To the POiNT

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Point-of-Rental™ Systems' Biggest Update Ever!
Enterprise Revision 9.0

For years now, Point-of-Rental™ Systems has led the industry in rental management systems for Windows. But if our status as "leaders" were ever called into question, Enterprise Revision 9.0 silences all doubt. This update is loaded with literally hundreds of innovative features to help your business run more smoothly.

One feature you're sure to love is **Job Site Information**. You asked for it and now you have it—a place to store not only standard contact information and job site address and directions, but also Contract Info, Purchase Order Number, Job Number, Salesman, Tax Jurisdiction, Price Level, Tax Exempt, Damage Waiver Exempt, Rent Discount, and Sale Discount settings. The job sites can be made available *for all your customers* or a specific customer.

Another feature that's sure to be a favorite is **Parts Lookup**. This allows you to enter vendors' entire parts databases into a separate table. Under Item Availability, you can click on Parts Lookup and lookup any part from this database. If you have the part in your inventory, the information such as quantity on hand and sell price will be listed as well. Parts Lookup is also integrated into the Purchase Order module, so if you want to order a part that you don't currently stock, you can find it in Parts Lookup, click on Transfer to Inventory, and automatically add it to the Purchase Order.

Two new options have been added to Item Availability: **Group Availability** and **Category Availability**. With these options, you can display items that are available on a particular day. If you have a customer wanting to rent the Castle Moonwalk for a birthday party, but it is unavailable on the desired date, you can select Group Availability (assuming you have marked all of your Moonwalks with the same group) to display Moonwalks that are available (actually an entire week is shown). Now you can tell the customer that you have the Elmo Moonwalk or the Obstacle Course available instead. Since you can quickly check to see similar items that are available, you shouldn't lose rentals by saying the item isn't available that day.

Another feature gives you the option of using the Internet to retrieve customer information. Using the customer's phone number, the system will look up the address and enter that information directly into the customer record. This is extremely useful on phone-in orders for new customers.

An enhancement to our **Map It** feature now allows you select from multiple mapping services including Google, Yahoo, MSN, and MapQuest. And in addition to mapping directions for deliveries, now you can get directions to vendor

Advanced Features Training Seminar

Again this year Point-of-Rental™ Systems will be presenting a training seminar on the Sunday, February 5, 2006, just prior to the opening of the annual ARA convention and trade show.

WHAT: Point-of-Rental™ Systems "Advanced Features Training" at The Rental Show in Orlando, FL

COST: Free for Point-of-Rental™ System users but attendees **MUST REGISTER by February 1, 2006** at www.point-of-rental.com.

WHEN: Sunday, February 5, 2006

WHERE: Orange County Convention Center, Orlando, FL
Meeting Room: S331 B

AGENDA:

Legacy (AMOS) Release 4.1	1:00 pm – 1:30 pm
General Remarks	1:30 pm – 1:45 pm
Enterprise Release 9.0	1:45 pm – 3:00 pm
Break	3:00 pm – 3:30 pm
Enterprise Themes*	3:30 pm – 6:00 pm

*Enterprise Themes: Five terminals will be set-up with Point-of-Rental employees ready to discuss a different theme at each terminal. Themes will include Database Management, Accounting, Business Analysis with Point-of-Rental data, Multi-Store functionality, and Hardware.

Getting the Most from your System > > > > > > > > >

■ *Address Verification*

Assuming you have internet access, you can use Point-of-Rental™ Systems Enterprise to verify a customer's address. Simply right-click on the phone number field names (Primary, work, etc.) and a window will popup with five verification services. When you select one of them, the service will check to see if that phone number has a current address tied to it. If it matches the driver's license address, you may rest a little easier. If not, you may want to get some more security in a bigger deposit or a credit card number. Unfortunately, this service does not work on cell phone numbers.

■ *Switching Customers on an Unpaid Contract*

What should you do if you have created a contract with the wrong customer on it? As long as no payments have been taken on the contract, you can switch customers. To do this, modify the contract and, at the item screen, right click on the customer's name. Click the "Change customer" button, and then you will be asked, "Do you want to change customer on this contract?" If you answer yes, the customer lookup screen will appear and you can select the correct customer. Again, this only works on contracts with no payments whatsoever.

■ *Changing an Open Contract back to Reservation*

Have you ever sent out a reservation and wished you could "undo?" Point-of-Rental™ Systems' Enterprise genie is at your service... If you mistakenly sent out a reservation, you can change it back to a reservation by going to "Day at a Glance." Go to the "Went out" tab and right click on the now open contract. Select the "Change to Reservation" option. This will change it from an open contract back to a reservation. You may want to check the date/time out and correct if needed.

■ *Wait List for Non-Critical Repairs*

Let's say you have a piece of equipment that you notice needs a minor repair, but you would like to wait until a better time to actually do the repairs. Under Item Availability, add the item to the "Wait List." Set the customer's name to be "Repair Soon" and in the note section, enter what needs to be done. This reminder will pop up every time you open or close this item on a contract until you take care of the problem and/or clear the waiting list. The mechanic can also go into Day-at-a-Glance and check out all of the items in the Waiting List for "Repair Soon."

Biggest Update Ever, Continued from Page 1...

locations by clicking the Map It button on the vendor record.

Additional fields to Item Record include some very practical features. **Cleaning Delay** has been added to the Item Record to define the amount of time it takes to clean the item. Now, when the item is rented, the system will automatically take into account the cleaning delay for overbooking conflicts.

Another new field added to the Item Record is **Web Link**. In this field, you can enter the manufacturer's website or whatever site you want associated with the item. This way, by selecting Web Link from the drop down menu, you can bring up the website via an Internet connection to quickly answer a customer's questions regarding the item.

A new print on demand feature allows you to print instructions for items on a contract at any time. Just select **Print Instructions** from the Tools Menu on the Contract Processing screen.

Multiple new analysis reports have been added to Revision 9.0 to help evaluate business trends. They include **Hourly & Daily Analysis** which shows the percentage of income and times rented for different time periods so that you can better determine which rates to increase.

> *"This program gets better every day!!!"*
> —*Carl Linkous*
> *A to Z Rental and Sales*
> *Huntington, WV*

Also, **Day of the Week Analysis** shows the dollar amount of rental broken out by day of the week returned. In addition, a new **Per Item Income** report allows you to easily track income trends per item as you increase or decrease the quantity owned over time.   And the new **Item Income**

Trend report will have you seeing red if an item's monthly income has decreased. If a particular month's income is less than the same month a year earlier, that month's income will be displayed in red. This report is also available in a line chart format.

Some of you don't like the pretty contract formats when sending them via Fax. You think the shading is just too much; however, you like it on the normal contract. Well now you can have your cake and eat it too. Under Parameters, you can define a default **Email/Fax Contract Format**. So whenever you select Email or Fax, the desired contract format will also be selected.

You'll notice hundreds of more enhancements and changes as you use Enterprise Revision 9.0, and we would like to hear what you think of them. We think you'll find that Enterprise 9.0 proves that we are listening to your needs, and we're providing answers.

Perspectives on Upgrading
An Interview with Ron Nebelsick of Best Rental, Inc.

Ron Nebelsick of Best Rental, Inc. owns two general equipment rental stores located in Fort Collins and Wellington, Colorado. He opened his first store in 1982, and the second store in 2004. Best Rental began using Point-of-Rental™ Systems' Legacy in 1993, and upgraded to Enterprise in 2001. The following interview provides a glimpse into this decision-making process.

P-O-R: **What made you decide to upgrade from Legacy to Enterprise?**

Ron: We had been running forever on those bullet-proof computers Bob used to brag about, but we were moving to a different building and we wanted to expand to more terminals. We now have 6 terminals in one store and 2 in the other. We didn't even have our second store at the time we upgraded to Enterprise, but it gave us the capability to expand and network our stores together. To upgrade the Alpha Micro System would have been much more costly.

P-O-R: **Did you look at other systems before switching to Enterprise?**

Ron: Are you kidding me? I was so happy with Point-of-Rental™ Systems that I didn't bother. I have been so enamored with Point-of-Rental™ (I can't say "in love with" because I'm a rental guy). The tech support is just wonderful. The fact that I didn't have any problems with Legacy is the reason I didn't look around. I wasn't interested in what anyone else had to offer. Before I bought Legacy, at that point I checked out some

other systems. I was looking at Solutions by Computer which was comparable in price. It was a whole lot of money, but Steve Husbands sold me on Point-of-Rental™. He is such a logical guy and he knew so much about the rental industry. I felt confident giving that much money to someone who knew my problems. And then I met Bob Shaffer, and I knew it had to be a good value or he would never have anything to do with it.

P-O-R: **What advice would you offer Legacy users who are thinking about upgrading to Enterprise?**

Ron: Where do I begin? If you're the type of person who likes to see reports easily and quickly, there's no excuse. It's right there available to you. Plus, Enterprise is much easier to teach to your counter people since it's in Windows®. It's so easy to use…a click of the mouse, drop down menus… Much different from the old green terminals. Plus, it's so upgradeable. True, it doesn't run on bullet-proof hardware these days, but now you can replace the hardware for less money than you would spend just to fix the old Alpha Micro. With Enterprise, you can scan a customer's driver's license directly to the Customer File. You can paste pictures from dealer websites directly into Item Inventory to show customers what you have available. There's a lot you can do. Enterprise is just a great system to use. I appreciate the simplicity of using Point-of-Rental™ Systems.

Watch Out for that Fee

Discover is now charging $0.50 per transaction for all non-swiped Discover Card transactions. However, the fee is waived if you enter the card verification value. On your Point-of-Rental™ System, you will find the card verification field directly below the credit card number and expiration date on the Credit Card Processing screen. Of course you do not need to enter this information if you swipe the credit card.

Legacy Revision 4.1

If you are using the Legacy Point-of-Rental™ System, but did not receive Revision 4.1 which shipped in November, you are no longer registered on our software support and upgrade list. Call our offices at 1-800-944-RENT if you would like to talk with someone about bringing your system up-to-date.

Welcome to Our New Point-of-Rental™ System Users….

A P Equipment and Rental, Longview, TX
A P Equipment Rentals #2, Mount Pleasant, TX
ABC Tents & Events, North Ridgeville, OH
Ace Rents # 1, Lindon, UT
Ace Rents #2, Orem, UT
Ace Rents #3, Provo, UT
Ace Rents #4, Spanish Fork, UT
A-Coastal Rental Center, New Port Richey, FL
Air Power, Longview, TX
All American Equipment Rental, Tyler, TX
Chatfield Power Equip & Rental, Southbury, CT
Crown Rental # 1, Burnsville, MN
Crown Rental #2, Rosemount, MN
Grand Rental Station , Cornelius, OR
Grand Rental Station, Hackettstown, NJ
Grayco Rentals, Prestonsburg, KY
Grove's Rent Way, Lake Charles, LA
J R Tools & Equipment, Van Nuys, CA
Johnny on the Spot, Longview, TX
Kjar Rental Company, Hanford, CA
L & M Rentals & Equipment, Yreka, CA
Lafayette Rental Service, Lafayette, LA
Mountain Grove Rentals, Mountain Grove, MO
Oldham County Rental, La Grange, KY
Pleasant Valley Ace, Placerville, CA
Rent Equip # 1, Ocean View, DE
Rent Equip #2, Millsboro, DE
Rental City, Vineland, NJ
Roto-Rooter Of Lafayette, Lafayette, LA
Sam's Rental, Woodruff, WI
Totally Party Rental, Lexington, VA
Ventura Rental Party #1, Ventura, CA
Ventura Rental Equipment #2, Ventura, CA
Ventura Rental Equipment #3, Ventura, CA

…And to Those Upgrading from Legacy to Enterprise

Chardon Rental, Chardon, OH
Chester Rental, Chesterland, OH
D & B Rental, Sterling, VA
D J's Rental & Sales, Elk City, OK
F & B Rentals, Santa Ana, CA
Fast Rentals, Pinellas Park, FL
Grand Rental Station, East Stroudsburg, PA
Hum's Hardware & Rental, North Little Rock, AR
Middlefield Rental, Middlefield, OH
Murray's Tool Rental, Columbus, OH

"All too often we take for granted that service is to be expected, especially when we are paying monthly for that right. But as we all know there is service, and then there is service… Again, thanks to such a great staff and you should all be very proud." —Joel Dubin, Controller, Set Stuff, CA

Earl Sherman Celebrates 20 Year Employment with Overland Rentals

On Friday, August 19, 2005, Earl Sherman celebrated his 20th anniversary with Overland Rentals, Inc., the parent company of Point-of-Rental™ Systems. Earl joined the company just three years after the team of former computer programmers opened their first rental store in 1982. By that time, the programmers had realized a great need for practical software to handle the demands unique to the rental business. So they developed Point-of-Rental™ Systems to use in their own store. They knew right away they had a dynamite product that would improve the quality of life of other rental store owners. This meant they would need a manager for their store so they could market the new software. Earl Sherman fit the bill perfectly.

Steve Husbands, part owner of Overland Rentals, reflects on the early days with his business partner, Bob Shaffer. "I needed to go out on the road and do some selling, and we needed someone to manage the store. Bob standing behind the counter was not such a good idea," he quips, "so we hired Earl, and that was the best idea for everyone concerned. He took the burden of the stores off of us. Earl is an easy going guy. He stepped in and did whatever it took to get the job done. He liked the cus-

tomers, liked the equipment, he liked the rental business."

Both the rental store and the software business grew tremendously over the years. In 1996, the company added a second store, and promoted Earl to general manager over both Rental Stop stores. A few years later, Point-of-Rental™ Systems introduced its Windows®-based Enterprise product. As a result, computer sales skyrocketed.

"Then we needed help on the computer side," Steve continues, "so we brought Earl over to take support calls." Earl knew the software extremely well since he had used it for so many years. "He already answered support calls on weekends anyway, so the transition was a natural one."

From there, Earl moved into training customers to use their Point-of-Rental™ Systems. Today, he travels much of the time, training new Point-of-Rental™ System users in their own stores. "Now he's our number one, most productive trainer," Steve says. "He's easy to get along with, and people like him a lot."

"Traveling stinks," Earl says, "but I enjoy the people. It's nice to visit the people and teach them the system, and a lot of people appreciate it."