

user friendly

Your customers will appreciate the speed and accuracy of the Counter Operations module. But, your employees will appreciate it even more! It is so easy to use and easy to learn how to use. Designed by programmers that spent months in the trenches, behind the counter, prior to writing the first line of code, this system is fast, flexible and knows all the nuances of rental and sale transactions.

With the speed and simplicity of the Microsoft Windows® user interface, your counter personnel can literally write a contract in less than a minute! The system automatically checks the customer record and accounts receivable to determine customer preferences and provide alerts such as no damage waiver, PO number required, job site required, special pricing, account closed or rental “bad guy.”

Contracts

All types of contracts from rental and/or sale to reservations and work orders use the same processing sequence to simplify counter operations. The system automatically attaches deposits, damage waiver, sales taxes, environmental and delivery/pickup fees as appropriate to the customer. Contracts are easily modified to add, delete, or exchange rental or sale items. Changes to contracts are automatically stored in an extensive contract history library for trend analysis and cloning.

Operations Management

Counter Operations include an extensive array of operations management tools including Item Availability and Day-at-a-Glance. Item Availability displays how many chairs or scissor lifts are available today or for any period in the future! Day-at-a-Glance is a real time feature that displays by date, reservation, delivery or pickup contracts and items that were or are called off rent, due back, came back, went out, are in for repair or are on the customer wait list.

Customer Management

Cash and account customers are stored indefinitely. They can be accessed via name, driver license number, employer field or by phone number with an automatic simultaneous search through the five phone numbers stored in the customer record. Complete customer rental/sale history is available at the counter along with any notes and dunning call history. Authorized to rent lists and controls can be used for account customers. Cash customer driver licenses can be imaged and stored in the customer record while simultaneously OCR read to populate customer name, address, license number, birth date, etc. without typing! Customer database is fully integrated for email, fax and letter type marketing.

Features

- Create contracts, quotes, reservations, work orders and internal repair orders
- Retrieve contracts by number, customer, any item rented or purchased, P.O. number, job name/number and many more
- Retrieve customers by name, driver's license number, or any of the five phone numbers in the record
- Add, subtract or exchange rental and/or sale item(s), override prices out or in, change quantity, date/time out and line item discounts all with password protection and override tracking
- Create kits, packages, links and display suggested items
- Quick check-out, check-in and stop rental times & numbers
- Partial and partial quantity (scaffolding) return capability
- Automatic computation of rental charges to the minute, adjusted by a grace period for tool/equipment rental
- Quote final contract price based on estimated return date/time via a simulated close feature
- Compute hour meter, diamond blade wear, odometer and helium charges automatically based on usage.
- Automatic damage waiver, environmental and fuel charges if applicable
- Discounts by line item, both percentage and amount.
- Define special rates for specific customers
- Abbreviated safety, etc. messages printed automatically under the item on the contract or on full page(s) to a separate laser printer
- Rent, sell and/or sell rental assets on same contract with automatic sorting
- Define up to 999 sales tax jurisdictions including tax exempt
- Alerts if cash customer owes money or account customer is in arrears
- Automatic "bad guy" check based on Drivers License and/or exact Name match
- Choose from Account, Cash, Check, Credit Card, Debit Card, In-Store Credit, Credit Memo, Open Check and Rain Check payment options with forced harvesting of check and credit card numbers
- Automatically compute rates for "special periods" such as overnight and weekends or "on the fly" define minimum, day, week and month rates for a specific item, customers, customer type, or store
- Print up to 6000 lines of delivery/pick-up instructions and/or print delivery/pickup maps using the integrated MapQuest® feature
- Automatic display of delivery/pickup zone prices if contract stipulates delivery or if ZIP code based, the charge is automatically added
- Automatic query for fuel used when closing rental items that use diesel, gas and propane
- Continuation bill contracts automatically from month to month
- Store contract specific dunning calls in the contract record with automatic date/time stamp and record of employee making the call
- Print laser contracts and choose from many different formats including Spanish and Receipt printer option for sales only transactions
- Processes rental in advance, deposit in advance, deposit plus rental in advance, partial payment and pay on return
- Integrated with reservation system to automatically assess overbooking and display maximum safe quantity available
- Extensive real time management tool displays reservations, delivery, pickup, and called off rent contracts and items that are due back, came back, went out, in for repair or on the wait list
- Fully integrated credit card processing using PC Charge®
- Store customer specific or global job site information
- Signature capture with optional pads
- Delivery vehicle routing and dispatch
- And, many, many more!