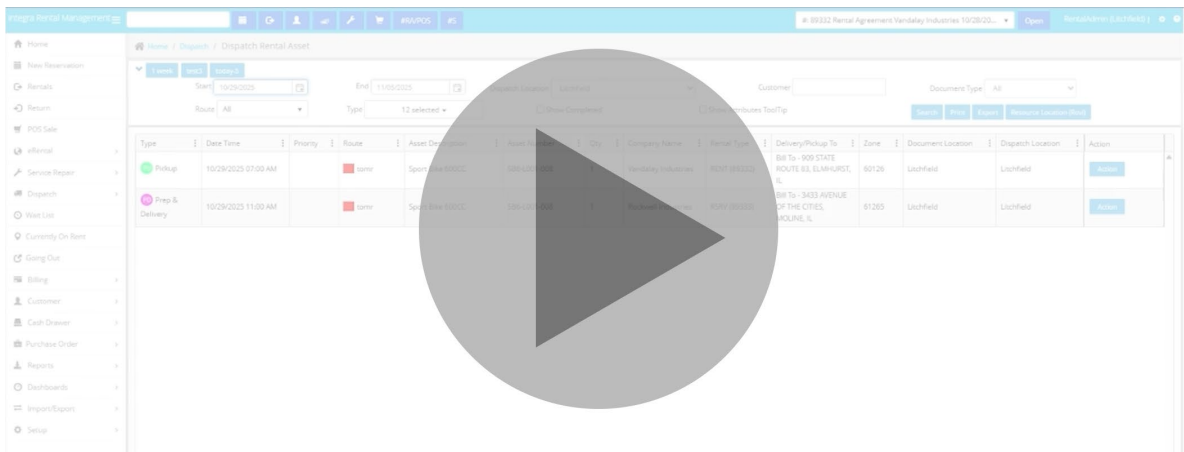# integraRental 28.0

Stronger Security, Smarter Tools, & Faster Operation

Updates beginning Monday, November 5, 2025

integraRental version 28.0 includes many new enhancements to make your rental operations more secure, connected, and efficient. This update adds Microsoft OAuth2 authentication for modern email security, automated follow-up emails for eRental abandoned carts, and mobile enhancements that let users edit contacts and process POs with ease. Additional improvements to reporting, dispatch, and asset management keep your workflows organized and your business moving forward.

Brand New to integraRental 28.0

Pickup & Delivery Combo Activities – When an asset needs to be picked up after one rental agreement, with no maintenance activities afterwards, and delivered directly to another, the new Pickup & Delivery Combo activity can now be employed. This gives users the ability to associate the two activities with each other, providing visibility and a more seamless delivery experience. View the video below to see this feature in action.

Check In Dispatch Activity – A new default dispatch activity called Check In has been added in integraRental 28.0. This activity allows users to complete Pickup activities without having to enter the check in attributes and leave the check in process to be assigned to another user.

1
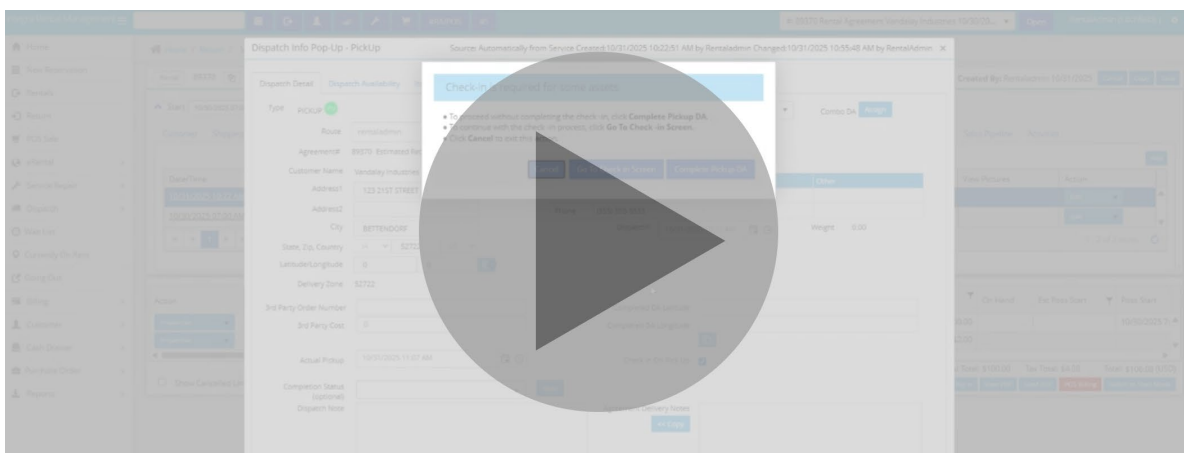
Multiple Asset Transfer Ticket – Rental Repair (Transfer) ticket types can now contain two or more rental assets when generated from the Create Transfer option of the Dispatch tab of the main menu, simplifying the transfer creation process.

Pasting Lat/Long Coordinates – Pasting the latitude and longitude coordinates on the Shipping Info tab or on rentals, sales, and service tickets has been made easier. Users can choose to click the button to the right of the field to populate the coordinates recently copied to their clipboard, or manually paste the coordinates into the first (latitude) field and the software will automatically separate and apply the pasted data into correct fields.

Create Quotes Easier – When an asset isn't currently available, clicking on the empty green square in the summary view will display a message indicating that lack of availability and, as of the release of integraRental 28.0, will now include a "Create Quote" button to generate a quote for a future rental. A "Real Quote" option has also been added to the Action menu to expedite the quote creation process.

Launch a New Reservation from Quick Quote Window – Users can now launch into a new reservation directly from the Quick Quote window, reducing the steps, clicks, and time required to create a new reservation from that view.

More Asset Data Makes Sales More Convenient – The rental asset master and serialized asset search now display additional details, improving visibility on available for sale assets which are currently not on rent and have no upcoming reservations. This added visibility streamlines the sales process, saving time and improving customer service.

Assign QuickBooks Desktop Jobs to Rentals – integraRental users connected to QuickBooks Desktop accounting systems can now assign QuickBooks Jobs to rental agreements for increased billing accuracy.

3

Microsoft OAuth2 Email Protocol – Email security just got stronger in integraRental 28.0. Support for Microsoft's modern OAuth2 authentication keeps your Outlook and Microsoft 365 connections secure without storing passwords. This update aligns integraRental with Microsoft's latest security standards, ensuring safe and reliable email communication.

Location Filter Added to Pay Invoices List – A Location filter has been added to the Pay Invoices tab under the Billing option of the main menu, enabling users to view invoices assigned to a specific location.

Control Add-On Fees by Location – Add-On Fees can now be set up with alternative rates and requirements based on which business location the asset is provided by, enhancing flexibility and control over assets at individual rental locations.

Cash Drawer	Currencies	Ship To Tax Rate Defaults	GeoFences	Restricted Delivery Point	Terms Setup	Add On Fee	

Add On		Type	Related Service	Percent (%)	Rental Add-On Fee
	2	Location	Asset Income - LFT-BM40-001	3.00 %	Never
	3	Location	Test Service Mapping	4.00 %	Required

Cash Drawer Closing Summary Detail Options – Cash drawer closing summaries can now be printed with details grouped by payment method or by username. These new options make it easier to review and reconcile activity, whether one or multiple users share a cash drawer session.

Check

Date/Time	Document#	Document Type	Invoice#	Customer Name	User	Paid Amount	PrePayment	Deposit Amount
10/21/2025 02:28 PM	1876313	Rental	720530	THOMAS ROCKWELL	tomr	$383.74		

User	Sale/Refund	PrePayment	Deposit
tomr	$383.74	$0.00	$0.00
Totals for Check	**$383.74**	**$0.00**	**$0.00**

Credit Card

Date/Time	Document#	Document Type	Invoice#	Customer Name	User	Paid Amount	PrePayment	Deposit Amount
10/21/2025 02:31 PM	1876314	POSSale	720531	THOMAS ROCKWELL	tomr	$211.99		

User	Sale/Refund	PrePayment	Deposit
tomr	$211.99	$0.00	$0.00
Totals for Credit Card	**$211.99**	**$0.00**	**$0.00**

4

Unassign Assets Permission Controls – Permissions can now be set to control which users are allowed to unassign rental assets from an agreement. This added level of control helps maintain data accuracy, improves accountability, and ensures consistency across both web and mobile platforms.

Automated Abandoned Cart Emails – When a logged in customer begins a rental reservation request and adds an asset to their cart, but doesn't submit the order, eRental can now automatically send customizable, follow-up emails to those customers. After cart creation, reminder emails can be first sent 2 hours after, 24 hours after as a reminder, and 72 hours after as a final reminder. For users interested in this feature, contact your integraSoft support rep and have the app setting turned on.

Warranty Indicator Added to Service Ticket List View – A column has been added to the Service Ticket Search list view, indicating that the assigned equipment has a warranty in place and providing users with the means to sort, filter, and export warranty type service tickets.

Changes to Tech Efficiency Report – In previous versions of integraRental, only those labor lines that had a technician clock in would appear on the tech efficiency report. With the release of integraRental 28.0, manually added lines will also appear on the report, giving a more complete accounting of work performed.
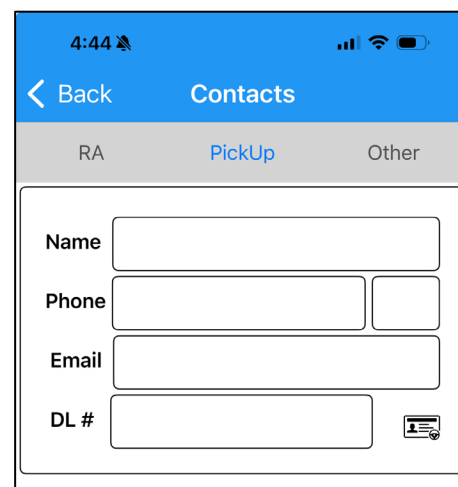
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Cannot Complete Prep Until Returned To Service – Rental assets that have not gone through the Return To Service process will no longer allow users to complete the Prep activity for their next rental until the return to service ticket is completed. Users in both the web app and mobile app will be presented with a popup message advising of the ticket details, preventing activities from happening out of order.

Confirm

Can't complete Dispatch since one or more Return to Service tickets are not complete.

Return to Service ticket(s):
  ■ ST# 82343 - 20' Boom lift - BL-001-030

No   Yes

Error

Unable to start rental because,
  • rental asset item (BL-001-030) has not completed Rental Check In/Out Activity on service ticket (82343)

Ok
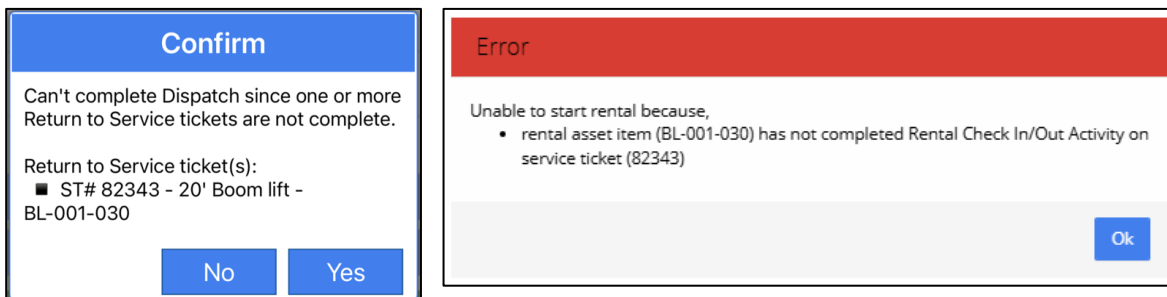
Edit Contacts in Mobile – Users can now view and edit the Pickup and Other Contact information from the integraRental Mobile app (seen to the right), adding flexibility and convenience to the mobile app experience.
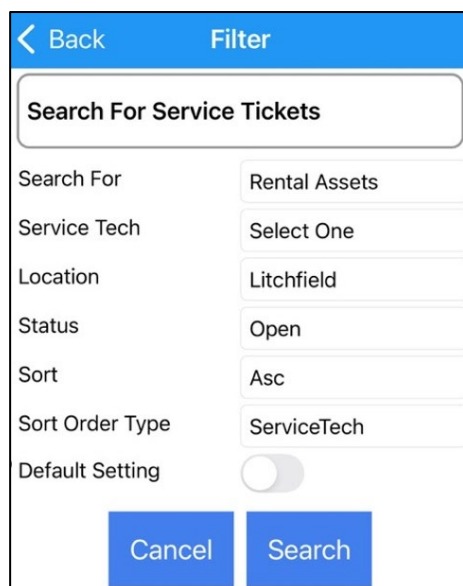
4:44

Back   Contacts

RA   PickUp   Other

Name

Phone

Email

DL #

Edit Contacts in Mobile

Back   Filter

Search For Service Tickets

Search For	Rental Assets
Service Tech	Select One
Location	Litchfield
Status	Open
Sort	Asc
Sort Order Type	ServiceTech
Default Setting	

Cancel   Search

New Filter & Sort Options for Mobile Service Tickets

New Filter & Sort Options for Mobile Service Tickets – Mobile users can now filter service tickets by service tech (as seen to the left) and can adjust the sort order of the tickets, improving ease of use and visibility on high priority issues.

Traverse Dashboards Quicker – A new dropdown menu has been added to the top of all Dashboard views, enabling integraBI dashboard users to easily navigate to other dashboards. Contact the integraRental sales team for more information about integraBI – interactive dashboards that display vital business intelligence data that drives smarter business choices.

#RA/POS   #S

Home / Dashboards   Baseline Dashboard   Counter Dashboard
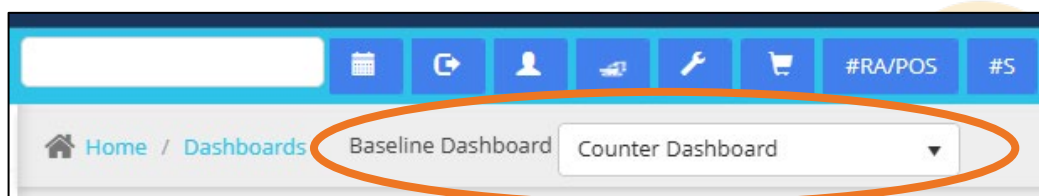
Dashboard Click Navigation – The integraRental home screen dashboard is receiving updates to its data and useability beginning in integraRental 28.0. Clicking different sections of the dashboard will navigate users to corresponding lists where that data can be viewed more in-depth. This new functionality will be expanded upon at a section-by-section pace as we continue to improve the user experience.
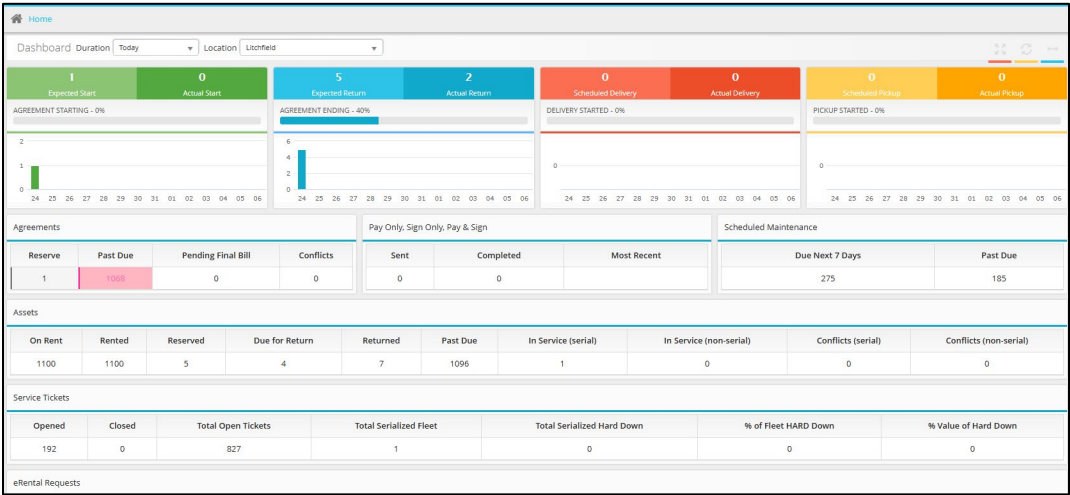
PO Required Handling in Mobile – The PO Required popup notification has been reworked in integraRental 28.0, enabling users to enter the appropriate PO number when prompted while using their mobile device and continue through their process.

ERP-Only Features

Merge Customers from Rental – The ability to merge two customers records together has been added, no longer requiring users to go into the ERP software to initiate such a change.