



CatRentalStore.com

Customer Portal

User Guide

CatRentalStore.com Customer Portal User Guide

This guide is to help customers get the most value out of the CatRentalStore.com customer portal. The portal allows for easy access, management, and control over the customer's equipment rentals.

This guide is also useful for dealer awareness and training for sales reps and counter personnel.

The following table of contents covers all the functions in the portal and how to use them both via Web (Desktop) or Mobile (App). Just click on the title from the table of contents and it will take you right to the instructions.

If you have any questions or need further assistance, please contact your local dealer.

Table of Contents

How do I...

Create an account and get access to the portal	3
Log in to the App	8
Request a rental quote	10
View equipment currently on rent	16
View equipment details	17
View invoices	20
View jobsites	22
Add a new jobsite	24
Switch equipment to another jobsite (Transfer)	26
Request service for rented equipment	28
Extend a rental	32
End Rental (Call-Off)	34

Create an account and get access to the portal

To gain access to the Cat Rental Store customer portal, you'll need to send a request in via the CatRentalStore.com website at https://www.catrentalstore.com/en_US/home.html. Once there, hover over "My Account" on the top right side and click on "Create Account". Choose one of the dealers you do business with and click on it.

Please note that if you are already on a dealer CatRentalStore.com site (you can tell by the dealer logo in the top left corner) you will not need select a dealer, it will automatically send your registration to the dealer's site that you are in.



When a piece of rental equipment or power system breaks down, or you come up against an application that tests outside the capabilities of your fleet, it pays to have a go-to source for help. It pays to be available. It pays to be ready to supply the exact equipment and technical support you demand. At Cat Rental Store, that's exactly what you require in a reliable, convenient place. Our global network offers the largest construction equipment rental fleet in the world.

From our well-stocked Cat earthmoving machines, such as excavators, skid steer loaders, backhoes, pavers and compactors, to our mobile generation and power systems, you'll find a variety of different models in stock that are tailor-made to your specifications. In addition to Cat heavy equipment assets, we also have more than 60 other top brands for availability, competitive pricing, PMAQ and camp loads. With our massive inventory and over 1,200 locations worldwide, you're sure to find the rental equipment you're looking for to maximize uptime and productivity.

EQUIPMENT RENTALS FOR ALL APPLICATIONS

From road work, site cleanup and industrial utility, the Cat Rental Store is here to meet their short and long-term equipment needs. From heavy equipment rental to power generation, trenching or drilling to scissor and telescopic booms, we have the equipment you need to get the job done. Whether your project is in general construction, industrial, manufacturing, commercial or residential building, utility contracting, road building or landscaping, you can rely on everything you need from the Cat Rental Store network.



REGISTER WITH YOUR DEALER

The Cat Rental Store now offers online features that give our customers access to their rental data. We currently have a select number of Cat Rental Store dealers who are connected to our experience, and we will continue to add more dealers. If you do not see your local Cat dealer in the following list, please contact them to find out when they are connecting. If you see your local Cat dealer in the following list, please select them to go to their registration page.

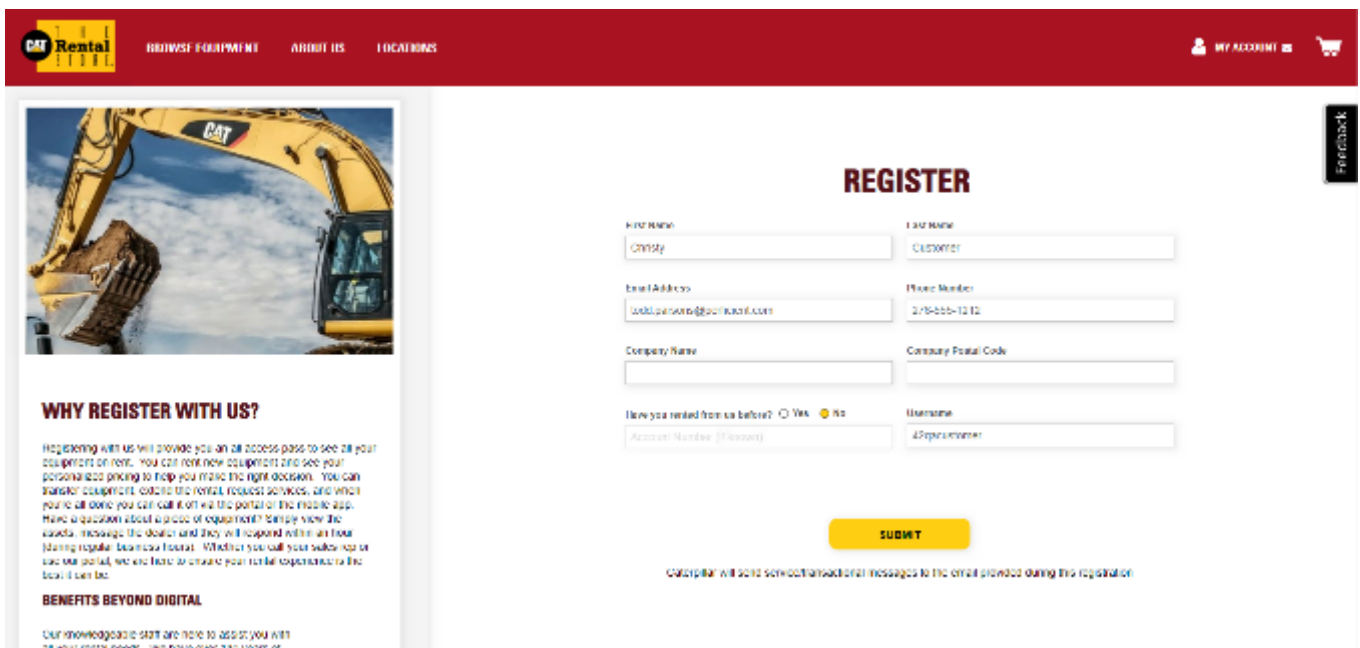
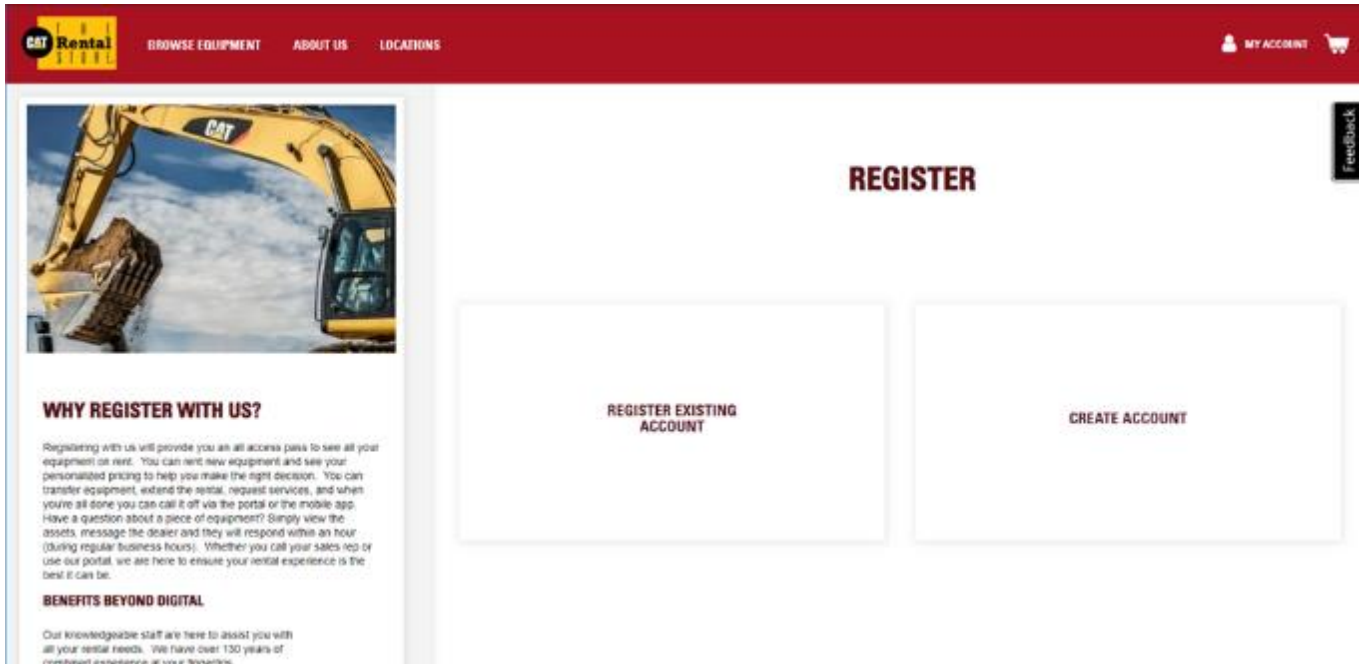
- Alton Cat is our dealer covering the Mid-Atlantic area, Virginia, Maryland and parts of West Virginia & Delaware.
- Carolina Cat is our dealer covering the western part of North Carolina.
- Carter is our dealer covering the state of Virginia.
- Cashman is our dealer covering the state of Nevada.
- Empire is our dealer covering the state of Arizona and southeastern California.
- Hokey Rental is our dealer covering the state of Kansas and the Kansas City metro area.
- Hokey Rental is our dealer covering New Jersey, eastern Pennsylvania, northern Delaware, Bermuda, and Saint Kitts.
- Hawthorne is our dealer covering San Diego, California, Hawaii, Guam, American Samoa, and Japan.
- Louisiana Cat is our dealer covering the state of Louisiana.
- Macklin is our dealer covering the Missouri, Iowa, and Illinois.
- Ohio Cat is our dealer covering the state of Ohio, northern Kentucky, and southern Indiana.
- Quinn is our dealer covering central and southern California.
- Roper is our dealer covering the state of Arkansas.
- Ring Power is our dealer covering north and central Florida.
- Werner is our dealer in the state of Colorado and western Texas.

Feedback

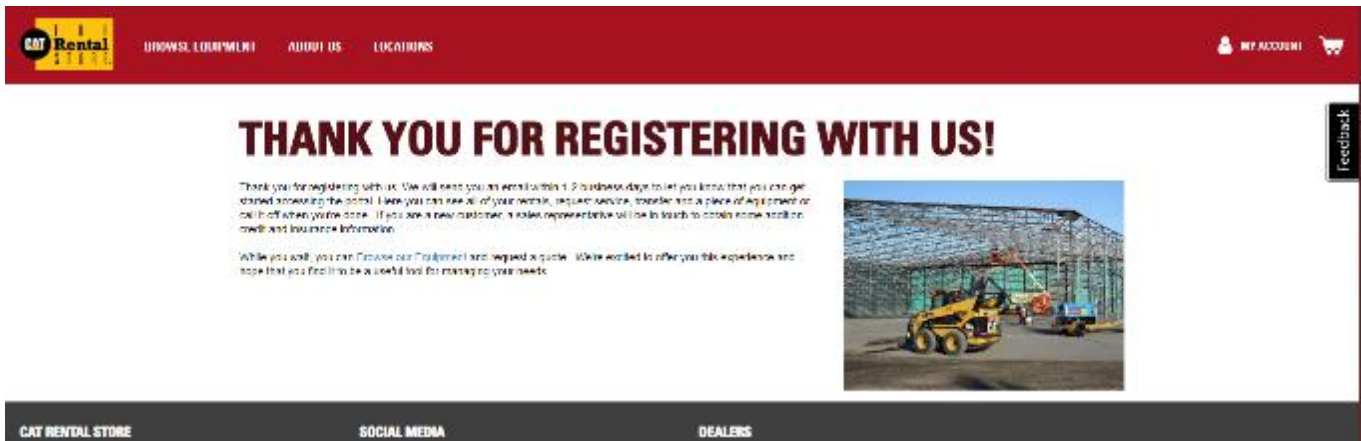
Choose between “Create Account” or “Register Existing Account”.

If you already have a Caterpillar account with parts.cat.com or my.cat.com, please select on “Register Existing Account” and enter the appropriate information.

If this is the first time creating a Caterpillar account, please select “Create Account” and fill in the necessary information. Your account request will be sent to the local dealer to get you set up.

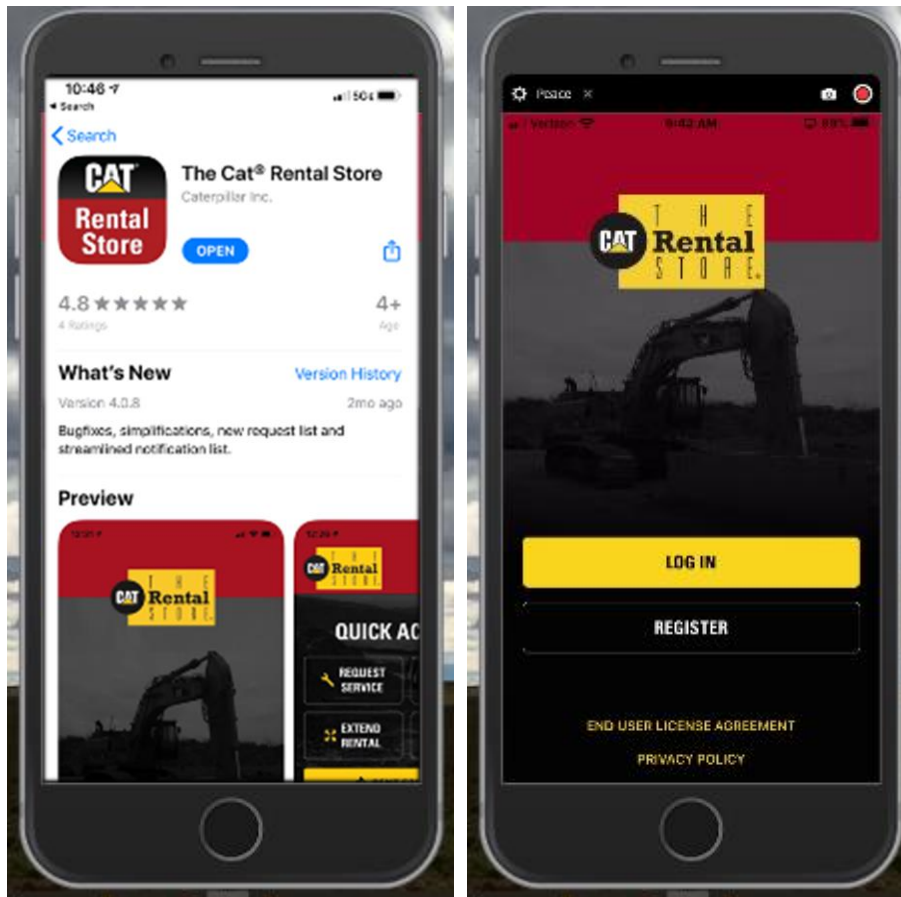


After submitting the account request, you'll receive the following confirmation.

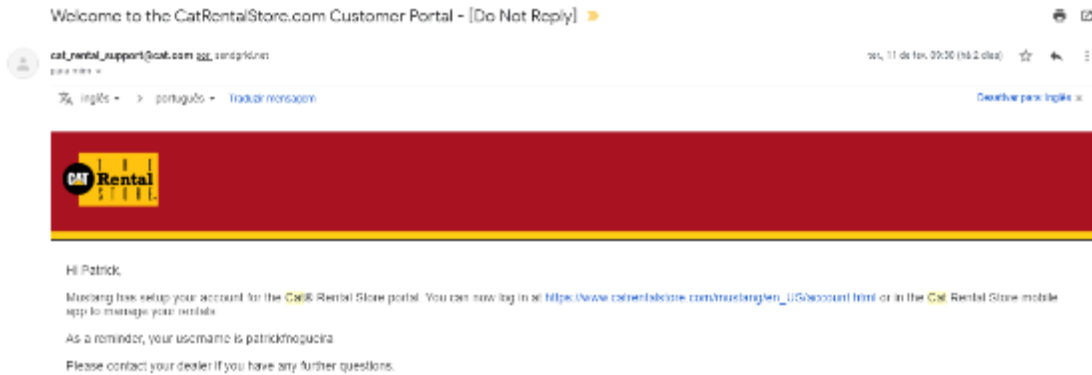


You can also register for an account by downloading The Cat Rental Store App on your phone and clicking on Register.

The steps of selecting your dealer are the same ones described above.

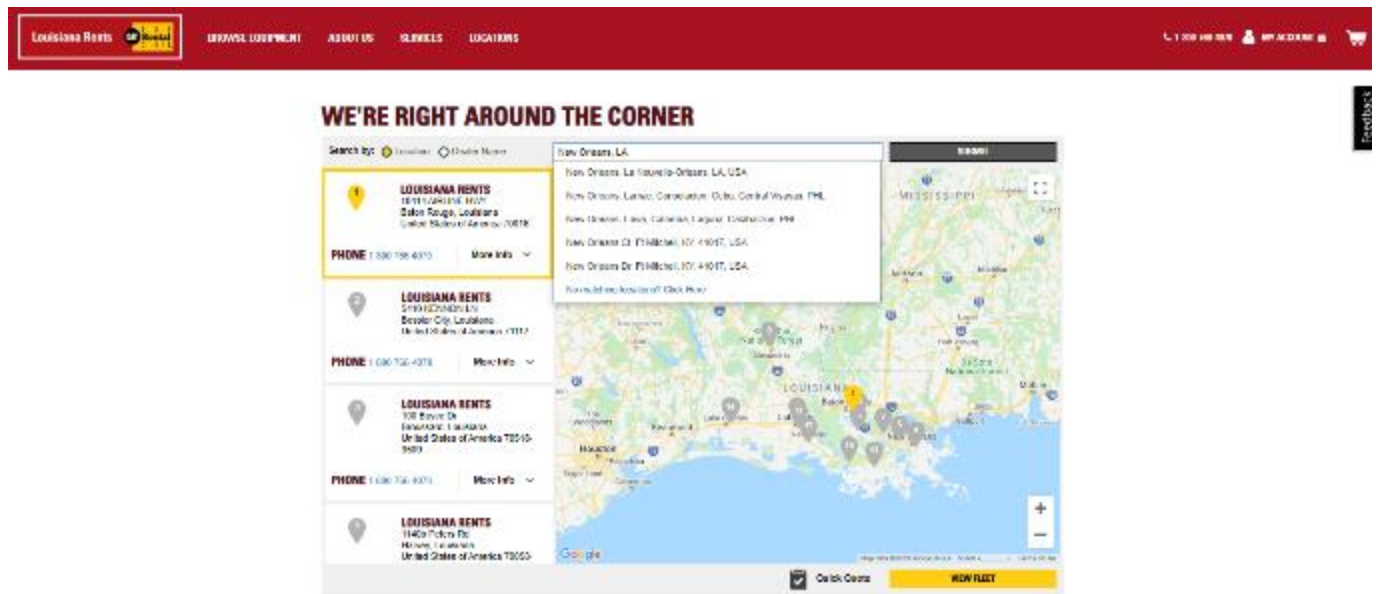


Once your account has been set up, you'll receive a confirmation email that you now have access. Be sure to store your username and password.

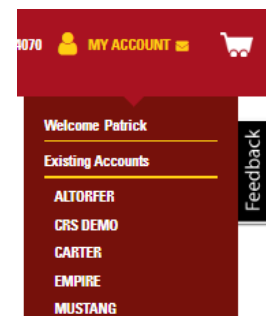


Doing business with multiple dealers?

Find other dealers in the locations tool from the top toolbar.



Once on the dealer's site (double check the dealer logo in the top left corner) click on "My Account".



Under “My Data”, you will have an option to Register.
Click on “Register”, complete the form, and click “Submit”.

HOME
ACCOUNT

MY DATA



WELCOME

You have successfully logged into the Cat Rental Store website. However, your Caterpillar account is not associated to Louisiana yet. Would you like to register with Louisiana now?

REGISTER

MY DEALERS

- Altorfer
- CRS Demo
- Carter
- Empire
- Mustang
- Ohio Cat
- Thompson Machinery
- Wagner Rents Demo
- Warren Rental Services
- Western States Demo

Louisiana Rents  BROWSE EQUIPMENT ABOUT US SERVICES LOCATIONS CALL 1.800.732.4670 MY ACCOUNT 

WHY REGISTER WITH US?

If you are already renting equipment from us, registering will provide you an all access pass to the equipment you have on rent. You can handle equipment, educational, support services, and when you're all done you can call it off us. The portal on our mobile app. How is quarter stock is made? Our catalog showcasing both on-site you're communicate with us right from the portal. You can also rent equipment and see your personalized pricing to help you make better purchasing decisions. Whether you call your sales rep or use our portal, we'll be here to ensure your best experience in the tool. Thank you.

REGISTER

First Name <input type="text" value="Patrick"/>	Last Name <input type="text" value="Forsica"/>
Email Address <input type="text" value="patrick.forsica@gmail.com"/>	Phone Number <input type="text" value="19042761945"/>
Company Name <input type="text"/>	Delivery Postal Code <input type="text"/>
Have you rented from us before? <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="text" value="Account Number (if known)"/>	Username <input type="text" value="patrick.forsica"/>

SUBMIT

Feedback

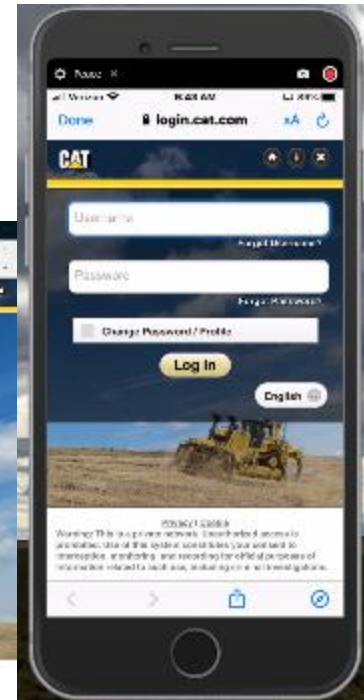
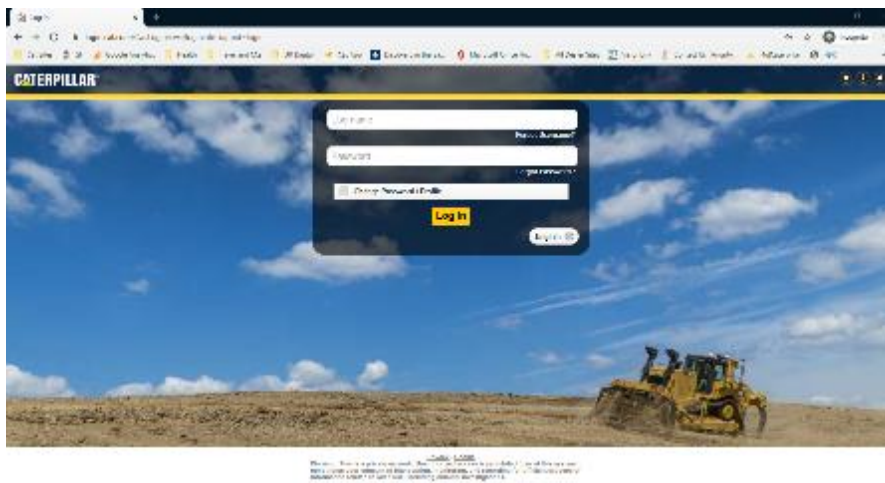
You will receive a new email confirmation from that dealer once your account is ready to use.
Do this for each dealer that you work with to have complete access to all your Cat Rental Store rentals.

Log in to the App

You now have access to the CatRentalStore.com customer portal (both Web and Mobile App).

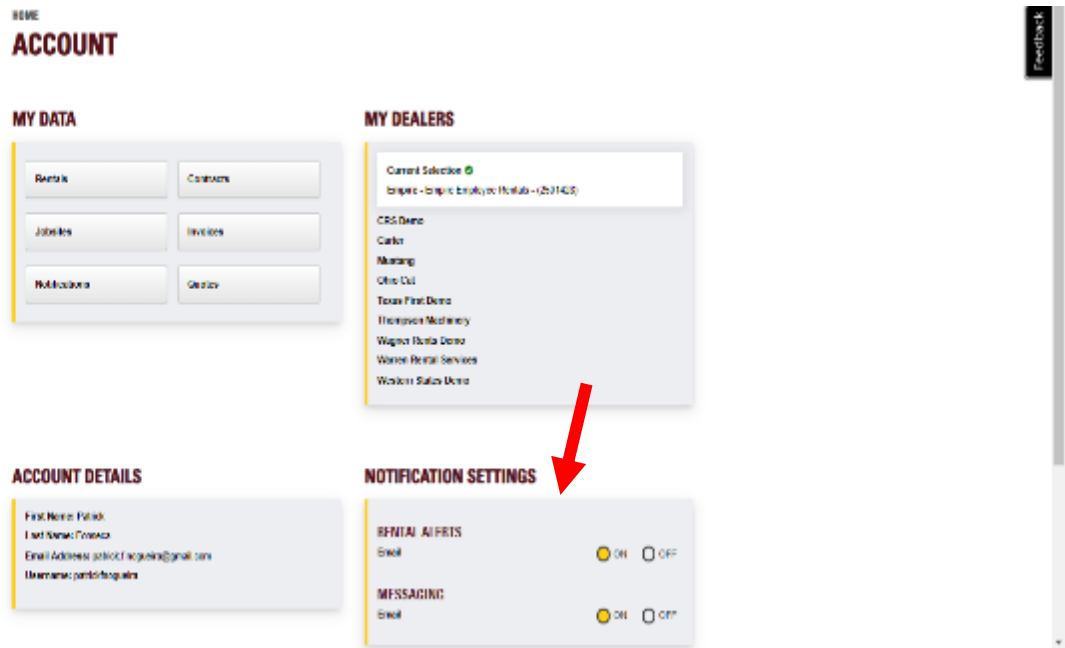
To log in, go back to https://www.catrentalstore.com/en_US/home.html or open your app, and click “Sign In”.

Enter your username and password, then select “Log In”.

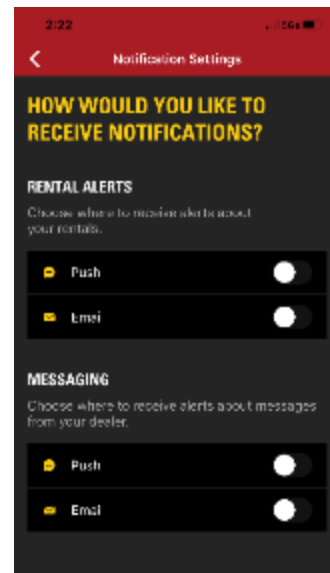
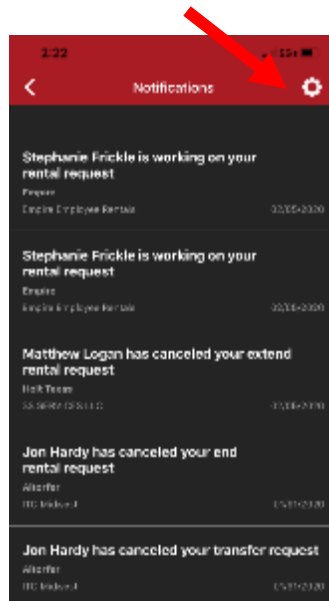
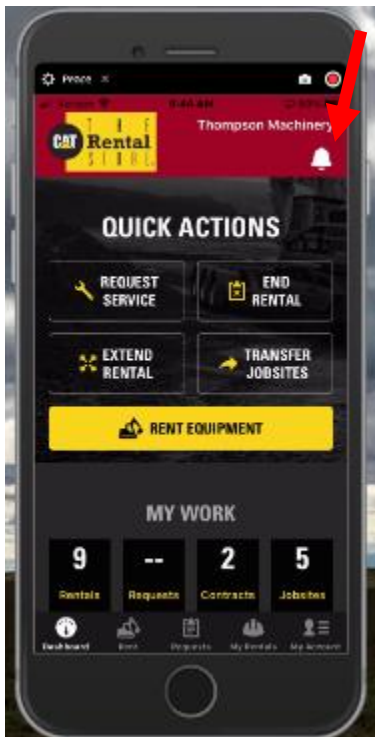


You will now be logged in with full access to your account.

On the Web version, under “My Account” you will see a Dashboard with all your information and data accesses. You can set up your notifications preferences under “Notifications Settings”.

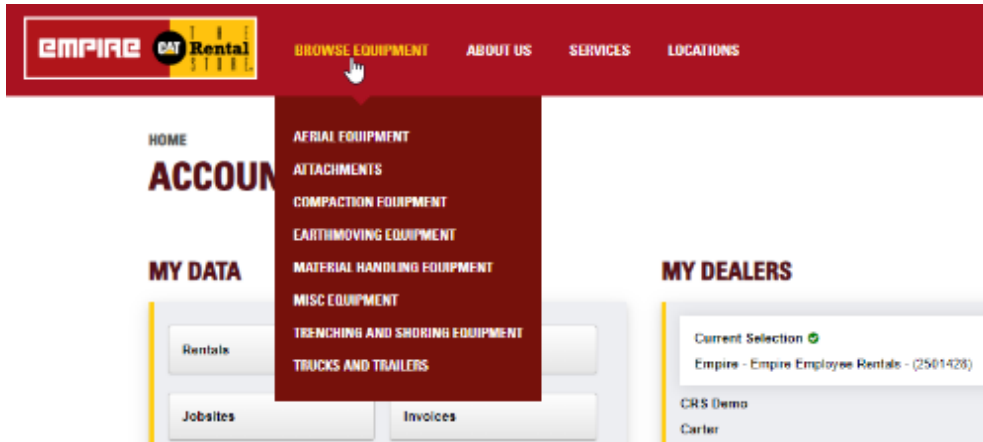


On the App version, you will see a Dashboard with a high-level overview of your rentals, activity, and information. You can set up your notification preferences by clicking on the Notifications icon (bell) in the upper right corner and then clicking on the Settings icon (gear).

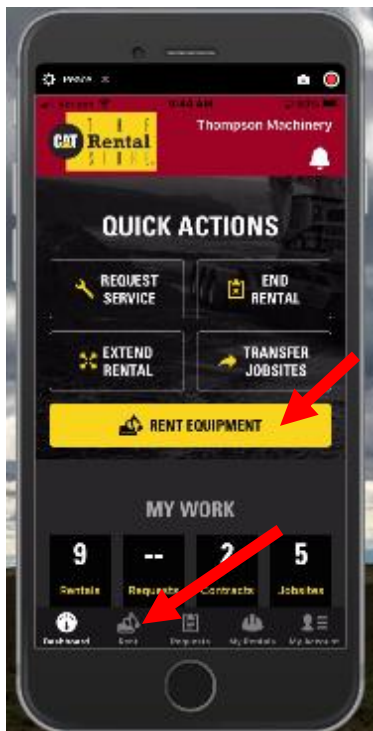


Request a rental quote

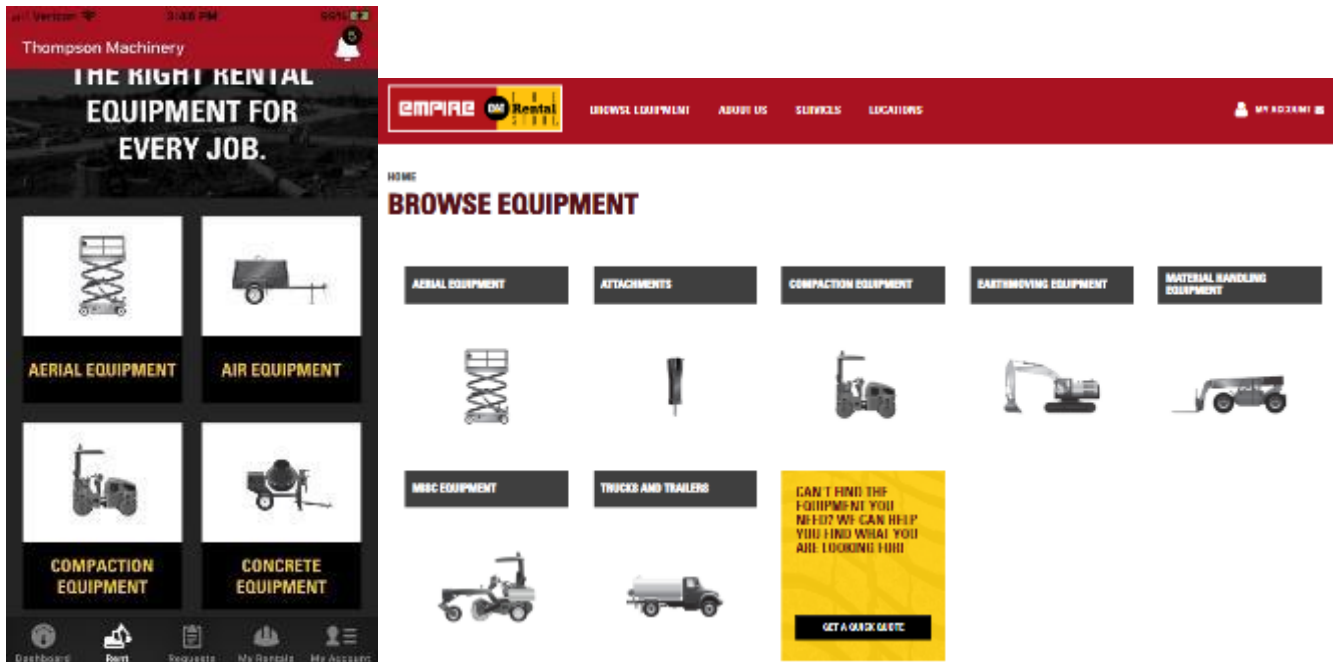
To rent equipment on the Web, click on “Browse Equipment” and find the equipment you are looking for.



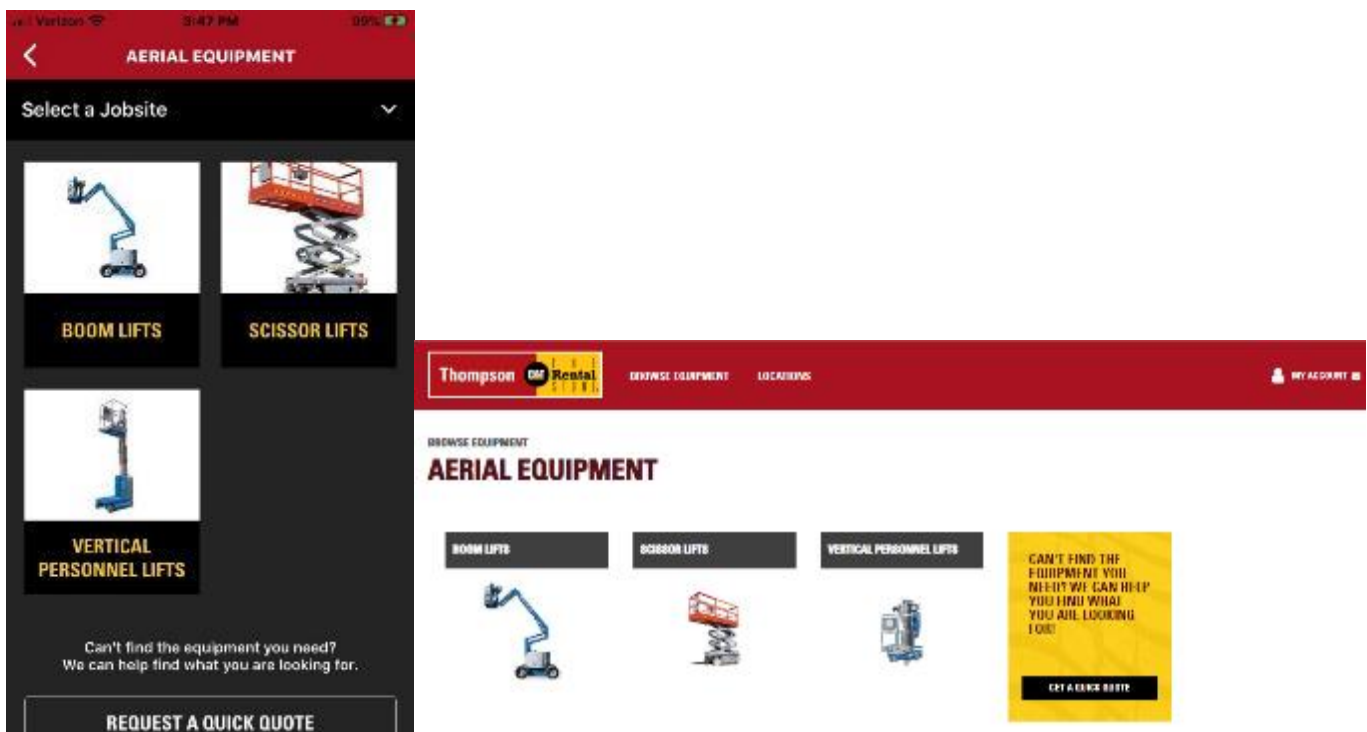
To rent equipment on the App, click on “Rent Equipment” in the main dashboard or “Rent” in the bottom menu and find the equipment you are looking for.



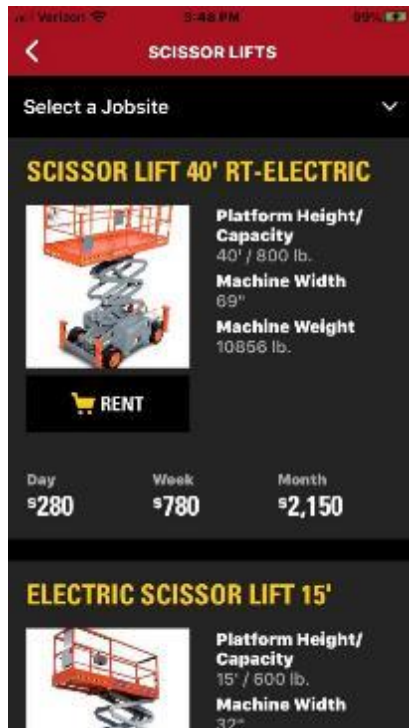
Select the product line.



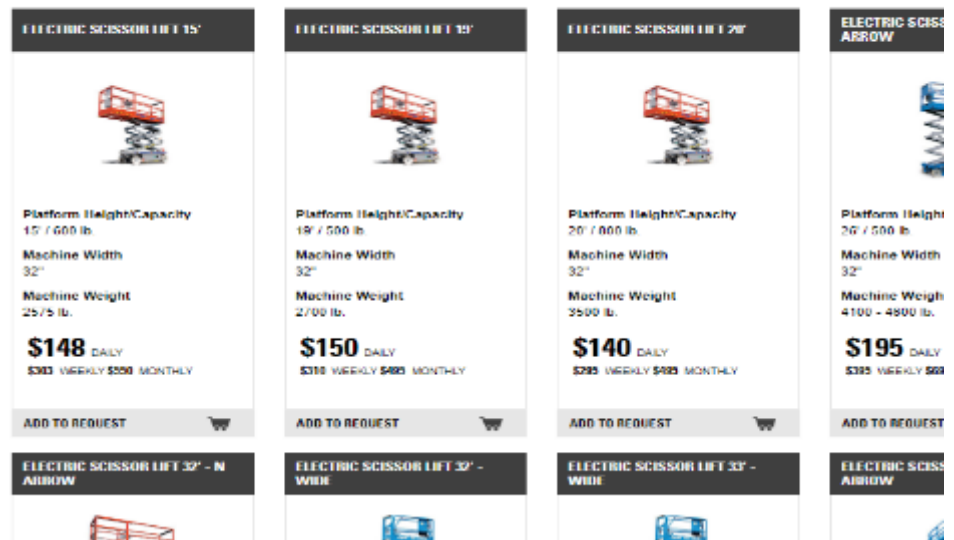
Then select the equipment type.



Then scroll thru the models to see your account specific rental rates.



TRAIL EQUIPMENT
SCISSOR LIFTS

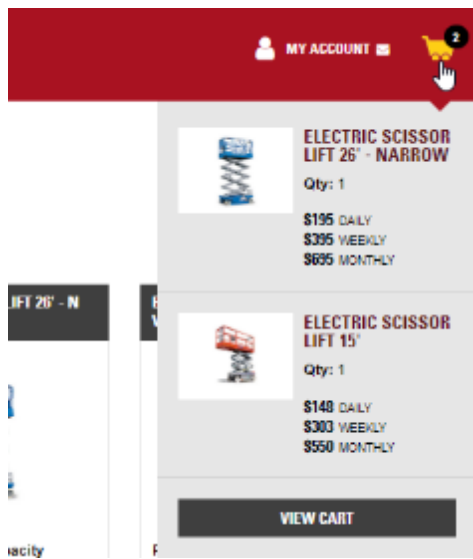


Click on the Shopping Cart to add equipment to a request. On the Web, click on as many different shopping carts as needed to get the equipment required.

On the App, to add more equipment, hit the back button, and then add new equipment. Repeat this process as many times as necessary until you have added all the equipment needed.



Once you are ready to submit your rental request, click on the Shopping Cart icon on the top right side of your screen.



YOUR CART

The 'YOUR CART' page displays the items from the previous screenshot with more details:

- ELECTRIC SCISSOR LIFT 26' - NARROW**: Includes a quantity selector (set to 1) and a 'Remove From Cart' link. Rates: \$195 Daily, \$395 Weekly, \$695 Monthly.
- ELECTRIC SCISSOR LIFT 15'**: Includes a quantity selector (set to 1) and a 'Remove From Cart' link. Rates: \$148 Daily, \$303 Weekly, \$550 Monthly.

Below the items is a 'NOTES' section with a text area. On the right, a 'CART SUMMARY' sidebar shows a calendar for selecting dates, with the 23rd and 24th highlighted. A 'Total' label is visible at the bottom of the sidebar.

Select your date range and continue with the request.

You can now select your jobsite, include a PO number, attachments and let the dealer know if you need transportation or not.

The 'REQUEST A QUOTE' form includes the following fields:

- JOBSITE LOCATION**: A dropdown menu with 'GOODRICH' selected.
- PO NUMBER**: A text input field containing '1234'.
- ATTACHMENTS**: A text area containing '40' Bucket'.
- TRANSPORTATION NEEDED**: A checkbox that is currently unchecked.

At the bottom of the form are two buttons: 'GET A QUOTE' (grey) and 'RENT IT NOW' (yellow).

This summary panel lists the items and their rates:

- Electric Scissor Lift 15'**: Rate \$148/\$303/\$550, Quantity 1.
- Electric Scissor Lift 26' - Narrow**: Rate \$195/\$395/\$695, Quantity 1.

Below the items is an 'Additional Notes' section with a text area. The 'Estimated Total' is displayed as **\$1,245.00**. A disclaimer states: '*This estimate is for the base rental charge only. Other fees and charges may apply and will be calculated at the time of rental.' At the bottom are 'GET A QUOTE' and 'RENT IT NOW' buttons, and a 'Cancel Request' link.

When you are ready to submit, you have 2 options: "Get A Quote" or "Rent It Now".

Get A Quote will trigger your local dealer to build a quote and return to you for approval. Once approved, the equipment will be placed on rent according to the date requested.

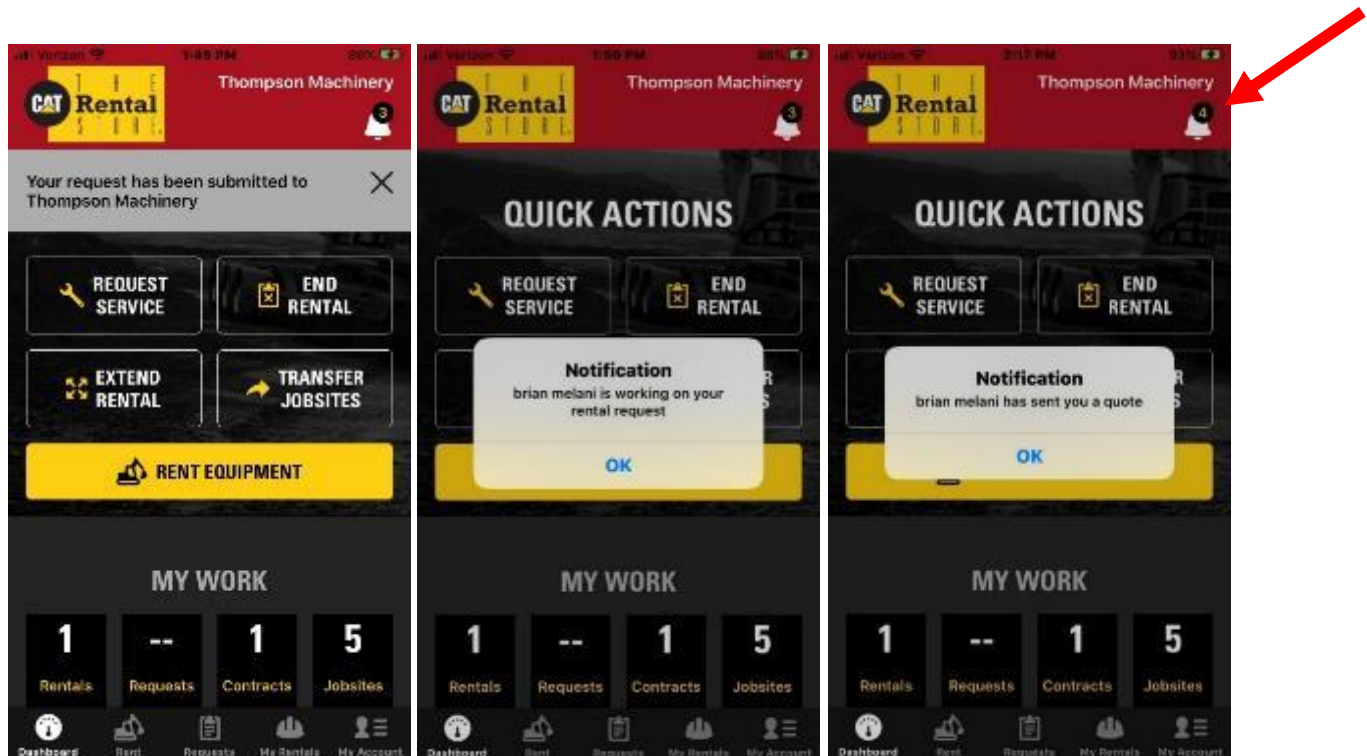
Rent It Now will trigger your local dealer to place the equipment your requested on a rental agreement and immediately schedule delivery or pick up with you.



Once you proceed with one of these options, you will get a confirmation that your request has been sent.

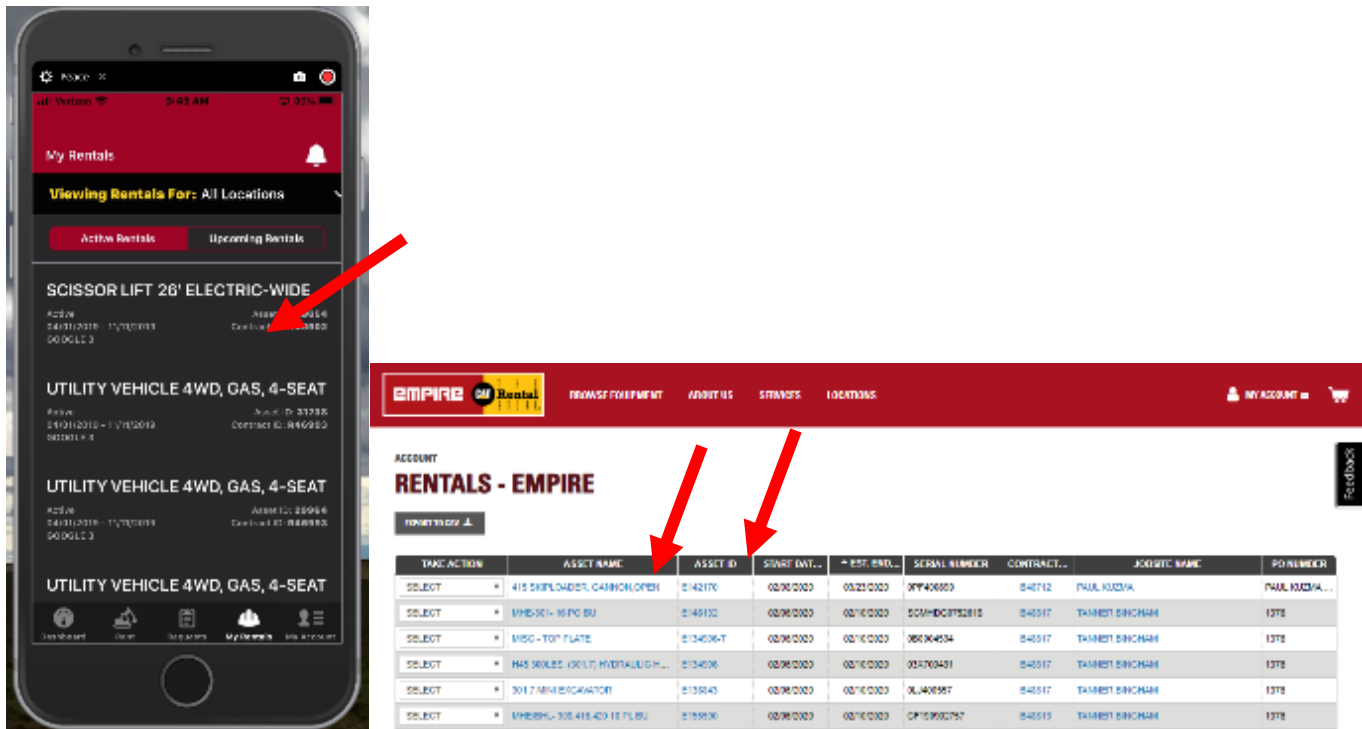
You'll get notifications that your request is being handled and when it is complete.

Click on the notifications icon (bell), in the upper right corner, to get to the quote.

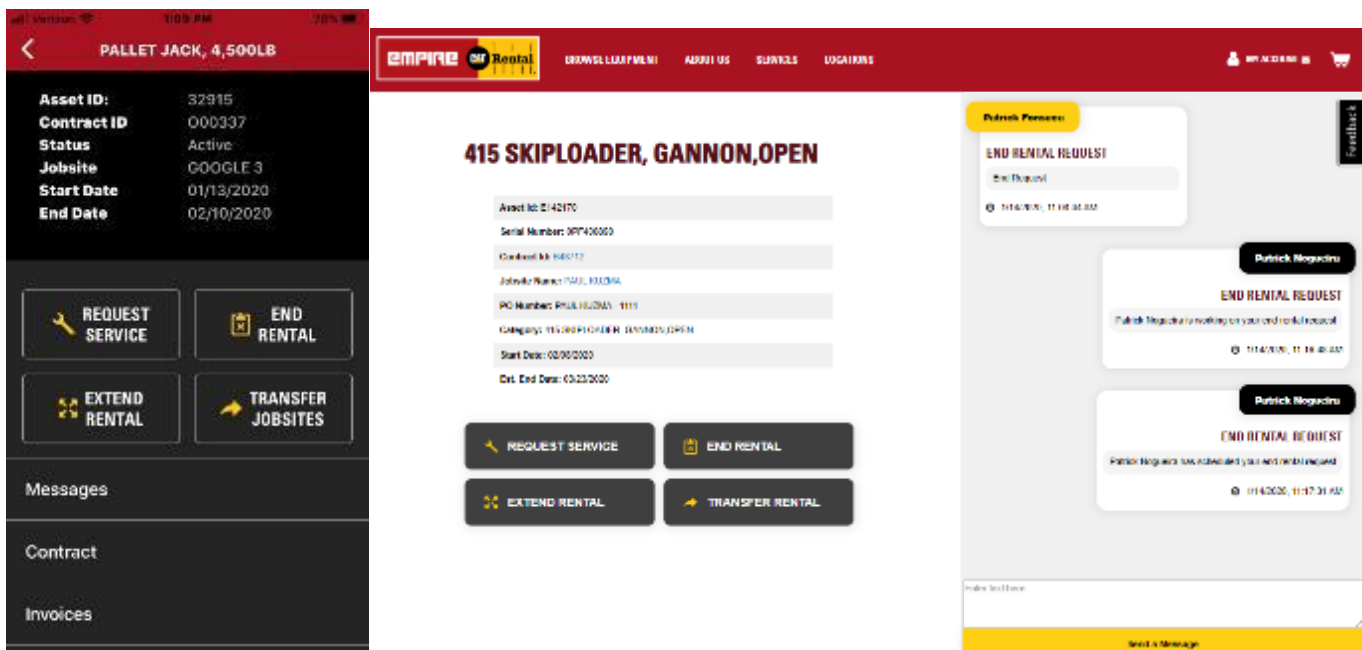


View equipment details

To view equipment details, click the equipment you'd like to view. On the Web, you can click the Asset Name or ID.

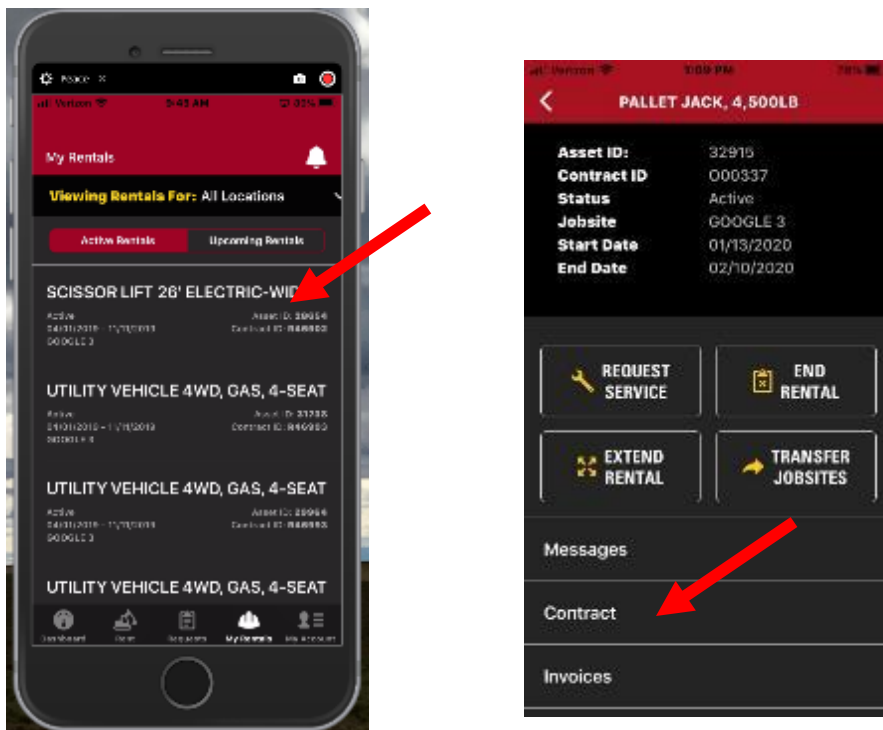


You can now see the details of that equipment and submit different requests to your dealer. You can also see any history of requests or interactions between you and the dealer around this specific equipment.

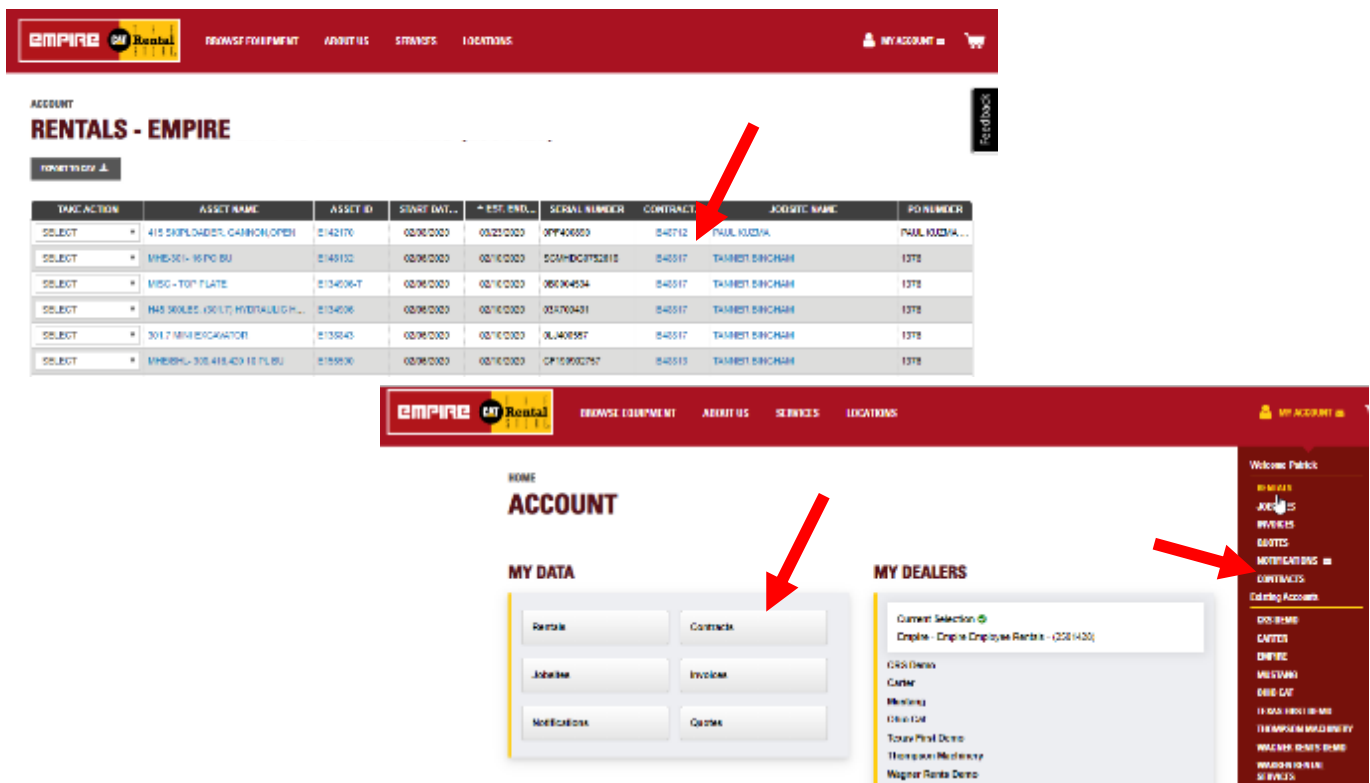


View rental contract details

To view the details of a rental contract within the App, click on the equipment. Then click on “Contract”.



On the Web, you can click directly on the Contract ID on the main rentals page. You can also find the main contracts page by clicking on it in the My Account dashboard or hovering over the My Account menu.



You can now see the rental contract details.

PO: 5287225 - 000337 - GOOGLE 3

Contract ID: 000337

Customer: Bernhard MCC LLC
Jobsite: GOOGLE 3
PO Number: 5287225
Start Date: 01/13/2020
End Date: 02/10/2020

PALLET JACK, 4,500LB. ELECTRIC

Price: \$550.00
Serial Number: A248N17992S
Asset ID: 32915
Category Group: FORKLIFTS

TAXES AND FEES

ENVIRONMENT FEE	\$0.88
DELIVERY-RENTAL	\$0.00
PICKUP	\$0.00
TN STATE SALES TAX	\$38.98
TN LOCAL	\$13.92
SALES TAX	
TN 2.75% TO \$3200	\$15.31
TN 2.75% BELOW \$1600	(\$15.31)

CONTRACT ID: B48712

Customer: Project Employees Mcc Llc	Pickup Person: PAUL KUZMA
Jobsite Name: PAUL KUZMA	Pickup Phone: 800-810-4381
PO Number: PAUL KUZMA - 1115	Sales Rep: DHA - DO NOT ASSIGN
Start Date: 02/05/2020	Address: PAUL KUZMA - 1111 2219 MEADOW TRAIL, PAUL 5004
Est. End Date: 03/20/2020	AZ: 05023
Signed By: --	State: AZ
	City: --

RENTAL EQUIPMENT IN THIS CONTRACT

415 SKIPLoader, GANNON, OPEN

Asset ID: C142170
Serial Number: 07F400000
Category: FL
Daily: \$294.00
Weekly: \$706.00
Monthly: \$2,100.00

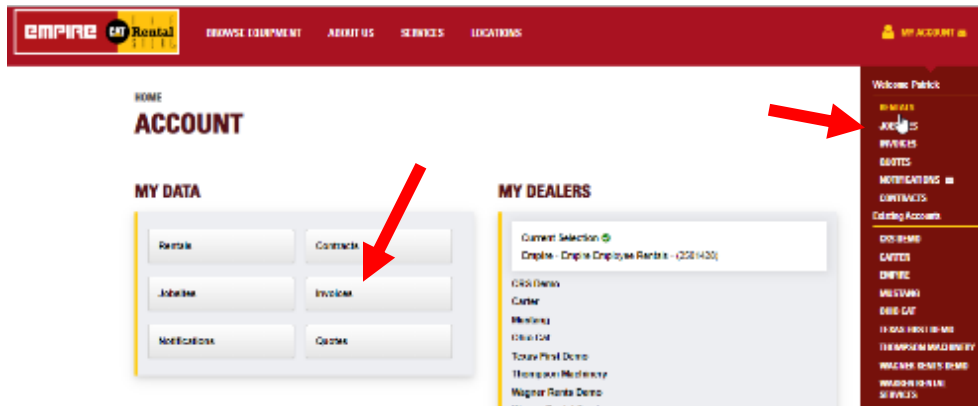
Sub Total

RENTAL SURCHARGE:
RENTAL EQUIPMENT PROTECTION:
STATE/COUNTY TAX:
CITY/OTHER TAX:

Disclaimer: The Contract data on this page is for viewing purposes only. Please contact your dealer for a copy of your official contract.

View invoices

On the Web, you can find your invoices page by clicking on “Invoices” in the My Account dashboard or hovering over the My Account menu.



Then you will see your invoice list. You can click on your Invoice ID to see additional details.

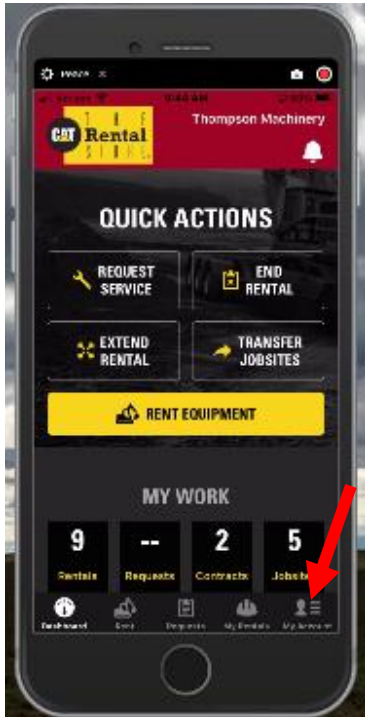
ACCOUNT

INVOICES - EMPIRE

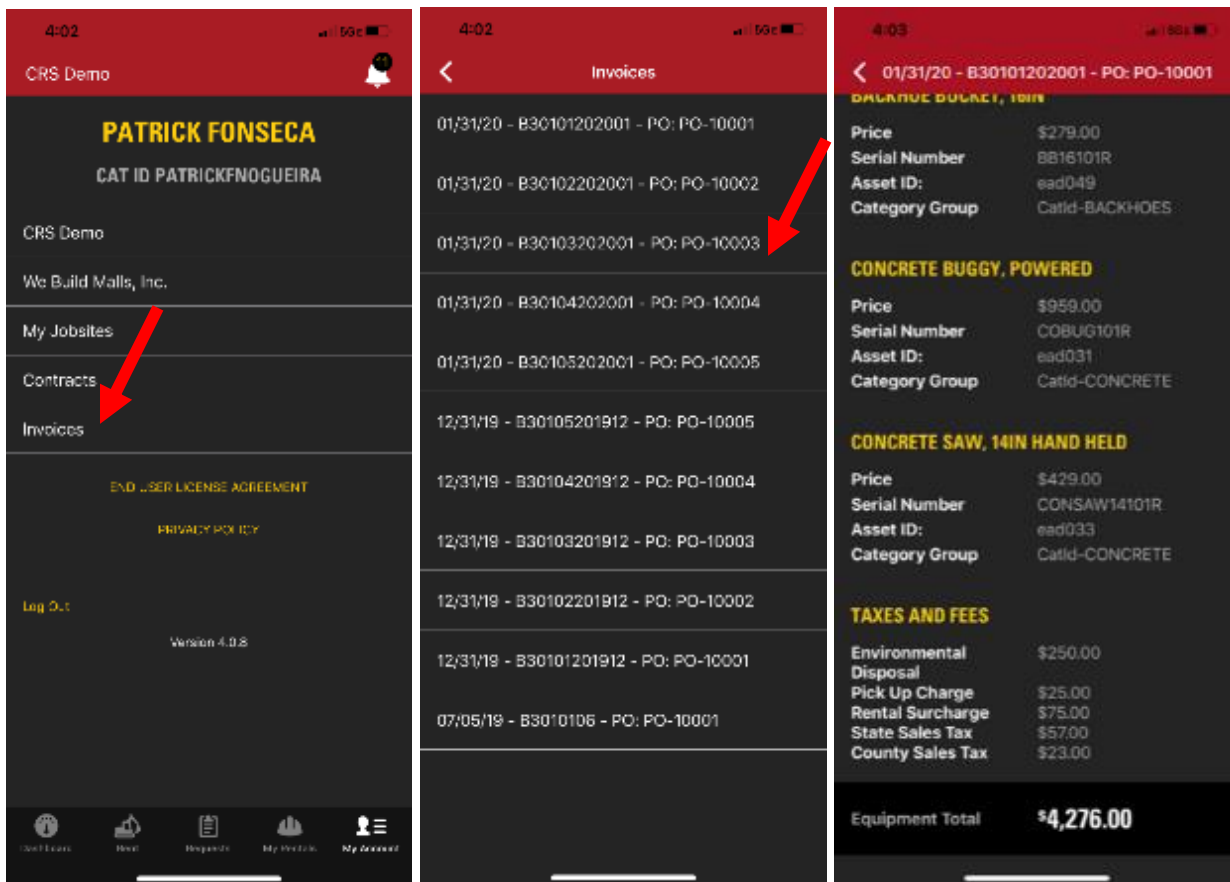
EXPORT TO CSV

INVOICE ID	INVOICE DATE	TOTAL	ASSET NAME	BILLED FROM	BILLED THROUGH	PO NUMBER	CONTRACT ID	J
B4889001	02/12/2020	\$131.14	259 TRACK LOADER SKI	02/07/2020	02/09/2020	1619	B48890	JOE :
B4884301	02/12/2020	\$112.15	416 E/F OPEN BACKHOE	02/07/2020	02/11/2020	3050	B48843	TASC
B44101012	02/12/2020	\$114.18	232D SKIDSTEER	10/17/2019	10/21/2019	--	B44101	JACC
B44101011	02/12/2020	-\$285.84	232D SKIDSTEER	10/17/2019	10/21/2019	HOME	B44101	JACC
B4873501	02/10/2020	\$94.87	415 SKIPLOADER, GANN	02/07/2020	02/10/2020	COREY REGAR	B48735	CORI
B4867101	02/10/2020	\$123.07	232D SKIDSTEER	02/05/2020	02/10/2020	CREDIT CARD	B48671	TRAV
B4787101	02/07/2020	\$425.14	415 BHL 4X4, ESTK, ORC	01/17/2020	02/02/2020	1972	B47871	--
B4481001	02/06/2020	\$1,177.88	415 SKIPLOADER, GANN	11/03/2019	01/23/2020	NO PO	B44810	MAR:
B4800601	02/05/2020	\$223.52	259 TRACK LOADER SKI	01/25/2020	02/04/2020	PAUL KUZMA - 1111	B48006	PAUL
B4767501	02/04/2020	\$154.53	CB24 3.0 T COMPACTOR	01/18/2020	01/26/2020	CRAIG KINGSTON	B47675	CRAI
B4410101	02/03/2020	\$22.24	259 TRACK LOADER SKI	01/24/2020	02/03/2020	JEFF HUGHES	B44101	JEFF

To view invoices on the App, after clicking on My Account, click on Invoices.

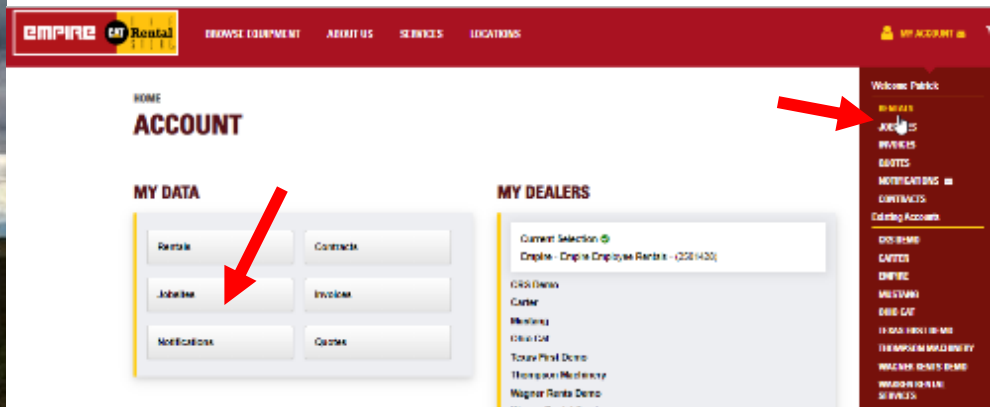
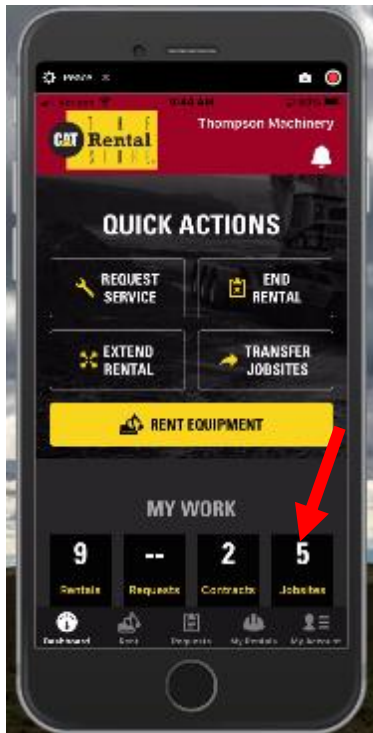


Then you will see your invoice list. You can click on your invoice ID to see additional details.



View jobsites

To view your jobsites on the App, click on “Jobsites” from the dashboard. On the Web, you can find your jobsites page by clicking on it in the My Account dashboard or hovering over the My Account menu.



You will then see your jobsite list.



ACCOUNT

JOBSITES - EMPIRE

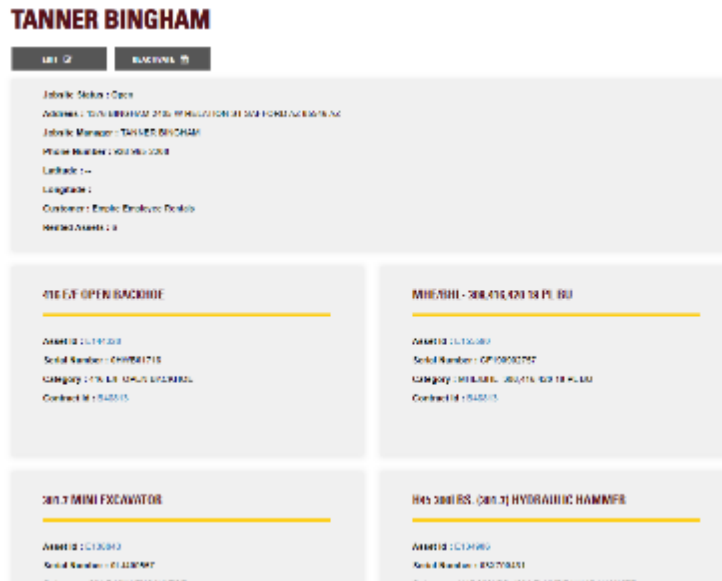
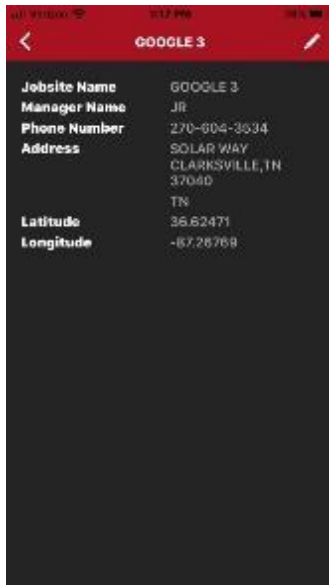
10/20/11 10:57 AM

TAKE ACTION	JOBSITE NAME	JOBSITE ADDRESS	JOBSITE MANAGER	PHONE NUMBER	TO NEW CLASSIF.
SELECT	TANNER BINCHAM	1375 BINCHAM 2405 W RELATION ST SAF...	TANNER BINCHAM	928-965-2208	6
SELECT	MARK COLEMAN	MARK COLEMAN 31620 N PARMILLA DR GLEN...	MARK COLEMAN	602-405-8826	3
SELECT	VILLA DEL SOL	DUSTIN BARRETT 17959 W VILLA DEL SO...	DUSTIN BARRETT	480-409-4326	2
SELECT	DALE CURTIS	EMPIRE EMPLOYEE RENTALS 4832 W SU...	DALE CURTIS	602-622-4178	2
SELECT	PAUL KILGAMA	PAUL KILGAMA - 1111 2219 NE AUSTIN TRAIL	PAUL KILGAMA	952-410-4381	1
SELECT	JASON ROSE	JASON ROSE AZ FARMS RD & ALADDIN R...	JASON ROSE	520-631-4703	1
SELECT	BILL DARLINGTON	9906 12636 W MCLELLAN RD BILL 602-023...	BILL DARLINGTON	602-020-0651	1
SELECT	HUGHES/STANLEY	HUGHES/STANLEY 47380 N WILLOW AVE...	HUGHES/STANLEY	602-942-0282	6

ADD JOBSITE +

Feedback

Clicking on a jobsite will bring up the details.



Add a new jobsite

If you are starting a new jobsite, you can add it on the Web, by going to your “Jobsites” page and clicking on “Add Jobsite”.

ACCOUNT
JOBSITES - EMPIRE

10/20/11 10:52V

ADD JOBSITE +

Feedback

TAKE ACTION	JOBSITE NAME	JOBSITE ADDRESS	JOBSITE MANAGER	PHONE NUMBER	# OF RECENT ASSETS
SELECT	TANNER BINCHAM	1375 BINCHAM 2405 W RELATION ST BAF...	TANNER BINCHAM	928-565-2208	6
SELECT	MARK COLEMAN	MARK COLEMAN 31620 N PAROLA LN GLEN...	MARK COLEMAN	602-409-8876	3
SELECT	VILLA DEL SOL	DUSTIN BARRETT 17959 W VILLA DEL SO...	DUSTIN BARRETT	480 409 4326	2
SELECT	DALE CURTIS	EMPIRE EMPLOYEE RENTALS 4832 W SU...	DALE CURTIS	602-622-4178	2
SELECT	PAUL KUZYMA	PAUL KUZYMA - 1111 22TH NE-AURORA TRAIL	PAUL KUZYMA	602-810-4381	1
SELECT	JASON ROSE	JASON ROSE AZ FARMS RD & ALADDIN R...	JASON ROSE	520 631 4700	1
SELECT	BILL DARLINGTON	9906 12635 W MCLELLAN RD BILL 602-023...	BILL DARLINGTON	602-620-0651	1
SELECT	WILLIAM W. COOPER	WILLIAM W. COOPER 1000 N 10TH ST...	WILLIAM W. COOPER	602-426-0787	0

After completing the necessary information, submit the new jobsite to the local dealer. You will receive a notification when the new jobsite has been added to your account.

ADD JOBSITE

Jobsite Name:

Address 1:

Address 2:

City:

State:

Zip:

County:

Jobsite Manager First Name:

Jobsite Manager Last Name:

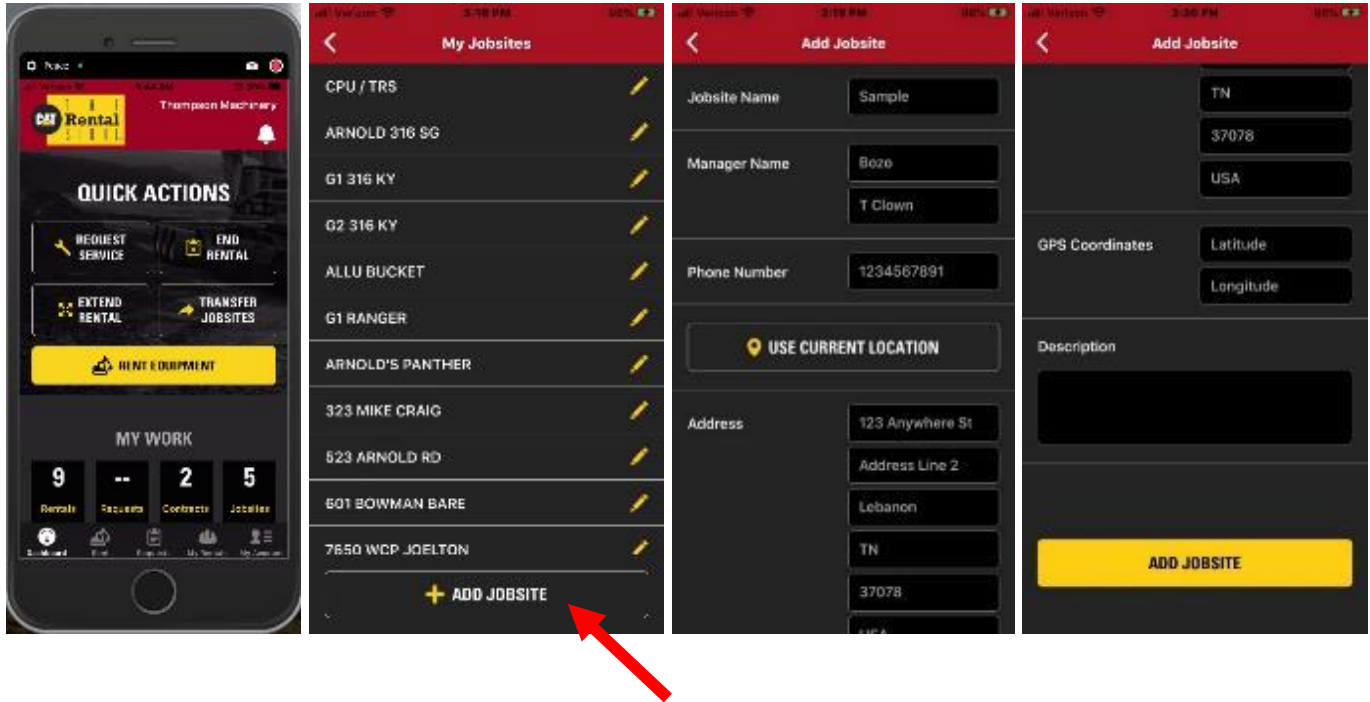
Jobsite Manager Phone:

Latitude:

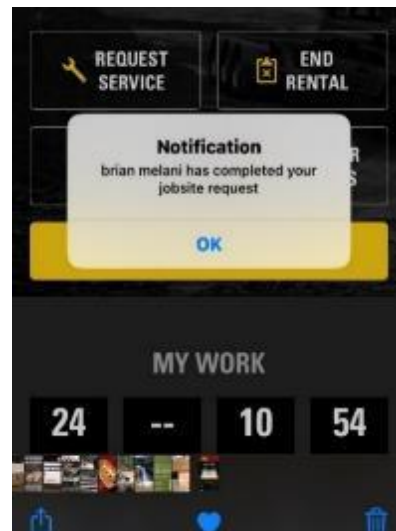
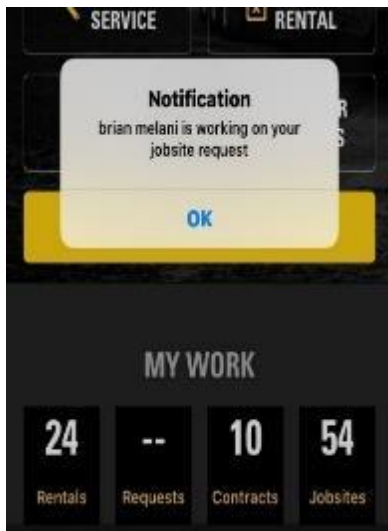
Longitude:

Through the App, to add a new jobsite, click on the “Jobsites” button in the bottom right corner of the dashboard. At the bottom of the jobsite list, click on the “Add Jobsite” button.

Fill in all the necessary information for the new jobsite, then click on the yellow “Add Jobsite” button at the bottom.



You will receive notifications that your request is being handled and when it is complete.



Switch equipment to another jobsite (Transfer)

On the Web, you can move equipment to another jobsite (Transfer) by finding the equipment that you need to transfer and selecting “Transfer” from the drop down “Take Action” column, or by going to the “Equipment Detail” page and clicking on “Transfer”.

EXPORT TO CSV

TAKE ACTION	ASSET NAME	ASSET ID	START DA...	EST. EN...	SERIAL NUMBER	CONTRAC...	JOBBSITE NAME
SELECT	415 SKIPLOADER, GANNON, OPEN	E142170	02/08/2020	03/23/2020	0PF400890	B48712	PAUL KUZMA
SELECT	MHE-301- 16 PO BU	E148132	02/06/2020	02/10/2020	SCMHDG0752618	B48817	TANNER BINGHAM
END	MISC TOP PLATE	E134906-T	02/06/2020	02/10/2020	0B0004534	B48817	TANNER BINGHAM
EXTEND	415 300LBS. (301.7) HYDRAULIC ...	E134906	02/06/2020	02/10/2020	03X700431	B48817	TANNER BINGHAM
TRANSFER	301.7 MINI EXCAVATOR	E138843	02/06/2020	02/10/2020	0LJ400557	B48817	TANNER BINGHAM
SERVICE	MHE/BHL- 308,416,420 18 PL BU	E155590	02/06/2020	02/10/2020	CF190902757	B48813	TANNER BINGHAM

415 SKIPLOADER, GANNON, OPEN

Asset Id: E142170
 Serial Number: 0PF400890
 Contract Id: B48712
 Jobsite Name: PAUL KUZMA
 PO Number: PAUL KUZMA - 1111
 Category: 415 SKIPLOADER, GANNON, OPEN
 Start Date: 02/08/2020
 Est. End Date: 03/23/2020

By clicking on “Transfer Rental”, you will see a pop-up window where you can select a different jobsite from the drop down list of all your current jobsites, select a date, transportation, add notes and submit the request to your local dealer.

ABOUT US SERVICES LOCATIONS

TRANSFER RENTAL

SELECTED EQUIPMENT
 Asset Name : 415 SKIPLOADER, GANNON, OPEN
 Asset Id : E142170

REQUESTED DATE FOR TRANSFER: 02/13/2020

FEBRUARY 2020

SU	MO	TU	WE	TH	FR	SA
28	29	30	31			
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

Transfer Machine To: PAUL KUZMA

Transportation Needed? YES NO

Notes:

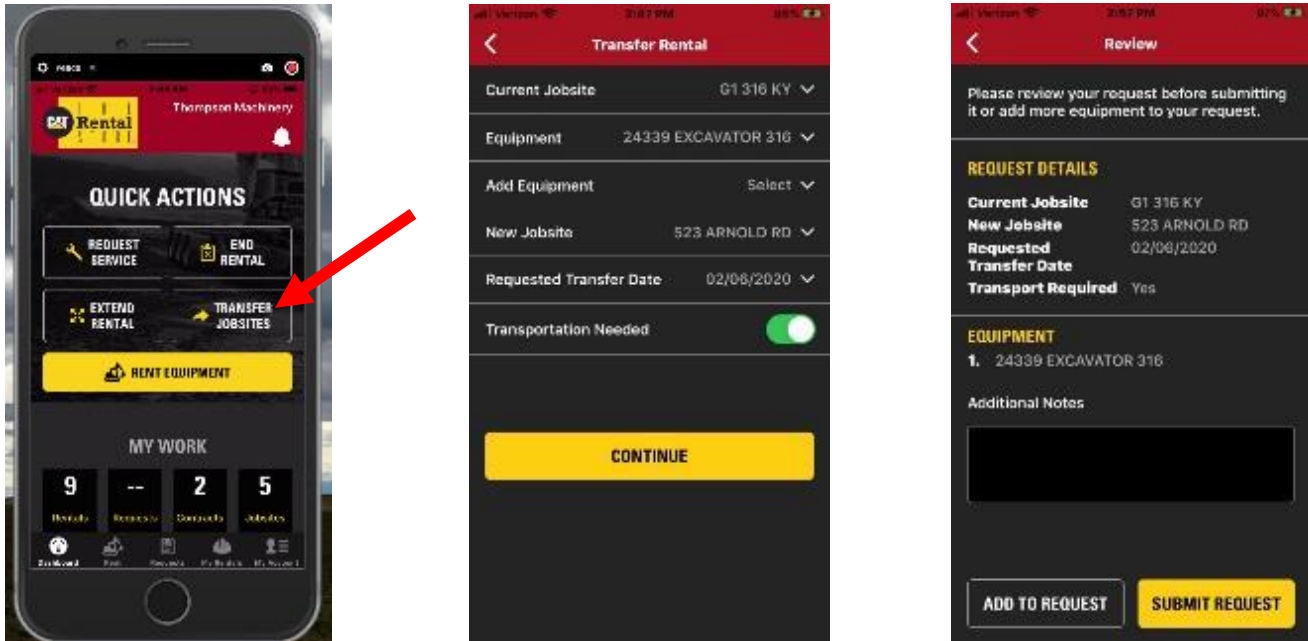
CANCEL SUBMIT

Through the App, to switch a piece of rental equipment from one jobsite to another, click on the “Transfer Jobsites” button on the dashboard.

Fill in the necessary information: Current jobsite, equipment, new jobsite, the requested transfer date and if transportation is needed.

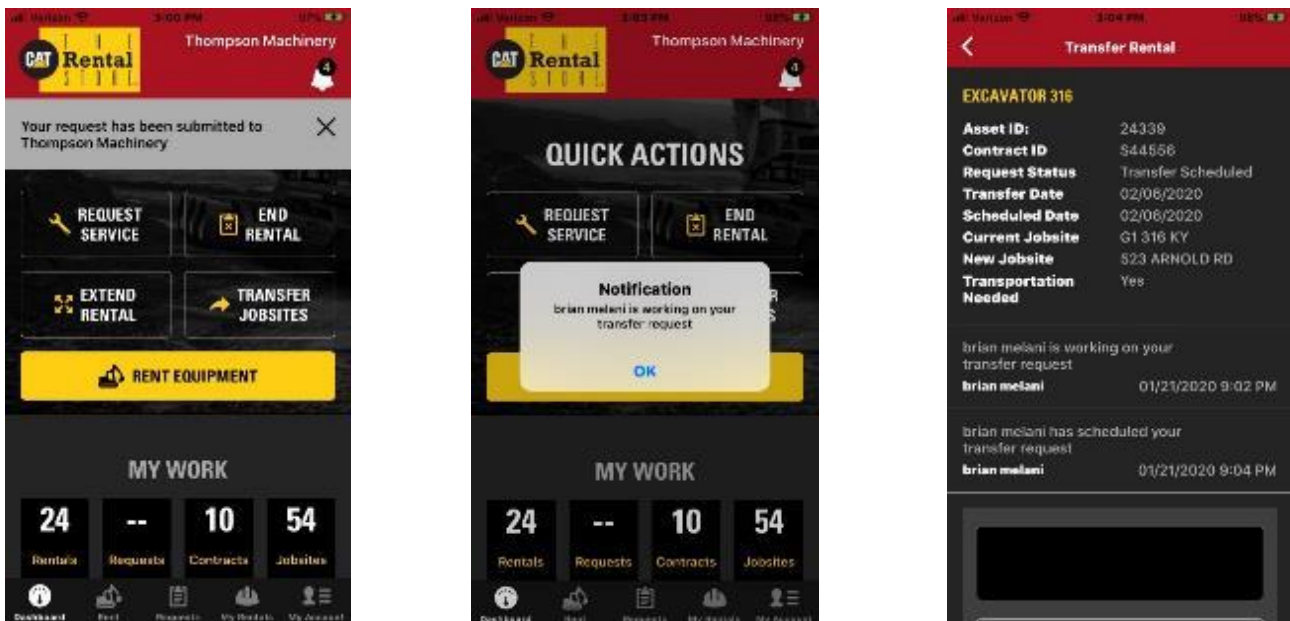
When finished, click the yellow “Continue” button at the bottom.

You’ll then be able to review the request, if ready, click the yellow “Submit Request” button.




You will receive a message that the request has been submitted.

Another notification will be received when the request is being handled and once complete, you will see a final notification of the scheduling.



Request service for rented equipment



On the Web, you can request service by finding the equipment that needs service from the “Rentals” page and selecting service from the drop down “Take Action” column. You can also complete this action by going to the “Equipment Detail” page and clicking on “Request Service”.



EXPORT TO CSV 

TAKE ACTION	ASSET NAME	ASSET ID	START DA...	↑ EST. EN...	SERIAL NUMBER	CONTRAC...	JOBSITE NAME	PO NUMB...
SELECT	415 SKIPLOADER, GANNON, OPEN	E142170	02/08/2020	03/23/2020	0PF400890	B48712	PAUL KUZMA	PAUL KUZM...
SELECT	MHE-301- 16 PO BU	E148132	02/06/2020	02/10/2020	SCMHDG0752618	B48817	TANNER BINGHAM	1376
END	MISC - TOP PLATE	E134906-T	02/06/2020	02/10/2020	0B0004534	B48817	TANNER BINGHAM	1376
EXTEND	H45 300LBS. (301.7) HYDRAULIC ...	E134906	02/06/2020	02/10/2020	03X700431	B48817	TANNER BINGHAM	1376
TRANSFER	301.7 MINI EXCAVATOR	E138843	02/06/2020	02/10/2020	0LJ400557	B48817	TANNER BINGHAM	1376
SERVICE	MHE/BHL- 308,416,420 18 PL BU	E155590	02/06/2020	02/10/2020	CF190902757	B48813	TANNER BINGHAM	1376
MESSAGE	416 E/F OPEN BACKHOE	E144328	02/06/2020	02/10/2020	0HWB01718	B48813	TANNER BINGHAM	1376
SELECT	SSL- T6B TRENCHER	E149920	01/31/2020	02/06/2020	0KSK02278	B48514	MARK OLSEN	MARK OLSEN

415 SKIPLOADER, GANNON, OPEN

Asset Id: E142170
Serial Number: 0PF400890
Contract Id: B48712
Jobsite Name: PAUL KUZMA
PO Number: PAUL KUZMA - 1111
Category: 415 SKIPLOADER, GANNON, OPEN
Start Date: 02/08/2020
Est. End Date: 03/23/2020

 **REQUEST SERVICE**  **END RENTAL**

 **EXTEND RENTAL**  **TRANSFER RENTAL**

By clicking on “Request Service”, you will see a pop-up window where you can add additional details, and submit the request to your local dealer.

REQUEST SERVICE

SELECTED EQUIPMENT
Asset Name : 415 SKIPLOADER, GANNON, OPEN
Asset Id : E142170
Current Jobsite : PAUL KUZMA

Asset Status:
 WORKING NOT WORKING

Notes:
Machine battery is not working, please send new battery.

CANCEL **SUBMIT**

You can also request service for any piece of equipment you have on rent, through the App.

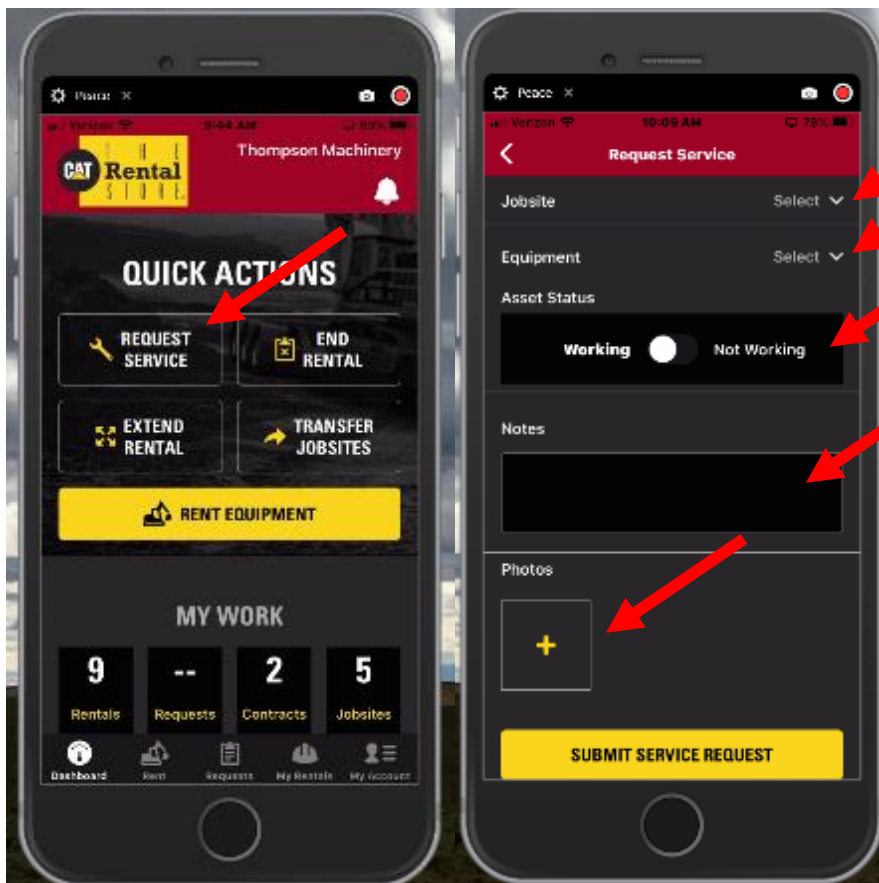
From the dashboard, click on "Request Service".

Once in the service request, select the jobsite and the equipment.

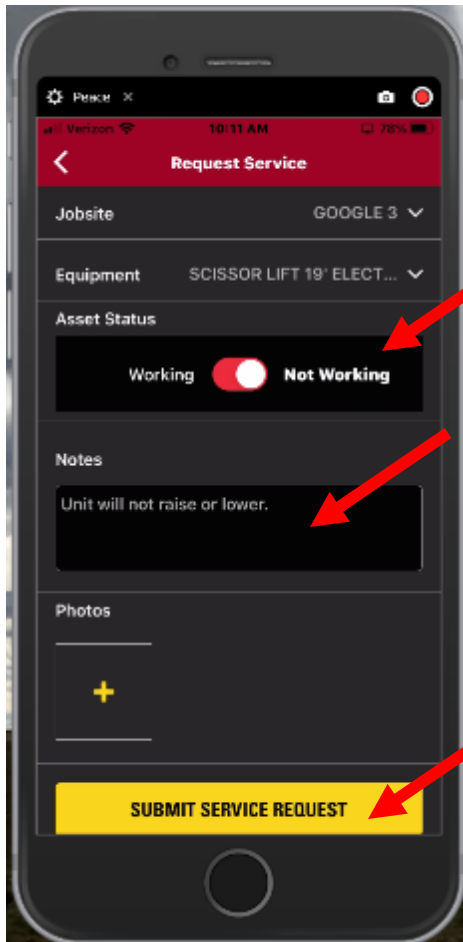
Select if the equipment is working or not working.

Enter as much information as possible about what service is needed.

You can take pictures and add them to the service request. (Not required, but helpful!)

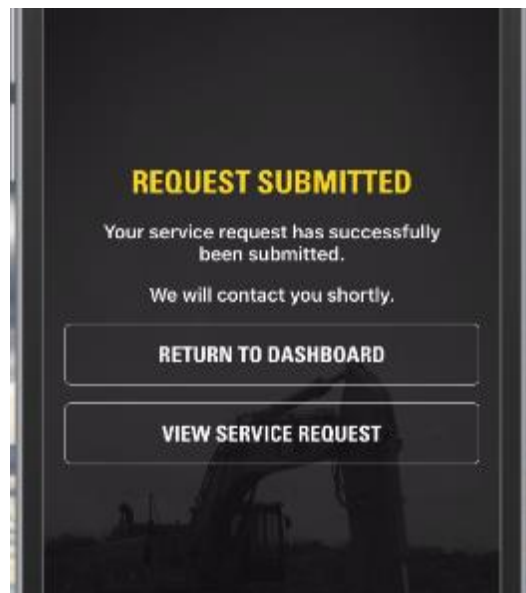


The service request should then look similar to this.

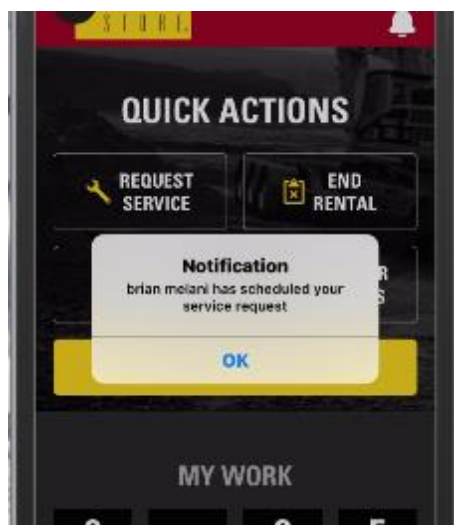
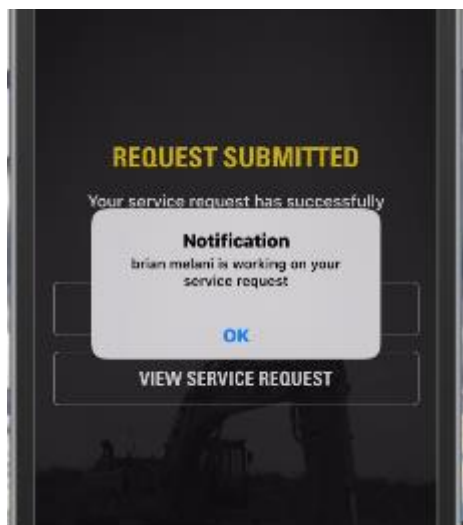


When finished, click on the yellow “Submit Request” button.

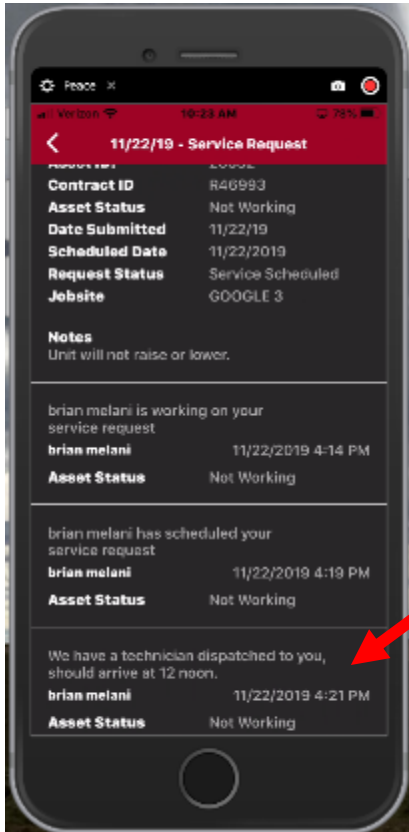
You’ll get the message that the service request has been submitted.



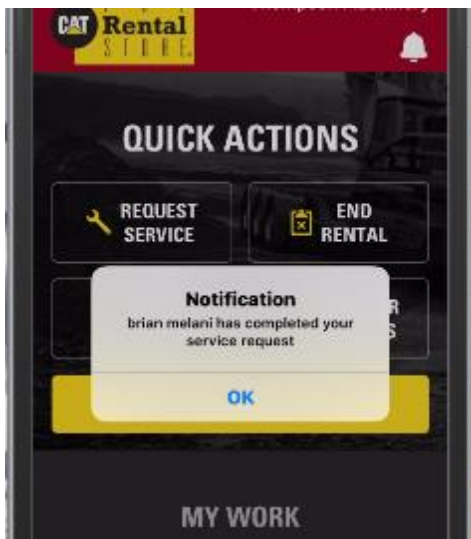
You’ll get notifications that your request is being handled, and when the service had been scheduled.



You may receive additional information or messages from your dealer throughout the service process.



The last message you receive will be that the service request has been completed.



Extend a rental

On the Web, you can Extend your rentals by finding the equipment that you need to extend and selecting “Extend” from the drop down “Take Action” column, or by going to the “Equipment Detail” page and clicking on “Extend Rental”.

EXPORT TO CSV 

TAKE ACTION	ASSET NAME	ASSET ID	START DAT...	EST. END...	SERIAL NUMBER	CONTRACT...	JOB SITE NAME
SELECT	415 SKIPLOADER, GANNON, OPEN	E142170	02/08/2020	03/23/2020	0PF400890	B48712	PAUL KUZMA
SELECT	MHE-308,416 PO BU	E148132	02/06/2020	02/10/2020	SCMHDG0752618	B48817	TANNER BINGHAM
END	MSC - TOP PLATE	E134906-T	02/06/2020	02/10/2020	0B0004534	B48817	TANNER BINGHAM
EXTEND	H45 300LBS. (301.7) HYDRAULIC H...	E134906	02/06/2020	02/10/2020	03X700431	B48817	TANNER BINGHAM
TRANSFER	301.7 MINI EXCAVATOR	E138843	02/06/2020	02/10/2020	0LJ400557	B48817	TANNER BINGHAM
SERVICE	MHE/BHL- 308,416,420 18 PL BU	E155590	02/06/2020	02/10/2020	CF190902757	B48813	TANNER BINGHAM
MESSAGE	416 E/F OPEN BACKHOE	E144328	02/06/2020	02/10/2020	0HWB01718	B48813	TANNER BINGHAM
SELECT	SSL- T6B TRENCHER	E149920	01/31/2020	02/06/2020	0KSK02278	B48514	MARK OLSEN

415 SKIPLOADER, GANNON, OPEN

Asset Id: E142170

Serial Number: 0PF400890

Contract Id: B48712


Jobsite Name: PAUL KUZMA


PO Number: PAUL KUZMA - 1111


Category: 415 SKIPLOADER, GANNON, OPEN


Start Date: 02/08/2020

Est. End Date: 03/23/2020

 REQUEST SERVICE

 END RENTAL

 EXTEND RENTAL

 TRANSFER RENTAL

By clicking on “Extend Rental”, you will see a pop-up window where you can select a new estimated end date to extend your rental to, add notes and submit the request to your local dealer.

EXTEND RENTAL ✕

SELECTED EQUIPMENT

Asset Name : 415 SKIPLOADER, GANNON, OPEN

Asset Id : E142170

Current End Date : 03/23/2020

NEW EST. END DATE 04/16/2020

APRIL 2020						
SU	MO	TU	WE	TH	FR	SA
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Notes:

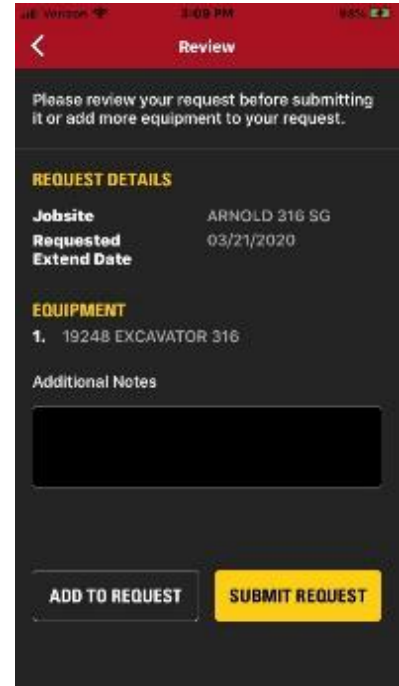
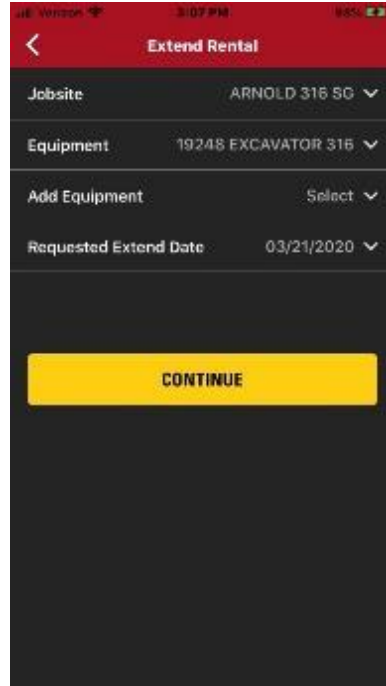
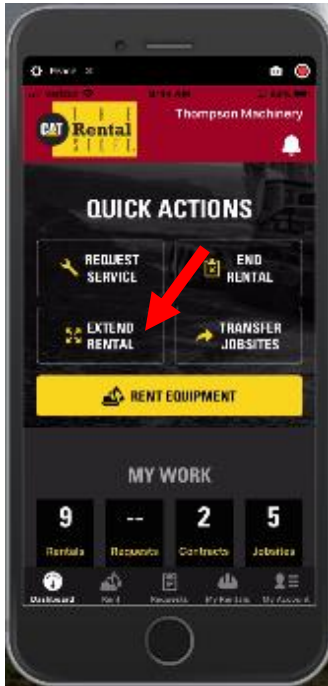
CANCEL

SUBMIT

Through the App, to extend an existing rental, click on the “Extend Rental” button from the main dashboard.

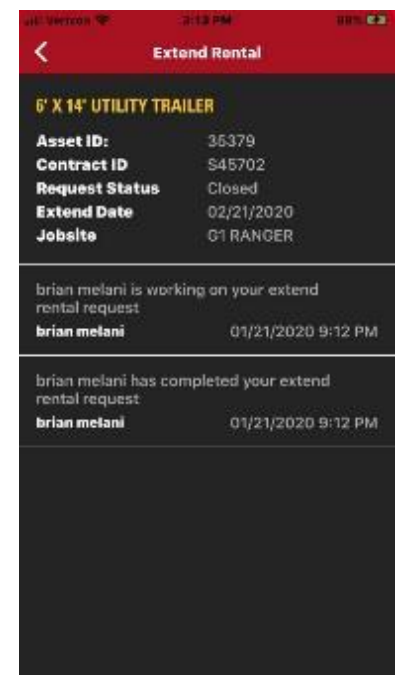
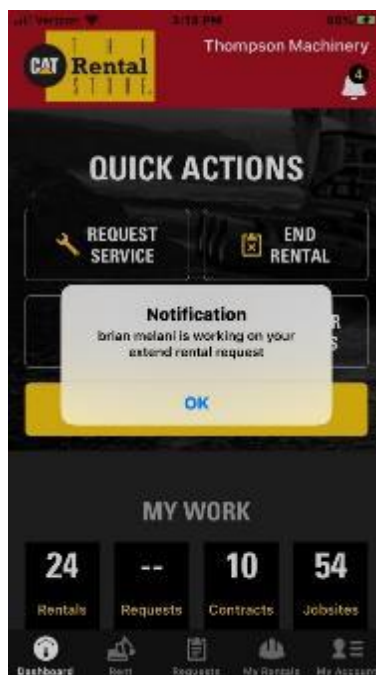
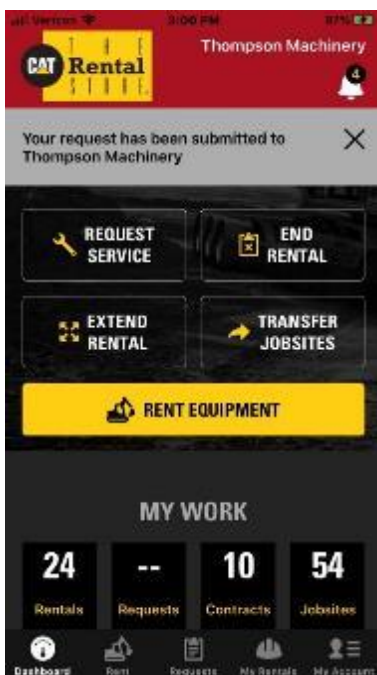
Fill in the necessary information: Jobsite, Equipment, and requested extend date, then click the yellow “Continue” button at the bottom.

You’ll then be able to review the request, if ready, click the yellow “Submit Request” button.



You will receive a message that the request has been submitted.

You’ll also get a notification when the request is being handled. Then another when the request is finished.



End Rental (Call-Off)





On the Web, you can End a Rental (Call-off) by finding the equipment that you need to end on the “Rentals” page and selecting “End” from the drop down “Take Action” column. You can also complete this action by going to the “Equipment Detail” page and clicking “End Rental”.

EXPORT TO CSV 

TAKE ACTION	ASSET NAME	ASSET ID	START DA...	EST. EN...	SERIAL NUMBER	CONTRAC...	
SELECT	415 SKIPLOADER, GANNON, OPEN	E142170	02/08/2020	03/23/2020	0PF400890	B48712	PAUL KUZMA
SELECT	MHE/MT-16 PO BU	E148132	02/06/2020	02/10/2020	SCMHDG0752618	B48817	TANNER BIN
END	MISC - TOP PLATE	E134906-T	02/06/2020	02/10/2020	0B0004534	B48817	TANNER BIN
EXTEND	H45 300LBS. (301.7) HYDRAULIC ...	E134906	02/06/2020	02/10/2020	03X700431	B48817	TANNER BIN
TRANSFER	301.7 MINI EXCAVATOR	E138843	02/06/2020	02/10/2020	0LJ400557	B48817	TANNER BIN
SERVICE	MHE/BHL- 308,416,420 18 PL BU	E155590	02/06/2020	02/10/2020	CF190902757	B48813	TANNER BIN

415 SKIPLOADER, GANNON, OPEN

Asset Id: E142170
 Serial Number: 0PF400890
 Contract Id: B48712
 Job Site Name: PAUL KUZMA
 PO Number: PAUL KUZMA - 1111
 Category: 415 SKIPLOADER, GANNON, OPEN
 Start Date: 02/08/2020
 Est. End Date: 03/23/2020

 REQUEST SERVICE
  **END RENTAL**
 EXTEND RENTAL
  TRANSFER RENTAL

By clicking on “End Rental”, you will see a pop-up window where you can add additional details, select a date, transportation, add notes, and submit the request to your local dealer.

ABOUT US SERVICES LOCATIONS

END RENTAL

SELECTED EQUIPMENT

Asset Name : 415 SKIPLOADER, GANNON, OPEN
 Asset Id : E142170

EST. END DATE: 02/13/2020

FEBRUARY 2020

SU	MO	TU	WE	TH	FR	SA
28	29	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
1	2	3	4	5	6	7

Transportation Needed? YES NO

Notes:

Pick it up in the afternoon.

CANCEL SUBMIT

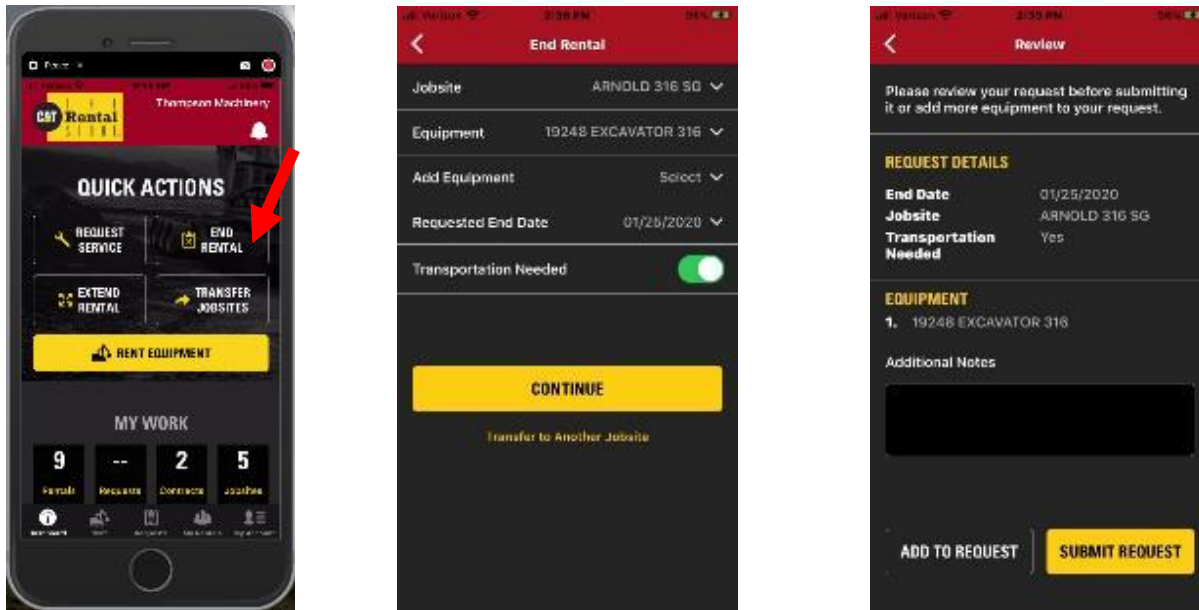
Through the App, you can also End a Rental for any piece of equipment you have on rent.

From the dashboard, click on “End Rental”.

Then fill in the necessary information: Jobsite, Equipment, requested end date, and if transportation is needed.

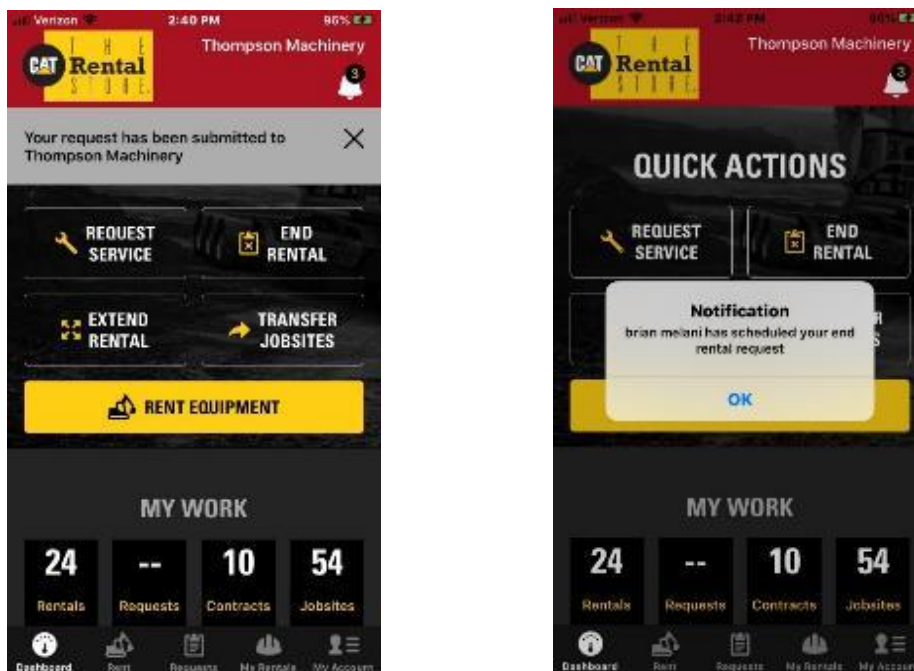
You will see a review of the end rental request and can enter any additional notes necessary.

When finished, click on the yellow “Submit Request” button.



You will receive a message that the request has been submitted.

Once completed by the dealer, you'll get confirmation that the end rental request has been handled.



For questions on these or other CatRentalStore.com Customer Portal features, please contact your local dealer.

© 2020 Caterpillar. All Rights Reserved. CAT, CATERPILLAR, LET'S DO THE WORK, their respective logos, "Caterpillar Corporate Yellow", the "Power Edge" and Cat "Modern Hex" trade dress as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.