eWebRenter

Release Notes

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Introduction

This document contains the release notes for the latest versions of Dealership Software's EWebRenter application.

There is a separate set of documents related specifically to the Booking Portal feature of EWebRenter, available in the Online Basic and Online Pro versions of EWebRenter, which allows you to rent your vehicles 24/7 via an online Booking Portal.

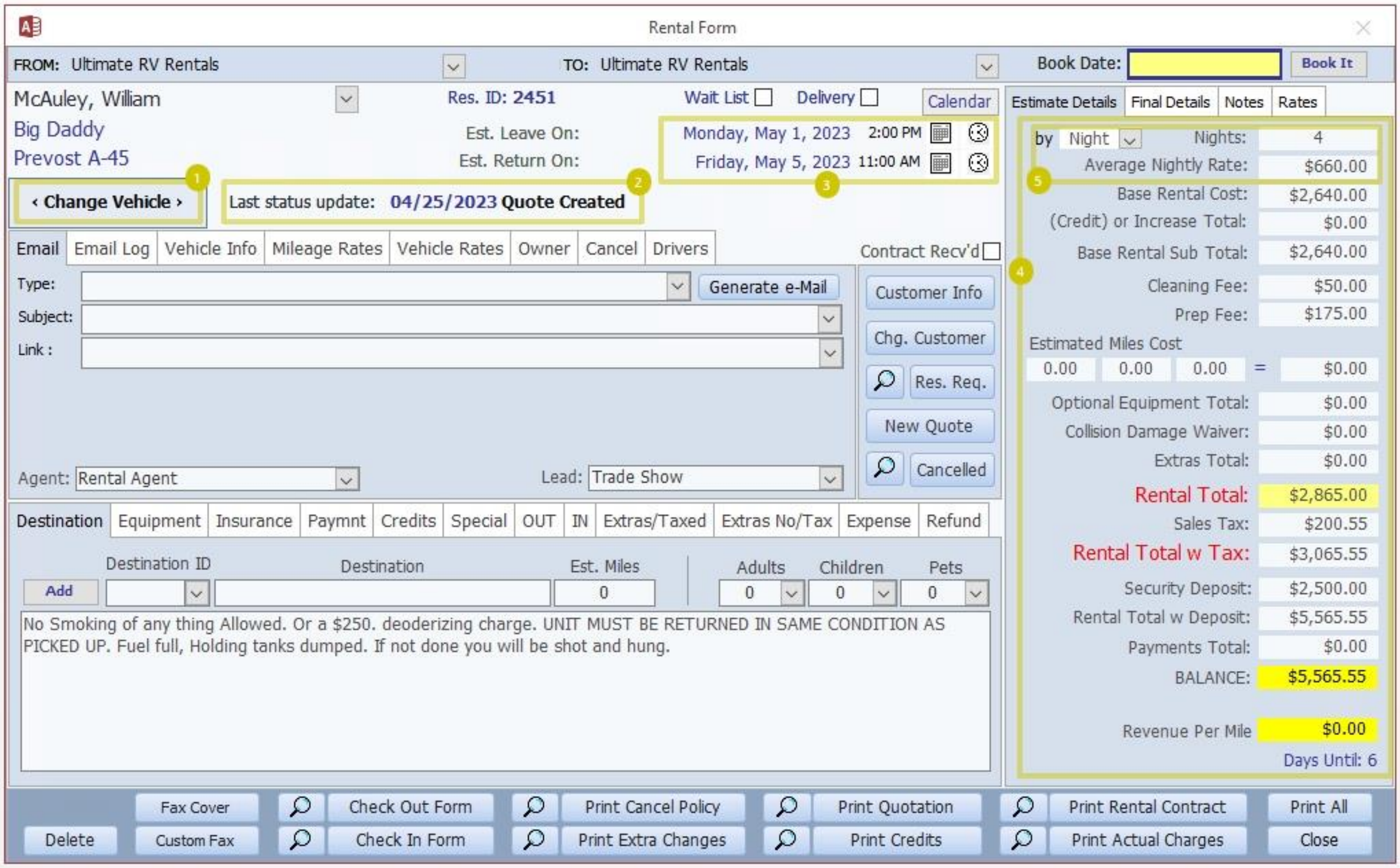
Version 10.52

New Features

RENTAL FORM IMPROVEMENTS

Home -> **Rental Look-Up**

A number of improvements was made to the Rental Form, including many pixel-pushing changes to better align fields/buttons/boxes and improve consistency among the sub-forms. Some button actions now display more explanatory text. A few of the changes are given below as an example:

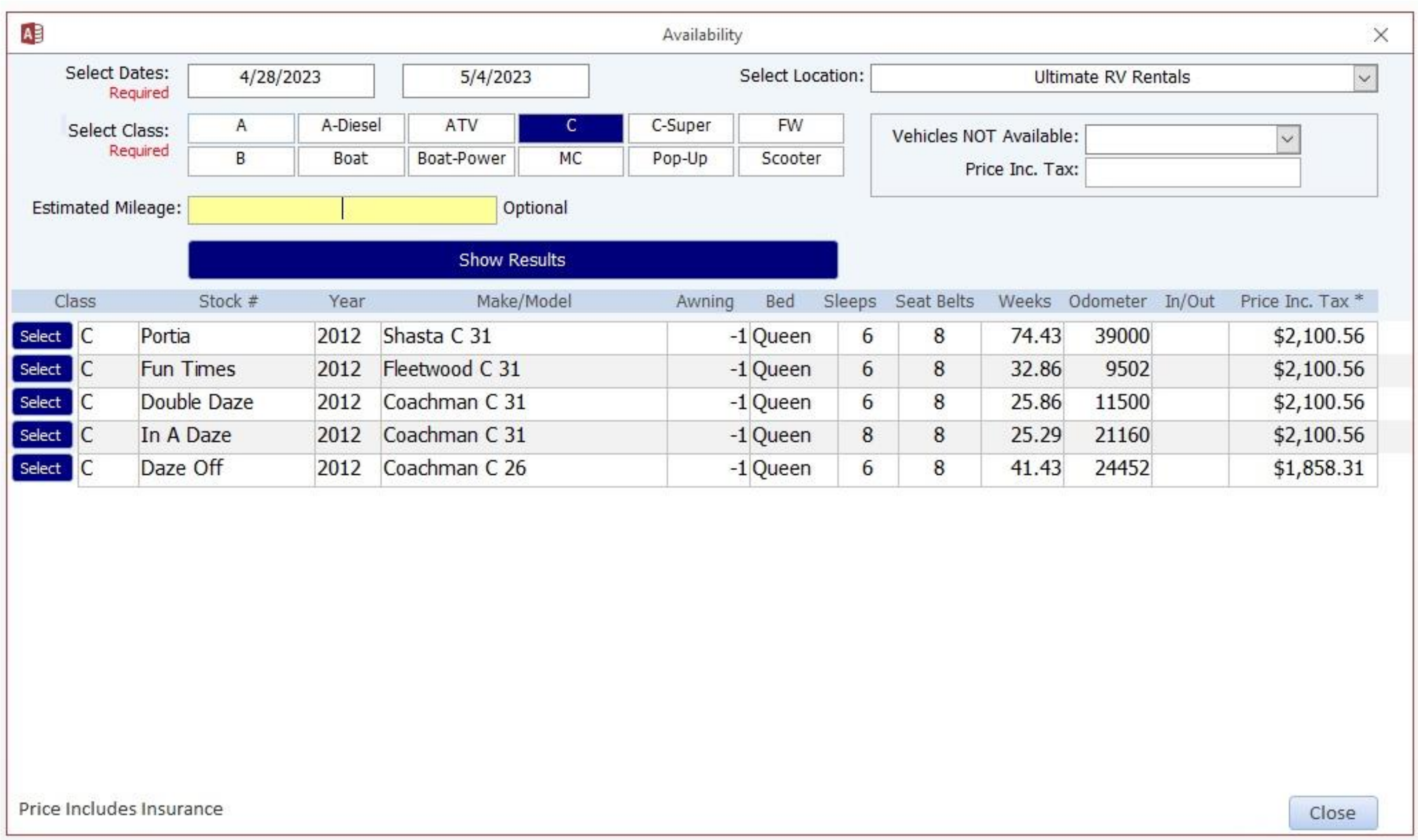


1. The “Select New Vehicle” button was reduced in size and re-labelled “Change Vehicle”.
2. A new “status update” field is displayed which shows the most recent status change. The status is linked directly to the entries in the Notes tab on the right side of the form. A small number of common status updates is automatic, such as when the “Book It” button is pressed.
3. The time, as well as the date, is displayed in this area.
4. The dollar values are all right-aligned, making it easier to account for each amount. Also, the ‘Estimate Details” and “Final Details” panels are more in-sync with their values throughout the rental process.
5. Fields which are editable are more consistently displayed with a white background, while read-only fields are in light gray and are not clickable.

CHECK AVAILABILITY FORM IMPROVEMENTS

Home -> **Check Availability**

Once dates are selected the Check Availability form now automatically updates the search results as you select vehicle classes, select locations, change dates, etc.



Availability

Select Dates: Required 4/28/2023 5/4/2023

Select Location: Ultimate RV Rentals

Select Class: Required A A-Diesel ATV C C-Super FW B Boat Boat-Power MC Pop-Up Scooter

Vehicles NOT Available:

Price Inc. Tax:

Estimated Mileage: Optional

Show Results

	Class	Stock #	Year	Make/Model	Awning	Bed	Sleeps	Seat Belts	Weeks	Odometer	In/Out	Price Inc. Tax *
Select	C	Portia	2012	Shasta C 31	-1	Queen	6	8	74.43	39000		$2,100.56
Select	C	Fun Times	2012	Fleetwood C 31	-1	Queen	6	8	32.86	9502		$2,100.56
Select	C	Double Daze	2012	Coachman C 31	-1	Queen	6	8	25.86	11500		$2,100.56
Select	C	In A Daze	2012	Coachman C 31	-1	Queen	8	8	25.29	21160		$2,100.56
Select	C	Daze Off	2012	Coachman C 26	-1	Queen	6	8	41.43	24452		$1,858.31

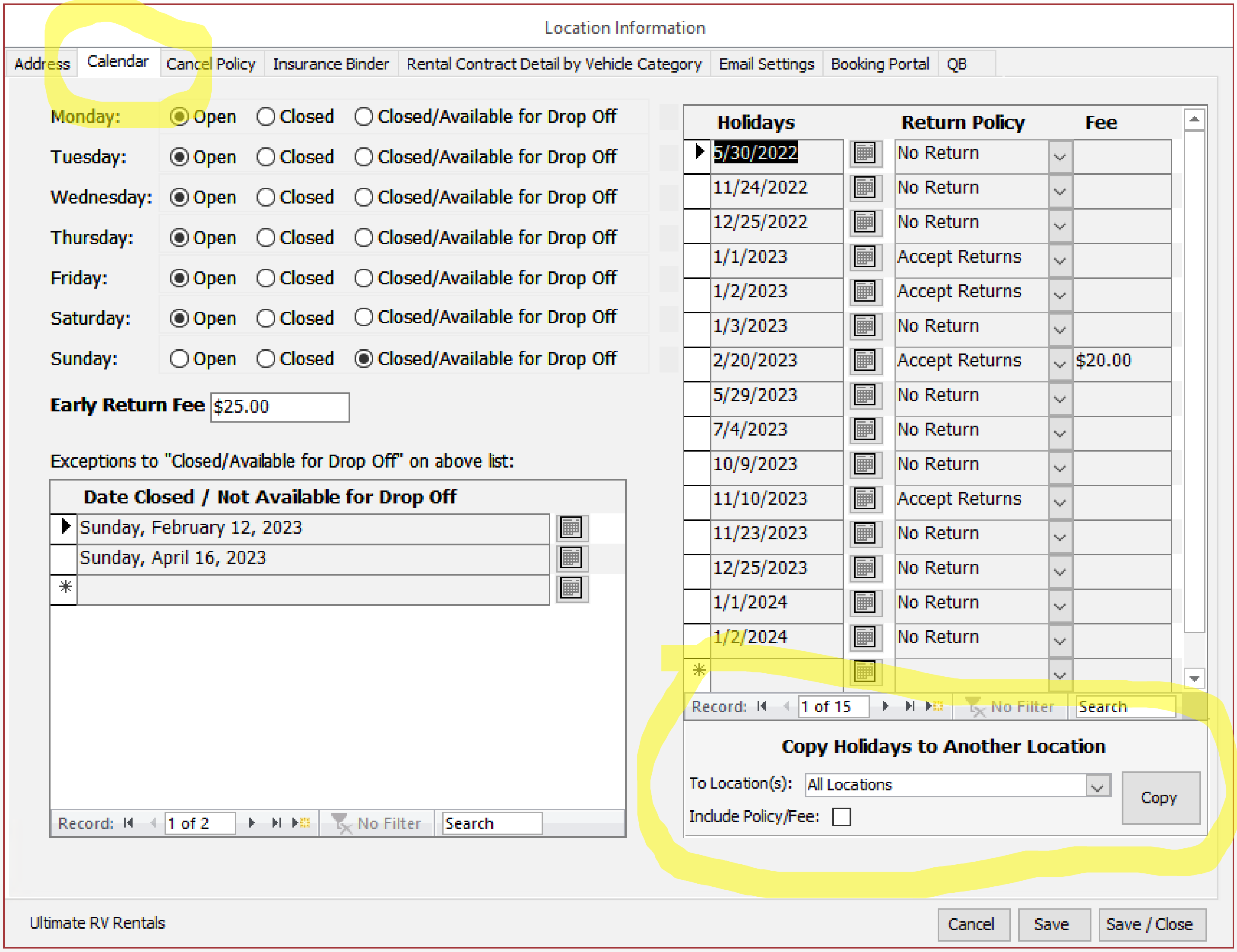
Price Includes Insurance

Close

LOCATION CALENDAR IMPROVEMENTS

Admin -> Locations/Contracts -> Find Location -> **Calendar**

The Calendar tab, formerly only for Booking Portal users, is now available on the Location panel. This is where you define a particular location's Open/Close schedule, Holidays, etc. The Admin -> Preferences -> Defaults -> Holidays option has been removed.



For multi-location users, there is a new "Copy Holidays to Another Location" widget, which allows you to also include any Policies/Fees. For example, you can create all the holidays for a year at one location, copy them to all other locations, then go to a specific location to add/edit/delete as necessary. Also, holidays older than ~1.5 years are automatically removed.

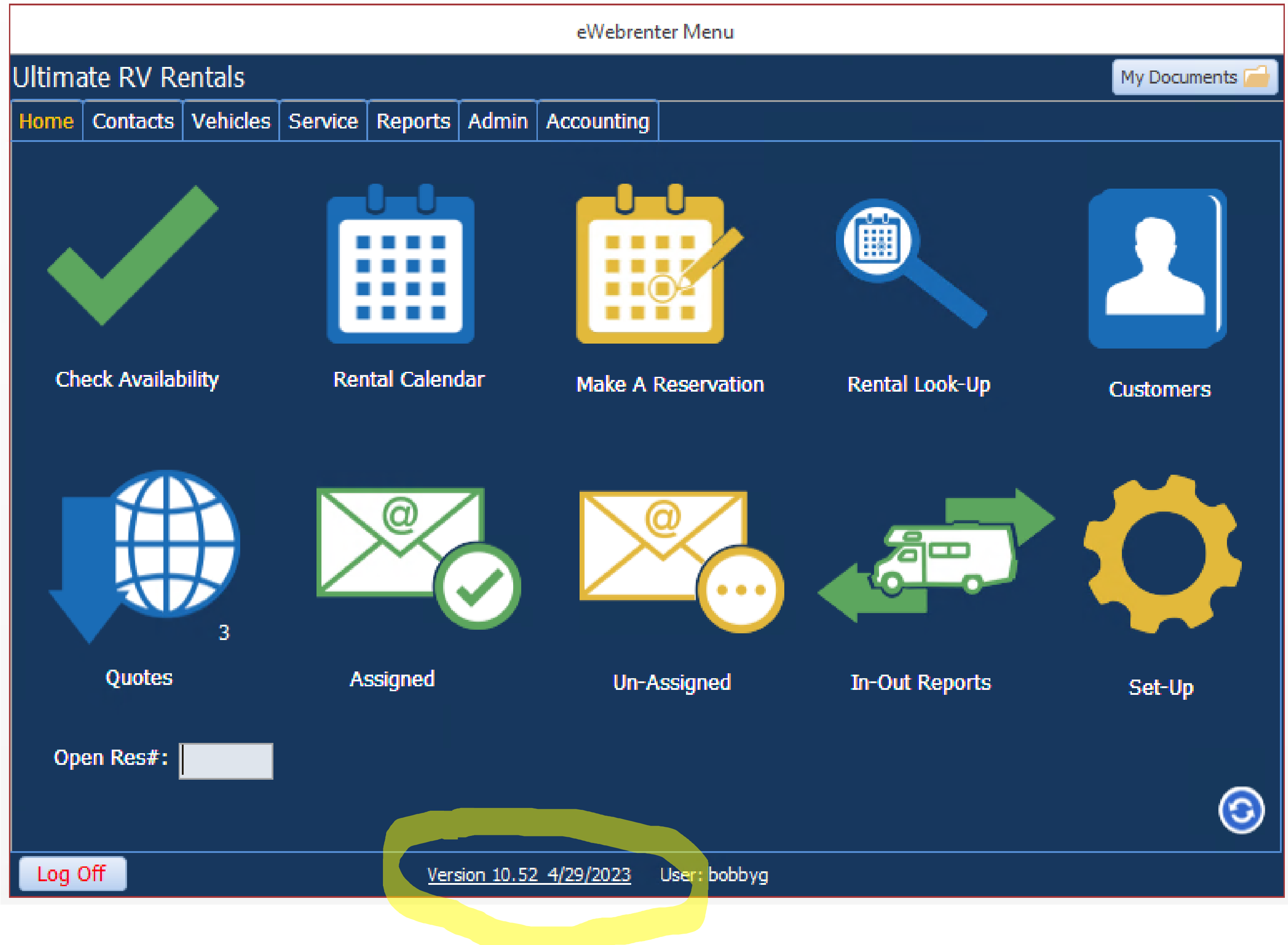
Note: If a holiday date already exists at the other location, then copying that entry will have no effect UNLESS you select "Include Policy/Fee", in which case it WILL over-ride the existing entry.

Hint: To Delete a holiday, select the date of interest, delete the date, then Save.

LINK TO RELEASE NOTES

Dashboard

To quickly open these Release Notes, you can at any time click on the "Version #, Date" underlined link at the bottom of the Dashboard. The online Release Notes should then appear in your default browser.

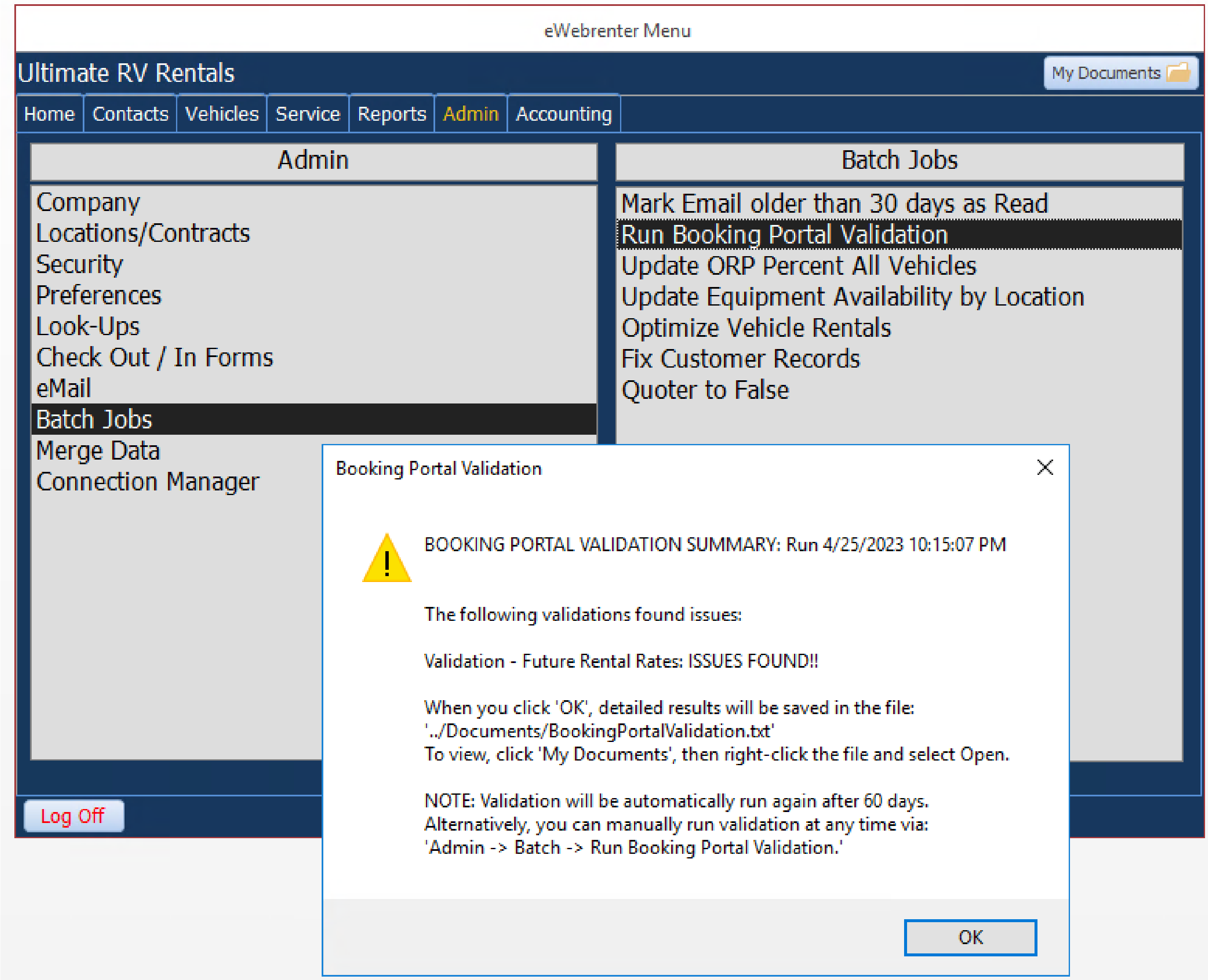


BOOKING PORTAL VALIDATION (REQUIRES THE BOOKING PORTAL PACKAGE)

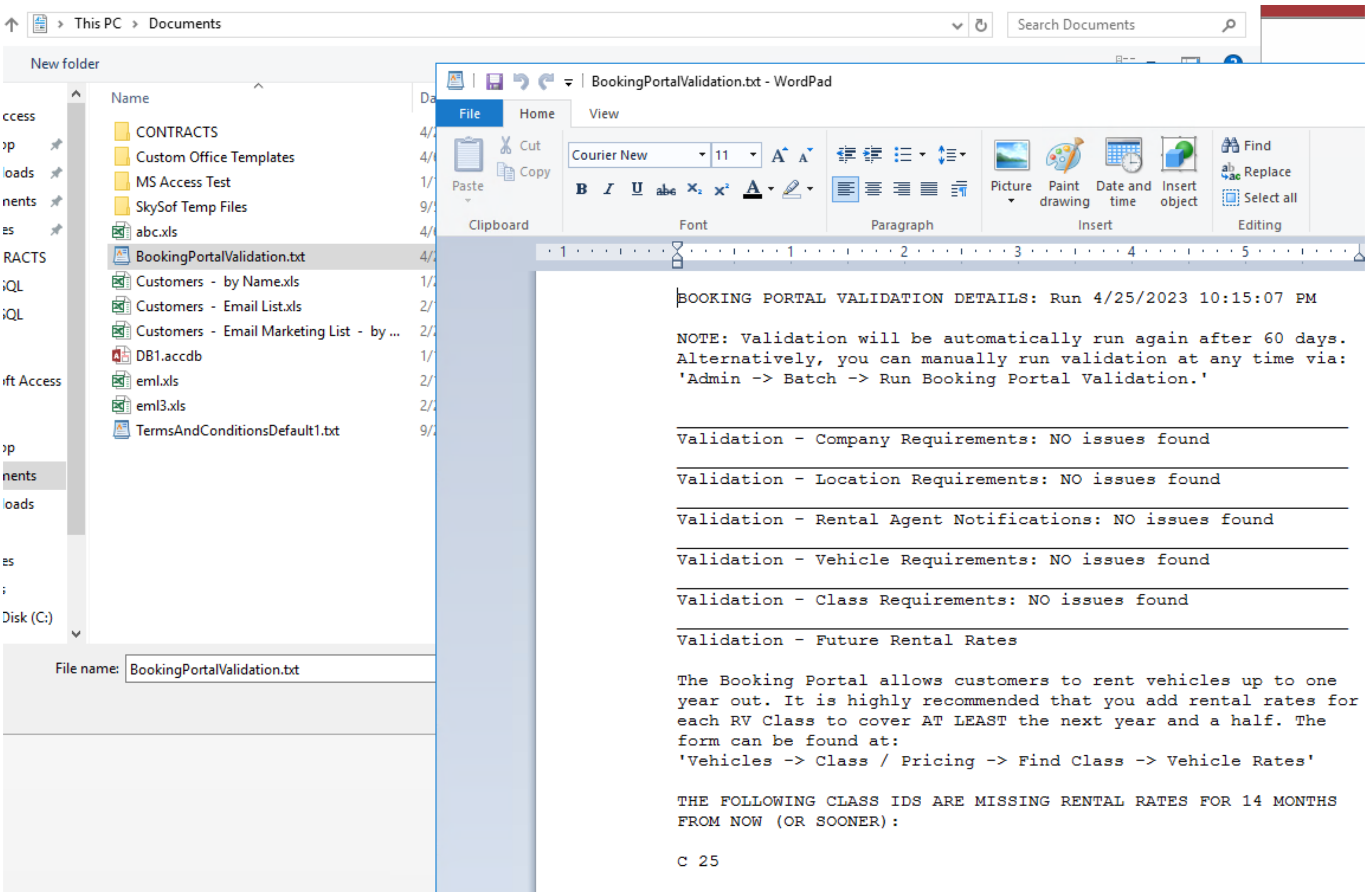
Admin -> Batch Jobs -> **Run Booking Portal Validation**

A set of validation methods for Booking Portal users has been developed. The intent is to help you determine if there are any common configuration issues, missing information, etc. You can manually run the validation suite whenever you like. It is especially helpful as you're initially configuring the Portal.

In addition, the suite is run in the background every ~60 days, and will display a message if any issues are found. For example, one of the most common issues is that Rental Rates for a Class are not configured for up to a year out. One of the validation methods will issue a warning if Rental Rates are not configured for at least 14 months ahead of time, giving you ample time to address the issue.



Above is an example of the message that appears when the validation is run manually. In this case, the "Future Rental Rates" validation found an issue. Only a summary of issues is displayed here. A detailed report is saved in your Documents folder, in a file named "BookingPortalValidtion.txt", which you can access as per the above message. The document is replaced every time validation is run.

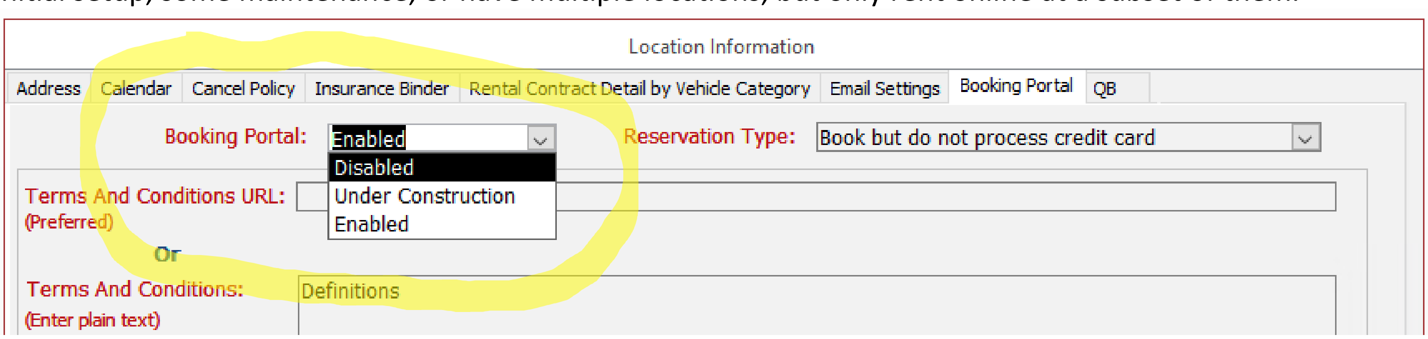


In the above example of the detailed text document, a number of validations were performed to cover the most frequent/serious issues.   In this case, the Future Rental Rates validation displays that the vehicle class “C 25” is missing rental rates for 14 months from now (perhaps even sooner), as well as a note on how to access the pertinent form to correct the issue.

BOOKING PORTAL STATUS (REQUIRES THE BOOKING PORTAL PACKAGE)

Admin -> Locations/Contracts -> Find Location -> **Booking Portal**

For each location, you can now change the state of the Booking Portal. This is especially useful if you are doing initial setup, some maintenance, or have multiple locations, but only rent online at a subset of them.



- Enabled: The Booking Portal for the location is visible to online customers
- Under Construction: The Booking Portal for the location displays an “Under Construction” banner
- Disabled: The Booking Portal for the location is not visible

Note: Available by TBD

General Improvements/Fixes

RENTAL CONTRACT VEHICLE CATEGORIES

Admin -> Look-Ups -> **Rental Contract Vehicle Categories**

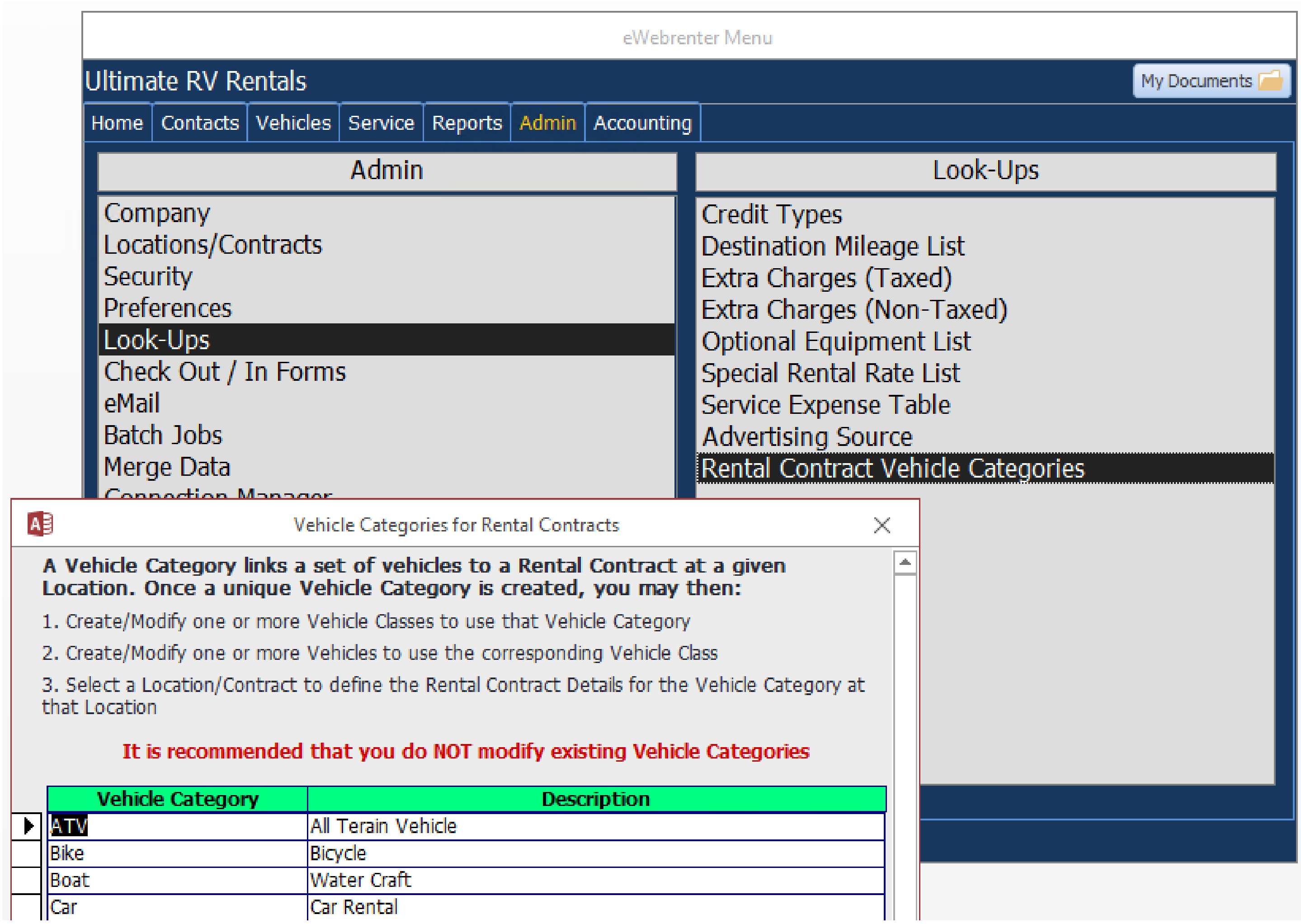
Note: Formerly “Rental Categories”

Typically, a group of vehicle classes can all be covered under a single rental contract. Depending on your business style, you can make a general rental contract to cover many vehicle classes, or separate, more detailed contracts specific to individual vehicle classes. In either case, a Rental Contract Vehicle Category is what links a vehicle class to a specific rental contract at a location.

The Vehicle Categories for Rental Contracts form outlines the steps you would typically take to associate a vehicle and it’s class with a location and rental contract, by first creating a suitable category with your choice of name and description, such as “ATV” for a rental contract that covers all vehicles in the ATV class. Then follow Steps 1 – 3 to complete the process.

Note: A given Location can have only one Rental Contract for a given Vehicle Category. E.g., if you had two dissimilar ATV Classes at a location requiring different contracts, you would create two different Vehicle Categories, one for each ATV class.

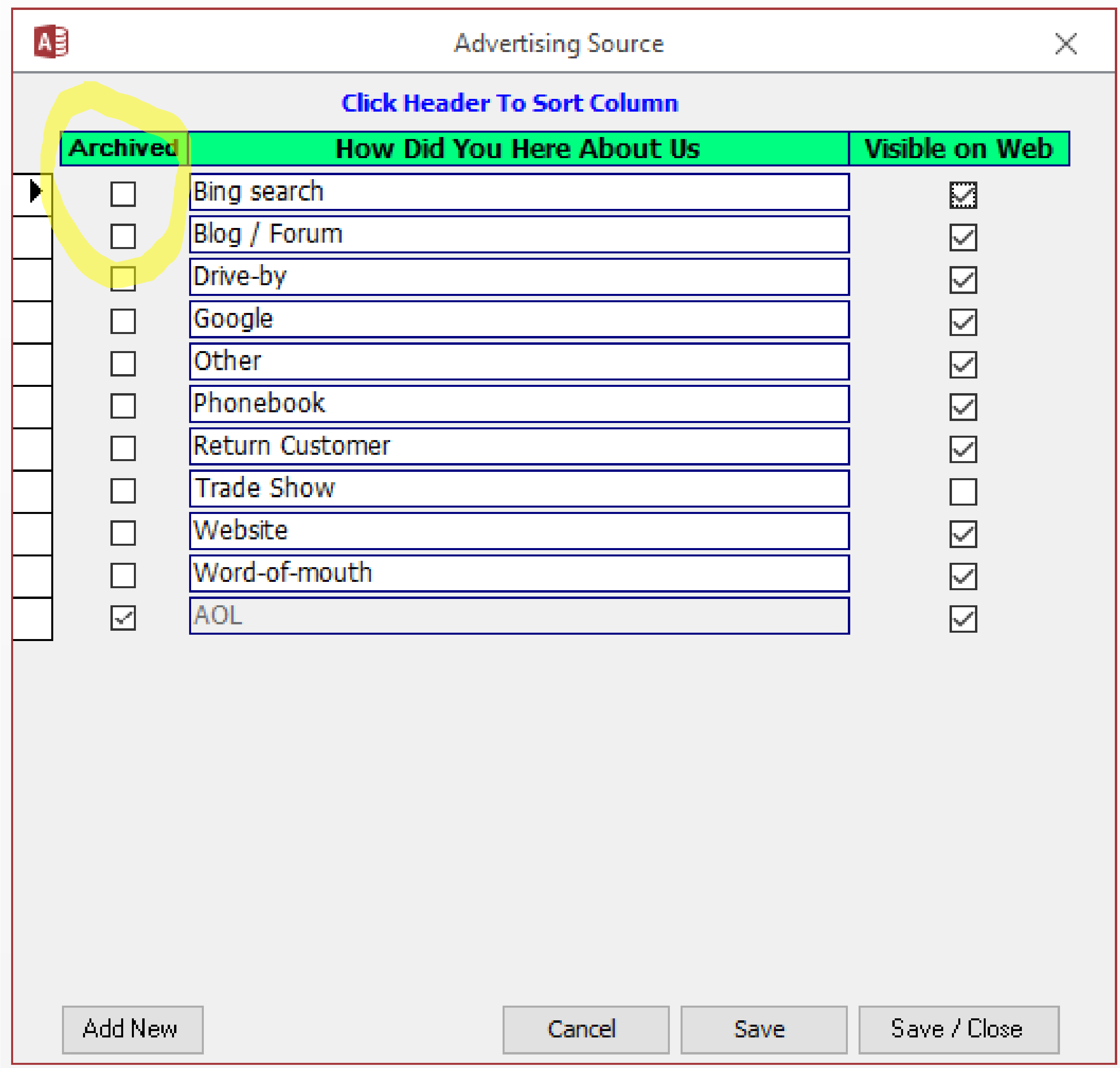
Note: A given Vehicle Category can be used at multiple locations; at each location you should create a rental contract for that vehicle category, assuming there are appropriate vehicles at the location.



ADVERTISING SOURCE ARCHIVING

Admin -> Look-Ups -> **Advertising Source**

You can now “archive” an advertising source (rather than deleting it) – it is saved for historical purposes and potential analysis. If it is archived, then it will NOT appear as a selection in EWR or the Booking Portal. You can also unarchive it at any time.



CHANGE OF ADDRESS

Changing a Location’s address did not automatically change its latitude/longitude as used by the Booking Portal. This has been fixed.

REPORT TYPOS

A few reports, such as the Credit Card Authorization report and Extra Items report, has had issues addressed.

CUSTOMER SEARCH

In certain situations, when searching for a customer in a multi-location situation, the customer did not appear. This has been addressed.

End of Version 10.52

Version 10.51

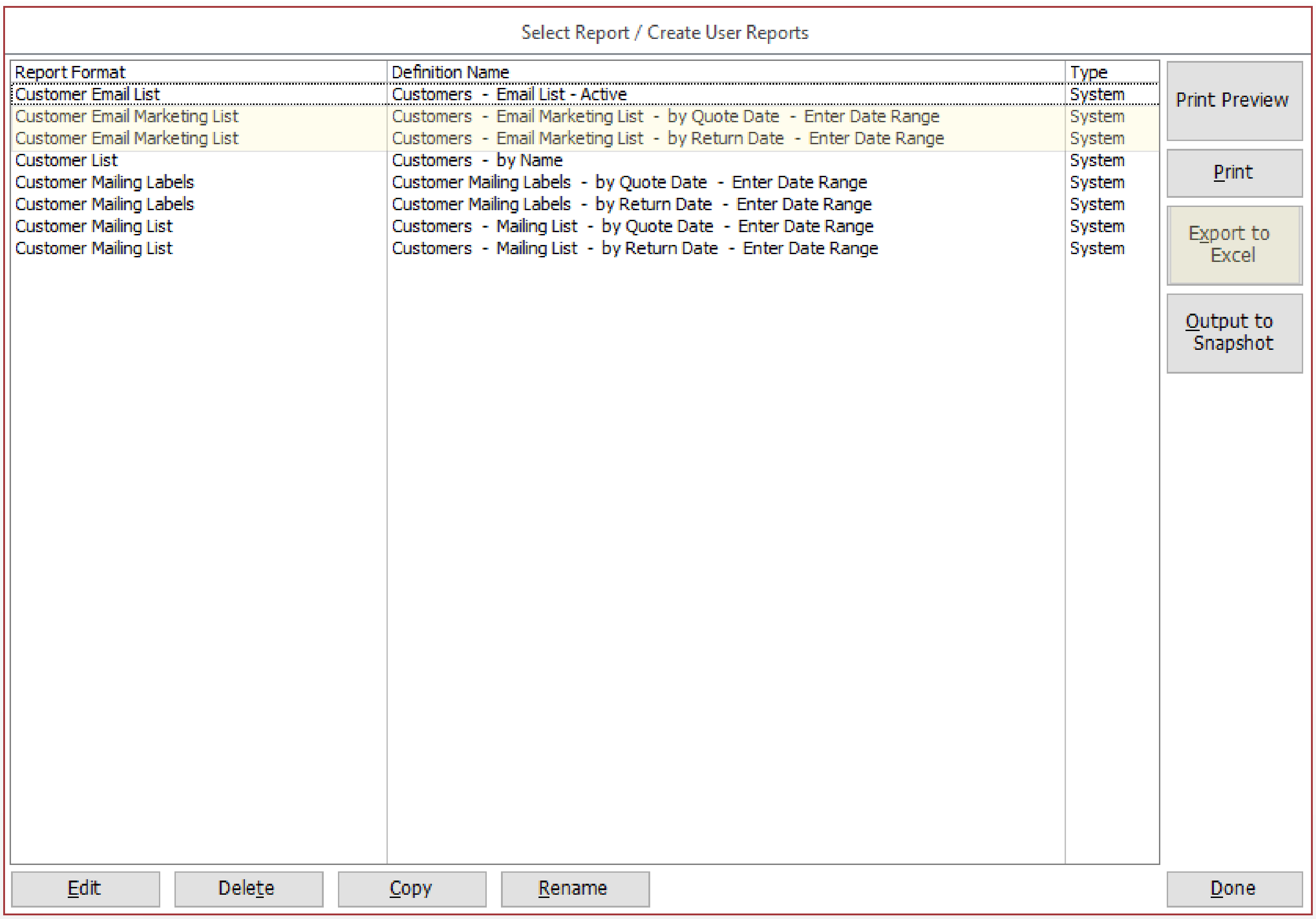
New Features

CUSTOMER EMAIL MARKETING LISTS

Reports -> Contacts -> Customers -> **Customer Email Marketing List**

There are many full-featured email marketing services available (MailChimp, Constant Contact, Zoho Campaigns, etc.). Rather than creating an EWR-specific email marketing program, or integrate with a specific provider, EWR provides an easy way to export to Excel the customer data most often applicable to, and importable into, email marketing programs. Once in Excel, you can do additional data manipulation as necessary (e.g., removing the first row which contains report-related information.)

Follow the above steps to open the *Select Report / Create User Reports* form:



Report Format	Definition Name	Type
Customer Email List	Customers - Email List - Active	System
Customer Email Marketing List	Customers - Email Marketing List - by Quote Date - Enter Date Range	System
Customer Email Marketing List	Customers - Email Marketing List - by Return Date - Enter Date Range	System
Customer List	Customers - by Name	System
Customer Mailing Labels	Customer Mailing Labels - by Quote Date - Enter Date Range	System
Customer Mailing Labels	Customer Mailing Labels - by Return Date - Enter Date Range	System
Customer Mailing List	Customers - Mailing List - by Quote Date - Enter Date Range	System
Customer Mailing List	Customers - Mailing List - by Return Date - Enter Date Range	System

There are two Customer Email Marketing List options:

- By Quote Date
- By Return Date

Selecting one will allow you to enter a date range during which a customer was quoted a rental price, or returned their vehicle. For example, suppose you want to create a marketing program for everyone who was quoted a price during the last month. In this case, you would select the *By Quote Date* report, and the appropriate date range. If instead you want to send an offer to everyone who recently rented a vehicle, you would choose the *By Return Date* option. To create a list of all customers that had ever been given a quote, select the *By Quote Date* option, and use an extended date range.

Once you select an option, click the *"Export to Excel"* button. You will be prompted to enter a filename for the Excel file you are about to export, followed by a File Explorer dialog in which you select the folder in which the exported file will be saved, such as *Documents*. Once you select the folder and click the dialog's *Open* button, a calendar widget will appear. Enter the **start date** of the date range of interest and click *"OK"*. Then do the same for the **end date**. The export should then complete, and you can find your file under the name and folder you chose.

The list of fields related to the customer that are exported are:

LastName
FirstName
Company
Email
Street
City
State
PostalCode
Country
Mobile
BirthDate
IsActive

Note: You may, for example, want to use Excel to sort by the IsActive field, and remove those customers who are not currently active. Then import/upload the resulting file into your Email Campaign provider's application.

RENTAL CALENDAR/SCHEDULE HEIGHT

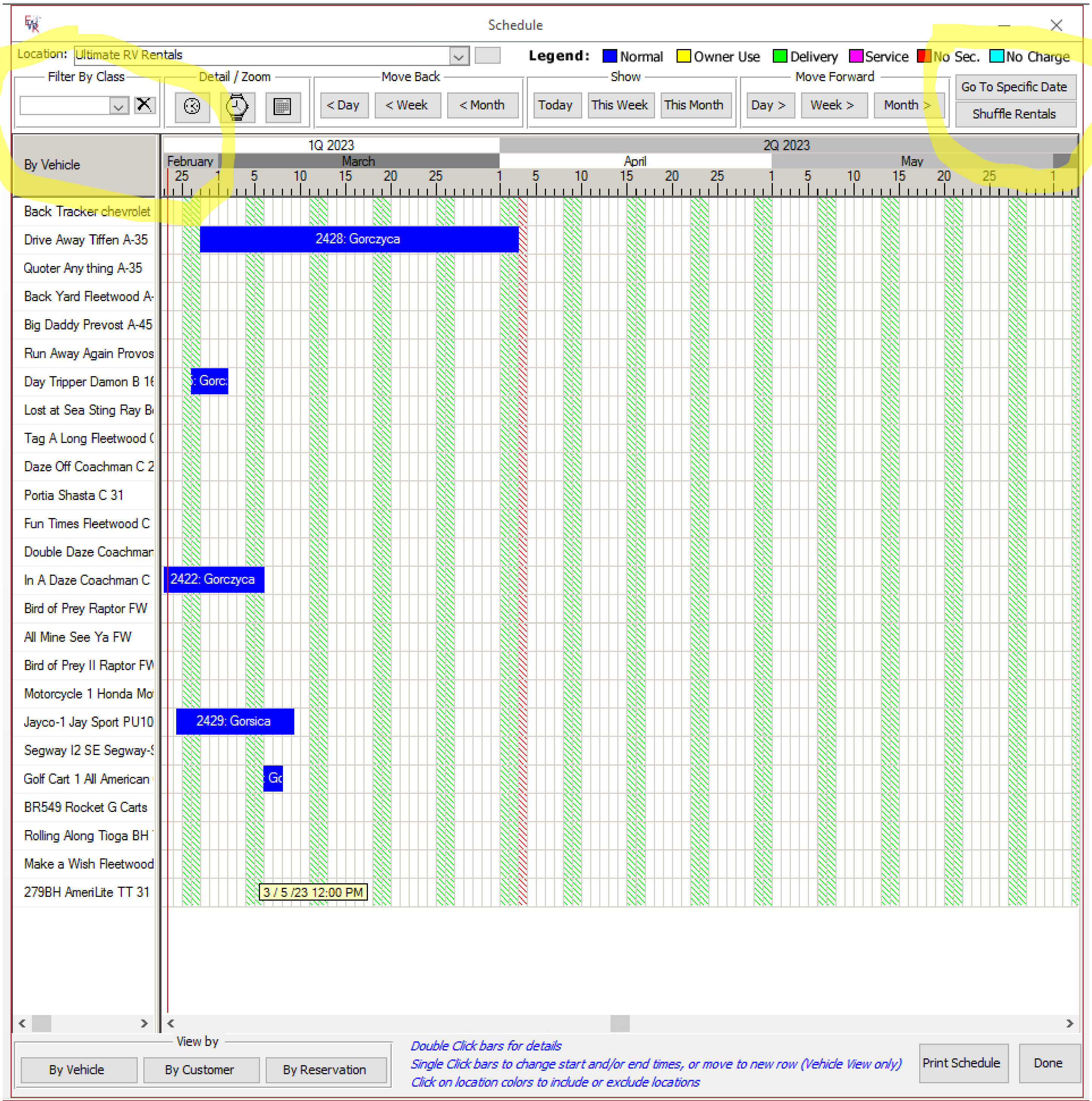
Home -> Rental Calendar

When opening the **Rental Calendar**, such as from the Dashboard, by default the schedule form will now take up the entire height of the MS Access window. (Previously, the schedule form was a fixed height.) Depending on your monitor, etc., this can significantly improve the number of vehicles that can be seen at one time, making it easier or less necessary to scroll if you have many vehicles.

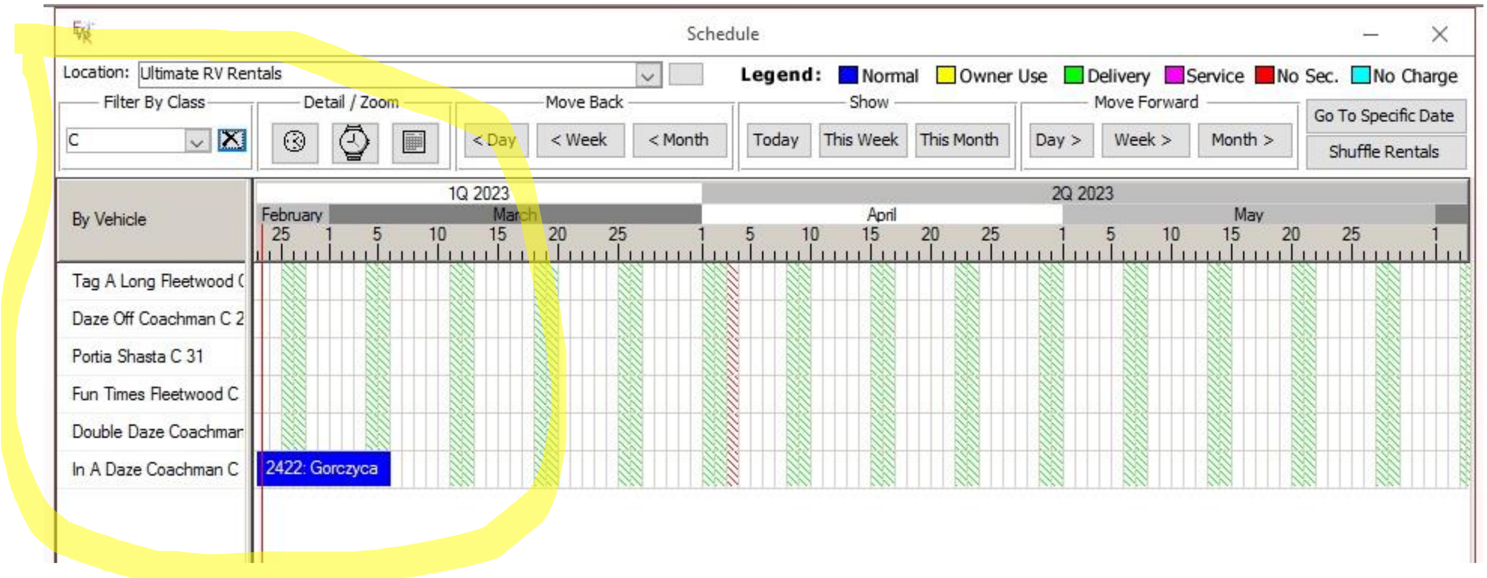
RENTAL CALENDAR/SCHEDULE "FILTER BY CLASS"

Home -> Rental Calendar

When opening the **Rental Calendar**, the default the View is "*By Vehicle*". The "Shuffle Rentals" button has been moved to the right side, and a new "*Filter By Class*" dropdown has been added on the left side – this can be used for only the "*By Vehicle*" view.



The dropdown will display classes for all vehicles at the selected location, or if selected, all locations. You can then select one of the available classes (e,g., "C") and only vehicles of that Class will be displayed in the calendar:



This can be especially helpful if you have many vehicles, but want to see only a subset applicable to a certain rental situation.

General Improvements/Fixes

ORP PAYMENTS IMPROVEMENTS

Contacts -> Payments (ORP) -> **Find Payments**

The *Payments to Owner* form has been improved:

- Error checking has been improved
- To edit an existing payment, click the magnifying glass next to the payment. You can no longer edit in-place the payment as this could result in errors.
- Adding a payment now allows you to use a single check to pay for multiple vehicles. Previously, a check could provide payment to only a single vehicle.
- Edits or additions automatically cause a form refresh.
- The most recent payment is now at the top of the list.
- Although you cannot delete a payment, you can set its amount to $0.00

ITEMIZED REPORT – FLEET REVENUE

Reports -> Vehicles -> Fleet Equipment -> **Fleet Revenue**

There was an issue when generating the Fleet Revenue report, it would ask you to enter additional information. This has been fixed.

RENTAL CALENDAR/SCHEDULE: NO SECURITY DEPOSIT COLORATION

Home -> Rental Calendar

When opening the **Rental Calendar**, rentals for which the *Special "No Security Deposit"* checkbox has been ticked now appear as red, as per the legend on the calendar. Previously, the *"No Security Deposit"* setting did not result in an identifying color.

RENTAL FORM: LEAVE ON / RETURN ON DATE FIELDS IMPROVEMENT

Home -> Rental Look-Up -> Select Rental -> **Rental Form**

Previously, the *Leave On* and *Return On* date fields were too narrow to accommodate the longest dates (e.g., *Wednesday, September 28, 2022*) and would instead display hash marks (###). The fields have been widened.

ENABLE REMOVING CC/BCC FIELDS FROM EMAIL TEMPLATES

Admin -> eMail -> Find Templates -> Select Template

Previously, if one entered an email address into the CC or BCC field, it persisted, even if you emptied the field and saved the form. You are now able to delete the content of these fields permanently.

BOOKING PORTAL: ENABLE REMOVING THE TERMS AND CONDITIONS URL

Admin -> Locations/Contracts -> Find Locations/Contracts -> Select Location -> **Booking Portal**

Previously, if one entered a URL in the Terms And Conditions URL field, it persisted, even if you emptied the field and saved the form. You are now able to delete the content of this field permanently.

End of Version 10.51

Version 10.50

New Features

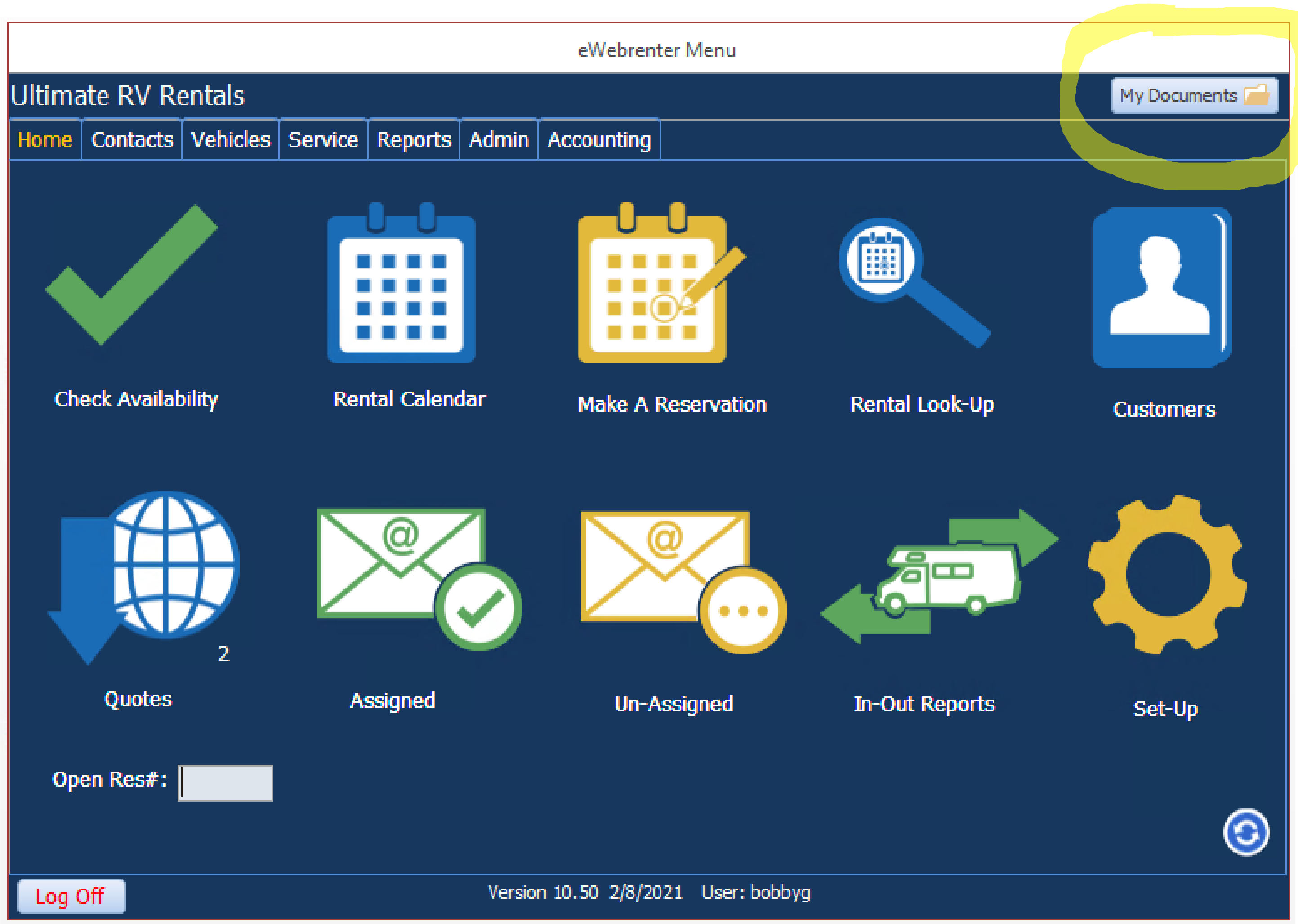
DEFAULT YEAR

Admin -> Preferences -> Defaults (System) -> **Default Year**

The dropdown selection now supports years through 2030.

DOCUMENTS FOLDER QUICK ACCESS

A "My Documents" button has been added to the header (upper right) of the main menu. This will open a file explorer window to allow you to navigate within your folders, allowing quicker access for when you need to cut/paste items to interface between your PC and EWebRenter.

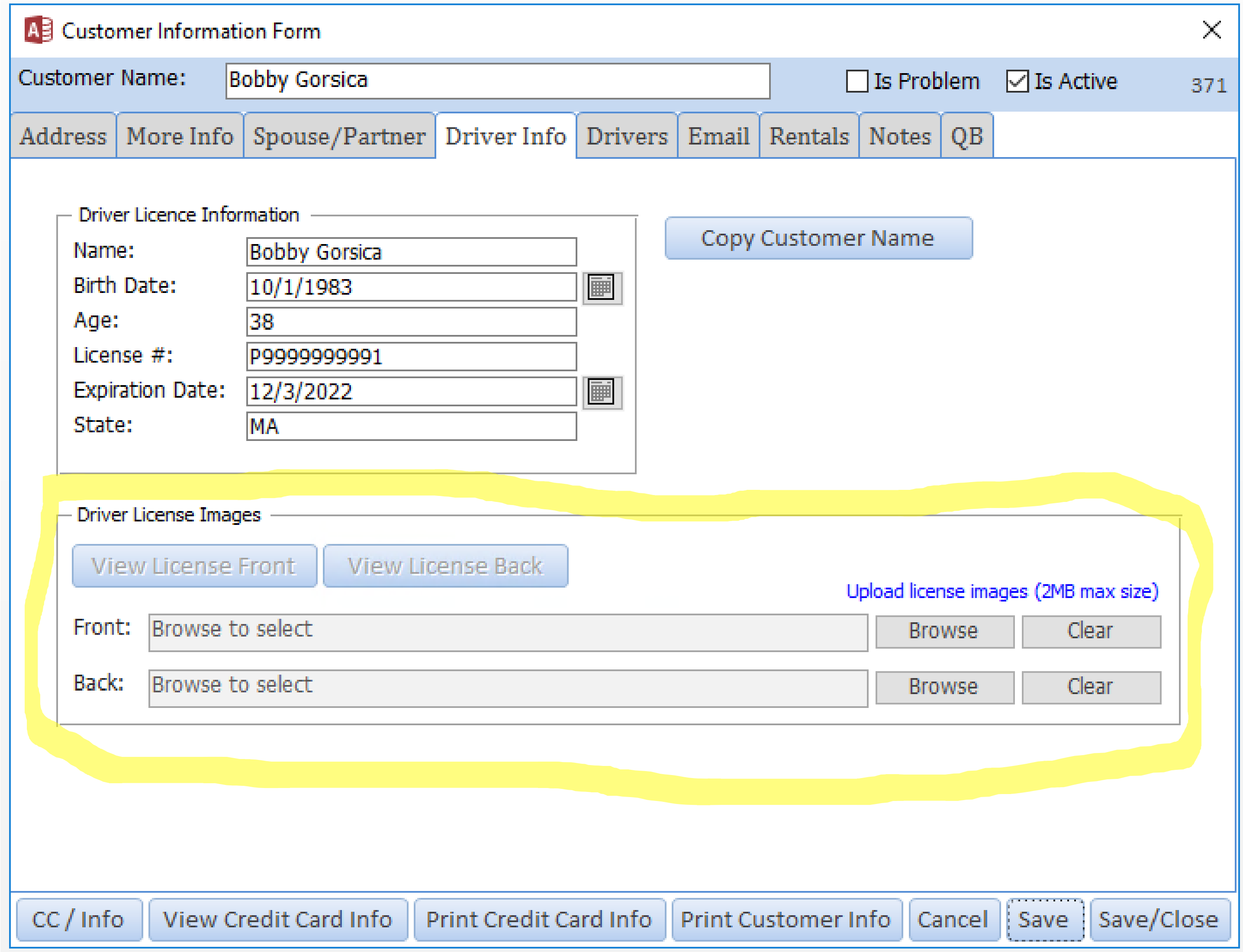


This feature doesn't do anything with any file you might select, but simply serves to give you quicker access to your files.

UPLOAD/VIEW CUSTOMER DRIVERS LICENSE IMAGES

Contacts -> Customers -> Find Customer, Select Customer -> Driver Info

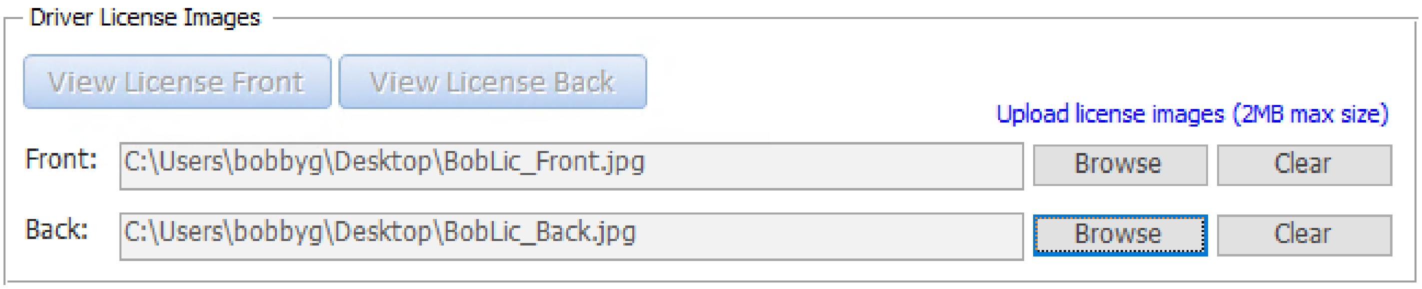
You can now upload and view images of the front and back of a customer's drivers license.



When no image is present, the "View License *" will be disabled. If an image is available, the corresponding button will be enabled.

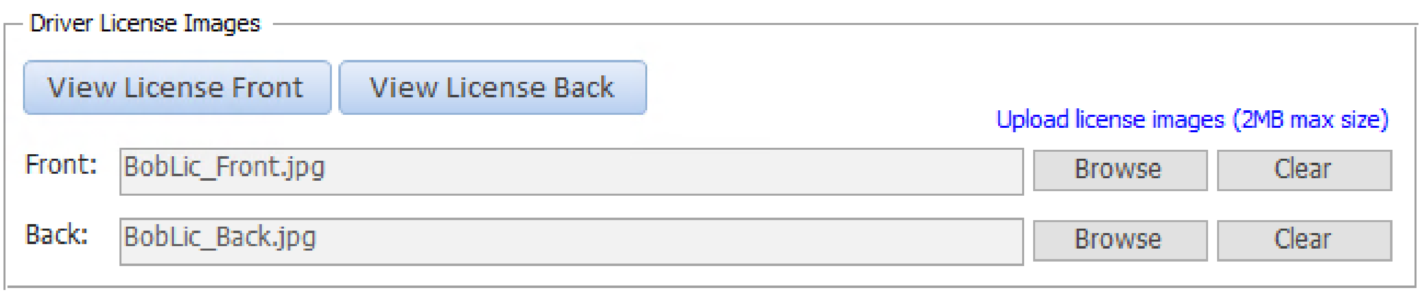
Upload a drivers license image

To upload an image, use the Browse button to select an image. This will open a "Select" window to your EWR Documents folder. Copy and paste the divers license image(s) from your local PC to the EWR Documents folder. Make sure you then select the correct front/back image. **There is a maximum size of 2MB per image, so be sure when you scan or photograph the image, the output is of a reasonable size.** After you select the images, you will then see something like the following:

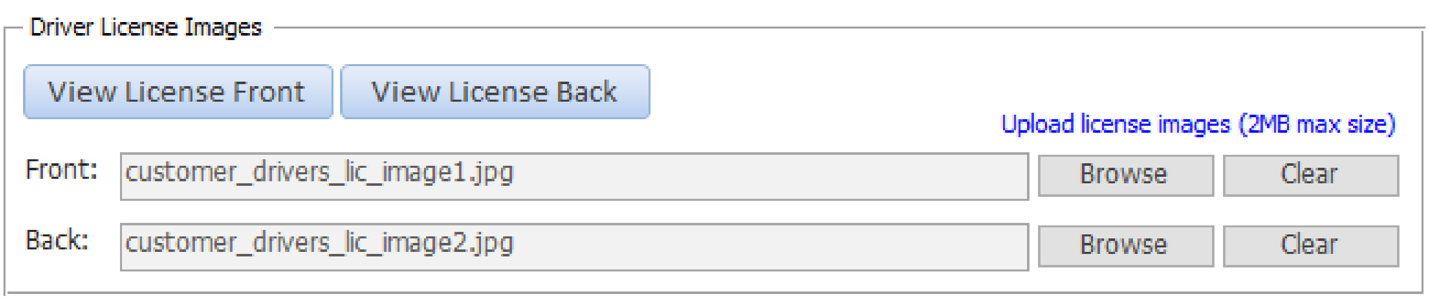


Click the "Save" or "Save/Close" button to save. If you get a "Path/Access" error, then there is likely already an image of the same name stored, and you do not have permission to overwrite it. Change the filename and try again.

Once the images are successfully uploaded, you will see the "View" buttons enabled, and just the filename in the text boxes:



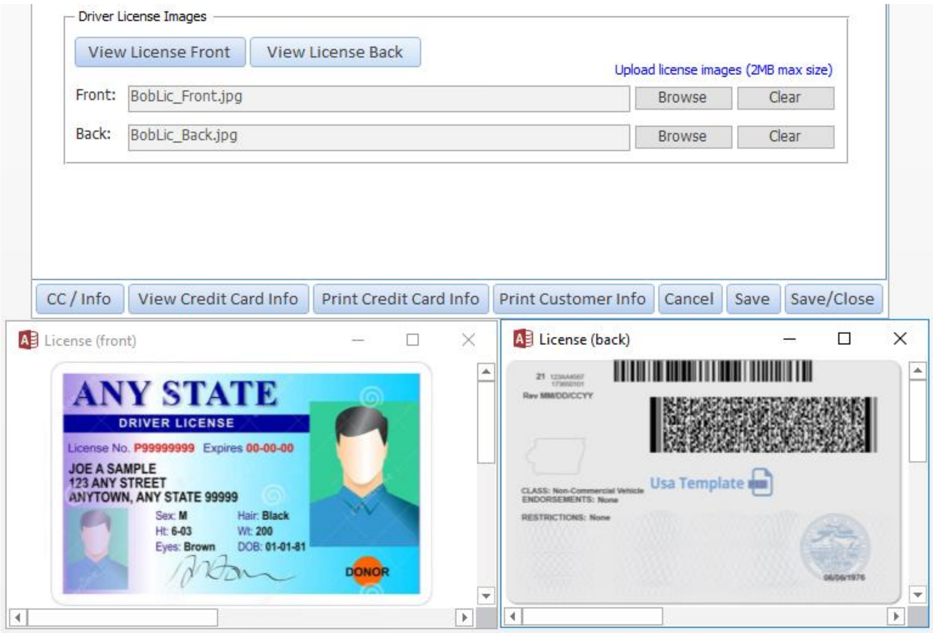
Once you Close the form and re-open it, you will instead see default filenames for the images if they exist:



You can upload new images as necessary.

Viewing a drivers license image

You can then use the “View” buttons to verify the upload. The views can be moved/re-sized as needed.



BOOKING PORTAL

Other changes in this release are related to the online Booking Portal (see related documentation here) and include a few often-requested features:

- Delay Online Rental Hours: You can customize the delay between “now” and the time a vehicle is available to be rented online. You can now rent vehicles the same day, or perhaps not rent vehicles until three days from now – your choice.

- Prep Time: You can customize the delay between when a vehicle is returned and when it is available to go out again. For example, you might rent an ATV that has a turn-around time of one hour; or maybe a Class A vehicle needs 8 hours’ time. This value is included in the availability calculation.

- A fourth “reservation mode” which allows a customer to request a booking, including prices and availability, while creating a reservation in EWebRenter, but NOT booking the reservation.

- A customer can now filter on Awning, Towing, Pets, and Smoking. That is, if a customer selects “Pets”, for example, only those vehicles/classes that have “Pets allowed” selected will be displayed for rental.

End of Version 10.50

Version 10.49

GENERAL

Changed the "Refresh the screen" icon from a red exclamation point to a blue refresh icon:

Various bug fixes and continued cleanup of deprecated items.

EMAIL: EMAIL SERVER

A major change was made in the way email sending/receiving is handled. Dealership Software will be deprecating the functionality of sending/receiving email directly from Dealership Software email servers. This means that each company will need to configure eWebRenter to use an email server of their choice, as well as designating a "reply-to" address. This configuration is done for each location, on the Location Information form under the Email Settings tab. You can use the same or different information for each location.

You can continue (and it is recommended) to send email to customers via eWebRenter; sent emails will be logged so you may review them at any time. You may also include multiple attachments in the email. However, when a customer replies to an email, the reply will now be sent to the email address you designate in the "Default Reply-To Address" field, for example "rental-agent@your_company.com". You may want to ensure that email sent to this default email address accessible to **all** agents so that they have access to all responses.

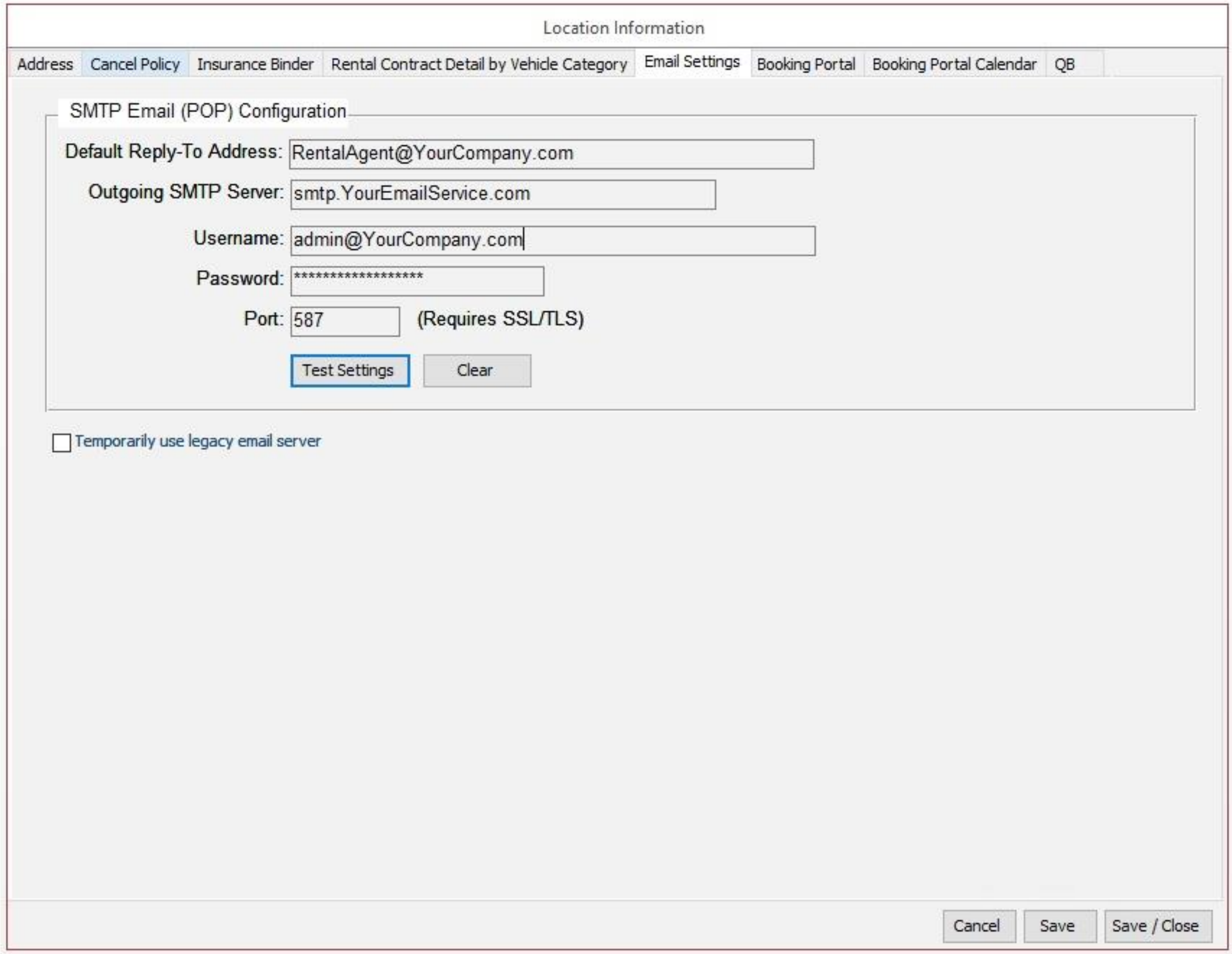
Note: The Port is required and must use SSL/TLS (typically 465 or 587).

Note: The Outgoing SMTP server usually begins with "smtp.", e.g. *smtp.my_email_server.com*

If you are not sure which email settings to use, contact your IT department or ISP.

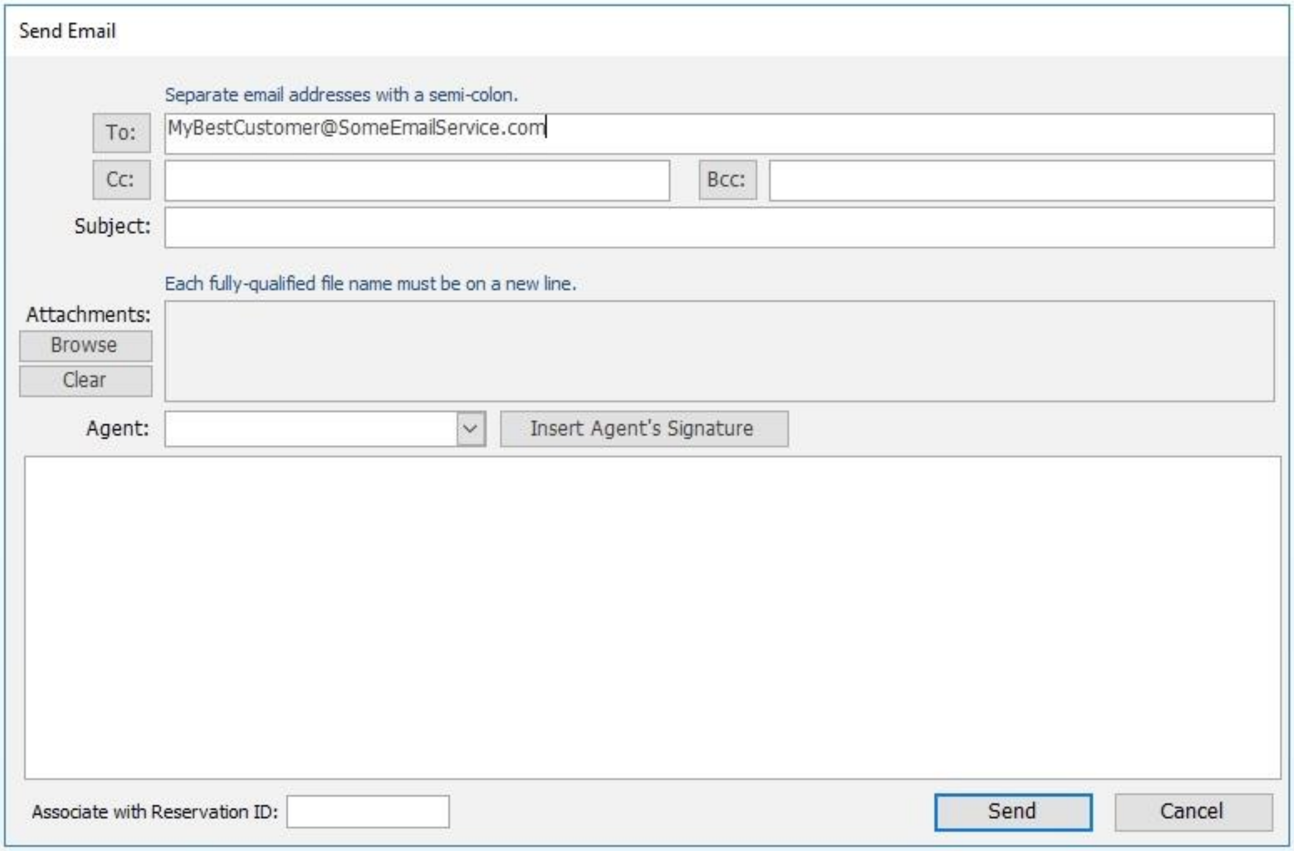
Once you have entered your settings, click "Test Settings". If the settings are correct, you will receive an email at the "Default Reply-To address; otherwise an error will be displayed along with some level of hopefully helpful information.

By default, when you initially update to eWebRenter v10.49, and while you transition to your new email server, the "*Temporarily use legacy email server*" checkbox is ticked, which will cause email to be sent via Dealership Software's email server. However, you will be prompted to configure your own email server every time an email is sent. Once you have configured and successfully tested your email server, make sure to untick this box.


Location Information
Address
Cancel Policy
Insurance Binder
Rental Contract Detail by Vehicle Category
Email Settings
Booking Portal
Booking Portal Calendar
QB
SMTP Email (POP) Configuration
Default Reply-To Address: RentalAgent@YourCompany.com
Outgoing SMTP Server: smtp.YourEmailService.com
Username: admin@YourCompany.com
Password: ******************
Port: 587
(Requires SSL/TLS)
Test Settings
Clear
Temporarily use legacy email server
Cancel
Save
Save / Close

EMAIL: GENERIC FORM

When you create an email, other than generating one within the Rental form, a more generic email form is used:



To, Cc, Bcc fields: You can enter one or more email addresses directly, separated by semi-colons. Or you can click the **To**, **Cc**, and **Bcc** buttons to display a list selector that includes all contacts for which an email address is configured, including the new Customer "Alt. Email" field.

The Subject and Body must have some content as this helps to avoid spam filters.

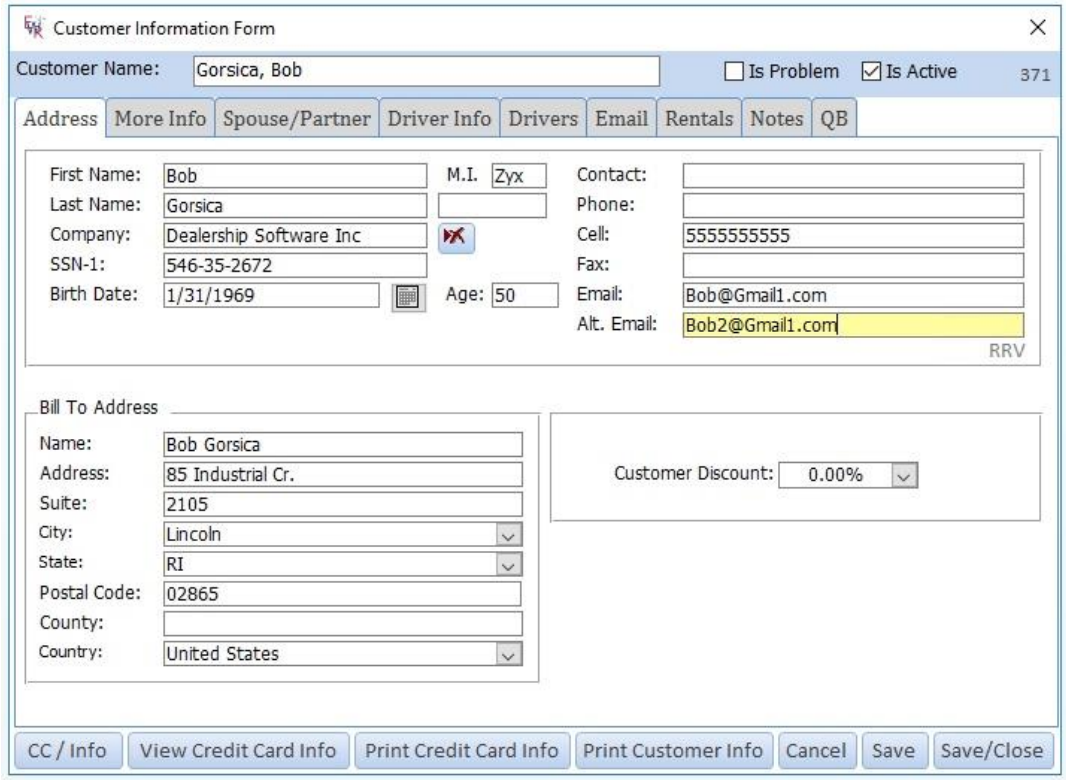
You can browse and attach multiple attachments; prior to this version this was limited to a single attachment.

An agent's name must be selected, and you can quickly include their "signature" if they have one configured via their **Employee** form.

For tracking, notice at the bottom you can associate the email with a specific Rental ID if the system cannot itself determine the associated Rental.

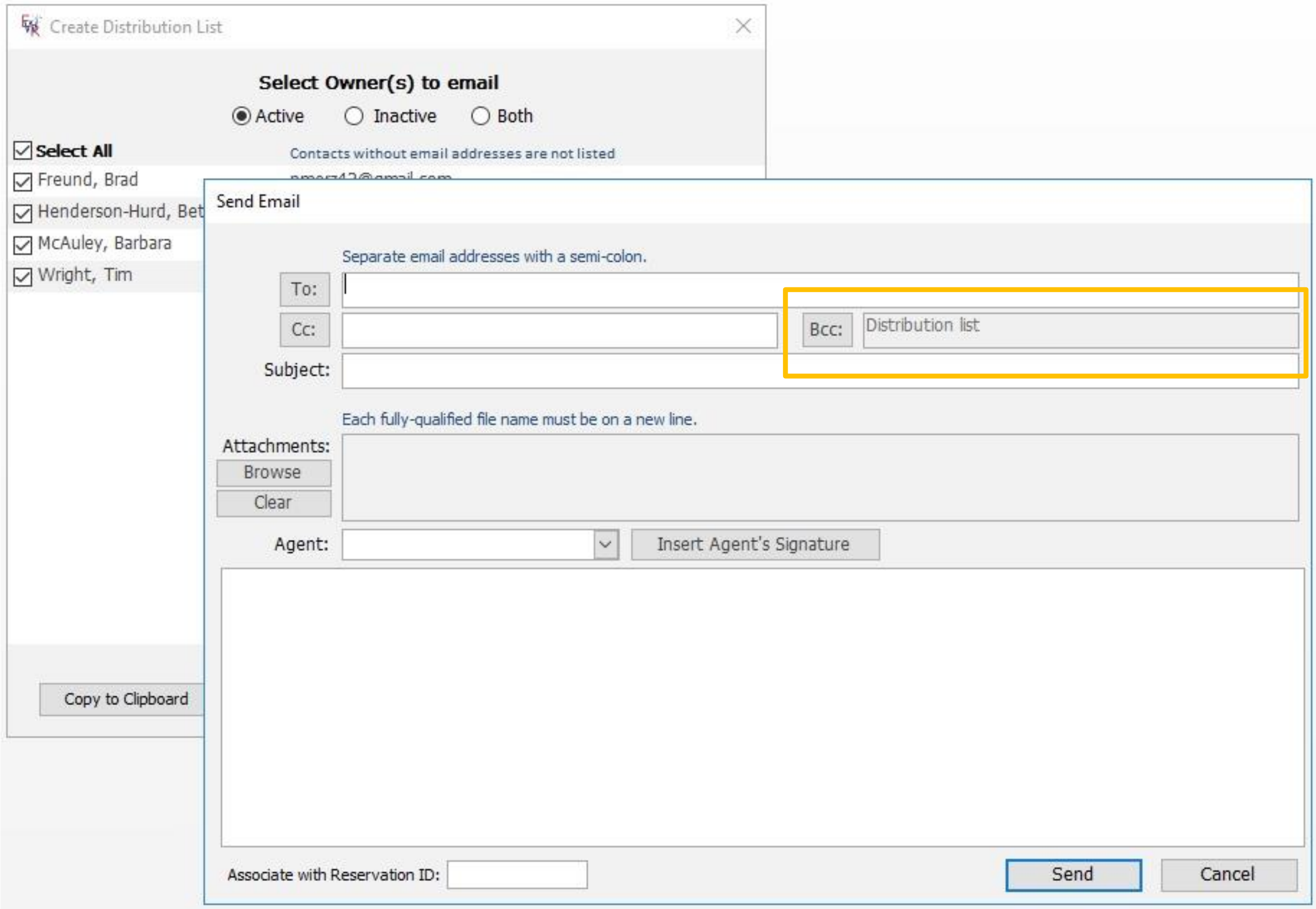
CUSTOMER FORM: ALT EMAIL ADDRESS

Address tab: A new "**Alt. Email**" field has been added. Some users were adding a second email address into the Email field as there was not an available field for this. When upgrading to v10.49, any secondary email addresses will be moved into the Alt. Email field, while their primary email address will continue to be displayed in the **Email** field. Both the Email and Alt. Email fields are now limited to a single email address.



OWNERS FORM: EMAIL ALL OWNERS

Email All Owners: After selecting the owners to which you want to send an email, a temporary "distribution list" (the email addresses you selected) is created. When you then compose the email to send, the distribution list is now included in the "Bcc" (blind carbon-copy) field, rather than the "To" field.



CUSTOMER PORTAL

- A basic “Customer Portal” has been added which allows the customer to update relevant profile and rental information online rather than filling out paper forms. In conjunction with the Check Out form, you can configure which information to gather from the customer either at the time of check out or afterwards when an agent emails the customer a link to their user portal.

- The user portal is accessible via a URL link which is created via the EWR Rental page when a customer email is generated. The agent selects whether or not to include the link in the email.

- When creating an email template, the template designer can choose whether or not the email includes a link to the Customer Portal by default.

- You decide which fields (e.g., license, social security number, etc.) are hidden, optional, or required on the Customer Portal form.

- For security purposes, when a customer clicks on the email link, they are first brought to a page where they enter more information (last name, email address, and Rental ID).

- After entering the correct information, the customer’s portal is displayed; they can add/update the information that is displayed to them as was previously configured by you.

- You configure for how long the link is active; specifically, the company can invalidate the link any number of hours prior to the rental departure, i.e., to prevent the customer from making last second changes.

- If you are not currently using the Booking Portal, then via the eWebRenter “Online Basics” tab, you can select some aspects of the user portal’s theme to better match your company website, as well as upload your company logo. Booking Portal users configure their theme/logo via the Coppermine application.

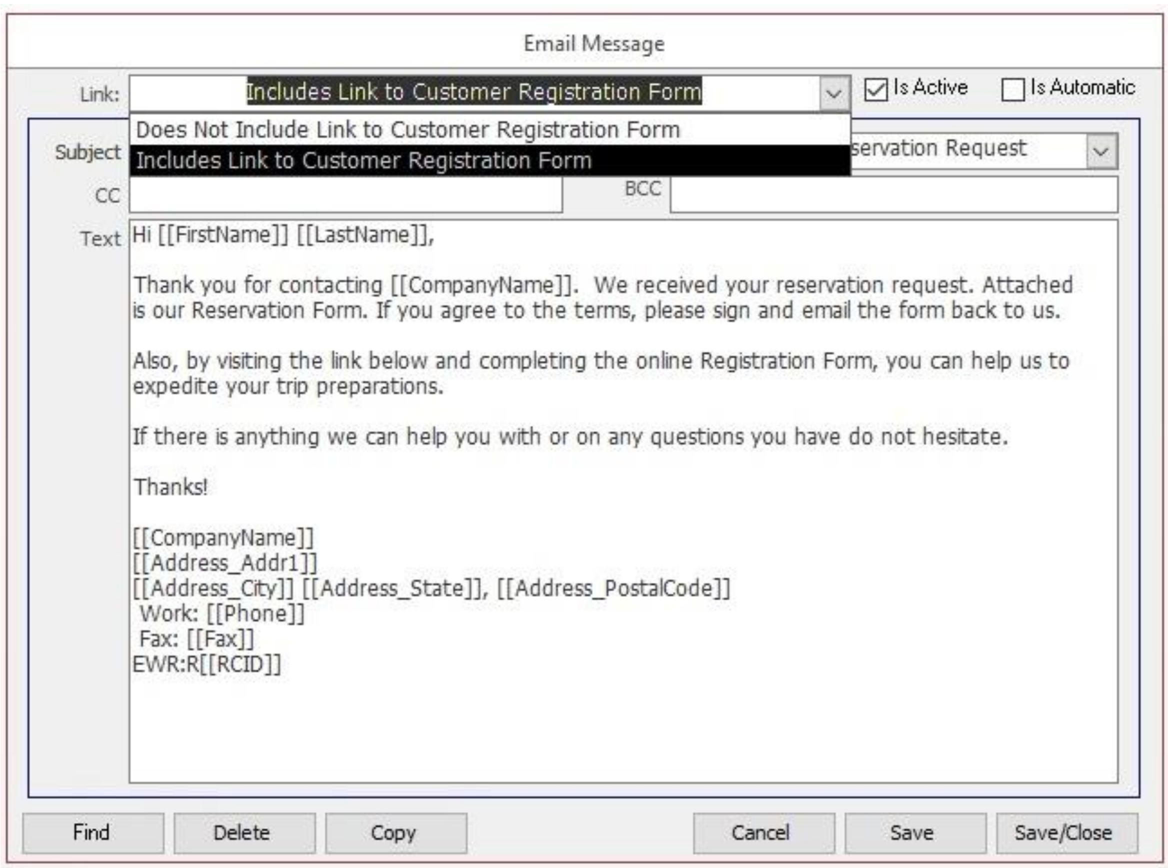
CUSTOMER PORTAL: ONLINE REGISTRATION LINK NOTE FOR EMAIL

Admin/Preferences/*Defaults (System)*

If a link to the Customer Portal is included when an email is generated on the EWR Rental form, this text will appear right above the link. So, for example, you may want to include text that encourages the customer to click the link and review their information.

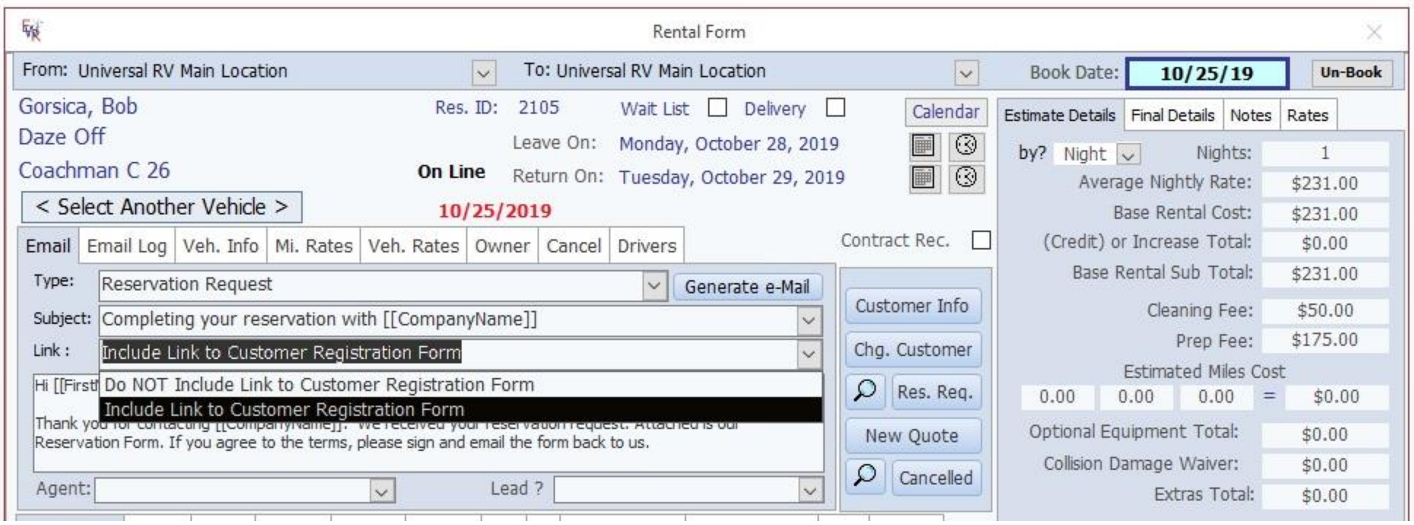
CUSTOMER PORTAL: EMAIL TEMPLATES

When creating/modifying an email template (e.g., Admin/eMail/Find Templates, select a category then specific template), a dropdown with a label of “Link” is now included. This is a link to the Customer Portal (a.k.a. Customer Registration Form). Use this dropdown to select whether or not to include the link to the portal by default. As it is only a default, the agent can select either option at the time they generate the email on the Rental form.



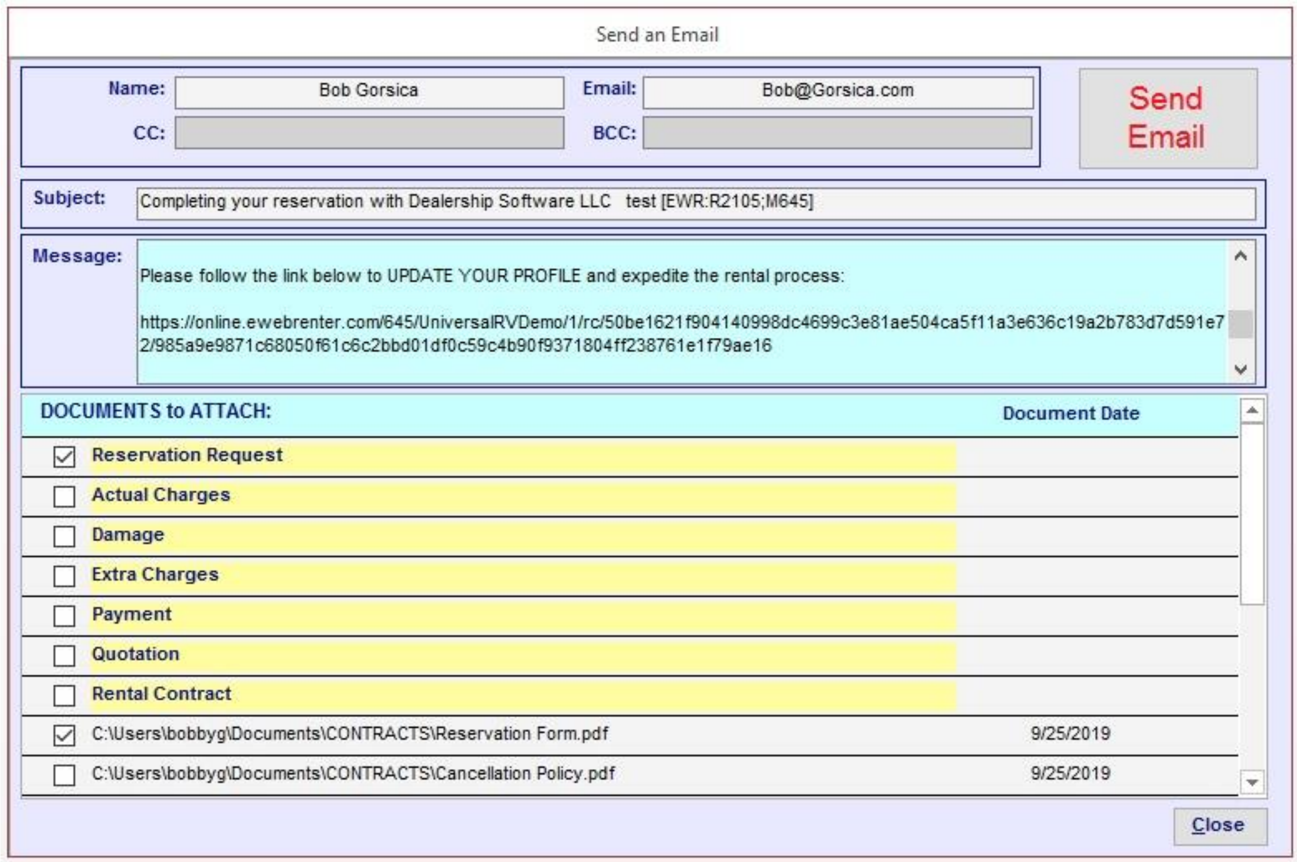
CUSTOMER PORTAL: EMAIL LINK TO CUSTOMER

As above, when sending an email, the agent can decide to override the email template's default value for including the link as shown below.



CUSTOMER PORTAL: LINK DISPLAYED WITH MESSAGE

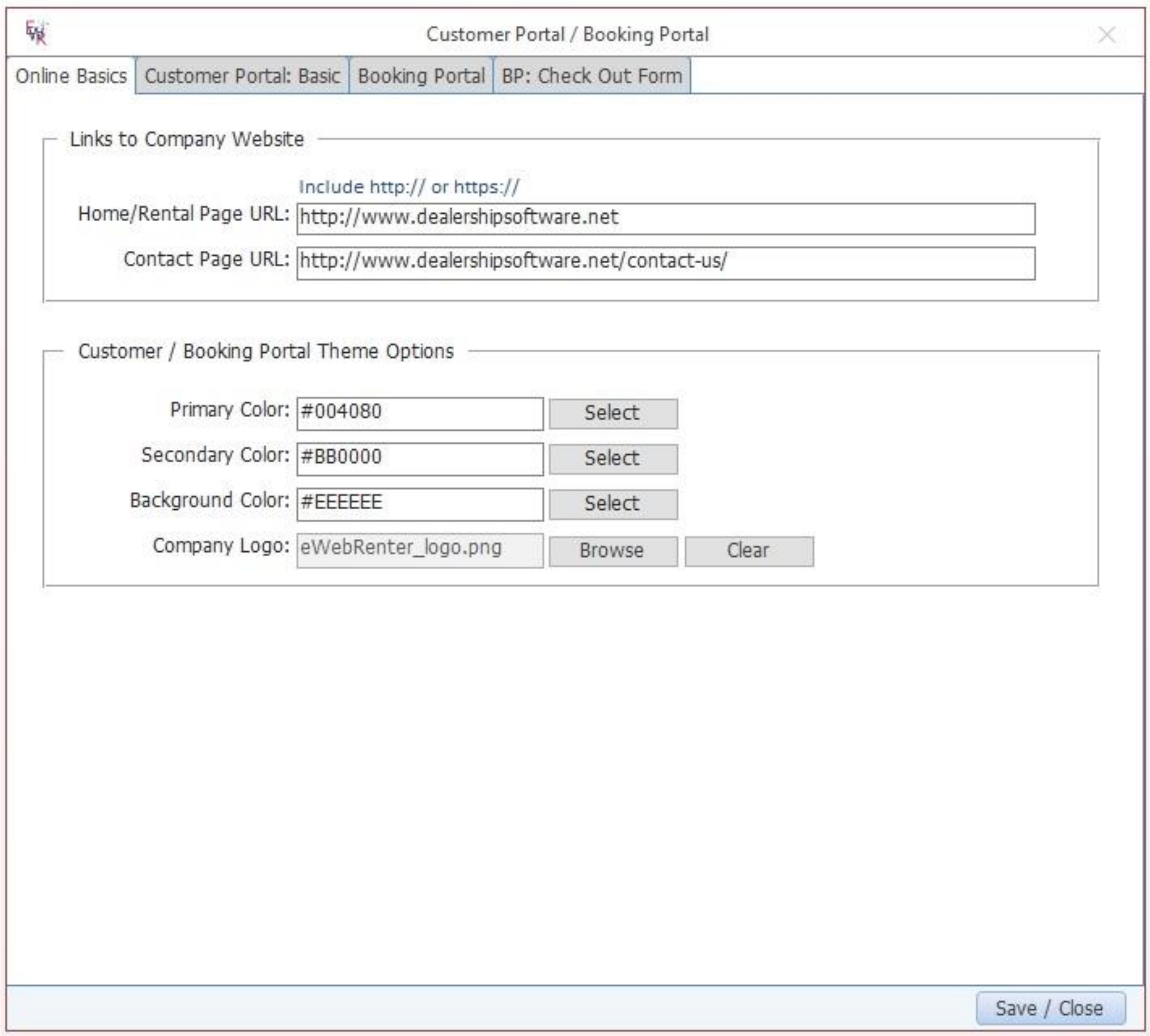
After clicking "**Generate e-Mail**", and then scrolling to the bottom of the *Message* field, you will see the link to the customer portal. This link is preceded by a default text message that you define under Admin/Preferences/Defaults/*Online Registration Link Note for Email*. In the example below, the message begins "Please follow…" and ends rental process:". Of course, you can change this message directly within the message field itself.



CUSTOMER PORTAL: ONLINE BASICS

PATH: Admin/Company/*Customer Portal / Booking Portal*

The **Online Basics** fields are used for both the Customer and Booking portals. These values influence what the customer sees when they visit their user portal, and give you an opportunity to maintain your company's branding within the user portal.



"Links to Company Website" contains required fields for URLs to your website which are used to navigate the user from a Portal back to your site.

- Ensure the *Home Page URL* field contains the URL to your main company website's home page. This is also used as a link behind your logo in the Booking Portal. Please include the http:// or https:// part as well.

- Ensure the *Contact Page URL* field contains the URL to your main company website's "Contact" page. Please include the http:// or https:// part as well.

Note: Modern browsers rank secure sites (e.g., http**s**) higher than non-secure sites and are recommended.

"Theme Options" contains several fields related to the appearance of the Portals and are meant to help convey branding consistent with your Company's brand. You will find several fields: Primary Color, Secondary Color, Background Color, and Company Logo:

Primary Color is used for button background colors, border colors, etc., and is typically the darker color most associated with your brand.

- MUST be a darker color

- Should not be black

Secondary Color is used for hyperlinks and other highlighted information.

- Must NOT be black (which is used for general text) or white (which is typically used for the background)

- MUST be a medium or dark color that displays well against a white background

- Typically use the same color as is used on your main website for anchors/links when they are displayed against a white background

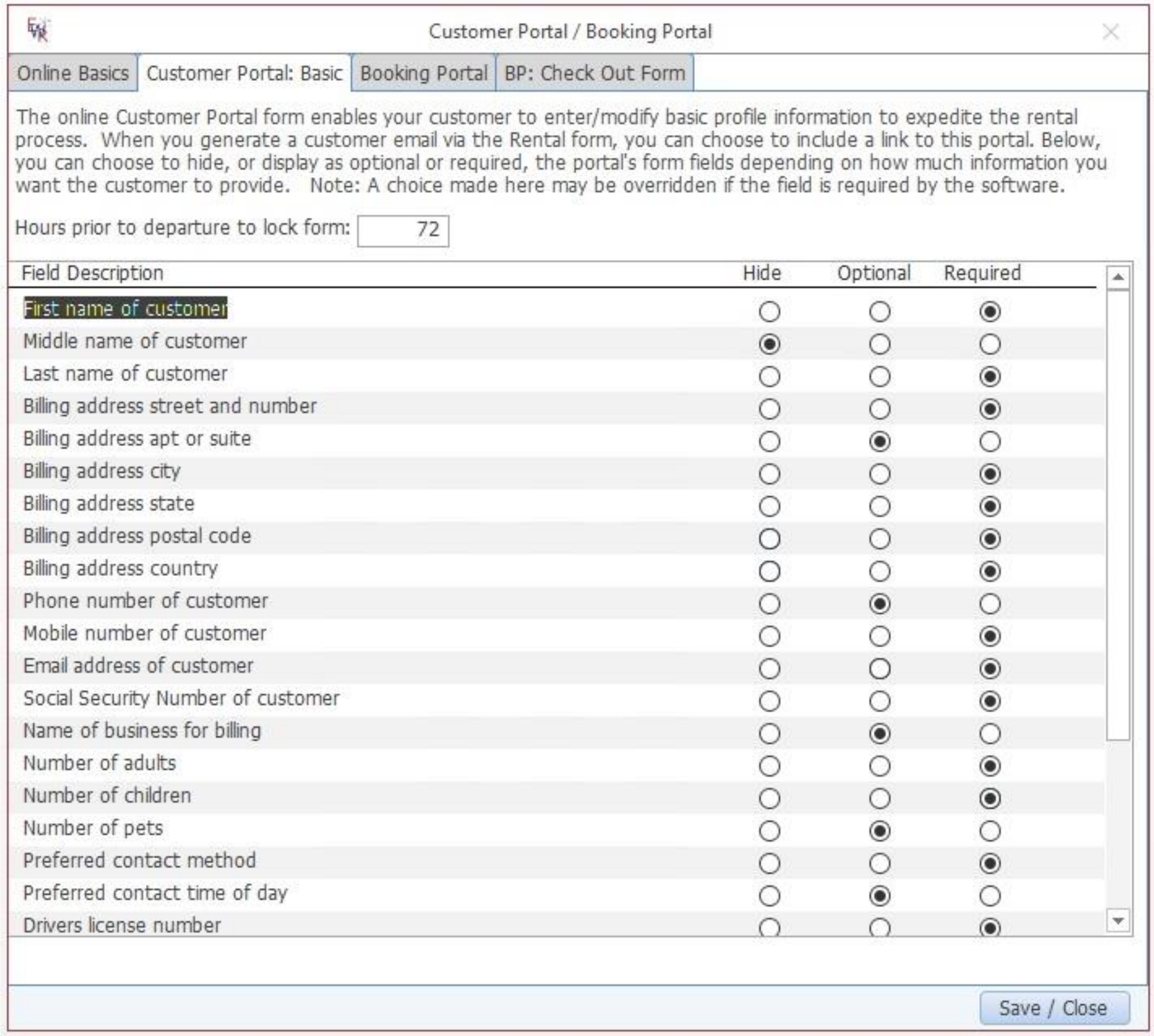
Company Logo is an image displayed in the ***Customer*** Portal's navigation area. It will be displayed with a maximum height of 80px. As a small logo, the image should be no larger than 100KB; acceptable formats are jpg/jpeg/png/gif.

Note: The logo image displayed for the ***Booking*** Portal is still the image uploaded to the Coppermine gallery. You may use the same image for both.

CUSTOMER PORTAL CONFIGURATION

PATH: Admin/Company/*Customer Portal / Booking Portal*

The **Customer Portal: Basic** fields are used to control which fields are displayed to the customer when they visit their user portal, allowing them to enter/edit their information online.



When you send an email to a customer via the EWR Rental form, you can choose to include a link to the Customer Portal. (When creating an email template, you may choose to add this link by default, though you may also over-ride the default option when generating the email.) When the customer clicks on the link in the email they receive, they will be taken to an online form where they have an option to review, add or edit information about themselves, such as their current address, Social Security Number, etc.. They will **not** be able to alter their **last name** or **email address** via their portal.

If you are also using the Booking Portal, there is a similar set of options for the *Checkout form* the customer sees when renting a vehicle. Using these two forms, you can decide how much information to capture when the customer initially requests a rental, versus after the request is reviewed by you. For example, you may want to ask the customer to enter minimal information in the Booking Portal, then when you have reviewed their request, ask them to enter detailed information via the Customer Portal.

Using the remaining **Customer Portal radio buttons**, you decide which information you want the customer to submit via the Customer Portal. Information that the customer had previously submitted and was stored in your database will be displayed so that the customer does not have to re-enter information, although they may do so to update their data.

Simply tick the radio buttons for each field so that the form meets your needs. There are three choices:

- **Hide**: The field will not be displayed

- **Optional**: The field is displayed, but the user is not required to enter information into the field

- **Required**: The field is displayed, and the user must enter information into the field before proceeding

"Hours prior to departure to lock form" defaults to 72 (three days). You may not want your customer to be able to make online changes when it is close to their departure time, but rather have them call you directly. This feature allows you to set the number of hours prior to their departure time that any customer will be able to make online changes.

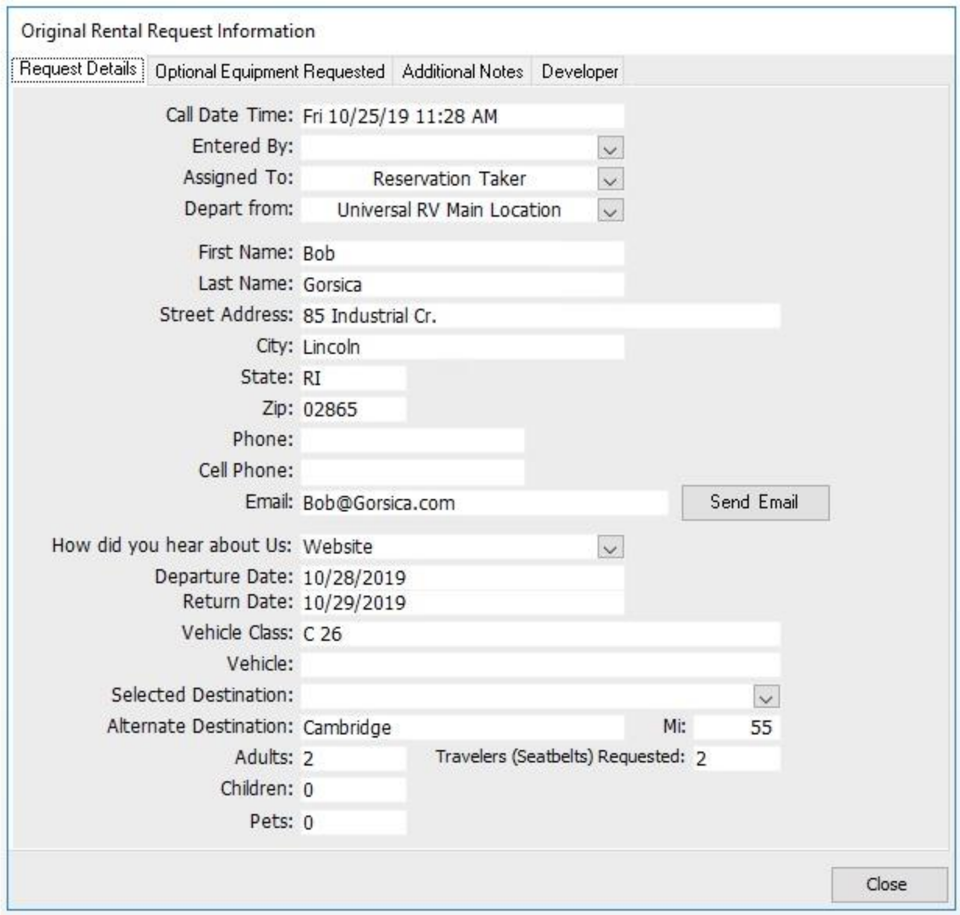
Dashboard: Quotes

Request Details tab: Reorganized and added a field for Pets; Added a field displaying the number of travelers (seatbelts) requested. Please ensure that the number of passengers (Adults + Children) and seatbelts match, or contact the customer to confirm.

Optional Equipment Requested tab: Now displays equipment requested via the Booking Portal

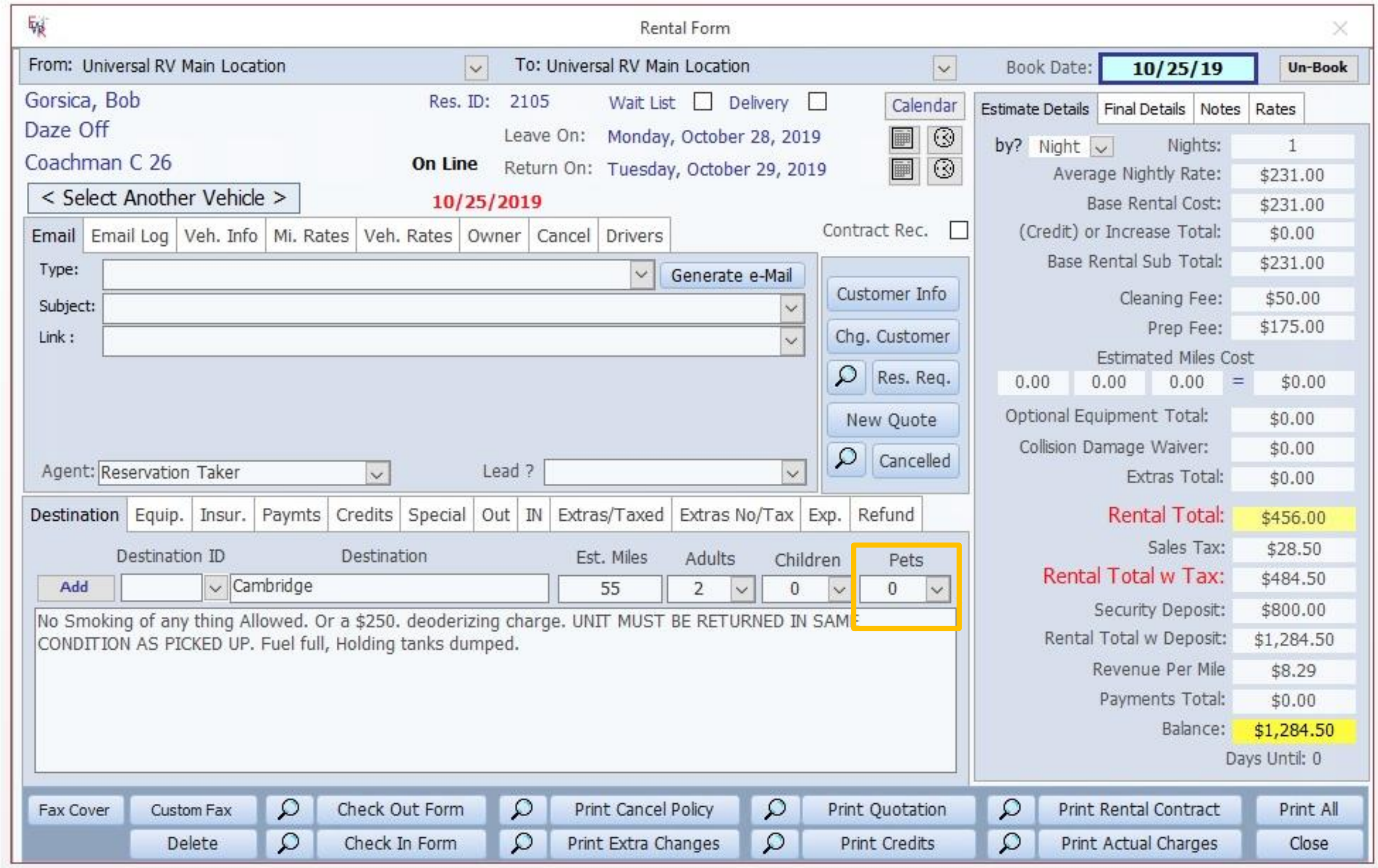
Additional Notes tab: Now scrollable

Developer tab: Visible only to those in the Developer Security group



Rental Form

In addition to Adults and Children, a dropdown for Pets is now included.



End of Version 10.49