Platned

Acumatica
The Cloud ERP

Effortless equipment exchanges: How Acumatica enhances your rental process

In the rental business, equipment and accessories may experience breakdowns, necessitating exchanges. However, many businesses struggle with managing exchanges efficiently due to the perceived complexity of the process.

- The main equipment is not functioning.
- Accessories are not functioning.
- Both the main equipment and accessories are not functioning.

A flexible business planning system, integrated with Acumatica, is essential to handle these scenarios smoothly, ensuring seamless operations and customer satisfaction.

The Platned Solution

Platned's solution, working seamlessly with Acumatica, accommodates all standard and extended exchange scenarios, saving time for business users and improving operational efficiency.

With Acumatica, exchanges can be processed efficiently:
- Users can create exchanges for the main item while allowing the customer to retain the accessories.
- Alternatively, accessories can be exchanged while the main item remains with the customer.

This prevents inventory from becoming idle, ensuring equipment is available for rental as needed.

Additional customer requests during exchanges may include:
- Retaining the existing item without accepting a replacement.
- Accepting both the existing and new equipment.
- Rejecting both the existing and new equipment.

The Acumatica rental module supports these scenarios by enabling additional order processing, order cancellation, or item collection from the customer's site.

Key Benefits:
- 80% increase in efficiency compared to traditional processes.
- Improved inventory accuracy.
- Reduced errors, as the process is fully system-controlled.
- Drivers can manage all scenarios using a handheld device, eliminating unnecessary transactions or delays.

By leveraging Platned's solution integrated with Acumatica, businesses can eliminate inefficiencies in equipment exchanges, reduce downtime, and improve customer satisfaction. With a fully automated and flexible approach, rental companies can ensure that every exchange is handled swiftly and accurately, keeping operations running smoothly and maximising asset utilisation.