# integraRental 13.0

Making your every day easier.
Updates starting week of September 5th.

Payment flexibility and accuracy is the theme of integraRental release 13.0. As part of our focus on improving that process, integraRental now features tools that users can utilize to track payments and view transactional history - including both successful and failed. Also included in this release are customer management enhancements, greater service ticket functionality, and dispatch improvements.

Payment Handling Improvements

Payment Posting Confirmation – Payments made within integraRental will now have a multi-step verification process with feedback to the user when any step of the process fails.
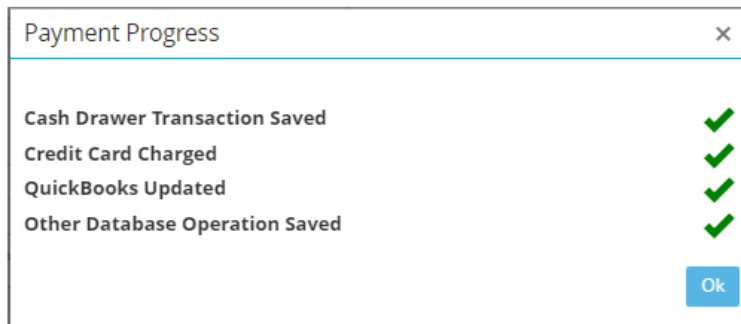

Cash Drawer Transactions History – The new Cash Drawer Transaction history report, which does not require the use of the Cash Drawer functionality, provides additional feedback on both successful and failed transactions. Access this history whenever you want without opening your cash drawer!

Created By User	Created Datetime	Cash D...	Drawer Name	Location	Payment Type	Amount	Cash Given Amount	Cash Change Amount	Check Reference Number	Customer Name
rentaladmin	08/10/2022 09:43 AM			Litchfield	CREDIT CARD	$28.68				Vandalay Industri 3829
Rentaladmin	08/09/2022 08:27 AM			Litchfield	Cash	($334.69)			sytxhgn	Jack Daniels
Rentaladmin	08/09/2022 08:21 AM			Litchfield	Check	$334.69	$0.00		1421	Jack Daniels
Rentaladmin	08/05/2022 03:50 AM			Litchfield	Check	($376.76)	$0.00	$376.76	3wretxg	uhjgs
Rentaladmin	08/05/2022 03:40 AM			Litchfield	Cash	$203.00	$203.00			uhjgs
Rentaladmin	08/05/2022 03:40 AM			Litchfield	Credit Card	$328.88				uhjgs
Rentaladmin	08/05/2022 03:40 AM			Litchfield	Check	$520.00				uhjgs
Rentaladmin	08/05/2022 03:39 AM			Litchfield	Cash	$203.00	$203.00			uhjgs
rentaladmin	08/04/2022 06:42 PM			Litchfield	Credit Card	$701.25				Kelly Seibert
rentaladmin	08/04/2022 08:38 AM			Litchfield	CREDIT CARD	$31.86				Kelly Seibert
rentaladmin	08/04/2022 07:58 AM			Litchfield	Credit Card	$1,402.50				Kelly Seibert
rentaladmin	08/03/2022 10:59 PM			Litchfield	CREDIT CARD	$31.86				Kelly Seibert
Rentaladmin	08/03/2022 09:58 AM			Litchfield	Credit Card	$101.86	$0.00		2101892460	uhjgs
Rentaladmin	08/03/2022 09:57 AM			Litchfield	Cash	$10.02	$10.02			uhjgs
rentaladmin	08/02/2022 08:21 PM			Litchfield	CREDIT CARD	$2.66				Jack Daniels
rentaladmin	08/02/2022 10:04 AM			Litchfield	CREDIT CARD	$31.86				Rockwell Industri
rentaladmin	08/02/2022 09:08 AM			Litchfield	CHECK	$31.86			23432	Rockwell Industri
Rentaladmin	08/02/2022 08:43 AM			Litchfield	Cash	($5.58)			23	Shaggy
Rentaladmin	08/02/2022 04:48 AM			Litchfield	Cash	$203.21	$203.21			Shaggy

Use Rental Agreement-Assigned Credit Card – Credit cards stored for a single rental agreement may now be used subsequently on the same agreement, without saving the card to the customer's record permanently.

Save Credit Card Information for New Customers – If a Cash Customer uses a credit card for their rental transaction and the user chooses to save that customer permanently, the user will be presented with the option to store the card associated with that rental.

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Point of Sale (POS) Billing Changes – Users may now cancel or adjust quantities on Point of Sale (POS) Billing rental agreement lines after they have been billed, allowing for adjustments and returns in a more convenient manner. Users now also have easier access to canceling rental agreements.
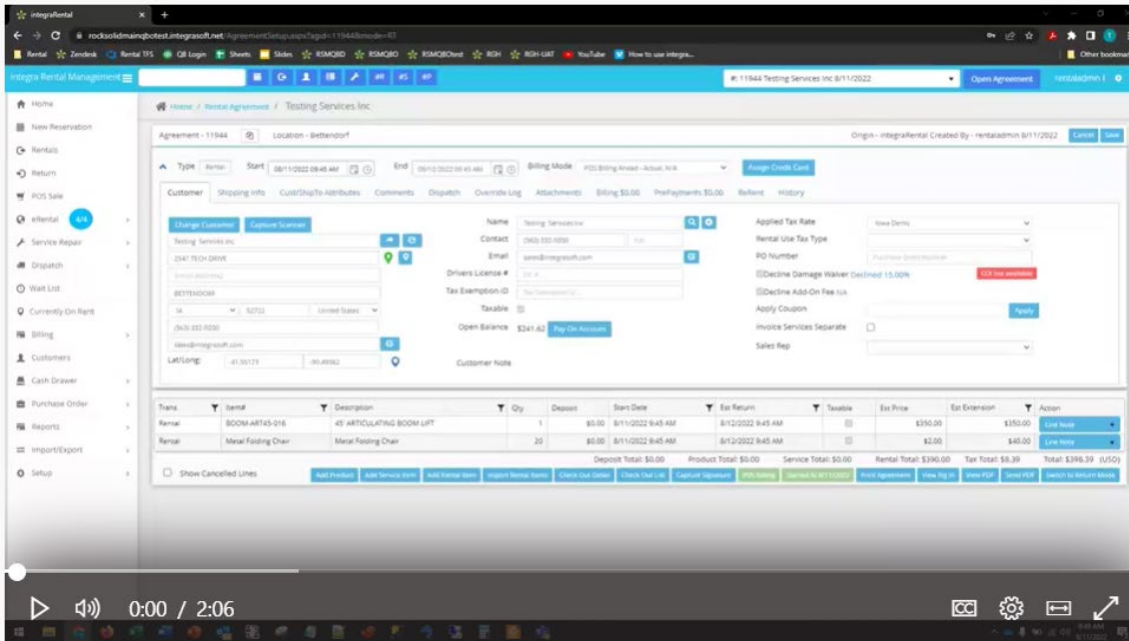
Click the image above to view this video regarding the new POS Billing Changes features.

Point of Sale (POS) Price Override – Users can now easily adjust the price of lines in the POS Sales module by percent discount using the price override function to mark items up or down as needed.
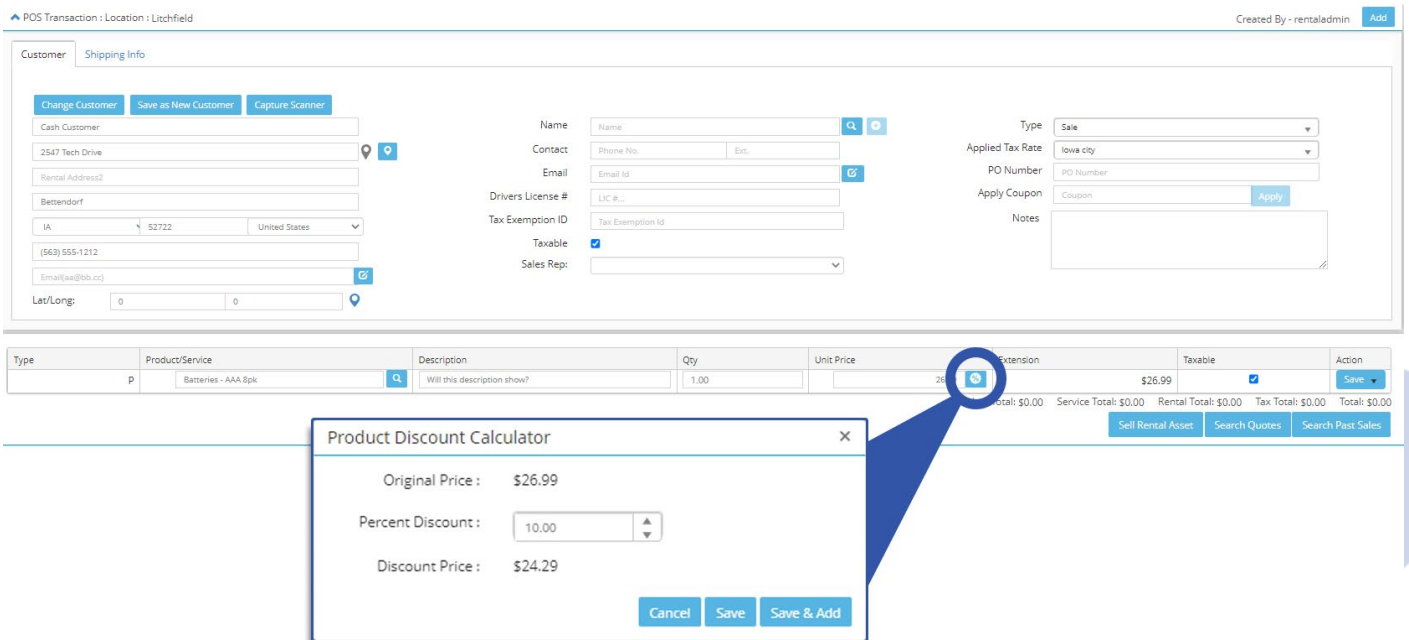
Customer Management Enhancements

Additional "Add New Customer" Opportunities – Prior to Release 13.0, users could only add new customers when creating a new rental agreement. With the release of 13.0, users will now be able to add new customers in the "Customer Search" view on the main menu and the "New Service Ticket – Customer Search" view.

Customer Rental History – A new report has been added that allows users to seamlessly access a list of all previously-rented assets. This list features many details including Start and End Dates Rented, Asset Description, Quantity Rented, Cost, and more, providing your staff a better idea of who your client is and the type of business they rely on you for.

Service Tickets Search & Views

Add/Remove Columns – Users now have the power to customize their Service Ticket Search by adding and/or removing columns. These custom views can be saved to the user's database. Columns can also be sorted and filtered by different user-defined content parameters.

Visibility to Pending Check-In Review – This new feature automatically identifies rental assets on return that need detailed check-in service. Once identified, this feature creates a service ticket, with user-defined activities, for that asset. The rental asset will show as available but cannot be started on a new rental agreement until the check-in review has been completed.

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Improved Service/Repair Tickets Visibility – All Service and Repair tickets are now visible on the serialized asset detail list view and the non-serialized asset repair history tab, with a new column showing the completion status of each ticket.

| Item | Rates | Related Items | Related Sales Items | Attributes | Repair History | Rental History | Revenue/Cost | Sched Maint | Description | Adjmt Log | Images | A |

Settings

Lifetime Labor : $10,810.31   Lifetime Parts : $41,359.79   Total Repair Cost : $52,170.10

Service Date	Labor Total	Parts Total	Description	Service Ticket #	Service Ticket Type	Closed Date
09/18/2018	$2,025.00	$38,212.02		602	Rental Repair Customer	
04/23/2020	$6,200.00	$175.00		1180	Rental Repair Customer	
12/22/2015	$238.00	$0.00	test	8	Rental Maintenance	12/22/2015
06/21/2016	$1,787.50	$0.00		64	Rental Maintenance	06/21/2016
08/18/2016	$53.63	$224.01	NEW TEST	309	Rental Maintenance	08/18/2016
08/04/2017	$116.19	$451.56	no comment needed test	106	Rental Maintenance	08/04/2017

Dispatch Navigation and Visibility Improvements

Dispatch Activity Navigation Improvements – Users can now easily navigate through dispatch activity line items with the new "Save & Next" function. This utility allows the user to view the line item, edit dispatch info, save any changes they may have made, and immediately progress onto the next line item with ease.

Start Agreement on Dispatch Completion – Entering the Actual Drop Off date and saving will now trigger a window to optionally start the agreement, allowing the user to choose from the original reservation date/time, current date/time, or manually-entered date/time as the agreement's start date/time.

Complete Dispatch   ×

☐ Do you want to Start Agreement?

Update Reservation Date

◉ Use Reservation Start Date/Time: 08/02/2022 09:13 AM

○ Use Current Date/Time: 08/02/2022 09:19 AM

○ Set New Start   08/02/2022 09:13 AM 📅 🕐
   Date/Time:

                                              Cancel   Save

View All Items Dispatched for an Activity – Increase customer satisfaction by ensuring all rented assets are delivered. Users now have access to the Items Dispatched tab when viewing the dispatch activity details screen. This tab will showcase a list of all assets that have been dispatched on an activity, ensuring your staff knows which assets have been delivered for an activity.

Enhanced Dispatch Availability Settings – Prior to Release 13.0, if a dispatch was scheduled after rental end, the item would not be available to rent until dispatch had been marked complete. With Release 13.0, and enabling this app setting, rental assets are available to rent after the originally-estimated dispatch time, regardless of dispatch completion status.

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eRental

Non-Bill / Closed Dates (eRental only) – eRental administrators can now set specific dates and times that rentals cannot be started or returned.

Storing Rates at Time Of eRental Request – Rental rates will be captured at the time of the eRental submission to avoid changes to the agreed-upon rates at the time of eRental submission.

Reseller Orders – eRental orders can be entered by a customer identified as a "Reseller" which removes the need for billing information to be entered during the eRental submission process.

Miscellaneous Features

Schedule Maintenance Meters Hours Reset – Users can now view and edit rental asset metered hours in the Asset Setup and Service Ticket modules of the software to ensure accuracy and awareness.

Auto Email on Rental Agreement Closure – Users can choose to allow integraRental to automatically send a copy of the rental agreement as it exists at time of rental closure.

State of Washington Taxes API – WA State customers only – Washington State customers can now rely on integraRental to ensure that the correct tax rate is applied to transactions based on the transaction address. This feature is available only for customers who use the QuickBooks desktop app.

Improved Admin User Visibility – Improvements to user setup that allow for more control and visibility of who is assigned as an admin user and what permissions they have, including adding/delete other admins, removing/adjusting rental inventory or location, and adding/editing/deleting categories, coupons, and tax rates. A new "Copy User" function is available to make similar user permission setups more convenient.