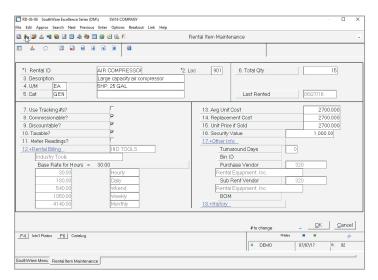## Service Management

Do you struggle to handle transactions that involve both rentals and sales? Are you unsure about where all your items are, when they're scheduled for rental, and whether you're making money on them? SouthWare's Rental Department gives you a complete system to process the pricing, renting, tracking, and management of your rental contracts and inventory.

Benefits

- Quickly create a rental contract from any SouthWare billing entry program

- Add inventory items, services, or other types of line items handled by the billing entry program to a rental transaction

- Track availability and scheduling conflicts for each rental item

- Identify items that are past due for return

- Handle various rental pricing structures - automatically determine which rental unit (hours, days, weeks, etc.) to use for each rental transaction

- Track rental items by specific tracking number or by quantity only

- Easily rent and analyze kits or combinations of items via inventory/control standard bills and kit codes

- Handle special commission and taxing override situations

- Transfer rental inventory between locations with the option to treat as sub-rentals for additional control

Rental Department is designed as an add-on module to SouthWare's Inventory Control, which makes it an ideal solution for the business that both rents and sells items. You can sell resale items and rent rental items in the same bill, and your invoices for rental contracts flow into the normal invoicing process history and reporting options available for other SouthWare invoicing products. And if you service your equipment, SouthWare's Service Management modules integrate to give you a complete sales/rental/service solution.

Extensive Rental ID Database

- Rental ID can be linked to sales and service
- Multi-location option
- Base rate for rental table
- Serial number tracking option
- Cost / value / price info
- Other info such as bin location, turnaround requirements
- 5-year period history totals

Comprehensive Transactions

- Rentals, sales, and service in single transaction
- Option to sell or exchange rental items
- Streamlined entry
- Allows different rental period for each item on a contract
- Option for long-term contracts with periodic billing
- Delivery/pickup option

Integrated Billing

- Incorporated in SouthWare invoicing
- Integrated rental/sales invoice history

Flexible Pricing

- Rate structures and rate tables
- Up to 10 units/rates per table
- Multipliers or flat amounts
- Optional minimums and rounding options
- Option for automatic best price
- Grace period
- Cut-off times and weekend pricing

Inquiry and Reporting

- Rental ID and tracking number inquiry
- Rental contract inquiry
- Numerous management reports including contract status, revenue, return on investment, item analysis, etc.

Integration with SouthWare Excellence Series™

- Share locations and product categories with inventory / sales
- Use service management to track repair costs and history for rental

Types of Rental Situations you can handle include:

- Creating a rental transaction from any SouthWare billing entry program (order entry, POS, service, or A/R invoicing)
- Checking the scheduling availability for any item - automatic tracking to help identify item's location and recognize conflicts in scheduling
- Selling supplies with a rental
- Using standard bills to easily enter package or kit combinations of rental items, sales items, and text
- Selling a rental item
- Doing periodic billing on a long-term rental
- Requiring security deposits
- Charging the best rate for the rental period of time
- Printing the contract form for a rental

Scheduling

- Automatic tracking of availability
- Calendar view to schedule future rentals
- Notification of scheduling conflicts