



## Rentman 4G WooCommerce Plugin

User Manual, Version 4.10.2

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### Installation process

1. 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.
2. Activate the Rentman plugin.
3. Make sure to install and activate the GitHub Updater plugin (<https://github.com/afragen/github-updater>) as well to automatically search for updates. Simply download the zip-file and install on your Wordpress, no further configurations are required.
4. Navigate to *WooCommerce* -> *Rentman* in the Wordpress admin panel.
5. Submit your Rentman 4G login credentials to continue.
6. When your credentials have been approved, press the *Import Products* button to load all products from Rentman and their respective categories.
7. After the import has finished, the plugin will display the tax rates that have been found in Rentman for the imported products. You have to create your own tax classes in WooCommerce that match these rates.
8. Finally, check the settings for availability, discounts and stock display.

### 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)  
Coming soon: French, Italian
- 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**

Follow these steps before contacting our support

1. Check whether you have installed the latest version of the plugin. You can find the latest release here: <https://github.com/rentmanpublic/rentalshop/releases>
2. The plugin automatically checks for common errors in the main menu of the plugin. Check whether the plugin displays any errors there and resolve those.
3. We have tested the plugin for Wordpress 4.0+ and WooCommerce 3.0+  
Older versions might work but have not been tested, so we recommend to update them to the latest version.
4. 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.
5. We have made an overview of common questions on the next few pages of this manual. Check if your question is among them and follow the steps of the proposed solution.
6. Were you still unable to solve your problem? Make sure to send a WooCommerce system status report with your support ticket, this will help us to answer your questions faster.

## Common questions and errors

This is an overview of common questions and errors. We have noticed that a lot of customers do not read this manual before contacting our support and most of the time their questions are already answered here. Only contact our support when you cannot find your question in this overview or if the proposed solution does not work.

- **I have trouble uploading the plugin to Wordpress.**
  - It is only possible to upload zip-files to Wordpress (no tar-files).
  - Are you using Safari? Then zip-files might be automatically unzipped after downloading. Go to *Safari -> Preferences -> General* and uncheck "Open Safe Files After Downloading" to disable this.
- **The *import products* button doesn't do anything or the counter is stuck.**
  - 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 products are imported in groups of five. When the counter has been stuck for more than 30 seconds, it probably means that it took too much time to create these five products. This could for example happen when there are a lot of images attached to the products or if you have poor internet connection. Simply press the *import products* button again to continue the import from the last product that was finished.
- **The product images are not displayed or they are missing completely.**
  - Images are saved in: '*wordpress/wp-content/uploads/rentman*'  
Check if the folder exists and whether it contains the images or not.
  - Are there any copy errors on the plugin page? Try to resolve them.
  - Make sure that 'In webshop' has been checked in Rentman 4G 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 might 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.
  - Still experiencing problems? This probably means that the plugin does not have permission to access the images. Contact our support so we can check whether this is the case.

- **The product categories are wrong**

- Only product categories that contain one or more products are shown in WooCommerce. Empty categories are removed after the import.
- 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.
- Where you using an outdated version of the Rentman 4G plugin before? Then you should do a reset and delete any remaining categories manually before importing again.

- **The availability check doesn't work or the shown availability is incorrect**

- 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.
- The webshop plugin does not contain functionality to handle kits. Kits are handled as normal items and therefore the shown availability is incorrect (i.e. kits are always available, even when one of the materials in the kit is not). This is missing functionality that we will add in the future but not in the short term.
- 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 do not match with those in Rentman 4G**

- Firstly, make sure that you have activated taxes and created the right tax classes in WooCommerce. After the product import, the plugin will display all taxes that have been found in Rentman. Check whether the tax classes in WooCommerce match these rates.
- Also check whether you have defined additional taxes for the shipping costs, this price might conflict with the settings in Rentman.
- Products that were added manually will not be synchronized in Rentman. Also be careful with making changes to products.

- Taxes might not be applied correctly in older versions of WooCommerce, so also check whether you have updated to the latest version.
  - Did you enable discounts? It is possible to create discounts for specific customers in Rentman 4G. Double check if you are using this feature.
  - Still experiencing problems? Contact us!
- **It says 'stock unknown' on the product page or the shown stock is incorrect**
    - 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.
    - Would you rather hide the stock from the product pages? You can disable the stock display in the main plugin menu.
- **The plugin works, but I would like something to be customized**
    - Unfortunately it is not possible for us to customize the plugin for you due to time constraints. We also want to keep the updating process as simple as possible.
    - Because of this, you will have to make those customizations yourself or hire a developer to do them for you.
    - However we can give you some advice about the difficulty and the steps that you need to take in order to implement your customization.
    - Keep in mind that not everything is possible due to limitations of Rentman 4G, WooCommerce and Wordpress. We will also discourage you to make drastic changes to the plugin because we will not be able to help you if something goes wrong.
- **I would like to create my own plugin using the Rentman API**
    - Our plugin was build with a fairly basic webshop in mind. If your webshop has a unique concept or an advanced design it might be a good idea to write your own plugin for the integration with our rental software. This is a time consuming task though.
    - We currently do not have any public documentation available for our API. This means that you will have to examine the code of our plugin and in order to get an understanding of the communication with the API.
    - Our support will not be able to answer all of your in-depth questions, so it is mostly your own responsibility if you want to do this.
    - We are planning to provide documentation for the API in the future, but this will not happen in short term.

- **Is there a sample webshop available or an environment for testing?**

- Yes, we have multiple sample webshops available:

- 1) [www.rentman.shop](http://www.rentman.shop)

- This webshop is for demonstration purposes. New versions of the plugin are always tested here by our developer before release on GitHub.

- 2) [dev.rentman.shop](http://dev.rentman.shop)

- This webshop is basically a sandbox environment used for testing. Our support can provide you with login credentials so you can do some tests with the different functions of the plugin. You can also try to reproduce errors that you might have encountered in your own webshop.

- 3) [dev2.rentman.shop](http://dev2.rentman.shop)

- This is an alternative sandbox environment.