



## Rentman 4G WooCommerce Plugin – By AppSys

### User Manual

#### **Installation process**

1. If you already have an older version (lower than 5.1.1) of the plugin installed we recommend to deactivate and delete this first.
2. Install and configure 'WooCommerce' and 'Yoast SEO'. The 'Rentman Advanced' plugin will rely on both plugins.

#### ***Important notes:***

*-Make sure that your tax rates are matching in the Woocommerce 'Tax options' settings (Standard rates, Reduced rates,...)*

*-Also activate the radio button 'No, I will enter prices exclusive of tax' in the 'Tax options'.*

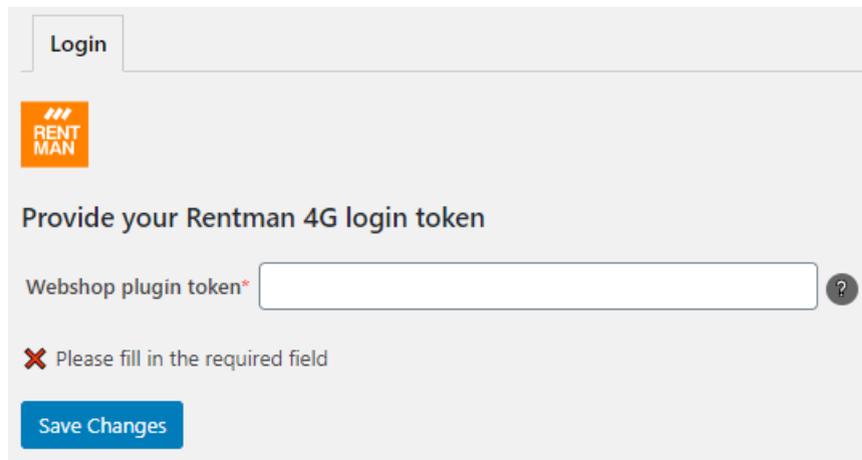
3. Go to the Wordpress Admin Panel and upload the ZIP file in the plugins screen. Alternatively, you can also manually unzip the ZIP file in the wordpress/wpcontent/plugins folder onto the server.
4. Activate the Rentman plugin.
5. Navigate to WooCommerce -> Rentman in the Wordpress admin panel.

6. Submit your Rentmanapp login token.

You can find your token in the Rentmanapp here:

'Configuration' -> 'Account -> Extensions' -> 'Webshop plugin -> Token'.

For a visual guide click on the '?'-icon next to the input field.



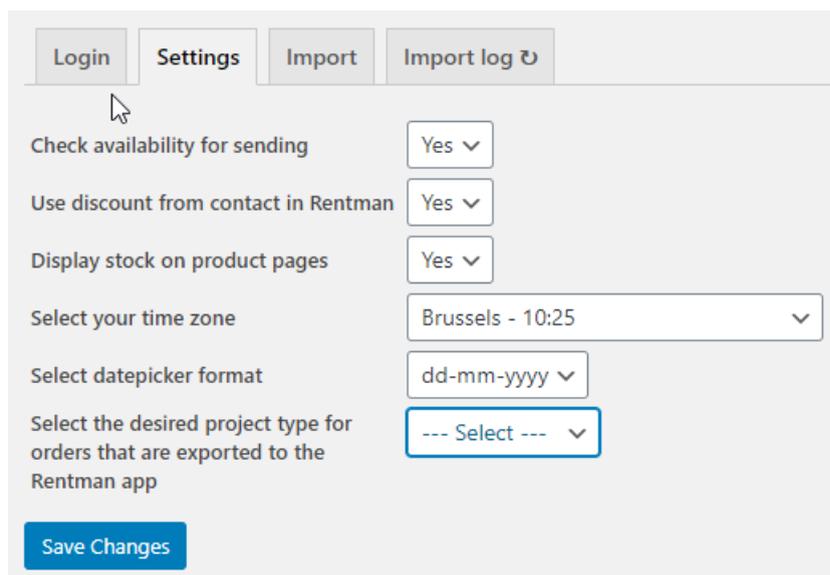
The screenshot shows a web interface with a 'Login' tab. Below the tab is the Rentman logo. The main heading is 'Provide your Rentman 4G login token'. There is a text input field labeled 'Webshop plugin token\*' with a red asterisk and a help icon (a question mark in a circle) to its right. Below the input field is a red error message: 'Please fill in the required field'. At the bottom of the form is a blue 'Save Changes' button.

7. When your token has been approved, check the settings for availability, discounts, stock display and the time zone you are in.

You can also select the desired date picker format (this is the format that your customers will see when they hire rentable products).

Last but not least you can select the desired project type for webshop orders that are being pushed from WordPress to the Rentmanapp.

**Note:** You can manage project types in the Rentmanapp, all created project types will be available in this dropdown.



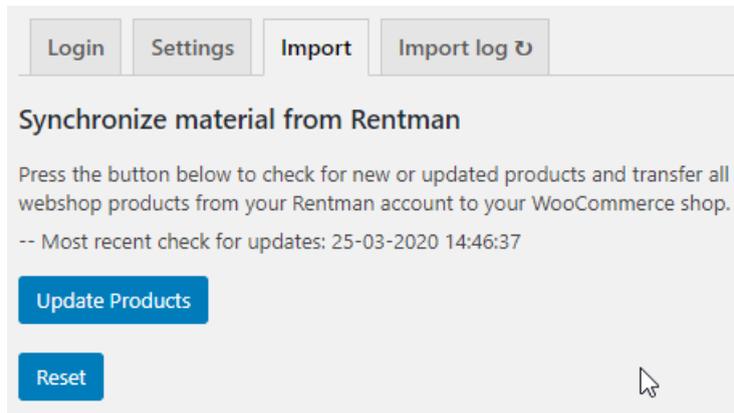
The screenshot shows a settings page with tabs for 'Login', 'Settings', 'Import', and 'Import log'. The 'Settings' tab is active. The settings are as follows:

- Check availability for sending: Yes (dropdown)
- Use discount from contact in Rentman: Yes (dropdown)
- Display stock on product pages: Yes (dropdown)
- Select your time zone: Brussels - 10:25 (dropdown)
- Select datepicker format: dd-mm-yyyy (dropdown)
- Select the desired project type for orders that are exported to the Rentman app: --- Select --- (dropdown)

At the bottom of the settings page is a blue 'Save Changes' button.

8. Press the 'Update Products'-button to load all products from Rentman and their respective categories.

**Note:** Don't leave this page until you see the message 'Import complete!'.



9. After the import has finished, the plugin will display the tax rates that have been found in Rentman for the imported products. You'll have to create your own tax classes in WooCommerce that match these rates (check point 2).
10. The 'Reset'-button will delete all the Rentman products and categories in WordPress.  
**Note:** This will also delete category images and descriptions (these need to be set in WordPress) and also related products if set (up-sells and cross-sells). **So be careful with this.**

## Managing your webshop

- Rentable products get a custom 'Rentable' product type in WooCommerce. Customers who want to rent one of those products have to specify the rental dates on the product page before they can add it to the shopping cart.
- All other products imported from Rentman are saved as 'Simple' products and they can be purchased without specifying a rental period.
- New customers who order Rentman products from your webshop will automatically be added to your Contacts in the Rentmanapp.
- Orders made in your webshop will also automatically be added as Projects in your Rentmanapp.
- When products have been changed, deleted or added in the Rentmanapp, you can simply press the *Update Products* button again to synchronize the products in WooCommerce.
- Press the Reset button to delete all Rentman products, images and categories from Wordpress (check point 2).  
**Note:** *This will also delete category images and descriptions (these need to be set in Wordpress) and also related products if set (up-sells and cross-sells). So be careful with this.*
- Allow Check availability for sending in the settings to automatically make Wordpress check whether products are available in the selected time period.
- Allow Use discount from contact in Rentman to apply all the discounts for specific customers specified in the Rentmanapp to the products.
- Allow Display stock on product pages to display the current stock on the product pages.

## Taxes and shipping

- Enable taxes in WooCommerce and create tax classes in WooCommerce to apply the right taxes to the products. Make sure that the applied taxes match the taxes that have been defined in the Rentmanapp!
- You also have to create your own shipping methods, prices and classes in WooCommerce if you want to make use of them. The total price in the shopping cart will automatically be adjusted to your selected shipping costs.

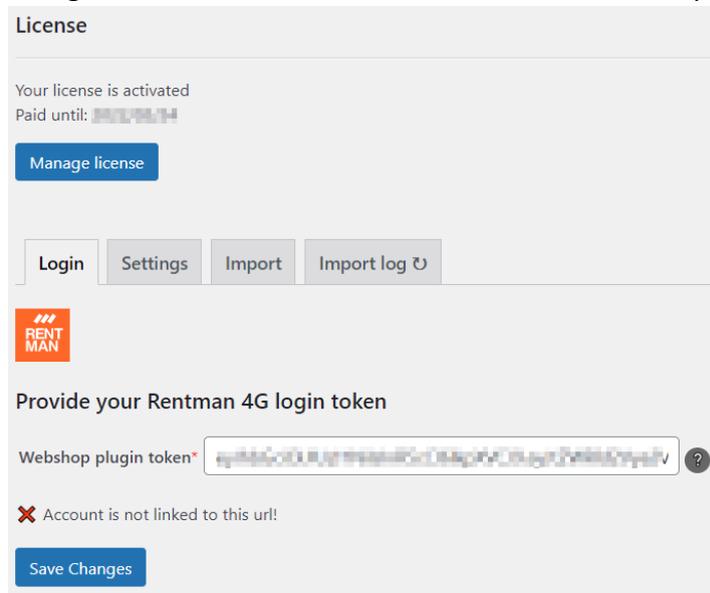
## Translations

- Available languages: Dutch, English, French, German, Italian and Spanish
- Is your language not available yet? We recommend to use a translation tool like *Poedit* or a WordPress translation plugin (for instance 'Loco Translate') to easily create new translations or edit the existing files. The plugin will use the default English language otherwise.

## Managing your license

- **How to change the url linked to your account:**

Navigate to WooCommerce -> Rentman in the Wordpress admin panel.

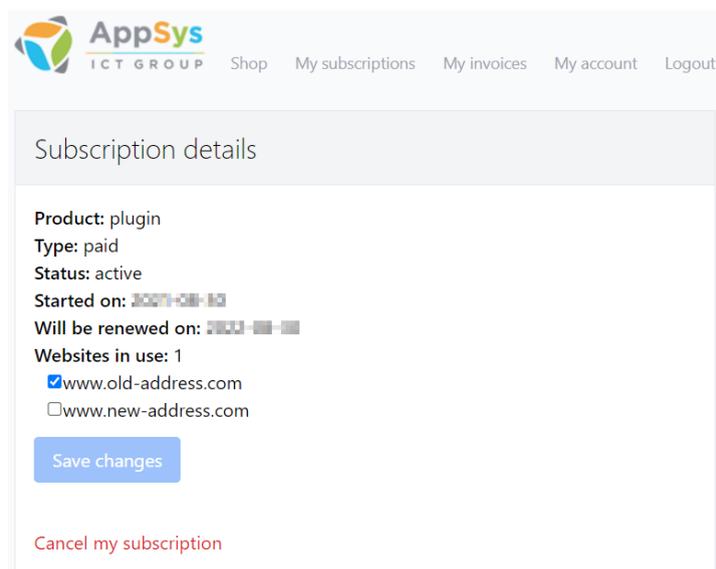


The screenshot shows the 'License' section of the Rentman plugin in the WordPress admin panel. It displays the following information and controls:

- Header: License
- Status: Your license is activated
- Expiration: Paid until: 2021-01-31
- Action: Manage license (button)
- Navigation: Login, Settings, Import, Import log (links)
- Logo: RENT MAN
- Section: Provide your Rentman 4G login token
- Field: Webshop plugin token\* (with a masked token and a help icon)
- Message: Account is not linked to this url! (with a red X icon)
- Action: Save Changes (button)

Press the 'Manage license'-button, this will redirect you to our license portal.

Go to 'My subscriptions' and click on your current subscription.



The screenshot shows the 'Subscription details' page in the AppSys user portal. It includes the following elements:

- Header: AppSys ICT GROUP, Shop, My subscriptions, My invoices, My account, Logout
- Section: Subscription details
- Product: plugin
- Type: paid
- Status: active
- Started on: 2021-01-31
- Will be renewed on: 2022-01-31
- Websites in use: 1
- Website selection:
  - www.old-address.com
  - www.new-address.com
- Action: Save changes (button)
- Link: Cancel my subscription

Put a check next to the address you want to link with your subscription, and uncheck any addresses you don't use.

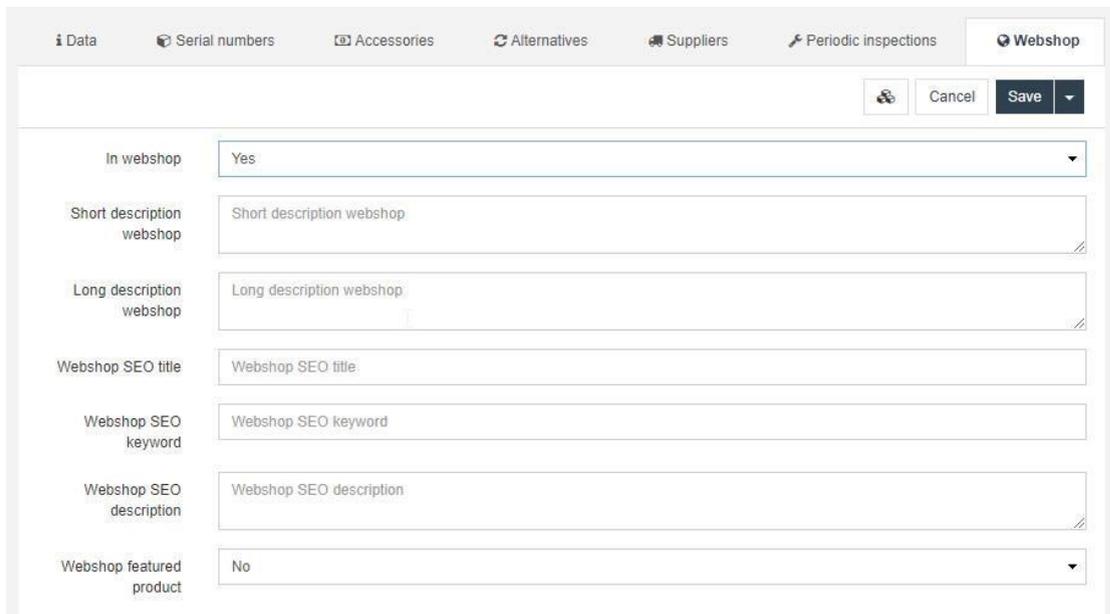
Click the 'Save changes'-button to update your subscription.

## Using the Rentman app

- **How to prepare equipment for your webshop:**

Click the 'Webshop'-tab and set 'In webshop' to 'Yes'.

Only equipment set to 'In webshop -> Yes' will be imported by the plugin.



The screenshot shows the 'Webshop' tab in the Rentman app. The top navigation bar includes 'Data', 'Serial numbers', 'Accessories', 'Alternatives', 'Suppliers', 'Periodic inspections', and 'Webshop'. Below the navigation bar, there are buttons for 'Cancel' and 'Save'. The main form contains the following fields:

- In webshop:** A dropdown menu with 'Yes' selected.
- Short description webshop:** A text input field with the placeholder 'Short description webshop'.
- Long description webshop:** A text input field with the placeholder 'Long description webshop'.
- Webshop SEO title:** A text input field with the placeholder 'Webshop SEO title'.
- Webshop SEO keyword:** A text input field with the placeholder 'Webshop SEO keyword'.
- Webshop SEO description:** A text input field with the placeholder 'Webshop SEO description'.
- Webshop featured product:** A dropdown menu with 'No' selected.

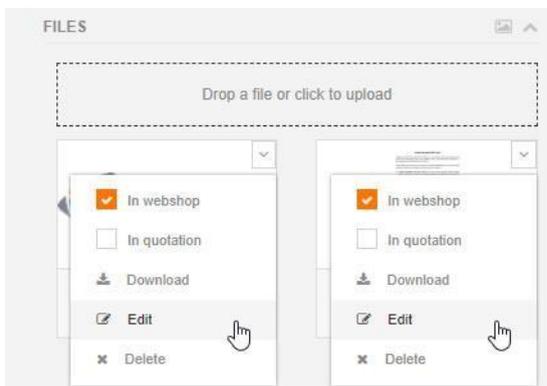
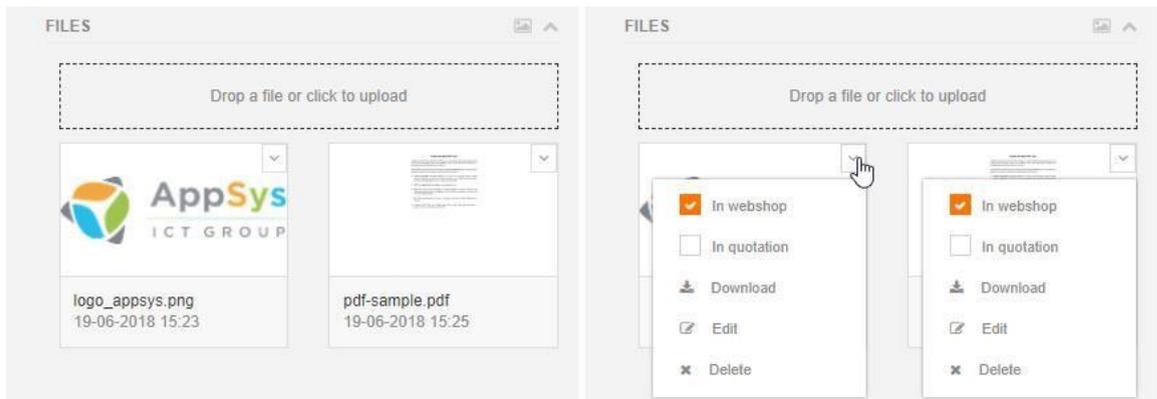
Here you can also find the short description, long description and search engine optimization fields SEO title, SEO keyword and SEO description. Last but not least you can set 'Webshop featured product' to yes or no. Can be useful if you want to highlight a product or place it on your homepage (depends on the chosen WordPress theme).

- **Attach images and pdfs to equipment:**

You can add images and pdfs in the widget section on the right side when you select a single product in the equipment module.

You can hide or unhide the widgets section by clicking the 'widget button'  in the upper right corner of your screen. On smaller devices with smaller screens the widget section will be hidden automatically. Click on the 'drop a file or click to upload' box, or drag and drop a file in the box to upload a file. Supported file formats for the webshop import are jpg, jpeg, png, gif and pdf.

Once uploaded check the option 'In webshop' for each file that needs to be imported to your webshop.



You can add alternative text to an image by editing the 'Description'-field. Click the 'Edit'-button in the dropdown to get there. *(Alternative text provide better image context/descriptions to search engine crawlers, helping them to index an image properly. Visually impaired users using screen readers will be read an alt attribute to better understand an on-page image.)*

For pdfs the 'Description'-field will be the clickable text of the pdf-link in the webshop.

**Edit file**

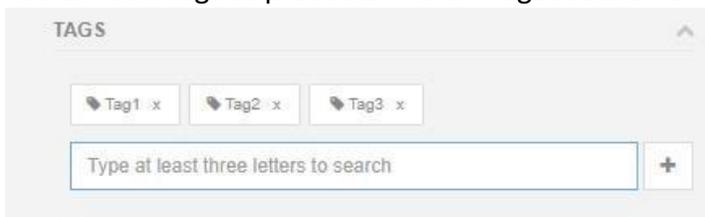
Readable name

Confidential file

Description

• **Adding tags to equipment:**

Tags are keywords that you can connect to an item, by using tags it will be easier to filter or search for specific items. In the webshop products can be grouped by tags. You can add tags to products in the widget section on the right side.



## Troubleshooting

Follow these steps before contacting our support

- Check whether you have installed the latest version of the plugin. You can find the latest release here: <https://github.com/AppSys/rentman-plugin/releases>
- The plugin automatically checks for common errors in the main menu of the plugin. Check whether the plugin displays any errors there and resolve those.
- We have tested the plugin for Wordpress 4.0+ and WooCommerce 3.4.2+. Older versions might work but have not been tested, so we recommend to update them to the latest version.
- Our plugin uses some functions that are not available in older versions of PHP. PHP version 5.6+ should work, but it is preferred to use the latest version.
- We have made an overview of common questions on the next few pages of this manual. Check if your question is among them and follow the steps of the proposed solution.

### Were you still unable to solve your problem?

For paying plugin customers we'll provide free of charge bug fixing only if the installed Rentman plugin is of the latest version and if our code isn't altered.

If the installed plugin isn't of the latest version we always ask to first update to the latest version and try and test once again. If the issue still isn't resolved, you can call us during our office hours or mail us. We'll respond to your questions asap.

Keep in mind that we do need an Admin account on the WordPress site to further analyse and in some cases also FTP access (regarding log files), so keep in mind that this question will come from our support engineers.

Contact our support via [webdesign@appsysictgroup.com](mailto:webdesign@appsysictgroup.com).

### Common questions and errors

This is an overview of common questions and errors.

- **I have trouble uploading the plugin to Wordpress.**
  - It is only possible to upload zip-files to Wordpress (no tar-files).
  - Are you using Safari? Then zip-files might be automatically unzipped after downloading. Go to *Safari -> Preferences -> General* and uncheck "Open Safe Files After Downloading" to disable this.
- **The *import products* button doesn't do anything or the counter is stuck.**

- Is this your first time using the Rentmanapp version of the plugin? Press the *reset* button first and try it again.
  - Only products where 'In webshop' has been checked in the Rentmanapp will be imported.
  - The products are imported in groups of five. When the counter has been stuck for more than 30 seconds, it probably means that it took too much time to create these five products. This could for example happen when there are a lot of images attached to the products or if you have poor internet connection. Simply press the *import products* button again to continue the import from the last product that was finished.
- **The product images are not displayed or they are missing completely.**
    - Images are saved in: '*wordpress/wp-content/uploads/rentman*' Check if the folder exists and whether it contains the images or not.
    - Are there any copy errors on the plugin page? Try to resolve them.
    - Make sure that 'In webshop' has been checked in the Rentmanapp for all attached media files that you want to display in WordPress.
    - If there aren't any errors, make sure that the .htaccess file in the folder allows access from *all* or else the images might not be displayed properly.
    - Names of image files that contain special characters (like extra dots or copyright symbols) can cause problems in Wordpress. If this is the case, rename the image files and upload them again in the Rentmanapp.
    - Still experiencing problems? This probably means that the plugin does not have permission to access the images. Contact our support so we can check whether this is the case.
- **The product categories are wrong**
    - Only product categories that contain one or more products are shown in WooCommerce. Empty categories are removed after the import.
    - There are a few things that you need to keep in mind regarding the naming of product folders in the Rentmanapp:
      - 1) It is not possible to create multiple product categories with the same name and the same parent in Wordpress. For example, if you have two root folders named '*Rental*', only one of those folders will be imported. Rename the other folder or remove it from the root to solve this issue.
      - 2) The creation of nameless product categories will fail as well.
    - Did you manually rename a product category in Rentman or Wordpress? This could possibly be problematic when you import any new or updated products. A reset will probably be sufficient, but contact us if you experience any major problems with this.

- Where you using an outdated version of the Rentmanapp plugin before? Then you should do a reset and delete any remaining categories manually before importing again.
- **The availability check doesn't work or the shown availability is incorrect**
  - Our plugin uses the jQuery library for the availability check. Recent versions of Wordpress should automatically load this library for you.
  - Make sure that you have allowed 'Check availability for sending' in the 'Settings'-tab of the Rentman plugin.
  - The webshop plugin does not contain functionality to handle kits. Kits are handled as normal items and therefore the shown availability is incorrect (i.e. kits are always available, even when one of the materials in the kit is not). This is missing functionality that we will add in the future but not in the short term.
  - Some Wordpress themes and plugins might not be compatible with our plugin. Deactivate all other plugins and check if you still experience the same problems.
- **The total prices in WooCommerce do not match with those in the Rentmanapp**
  - Firstly, make sure that you have activated taxes and created the right tax classes in WooCommerce. After the product import, the plugin will display all taxes that have been found in Rentman. Check whether the tax classes in WooCommerce match these rates.
  - Also check whether you have defined additional taxes for the shipping costs, this price might conflict with the settings in Rentman.
  - Products that were added manually will not be synchronized in Rentman. Also be careful with making changes to products.
  - Taxes might not be applied correctly in older versions of WooCommerce, so also check whether you have updated to the latest version.
  - Did you enable discounts? It is possible to create discounts for specific customers in the Rentmanapp. Double check if you are using this feature.
  - Still experiencing problems? Contact us!
- **It says 'stock unknown' on the product page or the shown stock is incorrect**
  - This probably means that the product has been edited in such a way that the stock data has disappeared from WooCommerce. Deleting the material and importing it again from Rentman should solve the problem.
  - Avoid changing the product type of imported products or the options for stock management. Stock management for the products should be turned off.
  - Would you rather hide the stock from the product pages? You can disable the stock display in the main plugin menu.

- **The plugin works, but I would like something to be customized** - Contact us!  
[webdesign@appsysictgroup.com](mailto:webdesign@appsysictgroup.com)