

## HIREPOOL SALES TEAM:

**What is the role of the Hirepool Sales Team**

- a) Hirepool sales representatives will communicate with your business that we are going live with an online booking experience.
- b) If you are willing to use the online experience, they will ask you to identify a Superuser, or Superusers within your team.
- c) They will electronically send an invite to the nominated Superusers to sign up, once signed up you Superusers will be able to login and to access the Account Administration functions.
- d) Assign new Superusers, or change, or delete Superusers as required.
- e) Train company Superusers and provide support on how it all works.

## SUPERUSER:

**What do I need to do?**

- a) You will receive an email invite that asks you to fill in your details and become the Superuser for your company. You will receive this notification from Hirepool.
- b) Once you enter all your information and it is accepted, you will receive a confirmation email that you are now the Superuser for your company.
- c) The email will contain a link to the customer administration screen.
- d) You may need to add/invite Administrators for each of the branches shown in the customer administration screen.
- e) You can also add/make yourself or someone else the Administrator.
- f) Please check the customer administration screen regularly to ensure that your Administrators are approving Users within their branches. If there are too many pending approvals, please follow-up with the Administrator and remind them to approve or reject requests.
- g) As a Superuser, you are also eligible to make bookings on behalf of your company just like an Administrator or a normal user can.
- h) Manage Administrators – delete Administrators if required, or if they leave or change companies.

## ADMINISTRATOR:

**What do I need to do?**

- a) You will receive an email invite from the Superuser of your company via Hirepool's online booking system that asks you to fill in your details and to become the Administrator for a particular branch(es) of your company.
- b) Once you enter the required information and it is accepted, you will receive a confirmation email that you are now the Administrator for a particular branch, or branches of your company.
- c) You can be the sole Administrator of all branches; this may depend on how your company operates and is setup within Hirepool accounts.
- a) A link in your email will take you to the customer administration screen so that you can add/invite/accept Users.

	<p>b) You may need to add Users for each branch – Users who are eligible to make bookings on behalf of your company.</p> <p>c) An employee can also visit Hirepool’s website and request access to book equipment on behalf of your company (for which you are the Administrator). In such scenarios, you will receive an email notification and a link to the customer administration screen - you will be able to approve or reject requests from Users.</p> <p>d) Please check the customer administration screen regularly to ensure that you have approved or rejected requests for your company.</p> <p>e) As an Administrator, you are also eligible to make bookings on behalf of your company just like a normal user is.</p> <p>f) Manage Users – upgrade Users to Administrators and delete Users if they leave or change companies.</p>
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### Trade Customer Online Booking Site:

<b>Who do I talk to or contact if I have questions?</b>	<p>a) If it relates to a specific booking, follow the regular process you do today for in-store bookings or over the phone bookings.</p> <p>b) If would like to discuss the hire, the equipment, or the rates for larger or longer-term hires then contact your Hirepool sales person or account manager.</p> <p>c) If you have questions regarding the online booking experience contact you Hirepool sales person, or email <a href="mailto:online@hirepool.co.nz">online@hirepool.co.nz</a></p>
<b>What equipment will we be able to book online?</b>	<p>a) You will be able to request a booking for essentially all ‘General Hire’ type groups, however some equipment groups which are P.O.A (price on application) won’t display a rental rate.</p> <p>b) P.O.A groups are generally some of our larger, or more specialised product groups of equipment. They may need to be priced differently, or more competitively dependant on hire duration, job size, location or season.</p> <p>c) If you book equipment online that is listed as P.O.A a Hirepool employee will contact you to discuss the hire, transport requirements (if applicable) and a competitive rate for the hire.</p> <p>d) To view the full range of equipment that you can book online visit - <a href="http://hirepool.co.nz/equipment-hire">hirepool.co.nz/equipment-hire</a></p>
<b>Can I view my hires, quotes, bookings or past jobs online?</b>	<p>a) Yes, there is a ‘My Hires’ section where you can view pending quotes and bookings, as well as past hires.</p> <p>b) You will be able to open them up to view the costs, equipment, hire details, and to check the Purchase Order numbers etc</p> <p>c) You will also be able to email the documents or download them as a PDF</p>
<b>Can I delete or change dates for our current bookings online?</b>	<p>a) Not at this stage, if you need to cancel a booking or change the dates please contact the respective hire branch and they will do it for you</p>