RentalPoint Shortage Resolution

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1. The Shortages Grid

- When a booking is saved that contains shortages, an entry is added to the Shortages grid.
- From the Shortages grid right click on the booking and select Shortage Resolution
- Entries in the Shortages grid are cleared when they are no longer short.
- The Shortages grid will not display shortages for bookings with a Warehouse Out date earlier then today's date.

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2. In order to Resolve Shortages there are several resolutions available.

1. Either substitute the unavailable item with another product
2. Remove the item from the booking,
3. Cross Rent the item
    a. i.e. rent/hire from an outside source to temporarily supplement your own inventory
4. Purchase a new item into stock
    a. i.e. purchase equipment that is to be added to your inventory permanently.
5. Multi location transfer equipment in.
    a. Can also be access outside of Shortage Resolution, see more details here http://rentp.com/KnowledgebasePDFs/Location%20Transfers.pdf
6. Mark an Item for Quick Turnaround
    a. The Quick Turnaround option adds a **Prep Qty** column and a **Quick Turnaround** column to the equipment grid of a booking. Prep Qty designates the number of items that will be returned within the prep time of the booking. Quick Turnaround can be entered by the operator and it represents the number of items that will have a shorter prep time.

    b. Quick Turnaround lines will display in the Shortage grid highlighted in light green. A new scope on the Shortage grid will hide or display the Quick Turnaround items.

    c. **Operational #88 – Enable Preparation Time** and **Operational #6 – Quick Turnaround** must be activated to use this functionality.

All of these options can be accessed and used right within the shortages grid, via shortage resolution. RentalPoint also facilitates a 'suggestion' option for resolving shortages. See item 4 for further details.

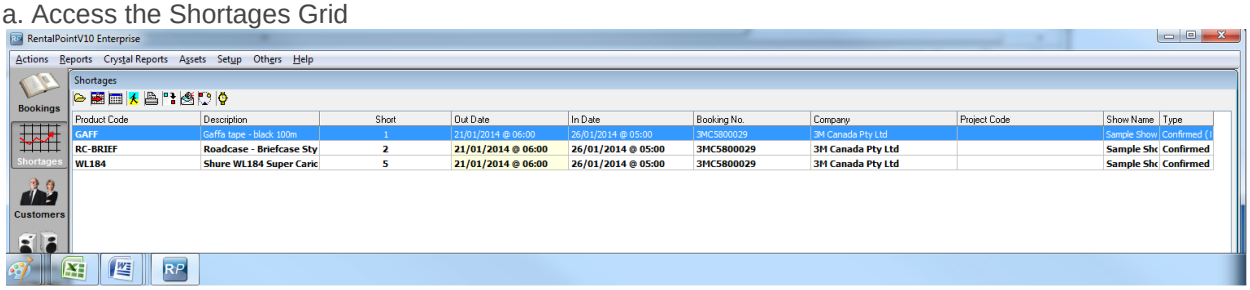
Entries in the Shortages grid are cleared when they are no longer short
The Shortages Grid will not display shortages for bookings with a Warehouse Out date earlier than today's date.

Shortage Resolution

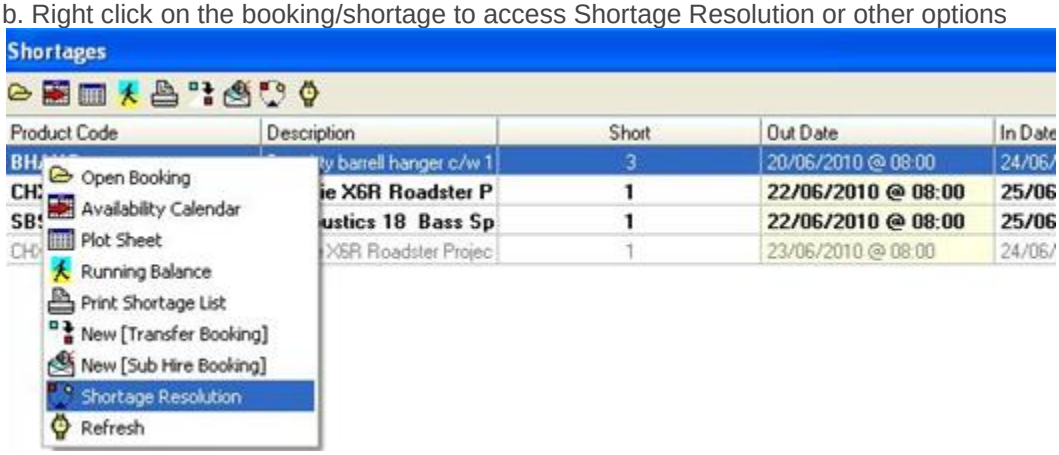
3.

This feature combines a few smaller features into one screen.

a. Access the Shortages Grid

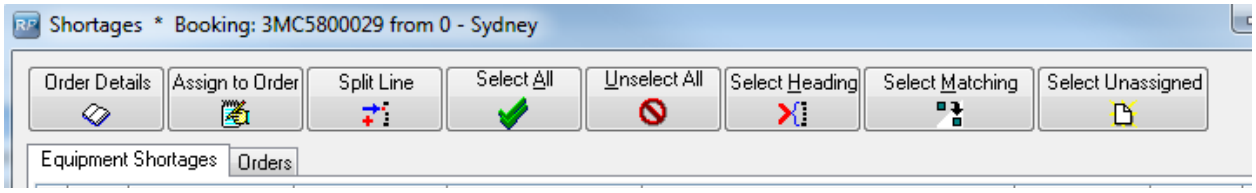


b. Right click on the booking/shortage to access Shortage Resolution or other options



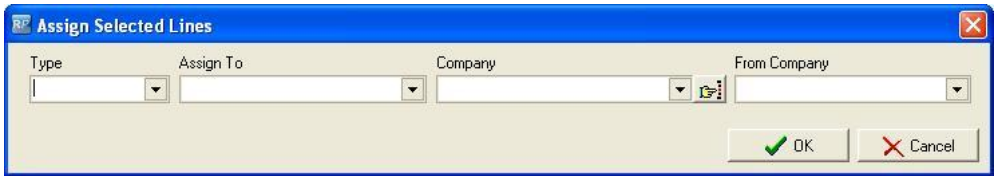
c. **To view existing Cross Rentals or Purchase Orders**,

Highlight the affected line and click the Order Details button.



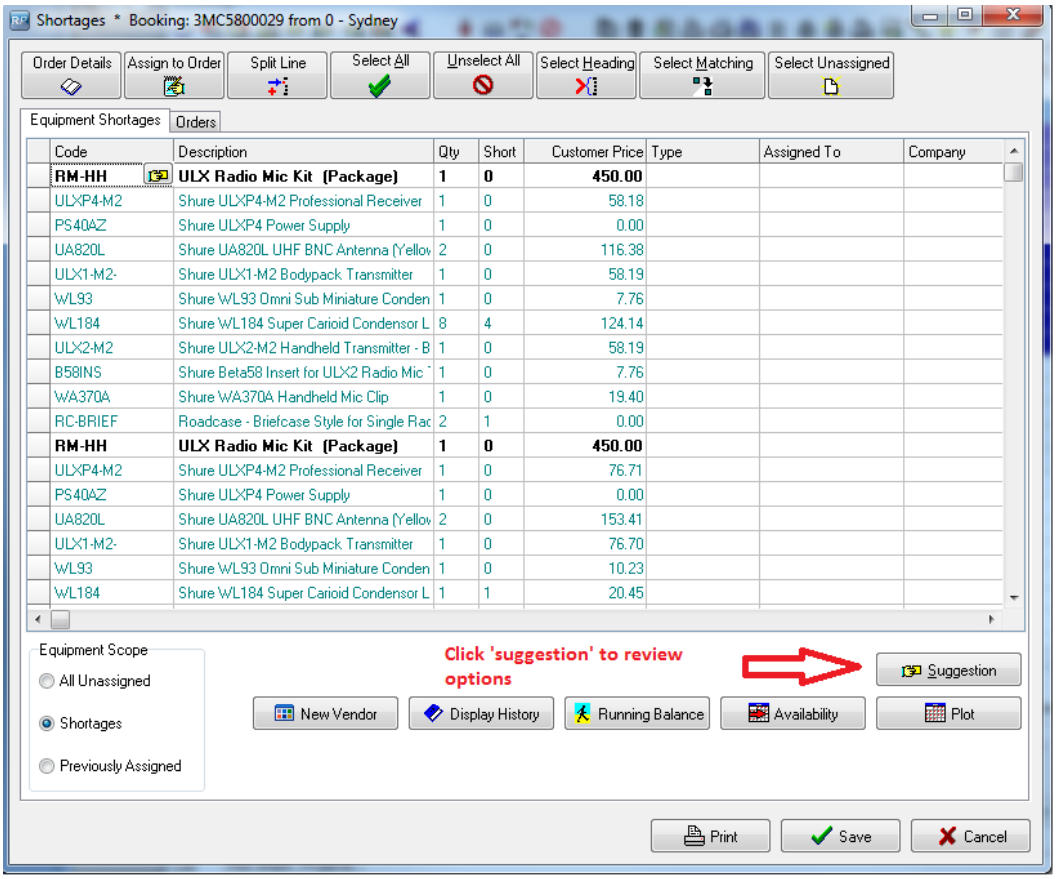
d. To create a Cross Rental, Purchase Order or Transfer

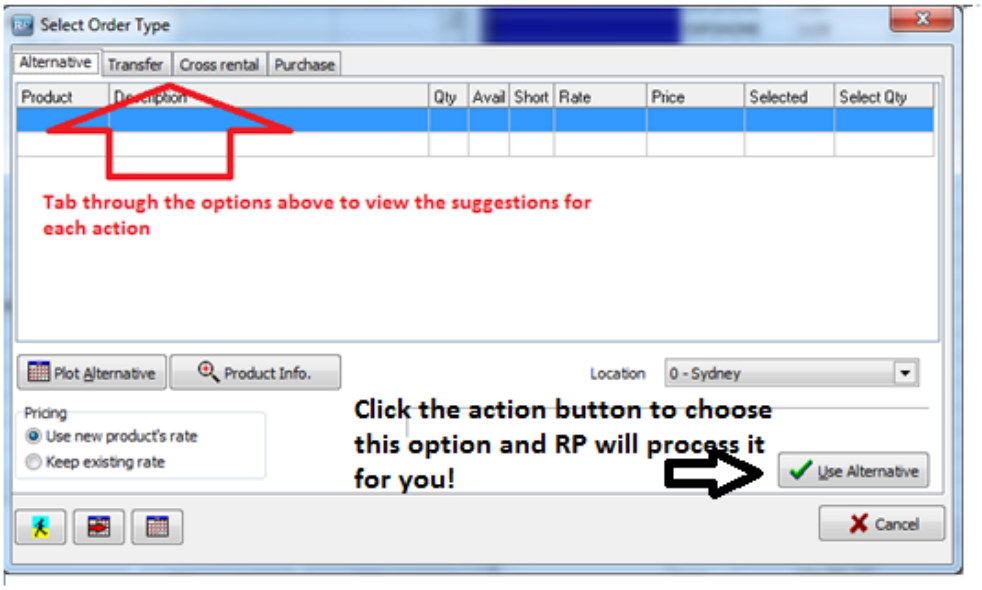
- Highlight the affected lines and click Assign to Order.
- Assign a type to the order (Alternative, Cross Rental, Purchase or Transfer).
- Fill in the appropriate fields and click OK.
- Once this is done click the assign to order button and apply the equipment to the desired type of order.



4. Shortage Resolution Using Suggestions from RentalPoint

In the Shortage Resolution window a Suggestion button will appear. The system will give a suggestion or recommendation on how to resolve the shortage.




Select Order Type
Alternative
Transfer
Cross rental
Purchase
Product
Description
Qty
Avail
Short
Rate
Price
Selected
Select Qty
Tab through the options above to view the suggestions for each action
Plot Alternative
Product Info.
Location
0 - Sydney
Pricing
Use new product's rate
Keep existing rate
Click the action button to choose this option and RP will process it for you!
Use Alternative
Cancel