# To the POINT

*POINT-OF-RENTAL™ Systems, POINT-OF-RENTAL™ Software, POINT-OF-RENTAL™ Enterprise and License Swipe™ are trademarks of Overland Rentals, Inc.*



## Website Hosting Updated

If your store needs a sophisticated web presence and the *only one that interfaces with your Point-of-Rental™ Software,* this is it! Available immediately, this completely re-engineered version has lots of cool features. Introduced in 2000, the original was fine for the time, but things happen fast on the web and eventually it got dated. So, we've collaborated with Techzar Consulting to add the pizzazz.

Your company logo and pictures depicting the variety of your rental inventory make the homepage visually exciting. *Inventory,* complete with *pricing, specifications,* and *pictures,* can *upload* to the site directly from your Point-of-Rental™ database. Visitors can *search* for rental and sale items by *keyword* or *categories*. And, a new *shopping cart option* enables visitors to create their own quote requests and have them e-mailed to your store for follow up.
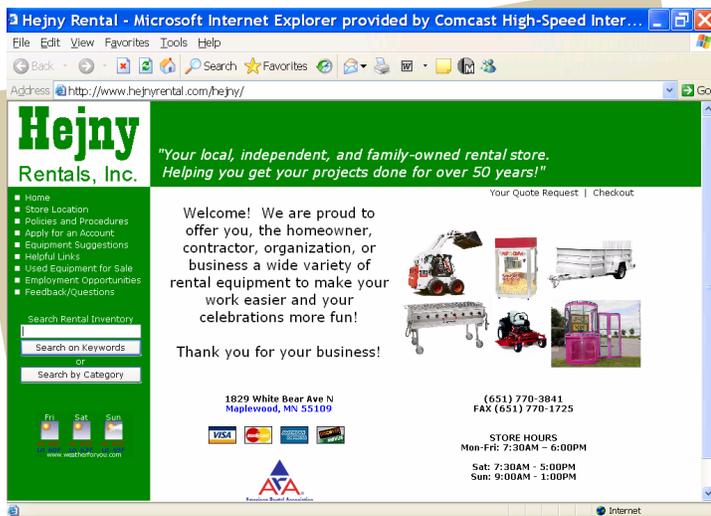
The new sites are already up and running with Hejny Rentals, Inc. in Maplewood, MN being a good example. If we are currently hosting your site it will be converted to the new format. Check it out by clicking on the Website Hosting navigation button at www.point-of-rental.com. From there you can access a demonstration site via the www.rentalhosting.com/demo link. Or, call our office at (800) 944-7368 to have information mailed.

## Sneak Peek!
### What's in Store for January's Enterprise Update

Point-of-Rental™ Systems' Enterprise Revision 9.0 is on the drawing board and already half coded. As usual, you'll find well over one hundred enhancements. Many will be minor additions that are sure to be appreciated, but there will also be several "biggies" to keep us well ahead of the competition.

To whet your appetite, expect a field in the item record for "return to inventory delay." This would be used primarily by party stores to delay the return to availability of dishes and glassware since most of you clean them before renting them

again. But, the field will be in hours so that heavy equipment renters can use it to delay availability for washing off and inspecting big equipment that tends to get dirty. Other cool things include a "drop down" list of job information for a particular customer so that you can easily assign it to a contract. Another "drop down" displays the type of delivery vehicles in your fleet so you can assign the type to be used for the delivery and/or pickup.

It is scheduled to be released in January 2006, just in time for The Rental Show which will be held in Orlando.

### Website Features include:
- An updated look and feel for your home page with logo, pictures, etc.
- Ability to upload your inventory with pricing, pictures and specifications directly from your Point-of-Rental™ System
- A shopping cart visitors use to create a "request for quote" that is e-mailed to your store
- A map with your store location and MapQuest® driving directions
- The current weather and forecast for your location
- A "Rental Policies" section with information like ID and age required to rent, payment methods accepted, deposit policy, definition of a rental periods, overnight and weekend deals, damage waiver, reservations, delivery area and others
- Ability to download and print an Account Application form
- Helpful links, i.e., *Do It Yourself Network* and *Home & Garden Television*
- Suggested equipment for various home projects, i.e., building a deck, moving, texturing a ceiling
- Listing of used equipment for sale
- Listing of current employment opportunities
- A "feedback/questions" button that e-mails customer comments to you without having to endure a blast on the phone or the occasional pat on the back

*© 2005 Overland Rentals, Inc.*

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

## ■ *Use Your Point-of-Rental™ System to Stem Accessory Item Loss*

Frequently renters forget to return accessories and component parts related to rental items.  Examples are wall paper steamers, engine hoists and carpet stretchers.  How many times have you rented these only to find the steamer without the perforator, the hoist without the jack or nine instead of ten stretcher components?  Or, if you rent trucks, how many sets of keys have you lost?  To help solve these problems, use the <oOPEN> or <cCLOSE> display message feature!  For example, if you put <cAsk for the Keys!> anywhere in the Notes tab of an item record, the message "Ask for the Keys!" will display when the counterperson *closes* that item on a contract.

Of course another, and possibly better, way to accomplish this is to add these items to your inventory with rental rates of zero for all the appropriate rental periods.  Then, simply create a kit.  The accessory or component item will print on the contract as a separate line item for zero cost.   If not returned simply don't close that line or do a partial quantity close if appropriate.

## ■ *Understanding Damage Waiver*

In both Legacy and Enterprise, damage waiver percentage is stored in the "dmg wvr:" field of each rental item record.  This is by design since some stores offer damage waiver on some items but not others.  For example, roughly ten percent of Rental Stop revenue is derived from renting trailers.  But, over the years we have learned that the store is better off with a "no damage waiver offered" policy for trailer rentals.  So, trailer records have a blank in the "dmg wvr:" field while most other items have 8.75 in the "dmg wvr:" field.

But, some rental stores offer damage waiver on all of their rental items.  Occasionally we'll get a call from a new user that their "damage waiver percentage isn't correct".  How is that possible?  Suppose the new user offers damage waiver at 10.0% on *all* rental items but adds a bunch of new items and forgets to put the damage waiver percentage in those records?  If one of the new records is rented along with two "old" items, the damage waiver for the contract would obviously be something less than the desired 10.0%!  Tip: If you use the Copy feature when adding a new record, it will copy anything from the "dmg wvr:" field into the new record automatically.

> *"From new customizable management reports to the time saving features for contract writing, Point-of-Rental Enterprise is the complete package. In a whole, the software is giving me the opportunity to spend more time leading my business and less time working in it.  So much so, that I am actually planning a one week family vacation for the first time in years (This is where my wife says thank you)."*
>
> ——Mike Urban
> Consumer Rental
> Mount Vernon, WA

## ■ *Delivery and/or Pickup Item Options*

All delivery/pickup items should have the symbol | (vertical bar) as the first character of their key.  The vertical bar signals the program to automatically display those and only those items whenever the delivery and/or pickup box is "checked" while writing a reservation or a contract.

For accounting purposes, it would be nice to have a delivery item "category," so if you don't have one, set it up via Configuration on the Program Menu then from the sub-menu choose Item Categories.  Other fields should be: *Type*: Sales Item *Qty*: 99999 *Category*: Delivery and then on the Options Tab check box Reservable and Non-taxable (if applicable).

If you base your delivery pricing on ZIP codes, the Item Key should include the ZIP code (i.e. |76018, |76017-LB, |76018-PU).  The system will automatically grab or display the appropriate delivery zones based on the delivery ZIP code.  But, many rental stores charge delivery and pickup fees based on the number of "loaded" miles and the type of vehicle used.  If that describes your store, life will be easier if your delivery items have a "key" that has a | (vertical bar) as the first character followed by "MILE".  The MILE triggers the system to *automatically* query the counterperson for the *number* of miles! TIP:  If you use Enterprise, click on the "Map It" button and MapQuest® will display the number of miles from your location to the delivery point!

For example:

| Key | Name | Qty | Price |
|-----|------|-----|-------|
| MILE-LB | Delivery/mile Low Boy | 99999 | 4.50 |
| MILE-PUP | Delivery/mile Pickup | 99999 | 1.50 |

# Options For Writing Off Bad Debt

It's the nature of the beast. All rental stores in business more than three months have bad debt! Suppose a few weeks before the end of your accounting year you want to clean up the bad debt on your books. We suggest either of the following:

A) Simply "modify" the price of the rent/sale amount(s) of the contract(s) so that the bottom line matches what has been paid. Or,

B) Actually pay off the contract(s) using cash as the form of payment. Then make cash disbursements to match the amount paid. This will fix the cash drawer and "expense" the bad debt. Actually, if you use this method you will probably want to make two disburse-

ments. One for the rental/sale amount that you never got and another for any sales tax. That way you'll know how much is your bad debt and how much the government's bad debt. Depending upon your tax jurisdiction, the tax that you remitted but never actually got may be recoverable. If you use this method you'll have to add Bad Debt and possibly Tax Bad Debt to your disbursements.

If you are an accounting major, you'll want the second method; otherwise you'll probably find the first method more appetizing. Assuming accrual accounting, the big difference between the two is that option A reduces income by the bad debt amount and option B expenses the bad debt.

# Movin' On Up
## Former Legacy Users Embrace Enterprise

Point-of-Rental™ legacy users are quickly moving to our Windows®-based Enterprise product. The combination of the familiar Windows® interface, blazing speed, graphics storage and powerful history features make it compelling.

Except for writing the check, the transition, porting of data and learning curve are all relatively benign. Once you determine all the bells and whistles you want and place the order the following sequence of events is typical:

- You ship us a backup tape or CD of your P-O-R files
- We convert your legacy P-O-R customers, inventory and transactions *including* history to the Enterprise format
- We ship the hardware and ca-

bles to your store
- Train for one day either at our offices or at your location
- You overnight an updated backup tape or CD of your P-O-R files after close-of-business
- We convert the most recent changes to your database to the Enterprise format and update your new system *over the Internet*
- You are up and running!

The total time until you are up-and-running depends on the complexity of the configuration but typically we are ready to make the conversion in three to six weeks from receipt of the order. And, you'll be on Legacy even during the cutover so that you should not have to handwrite even a single contract!

# Legacy Revision 4.1 Scheduled for November

Our Windows® based Enterprise product was introduced in February 2001. At the introduction we promised to continue to update the AMOS (Alpha Microsystems) based legacy product for at least five years. In 2001, legacy revision 3.6 was the current release. Since then, 3.7, 3.8, 3.9 and 4.0 have been shipped. In November, 2005 those on software support will receive revision 4.1. Many enhancements in this release are aimed at providing you with the tools needed to analyze the information your system stores so you can make better inventory buying decisions.

# Just Quit!

*It is important that all of your stores "Quit"* **all** *Point-of-Rental™ programs prior to making your disk backup. If you don't and someone is in a program while the backup is being made, it can corrupt the backup files! Best practice is to quit all programs just prior to running your "Close Drawer for End of Day." Then, after closing for the day, just put the tape in the drive and double click on either the Point-of-Rental™ files only or the complete system backup icon to start the backup. It is also possible to "schedule" your backup to start automatically at a time when your store is presumably closed. Many stores like this feature and have their system set to start the backup at 11:00 PM.*

## We're Growing…

**Check out the "Careers" button at www.point-of-rental.com. We love to hire people that have industry and Point-of-Rental™ System experience.**

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

ABC Equipment Rental & Sales #1, Brunswick Hills, OH
ABC Equipment Rental & Sales #2, Avon, OH
Action Equipment Rental #1, Las Cruces, NM
Action Equipment Rental #2, Las Cruces, NM
Action Equipment Rental #3, Silver City, NM
Action Equipment Rental #4, Alamogordo, NM
All Events Rental, Wooster, OH
Associated Industries, Grand Caymans
BJ's Equipment Rental #1, San Diego, CA
BJ's Equipment Rental #2, San Diego, CA
BJ's Equipment Rental #3, National City, CA
BJ's Equipment Rental #4, Chula Vista, CA
BJ's Equipment Rental #5, Poway, CA
BJ's Equipment Rental #6, Encinitas, CA
BJ's Equipment Rental #7, Ramona, CA
BJ's Equipment Rental #8, Chula Vista, CA
Bullet Rental & Sales, Bend, OR
Buttrey Rental Service, Westmont, IL
Doc's Rental Place, Moncks Corner, SC
Cloverdale Equipment Rental, Cloverdale, CA
Construction Rental #1, Salina, KS
Construction Rental #2, Kearney, NE
Construction Rental #3, Grand Island, NE
Contractor Sales & Rentals, Texarkana, AR
Dalco Companies, Jordan, MN
Delta Industrial Services, Delta Junction, AK
Down To Earth Equipment Rentals, Clarks Summit, PA
Great Plains Rent-All, Ardmore, OK
GSR Party Rentals, Duvall, WA
Hays Rental & Sales #1, El Dorado, AR
Hays Rental & Sales #2, Camden, AR
Hays Rental & Sales #3, Magnolia, AR
Hays Rental & Sales #4, Hot Springs, AR
Hays Rental & Sales, #5, Arkadelphia, AR
I-10 Superior Equipment Rental, Boerne, TX
In and Out Rentals, Alpine, TX
K C & Sons Tool Rental, Pine Grove, CA
Kelly Green Equipment Rental, Culpeper, VA
Lake City Equipment & Event, Hayden, ID
Longhorn Equipment, Buda, TX
Loudon County Rentals, Lenoir City, TN
Magnolia Rental & Sales #1, Oxford, MS
Magnolia Rental & Sales #2, Batesville, MS
McNeely's Store & Rental #1, Sapphire, NC
McNeely's Store & Rental #2, Cashiers, NC
McNeely's Store & Rental #3, Franklin, NC
Millers Equipment & Rent All, Edmonds, WA
Monroe General Rental Center, Tannersville, PA
Party Rentals Unlimited, Winter Haven, FL
Pinedale Rentals, Pinedale, WY
Prior Lake Rental, Prior Lake, MN
R & R Rental, Park Rapids, MN
Rental Solutions, Jackson, GA
Superior Rents, Bolivar, MO
Superior Rentals, San Diego, CA
Yardwork Sales & Service, Walpole, NH
The Party Place, Medford, OR
The Rental Store, Neosho, MO
The Trailer Rental Group, Wellington, FL
Tri-Lane Rentals, St. Mary's, GA
Zonal Tools, Houston, TX

## …And to Those Upgrading from Legacy to Enterprise

A to Z Rentals & Sales, Huntington, WV
A to Z Party Rentals, Salem, OR
All Purpose Rentals, Toledo, OH
Beaver Bark, Richland, WA
Cobb Rental Service, Marietta, GA
Equipment Rental & Sales, Lancaster, SC
Fallbrook Equipment Rentals, Fallbrook, CA
MBA Leasing, Inc., Indianapolis, IN
Ocean Beach Equipment Rentals, Ocean Beach, CA
Pleasanton Party Rentals, Pleasanton, CA
Root Rents #1, Caldwell, ID
Root Rents #2, Nampa, ID
Yucca Rentals, Yucca Valley, CA

*More unsolicited cheers for Enterprise include...*

*"Thanks, the system is AWESOME!"*
—-Gordon Wardell, Fast Rentals, Pinellas Park, FL

*"Thank You!!"*
—-Keith Clack, Cobb Rental, Marietta, GA
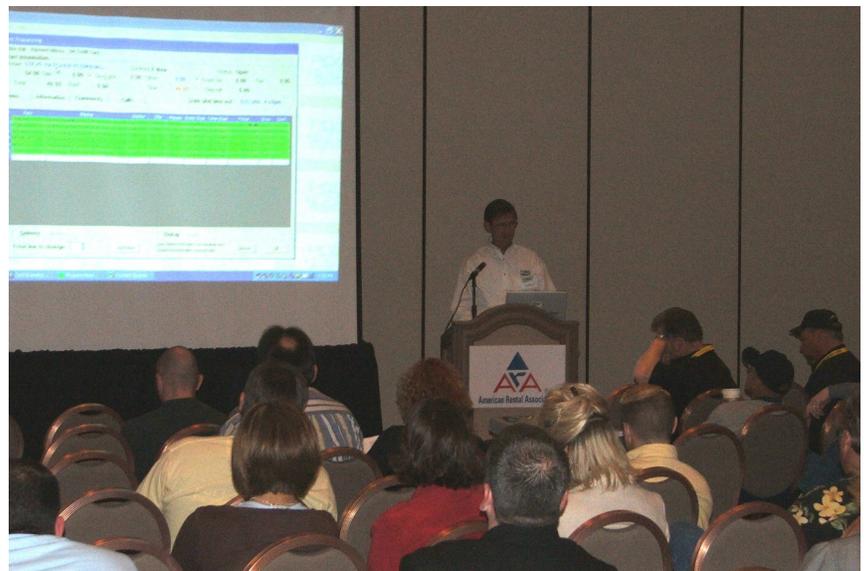


## Annual Training Seminar Well Attended

The annual Point-of-Rental™ System training seminar held at The Rental Show (ARA) was well received. Nearly 70 members of the user community attended the session on a Sunday afternoon at the Mandalay Bay Convention center. What's more surprising is that only two exited prior to the end of the five hour lecture-style meeting and no one was caught napping!

## ALERT!
### Possible Daylight Savings Date Change

Although not currently law since the president hasn't signed off on it at press time, more than likely, daylight savings time will end in 2005 on the first Sunday of November instead of the last Sunday of October! Usually this has no effect on your system because Windows® automatically knows when the start and stop dates are….. except of course if politicians get involved. So, just a word of caution, until Windows® can adjust to the new political order, you may have to manually set your system ahead one hour in October (because Windows® wasn't consulted) and back one hour in in November (because we pay politicians to think up this stuff). Go figure!