CUSTOMER PORTAL

FOR THE EZRENTOUT WEBSTORE

Contents:

1. Choose which store to visit

If the rental company has multiple locations, you'll be prompted to choose one when you land on their website.

Choose a location (User Listing) nearest to you.
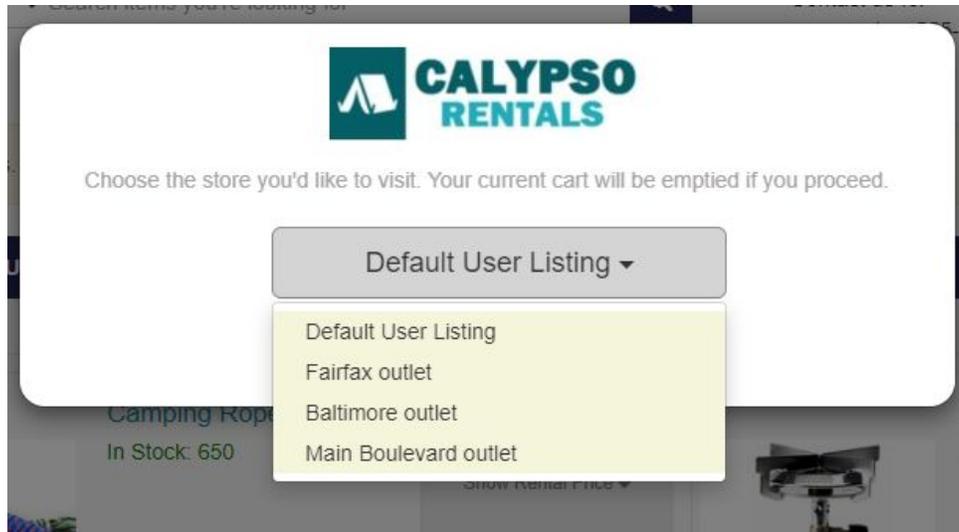
2. Sign in or continue as a guest

After the Webstore reloads to your store of choice, you can either:

- Log in to an existing account

- Register as a new user

- Browse as a guest

Note: The availability of these options depends on the rental store's preferences.
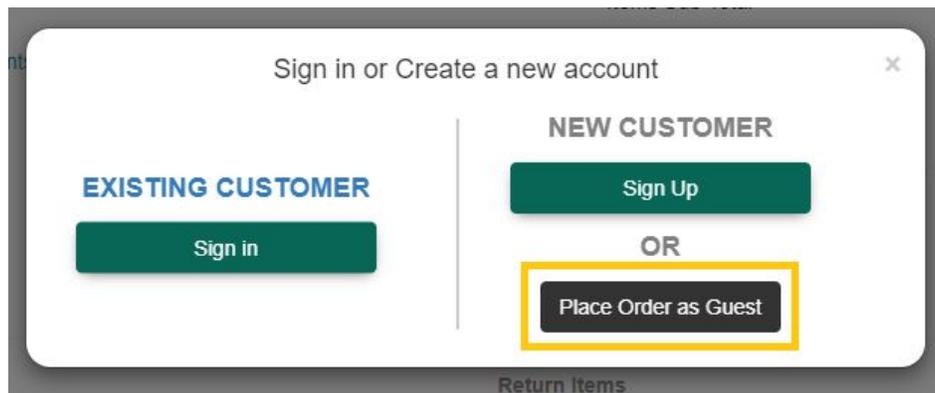
Sign in or register from the top-right corner of the Webstore.

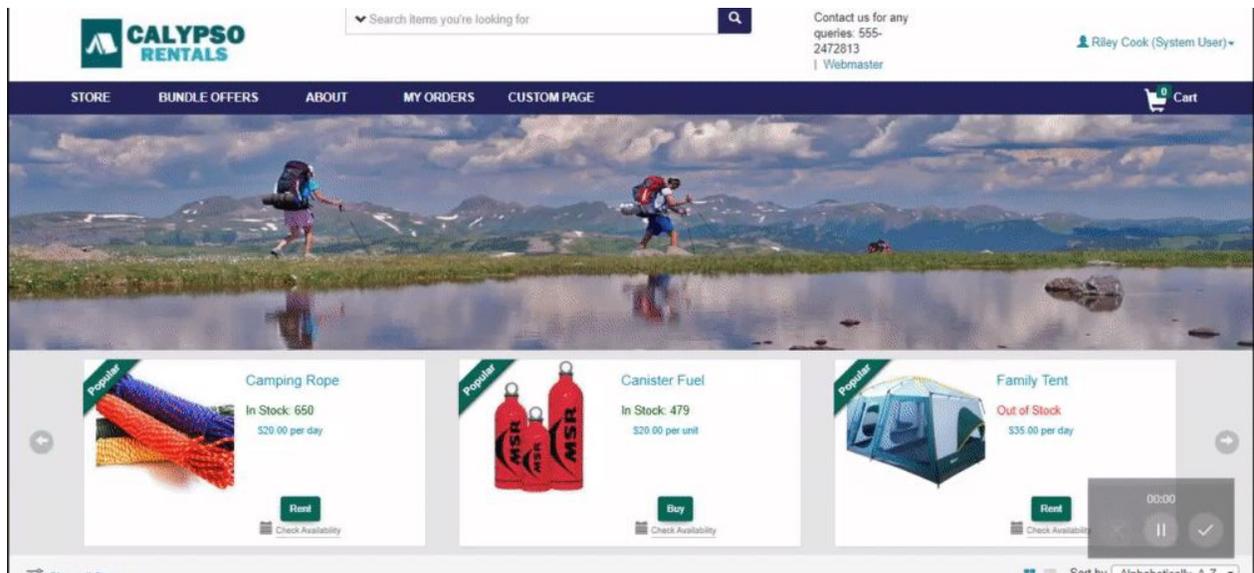If you're a **returning customer**, you can also sign in with your:

- Google account

- Windows Live ID

- Email and password

If you're browsing as a **guest**, click the 'Place Order as Guest' option when checking out.

3. Browse through the store

Here's what the webstore is going to look like:

3.1. Grid vs. list view

While currently the grid view is enabled, you can also switch to the list view from the 'list' icon shown below.
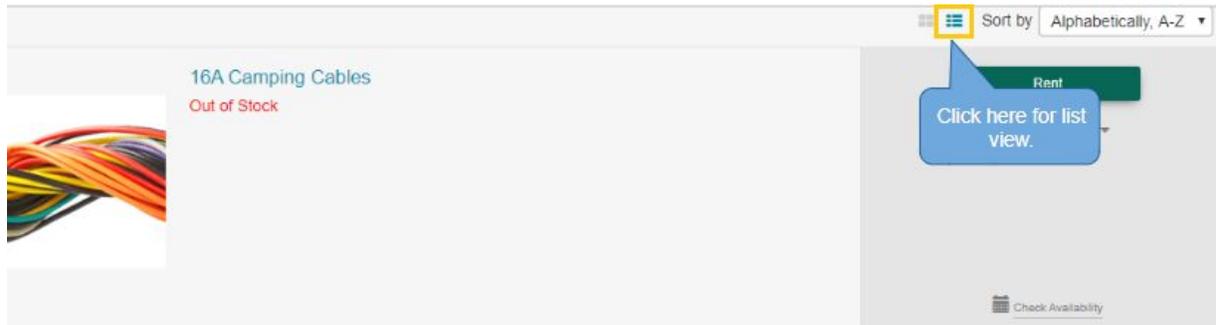
3.2. Look up items

At the very top of the Webstore, you can also search for items in the search bar. This speeds up the process and makes it much easier to find exactly what you're looking for.
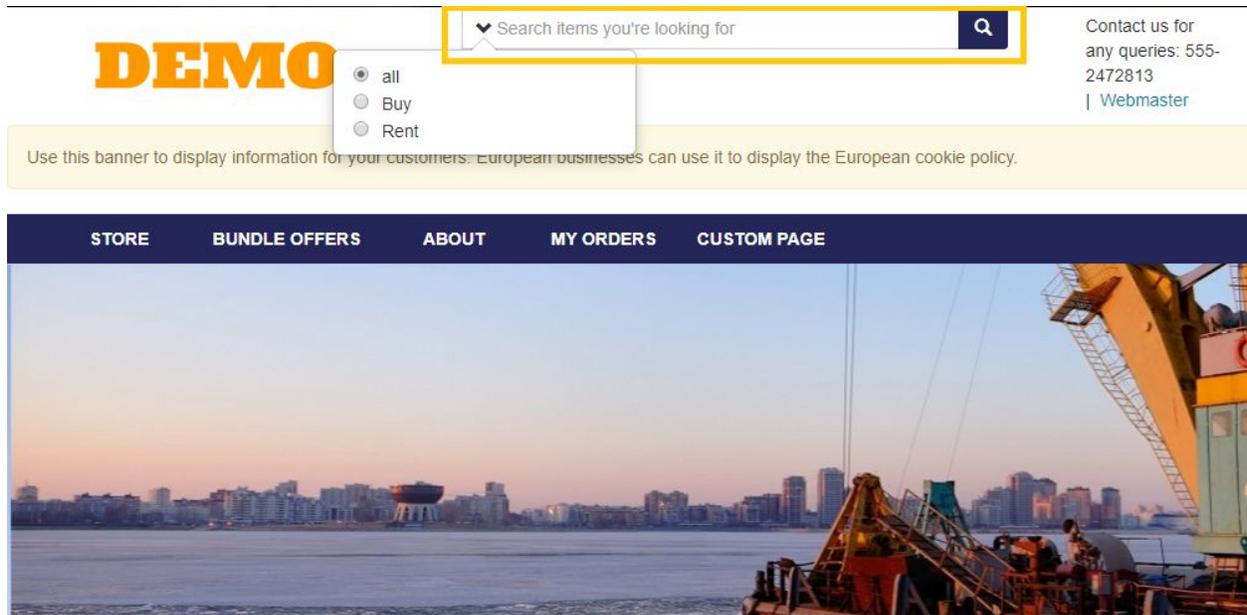
You can also filter the search results based on whether you're looking to buy items or rent them or both!

3.3. Check availability of items

Moreover, you can also check the availability of an item. All you have to do is click on the 'Check Availability' button at the bottom-right corner of the item card. This opens up the following availability calendar so you can plan the rental duration accordingly:
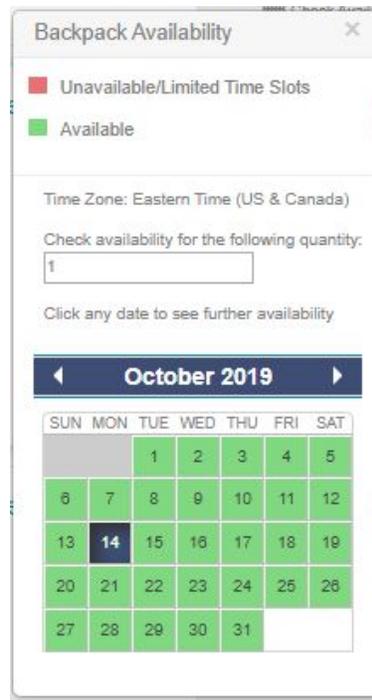
3.4. Apply filters

Apply various filters to narrow down your search results. All the filters are available on the panel at the left-hand side of the page. You can filter items by Availability, Categories or Location.

View by Availability

Look for items available during this period *(your rental duration)*

From
10/14/2019   08:20

To
11/14/2019   08:20
☐ **Only Show Available Items**

View by Categories

☐ Cables and Extensions
☐ Uncategorized
⊞ ☐ Outdoor Rentals
☐ Sales Items
⊞ ☐ Snow Rentals

View by Location

☐ 467 Oakside Avenue
⊞ ☐ Annapolis
☐ Baltimore
☐ Fairfax
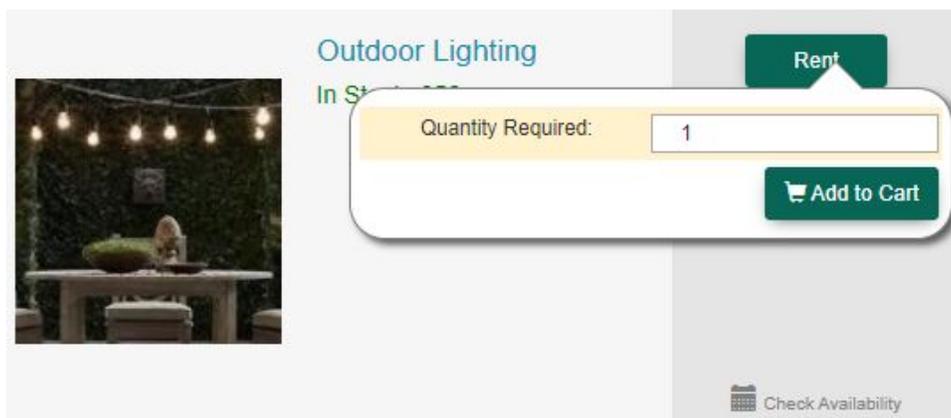☐ Grove Ave
☐ Main Boulevard Store
☐ Norfolk
☐ Repo Road
☐ Toledo
☐ Warehouse 3D
Show all

4. Place an order

Once you've learnt how to browse through and find what you need, it's time to place an order!

To get started, find the items you need to rent/buy.

Outdoor Lighting

In St___ ___

Rent

Quantity Required: 1

🛒 Add to Cart

📅 Check Availability

4.1. Rent or buy items

Stores might allow you to both rent and buy items. Depending on the options available to you, you may see a 'Buy' button in addition to the 'Rent' button.

Additionally, consumables (such as batteries or water bottles) are only bought, never rented out. Therefore, you will only be able to buy these from the store.
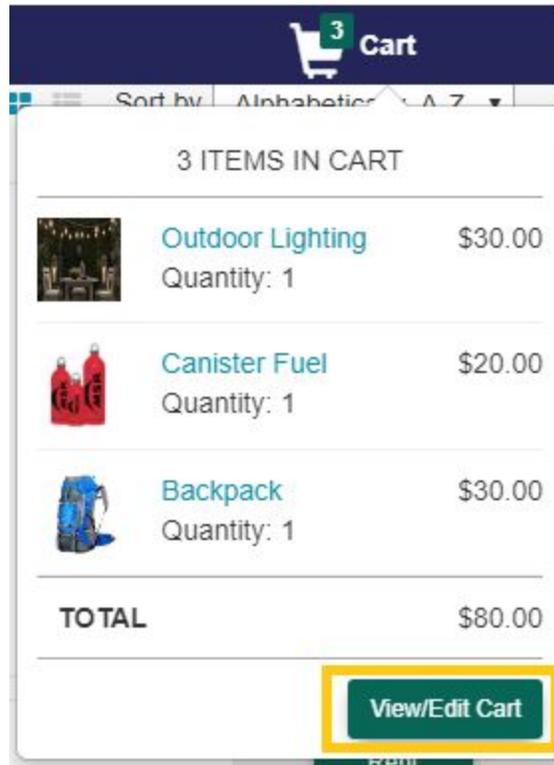

4.2. Specify rental duration

Specify a rental duration for every item that you add to your cart.
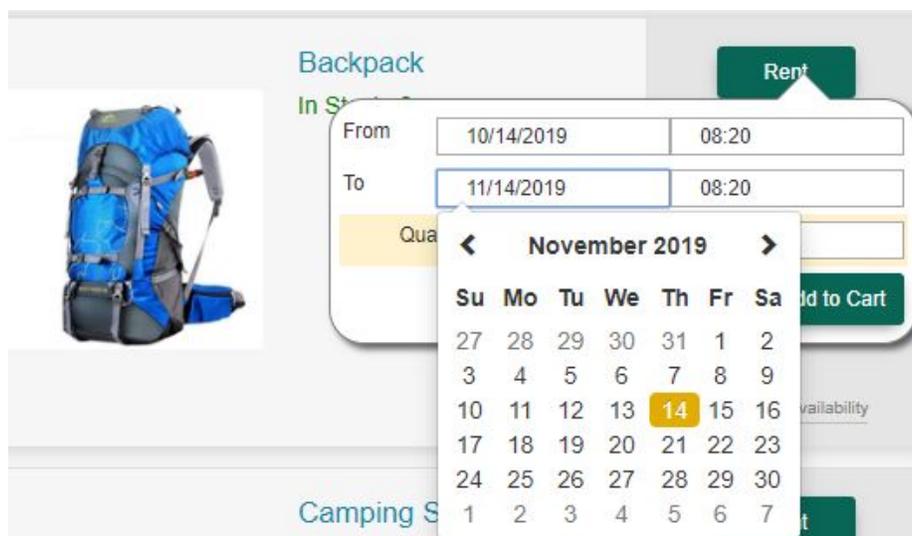
4.3. Get ready to check out

Once all your required items are in the Cart, click on the 'Cart' icon and hit the 'View/Edit Cart' button to process the check out.

4.4. Apply discount coupons

Once on the cart's page, apply a coupon for a discount, if you have one.

Item Details	Duration/Quantity	Price
Backpack 📅 Check Availability Item # 383 Description: -- Remove	1 Day	$30.00
Outdoor Lighting 📅 Check Availability Item #: 338 Description: -- Remove	[1] item for 1 Day	$30.00

🏷 **Apply Coupon**

📋 Notes/Comments

Items Sub-Total	$60.00
Sales Tax: 12.0%	$7.20
Provincial Tax: 10.0%	$6.00
Total	$73.20

4.5. Choose how to receive and return items

Scroll further down to specify how you'd like to receive and return your order.

Choose a Location

Receive Items

- ● Shipping Location
- ○ Pick Up Location

Shipping Location ✏

Return Items

- ● Pick Up Address
- ○ Drop Off Location

☐ Same address as for receiving items

Pick Up Address ✏
Use a new location?

Here's a description of what these different types of locations mean:

For receiving items at the start of the rental:

1. **Shipping Location:** The store will deliver your items to this location.

2. **Pick Up Location:** You will pick up the items yourself from this location.

For returning items after the rental duration is over:

1. **Pick Up Address:** The store will pick up the items from the location you specify.

2. **Drop Off Location:** You will drop off the items to one of the store's designated locations.

4.6. Hit the 'Checkout' button

Once you're done entering the locations, you're all set to check out! Go ahead and hit the 'Checkout' button at the very end of the page.
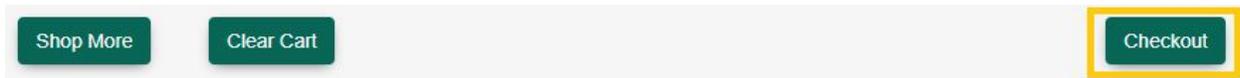
However, if you still have some more shopping to do, simply click on 'Shop More' to return to the store.

5. Choose your payment method

Once you hit 'Checkout', you'll be directed to the payment section. Here, depending on the store's preferences, you will have the option to pay via cash or credit card. Some companies may even offer other options such as paying via cheque.

Another important thing to mention about payments is that customers have various options available regarding when to pay.

You can either pay when placing the order or pay when returning the items. You may also have the option to make the payment at a later time, even after you've returned the items. The availability of these options will also depend on the store's preferences.

6. View all orders

You can view the complete history of all your orders from the 'My Orders' tab.

OIN	Customer	Status	Paid Amount	Payable Amount	
29(view)	Jackson	Web Order	$0.00	$14,784.00	
28(view)	Linda	Web Order	$1,680.00	$0.00	
27(view)	Smith	Web Order	$3,840.00	$0.00	
26(view)	Swift	Web Order	$0.00	$14,784.00	
25(view)	Jolene	Cancellation Requested (Web Order)	$840.00	$0.00	

7. Request cancellation of an order

Go to the 'My Orders' tab and click on the order you'd like to cancel. This opens up the Order Details page.

Once here, hit the 'Request Cancellation' button and confirm your action.

Order#25

Request Cancellation   Print Invoice

Rental Period

From

October 14, 2019 10:16

To

October 21, 2019 10:16

Payment Details

PAYMENT STATUS

Accepted

AMOUNT PAID

$840.00

Item Details	Duration/Quantity	Price
Bluetooth GPS Receiver Item # 13 Description: HBM 100 is a high perf...	168 Hours	$840.00

Items Sub-Total	$840.00
Discounts on Promotions:	$0.00
Discount:	$0.00
Total	$840.00

This will send a cancellation request to the company.

Note: Orders can only be canceled while in the 'Booked' state.

8. Edit a rented out order

Certain stores may allow customers to edit an order.

For orders in the 'Rented Out' state, you can edit the following information:

- The returning method for the order
- The returning address for the order
- Any notes/comments added in the cart

Note: You cannot add or remove items from the order while editing.

For orders in the 'Booked' state, you can also edit the order receiving method and address.

To edit an order, open the relevant Order Details page and click on 'Edit Order'.

Order#26

Request Cancellation   Print Invoice   Edit Order

Rental Period
From
October 15, 2019 02:11
To
October 22, 2019 02:11

Item Details		Location	Duration/Quantity	Price
	Garmin Fishfinder 140 Item # 12 Description: The Fishfinder 140 com...	Darwin Warehouse	168 Hours	$14,784.00

Items Sub-Total	$14,784.00
Discounts on Promotions:	$0.00
Discount:	$0.00
Payable Amount	**$14,784.00**

9. Print invoice

You can also print order invoices from the Webstore.

Go to the 'My Orders' tab and click on an Order. When the Order Details page opens up, click on 'Print Invoice'.