

Signed on the Dotted Line (Industrial) *Take a trip through the system from “You’re hired” to “Thank you!” You’ll see each part of your business a contract entry affects, and how the information is filtered throughout the system to where it needs to be.*

We spend all day using the Counter System. Its does so many amazing things that are vital to our business. But are you utilizing all of its features? Here are some features you could be using in your operation.

- New Contract- Are you only writing reservations and Normal contracts? Get to know some other useful contract types:
 - Internal Repair Order-for broken equipment needing Repair.
 - Internal Maintenance Order- Items that should be serviced..
 - Service Calls - Schedule on site servicing
 - Subrental Contracts - Do you Re-rent Equipment?
 - Transfers (Multi Store) - Move Equipment between multiple stores.

Do you use the CRM and the Task List/ Reminder?

- You can Create Tasks for other users and keep track of them.
- Get notified by others when those tasks are done
- Set Reminders for you and others that you can sync with your calendar.

Action: Create a reminder to implement the processes you have learned at the conference!

Employee Email/ Logs

- Send and Read emails from the utilizing internal email system.
- Log important information about your staff. From reporting an injury to logging what an amazing job a staffer has done. This is the place to do it.

Disbursements

- This is where you can keep track of that \$20 you took out of petty cash for gas.

Missed Rental

- Keep track of why you are missing rentals on multiple items.
- Are you priced right for your market? -- This can help.
- This is a great help in making informed purchasing decisions

Action: Train your counter staff to record missed rental items. This is a great way to make informed purchasing decisions!

Menu Bar Options.

- Tools> Maintenance Due - See whats due for Service and clear it out.
- Tools> Warranty Claims - Did you know Point of Rental can Handle Warranty Claims? Look up Warranty claims in Net help.
- Tools> Operator Information- Employees can now update their own contact information. They can even Change their own Password.
- Quick Buttons - Quick ways to sell popular items such as Propane refills, Gloves etc.