

HOW TO PROCESS RENTAL CONTRACTS

In Baseplan Enterprise, rental contracts can be created using any of the following methods:

- Structured manual process using the *Equipment Rental* screen
- Automated workflow using the *Add Rental Master* screen (New Contract Wizard)

This document describes rental contract processing for two types of customers:

- Account Customers – Customers having an approved account with the company, permitted to make non-immediate payments determined by the payment terms (> 0 days) on the *Customer Master* screen.
- Cash Sale Customers – Customers required to make immediate payments determined by the payment terms (0 days), typically served through rental counters.

Software Version: 1701

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CREATING A RENTAL CONTRACT (EQUIPMENT RENTAL SCREEN)

The *Equipment Rental* screen is used to record general rental contract information including, but not limited to:

- Customer details and customer site details (account and cash sale customers)
- Billing information and billing amounts
- Rental contract start and end date
- Rental contract status

Entering Primary Rental Contract Details

Note: Mandatory and default fields may vary depending upon the configuration. Users are required to enter the relevant details accordingly.

1. From the Menu, select **Rental > Equipment Rental**

This will open the *Equipment Rental* screen.

2. Click ADD

The system will populate mandatory information such as **Branch** and **Contract Type**. This can be changed based on the user security settings.

A **PO No.** may be mandatory if the customer master record is checked as **Purchase Order Required (Customer Master > Views > Options)**.

The **Status** of the new rental contract will be 'DELIVERY'.

3. Select a **Customer Code** or **Customer Name** from the respective drop down list

This will populate the relevant data from the *Customer Master* screen.

4. Select a customer site from the **Site** drop down list, if not already defaulted

This will populate the relevant data in the *Site Details* panel from the *Site List* screen.

In the *Financial Values* panel, the system will display the customer's **Account Status**. If no overdue invoices or exceeded credit limits have been detected, the **Account Status** will be 'CREDIT OK', and will be highlighted in green.

Otherwise, the **Account Status** will be 'NOT OK', and will be highlighted in soft red. In this case, the user may be prompted with a warning message or may not be able to proceed with the transaction. This process is determined by the configuration settings.

5. In the *Billing Details* panel, enter the rental contract **Start Date** and **Time**, if the defaulted values are not applicable

6. Enter the rental contract end date and time in the **Exp. Term. Date** and **Time** fields respectively, if the defaulted values are not applicable

Note: The **Start Date** is the first day of the rental period and the **Exp. Term. Date** is the last day of the rental period

7. Enter the delivery date in **Booked Del Date**, if the defaulted date is not applicable
8. Click SAVE

This will save the rental contract.

A unique rental number (Rental No) will be generated.

Adding Equipment to the Rental Contract

1. From the Menu, select **Rental > Equipment Rental**
2. Display the relevant rental contract
3. Select **Actions > Add Details**

This will open the *Add Rental Item* screen.

The **Rental No** and **Rental Branch** fields will be populated from the rental contract.

By default, the **Equipment** and **Delivery** options will be selected.

Selecting **Customer Pickup** will activate the **Pickup Person** field.

4. Select the relevant **Equipment No**, if known

This will populate the **Equipment Type**, **Model** and **Make** fields.

Note: The SEARCH icon can be used to select the relevant equipment from the *Equipment Pricing* screen.

5. Alternatively, select the relevant **Equipment Type**, **Model** and **Make** from the respective drop down lists
6. Enter the **Qty**, if the defaulted quantity is not applicable

If the equipment selected has been pre-configured with rental rates, these rates will be populated.

7. Select a **Charge Type** in the *Rate Details* panel, if not already defaulted

In this example, we have selected **W** (whole days) as the **Charge Type**.

8. Enter a relevant description for the charge in the **Rate Desc** field, if not already defaulted
9. Enter the applicable amount in the **Charge** field, if not already defaulted
10. Enter the number of days for which the new rate applies in the **Threshold** field, if not already defaulted

If the equipment has a meter, the current meter readings can be entered in the **Meter Reading** field.

Note: The user will be prompted to enter the meter readings again when the item is [terminated](#).

11. Click SAVE

This will save the rental item.

12. Click CLOSE

This will return to the *Equipment Rental* screen.

The equipment will be added under the *Rental Details* tab with a 'PENDING' **Delivery Status**.

Adding Sales Items to the Rental Contract

1. From the Menu, select **Rental > Equipment Rental**

2. Display the relevant rental contract

3. Select **Actions > Add Details**

This will open the *Add Rental Item* screen.

4. In the *Item Type* panel, select **Sales Item**

This will change the screen layout for the sales information to be entered.

5. Select the **Item No** from the drop down list

6. Alternatively, click on the SEARCH icon to select the relevant sales item from the *Advanced Stock Item Search* screen

The **Description** and **Price** fields will be populated from the stock master record. However, these can be changed if required.

7. Enter the **Qty**, if not already defaulted

8. Click SAVE

This will save the sales item and refresh the *Add Rental Item* screen.

9. Click CLOSE

This will return to the *Equipment Rental* screen.

The sales item will be added to the rental contract detail lines with a 'PENDING' **Delivery Status**.

Delivering the Rental Contract

After creating a rental contract, a delivery docket can be processed if the **Delivery** option was selected on the *Add Rental Item* screen or in the *Site Details* panel of the *Equipment Rental* screen.

1. From the Menu, select **Rental > Equipment Rental**
2. Display the relevant rental contract.
3. Select **Actions > Add New Delivery Docket**

This will open the *Add Delivery Docket* screen.

The following details will be populated from the rental contract:

- **Customer Code**
- **Rental No**
- **Branch**
- **Equipment Code**, if entered on the rental contract

Note: The **Equipment Code** is required to process the delivery docket.

- **Delivery Type**
- **Contact Name**
- **Delivery Address**
- **Special Delivery Instructions**, if any

The delivery can be processed with either **Internal** (own) or **External** (third party) transport.

The **Internal** transport option will be selected as a default, depending on the configuration.

4. In the *Shipping Details* panel, enter a delivery charge in the **Delivery Amount** field, if applicable

Note: The delivery charge can also be added as a rental detail line, if configured as a sales item in the Stock Master.

5. In the *Transport Details* panel, check **Include Sales Items** if a sales item must be included in the delivery
6. Check **Complete Delivery**, if not already checked by default

This is controlled by the **Default Complete Delivery** parameter.

7. Check **Print Delivery Docket**, if not already checked by default and if required
8. In the *Schedule Details* panel, select the items to be delivered by checking the relevant detail line(s)
9. Click OK

Info: "Delivery Docket has been added successfully."

10. Click OK

This will display the delivery docket in the *Report Viewer* screen, where the delivery docket can be printed, emailed or faxed.

11. Click CLOSE

This will return to the *Equipment Rental* screen.

The **Delivery Status** of the selected item will be updated to 'DELIVERED'.

The delivery charge will be added to the contract detail lines with an 'APPLIED' **Delivery Status**.

The rental contract **Status** will be updated to 'CURRENT'.

Reprinting the Delivery Docket

1. From the Menu, select **Rental > Equipment Rental**

2. Display the relevant rental contract

3. Click on the *Movement Details* tab in the *Details* panel

4. Double click the detail line

This will display the *Delivery Docket* screen.

5. Click PRINT in the toolbar

This will display the delivery docket in the *Report Viewer* screen, where it can be printed, emailed or faxed.

Delivery Status

After a delivery docket is processed and the rental contract **Status** is 'CURRENT', the following delivery statuses may apply to the detail lines in the *Rental Details* tab of the rental contract:

DELIVERY STATUS	DESCRIPTION
'PENDING'	When a rental item is yet to be delivered; when a sales item is yet to be picked up by the Customer
'DELIVERED'	After the rental item has been delivered to the Customer
'APPLIED'	When a delivery charge is applied

Adding Equipment without Equipment Code

Equipment items can be added to the rental contract even if the **Equipment Code** is not known at this stage.

For example:

The **Equipment Type**, **Make**, **Model** and **Description** are sufficient to save the detail line to the rental contract. However, the **Equipment Code** is required to print the delivery docket and to process the rental contract.

The **Equipment Code** can be added by following the steps below:

1. Display the relevant contract on the *Equipment Rental* screen
2. Select **Actions > Add Details**

This will open the *Add Rental Item* screen and the detail line with the missing **Equipment Code** will be displayed. However, if the **Equipment Code** was missing for more than one detail line, the User can view multiple detail lines from the **Add Equipment for Line** drop down list.

The rental contract can then be completed following the usual process.

Billing the Rental Contract

Baseplan offers an extensive range of billing options to suit customer requirements.

Rental invoices can be processed using any of the following procedures:

- Progress Invoicing
- Cycle Billing
- Automated Billing Run
- Manual Invoicing

This document describes the steps of processing a [progress invoice](#).

Processing the Progress Invoice

A progress invoice can be created as soon as at least one of the rental contract detail lines has been delivered.

1. From the Menu, select **Rental > Equipment Rental**
2. Display the relevant rental contract
3. Select **Actions > Progress Invoice**

This will open the *Progress Invoice* screen.

The **Rental No** will default from the rental contract.

The **Invoice Date**, **Bill to Date** and **Time** fields will display the current date and time.

4. Enter the relevant dates in the **Invoice Date** and **Bill to Date** fields, depending on the rental contract

Note: The **Invoice Date** will be printed on the invoice and will be used to calculate the invoice due date. The **Bill to Date** will be used to calculate the rental charges. **Time** must reflect the rental contract end time.

5. Change the **Time**, if required
6. Click PREVIEW

This will display the pre-billing report in the *Report Viewer* screen. At this stage, the system will calculate the relevant rental charges only, but will not create any transactions until the calculations are confirmed.

7. Click CLOSE

This will return to the *Progress Invoice* screen, with the CONFIRM button now activated.

8. Click CONFIRM

This will confirm and post the invoice.

9. Click OK to the confirmation message displaying the invoice number

This will open the *Report Viewer* screen with the final progress invoice.

10. Click CLOSE

Depending on the configuration, the invoice may:

- Post automatically or the user may be prompted to post the invoice
- Display or go to the printer

The **Delivery Status** of the invoiced item will be updated to 'BILLED'.

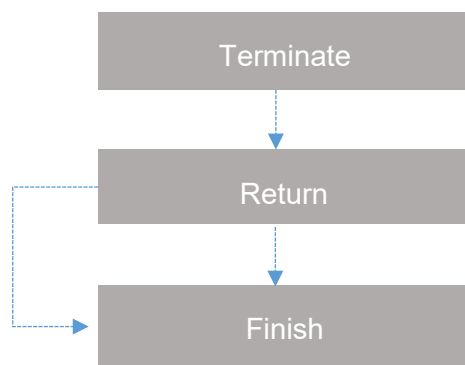
Billing details such as, **Billed to Date**, **Billed to Time** and **Billed Amount** will be updated on the rental detail lines.

Completing the Rental Contract

A rental contract is considered 'completed' after the rental contract **Status** is updated to 'POSTED'.

The completion of a rental contract may involve the following:

- Terminating the rental equipment
- Returning the rental equipment
- Finishing the rental contract



Terminating the Rental Contract

Terminating one or more items on the rental contract will stop the respective billing. However, the terminated item will not be available for rent at this stage.

For example: A customer calls and advises that the rented equipment is no longer required. However, the equipment is at the customer site and cannot be picked up immediately. It is important that no additional charges accrue to the customer because of the equipment being at their site until picked up. In such a scenario, the rented equipment must be terminated.

Note: A rental item can be terminated only after it has been delivered.

1. From the Menu, select **Rental > Equipment Rental**
2. Display the relevant rental contract.
3. Select **Actions > Terminate**

This will open the *Terminate Rental* screen.

4. Enter the relevant customer name in the **Requested By** field
5. If applicable, enter a charge for picking up the rental item from the customer site in the **Pickup Amount** field
6. Select the item to be terminated using the **Select** checkbox
7. Click OK in the toolbar

Info: "Running this process will terminate all the selected items and Add Pickup Charge to the Specified Hire. Continue?"

8. Click YES

This will display the return docket in the *Report Viewer* screen, where it can be printed, faxed or emailed.

9. Click CLOSE

This will return to the *Equipment Rental* screen.

The **Delivery Status** of the terminated item will be updated to 'OFF RENT'.

The rental contract **Status** will still be 'CURRENT'.

Returning the Rental Items

Returning a rental item will stop the item from billing. The returned item will be available for rent, unless it is flagged as needing an inspection or service on return.

1. From the Menu, select **Rental > Equipment Rental**
2. Display the relevant rental contract
3. Select **Actions > Return**

This will open the *Rental Return* screen.

4. In the *Details* panel, select the item to be returned using the **Return** checkbox

If the rental contract contains a sales item, checking the **Include Sales Item** checkbox will add the sales item to the *Details* panel, making it available for selection in the return process.

The return process allows the users to update the **Return Qty**, **Return Meter** and **Fuel to bill** on the detail lines.

A pickup or delivery charge can also be entered at this stage, in the **Del / Pick Up** field.

5. Click OK

Info: "Running this process will terminate and return all the selected items. Please confirm that the changes are correct. Continue?"

6. Click YES

This will return to the *Equipment Rental* screen.

The **Delivery Status** of the returned rental item will be updated to 'RETURNED'.

The rental contract Status will still be 'CURRENT'.

Finishing the Rental Contract

A rental contract can be finished only after all the items have been returned.

Finishing a rental contract may involve:

- Making final adjustments to the rental contract and/or rental charges
- Posting an outstanding payment onto the customer account
- Processing the final invoice or credit note
- Printing the final invoice or credit note, if required

1. From the Menu, select **Rental > Equipment Rental**

2. Display the relevant contract

3. Click FINISH RENTAL WIZARD (F3)

This will open the *Payment/Refund Entry* screen, displaying the outstanding payment.

4. Select the relevant **Payment Method**

Fields may be activated depending on the payment method selected. Payment details must be entered accordingly.

5. Enter the amount to be paid in the **Amount** field

Clicking ADJUSTMENT will open the *Add Rental Item* screen, where final charges can be applied.

Clicking PREBILL REPORT will open the *Report Viewer* screen, displaying the final charges/credits.

Clicking ON ACCOUNT will create an outstanding payment for an account customer, and display the final invoice on the *Report Viewer* screen, where it can be printed, emailed or faxed.

Clicking CLOSE in the *Report Viewer* screen will open the *Finish Rental Contract* screen.

This screen can be used to post the invoice, if not already posted; print the invoice or create/view the customer payment.

6. Click CLOSE

The rental contract **Status** will be updated to 'POSTED'.

Note: Once the contract is finished, further billing adjustments (if any) must be made by creating a manual invoice or credit note through **Customers > Invoicing**.

CREATING A RENTAL CONTRACT (NEW RENTAL WIZARD)

The New Rental Wizard uses an intuitive workflow for processing rental contracts, overriding the manual use of rental operations, for both account and cash customers.

This section describes the process of creating a rental contract for cash customers.

Typically, cash customers are required to make a payment before the goods are dispatched/delivered. In Baseplan Enterprise, the cash rental process includes the following:

- Recording customer details and driver's licence details
- Creating an invoice when the rental contract is processed
- Processing deposit/payment when the rental contract is processed
- Processing credit if a deposit was paid in full and the equipment was returned prior to the expected termination date

1. From the Menu, select **Rental > Equipment Rental**
2. Click NEW RENTAL WIZARD (F2)

Info: "Do you want to use a Cash Customer?"

3. Click YES

This will open the *Add Rental Master* screen.

Generally, each branch will have a cash sale account. If configured, the relevant cash customer details will be populated.

For example: In the Baseplan training database, 'CASH-201' and 'CASH-401' have been configured as cash customers.

The *Invoice Details* panel will be pink to denote a cash transaction.

4. In the *Other Details* panel, enter the **Driver Licence No**

Note: The driver's licence number is a unique identifier for a cash customer, and must be entered.

If a new licence number is entered, the system will display the following message:

Info: "No Records Held for this Driver's Licence. Continue?"

5. Click YES

This will open the *Cash Customer Details* screen.

6. In the *Cash Customer Details* panel, enter customer details such as, **First Name** and **Surname**
7. Enter the customer contact details such as, **Company Name**, ADDRESS and phone/fax numbers
8. Click the *Entry/Edit Details (Alt E)* tab

The **Jurisdiction** will be populated depending on the address entered in the *Address/Phone Details* panel.

9. Enter the driver's licence **Expiry Date**
10. Select the driver's licence class from the **D/L Class** drop down list

Note: The driver's licence class can be configured from **Rental > Configuration > Driver Licence Class**.

11. Click SAVE to save the detail line
12. Click SAVE in the toolbar
13. Click CLOSE

This will return to the *Add Rental Master* screen, displaying the customer details.

14. Click OK

If the customer is configured requiring a PO when the rental contract is invoiced, the following message will display:

Info: "Warning, a Purchase Order is required for this Customer when this contract will be invoiced. Do you want to continue?"

15. Click YES

This will open the *Add Rental Item* screen.

16. Select the relevant **Equipment No**, if known

This will populate the **Equipment Type**, **Model** and **Make** fields.

17. Alternatively, select the relevant **Equipment Type**, **Model** and **Make**
18. Enter the **Qty**, if the defaulted quantity is not applicable

19. Select a **Charge Type**

In this example, we have selected **W** (whole days) as the **Charge Type**.

20. Enter a relevant description in the **Rate Desc** field
21. Enter the applicable **Charge**
22. Enter the number of days when the new rate applies in the **Threshold** field
23. Click SAVE

This will save the rental item.

24. Click CLOSE

This will open the *Add Delivery Docket* screen.

25. In the *Schedule Details* panel, select the equipment to be delivered

26. Click OK

Info: "Delivery Docket has been added successfully."

27. Click OK

This will open the *Report Viewer* screen and display the delivery docket.

28. Click CLOSE.

This will open the *Payment Refund/Entry* screen.

29. Select the relevant **Payment Method**

30. Enter the amount to be paid in the **Amount** field

Fields may be activated depending on the payment method selected. You must enter the payment details accordingly.

31. Click OK

This will open the *Report Viewer* screen and display the rental contract with the payment details.

32. Click CLOSE

This will return to the *Equipment Rental* screen, displaying the cash sale details.

The **Delivery Status** of the rental item will be 'DELIVERED'.

The rental contract **Status** will be 'CURRENT'.

Rental Contract Status

A rental contract can have any of the following statuses:

STATUS	DESCRIPTION
'CURRENT'	The rental contract has not been delivered, and will not be billed
'DELIVERY'	The rental contract has been delivered, and will be billed
'POSTED'	The final invoice has been processed for the contract
'CANCELLED'	The rental contract has been cancelled, and will no longer be billed

Rental Detail Line Status

Items added to a rental contract can have any of the following statuses:

STATUS	DESCRIPTION
'PENDING'	The rental item has not been delivered
'DELIVERED'	The rental item has been delivered
'OFF HIRED'	The rental item has been terminated
'RETURNED'	The rental item has been returned

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