

HansaWorld University

**Rental
Training Material**

**HansaWorld Ltd.
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INTRODUCTION

The Rental module is designed to be used by companies renting out items to their customers for longer periods which will be invoiced later through the Sales Ledger (examples: companies renting out construction tools, companies renting out medical equipment etc.). HansaWorld Rental module gives the possibility to combine standard distribution with rental.

The Rental module is designed to handle rentals on a daily or weekly basis. A rental model based on hourly bookings and charges are therefore hard to implement with this module (examples: companies renting out skiing equipment in ski resorts)

As all the other modules in HansaWorld also Rental module is closely integrated with other modules like Internal Stock, Resource Planner and Assets.

The workflow in the rental process can be divided in different parts. Firstly we would need to look at how to make equipment available for renting out. As the next step we would need to create agreement to rent some equipment to a customer and send or give the items to the customer. Also we would need to charge the customer for the rental and also possibly other fees like administration fees.

WORKFLOW DESCRIPTION

On the rental side we are talking about two different workflows:

the one to get the rental items into internal stock and the one to rent the items out for the customers.

Getting items in into Internal Stock

The purchasing of the goods is done the same way as in normal Purchasing process.

After the items are received into "normal" stock, a Stock transfer (Internal Stock module) gets created. This record moves the items out of the stock and into Internal Stock. Also when the Stock transfer gets Oked also Asset records and Rental Item records are created.

Renting out items

Firstly all customers would have to have an Agreement entered (Agreement register, Rental module), after this it is possible to reserve some rental items for the customer with Rental Reservation register (Rental module).

When the customer comes to pick up items then the items get moved out of the rental pool with Items Out record (Items Out register, Internal Stock module).

For the long term rentals the rental charges are calculated with Charge Reservations maintenance (Rental module) which will create the charge records to an Agreement Charges support register.

After the customer returns the items the items are made available again through Items In record (Items In register, Internal Stock module).

The Invoicing for the customer is based on the Agreement Charges and it is possible to run maintenance Create Invoices (Rental module) to create the invoices for rentals (Invoice register, Sales Ledger module)

ITEMS

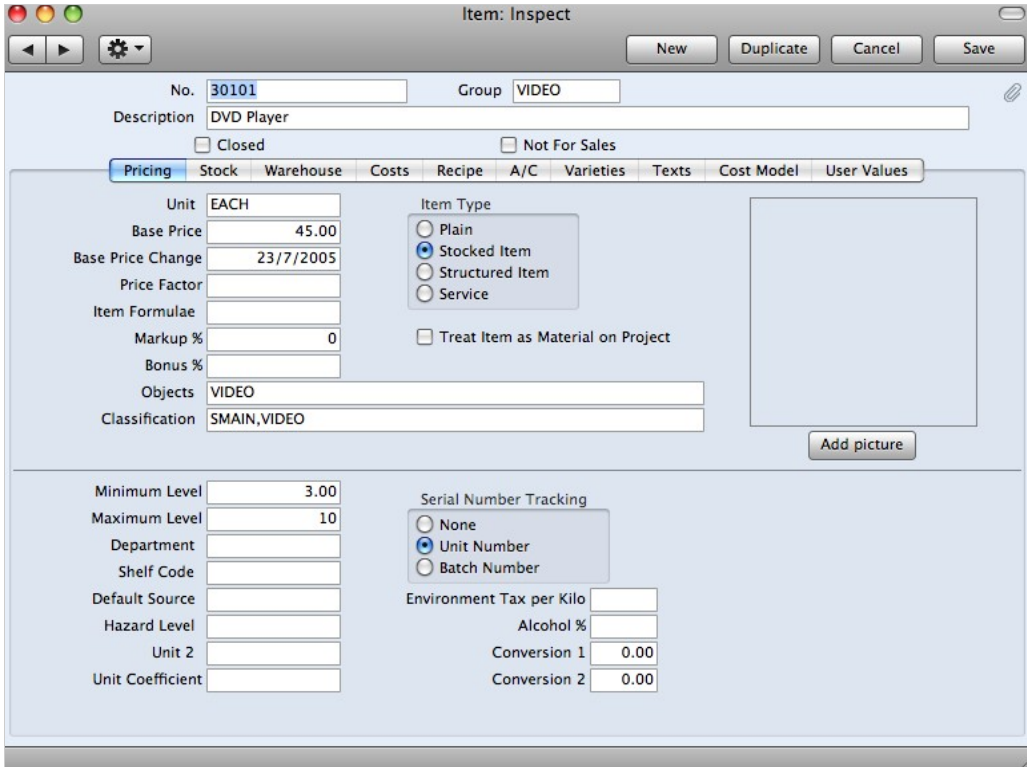
In the Rental process we will deal with different types of items: the ones that we buy from suppliers, the ones that we rent out and also the ones that will be on the invoice showing the different rental charges for the customers.

To have the rental process working for as smoothly as possible we would have to consider the different items already before we start to buy the equipment we would like to rent out.

Item record

The items that we are buying from the suppliers for later to be rented out we would need to enter as normal items in the Items register. Items register is accessible from the Sales Orders, Purchase Orders and Sales Ledger modules, and from the Contracts, Production, Quotations, Service Orders and Job Costing modules if installed. Please refer to Items section in manuals or training materials for the complete information on items record.

In this section will be described only the part that is needed for using Rentals process.



The screenshot shows the 'Item: Inspect' window with the following details:

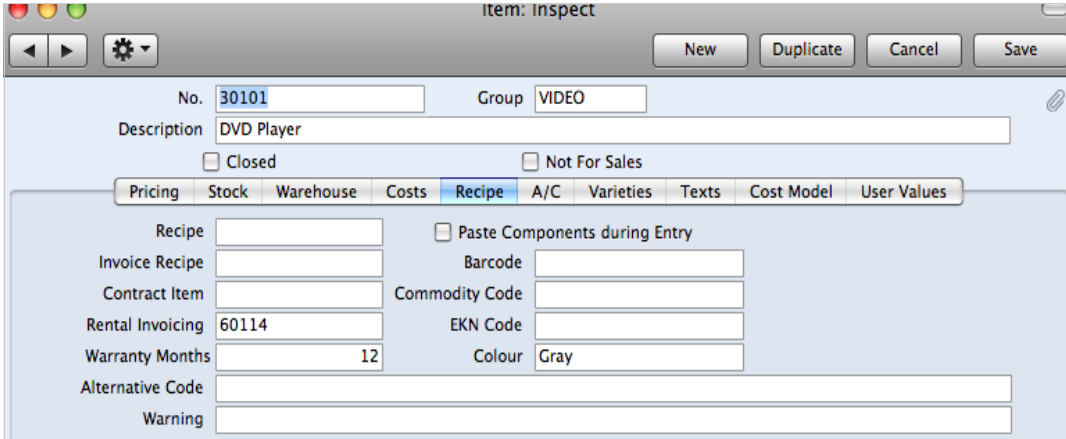
- Item No.:** 30101
- Group:** VIDEO
- Description:** DVD Player
- Item Type:** Stocked Item (selected)
- Unit:** EACH
- Base Price:** 45.00
- Base Price Change:** 23/7/2005
- Minimum Level:** 3.00
- Maximum Level:** 10
- Classification:** SMAIN,VIDEO
- Serial Number Tracking:** Unit Number (selected)

Item type The items that we are buying from the suppliers to be rented out in the future should have the item type marked as Stocked. This gives us the possibility to track the stock levels on those items in the Stock

module until they are moved to Internal stock to be rented out.

Serial No Tracking

In most cases the items that we plan to rent out are Serial number tracked to be possible to track the availability for each individual item. It is still possible to use items with no serial number tracking with Rental, but it is not recommended.



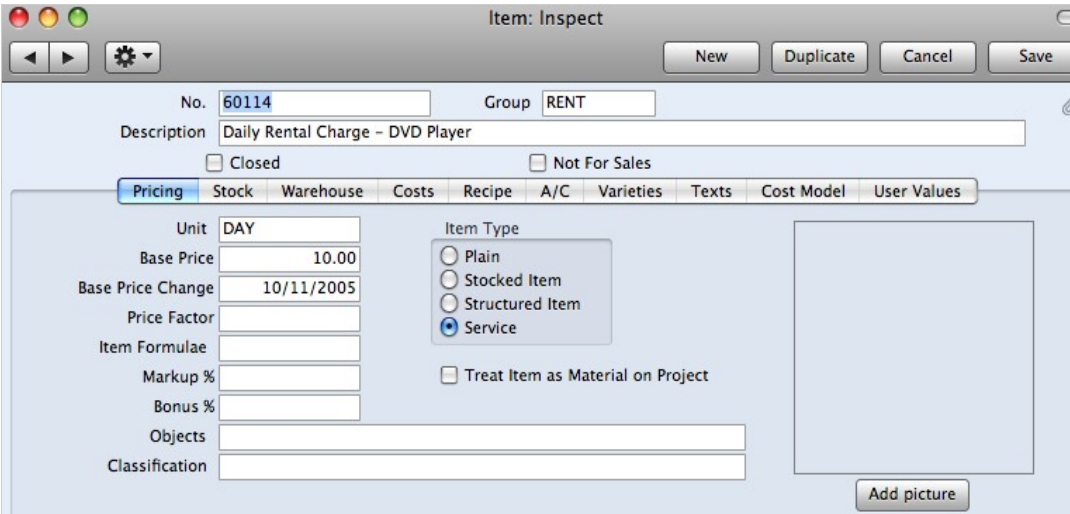
Rental Invoicing

Paste Special to Items register. Specify here the item that will be charged for renting. Example: we have in our stock DVD players that are both for sales and also for rent. The Base price of the DVD player should reflect the price that the customer gets charged when he buys a DVD player, but if the customer will rent a DVD player then the charge will be something different. If a Rental item is created then the Item code specified on the Rental Invoicing field will be used as Invoice item on the Rental item.

Rental invoicing Item record

The items that we want to add to the invoices as charges to a customer for renting another item we would need to enter as normal items in the Items register. Items register is accessible from the Sales Orders, Purchase Orders and Sales Ledger modules, and from the Contracts, Production, Quotations, Service Orders and Job Costing modules if installed. Please refer to Items section in manuals or training materials for the complete information on items record.

In this section will be described only the part that is needed for using Rentals process.



Item: Inspect

No. Group

Description

Closed Not For Sales

Pricing Stock Warehouse Costs Recipe A/C Varieties Texts Cost Model User Values

Unit

Base Price

Base Price Change

Price Factor

Item Formulae

Markup %

Bonus %

Objects

Classification

Item Type

Plain

Stocked Item

Structured Item

Service

Treat Item as Material on Project

Add picture

Item type The items that we are adding as charges should be of type Service, as those items will not be tracked in the Stock.

Base Price The periodical price for renting the item.

INTERNAL STOCK

The first step of the rental process would be to buy the equipment we would like to rent out to our customers. As rental items are not considered as regular stock we would need to create Asset records for all rental items.

Rental Items are not directly for sale. Keeping them out of the normal Stock ensures they are not taken into account by automated processes that produce Purchase Orders based on deficiencies in the Stock.

The rental and stock for sale are separate processes and often done by separate departments. Employees working with rental therefore usually don't need to have access to the regular stock – having two separate stocks enables to restrict access to one of the stocks.

Purchase ordering and receiving goods

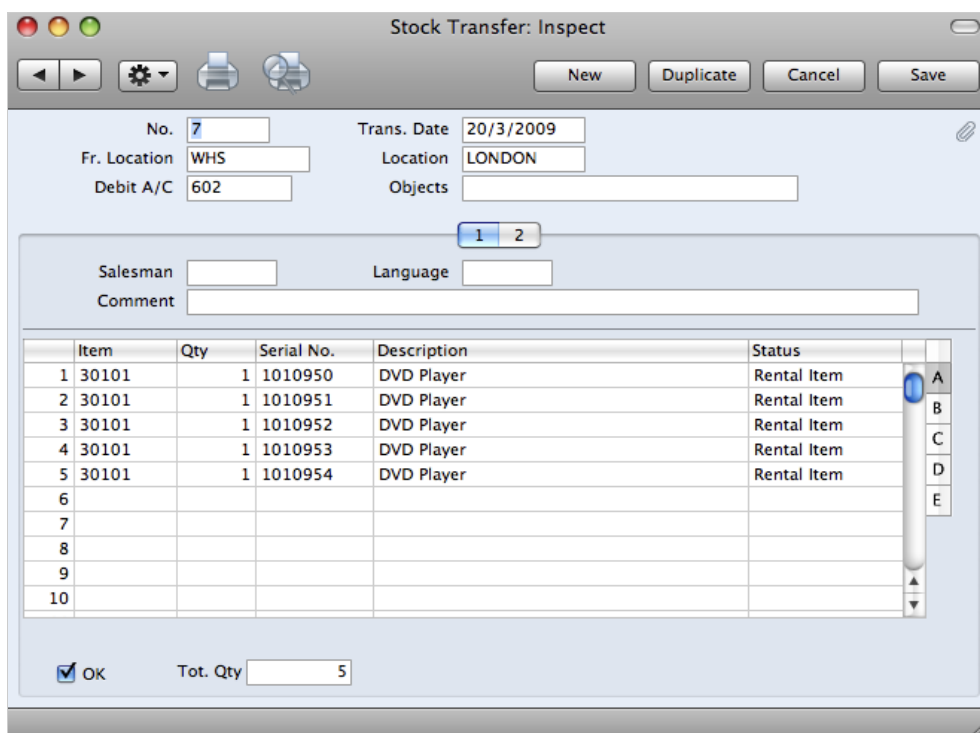
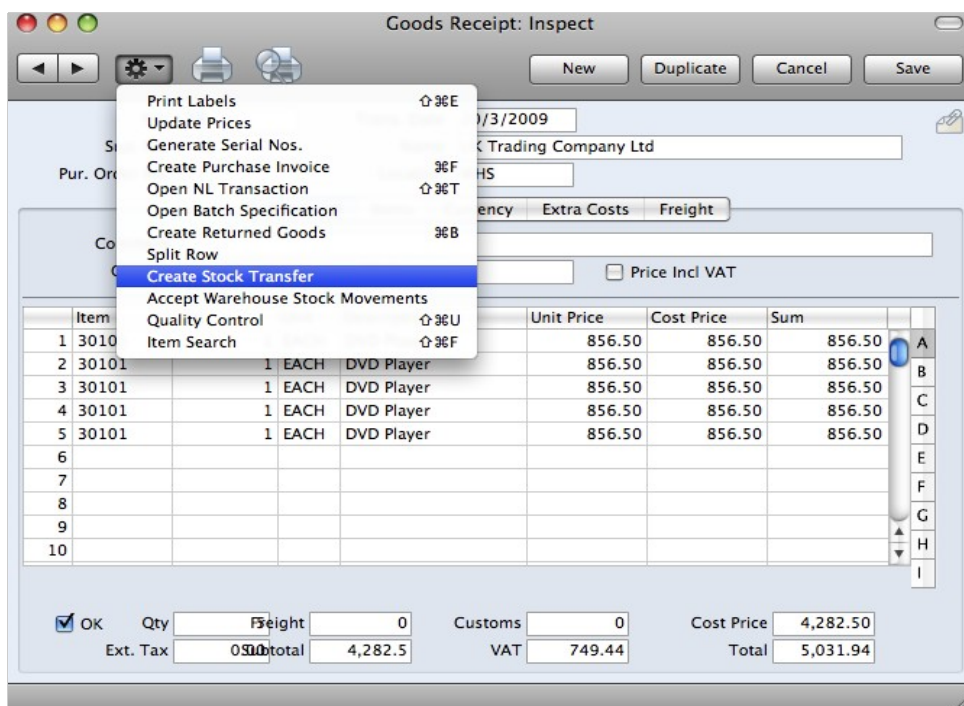
This step in the process is done as in standard logistics process. If you would like to keep track of all rental items separately, then you would have to make sure that the items on the Purchase Order and Goods Receipt have been marked as Serial Number tracked. You can assign serial numbers to the items yourself by using the Operations menu option Generate Serial Nos on the Goods Receipt record.

After marking the Goods Receipt as Oked we have the goods in our normal stock, available for selling.

Moving rental items into Internal Stock

After the Goods Receipt has been created and Oked it is possible to move the items into Internal Stock by using Stock Transfers. Stock Transfer can be created from the Goods Receipt Operations menu option Create Stock Transfer.

A new record will open up from module Internal Stock, register Stock Transfer. The record is not saved and needs additional info from the user to be possible to Save and OK.



Trans. Date The date of the Stock Transfer. Automatically program will suggest the date of the Goods Receipt

Fr. Location The Location the goods were originally received into

Location The rental location where the goods should be available for renting out

Debit A/C The account that gets Debited when the Stock Transfer is Oked. Usually this is a fixed asset account to show that we have received some fixed assets. If the Location record has Stock A/C filled then the account will be defaulted to this account.

Item Item code that gets transferred

Qty The number of items that get transferred

Serial No, Inventory No All serial number tracked items will get a separate Rental item record per Serial number. This is needed to be able to track availability per rental item record.

Status Paste Special to choose if the item is the main rental item or accessory.

All items that were on the Goods Receipt will be transferred to the Stock Transfer record. You can modify which items should be moved to a rental location. After correcting the Stock Transfer it should be marked as OKed and to be saved.

After this moved items are not visible in the stock list reports in the Stock module.

A Nominal Ledger transaction will be generated automatically if you have so determined in the Nominal Ledger module setting Sub Systems and in the Number Series - Stock Transfers setting in Internal Stock module.

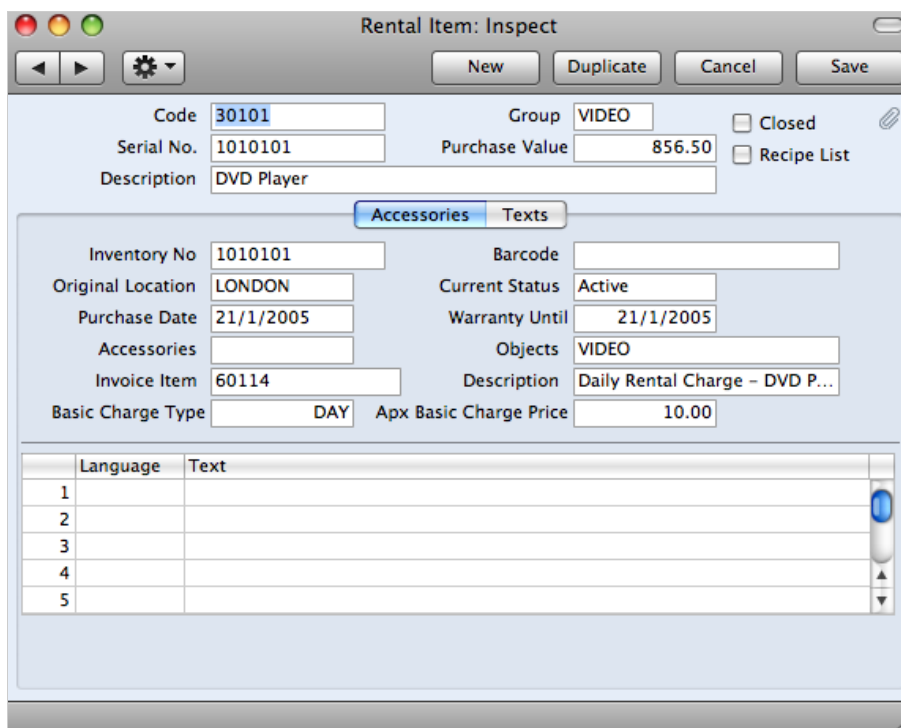


IMPORTANT...

... Note that if you move the Items with Stock Transfer to Internal Stock, then it is not possible any more to move them back to normal Stock.

Automatic creation of Rental Items

After the Stock Transfer has been Oked then HansaWorld will create Rental Items records into Rental module.



Language	Text
1	
2	
3	
4	
5	

Code Item code

Group Paste Special for Rental Item Group. The group will be automatically with the same code as the Group from the Item record. Group will specify if the rental item will need preparation or inspection time before and/or after the rental.

Serial No, Inventory No All serial number tracked items will get a separate Rental item record per Serial number. This is needed to be able to track availability per rental item record.

Original location

The rental location this item was transferred with the original Stock transfer

Current Status

By default the status for the rental item will be Active. The Statuses will be updated from Rental Item Inspection records.

Accessories If this rental item will be rented out with some accessories then Paste Special here the recipe that describes those additional items. Example: when renting out a TV you always provide the customer with a TV stand

Invoice Item Rental Invoicing Item code from the Item record. This item will be invoiced if the Rental items has been rented out. Also you will see the approximate charge that will be invoiced for renting this item.

Basic Charge Type

The charge period for the item. If you would like to rent the item out in example both charging daily and weekly pricing, then use the Basic Rental Price List setting. How to use Basic Rental Price List setting and other settings related to pricing is described in this material later.

Apx Basic Charge Price

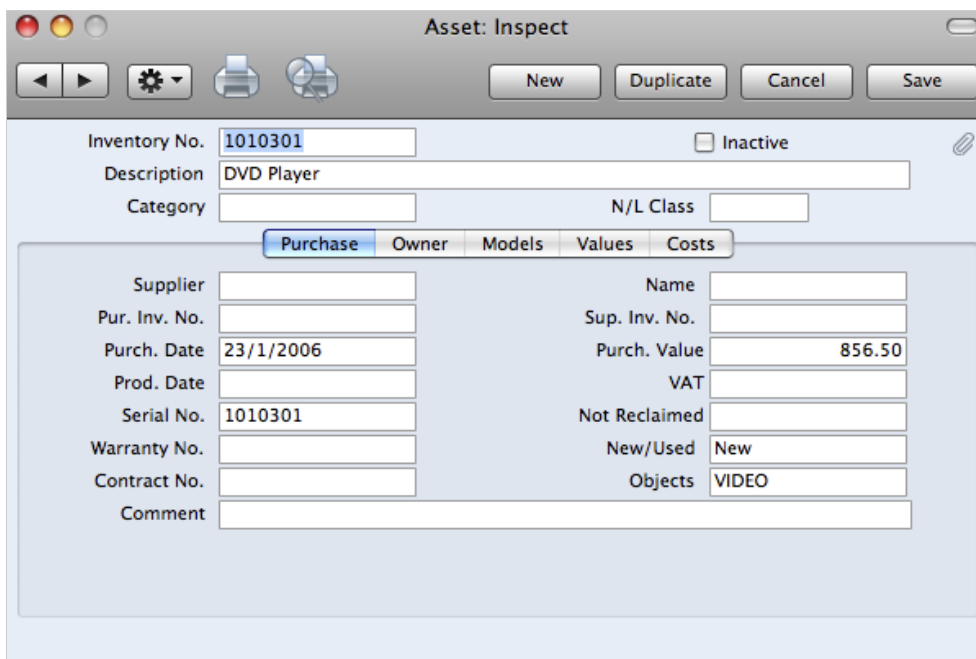
The price what is charged for the rental. Defaulted from the Invoice Item.

You can enter new Rental Item directly to Rental Items register in Rental or Internal Stock module by choosing the register and selecting New or pressing Command-N on the keyboard. Fill out all needed fields and save the record.

Automatic creation of Asset record

As usually the items that get rented out are not considered as normal distribution stock but as fixed assets then HansaWorld also has automated the creation of fixed asset records into Asset module.

After the Stock Transfer has been Oked then HansaWorld will also create Asset records into Asset module. Additional information would have to be added to the created records by the user to use the functionality in the Asset module. Please refer to Asset training or manual for the information about Assets.



Asset: Inspect

Inventory No. Inactive

Description

Category N/L Class

Purchase Owner Models Values Costs

Supplier	<input type="text"/>	Name	<input type="text"/>
Pur. Inv. No.	<input type="text"/>	Sup. Inv. No.	<input type="text"/>
Purch. Date	23/1/2006	Purch. Value	856.50
Prod. Date	<input type="text"/>	VAT	<input type="text"/>
Serial No.	1010301	Not Reclaimed	<input type="text"/>
Warranty No.	<input type="text"/>	New/Used	New
Contract No.	<input type="text"/>	Objects	VIDEO
Comment	<input type="text"/>		

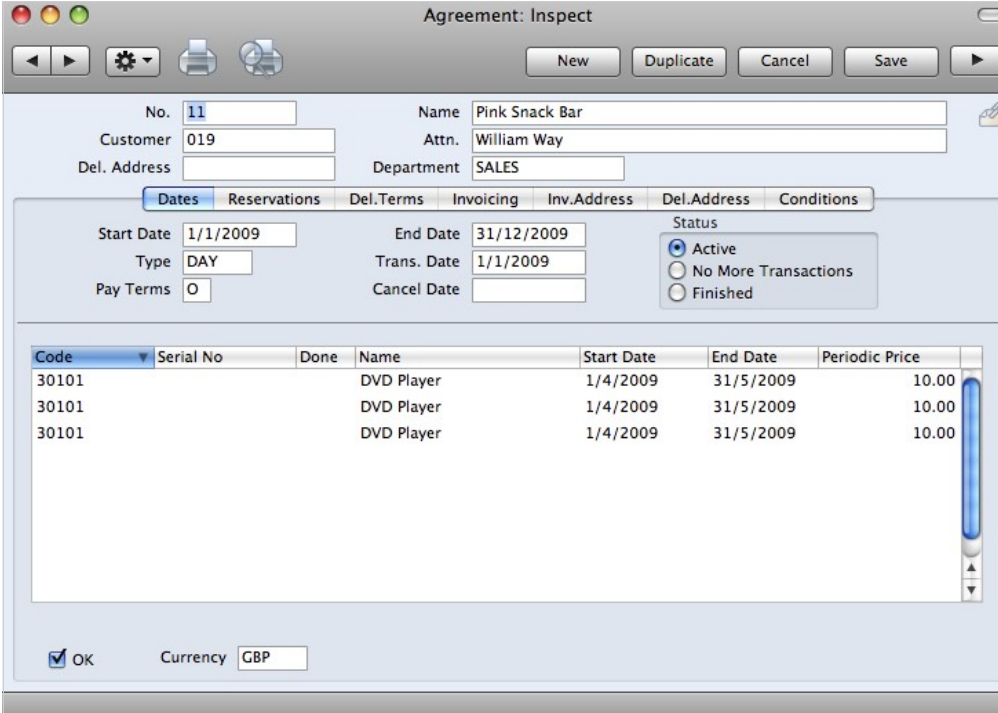
RENTING OUT ITEMS

After creating the availability in our rental stock by moving the items with Stock transfers we can start renting out the items for the customers.

For every rental we would first need to create a Rental Agreement for a customer.

Creating an Agreement

Agreement record specifies how the customer will be invoiced if they rent something from us and also other terms and conditions. Note that the Agreement does not hold any information what kind of items the customer will be renting or can rent from us. It is possible to print the agreement to be signed. To create a new agreement go to Rentals module, register Agreements and create new.



Code	Serial No	Done	Name	Start Date	End Date	Periodic Price
30101			DVD Player	1/4/2009	31/5/2009	10.00
30101			DVD Player	1/4/2009	31/5/2009	10.00
30101			DVD Player	1/4/2009	31/5/2009	10.00

Customer Paste Special the customer the agreement is for. It is possible to set up that only authorised customers can rent from us.

Del. Address Paste Special for Delivery Addresses that are used for this agreement. It is possible to set up multiple sites for a customer. Example: A big construction company has multiple sites where the tools will be used. It is possible to have an agreement per site or have agreement just for customer and use the Delivery addresses when creating specific Rental Reservations for some rental items.

Delivery Addresses can be found in Rental module, settings. Please refer to later section in this material for more detail.

Start date Specify the date the agreement starts. No reservations can be created for earlier than the Start date.

End date Specify the date the agreement is valid until. If End date is left blank, then the agreement will run indefinitely. No reservations can be created for longer than the End date.

Type Will specify how the customer will be charged for the rental i.e daily, monthly, weekly, fixed prices etc. Please refer to later section in this material for more details.

Reservations tab

This tab will contain information about different reservations that are connected to this agreement.

Invoicing tab

This tab will contain information about the invoice layout for this agreement. Please refer to Rental Invoicing Setting section in this material.

Conditions tab

This tab can hold the terms and conditions for the rental agreement. It is possible to use Standard Texts from the Standard Text setting in Rental module for using predefined texts. It is also possible to enter the text manually.

OK All rental agreements would have to be Oked to be valid for entering new reservations.

After Oking and Saving the Agreement it is possible to start reserving some items for this customer.

Creating Rental Reservations

After the Agreement has been entered for the customer we can start reserving the rental items for this customer. There will be one reservation per item There are multiple different options how the Rental Reservations can be created.

Rental module, reports, Availability

In the report specification window specify the following

Period Paste Special for Reporting Periods setting, System module or enter the period manually. The period should be the period you need to see the availability.

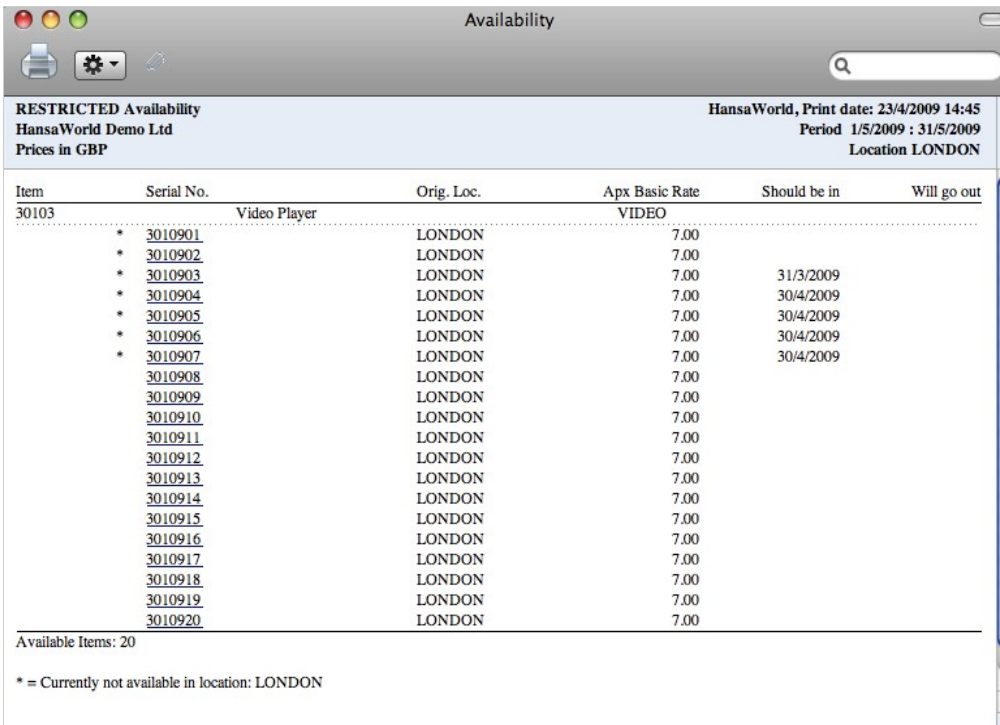
Items If you know the item that needs to be reserved then specify the item with Paste Special or type in the item code

Group Paste Special, Rental Item Groups setting, Rental module. If you would like to see only items belonging to a certain Rental Item Group, then specify it here

Location Paste Special, Locations setting Stock module. Default to the Location specified on the Person record Location field. This selection will limit the availability to the rental items in a specified location.

Include not available

If you would like to see the items that are not currently not available then mark this check box. Example: One item is booked out until 30.04.2009 and the other item is booked out until 31.05.2009. If you run the report for the period 01.05.2009 – 15.05.2009, then if the check box is not marked, then neither of those items are visible as available. If the check box is marked then the first item will be visible in the report with an asterisk (*) in front of the item and with the date when the item should be in.



Item	Serial No.	Orig. Loc.	Apx Basic Rate	Should be in	Will go out
30103	Video Player		VIDEO		
*	3010901	LONDON	7.00		
*	3010902	LONDON	7.00		
*	3010903	LONDON	7.00	31/3/2009	
*	3010904	LONDON	7.00	30/4/2009	
*	3010905	LONDON	7.00	30/4/2009	
*	3010906	LONDON	7.00	30/4/2009	
*	3010907	LONDON	7.00	30/4/2009	
	3010908	LONDON	7.00		
	3010909	LONDON	7.00		
	3010910	LONDON	7.00		
	3010911	LONDON	7.00		
	3010912	LONDON	7.00		
	3010913	LONDON	7.00		
	3010914	LONDON	7.00		
	3010915	LONDON	7.00		
	3010916	LONDON	7.00		
	3010917	LONDON	7.00		
	3010918	LONDON	7.00		
	3010919	LONDON	7.00		
	3010920	LONDON	7.00		

Available Items: 20

* = Currently not available in location: LONDON

To reserve an item from the report Drill down on the serial number you would like to reserve. After Drill down a new reservation will open with the item data, end and start date and location pre-filled.

Rental module, register Agreements, Operations, Availability

Works similar as the report before, except that the default period will be taken from the Agreement record Start and End date fields. When using the Drill down from that report additionally to the item data, end and start date and location, you will also get pre-filled customer and agreement info on the reservation.

Rental module, register Agreements, Operations, Create Rental Reservation

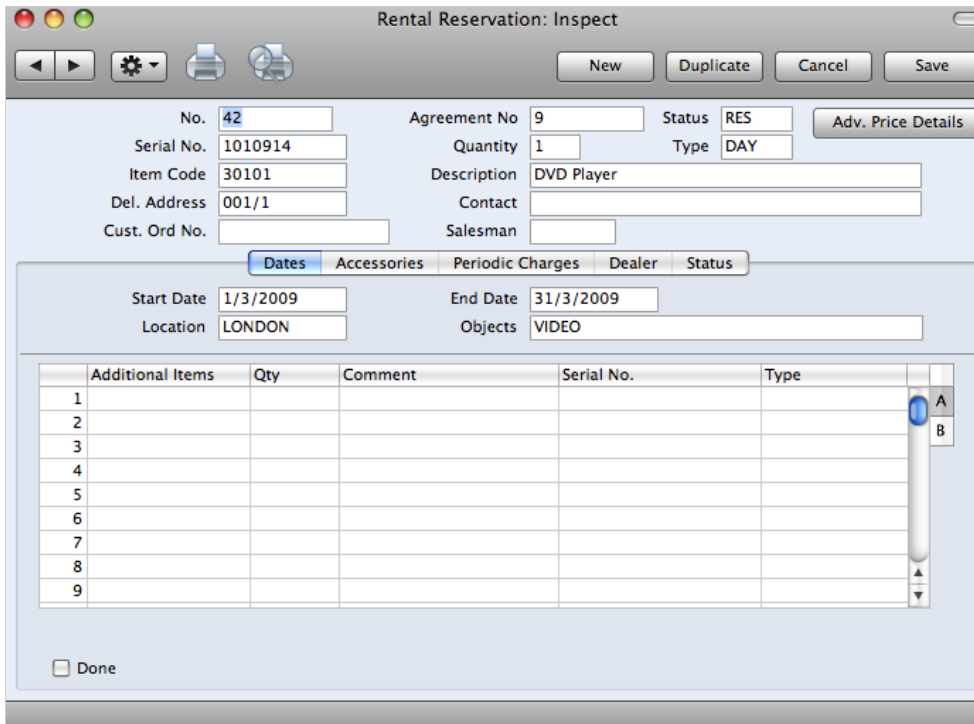
This option is mostly used when the item has been physically already selected from the rental warehouse and there is no need to check the availability. Program will pre-fill the agreement information on the reservation. Start date will default to today's date.

Rental module, register Rental Reservations, create New or duplicate an existing reservation

When creating a new reservation no pre-filled information will be available. The user would have to choose the correct agreement and the item to be rented out.

Entering information on Rental Reservation

After creating the new Reservation you would have to fill some information.



The screenshot shows the 'Rental Reservation: Inspect' window with the following fields and values:

- No.: 42
- Serial No.: 1010914
- Item Code: 30101
- Del. Address: 001/1
- Cust. Ord No.: (empty)
- Agreement No: 9
- Quantity: 1
- Description: DVD Player
- Contact: (empty)
- Salesman: (empty)
- Status: RES
- Type: DAY

The 'Dates' tab is active, showing:

- Start Date: 1/3/2009
- End Date: 31/3/2009
- Location: LONDON
- Objects: VIDEO

Below the dates is a table with 9 rows and 5 columns:

	Additional Items	Qty	Comment	Serial No.	Type
1					
2					
3					
4					
5					
6					
7					
8					
9					

At the bottom left, there is a 'Done' checkbox.

Agreement No

Paste Special for Agreement register. Only agreements that are marked as OK are allowed to be used.

Status Paste for Rental Reservation Statuses setting, Rental module. Statuses are updated automatically when the item gets reserved, delivered, returned or the reservation is done. These statuses can be seen in example from Resource Planner window in different colours. Please refer to a section later in the material.

Type Paste Special for Rental Charge Types. Rental charge type will come automatically from Agreement record, if the reservation is created from the Agreement. This type will control the way the periodical rental fees are charged and also the pricing for different periods. Please refer to the Pricing section of this material.

Serial No. Paste Special for Rental Items register to choose the item that will be rented out. It is possible to use Barcode scanners for specifying the serial number.

Item Code If the Serial number is entered then the program will recognise the item from the serial number and no item selection is needed.

Qty If a serial number tracked item is used then the quantity should be 1. If the item is not serial number tracked then the quantity can be bigger than 1.

Delivery address

Paste special for Delivery Addresses setting in Rental module. You can choose different delivery addresses where the rental item will go to. When creating rental invoices there is also an option to create different invoices for different delivery sites. In example the big construction companies have one agreement but would like to get invoices separately per site.

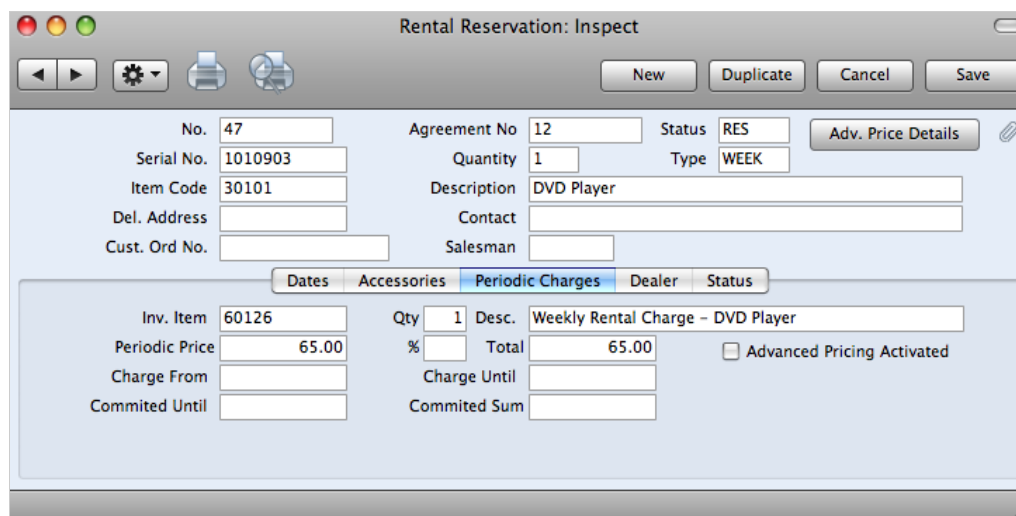
Start date, End date

Specify the start date and the end date of the reservation. Start and end date of the reservation can't fall out of the Agreement period.

Location Paste Special for Locations setting in Stock module to specify from which rental location the item is reserved.

Accessories tab

Specify the accessories that are given out when the main item is rented.



Rental Reservation: Inspect

No. 47 Agreement No. 12 Status RES

Serial No. 1010903 Quantity 1 Type WEEK

Item Code 30101 Description DVD Player

Del. Address Contact

Cust. Ord No. Salesman

Inv. Item	60126	Qty	1	Desc.	Weekly Rental Charge - DVD Player
Periodic Price	65.00	%		Total	65.00
Charge From		Charge Until		<input type="checkbox"/> Advanced Pricing Activated	
Committed Until		Committed Sum			

Periodic charges tab

This tab holds the information what the customer will be charged for renting the item according to the Rental Item. If you are using different types for the same item (in example you have daily pricing and also weekly pricing) you should also set up the Basic Rental Price Lists to have correct pricing for Rental Item and Rental Charge Type combination. This is explained later in this material.

Also you can change the prices or discounting in this tab.

Viewing existing reservations.

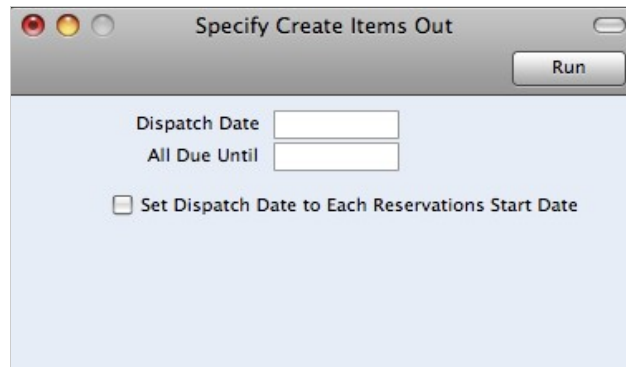
After you have reserved the items the Rental Reservations can be viewed from the Agreement, Resource Planner window, the Rental Reservations register or from different reports.

Delivering the items for the customer

After reserving the items for the customer the next step should be delivering the items to the customer. The Items are moved from the system by using the Items Out register in Internal Stock module. There are multiple ways how to dispatch the items and create Items our record.

Rental module, register Agreements, Operations, Create Items Out

This option will allow you to create Items out record for multiple reservations that are on this Agreement.



Dispatch Date

This allows us to set the date of the Items Out record that gets created. If nothing specified then by default today's date.

All Due Until

This allows us to specify which items are going to be entered on the Items out record. If nothing specified then by default today's date. Example: if there is a reservation for a DVD player starting today and a TV that will be rented next week, then this gives us the option to send both items, by defining the next week's date when the TV is also to be sent out or just send the DVD player which will be rented from today.

Set dispatch date to each reservations Start date

If you would like to create multiple items out per Reservation Start date, then mark this check box. If you have specified Dispatch date field above, then the check box will be ignored.

After the maintenance is run it is possible to view created Items Out records from Agreement Operations menu option Agreement Info. This report will show among other information all Items Out created for the Agreement. Items Out records can be accessed by drilling down in the report.

Rental module, register Rental Reservations, Operations, Create Items Out

This Option will create an Items Out record per Rental Reservation.

Rental module, maintenance Generate Items Out

This option allows you to create Items out for multiple Agreements at the same time.

Items Out: Inspect

No. Trans. Date

Customer Name

Del. Address

Agreement No. Attn.

Service Ord. No. Comment

Location Status

Language
 Created

Person
 Picked

Sent

Del. Terms

Del. Mode

Item	Qty	Serial No.	Description	Reservation	Row	Purch. Value
1	30101	1 1010903	DVD Player	47		
2	30101	1 1010906	DVD Player	48		
3	30101	1 1010907	DVD Player	49		
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

Tot. Qty

After the Items Out record is created the record should be reviewed and Status marked either to be Picked or Sent. The Picked option is to show that someone is already working on gathering the items. If the Items are gathered and customer is picking up the items, then the Items Out should be marked as Sent.

If the Items Out date does not match the date of the Reservation then the user will get an error message:



There are different ways how to handle the reservations that are not matching the dates the items are picked up:

1. You can set the system up that the Reservation date is set to the date the items were dispatched and therefore only charge the customer for the time the items were really "out"

2. You can set the system up that the Reservation date is set to the date the items were dispatched and therefore only charge the customer for the time the items were really "out" but also add a fee for customer picking the items up too late by using the Add Charge option from Items Out Operations menu
3. You can set the system up that the Reservation date is not set to the date the items were dispatched and therefore you will charge the customer from the starting date of the reservation.

These options are regulated by Rental module setting Rental settings check box Set Start Date from Items Out.

When the Items Out record is marked as Sent then those items are considered to be dispatched from the system and are not visible anymore in the availability report for the period they are considered to be "out". Also after marking the Items Out as Sent the Rental Reservation Status field will get updated to be delivered.

ADDING PERIODICAL CHARGES TO AGREEMENTS

When a company provides long term rental contracts, then the customers usually get invoiced for the rental periodically in example every two weeks or every month. To be able to invoice the customer we would need to calculate the rental charges for all Rental Reservations that are out. There are two ways how to add charges to a Rental Reservation.

Rental module, maintenance Charge Reservations



The screenshot shows a dialog box titled "Specify Charge Reservations". It has a standard Mac OS window header with red, yellow, and green buttons on the left and a "Run" button on the right. The main content area is light blue and contains two text input fields: "Agreements" and "Charge Until". Below these fields is a checkbox labeled "Only Rental Reservations Marked as Done".

Agreements Specify if you would like to add the charges to reservations from a specific agreement. If left empty then all agreements will be looked at

Charge Until Specify here the date until what date the charges should be calculated.

Rental module, register Agreements, Operations, Create Rental charges

Works similar as the maintenance above, except that the charges are created for reservations that are connected to this agreement. This option is mostly used when the customer returns the items and would like to get the invoice for the not-invoiced period.

After running the maintenance the charges will be added to the support register. The information from that register will be the base for the invoicing.

Added charges are visible from Agreement info report from Agreement Operations menu or Agreement Invoicing report in Rental module.

Agreement Information

RESTRICTED Agreement Information HansaWorld, Print date: 24/4/2009 12:35
HansaWorld Demo Ltd

Agreement Information

No	Customer	Start Date	End Date	Type	
<u>12</u>	001	1/4/2009	31/3/2010	WEEK	GBP
		Against All Odds Trading Co		Joseph Conrad	

Not Invoiced

Item	Qty	Name	Invoiced	Price	%	Sum
<u>60126</u>	3	Weekly Rental Charge - DVD Pla	Next Inv.	65.00		195.00
<u>60126</u>	3	Weekly Rental Charge - DVD Pla	Next Inv.	65.00		195.00
<u>60126</u>	3	Weekly Rental Charge - DVD Pla	Next Inv.	65.00		195.00
Total						585.00

Items Out	Trans. Date	Customer	Status
<u>30</u>	24/4/2009	Against All Odds Trading Co	Sent

When using the Drill down function on the Item number in the report you have the option to access the Agreement Charges and if needed make corrections before invoicing the customer.

Agreement Charges: Inspect

Trans. Date:
Charge at:
 Next Invoice Run

 Charge From:
 Final Invoice

 To:

 Item:

 Qty: * Items:

 Unit Price: % Sum: V-Cd:

 Goods Receipt: Pur. Order:

 Comment:

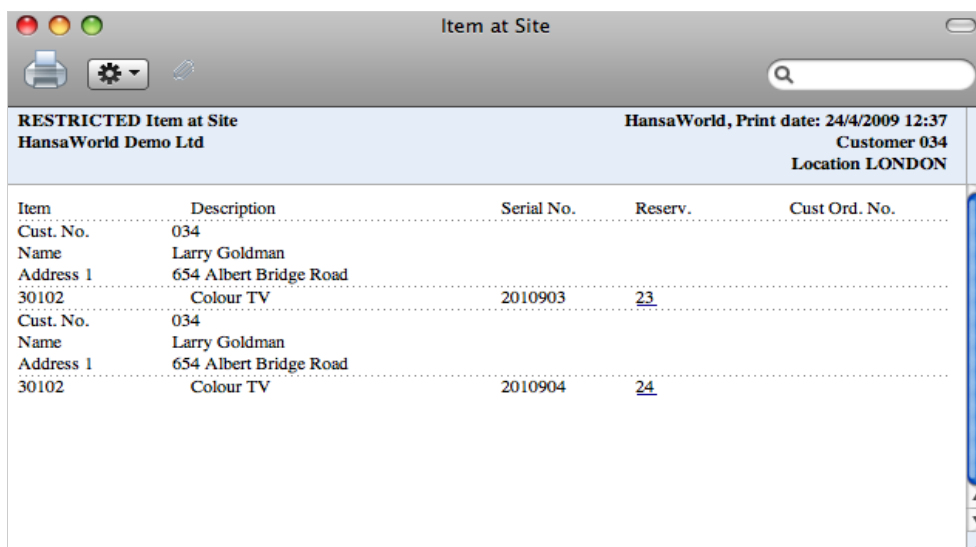
COLLECTING ITEMS FROM THE CUSTOMERS

There are many options in HansaWorld Rental module to make the life easier following up what customers have which rental items. There are different reports showing how many items does the customer have and also when these are bound to be returned.

Reports showing the items currently out

Rental module, report Item at Site

For example the Item at site report in Rental module gives the option to follow the items that the customer has in different sites or Delivery addresses.



Item	Description	Serial No.	Reserv.	Cust Ord. No.
Cust. No.	034			
Name	Larry Goldman			
Address 1	654 Albert Bridge Road			
30102	Colour TV	2010903	<u>23</u>	
Cust. No.	034			
Name	Larry Goldman			
Address 1	654 Albert Bridge Road			
30102	Colour TV	2010904	<u>24</u>	

Rental module, report Uncollected Off-Hire

Also the report Uncollected Off-Hire shows the items that are at customers, but in this report only the items that are due to be returned are shown.

Uncollected Off-Hire

RESTRICTED Uncollected Off-Hire HansaWorld, Print date: 24/4/2009 12:38
 HansaWorld Demo Ltd

Customer	Reservation	End Date	Serial No.	Item	Location	Days
001	<u>8</u>	25/3/2009	3010901	30103	LONDON	30
001	<u>9</u>	20/3/2009	3010904	30103	LONDON	35
001	<u>42</u>	31/3/2009	1010914	30101	LONDON	24
Total no of items						3
Average no of days						30

Collections

When dealing with long term rentals then an important part is also the possibility to remind the customer of the items that are due to be returned or create a list of items that need to be collected from the customer. In HansaWorld there is a register Collections to facilitate this need.

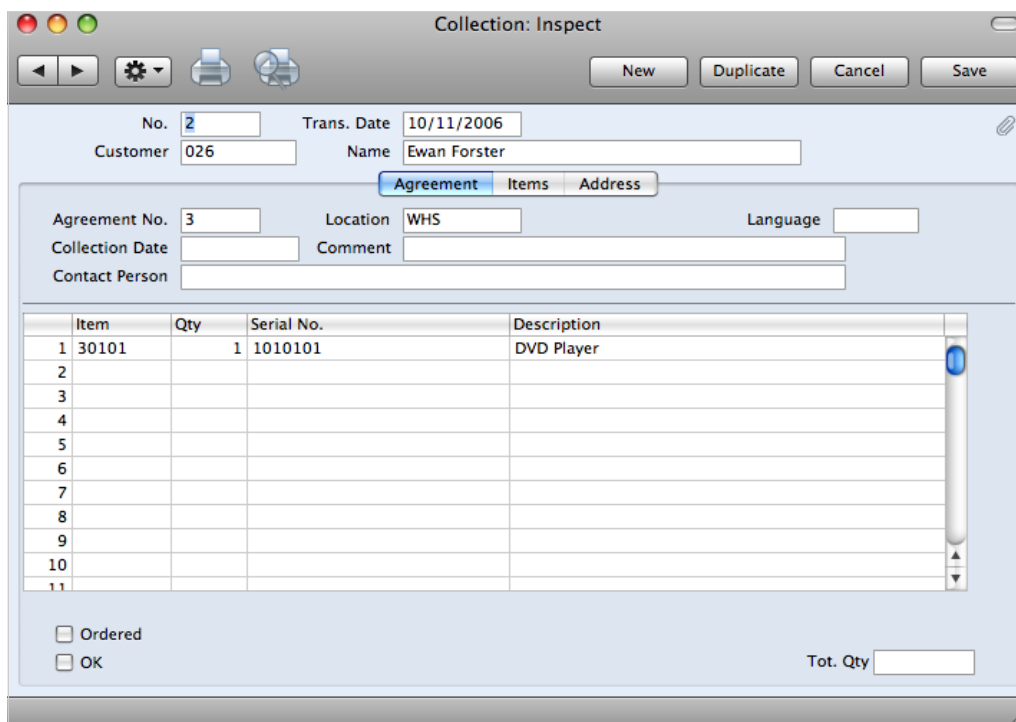
Collections can be generated using different options:

Rental module, maintenance Generate Collections

Rental module, register Agreements, Operations, Create Collection

Rental module, register Rental Reservations, Operations, Create Collection.

Collection records are created according to the Reservation End dates.



Item	Qty	Serial No.	Description
1	1	1010101	DVD Player
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			

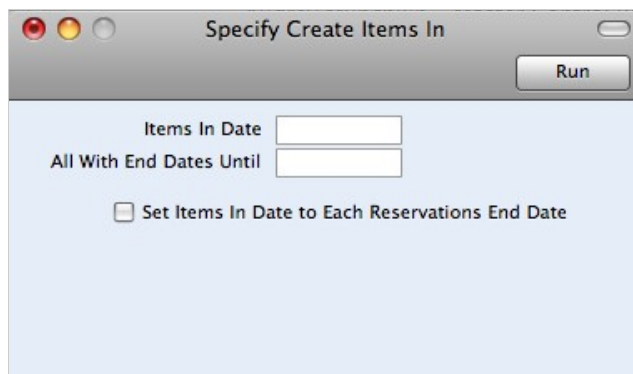
It is possible to print out the Collection record and also it is possible to add a charge for the customer for sending a reminder by using the Collection record Operations menu option Add Charge.

Items In

After the customer returns the items it is needed to create a record that also makes the items available and sets when the items were returned.

There are multiple options how to create Items In records

Rental module, register Agreements, Operations Create Items In



Items In Date

This allows us to set the date of the Items In record that gets created. If nothing specified then by default today's date.

All With End Dates Until

This allows us to specify which items are going to be entered on the Items In record. If nothing specified then by default today's date. Example: if there is a reservation for a DVD player that is supposed to be returned today and a TV that will come in next week, then this gives us the option to receive in both items, by defining the next week's date when the TV is due to be returned

Set Items In Date to Each Reservations End date

If you would like to create multiple Items In per Reservation End date, then mark this check box. If you have specified Items In date field above, then the check box will be ignored.

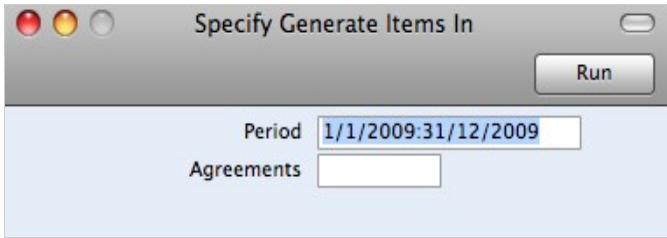
After the maintenance is run it is possible to view created Items In records from Agreement Operations menu option Agreement Info. This report will show among other information all Items In created for the Agreement. Items In records can be accessed by drilling down in the report.

Rental module, register Rental Reservations, Operations Create Items In

This Option will create an Items In record per Rental Reservation. The Items In record is opened up on the screen.

Rental module, maintenance Generate Items In

This option allows you to create Items In for multiple Agreements at the same time.



Specify Generate Items In

Run

Period 1/1/2009:31/12/2009

Agreements

Period The period when items are bound to be returned

Agreements Paste Special for choosing the Agreement for which the items are supposed to be returned

After running the maintenance the Items In records are created.

Items In: Inspect

No. Trans. Date

Customer Name

Site

Agreement No. Attn.

Service Ord. No. Comment

Collection No.

Location

Language

Person

Status
 Created
 Received
 Accepted

Item	Qty	Serial No.	Description	Returned	To Service	Sold	Missing	Scrapped
1	30101	1 1010907	DVD Player	1				
2								
3								
4								
5								
6								
7								
8								
9								

Tot. Qty

After inspecting the items that are returned by the customer the Items In record should be marked Received and Accepted. This will make the Item again available for renting out.

If the Items In date does not match the Reservation End date then an error message will be displayed



There are different ways how to handle the reservations that are not matching the dates the items are returned:

4. You can set the system up that the Reservation end date is set to the date the items were returned and therefore charge the customer for the time the items were really "out"
5. You can set the system up that the Reservation date is set to the date the items were returned and therefore charge the customer for the time the items were really "out" but also add a fee for customer returning the items up too late or early by using the Add Charge option from Items In Operations menu

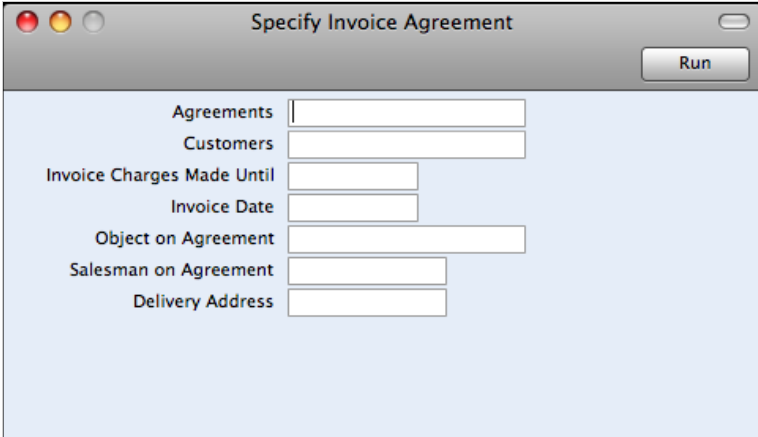
6. You can set the system up that the Reservation date is not set to the date the items were returned and therefore you will charge the customer until the end date of the reservation.

These options are regulated by Rental module setting Rental settings check box Set End Date from Items In.

INVOICING THE CUSTOMER

Periodic invoicing of calculated charges

If the rental period is long, then customer gets usually charged periodically – weekly or monthly. Also the charges are added to the customers rental in that case with maintenance in example every week. After those charges are added the customer needs to be issued an invoice. This is usually done with a maintenance in Rental module – Invoice Agreement.



Agreements Paste Special for Agreements register. You can choose an Agreement that will be invoiced with the maintenance run. If left blank then all Agreements will be invoiced if needed

Customers Paste Special for Contact register. You can specify the customer who you want to invoice. If left blank then all Customers will be looked at.

Invoice Charges Made Until

If you are running the maintenance frequently then you can specify until what date the charges that were calculated are included to the invoice. If left blank then by default today's date.

Invoice Date

Specify date for Invoices that are created.

Object on Agreement

Only Agreements containing that Object will be included in the maintenance run

Salesman on Agreement

Only agreements that have specified person on the Agreement are included in the maintenance run

Delivery Address

Only a certain Delivery Address where the items have been sent, will get invoiced

After the maintenance is run Invoices will be created to Sales Ledger module Invoices register. Invoices are created according to the charges calculated for the Rental Reservations. The layout depends on the Invoicing tab on the Agreement. Please refer to a section later in the material for more details. Invoices that are created are not Oked and should be reviewed and Oked manually.

Final invoicing when customer has returned items.

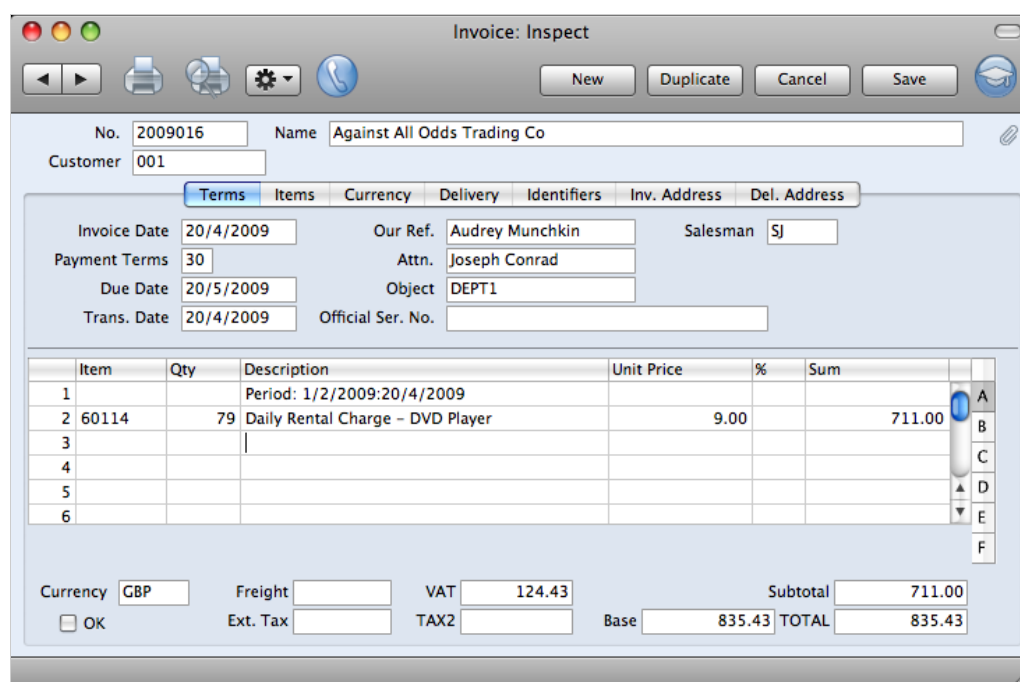
After the customer has returned the items the final charges should be calculated for the Rental Reservations by using the Agreement register Operations menu Create Rental Charges. If the charges have been calculated it is possible to use the Rental module maintenance Invoice Agreement or use the Agreement Operations menu option Create Invoice. With this option the invoice will be created according to the same rules as previous option, but now the invoice will be opened on users screen.

If the Invoice gets deleted then Agreement Charges are open again and the Agreement can be re-invoiced.



IMPORTANT...

...updating Agreement Charges from invoice is only done when the invoice gets deleted, if one line from the invoice is changed, then this does not affect the Agreement charges record.



The screenshot shows the 'Invoice: Inspect' window with the following details:

- No.:** 2009016
- Name:** Against All Odds Trading Co
- Customer:** 001
- Invoice Date:** 20/4/2009
- Payment Terms:** 30
- Due Date:** 20/5/2009
- Trans. Date:** 20/4/2009
- Our Ref.:** Audrey Munchkin
- Attn.:** Joseph Conrad
- Object:** DEPT1
- Salesman:** SJ
- Official Ser. No.:** (empty)

Item	Qty	Description	Unit Price	%	Sum
1		Period: 1/2/2009:20/4/2009			
2	60114	79 Daily Rental Charge - DVD Player		9.00	711.00
3					
4					
5					
6					

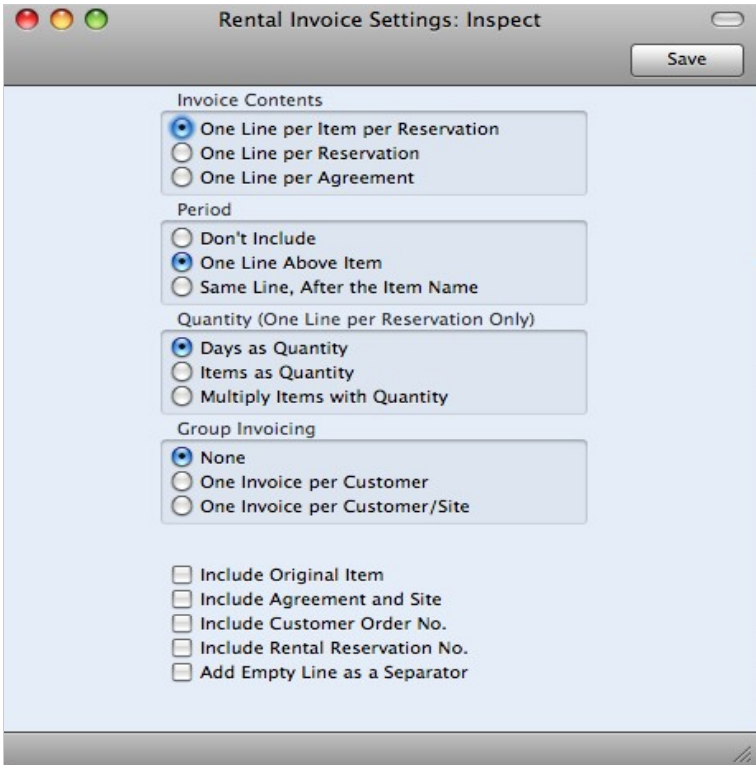
Summary:

- Currency:** GBP
- Freight:** (empty)
- VAT:** 124.43
- Subtotal:** 711.00
- Ext. Tax:** (empty)
- TAX2:** (empty)
- Base:** 835.43
- TOTAL:** 835.43

The invoices that are created for the charges visible from the Agreement Info report on the Agreement Operations menu can easily be accessed from the same report by using the Drill down functionality.

Invoice Layout

Invoice layout is defined on the Invoicing tab of the Agreement record. The Agreement record will get default settings from Rental module setting Rental Invoice Setting or from the customers Delivery address setting



Invoice Contents

If the invoice will be created One Line per Item per Reservation, One Line per Reservation or One Line per Agreement (in example if you rent out multiple items)

Period Specify if the period will be included on the Invoice, as line above item or on the item line

Quantity Specify what will be the Quantity on the invoice

Group invoicing

Specify here if the Group Invoicing is used. Examples:

None - One invoice per Agreement record

One Invoice per Customer - If customer has multiple agreements, then the invoice will be for all agreements

One invoicerper Customer/Site - If customer has multiple sites (Delivery Addresses are used) then one invoice per site is created

An example invoice for the rental:

Invoice: Inspect

No. Name

Customer

Terms Items Currency Delivery Identifiers Inv. Address Del. Address

Invoice Date Our Ref. Salesman

Payment Terms Attn.

Due Date Object

Trans. Date Official Ser. No.

Item	Qty	Description	Unit Price	%	Sum
1		Period: 1/3/2009:15/3/2009			
2	60116	15 Daily Rental Charge - Video Player	7.00		105.00
3	60116	15 Daily Rental Charge - Video Player	7.00		105.00
4					
5					
6					
7					
8					
9					

Currency Freight VAT Subtotal

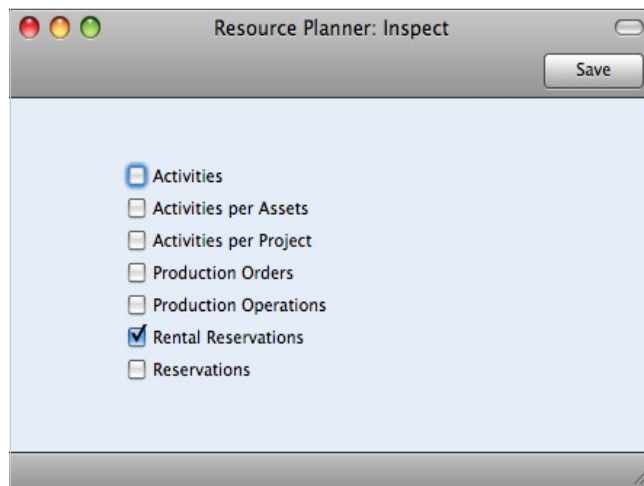
OK Ext. Tax TAX2 Base TOTAL

RESOURCE PLANNER AND RENTALS

With Rental module it is also possible to use the graphical Resource Planner.

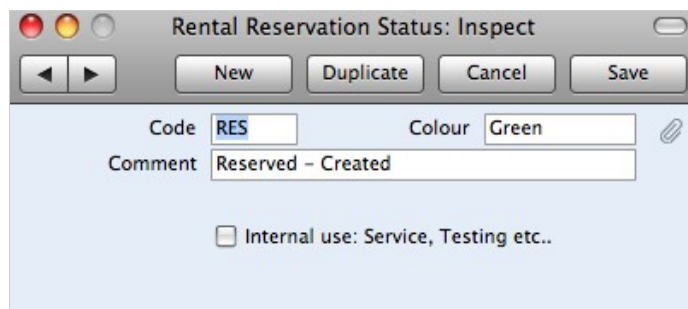
Setting Resource Planner.

If you would like the Rental Reservations to be visible in the Resource Planner window mark the Rental Reservations in this setting



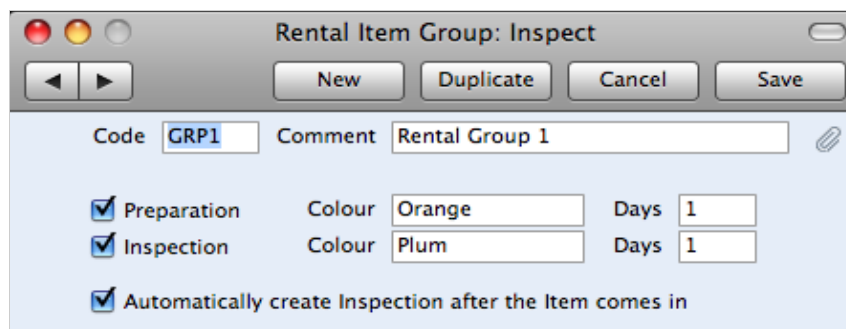
Setting Rental Reservation Statuses

In this setting specify the different Rental Reservation Statuses and also the colours that will be used on the graphical view



Setting Rental Item Groups.

In this setting specify if the certain Rental items should have a preparation and/or inspection time before and after the rental. Also you can specify here the different colours that will be visible in the graphical view for this time.



Rental Item Group: Inspect

Code: GRP1 Comment: Rental Group 1

Preparation Colour: Orange Days: 1

Inspection Colour: Plum Days: 1

Automatically create Inspection after the Item comes in

Code Unique code for the Rental Item Group. It is suggested to use the same group codes as on Item Groups, because when a Rental item is automatically created, then the Rental Item Group field will be filled with Item Code from the original Item record

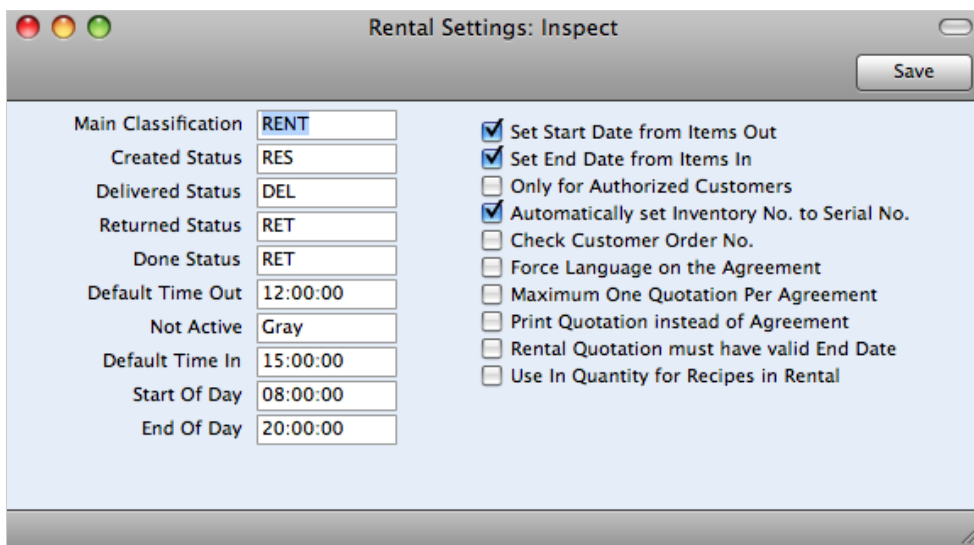
Preparation, Inspection

Specify here if the Rental Items belonging to the group need a preparation time before or Inspection time after the rental.

Colour The colour the Preparation and/or Inspection will have on Resource Planner window

Days Specify the length of the Preparation and/or Inspection time in days. It is not possible to rent out Rental Items for those days

Setting Rental Settings



Rental Settings: Inspect

Main Classification: RENT

Created Status: RES

Delivered Status: DEL

Returned Status: RET

Done Status: RET

Default Time Out: 12:00:00

Not Active: Gray

Default Time In: 15:00:00

Start Of Day: 08:00:00

End Of Day: 20:00:00

- Set Start Date from Items Out
- Set End Date from Items In
- Only for Authorized Customers
- Automatically set Inventory No. to Serial No.
- Check Customer Order No.
- Force Language on the Agreement
- Maximum One Quotation Per Agreement
- Print Quotation instead of Agreement
- Rental Quotation must have valid End Date
- Use In Quantity for Recipes in Rental

Main Classification

Specify here the beginning of the "item tree" for the Resource Planner window. Example: if you are renting out items that can be described as video equipment and as cars then the item

classifications for those items should be set up as following:

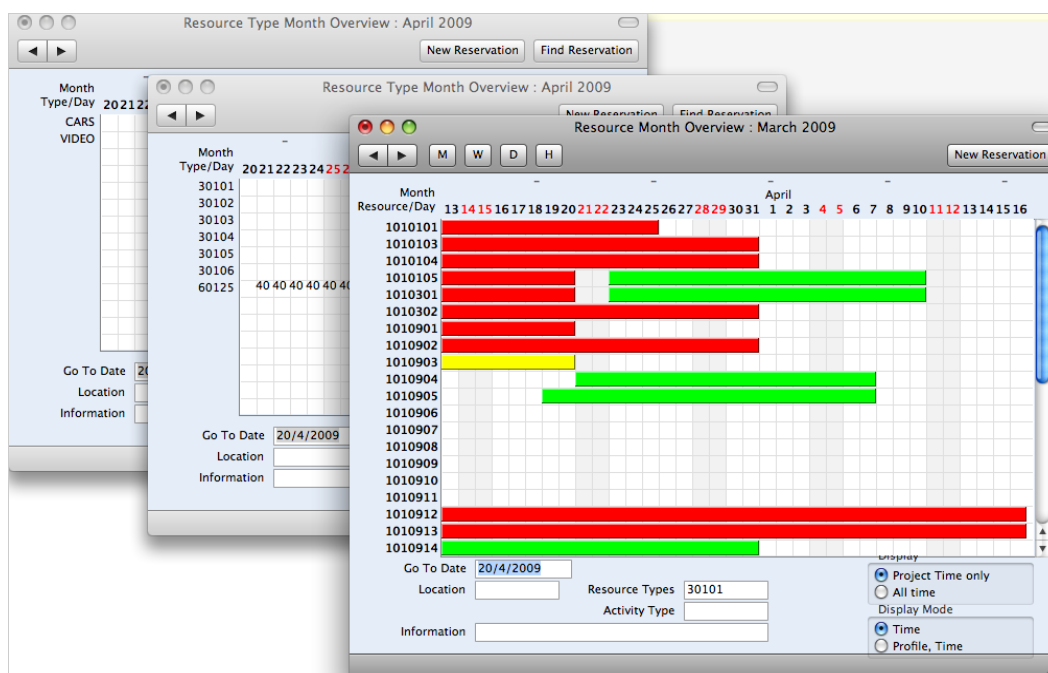
All items that should be visible from the Resource Planner window should have either CARS or VIDEO marked as Classifications on the Item record. Classification records CARS and VIDEO should have specified on the field Classification RENT and the classification RENT should be set as the beginning of the "item tree" in the setting.

Created, Delivered, Returned, Done Status

Here specify with Paste Special the different Rental Reservation Statuses that apply when the Rental reservation has been created, Items Out has been marked as Sent, Items In has been marked as Received.

Not Active

Specify here the colour for the Resource Planner window when a Rental Item has been marked as Inactive



When selecting the Resource Planner from the Master Control the first window opening up will give the possibility to choose from different item classifications that are connected to the Rental Setting Main Classification. In our example it will contain two Item classifications – CARS and VIDEO. After selecting the appropriate classification we will get a list of items that belong to that classification. If the item rented is not serial number tracked then in the second window we will see the total number of available items for this period. If the item has been marked serial number tracked then when choosing the item a new window opens up with detailed view of the different serial numbers. The coloured bars in the window represent the different Rental Reservation Statuses or Inspection/Preparation time or the Inactive items.

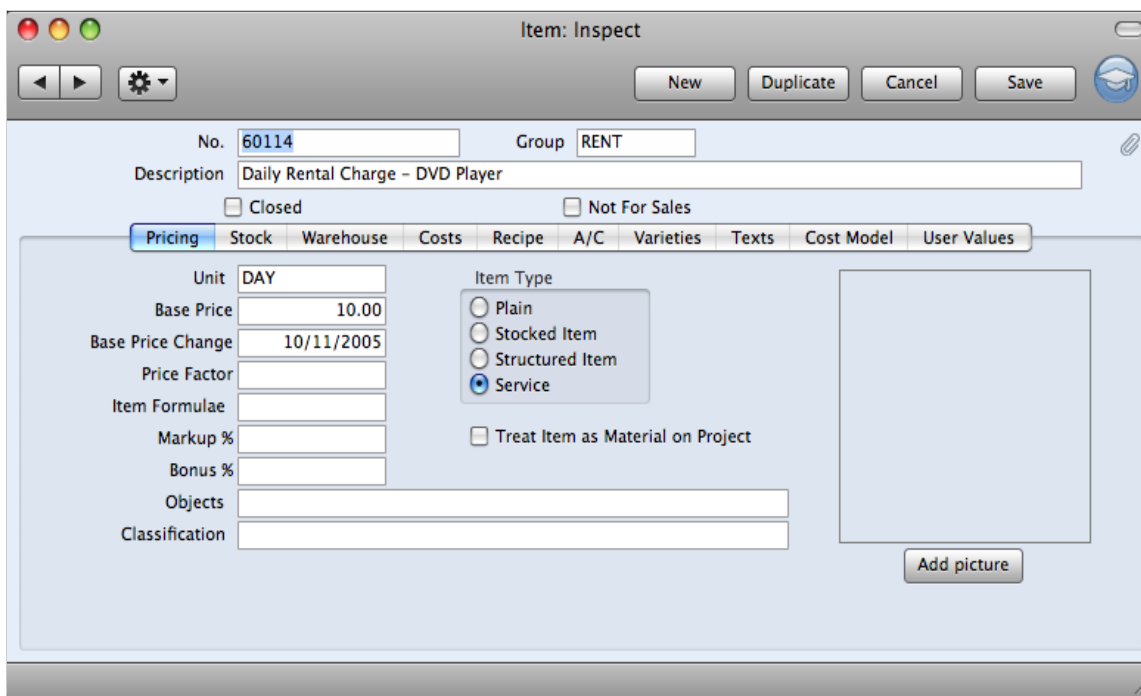
It is possible to move the Rental Reservations from one item to the other by dragging and dropping the Reservation between different lines. It is not possible to move the Reservation between the dates.

It is not possible to create a new Rental Reservation from the Resource planner window by clicking New Reservation (this is used for Hotel module), but it is possible to open an existing Rental Reservation by double clicking on the coloured bar and duplicating the Rental Reservation.

PRICING IN RENTAL

There are multiple different options how we would like to charge the customer for the items rented out. This can start with simple daily charges or finish with more complicated option like charging the first 7 rental days different price than the rest of the days.

In the first part of this material was described that we need to add a Rental Invoicing item on the Item record. This is a service type item, usually a fee for daily, weekly or monthly rental.



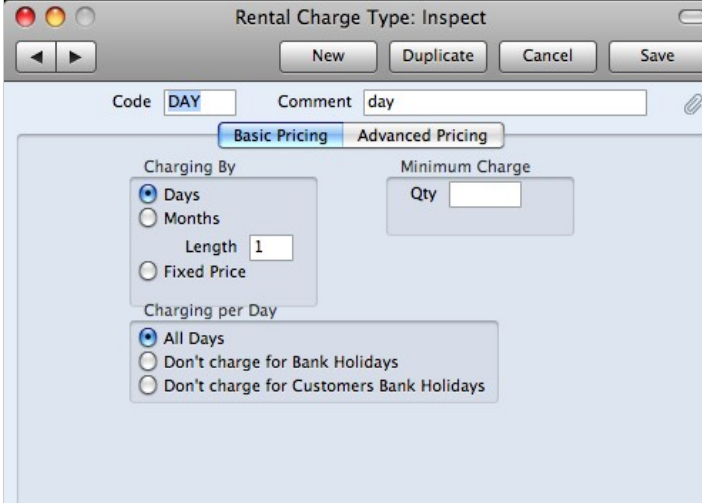
The screenshot shows the 'Item: Inspect' window with the following details:

- No.:** 60114
- Group:** RENT
- Description:** Daily Rental Charge - DVD Player
- Item Type:** Service (selected)
- Unit:** DAY
- Base Price:** 10.00
- Base Price Change:** 10/11/2005
- Price Factor:** (empty)
- Item Formulae:** (empty)
- Markup %:** (empty)
- Bonus %:** (empty)
- Objects:** (empty)
- Classification:** (empty)

In the next chapter we will look how to use those fees with different monthly or weekly or daily charges and other topics related to the pricing.

Setting Rental Charge Types

In this setting we set up what are the different pricing models we are using when we charge the customer. In example we are charging the customer daily fees for renting DVD players.



In that case the Rental Charge type would be set as example in here.

Charging by Specify here if the customer gets charged by certain number of days or months or a fixed price

Charging per day

Specify here if the customer should be charged for all days, not for the Bank Holidays or not for the Customers Bank Holidays (in cases when the customer is situated abroad or different area with different Bank Holidays). Bank Holidays can be set up in Rental module, setting Bank Holidays or setting Customers Bank Holidays

Minimum Charge Qty

Specify here the the minimum charge for rental. Example: we charge the rental fees per day, but when we would like to charge minimum for 2 days, then enter 2 in this field.

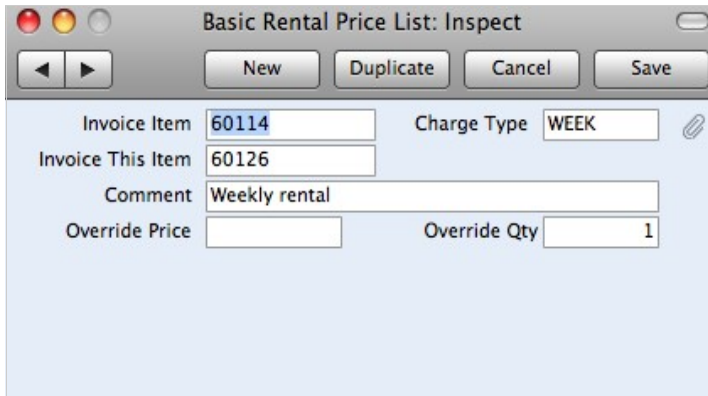
If you would like to charge the customer for rental every day, then specify charging by day and 1, if you would like to charge per week, then specify also charging by day and 7.

Setting Basic Rental Price List

If you have the different types of Rental Charge Types set up you need also consider the effect they have when renting the same item for different periods.

If you look at a Rental Item record, then you can see that you set up the charge item as well. Sometimes can happen when you start renting out an item that you have defined that you normally charge for daily, but for a certain customer you want to have weekly fees. To solve this situation you can set up Basic Rental Price List.

This means in example for a DVD player that you rent out charging usually daily fees you would like to set up a different pricing if there will be weekly or monthly rentals. This is done as the example on the picture.



Invoice Item

Paste Special for Items register. The item that is shown on the Rental Item record and needs to be replaced with another item, if the Rental Charge Type is different than the one on the Rental Item

Charge Type Paste Special for Rental Charge Types setting. Here you define for which charge type you would like to set up different pricing

Invoice This Item

Paste Special for Items register. The item that gets invoiced for the customer, when the specified Charge Type is chosen

Override Price

You can specify here the special price for the marked item. If this field is left blank, then the price is taken according to Base Price field from the item that is marked on the Invoice This Item field

Override Qty

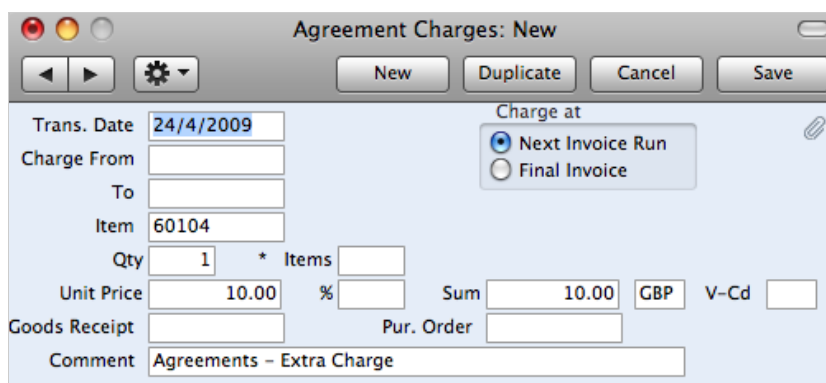
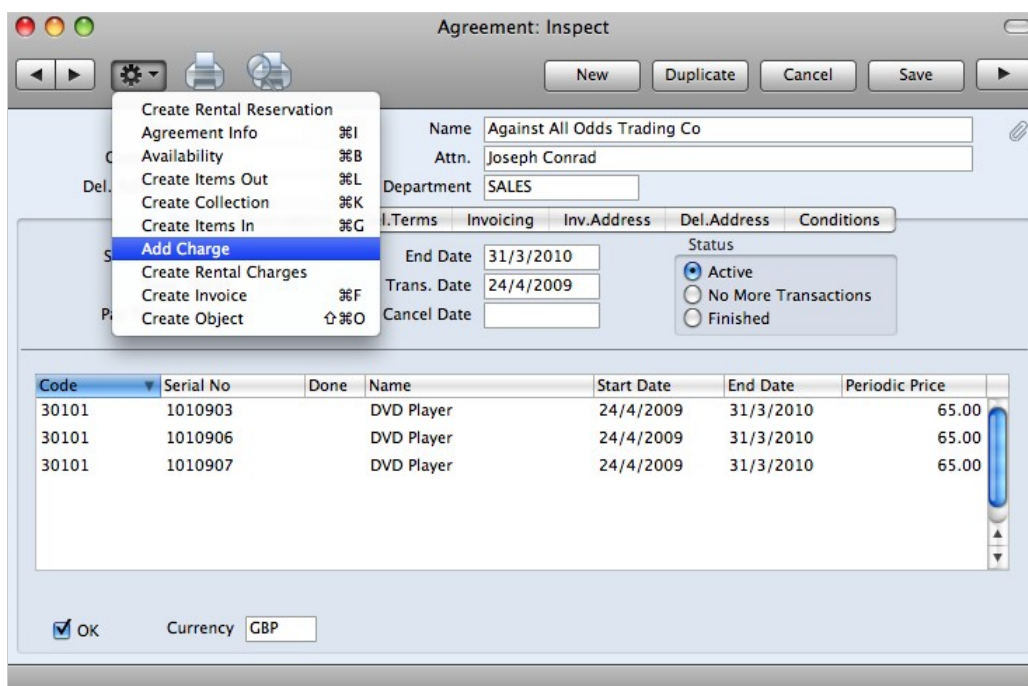
This quantity that will be used for the period when creating the charges

Adding different fees or charges

Operations menu Add Charges

During the rental process there might be a need to add different other charges not only the periodical rental fees. Example: if the rented item is returned To facilitate this need different Rental and Internal Stock module registers have the option to add charges to the rental using the Operations menu option Add Charges.

These options are available on Agreement, Rental Reservation, Items Out, Items In, Collections and Inspection registers.



Trans Date The date the charge is added

Item Item that gets charged. Defaulted to the item that is set up in the Rental Extra Charges setting. Can be modified by using Paste Special functionality

Qty Quantity that gets charged. Defaulted to the quantity that is set up in the Rental Extra Charges setting. Can be modified.

Unit Price Base Price from the Item above. Can be changed manually.

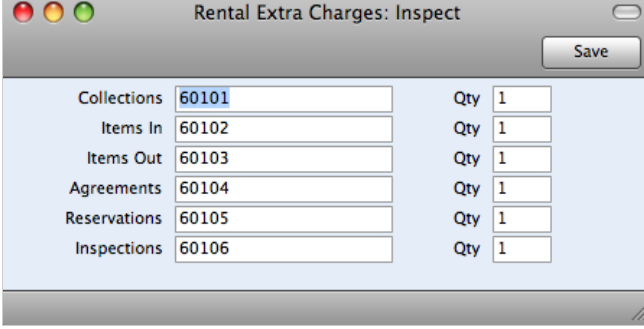
% Discount percentage. Can be changed manually

After saving the Agreement Charge record these charges will be added to the charges that are calculated also from the maintenance for

periodical charges. They will appear on the invoice when the next Invoice run is done

Rental module, setting Rental Extra Charges

To use the options for adding different charges you can set up predefined fees in Rental module setting Rental Extra Charges. The items set up in the setting will be the default suggested charges that will be added when the Add Charge option in the Operations menu is used.



Rental Extra Charges: Inspect		Qty
Collections	60101	1
Items In	60102	1
Items Out	60103	1
Agreements	60104	1
Reservations	60105	1
Inspections	60106	1

Using advanced pricing

Additionally to other pricing methods it is also possible to use more complicated method of pricing called Advanced Pricing.

As an example you would like to use for renting out a DVD player following formula:

For the first 10 days of the rental period you want to charge the customer 10 GBP per day and the charge will be added as a fixed fee for the whole 10 days (10 days * 10 GBP so in total 100 GBP).

For the next 10 days you would like to use a different Price list, that sets the daily price as 9 GBP per day. For this period you would like to calculate the pricing daily.

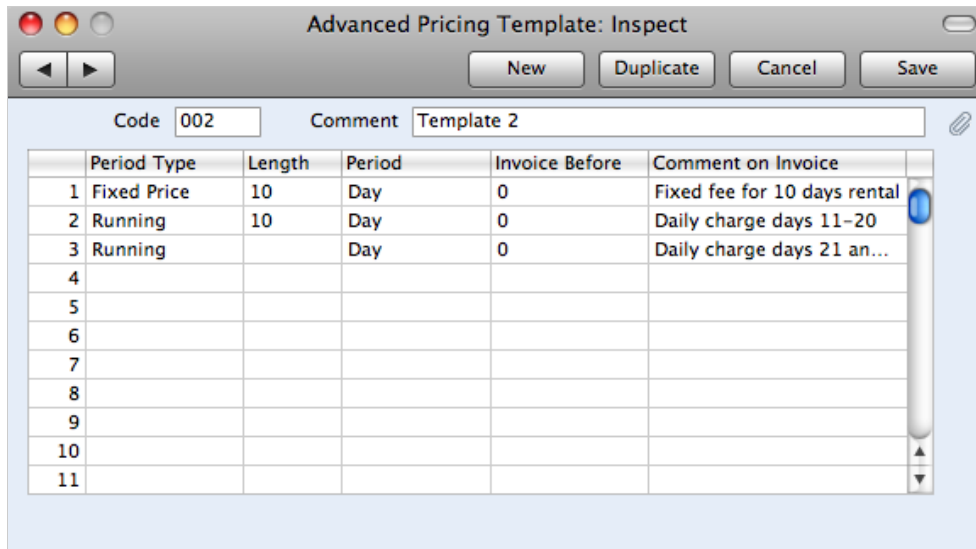
After those 20 days of rental you would like to charge the customer even better price using the price list that sets the daily price as 8 GBP per day and this you would like to charge also daily.

According to those rules, when the customer decides to return the item on 9th day of the rental period the customer will be charged 100 GBP for the total period. If the customer decides to return the item on the 12th day of the rental, then he will get charged 100 GBP for the first 10 days and 9 GBP per day for 2 days. If the customer returns the item on the 22nd day of the rental he will be charged 100 GBP for the first 10 days, next 10 days 9 GBP per day and for the last 2 days 8 GBP per day.

How to set it up in the system is explained in the following section.

Rental module setting Advance Pricing Template

In this setting you set up different templates that you can use later on different Rental Charge Type settings.



	Period Type	Length	Period	Invoice Before	Comment on Invoice
1	Fixed Price	10	Day	0	Fixed fee for 10 days rental
2	Running	10	Day	0	Daily charge days 11-20
3	Running		Day	0	Daily charge days 21 an...
4					
5					
6					
7					
8					
9					
10					
11					

Code Give the template a unique code

Period type Paste Special for Fixed Price or Running price option. If the Fixed price is chosen then for the length of the period a fixed fee will be charged. Option Running will give the option to charge according to the number of days or months in the actual rental period.

Length Enter the length for the period that you would like to use any template lines.

Period Paste Special for choosing the period either Days or Months

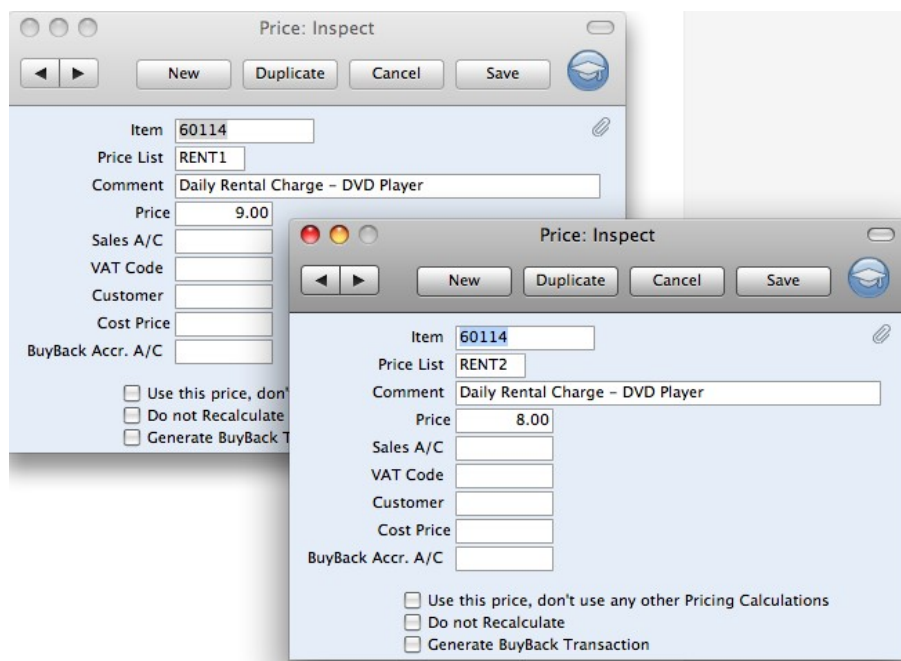
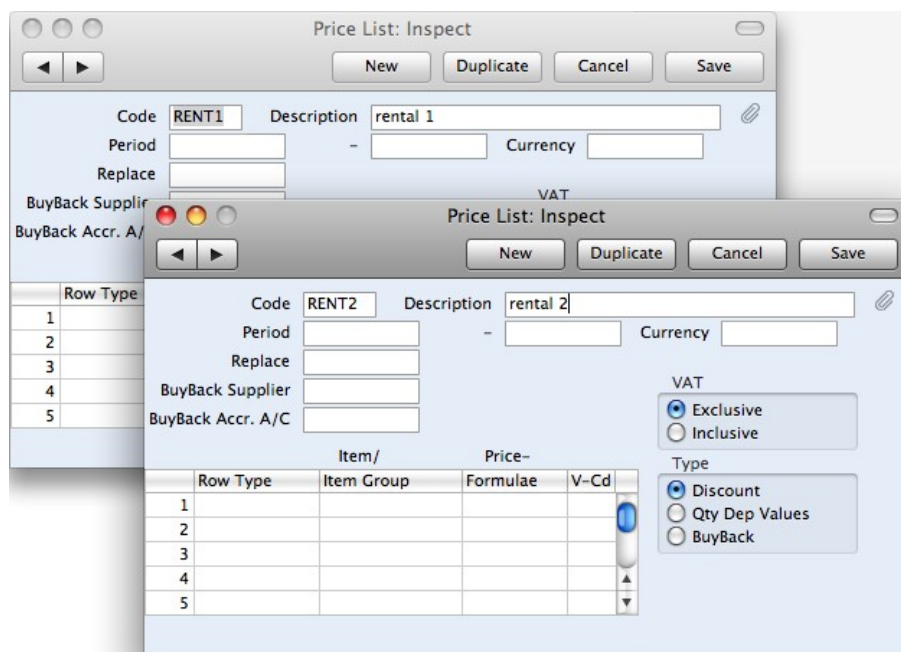
Comment on the Invoice

If you would like to use some explanatory comments on the invoice instead of the description on the Item, use this field to specify them.

Pricing module setting Price Lists

Set up the price lists as normal and assign the different prices for using in different parts of the rental periods.

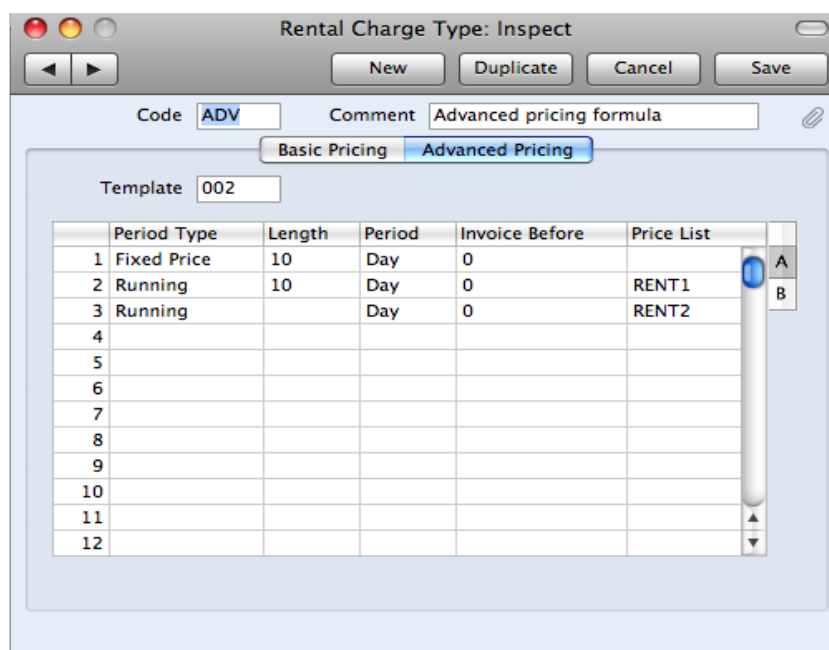
In our example following price lists are used and following prices are entered into the system.



Setting Rental Charge Types (Advanced Pricing)

To use the Advanced Pricing you should set up Rental Charge types with Advanced Pricing tab filled.

In our example we have used the template created before and added Price lists to appropriate rows.

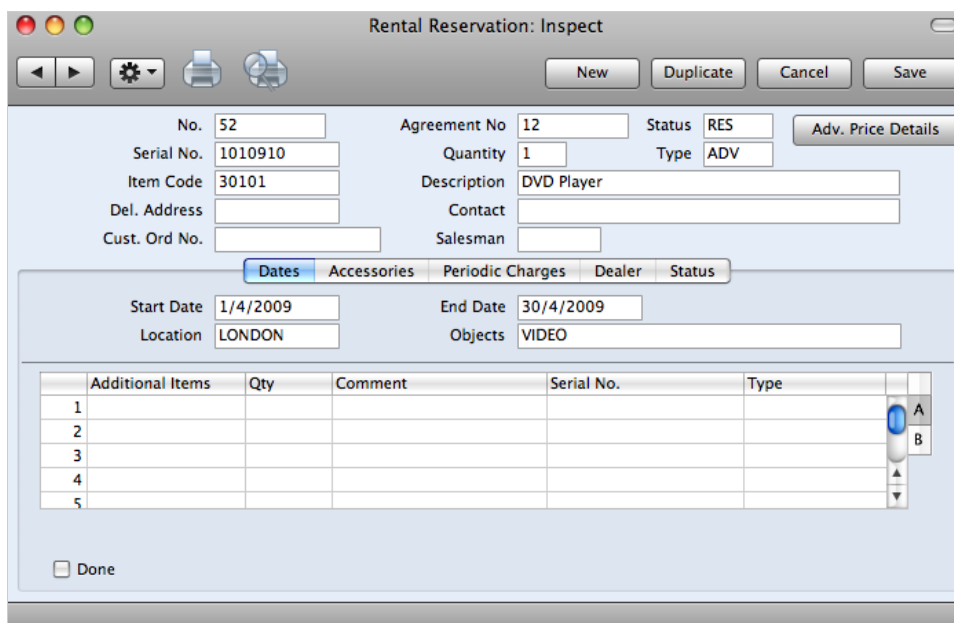


	Period Type	Length	Period	Invoice Before	Price List
1	Fixed Price	10	Day	0	
2	Running	10	Day	0	RENT1
3	Running		Day	0	RENT2
4					
5					
6					
7					
8					
9					
10					
11					
12					

Using Advanced Pricing on Rental Reservations

As Rental Reservations define how the periodical charges for the rental are calculated, then also the defining and monitoring the Advanced pricing is done through the Rental Reservation record.

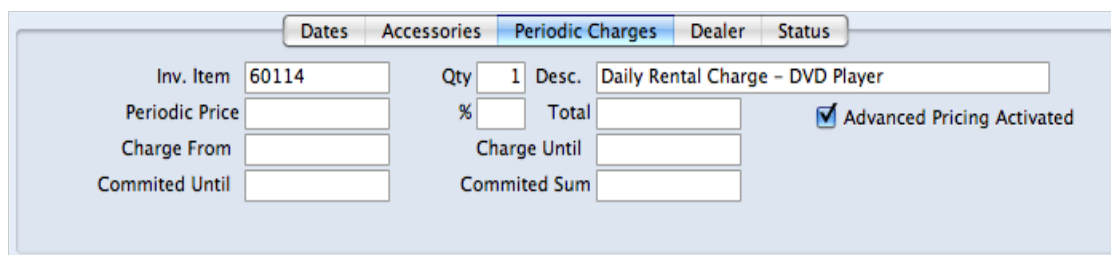
In our example we have created a Rental Reservation starting from April 1st until April 30th.



	Additional Items	Qty	Comment	Serial No.	Type
1					
2					
3					
4					
5					

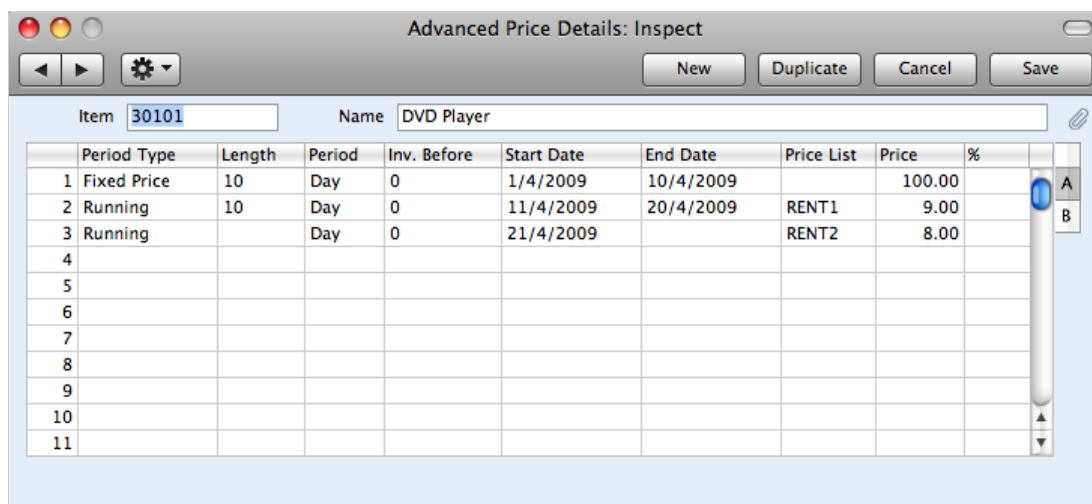
We have specified on the Type field that we will use the Rental Charge Type that has the Advanced pricing specified.

On the Periodic Charges tab a check box Advances Pricing Activated is marked automatically. This check box can't be moved manually as the controlling of the check box is handled through the Rental Charge Type setting.



If you would like to see the pricing what will be used for this reservation or change some prices or discounts you can choose from the Rental Reservation header the button Adv. Price Details which will open up a more detailed view how the charges will be calculated.

In our example the following details are displayed:



Item	Name	Period Type	Length	Period	Inv. Before	Start Date	End Date	Price List	Price	%
30101	DVD Player	1 Fixed Price	10	Day	0	1/4/2009	10/4/2009		100.00	
		2 Running	10	Day	0	11/4/2009	20/4/2009	RENT1	9.00	
		3 Running		Day	0	21/4/2009		RENT2	8.00	
4										
5										
6										
7										
8										
9										
10										
11										

These rows are now calculated according to the rules that were specified for the Advanced Pricing on the Rental Charge type and also taking into account the Rental Reservation Start and End Date and also the Prices that are coming from the Price Lists.

All of this can be changed (in example you decide to change the number of days in different periods or the prices).

If you would like to recalculate the prices on the Advanced Pricing Details you can choose on the Advanced Pricing Details Operations menu option Recalculate Prices.

In our example you can see that for the period of 1/4/2009 – 10/4/2009 the customer will be charged 100 GBP, for 11/4/2009 – 20/4/2009 the customer will be charged 9 GBP per day and from 21/4/2009 onward the customer will be charged 8 GBP per day.

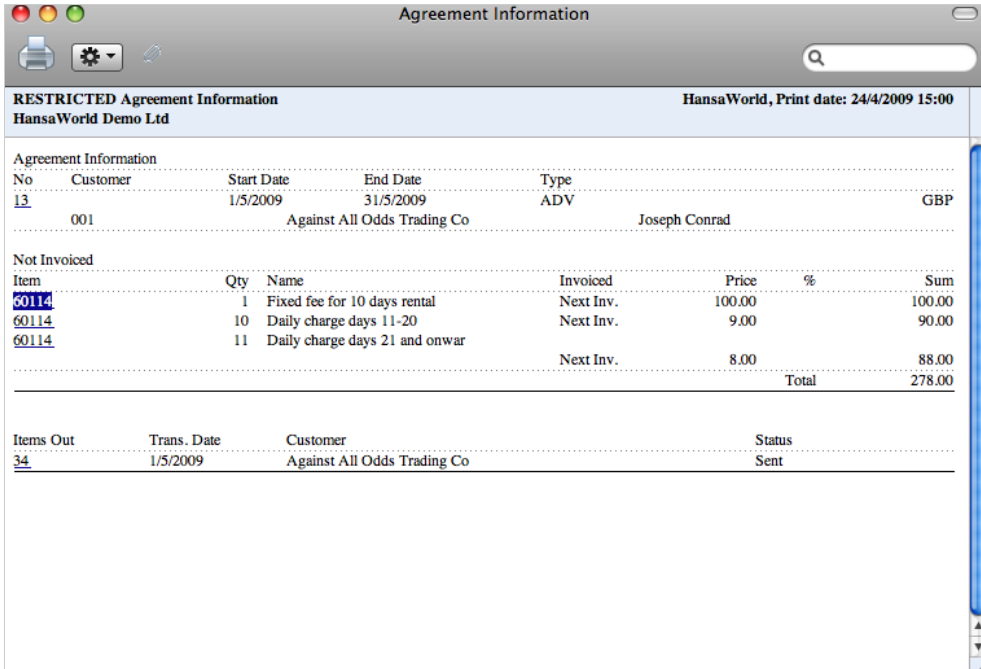
Items Out and Advanced Pricing

If you are using the option that the Items Out date will update the Rental Reservation record date, then also the Advanced Pricing is updated accordingly.

Agreement Charges for the Advanced Pricing and Invoicing

Agreement Charges are calculated to the Agreements the same way as with normal pricing, except that the rules are used from the Advanced Pricing

In our example the Agreement Charges are visible from the Agreement Info report as following:



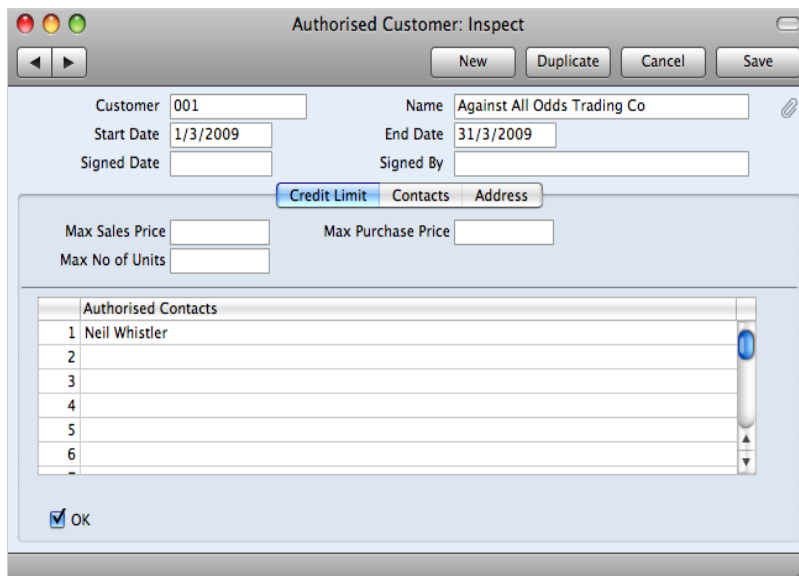
RESTRICTED Agreement Information						HansaWorld, Print date: 24/4/2009 15:00
HansaWorld Demo Ltd						
Agreement Information						
No	Customer	Start Date	End Date	Type		GBP
13	001	1/5/2009	31/5/2009	ADV	Against All Odds Trading Co	Joseph Conrad
Not Invoiced						
Item	Qty	Name	Invoiced	Price	%	Sum
60114	1	Fixed fee for 10 days rental	Next Inv.	100.00		100.00
60114	10	Daily charge days 11-20	Next Inv.	9.00		90.00
60114	11	Daily charge days 21 and onward	Next Inv.	8.00		88.00
					Total	278.00
Items Out						
Items Out	Trans. Date	Customer				Status
34	1/5/2009	Against All Odds Trading Co				Sent

It is visible that the charges are calculated according to the rules specified.

Also the invoice creation is done as explained earlier.

OTHER IMPORTANT SETTINGS IN RENTAL MODULE

Authorised customers



Authorised Customer: Inspect

Customer: 001 Name: Against All Odds Trading Co

Start Date: 1/3/2009 End Date: 31/3/2009

Signed Date: Signed By:

Max Sales Price: Max Purchase Price:

Max No of Units:

Authorised Contacts	
1	Neil Whistler
2	
3	
4	
5	
6	

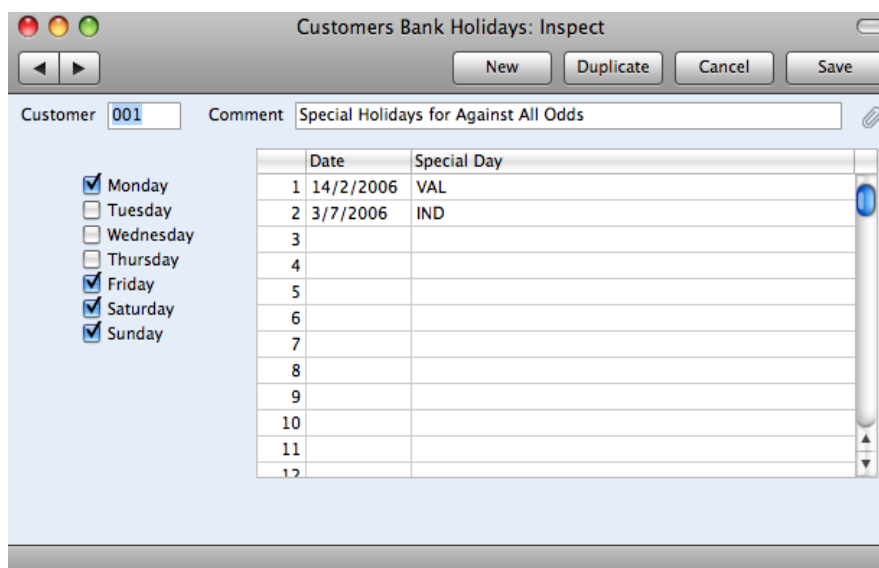
OK

If you use the Rental Settings check box Only for Authorised customers, then you would have to specify the authorised customers in this setting.

Also it is possible to specify Maximum pricing and also maximum number of units the customer can rent.

Bank holidays, Customers Bank Holidays

If you would like to set up that the customer will not get charged on the bank holidays or the bank holidays for customer, you would have to fill this setting. Controlling of the charging for Bank Holidays is done through the Rental Charge Types



Customers Bank Holidays: Inspect

Customer: 001 Comment: Special Holidays for Against All Odds

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

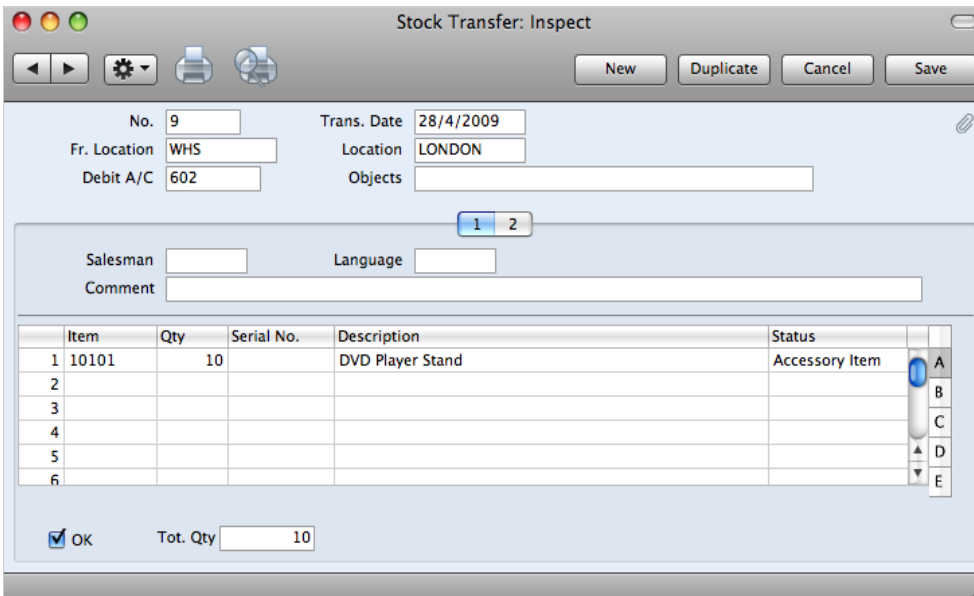
	Date	Special Day
1	14/2/2006	VAL
2	3/7/2006	IND
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

ACCESSORIES IN THE RENTAL PROCESS

As briefly mentioned before it is possible to rent out also accessories with the main rental item. As example if you rent out TVs then also a TV stand will be rented for the customer.

Starting from the beginning of the process we would need to look at the stock transfer record to move also the rental accessories to the rental pool.

On the Stock Movement you would have to specify on the item row using Paste Special on the Status column that this item is not a rental item, but an accessory.



Item	Qty	Serial No.	Description	Status
1	10101	10	DVD Player Stand	Accessory Item
2				
3				
4				
5				
6				

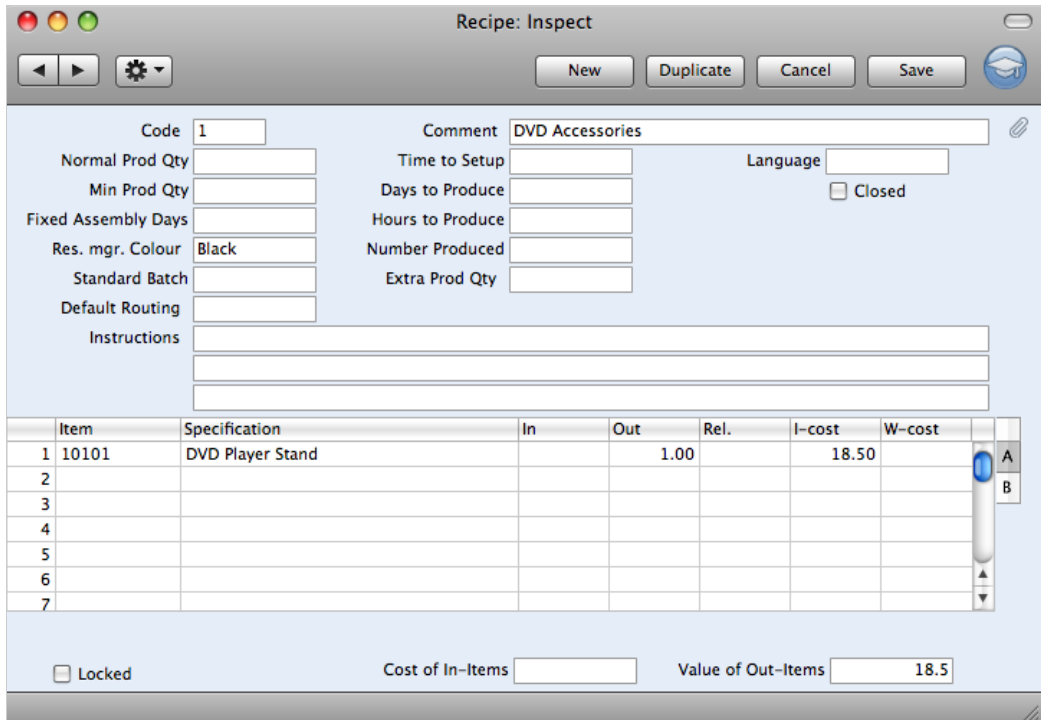
After OKing the Stock transfer those items are also available in the rental stock.

Using Recipes and Rental Items

It is possible to define a recipe on the Rental Item record to specify that when the Rental item is used then also the Accessories will be added to the Rental reservation and all other records.

Entering a recipe

Recipes can be found in Rental module under settings. Enter the recipe as following:

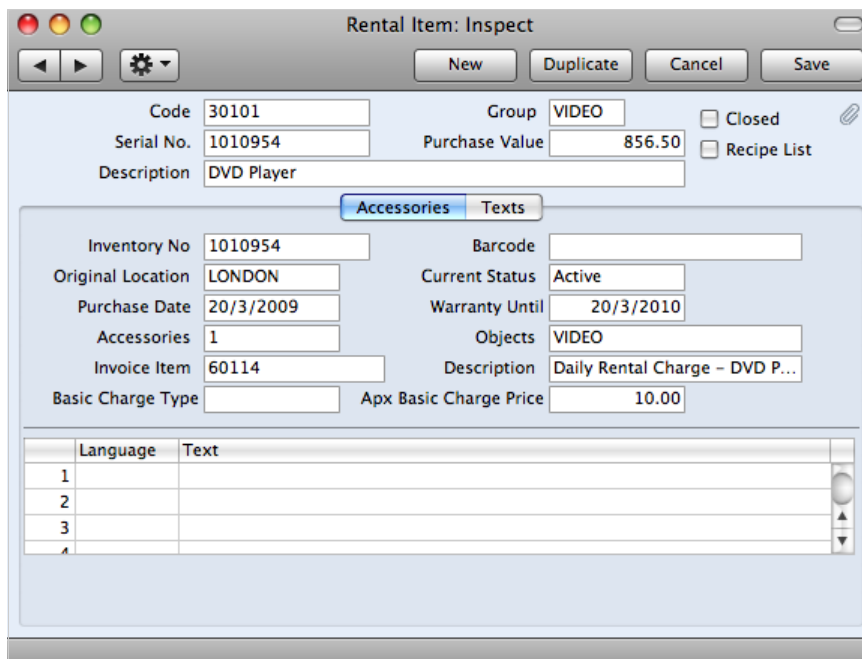


Item	Specification	In	Out	Rel.	I-cost	W-cost
1	10101 DVD Player Stand			1.00		18.50
2						
3						
4						
5						
6						
7						

- Code** Give the recipe a unique code
- Item** Specify the items which are going to be accessories
- Out** Specify the number of this item that gets given out with one rental item

Specifying the recipe on the rental item

To specify the recipe on the rental item record go to Rental Items register in Rental module and specify the recipe on the Accessories field.

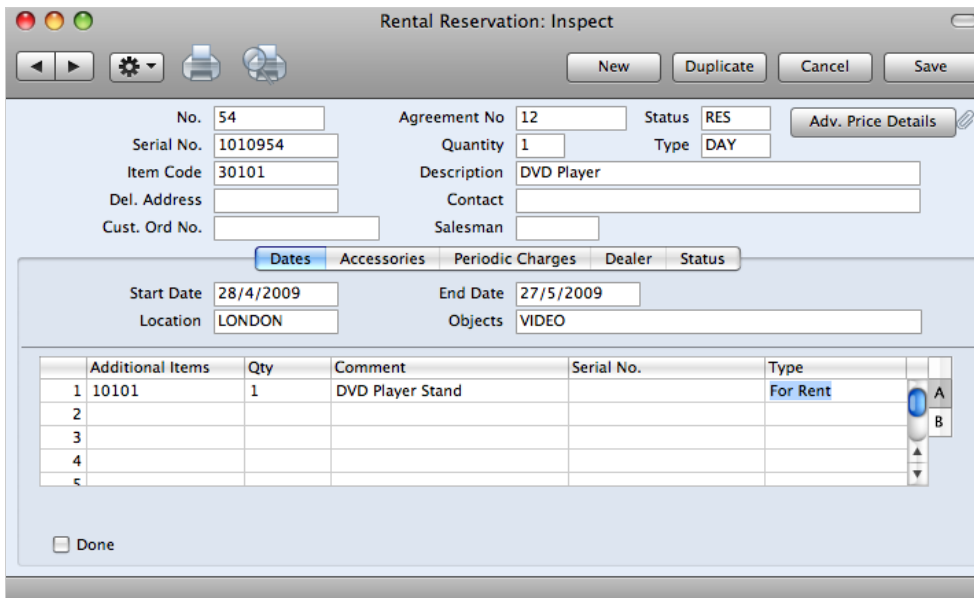


Language	Text
1	
2	
3	
4	

Accessories and Rental Reservations

If the Rental Item has a Accessories specified through the recipe, then after creating a reservation for this item the Accessories are also added to the Reservation.

It is possible to add accessories manually on the Rental Reservation.



Rental Reservation: Inspect

No. 54 Agreement No. 12 Status RES Adv. Price Details
 Serial No. 1010954 Quantity 1 Type DAY
 Item Code 30101 Description DVD Player
 Del. Address Contact
 Cust. Ord No. Salesman

Dates Accessories Periodic Charges Dealer Status
 Start Date 28/4/2009 End Date 27/5/2009
 Location LONDON Objects VIDEO

Additional Items	Qty	Comment	Serial No.	Type
1 10101	1	DVD Player Stand		For Rent
2				
3				
4				
5				

Done

To specify the Accessories fill in the following:

Additional Items

Specify here the items that are going to be the accessories given to customer

Qty

Specify here the number of accessory item given

Type

Specify here using Paste Special the type for the accessories

For Rent - Default. The customer is getting the accessories and has to return them in the end of rental period

Disposable - The customer is getting the accessories but does not have to return them in the end of the rental period.

Chargeable - The customer is getting the accessories and will be charged for them separately. The price will be taken from the Base price from the item that was specified as accessory.

When the Items out is created also the Accessories are specified on the Items Out record.

Items Out: Inspect

No.
 Trans. Date

Customer
 Name

Del. Address

Agreement No.
 Attn.

Service Ord. No.
 Comment

Location

Language

Person

Status:

 Created

 Picked

 Sent

Del. Terms

 Del. Mode

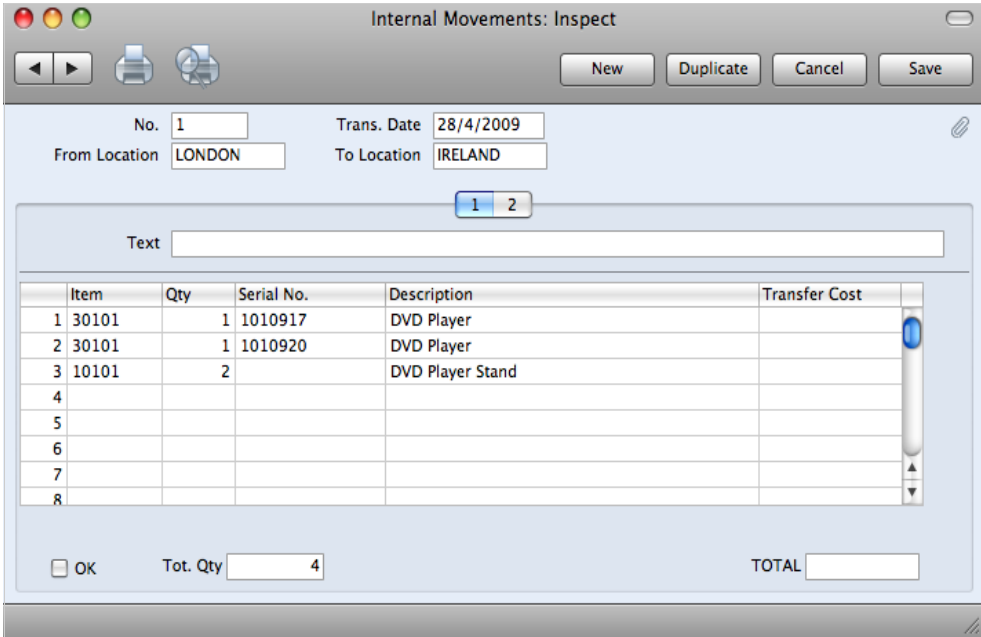
Item	Qty	Serial No.	Description	Reservation	Row	Purch. Value
1	30101	1	1010954	DVD Player	54	
2	10101	1		DVD Player Stand	54	0
3						
4						
5						
6						
7						

Tot. Qty

MOVING ITEMS BETWEEN DIFFERENT RENTAL LOCATIONS

When the company is bigger then there might be a need for moving the rental items between different rental locations.

This can be done in Internal Stock module register Internal Movements.



Item	Qty	Serial No.	Description	Transfer Cost
1 30101	1	1010917	DVD Player	
2 30101	1	1010920	DVD Player	
3 10101	2		DVD Player Stand	
4				
5				
6				
7				
8				

On the Internal Movement record specify the following:

Trans Date The date of the movement

From Location

From which location the items are moved away

To Location To which location the items are moved to

Item Specify the items moved

Qty Specify the quantity moved

Serial No Specify the serial number moved

If the items is serial number tracked then you would have to specify the different serial numbers line by line.

After entering the items and quantities you have to OK the Internal Movement to move the Items.

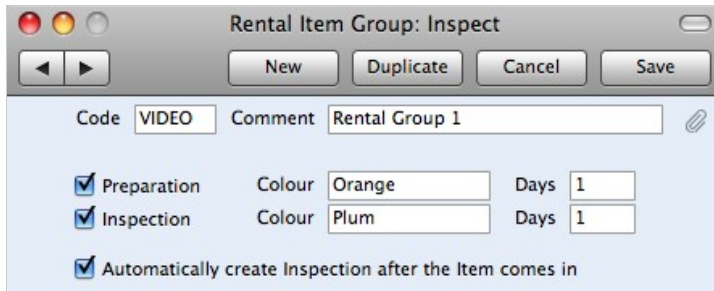
It is not possible to move the Items that are currently out.

RENTAL ITEM INSPECTIONS

After the rented item is returned from the customer, it might be needed to inspect the item before the item gets made available again for other customers.

For this it is possible to use Rental Item Inspections combining them with other settings.

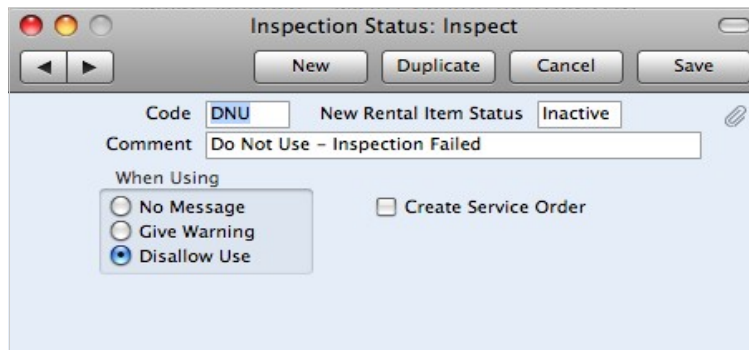
Rental module, setting Rental Item Groups



The screenshot shows a dialog box titled "Rental Item Group: Inspect". At the top, there are navigation arrows and buttons for "New", "Duplicate", "Cancel", and "Save". Below this, there are input fields for "Code" (containing "VIDEO") and "Comment" (containing "Rental Group 1"). There are three checked checkboxes: "Preparation", "Inspection", and "Automatically create Inspection after the Item comes in". Next to "Preparation" and "Inspection" are "Colour" and "Days" fields. "Preparation" has "Orange" for colour and "1" for days. "Inspection" has "Plum" for colour and "1" for days.

Mark Automatically create Inspection after the Item comes in.

Rental module, setting Inspection Status



The screenshot shows a dialog box titled "Inspection Status: Inspect". At the top, there are navigation arrows and buttons for "New", "Duplicate", "Cancel", and "Save". Below this, there are input fields for "Code" (containing "DNU") and "New Rental Item Status" (containing "Inactive"). There is a "Comment" field containing "Do Not Use - Inspection Failed". Under the heading "When Using", there are three radio buttons: "No Message", "Give Warning", and "Disallow Use" (which is selected). There is also a checkbox labeled "Create Service Order" which is currently unchecked.

Specify the different Inspection Statuses

Code Give the status unique Code

New Rental Item Status

Paste Special here to specify the Status on the Rental item record. See Rental Items section for the Statuses

When Using Choose here if the item with this status will be allowed to use, Give Warnings or Disallow Use

Create Service Order

Specify if the Service Order should be automatically created for the Inspection.

Rental Item Inspections

Rental Item Inspection records are situated in Rental module registers. It is possible to create a new Rental Item Inspection manually.



Item	30101		
Batch/Serial No.	1010914		
Inspection Date	28/4/2009	Result	DNU
Tested By	AM		
Comment	DVD player broken		

OK

Item Specify the Item

Serial No Specify the serial number of the inspected Item

Inspection Date

Defaults to todays date

Result Paste Special for Rental Inspection Statuses

Tested by Default to the person who is logged into the program

Comment Short comment

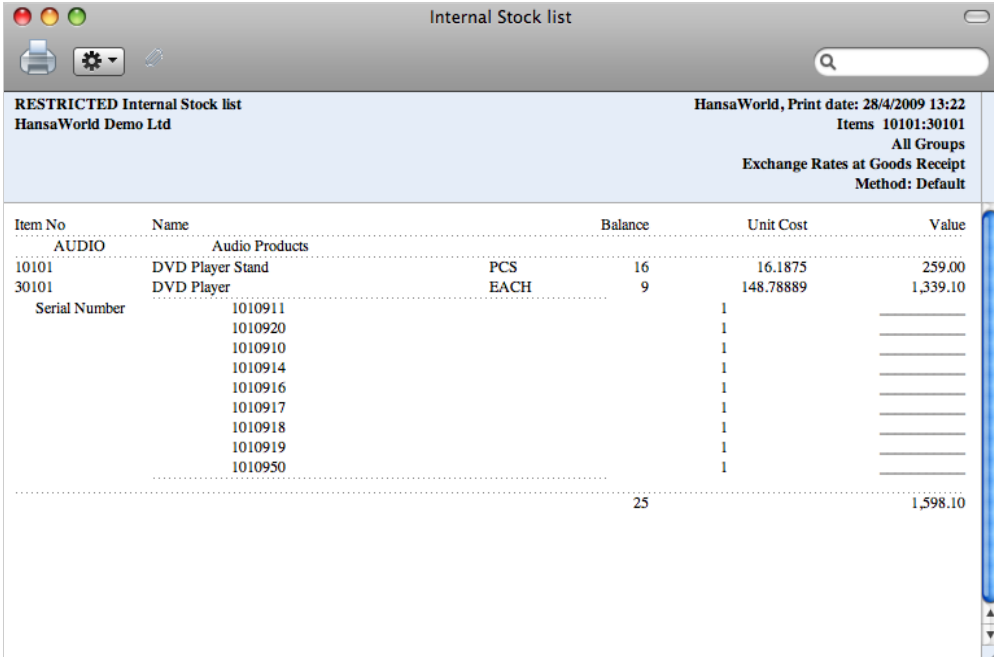
OK After the Inspection has been done, mark the check box and Save the record. This will update the Rental Item record according to the chosen result.

REPORTS

In this section are described in short some reports that are in Rental and Internal Stock modules

Internal Stock Reports

Internal Stock List



Item No	Name	Balance	Unit Cost	Value
RESTRICTED Internal Stock list				
HansaWorld Demo Ltd				
HansaWorld, Print date: 28/4/2009 13:22				
Items 10101:30101				
All Groups				
Exchange Rates at Goods Receipt				
Method: Default				
<hr/>				
	AUDIO			
	Audio Products			
10101	DVD Player Stand	16	16.1875	259.00
30101	DVD Player	9	148.78889	1,339.10
	Serial Number			
	1010911		1	
	1010920		1	
	1010910		1	
	1010914		1	
	1010916		1	
	1010917		1	
	1010918		1	
	1010919		1	
	1010950		1	
		25		1,598.10

This report is similar to Stock List Report, except it will only show the items currently in Internal Stock.

Serial Number History

This report will show you the history of Serial No tracked items in the distribution stock (no Rental information is shown on the report)

Serial Number History

RESTRICTED Serial Number History HansaWorld, Print date: 28/4/2009 13:30
HansaWorld Demo Ltd Period 1/4/2006 : 30/4/2009
Items 30101
Only Serial Number 1010954

Date	Type	No	Info	Location	Serial Number	Qty
30101		DVD Player				
20/3/2009	G.Rec.	<u>14</u>	503, UK Trading Company	WHS	1010954	1
20/3/2009	St. Transf.	<u>7</u>	Rental Registration	WHS	1010954	-1

Rental module reports

Agreement Invoicing

This report will show you what the customer has been invoiced and/or will be invoiced. This can be useful to determine how much will be invoiced in the next invoice run.

The information shown on the report is similar to Agreements Info report from the Agreement record Operations menu.

Agreement Invoicing

RESTRICTED Agreement Invoicing HansaWorld, Print date: 28/4/2009 13:37
HansaWorld Demo Ltd

Agreement Information

No	Customer	Start Date	End Date	Type	
<u>10</u>	001	1/1/2009	31/12/2009	MONTH	GBP
		Against All Odds Trading Co		Joseph Conrad	

Not Invoiced

Item	Qty	Name	Invoiced	Price	%	Sum
<u>60114</u>	43	Daily Rental Charge - DVD Play				
			Next Inv.	9.00		387.00
<u>60124</u>	2	Monthly Rental Charge - DVD P1				
			Next Inv.	249.00		498.00
					Total	885.00

Availability

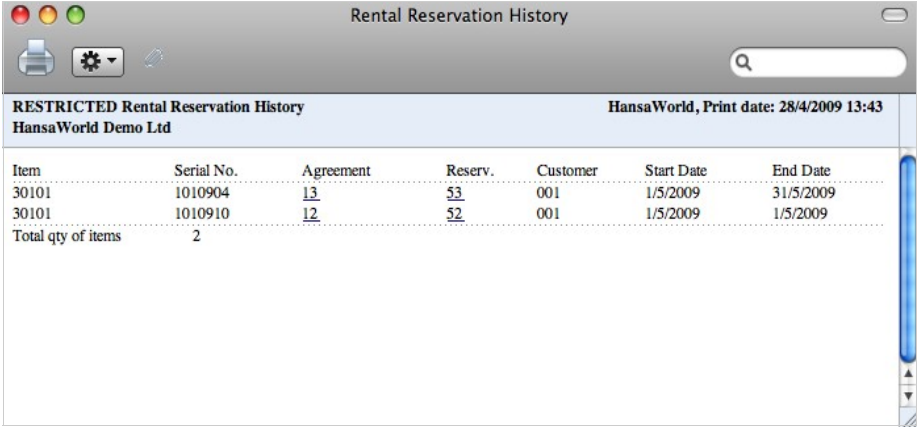
See earlier section of the material for more details

Item at Site

See earlier section of the material for more details

Rental Reservation History

This report will show you the Rental Reservations that are starting or ending in the specified period.



The screenshot shows a window titled "Rental Reservation History" with a search bar and a table of reservation data. The table has columns for Item, Serial No., Agreement, Reserv., Customer, Start Date, and End Date. It lists two items with their respective reservation counts and dates.

Item	Serial No.	Agreement	Reserv.	Customer	Start Date	End Date
30101	1010904	13	53	001	1/5/2009	31/5/2009
30101	1010910	12	52	001	1/5/2009	1/5/2009
Total qty of items		2				

Rental Serial Number Item Status

This report will show the status of different serial numbers. If the Item is currently hired out, then it will also show the customer and Rental Reservation information.

Rental Serial Number Item Status

RESTRICTED Rental Serial Number Item Status
 HansaWorld Demo Ltd

HansaWorld, Print date: 28/4/2009 13:46
 Item: 30102
 Item Group: 30102

Item	Description	Serial No	Status	Customer	Hire
30102	Colour TV	2010901	Active		
30102	Colour TV	2010902	Hire	026, Ewan Forst	<u>22</u>
30102	Colour TV	2010903	Active		
30102	Colour TV	2010904	Active		
30102	Colour TV	2010905	Active		
30102	Colour TV	2010906	Active		
30102	Colour TV	2010907	Hire	001, Against A1	<u>37</u>
30102	Colour TV	2010908	Hire	001, Against A1	<u>38</u>
30102	Colour TV	2010909	Active		
30102	Colour TV	2010910	Active		
30102	Colour TV	2010911	Active		
30102	Colour TV	2010912	Active		
30102	Colour TV	2010913	Active		
30102	Colour TV	2010914	Active		
30102	Colour TV	2010915	Active		
30102	Colour TV	2010916	Active		
30102	Colour TV	2010917	Active		
30102	Colour TV	2010918	Active		
30102	Colour TV	2010919	Active		
30102	Colour TV	2010920	Active		

EXERCISES

1. Create a new item that you would like to rent to the customers, in example a TV, that is also serial number tracked.
2. Create rental charge items for the TV rental, both for weekly and daily rental (default charge would be the daily charge).
3. Receive the TVs into the stock and also move them to a rental location
4. See that all rental items are created, that they are visible in Resource planner window and are also in the internal stock.
5. Set up that if the TV is rented out per week, then the customer will get another price for the rental.
6. Create an agreement for existing customer, agree to charge the customer weekly
7. Check the availability for items and reserve the items for the customer

Use any method you like to check the availability for the items
8. Give the items out to the customer.
9. Charge for the first week of rental using any method you like.
10. Customer will return the items early, charge the customer an additional admin fee for returning the items.
11. Create an invoice for the customer, see that all needed charges are visible on the invoice.