

integraRental 32.0

AI for the Everyday User

Updates starting after September 15, 2026

This update delivers powerful new AI-driven capabilities, enhanced service management tools, expanded mobile functionality, and workflow improvements that reduce manual effort while increasing productivity. From intelligent maintenance recommendations and automated asset insights to streamlined service ticket management and ERP enhancements, integraRental 32.0 empowers teams to make better decisions, improve customer service, and maximize the performance of their rental operations.

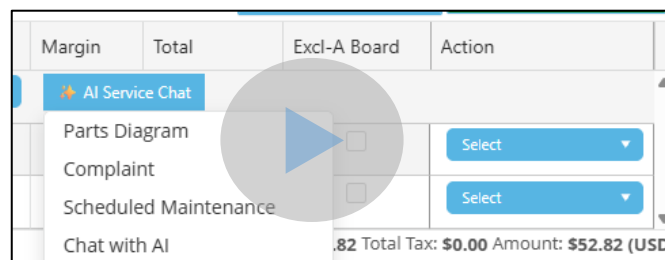


AI PREVIEW/Beta Features in Release 32

PLEASE READ: The following AI features are in “Preview/Beta” mode until October 30, 2026 and available to use at no additional charge. Once upgraded to release 32, customers can enable AI features by signing an addendum to your integraRental license that is available in integraRental under \Setup\Settings\Connect to AI menu item. If customers want to continue using AI features once the Preview/Beta period ends they will need to sign up for a Microsoft Azure OpenAI Foundry account. With a Microsoft Azure OpenAI Foundry account customers can choose the AI model they want to use (ChatGPT, Claude, etc) all with varying degrees of price and features. Unfortunately, at this time customers will not be able use their existing AI subscriptions, but instead will need to purchase an Microsoft Azure OpenAI Foundry account. More information on how to purchase this along with recommendations on which models to use will be shared in the coming weeks. All content available through integraRental AI features is provided through the AI model provisioned and purchased by end customers. Please contact your account manager or integraRental support if you have questions.

Please enjoy the new AI Features and share your feedback with us!!

AI Service Ticket Assistant – Users will now see a button on service tickets labeled “AI Service Chat”. This new feature allows users to ask AI to search for Part Numbers and Diagrams and Scheduled Maintenance activity recommendations for the asset under service. The same button can also assist with investigating the “Complaint” provided by the customer as well as an open Chat session where the technician can ask questions such as “What it’s the part number for the starter?”



AI Check In/Out & Return To Service – Users will see a new button on the Attributes tab of the Rental Asset Master page which instructs the AI assistant to go out and search for the recommended or commonly used data points typically collected when an asset goes out on rent, comes back in from rent, and when reviewing the asset before it goes out on its next adventure. Users will be presented with a list of options which they can edit further before clicking a single button to assign all attributes to the asset record. This feature saves valuable time researching new assets for suggested inspection and maintenance items, as well as saving time on data entry into the integraRental software.



Already Assigned to RAM	Attribute Name	Description	Check In Required	Check Out Required	On Return Service	Date Type	Default Value	Value List
No	Tire Condition	Physical condition and tread depth of all tires	☒	☒	☒	Text	Good	View List
No	Hydraulic Fluid Level	Level of hydraulic fluid in the reservoir	☒	☒	☒	Text	Full	View List
No	Engine Oil Level	Engine oil level as indicated by dipstick	☒	☒	☒	Text	Full	View List
No	Coolant Level	Coolant level in the radiator or reservoir	☒	☒	☒	Text	Full	View List
No	Bucket Condition	Physical condition of the bucket including cracks, dents, or excessive wear	☒	☒	☒	Text	Good	View List
No	Light Functionality	Operational status of all exterior lights	☒	☒	☒	Text	Operational	View List
No	Safety Interlock System	Functionality of the safety interlock system (e.g., PTO, Lift)	☒	☒	☒	Text	Operational	View List
No	Attachment Locking Mechanism	Condition and operation of the attachment locking system	☒	☒	☒	Text	Operational	View List
No	Hydraulic Hose Condition	Physical condition of hydraulic hoses (cracks, leaks, abrasion)	☒	☒	☒	Text	Good	View List
No	Battery Voltage	Measured voltage of the battery	☒	☒	☒	Number	0	View List
No	Seat Condition	Physical condition of the operator seat	☒	☒	☒	Text	Good	View List
No	Fluid Containment Feature	Presence and proper function of the containment feature	☒	☒	☒	Text	True	View List
No	Metered Hours	Total operating hours recorded on the hour meter	☒	☒	☒	Number	0	View List
No	Seat Level	Current seat level in the seat	☒	☒	☒	Text	Full	View List
No	Bucket Wear	Wear condition of the bucket cutting edge or blade	☒	☒	☒	Text	Good	View List

AI Scheduled Maintenance Suggestions – Users will find a new button on the Scheduled Maintenance tab of the Rental Asset Master page. When the user clicks the new button, the AI Assistant will go out and find suggested scheduled maintenance activities which are recommended to keep your rental assets running smoothly. Users can elect to edit the different suggestions and activities before clicking the Assign button to quickly and easily add the maintenance tasks to the rental asset record.

AI Maintenance Suggestions

Grid DataRaw Data

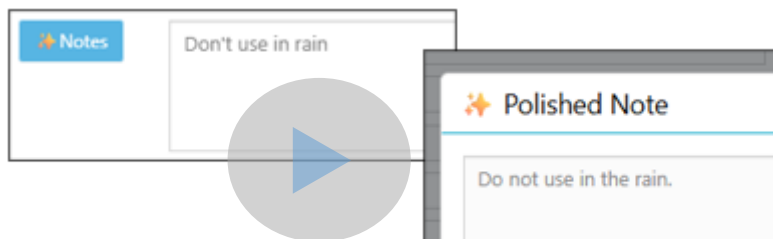
	Already Exist	Already Assigned to RAM	Service Activity	Frequency	Initial Interval	On Going Interval	☒
+	No	No	50 Hour Service	Metered Hours Usage	50	0	☒
+	No	No	250 Hour Service	Metered Hours Usage	250	0	☒
+	No	No	500 Hour Service	Metered Hours Usage	500	0	☒
+	No	No	1000 Hour Service	Metered Hours Usage	1000	0	☒

1

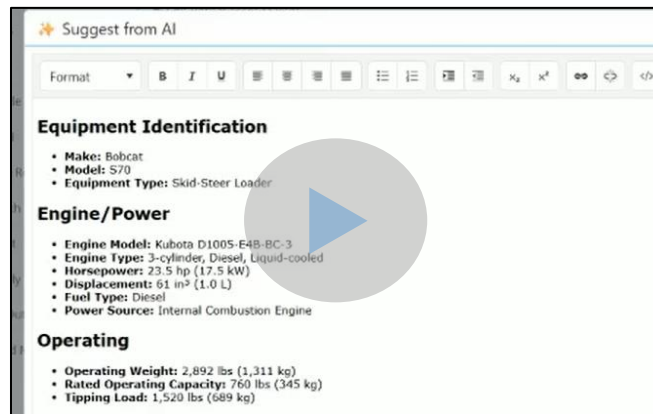
1 - 4 of 4 items

CancelAssign

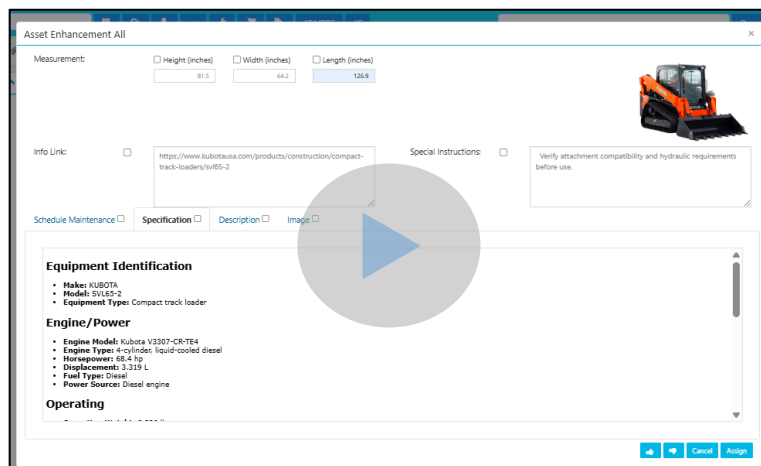
AI Enhanced Notes – Users can now ask the AI Assistant to “polish” verbiage entered into Notes, Comments, Descriptions and Email windows through the software, providing an option which can lead to a more detailed or professional outcome. Just look for the AI icon signified by the yellow stars!



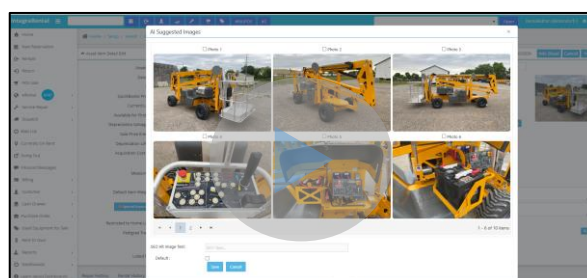
AI Enhanced Equipment Specs – Users will no longer have to go out and hunt for the asset descriptions or specifications with our new AI Assistant feature found under the Description tab or the Rental Asset Master and Rental Asset Item pages. This new feature will reach out to the internet and bring back the product description and specifications for the make and model of the rental asset in an editable format. The user can then elect to make any edits necessary before assigning the specifications to rental asset.



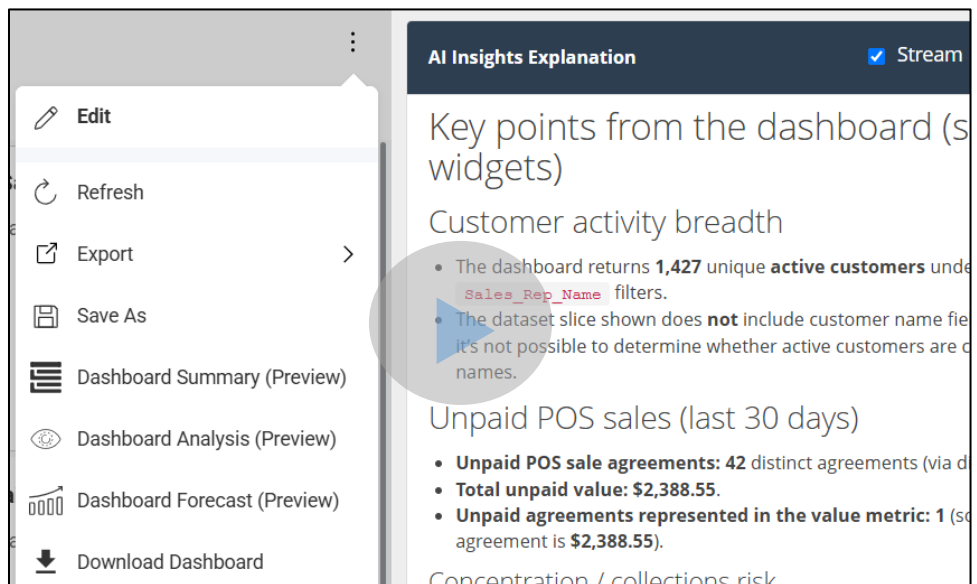
AI Gather Content For All Items Option – Our new AI-powered content tools make it simple to collect, review, and assign rental asset descriptions, specifications, and images simultaneously. Clicking the new Gather Content From AI button opens a preview window where you can view all AI suggestions and accept or decline them in one convenient place.



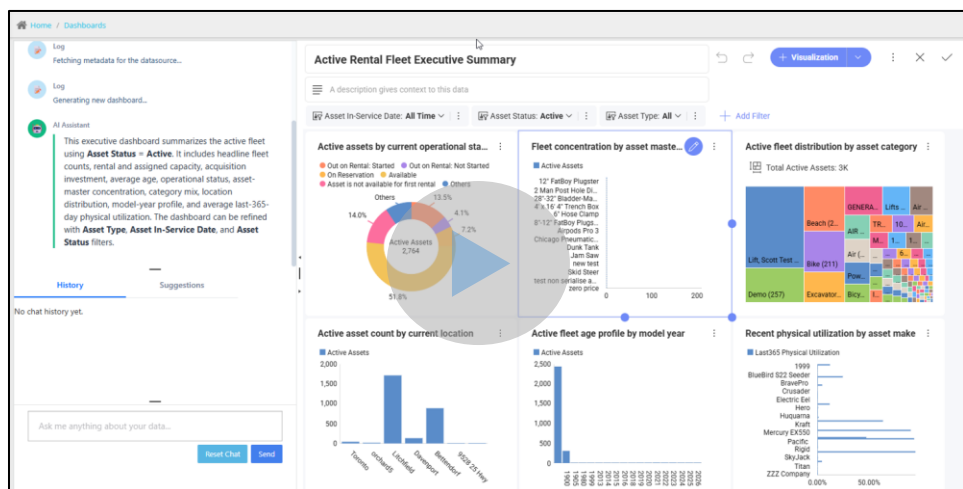
AI Rental & Sales Item Image Locator – Streamline your inventory management by leveraging AI-powered image sourcing for all rental assets and retail items. Eliminate the time spent manually searching search engines or vendor websites. Our platform automatically generates a curated selection of high-quality image options for users, while maintaining full flexibility with an integrated manual upload fallback.



AI Dashboard Insights – Users who subscribe to our Dashboards module will now have three new AI options which will provide a Summary, Analysis, or Forecast breakdown of the dashboard data presented. This new functionality will provide increased convenience when digesting dashboard data to determine future decisions and actions.



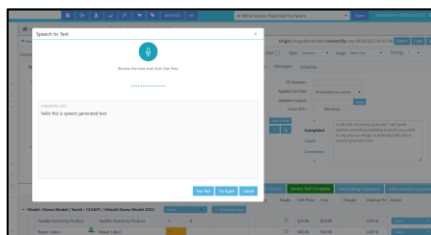
Dashboard AI Chat – Users who subscribe to our Custom Dashboards feature will now have the ability to ask AI to produce new dashboards simply by describing the data type, layout and business purpose of the query, taking the guesswork and labor out of generating at-a-glance data reporting to empower critical business decisions.



Service Ticket Segments – Service/Repair tickets can now have multiple segments, which can be sub-totaled, edited and removed as needed. This provides users with the ability to show the parts, labor and expenses for multiple activities on the same service/repair ticket, saving the need for multiple tickets for the same customer and equipment item.

Product/Bill Code	Description	Qty	On Hand	UOM
Model: S70 / Serial: B5705SL2026001 / Skid-Steer Loader				
Replace Front Axel	Segment Total: \$640.00			
Repair Labor		15		
Full Engine Service	Segment Total: \$160.00			
Repair Labor		4		

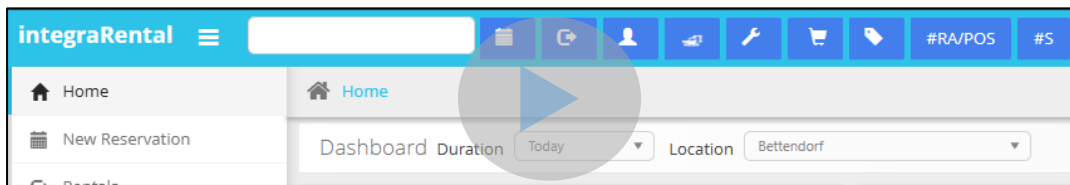
Talk-To-Type Service Ticket Notes – The service ticket Complaint, Cause, & Correction notes window will now feature a microphone button which allows the user with a microphone-enabled device to use speech to document their findings and actions. Enabling users to provide feedback more conveniently promotes greater detail in a world where the details matter.



Drag & Drop Attachments – Users may now drag & drop attachments from their PC directly into the integraRental software, anywhere the drag and drop option is indicated. This allows users to quickly and conveniently select necessary files and upload them into the integraRental database for further reference or distribution.

Customer Contact Creation Improvements – Changes have been made in multiple areas of integraRental which will streamline the process of entering and saving Customer Contact details. Contacts added during the New Customer process can be saved to the Contacts list directly, and new contacts added to a rental agreement can be identified as “One Time” or saved contacts, saving clicks and extra steps required to save and assign contact data.

Serial Number Quick Search – A new Quick Search button has been added to the array of blue buttons along the top of the integraRental screen which will allow users to search for serialized rental assets by either the Serial Number or Rental Asset Item number, making asset search faster and more convenient.



Penny Rounding Changes – Due to the US Mint discontinuing the production of the copper penny, integraRental has added a new background setting which will round Cash transactions to the nearest \$.00 or \$.05 amount. Initially this will only work during the Tendering process of closing POS Sales and Service Tickets. Please contact integraSoft Support if you would like to have penny rounding activated on your system.

Miscellaneous Updates

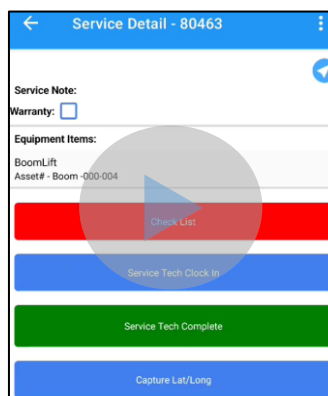
- Outbound Emails & Texts sent from the integraRental Web & Mobile Application will be recorded as Activities associated with the Rental, POS Sale or Service Ticket to which they are assigned.
- Credit Card Convenience Fees on Service Tickets will now appear on the Service Ticket PDF, and have also been added to the Invoice PDF for our QuickBooks Desktop connected users.
- When adding a Rental Asset to a Quote type POS Sale, the asset's availability to be sold will be verified just as it would be when adding the asset to a standard POS Sale.
- When Replacing a rental asset item with a Substitute asset item instead of the same asset type, the line on the rental agreement will reflect the alternative asset item with the word "Substitute".
- Assets which are Currently On Rent can now be added to a Quote type POS Sale, instead of having to wait until the asset comes off of rent to do so.
- Dispatch screens in the integraRental Mobile Application will now show the Ship To Name and Job Number along with the address details.

MOBILE: Partnered Service Required – 2-Way Texting for Driver On The Way/Arrived – For those integraRental users who have (or wish to take advantage of) our 2-way texting integration, the mobile user can now see responses from the customer expecting their arrival after tapping the “Driver on the way” or the “Driver has arrived” buttons in the integraRental mobile app. This allows mobile users to keep customers informed while staying informed themselves on any changes or other important information. Note: Push Notifications will only be received by the driver “user” for up to 4 hours after texting driver on the way and only if the “driver on the way user” was the last user to text the customer from integraRental.

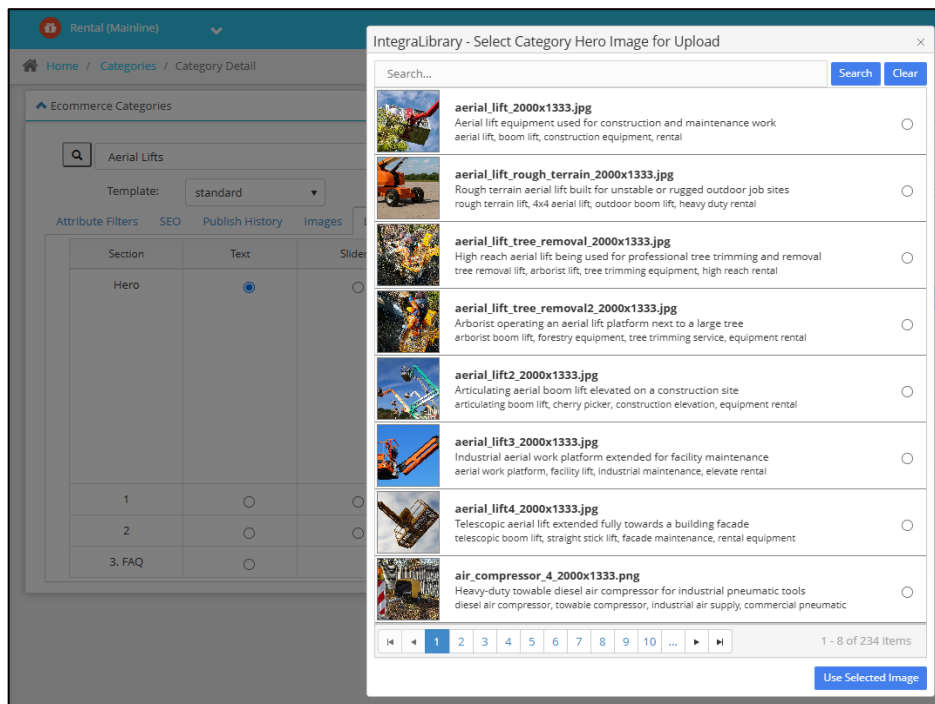


MOBILE: Notification of Service Ticket Assignments – Our integraRental Mobile users will now receive a notification when a Service Ticket is assigned to their user ID. This provides mobile users with a timely recognition of a new service ticket and streamlines the service ticket assignment process for supervisors and managers.

MOBILE: Service Tech Complete Button – Another new convenience has been added to the service/repair ticket process, which allows users of configured systems to click or tap a button labeled “Service Tech Complete”. When the user elects to click or press this button, a new system default Stage will be assigned to the ticket which reads “Service Tech Complete”.



ERENTAL: integraLibrary of Category Hero Images – iNextAdmin (ECOM Admin) users can now enhance their website's category detail pages by selecting high-quality hero images directly from the hosted integraLibrary database. Rather than sourcing or creating custom files, users can click the "Choose from integraLibrary" button to search and select from a pre-compiled collection of copyright-free professional images complete with automated SEO alt-text metadata, delivering a polished user experience with minimal effort. The library will be updated periodically with new images. Note: this feature is only available/applicable for eRental sites (not available for selling or info inquiry sites). If you would like to turn this feature on for your site, or have image requests for the library, please contact integraSoft support.

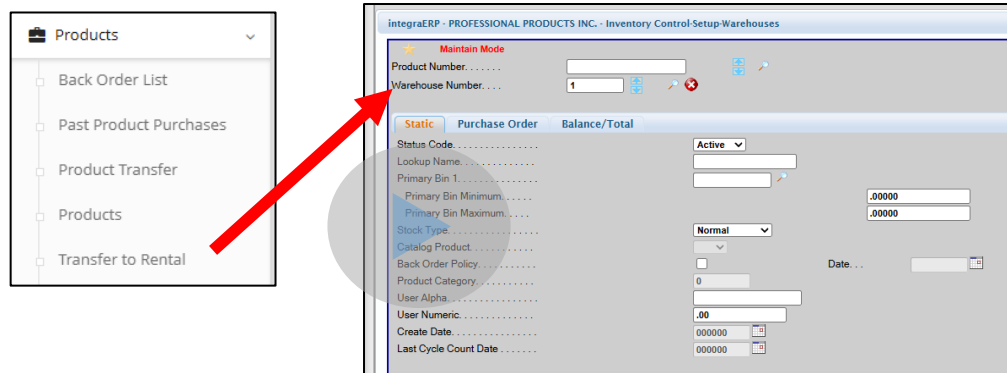


ERENTAL: Hero Images for Group Landing Pages – iNextAdmin (ECOM Admin) users can now add a hero image to the group landing pages and customize the H1, H2, and alt-image tags for SEO, functioning exactly like the landing page and category page hero features.

ERENTAL: Modernized Loading Animation – The legacy processing GIF has been replaced with a scalable, CSS-based bouncing dot animation featuring a frosted full-screen overlay, providing a cleaner loading UI that allows seamless adaption to the website's color scheme. Note: reach out to integraSoft support to request adapting the new loading dots animation (currently black dots) to your website's color scheme.

integraERP-Specific Features (Requires integraERP 3.08 or higher)

Transfer Products to Rental as Rental Assets – Depending on System and User Permission settings, integraRental users may now designate ERP Products as new Rental Assets without the need to access integraSoft ERP. This function is controlled by a background setting which will need to be altered by integraSoft support. Please submit a support request if you wish to activate this function.



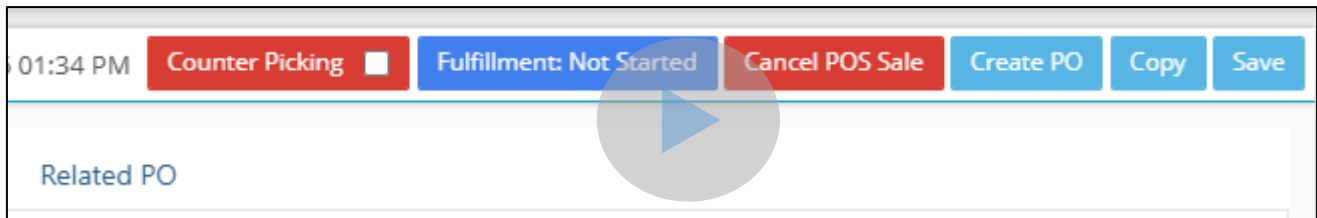
Product Search to show Related & Substitute Products – When users perform a product search in integraSoft ERP connected environments the Related and Substitute Products will now be presented and available to be added to transactions. This allows users to identify and assign designated products quickly and conveniently.

Action	Product	00003503518	FUEL FILTER
Action	Product-Sub	11191201611	AIR FILTERS 038
Action	Product-Sub	11441401010	FILTER COVER
Action	Product-Reltd	00003503515-1	FUEL FILTER
Action	Product-Reltd	00003503522	FUEL FILTER
Action	Product-Reltd	07-160	FUEL FILTER

Product Search to show Cross Referenced Products – When ERP users identify a product number which is no longer active, they may elect to create a cross-reference record to ensure that the correct product is found regardless of which product number is searched. This ability will now be active in integraRental as well.

The image shows a 'Search Product / Service' form. At the top, there is a search bar with the text '037000978107' and a 'search' button. Below the search bar is a table with columns: Action, Type, Product, and Description. The table contains one row with the following data: Action: Action, Type: Product, Product: 1002476677, Description: FEBREZE AIR FRESHENER SPRAY 2 PACK. Red circles highlight the search bar and the product number in the table. A blue arrow points from the search bar to the product number in the table.

Enhanced PO Create & Related PO Features– Changes to the PO Entry process in the POS Sale area will allow users to view PO's in an ERP style window for further editing which was previously only available in an ERP environment. Similar changes have been made to the PO experience within the Service Ticket and POS Sale modules to facilitate Receiving of ordered products. NOTE: This feature is not active by default. Please contact integraSoft Support to have the feature activated on your system.



Change Terms Prior To Invoicing – For those integraRental users who have integraSoft ERP as the connected business management software, a new function has been introduced which will allow permitted users to change the Payment Terms on the Rental, Sale or Service Ticket. This will be a change only on the current transaction, and not a permanent change to the customer's assigned payment terms, which will continue to be controlled within the ERP software. This change provides permitted users with more options to handle individual transactions as needed, instead of the hard-lined rules of the typical Terms Settings. NOTE: This feature is based on a User permission which is not turned ON by default. Those users who require this feature will need to be configured accordingly.

A screenshot of a 'Pay On Account' dialog box. It contains the following fields: 'Tax Exemption ID:' with a text input field, 'Taxable:' with a checked checkbox, 'Open Balance: \$258.55 (CASH)', and 'Credit Limit: \$0.00'. The 'Pay On Account' button is highlighted with a blue circle. Below it, the 'Terms:' dropdown menu is open, showing 'NET 60' as the selected option, which is circled in red.

MOBILE: ERP Only - Picking Serialized Products – integraRental Mobile App users will now have the ability to identify the serial number during the picking and fulfillment process of those products which are identified as serial numbered inventory. This enhanced functionality brings additional accuracy and improved convenience to an important part of customer service and daily operations.

