

# Missed Rentals

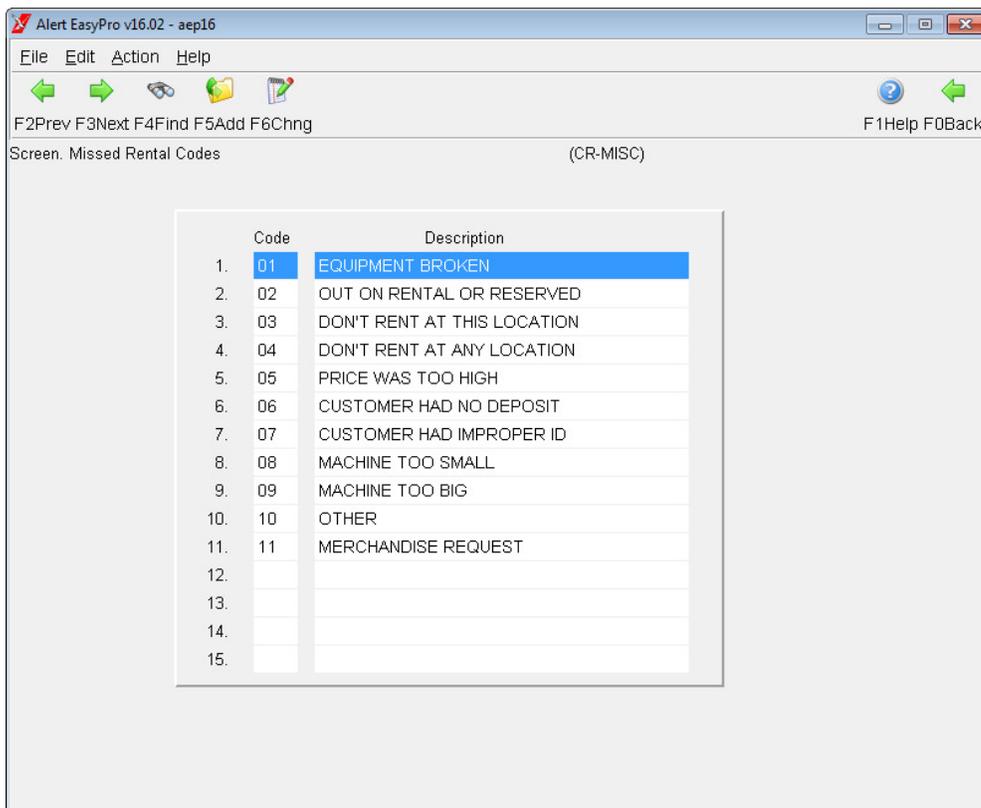
The missed rentals feature in Alert allows you to track lost income due to missed rental opportunities. You can track reasons for these missed rentals such as: rental rate too high, not in inventory, equipment down for maintenance, and out on rent. This can be valuable for determining when to purchase rental equipment and when to scrap equipment that is in for repair too often.

## Step 1: Setup

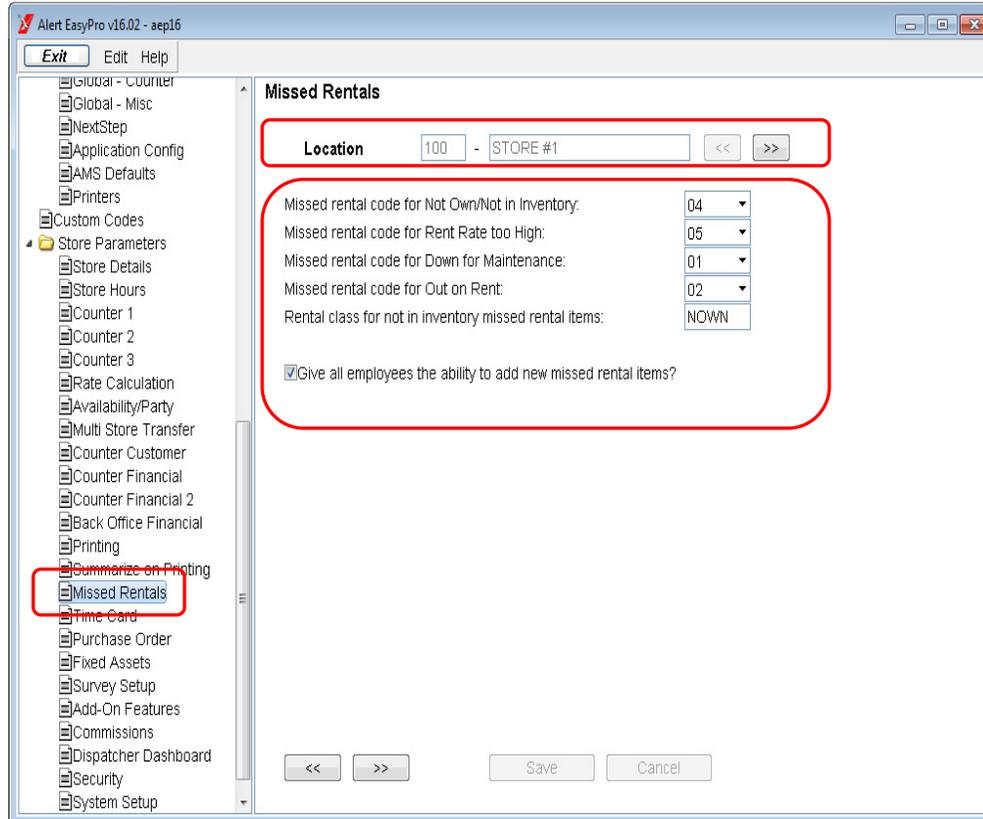
1. Establish additional common reason codes for missed rentals. These will appear as the reason this rental was missed on the Missed Rentals Report. These should be descriptive of why this rental was missed so that you can evaluate what action should be taken (replacing equipment, buying new items of a different size or color, lowering rates to be competitive). You can get to this list in two ways:
  - a. Rental Class>Utility>Missed Rental>Missed Rental Codes
  - b. Main Screen of Alert>Folder Tree (on left)>File Maintenance Menu>Rental File Maintenance>Missed Rentals Menu>Missed Rental Codes

From there:

- i. F5 to add a new reason code
- ii. F6 to change the description



2. Go to Codes Setup>Under Store Parameters>Missed Rentals
  - a. Establish codes for various common reasons for missed rentals, for each location.
  - b. Establish a rental class to use for the items you don't own, for each location  
Alert recommends: NOWN
  - c. Determine if everyone has access to add item definitions rather than just being able to choose from the existing list.

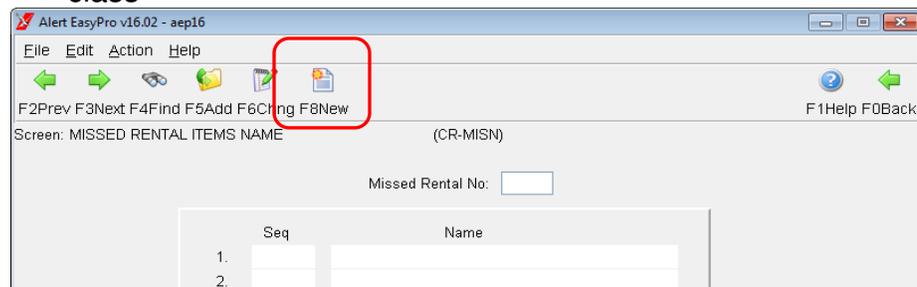


3. Establish common names for popular missed rentals. Establishing these names helps to better track popular items when looking at the Missed Rentals Report. You can get to this list two ways:

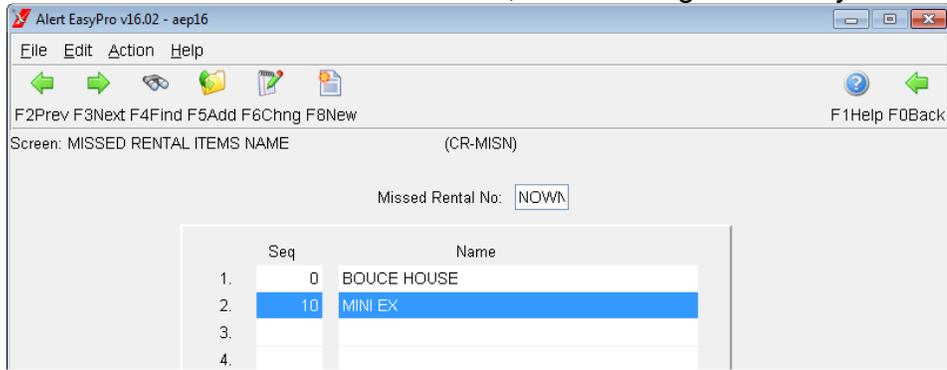
- a. Rental Class>Utility>Missed Rental>Missed Rental Names
- b. Main Screen of Alert>Folder Tree (on left)>File Maintenance Menu>Rental File Maintenance>Missed Rentals Menu>Missed Rental Names

From there:

- i. The first time you add names for the new 'not owned' rental class you set up in setup step 2 you will need to click on F8 new to make a list for that RC. Type in the RC in the Missed Rental No box to set up a list for this rental class

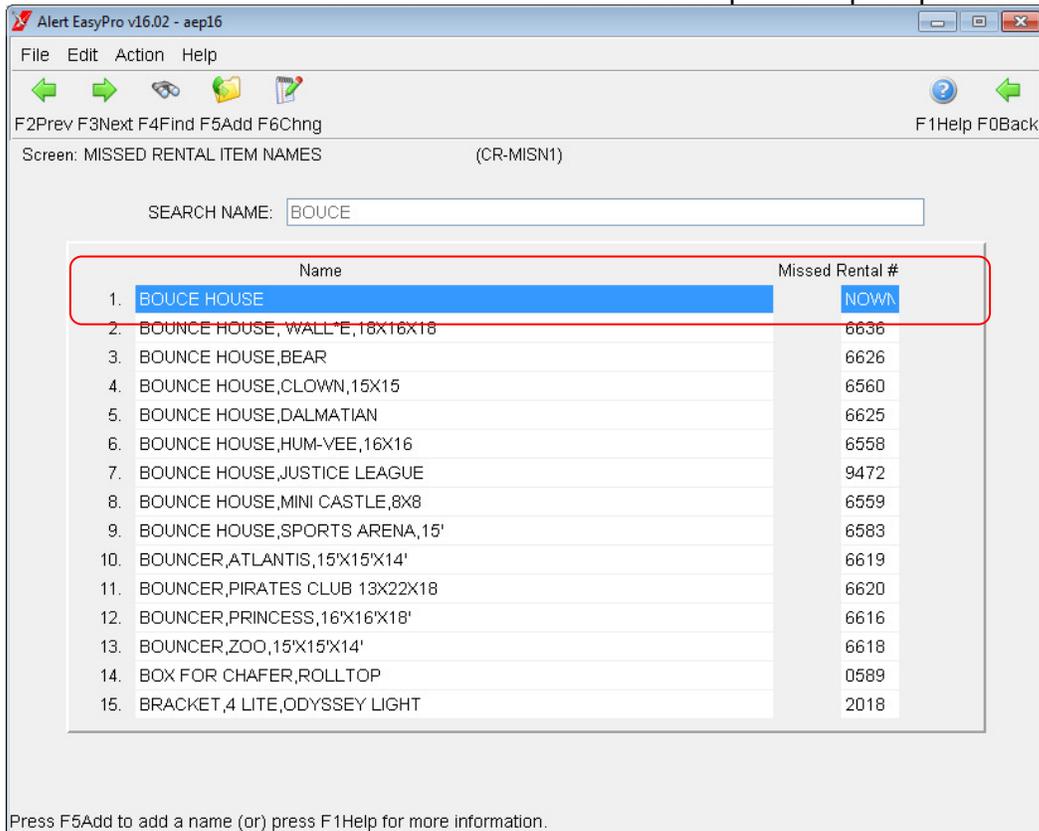


- ii. If entering additional codes for this rental class you will search for this rental class and then choose F5 Add, or F6 change to modify

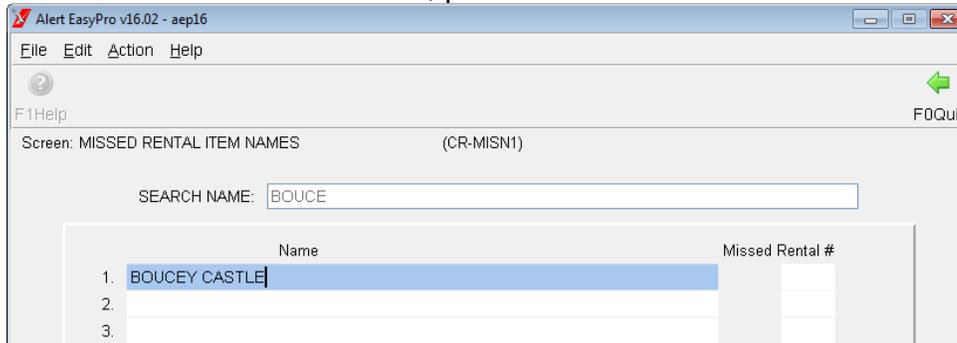


## Step 2: Recording Missed Rentals

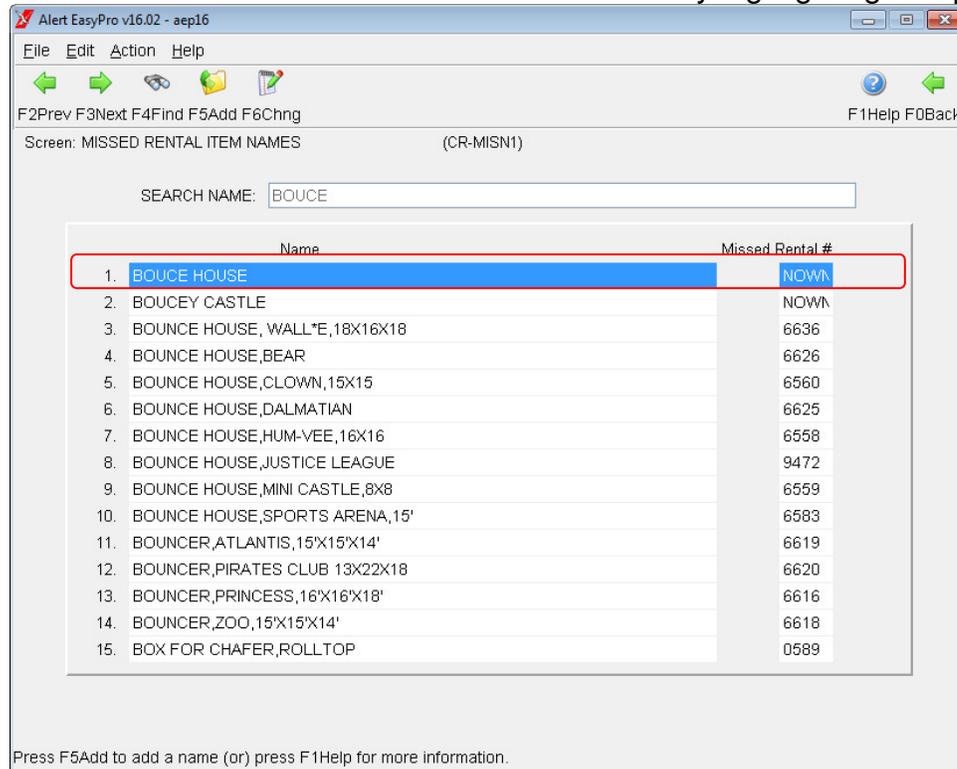
1. There are multiple ways to enter a missed rental
  - a. From a ticket
    - i. For items you don't own
      1. F5 Rental>F5 Miss >Enter missed rental code for not in inventory established in setup step 2 – this will take you to a special screen just for missed rentals for not owned items  
Or from the rental item name search screen> F9Nown
        - a. Search for the item by name (which should include the list of common missed names set up in setup step 3 above)



- b. or add a new one if the item name is not found, type in the new name, press enter



- c. Select this item from the list by highlighting and pressing enter



- d. You will be taken to another screen with the location, date, time and clerk filled in based on the ticket details
- e. Enter number of missed days, press enter
- ii. For items you own
  - a. Search for and add item to ticket
  - b. Enter quantity of item
  - c. Before entering rate type click on F5 Miss
  - d. Choose missed rental code
  - e. You will be taken to another screen with the location, date, time and clerk filled in based on the ticket details
  - f. Enter number of missed days, press enter

- b. For items you own you can also get to a list to add entries outside of the ticket screen in one of two ways:
  - i. Rental class>Utility>Missed Rentals>Missed Rentals
  - ii. Main screen of Alert>Folder Tree (on left)>File Maintenance Menu>Rental File Maintenance>Missed Rentals Menu>Missed Rental

From there:

1. Choose an existing rental class
2. If no missed rentals are added for this item in the past it will ask to add this to the list, choose yes
3. enter the details of the missed rental

### Step 3: Reporting

From the ticket screen> reports>missed rentals report

From the rental class screen> reports>missed rentals report

### Step 4: Maintenance

Periodically you may discover that the list of not owned items contains some items you do own, you may want to move these missed rental records onto the item you do own.

1. Go to rental class> utility>missed rentals>miss rental name transfer
2. Search for the RC for not owned items
3. Highlight the item you wish to merge with an existing name, press enter
4. Find the name on the list on the right to merge it with
5. Click F8 move, this will move all missed rental entries logged for the name added at the counter to the entries for the item on the name list.

