

RENTALS

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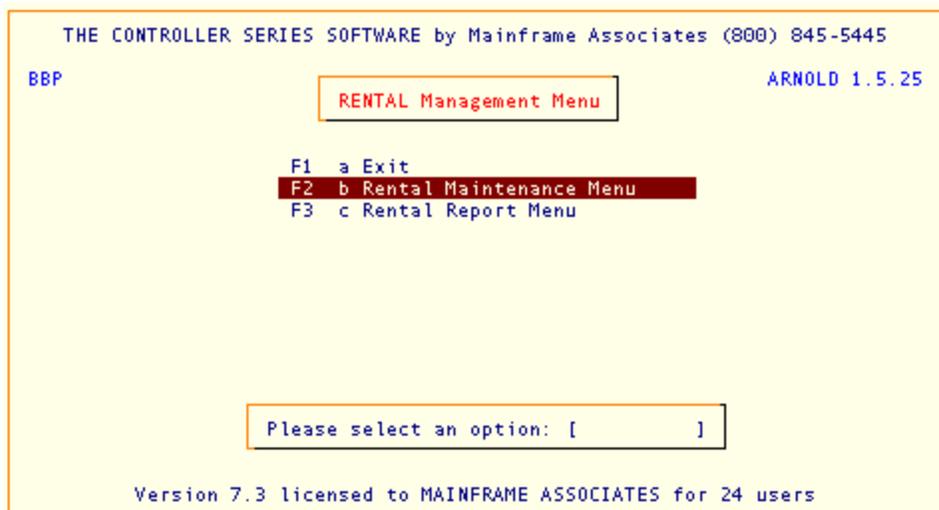
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Rentals Management Overview

The ability to rent products is now an optional part of *The Retail Controller*. Rental Items can be created, managed, checked out, returned, and reported on in a variety of ways.

In general terms, your rental inventory runs parallel to your retail inventory. All items in the rental inventory must come out of the retail inventory and be transferred into the rental inventory. Items can also be transferred back when being put up for sale. The general ledger will also be updated with records transferring back and forth between inventory asset accounts and rental asset accounts.

Most of the day-to-day functions of renting are built into Point-of-Sale. Therefore, it is assumed that you are familiar with that part of the User Manual. Maintenance of rental items and report generation are handled in the menu at **BBP**, also found by the vocabulary command **RENTAL**.



Setting Up

Before renting any products, there are some initial steps that need to be taken. *The Retail Controller* has to be configured and register setting may have to be altered. This part has probably already been done for you by the consultants at Mainframe.

Point-of-Sale Setup

The Retail Controller can use one of two different programs for processing point of sale transactions. Only one has integrated support for rentals. The following ensures that the correct program will be used.

Go to plate **BFBMM**.

7.3.2.017 System Flag Settings BFBMM	
Flag Number	221
1. Current Value	POS256.CMD386.SYSPOSA 1
Purpose	POS Program Name
Possible Values	SYSPOSA - SERVICE; SYSPOSB - GENERAL(POS256.CMD386.?)

NOTE: Maximum of 50 characters can be entered in Current Value Field
Modify field []

Select field, <ENTER> to Save or or <F1> to Exit

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Clear						Daycode			
						EditHelp			

The important part in the above screen is that the “Current Value” for this Flag (221) is “POS256.CMD386.SYSPOSA 1”. Rentals will not be available if your system has an entry that ends in SYSPOSB instead of SYSPOSA. If your settings look like the above, then simply press F1 to exit this screen. If not, you must press the number 1 then Enter to edit the value field, enter

POS256.CMD386.SYSPOSA 1

The “1” used in this example is the register number to use when starting Point-of-Sale. Press Enter until you exit this screen.

Register Setup

For each register that you plan to offer rentals, you need to ensure that a transaction type of “Rentals” is valid. Optionally, you can also set the default transaction type to Rental for those registers that process rentals more often than other types of transactions. Go to plate **BFCL**.

Enter a register number for any register that will process rentals, and press Enter.

UTILITY		System Register Flag Settings		7.3.1.017	
ARNOLD				12:08 PM	
Flag Settings for Register 2					
Flag Number	3				
1. Current Value	R-RQWSI				
Purpose	Default and valid transaction types at POS register				
Possible Values	I-IQSWRL				
Modify field []					
Select field, <ENTER> to Save, <F4> to Delete, or <F1> to Cancel...					

The Current Value controls what transaction types are valid at this register and which type is the default. The format of the value is D-AAA where D is the default and A is an allowed type. The types are as follows

- R** Rentals
- I** Invoice/Cash Sales
- Q** Quotes
- S** Special Orders
- W** Work Order
- L** Layaway

Not all of these choices may be available or applicable to you, but you must ensure that “R” is in the list or rentals will not be available at this register. Examples:

- I-IRL** Default is cash sale, with rentals and layaway also allowed
- R-RW** Default is rental with work orders also available

Rental Department/Linecodes

A rental department and linecode must be set up in the DEPT and LINE menu options. In particular, these must contain the correct inventory, sales, and COGS GL codes. These will be used to create GL records for the transfer of inventory between retail and rental.

Rental Tender

The tender REN must be set up as an acceptable tender in Point-of-Sale. Go to **BDCIC** Tender Code Setup, and enter REN. It should be set up similar to that displayed below.

BDCIC		Tender Codes		7.3.1.008	
Tender Code	[REN]				
Tender Descript	[Rental Contract]		
CONTROLS					
1. Function Key Label	[]		
2. Compulsory Entry of Amount	Y/N	[N]		12. Active Code at POS	Y/N [Y]
3. Overtender Allowed	Y/N	[N]		13. Ask for Reference	Y/N [N]
4. Open Cash Drawer #1	Y/N	[N]		14. Ask for Expiry Date	F/N [N]
5. Tender Group		[]		15. Ask for Quantity	Y/N [N]
6. Post deposits to GL daily?	Y/N	[N]		16. EOD Accumulator	Y/N [N]
7. Reserved	Y/N	[N]			
8. Change given in Foreign Curr	Y/N	[N]			
9. Conversion on Foreign Currency		[]			
10. Maximum Tender Amount Allowable	[0.00]		
11. General Ledger Account Number		[]			
Modify field []					
Select a field to modify, or <ENTER> to Save,...					
F1	F2	F3	F4	F5	F6
Clear			Delete		
				F7	F8
				F9	F10
					File

Other Rental Flags

Although the most important settings affecting rentals are System Flag 221 (above, POS program) and Register Flag 3 (Transaction Types), there are a few more flags that you may wish to change from their default values:

- Flag 114: Next Rental Barcode Number
- Flag 329: The maximum Rental Item Number Length. The default is 6 characters: the character "R" plus 5 numerical digits. This can be made as short as 2 characters or as long as 12.
- Flag 330: Rental Order Counter
- Flag 343: # of hours per day for rate change to daily.
- Flag 344: # of days per week for rate change to weekly.

Flag 345: # of days per month for rate change to monthly.

In general, the item will be charged at the lowest rate. For example, if an item is rented for 8 hours, and 8 times the hourly rate is more than the day rate, the rate charged will be changed to 1 day at the day rate.

Making Products Available to Rent

In order to rent products, they must first be a part of your inventory and they must be transferred from active inventory to your rental inventory.

Entering Rental Inventory

Rental items must start out as ordinary items in inventory, added exactly as you do for any other item:

- Enter items on the main inventory screen (plate BBBB)
- Enter items on the short inventory screen (plate BBBE)
- Create bundles and Kits if needed

For information about creating inventory items, please see the Inventory Management section of this manual. There is no special consideration that you must give when creating most items ultimately intended for rental. However, **Packages** must have bundle type of "R" to be rentable.

Creating Rental Stock

Once you have items in your inventory that you wish to rent you need to transfer to rental inventory. Plate **BBPBB** is the Rental Maintenance screen:

BBPBB Rental Maintenance 7.3.2.014

Rental Item []		Unit []	
Inventory Item []			
Serialized []	a) Serial # []	c) WO Status []	
b) Unit Barcode []			
d) Deposit []			
e) Min Rent Per []	UOM []		
f) Def Rent Per []	UOM []		
	Rate	MTD Units	Sales
g) Hourly []	[]	[]	[]
h) Daily []	[]	[]	[]
i) Weekly []	[]	[]	[]
j) Monthly []	[]	[]	[]

Enter a valid rental item number,...

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Exit	Create					Reports		Lookup	

Here you create a rental item that is associated with an inventory item. To create a new rental item you need to **press F2** to “Create” a new blank unit. You will need a Rental Item number. This can be any short item descriptor but **must start with the letter R**. The rest of it **should** be sequence of digits, ie: “R00005”, “R34906”, etc. The length of the rental item is controlled by Flag 329 (See This Section / Setting Up / Other Rental Flags).

The Rental Item identifies a type of rental equipment, like “Davidson Carpet Cleaner”. If you have more than one of the same types of equipment you will need only one Rental Item.

“Unit” in the window above identifies an individual unit of a Rental Item. If you have 10 carpet cleaners then each will need to be numbered, probably from one to ten. This is a three digit number so your units should be numbered “001”, “002”, etc. Alternatively, if the item being rented is very generic and does not need a unit number (for example, safety gloves to use with some rented item), a unit number of XXX will be displayed. The display will show “NEW” when you are creating a new rental item.

“Inventory Item” is the stock keeping unit (SKU) of this item in the regular inventory. While the cursor is on this line, press the F9 key to start a search of your inventory to locate the item.

The Middle part of this screen contains extra details about this rental unit:

Serialized	This part will only be accessible if the “Item Type” for this inventory item is “Serialized”.
Unit Barcode	Barcode number this is affixed to the rental unit.
WO Status	Current status of this rental unit. <ul style="list-style-type: none"> I In / Available for rent O Out, being rented S Service, unavailable while being fixed R Returned, but not yet available for rent
Deposit	Deposit required to rent this item.
Min Rent Per	Minimum number of time units that can be rented. You can change to unit of measure by pressing function keys. “Hour” (F4), or “Day” (F5), “Week” (F6), or “Month”
Def Rent Per	The default rental period. Set this to the most likely number of time units taken by a typical customer. Like above, you can change the units of measure by pressing function keys.

The third section of this screen contains rental prices for Hourly, Daily, Weekly, and Monthly periods. You should enter a value for all of these fields even for the periods you don’t currently allow.

This section also contains an area to enter history rental information, "Month to Date" and "Year to Date" unit and dollar data for each of the rental periods. When creating a new rental item there usually won't be any historical rental information. But if you have rented this item in the past you should enter this information so that reports are more accurate.

When this screen is filled out to your satisfaction, press **F10** to continue. You will be presented with the Rental Profile screen:

RENTAL		Rental Profile		7.3.1.012					
NEW RECORD									
Item Number [R1006]			Unit [001]						
1. Description	[Ceramic Pots 8"]								
2. Department Code	[]								
3. Line Code	[]								
4. Taxcode	[]								
5. Disclaimer Numbers	[]	[]	[]	[]	[]				
	[]	[]	[]	[]	[]				
	[]	[]	[]	[]	[]				
	[]	[]	[]	[]	[]				
6. Used Price	[]		Cost:	8.07					
			Income:	0.00					
Enter the unit description,...									
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Backup									

This screen allows you to alter the description for this particular rental unit. You can also assign Department Code, Line Codes, and TaxCode to it. You can press F9 on any of these fields to pick the value from a list.

Keep in mind that the TaxCode here is the behavior of taxes when the unit is **rented**, unlike the TaxCode in Inventory Management where it is used when the unit is **sold**. In most areas, these two codes will be different since sale and rental items are usually taxed at different rates.

"Disclaimer Numbers" allow you to choose which disclaimers are associated with this rental unit. Disclaimers are printed out with each rental contract, and are setup using the BBPBC screen (below).

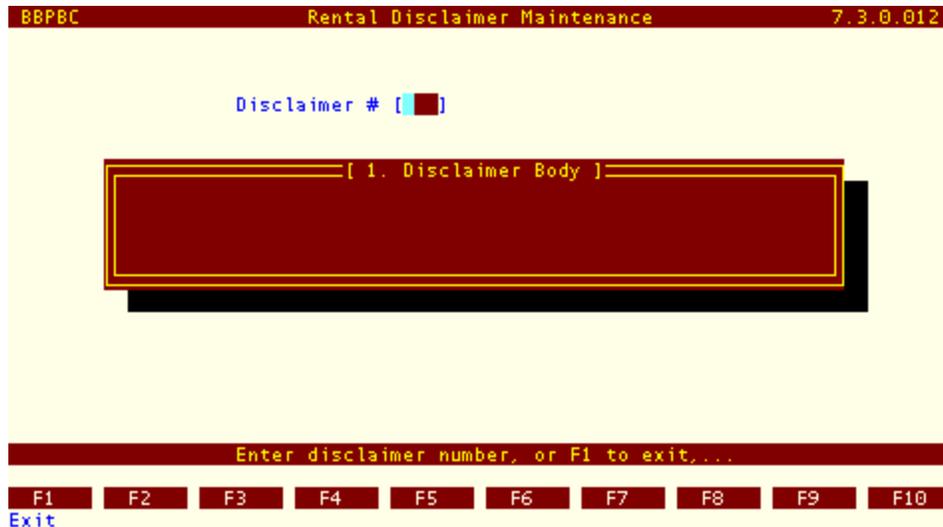
"Used Price" is only available for items that are serialized, and can be filled out if desired. This price is used if your customer decides to buy the rental unit.

The "Non-Unit Quantities" are filled in for all rental items with a unit number of XXX, and displays how many are available for rent, how many are currently out, how many have been sold, and how many have been written off (damaged beyond the ability to rent).

Helpful hint: You can create a New item by using the F2 Key, but enter an existing rental number. You will then be presented with an existing item can be duplicated to create additional units. The unit code will automatically increment.

Disclaimers

For each rental item you can attach a number of disclaimers. These are text files that print out with every rental. You can set up your system with up to 1000 disclaimers, and you can associate up to twelve with each rental unit. Safety warnings, personal injury disclaimers, and even usage tips can be set up this way. Disclaimers are created and edited at plate **BBPBC**:



Simply enter a disclaimer number in the entry box, and begin editing. There are a number of shortcut keys available:

F2 - NxtWord	Move to next word on the line.
F5 - Erase	Erase the line the cursor is on.
F6 - InsLine	Insert a blank line at cursor position.
F8 - GoFirst	Move cursor to the start of the line.
F9 - Quit	Abandon any changes to this disclaimer.
F10 - Sav&Ext	Save changes to the disclaimer and exit.

Once you have created disclaimers they can be associated with products in the Rental Profile (F3 from within Rental Maintenance).

Accessories

Accessories are rental items that are tied to another rental item. Accessories are free to the rental customer but are to be returned with the rest of the rented items (not disposable). Although they are displayed and offered at time of rental, they are optional; customers can choose not to take them.

Before an item can be used as a Rental Accessories it must be a valid rentable item. Therefore, like every other rental item, it must have been a part of regular inventory and then become a rental item created in Rental Maintenance. Note that a rental item that has accessories cannot be an accessory itself.

Accessories can be associated with a rental item from within the Rental Maintenance screen by pressing the F6 Key ("Access"). It can also be done from plate **BBPBD**:

BBPBD		Rental Accessories		7.3.0.012					
Rental Item Number []		Unit []		1-10 of 50					
Accessory Item		Description							
1)	[]								
2)	[]								
3)	[]								
4)	[]								
5)	[]								
6)	[]								
7)	[]								
8)	[]								
9)	[]								
10)	[]								
Enter Rental Item Number, or F1 to exit,...									
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Exit								Lookup	

Renting products in Point of Sale

Getting Started

The process of renting products to customers is done within Point-of-Sale. It is assumed that you are familiar with the POS part of this manual since the procedures are so similar.

As mentioned, you start a rental the same way you start any customer transaction, at the SELL screen (plate **BDB**). Once you enter your clerk number you are presented with the main Point of Sale screen:

Rental Contract []		QOH:	TAX:	LIN:	
		COM:	LST:	DEP:	Arnold
		Q00:	ARR:	LOC:	REG: 2(B)

ITEM #	DESCRIPTION	Quantity	Disc	Price	Total

Enter customer, press a function key, or <ENTER> for CASH...

Create		Load		Boat		Unit			
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Exit	Reprint	R0A	Pay I/O	CFV #	New Cus	Tax #	Lookup		

It is important that the transaction type be "Rental" and you can tell this by the word "Rental" at the top left of the screen. If, when you first go to this screen, the transaction type is not "Rental" you must Create a new rental transaction by pressing Shift-F2 and selecting "Rental" from the window that pops up.

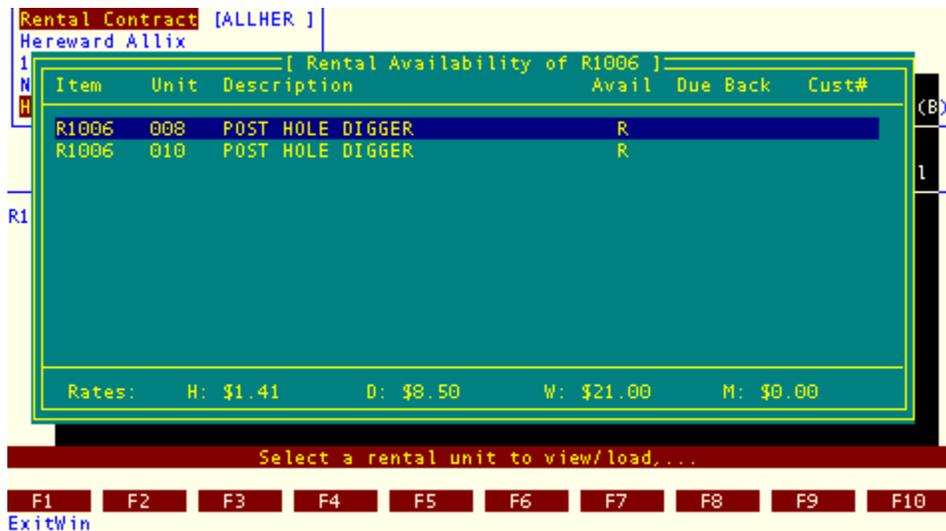
If "Rental" is not in the list of transaction types, that means that Register Flag 3 is not set to include rentals as an allowed type. The same register flag determines which transaction type is the default one (the first selected). See Setting Up / Register Setup in this section of the manual on how to set this flag correctly.

Entering Items

Fill out the Customer information just as you would with a regular invoice, pressing F7 to create a new customer, or F9 to search for previous customers.

Enter a rental item number. Alternatively, you can press F9 to search, but make sure that you search within the "Rentals" catalog for rental items. For a Rental Contract, the Rental Inventory will be located above the Retail Inventory in the catalog selection window.

After the rental item is selected, a window will appear that will allow you to select one of the available units. If you're not sure which one to select, simply select **any** of those available since you can change the unit number later.



Once you select a rental unit, a window will appear that will confirm the rental period and when you expect the unit returned. Press F10 to accept the proposed rental (taken from today's date and time and the default rental period), or edit any field. You can bring up a calendar by pressing F5 while on any of the date lines. It is also possible to reserve a rental unit in this fashion by selecting the Date Out in the future.

Rental Contract [ALLHER]
 Hereward Allix
 1234 Nowhere Road
 Nanaimo
 HELD/OU/OR P [Rental Period for R1006 - 008]

Rental Rates: HR: 1.41 WK: 21.00
 Deposit: 30.00
 MinPer: 1 DAY Arnold
 REG: 2(B)

ITEM #	DESCRIPTION	PRICE	TOTAL
R1006	-008 P0		

POST HOLE DIGGER

The minimum rental period is 1 DAY.
 The default rental period is 1 DAY.

Date Out [06/28/2006]
 Time Out [15:35]
 Expected Date In [06/29/2006]
 Expected Time In [15:35]

Enter the out date for the rental... SellUnit

F1 ExitWin F2 F3 F4 F5 Calendar F6 F7 F8 F9 F10 Accept

If the item has any associated accessories, a window will appear showing the list of the accessories. Since these accessories are free and optional, you can include or exclude each accessory by pressing Space, Enter, or the F5 key. An included item will be highlighted. Press F10 when the list is acceptable, and any accessories selected will be automatically loaded with the same rental period as the primary item.

Rental Contract [ALLHER]
 Hereward Allix
 1234 Nowhere Road
 Nanaimo
 HELD/OU/OR P3

Rental Rates: HR: 1.41 WK: 21.00
 Deposit: 30.00
 MinPer: 1 DAY Arnold
 REG: 2(B)
 DY: 8.50 MN: 0.00 MinChg: 0.00

ITEM #	DESCRIPTION	QUANTITY	DISC	PRICE	TOTAL
R1006	-008			8.500	

[Rental Accessories for Item R1006]

Item #	Description
R512	DIGGING BAR
RGLOVE	Leather Gloves

Press <SPACE>, <ENTER>, or <F5> to include this item...

F1 Cancel F2 None F3 All F4 F5 Include F6 F7 F8 F9 F10 Accept

Repeat the above steps until your rental contract is complete with all the items that the customer wants to rent.

Note that you can also add items to be **sold** to the list. Simply press F9 to search and select from your **Inventory** catalogs instead of from the **Rental** catalog.

Completing the Transaction

Like any other POS transaction, press F5 Total key to complete the transaction. Unlike a regular invoice, a window will pop up that asking you to confirm or change any of the rental units.

Rental Contract [ALLHER]		Hereward Allix		QOH:	TAX:	LIN:	
1234 Nowhere Road		COM:	LST:	DEP:		Arnold	
Nanaimo		Q00:	ARR:	LOC:		REG: 2(B)	
HELD/QU/QR	P3						

4				M: 0.0	0.00	
I	[Rental Unit Verification]					Total
	Qty	Rental #	Unit #	Description of Rental Unit		
R1006	1	R1006	000	POST HOLE DIGGER		
R8512	1	R8512	001	DIGGING BAR		
RGLOVE	1	RGLOVE	XXX	Leather Gloves		

Enter the rental unit #, <F9> Lookup, or <F10> Accept All,...

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
To Edit								Lookup	Accept

This confirmation step is here so that you may take your time selecting which units the customer wants to rent, but then confirm all the units at once. Press F10 to accept this list once you are satisfied that the units on the list match what is about to be rented.

If the rental item is set up to require a deposit, the next window will accept the deposit. This window is identical to the standard ROA window, with special rental handling. You can select the deposit type by pressing one of the function key tenders. You can also enter a reference note if desired.

```

Rental Contract [ALLHER ]                               INVOICE PRT 3
Hereward Allix
1234 Nowhere Road      QOH:          TAX:          LIN:

[ Rental Contract Deposit ]
Customer account [ALLHER ] Hereward Allix
1. Tender type   [ ]
2. Reference     [Deposit on Rental Contract 010031 ]
3. Deposit date  [06/28/2006]
4. Deposit amount [ 30.00 ]

Field to modify [ ]

Current          Balance
Thirty           Credit Limit
Sixty            Credit Available
Ninety          Credit Rating

Change Due      $0.00

Select deposit type,...
Debit           AmeX
F1             F2             F3             F4             F5             F6             F7             F8             F9             F10
Cancel         Charge         CASH         Cheque         Visa         Master
    
```

Once you've entered the deposit information, the next screen will confirm the rental contract print options and complete the transaction:

```

Rental Contract [ALLHER ]                               INVOICE PRT 3
Hereward Allix
1234 Nowhere Road      QOH:          TAX:          LIN:
Nanaimo              COM:          LST:          DEP:          Arnold
HELD/QU/OR          P3           QOO:          ARR:          LOC:          REG: 2(B)

Deposit Received :                                     $30.00
[ Printing Rental Order #010031 ]                       $30.00

Payment          OK to Print? (Y/N) [Y]
REN             Fax Confirmation? (Y/N) [N]
               Printer Number [1 ]
               Number of Copies [1]
               Rental Return Date [06/29/2006]
               Print Rental Order (Y/N), or <F1> to Cancel,...

Tendered                                               $0.00
Change Due                                             $0.00

One moment, please...

F1             F2             F3             F4             F5             F6             F7             F8             F9             F10
Cancel
    
```

Returning Rental Items

To return items that have been rented, you need to load the rental contract and then process the return.

Loading the Rental Contract

Loading the rental contract for products being returned is done just like loading any other saved order. Enter Point-of-Sale, entering your clerk number as usual. At the main selling screen Press Shift-F3 to "Load". The system will then bring up a window asking you what type of Saved Transaction to load. Select "Rental Order" from the list.

At this point you probably have the customer's rental contract in your hand, so you can just enter the Rental Contract Number from it into the area marked "Rental #". If you don't have the Rental contract number handy, you can look it up by pressing the F9 Lookup. This will show all outstanding rental contracts.

Once loaded, you'll be viewing the original rental contract as it was entered originally. To start the Return process, press Shift-F5 (RentRet).

Rental Contract [ALLHER]		Hereward Allix		QOH:	TAX:	LIN:	
1234 Nowhere Road		COM:	LST:	DEP:	Arnold		
Nanaimo		QOO:	ARR:	LOC:	REG: 2(B)		
HELD/QU/OR	P3						

4				M: 0.0	0.00
I	[Rental Returns]				Total
	Qty	Rental #	Unit #	Description of Rental Unit	
R1006	1	R1006	008	POST HOLE DIGGER	
R8512	1	R8512	001	DIGGING BAR	
RGLOVE	1	RGLOVE	XXX	Leather Gloves	

Toggle the return on this item, or <F10> to accept current settings,...

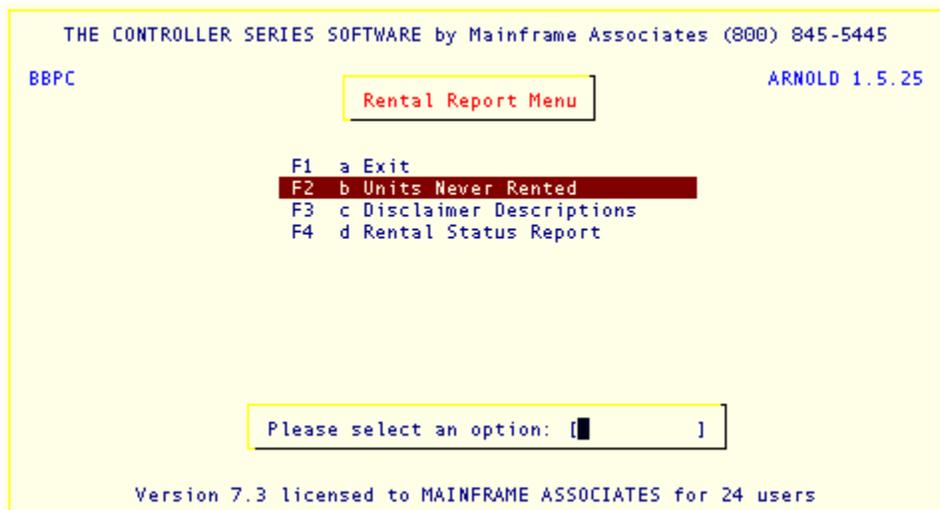
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
To Edit All	None			Return		Sell			Accept

A window pops up so you can confirm that each item is being returned. Select the items being returned by using F5 Return, Space, or Enter. This will highlight the item. Once this list is correct, press F10 to Accept. The rental deposit is applied, and the balance required for tender or return.

Note: not all items need to be returned at once. If only some items are returned, then only the returned items are charged, while the remainder remain on the rental contract. A rental return receipt is generated confirming the return of the rental items.

Rental Reports

Various rental reports can be found at plate **BBPC**:



Units Never Rented

Plate Letters: **BBPCB**

This is a report of all rental inventory units that have never been rented (essentially, have no income). Enter the starting and ending rental item number (R + digits). The report shows the Rental Item Number, Rental Unit Number, Serial Number, Description, Rental Barcode, and the Date added to the Rental Inventory.

Disclaimer Descriptions

Plate Letters: **BPCC**

This option lists the disclaimers, showing the disclaimer number and disclaimer.

Rental Status Report

Plate Letters: **BBPCD**

This is a report on rental conflicts (reservations of specific units and any of these units being out), late returns (items expected to be back already), expected returns (items expected to be back on the current day), and expected pickups (items on rental reservations going out on the current day). The report displays, in each of the four categories, the Rental Contract, Customer Number and Name, Rental Item, Unit Number, and Description, Date Rented out (if applicable) and Expected Return Date.