

# RSSS Training Guide: Closing a Rental Agreement

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Narrated by: Fancy Cross

## Introduction

In this training guide, we'll walk through the comprehensive steps required to close a rental agreement in the RSSS system. This includes a variety of scenarios such as customer payoffs, repossessions, refunds, cancellations, skips, and charge-offs.

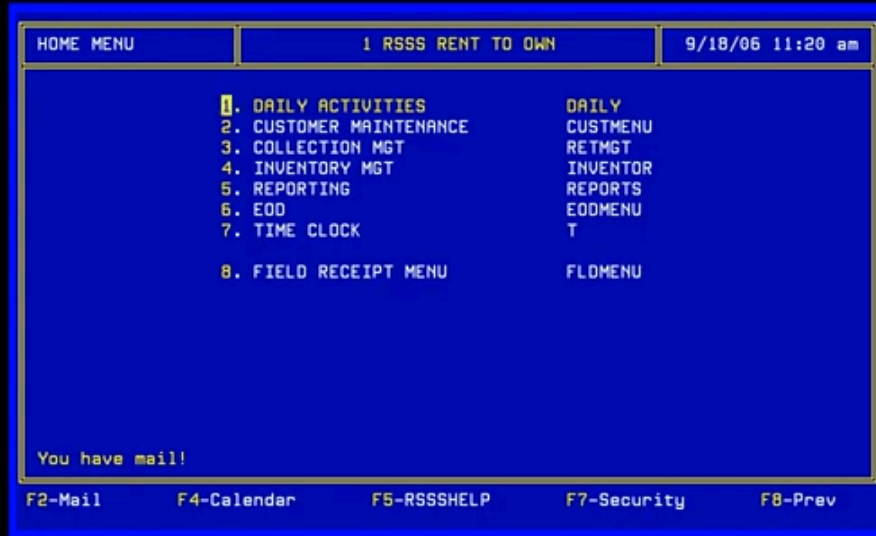
Each situation follows a specific procedure, and this document offers timestamped instructions to align with the training video. Whether you're closing a single item, an entire ticket, or performing actions like early buyouts and even exchanges, each type of closure is outlined clearly for easy reference.

Use the timestamps to align your screenshots and follow the flow step-by-step as demonstrated by the narrator. This will ensure accuracy, consistency, and help reinforce proper procedures across different rental agreement closure scenarios.

## Step-by-Step with Timestamps

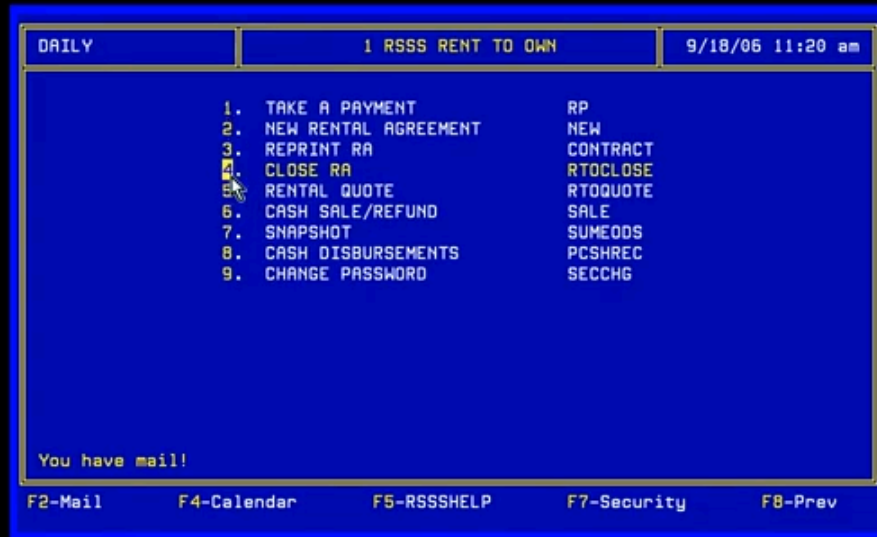
00:00

- Introduction to various closure reasons, including refund and cancel, repossession, skip, stolen, payout satisfactory/unsatisfactory, charge-off, and early buyout.



00:34

- Access the 'Close Rental Agreement' module from Daily Activities > Option 4.



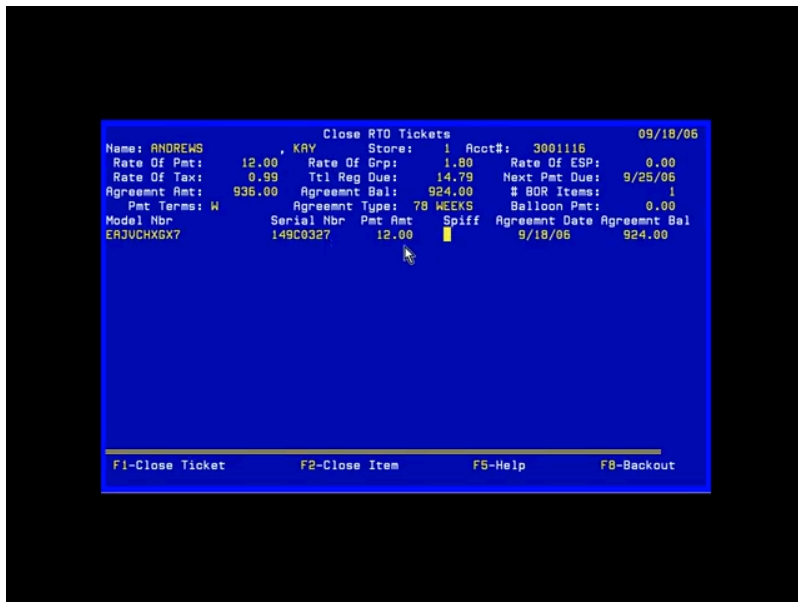
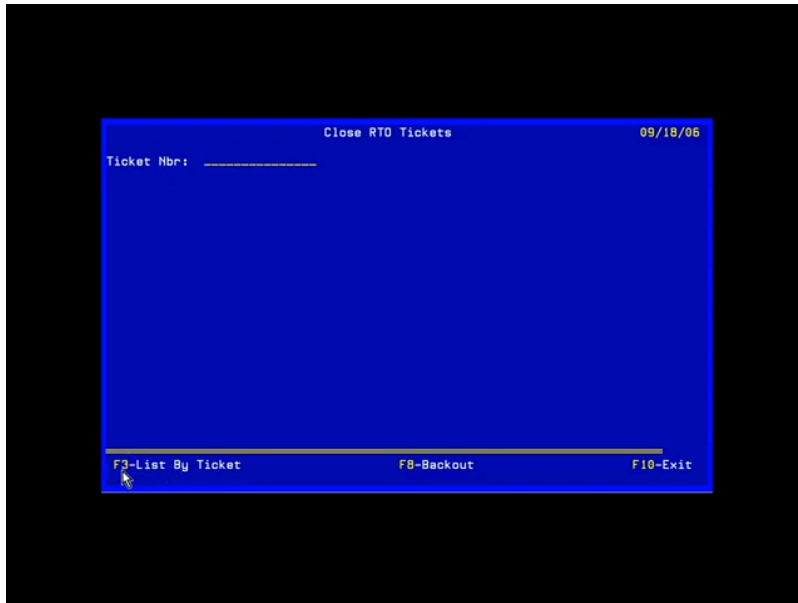
## 01:16

- Log in and search for the customer using last and first name. Use F3 to list active tickets for selection.



01:54

- Select a ticket and enter the ticket screen. Begin closing a full ticket using F1.



02:46

- Choose the closure reason (e.g., '1' for Refund and Cancel), adjust close date if needed, and proceed.

Close RTO Tickets 09/18/06

Name: ANDREWS, KAY Store: 1 Acct#: 3001116

Rate Of Pmt: 12.00 Rate Of Grp: 1.80 Rate Of ESP: 0.00

Rate Of Tax: 0.99 Ttl Reg Due: 14.79 Next Pmt Due: 9/25/06

Agreement Amt: 936.00 Agreement Bal: 924.00 # BOR Items: 1

Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00

Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal

EAJUCHXGX7 149C0327 12.00 9/18/06 924.00

Reason For Closing: 0 Closed Date: 9/18/06

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory

4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

### 03:31

- Review delivery, payment, group, ESP, tax, deposit, and payment form fields. Enter accurate payment form code (e.g., '6' for cash refund). Type Y to Confirm

Close RTO Tickets 09/18/06

Name: ANDREWS	, KAY	Store: 1	Acct#: 3001116	
Delivery Amt:		Pmt Amt: 12.00-	Grp Amt: 1.83	
ESP Amt:		Deposit Amt:	Proc Fee: 5.00	
Tax Amt: 0.99		Total Due: 0.00	Pmt Form: 1	
Next Pmt Due: 9/25/06		Amt Received:	Change Due: 0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date Agreement Bal
EAJVCHXGX7	149C0327	12.00		9/18/06 924.00

You are going to make a refund;Do you want to continue:

F5-Help F8-Backout F9-Update Record F10-Exit

## 05:20

- Confirm to continue with refund. Check change due and accept any N for no default prompts unless edits are necessary. Receipt will print.

Close RTO Tickets 09/18/06

Name: ANDREWS	, KAY	Store: 1	Acct#: 3001116
Delivery Amt:		Pmt Amt: 12.00-	Grp Amt: 1.83-
ESP Amt:		Deposit Amt:	Proc Fee: 5.00-
Tax Amt: 0.99-		Total Due: 19.82-	Pmt Form: 6
Next Pmt Due: 9/25/06		Amt Received:	Change Due: 19.82
Model Nbr	Serial Nbr	Pmt Amt	Spiff
EAJUCHXGX7	149C0327	12.00	
			Agreement Date Agreement Bal
			9/18/06 924.00

Any Changes:

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F5-Help F8-Backout F9-Update Record F10-Exit



## 07:46

- Begin Payout Satisfactory process: Close a paid-in-full ticket with good customer relationship. Use reason '2'.

Close RTO Tickets 09/18/06

Name: SMITH, WILLIAM Store: 1 Acct#: 10011643  
Rate Of Pmt: 24.00 Rate Of Grp: 3.60 Rate Of ESP: 0.00  
Rate Of Tax: 1.56 Ttl Reg Due: 29.16 Next Pmt Due: 2/23/06  
Agreement Amt: 1,872.00 Agreement Bal: # BOR Items:  
Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00  
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal  
F050FCH/107 48398 24.00 8/21/04

Close This Ticket:

F1-Close Ticket F2-Close Item F5-Help F8-Backout

**08:39** Confirm the closure by checking RTO History. Verify ticket is marked as closed satisfactorily. Option **2 Payout Satisfactory**

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                                Close RTO Tickets                                09/18/06
Name: SMITH                      , WILLIAM Store: 1 Acct#: 10011643
Rate Of Pmt: 24.00 Rate Of Grp: 3.60 Rate Of ESP: 0.00
Rate Of Tax: 1.56 Ttl Reg Due: 29.16 Next Pmt Due: 2/23/06
Agreement Amt: 1,872.00 Agreement Bal: # BOR Items:
Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FOSOFCH/107 48398 24.00 8/21/04

Reason For Closing: 0 Closed Date: 9/18/06

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Repay 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

```

```

                                Customer Maintenance                                09/18/06
Customer Name/#: SMITH WILLIAM
Loc Acct Nbr Last Name First Name Address DL# Or City SSAN
2001708 SMITH WILLIAM 20700 NW 160TH D ANYTOWN 0001
10011643 SMITH WILLIAM 3204 DUBAN TERRA ANYTOWN 0001
10009480 SMITH WILLIAM G 1054 SE EUCLID L ANYTOWN 0001
10011263 SMITH WILLIAMS 248 NE SOLIDA DR ANYTOWN 0001
2000006 SMITH WILLIE 1311 NE 15TH ST ANYTOWN 0001
1001863 SMITH WILLIS/ARN 904 NORTH 14TH S ANYTOWN 0001
10007172 SMITH WILLIE 1501 NORTH 16TH ANYTOWN 0001
10005454 SMITH/ANDERSKENNY 745 SE EMERSON S ANYTOWN 0001
10007694 SMITH/DOLPHUTARRA/DARRY 8150 SE WASHINGT ANYTOWN 0001
10009611 SMITH/GONCALJONATHAN/A 310 DICKSON DR. ANYTOWN 0001
* 1 10012191 SMITH/WILLIASHERONE/TI 2801 AVE. L ANYTOWN 0001
10004819 SMITHEY ALLEN 21 ROBIN LANE ANYTOWN 0001
* 4 10009949 SMOLINSKI LARA 703 GARDEN BLVD. ANYTOWN 0001
4002338 SMOZANEK RUSS 8485 SE HWY 441 ANYTOWN 0001
1002702 SMYTHE WILLIE 1116 ORANGE AVE ANYTOWN 0001

F1-Next Page F2-Prev Page F3-RR/RTO Hist F4-Chg F5-Add

```

- 09:45

- Payout Unsatisfactory: Close a paid-in-full ticket, but with poor payment history. Use reason '3'. Handle any club agreement closure if prompted. Reason could be because relationship between you and the customer is no longer satisfactory

Close RTO Tickets
09/18/06

Ticket Nbr:

F3-List By Ticket
F8-Backout
F10-Exit

DAILY
1 RSSS RENT TO OWN
9/18/06 2:16 pm

1. TAKE A PAYMENT	RP
2. NEW RENTAL AGREEMENT	NEW
3. REPRINT RA	CONTRACT
4. CLOSE RA	RTOCLOSE
5. RENTAL QUOTE	RTOQUOTE
6. CASH SALE/REFUND	SALE
7. SNAPSHOT	SUMEOOS
8. CASH DISBURSEMENTS	PCSHREC
9. CHANGE PASSWORD	SECCHG

You have mail!

F2-Mail
F4-Calendar
F5-RSSSHELP
F7-Security
F8-Prev

## 12:28

- Request Pickup: Close a ticket due to customer request for merchandise return. Use reason '4'. Enter item condition, confirm no changes.

```
                                Close RTO Tickets                                09/18/06
Name: CALLER                      , MARIE      Store:    1  Acct#: 10012109
Rate Of Pmt:    66.00      Rate Of Grp:    9.90      Rate Of ESP:    0.00
Rate Of Tax:    4.29      Ttl Reg Due:    80.19      Next Pmt Due:  2/26/05
Agreement Amt: 2,574.00    Agreement Bal: 2,398.77    # BOR Items:
Pmt Terms: 8      Agreement Type: 78 WEEKS      Balloon Pmt:    0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FLBER2420-EB    47981      55.00             1/18/05    1998.98
FOBER8030       47985       7.00             1/18/05     254.42
FASEM5100BK     49537       4.00             1/18/05     145.38

Reason For Closing:  4   Closed Date:  9/18/06

      1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

```
                                Close RTO Tickets                                09/18/06
Name: CALLER                      , MARIE      Store:    1  Acct#: 10012109
Rate Of Pmt:    66.00      Rate Of Grp:    9.90      Rate Of ESP:    0.00
Rate Of Tax:    4.29      Ttl Reg Due:    80.19      Next Pmt Due:  2/26/05
Agreement Amt: 2,574.00    Agreement Bal: 2,398.77    # BOR Items:
Pmt Terms: 8      Agreement Type: 78 WEEKS      Balloon Pmt:    0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FLBER2420-EB    47981      55.00             1/18/05    1998.98
FOBER8030       47985       7.00             1/18/05     254.42
FASEM5100BK     49537       4.00             1/18/05     145.38

F1-Close Ticket      F2-Close Item      F5-Help      F8-Backout
```

Close RTO Tickets						09/18/06
Name: CALLER	, MARIE		Store: 1	Acct#: 10012109		
Delivery Amt:	Pmt Amt:		Grp Amt:			
ESP Amt:	Deposit Amt:		Proc Fee:			
Tax Amt:	Total Due:		0.00	Pmt Form:	1	
Next Pmt Due:	2/26/05	Amt Received:		Change Due:	0.00	
Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal	
FLBER2420-EB	47981	55.00		1/18/05	1998.98	
FOBER8030	47985	7.00		1/18/05	254.42	
FASEM5100BK	49537	4.00		1/18/05	145.38	
Any Changes: <input checked="" type="checkbox"/>			Inventory Condition: GOOD			
<hr/>						
F5-Help		F8-Backout		F9-Update Record		F10-Exit

## 16:02

- Repossession: Use reason '5' when merchandise is repossessed. Note inventory condition, close club agreements if linked.

```

                                Close RTO Tickets                                09/18/06
Name: SMITH                      , ALICE Store: 1 Acct#: 1000001
Delivery Amt:                    Pmt Amt:                    Grp Amt:
ESP Amt:                        Deposit Amt:                 Proc Fee:
Tax Amt:                        Total Due:                    Pmt Form: 1
Next Pmt Due: 8/03/06 Amt Received:                          Change Due: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FDC0A40B2      48431      8.67      7/27/06      667.59

Close Club Agreement: Y
F5-Help      F8-Backout      F9-Update Record      F10-Exit
```

```

                                Close RTO Tickets                                09/18/06
Name: SMITH                      , ALICE Store: 1 Acct#: 1000001
Rate Of Pmt: 8.67 Rate Of Grp: 0.00 Rate Of ESP: 0.00
Rate Of Tax: 0.72 Ttl Reg Due: 9.39 Next Pmt Due: 8/03/06
Agreement Amt: 676.26 Agreement Bal: 667.59 # BOR Items:
Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FDC0A40B2      48431      8.67      7/27/06      667.59

Reason For Closing: 5 Closed Date: 9/18/06
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

## 18:10

- Skip: Use reason '6' when customer leaves with no recovery. Manager authorization is required. Follow security protocol.

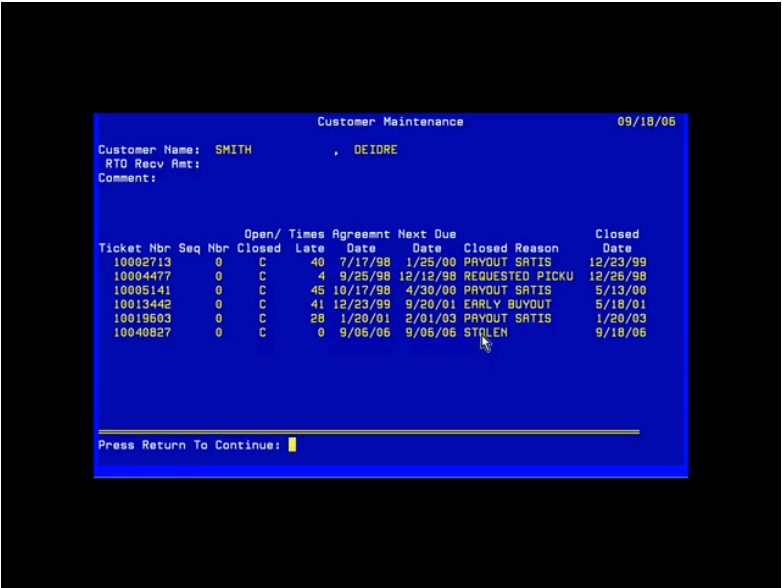
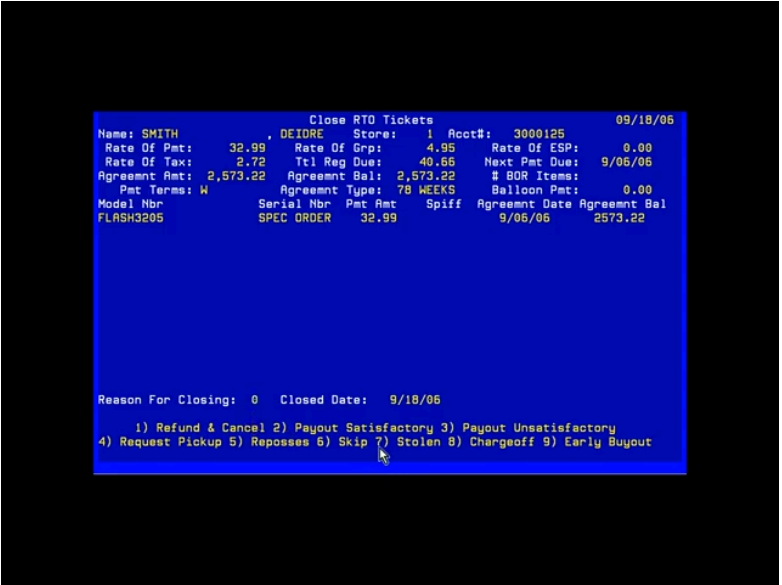
```
Close RTO Tickets 09/18/06
Name: SMITH JOHN Store: 1 Acct#: 4002805
Rate Of Pmt: 46.48 Rate Of Grp: 5.97 Rate Of ESP: 0.00
Rate Of Tax: 3.83 Ttl Reg Due: 57.28 Next Pmt Due: 9/20/06
Agreement Amt: 3,625.44 Agreement Bal: 1,766.24 # BOR Items:
Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
EBT0543R62 13914414 46.48 12/14/05 1766.24

Reason For Closing: 0 Closed Date: 9/18/06
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

```
Close RTO Tickets 09/18/06
Name: SMITH JOHN Store: 1 Acct#: 4002805
Rate Of Pmt: 46.48 Rate Of Grp: 5.97 Rate Of ESP: 0.00
Rate Of Tax: 3.83 Ttl Reg Due: 57.28 Next Pmt Due: 9/20/06
Agreement Amt: 3,625.44 Agreement Bal: 1,766.24 # BOR Items:
Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
EBT0543R62 13914414 46.48 12/14/05 1766.24

Reason For Closing: 6 Closed Date: 9/18/06
Close by Skip, Stolen, Or Charge Off Not Allowed
1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

**22:27** Stolen: Use reason '7' when merchandise is reported stolen. Record details, skip any unnecessary fields.





## 24:00

- Charge-off: Use reason '8' for unrecoverable inventory (e.g., fire, flood). Enter descriptive condition (e.g., 'Hurricane').

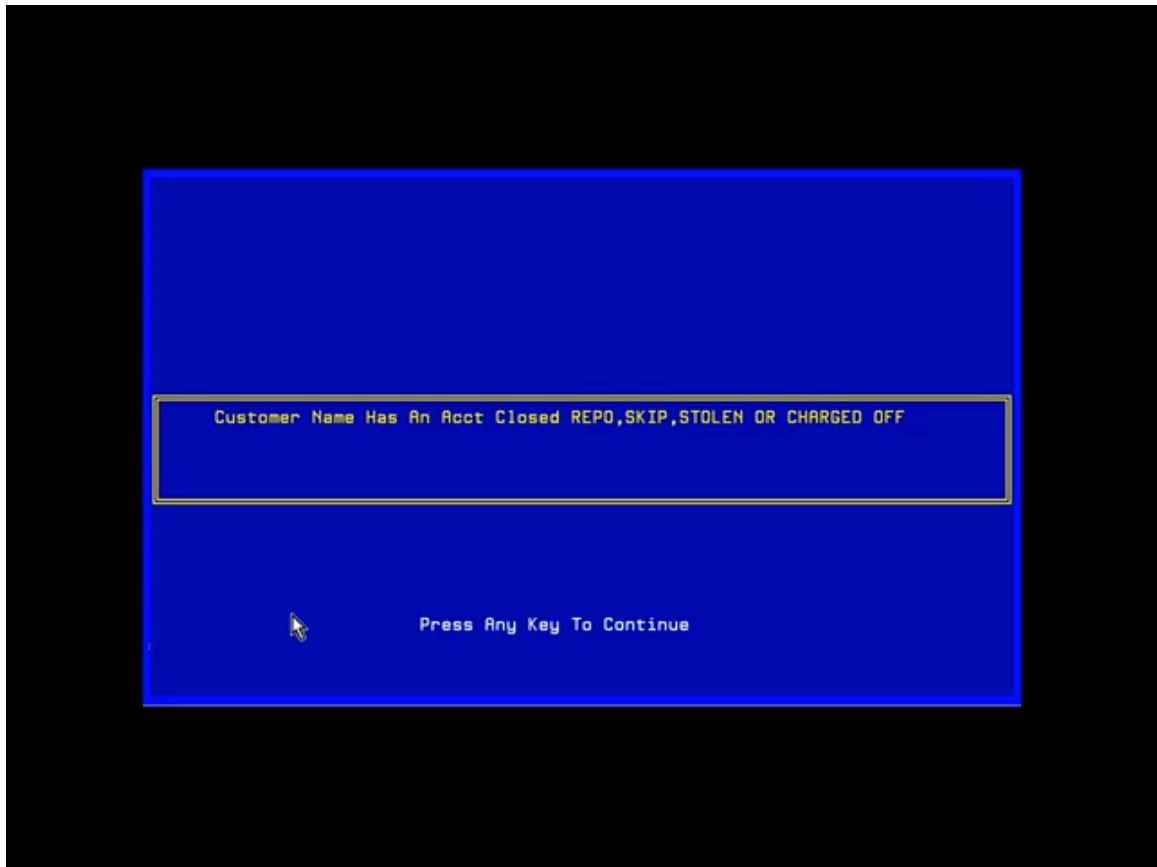
```
                                Close RTO Tickets                                09/19/06
Name: BRADLEY , JOE      Store: 1 Acct#: 10010026
Rate Of Pmt: 14.00      Rate Of Grp: 2.24      Rate Of ESP: 0.00
Rate Of Tax: 0.91      Ttl Reg Due: 17.15      Next Pmt Due: 1/07/06
Agreement Amt: 1,092.00 Agreement Bal:          # BOR Items:
Pmt Terms: W      Agreement Type: 78 WEEKS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr Pmt Amt      Spiff Agreement Date Agreement Bal
AKFRIFRT1084AW      BA40801292      14.00      7/03/04

Reason For Closing: 0      Closed Date: 9/19/06

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout
```

## 27:50

- Early Buyout (Restricted): Company settings may prevent direct closure. Must use 'RP' option for early buyout if control methods 3, 5, or 11 are in place.



### 31:15

- Early Buyout (Allowed): Use reason '9'. Payment balance reduces. Confirm no changes, accept defaults, print receipt.

Close RTO Tickets 09/19/06

Name: SMITH, JOSEPH Store: 1 Acct#: 10000512

Rate Of Pmt: 8.99 Rate Of Grp: 0.00 Rate Of ESP: 0.00

Rate Of Tax: 0.74 Ttl Reg Due: 9.73 Next Pmt Due: 12/21/05

Agreement Amt: 701.22 Agreement Bal: 692.23 # BOR Items: 0.00

Pmt Terms: W Agreement Type: 78 WEEKS Balloon Pmt: 0.00

Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal

JLJBCF228-4H 17835 8.99 12/14/05 692.23

Reason For Closing: 9 Closed Date: 9/19/06

Use the program RP and the F2 option to close as a buyout

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory

4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

### 34:06

- Closing Individual Items: Use F2 to close selected items on a multi-line ticket. Mark with 'C' for closed items.

Close RTO Tickets 09/19/06

Name: ADAMS, LAURA Store: 3 Acct#: 3001681

Rate Of Pmt: 125.54 Rate Of Grp: 18.83 Rate Of ESP: 0.00

Rate Of Tax: 8.16 Ttl Reg Due: 152.53 Next Pmt Due: 3/13/05

Agreement Amt: 1,004.32 Agreement Bal: # BOR Items: 1

Pmt Terms: M Agreement Type: OTHER MNTHLY Balloon Pmt: 0.00

Model Nbr	Serial Nbr	Pmt Amt	Spiff	Agreement Date	Agreement Bal
FBMCD1009	46120	90.88		7/10/04	0.03
SSSEMMF4350/5	46341	34.66		7/10/04	0.02

Reason For Closing: 9 Closed Date: 9/19/06

1) Refund & Cancel 2) Payout Satisfactory 3) Payout Unsatisfactory  
4) Request Pickup 5) Reposses 6) Skip 7) Stolen 8) Chargeoff 9) Early Buyout

Fee Ticket Amounts For: JOSEPH SMITH Tick 10000512 9/19/06

Number of Payments Already Made: 2.0000

Amount Already Paid: 5.98

Enter "CLOSE" to Close Fee Ticket or Press Return To Continue: \_\_\_\_\_

Press F5 for Help

### 36:01

- Review payment breakdown, collect payment, enter tendered amount, and finalize closure. Print agreement.

### 37:59

- Verify item-level closure in RTO history. Some items may remain open on the same ticket.

```

                                Close RTO Tickets                                09/19/06
Name: SMITH                      , JACK      Store: 1  Acct#: 10011214
Rate Of Pmt: 272.79      Rate Of Grp: 43.58      Rate Of ESP: 0.00
Rate Of Tax: 17.73      Ttl Reg Due: 334.10      Next Pmt Due: 10/23/05
Agreement Amt: 4,910.22  Agreement Bal: 215.08      # BOR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FLHHW6100-PO    C 47813      134.23      5/10/04      105.86
FALZM24          42975        8.66      5/10/04        6.85
FOHHW6044        46100       30.31      5/10/04       23.92
FOSEM202-420     47820       99.59      5/10/04       78.54

Payment This Item: 23.92

F1-Close Ticket      F2-Close Item      F5-Help      F8-Backout

```

```

                                Close RTO Tickets                                09/19/06
Name: SMITH                      , JACK      Store: 1  Acct#: 10011214
Rate Of Pmt: 272.79      Rate Of Grp: 43.58      Rate Of ESP: 0.00
Rate Of Tax: 17.73      Ttl Reg Due: 334.10      Next Pmt Due: 10/23/05
Agreement Amt: 4,910.22  Agreement Bal: 215.08      # BOR Items:
Pmt Terms: M      Agreement Type: 18 MONTHS      Balloon Pmt: 0.00
Model Nbr      Serial Nbr  Pmt Amt  Spiff  Agreement Date Agreement Bal
FLHHW6100-PO    C 47813      134.23      5/10/04      105.86
FALZM24          42975        8.66      5/10/04        6.85
FOHHW6044        46100       30.31      5/10/04       23.92
FOSEM202-420     47820       99.59      5/10/04       78.54

F1-Close Ticket      F2-Close Item      F5-Help      F8-Backout

```

### 38:16

- Training conclusion: Recap of scenarios and emphasis on choosing the correct closure path based on ticket status and business situation.