The Nation’s Largest Online Equipment Rental Network

EasyRentz Customer Portal
# Table of Contents

- EasyRentz Customer Portal Overview
- Accessing Your Portal
  - Logging In
  - Resetting Password
- Key Features
  - Main Menu
  - New Orders
  - Rental Management
  - Rental Requests
  - Invoices
Welcome to the *EASYRENTZ* Customer Portal - your self-service, online equipment rental platform.
Our proprietary **self-service technology** allows equipment rentals to be **ordered, managed** and **fulfilled online** with no phone calls needed.
Accessing Your Portal
Logging in

To log into your account, visit [www.bigrentz.com](http://www.bigrentz.com) and click the "Sign In" button located at the top right corner.

Portal Registration

To register your EasyRentz Customer Portal, customers receive a registration link via email with their sales order.
**Resetting Password**

To reset your password, click the "Forgot password?" button on the sign in prompt.

Enter your email and click "Send Link" and a link will be emailed to you.
Key Features
Landing Page

After signing in, you will be taken to your Order History landing page with the main menu located in the top left corner.

<table>
<thead>
<tr>
<th>Jobsite ^</th>
<th>SO ^</th>
<th>Start Date ^</th>
<th>End Date ^</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Beta Store Yorba Linda 7901 Watt Ave Antelope, CA 95843-2000</td>
<td>SO1782931, Alpha Beta_102_429B</td>
<td>12/20/22</td>
<td>1/16/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>Alpha Beta Store Brea 20251 CA-18 Apple Valley, CA 92307-2...</td>
<td>SO1782932, Alpha Beta_102_429B</td>
<td>12/20/22</td>
<td>12/25/22</td>
<td>5k Telescopic Forklift 19'</td>
</tr>
<tr>
<td>Alpha Beta Store Placentia 1168 W Branch St Arroyo Grande, CA 9...</td>
<td>SO1782933, SO1782933, Alpha Beta_102_429B</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>19' Elect Scissor Lift Narrow 5k Warehouse Forklift Cushion</td>
</tr>
<tr>
<td>Alpha Beta Store Tustin 422 S Civic Ctr Chino CA 92803</td>
<td>SO1782934, SO1782934, Alpha Beta_102_429B</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>5k Warehouse Forklift Cushion 46' Air Bag Lift Cushion 60'</td>
</tr>
</tbody>
</table>
Main Menu
Click the menu icon in the top left corner to view and navigate the main menu.

- Submit a rental request
- Manage all your rentals
- View all your rental requests
- View all your invoices
- New Order
- Order History
- Rental Requests
- Invoices
- Sign Out

©2022 BigRentz, Inc. Confidential and Proprietary.
New Orders
Submit a New Order

To submit a new order, click New Order from the main menu. Search or browse equipment by category, add to cart, and proceed to checkout.
# Order History

To view and manage your rentals, click Order History from the main menu. Here you will see a list of all active, scheduled, terminated, and cancelled rentals.

<table>
<thead>
<tr>
<th>Jobsite Name</th>
<th>SO</th>
<th>Start Date</th>
<th>End Date</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Beta Store Yorba Linda</td>
<td>SO1782931</td>
<td>12/20/22</td>
<td>1/16/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>7901 Watt Ave Antelope, CA 95843-2000</td>
<td>Alpha Beta_102_429B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alpha Beta Store Brea</td>
<td>SO1782932</td>
<td>12/20/22</td>
<td>12/25/22</td>
<td>5k Telescopic Forklift 19'</td>
</tr>
<tr>
<td>20251 CA-18 Apple Valley, CA 92307-2...</td>
<td>Alpha Beta_102_429B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alpha Beta Store Placentia</td>
<td>SO1782933, SO1782933</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>19' Elect Scissor Lift Narrow 5k Warehouse Forklift Cushion</td>
</tr>
<tr>
<td>1168 W Branch St Arroyo Grande, CA 9...</td>
<td>Alpha Beta_102_429B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alpha Beta Store Tustin</td>
<td>SO1782934, SO1782934</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>5k Warehouse Forklift Cushion 45' Arc Boom Lift (Fixed 50)</td>
</tr>
<tr>
<td>6905 Citrus Bluffwood St 92887</td>
<td>Alpha Beta_102_429B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Filter by Status

To filter the list view by rental status, click the “All” dropdown on the Order History menu, and select the status you would like to filter by.

<table>
<thead>
<tr>
<th>Job Site</th>
<th>SO</th>
<th>Start Date</th>
<th>End Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Beta Store Yorba Linda 7901 Watt Ave Antelope, CA 95843-2000</td>
<td>SO1782931</td>
<td>12/20/22</td>
<td>1/16/23</td>
<td>Scissor Lift Narrow</td>
</tr>
<tr>
<td>Alpha Beta Store Brea 20251 CA-18 Apple Valley, CA 92307-2...</td>
<td>SO1782932</td>
<td>12/20/22</td>
<td>12/25/22</td>
<td>Scissor Lift Narrow, Telescopic Forklift 19'</td>
</tr>
<tr>
<td>Alpha Beta Store Placentia 1168 W Branch St Arroyo Grande, CA 9...</td>
<td>SO1782933, SO1782933</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>19' Elect Scissor Lift Narrow, 5k Warehouse Forklift Cushion</td>
</tr>
<tr>
<td>Alpha Beta Store Tustin</td>
<td>SO1782934, SO1782934</td>
<td>12/20/22</td>
<td>12/30/22</td>
<td>5k Warehouse Forklift Cushion</td>
</tr>
</tbody>
</table>
# Search For Rental

If you are looking for a specific rental, use the search bar to search by details pertaining to that order – jobsite address, PO number, contacts, etc.

## ORDER HISTORY

<table>
<thead>
<tr>
<th>Jobsite</th>
<th>SO</th>
<th>Start Date</th>
<th>End Date</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walmart store Fullerton 5000 Rhonda Rd Anderson, CA 96007</td>
<td>SO1782937, Walmart_LV_1123</td>
<td>1/6/23</td>
<td>1/10/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>Walmart store Fullerton 5000 Rhonda Rd Cascade, CA 96007</td>
<td>Pending, Walmart_LV_1123</td>
<td>12/19/22</td>
<td>12/20/22</td>
<td>5k Telescopic Forklift, 19' Elect Scissor Lift Narrow More...</td>
</tr>
</tbody>
</table>
Order Details & Rental Actions

Select the row from the Order History list to view the order details and rental actions on the top tool bar.
Reorder a Rental

Quickly re-order the same equipment by clicking the REORDER button.

ORDER
- Purchase Order
  - Alpha Beta_102_429B
- Item 1
  - 19' Elect Scissor Lift Narrow
- Product Note
- Start Date: 12/20/22 8:00 AM PST
- End Date: 1/16/23 8:00 AM PST
- Delivery Window: 8:00 AM PST - 10:00 AM PST

ACTIVITY LOG

NOTIFICATION SKIPPED
- 19' ELECT SCISSOR LIFT NARROW
  - 12/21/22 11:07 AM PST
  - Type: Delivery Followup
  - Sent to: All

NOTIFICATION SKIPPED
- 19' ELECT SCISSOR LIFT NARROW

JOBSITE
- Jobsite Address
  - Alpha Beta Store Yorba Linda
  - 7901 Watt Ave Antelope, CA 95843-2000
- Jobsite Contact
  - John Stringer
  - +18559995438
- Ordered By
  - Big Lightz and Electricz
  - Anna Sork
  - +18559995438
  - A.Sork@BigLightzandElectricz.com

CALL US ⇨
Extending an Active Rental

Submit an extension request by clicking the EXTEND button and selecting a new end date for your rental.
Terminating an Active Rental

Submit a termination request by clicking the TERMINATE button and selecting a new end date for your rental and the product(s) you want to terminate.
Reporting an Issue

Report an issue directly to Customer Care by clicking the ISSUE button, selecting the Issue Type, and filling in the details.
Rental Requests
View Your Rental Requests

To view orders that were started but not completed, click Rental Requests from the main menu.

<table>
<thead>
<tr>
<th>Jobsite</th>
<th>Start Date</th>
<th>End Date</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Beta Store Yorba Linda</td>
<td>12/20/22</td>
<td>1/16/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>7901 Watt Ave, Antelope, CA 95843-2000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alpha Beta Store Yorba Linda</td>
<td>12/20/22</td>
<td>1/16/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>7901 Watt Ave, Antelope, CA 95843-2000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crypto.com Arena</td>
<td>1/9/23</td>
<td>2/6/23</td>
<td>19' Elect Scissor Lift Narrow</td>
</tr>
<tr>
<td>1111 S Figueroa St, Los Angeles, CA 90015</td>
<td></td>
<td></td>
<td>5k Warehouse Forklift Cushion More...</td>
</tr>
</tbody>
</table>
Complete Your Rental Requests

Select a rental request from the list view to view the incomplete order in your shopping cart, verify/edit details, calculate price, and submit your order.
Invoices
## View Your Invoices

To view all your open and paid invoices, click Invoices from the main menu.

### Invoices

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Invoice #</th>
<th>SO #</th>
<th>Status</th>
<th>Aging</th>
<th>Jobsite</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/21/22</td>
<td>BRT1182</td>
<td>SO1782909</td>
<td>Open</td>
<td>6</td>
<td>1120 S Anaheim Blvd Anaheim, CA, 92805-5810</td>
<td>$748.24</td>
</tr>
<tr>
<td>12/21/22</td>
<td>BRT1183</td>
<td>SO1782908</td>
<td>Open</td>
<td>6</td>
<td>121 Beach Blvd Anaheim, CA, 92801</td>
<td>$1,125.85</td>
</tr>
<tr>
<td>12/21/22</td>
<td>BRT1181</td>
<td>SO1782910</td>
<td>Open</td>
<td>6</td>
<td>440 N Euclid St Anaheim, CA, 92801</td>
<td>$470.25</td>
</tr>
<tr>
<td>12/21/22</td>
<td>BRT1178</td>
<td>SO1782930</td>
<td>Paid</td>
<td>6</td>
<td>440 N Euclid St Anaheim, CA, 92801</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

©2022 BigRentz, Inc. Confidential and Proprietary.
View Invoice Details

Select an invoice from the list view to view the details of the invoice. Click VIEW PDF button at the bottom of the page to view the invoice as a PDF file.
Export Your Invoices

Select the invoice(s) from the list view using the checkbox and click the EXPORT XLS button in the top right corner to download as an Excel file.
Questions?

Email us at customercare@bigrentz.com