

# OnRent eCommerce for OnRent Go Key Functionality Summarised

The purpose of this document is to summarise the features available within OnRent eCommerce for OnRent Go.



OnRent eCommerce is a cloud solution that allows for cash and account customers of the business to rent online. OnRent eCommerce is available as an optional add-on, pre-integrated component of the OnRent Go suite.

## Overview

OnRent eCommerce allows businesses using OnRent Go to create an online trading capability for their cash customers and account customers. Customers may log on and request rental reservations online.

### Upon completion:

- The reservation is created as a quote in OnRent Go. Further processing is required in OnRent Go to move the quote to the next stage, take payment, invoice in line with the OnRent Go processing rules.

In this instance, a quotation will be created within OnRent Go upon completion of the web request. The customer will then be contacted by depot staff, who will confirm the quotation and convert it to an order for onward processing within OnRent Go. Cash customers will then settle the transaction.

Where an order contains a mixture of items that are to be purchased together with a rental quotation, this will be submitted to OnRent Go and the cash customer will be invited to settle the entire transaction when contacted by depot staff. Trade customers will settle their account in the normal manner, as outlined above.

Data will be transferred between OnRent Go and OnRent eCommerce as outlined in this document. Data creation and edits may also be undertaken directly within OnRent eCommerce as described within this document.

## Data Export

A data export facility from OnRent Go to OnRent eCommerce is available, which exports a number of data elements, including:

- Products
- The standard rental rates and selling prices that are on offer to the OnRent eCommerce user
- The stock levels per depot of sales items
- The Sales Ledger account customers and Cash Customers

The OnRent Go integrations page contains a sync button which is used to create the above data which is uploaded to OnRent eCommerce at scheduled intervals to the OnRent eCommerce servers. It is recommended that this should be actioned at least daily.

Live interfaces between OnRent eCommerce and OnRent Go can also occur.

Special rental rates must be configured within OnRent Go to allow this account specific pricing to be applied when a customer account logs in to OnRent Go eCommerce.

## Actions

The OnRent eCommerce user can search for rental or sales items using the auto-suggest search or browse through the hierarchy to select them. The user can also select the rental start and end dates when adding to the basket.

## Rental Quotations

Rental quotations are created if the user submits an order from OnRent eCommerce with:

- Rental items only, or
- A mixture of rental and sale items

These come through as reservations only, and payment cannot be taken for these transactions on the site. The customer will be invited to pay when contacted by depot staff.

To request a rental reservation, the customer must register or log in to their account. Guest checkout is not supported for these transactions. For traceability, a new cash customer will be created for these orders if the account is not associated with an existing email ID.

The rental rates leading period (for example, \$250 per week) are displayed on the product page, together with any rate breakdown, e.g.:

- 1 Day: \$100
- 2 Days: \$175
- Per Week: \$250
- Subsequent Days: \$50

## Sales Orders

Sales orders are created when the user submits an order from OnRent eCommerce with sales items only.

Stock availability for sales items can optionally be displayed. Additionally, stock levels can be broken down by depot when using click and collect.

Where the basket contains sales items only, no payment is taken. This creates an Order in OnRent Go and it is expected that depot staff follow up to confirm and take payment before goods are shipped.

No further amendments may be made to the order within OnRent eCommerce once submitted. The order will be posted to a cash account within OnRent Go.

All orders entered and submitted by trade customers will result in a sales order being placed against the customer's account within OnRent Go. The order will then be processed and completed within OnRent Go and the invoice raised.

If the basket is selected to be delivered, appropriate delivery charges can be added using the delivery matrix available within OnRent eCommerce.

Associated accessories, whether mandatory, safety, optional or kit item accessories, will be displayed and can be selected and added to the basket subject to pre-configured rules set within OnRent Go.

For sales items, the running total of items in the basket is calculated and displayed. The rate totals between rental start and end dates are not calculated and displayed in the basket.

## Registered Customer Capabilities

A registered customer will be able to:

- Reload saved baskets
- View their completed orders

## OnRent eCommerce Features

### Brochure Mode

Can be enabled within OnRent eCommerce. When active, this hides prices for all viewers except those who have an account linked by the OnRent eCommerce administrator. Users can browse items but not purchase them or see prices until approved and logged in.

### Home Page Customisation

The home page is customisable and allows text and other details to be added. Product lists (e.g., featured products) and product images can also be added.

### Images

Product images can be associated with products by uploading them into OnRent Go, these are subsequently synced with OnRent eCommerce.

### Attachments

Files such as PDF instructions or YouTube links can be associated with products by uploading them directly into OnRent eCommerce.

### Analytics Dashboard

The in-built sales analytics dashboard allows sales values captured within OnRent eCommerce to be viewed. Daily, weekly and historical monthly sales values are displayed.

### Admin Messages

Authorised administration users can create messages displayed for all customers or targeted to specific accounts. Messages can also be set to expire.

### Static Page Editor

Allows creation of pages to be added to the OnRent eCommerce site. Site navigation menus can also be created and managed.

### Google Analytics Integration

Optional integration with Google Analytics provides site performance data, including traffic insights.

### Delivery Charges

The default delivery charge in OnRent Go can be mapped to OnRent eCommerce. This allows a placeholder delivery charge to be created alongside an order, with the actual delivery charge to be confirmed by depot staff prior to converting the order.