



Installation and Setup Guide - English

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With RentalLife, CRM Partners has developed a specific leasing industry CRM solution that can professionally manage the entire leasing process of machinery, equipment and vehicles from quoting through inventory management to maintenance and replacement investment planning. The new Rental Solution is optionally both portal-compatible and suitable for mobile devices and allows a detailed evaluation of the leasing transaction by device types, regions and customers. The reporting is user-friendly by means of graphical representation.

This document describes

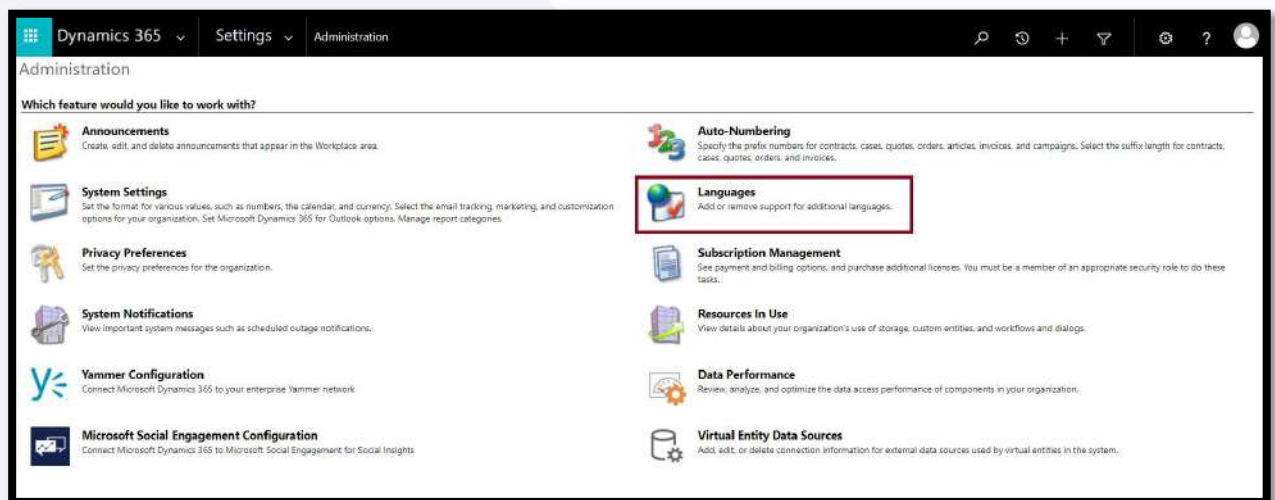
- Prerequisites configuration (Language)
- Steps to import Rental Life solution into CRM instance (Dynamics 365, v 9.1.0.7625)
- Field Service (8.8.1.45)
- Security roles and their privileges

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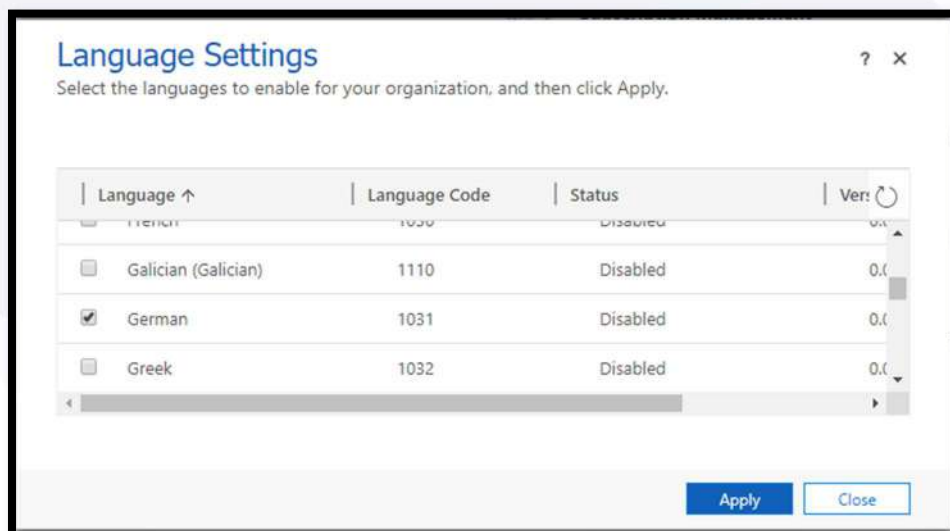
RentalLife is supported in English and German language. English is base language, and solution will be in English by default. If organization wants to be able to use Rental Life it in German, German languages need to be installed before importing solution.

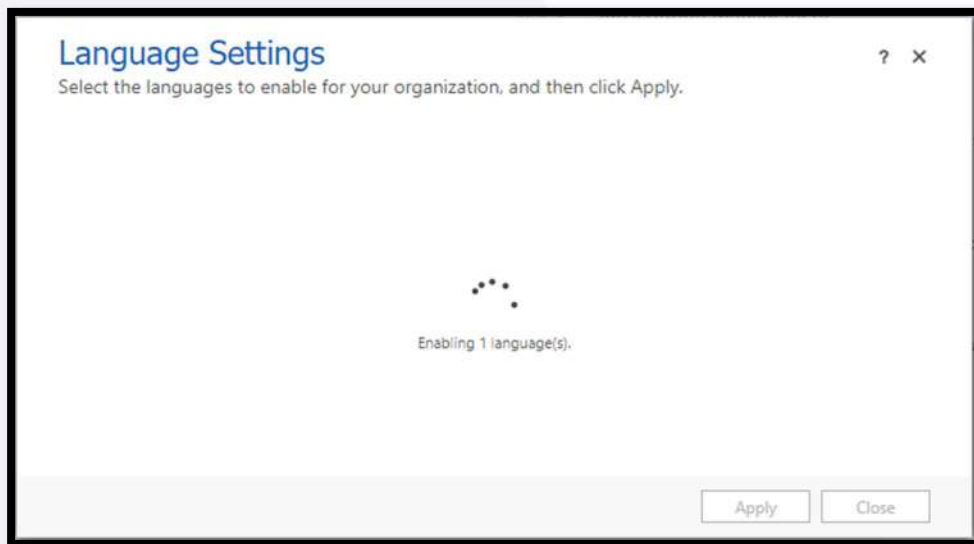
Check if desired language is already installed:

1. Go to Settings > Administration > Languages



2. Locate German language and check if it is enabled/installed
3. If German is not installed and user wants to install it, checkbox in front of German needs to be enabled and installed by click on Apply. This will take few minutes, and CRM instance might not be available for other users during this time.

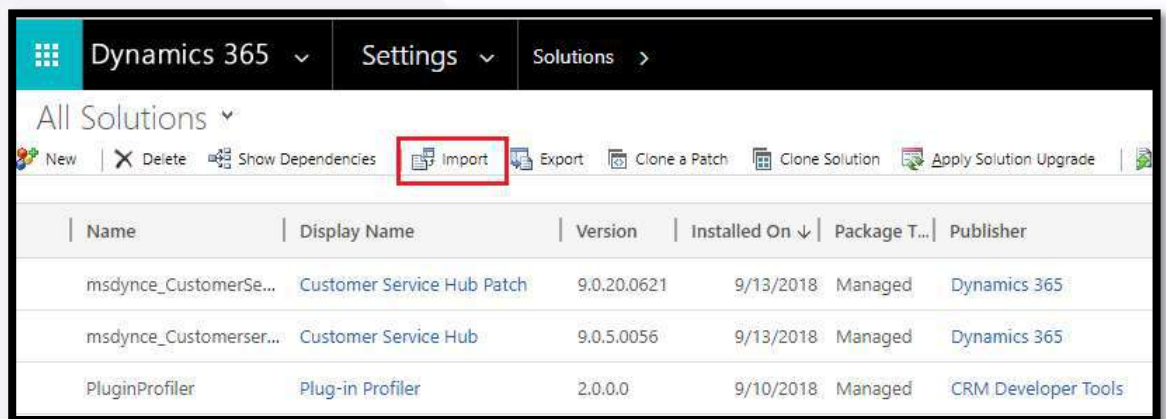




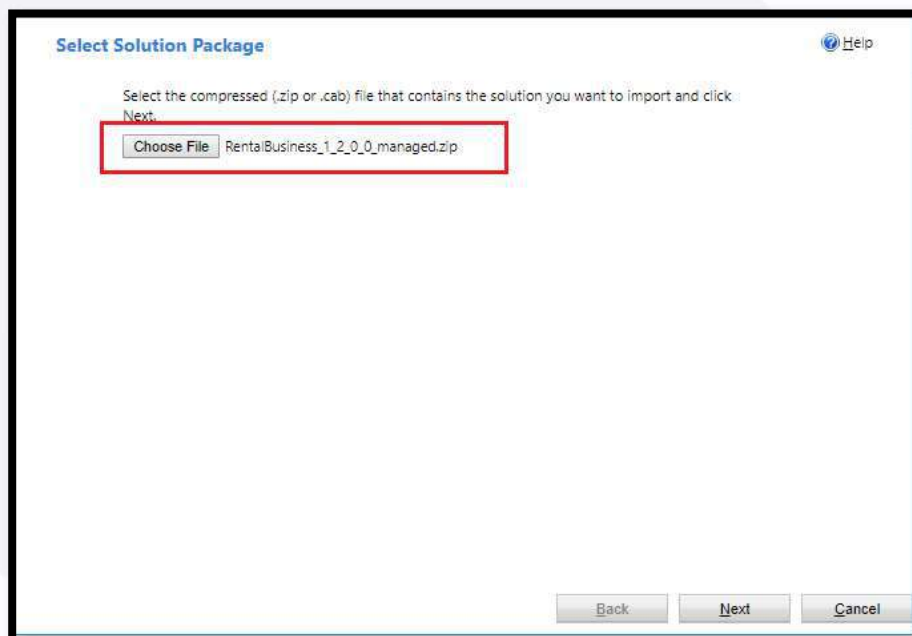
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1. Go to the Solutions page and click the Import button. Please note that the language must first be set in the development language. For example: if your system development language is English, it must be set as in the screenshots below.



2. Select Rental Life .zip solution file provided by CRM Partners and click Next



- Next screen will show some solution information. Click on View solution package details for more info:

Solution Information

Name: Rental Life
 Publisher: CRM Partners AG(crmpartnersag)
 Package Type: Managed

[View solution package details](#)

By enabling this command, you consent to share your data with an external system. Data imported from external systems into Microsoft Dynamics 365 are subject to our privacy statement that can be accessed [here](#). Please consult the feature technical documentation for [more information](#).

Back Next Cancel

- View solution package details button will open following screen (click Close to go back):

Rental Life

Solution Details

Display Name	Rental Life	Name	RentalBusiness
Version	1.2.0.0	Package Type	Managed
Description	With RentalLife, CRM Partners has developed a specific leasing industry CRM solution that can professionally manage the entire leasing process of machinery, equipment and vehicles from quoting through inventory management to maintenance and replacement investment planning. The new Rental Solution is optionally both portal-compatible and suitable for mobile devices and allows a detailed evaluation of the leasing transaction by		

Publisher Details

Display Name	CRM Partners AG	Name	crmpartnersag
Description			
Phone	+31 (0) 342 42 70 90	Email	info@crmpartners.nl
Support Website	https://crmpartners.nl		
Street 1	Baron van Nagelstraat 136	ZIP/Postal Code	
Street 2	3771 LL	Country/Region	Netherlands
City	Barneveld		
State/Province			

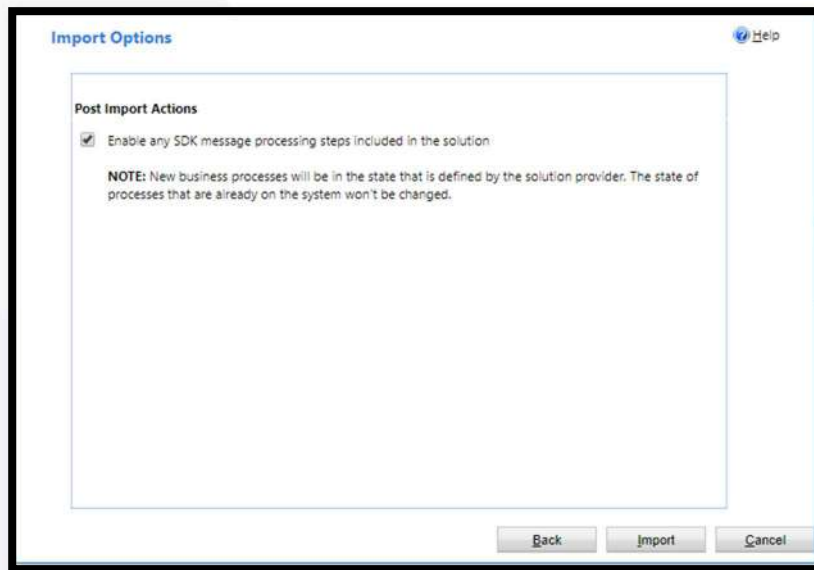
Solution Components

Display Name ↑	Original Display Name	Type	Descripti
AssetAvailabilityForQuote	AssetAvailabilityForQuote	Process	
Assets	Assets	Entity	
Contact		Entity	Person with
Cost	Cost	Entity	
Cost - Name	Cost - Name	Process	

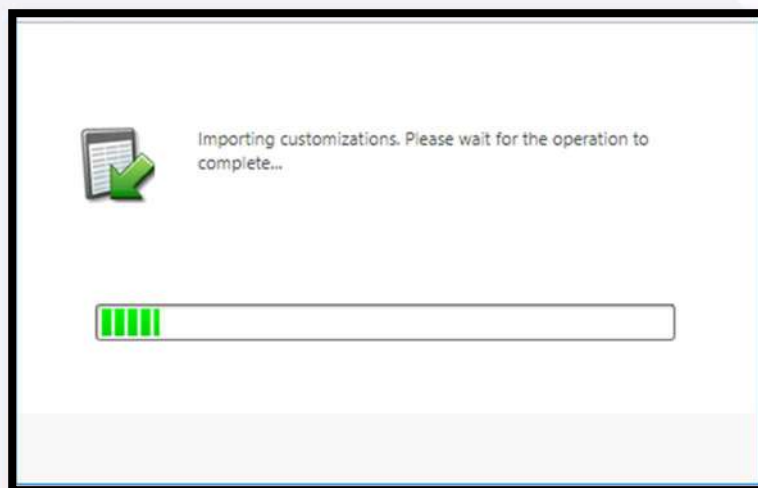
Page 1

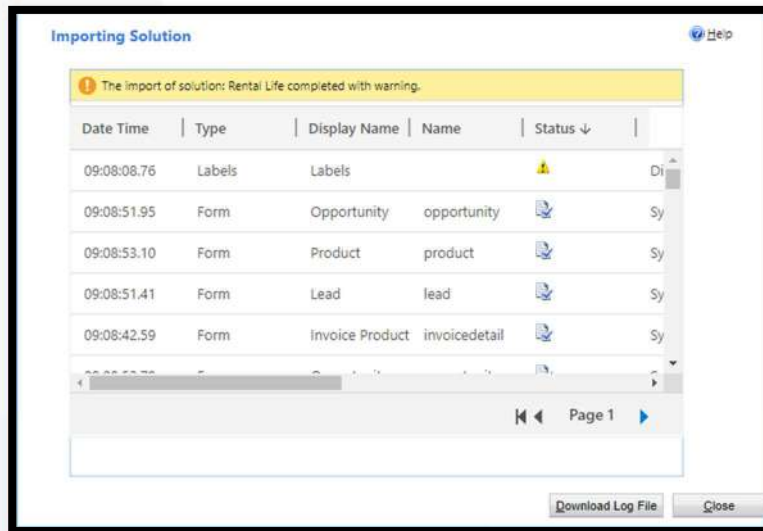
Close

5. On the next screen, option Enable any SDK message processing steps included in the solution is enabled by default, so nothing needs to be changed. Click Import.

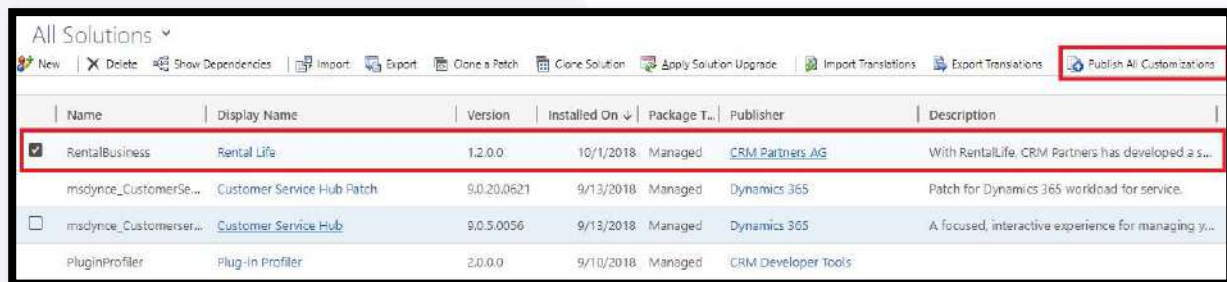


6. Import process starts and when done, message about successful import appears.
Note: Message might say that import was successful, but with warnings. This will happen if German language is not installed on the instance.





- Download Log File button will provide more information about import and imported components. Close, and publish changes.



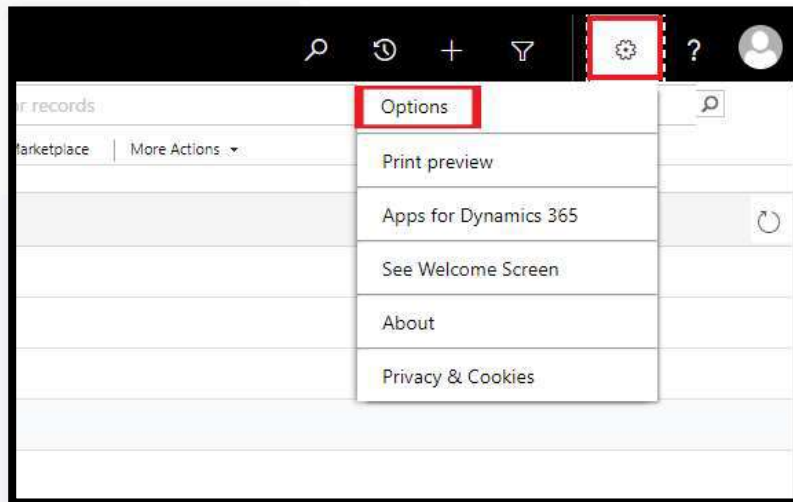
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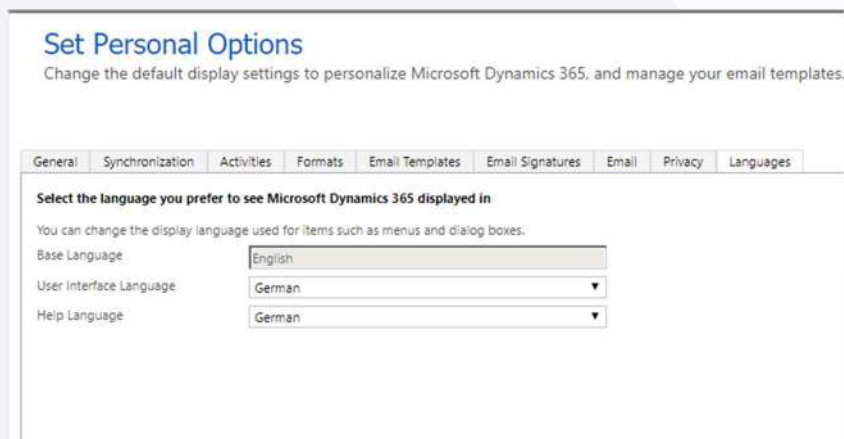
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1. Go to Settings button on upper right corner and select Options



2. Go to tab Languages, and switch User Interface to desired language



Note: This will switch entire CRM interface into selected language, not just RentalLife solution.

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Post solution import, we have to add few records that will be used by app to work

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Base data needs to be created manually to have additional booking status values

Name	Status	Fields Service Status	Status Color
Delivery	Committed	Scheduled	FF8769
Return	Committed	Scheduled	FFAB03

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CRM solution RentalLife comes with 5 security roles that can be assigned to users.

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User with "Rental Manager" security role will be able to create/update/delete the all the master (Subject, Products, Cost/Offerings, Deprecation, Price List) and daily records (Lead, Opportunity, Quote, Order, Invoice, Repair) into system. He will be the system administrator for "Rental Life"

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User with "Rental Person" security role will be able to create/update the all the master (Subject, Products, Cost/Offerings, Deprecation, Price List) and create/update/delete all daily records (Lead, Opportunity, Quote, Order, Invoice, Repair) into system.

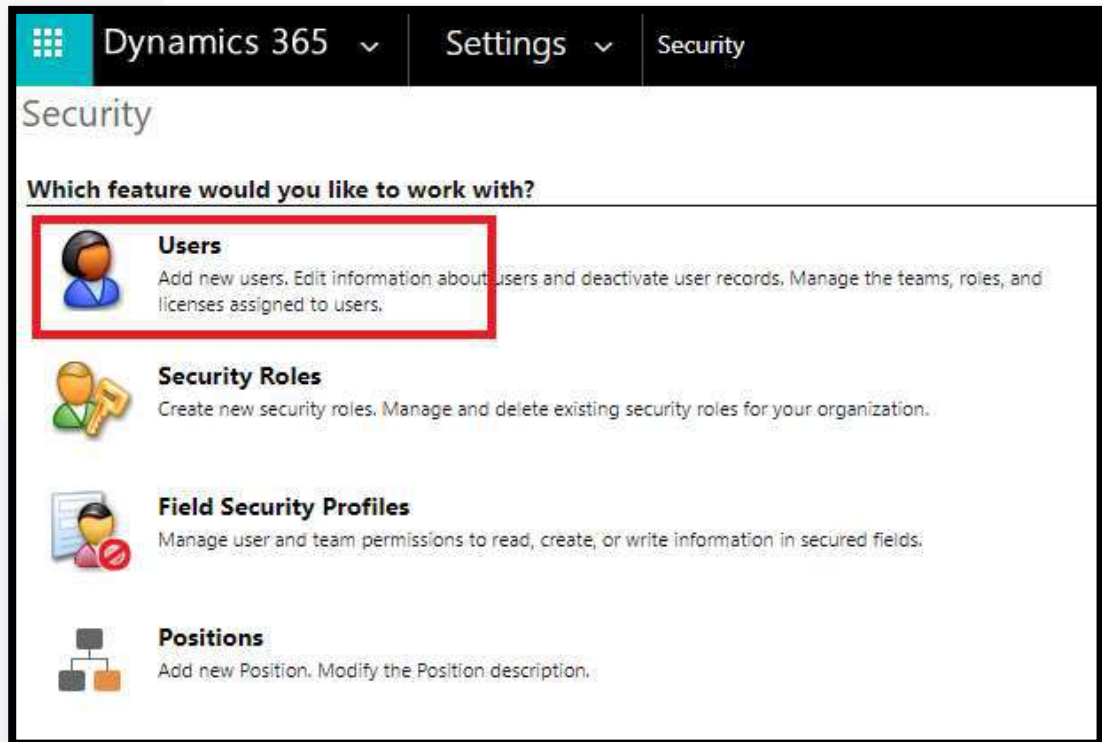
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User with "Service Person" security role will only be able to update the repair/maintenance task into system that will update the assets into background.

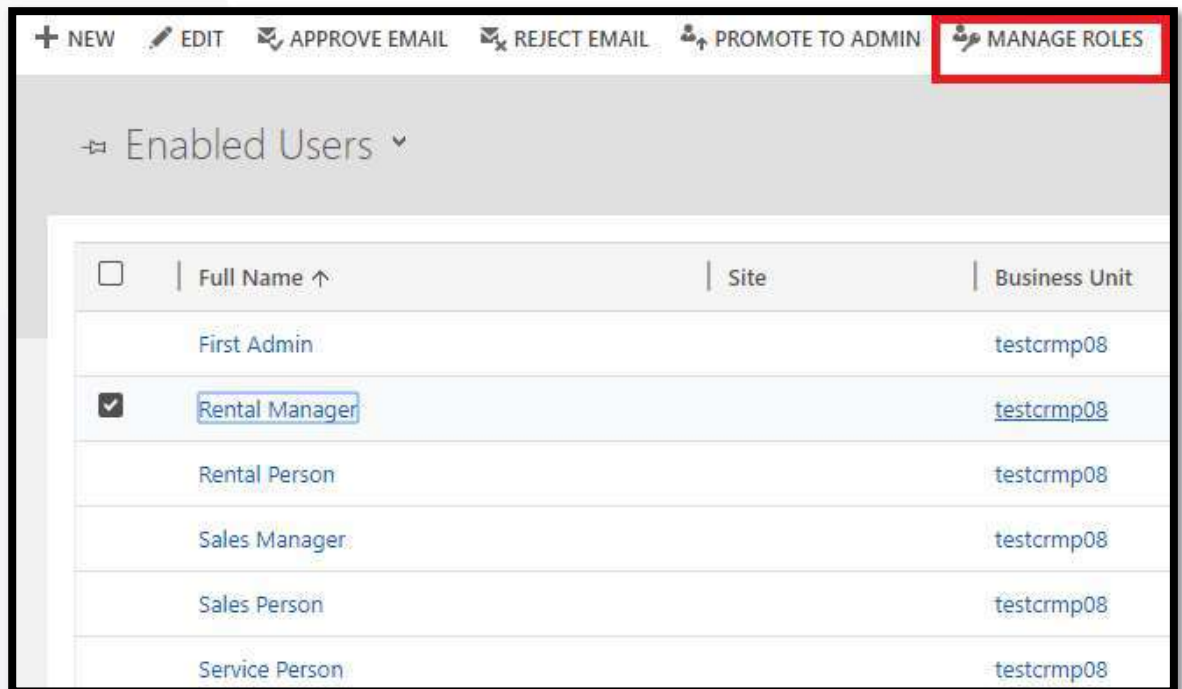
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1. Open Users in CRM from Settings / Security / Users

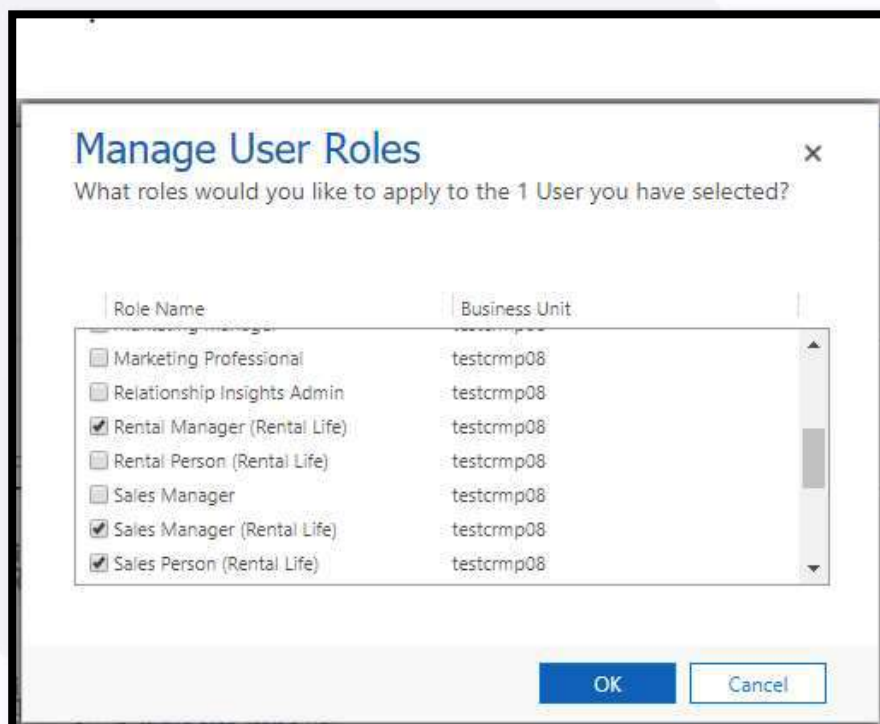




2. Select user, and click assign roles



3. Select one or more Rental Life roles and save



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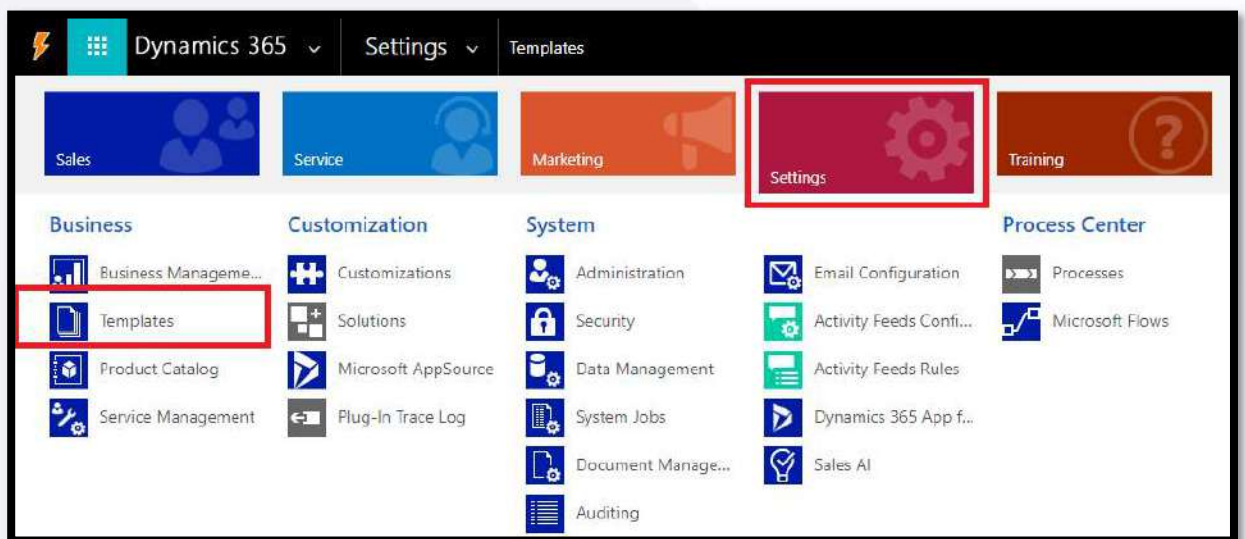
Document templates available for RentalLife solution are:

1. Quote Rental Business
2. Order Rental Business
3. Invoice Rental Business

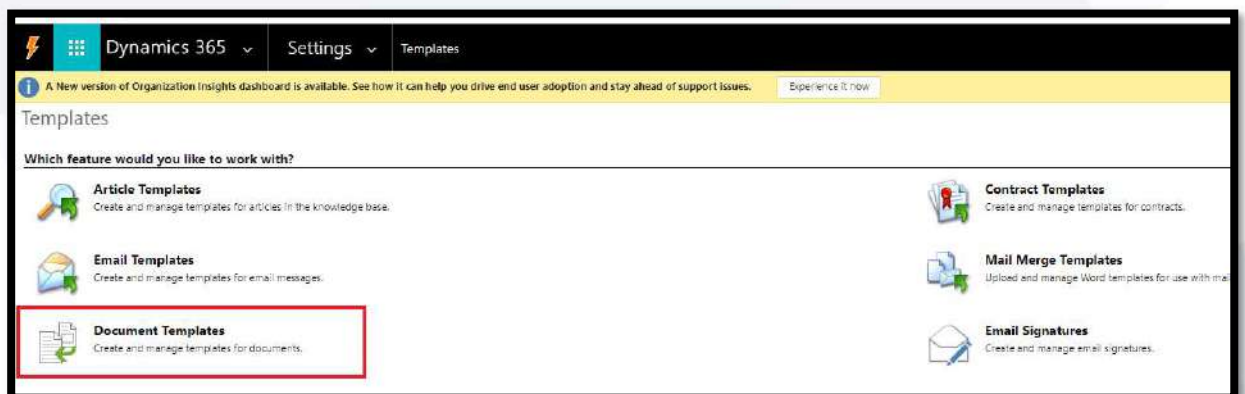
These templates will be used to generate quotes, orders and invoices based on information in CRM provided for Rental management.

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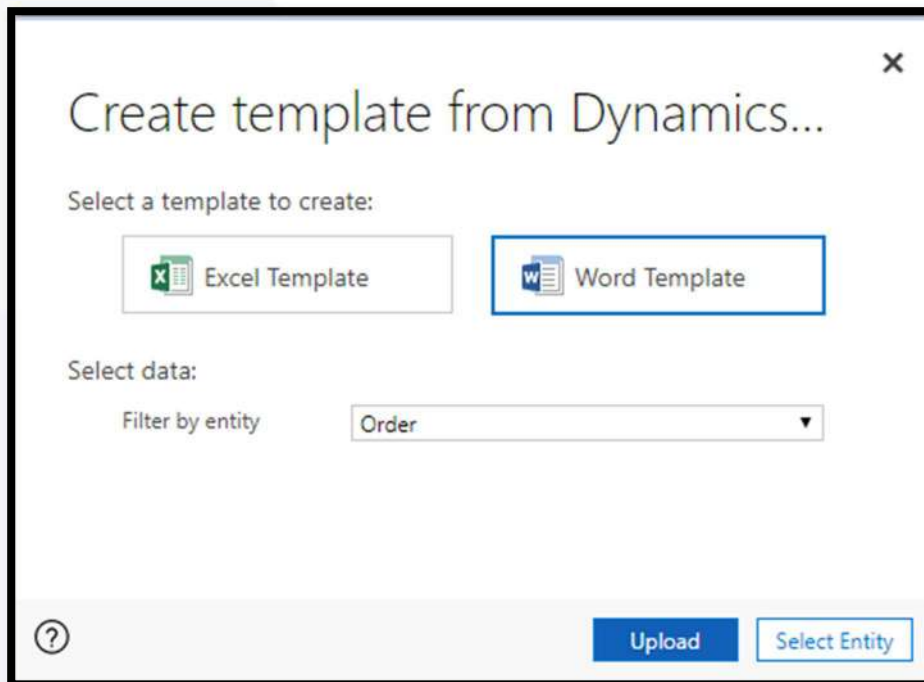
1. Go to Settings > Templates



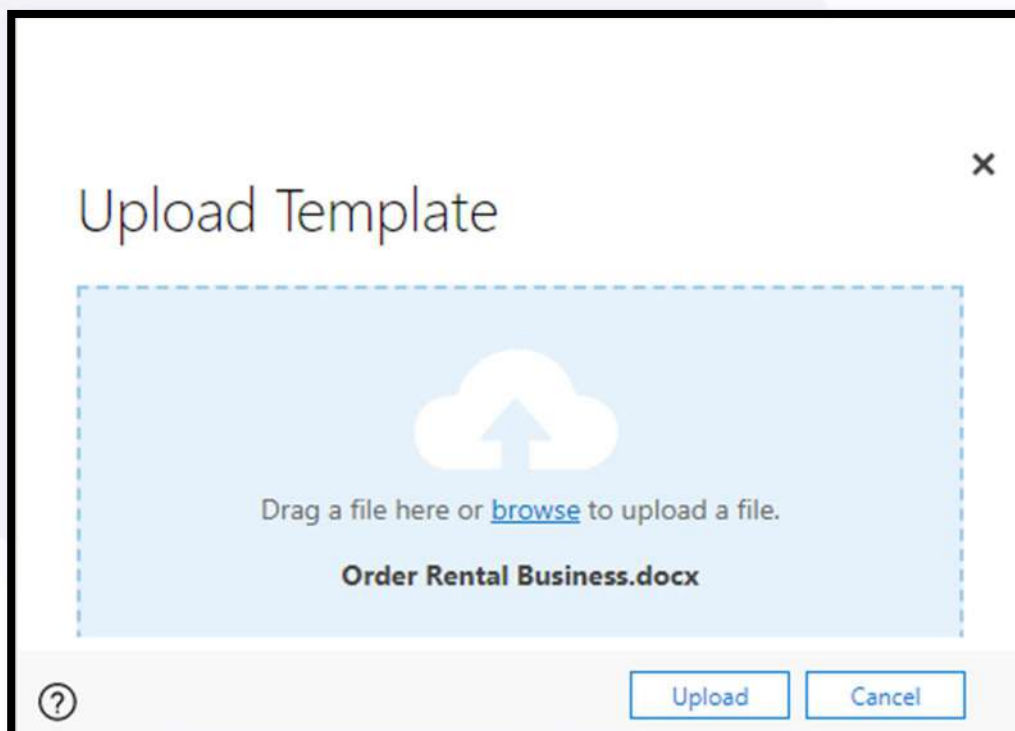
2. Click on Document Template



3. Click New to upload new template



4. Select Word Template, and corresponding Entity (Order, Quote or Invoice) and click Upload.
5. In next step, add template corresponding to the entity that was selected in previous step, and click Upload.



- Next time when going through RentalLife process, proper template will appear on Quote, Order and Invoice form.

The screenshot displays the Dynamics 365 Sales interface for a quote titled 'RentalLife Step tests'. The 'QUOTE : RENTAL BUSINESS' dropdown is highlighted. The 'Word Templates' menu is open, showing 'Quote Rental Business' as the selected template. The 'Summary' section shows the quote ID 'QUO-01126-F9M3H1', revision ID '0', name 'RentalLife Step tests', currency 'US Dollar', and price list 'Rental Business'. The 'PRODUCTS' table lists two items: 'Laptop' with product name 'WWI Laptop12 M0120', dates '01/Nov/18' to '10/Nov/18', quantity '10', and cost per day '\$5.00000'. The 'SHIPPING INFORMATION' section shows a detail amount of '\$239.60' and a pre-freight amount of '\$239.60'.

Subject	Product Name	Date From	Date To	Duration	Quantity	Cost Per Day
Laptop	WWI Laptop12 M0120	01/Nov/18	10/Nov/18	10	2.00000	\$5.00000
Laptop	WWI Laptop12 M0120	01/Nov/18	10/Nov/18	10	2.00000	\$5.00000

Detail Amount	Pre-Freight Amount
\$239.60	\$239.60