



## Rentman 4G WooCommerce Plugin

User Manual, Version 4.9.0

20-12-2017

### Installation process

- Go to the Wordpress Admin Panel and upload the ZIP file in the *plugins* screen. Alternatively, you can also manually unzip the ZIP file in the *wordpress/wp-content/plugins* folder onto the server.
- Activate the Rentman plugin.
- Make sure to install and activate the GitHub Updater plugin (<https://github.com/afragen/github-updater>) as well to automatically search for updates.
- Navigate to *WooCommerce* -> *Rentman* in the Wordpress admin panel
- Submit your Rentman 4G login credentials to continue
- When your credentials have been approved, press the *Import Products* button to load all products from Rentman and their respective categories.

### Managing your webshop

- Rentable products get a custom '*Rentable*' product type in WooCommerce. Customers who want to rent one of those products have to specify the rental dates on the product page before they can add it to the shopping cart.
- All other products imported from Rentman are saved as '*Simple*' products and they can be purchased without specifying a rental period.
- New customers who order Rentman products from your webshop will automatically be added to your Contacts in Rentman 4G.
- Orders made in your webshop will also automatically be added as Projects in your Rentman 4G account.
- When products have been changed, deleted or added in Rentman 4G, you can simply press the *Import Products* button again to update the products in WooCommerce as well.
- Press the *Reset* button to delete all Rentman products, images and categories from Wordpress.
- Press the *Update Images* button when you have added, updated or deleted any images in Rentman 4G to apply your changes to WooCommerce.
- Allow *Check availability for sending* in the settings to automatically make Wordpress check whether products are available in the selected time period.
- Allow *Use discount from contact in Rentman* to apply all the discounts for specific customers specified in Rentman 4G to the products.

## Taxes and shipping

- Enable taxes in WooCommerce and create tax classes in WooCommerce to apply the right taxes to the products. Make sure that the applied taxes match the taxes that have been defined in Rentman 4G!
- You also have to create your own shipping methods, prices and classes in WooCommerce if you want to make use of them. The total price in the shopping cart will automatically be adjusted to your selected shipping costs.

## Translations

- Available languages: Dutch, English (US), German (DE, FR, CH)
- All translation files are stored in the '*lang*' folder of the plugin.
- Translations consist of *PO*-files and compiled *MO*-files.
- The text domain containing all strings that need to be translated is called '*rentalshop*'.
- We recommend to use a translation tool like *Poedit* or a translation plugin to easily create new translations or edit the existing files.

## Troubleshooting

- The plugin automatically checks for common errors on the plugin page.
- We have tested the plugin for Wordpress 4.0+ and WooCommerce 3.0+ Older versions might work but have not been tested.
- Our plugin uses some functions that are not available in older versions of PHP. PHP version 5.4+ should work, but it is preferred to use the latest version.
- Make sure that the PHP execution time is set to the default value of 30 seconds (or higher). The plugin is not guaranteed to work correctly when the execution time is lower than 30 seconds.
- **The *import products* button doesn't do anything!**
  - Only products where 'In webshop' has been checked in Rentman 4G will be imported to your WooCommerce webshop.
  - Is this your first time using the Rentman 4G version of the plugin? Press the *reset* button first and try it again.
- **The product images are not displayed!**
  - Images are saved in: '*wordpress/wp-content/uploads/rentman*'
  - Are there any copy errors on the plugin page? Try to resolve them.
  - Make sure that 'In webshop' has been checked for all attached media files that you want to display in Wordpress.
  - If there aren't any errors, make sure that the *.htaccess* file in the folder allows access from *all* or else the images will not be displayed properly.
  - Names of image files that contain special characters (like spaces or extra dots) can cause problems when importing the images. If this is the case, rename the image files and upload them again in Rentman 4G.

- **The product categories are wrong!**
  - Only product categories that contain one or more products are imported to WooCommerce.
  - There are a few things that you need to keep in mind regarding the naming of product folders in Rentman 4G:
    - 1) It is not possible to create multiple product categories with the same name and the same parent in Wordpress. For example, if you have two root folders named '*Rental*', only one of those folders will be imported. Rename the other folder or remove it from the root to solve this issue.
    - 2) The creation of nameless product categories will fail as well.
  - Did you manually rename a product category in Rentman or Wordpress? This could possibly be problematic when you import any new or updated products. A reset will probably be sufficient, but contact us if you experience any major problems with this.
- **The availability check doesn't work!**
  - Our plugin uses the jQuery library for the availability check. Recent versions of Wordpress should automatically load this library for you.
  - Make sure that you have allowed '*Check availability for sending*' in the main menu of the Rentman plugin.
  - Some people are experiencing problems with the availability of sets of rental materials. We are still working on a solution for this.
  - Some Wordpress themes and plugins might not be compatible with our plugin. Deactivate all other plugins and check if you still experience the same problems.
- **The total prices in WooCommerce and in Rentman 4G do not match!**
  - Firstly, make sure that you have activated taxes and created the right tax classes in WooCommerce.
  - Check whether you have defined additional taxes for the shipping costs, this price might conflict with the settings in Rentman.
  - Products that have been renamed in WooCommerce and products that were added manually will not be synchronized in Rentman.
  - Taxes might not be applied correctly in older versions of WooCommerce, so make sure to update regularly.
  - Still experiencing problems? Contact us!
- **It says 'stock unknown' on the product page!**
  - This probably means that the product has been edited in such a way that the stock data has disappeared from WooCommerce. Deleting the material and importing it again from Rentman should solve the problem.
  - Avoid changing the product type of imported products or the options for stock management. Stock management for the products should be turned off.