



Resolving Discrepancies

Rentalpoint offers the ability to resolve discrepancies on bookings, ie. when gear that has been scanned out and shipped for a booking is different to what was originally booked. This document covers resolving discrepancies only, for details on how to check out a booking see information at this link <http://rentp.com/KnowledgebasePDFs/Checking%20Out%20a%20Booking.pdf>

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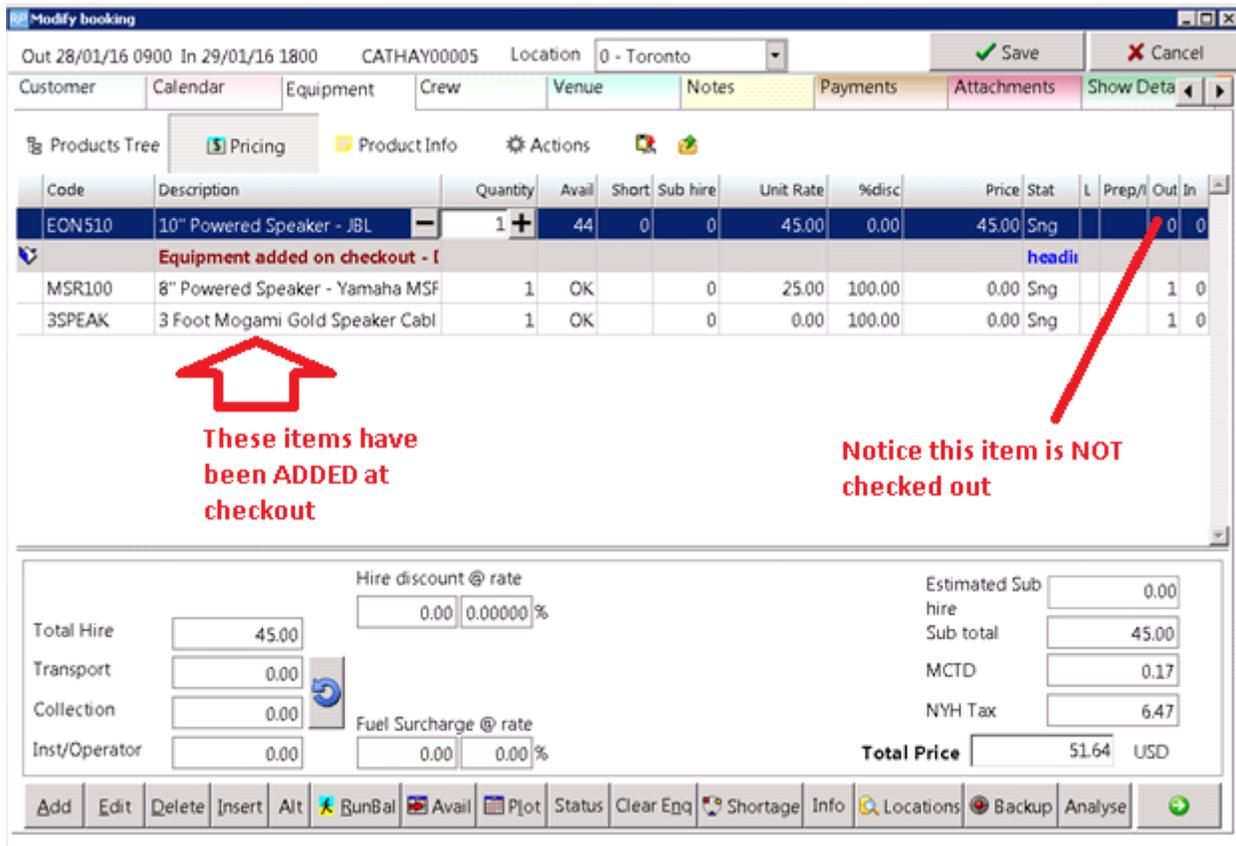
Parameters in use

Rentalpoint is parameter driven; functionality described in this document is dependent on the following parameters:

- **Barcode Parameter #22 ‘Resolve Discrepancies on Final Checkout’** - Setting this parameter will automatically launch the Resolve Discrepancy Feature once a Final Checkout is processed on the booking.
- **Barcode Parameter #23 ‘Resolve Discrepancy Default Action’** – The resolve discrepancy window gives the user two options. The first option gives the user ability to match items that were booked but not shipped with items that were added at checkout. The second option allows the user to delete items from the booking that were booked but not shipped out on the order.
- **Barcode Parameter #31 ‘Create an Added at Checkout Heading’** – Setting this parameter will ensure that all items added at checkout appear on the order under their own heading and therefore are easier to identify.

Identifying Checked out Items on a Booking

The screenshot below illustrates the use of 'Equipment Added at Checkout' heading and shows how to identify items on a booking that have NOT been checked out.



The screenshot shows the 'Modify booking' window for booking CATHAY00005. The table below lists the equipment items:

Code	Description	Quantity	Avail	Short	Sub hire	Unit Rate	%disc	Price	Stat	L	Prep/I	Out	In
ECN510	10" Powered Speaker - JBL	1	44	0	0	45.00	0.00	45.00	Sng			0	0
Equipment added on checkout - I											headli		
MSR100	8" Powered Speaker - Yamaha MSF	1	OK		0	25.00	100.00	0.00	Sng			1	0
3SPEAK	3 Foot Mogami Gold Speaker Cabl	1	OK		0	0.00	100.00	0.00	Sng			1	0

Annotations in the screenshot:

- A red arrow points to the 'Equipment added on checkout - I' heading.
- A red arrow points to the 'Out' column for the JBL speaker (ECN510), which shows a value of 0.

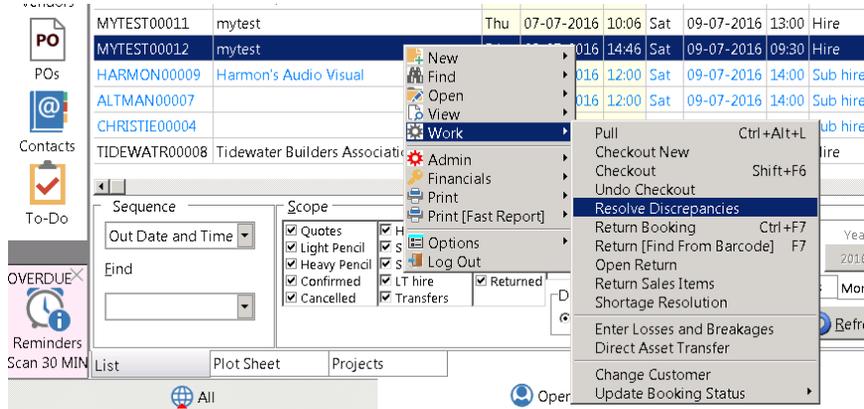
Summary section (bottom of the window):

Total Hire	45.00	Hire discount @ rate	0.00 0.00000%	Estimated Sub hire	0.00
Transport	0.00	Fuel Surcharge @ rate	0.00 0.00%	Sub total	45.00
Collection	0.00			MCTD	0.17
Inst/Operator	0.00			NYH Tax	6.47
				Total Price	51.64 USD

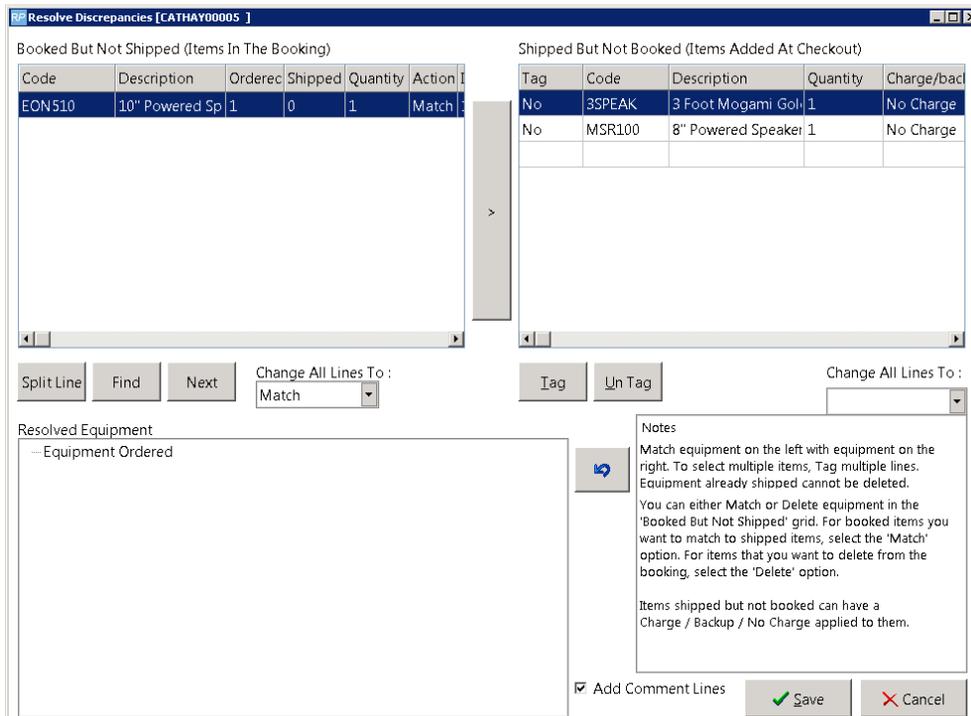
Resolving the Discrepancy

If Resolve Discrepancy was not automatically launched (see parameters in use) then right click on the menu option below

The Resolve Discrepancy menu option will only show IF there are discrepancies to resolve.

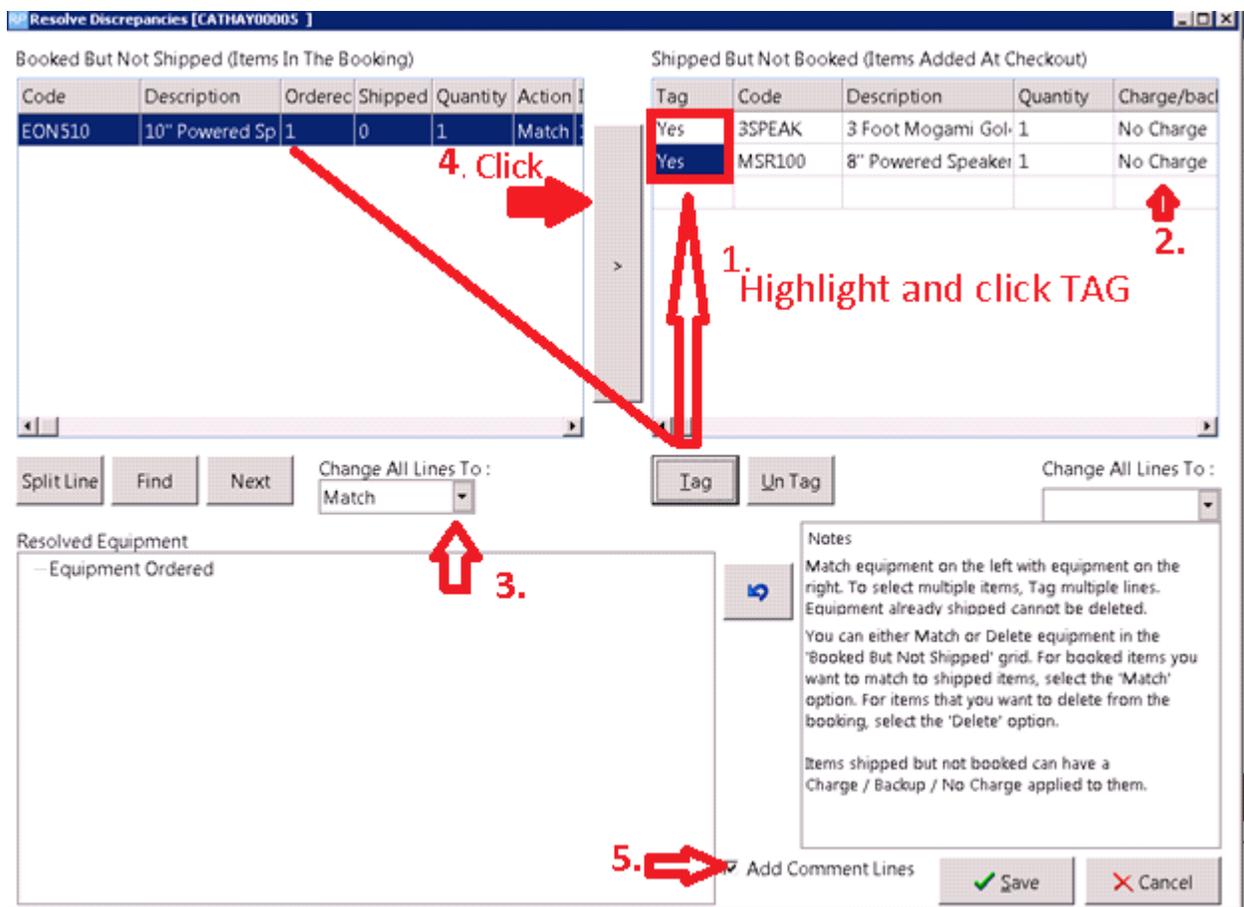


Gear is displayed in the Resolve Discrepancy window as below:



Resolving Discrepancies

1. Highlight the unshipped item(s) and TAG the shipped items that should be resolved together.
2. There is a 'down arrow' available beside the 'no charge' option to charge extra or charge as backup equipment
3. Choose to MATCH or DELETE Booked but not shipped with Shipped but not booked items.
4. Click the Arrow to RESOLVE
5. If 'Add Comment Lines' is checked, Rentalpoint will automatically add a comment for the resolution into the equipment grid of the order.



The screenshot shows the 'Resolve Discrepancies' window for booking CATHAY00005. It is divided into two main sections: 'Booked But Not Shipped (Items In The Booking)' on the left and 'Shipped But Not Booked (Items Added At Checkout)' on the right.

Booked But Not Shipped (Items In The Booking):

Code	Description	Orderec	Shipped	Quantity	Action
EON510	10" Powered Sp	1	0	1	Match

Shipped But Not Booked (Items Added At Checkout):

Tag	Code	Description	Quantity	Charge/bac
Yes	3SPEAK	3 Foot Mogami Gol	1	No Charge
Yes	MSR100	8" Powered Speaker	1	No Charge

Annotations:

- 1. Highlight and click TAG:** A red arrow points to the 'Yes' tag in the 'Shipped But Not Booked' table.
- 2.:** A red arrow points to the 'No Charge' option in the 'Shipped But Not Booked' table.
- 3.:** A red arrow points to the 'Match' dropdown in the 'Change All Lines To:' field.
- 4. Click:** A red arrow points to the 'Tag' button.
- 5.:** A red arrow points to the 'Add Comment Lines' checkbox.

Resolved Equipment:

- Equipment Ordered

Notes:

Match equipment on the left with equipment on the right. To select multiple items, Tag multiple lines. Equipment already shipped cannot be deleted.

You can either Match or Delete equipment in the 'Booked But Not Shipped' grid. For booked items you want to match to shipped items, select the 'Match' option. For items that you want to delete from the booking, select the 'Delete' option.

Items shipped but not booked can have a Charge / Backup / No Charge applied to them.

Buttons: Split Line, Find, Next, Tag, Un Tag, Save, Cancel.

Resolving Discrepancies

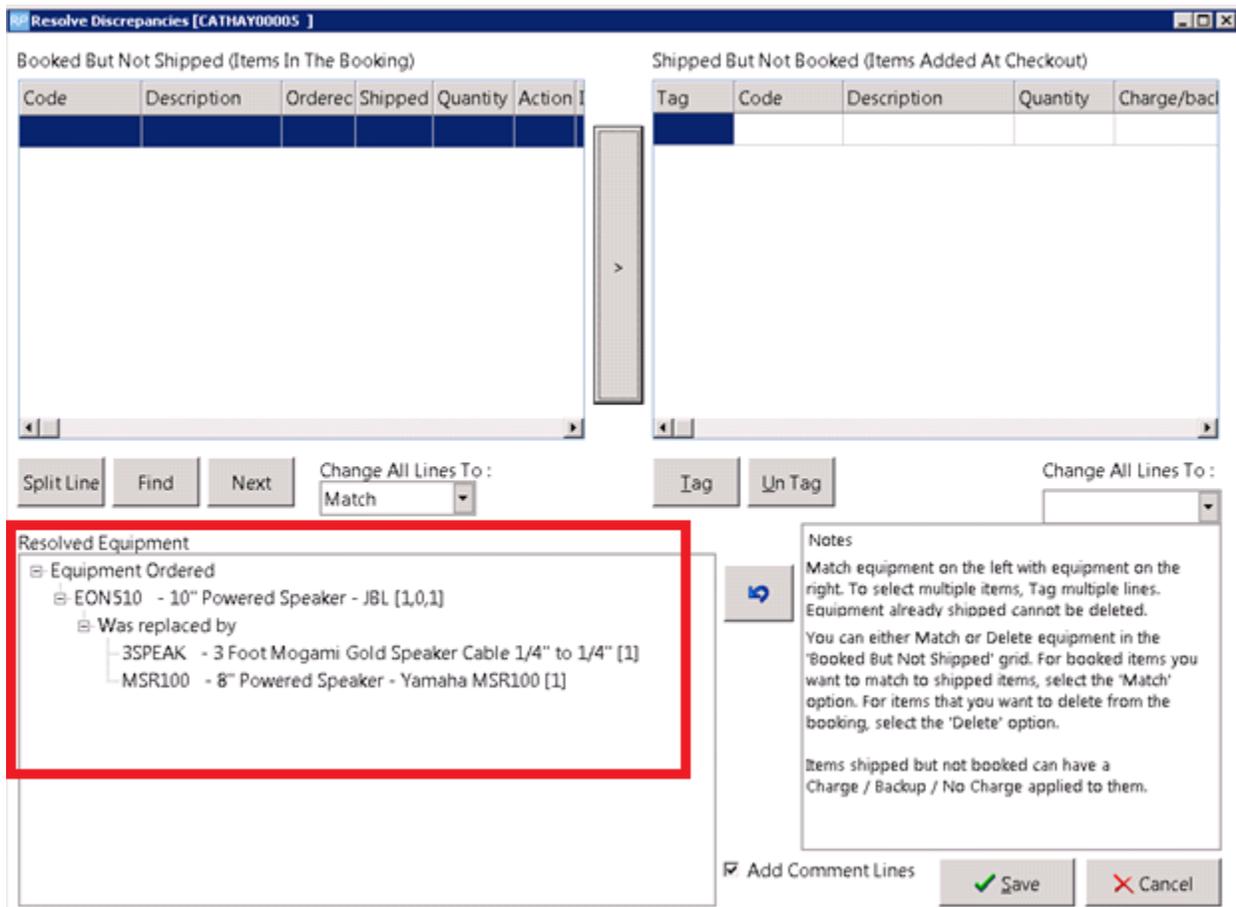


Shipped But Not Booked (Items Added At Checkout)



Code	Description	Quantity	Charge/backup	ID
6SPEAK	6 Foot Mogami Gol	1	Backup	5
			Charge	
			Backup	
			No Charge	

See the Resolved equipment in the bottom window



The screenshot shows the 'Resolve Discrepancies [CATHAY00005]' window. It features two main grids: 'Booked But Not Shipped (Items In The Booking)' on the left and 'Shipped But Not Booked (Items Added At Checkout)' on the right. Below these grids are control buttons for 'Split Line', 'Find', 'Next', 'Change All Lines To: Match', 'Tag', 'Un Tag', and 'Change All Lines To:'. At the bottom, there is a 'Resolved Equipment' tree view, a 'Notes' panel, and buttons for 'Add Comment Lines', 'Save', and 'Cancel'.

Resolved Equipment

- [-] Equipment Ordered
 - [-] EONS10 - 10" Powered Speaker - JBL [1,0,1]
 - [-] Was replaced by
 - [-] 3SPEAK - 3 Foot Mogami Gold Speaker Cable 1/4" to 1/4" [1]
 - [-] MSR100 - 8" Powered Speaker - Yamaha MSR100 [1]



Resolving Discrepancies

RP Modify booking

Out 28/01/16 0900 In 29/01/16 1800 CATHAY00005 Location 0 - Toronto

Customer Calendar Equipment Crew Venue Notes Payments Attachments Show Details Status

Products Tree Pricing Product Info Actions

Code	Description	Quantity	Avail	Short
3SPEAK	3 Foot Mogami Gold Speaker Cable 1/4" to 1/4"	1 +	OK	
MSR100	8" Powered Speaker - Yamaha MSR100	1	OK	
	1 X EON510:10" Powered Speaker - JBL were ordered but 1 X 3SPEAK, MSR100 was shipped.			
Equipment added on checkout Date: 27/01/16 @ 1453 Out: 28/01/16				



items show as resolved



Comments auto added show in green above