Novtel®

STEPS TO

Mastering the Basics

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EQUIPMENT HIRE (TOILET HIRE)

Table of Contents

1   Introduction

The purpose of this manual is to demonstrate the "**Toilet Hire**" part of Novtel Equipment Hire. Please register on Novtel's Forum at http://www.novtel.com/forum/index.php - free of charge - for more information.

Please note that the following must have been created before the rest can be set up as explained in this manual:

1. **Users and Passwords**

   http://www.novtel.com/forum/index.php?board=1243.0

   The first User must be created without the activated Pastel Interface. Click on "Setup - Interfaces - Novtel", and after the first User was created, click on "Setup - Interfaces - Pastel", and select the path for Pastel

2. **Setup - Interfaces - Pastel**

   Make sure that all accounts have been entered, and that the Pastel path is correct

3. **Opening a Shift for the User** (Please note that no transactions can be done if this step was not completed)

   http://www.novtel.com/forum/index.php?board=1245.0

4. **Branches**

   http://www.novtel.com/forum/index.php?topic=1334.0

For more information on POS Transactions and the Cash-Up Procedure, please download these manuals from our Forum:

• **Equipment Hire - 14 Steps to Mastering the Basics**
   http://www.novtel.com/forum/index.php?topic=1474.0

• **Equipment Hire (Containers) - 13 Steps to Mastering the Basics**
   http://www.novtel.com/forum/index.php?topic=1496.0

• **Equipment Hire (Point of Sale) - 7 Steps to Mastering the Basics**
   http://www.novtel.com/forum/index.php?topic=1502.0

2 Step 1 - Creating Charges

- These following 8 "**Charges**" must be created first, since it is used in the next step when the Company is set up:
  - ➤ WOR001 - Workshop Charge
  - ➤ POS001 - POS/Shop In-house Charge
  - ➤ POS002 - POS/Shop In-house Payout Charge
  - ➤ LAT001 - Late Return Charge
  - ➤ REP001 - Replacement Charge
  - ➤ REP002 - Repair Charge
  - ➤ HYG001 - Hygiene Service Charge
  - ➤ DEL001 - Delivery Charge

- Hygiene Consumables must be created as normal "**Charges**". These charges include:
  - ➤ Liquid Hand soap
  - ➤ Toilet paper
  - ➤ Air-Freshners
  - ➤ Sanitizers
  - ➤ Folded Paper Towels

- Hygiene Fixed items must also be created as "**Charges**" (Physical Items), which include:
  - ➤ Waste Paper Bins
  - ➤ Soap Dispensers
  - ➤ Toilet Roll Holders
  - ➤ Hot Air Dryers
  - ➤ Paper Towel Dispenser

- Click on "**Edit Charges - Add New**"
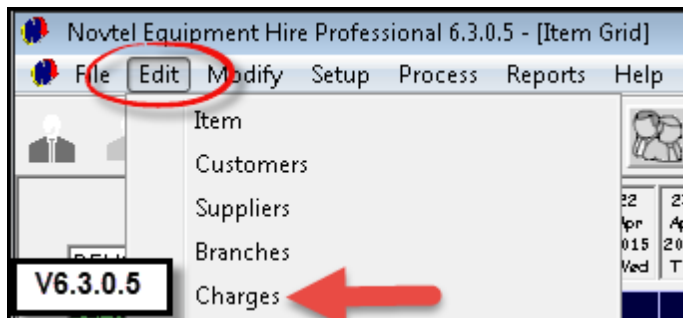
1. Enter the "**Code**" for the "**Charge**" - normally a three digit alpha code, and 3 digit numeric code
2. Enter the "**Description**" for the item
3. Tick the check-boxes to "**Create Item in Pastel**", and "**Display on Invoice**"
4. Tick the "**Physical Item**" check-box, since this is a stock item that will be sold
5. In the "**General**" tab, select the option to "**Allow Tax**", and set the default Tax percentage
6. Enter the cost price of the item - excluding tax
7. The "**Rate Incl**" amount, is the amount the Customer will pay. See how the "**Markup Percentage**" are entered automatically, as well as the "**Charge Excluding Vat**" amount
8. "**Inventory Categories**" are set up in Pastel, and can be selected in Novtel

- In the "**Properties**" tab - if your company has a retail shop - select "**POS Item**" as well as "**Shop Item**". (Notice that the "**Pastel Inventory Code**" has not been inserted yet)
- Click "**Accept**"

- The item will now be imported to Pastel when this process has been completed. Select the "**Inventory Group**" that has been created in Pastel, and select "**Physical Item**"
- Click "**Accept**" in order for the process to be completed

- Returning to the "**Charge**", the "**Pastel Inventory Code**" has been inserted

- Enter all other "**Charges**" in the same manner (Remember that "**Hygiene Service Charges**" are to be setup for each "**Item**" to be serviced)

3   Step 2 - Setting up the Company

- Novtel Equipment Hire incorporates features to manage the following types of businesses - all in one package:
  - ➢ Equipment Hire (Whether it is for Tools; Heavy Machinery; Photography Equipment; Lighting or Sound Equipment)
  - ➢ Container Hire
  - ➢ Toilet Hire
  - ➢ Workshop Management
  - ➢ Point of Sale

Please refer to http://www.novtel.com/forum/index.php?board=396.0 for guidance in setting up your company. However, the following specifically pertains to the "**Toilet Hire / Hygiene**" industry:

- Click on "**Setup - Company**"
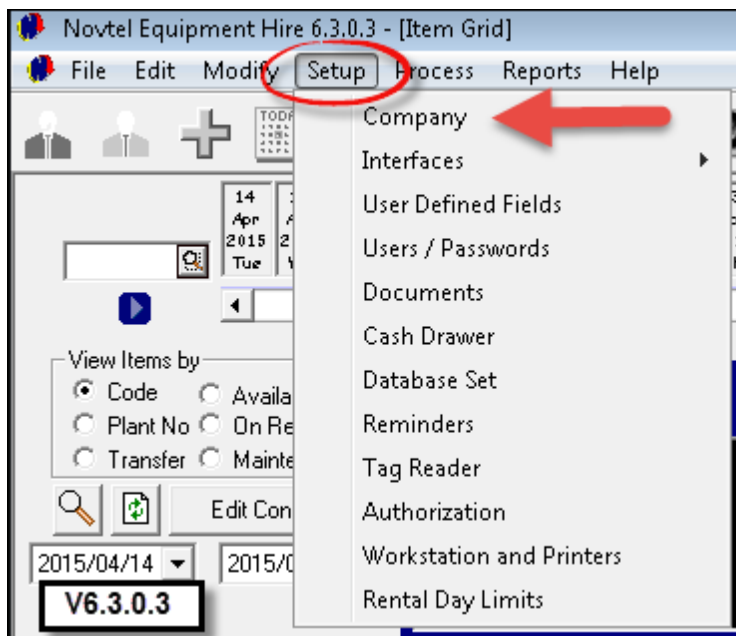
- In the "**General Tab**", select whether or not "**Customers**" will be billed on Saturdays; Sundays and Public Holidays. (Click on "**Setup Holidays**" to enter all public holidays during the year). Tick the check-boxes to activate "**Weekly**" and "**Monthly**" rates if needed
- Select the option to "**Print Hygiene Slips**"

- Remember to enter all details in the other tabs as well

4 Step 3 - Creating Item Categories

- All items in Toilet Hire must be categorized, and it is important to know that the "**Items**" itself will display on the Grid - once it has been created. The contracts for the rented "**Items**" will display next to the '**Item**" on the Grid. It is very important to plan all "**Item Categories**" and "**Sub Categories**" meticulously. If Novtel is integrated with Pastel, first create Inventory Categories in Pastel
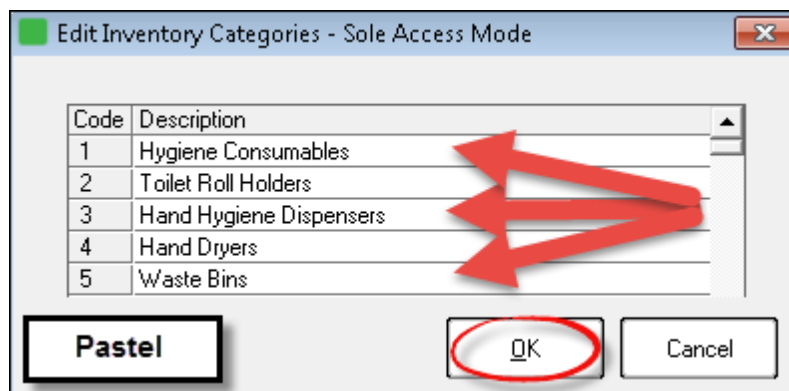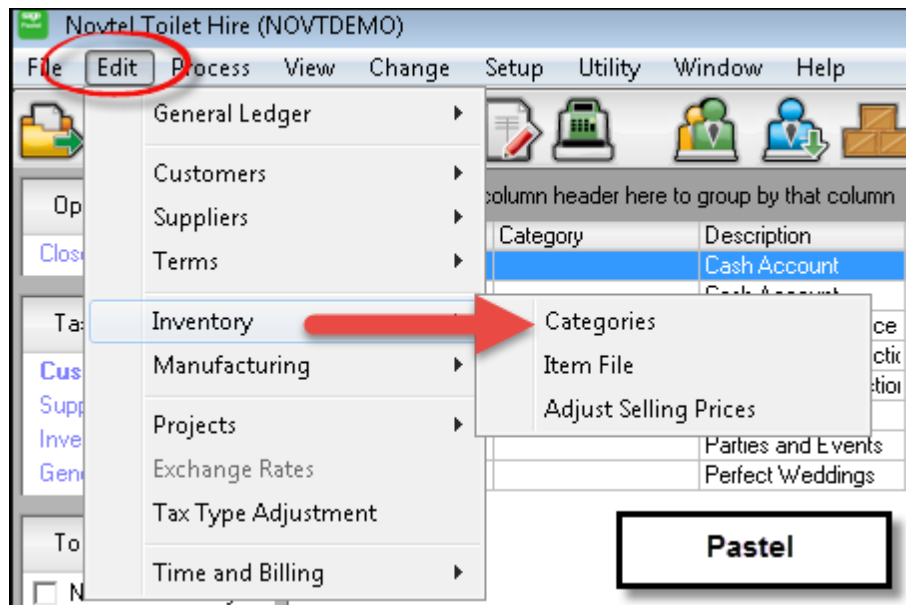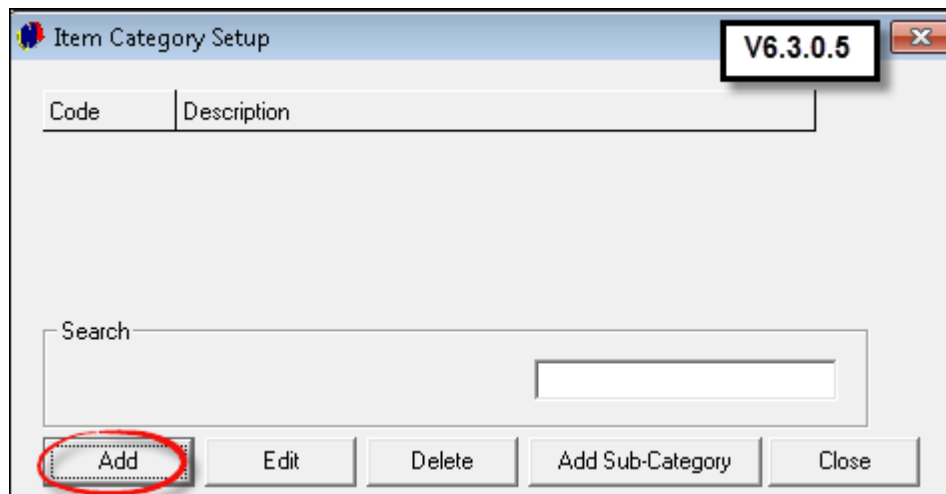
- In Novtel, update the Pastel Categories to Novtel in "**Modify - Update Inventory Categories**", and click "**Yes**" to confirm the action
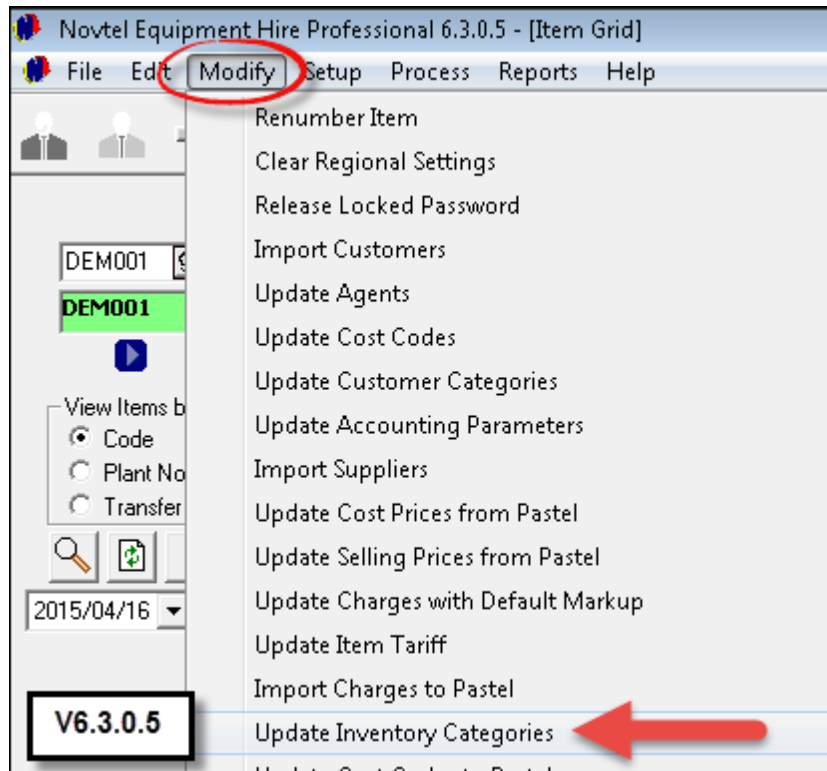
- In order to create "**Item Categories**" in Novtel, click on "**Edit - Item Category/Sub Category**"
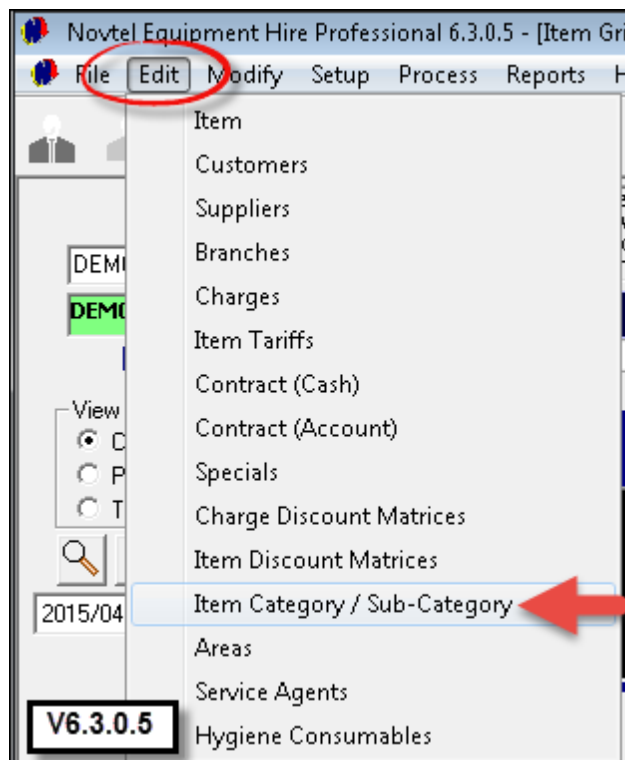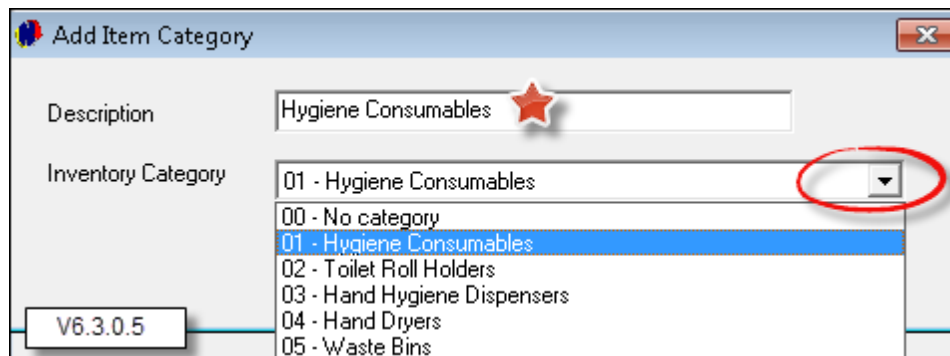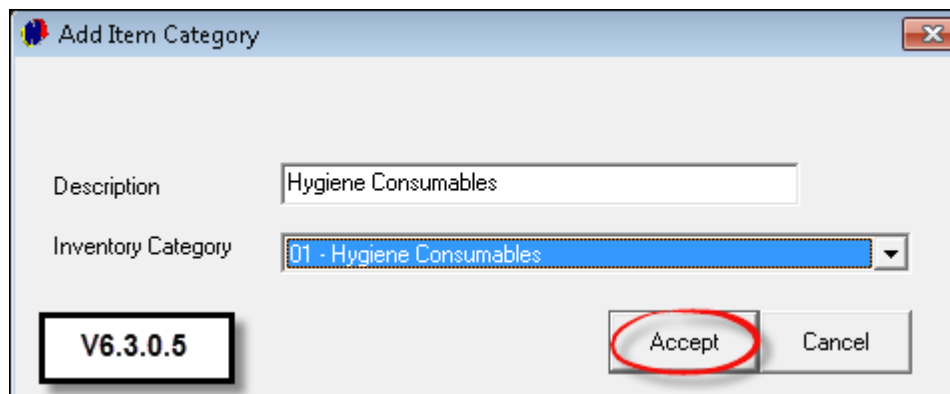
- Click on "**Add**"

- Enter the description for the "**Category**"; Click on the drop-down arrow and select from the list the specific Pastel "**Category**" to be linked to Novtel's "**Category**"
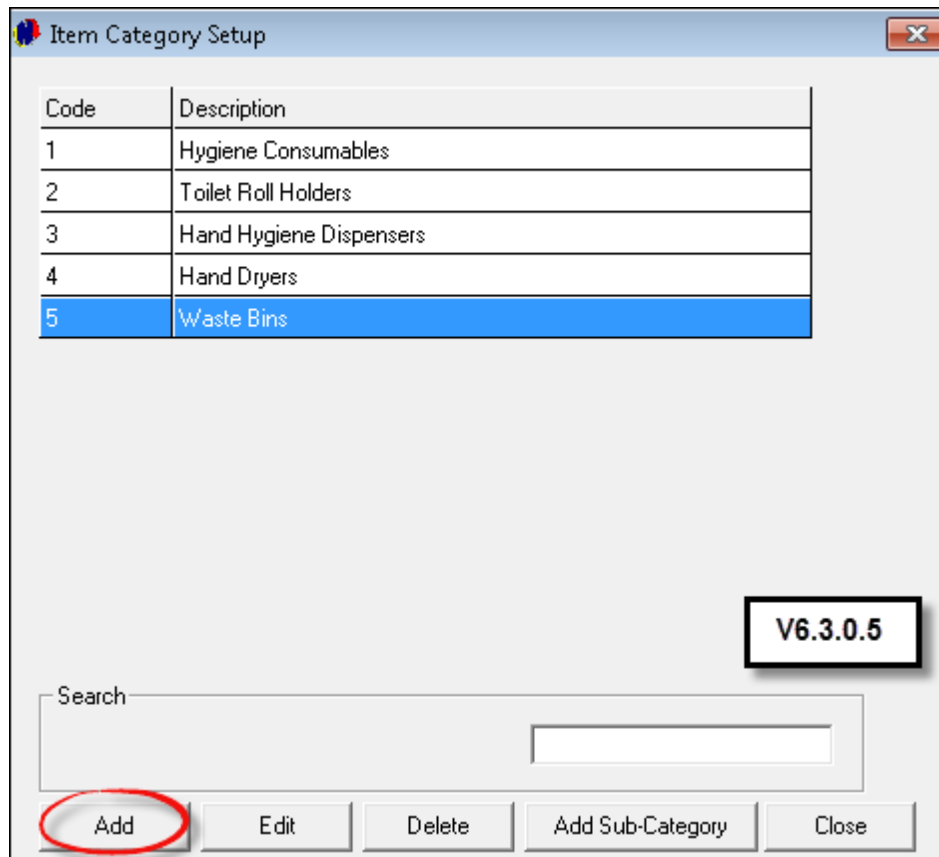
- Click "**Add**" to create more "**Categories**"

- Categories can also include the following:
  - ➢ VIP Toilet Trailers
  - ➢ VIP Shower/Toilet Combo
  - ➢ Econo 12 Toilet Caravan
  - ➢ VIP Paraplegic Toilet Trailers
  - ➢ Single Toilet Units
  - ➢ Showers

5   Step 4 - Creating Item Sub-Categories

- In order to create a "**Sub-Category**" (Items linked to the Main Category), click on "**Edit - Category/Sub Category**"
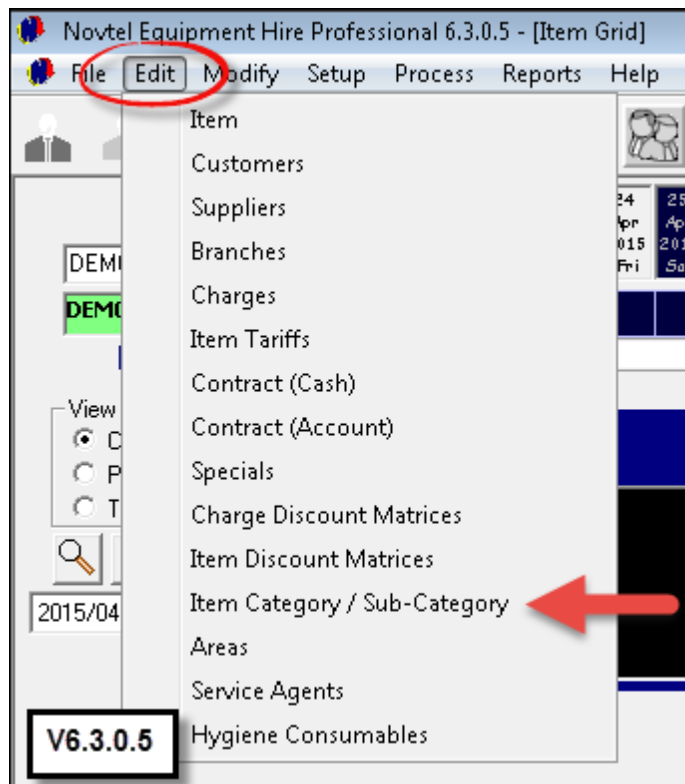
- In this case we will be adding items to the "**VIP Toilet Trailers**". Click on it, and then on "**Add Sub-Category**"
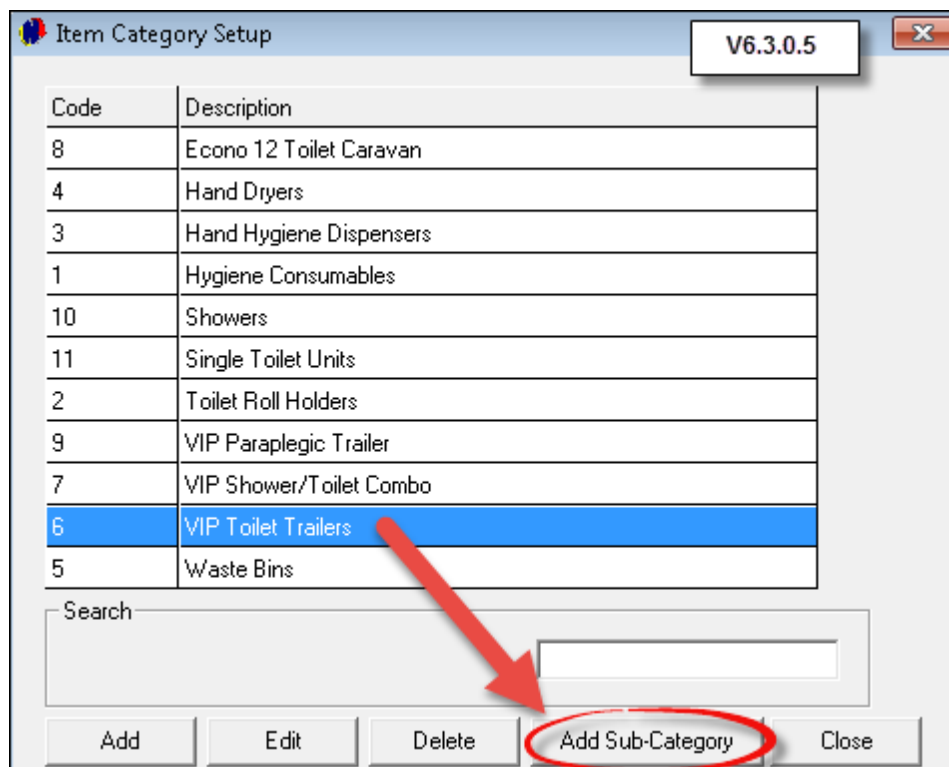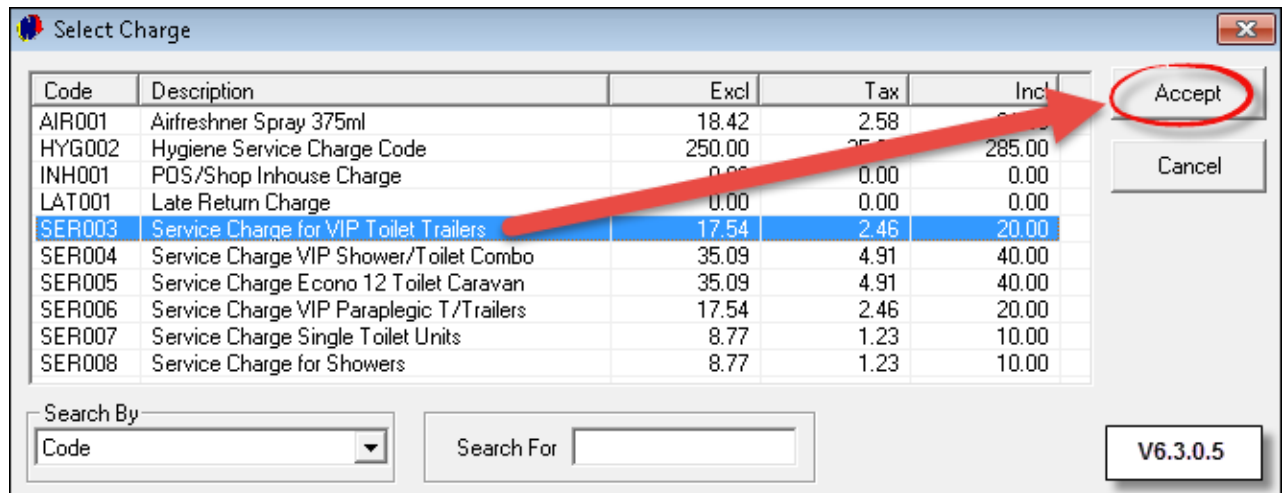
- Click on "**Add**". Notice how the Main Category's code and description has automatically been entered at the top

1. Enter the "**Description**" for the "**Sub Category**" - the item itself - and set the Tax rate
2. Enter the charge rates on the "**Item**" per: Day / Week / Month / Hour / Service, and select the option to "**Update Price to Item**"
3. Tick the check-boxes for the following if you want the items to be charged on:
   - Public Holiday (Remember that in "**Setup - Company – General**" tab, you have the option to set up Public Holidays in the system and either have it charged, or be excluded from billing)
   - Rain Day / Saturday / Half day on Saturday / Sunday / Monthly and Weekly Rates are also activated in "**Setup - Company – General**" tab, and the options will either be activated in the "**Sub-Category**" creation window - or not - according to the setup
4. Tick the check-box to classify this "**Item**" as a "**Maintenance Item**". If the "**Item**" is to be serviced daily, enter the numeric value of 1 in the "**Service Every**" field, and enter the "**Unit**" as "**Days**"
5. Tick the check-box to "**Update Default to Item**"
6. Click on the magnifying glass beneath "**Hygiene Service Charge Code**"

• Select the specific "**Service Charge**" for this "**Sub-Category**" from the list, and click "**Accept**"

1. The "**Charge Code and Description**" has been entered

2. Deposits are payable on "**Items**" when it is first rented. Enter the "**Suggested Deposit**" - this will be a numeric value times the rental price - for instance: 10 days' rent @ R342.00. In reality, the "**Suggested Deposit**" amount will then display as R3420.00 when a deposit is raised in the contract form

3. A detailed description on the "**Item**" are to be added in the field provided

4. Click "**Accept**" to save the "**Sub-Category**"
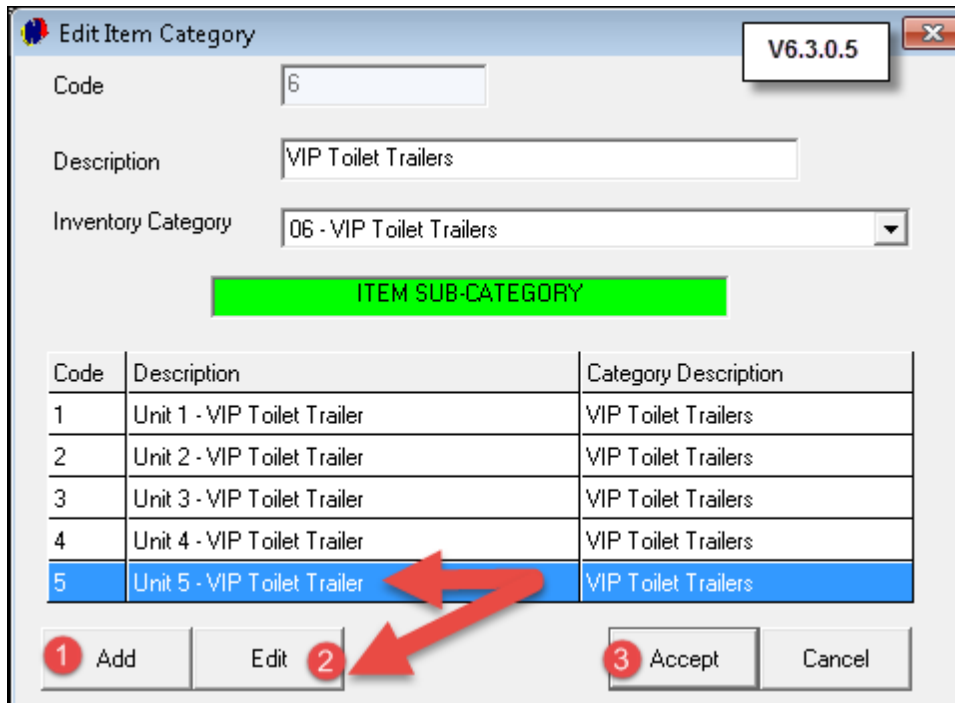
1. To enter the next "**Sub-Category**" to this "**Item Category**", click "Add"

2. Should changes be necessary to any of the "**Sub-Categories**", click on it and then on "**Edit**". Make the changes and click "**Accept**"

3. In order to exit the current "**Sub-Category**" setup window, click "**Accept**"
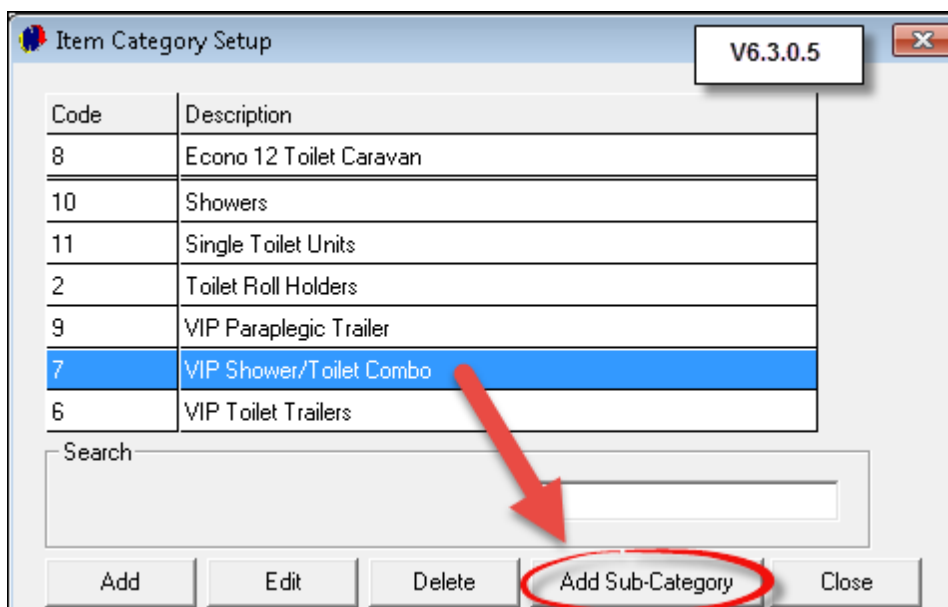
- Click on the next "**Item Category**" and select "**Add Sub-Category**" to create these within the main "**Category**"
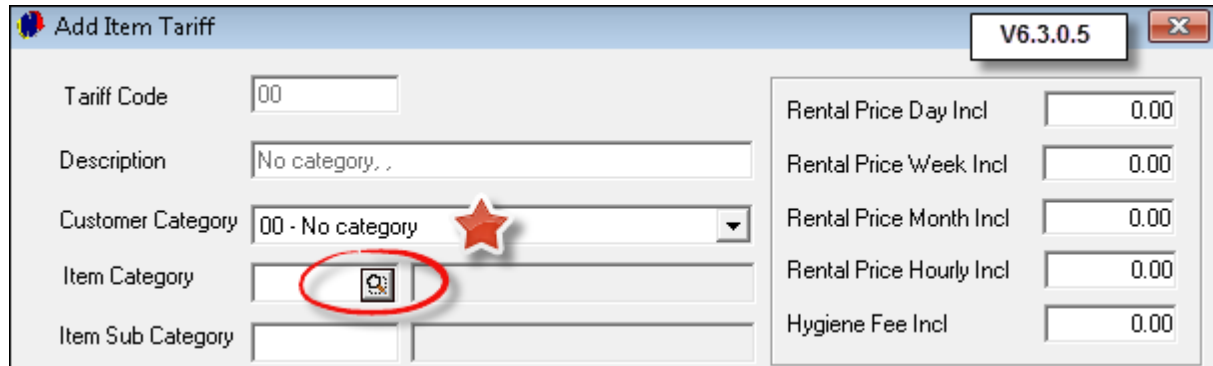
6   Step 5 - Creating Item Tariffs

- The prices setup for each "**Sub-Category**", must now also be set up as an "**Item Tariff**" . These "**Item Tariffs**" will then be linked to the "**Item**" itself - which will be created in the next step. Please note that "**Hygiene Service Management**" will not function if this step was not completed

- Click on "**Edit - Item Tariffs - Add New**"
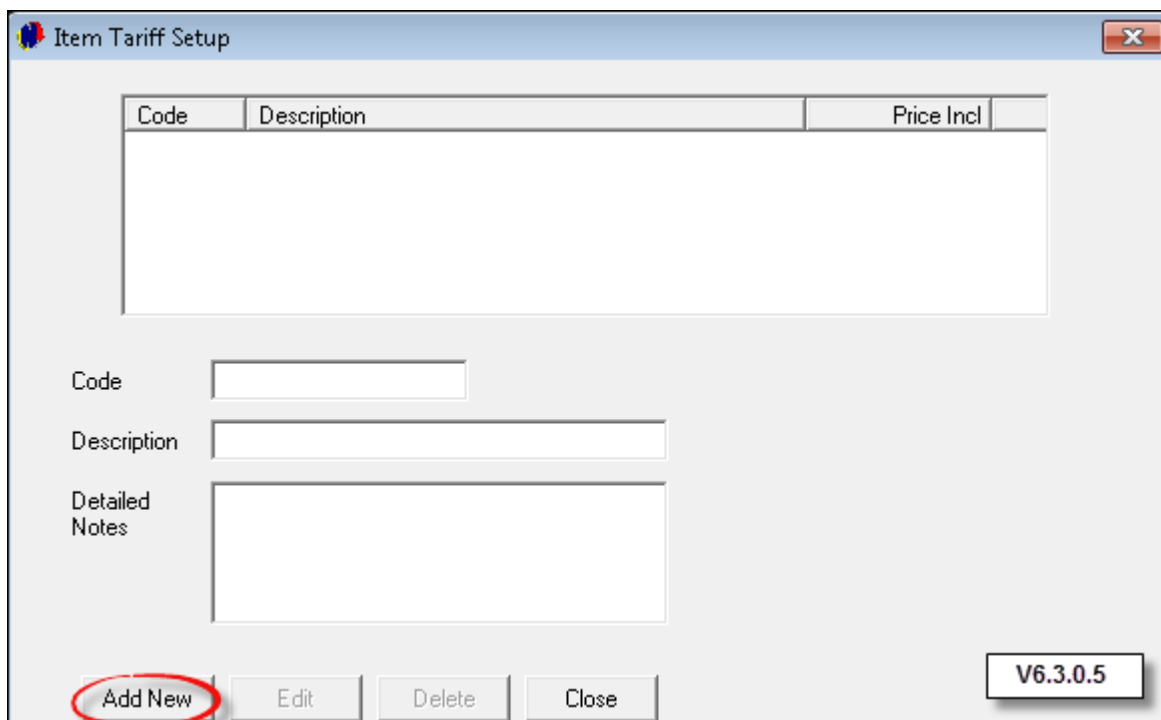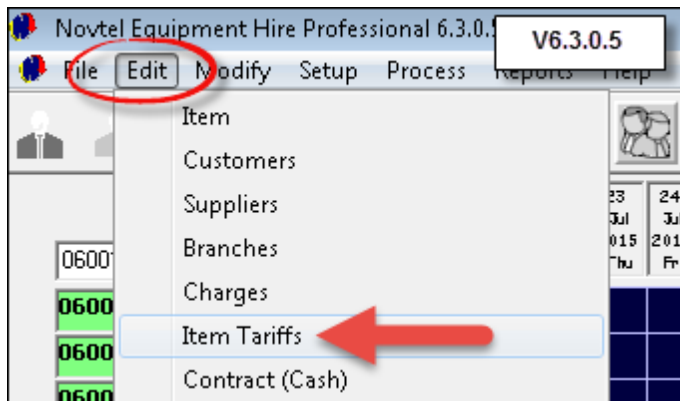
- "**Customer Categories**" are setup in Pastel and selected in Novtel. In this case, no "**Customer Categories**" were set up
- "**Item Tariffs**" are linked to a "**Category and Sub-Category**". Click on the magnifying glass next to "**Item Category**"
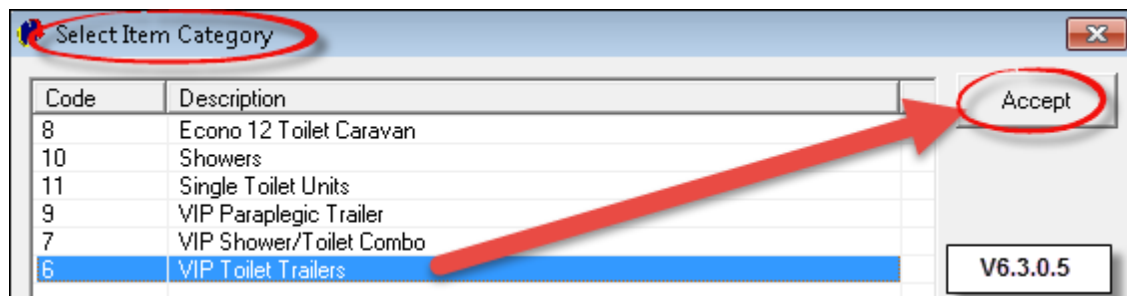
- Select the "**Item Category**" from the list and click "**Accept**"
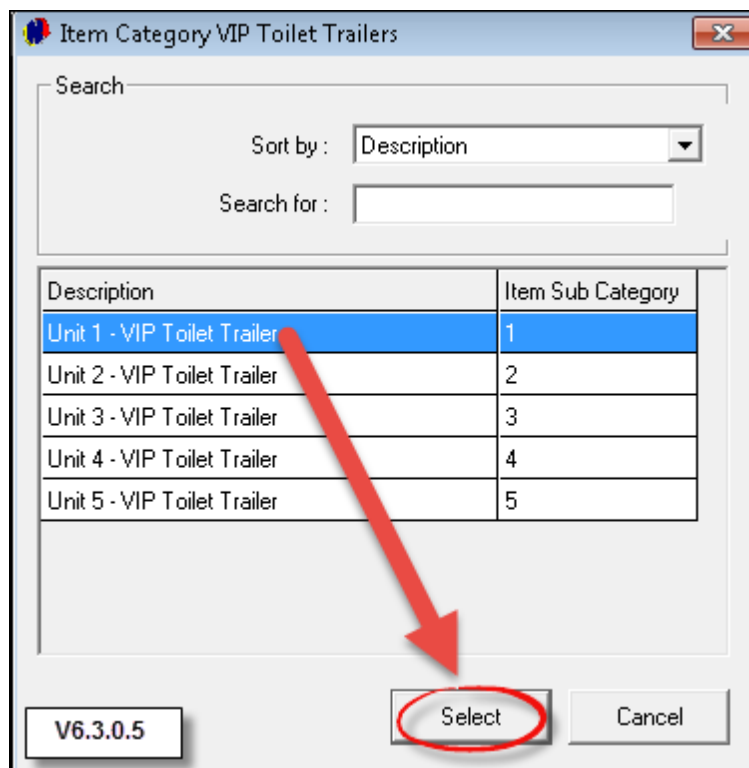
- The "**Sub-Categories**" window will open immediately - displaying all the "**Sub-Categories**" connected to the main "**Category**". Click on the first "**Sub-Category**" and then "**Select**"

- Enter the "**Rental Price Per Day / Week / Month / Hour Including Tax**", as well as the "**Hygiene Fee Including Tax**". This fee will be added to the contract automatically when the "**Item's Service**" is updated in the "**Hygiene Service Management**" window

- Enter the applicable "**Detailed Notes**" in the field provided, and click "**Accept**"

- Create an "**Item Tariff**" for every "**Sub-Category**" in the system

7 Step 6 - Creating Items

- Before any "**Item**" can be added to the system, the following MUST have been created already:
  - ➢ Branches
  - ➢ Item Categories
  - ➢ Sub-Categories
  - ➢ Item Tariffs
- Please note that if the Pastel Multi-Stores are in use, the "**User**" must run "**Import Charges to Pastel**" from the "**Modify Menu**" after creating any new items. "**Items**" are linked to an "**Item Category**" and "**Sub-Category**", therefor we need to create the specific "**Items**" that have been created as "**Sub-Categories**"
- Click on "**Edit – Item** - **Add New**"
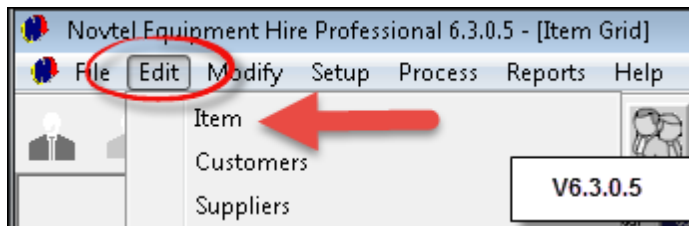
1. There is no need to enter an "**Item Code**" – the system will generate it. The system also generates the description according to the information that is entered for the "**Sub-Category**;" "**Manufacturer**" and "**Plant Number**". See how the description changes with each of the above entries

2. Tick the check-box to "**Create Item in Pastel**". If the option is not selected, the "**Item**" will have to be created in Pastel manually

3. In the "**General Tab**", select the "**Branch**" to which this "**Item**" is added ("**Items**" for each "**Branch**" must be added separately).

4. The "**Plant Number**" is allocated by the company, and is unique to the "**Item**". When this number is entered, it is displayed in the "**Description**" field

5. Tick the check-box to "**Show on Grid**". After the Pastel Import has taken place, the "**Item**" will be displayed on the Grid, and contracts are created for the rent of these "**Items**" - which will be displayed next to it on the Grid


1. A unique manufacturer "**Serial Number**" must be entered for each "**Item**" in order to keep track of all "**Items**" owned by the Company, and in order to make sure that the correct "**Item**" is returned

2. Enter the "**External Reference**" for this "**Item**" (Supplier's Reference for the "**Item**" on invoice)

3. Enter the "**Manufacturer**" of the "**Item**". This has now been entered in the "**Description**" field with the "**Plant Number**"

4. Select "**Hygiene**" as the product "**Type**"

5. Click on the magnifying glass next to "**Item Category**"

- Browse for the"**Item Category**" this "**Item**" will report to – in this case it is the "**VIP Toilet Trailers**". Click "**Accept**" to insert it
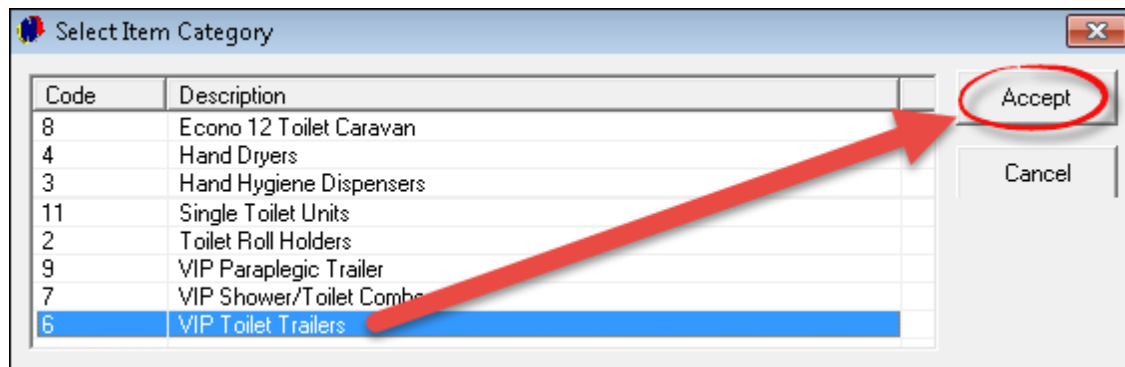
- The "**Sub-Category**" window for "**VIP Toilet Trailers**" will open – select "**Unit 1 - VIP Toilet Trailer**" and click "**Select**"
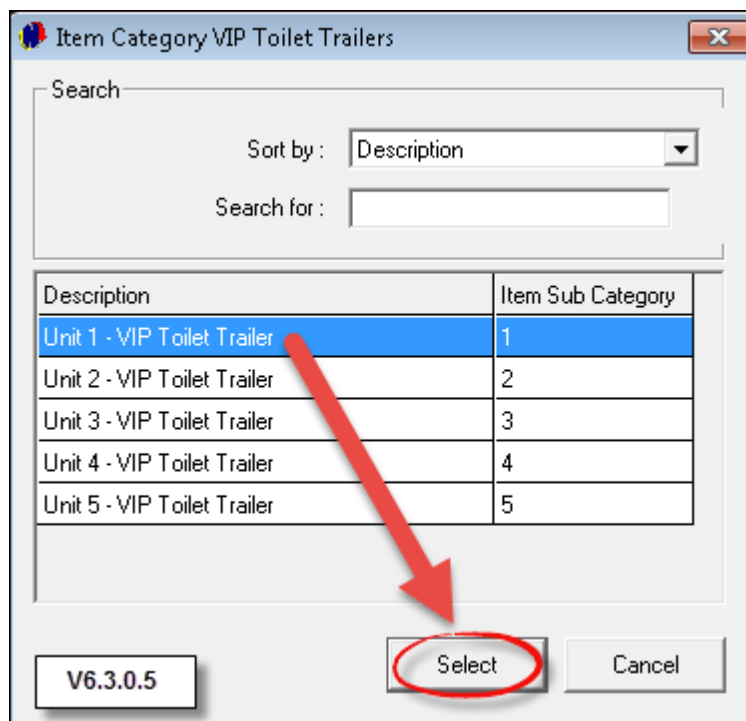
1. Notice how the "**Item's Description**" has now been changed since the "**Sub-Category**" has been inserted

2. The "**In Stock**" and "**Available**" fields will ALWAYS be set at the numeric value of 1. The "**On Rent**" field will be 0

3. Leave the "**Monthly Billed Item**" check-box un-ticked

4. "**Rain Day/Off Hire Days**" will not be charged on such days if the option is selected

5. Tick the check-boxes if this "**Item**" is to be charged on Saturdays and Sundays, or "**Half Day on Saturday**"

6. Leave the "**Charge Weekly Rate**" check-box blank

1. In the "**Details**" tab, there are three main fields where information can be entered. The first being the "**General Details**" field, which is exclusively used for information pertaining to the "**Toilet Trailers**". The "**Tyre and Spare Tyre Make**" can be entered, as well as the "**License Due**" date

2. The "**Service Interval**" field is mostly used for heavy machinery and power tools where maintenance must occur every certain amount of rental days, in order to keep the "**Items**" in good working order. It is not applicable in Toilet Hire

3. Enter the "**Item's Detailed Description**". For Example:
   - 2 Partitioned Toilets - each with own basin, mirror, waste bin, soap dispenser and folded paper towel dispenser
   - Fresh Water Tank
   - 2 x 600x400mm top hung windows
   - Mechanics Compartment
   - 2 x Mud Guards
   - 2 x Folded Down Steps

- Proceed to the "**Financial Tab**", and enter the "**Item's Cost Price**" – the purchase price when it was bought
- The Rental Price per Day / Week and Month and Service has already been entered as it was set up in the "**Sub-Category**"
- Select the standard Tax rate
- The "**Per Day**" tariff has been selected for this "**Item**" since the "**Monthly or Weekly Billed Item**" check-boxes was not ticked in the "**General**" tab

- In "**Setup – User Defined Fields - Items**", five additional information fields can be created, and that information can be entered in the "**Item's User Defined Fields**" tab

- The "**Pastel**" tab will not reflect the "**Item's Pastel Inventory and Cost Codes**" yet. Also notice that the "**Item Code**" has not been created
- Click "**Accept**" to save the "**Item**"

1. In the "**Import Inventory Item**" window, the "**Item's Code**" has now been created, and the "**Description**" has been entered automatically
2. Click on the arrow next to the "**Inventory Group**", and select "**Services**"
3. The daily rate is entered as the "**Excluding Selling Price**"
4. Select "**Service Item**", since this "**Item**" will not be sold, but rented to numerous "**Customers**" over the period of a few years
5. Tick the check-box to "**Create Cost Code**". The system will automatically enter the code and description
6. If the "**Pastel Multi-Store**" module has been installed on your computer and the "**Multi-Stores**" have been set up, the specific "**Store**" can be selected. If not, the "**Default Store**" will automatically be selected
7. Click "**Accept**" to complete the importing process

- In order to return to the "**Item**" to view the "**Pastel Interface**" tab, click on the "**Item**" and then "**Edit**"

- The "**Pastel Inventory and Cost Codes**" have been entered, as well as the "**Item Code**"

- Viewing the Grid, the first "**Item**"created is displayed

1. In order to create more "**Items**", click on "**Edit - Item - Add New**"
2. To make changes to an "**Item**", click on it and then on "**Edit**". Make the changes and click "**Accept**"
3. "**Items**" can only be deleted if it was not previously linked to contracts

- Click "**Close**" to exit the window

- All "**Items**" created will now display on the Grid. In order to view the "**Description**" for the "**Items**", click on the arrow pointing to the right - directly beneath the "**Item Codes**" on the Grid
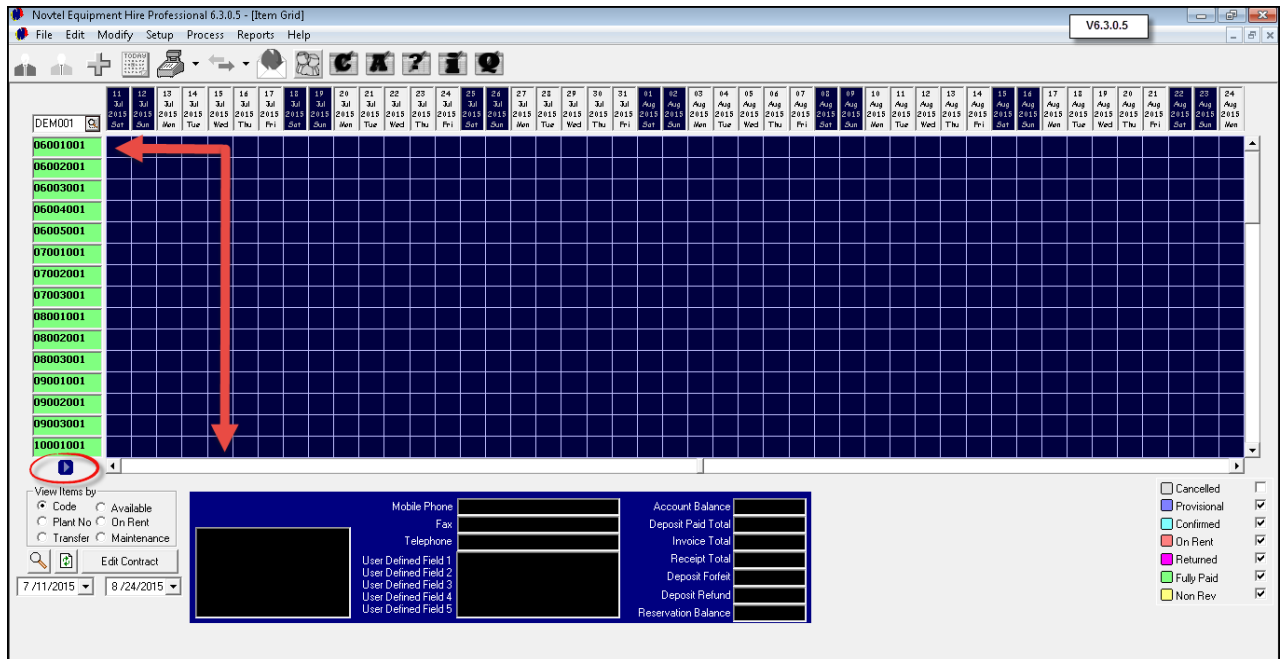
- To hide the "**Item Descriptions**", click on the arrow again - now pointing to the left
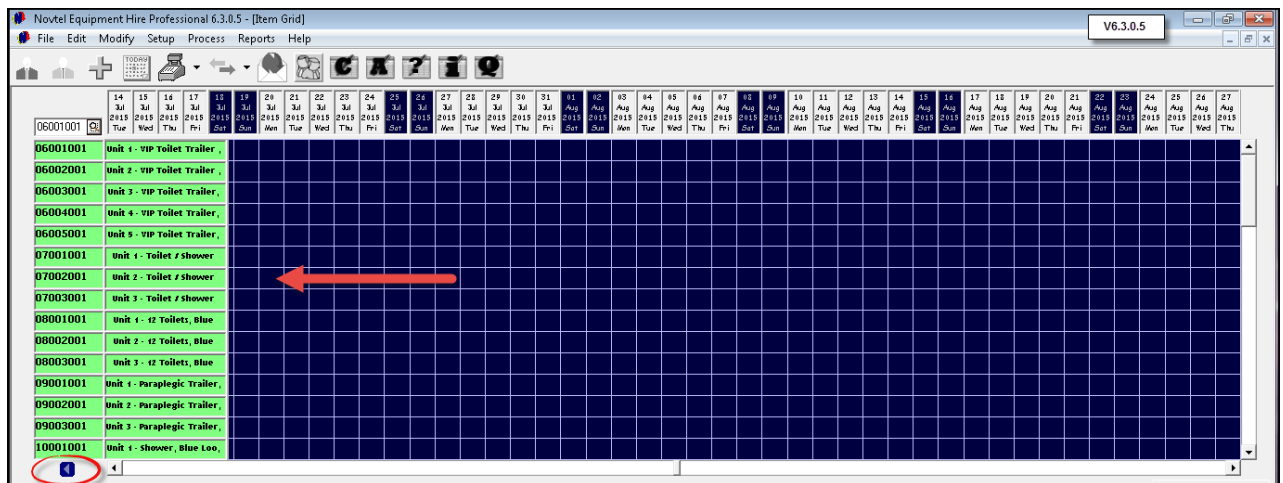
8 Step 7 - Creating Hygiene Consumables

"**Hygiene Consumables**" must have been created as "**Charges**" before you can proceed with this step

● Click on "**Edit – Hygiene Consumables - Add**"
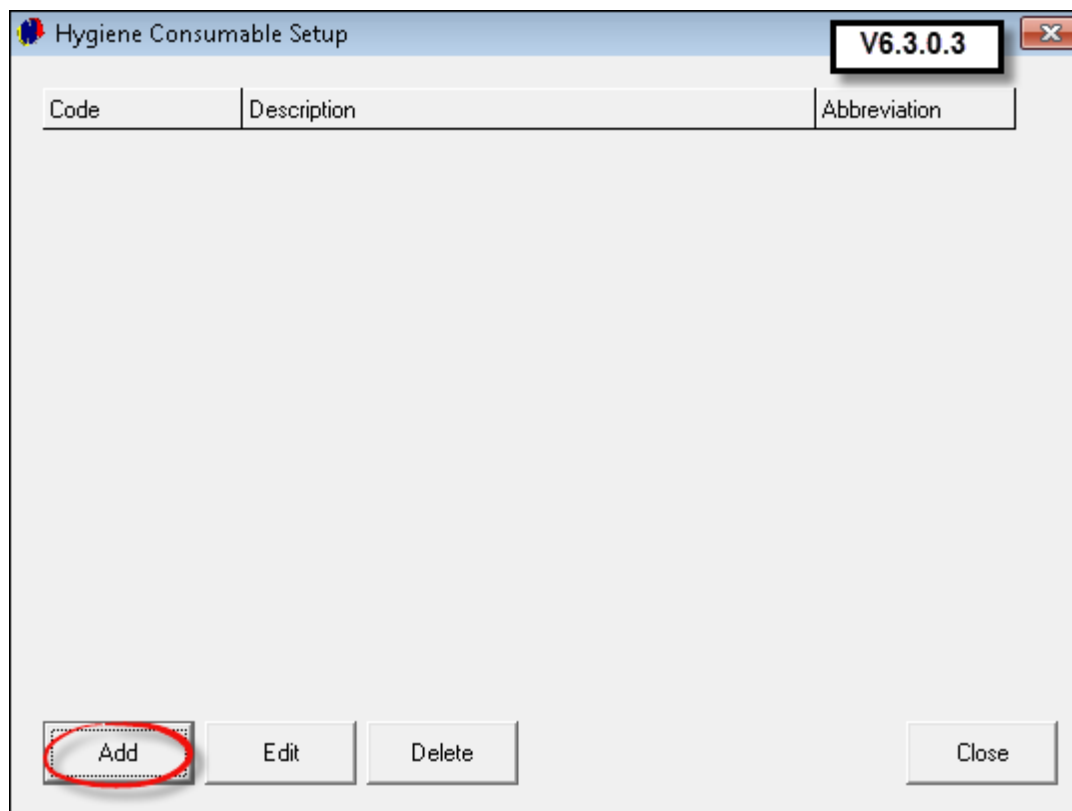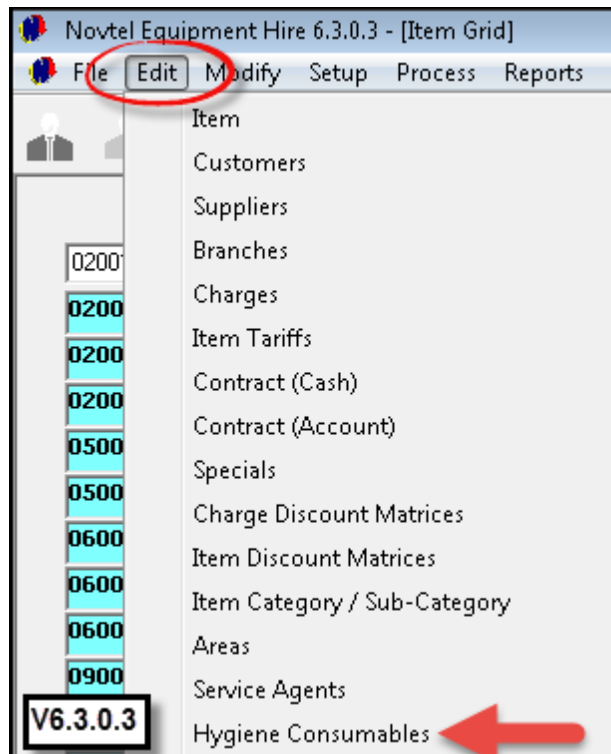
- Click on the magnifying glass next to "**Code**" to open the "**Charges**" window

- Browse for, and click on the appropriate "**Charge**" that has been created for this purpose – then click "**Accept**"

- The "**Code**" is now inserted, and the "**Description**" has been entered automatically. Enter an "**Abbreviation**" for the specific "**Hygiene Consumable**", and click "**Accept**" to save this "**Hygiene Consumable**"

- Click on "**Add**" to enter more "**Hygiene Consumable Items**" from the "**Charges**" window
- In order to make changes to an item, click on it and then on "**Edit**". Make the changes, and click "**Accept**"
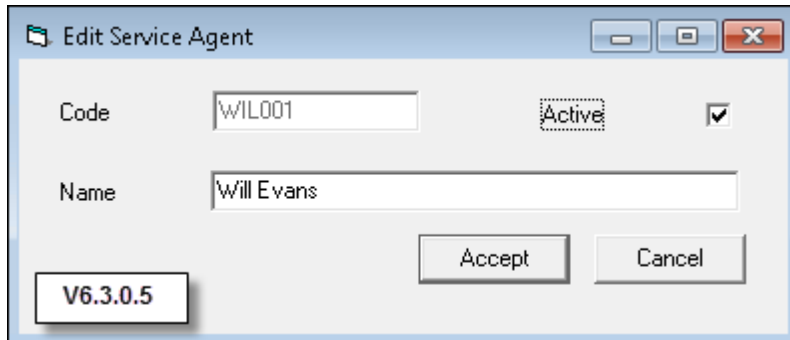
- Follow the same steps in order to "**Delete**" an item in this window
- To exit the window, click "**Close**"

9   Step 8 - Creating Service Agents and Areas

- "**Service Agents**" are the company's personnel who are servicing and maintaining the "**Items**" at different sites. In order to create these individuals, click on "**Edit - Service Agents - Add**"
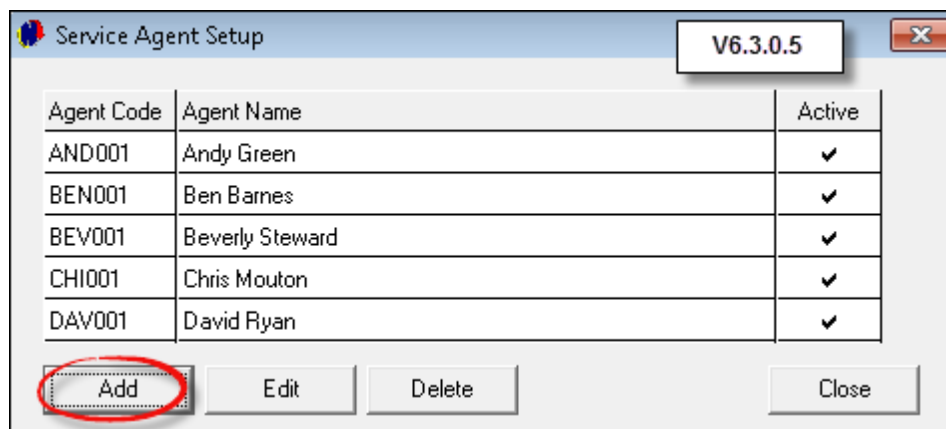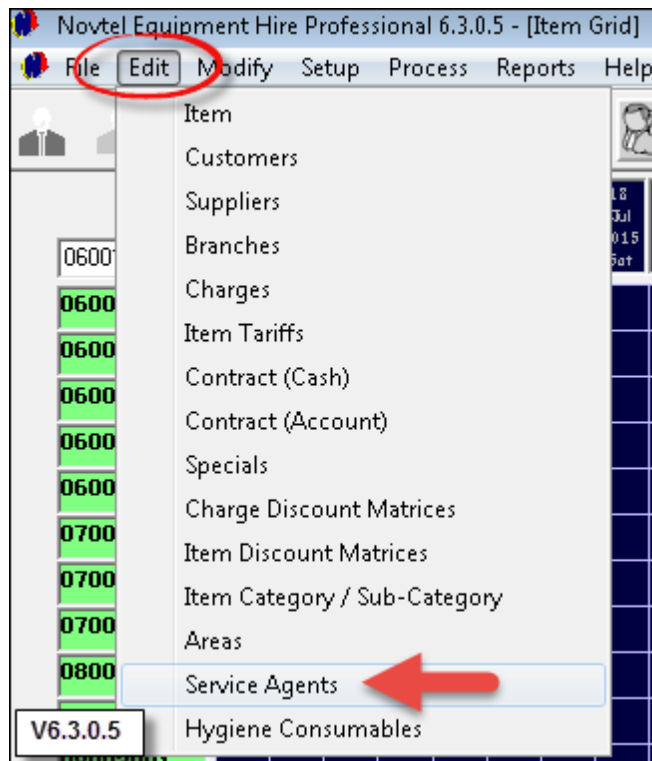
- Enter the "**Code**" for this person, as well as their name and surname
- Tick the check-box to mark him as "**Active**", and click "**Accept**" to save them to the system
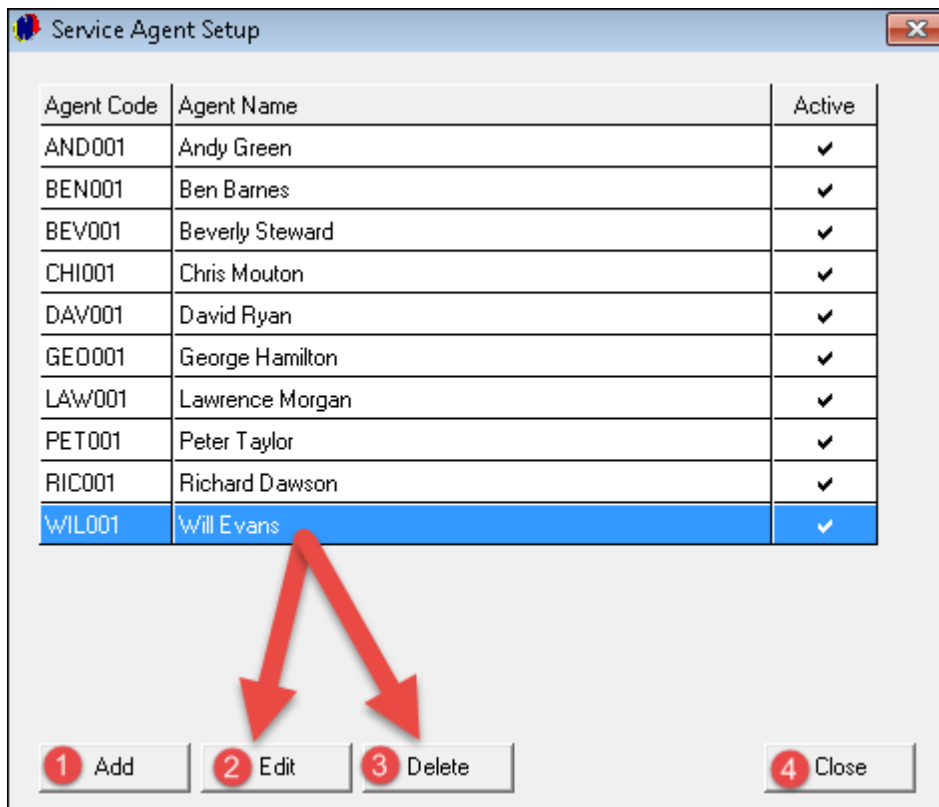
1. Repeat the steps to "**Add**" all other "**Service Agents**"
2. In order to make changes to the "**Service Agent**", click on the name and then on "**Edit**"
3. To remove an "**Agent**" from the system, click on the name and then "**Delete**"
4. When all "**Service Agents**" are created, click "**Close**"

- "**Areas**" are used when "**Sites**" are created in the "**Customer**" master form. Also, when a "**Hygiene Schedule**" is being set, a route can be planned where all "**Sites**" in the same "**Area**" can be serviced while the "**Service Agent**" is there. For instance: in the greater Mossel Bay area, the following surrounding "**Areas**" can be created:

  ➢ Mossel Bay Business District

  ➢ Little Brak River

  ➢ Heiderand

  ➢ Dana Bay

  ➢ Hartenbos

- In order to set up the above mentioned, click on "**Edit - Areas - Add**"
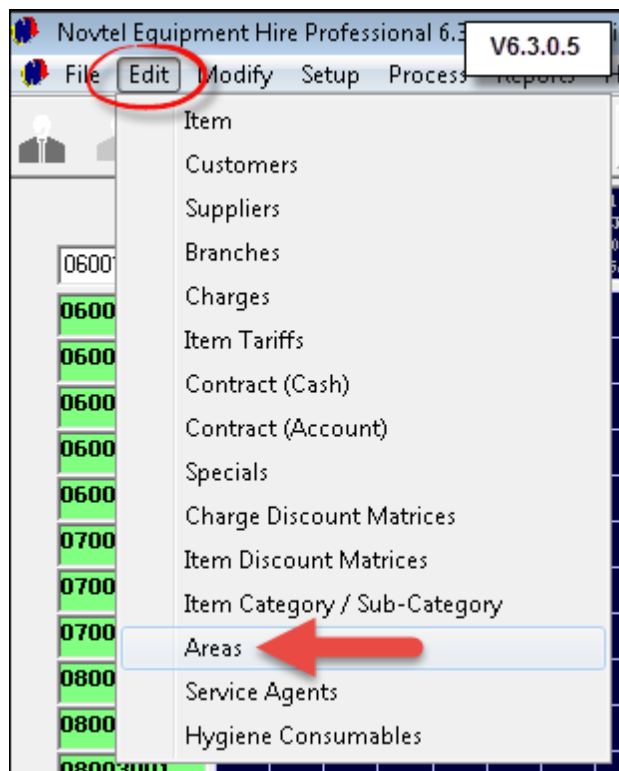
- Enter the "**Code**" and "**Description**" that you would like to allocate to the "**Area**", and click "**Save**"
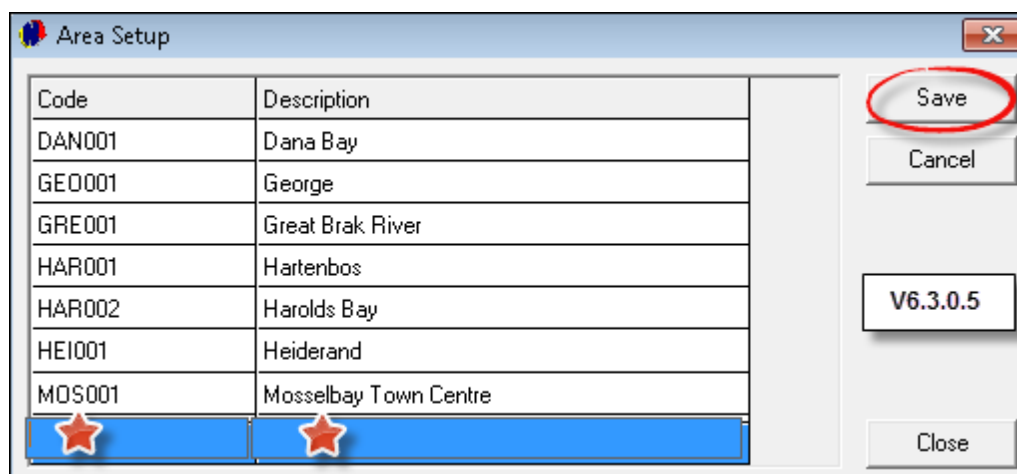
Repeat the process in order to create more "**Areas**"

10   Step 9 - Creating Customers

- In order to create "**Customers**", click on "**Edit - Customers - Add New**"
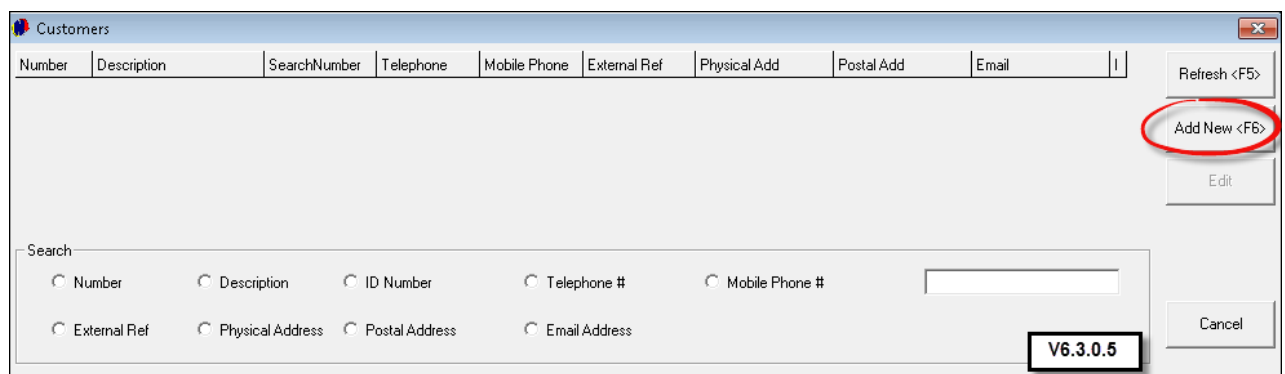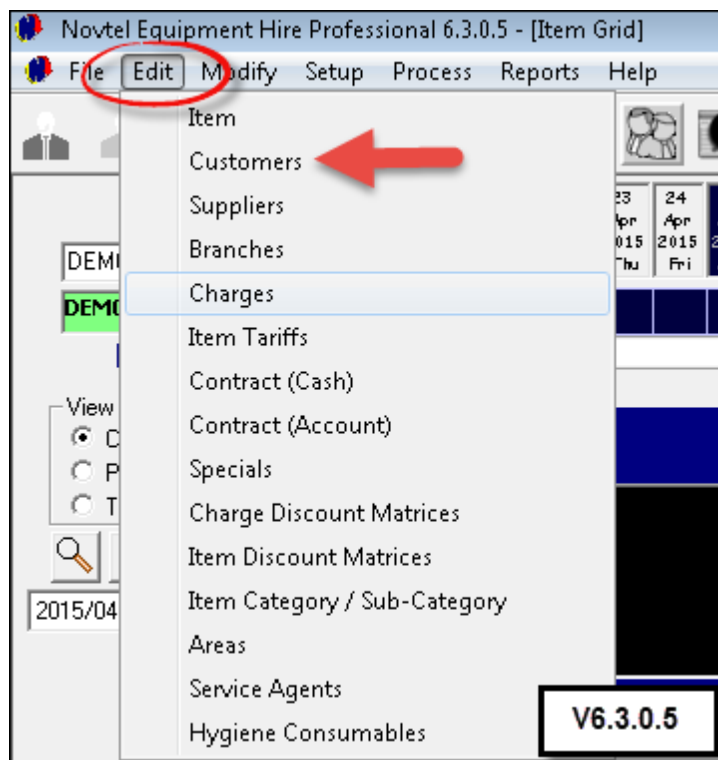
1. Do not enter an "**Account Code**". The system will automatically create the code according to the details you have entered in the tabs

2. For "**Corporate Customers**", tick the check-box at the top of the screen. Corporate Customers usually have terms of payment, and "**Account Contracts**" are created for them. For "**Private Customers**" renting toilets for a function, the check-box is left unchecked, and a "**Cash Contract**" is created

3. When the "**Company Name**" is entered, the "**Description**" is entered simultaneously

4. Select the "**Billing Interval**" from the list:
   ➢ On Month End
   ➢ On 25th Day
   ➢ On 28th Day
   ➢ No Month End

1. Enter the "**Customer's**" Postal Address

2. If the Physical Address differs from the Postal Address, enter the details. Alternatively, click on "**Copy Postal Address to Physical**" if it is the same, and it will be duplicated

3. Set the "**Credit Limit**" for this "**Customer**". The system will automatically block any further transactions when the limit is reached

4. Enter the "**Customer's**" first and last names (Normally the owner of the company)

5. Enter the Date of Birth, and the "**Customer's**" gender

6. Novtel Toilet Hire comes equipped with a full ID checker. When the ID number is inserted and "**RSA ID**" is ticked, the system will immediately indicate if the ID number is Valid or False. Please make sure that the details are correct

7. Enter the following details:
   - Company Registration Number
   - Telephone Number
   - Fax Number
   - Mobile Number
   - E-Mail Address
   - Contact Person

8. Click on "**Start Camera**" in order to activate the webcam to capture the image of the "**Customer**"

1. As soon as the "**Site Details**" tab are clicked, notice that the "**Account Code**" has been created

2. The "**Site**" listed, is the physical address of the Company (Customer). When contracts are created, "**Sites**" are added to this tab - which will be explained in Step 10

- The "**Contract Details**" tab will be void, since no contract has been created for this "**Customer**" yet

- In "**Setup - User Defined Fields**", extra information pertaining to "**Customers**" can be created, and then inserted in this tab on the "**Customer's**" account

- The "**Private Customer**" tab will display the details of the contact person for this "**Company**". All employees connected to this company can be added here as well

- Click "**Accept**" to save the "**Customer**" to the system

- In order to search for a "**Customer**", click on any of the options in the "**Search fields**"

1. Should you need to make changes to a "**Customer's**" account, click on it, and then on "**Edit**". Make the changes and click "**Accept**"

2. In order to create more "**Customers**", click "**Add New**"

11   Step 10 - Creating Contracts
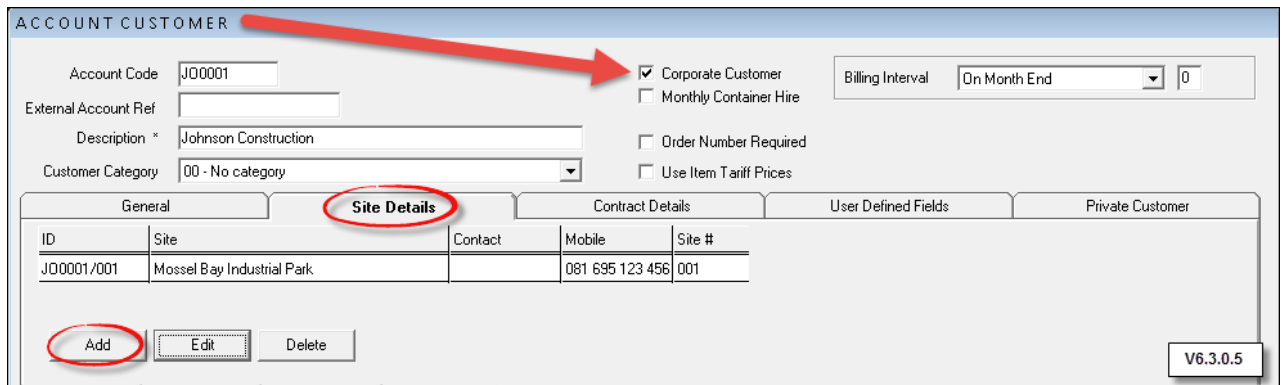
- There are 2 types of Contracts that can be created in Novtel:
  - ➢ Cash Contracts – For on the spot payment
  - ➢ Account Contracts - Account Customers will be allowed to have outstanding amounts when all "**Items**" are returned. In "**Edit - Customers**", tick the "**Corporate Customer**" check-box

- In order to create an "**Account Contract**", click on "**Edit – Contract (Account)**"
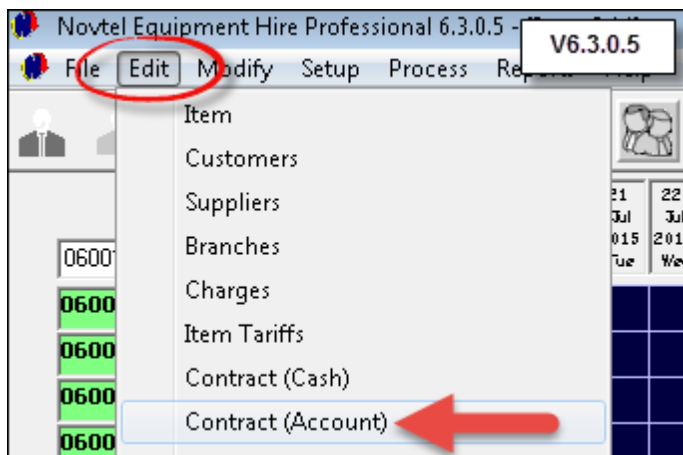
1. To create a contract for a new "**Customer**", click on "**Add New**" and follow the instructions in "**Step 8 - Creating Customers**". As soon as the "**Customer**" has been created, the "**Contract Screen**" will open for the contract to be created

2. In order to create a contract for an existing "**Customer**", click on any of the search options for the "**Customers**" window to open. Please note that ONLY "**Customers**" marked as "**Corporate Customers**" will display in this window

3. Click on the "**Customer**", and then on "**Select**"
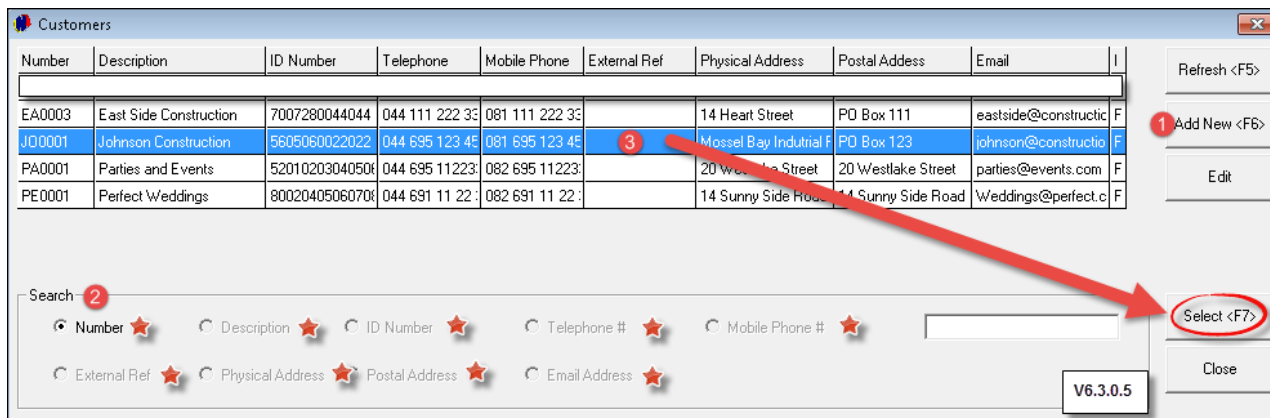
- In the "**General**" tab, all information entered when the "**Customer**" was created, will display. Please note that this "**Customer**" is classified as an "**Account Customer**" because of the ticked "**Corporate Customer**" check-box

- In order to create the "**Site**" where the "**Item**" will be used, click on "**Add**"
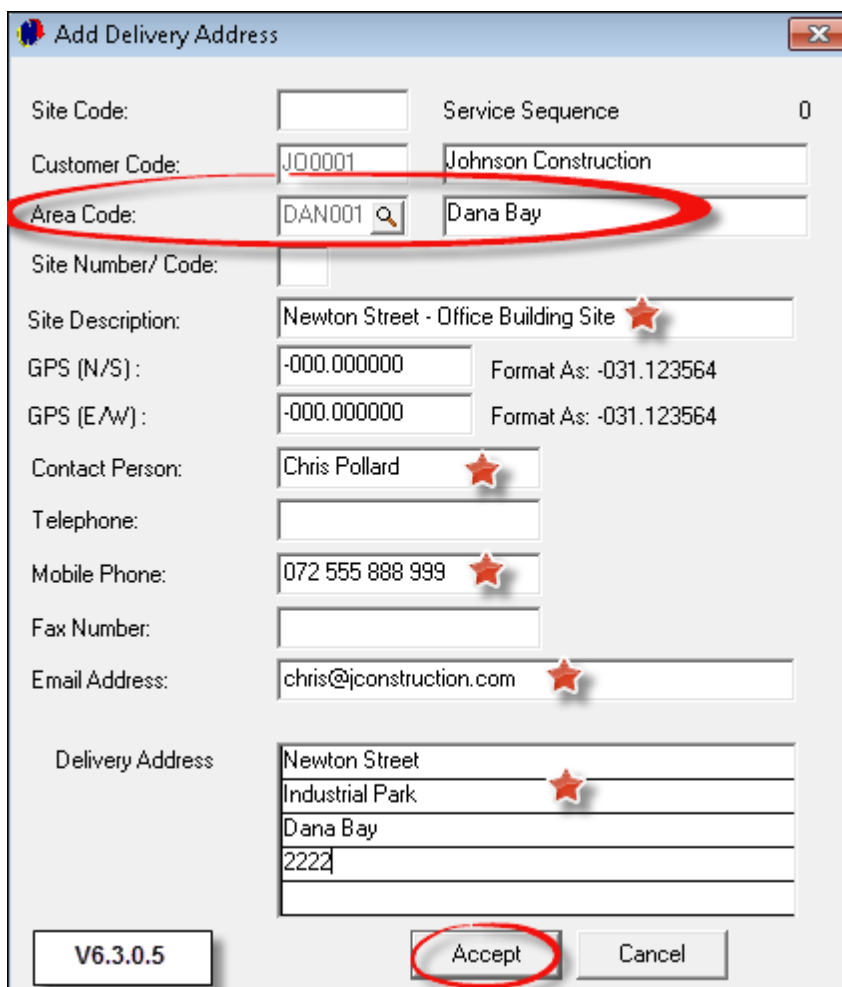
- Click on the magnifying glass next to "**Area Code**" and select the "**Area**" from the list

- The "**Site Description**" has been entered as "**Newton Street - Office Building Site**". The GPS co-ordinates can also be entered

- Enter the "**Contact Person**" at the "**Site**" and all their contact details

- Enter the physical address of the "**Site**", and click "**Accept**" to save it

- Multiple "**Sites**" can be created for each "**Customer**"
- Click on the applicable "**Site**" for which the contract is being created, and select "**New Contract**"

- Please note that the "**Contract Number**, **Invoice and Credit Number**" fields are blank for now

1. Select whether the "**Customer**" is collecting the "**Items**", or if the "**Items**" are to be delivered to the "**Site**"

2. Select the start and end dates for the contract

   ➢ For daily billed "**Items**", the contract duration should only be valid for one day. (Please note that this is essential for "**Items**" scheduled for "**Hygiene Service Management**"). When the "**Daily Recurring Billing**" is done, the contract will automatically be extended for another day - until the "**Item**" is returned

3. The "**Contract Status**" is "**Provisional**" at present since no deposit has been raised as of yet

4. The "**Container Number**" is not applicable - this is used in the "**Container Hire**" part of the program

5. Enter the order number supplied by the "**Customer**" - should it be relevant

6. Set the discount percentage - if it is applicable

7. Should your company make use of "**Agents**", click on the magnifying glass in order to browse for, and select the relevant "**Agent**". ("**Agents**" are set up in Pastel, and updated to Novtel in the "**Modify Menu**")

- In the "**Hire Item**" tab, click on "**Add New**" in order to open the window containing all the available "**Items**" in the system

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- Search for the applicable "**Item**" by one of the following criteria:
  - ➢ Code
  - ➢ Plant Number (We have used this option)
  - ➢ Description
  - ➢ Maintenance Due
- Enter the criteria in the "**Search For**" field
- Click on the highlighted "**Item**", and then on "**Accept**" in order to select it. Repeat the process to add more "**Items**"

- In order to change the "**Item's**" status - should the "**Item**" be delivered to the "**Site**" immediately - click the "**On Rent**" button and then "**Apply Selection**"

- Now, for each "**Item**" to be rented, an information block will pop up:
  1. Check that the "**Date Out**" is correct
  2. Tick the check-boxes to "**Charge on a Saturday and Sunday**" - if applicable
  3. The system will automatically enter the "**Rate**" as setup
  4. Enter the "**First Service Date**"
  5. Tick the check-boxes for the days on which the service schedules are to be created and click on "**Day**" if services are to occur on a daily basis
  6. Enter all relevant notes in the field provided pertaining to this "**Item**"
  7. Click "**Accept**"

- The "**Non Rentals**" tab represents all "**Charges**" the "**Customer**" will be billed for - additional to the daily rent of the "**Item**". These charges are added to the contract automatically when the "**Hygiene Consumables**" and "**Service Charge**" is added in "**Hygiene Service Management**"

1. In order to raise and receive a deposit on the spot, click on the "**Deposits**" tab. (Remember that a shift MUST be open for this "**User**". Please see "**Opening a Shift**" on the Forum: http://www.novtel.com/forum/index.php?board=1245.0). Notice how the Shift Number for James displays in this window

2. For demonstration purposes, the "**Deposit Amount**" of R10 000.00 will be raised

3. Click on the check-mark next to "**Deposit Raised**"

- The "**Pay Deposit**" option now activates. If the "**Customer**" is ready to pay the deposit immediately, click on "**Pay Deposit**" ("**Deposits**" can also be received through "**Point of Sale**" at a later stage)

1. The amount set when the deposit was raised, is entered automatically
2. Enter the "**Payment Received**" amount
3. Select the "**Payment Type**" and enter the applicable details pertaining to the "**Payment Type**" selected. (Cash; Credit Card; Cheque or Bank Transfer)
4. Click "**Accept**" to finalize the transaction, after which the receipt will print

- The "**Deposit Paid**" field has now turned "**Aqua**" – the color of the "**Confirmed Status**"

- In the "**Payment Tab**", the following will display:
  - All "**Items**" entered in the "**Hire Item**" tab
  - The "**Additional Costs**" will be inserted in the "**Non-Rentals**" tab when services are updated in "**Hygiene Service Management**", and will be reflected here
  - The paid "**Deposit**" reflects as a "**Payment Made**"
  - The "**Payment Due**" amount is in a credit currently, since the "**Deposit**" has been paid

- In the "**Detail View**" tab, you will be able to view:
  - ➢ POS purchases made by this "**Customer**"
  - ➢ "**Customer**" Invoice / Credit Note History
  - ➢ Hygiene Service (Toilet Hire)
  - ➢ Rain Days
  - ➢ Plant

- In the "**Financial**" tab, all financial transactions are recorded. Click "**Save**" in order to complete the "**Contract**" and click "**Close**" to exit

- Returning to the Grid, the "**Item**" on contract for "**Johnston Construction**" will display in "**Red**" - the color of the "**On Rent**" Status. Moving the mouse over the "**Items**", an overview is displayed in the blue and black blocks, containing information such as the Customer's address; E-Mail; Contact Numbers and Financial Details pertaining to the contract
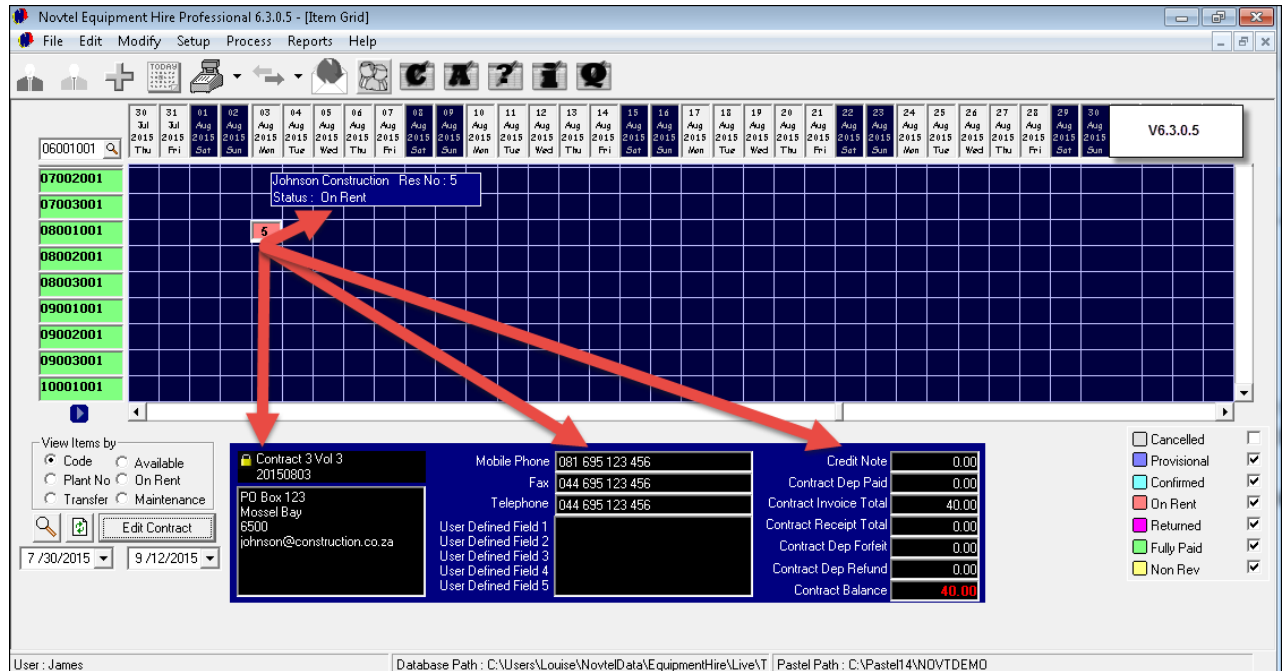
- In order to make changes to a contract, right click on the contract on the Grid and select "**View Details**"
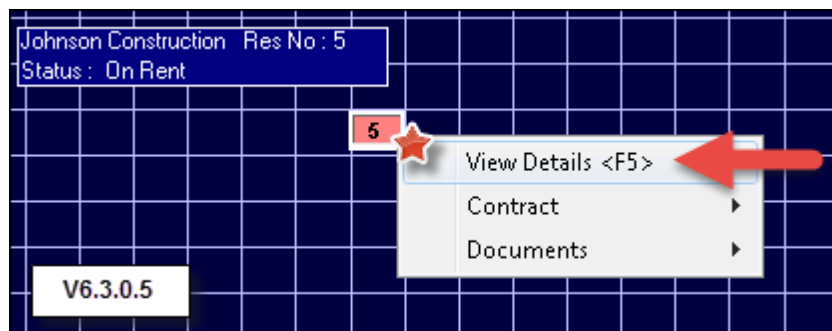
- When the contract opens, click on "**Edit**"; make the changes and click "**Save**"

12   Step 11 - Recurring Billing - Daily Duration Increment

- Open Pastel and check for "**Open Batches**". These must be updated before the "**Recurring Billing**" process can commence

- This process is done daily to increment all "**On Rent**" contracts. It will automatically add another day to the contract until all outstanding "**Items**" have been returned and invoiced. Please note that the "**Recurring Billing**" must be done in order for the "**Hygiene Service Management**" window to display all "**Items**" on which services are due

- Click on "**Process - Recurring Billing**"
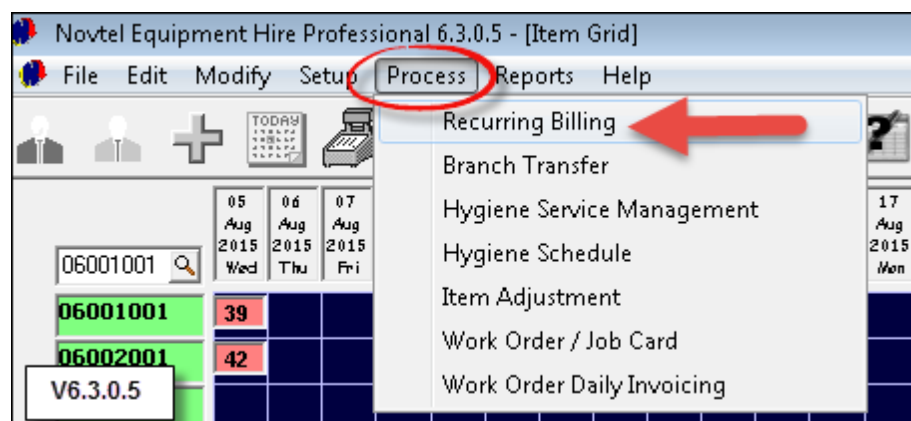
1. In the "**Daily Duration Increment**" tab, select the date to be billed
2. Should the "**User**" only need to charge a certain contract for the specific day, click "**Select None**" and then tick the check-box next to the specific contract to be charged
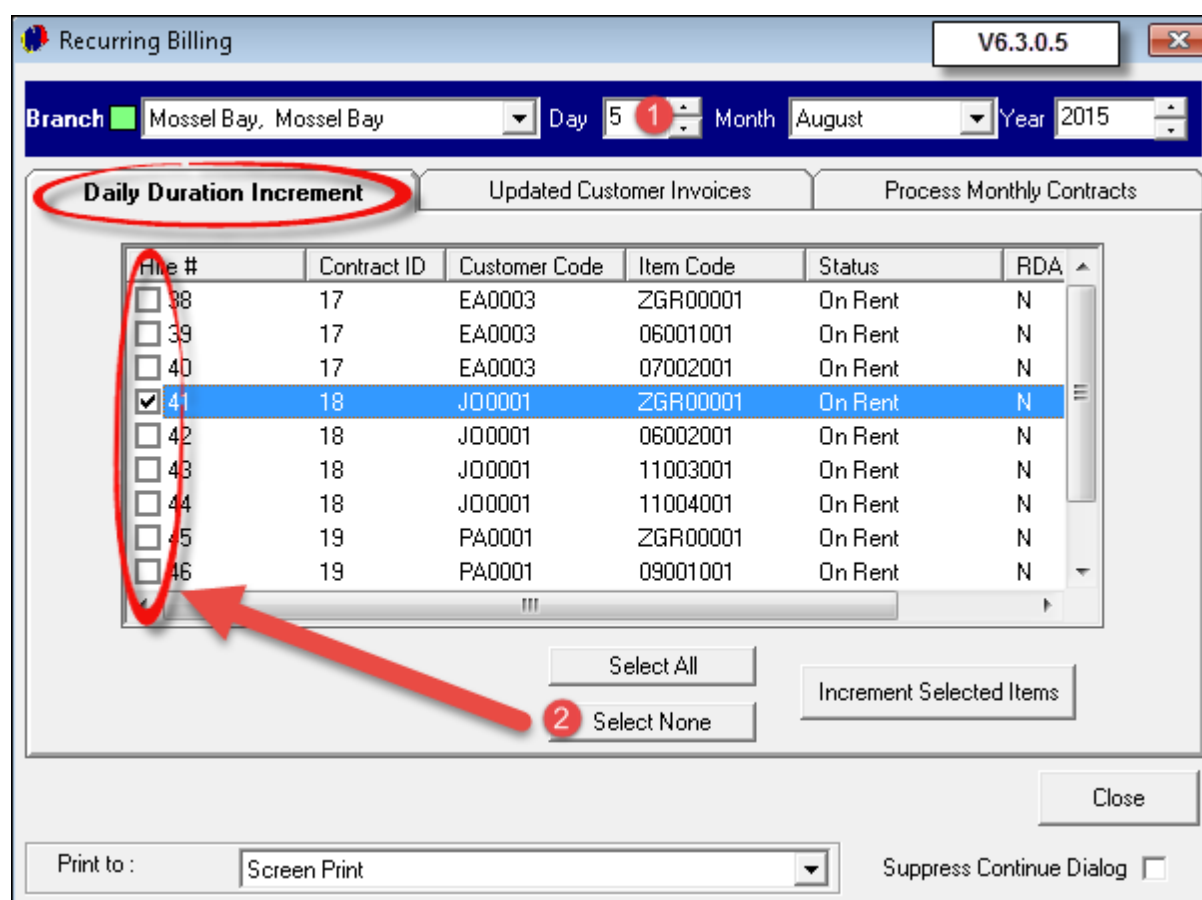
• When the "**Select All**" button is clicked, all of the "**Items**" will be ticked and charged. Then click on "**Increment Selected Items**"

• Tick the check-box to "**Print Detailed Pre-Import List**" and click "**Proceed**"

- The processing will be queued, and as soon as the process is done, the "**Pre-Incremented List**" will be displayed. After checking the list - when you are satisfied that everything is correct - either print, save or close the list

- Click "**Yes**" in order to continue with the update. The window for this specific date is now cleared since the billing has been done. Click "**Close**" to exit the window

13   Step 12 - Hygiene Scheduling

- When the contract was created, the days for the "**Items**" on rent to be serviced, was selected. In order to print a schedule for the week from Sunday to Saturday, click on "**Process - Hygiene Schedule**"
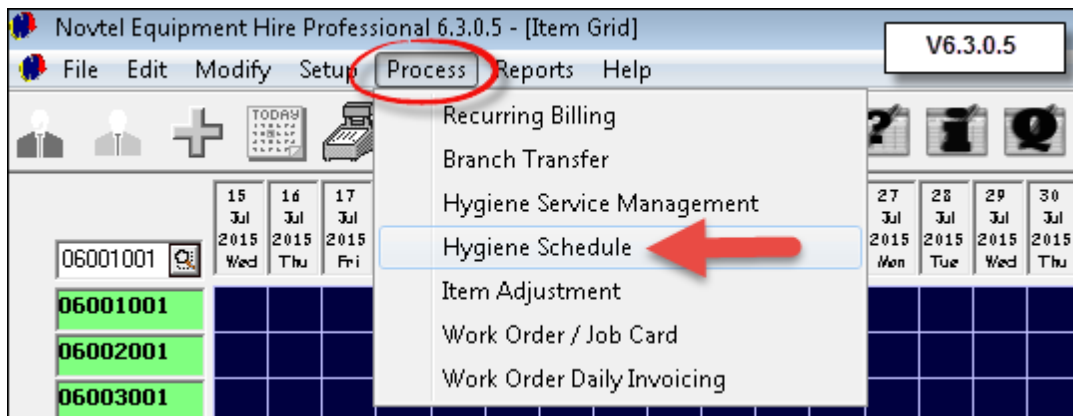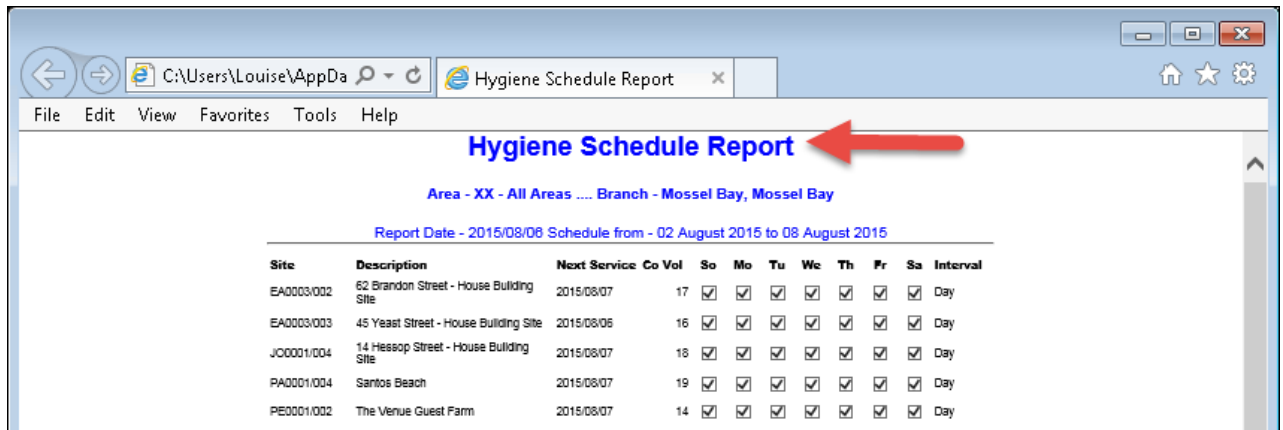
- There are various options to choose from in order to manage "**Hygiene Scheduling**" more effectively. When "**All Areas**" are selected in the top right hand side of the window, the "**Areas**" where "**Items**" are on rent, will all display in the same screen. Notice that the "**List Option**": "**By Site**" is also selected in the image below
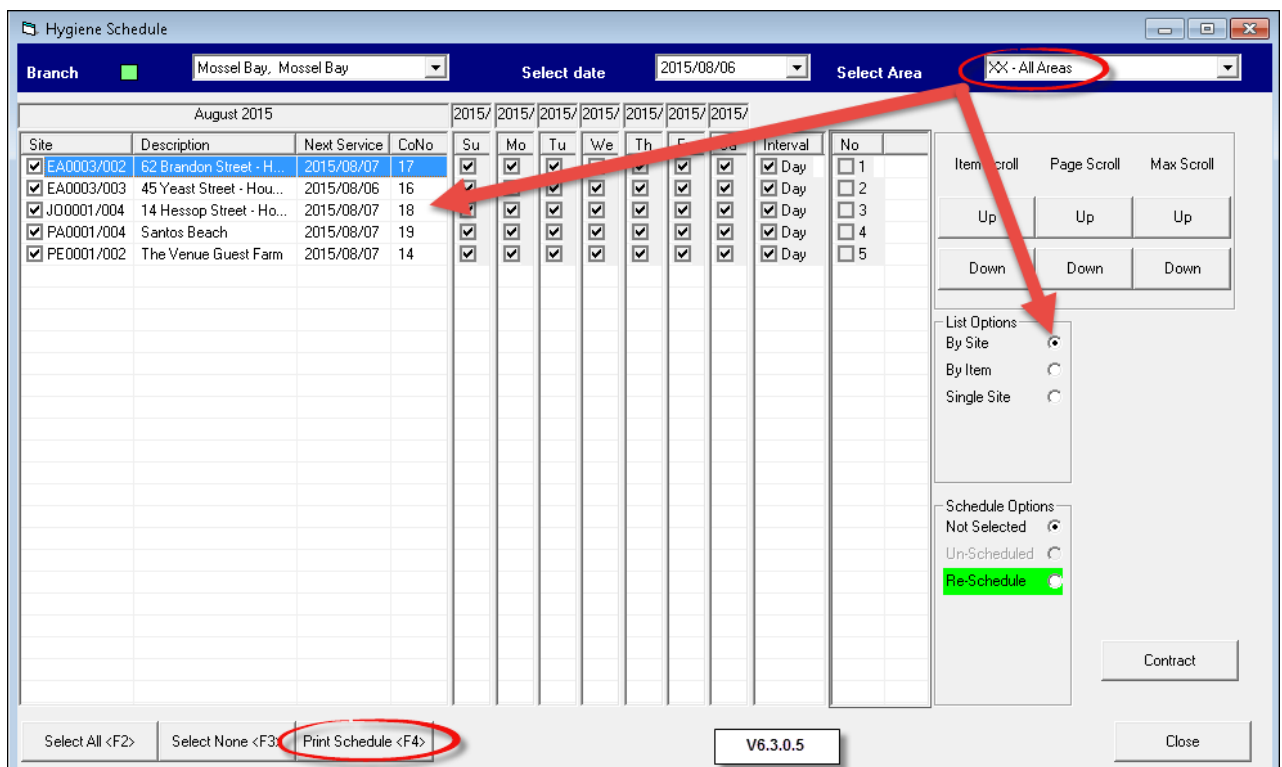
- When the "**Print Schedule**" button is selected, the following report is displayed in HTML format - and it can be printed or saved from the "**File Menu**"

- In the same way, the "**List Option**": "**By Item**" and "**By Single Site**" can be selected

1. "**Hygiene Schedules**" can also be printed by "**Area**" and "**By Item**"

2. All the "**Sites**" within the specific "**Area**" will be listed, and the previously set up "**schedule**" for each "**Site**" can be changed by clicking on the "**Re-Schedule**" button - highlighted in green. See how every day has been selected at present

- De-select the days on which the services must be cancelled. The date for the "**Next Service Day**" will be displayed

- Click on "**Apply New**" to set the new schedule for this "**Site**"
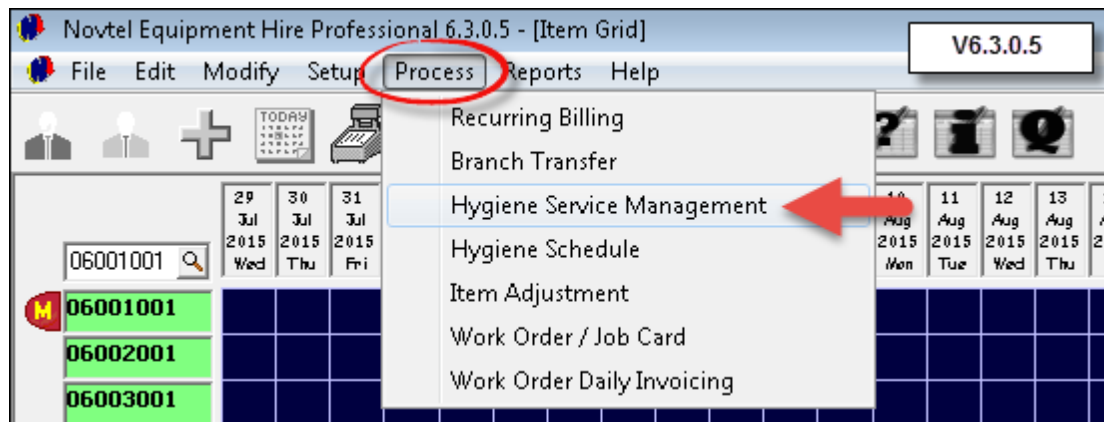
- Click "**Yes**" to update the new settings
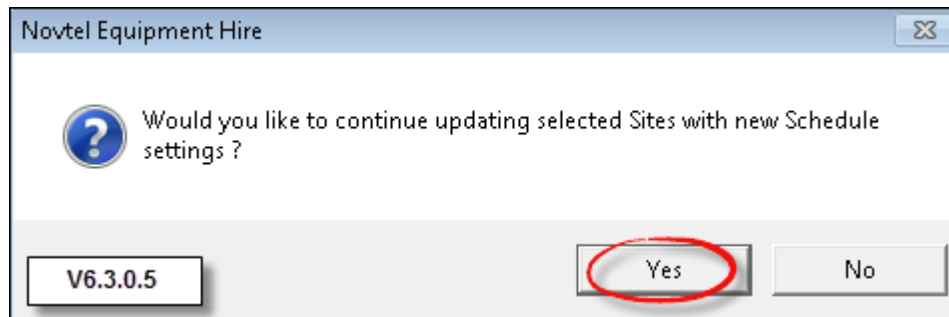
- The new settings have been applied. Please note that services for multiple "**Items**" or "**Sites**" can be edited in the same manner
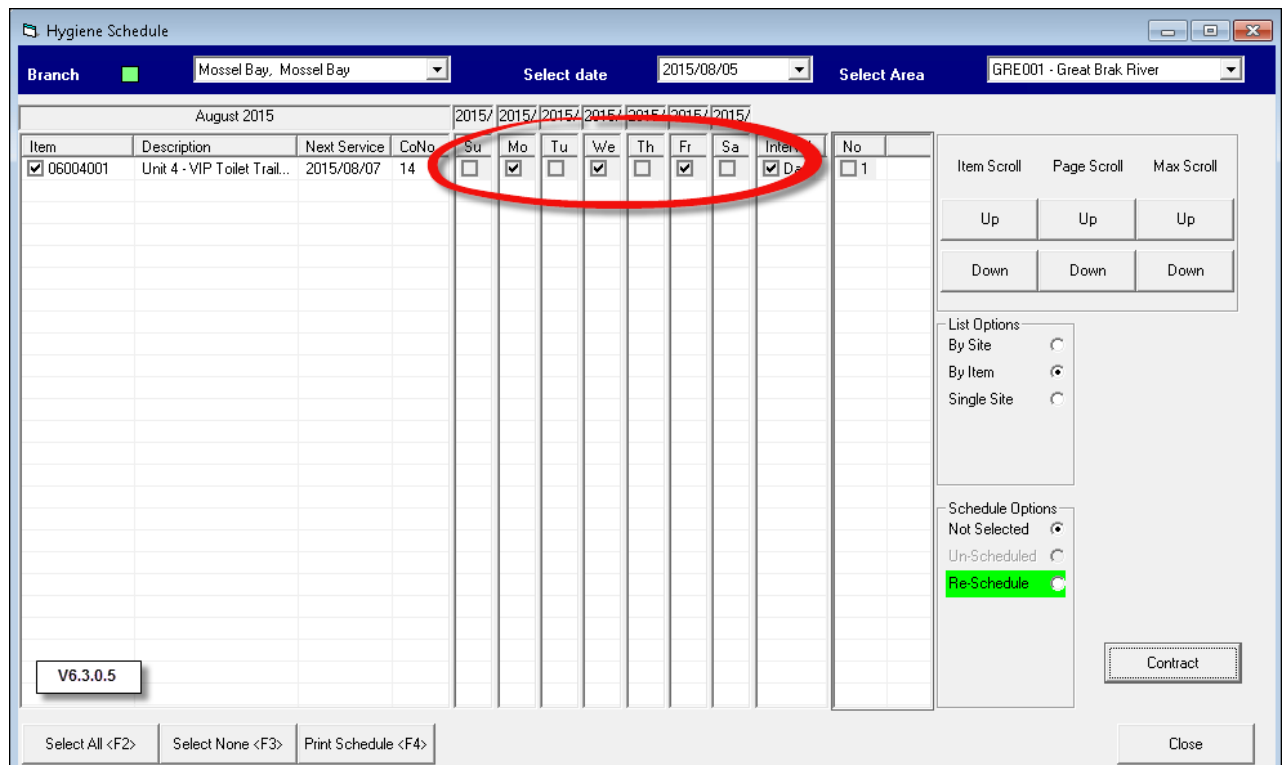
14 Step 13 - Hygiene Service Management

- In order to administrate the "**Services**" for each of the "**Areas**" and "**Sites**", click on "**Process - Hygiene Service Management**"

1. "**Service Agents**" can be linked to specific "**Areas**" and "**Sites**". Select the "**Area**" from the drop-down list
2. Click on the magnifying glass next to "**Service Agent**", and select the applicable person who will be performing the services in the "**Area**"
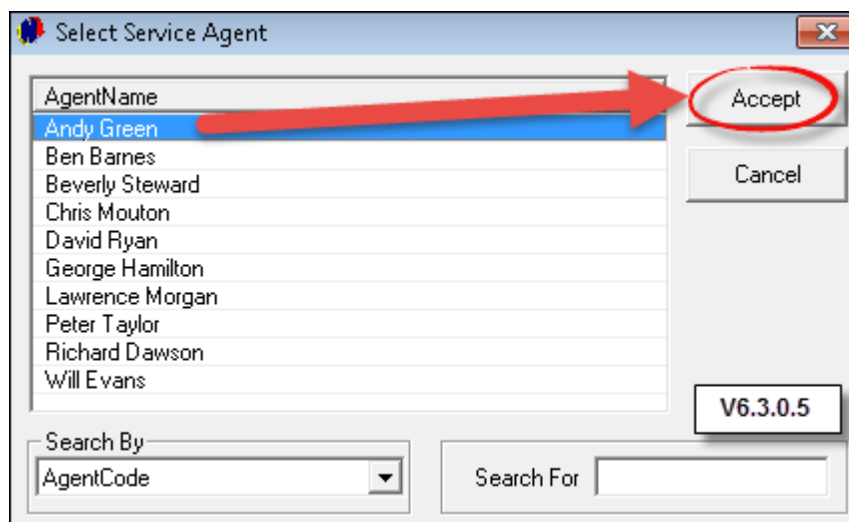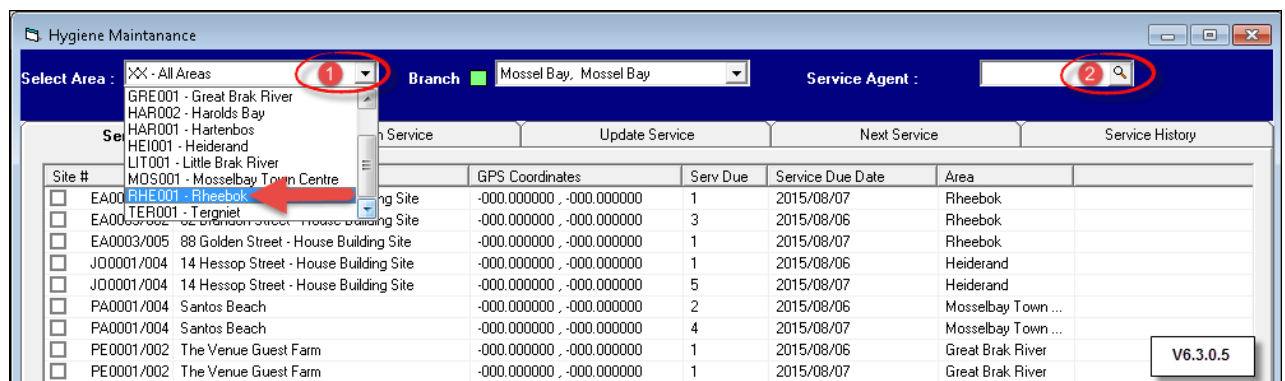
- In order to add notes pertaining to a specific "**Item**", click on the "**View by Item Code**" display option; click on the "**Item**" and then on "**Add Instruction**". Enter the note and click "**Accept**"

- Select the "**View by Site Display Option**", and then click on "**Select All**" in order to to select all of the "**Sites**" listed in the "**Service Due**" tab
- In order to set a specific route for the driver to follow - especially when there are numerous "**Sites**" in one "**Area**" - click on "**Site Sequence**"

- Click on the magnifying glass next to "**Area Code**"

- Select the specific "**Area**" from the list, and click "**Accept**"

- All "**Sites**" in the "**Area**" will be displayed. In order to move a "**Site**" from one position to another, click on it; hold the mouse button down and drag the "**Site**" into position. Repeat the process until all "**Sites**" are in chronological order for the "**Service Agent**" to follow

- Click on "**Specific Day**" in the "**Search Filter**" field; enter the date and click on "**Print Service**"

- The "**Service Instruction**" slip will print for each of the the "**Sites**". The "**Service Agent**" must get the slips signed and filled out at each "**Site**"

- Print or save the "**Hygiene Service Schedule Batch**"
- This process moves the "**Sites**" to the "**On Service**" tab

Repeat the steps for all of the "**Areas**". The "**Service Due**" tab will now be cleared

1. As the "**Service Agents**" return with the filled out "**Hygiene Slips**", click on the "**On Service**" tab and select the "**Service Agent**"

2. Click on the "**View by Item Code Display Option**" in order to activate the "**Add Consumables**" and "**Hide Captured**" buttons

3. Tick the check-box to "**Hide Captured**" items. The "**Captured Items**" will no longer appear in the "**On Service**" window, since it has been completed

4. Select the "**Item**" to which "**Hygiene Consumables**" must be added and click on "**Add Consumables**"

1. The "**Site**" is entered at the top of the screen

2. The "**Item**" and the "**Service Charge**" is inserted automatically

3. All the "**Hygiene Consumables**" created, will be displayed in this window. Enter the quantity next to the specific "**Consumable**" replaced in this "**Item**". Even if no "**Consumables**" were replaced, this step must still be completed. Simply leave the quantities at zero

4. Click "**Accept**" to save the "**Consumables**" to the "**Item**". This information will be saved to the "**Customer Contract Non Rentals**" tab

- Repeat the steps until all "**Items**" have been captured, and the "**On Service**" tab has been cleared for this "**Service Agent**". Select the next "**Area**" and "**Service Agent**", and repeat the process

- Now click on the "**Update Service**" tab and then on the "**View by Item Code Display Option**" in order to activate the "**Complete Service**" tab

- Tick the check-box next the "**Item**" to be updated, and click on "**Complete Service**". Alternatively, click on "**Select All**" for all of the "**Items**" to be updated simultaneously when the "**Complete Service**" button is clicked

- The "**Update Service**" tab will now be cleared, and all '**Items**" to be serviced on the next day, will be displayed in the "**Next Service**" tab

- Please note that all "**Overdue Services**" will be displayed in red

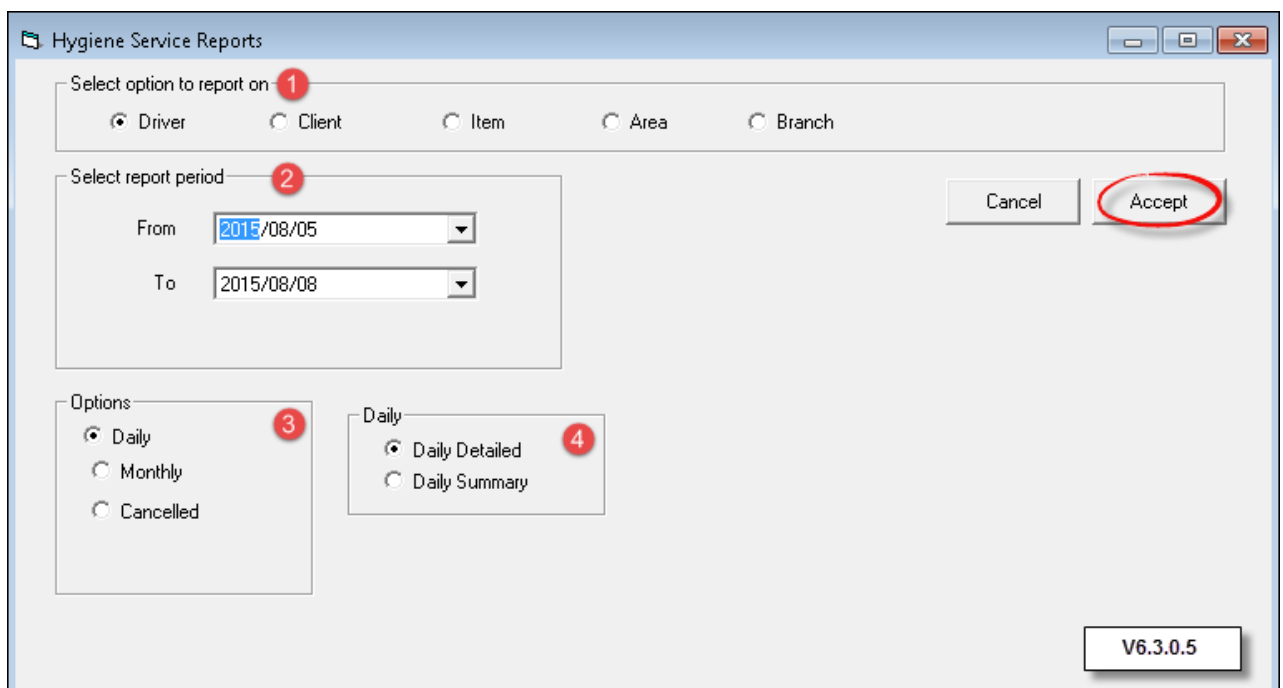- Click on "**Reports - Hygiene Service Reports**"
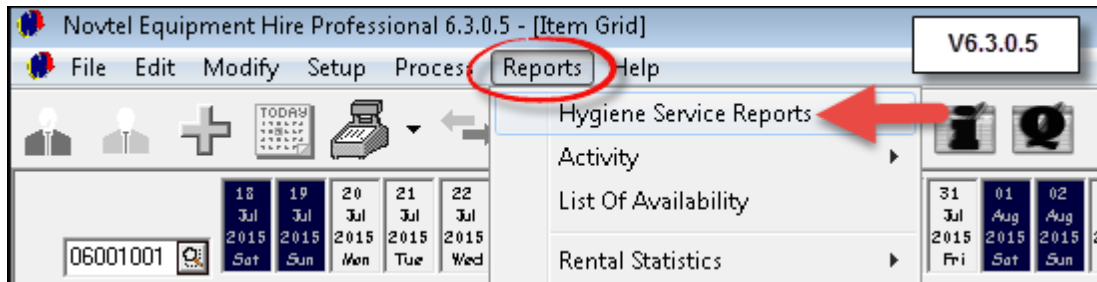
1. Select the option to report on:
   - ➢ Driver
   - ➢ Client
   - ➢ Item
   - ➢ Area
   - ➢ Branch
2. Enter the period to report on
3. Select either the Daily, Monthly or Cancelled option
4. Select whether the report must be Detailed or in Summary format, and click "**Accept**" for the report to be displayed

15   Step 14 - Returning and Invoicing an Item

- An "**Item**" will be invoiced when it is returned. Double click on the applicable contract for which the "**Item**" is to be returned, and click on "**Edit**" when the contract opens

- In the "**Hire Item**" tab, click on "**Return**"

- Check-boxes next to each "**Item**" will be activated, and the "**Items**" to be returned must be selected. In this case, all of the "**Items**" will be returned
- The option of "**Action - Return**" will be inserted automatically. Now click on "**Apply Selection**"

1. The "**Select Return Date**" window will appear for each of the "**Items**". The first "**Item**" is "**Unit 2 - VIP Toilet Trailer**"

2. The date and time the "**Item**" was rented will be displayed next to "**Date Out**", and cannot be edited. The date and time when the "**Item**" is returned, will be the current date and time - but can be adjusted if needed

3. The "**Hire Day Total**" will be entered according to the "**Date In and Date Out**" calculation of days

4. The "**Daily Rate**" will display as set up

5. In order to "**Add**" or "**Subtract**" days for this "**Item**", click on the appropriate option and enter the numeric value. The adjusted quantity and hire days will be entered

6. Should the "**Item**" be damaged beyond repair, and the "**Customer**" is billed for the replacement thereof, enter the "**Replacement Quantity**" (1) and enter the "**Replacement @ Cost**". This amount will be found in the "**Item Master File**" where the cost price was entered when the "**Item**" was created

7. Should the "**Item**" need repairs, enter the "**Repair Fee**" the "**Customer**" is liable for

8. In the event where the "**Item**" was returned later than agreed, tick the "**Late Return**" check-box, and either select: "**Charge Extra Fee**", or "**No Penalty for Late Return**"

9. Enter any notes pertaining to the return of this "**Item**" and click "**Accept**" in order to return this "**Item**"

- Immediately the "**Select Return Date**" window will appear to administrate the next "**Item**" to be returned

- The process will be repeated for each "**Item**" selected to be returned in the "**Hire Item**" tab

- The "**Items**" will now be locked and cannot be edited unless a "**Credit Note**" is issued. Notice how the "**Status**" for each "**Item**" has been changed to "**Returned**"
- Click on "**Invoice**"

- The Invoice will display all the "**Hire Items**" for contract 18. The "**Daily Rate**" will be multiplied by the number of days it was rented, and the total for each "**Item**" will be displayed next to it
- The "**Non Rentals**" section displays the "**Service Charges**" and the "**Hygiene Consumables**" used while the "**Items**" was on rent

TAX INVOICE

Date :	11 August 2015
Start Date :	5 August 2015
Invoice Number :	GI000018
End Date :	

Novtel Toilet Hire
30 Diaz Office Park
Beach Boulevard
Diaz Beach
Mossel Bay

Tel :	0861 66 8835
Fax :	0861 66 8835
Email :	info@novtel.com
VAT No :	1234

Johnson Construction   JO0001
PO Box 123
Mossel Bay
6500

Contract Number:	18
Contract Volume Number :	18
Order Number :	
Customer Contact # :	044 695 123 456
Cellular # :	081 695 123 456
Customer ID # :	
Billing Interval :	Month End

Site :   14 Hessop Street - House Building
VAT No :

Hire Items

Code	Hire #	Description	QTY	HD	Hour	Rate	Incl
06002001	42	Unit 2 - VIP Toilet Trailer, Blue Loo, 1	1	6.00	0.00	114.00	684.00
	Out	5 August 2015 - 15:44:00 In 11 August 2015 - 09:23:10					
11003001	43	Unit 3 - Single Toilet, Blue Loo, 5	1	6.00	0.00	57.00	342.00
	Out	5 August 2015 - 15:44:05 In 11 August 2015 - 10:05:05					
11004001	44	Unit 4 - Single Toilet, Blue Loo, 5	1	6.00	0.00	57.00	342.00
	Out	5 August 2015 - 15:44:09 In 11 August 2015 - 10:09:45					

Non Rentals

Code	Description	Qty	Tax	Incl
SER003	Service Charge for VIP Toilet Trailers	4.00	R 9.82	R 80.00
SER007	Service Charge Single Toilet Units	8.00	R 19.65	R 160.00
AIR001	Airfreshner Spray 375ml	1.00	R 2.58	R 21.00
SOA001	Liquid Hand Soap 700ml refill	2.00	R 11.05	R 90.00
TOI001	Toilet Paper 1 Ply per roll	4.00	R 1.47	R 12.00

Tax Total :	R 212.58
Excl Total :	R 1 518.42
Incl Total :	R 1 731.00
Discount :	R 0.00

Page :   1

- The Invoice can now be saved to the computer in PDF format in order to be E-Mail it to the client

- Click on "**Close**" to exit the "**Contract Details**" screen

- The contract color on the Grid has turned pink - the color of the "**Returned**" status. The "**Contract Balance**" for this "**Customer**" is displayed in the "**Blue and Black Block**"
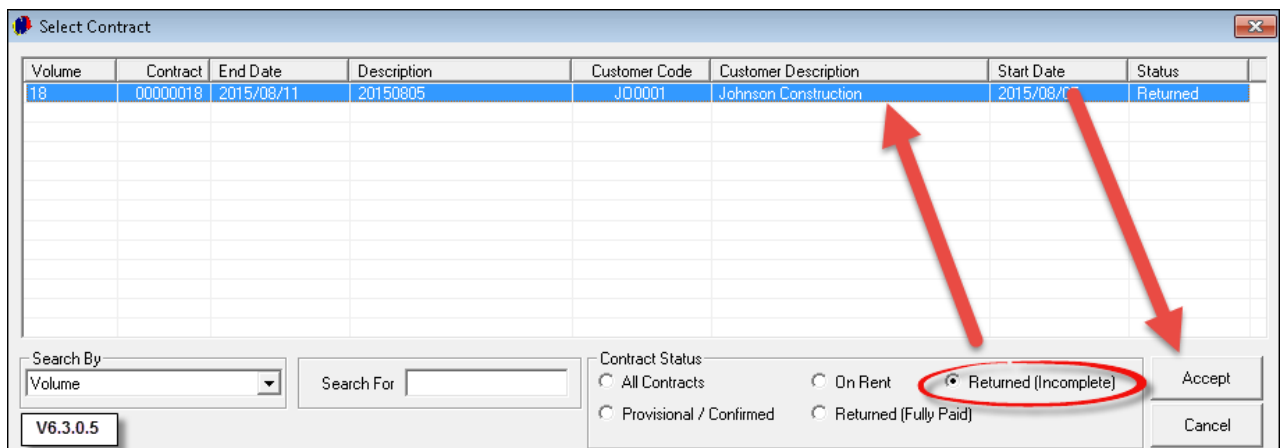
16   Step 15 - Account Payments

• For demonstration purposes, we will receive an account payment on "**Contract 18**". Double click on the contract on the Grid, or click on the "**Edit Contract**" button
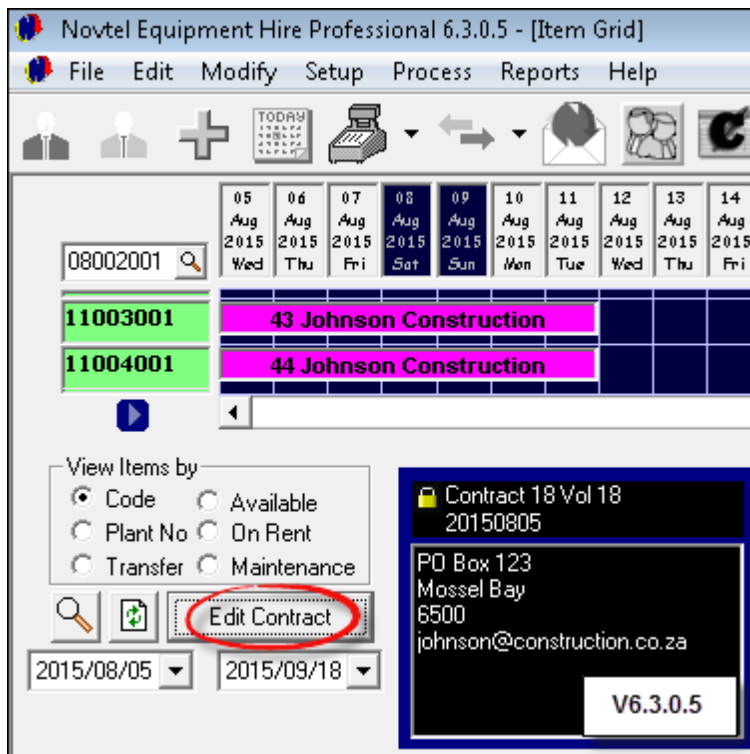
• Click on the "**Returned (Incomplete)**" option. All contracts where the "**Items**" have been returned but not paid for in full, will appear in this window. Click on the contract and then "**Accept**"

- In the "**Payment**" tab, the outstanding amount will be displayed in red. Click on "**Contract Payment**"

1. All outstanding amounts connected to this contract will be displayed in the left hand side of the window

2. The contract number; "**Customer Description**" and "**Payment Due**" amount is inserted automatically

3. Select the "**Payment Type**". When "**Bank Transfer; Credit Card or Cheque**" is selected, the "**Payment Received**" amount will be entered automatically (This will be the exact "**Payment Due**" amount). Should the "**Cash**" option be selected, enter the "**Payment Received**" amount. The system will calculate the "**Customer Change**" amount

4. Click "**Accept**" in order to print the receipt

Novtel Toilet Hire

30 Diaz Office Park

Beach Boulevard

Diaz Beach

Mossel Bay

Tel : 0861 66 8835

Fax : 0861 66 8835

VAT :1234

RECEIPT

Cust Description :	Johnson Construction
Cust Code :	JO0001
Contract Vol	18
Payment Type :	Daily Taking Control

Payment Due :	1731.00
Payment Received :	1731.00
Change :	0.00

Staff member :	James
Payment Date :	2015/08/11
Print Date :	2015/08/11
Time :	12:57:48 PM
Shift Number :	SFT00001
Receipt Number :	REC00015

Thank You.

Novtel Equipment Hire

Customer change : 0.00

OK
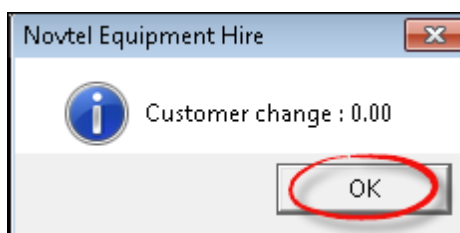
- The "**Payment Due**" amount is now zero and displayed in green - indicating that the account is paid in full
- Click "**Save**" and then "**Close**" in order to exit the "**Contract Details**" window

- The Contract colour on the Grid is now green - the colour of the "**Fully Paid**" status, and the "**Contract Balance**" in the "**Blue and Black Block**" is now zero since the "**Receipt Total**" has been recorded

17   Step 16 - Deposit Refunds

Whenever a deposit amount exceeds the amount the "**Customer**" is liable for - after the "**Recurring Billing**" and "**Hygiene Service Management**" has been done for the rental period and until the "**Item**" was returned - that portion of the deposit can be refunded

1. Click on "**Edit Contract**" beneath the Grid
2. Deposits will only be refunded if the "**Item**" was returned in good order. Click the "**Returned (Incomplete**)" option
3. Click on the applicable contract and click "**Accept**"

- In this case, the deposit paid was R1140.00 and the invoice total is R722.00. The difference of R418.00 must therefore be paid to the "**Customer**". Click on "**Refund Deposit**" in the "**Payment**" tab
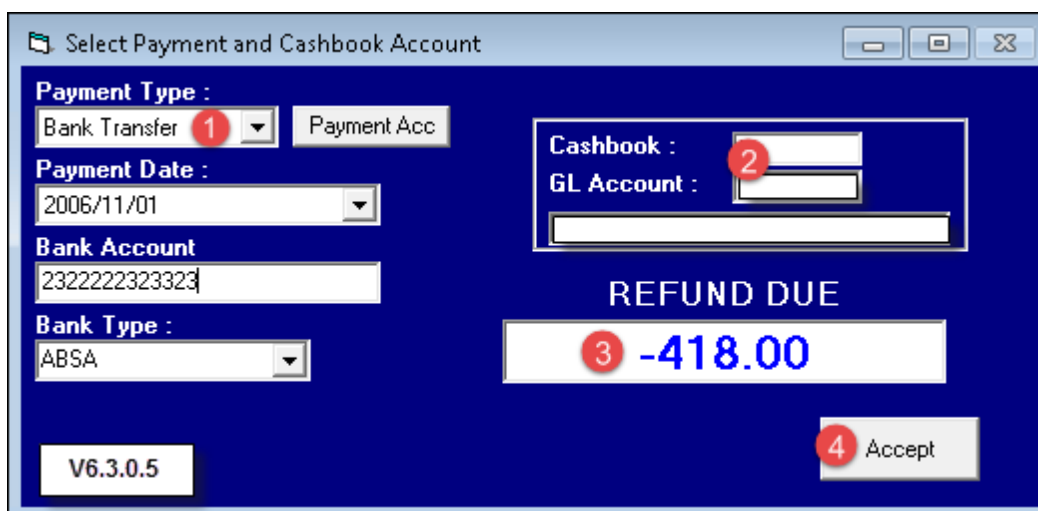
1. Select the "**Payment Type**" and date, and enter all other details pertaining to the "**Payment Type**"
2. The "**Cashbook**" and "**GL Account**" is set up in "**Setup - Interfaces - Pastel - POS**" tab. Those details will appear in these fields
3. The "**Refund Due**" amount is entered automatically
4. Click "**Accept**" to complete the transaction

- The "**Deposit Refund**" receipt will print

- The details of the refund has been added to the "**Payment**" window

Novtel®

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- Self-Storage*
- Equipment Hire*
- Relations Management*
- Contract Management*
- Hospitality*
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- Point of Sale: Restaurant*
- Gate / Facility Access Control*

* Can also be used as stand-alone applications

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