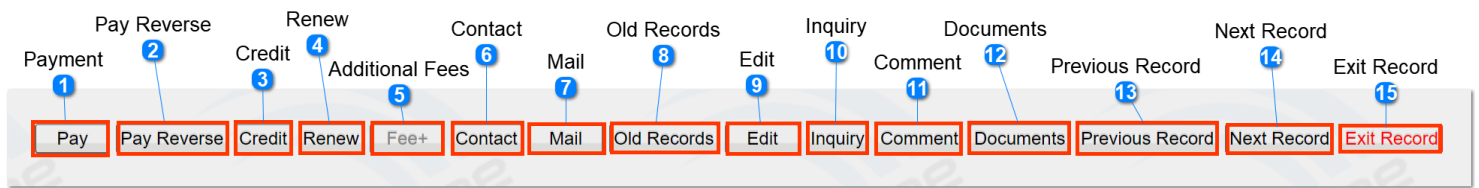


6.3.8. Button Menu Section Details

Account Screen - Button Menu Section



1 Payment

Pay Button opens the Payment Window to take a payment on the Customer Account. Payment will show in the Payment Section when finished.

2 Pay Reverse

Pay Reverse Button opens the Reverse Payment Window to reverse a payment that may have been made by mistake.

3 Credit

Credit Button opens credit account window to apply a credit to the customer account. Account credit will show in the Payment Section when finished.

4 Renew

Renew Button will take you thru renewing (refinancing) the loan. You can change the total amount financed or terms during this process. You can also keep the current Hi-Credit amount and terms if desired.

5 Additional Fees

Additional Fee Button allows you to add additional fees to the account. This section may be locked if state requirements will not allow additional fees to be applied to the account.

6 Contact

Contact Button allows you to enter a Contact/Promise entry in the Contact Promise section. This is used for setting a date for promise to pay past due accounts or collection effort notes.

7 Mail

Mail Button takes you into mail options for the customer. You can generate and send them solicitations or collection letters.

8 Old Records

Old Records Button will bring up account loans if more than one has been made. Customers may renew(refinance) their account loan many times and each time, new contracts or loan amounts will change. This button allows you to pull up old account records, contracts, receipts and other information.

9 Edit

Edit Button allows you to edit account information like Customer Information Section (Demographics), Hi Credit Amount & Terms (Account Info) Payment, Metro credit reporting and Privacy Notice to opt in or out.

10 Inquiry

Inquiry Button allows you to add an entry to the Inquiries Section.

11 Comment

Comments Button opens the Comments window to add additional comments to customers account. Comments can also be added to the Remarks area of the Customer Information Section or in the Inquiries Section.

12 Documents

Documents Button allows you to reprint documents like Contract, Privacy Notice, ACH Authorization, Receipts, Screen Print and Application.

13 Previous Record

Previous Record Button allows you to move to the previous Customer Account Record when you are doing collections. This button is only important when you access the Customer Account Screen from the Collect Account Menu and Collect Account Delinquency Screen.

14 Next Record

Previous Record Button allows you to move to the next Customer Account Record when you are doing collections. This button is only important when you access the Customer Account Screen from the Collect Account Menu and Collect Account Delinquency Screen.

15 Exit Record

Exit Record Button will exit the current Account Record Screen. Make sure you exit open screens back to the main menu when finished working in a specific window or screen.