

To The Point

A Publication of POiNT-of-RENTAL™ Systems

July—December 2003

Point-of-Rental™ Systems' Enterprise Revision 7.0 Promises to Be Most Extensive Update Ever!

Record Detail

Options History

| Personal Information | | Phone Numbers | |
|--------------------------------------|-------------------------------------|------------------------------|--|
| key: DIVERSAFILE | dl no: 8176400800 | primary: 817 640-0800 | |
| name: DIVERSAFILE, LLC | dl expire: | work: | |
| address: 721 111TH STREET | birthdate: | mobile: | |
| address: | ss no: | fax: 972 556-2311 | |
| city, state: ARLINGTON, TX | employer: | alternate: | |
| zip: 76011 zip+4: 1538 | email: pam@diversafilear.net | | |

| Information | Account | Authorized | Calls | |
|--------------|--------------------------|------------|----------------|--|
| Calls | | | | |
| Number | Date | Contract | Operator | Notes |
| 1944 | 6/19/2003 10:54:08 AM | | HUSBANDS, STEV | MELANIE, PAM CALLED TODAY AND SAID YOUR CHECK IS IN THE MAIL!! |
| 1848 | 6/11/2003 8:43:27 AM | 500657B | HOWE, MELANIE | System Message: PAYMENT OVERDUE LETTER GENERATED |
| 1943 | 6/9/2003 3:46:49 PM | | HOWE, MELANIE | TALKED WITH PAM AND TOLD HER WE GOT THE CHECK FOR 131204 (\$516.10) BUT NOT FOR 129101 (\$2345.19). SHE SAID SHE WOULD CHECK IT OUT. |
| 1824 | 6/9/2003 8:39:04 AM | 500657A | HOWE, MELANIE | System Message: PAYMENT OVERDUE LETTER GENERATED |
| 1942 | 6/4/2003 11:43:38 AM | | HOWE, MELANIE | TALKED TO PAM ABOUT CONTRACTS 129101 AND 131204 BEING OVER 60 DAYS....SHE SAID SHE WOULD PAY THEM BOTH TOMORROW. |
| 1685 | 5/21/2003 10:21:41 AM | 500657 | HOWE, MELANIE | System Message: PAYMENT OVERDUE LETTER GENERATED |

Get Picture Map It OK Cancel

Revision 7.0's Customer Record is chock full of new fields and tabs to keep better records for your business!

You won't want to miss out on this latest Point-of-Rental™ software update. Enterprise Revision 7.0 will be distributed in August 2003. It is currently being "beta" tested at the two rental stores owned by our parent company and at several other stores. Feature wise, Revision 7.0 is the most extensive update since P-O-R started developing rental management software in 1982. In fact, it takes ten typed pages just to list all the enhancements in the Quick Summary section of the release notes.

One of the first things you'll notice is that the Customer record

has been enhanced with many new fields including: driver license expiration date, second address line, tax exempt number, tax exempt expiration date, insurance policy number, insurance policy expiration date. It is further enhanced with three new Tabs: Information, Authorized, and Calls. The Account Tab introduced in earlier versions has also been enhanced with new fields such as Bill to:, Contact, Address and Phone Number.

The Authorized Tab can store hundreds of names and driver license numbers. If store manage-

ment wishes, they can force their

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Revision 7.0 Features, Continued

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counter personnel to verify that the person renting is actually authorized based on their driver license number. The Calls Tab can be used to store details of telephone calls made to the customer requesting the return of your equipment and to record details of dunning calls (see insert) made when trying to collect on an account.

“Clone contract” is a new menu item on the Counter System Main Menu. This feature makes it easy to fetch a contract from history and presto...convert it into a reservation!

Stop rental time has been enhanced to automatically assign a call number and record it in the call log. You can also enter notes specific to the pickup. The kit feature has been enhanced with new features and it displays better to your counter personnel.

For our business analysis users out there, you'll be interested in a new report titled “Income Trend.” Specify up to four time periods, such as month, quarter, or year and the report will provide income trends (including the negative ones) for inventory items.

The “Item Availability” option on the Counter System Main Menu has two new features. Under the “Tool” label at the top of the screen you'll find “check all overbooks” and “deliveries and pickups.” If you click on the “check all overbooks” a screen will come up listing any items that are currently overbooked. If the item is in yellow, it is a “soft” overbook meaning that items that are due to come back that day are sufficient to fill orders that are going out later that same day. Although not technically overbooked, a “soft” overbook indicates that something due to be returned or picked up earlier better come back at that time or you are going to have a problem.... so, those item(s) are displayed in yellow. Items displayed in red really are overbooked!

Clicking on the “deliveries and pickups” option will display a screen listing the number of these for each day for the next four weeks. By placing the

Tips & Hints

Enterprise Software (Revision 7.0)

Quick Buttons... Many of you refill propane tanks. On a busy refill day maybe you do it 20 times! If you do this or anything else that repeats the same transaction frequently you should look into programming a Quick Button. Up to ten Quick Buttons can be programmed... and it's easy! Get to the Counter System main menu and left click on Quick Buttons. Select from the drop down menu Quick Button Setup. After entering a valid Password a window will be displayed with the ten Quick Button Tabs. Select the first Tab, then enter in the Button Name, Description, Customer Key up to ten items that should be automatically on the contract for that button. You'll get the hang of it quickly.... If not, look in the Release 7.0 Reference Manual on page B-10.

List Sort Options... Many listings that display on P-O-R screens can be sorted by left clicking on the blue color heading of the data you want sorted. For example, in File Maintenance if you go into Items then under the History button and choose Transaction History, a listing of all contracts written for that item will display sorted by contract number. The listing can be resorted by customer, date out, date in or price by simply clicking on the column heading!

cursor over any date and clicking on the left mouse key, you can “drill down” to display all the contracts to be delivered and/or picked up that day.

Over ninety other enhancements include little things like “Who is in.” When you click on it, anyone “clocked-in” will be displayed. Then you can try

to find where they are hiding!

As you're probably beginning to see by this brief summary, enhancements of all kinds are packed into Revision 7.0. You'll find that, whether major or minor, they all make *big* improvements in the day-to-day functions of your rental business.

Quantity Overlap Feature Enhanced

In Point-of-Rental™ Systems' Enterprise Revision 7.0, another inventory analysis tool is available. You can now “quantity overlap” different items simultaneously! To try it, select Analysis Reports on the Program Menu and then select Item Quantity Overlap. A neat feature is that you can now not only

evaluate like items but also similar items. For example, suppose you rent a bunch of big rear tine tillers and some are belt drive while a few are hydraulic. By using the new Quantity Overlap, you can now select only the belt drives units, only the hydraulic units, or all of them collectively!

Printing Tips for your Lexmark Laser

If you are using a Lexmark laser printer model 320/321/322 or 323 and it runs out of paper *during a print job*...read on because this tip can save you a lot of hassle! As usual, these printers stop printing once all the paper in the tray is used. But, to get back in business, simply fill up the paper tray then if using the 320 or 322 push, but *do not hold down*, the “To Reset” button.

The printer will then continue the print job in progress. NOTE: If you hold down the “To Reset” button for three seconds or more it will “reset” the printer and the print job will be lost!

If you have a model 321 or 323 after loading the tray, pushing on the “Continue” button will print the rest of the job.

OH, CANADA! Business Snowballs in Canada

Point-of-Rental™ Systems can be found on rental counters not only across the oceans from Hawaii to South Africa, but now also across the border, serving our northern neighbors! Our first Canadian installation was at Muskoka Rent-All in Huntsville, Ontario, pictured at right. The owners of Muskoka Rent-All wanted a Windows® Server based solution for their business. They looked at many systems over the years and resisted computerization until discovering Point-of-Rental™. Once our expert programmers had successfully modified the Point-of-Rental™ System to handle Canadian currency and tax laws, a new world of possibilities opened up and we soon began receiving more calls from Canada.

In many parts of the world such as the UK, Australia, New Zealand and sometimes in Canada, “Rental” is known as “Hire.” So, when Canadian Tire first called our offices to inquire about our software, of course we presumed it was Canadian Hire calling. But, as often happens... we were wrong! It was Canadian Tire Corp., Ltd. calling and they were not interested in tire rental software.

If you travel to Canada often or have ever lived there you know Canadian Tire is a big company. In fact there are over 450 Canadian Tire dealerships throughout Canada and many of them (see picture) are as large as the Target, Sam’s, and Wal-Mart stores in the U.S.! Besides selling and installing tires, these stores have large automotive, tool, electronics, garden & patio, and sports & recreation departments. And...in three stores they now have rental departments that rent everything from croquet sets to jackhammers with their P-O-R Enterprise software.

According to the www.canadiantire.com web site, the beginning of Canadian Tire can be traced back to 1922



Muskoka Rent-All, above, and Canadian Tire, below, join P-O-R Systems



when two brothers, John and Alfred Billes took \$1800 in savings (Canadian presumably) and bought Hamilton Tire and Garage Ltd. in Toronto. In the early days, a significant part of their earnings came from renting out “parking spaces” in their heated garage, which was “a necessity in those days if a car was to start on a cold morning.” So, in a sense...these new rental departments are a return to the company’s “rental” roots. But now, of course they have the modern ease of their Point-of-Rental™ System!

Welcome to Our New POINT-of-RENTAL™ System Users!

MUSKOKA RENT ALL, Huntsville, ON Canada
 CELEBRATION PARTY RENTAL, Mabank, TX
 BIG AL'S RENTAL CENTER, Annadale, MN
 FIVE STAR RENTALS, Comfort, TX
 FIVE STAR RENTALS #1, Kerrville, TX
 FIVE STAR RENTALS #2, Kerrville, TX
 RENTAL SOLUTIONS, American Canyon, CA
 OK RENTALS, Darby, PA
 MOLALLA TRACTOR, Molalla, OR
 THE PARTY STORE, Albany, OR
 YUCCA RENTALS, Yucca Valley, CA
 SOUTHPORT TOOL RENTALS, Southport, NC
 BLACK MOUNTAIN RENTAL, Alpine, WY
 HINCKLEY RENTAL & SALES, Hinckley, MN
 AAA RENTAL, Pequot Lakes, MN
 CELEBRATION STATION, Weatherford, TX
 CANADIAN TIRE, Toronto, ON Canada
 CANADIAN TIRE, Lindsay, ON Canada
 CANADIAN TIRE, Belleville, ON Canada

CANADIAN TIRE, Kingston, ON Canada
 R & R RENTALS, North Bend, WA
 L & D RENTAL, Gouldsboro, PA
 TAYLOR RENTAL CENTER, Okeechobee, FL
 DEAN'S RENT-ALL, Brownsburg, IN
 BEST RENTS PARTY RENTALS, Bakersfield, CA
 BEST RENTS PARTY RENTALS, Clovis, CA
 A-1 RENTAL, Rexburg, ID
 A-1 RENTAL, Idaho Falls, ID
 TED'S RENT-IT CENTER, Hagerstown, MD
 A-1 MINNETONKA RENTAL, Navarre, MN
 CROW RIVER RENTAL, Rogers, MN
 FARMERS POWER EQUIP & RENTALS, Boone, NC
 GROVE RENTAL, Bedford, NH
 DEANGELIS RENTALS, Sayville, NY
 WELLMAN RENTAL & SUPPLY, Perrysburg, OH
 ALBANY RENTAL, Albany, OR
 A & E EQUIPMENT RENTALS, Honolulu, HI
 ACECO EQUIPMENT, Lompoc, CA



Visit Us at These Upcoming Trade Shows:

California Rental Association Annual Convention

Las Vegas, NV

October 14-16, 2003

Northwest Rental Conference

Portland, OR

October 19-21, 2003

Ontario Regional Trade Show

Niagara Falls, ON

January 14, 2004

The Rental Show (formerly ARA Convention)

Atlanta, GA

February 26-29, 2004



Point-of-Rental™ System Goes Hawaiian

A Point-of-Rental™ System was recently installed at A & E Equipment Rentals in Honolulu, HI. A & E specializes in renting lifts. P-O-R replaced a competitor's antiquated UNIX system with our Windows® 2000 Server based Enterprise software. P-O-R now has systems in 45 states, Canada and South Africa! Lucky Earl Sherman got to train the Nagatoshi family.

Looking for a Career Change?

We're looking for one or two representatives to demonstrate the Point-of-Rental™ System to rental storeowners in various parts of the United States. If you have used Point-of-Rental™ for a least two years and know the operations of a rental store from counter...to shop...to back office, give Steve Husbands or Bob Shaffer a call at 800-944-7368.

point-of-rental.com

See how your store can have a website designed by our award-winning team of experts. Go to our site at www.point-of-rental.com and click on Web Option.

Taylor Rental Centers of Webster & Whitesboro, NY Upgrade to Enterprise

David Bardusch, owner of two Taylor Rental Centers, has high praise for Point-of-Rental™ Systems' Enterprise Software after upgrading recently from Legacy. His two stores are 140 miles apart and communicate over the Internet. David's comments don't come lightly. This is the fourth rental management system his business has tried. Here is what he had to say:

"The performance of Point-of-Rental's™ Enterprise is awesome. Our counter people can get answers in a fraction of the time that other systems took. We can do several tasks at one time on one terminal with ease. Enterprise's speed, efficiency, and user friendliness are outstanding." —David Bardusch, owner, Taylor Rental Centers, Webster and Whitesboro, NY

From Lumber Yard to Rental Yard

One of our new Point-of-Rental™ Systems users is OK Rentals in Darby, PA. OK Rentals used to be a lumberyard. In fact it started business in 1957. But, in 1996 Home Depot opened a few miles away and lumber sales were impacted immediately. No problem! Owner Ron Scoleri just got out of wood and into rental. And...a busy place it is! Former lumber customers now visit OK

to rent the tools and equipment they need to do their jobs.

Darby, PA borders Philadelphia. Some areas of Philadelphia still use electric trolleys; in fact, every few minutes a trolley runs right past OK Rentals (see insert). So, if you're on a Philadelphia trolley and the guy sitting next to you is carting a sewer snake... you'll know where he rented it!

OK Rentals in Darby, Pennsylvania, is located in the Philadelphia metropolitan area.

