

MARKET LINE COMPUTERS

TOTAL RENTAL: PRE-TRAINING MANUAL

Thank you for choosing Total Rental as your Rental Management software. This pre-training manual will coincide with Total Rental customization according to the needs of each client. This manual will help you during the customization process because much of what is covered during phone training (General System Settings) will be followed according to the structure of this manual. This pre-training manual is intended to speed up the training process so that we, at Market Line Computers, can have you up and running as soon as possible for the next phase of training.

This manual covers the General System Settings options in Total Rental, which are broken down into two categories: Code Maintenance and General System Options. It aims to allow the customer ample time to review the contents and to get accustomed to the software options before customization begins.

GENERAL INFORMATION

Accessible through all *Code Maintenance* options menu are the *ADD*, *MODIFY*, *SEARCH*, *PRINT* and *DELETE* buttons. These buttons enable you to add, modify and delete existing information in a specific tab, i.e. Customer type, Tax, Clerk etc.

In the case of the CLERK tab for example, when you click the *ADD* button you will add a clerk. Then enter the necessary information into the fields. When you click the *MODIFY* button you will be able to modify an existing clerk. When you click on the *DELETE* button you will delete an existing clerk.

The search button: select an existing column heading to enable a search by that field. The print button will enable you to print that screen. If a check mark is placed inside the print button, this will enable you to preview the screen before printing.

Throughout this document you will notice certain fields as check boxes. By clicking on these fields you will enable or disable options according to your rental business. You will also notice a * after a check box's general description; this signifies this field as checked by default and/or suggested.

CODE MAINTENANCE

To access Code Maintenance: from the Main Menu click on General System Settings and click on Code Maintenance.

CUSTOMER TYPE

At this screen you will be able to enter your most typical customer type which will be useful in printing out reports.

- Code: Abbreviation of the customer type or user defined code
- Customer Type: General description of the customer type
- Res: *residential* Leave checked or unchecked, currently non-functioning

TAX

These options depend upon your location. Questions concerning the meaning of these taxes are better explained by an accountant. Fill these required fields according to the tax rate of your state; you can add more tax codes for other states you make deliveries to.

- Exempt Tax
- Standard Tax

FIELDS

- Rental Tax %
- Retail Tax Rate %
- Use Tax Rate %
- Deliver Tax Rate %

- Damage Waiver Tax Rate %
- Fuel Tax Rate %
- Labor Tax Rate %

Note: A tax rate of 6.75% is entered as 6.750 not .675.

CLERK

At this screen you will be able to assign individual clerks the ability to make contracts, quotes, adjustments, reservations, etc. once they are entered into the system (program).

FIELDS

- Clerk ID: 3 characters that can be either letter or numbers
- Clerk Name: The first name of the clerk
- Drawer #: not necessary
- Beg. Cash #: not necessary because you are prompted for the beginning Cash balance at each day's initial startup

GENERAL LEDGER

These numbers are useful if the rental client uses general ledger numbers, which are assigned by the American Rental Association. These are standardized numbers, which can also be modified according to your numbering system. If you do not use general ledger numbers this field does not apply to you.

- Printable reports by G/L number information
- Useful when exporting to QuickBooks, available through an add-on module

SALESMAN

This option is useful if you have salesmen and provide them rental or sales commission. If you do not provide commission or do not use salesman disregard this screen.

FIELDS:

- Code: Salesman Code
- Salesman: Salesman name or general commission
- R. Comm. Rate: Rental commission rate
- S. Comm. Rate: Sales commission rate
- C Type: Contract type as M = *Margin* or G = *Gross*

TERRITORY

If you have salesmen you can add their territory of coverage; you can also enter multiple territories. If you do not use salesman, disregard this screen.

FIELDS

- Territory: Salesman territory
- Description: Description of the territory

VENDOR

Listed here will be the vendors you buy your sales items from.

FIELDS

- Vendor: Vendor ID (4 characters)
- Name: Vendor Name
- Street: Vendor's street address

- City: Vendor's city
- Phone: Vendor's telephone number
- State/Zip: State and Zip of the vendor
- Vendor1: list alternate Vendor for item
- Vendor2: list alternate Vendor for item

REPAIR

Here you can list the most common repairs on your own equipment, for example, an oil change or replacing spark plugs. The codes you enter will be useful when accessing the repair entry option from the Rental Items menu.

FIELDS

- Repair Code: Assign a repair code
- Description: general description of the repair

SOURCE

This screen allows you to keep track of how a customer heard about your rental business.

- i.e. Word of mouth, yellow pages, direct mailer

FIELDS

- Code: Abbreviation of the source name
- Source Name: General description of source

CUSTOMER DEFAULTS

These defaults will be applied to all customers when you add them. To better understand these options, consider who your most typical customers are, then you will better understand the options below. For example, if all your customers will be tax exempt, you will place a check next to tax exempt.

CHECKBOXES

- Tax Exempt
- PO Number: Purchase order number
- Damage Waiver
- Finance Charge
- Charge Customer
- Salesman
- Require Driver's License
- Require Phone
- Require Agent Name: Person ordering or picking up the equipment

FIELDS

- Credit Limit - when the customer's limit is reached you will be notified
- Customer Type
- Tax Code
- Area Code
- State
- Zip
- Salesman
- Sources

STORE LOCATIONS

For use when using Multi-Store version of Total Rental, otherwise disregard.

FIELDS

- Store ID
- Name
- Street
- City
- Phone

TERMS

Are most of your customers net 30 days, net 15 days? Add according to your business style.

FIELDS

- Code
- Term name
- Discount %
- Days (# of days, grace period allowed)

Note: Terms will be applied to all charge customer invoices, however no calculations are made when payment is applied to an invoice, as yet. Changes will be made in the near future, so that terms will be applied to payments.

GENERAL SYSTEM OPTIONS

To access General System Options: from the Main Menu click on General System Settings and click on General System Options.

RENTAL SETTING

Change these settings according to how your business handles rental items.

Take into consideration how long your typical rentals last and what you plan to charge on items that are returned beyond the date specified.

Daily No. Of Hours: (Not to be confused with the 24hr rate)

- default 8 hrs.

Weekly No. Of Days:

- default 7 days

4 week No. of Days:

- default 28 days
- calculated by taking 4 weeks a month by 7 working days

Daily OT Factor: (This refers to a 24 hour rental)

- *what you charge as a late fee per hour over the first 24 hours*
- Default: $\frac{1}{6} = 6$ or $\frac{1}{8} = 8$
- Meaning if an item is late you charge $\frac{1}{6}^{\text{th}}$ the daily rate. If late 6 hours you charge the full daily rate

Weekly OT Factor:

- What you charge for each day over a 1 week rental
- Default: $\frac{1}{4} = 4$ or $\frac{1}{3} = 3$
- Meaning if an item is returned on the 8th day and your weekly rate is four times the daily rate your OT factor will be 4.

4 Week OT Factor:

- **20** (Calculated = 5 days a week by 4 weeks)

Calendar OT Factor:

- Future use

Weekend-1 days: Time Due:

- Regular Weekend Rate

Weekend-2 days: Time Due:

- Future use

Weekend-3 days: Time Due:

- Future use

Overnight Time Due: Future use

Event No. of days: Future use

Grace Periods: Future use

Default Rate:

- Most common rental time

Default Price: What the item is sold for

- Price 1 - Rental sales price for a new unit
- Price 2 - Sales price of a used unit
- Zero – clerk can enter own sale price (Recommended)

Contract Type: Most common contract type

Check boxes: (Asterisks (*) mark default settings)

- Minimum Plus *
- Weekly Plus *
- Monthly Plus – if checked 29th day same as first day
- Modify Rates – change price of rental unit at opening of contract
- Include Sat. & Sun. *
- Special item discount – discount individual items
- Enter meter during rsv. – Require a meter reading during reservation
- Taxable on rental *
- Taxable on sale *
- Rental pictures off

SALES SETTING

Sales Cost Percentage

Retail Sales item, the price is determined from a given percentage to be assigned by the storeowner. For example A = 100% B = 85% C = 50%, this would mean price A is 100% times the cost of the sales item and so on for the remaining conditions.

Price-A:

Price-B:

Price-C:

Check box: (Asterisks (*) mark default settings)

- Tax flag ON when Adding Sales item *
- Barcode Sales item

INVOICE/CONTRACT ADJUSTMENT

(Asterisks (*) mark default settings)

Auto Assign Contract/Invoice/Quote No: Default is checked. (Recommended)
Assign Invoice Number at: Opening or *Closing (Highly Recommended)

Depending on last ending contract, these are defaults for new clients.

Starting Contract No. - suggested 100

Starting Invoice No. - suggested 2500

Starting Quote No. - 1

Contract Screen Start Page

The first screen the clerk sees after entering his clerk initials

Select from:

- General Opening Screen
- Customer Screen
- Rental Item screen *

- Sales Item screen
- Shipping/Notes
- Contract Totals

Default search Options (Asterisks (*) mark default settings)

Contract Search Page:

- Customer
- Contract *
- Items

Customer:

- Customer ID
- Last name *
- Driver's License
- Phone

Rental:

- Item Number
- Item Description *
- Manufacturer Part number

Sales:

- Item Number
- Item Description *
- Manufacturer Part number

Contract search page 1:

- Customer ID
- Last name *
- Driver's License
- Phone

BILLING INFORMATION

Age of Late Invoices: default 30 days
Monthly Finance Charge: default 1.5%
Age of Credit Alert: default 45 days

Damage Waiver %: default 10.00%
History Months on File: default 99 days

Check boxes: (Asterisks (*) mark default settings)

- Pre Bill Long Term Contracts *
- Pre Bill Regular Contracts
- Calculate Discount on Opening *
- Open Contracts: *Apply payments to security deposit first*
- Allow Posting Of Credits To A/R For Cash Accounts *
- Allow Access to A/R Terms: *change net 10 to net 30*
- NO Deposits on Reservations
- NO Deposits on Resv. Conversion
- Charge FinCharge On Existing FinCharge: *depends on state*

STATEMENT SETTINGS

Uncheck these only if your contracts and/or statements have your company name preprinted on them.

Check boxes: (Asterisks (*) mark default settings)

- Print company name *
- Print PO Number *

GENERAL LEDGER DEFAULTS

These are already set up automatically for you; nothing needs to be done to this page.

- A/R
- Cash
- Cash Discounts
- Customer Deposits
- Damage Waiver
- Delivery Charges
- Finance Charges
- Fuel Charges
- Labor Charges
- Miscellaneous
- Rental Income
- Retail Sales

- Rental Fleet Sales
- Sales Tax
- Use Tax

Check box: Print>

MISCELLANEOUS

Check boxes: (Asterisks (*) mark default settings)

- Canadian = A check mark here will charge Canadian tax
- Validate Clerk Initials *
- Allow Access To Salesman Code
- Allow Access To Territory Code
- Retail Printer Choice – allows when doing a retail sale to choose the printer to print to: i.e. contract or report printer
- Renewal Credit Message * Long term renewals prints the 30,60, 190 day breakdown on the statement
- Auto Phone Area Codes *

Store Opening Time: Enter your store opening time in Military time

Store Closing Time: Enter your store closing time in Military time

Check box = automatic customer numbering: default is checked (Highly Recommended)

Next customer #: (Nothing to do here).

System Date: This cannot be modified.

If the company has not been changed you will need to dial up into our computer

using PcAnywhere to have the company name changed to yours.

Company Name – Please verify your name and address

Name:

Addr1:

Addr2:

Addr3:

Serial #:

CONTRACT PRINT DEFAULTS

Check boxes:

- Rental Rates On Contract – prints Min, 24hr, weekly and 4wk rates on the contract

- Line Between Each Item - enters a line between each rental or sale item
- Company Name - prints your company name on the contract
- Open Vs. Reservations – default is left unchecked (Highly Recommended)
- Time Used Vs. Days – i.e. will list either 4 days 5 hrs. 22 mins. OR 5 days on the closed contract
- Pay on Delivery – prints amount due less deposit on the contract
- Previous Partials: (no check mark recommended)
- Print Separate Delivery Instructions - prints delivery instructions on a separate page
- Contract Print Preview As Default - enables Print Preview

No. of Copies: Number of copies to print

No. of Parts/Form: Number of parts to the form

No. of Closed Contrs: For Charge Accts Customers only

Print Contract to> Select contract printer type i.e. Laser * or Dot Matrix

Print Caution Notes to: select printer to print to i.e. Contract * or Report

SYSTEM MESSAGES

Contract Messages

For example, in this field you can list your store hours or advertise for another store. The message will print below the last rental or sales item.

- Allows you to print special messages on your contracts
- Advertising Note: Places an advertising message on your contract
- Message: Special message to be printed on your contracts, the message will print below the totals on the contract.

Statement Message

- Any special messages to print on your statement

PASSWORDS

This screen option allows passwords to be applied to various program options, in order to deny certain personnel access to specific parts of the program.

- Account Receivable
- Customer Maintenance
- Rental & Sales Maintenance
- Management
- General System Settings
- Edit Daily Depos. & Cashr.
- Customer Balance Inquiry
- Contract Cancellations
- Void A/R Invoices
- Cust. & Invent. Deletions
- Sales Item Receiv./Update - Allow Negative Quantity

To access this screen when options are grayed out, click on the MODIFY button.

If you add a password on this tab, it is recommended you also password protect General System Settings.

CASH DRAWER INFORMATION

This screen applies to those clients who use Cash drawers that are integrated with the Total Rental program. Otherwise, please disregard.

Check boxes: (Asterisks (*) mark default settings)

- Prompt for beginning Cash drawer *
- Multiple Cash drawers

PRINTER SETTINGS

From this tab using pull down menus you can select your printers and print test pages to verify the printer is functioning properly. We suggest using a laser printer as your default printer to print reports, invoices and contracts.

- | | |
|--------------------|---------------|
| • Report Printer | Report Test |
| • Invoice Printer | Invoice Test |
| • Contract Printer | Contract Test |
| • Receipt Printer | Receipt Test |
| • Cash Drawer | Cash Test |

Check or uncheck these check boxes according to your printer type and/or print options.

Check boxes:

- Auto Feed Printer
- Hide Printer Errors
- Printer Prompt
- Use Receipt Printer

LANGUAGE TRANSLATION

- Allow a workstation that uses Total Rental to be translated into Spanish, meaning all screens are in Spanish or other available languages.

*Once all these options and fields have been changed or modified, click on the **DONE** button to save your results.*

This concludes the training session on the General System Settings of TOTAL RENTAL. The next phase of training is the adding of rental items and other miscellaneous skills.