## Section III: End-user Training: Equipment Lending

### Lesson 1: Lend Out Some Equipment

**Details:** Your local sports star wants to borrow some equipment from one of your centres. Sign him/her out one basketball and two badminton racquets.

* + - Bring up your default POS interface and click on Lend Equipment for Centre One (if you designed it as laid out in the previous lessons).
    - Click on Customer Search and find your local sports star.
    - Click on the Basket Ball button to lend out a basket ball
    - If you specified to prompt for quantity for this item input one and click Ok.
    - Click Ok in the confirmation window that pops up.
    - Perform the same actions to sign out two badminton racquets to your sports start as well. In this case if you didn’t specify prompt for quantity at the equipment level you will need to click the Badminton Racquets button twice.
    - Check the line items on the left of your POS screen to make sure everything is correct and then click Tender to complete the transaction
    - *Tip: Front Desk > POS*

### Lesson 2: Sign In One Piece of Equipment

**Details:** Your local sports star returns the basketball. Sign it in.

* + - Bring up your default POS interface.
    - Click on Customer Search and find your local sports star.
    - Click on the Sign In button and check the box next to the basketball. Click Ok.
    - Click Tender to complete the sign in transaction.
    - *Tip: Front Desk > POS*

### Lesson 3: Mark Signed-In Equipment as Damaged

**Details:** Your local sports star returns the badminton racquets but one is damaged. Sign them in and mark one as damaged.

* + - Bring up your default POS interface.
    - Click on Customer Search and find your local sports star.
    - Click on the Sign In button and check the box next to the badminton racquets. Click the status area and set one as Damaged.
    - Click the charge area and select your Lent Equipment - Damaged/Lost Fee.
    - Click Tender to complete the sign in transaction.
    - Note: If the individual is not available to pay for the damaged/lost equipment right then you will need to apply the charge to their account via a payment plan.
    - Note: Damaged items are no longer available to be lent out.
    - *Tip: Front Desk > POS*

### Lesson 4: Who signed it out?

**Details:** Sometimes equipment is returned at the desk while the desk clerk is away or busy. There’s an easy way to find out who signed it out so that you can select them prior to signing the equipment back in. This lesson will show you how.

* + - Sign out some equipment from a few different customers if nothing is currently signed out.
    - Click on Front Desk and then Equipment Loans.
    - Click on Unreturned Equipment and remove all of the filters.
    - Note: if there is a lot of equipment rented out you may want to filter for the item that was returned.
    - Click Search to bring up all of the equipment that is currently on loan.
    - Note: from this screen you can sign in multiple pieces of equipment from multiple users. You can also change the status of any unreturned equipment and apply any necessary fees. It is a very useful tool – you might want to favorite it for clients that lend out a lot of equipment.
    - *Tip: Front Desk > Equipment Loans > Unreturned Equipment*

## Section IV: Equipment Lending Reports

### Lesson 1: Lendable Equipment Inventory Report

**Details:** Check on your lendable equipment settings and status using this report.

* + - Bring up the report filter and options screen and remove all filters.
    - Click Run Report.
    - Notice that the report shows you your individual lendable items first (if you created any) and then your quantity based equipment items.
    - This report is a quick way of ensuring that you setup all of your equipment with appropriate names, the correct quantity, and the correct limit per customer.
    - Check that the items currently on loan match what you lent out in the last section.
    - *Tip: Reports > Equipment Loan Reports > Lendable Equipment Inventory*

### Lesson 2: Lendable Equipment Signed Out Report

**Details:** Check on your lendable equipment that is currently signed out using this report.

* + - Bring up the report filter and options screen and remove all filters.
    - Click Run Report.
    - Notice that the report shows you all of the equipment that has been signed out for the time period you specified.
    - This report is primarily used to identify equipment that has not been returned and may need to be marked as lost and charged to the borrower’s account.
    - Check that the items currently on loan match what you lent out previously.
    - *Tip: Reports > Equipment Loan Reports > Lendable Equipment Signed Out*