

RSSS Training Guide: Closing a Rental Agreement

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, reposessions, 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.



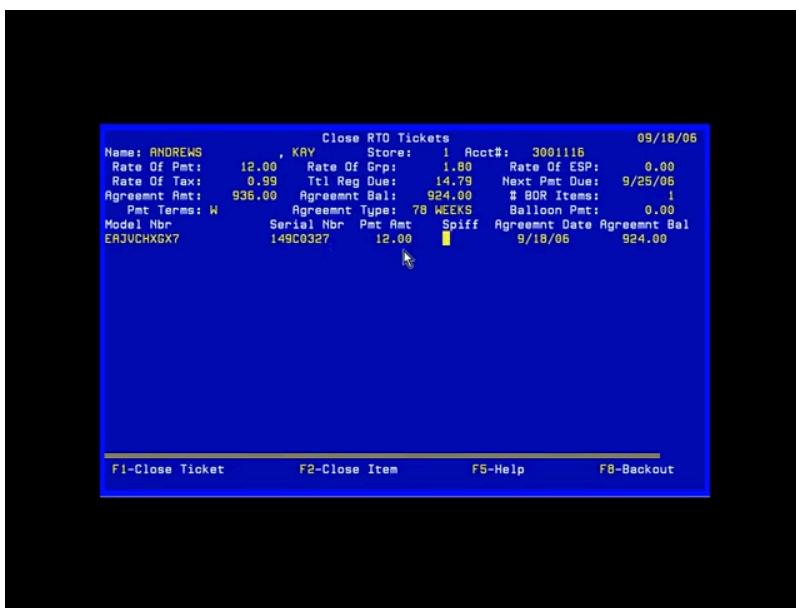
01:16

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



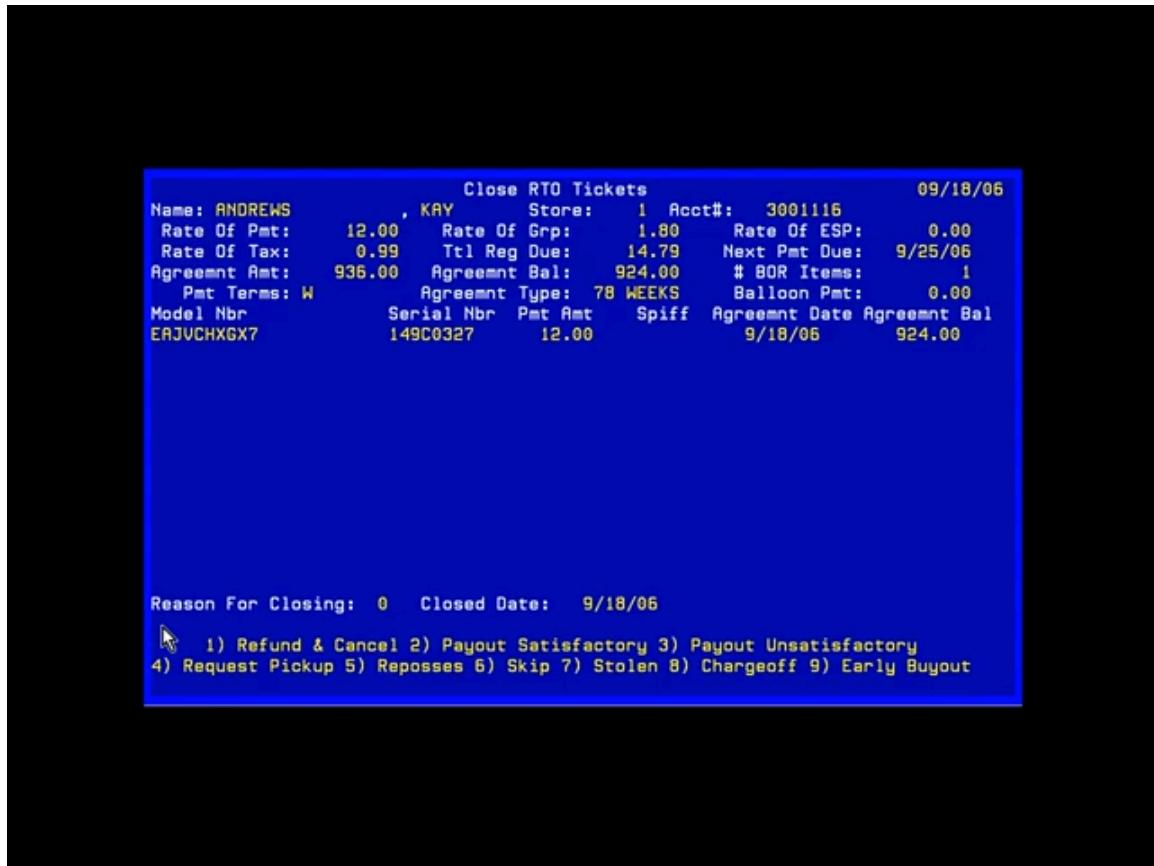
01:54

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



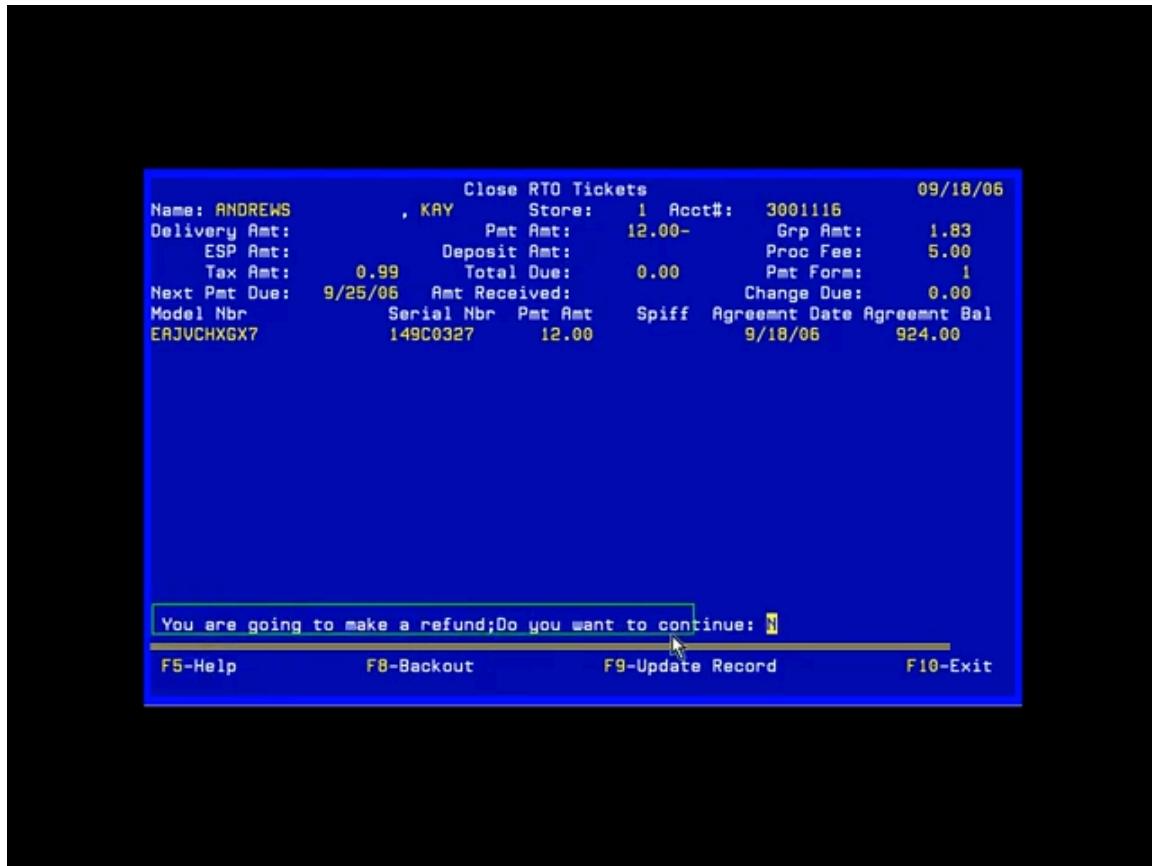
02:46

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



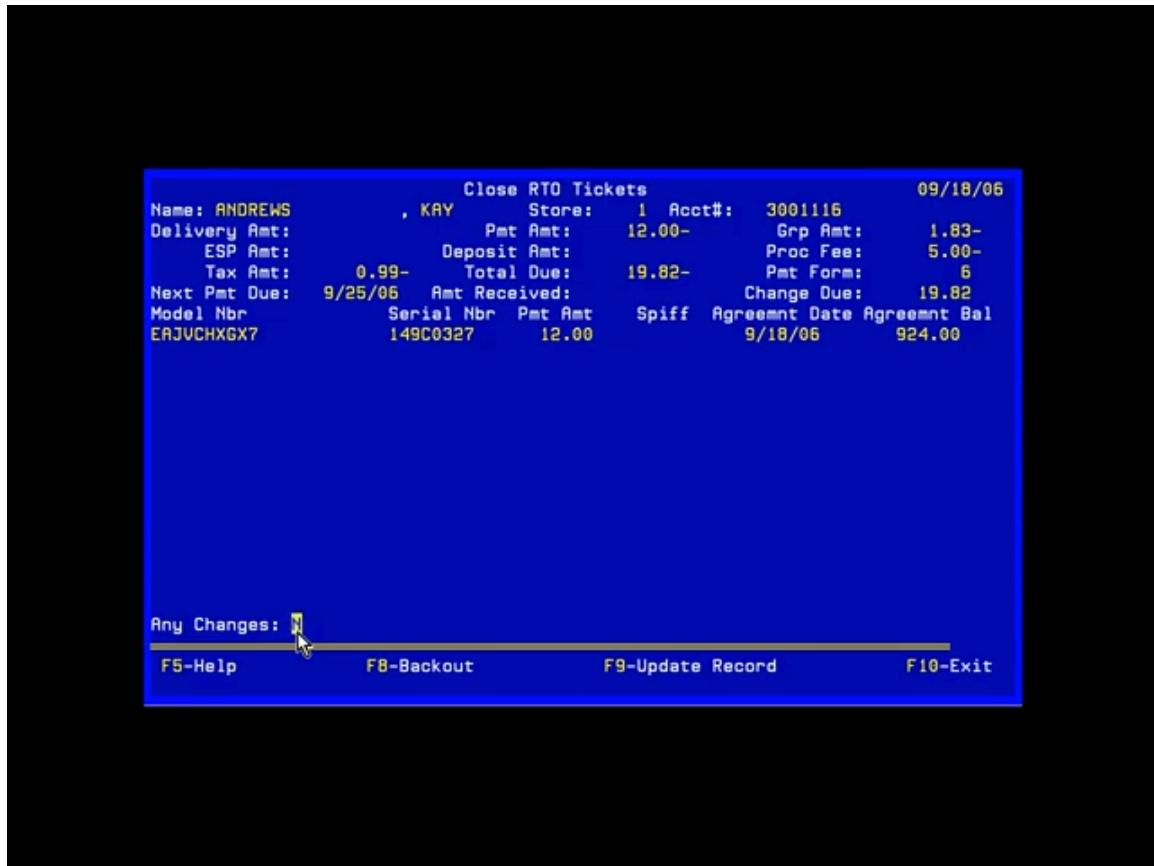
03:31

- 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



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.

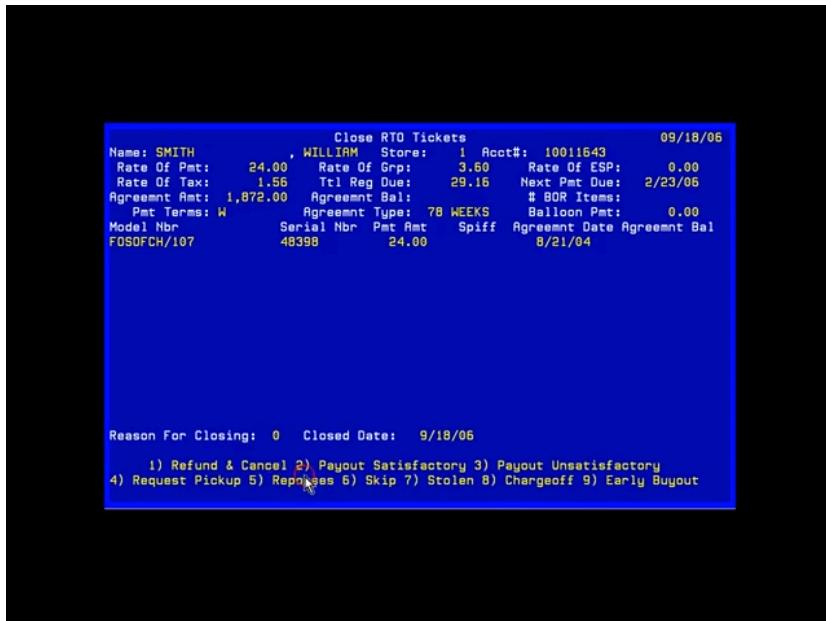


07:46

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



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

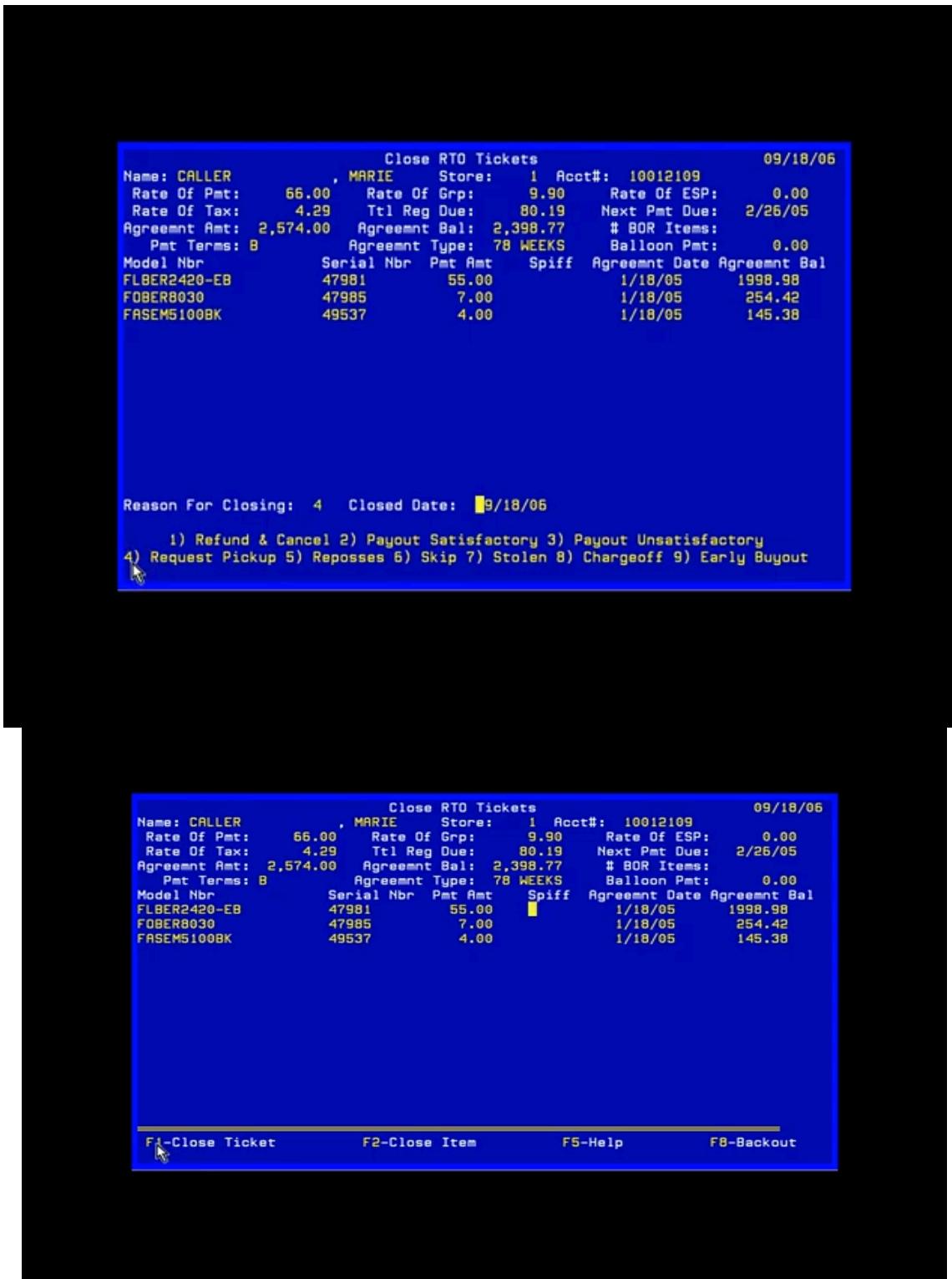


- 09:45
- Payout Unsatisfactory: Close a paid-in-full ticket, but with poor payment history. Use reason '3'. Handle any club agreement closure if prompted. Reason could be because relationship between you and the customer is no longer satisfactory



12:28

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



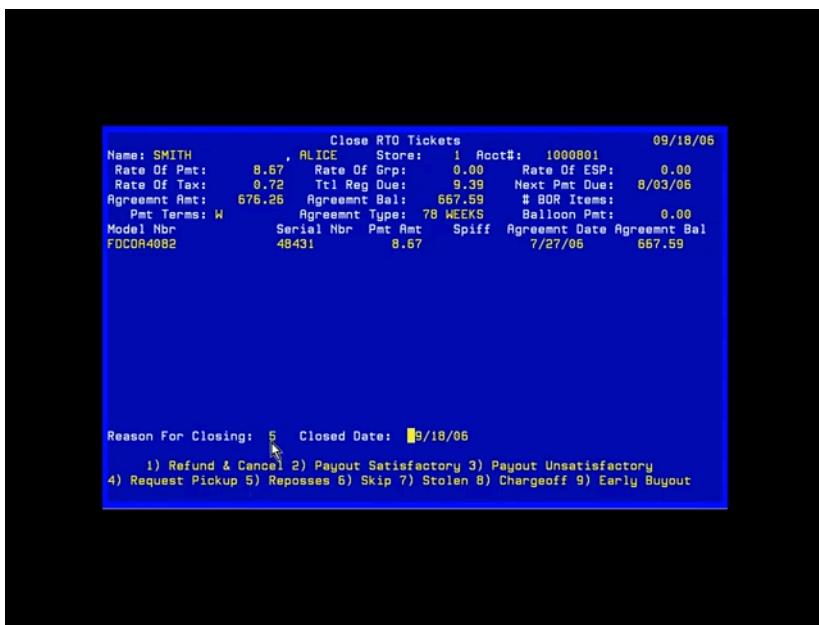
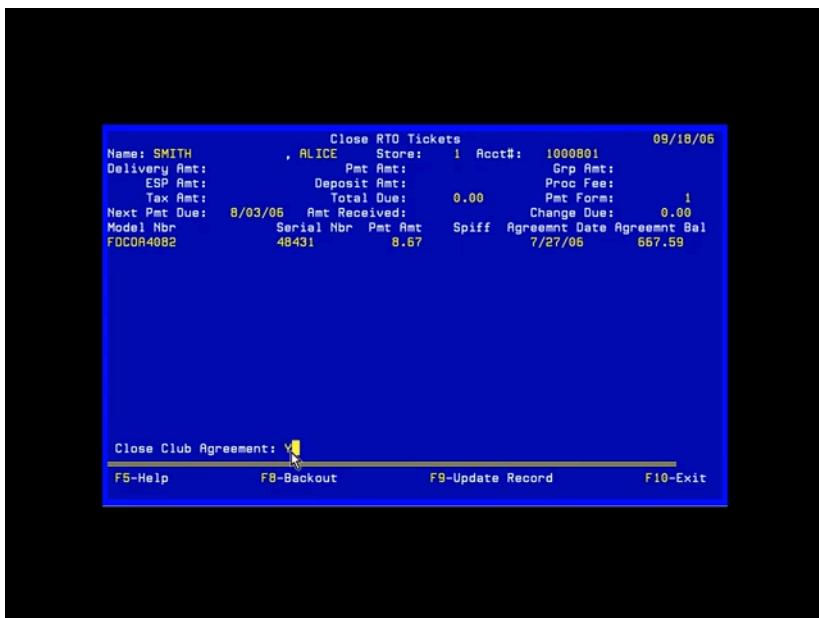
Close RTO Tickets 09/18/06
Name: CALLER , MARIE Store: 1 Acct#: 10012109
Delivery Amt: Pmt Amt: Grp Amt:
ESP Amt: Deposit Amt: Proc Fee:
Tax Amt: Total Due: 0.00 Pmt Form: 1
Next Pmt Due: 2/26/05 Amt Received: Change Due: 0.00
Model Nbr Serial Nbr Pmt Amt Spiff Agreement Date Agreement Bal
FL8ER2420-EB 47981 55.00 1/18/05 1998.98
FO8ER8030 47985 7.00 1/18/05 254.42
FASEM5100BK 49537 4.00 1/18/05 145.38

Any Changes: Inventory Condition: G000 

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

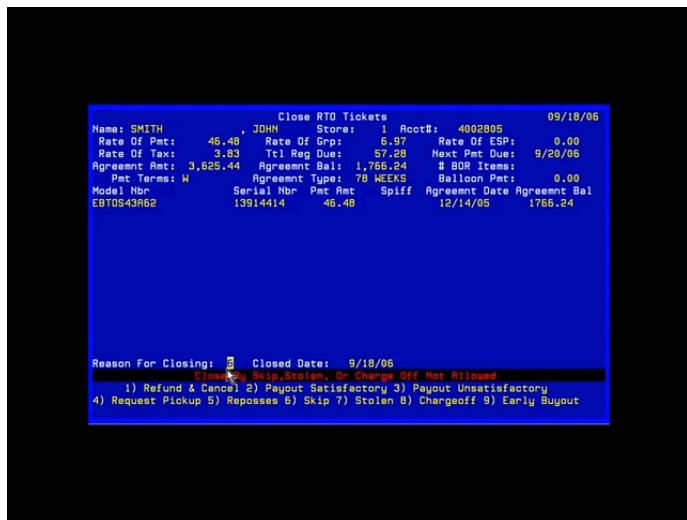
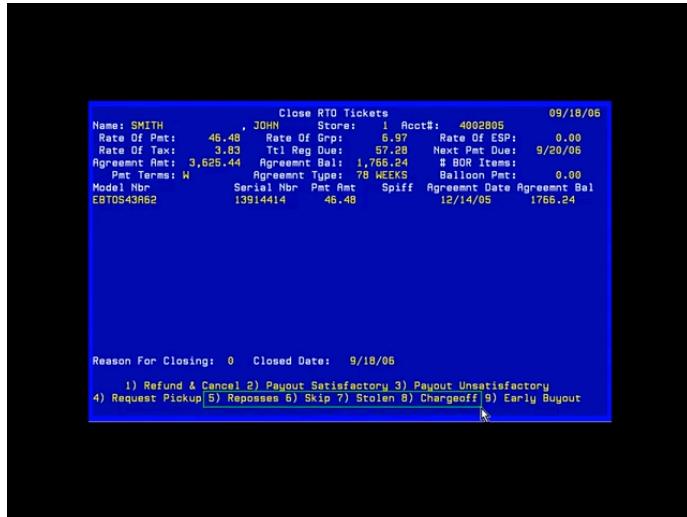
16:02

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

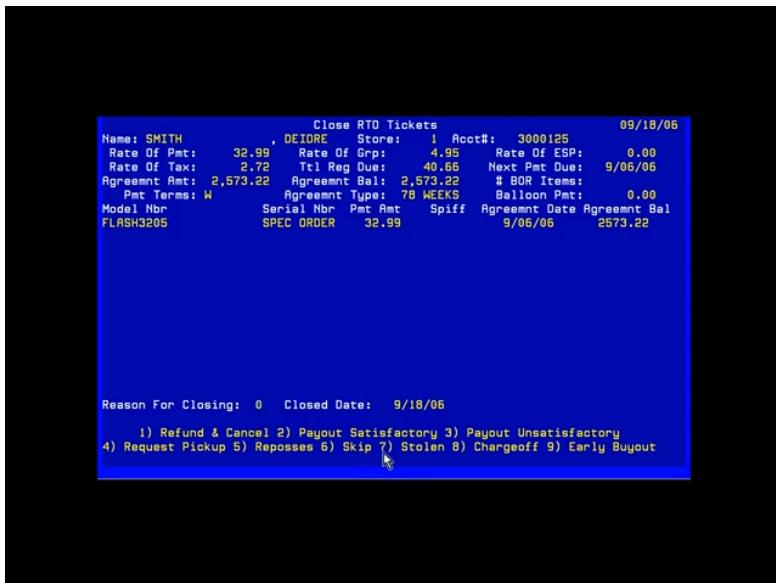


18:10

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

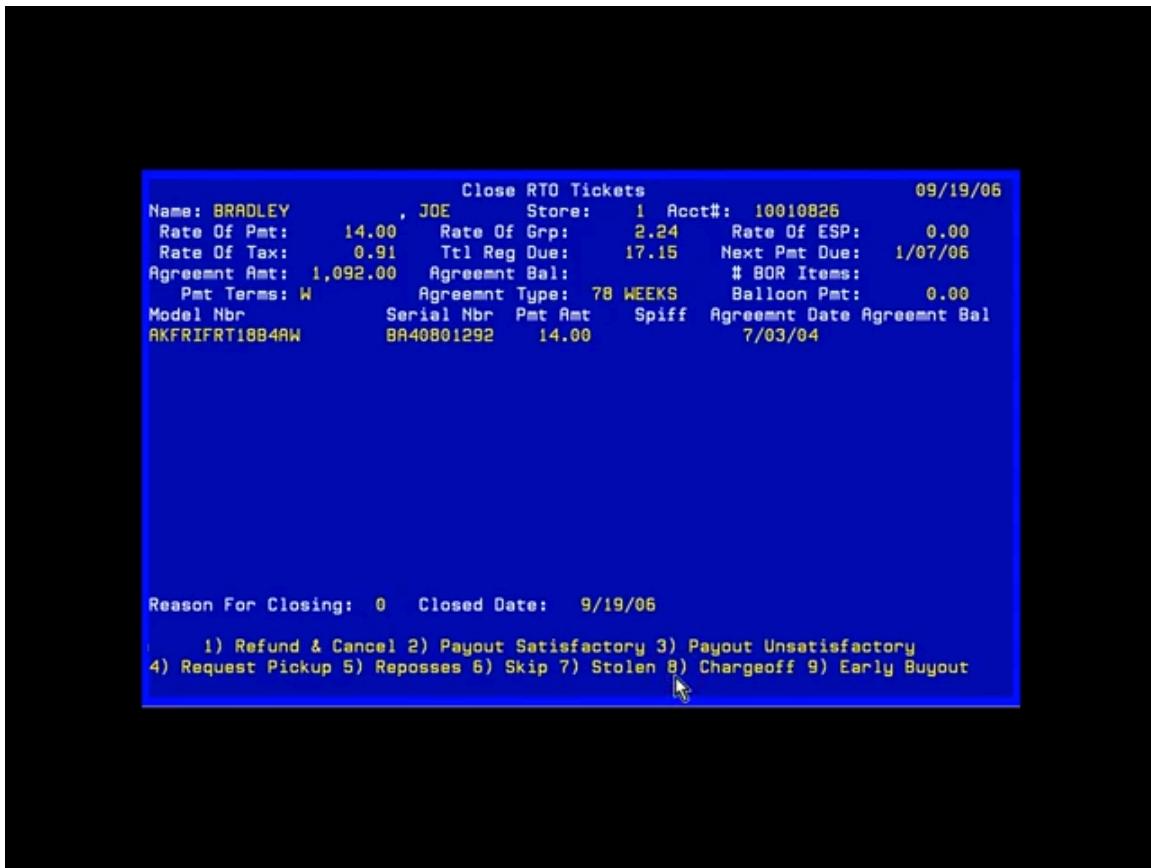


22:27 Stolen: Use reason '7' when merchandise is reported stolen. Record details, skip any unnecessary fields.



24:00

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



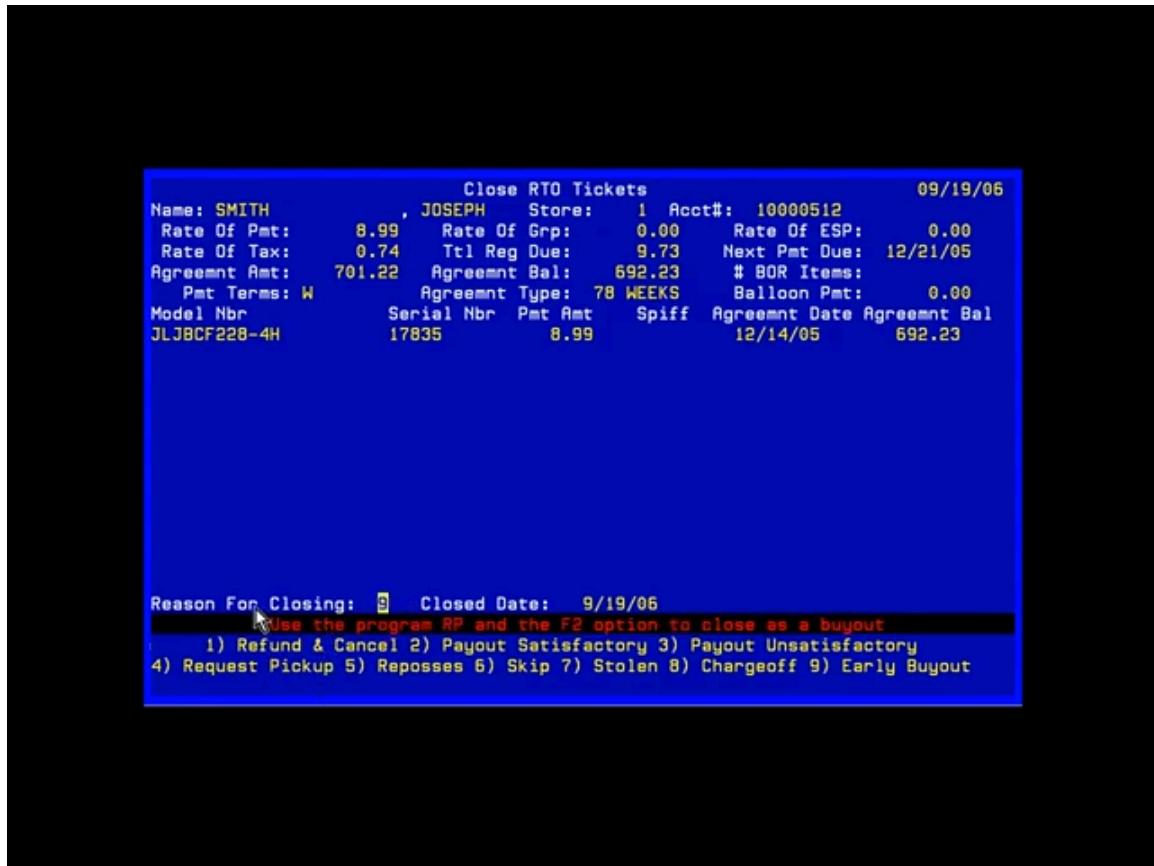
27:50

- 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.



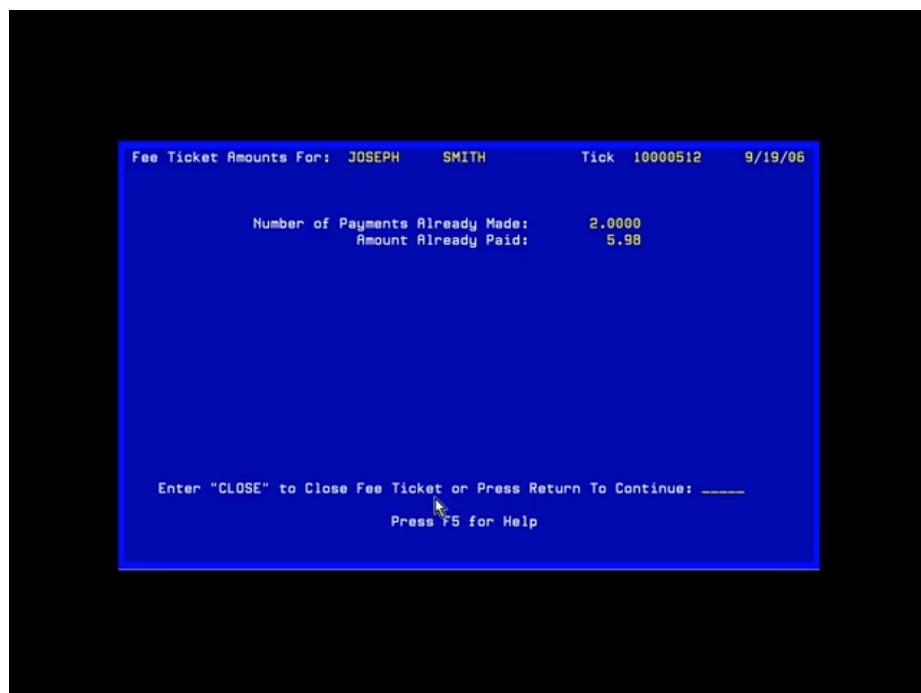
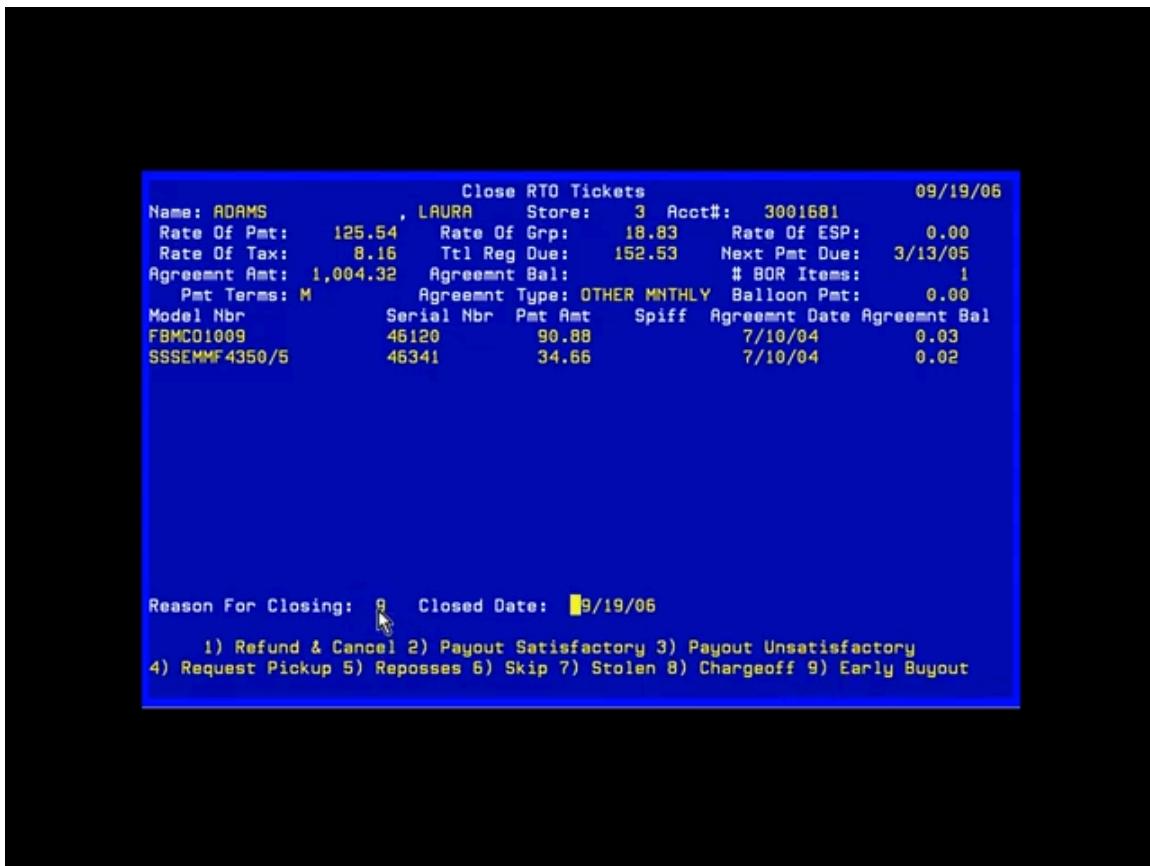
31:15

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



34:06

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



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:

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

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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.