

ACCOUNT MANAGEMENT

RENTAL AGREEMENTS

TYPES OF RENTAL AGREEMENTS

Navigate to the **Rental Agreements** tab to view the following:

1. **Open:** Active rental agreements
2. **Overdue:** Active rental agreements that are past the due date and need to be extended or returned
3. **Closed:** Past rental agreements showing equipment that has been returned, and rental agreements that are partially or fully closed for the last six months

VIEW RENTAL AGREEMENT DETAILS

1. Click the **Arrow** icon to view the details of the Rental Agreement on the required line item to view the Rental Agreement.
2. Click the **Ellipses** (three dots) icon to view the following options:
 - a. **Log a Service Call** about equipment related to the rental agreement
 - b. **Download** the rental agreement in a PDF format
 - c. **Manage Purchase Order** to add or remove Purchase Orders from the rental agreement
3. Call 1-800-654-6659 if you need assistance with the rental agreement.

EXTEND THE DURATION OF THE RENTAL AGREEMENT

1. Click the **Extend Agreement** button.
2. Click the **Show** button to view the Rental Agreement Details and Equipment tabs.
3. Enter the new equipment rental end date in the **Select New Return Date** field. Verify the agreement details and notes if required.
4. Click the **Extend Agreement** button. **Note:** if you want to extend one item only, you must contact 1-800-654-6659 for assistance.

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RENTAL AGREEMENTS CONTINUED

CALL OFF EQUIPMENT FROM A RENTAL AGREEMENT

1. Click the **Call Off Rent** button.
2. Select the appropriate checkbox(es) for the equipment you need to return or call off rent and click the **Next** button.
3. Enter the following details:
 - a. Pick Up Date and Time
 - b. Pick Up Address
 - c. Contact
 - d. Pick Up Instructions
4. Once there is a scheduled pick up, there will be a red visual indicator that equipment has been called off rent.
5. When finished, click the **Call Off Rent** button.

RENT EQUIPMENT FROM A CLOSED RENTAL AGREEMENT

1. Click the **Closed** tab.
2. Click the **Ellipses** (three horizontal dots) on the required rental agreement line item and select the **Rent Again** option from the drop-down list.
3. When the **Rent Again** screen is displayed, enter your rental order details in the **Location** and **Rental Duration** fields.
4. When finished, click the **Next** button.
5. Select the appropriate checkbox(es) for the required equipment and click the **Next** button.
6. A status message will confirm the equipment is successfully added to your cart. From there, you can continue with checkout.
 - a. The **eCommerce User Guide** has more details on renting and checking out equipment.