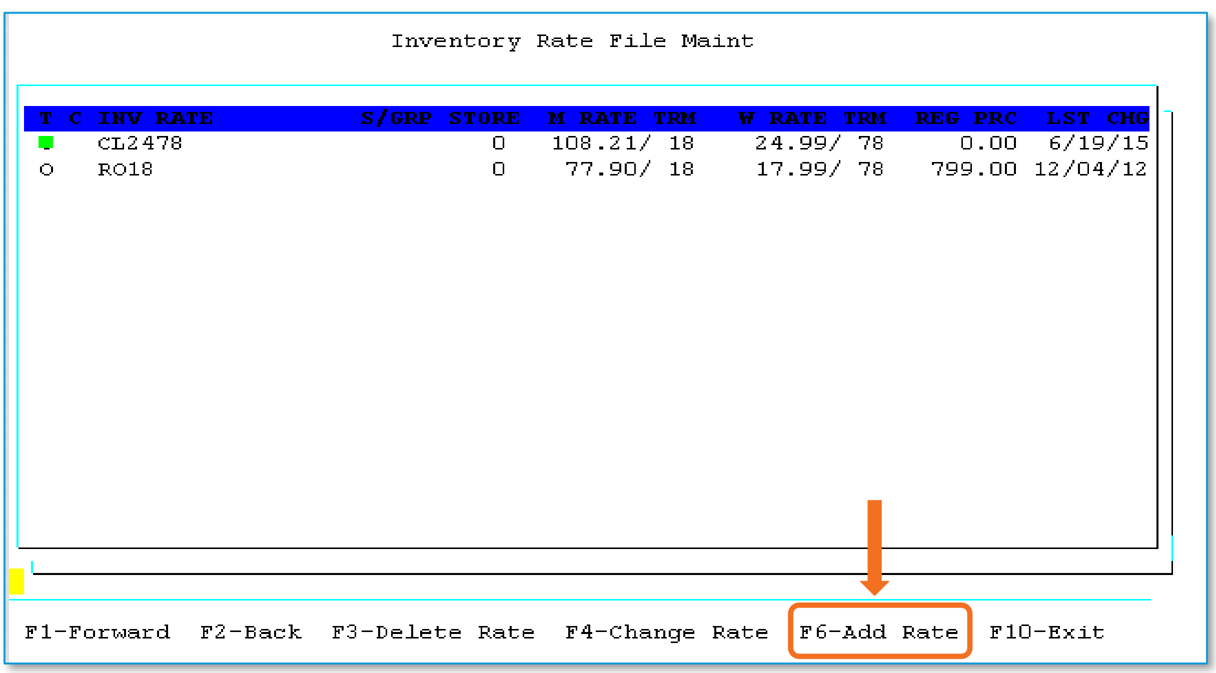


Step 2: GETRATEF

To begin, type **GETRATEF** into the ***Jump-To*** box and press the **TAB** or **ENTER** key. Press **F1**.



Press **F6** to add the new Rate Code.



Press **TAB** or **ENTER** to move through the required fields.

- **Inv Rate Code**: Enter the new Rate Code
- **Weekly Rate**: Enter the Weekly Rate
- **Weekly Term**: Enter the Weekly Term

After entering the weekly term, the monthly rate and term will automatically populate.

- **Monthly Rate**: Will be calculated from the weekly rate and term (may be overridden if needed)
- **Monthly Term**: Will be calculated from weekly term
- **Regular Price**: Enter the Regular Price (Cash Price or FMV)

Press **TAB**, **ENTER**, or **F9** to save.

```
                           Inventory Rate File Add


        Ticket Type:
Cust Type Prc Group:
     Inv Rate Code: CL1978
    Store Prc Group:
              Store: 0

       Weekly Rate: 19.99
       Weekly Term: 78

      Monthly Rate: 89.99
      Monthly Term: 18

     Regular Price: 779.99

      Changed Date:



                           This is the Regular Price

 F8-Prev                                                              F10-Exit
```

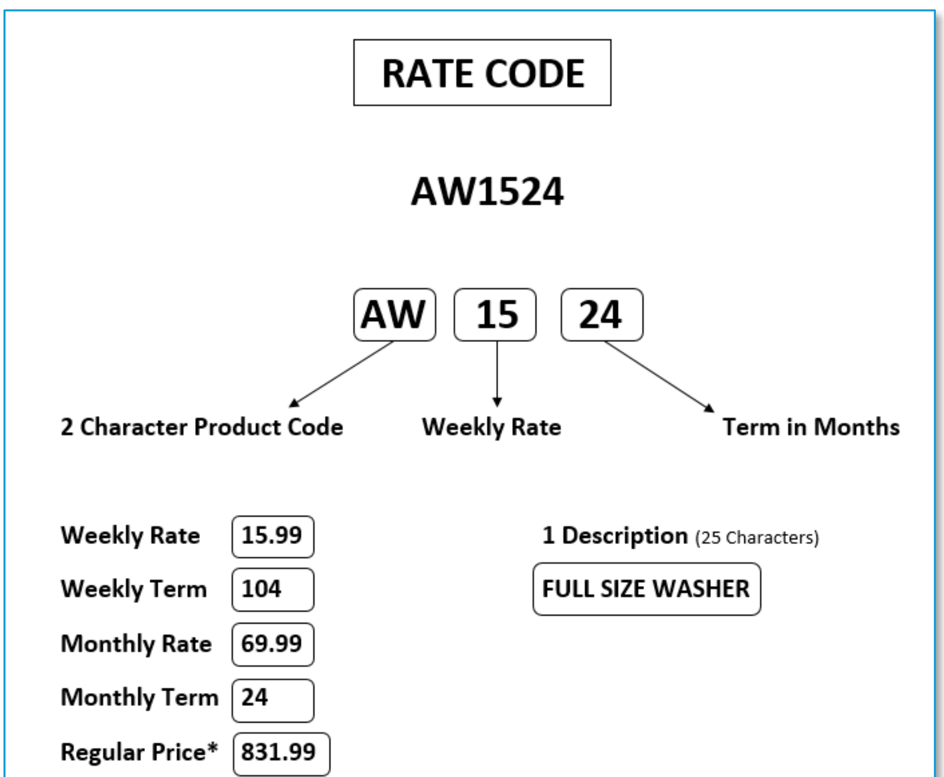
Press **F8** to add another Rate Code or press **F10** to exit.

```
                           Inventory Rate File Add


        Ticket Type:
Cust Type Prc Group:
      Inv Rate Code:
    Store Prc Group:
              Store: 0

        Weekly Rate: .00
        Weekly Term: 0

       Monthly Rate: .00
       Monthly Term: 0

      Regular Price: .00

       Changed Date:


                            0) Rent To Own   R) RTR

F8-Prev                                                                  F10-Exit
```

Additional Rate Code Information

The Rate Code is a Code that is used to provide the *Rental Rates*, *Terms*, and *Cash Price* (*Fair Market Value)* to the cynergi|suite *Model Number*.

This is one example of how a Rate Code for a Washing Machine could be set up using the 2-character product code, followed by the weekly rate, and then the term in months. However a Rate "Code" can consist of any variation of letters and or numbers.



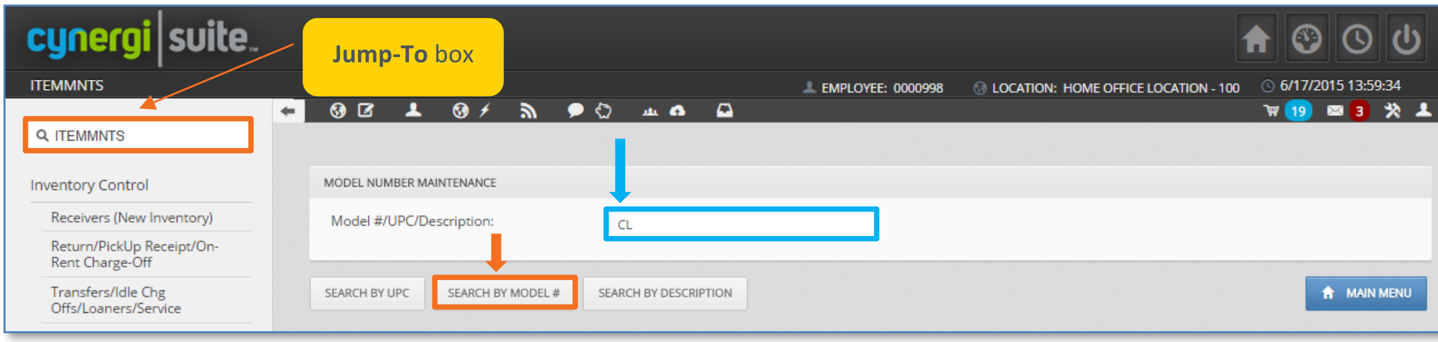
Add a Model Number

To add a new Model Number, type **ITEMMNTS** into the ***Jump-To*** box and press the **TAB** or **ENTER** key. You may also select it from your company's cynergi|suite menu.

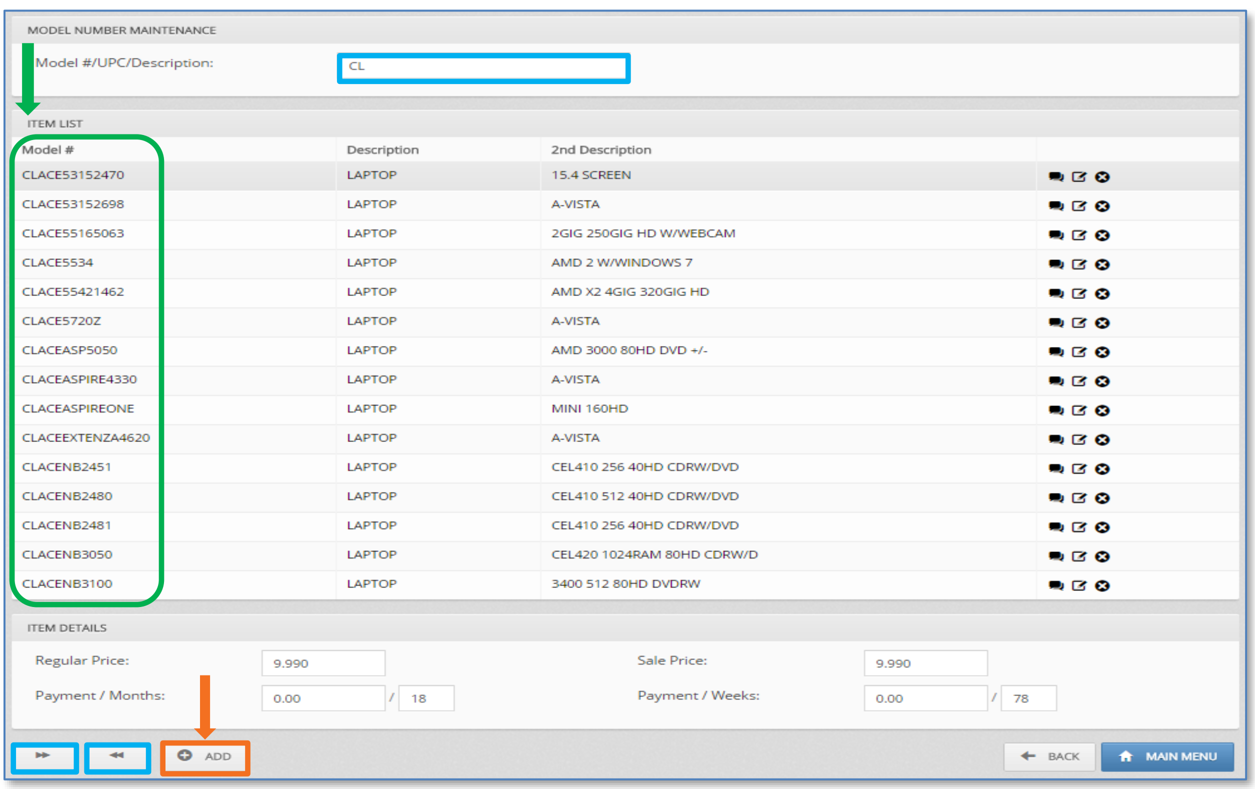
Two methods can be used to begin the process:

- Enter the first two characters of the *Product Code* of the new model number in the Model #/UPC/Description field. This will narrow the model number search to begin with the product code.
- Leave the Model #/UPC/Description field blank. This will display the beginning of the model number list.

In this example, the search will be done using *Product Code* CL (Computer Laptop). The search results display all model numbers that begin with the CL Product Code.
Click **SEARCH BY MODEL #** to continue.



Review the search results to verify that the model number you are adding does not already exist in the list.
If the Model Number does not exist and needs to be added, click the **ADD** button at the bottom of the screen.

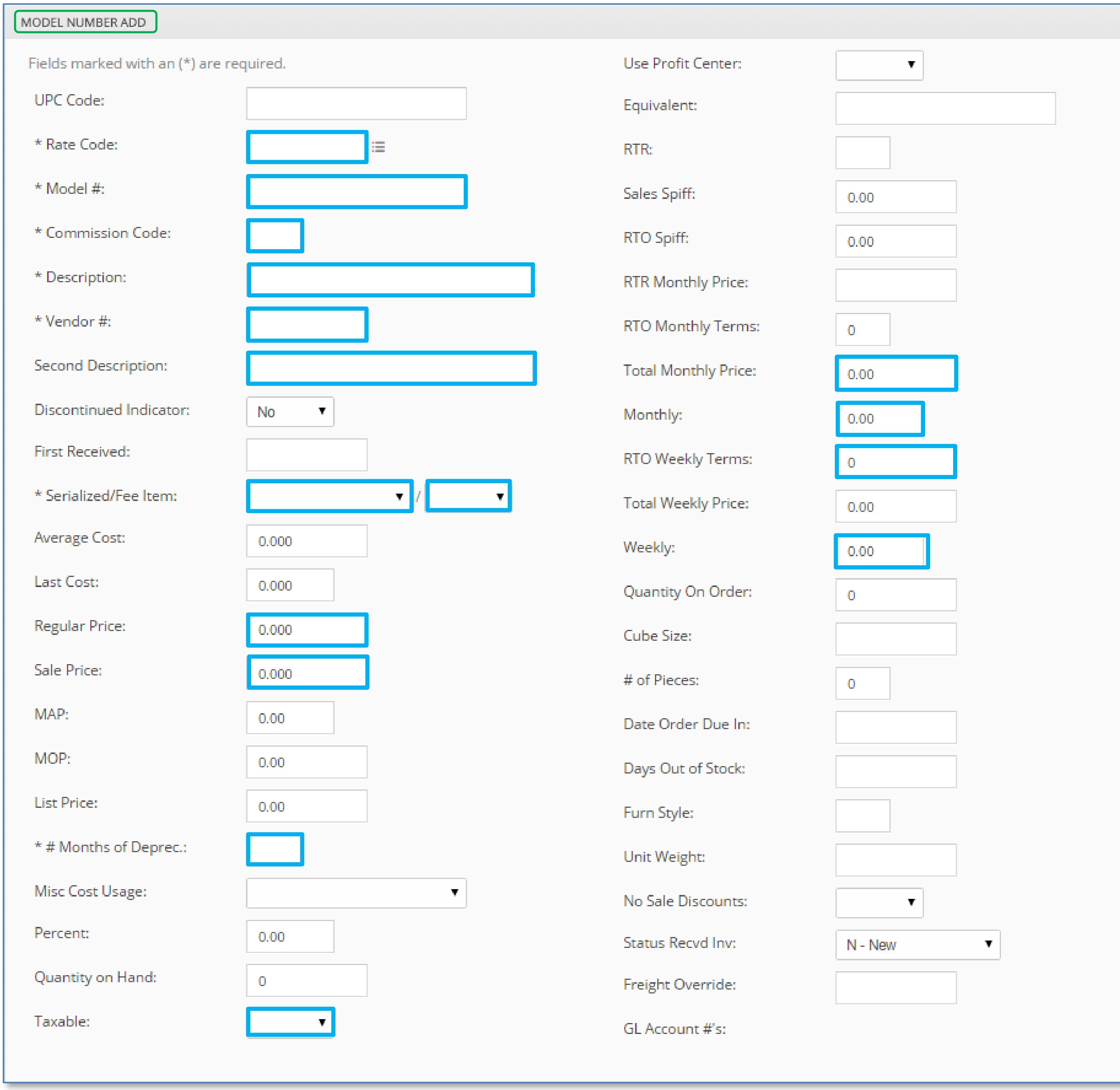


*Please Note: The **Arrow** buttons on the bottom left of the screen can be used to page forward and backward on the list.*

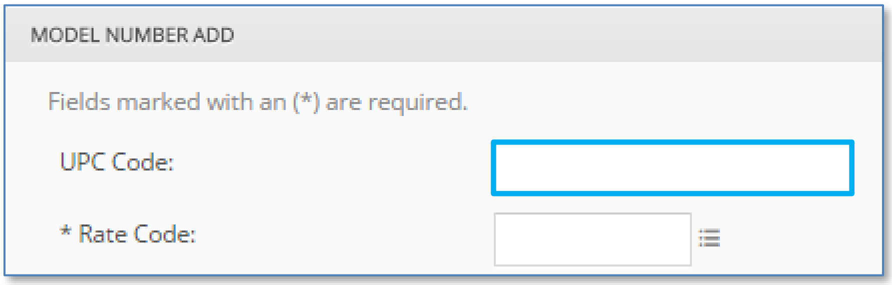
The **MODEL NUMBER ADD** screen will open.

Depending upon system is configuration, the highlighted fields will typically be the main fields of the new Model Number that will need to be populated.

<u>Please Note</u>: Not all fields will be used.

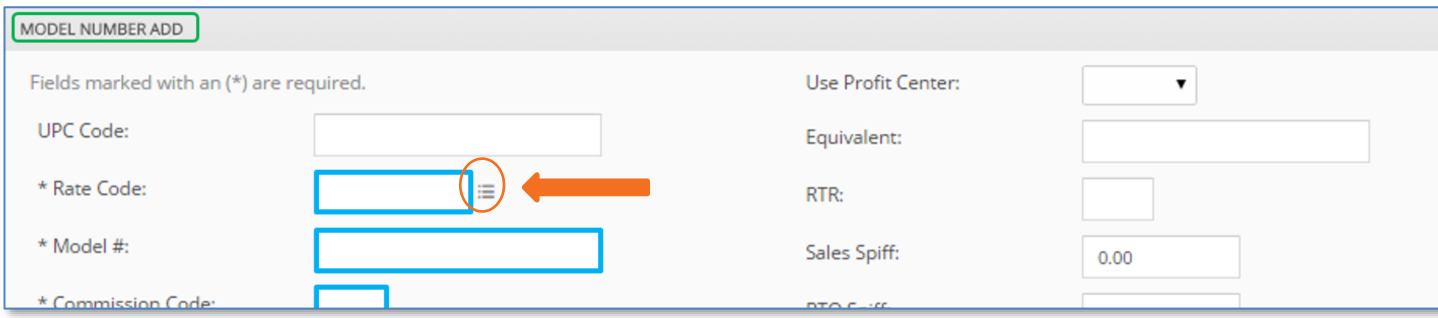


When the **MODEL NUMBER ADD** screen opens, the UPC Code field will be highlighted. **This field will not be used.** Press **TAB** or **ENTER** to move to the Rate Code field.

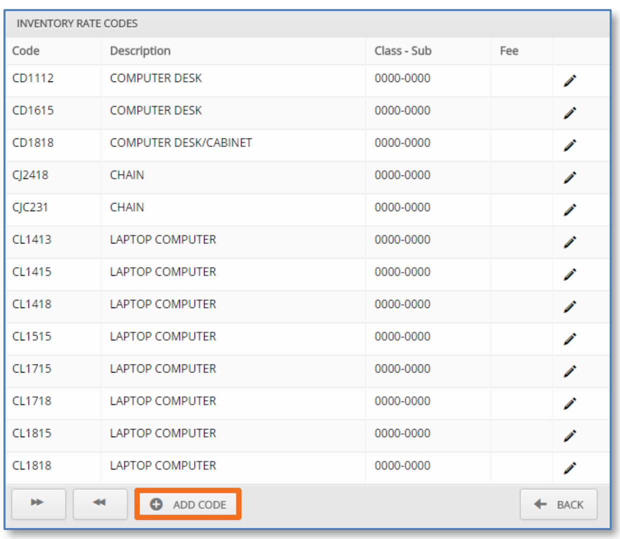


*Please Note: If using Rate Code Pricing, a Rate Code will be required. If NOT using Rate Code pricing, press **TAB** or **ENTER** to move to the Model # field.*

Use the pick list to select a Rate Code.



The *Rate Code* list will be displayed. Select the correct **Rate Code** from the list, or click on the **ADD CODE** button to add a Rate Code. Please reference the previous section, **Add a Rate Code**, for this step.



INVENTORY RATE CODES

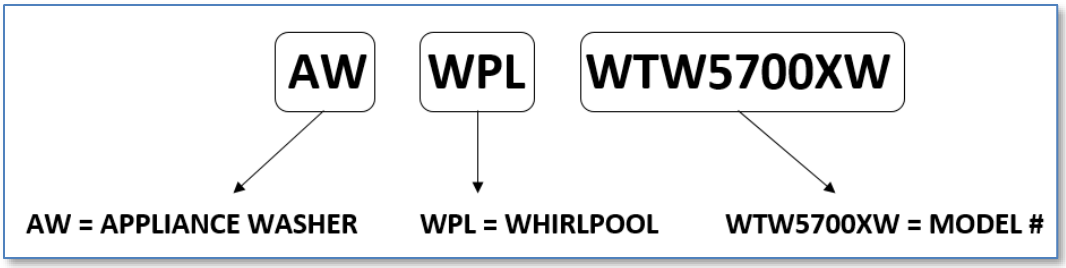
Code	Description	Class - Sub	Fee
CD1112	COMPUTER DESK	0000-0000	
CD1615	COMPUTER DESK	0000-0000	
CD1818	COMPUTER DESK/CABINET	0000-0000	
CJ2418	CHAIN	0000-0000	
CJC231	CHAIN	0000-0000	
CL1413	LAPTOP COMPUTER	0000-0000	
CL1415	LAPTOP COMPUTER	0000-0000	
CL1418	LAPTOP COMPUTER	0000-0000	
CL1515	LAPTOP COMPUTER	0000-0000	
CL1715	LAPTOP COMPUTER	0000-0000	
CL1718	LAPTOP COMPUTER	0000-0000	
CL1815	LAPTOP COMPUTER	0000-0000	
CL1818	LAPTOP COMPUTER	0000-0000	

ADD CODE BACK

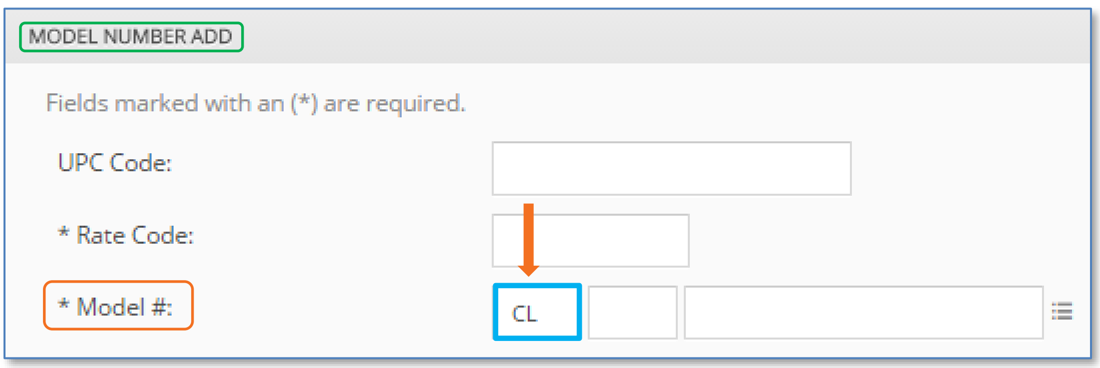
Model # Field

The cynergi|suite Model Number can be configured in several different formats. This example will use the standard format that consists of a **2 character Product Code**, a **3 character Manufacturer's Code**, and the remaining **13 characters are available for the actual Manufacturer's Model Number.**

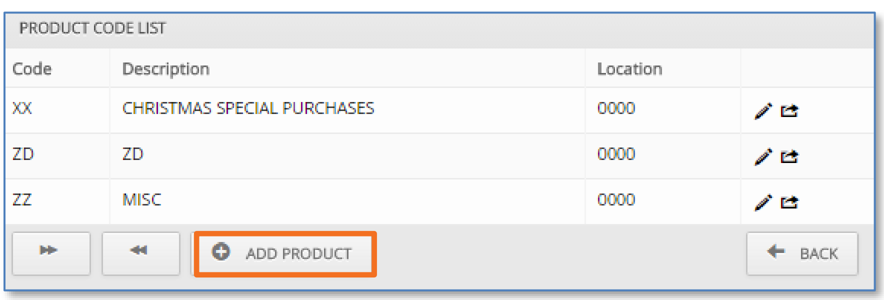
Example of a *Model Number* for a Washing Machine.



Enter the **first two characters** (*Product Code*) of the *Model Number* to be added and press **TAB** or **ENTER**.



If the Product Code is NOT found, the ***PRODUCT CODE LIST*** will display.
Click the **ADD PRODUCT** button to add a new *Product Code*.

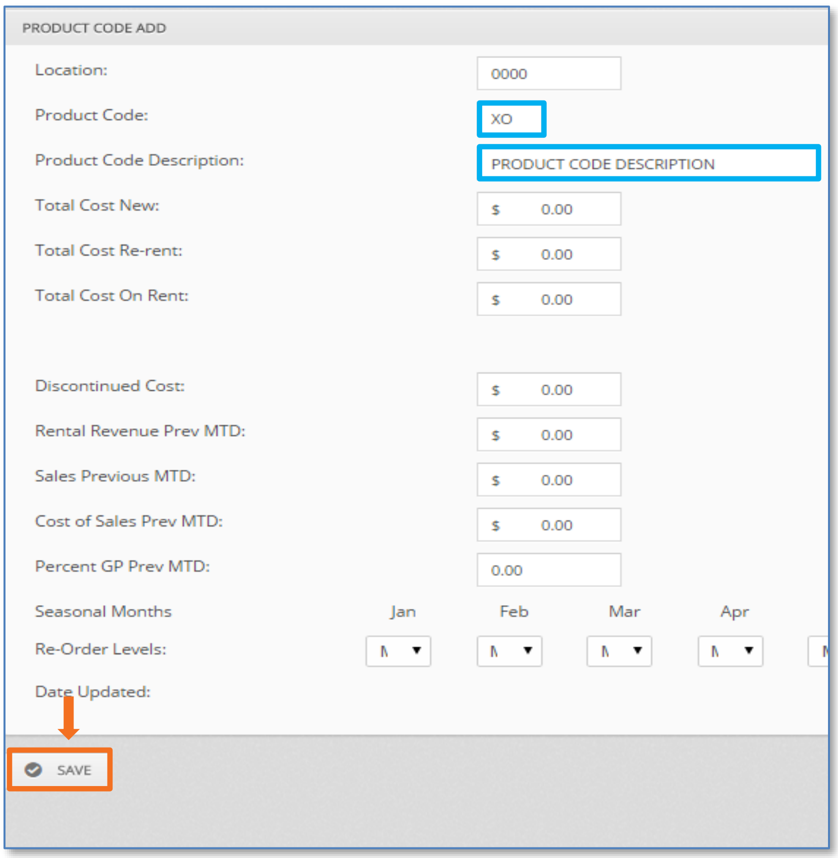


PRODUCT CODE LIST

Code	Description	Location
XX	CHRISTMAS SPECIAL PURCHASES	0000
ZD	ZD	0000
ZZ	MISC	0000

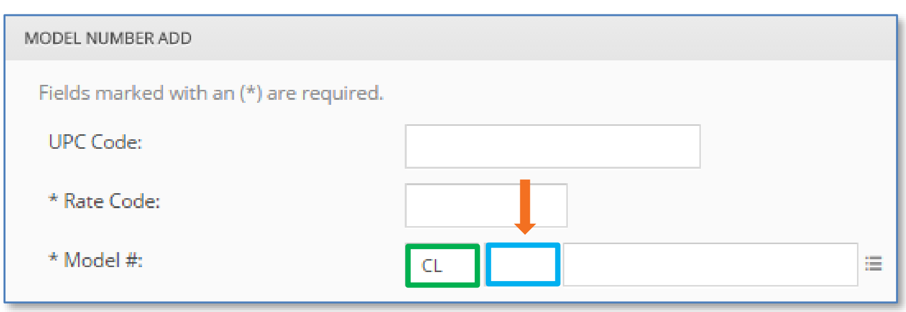
Input the **PRODUCT CODE** and the **PRODUCT CODE DESCRIPTION**.

Click **SAVE** to continue.



If the Product Code entered exists, the *Manufacturer's Code* field to the right will be highlighted.

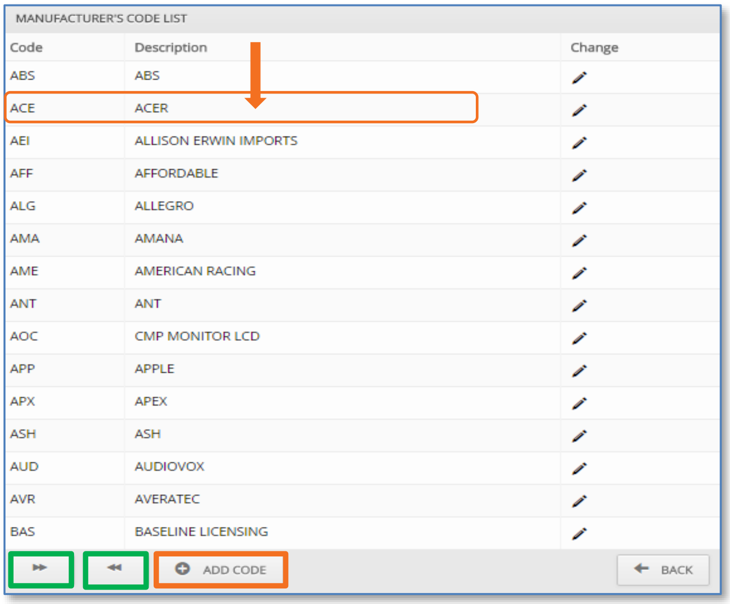
Press **TAB** or **ENTER** to display the ***MANUFACTURER'S CODE LIST***.



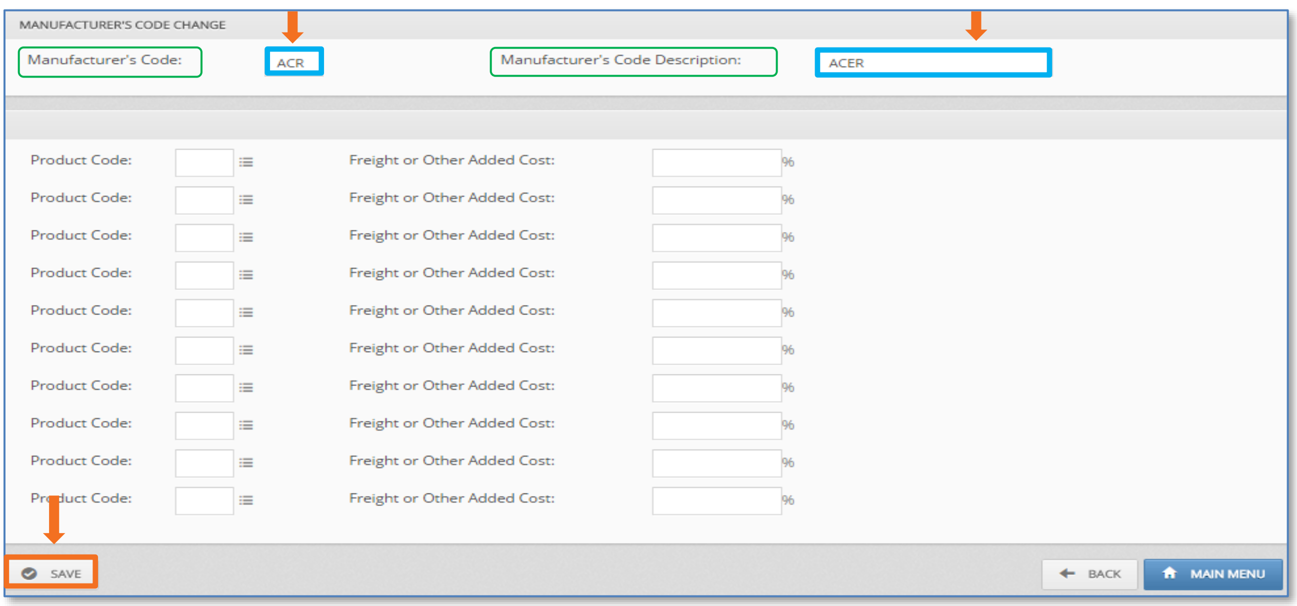
Select the correct **Manufacturer's Code** from the pick list. The **Arrow** buttons at the bottom left can be used to page forward or backward. Press **TAB** or **ENTER** to continue.

Add Manufacturer's Code

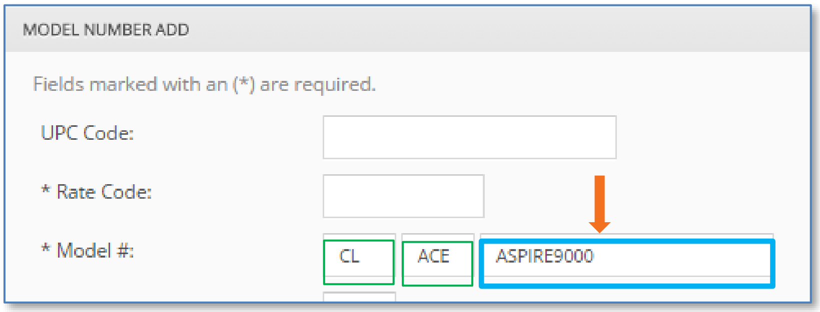
If the Manufacturer's Code does NOT exist, click the **ADD CODE** button.



Input the **Manufacturer's Code** and the code Description, click **SAVE**.

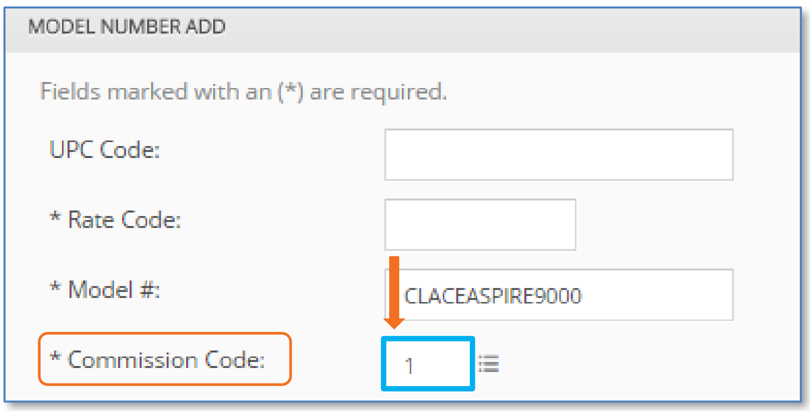


With the Product Code and Manufacturer's codes entered, now enter the actual **Manufacturer's Model Number** into the third field and press <u>**TAB**</u> or <u>**ENTER**</u> to move to the *Commission Code* field.



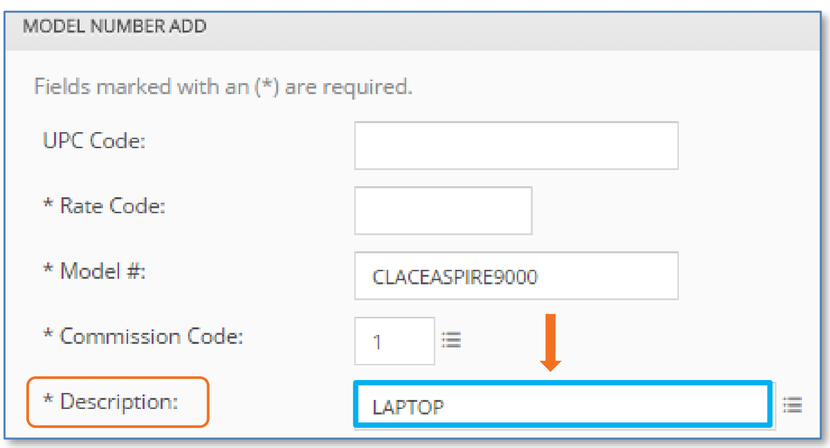
Commission Code Field

- If Commission Codes are used, select a code from the drop-down pick list.
- If Commission Codes are NOT used, enter a <u>**1**</u> and press <u>**TAB**</u> or <u>**ENTER**</u> to move to the Description field.



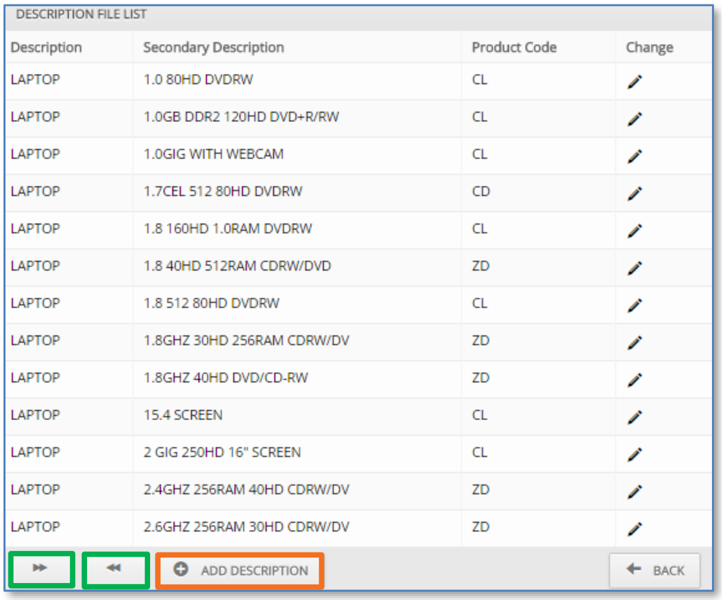
Description Field

Enter a few characters of the <u>**Model Description**</u> and press <u>**TAB**</u> or <u>**ENTER**</u>.



The **DESCRIPTION FILE LIST** will display. Select the proper **Description** from the list. The <u>**Arrow**</u> buttons at the bottom left can be used to page forward or backward.

If the correct Description does NOT exist, click the **ADD DESCRIPTION** button.



DESCRIPTION FILE LIST

Description	Secondary Description	Product Code	Change
LAPTOP	1.0 80HD DVDRW	CL	
LAPTOP	1.0GB DDR2 120HD DVD+R/RW	CL	
LAPTOP	1.0GIG WITH WEBCAM	CL	
LAPTOP	1.7CEL 512 80HD DVDRW	CD	
LAPTOP	1.8 160HD 1.0RAM DVDRW	CL	
LAPTOP	1.8 40HD 512RAM CDRW/DVD	ZD	
LAPTOP	1.8 512 80HD DVDRW	CL	
LAPTOP	1.8GHZ 30HD 256RAM CDRW/DV	ZD	
LAPTOP	1.8GHZ 40HD DVD/CD-RW	ZD	
LAPTOP	15.4 SCREEN	CL	
LAPTOP	2 GIG 250HD 16" SCREEN	CL	
LAPTOP	2.4GHZ 256RAM 40HD CDRW/DV	ZD	
LAPTOP	2.6GHZ 256RAM 30HD CDRW/DV	ZD	

ADD DESCRIPTION
BACK

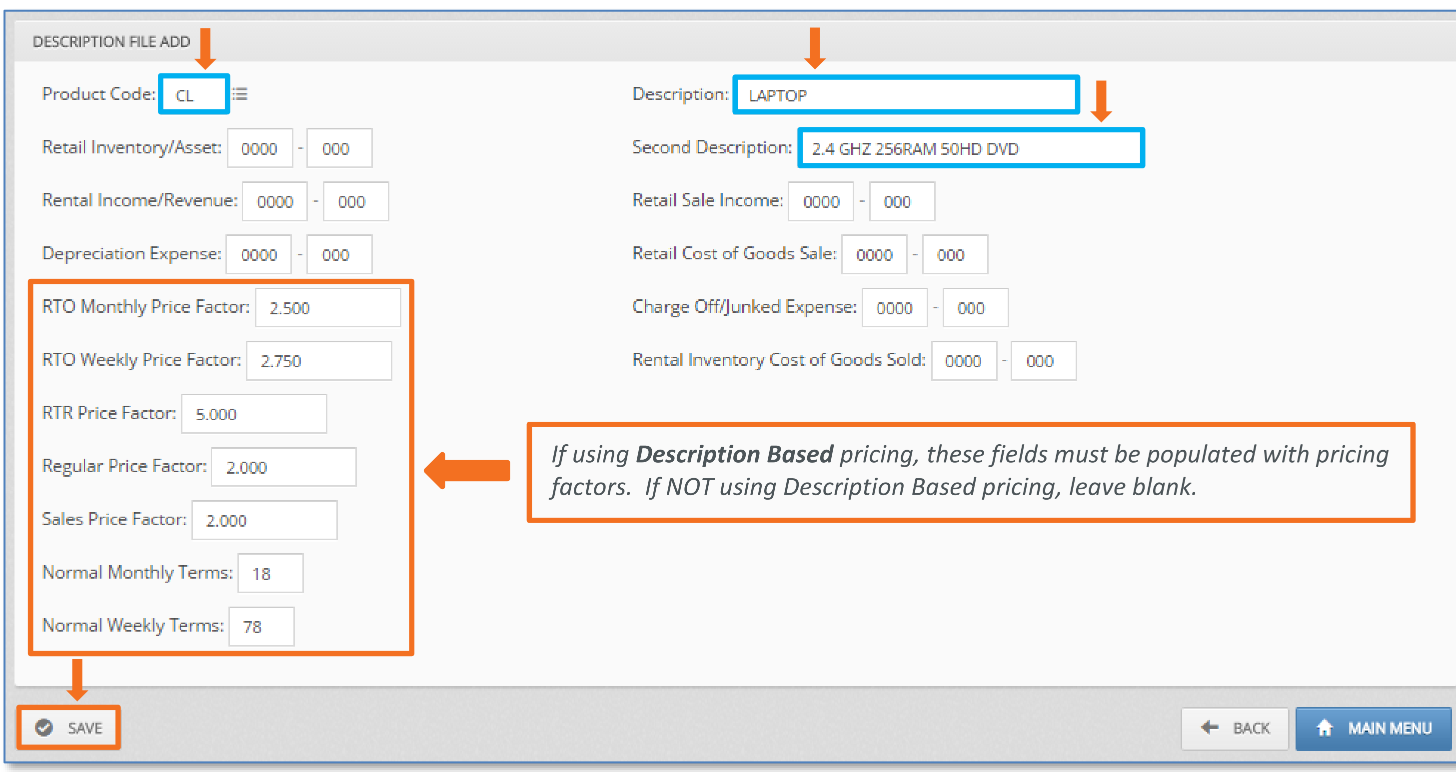
Add Description Code

Please Note: There are two descriptions available for a Model Number (28 Characters are available for each).

- 1st Description is usually a broad description. *Example: LAPTOP*
- 2nd Description is typically a more detailed. *Example: 2.4 GHZ 256RAM 50HD DVD/CD*

The *DESCRIPTION FILE ADD* screen will display.

- Enter the **Product Code**, press **TAB** or **ENTER**.
- Enter both **Descriptions** and click **SAVE** to move to the *Vendor* field.



DESCRIPTION FILE ADD

Product Code: CL
Retail Inventory/Asset: 0000 - 000
Rental Income/Revenue: 0000 - 000
Depreciation Expense: 0000 - 000
RTO Monthly Price Factor: 2.500
RTO Weekly Price Factor: 2.750
RTR Price Factor: 5.000
Regular Price Factor: 2.000
Sales Price Factor: 2.000
Normal Monthly Terms: 18
Normal Weekly Terms: 78

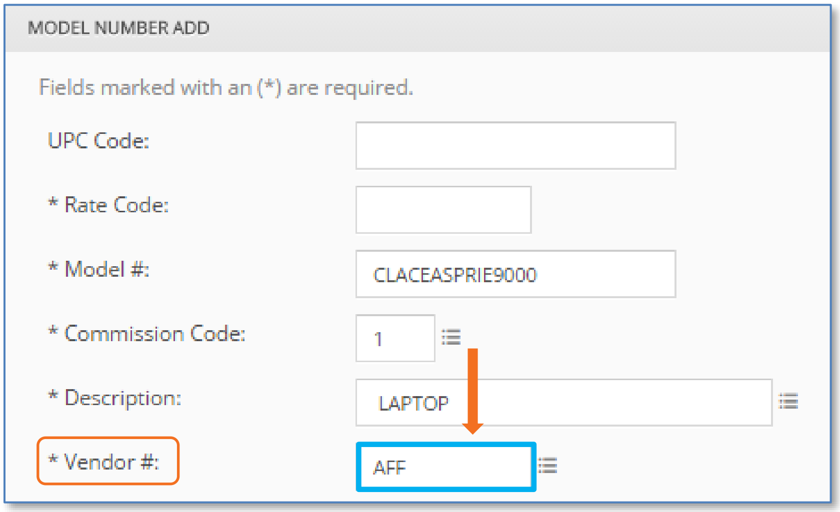
Description: LAPTOP
Second Description: 2.4 GHZ 256RAM 50HD DVD
Retail Sale Income: 0000 - 000
Retail Cost of Goods Sale: 0000 - 000
Charge Off/Junked Expense: 0000 - 000
Rental Inventory Cost of Goods Sold: 0000 - 000

*If using **Description Based** pricing, these fields must be populated with pricing factors. If NOT using Description Based pricing, leave blank.*

SAVE
BACK
MAIN MENU

Vendor # Field

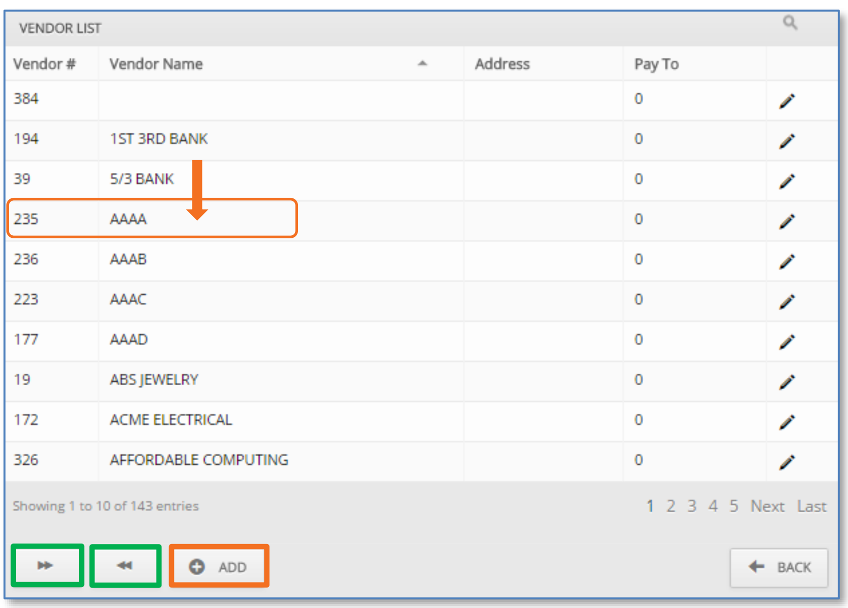
A Vendor must be assigned.
Enter the first few characters of the **Vendor** and Press **TAB** or **ENTER**.



The ***VENDOR LIST*** will display.

Select the **Vendor** from the list. The **Arrow** buttons at the bottom left can be used to page forward or backward.

If the correct Vendor does NOT exist, click the **ADD** button.



Add a Vendor

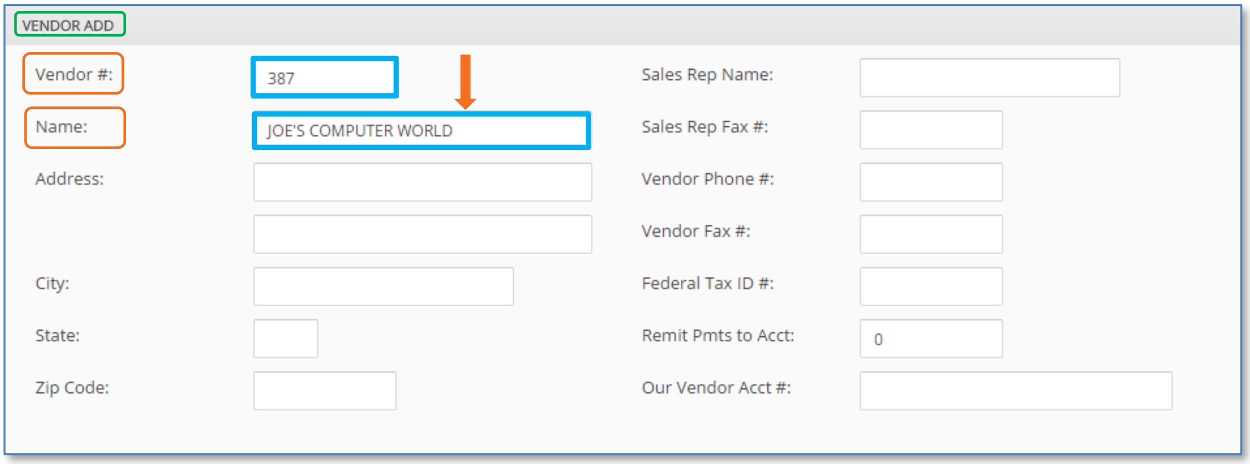
Please Note: The VENDOR record requires two additional records.

1) ***Vendor Term***
2) ***Vendor Shipping Method***

Follow these steps to complete the Vendor Add Process.

The **VENDOR ADD** screen will display.

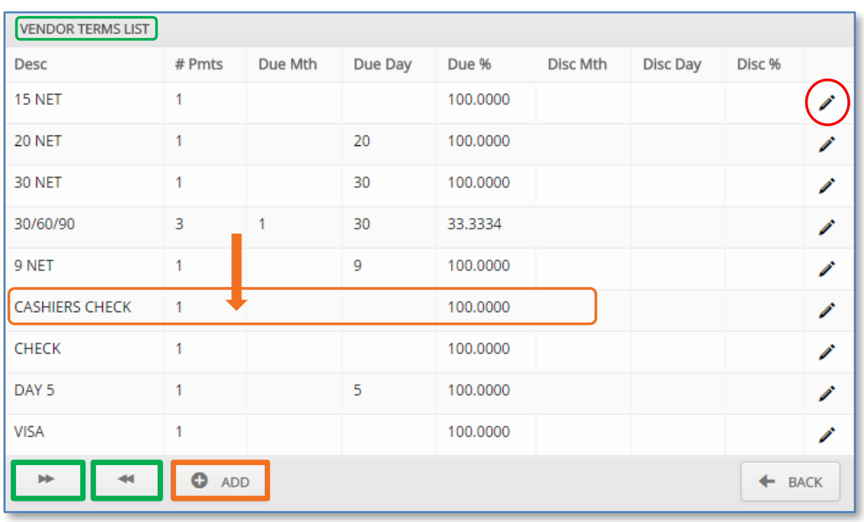
- Press **TAB** or **ENTER** and a new Vendor # will be automatically assigned.
- Input the **Vendor NAME** and press **TAB** or **ENTER**.



Vendor Terms List

The *VENDOR TERMS LIST* screen will display.

Select the Vendor "**Term**" from the list. The **Arrow** buttons at the bottom left can be used to page forward or backward.
If the correct Vendor Term does NOT exist, a new *Vendor Term* can be added.
*Please Note: The "Terms" for any existing Vendor Term can be viewed by clicking the **Pencil** icon. This may be helpful when adding a new term.*
Click the **ADD** button to add a new Vendor Term.



VENDOR TERMS LIST

Desc	# Pmts	Due Mth	Due Day	Due %	Disc Mth	Disc Day	Disc %
15 NET	1			100.0000			
20 NET	1		20	100.0000			
30 NET	1		30	100.0000			
30/60/90	3	1	30	33.3334			
9 NET	1		9	100.0000			
CASHIERS CHECK	1			100.0000			
CHECK	1			100.0000			
DAY 5	1		5	100.0000			
VISA	1			100.0000			

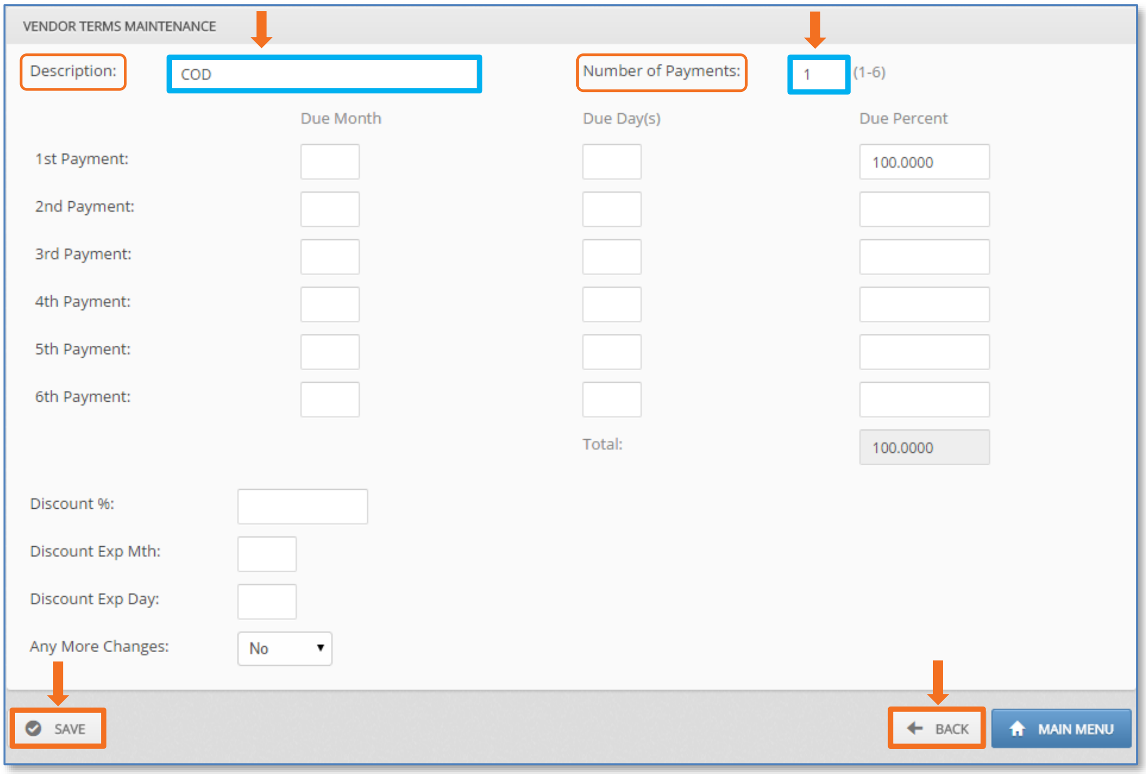
ADD BACK

To Add:
The following Vendor Term fields are required:

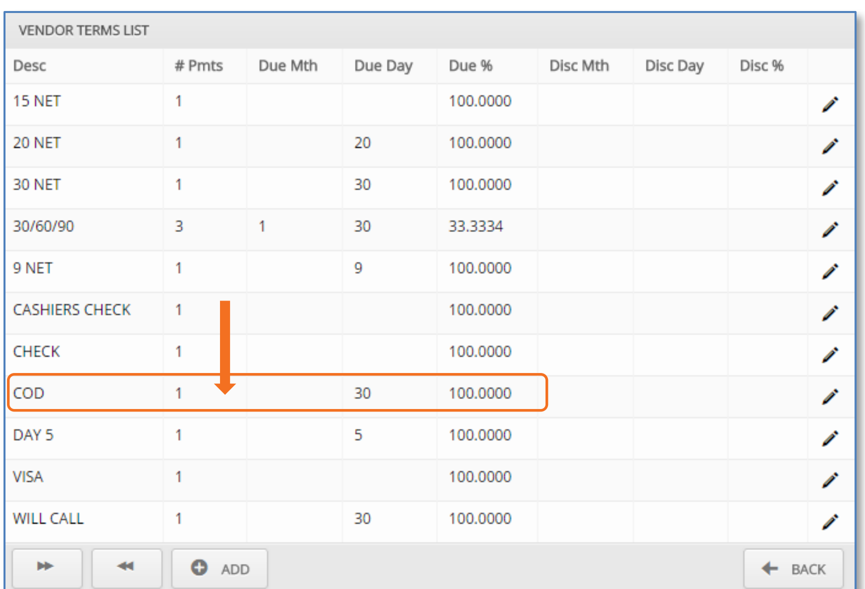
- Term Description: Enter the Vendor
- Number of Payments: Enter the number of payments

Input any other fields as needed.

Click **SAVE** to complete adding the new term then click the **BACK** button to return to the *VENDOR TERM* list.



Select the new **VENDOR TERM** from the list.

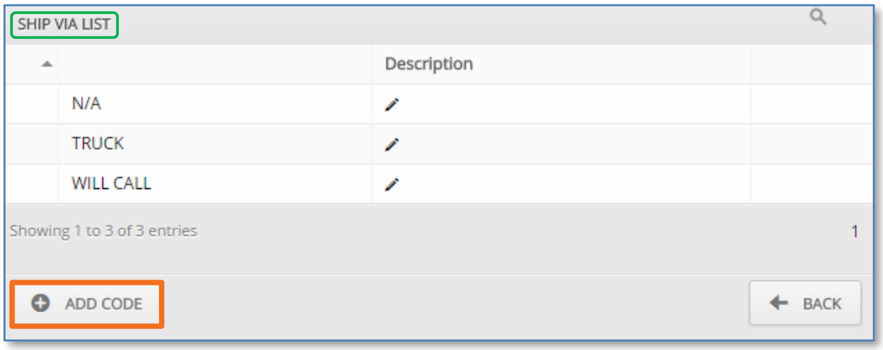


VENDOR TERMS LIST

Desc	# Pmts	Due Mth	Due Day	Due %	Disc Mth	Disc Day	Disc %
15 NET	1			100.0000			
20 NET	1		20	100.0000			
30 NET	1		30	100.0000			
30/60/90	3	1	30	33.3334			
9 NET	1		9	100.0000			
CASHIERS CHECK	1			100.0000			
CHECK	1			100.0000			
COD	1		30	100.0000			
DAY 5	1		5	100.0000			
VISA	1			100.0000			
WILL CALL	1		30	100.0000			

ADD BACK

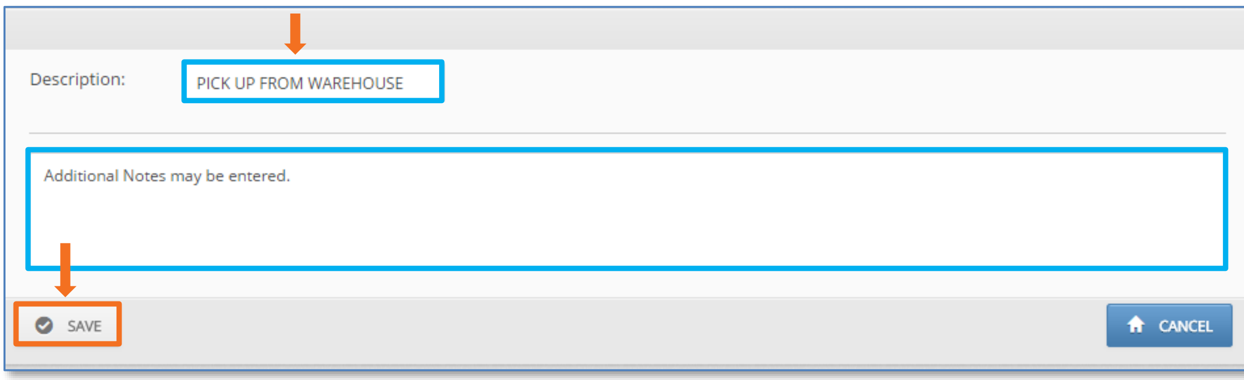
The ***VENDOR SHIPPING METHOD*** screen will display.
Select the appropriate **Shipping Method** from the list or click **ADD CODE** to add a new Shipping Method.



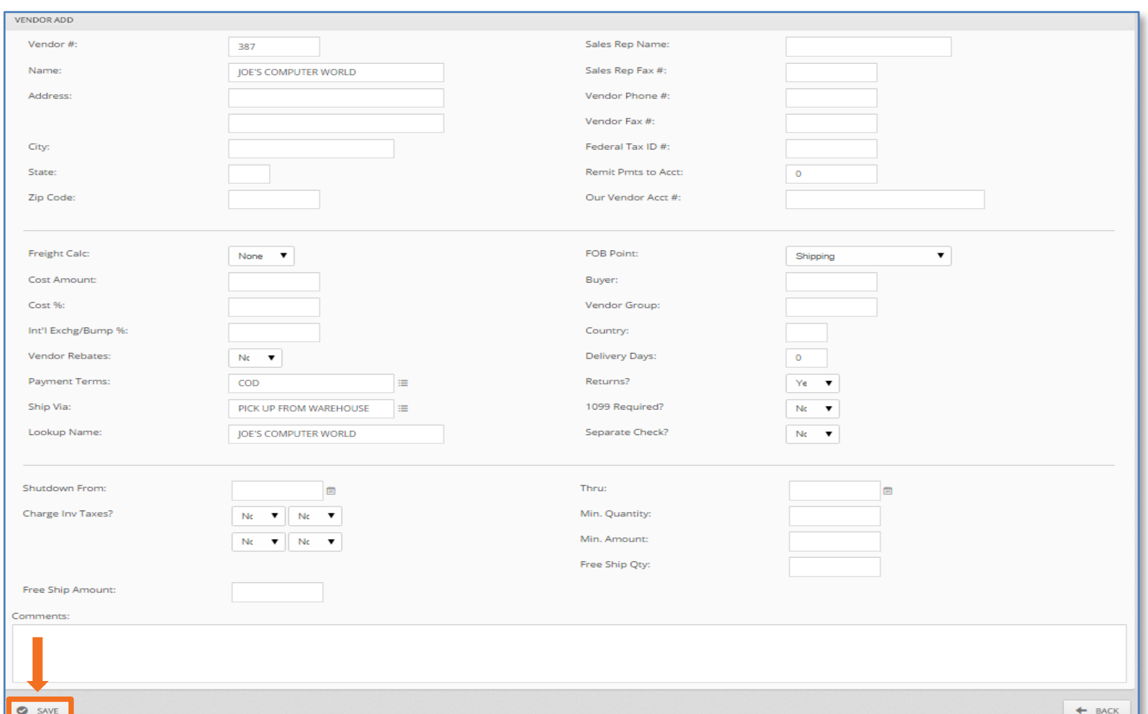
To Add:

- Enter the **Shipping Method Description** and any additional notes if needed

Click **SAVE** to complete the Vendor Add process.



The Vendor Add process of adding all required fields is now complete.
Additional information may be entered in the remaining fields as desired.
Click **SAVE** to return to the **MODEL NUMBER ADD** screen.

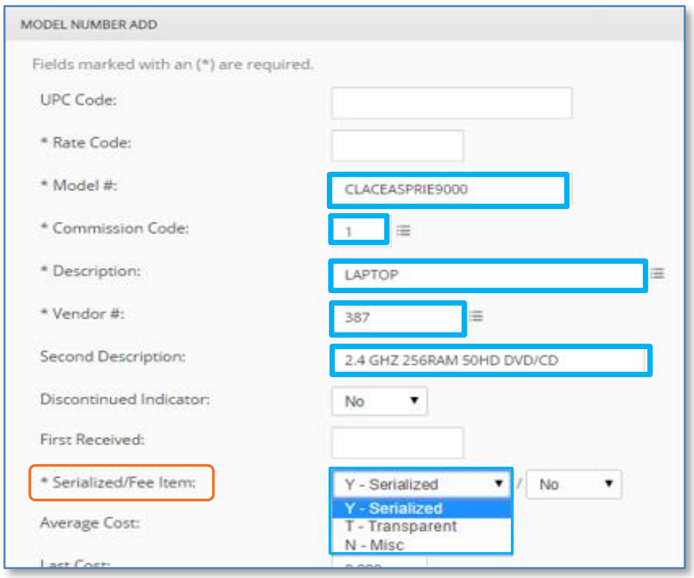


Serialized/Fee Item

The **MODEL NUMBER ADD** screen will display. Press **TAB** or **ENTER** to move to the "Serialized/Fee Item" field.
The "Serialized" field will default based on the system configuration.

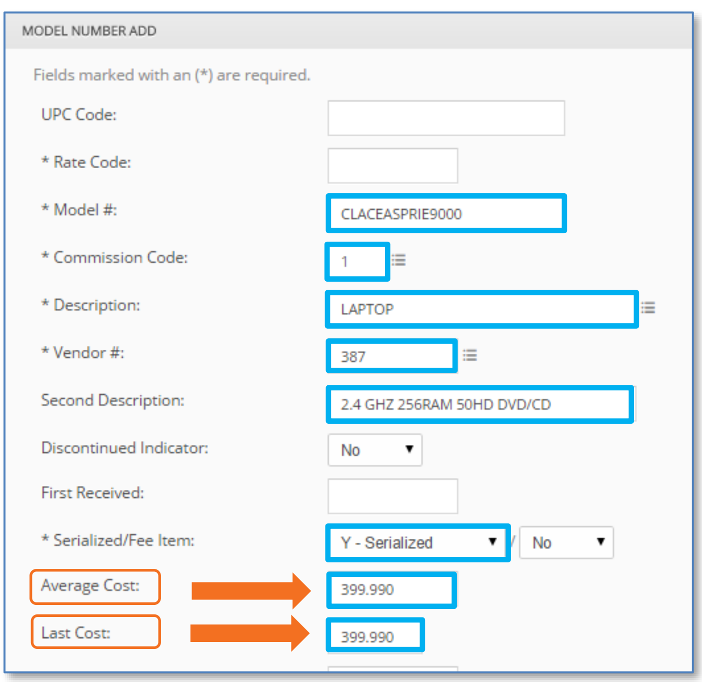
- **Y – Serialized** = All units received with this model number will have a manufacturer's serial number.
- **T – Transparent** = All units received with this model number will not have a serial number. A unique serial number will automatically be assigned.
- **N – Misc.** = Miscellaneous units that do not have a serial number or alternate ID.

If the default is NOT correct, use the pick list to select another option, otherwise press **TAB** or **ENTER** to continue.



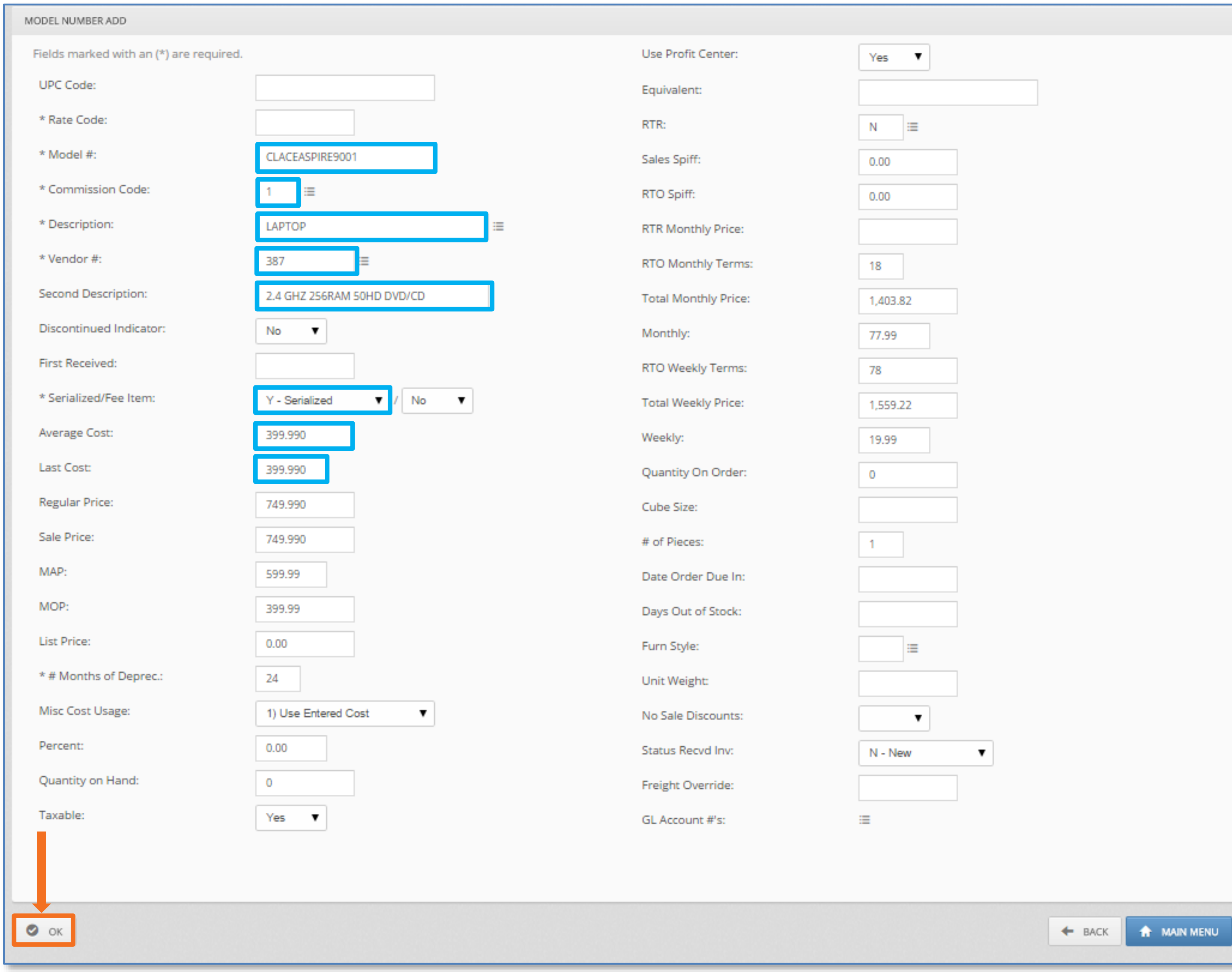
Average Cost and Last Cost Fields

- Enter the **Cost** of the Model into the *Average Cost* **and** the *Last Cost* fields. ***This is a very important step!***
- Press **TAB** or **ENTER** and the remaining *Model Number* fields dependent on *Cost* will automatically populate based upon the configuration of the price controls.

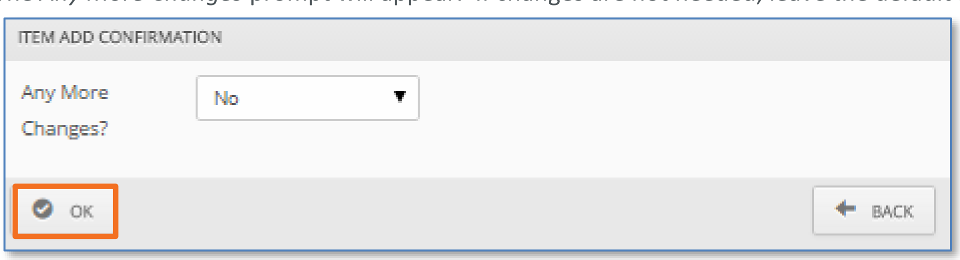


The entry of all required fields for the new *Model Number* is complete.

Click **OK** to save and finish adding the new Model Number.



The *Any More Changes* prompt will appear. If changes are not needed, leave the default set to **No** and click **OK**.



The new *Model Number* has been added to the *Model Number* file.

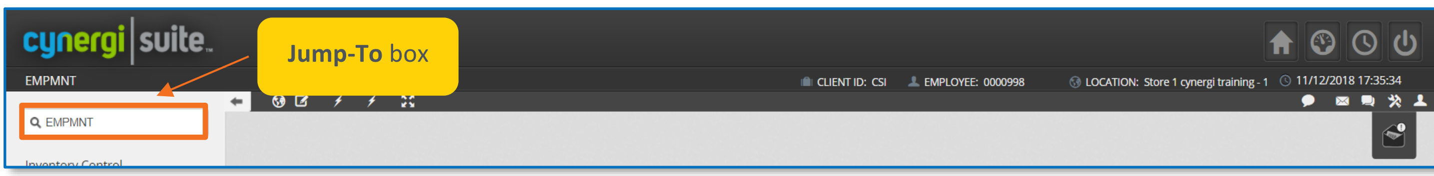
Add an Employee

The employee record consists of two screens with many input fields available. Depending on system configuration, not all will be used. There are twelve required fields that must have data in order for the employee to be added.

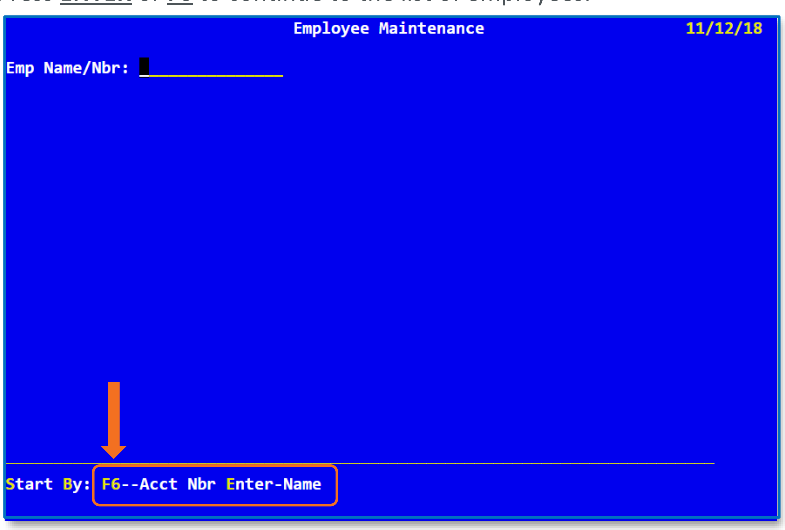
Description of each field needing data:

- ***Name:*** The format is Last Name, First Name.
- ***Acct#:*** This will be the Username (Login) assigned to the Employee *Ex: 1003.*
- ***Store:*** Store the employee is assigned to.
- ***Marital Status:*** S for Single, M for Married.
- ***Dept. (Department):*** Department the employee is assigned (press **Tab** to display available options).
- ***Wage Type:*** *S for Salary and H for Hourly.*
- ***Commission Type:*** 1 No Commission, 2 Entered Percent, 3 Report Commission (Select 1 if Commission is not used)
- ***Home Menu:*** The standard menu is HOMEHT. If a custom menu is used by your company or home office personnel, contact your Home Office or High Touch for assistance.
- ***Alt Stores:*** N for No, A for All, D for Division, R for Region ("A" Allows employee to login to "all" stores. "N" will only allow the employee to login to their assigned store.)
- ***Alt Synonym:*** Y or N ("Y" allows ability to print to any printer. "N" only allows printing to local store printers.)
- ***Pay Frequency:*** W, B, S, and M: Weekly, Bi-Weekly, Salary, Monthly.
- ***Regular Passcode:*** Employee's password *Ex: 1003.*

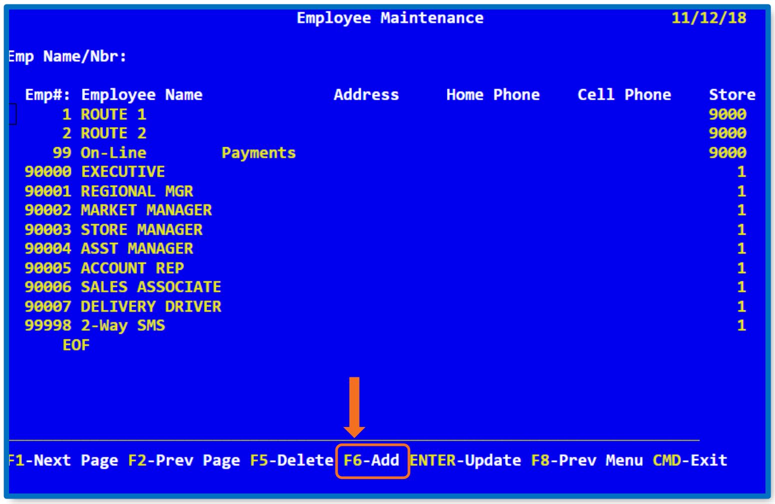
To add an Employee type **EMPMNT** into ***Jump-To*** box and press the **TAB** or **ENTER** key.



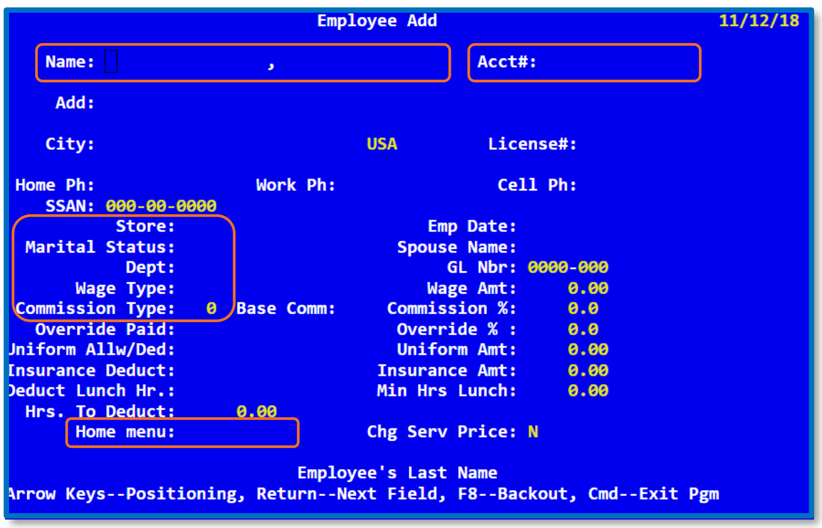
Press **ENTER** or **F6** to continue to the list of employees.



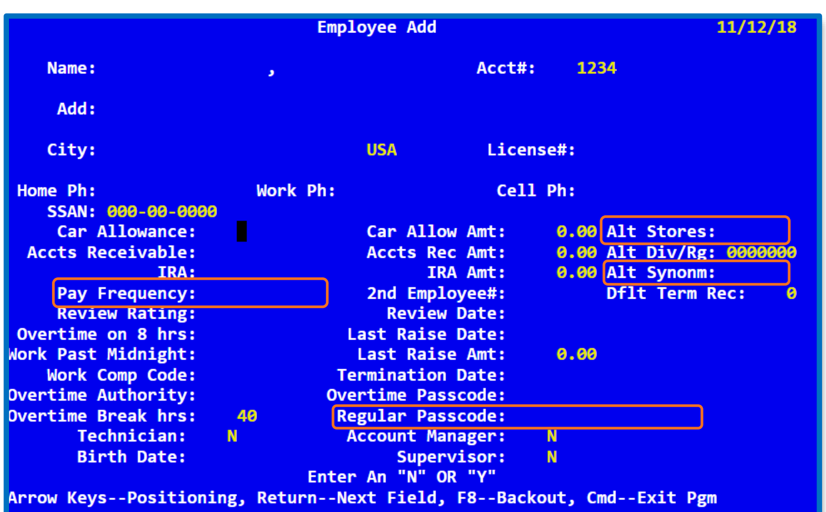
Select ***Add*** by pressing **F6** to add a new employee.



The first ***Employee Add*** screen will open. Begin by adding the employee name (Last Name first), then continue through the fields as needed. When entry is complete for the first screen, press **F9** to save all changes.



The second ***Employee Add*** screen will open. Continue through the remaining fields as needed. When entry is complete for the second screen, press **F9** to save the new employee record.

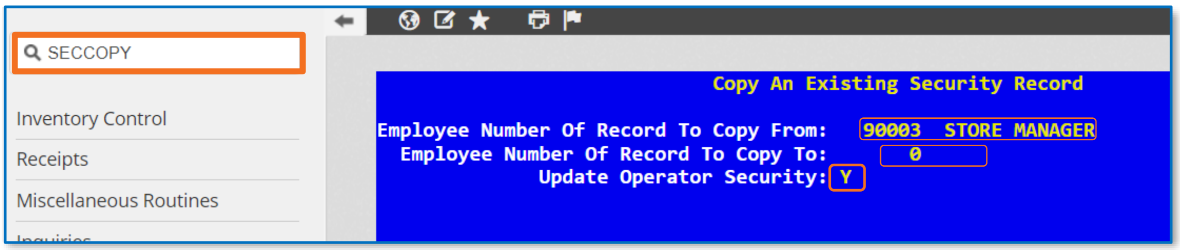


Copy Security Profile (SECCOPY)

The final step is to add security settings to the newly added employee. In the ***Jump-To*** field described earlier, type **SECCOPY**. SECCOPY provides the ability to copy the security settings from a Department or even an existing employee. It is recommended to use the "Department" security settings, as individual employees are able to have different security settings within their Dept.

Employee Number Of Record To Copy From: Enter the Department (security) you would like to apply to the employee (this example shows using the "Store Manager" Dept. Security template of 90003)
Employee Number Of Record To Copy To: Enter the new employee "Acct Number"
Update Operator Security: Defaults to "Y" (leave as is)

Press <u>F9</u> to save.



The employee will now be able to log in.

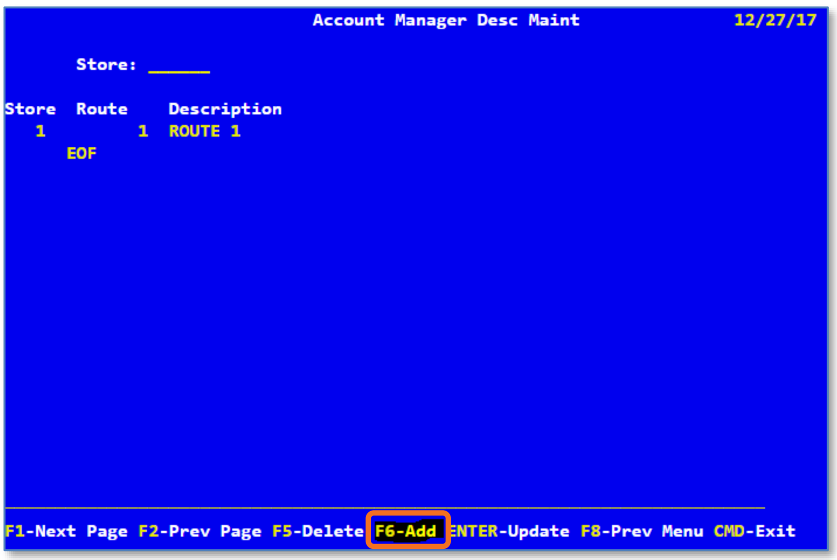
Example of typical Department Security Templates

Add or Change an Account Manager Route Description

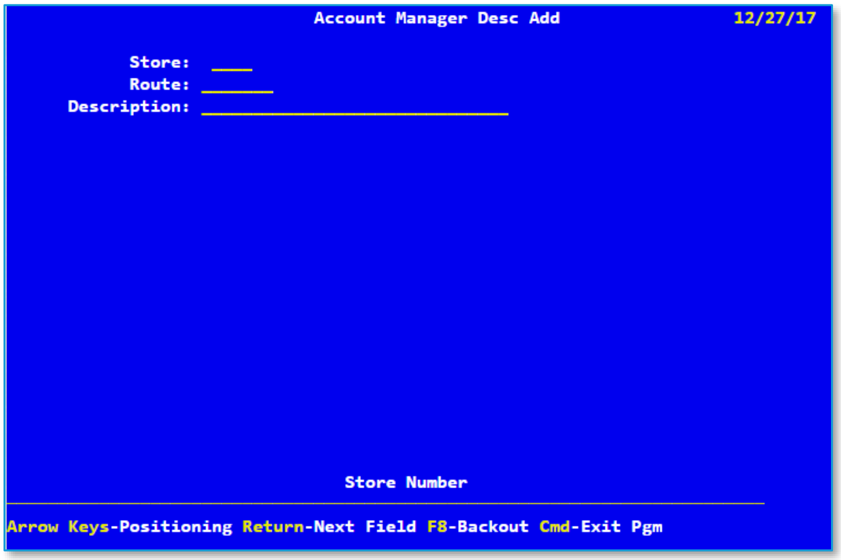
Add Account Manager Route Description

Account Manager Route Description displays on some route reports and the Past Due Inquiry screen.
Type **AMGRDESC** into the ***Jump-To*** box and press the **TAB** or **ENTER** key.

At the initial ***Account Manager Description Maintenance*** screen, press the **ENTER** key to display the existing stores and routes. Press **F6** to add a new Account Manager Route Description.



Enter the **Store** number, **Route** number, and **Route Description**. After entering the description, press **ENTER** at the *Any More Changes* prompt to save the Account Manager Route Description.

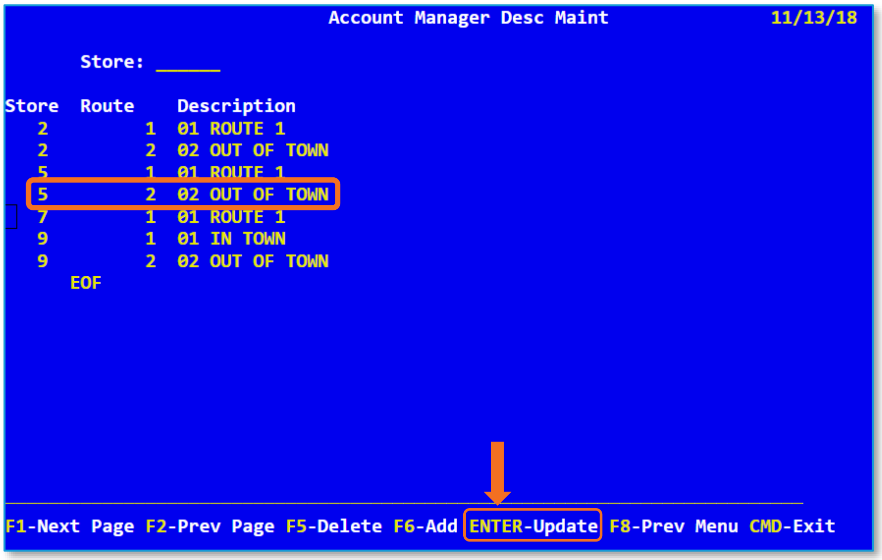


When finished, press the **Home** button to return to the cynergi|suite Main Menu.

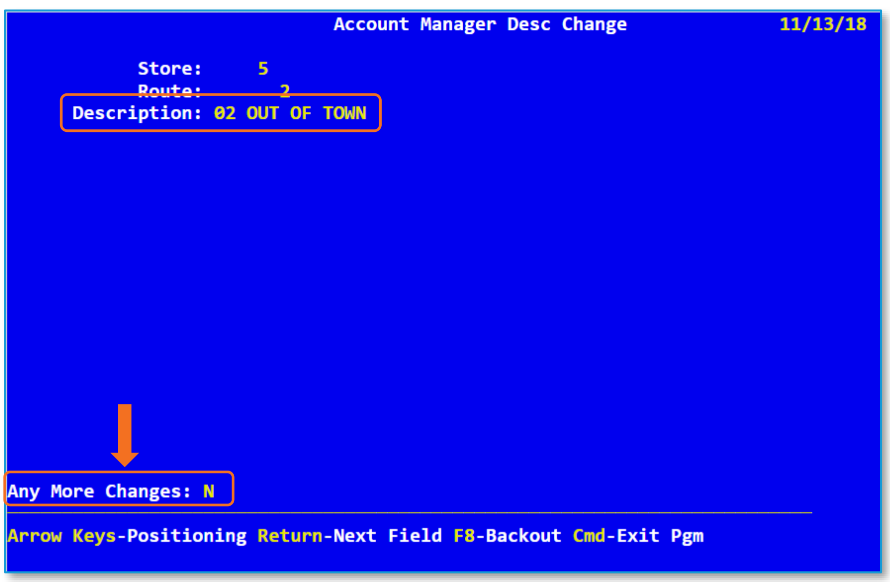
Change Account Manager Route Description

At the initial ***Account Manager Description Maintenance*** screen (**AMGRDESC**), press the **ENTER** key to display the existing Stores and Routes. Use the arrow key to select the Store and Route that you would like to change, and press the **ENTER** key twice.

*Please Note: Pressing **F1** will take you to the next screen for companies that have more than a few stores.*



Make the needed changes to the Description and press **ENTER** at the *Any More Changes* prompt to save the Account Manager Description changes.



When finished, press the **Home** button to return to the cynergi|suite Main Menu.

Login Assist

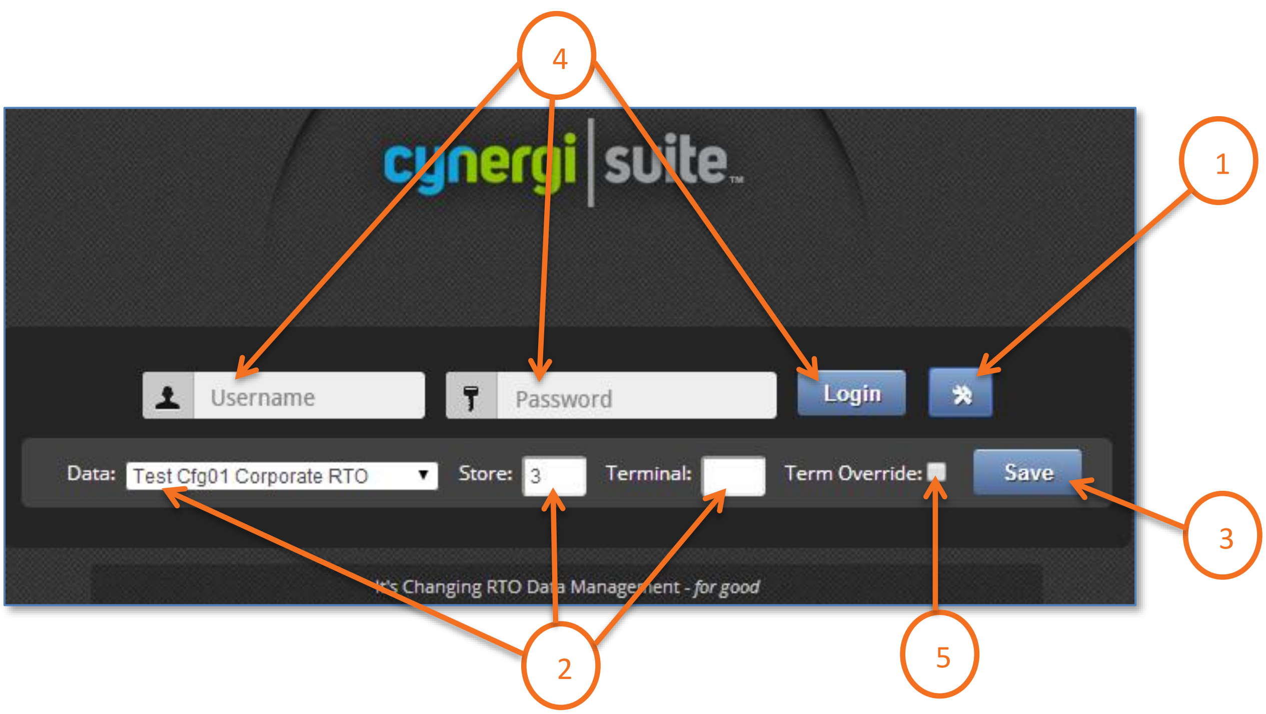
The new login page feature will enhance the login process to include the Dataset ID, Store Number, and Terminal Number as part of a single login process.

Benefits

- Ability for stores to log in without having to select the store number every time they log in
- Ability for stores to save their login dataset, store number, and terminal on each workstation
- Ability for the employee to override the default and use their User's Home Store Default Terminal Record instead of the Terminal Record number of the store workstation

Details

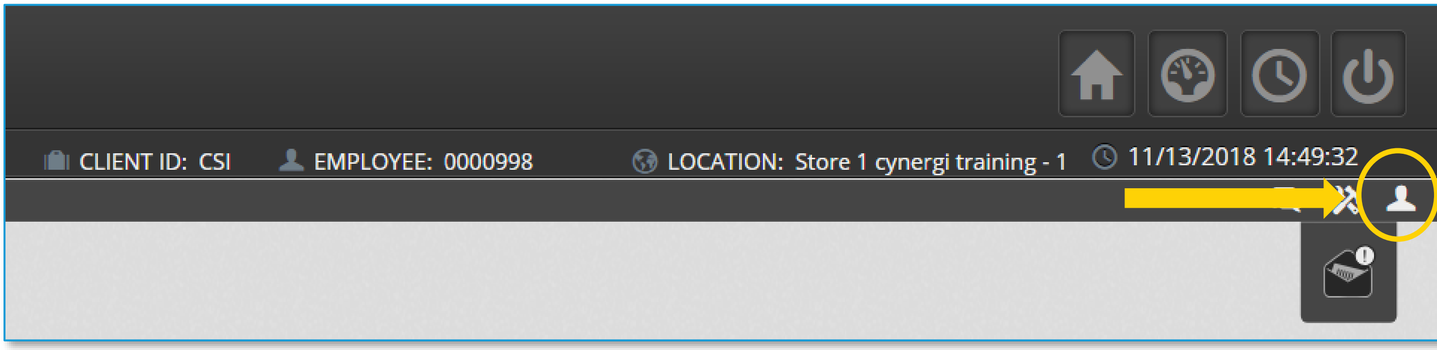
1) The first time the employee logs in, they will need to click on the **Hammer and Wrench** icon to open a drop-down menu.
2) Employee will select their Dataset, input the store number, and input the Terminal Maintenance number.
   - Most companies will have only one Dataset, and it will be the only selection available.
   - Most company's defined Terminal Maintenance Number will be the store number plus "01" (Example: Store 1 = terminal 101 and store 10 = 1001).
   - *Please Note: If a store only has one Terminal Maintenance Record, it is okay to leave it blank. Data input of "Terminal" is only required if a store has more than one Terminal Maintenance Record.*
3) Employee will click **Save** to save the configuration.
4) Employee will enter their Username and Password and click the **Login** button to log into cynergi|suite.
5) Clicking the Term Override checkbox when logging into the user's Home Store will apply the User's Home Store Default Terminal Record instead of the Terminal Record number of the store workstation.



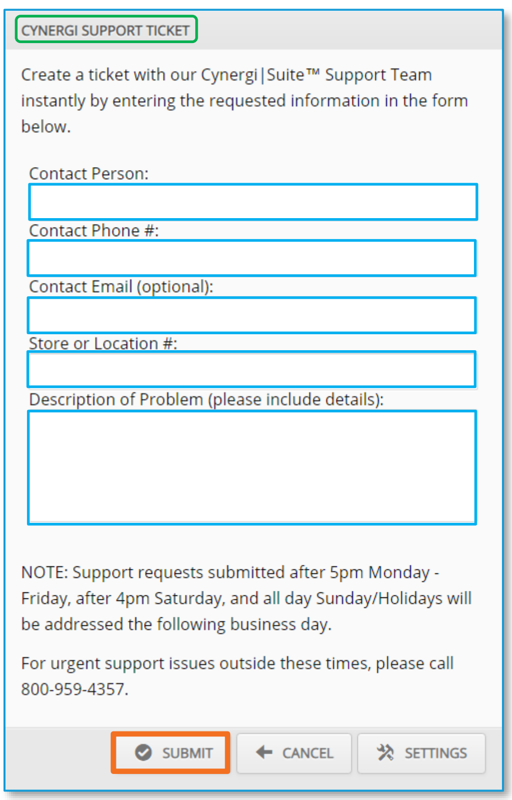
Support Ticket Tool

The cynergi|suite Support Ticket Tool provides users the ability to create a support ticket without the need to make a phone call.

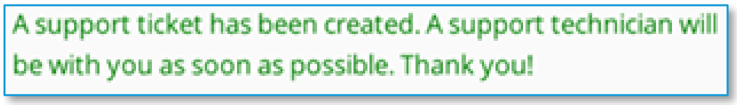
To launch the cynergi|suite Support Tool, click the **Support Tool** icon located on the right side of the cynergi|suite ***App Bar***. Once the form has been filled out and submitted, a support ticket is automatically added to the High Touch support queue or to an alternate email based support-ticketing system.



The ***Cynergi Support Ticket*** screen will open.
To submit a support ticket, enter your name or the name of a contact person, a contact phone number, an email address (optional), your store/location number, and a detailed description of the problem. Click the **SUBMIT** button to send the request to the cynergi|suite support team OR to the email address designated by your company. All required fields must be completed to submit a support ticket.



If the support ticket is successfully submitted, a message will appear. Press the **CLOSE** button in order to close the window and continue.

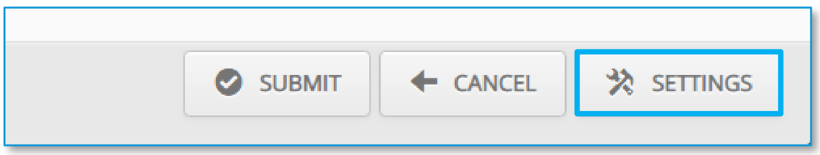


If you decide not to submit a support ticket, you can press the **CANCEL** button in order to close the window.

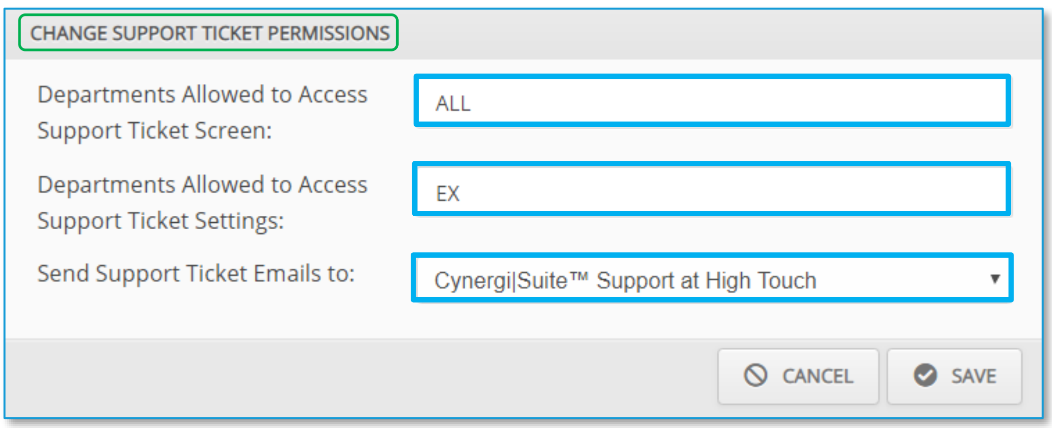
*Please Note: For High Touch cynergi|suite support, regular support hours are **8:00-7:00 CST, Monday – Saturday**. Any Support Ticket requests submitted outside of regular support hours will be immediately worked on the following business day. For **After Hours** or **Holiday emergency support**, please contact the Support Hotline at **855-296-3744** and an on-call support technician will call you back.*

Admin Settings (Home Office Configuration/Setup)

Home Office/Admin personnel may be allowed to access the support ticket settings. A **SETTINGS** button will appear on the lower right hand corner of the ***Cynergi Support Ticket*** window.



To change the support ticket settings, press the **SETTINGS** button. A window titled ***Change Support Ticket Permissions*** will appear.



*Please Note: Initially, ALL departments have access to both the support ticket window and the support ticket settings. It is **strongly encouraged** for Owners/Home Office to setup the Department Security on this feature and make appropriate changes to the department lists as needed.*

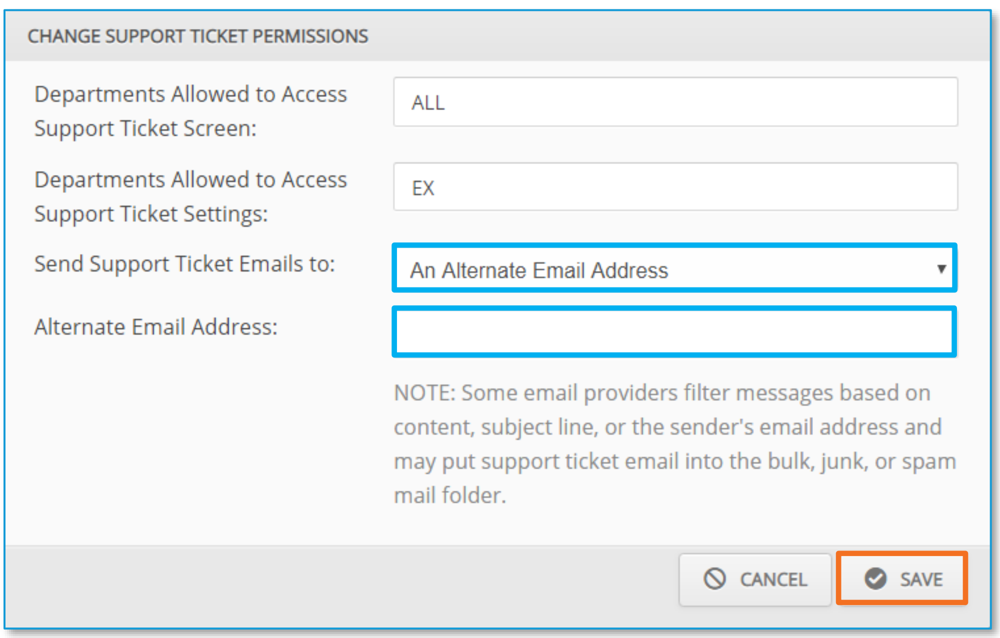
The ***Change Support Ticket Permissions*** window has three optional settings available:

1) To change which departments have access to the initial support ticket screen and can submit support tickets, enter a list of comma separated department codes. This fields defaults to "ALL" (all departments).

2) To change which departments have access and can make changes to the settings of the support ticket window, enter a list of comma separated department codes. This fields defaults to "ALL" (all departments).

3) By default, the support tickets are sent to cynergi|suite support at High Touch (cynergisuitesupport@hightouchinc.com). To change where support tickets are sent, choose "**An Alternate Email Address**" from the drop-down menu. Type in an alternate email address in the appropriately labeled text box.
Please Note: Some email providers filter messages based on content, subject line, or the sender's email address and may put support ticket email into the bulk, junk, or spam mail folder.

Press the **SAVE** button to save any changes made to the ***Change Support Ticket Permissions*** window. Press the **CANCEL** button to discard any changes you have made. Either button will return you to the previous window.



End of Month Data Archiving

This update is a change to the cynergi|suite software system regarding End of Month (EOM) dataset archiving. The cynergi|suite system has been updated to limit the number of End of Month (EOM) backup Datasets stored on the cynergi|suite server. The reason for this change is due to server space limitations on the systems.

Details

- Beginning with the first End of Month (EOM) following the release of this update, the End of Month datasets will only be retained for a rolling three (3) months (the most recent End of Month dataset and two prior End of Month datasets).
- All other End of Month datasets prior to those three months will be removed unless the client wishes to take one of the following actions notated below.

Action

Please Note: If the client wishes to retain more than the three End of Month backup datasets, please contact your Account Manager as soon as possible.

Potential options available:

1) Contact your Account Manager to have an EOM virtual machine archive storage area created to save the End of Month datasets.
2) Contact your Account Manager to have a new directory created on your own server for archiving the datasets. This option is available for clients using their own server and if enough space is available on the existing server.

Refund Security Controls

There are several security level settings available to help manage Refunds.

Credit Card/ACH Security

(CC/ACH CashRefOK) security switch allows **cash refunds on credit card payments** and **credit card refunds on cash payments**.

If the employee security switch (***CC/ACH CashRefOK***) is set to "Y" (Yes):

- **Refunds can be tendered as cash, even if the payment was taken with a credit card or a debit card.**
- **Refund can be tendered as credit card if the payment was taken with cash.**

Please Use Caution: The intention for this security flag is to allow upper management/Home Office personnel the ability to make adjustments in payments when they are mistakenly posted. For example, when a credit card payment is posted to the wrong customer and needs the $ value moved to another account. It is not recommended that this security flag be turned on for all employees.

Please Note: This flag is initially defaulted to "N" for No.

Non-Cash Refund Payment Form Security

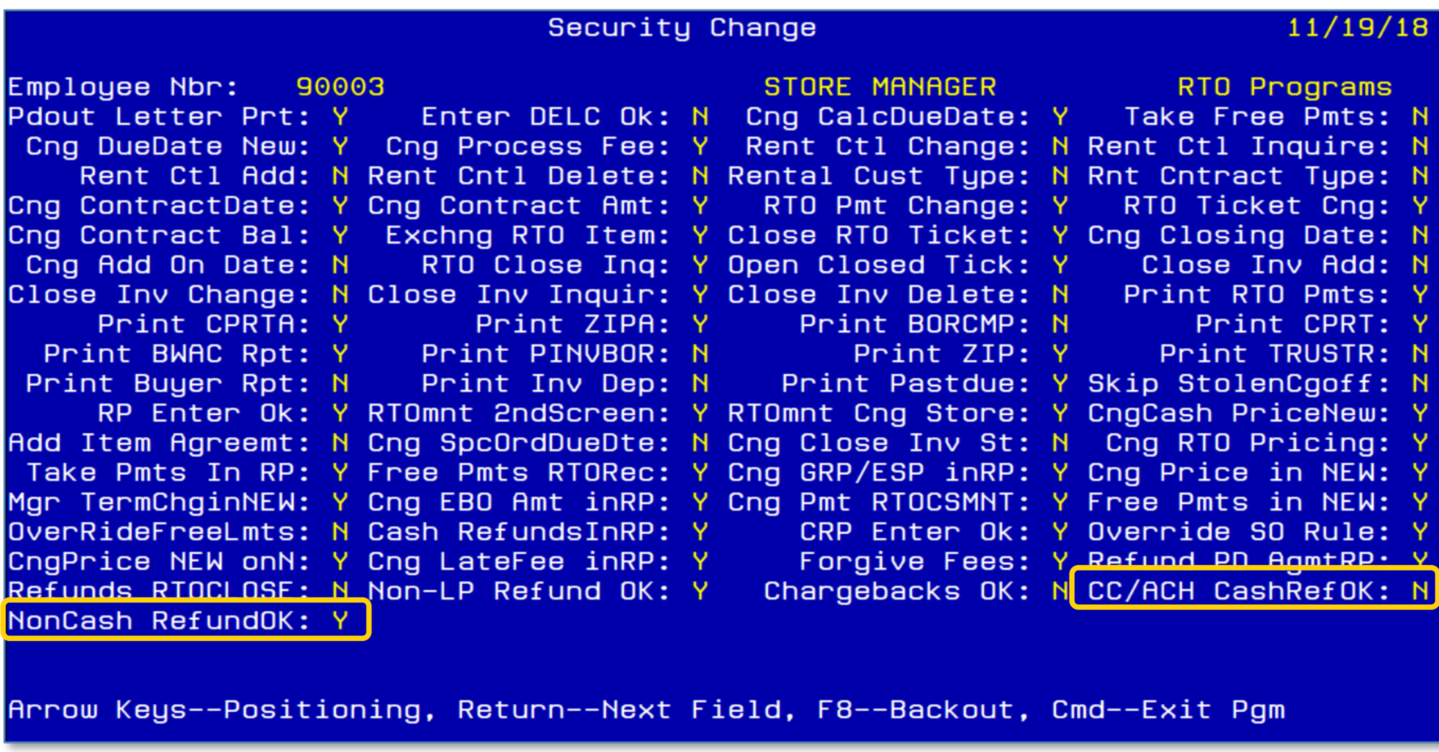
(NonCash RefundOK)
This employee level security switch can prevent an employee from using the payment form **5-Non-Cash Refund**.

If the employee security switch (***NonCash RefundOK***) is set to "N" (No):

- **Payment Form 5 (Non-Cash Refund)** cannot be used during a refund.

*Please Note: The default setting for this switch is "**Y**."*

Both switches are available in ***SECMNT*** for any Employee or Department.



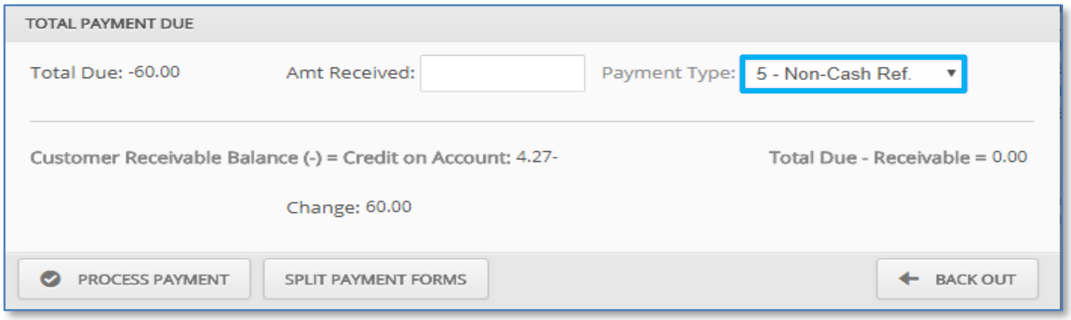
```
                              Security Change                              11/19/18

Employee Nbr:   90003                      STORE MANAGER         RTO Programs
Pdout Letter Prt: Y    Enter DELC Ok: N  Cng CalcDueDate: Y    Take Free Pmts: N
 Cng DueDate New: Y  Cng Process Fee: Y  Rent Ctl Change: N Rent Ctl Inquire: N
    Rent Ctl Add: N Rent Cntl Delete: N Rental Cust Type: N Rnt Cntract Type: N
Cng ContractDate: Y Cng Contract Amt: Y   RTO Pmt Change: Y    RTO Ticket Cng: Y
Cng Contract Bal: Y  Exchng RTO Item: Y Close RTO Ticket: Y Cng Closing Date: N
 Cng Add On Date: N    RTO Close Inq: Y Open Closed Tick: Y     Close Inv Add: N
Close Inv Change: N Close Inv Inquir: Y Close Inv Delete: N    Print RTO Pmts: Y
     Print CPRTA: Y       Print ZIPA: Y     Print BORCMP: N        Print CPRT: Y
  Print BWAC Rpt: Y    Print PINVBOR: N        Print ZIP: Y      Print TRUSTR: N
 Print Buyer Rpt: N    Print Inv Dep: N    Print Pastdue: Y Skip StolenCgoff: N
     RP Enter Ok: Y RTOmnt 2ndScreen: Y RTOmnt Cng Store: Y CngCash PriceNew: Y
Add Item Agreemt: N Cng SpcOrdDueDte: N Cng Close Inv St: N  Cng RTO Pricing: Y
 Take Pmts In RP: Y Free Pmts RTORec: Y Cng GRP/ESP inRP: Y Cng Price in NEW: Y
Mgr TermChginNEW: Y Cng EBO Amt inRP: Y Cng Pmt RTOCSMNT: Y Free Pmts in NEW: Y
OverRideFreeLmts: N Cash RefundsInRP: Y     CRP Enter Ok: Y Override SO Rule: Y
CngPrice NEW onN: Y Cng LateFee inRP: Y     Forgive Fees: Y Refund PD AgmtRP: Y
Refunds RTOCLOSE: N Non-LP Refund OK: Y   Chargebacks OK: N CC/ACH CashRefOK: N
NonCash RefundOK: Y


Arrow Keys--Positioning, Return--Next Field, F8--Backout, Cmd--Exit Pgm
```

The Non-Cash Refund option is available in the following areas:

Non-Cash Refund during Rental Payment (RP)

When processing a refund in the Rental Payment screen (**RP**), payment form **5 - Non-Cash Ref** is listed as a selection in the ***Payment Type*** field.

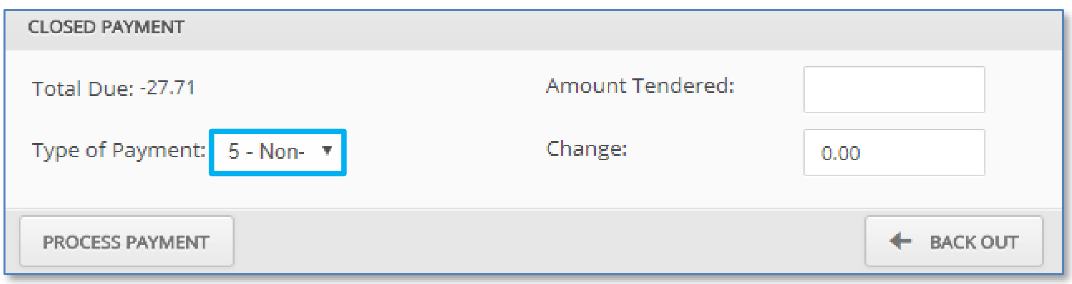
If the security switch for **NonCash RefundOK** is set to "**N**," the employee will receive the error message "*Using Non-Cash Refund Payment Form Not Permitted*."



Non-Cash Refund during Closed Rental Payment (CRP)

When processing a refund in the Closed Rental Payment (**CRP**) application, payment form **5 - Non-Cash Ref** is listed as a selection in the ***Type of Payment*** field.

If the security switch for **NonCash RefundOK** is set to "**N**," the employee will receive the error message "*Using Non-Cash Refund Payment Form Not Permitted*."



Cash Sale (SALE)

When processing a refund in the SALE application, payment form **5 - Non-Cash Ref** is listed as a selection in the ***Payment 1*** field.

If the security switch for **NonCash RefundOK** is set to "**N**," the employee will receive the error message "*Using Non-Cash Refund Payment Form Not Permitted*."