



WebPro for inspHire Office – Key Functionality Summarised

The purpose of this document is to summarise the features available within WebPro for inspHire Office edition.

WebPro is a cloud solution that allows for guest, cash and account customers of the business to shop online. WebPro is a pre-integrated component of the inspHire Office suite.

Overview

WebPro allows businesses using inspHire Office (inspHire) to create an online trading capability for their cash customers, account customers or consumers. Customers may log on and purchase goods (sales items), or they may register as a guest only. Upon completion, cash customers can settle the transaction via Paypal. Trade customer orders will be placed against their account and settled, or paid within inspHire, as per any other invoices and in line with inspHire processing rules.

In addition, customers may register a rental/hire contract estimate (estimate) on the website. In this instance, an estimate will be created within inspHire upon completion of the web request. The customer will then be contacted by branch staff, who will confirm the estimate and convert to an order for onward processing within inspHire. Cash customers will then settle the transaction.

Note that where an order contains a mixture of items that are to be purchased, together with a hire contract estimate, then this will be submitted to inspHire and the cash customer will be invited to settle the entire transaction when contacted by branch staff. Trade customers will settle their account in the normal manner, as outlined above.

Data will be transferred between inspHire Office and WebPro as outlined in this document. Data creation and edits may also be undertaken directly within WebPro described within this document.

A data export facility from inspHire to WebPro is available, which exports a number of data elements, including:

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

The inspHire Sync Tool is used to create the above data as a CSV file and upload it at scheduled intervals to the WebPro servers using SFTP via the KCS Security Gateway. It is recommended that this should be actioned at least daily.

Live interfaces between WebPro and inspHire can also occur. Special hire rates or discounted sales items prices must be configured within inspHire to allow this.

Actions

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

- **Hire Contract Estimates** - are created if the user submits an order from Webpro with hire items only on it, or an order with a mixture of hire and sale items on it. These come through as reservations only, and payment cannot be taken for these transactions on the site, the customer will be invited to pay the transaction when contacted by branch staff. To request a hire 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 e-mail id.

The hire rates leading period (the 100% rate, for example, which could be £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, Subs Days £50.

- **Sales orders** - are created when the user submits an order from WebPro with sales items only on it. Stock availability for sales items can optionally be displayed. Additionally, the stock levels can be broken down by depot when using click and collect.

Where the basket contains sales items only, and the customer is a cash customer or guest account, they can select the PayPal checkout to approve their payment. After that, they will be redirected in turn to WebPro to finalise and pay for their order. Note that no further amendments may be made to the order within

inspHire Summary factsheet

Webpro once submitted. The order will be posted to a cash account within inspHire.

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

If the basket is selected to be delivered, appropriate delivery charges can be added to the order using the delivery matrix as available within WebPro.

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 inspHire.

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

A customer, when registered will be able to:

- Reload saved baskets
- View their completed orders
- They may create and maintain their own wish lists

WebPro Features

- **Brochure mode** - this can be enabled within Webpro. When active, this will hide prices for all WebPro viewers except for those who have an account linked to them by the WebPro administrator. This allows the users to browse the items but not purchase them or see prices until the company has approved the account.
- **Home page customisation** - the home page of the WebPro site is customisable and allows for text and other details to be added. Product lists, such as featured products, may also be added to the home page, together with product images.
- **Images** - product images can be associated with the products within WebPro by uploading the product images.
- **Payment** - the WebPro integration for online payments supports PayPal, and a PayPal merchant account is required to use this functionality.
- **Attachments** - attached files can be associated with the product (PDF instructions, links to YouTube videos etc) by uploading them directly into WebPro.
- **Analytics dashboard** - the in-built sales analytics dashboard allows for sales values captured within WebPro to be viewed. Daily and weekly sales values are displayed, as are those from previous months.
- **Admin messages** - administration users, i.e. those authorised to access WebPro configuration options, are allowed to create messages that can show for all customers on the site, or be targeted to be displayed for specific accounts only. The messages can also be set to expire after a certain time.
- **Static page editor** - the static page editor allows the creation of pages to be added to your WebPro site. Site navigation menus can also be created and managed by administration users.
- **Google Analytics integration** - optional integration with Google's Analytics package provides a view of data related to site performance, including traffic.
- **Delivery charges** - delivery charges can be set within the site by region, and postcodes can be included or excluded as required. It is also possible to set a minimum charge/weight that can be applied to a specific day of the week. Products can be included or excluded from delivery charges based on product code or product category i.e. if a product contains hazardous materials and therefore attracts a special delivery charge.
- **Reviews** - guests can optionally leave reviews against products.

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