



Setup Guide for the
eWebRenter Booking Portal

v3.1.1

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Introduction

This document will guide you through the configuration steps required specifically for the eWebRenter (EWR) **Booking Portal**. This Guide assumes you are already using Dealership Software's **eWebRenter Version 10.50** or greater to manage your rental fleet – there are numerous EwebRenter configuration videos which are separate from this guide. If you are not already an eWebRenter customer, please [contact us](#) to obtain your license.

The **Booking Portal** allows your customers to obtain quote requests or book reservations online, 24/7. It uses the information in eWebRenter, as well as images you add via an online image gallery called “Coppermine Photo Gallery”. There are four different “reservation modes” for the Booking Portal available depending on the license you have purchased, briefly: Quote only (no reservation), Quote and create a reservation but do not book, Book reservation without collecting down payment, or Book and collect down payment via an online credit card transaction. We guide you through the setup of each below, as well as via [online video tutorials](#).

In addition to this Guide, there are 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 “Coppermine” image gallery
- The [eWebRenter Online Booking Portal Webmasters Guide](#) will help you add links to the Booking Portal from your rental website
- For credit card processing, please contact us directly for instructions on information about the processor.

Note: Some options may differ depending on the license you have purchased from Dealership Software.

Note: Some of the configured items are specific to the Reservation Mode you select (e.g., Quote Only, Book with down payment, 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”, once you open eWebRenter, you would click on “Admin” (a tab in this case), then “Company” (a menu item).

What's New in Version 3.1.1

The following are the noted new features in Version 3.1.1 of the Booking Portal, in addition to bug fixes and other minor changes:

- **Email Link To Vehicle:** When the customer requests a quote/reservation via the Booking Portal, the confirmation email they receive will include not only a name/description of the vehicle, but also a link back to the vehicle in the Booking Portal - as that page contains more detailed vehicle information than the confirmation email. Again, this is a link to the Booking Portal, not the vehicle on your website. For that, you may use EWebRenter's "Custom Vehicle Email Tag" feature when sending email from EWR.
- **Expanded RV Details:** Several new vehicle details were added to EWR – Storage Capacity, Towing Capacity, Cargo Carrying Capacity, Electrical Service, and Fuel Capacity. In addition to these, several existing details – GVWR, Height, LP, and Fresh Water – will now be displayed in the Booking Portal if the values are not 0, as some customers find this useful when making a decision to rent. (See [Vehicle Information.](#))
- **Expanded RV Amenities:** Several new vehicle details were added to EWR, such as Apple Carplay, Android Auto, Wifi, etc. If applicable, these will be displayed in the Booking Portal as they can be attractive to potential renters. (See [Vehicle Information: Booking Portal – Amenities.](#))
- **Support for a Passenger Van RV Class:** If an RV Class of "Passenger Van" is used for a vehicle in EWR, then the Booking Portal will offer this as a separate class of vehicle to be selectable by a customer when renting RVs.
- **Mileage Line Item Preference:** The Booking Portal can now display the mileage as a separate line item from the daily rental rate. By selecting this preference, the mileage cost is displayed separately but still included in the total price. (See [Customer Portal / Booking Portal – Booking Portal.](#))

What's New in Version 3.1.0

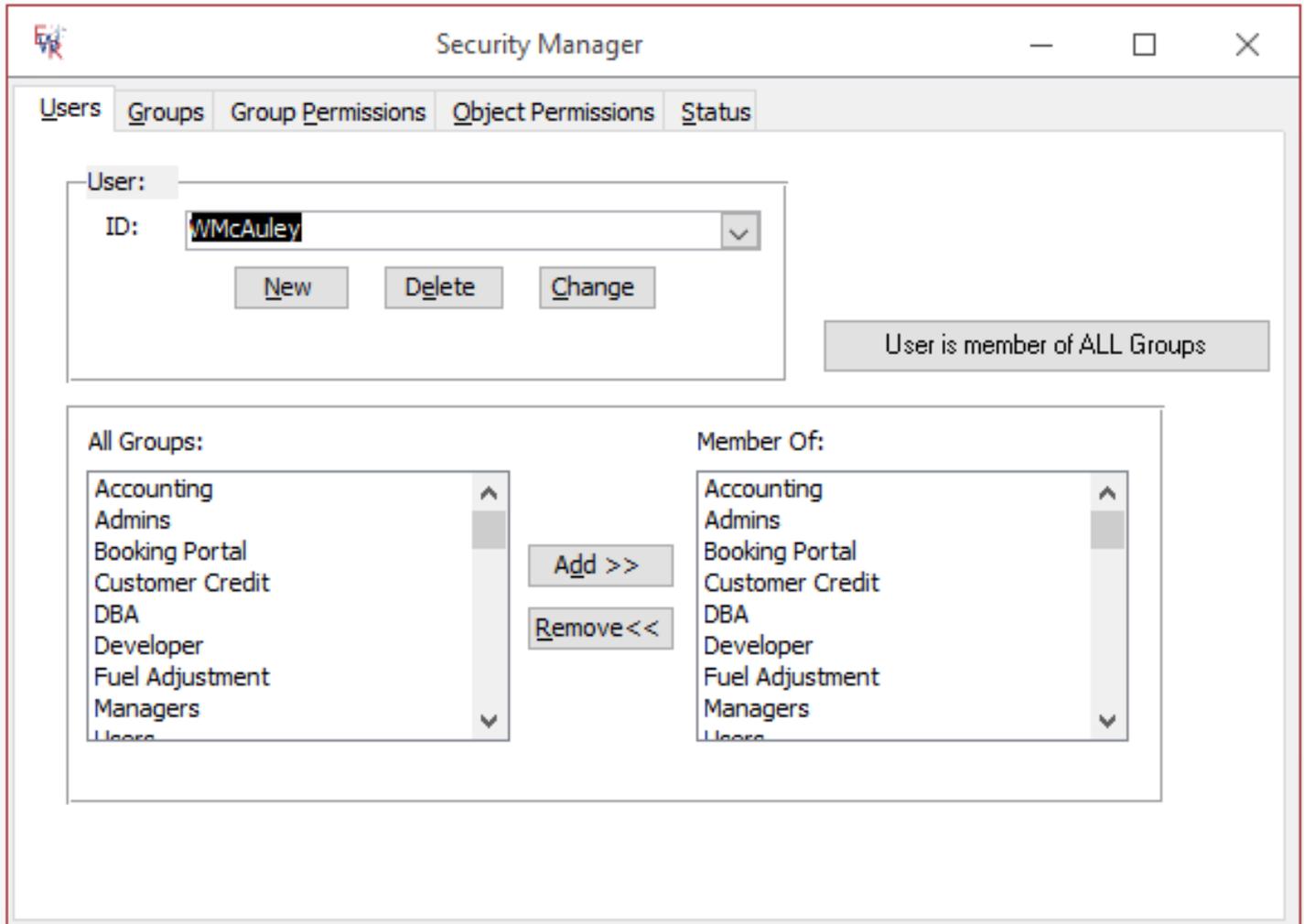
The following are the noted new features in Version 3.1.0 of the Booking Portal, in addition to bug fixes and other minor changes:

- **Delay Rental:** In EWebRenter, you can customize the delay between “now” and the time a vehicle (class) is available to be rented online. You can now rent vehicles the same day, or perhaps not rent vehicles until three days from now – your choice. (See [Vehicle Class Information: Booking Portal.](#))
- **Prep Time:** In EWebRenter, you can customize the delay between when a vehicle is returned and when it is available to go out again. For example, you might rent an ATV that has a turn-around time of one hour; or maybe a Class A vehicle needs 8 hours’ time. This value is included in the availability calculation. (See [Vehicle Class Information: Class Details.](#))
- **Reservation w/o Booking:** In EWebRenter, you can configure a fourth “reservation mode” which allows a customer to *request a booking*, displaying prices and availability, while creating a reservation in EWebRenter, but NOT booking the reservation. (See [Location Information: Booking Portal.](#))
- **More Customizable Banners:** In EWebRenter, the Company and Location page banners are now more customizable. You can change the text that appears, or have no text. You can place the text on either the right/left side, and horizontally position it at the top, center or bottom of the banner, to better enhance your chosen banner image. (See [Customer Portal / Booking Portal: Booking Portal.](#))
- **Additional Filters:** In the Booking Portal, a customer can now filter on [Awning](#) as well as [Towing, Pets, and Smoking](#). That is, if a customer selects “Pets”, for example, only those vehicles/classes that have “Pets allowed” selected will be displayed for rental. **It is therefore imperative that each vehicle have these values configured correctly in EWebRenter.**
- **Improved navigation:** In the Booking Portal, breadcrumbs have been replaced with more action-oriented buttons
- **Improved image viewing:** In the Booking Portal, on the RVClasses page (e.g., when a customer selects one or more RV Classes), the images associated with each class can be viewed. The customer doesn’t have to select a class to view its images.
- **Per day pricing:** In the Booking Portal, to more easily compare, the average price per day/night is displayed in certain instances, rather than just the trip total
- **Form Field Names:** In the Booking Portal, on the checkout page, each form field specifically includes the field name in an always present tab (before the field name disappeared once the field contained text).

Admin: Security Manager

There is a “Booking Portal” security group. For users who need access to the Booking Portal configuration panels, please ensure that the user is selected, and that they are a member of the *Booking Portal* group.

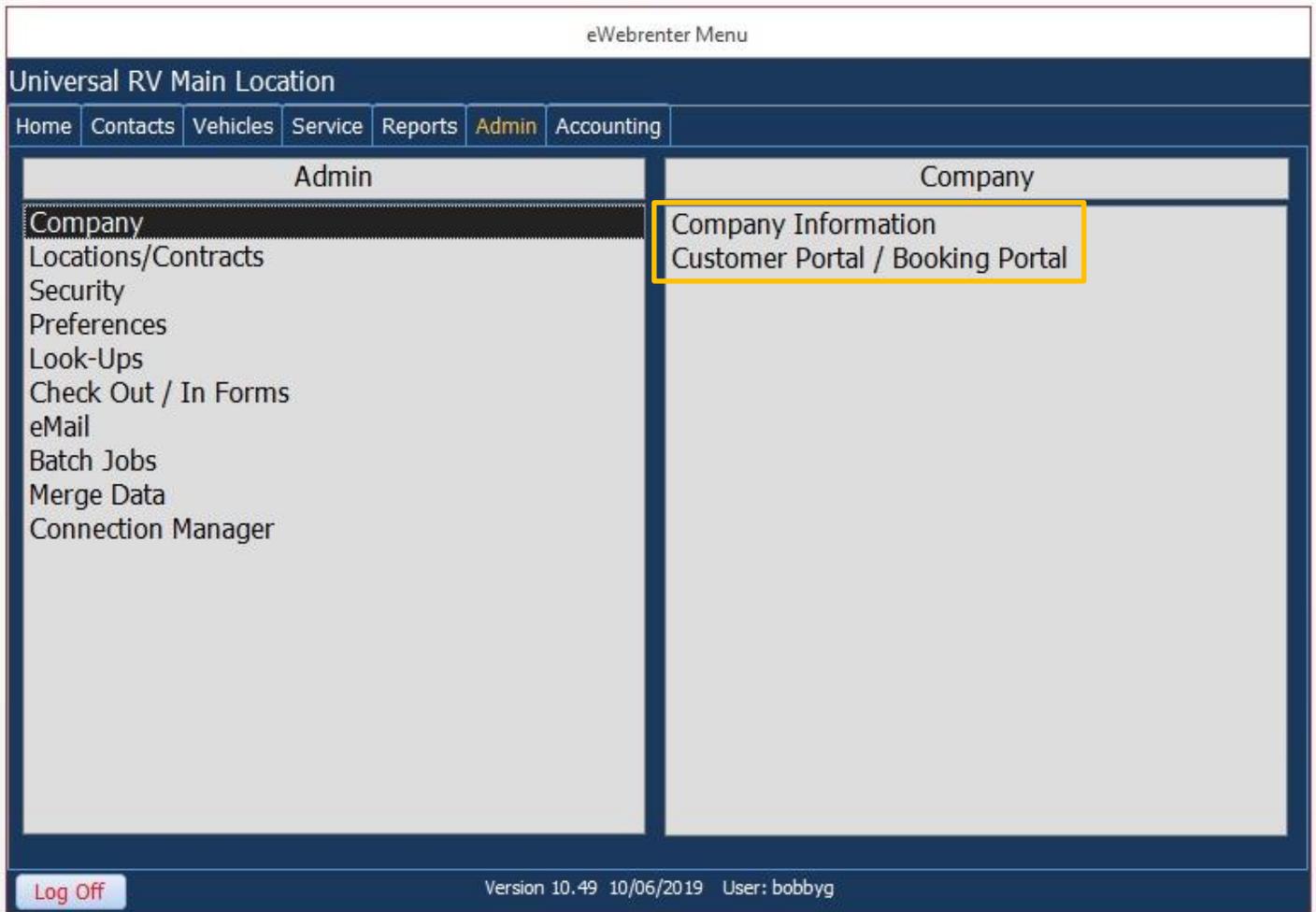
PATH: Admin/Security/Manager



Admin: Company

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

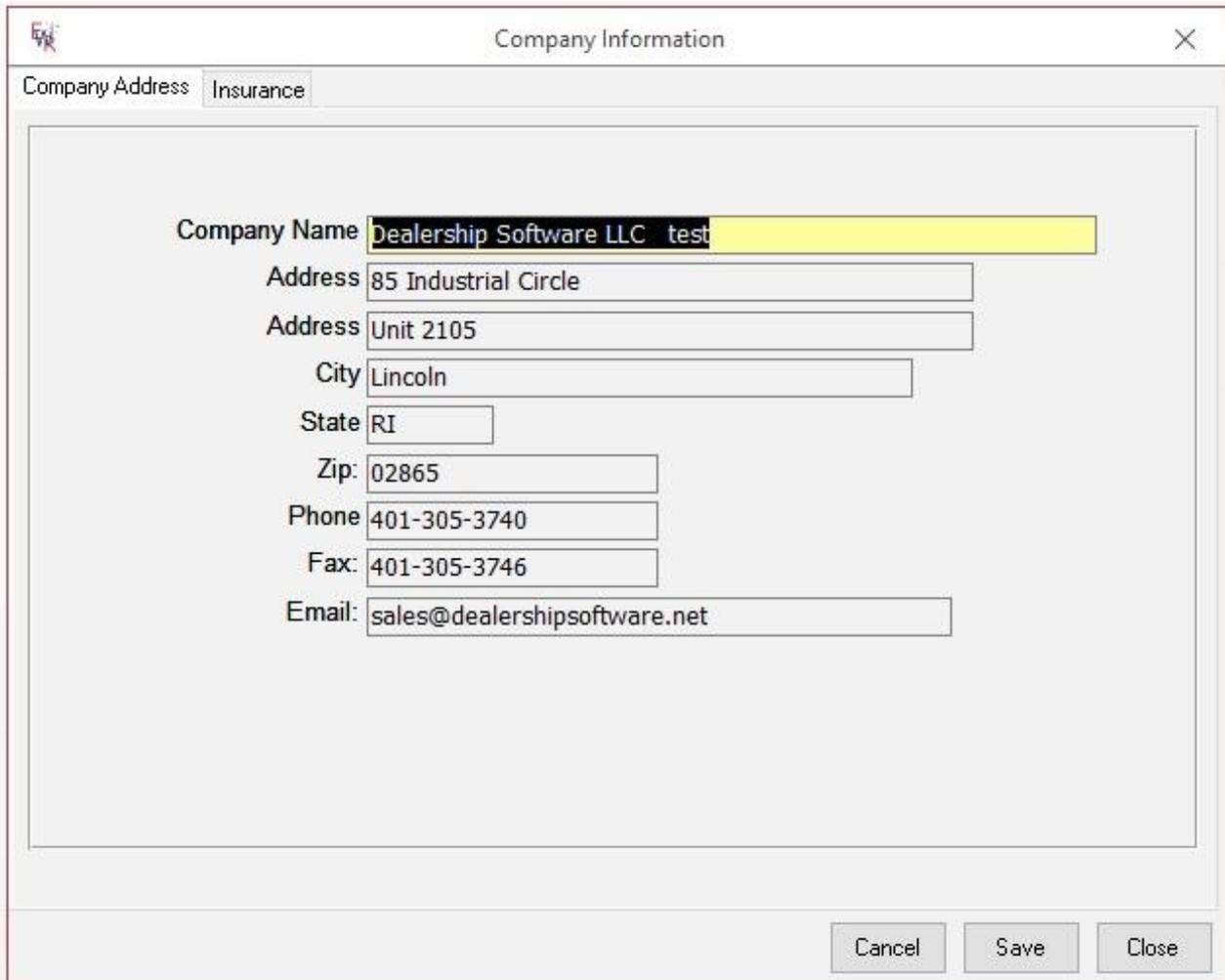


Company: Company Information

There are a few configuration items associated with your company that apply regardless of the number of locations you may have.

PATH: Admin/Company/Company Information

Under the *Company Address* tab, ensure ALL fields are completed and accurate. This is for your company's **main** location.



The screenshot shows a web application window titled "Company Information" with a close button (X) in the top right corner. Below the title bar, there are two tabs: "Company Address" (selected) and "Insurance". The main content area contains the following form 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 right of the window, there are three buttons: "Cancel", "Save", and "Close".

Customer Portal / Booking Portal: Booking Portal

PATH: Admin/Company/Customer Portal / Booking Portal

The **Booking Portal** form contains fields required for managing company-wide options. You must have purchased a license to enable this form.

The screenshot shows a web browser window titled "Customer Portal / Booking Portal" with a close button in the top right corner. Below the title bar are four tabs: "Online Basics", "Customer Portal: Basic", "Booking Portal", and "BP: Check Out Form". The "Booking Portal" tab is active. The form is organized into several sections:

- Booking Portal / Coppermine Credentials:** Contains four text input fields: "Company Portal ID" (value: 645), "Company Full Name" (value: UniversalRVDemo), "Coppermine User Name" (value: URVD1), and "Temporary Coppermine Password" (value: Changeme1234). A note next to the password field states "(Default password for initial log-on)".
- Portal Banners:** Contains two sets of text input fields. The first set is for the "Company Banner Header" (value: Welcome to Universal RV!) and "and Subheader Text" (value: Select your location). The second set is for the "Location Banner Header" (value: Select your dates and RV) and "and Subheader Text" (value: More text here). Below these are two dropdown menus: "Banner Text Position" (value: Bottom) and "Banner Overlay Position" (value: Left).
- Heartland Credit Card Keys:** Contains two text input fields for "Public Key" and "Secret Key", both filled with asterisks.
- Google Analytics:** Contains a text input field for "Tracking Code" with a yellow highlight.
- Preferences:** Contains a checkbox labeled "Display Mileage As Line Item" which is checked.

A "Save / Close" button is located at the bottom right of the form.

“Booking Portal / Coppermine Credentials” contains your **Company ID** and **Company Full Name**. These are used, for instance, in the URL to your company’s Booking Portal. See the [eWebRenter Online Booking Portal Webmasters Guide](#) for more information. The **Coppermine Username** and **Password** are for *initial* access the Media Gallery which is used for storing all images and other media used by the Booking Portal. You will be prompted to change your password after your first login. 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.

“Google Analytics” contains a field into which you would add the GA tracking code for Booking Portal tracking. You would need an account with Google Analytics to set up a tracking code specifically for the Booking Portal, since it is on the **ewebrenter.com** domain. Then using Google Analytics, you would be able to see your customer’s traffic within the Booking Portal – which vehicles are most popular, where people are leaving the Booking Portal (are your prices competitive?), and even help you determine if you need more vehicles if, for instance, customers are not booking due to lack of availability.

“Portal Banners” contains fields associated with the Company and Location pages within your Booking Portal, in particular the text that is displayed over the banner images (uploaded separately via Coppermine).

Header and Subheader text can be altered or deleted; the Header text (maximum of 35 characters) is slightly larger than the Subheader text (maximum of 45 characters). This text is sized in a responsive manner, and therefore is typically easier to read than text embedded within the banner image itself.

Banner Text Position is used to help determine where the text appears over the Company and Location banner. The default is “Center”, but you can nudge it either towards the top or bottom, whichever placement for the text is better in relation to the specific banner image you have chosen. For example, if the image is busy near the top, but very plain and works as a good background for text near the bottom, then you might select “Bottom” for the placement.

Banner Overlay Position is used to help determine where the overlays appear over the Company and Location banner. The default is “Left”, but you can also move it towards the Right, whichever placement for the overlay is better in relation to the specific banner image you have chosen.

“Heartland Credit Card Keys” 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. Typically, this field is editable only by us as it contains sensitive information.

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. Contact us directly for more information on obtaining keys.

“Display Mileage As Line Item”, when NOT selected, causes the Booking Portal to include the cost of mileage in the daily rate. This averages out the cost of mileage over the number of days the vehicle is rented. When selected, however, the Booking Portal displays mileage – for applicable vehicles – as a separate line item. This then keeps the vehicles daily rate unaffected, though the mileage cost is still calculated in the rental total. You decide which way works better for your situation. As EWR supports several mileage tiers, specials, etc., the Booking Portal only shows the total cost – it does not display the cost for each tier, specials, etc.

Customer Portal / Booking Portal: Check Out

PATH: Admin/Company/Customer Portal / Booking Portal

The **BP: Check Out Form** manages fields displayed during the checkout process . You must have purchased the correct license to enable this form.

The screenshot shows a configuration window titled "Customer Portal / Booking Portal" with a close button in the top right. Below the title bar are tabs for "Online Basics", "Customer Portal: Basic", "Booking Portal", and "BP: Check Out Form". A text box explains that users can choose to hide, display as optional, or required certain fields based on the reservation type. Below this, there are two dropdown menus: "Reservation Type:" set to "Book but do not process credit card" and "Security Deposit Visibility:" set to "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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Last name of customer	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Billing address street and number	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Billing address apt or suite	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input 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 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 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 checked="" type="radio"/>	<input type="radio"/>
Customer comments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Source of Referral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

This screen is used for determining which fields are displayed when the customer is on the Booking Portal's Checkout form. You decide which information you want the customer to submit at the time of check out. This is similar to the "Customer Portal: Basic" form mentioned above. Together these give you the flexibility to ask the user to submit information at the time of check out, or afterwards in their user portal.

The checkout form fields displayed depend on the Reservation Type you have selected for a given location. For example, if you have a single location and are using the "Quote Only" Reservation Type for that location, then here you would also select "Quote Only" and configure the settings for that type. Some companies may

have different locations with different Reservation Types, and this enables configure the checkout form for each reservation type.

Note: Again, you are NOT *setting* the Reservation Type for a location on this page. Rather, you are simply *selecting* the reservation type for which you will configure the checkout form fields.

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.

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. Ensure to include the http: or https: prefix. 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 Email Settings Booking Portal Booking Portal Calendar QB

Location Information

Location: Universal RV Main Location

Addr1: 85 Industrial Circle

Addr2: Unit 2105

City: Lincoln

State: RI

Postal Code: 02865

Country: USA

[Copy Address](#)

Phone: 401-305-3740

Fax: 401-305-3746

Email: sales@dealershipsoftware.net

Location Web Site: <http://www.dealershipsoftware.net>

Time Zone: Eastern Time

Agency Booking %: 0

LocationID: 1 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: 14

Rental Balance Due 16 days prior to Rental Departure Date

Optional Insurance Label: CDW Insurance

Label Prep Fee: Sanitation 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

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.

The screenshot shows a web application window titled "Location Information" with several tabs: "Address", "Cancel Policy", "Insurance Binder", "Rental Contract Detail by Vehicle Category", "Email Settings", "Booking Portal" (selected), "Booking Portal Calendar", and "QB". The "Booking Portal" tab contains the following configuration options:

- Reservation Type:** A dropdown menu set to "Book but do not process credit card".
- Terms And Conditions URL:** A text input field containing "http://www.DealershipSoftware.net/TermsAndConditions.pdf".
- Terms And Conditions:** A large text area with the instruction "(Enter plain text)".
- Check Out Form Text:** A text area containing "A 3% processing fee is added to all credit card transactions."
- Credit Cards Accepted:** A row of checkboxes for "Master Card", "Visa", "Discover", "Diners", "AMX", and "JCB".
- Send eMail to this Agent:** A dropdown menu set to "Reservation Taker".

At the bottom right of the form are three buttons: "Cancel", "Save", and "Save / Close".

RESERVATION TYPE

There are four available options for determining in which “mode” the Booking Portal runs, and you may access any of the modes for which you are licensed. In other words, if you have a license for the Process Credit Card mode, you can configure the location to use any of the four reservation 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.

Quote Only: 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 or availability 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.

Quote and create reservation but do not book: With this option, a reservation is made, but it is not booked and no payment is taken online. Until it is booked, another customer may attempt to book it for a similar date range. The customer is, however, shown the full price as well as the down payment. You will need to follow up with the customer to obtain payment.

Book but do not process credit card: With this option, a reservation is booked, but no payment is taken online. Since it is a booking, the particular vehicle booked will no longer be displayed as “available”. The customer is, however, shown the full price as well as the down payment. You will need to follow up with the customer to obtain payment.

Book and process credit card for down payment: 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 (except the last four digits), but is simply passed through to the payment processor.

TERMS AND CONDITIONS URL or TERMS AND CONDITIONS: One of these two fields **must** be filled out. The first field, **TERMS AND CONDITIONS URL**, is preferable. 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.

Alternatively, the Terms and Conditions text field allows you to manually enter text as well as certain basic HTML, such as `bold text` for formatting. Your customer will be able to view this text in a pop-up window. Any formatting other than line breaks **MUST** be done via HTML.

CHECKOUT FORM TEXT: The text you add here will be displayed during the Booking Portal checkout process for all RVs at the given location. This gives you an easy way to display a customized message to your customers at checkout. 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 class. An example might be: “A 3% processing fee is added to all online credit card transactions”. Since you want to make the checkout 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 automatically notified via email whenever an online quote/booking is made. Of course, all bookings will also appear in the EWebRenter application dashboard.

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 | Booking Portal | Booking Portal Calendar | QB

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	
Saturday, July 4, 2020	
Friday, November 27, 2020	
*	

Holidays	Return Policy	Fee
12/27/2019	Accept Returns	\$80.00
3/18/2019	No Return	
2/14/2019	No Return	
5/26/2019	Accept Returns	\$80.00
7/4/2019	Accept Returns	\$80.00
10/14/2019	No Return	
10/31/2019	No Return	
11/21/2019	No Return	
11/22/2019	No Return	
12/25/2019	No Return	
1/1/2020	No Return	
*		

Record: 2 of 2 | No Filter | Search

Record: 11 of 11 | No Filter | Search

Cancel Save Save / Close

Preferences: Defaults

PATH: Admin/Preferences/Defaults (System)

Below are some of the default preferences specifically of interest to the Customer / Booking Portals.

Check In Time: The time by which the vehicle is available to be taken by the customer

Check Out Time: The time by which the customer must have the vehicle returned

Preferences: Options

PATH: Admin/Preferences/Options (System)

Below are some of the default preferences specifically of interest to the Customer / Booking Portals.

Extra Miles Calculation Method: Select “By the Day” or “By the Trip”

Rent by Day or Night: Select “Day” or “Night”

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.

The screenshot shows the 'Vehicle Class Information' form with the 'Class Details' tab selected. The form is divided into several sections:

- Class Information:** Includes fields for Rental Category (Class C), Class ID (C 25), Class (C), Length (25), Prep Fee (\$175.00), Cleaning Fee (\$50.00), Security Deposit (\$800.00), Website Deposit (0.4), Cancellation Charge (\$0.00), and QuickBook Item. A 'Prep time (hours)' field is set to 12. There is a 'Program Class ID' field with the value 32 and an 'Is Active' checkbox.
- Mileage Calculation:** Includes fields for Free Miles (100), Extra Miles Rate 1 (\$0.35), Extra Miles Rate 2 (\$0.75), Extra Miles Rate 3 (\$1.50), Spec. X Miles (\$0.00), Extra Miles Level 1 (100), and Extra Miles Level 2 (200). There is a checkbox for 'Chg Unused Miles'.
- Generator:** Includes fields for Free Hours per Day (0), Hourly Rate (\$3.00), and Trip Flat Rate (0).
- Sales Tax:** Includes a dropdown for Tax Method (Simple Tax Rate), Sales Tax (0.0625), Sales Tax (Level 2) (0), Tax Level 2 Effective Above (\$0.00), and Use Tax (\$0.00).

At the bottom of the form, there are buttons for 'Find', 'Add New', 'Cancel', 'Save', and 'Close'.

Under the **Class Details** tab, you have several groups of fields to review. Almost all of these fields are critical and used by the Booking Portal.

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. The Website Deposit is the “Down Payment” the customer sees in the Booking Portal. The Web Deposit is especially important for those who choose the

Reservation Type for processing credit cards, as this is the amount of money to be collected during the online transaction.

Prep time (hours): This value is used by the Booking Portal when calculating the availability of the vehicle, in conjunction with the default Check In and Check Out times. This is the number of hours after a vehicle is checked in before it is next ready for being checked out.

For companies with a default check in time that is earlier in the day relative to the default check out time, this field will allow you to opt for “same day” delivery. That is, suppose your default check in (return) time is 11am and your default check out (leave) time is 3:00pm. If you set the Prep Time to 0-4 hours, then the Booking Portal will calculate that a vehicle being returned on Day A will be ready to go out again on Day A. If you set the Prep Time from 5-24 hours, then availability will start the following day.

For companies with a default check in time that is later in the day relative to the default check out time, this field would typically not add much value unless you want to have a significant amount of time between check in and check out. That is, suppose your default check in (return) time is 3pm and your default check out (leave) time is 11:00am. In this case, you already have 20 hours of prep time (if you don’t sleep), so setting the Prep Time to anything less than 20 would have no effect. If, however, you set the Prep Time to, say, 24 hours, then the vehicle is considered unavailable to leave until “the day *after* tomorrow”.

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.

SALES TAX group: These should have been configured as part of the basic EWebRenter. These are used to determine tax rates.

MILEAGE CALCULATION group: These should have been configured as part of the basic EWebRenter. These are used to determine the cost of the rental using estimated miles for any class that has these fields filled (typically motorized vehicles).

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

Vehicle Class Information: Vehicle Rates

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.

Under the **Vehicle Rates** tab, carefully review your pricing, taking advantage of the *daily rate flexibility*, “*minimum days*” based upon dates, and “*discounting by days*” over a given date range. The rates that are quoted online are contractually binding. To be successful at online bookings, you will want to be both competitive *and* profitable. We recommend that you visit our website and view the [eWebRenter Demonstration Videos](#), in particular video #3, *EWR – Vehicle Type and Rate Set Up* to take full advantage of the pricing flexibility in eWebRenter.

NOTE: The Online Booking Portal allows users to rent **ONE YEAR OUT**, so it is strongly recommended you keep your rates, minimum days, etc., configured for at least 18 months out, and add a reminder to your calendar to review them every few months.

Vehicle Class Information Vehicle Class Form

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

Create Rates for 1 Year

Select Jan 1, Year:

Enter Daily Rate:

Enter Hourly Rate:

Enter 1/2 Day Rate:

Adjust Daily Rate by an Amount or Decimal

From Date:

To Date:

Enter amount to add/sub: (e.g. 10 or -10)

Copy Rates to a New Year (Class Optional)

Select Class (Optional):

Select Existing Year:

Select Jan 1, Year:

Adjust Daily Rate by an Amount or Decimal

Select Year:

Enter Amount or Decimal: (10.00 or .10)

Delete Year of Rates

Select Year:

Month	Weekday	Date	Rate	Hourly/Rate	1/2 Day/Rate
Mar	Sat	3/27/2021	\$287.00		
Mar	Sun	3/28/2021	\$287.00		
Mar	Mon	3/29/2021	\$287.00		
Mar	Tue	3/30/2021	\$287.00		
Mar	Wed	3/31/2021	\$287.00		
Apr	Thu	4/1/2021	\$287.00		
Apr	Fri	4/2/2021	\$287.00		
Apr	Sat	4/3/2021	\$287.00		
Apr	Sun	4/4/2021	\$287.00		
Apr	Mon	4/5/2021	\$287.00		
Apr	Tue	4/6/2021	\$287.00		
Apr	Wed	4/7/2021	\$287.00		
Apr	Thu	4/8/2021	\$287.00		
Apr	Fri	4/9/2021	\$287.00		
Apr	Sat	4/10/2021	\$287.00		
Apr	Sun	4/11/2021	\$287.00		
Apr	Mon	4/12/2021	\$287.00		
Apr	Tue	4/13/2021	\$287.00		
Apr	Wed	4/14/2021	\$287.00		
Apr	Thu	4/15/2021	\$287.00		
Apr	Fri	4/16/2021	\$287.00		
Apr	Sat	4/17/2021	\$287.00		
Apr	Sun	4/18/2021	\$287.00		
Apr	Mon	4/19/2021	\$287.00		

Record: 1 of 1096

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 informed they're being charged for 3 nights, though they are renting for two.

Vehicle Class Information Vehicle Class Form

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

Copy to Selected Class

- C 31
- C 26
- PU10
- Boat
- A-40
- A-35
- TT17
- Compact
- B 16
- C 22
- C-29
- G Carts
- Motorcycles
- ATV
- A-45
- C-21
- WJ 23
- WJ
- Segway-SW
- FW

Minimum Nights/Days Date From	Minimum Niights/Days Date To	Min Nights/Days
Friday, September 1, 2017	Tuesday, October 31, 2017	3
Wednesday, November 1, 2017	Sunday, December 31, 2017	2
Tuesday, January 1, 2019	Sunday, March 31, 2019	3
Monday, April 1, 2019	Friday, May 31, 2019	4
Saturday, June 1, 2019	Tuesday, September 10, 2019	7
Wednesday, April 1, 2020	Monday, August 31, 2020	3
Tuesday, September 1, 2020	Saturday, October 31, 2020	5
Saturday, May 29, 2021	Friday, September 10, 2021	4

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

Days	Discount	Begin Date	End Date	Free Day
7	100	9/27/2017	11/30/2017	<input type="checkbox"/>
3	0.1	1/1/2019	12/31/2019	<input type="checkbox"/>
3	0.1	1/1/2020	12/31/2021	<input type="checkbox"/>
*				<input checked="" type="checkbox"/>

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

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 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-lamp.jpg 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-bike.jpg 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-rack.jpg 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_breadmaker.jpg 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.jpg 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

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

Find

Vehicle Class Information: Booking Portal

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

This form contains class-specific Booking Portal details.

Vehicle Class Information Vehicle Class Form

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

Vehicle Description:

Title (Required):
Class C 25 feet

Overview (Recommended):
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.

Bullet Points (Optional):
Queen bed
Seat Belts: 6

Note on Check Out Form: Rent any Class C RV by 5/31/2017 and you will automatically be entered into our annual RV drawing!

Recommended Alternatives:

	RV Class	Order
▶	C-21	1
	B 16	2
	TT 31	3
*		

Delay Rental (hours from now): 24

Find Add New Cancel Save Close

Vehicle Description: In this section are a few fields which will appear in the Booking Portal when the customer is looking at a particular (class of) vehicle. These fields are displayed underneath the image gallery.

- **Title:** This required field is the main header. It should be a succinct description, perhaps the vehicles model name

- **Overview:** This is a recommended field where you can better describe the vehicle's and why it might be a good fit.

- **Bullet Points (Optional):** Up to three brief (max. 25 characters) bullet points to highlight specific characteristics

Note On Check Out Form: In addition to location-specific verbiage that will be displayed to the customer (see location form above), you can enter RV Class-specific verbiage to be displayed on the check out form.

Recommended Alternatives: Select the RV Class and Order in which you want the class to be suggested when the RV selected by the customer is not available on their desired dates. For example, the above would suggest A-35, C 31 and C-29 RV classes.

Delay Rental (hours from now): With this field, you can customize the delay between “now” and the time this class of vehicle is available to be rented online. You can now rent vehicles the same day, or perhaps not rent vehicles until three days from now – your choice. Your configured Check Out Time (Admin->Preferences->Defaults (System)) is taken into account when calculating availability. For example, if your check out time is set to 3pm, and your Delay Rental is set for one hour, then a customer has until 2pm that day to rent a vehicle for that same day.

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* tab, ensure all applicable information is added and 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 as the Booking Portal customer may filter results based on these values.** These values should be the same for all vehicles in the Class.

Vehicle Information

Vehicle Number	Stan Van	Location	Ultimate RV Rentals	<input checked="" type="checkbox"/> Is Active		
<div style="display: flex; justify-content: space-between; font-size: small;"> Vehicle Owner Info ORP Details Leasing Revenue Service Sell / Remove Email Amenities Booking Portal Notes </div>						
Vehicle Number	Stan Van	Rental Program Member	<input checked="" type="checkbox"/>			
Make	Damon	LP Gal	40	Street Value	\$0.00	
Year	2025	Fresh Water Gal	20	Ext Warranty	\$0.00	
Class ID	PassVan-14	Grey Water Gal	20	Received from Buyer	\$0.00	
Start Date	1/1/2025	Black Water Gal	30	Purchase Date		
Odometer	5	Storage Capacity CuFt	100	Selling Price	\$0.00	
Down Payt. Due	4 Days	Towing Capacity Lbs	1,000	Ins Excrow	\$0.00	
Lic#Plate	StanMan	Cargo Carrying Cap. Lbs	2,000	Loan Pay Off	\$0.00	
Expiration Date	1/31/2030	Electrical Service Amps	200	Fix Up Exp	\$0.00	
Vin #	VN1724453976HG65	Fuel Capacity Gal	50	Commission	\$0.00	
Chassis #	C1029384756	Custom Vehicle Email Tag (up to 255 characters): The vehicle you are renting can be found at: https://online2.ewebrenter.com/645/universalrvdemo/1/60		Choice Catagory	1	
GVWR	8000			Decal#		
Awning	No			Hitch Key #		
Bed	N/A			Website Vehicle ID	0	
Seat Belts	10			Program Vehicle ID	60	
Sleeps	2			Vehicle Class X-Ref		
Height Ft.	9			Monthly Storage Fee	\$50.00	
					Default Free Miles - Rental	0
					Default Special Miles Rate	\$0.00
					<input type="checkbox"/> Quoter	
					Passenger Van Passenger Van1460	

Please fill in all applicable fields.

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	<input type="text" value="SuperCharger"/>	Location	<input type="text" value="Ultimate RV Rentals"/>	<input checked="" type="checkbox"/> Is Active					
Vehicle	Owner Info	ORP Details	Leasing Revenue	Service	Sell / Remove	Email	Amenities	Booking Portal	Notes

Fleet Amenties	Vehicle Amenties
<ul style="list-style-type: none">Ice MakerInduction CooktopInterior LED LightingInverterKing Bed/sKitchen SinkLeveling BlocksLP ConnectionMicrowaveMicrowave (Convection)NavigationOven (Electric)Queen Bed/sRange (Electric)Range (Gas)Rear Vision CameraRefrigeratorSatellite DishSatellite RadioSatellite RecieverShowerSiriusXM RadioSlide Out/s	<ul style="list-style-type: none">Android AutoApple CarplayBackup CameraInduction CooktopInterior LED LightingSolar ChargingUSB Charging PortWifiWifi HotspotWireless Phone Charger

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 as per the vehicle.

Make sure the Towing, Pets, and Smoking fields are correctly entered as the Booking Portal customer may filter results based on these values.

The screenshot shows a web form titled "Vehicle Information". At the top, there are fields for "Vehicle Number" (containing "Back Yard") and "Location" (containing "Universal RV Main Location" with a dropdown arrow). To the right of these fields is a checked checkbox labeled "Is Active". Below the main fields is a horizontal menu of tabs: "Vehicle", "Owner Info", "ORP Details", "Leasing Revenue", "Service", "Sell / Remove", "Email", "Amenities", "Booking Portal", and "Notes". The "Booking Portal" tab is currently selected. In this tab, there are four checkboxes: "Towing Allowed" (unchecked), "Pets Allowed" (checked), "Children Allowed" (checked), and "Smoking Allowed" (unchecked). To the right of these checkboxes is a "5 Star Rating:" label followed by a dropdown menu currently set to "Five Star". In the top right corner of the form area, there is a "Do Not Show" checkbox which is unchecked. At the bottom of the form, there are five buttons: "View/Print ORP Agreement", "View On Website", "Open Calendar", "Cancel", and "Save/Close".

Advertising Source

PATH: Admin/Look-Ups/Advertising Source

Within the Portals, you have the option to request that the customer let you know how they discovered your services. Add/Delete as needed.

	Delete	How Did You Here About Us	Visible on Web
▶	Delete	Bing search	<input checked="" type="checkbox"/>
	Delete	Blog / Forum	<input checked="" type="checkbox"/>
	Delete	Drive-by	<input checked="" type="checkbox"/>
	Delete	Google	<input checked="" type="checkbox"/>
	Delete	Other	<input checked="" type="checkbox"/>
	Delete	Phonebook	<input checked="" type="checkbox"/>
	Delete	Return Customer	<input checked="" type="checkbox"/>
	Delete	Trade Show	<input checked="" type="checkbox"/>
	Delete	Website	<input checked="" type="checkbox"/>
	Delete	Word-of-mouth	<input checked="" type="checkbox"/>

Buttons: Add New, Cancel, Save, Save / Close