



Setup Guide for

eWebRenter Online Booking Portal

Introduction

This document will guide you through the additional configuration steps required for the eWebRenter Online Booking Portal (the *Booking Portal*), the web-based application that allows your customers to obtain quote requests or book reservations online. This Guide assumes you are already using eWebRenter to manage your rental fleet. If you are not already an eWebRenter customer, please [contact us](#) to obtain your license.

In addition to this Guide, there are several other documents available to help you set up the eWebRenter Booking Portal:

- The [eWebRenter Online Booking Portal Media Administration User Guide](#) will help you upload all required images (vehicle, logo, optional equipment, etc.) into our image gallery
- The [eWebRenter Online Booking Portal Webmasters Guide](#) will help you link the Booking Portal to your current rental website
- The [eWebRenter Online Booking Portal Migration From IFrame](#) will help you link the Booking Portal to your current rental website

Once you have configured the eWebRenter Online Booking Portal and uploaded the necessary images into the Coppermine image gallery, it is recommended you thoroughly test the portal functionality before adding the live links to your website. You can do so simply by typing the correct URLs into your browser, as per the Webmasters Guide.

As stated earlier, the following pages cover the steps required that are in addition to the configuration you should already have in place for using eWebRenter (though some steps are simply a review of those.)

Note: Some of the configured items are specific to the “Reservation Type” you select (e.g., Quote Only, Accept Credit Cards, etc.), which will be addressed below.

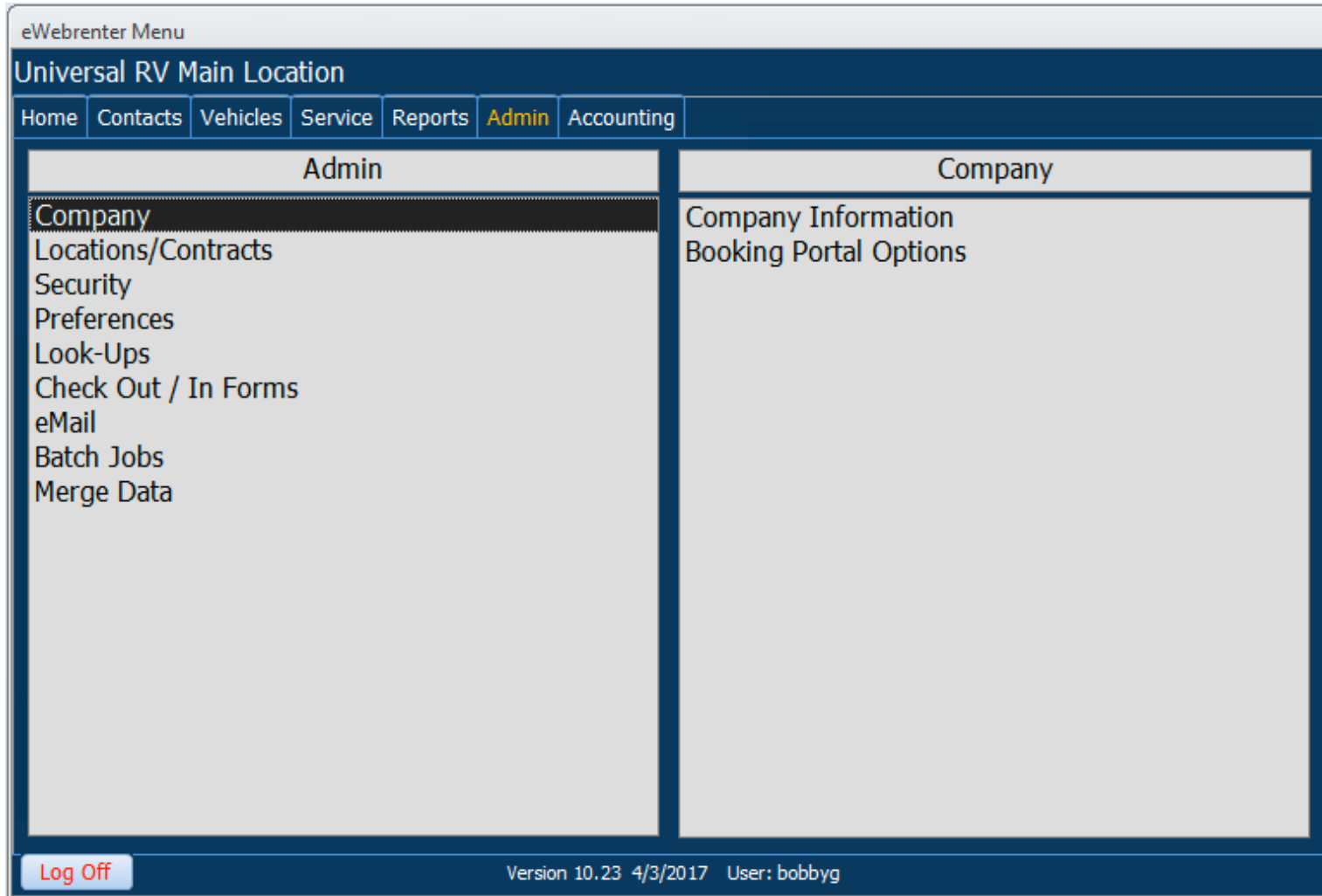
Note: Within the document, the “PATH” refers to the steps (clicks, tabs, etc.) that you will take within the eWebRenter application to navigate to the appropriate screen. For example, if PATH is “Admin/Company Information”, once you open eWebRenter, you would click on “Admin” (a tab in this case), then “Company Information” (a button).

Let’s get started.

Admin:

The items that affect the Booking Portal are located in several areas within the eWebRenter user interface. It is a good idea to start with the items associated with the **Administration** tab, and in particular, the Company-related items.

PATH: Admin/Company



Company Information: Company Address

There are a few configuration items associated with your company, and will be used for any and all locations you might have.

PATH: Admin/Company/Company Information

Under the *Company Address* tab, ensure ALL fields are completed and accurate.

The screenshot shows a 'Company Information' dialog box with a tabbed interface. The 'Company Address' tab is selected. The form contains the following fields:

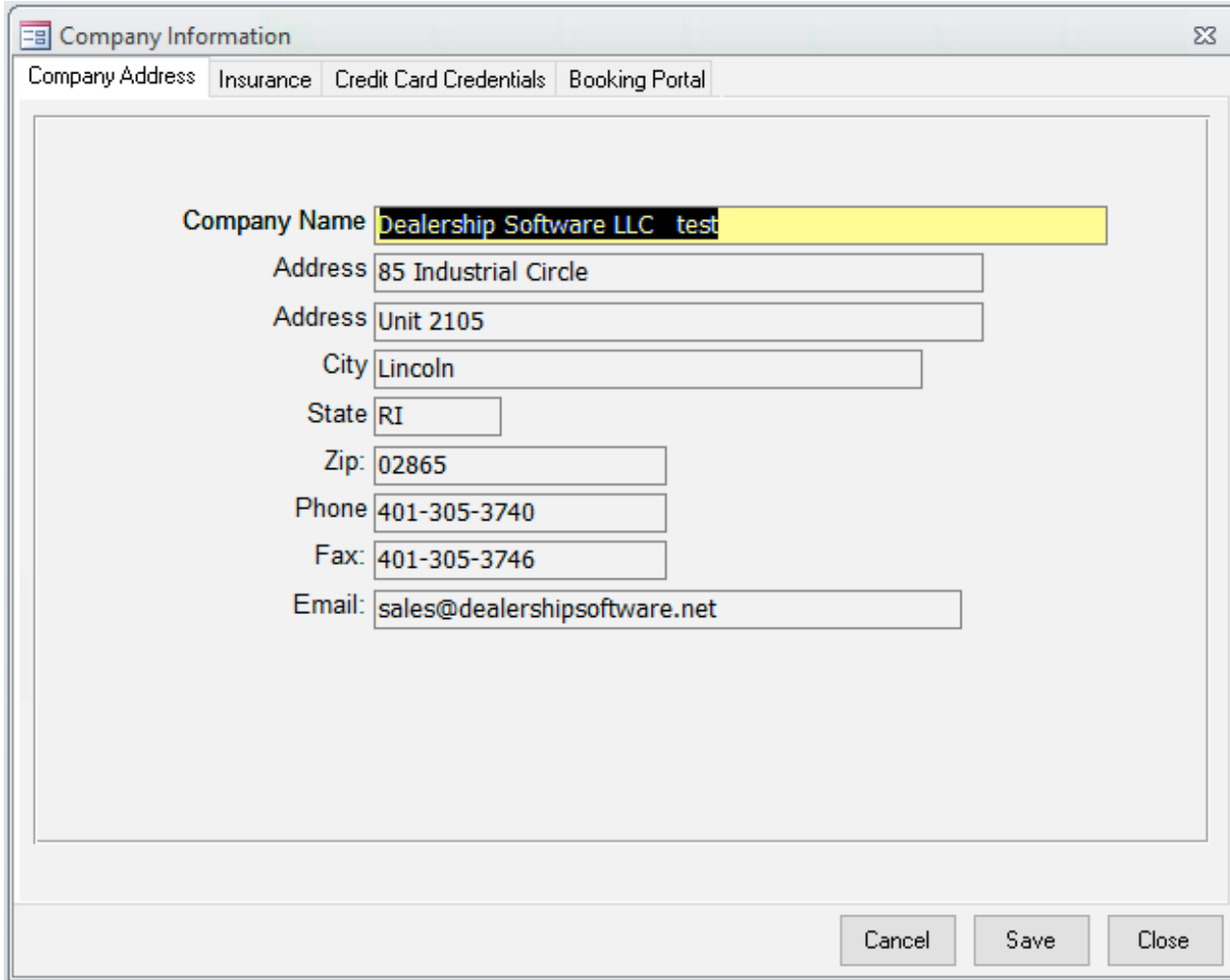
- Company Name: Dealership Software LLC test
- Address: 85 Industrial Circle
- Address: Unit 2105
- City: Lincoln
- State: RI
- Zip: 02865
- Phone: 401-305-3740
- Fax: 401-305-3746
- Email: sales@dealershipsoftware.net

At the bottom of the dialog box are three buttons: Cancel, Save, and Close.

Company Information: CC Credentials and Booking Portal

PATH: Admin/Company/Company Information

The **Credit Card Credentials** and **Booking Portal** tabs on this **Company Information** screen are for legacy use. Although they work, they do not contain all options; you should instead use the **Booking Portal Options** from the Admin/Company tab as shown above.



The screenshot shows a 'Company Information' dialog box with four tabs: 'Company Address', 'Insurance', 'Credit Card Credentials', and 'Booking Portal'. The 'Credit Card Credentials' tab is selected. The form contains the following fields:

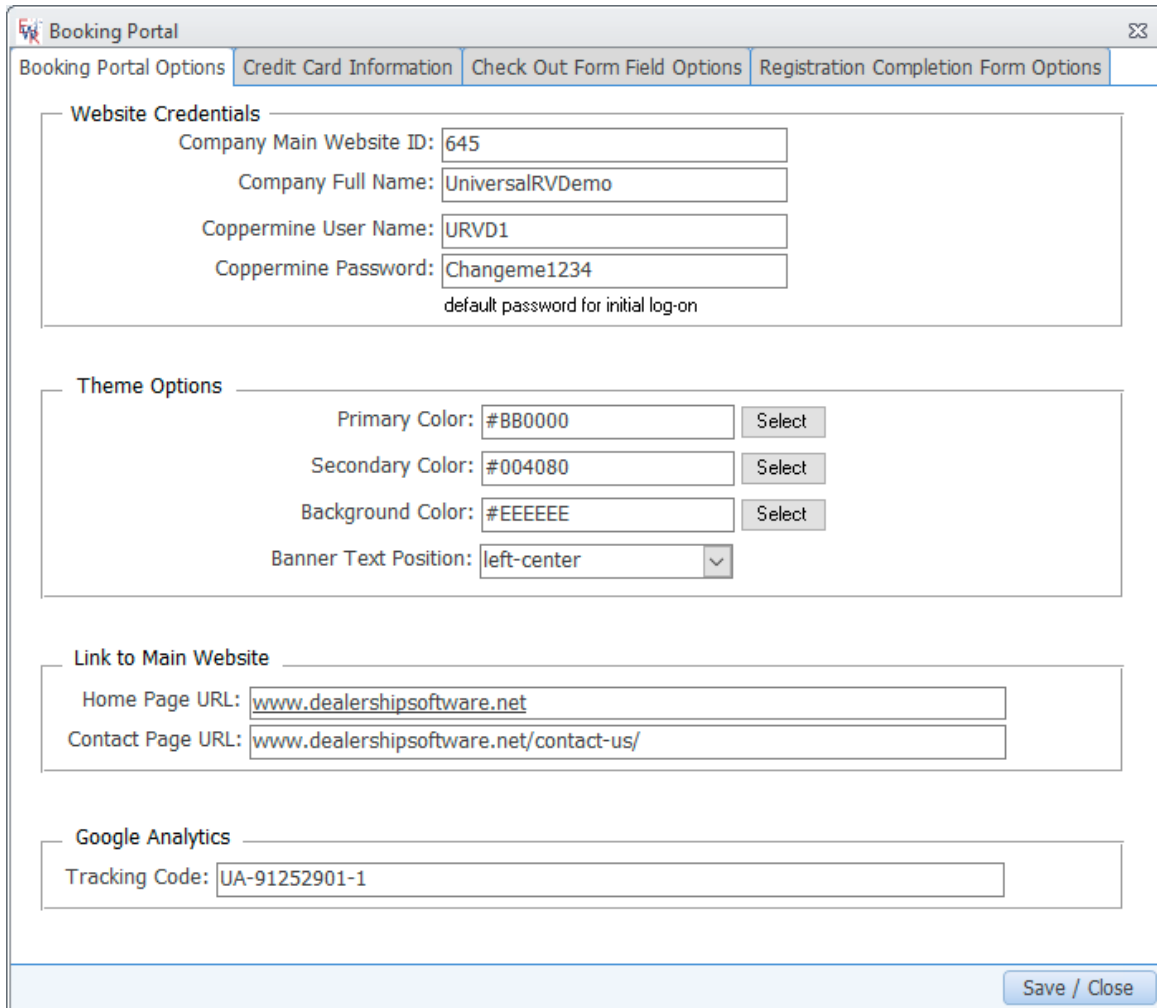
| Field | Value |
|--------------|------------------------------|
| Company Name | Dealership Software LLC test |
| Address | 85 Industrial Circle |
| Address | Unit 2105 |
| City | Lincoln |
| State | RI |
| Zip | 02865 |
| Phone | 401-305-3740 |
| Fax | 401-305-3746 |
| Email | sales@dealershipsoftware.net |

At the bottom of the dialog box are three buttons: 'Cancel', 'Save', and 'Close'.

Company Information: Booking Portal Options

PATH: Admin/Company/Booking Portal/Booking Portal Options

Here you will find important company-wide information you will need for your Booking Portal integration. If this page does not appear, you may not have been given access to it. Access is granted via the eWebRenter **Security/Manager** screen by selecting the *User ID* and adding the user to be a member of the *Booking Portal* group.



The screenshot shows a web application window titled "Booking Portal" with a close button in the top right corner. Below the title bar is a tabbed interface with four tabs: "Booking Portal Options" (selected), "Credit Card Information", "Check Out Form Field Options", and "Registration Completion Form Options". The main content area is divided into four sections, each with a title and a group of input fields:

- Website Credentials:** Contains four text input fields: "Company Main Website ID" (value: 645), "Company Full Name" (value: UniversalRVDemo), "Coppermine User Name" (value: URVD1), and "Coppermine Password" (value: Changeme1234). A note below the password field states "default password for initial log-on".
- Theme Options:** Contains four controls: "Primary Color" (text input: #BB0000, button: Select), "Secondary Color" (text input: #004080, button: Select), "Background Color" (text input: #EEEEEE, button: Select), and "Banner Text Position" (dropdown menu: left-center).
- Link to Main Website:** Contains two text input fields: "Home Page URL" (value: www.dealershipsoftware.net) and "Contact Page URL" (value: www.dealershipsoftware.net/contact-us/).
- Google Analytics:** Contains one text input field: "Tracking Code" (value: UA-91252901-1).

At the bottom right of the window is a "Save / Close" button.

“Website Credentials” contains your **Company ID** and **Company Full Name**. These are used, for instance, in the URL to the Booking Portal. See the [eWebRenter Online Booking Portal Webmasters Guide](#) for more information. The **Coppermine Username** and **Password** are for accessing the Media Gallery which is used for storing all images and other media used by the Booking Portal. See the [eWebRenter Online Booking Portal Media Administration User Guide](#) for more information. If any of these fields are empty, please contact us to obtain their values.

“Theme Options” contains several fields related to the appearance of the Booking Portal, and are meant to help convey branding consistent with your Company’s brand. You will find several fields: Primary Color, Secondary Color, Background Color, and Banner Text Position:

Primary Color is used for hyperlinks and other highlighted information.

- Must NOT be black (which is used for general text) or white (which is typically used for the background)
- MUST be a medium or dark color that displays well against a white background
- Typically use the same color as is used on your main website for anchors/links when they are displayed against a white background

Secondary Color is used for button background colors, border colors, etc., and is typically the darker color most associated with your brand.

- MUST be a darker color
- Should not be black

Background color is used as the “body” color of the page, seen mostly in desktop views, and is useful typically in special circumstances.

Banner Text Position is used to help determine where the text appears on the Company and Location banner. The default is “Left-center”, but you can nudge it either towards the top or bottom, if that is better placement for the text in relation to the banner image you have chosen.

“Link to Main Website” contains fields for URLs to your website which are used to navigate the user from the Booking Portal back to your site.

- Ensure the *Home Page URL* field contains the URL to your main company website’s home page. This is used as a link behind your logo in the Booking Portal.
- Ensure the *Contact Page URL* field contains the URL to your main company website’s “Contact” page.

Note: If you do not supply the “http:// or https://” portion of the URL, <http://> is assumed. In such a case, if your site uses https, and http is not appropriately redirected, e.g. via **htaccess**, then the URL may not correctly resolve.

“Google Analytics” contains a field into which you would add the tracking code for Booking Portal tracking. You would set up a tracking code specifically for the Booking Portal, since it is on the **ewebrenter.com** domain. Using this, you could tell, for example, how many times a certain RV Class page was visited, and thereby have a better idea if an investment should be made.

Company Information: Credit Card Credentials

PATH: Admin/Company/Booking Portal/**Credit Card Information**

This screen is used **ONLY** if you have decided that you will **accept online payments via credit card using our payment processor**. If you wish to do so, please contact us know you would like to set up an account, and a representative of Heartland, the payment processor, will then contact you.

Once approved, Heartland will send you a **Public key** and a **Secret key**. Please provide your Public key and Secret Key to Dealership Software so that we may enter this information for you. Once Dealership Software has entered your Public key and Secret key you will be able to see that it has been done if you see stars in the fields by navigating to Admin/Company Information/Credit Card Credentials. For your protection, these keys are not viewable.

Before going live with online payment, for testing purposes, it is highly recommended that you run a small transaction (**\$10 minimum**) and ensure the funds are deposited into your bank account within the next business day. You can change the rental price of a vehicle for the purpose of this test - perhaps to ten dollars a day, then rent the vehicle for one day. You can even call Heartland after you have completed the online reservation to ensure they have correctly recorded the transaction.

Booking Portal

Booking Portal Options Credit Card Information Check Out Form Field Options Registration Completion Form Options

Heartland

Public Key: [masked] Update

Secret Key: [masked] Update

Save / Close

Company Information: Checkout Form Options

PATH: Admin/Company/Booking Portal/Check Out Form Options

This screen is used for determining which fields are displayed when the customer is on the check out form. You decide which information you want the customer to submit at the time of check out. There is a similar “Registration Completion” form which contains similar fields, and is available to the user after they book a vehicle, via a link you send to them in an email. Together these give you the flexibility to ask the user to submit information at the time of check out, or when they complete their rental contract registration. By default, only the minimum information is required at check out.

The check out form fields displayed depend on the Reservation Type you have selected for a given location. Therefore, if you have a single location, make sure you select the Reservation Type configured for that location. Some companies may have different locations with different Reservation Types, so you can configure the check out form accordingly.

After selecting the Reservation Type, simply tick the radio buttons for each field so that the form meets your needs. There are three choices:

- **Hide:** The field will not be displayed
- **Optional:** The field is displayed, but the user is not required to enter information into the field
- **Required:** The field is displayed, and the user must enter information into the field before proceeding

Note: The Booking Portal may override your selection if the field is deemed to be required for the Booking Portal to successfully complete its task.

Note: The Customer’s **Last name** and **Email address** are always required, as they are used to determine if the customer is an existing customer.

“Display Security Deposit” gives you the option of displaying a message to your customer regarding the amount of the security deposit that is required for the RV. In general, it is better that they know up front what the deposit is. By selecting “Display”, a message will be displayed at checkout, with the specific amount you have configured for the security deposit, and to review the Terms and Conditions for more information.

Note: This is a simple shortcut to providing this message at checkout for all RVs, and will read the security deposit amount from the database.

Booking Portal

Booking Portal Options

Credit Card Information

Check Out Form Field Options

Registration Completion Form Options

You can choose to hide, or display as optional or required certain fields on the Booking Portal checkout form depending if you want the customer to provide more or less information. If a field is required to perform the form's action, the choice made here will be overridden. What is displayed is dependent upon the Reservation Type selected, so choose the reservation type that are in use in your location(s). The current Reservation Type was selected when this form opened.

Reservation Type:

Book but do not process credit card

Display Security Deposit:

Display

| Field Description | Hide | Optional | Required |
|---------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| First name of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Middle name of customer | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Last name of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address of customer full name | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Billing address street and number | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address apt or suite | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Billing address extension other | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address city | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Billing address state | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Billing address postal code | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address country | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Phone number of customer | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Mobile number of customer | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Email address of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Social Security Number of customer | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Name of business for billing | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Number of adults | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Number of children | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Number of pets | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Preferred contact method | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Preferred contact time of day | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Save / Close

Company Information: Registration Completion Form Options

PATH: Admin/Company/Booking Portal/Registration Completion Form Options

This screen is used for determining which fields are displayed when the customer is on the rental contract **registration completion** form. This form is not part of the Booking Portal, per se, but requires a special URL/link which you provide to the customer via email as part of your process to complete the rental contract. You decide which information you want the customer to submit. Information that the customer had previously submitted and was stored in your database will be displayed so that the customer does not have to re-enter information, although they may do so to update their data. Together with the Check Out Form Options, these give you the flexibility to ask the user to submit information at the time of check out, or when they complete their rental contract registration.

Unlike the check out form fields which depend on the Reservation Type you have selected for a given location, the same registration completion form is displayed for any reservation type.

Simply tick the radio buttons for each field so that the form meets your needs. There are three choices:

- **Hide:** The field will not be displayed
- **Optional:** The field is displayed, but the user is not required to enter information into the field
- **Required:** The field is displayed, and the user must enter information into the field before proceeding

Booking Portal

Booking Portal Options
Credit Card Information
Check Out Form Field Options
Registration Completion Form Options

You can choose to hide, or display as optional or required certain fields on the Booking Portal Reservation form depending if you want the customer to provide more or less information. If a field is required to perform the form's action, the choice made here will be overridden.

| Field Description | Hide | Optional | Required |
|---------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| First name of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Middle name of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Last name of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address of customer full name | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Billing address street and number | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address apt or suite | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Billing address extension other | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Billing address city | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address state | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address postal code | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Billing address country | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Phone number of customer | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mobile number of customer | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Email address of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Social Security Number of customer | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Name of business for billing | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Number of adults | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Number of children | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Number of pets | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Preferred contact method | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Preferred contact time of day | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Customer comments | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Save / Close

Location Information: Address

PATH: Admin/Locations-Contracts/Find Locations-Contracts/ (Select a location)

Note: A company may have one or more locations. The following should be done for each location.

Under the Address tab, ensure all Location Information (Address, Postal Code, Phone, etc.) is correctly entered. If the website for this location is different from your company's main website, you may add that here as well. This information is used to help the customer map and navigate to your location.

Location Information

Address | Cancel Policy | Insurance Binder | Rental Contract Detail by Vehicle Category | Booking Portal Calendar | Booking Portal | QB

Location Information

Location: Dealership Software North

Addr1: 57 Cross Street

Addr2:

City: Foxborough

State: MA

Postal Code: 02035

Country: USA

Map-It Copy Address

Phone: 401-305-3740

Fax:

Email:

Location Web Site: www.dealershipsoftware.net

Time Zone: ▼

Agency Booking %: 0

LocationID: 6 ☒ isActive

Pricing

Min. Down Payment: \$0.00

Sales Tax on Labor: ☐

Sales Tax on Optional Insurance: ☐

Package Deal / Time and Mileage: ☐

Special Extra Miles Default: ☐

FREE DAY - No Charge for Early Pick Up Default: ☐

Kilometers ☐

Minimum Days Required to Notify of Cancellation: 0

Rental Balance Due 0 days prior to Rental Departure Date

Optional Insurance Label:

Label Prep Fee:

Lease Back (Special)

Rental Basis after Company Commission: 0

Rental Program Vehicle Expense Discount: 0

DO NOT SPLIT Generator Income with Owner ☐

Cancel Save Save / Close

Location Information: Booking Portal Calendar

PATH: Admin/Locations-Contracts/Find Locations-Contracts/ (Select a location)

Note: A company may have one or more locations. The following should be done for each location.

Under the *Booking Portal Calendar* tab, on the **left side, select for each day of the week whether the location is generally Open, Closed, or “Closed but available for drop-off”. For example, you may be closed on Saturdays and Sundays, but customers can drop off their vehicles on Saturdays.**

There may be one or more exceptions to the general rule for “Closed but available for drop-off”. For example, a Saturday may fall on a Holiday, and the location may not be available for drop-off. For such cases, add an exception to the list.

On the **right side**, enter any other the dates in the year that your rental center is closed, due to a holiday for example. The customer will not be able to select these dates on the website calendar unless you offer “Accept Returns” service for the dates entered.

Location Information

Address | Cancel Policy | Insurance Binder | Rental Contract Detail by Vehicle Category | Email Settings | Website | QB | **Booking Portal Calendar** | Booking Portal

Monday: ☐ Open ☒ Closed ☐ Closed/Available for Drop Off
Tuesday: ☒ Open ☐ Closed ☐ Closed/Available for Drop Off
Wednesday: ☒ Open ☐ Closed ☐ Closed/Available for Drop Off
Thursday: ☒ Open ☐ Closed ☐ Closed/Available for Drop Off
Friday: ☒ Open ☐ Closed ☐ Closed/Available for Drop Off
Saturday: ☒ Open ☐ Closed ☐ Closed/Available for Drop Off
Sunday: ☐ Open ☒ Closed ☐ Closed/Available for Drop Off

Early Return Fee:

Exceptions to "Closed/Available for Drop Off" on list above:

| Date Closed / Not Available for Drop Off |
|--|
| Sunday, May 25, 2014 |
| Sunday, July 13, 2014 |
| * |

Record: 1 of 2

Holidays

| Date | Return Policy | Fee |
|------------|----------------|---------|
| 1/1/2016 | Accept Returns | \$80.00 |
| 3/17/2016 | No Return | |
| 2/14/2015 | No Return | |
| 5/26/2015 | Accept Returns | \$80.00 |
| 7/4/2016 | Accept Returns | \$80.00 |
| 10/13/2014 | No Return | |
| 10/31/2015 | No Return | |
| 11/24/2016 | No Return | |
| 12/25/2016 | No Return | |
| 12/26/2016 | No Return | |
| * | | |

Record: 1 of 10

Cancel Save Save / Close

Location Information: Booking Portal

PATH: Admin/Locations-Contracts/Find Locations-Contracts/ (Select a location)

Note: A company may have one or more locations. The following should be done for each location.

Under the *Booking Portal* tab, you have several options to configure.

RESERVATION TYPE

There are four options for determining in which “mode” the Booking Portal runs, and you may access any of the modes for which you met a minimum payment. In other words, if you have paid for the Process Credit Card mode, you can configure the location for any of the three modes. Please contact us for pricing for each mode.

Each option is explained below. You may want to start with Quotation Request, then move forward to one of the other options as your comfort level increases. Or you might just go for it and maximize your revenue by processing credit cards online. The choice is yours.

Quotation Request: If you configure this option, your customers will create a quote for a vehicle/class for certain dates and destination. They will NOT be shown any pricing information, nor will they view equipment options. Since no pricing information is displayed, you might consider this to be the “lowest risk” option. A basic “contract” will be created as a quote, and you will see the basic customer contact information. This allows you to follow up with the customer once you have decided how you want to proceed.

Book - Do Not Process Credit Card: With this option, a reservation is booked, but no payment is taken online. Instead, you will need to follow up with the customer to get their payment.

Book - Process Credit Card: This is the full-featured option in which the reservation is booked and a down payment is taken online. With this option, a binding contract with a booking date is created. **Note:** For reasons of PCI-compliance, the customer’s credit card information is NOT stored on our servers, but is passed through to the payment processor.

| Location Information | | | | | | |
|---|---|------------------|--|-------------------------|----------------|----|
| Address | Cancel Policy | Insurance Binder | Rental Contract Detail by Vehicle Category | Booking Portal Calendar | Booking Portal | QB |
| Reservation Type: | Do Not Process Credit Card ▼ | | | | | |
| Terms And Conditions: | <p>1. Definitions. Agreement means all terms and conditions found in these Terms & Conditions, the Face Page, any addenda and any additional materials that we provide and that you sign at the time of rental. "You" or "your" means the person identified as the renter in this Agreement, any person signing this Agreement, any Authorized Driver and any person or organization to whom charges are billed by us at its or the renter's direction. All persons referred to as you or your are jointly and severally bound by this Agreement. "We", "our" or "us" means the rental company named in this Agreement. Authorized Driver means the renter and each driver permit to drive the towing vehicle with the Vehicle in tow. Every Authorized Driver must have a valid driver s license and be at least age 25. Vehicle means the non-motorized towed recreational vehicle identified in this Agreement and each vehicle we substitute for it, all the Vehicle s equipment, awnings, keys and Vehicle documents. The Vehicle may be equipped with global positioning satellite (GPS) technology or another telematics system and/or an event data recorder, and privacy is not guaranteed. Loss of Use means the loss of our ability to use the Vehicle for our purposes due to Vehicle damage or loss during this rental, including, without limitation, use for rent, display for rent and sale, opportunity to upgrade or sell, or transportation of employee.</p> | | | | | |
| Or | | | | | | |
| Terms And Conditions URL: | | | | | | |
| Check Out Form Text: | A 3% processing fee is added to all credit card transactions. | | | | | |
| Credit Cards Accepted: | <input checked="" type="checkbox"/> Master Card <input checked="" type="checkbox"/> Visa <input checked="" type="checkbox"/> Discover <input type="checkbox"/> Diners <input checked="" type="checkbox"/> AMX <input type="checkbox"/> JCB | | | | | |
| Send eMail to this Agent: | Carey Merz ▼ | | | | | |
| <div>Cancel Save Save / Close</div> | | | | | | |

TERMS AND CONDITIONS or **TERMS AND CONDITIONS URL**: One of these two fields **must** be filled out for “Process Credit Card” or “Do Not Process Credit Card” modes, and is strongly recommended for all modes. The first field, **TERMS AND CONDITIONS**, is a text field that allows you to enter the terms and conditions for renting a vehicle from your location. This text field also accepts certain basic HTML, such as line breaks (
) and (bold text) for formatting. Your customer will be able to click a link to view this text in a pop-up window. Any formatting **MUST** be done via HTML.

Alternatively *and preferably*, if you have your Terms and Conditions online, such as part of your company’s website, you can use the **TERMS AND CONDITIONS URL field** to enter the full URL (including http:// or <https://>) to the online page or document containing your terms and conditions.

CHECK OUT FORM TEXT: The text you add here will be displayed during check out for all RVs at the given location. This gives you an easy way to display a customized message to your customers at check out. There is a similar option that is specific to an RV Class. Use the RV Class option when your message is specific to an RV Class, and this Location option for messages that apply regardless of the RV. An example might be: “A 3% processing fee is added to all online credit card transactions”. Since you want to make the check out process as painless as possible, please limit the amount of text displayed here to those items of special importance - most things should appear in your Terms & Conditions.

CREDIT CARDS ACCEPTED: If you are using the Process Credit Card mode, tick the checkbox next to each credit card type you accept as per your agreement with the credit card processor.

SEND EMAIL TO THIS AGENT: Select the agent who should be notified via email when an online quote/booking is made.

Vehicle Class Information: Class Details

PATH: Vehicles/Class-Pricing/Find Class/ (Select a class)

Note: A company may have one or more vehicle classes. The following should be done for each vehicle class.

Note: Vehicles in the same “class” should share most, if not all, characteristics. “Class” does NOT refer to “Class A”, “Class B”, etc. directly, but is typically a subset of such a class. For example, class “C 25” might contain all 25’ long Class C vehicles of the same brand. **Only vehicles that are identical or nearly so should be in the same “class”** since the same photos and descriptions will be used for all vehicles with that class designation.

Under the *Class Details* tab, you have several groups of fields to review.

Class group: Please be sure all applicable fields are entered, especially any Prep/Cleaning fees and the Website Deposit, which can be a flat fee or percentage.

Program Class ID: This is the RV Class ID used in the Online Booking Portal for Direct-select RV Class URLs. This value is also displayed on the Vehicle Class Look-up screen, allowing you to see the values for all vehicles in one place.

Class Overview in Booking Portal: It is important to enter a brief, accurate description of each vehicle class, by navigating to Vehicles/Class Pricing/Find Vehicle, then selecting the Class and entering a description in the lower left hand corner. This description is displayed to your customer on several places within the portal, and entices them to find out more about that vehicle.

Class Description in Booking Portal: Here is a great way to enter information you want highlighted about a vehicle. The top-most field is treated as the “title” for the vehicle class, while the other three fields are used as supplementary information. If you do not enter information here, very generic information about the vehicle class will be used.

Of course, this is a good time to review all other fields on the screen for accuracy.

Vehicle Class Information Vehicle Class Form

Class Details Vehicle Rates Season / Minimum Nights/Days Rate Adjustments Class Equipment Options Booking Portal - Alternative RV Class

| | | | |
|--|--|---|--|
| <p>Class</p> <p>Rental Category RV <input type="checkbox"/> Is Active</p> <p>Class ID <input type="text" value="C 25"/></p> <p>Class <input type="text" value="C"/></p> <p>Length <input type="text" value="25"/></p> <p>Prep Fee <input type="text" value="\$175.00"/></p> <p>Cleaning Fee <input type="text" value="\$50.00"/></p> <p>Security Deposit <input type="text" value="\$800.00"/></p> <p>Website Deposit <input type="text" value="0.4"/> *Enter either a decimal, eg: .20, or a whole number, eg: 300</p> <p>Cancellation Charge: <input type="text" value="\$0.00"/> C 25</p> <p>QuickBook Item: <input type="text"/></p> <p>Program Class ID: <input type="text" value="32"/></p> | | <p>Mileage Calculation</p> <p>Free Miles <input type="text" value="100"/></p> <p>Extra Miles Rate 1 <input type="text" value="\$0.35"/></p> <p>Extra Miles Rate 2 <input type="text" value="\$0.75"/></p> <p>Extra Miles Rate 3 <input type="text" value="\$1.50"/></p> <p>Spec. X Miles <input type="text" value="\$0.00"/></p> <p>Extra Miles Level 1 <input type="text" value="100"/></p> <p>Extra Miles Level 2 <input type="text" value="200"/></p> <p><input type="checkbox"/> Chg Unused Miles</p> | |
| <p>Sales Tax</p> <p>Tax Method <input type="text" value="Simple Tax Rate"/></p> <p>Sales Tax <input type="text" value="0.0625"/></p> <p>Sales Tax (Level 2) <input type="text" value="0"/> (Surcharge Tax Rate - CT) 1</p> <p>Tax Level 2 Effective Above <input type="text" value="\$0.00"/></p> <p>Use Tax <input type="text" value="\$0.00"/> (or Maximum Municipal (Alaska))</p> | | <p>Generator</p> <p>Free Hours per Day <input type="text" value="0"/></p> <p>Hourly Rate <input type="text" value="\$3.00"/></p> <p>Trip Flat Rate <input type="text" value="0"/></p> | |
| <p>Vehicle Overview on Website</p> <p>This 25 motorhome sleeps 4 adults and 2 children. The 25 motorhome offers an unique split level design that gives you maximum headroom in the living area, while still offering pass-through storage.</p> | | <p>Vehicle Description On Website</p> <p>Class C 25 feet</p> <p>Queen bed</p> <p>Seat Belts: 6</p> <p>Details & Rates ></p> | |

Find
Add New
Cancel
Save
Close

Vehicle Class Information: Minimum Days/Nights

You can optionally set pricing to require a minimum number of days/nights for a rental, during specific date ranges.

PATH: Vehicles/Class-Pricing/Find Class/ (Select a class)

Under the *Season / Minimum Days/Nights* tab, you select the date range, then the minimum days/nights. For example, if your configured to rent by night, a user renting a vehicle for 2/12/2017 – 2/14/17 would be charged for a minimum 3 nights, even though they are renting for only two.

Vehicle Class Information Vehicle Class Form

Class Details Vehicle Rates **Season / Minimum Nights/Days** Rate Adjustments Class Equipment Options Booking Portal - Alternative RV Class

Copy to Selected Class

- ☐ C 31
- ☐ C 26
- ☐ PU10
- ☐ Boat
- ☐ A-40
- ☐ A35
- ☐ TT17
- ☐ Compact
- ☐ B 16
- ☐ C 22
- ☐ C 29
- ☐ G Carts
- ☐ Motorcycles
- ☐ ATV
- ☐ A 45
- ☐ C 21
- ☐ WJ 23
- ☐ WJ
- ☐ Segway-SW
- ☐ FW

Update

| | Minimum Nights/Days Date From | | Minimum Niights/Days Date To | | Min Nights/Days |
|---|-------------------------------|--|------------------------------|--|-----------------|
| ▶ | Sunday, January 1, 2017 | | Saturday, April 1, 2017 | | 3 |
| | Sunday, April 2, 2017 | | Wednesday, May 31, 2017 | | 5 |
| | Thursday, June 1, 2017 | | Thursday, August 31, 2017 | | 7 |
| | Friday, September 1, 2017 | | Tuesday, October 31, 2017 | | 3 |
| | Wednesday, November 1, 2017 | | Sunday, December 31, 2017 | | 2 |
| * | | | | | |

Find Add New Cancel Save Close

Vehicle Class Information: Vehicle Rate Adjustments

You can optionally adjust rates via a percentage (decimal) or flat (dollar) amount.

PATH: Vehicles/Class-Pricing/Find Class/ (Select a class)

Under the *Rates Adjustments* tab, you can create discounts during different date ranges for customers who rent for a minimum number of days/nights. In the example below, users who rent for 7 or more days during 6/1/17 to 9/30/17 will get a 10% discount.

Vehicle Class Information Vehicle Class Form

Class Details Vehicle Rates Season / Minimum Nights/Days **Rate Adjustments** Class Equipment Options Booking Portal - Alternative RV Class

Add Discount Rates From Another Class

Select Class: ▼

Create Discount List

Enter a decimal or dollar amount:

Example .10 = 10%

Example -100 = 100 Discount

Example 100 = 100 Increase

| | Days | Discount | Begin Date | End Date | Free Day |
|---|------|----------|------------|-----------|--------------------------|
| ▶ | 7 | 0.1 | 6/1/2017 | 9/30/2017 | <input type="checkbox"/> |
| * | | | | | <input type="checkbox"/> |

Delete Discount List

Find Add New Cancel Save Close

Optional Equipment Availability and Pricing

You can allow your customers to optionally select equipment to rent from the Booking Portal, including the quantity of each item. There are two steps in this process: 1. Configure the Optional Equipment, and 2. Configure Optional Equipment Availability by Vehicle Class

STEP 1: CONFIGURE THE OPTIONAL EQUIPMENT

PATH: Admin/Look-Ups/Optional Equipment List

On the Optional Equipment form you will find fields that need to be addressed:

- Use “Location Look Up” to select the “home” location for the equipment. For example, if you have two locations, with 3 “Ice makers” at Location A and 5 “Ice makers” at Location B, you would first select Location A and add 3 Ice makers, then select Location B and add 5 Ice makers. This allows you to carry different inventory at each location.
 - The Equipment ID and name are arbitrary strings. You can have the Equipment ID be a Model number, for instance.
 - The Cost and Calculation work in tandem. Add the Cost as well as select the “Calculation” drop down box and pick either “**By the Trip**” or “**By the Day**”, depending on how that item is billed. The extended calculation in the booking portal uses this preference to determine the total cost.
 - For an option to appear on the website, the “**Quote**” check box will need to be checked.
 - **Units** is the total number of that type of item you have in stock at the given location.
 - There is a new field labeled “Maximum.” This refers to the maximum quantity of these items that can be rented by the customer **at any one time**. For example, they may rent up to 4 bicycles at \$5/day, or one grill at \$25/trip. If the maximum quantity is two or more, the website will show a dropdown so the user can rent any number up to the max. If the max quantity is less than 2, then the user will be presented with a checkbox.
- NOTE:** The website does NOT check that there is at least one item “in stock”. The idea is that the customer can always select the item to rent, and then you can decide, if the item is not in stock, if it makes business sense to buy more items to meet the demand.
- If the equipment is taxed, tick the “taxed” checkbox; otherwise, leave it empty.
 - Set “**Type**” to “Equipment”.

- In the description area, add information about the option, which will appear on the online booking portal.

Adding an image of the optional equipment

- If you have an image of the item that is accessible via the Internet, then you may add the URL to the image into the field "Image URL".

NOTE: Since images can contain malware, the image should be from a **trusted source**, and the URL should begin with <https://> (note the “s”). If you have your own images, and they are already uploaded to your website, and your website is protected by an SSL Certificate, you can use those. If your website is NOT protected by an SSL certificate, then you can upload the image to the Coppermine media gallery as described in the [*eWebRenter Online Booking Portal Media Administration User Guide*](#).

An example URL would be:

<https://media.ewebrenter.com/albums/userpics/10001/rv-awning-lamp.jpg>

Optional Equipment Look Up

Click on Column Header to Sort

Location Look Up: Universal RV Main Location

| Equipment ID | Name | Location | Cost | Quote | Calculate | Taxed | Units |
|---|---|----------------------------|-------|-------------------------------------|-----------|-------------------------------------|-------|
| Delete Awning Lights | Awning Lights | Universal RV Main Location | 4.00 | <input checked="" type="checkbox"/> | By Trip | <input type="checkbox"/> | 10 |
| Description: Clip lights for Awnings | | | | | | | |
| Image URL: https://media.ewebrenter.com/albums/userpics/10001/rv-awning-lam Maximum 1 Type: Equipment | | | | | | | |
| Delete Bike | Adult Bike | Universal RV Main Location | 10.00 | <input checked="" type="checkbox"/> | By Day | <input type="checkbox"/> | 8 |
| Description: 12 speed Mountain Bike with child seat | | | | | | | |
| Image URL: https://media.ewebrenter.com/albums/userpics/10001/thumb_adult-b Maximum 4 Type: Equipment | | | | | | | |
| Delete Bike Rack | Bike Rack (holds 4) | Universal RV Main Location | 50.00 | <input checked="" type="checkbox"/> | By Trip | <input checked="" type="checkbox"/> | 5 |
| Description: Front mount Bike Rack | | | | | | | |
| Image URL: https://media.ewebrenter.com/albums/userpics/10001/thumb_bike-ra Maximum 1 Type: Equipment | | | | | | | |
| Delete Bread maker | Give your camper that fresh bread smell | Universal RV Main Location | 15.00 | <input checked="" type="checkbox"/> | By Trip | <input type="checkbox"/> | 2 |
| Description: Auto bread maker add your Ingredients set it and forget it. Untill you get that warm inviting smell of fresh baked Bread. | | | | | | | |
| Image URL: http://media.ewebrenter.com/albums/userpics/10001/thumb_breadm Maximum 1 Type: Equipment | | | | | | | |
| Delete Camp Chair | Camp Chair | Universal RV Main Location | 1.00 | <input checked="" type="checkbox"/> | By Day | <input checked="" type="checkbox"/> | 20 |
| Description: Folding chair | | | | | | | |
| Image URL: https://media.ewebrenter.com/albums/userpics/10001/rv-camp-chair Maximum 10 Type: Equipment | | | | | | | |
| Delete Chaps | Adult Riding Chaps | Universal RV Main Location | 20.00 | <input checked="" type="checkbox"/> | By Day | <input type="checkbox"/> | 10 |
| Description: | | | | | | | |
| Image URL: Maximum 1 Type: Equipment | | | | | | | |

Add New Cancel Save Save / Close

STEP 2: OPTIONAL EQUIPMENT AVAILABILITY BY VEHICLE CLASS

PATH: Vehicles/Class-Pricing/Find Class/ (Select a class)

Note: A company may have one or more vehicle classes. The following should be done for each vehicle class.

Once you have defined which equipment is available at each location as per Step 1, you are now ready to define which equipment is available to rent for each RV Class at a location. This feature prevents an online customer from selecting an option that does not apply to a selected vehicle class. For example, a pop-up camper might not accept a bike rack.

Under the *Class Equipment Options* tab, select the Equipment that are applicable to the vehicle class AND location.

Vehicle Class Information Vehicle Class Form

Class Details Vehicle Rates Season / Minimum Nights/Days Rate Adjustments **Class Equipment Options** Booking Portal - Alternative RV Class

| Equipment / Option | Location |
|----------------------|---|
| Ice maker | Universal RV Main Location |
| Awning Lights | Universal RV Main Location |
| Grill | Universal RV Main Location |
| Camp Chair | Universal RV Main Location |
| Linen Package | Universal RV Main Location |
| Kitchen set up | Universal RV Main Location |
| Sunscreen 45 | Universal RV Main Location |
| Pads | Universal RV Main Location |
| Quick cool ice maker | Dealership Software North |
| | |
| Awning Lights | Awning Lights |
| Bike | Adult Bike |
| Bike Rack | Bike Rack (holds 4) |
| Bike Rack | Bike Rack |
| Bread maker | Give your camper that fresh bread smell |
| Camp Chair | Camp Chair |
| Chaps | Adult Riding Chaps |
| Grill | Portable Grill |
| Helmets | Adult Helmets |
| Hitch | Hitch |
| Ice maker | Ice Maker |
| Instant Heat | Instant Heat Portable Heater |
| Kitchen set up | Kitchen set-up (for 8) |
| Linen Package | Linens (for 2) |
| Pads | Elbow/Knee Pads - Adult |
| Quick cool ice maker | Quik Kool Ice Maker |

Find

Alternate Vehicle Class

If your customer selects a class of vehicle using the Booking Portal, and no vehicle in that class is available for the desired dates, they can click a link that will display “similar vehicles”. Some will be displayed by default. For example, if they had selected a 22’ Class C vehicle, then “similar vehicles” would include other Class C vehicles. You might want other classes to be displayed as well. To do so, you configure Alternative RV Classes.

PATH: Vehicles/Class-Pricing/Find Class/ (Select a class)

Under the *Booking Portal – Alternative RV Class* tab, select the RV Class and Order in which you want the class to appear. For example, if you want all type Class A vehicles to appear, select any RV Class that is of type “Class A”. The following would display all type Class A, Class B, Travel Trailers and Compacts.

Vehicle Class InformationVehicle Class Form

Class DetailsVehicle RatesSeason / Minimum Nights/DaysRate AdjustmentsClass Equipment OptionsBooking Portal - Alternative RV Class

| | RV Class | | Order |
|---|----------|---|-------|
| | A 45 | ▼ | 1 |
| | B 16 | ▼ | 2 |
| | TT17 | ▼ | 3 |
| ▶ | Compact | ▼ | 4 |
| * | | ▼ | |

FindAdd NewCancelSaveClose

Vehicle Information

Here is where you specify information about a particular vehicle, such as its Vehicle Identification Number (VIN).

PATH: Vehicles/Class-Pricing/Find Vehicle/ (Select a vehicle)

Under the *Vehicle Number* tab, ensure all information is correct. Also, note the “Program Vehicle ID”. This ID may be used for the Booking Portal if you decide to create a URL specifically for this vehicle, such as when this is the **ONLY** vehicle in its class. Make sure the Awning, Bed, Seat Belts and Sleep fields are correctly entered. These values should be the same for all vehicles in the Class.

Vehicle Information

Vehicle Number: Tag A Long Location: Universal RV Main Location ☒ Is Active

Vehicle Owner Info ORP Details Leasing Revenue Service Sell / Remove Email Booking Portal - Amenities Booking Portal Notes

Vehicle Number: Tag A Long Rental Program Member ☒

Make: Fleetwood Street Value: \$0.00

Year: 2013 Ext Warranty: \$0.00

Class ID: C 25 Received from Buyer: \$0.00

Start Date: 11/1/2013 Purchase Date:

Odometer: 0 Selling Price: \$0.00

Down Payt. Due: 0 Days Ins Excrow: \$0.00

Lic#Plate: Loan Pay Off: \$0.00

Expiration Date: 11/1/2013 Fix Up Exp: \$0.00

Vin #: Z14525656523S22 Commission: \$0.00

Chassis #: Choice Catagory: 0

GVW: 0 Decal#:

Awning: Yes Hitch Key #:

Bed: Queen Website Vehicle ID: 0

Seat Belts: 6 Program Vehicle ID: 17

Sleep: 6 Vehicle Class X-Ref:

Height: 12 Monthly Storage Fee: \$0.00

LP Gal: 30 Default Free Miles - Rental: 0

Fresh Water Gal: 40 Default Special Miles Rate: \$0.00

Grey Water Gal: 40 Quoter: ☐

Black Water Gal: 40 C: C2517

Fill in all Red fields. They are visible in RVRentalOnline.com and the Internet search engines.

Pstarch View/Print ORP Agreement View On Website Open Calendar Cancel Save/Close

Vehicle Information: Booking Portal - Amenities

Here is where you associate amenities with a particular vehicle. Note that vehicles in the same class should have the same amenities!

PATH: Vehicles/Class-Pricing/Find Vehicle/ (Select a vehicle)

Under the *Booking Portal - Amenities* tab, you can assign amenities to the vehicle from a **pre-defined list**. If an important amenity is missing from the pre-defined list, please contact us and suggest the amenity be added.

Vehicle Information

Vehicle Number Location ☒ Is Active

Vehicle Owner Info ORP Details Leasing Revenue Service Sell / Remove Email Booking Portal - Amenities Booking Portal

Fleet Amenities

- Air Conditioning
- AM/FM Stereo
- Automatic Transmission
- Awning
- Backup Camera
- Basement Storage
- Bath Sink
- Bike Rack
- CD Player
- Central Furnace
- Coffee Maker
- Cook Top
- Cruise Control
- Dinette Table
- DVD Player
- Engine Brake
- Freezer
- Generator
- GPS Navigation
- Hydraulic Leveling Jacks
- Ice Maker

Vehicle Amenities

- Air Conditioning
- Automatic Transmission
- Awning
- Central Furnace
- Generator
- GPS Navigation
- Leveling Blocks
- Microwave
- Queen Bed/s
- Sofa Sleeper
- Television/s

Double Click on item to ADD to Vehicle Amenities -----> <----- Double Click on item to REMOVE Amenity

Fill in all Red fields. They are visible in RVRentalOnline.com and the Internet search engines.

View/Print ORP Agreement View On Website Open Calendar Cancel Save/Close

Vehicle Information: Booking Portal

Here is where you specify miscellaneous information about a particular vehicle.

PATH: Vehicles/Class-Pricing/Find Vehicle/ (Select a vehicle)

Under the *Booking Portal* tab, make sure the correct checkboxes are ticked.

Vehicle Information

Vehicle Number

Tag A Long

Location

Universal RV Main Location

Is Active

Vehicle

Owner Info

ORP Details

Leasing Revenue

Service

Sell / Remove

Email

Booking Portal - Amenities

Booking Portal

Notes

Do Not Show

Towing Allowed

Pets Allowed

Children Allowed

Smoking Allowed

5 Star Rating:

Five Star