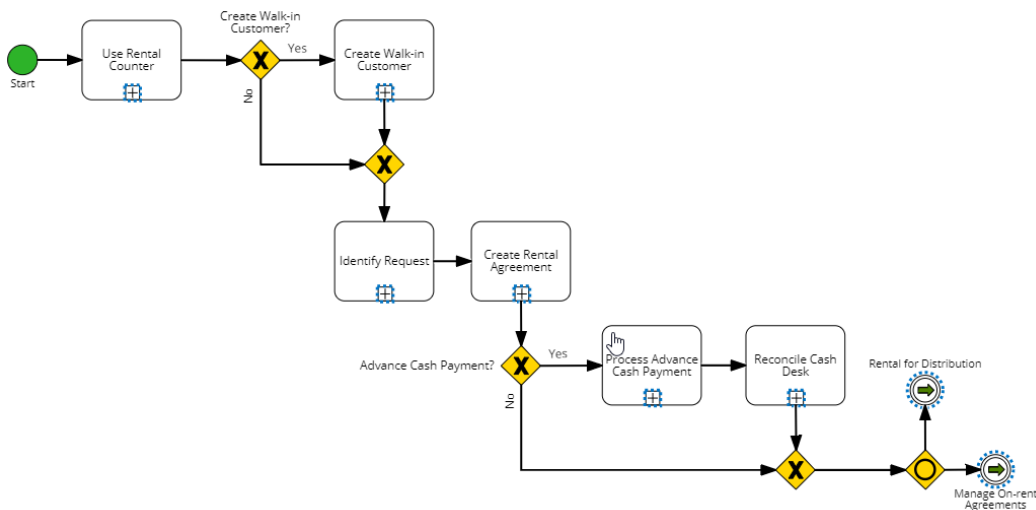


Rental Agreement to On-rent

The Rental Agreement to On-rent process starts from the steps to create a walk-in customer and identifying the request and stop with processing the advance payment. The process includes the following sub-processes:

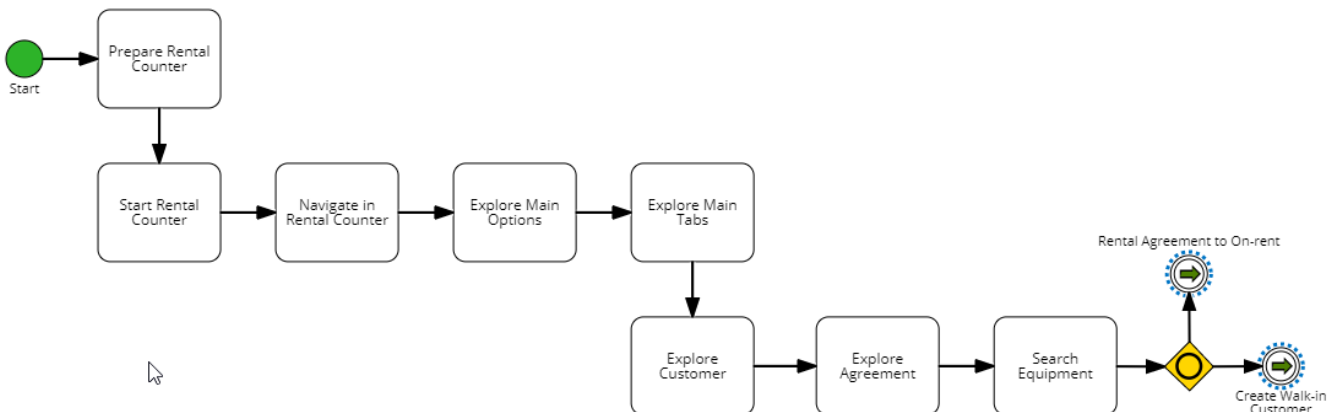
- Use Rental Counter
- Create Walk-in Customer
- Identify Request
- Create Rental Agreement
- Rental Payments



Use Rental Counter

The Rental Counter enables the rental coordinator to run the entire end-to-end process from one single application. Information from different programs and different screens is gathered on one single application. The Rental Counter is a web-mashup, deployed in the Infor H5 client. It is supported by Infor Product Development, and because of that, it must be considered an application rather than a mashup. You can still use “classic” navigation in Infor M3 to run the end-to-end process for rental, but then you use a range of different individual programs, which is normal practice in Infor M3. See the tips section for more information.

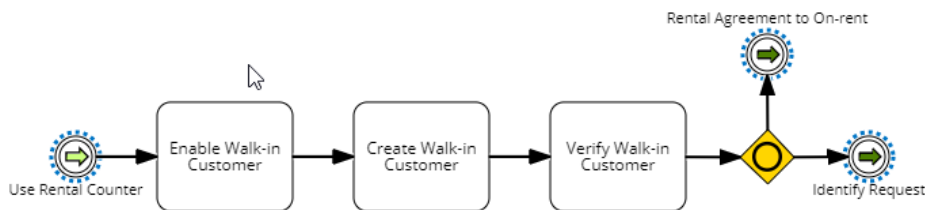
For Cloud Suite Distribution Enterprise, a light version of the rental process was added to the solution. The rental coordinator does everything over the counter, facing the customer directly. The limited complexity of the rental items allows the customer a high level of self-service. The rental coordinator needs to convert the customer's choices into a rental agreement. Integration with the Cash Desk makes the processes smoother and lighter.



Create Walk-in Customer

Rental is an additional revenue stream in the distribution industry. Most often, the customer is unknown when they walk up to the rental counter. A true walk-in customer, also known as a sundry customer. Yet, when renting out to the customer, a minimum of information must be known. Some form of traceability is necessary. A rental agreement is a binding contract, after all. A temporary customer is perfect for that purpose. A new walk-in customer can be created on the fly via the Rental Counter, prior to registering the rental agreement. A category 8 temporary customer is created in Customer. Open (CRS610).

Normal European Union (EU) General Data Protection Regulation (GDPR) is valid for walk-in customers.



Identify Request

A known customer, or a walk-in customer wants to rent items from the warehouse (rental store). In the rental process, the customer location address is a central key value. It determines who is renting and where exactly the rental item is going to be used.

Once it established who will rent, the next part is to select the rental items. Rental can have a serial number, but that is not mandatory. When an item is not in stock, the Rental Counter will inform the rental coordinator about it. Some items are consumables and can be sold, rather than rented.

The normal end-to-end business processes, such as procure to pay, are used to bring rental items into rental store warehouse 003.

