Customer Portal Overview

What is the Customer Portal?

The Customer Portal is a service that RentalMax provides to our account customers which allows you to:

- View your account summary
- View or print statements and invoices
- View items out on rent
- Request equipment to be called off rent
- Make online credit card payments on account (allows for multiple invoices to be paid at once)
- Track where equipment was delivered

How do I Access the Portal?

Create a password at www.rentalmax.com/portal

1. You will need the following information in order to create a password and access your account:
   - Your RentalMax customer number
   - The primary phone number and zip code on your account
   - The primary email address on your account (typically where invoices & statements are sent)
2. Go to www.rentalmax.com/portal or from our homepage at www.rentalmax.com , click on Resources in the top toolbar and then Account Customer Login in the drop down menu
   - Enter the following information into the Account Login screen
     - **User Name**: Your RentalMax customer number
     - **Password**: The primary phone number on file with RentalMax entered without any spaces or dashes

   - You will then be prompted with this screen to create a password.

Enter New Password

Email Address on file

ZIP on file

New Password:

Re-Enter New Password:

UPDATE

If this is your first time logging in, please enter a new password. Otherwise please contact your rental store and report this error.

Account Summary

- View statements
  - Use the drop down box to select which statement to view. After the statement loads, you can download or print the pdf.
- Make a payment

RentalMax
Rent Today. Build Tomorrow.™

CUSTOMER PORTAL

📄 Summary   📄 Contracts   ☰ Items Out   📍 Tracking   ➡ Log Out

Customer Account Summary

Customer Name:	
Customer No:	
Address:	
Phone No:	

Current Balance:
$40,161.68

Last Payment:
$5,203.65

Last Payment Date:
8/6/2020

Click here to make a payment ➡ Make a Payment

Current	31-60 Days	61-90 Days	Over 90 Days
$17,862.06	$7,578.83	$14,720.79	$0.00

Contracts Summary

Closed: 35
Open: 2
Completed: 0

Miscellaneous

Reservations: 8
Quotes: 0
Work Orders: 0

Available Statements for Viewing:

Choose a Date... ▾   VIEW STATEMENT   ⬅ **View Statements**

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- On the next screen, the Total Amount to be paid will be displayed on the bottom left. Click the button under the Total to be redirected to the online payment form where your credit card will be processed securely.

- Note: your payment may take up to 24 hours to be posted to your account and visible from the portal.

Contracts

- In the Contracts menu, you can view a summary of your contracts/invoices by date range or status (closed, open, reservation)
    - Show only unpaid contracts ("Closed" status)
    - Show only open contracts (equipment still out on rent)
    - Show only reservations
- Click on the individual contracts to view and print them
- You can also export the summary to a spreadsheet by clicking the button in the bottom left.

Items Out & Call Off Rent

- In the Items Out menu, you can view a list of items currently out on rent
- Click on the contract number to view and print the contract
- You can also export this screen to a spreadsheet
- From this screen, you can also request to **Call Items Off Rent** in the Service Request column
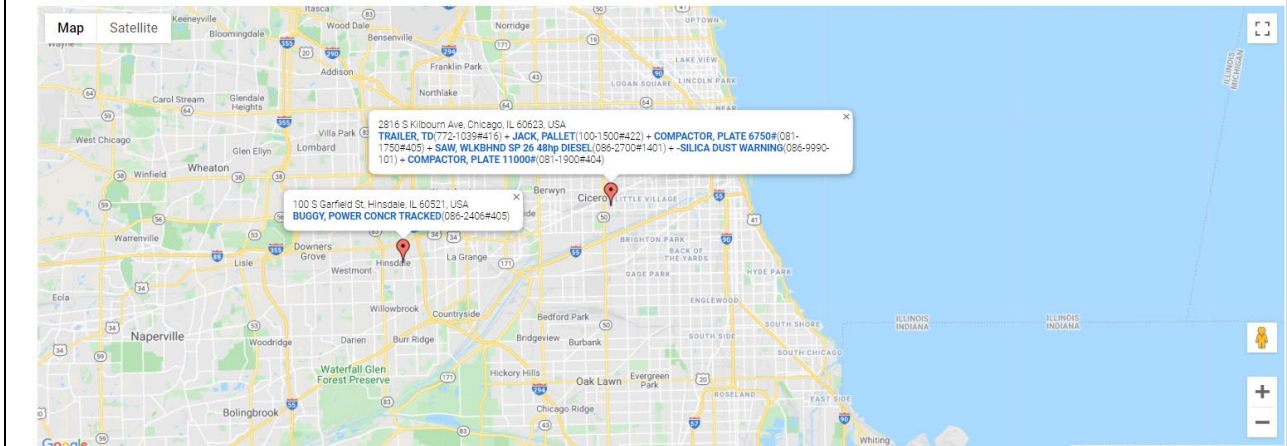

- Use the drop down box to select "Call Off" then fill out the Request Call Off form on the next page.
- **IMPORTANT:** This is a request to stop the rental charges only. Calling off rent does not remove the liability from the customer. It remains the customer's responsibility to secure the equipment and keep it safe until the equipment is returned to RentalMax.

Tracking

- This menu uses Google Maps to show where equipment that is currently out on rent was delivered. Note: it is not currently integrated with GPS tracking for equipment.
- Click on the map point to display the equipment and delivery address
- You can also click on the equipment links displayed in the map point menu to request equipment be called off rent.

Summary | Contracts | Items Out | Tracking | Log Out

Equipment Tracking

2816 S Kilbourn Ave, Chicago, IL 60623, USA
TRAILER, TD(772-1039#416) + **JACK, PALLET**(100-1500#422) + **COMPACTOR, PLATE 6750#**(081-1750#405) + **SAW, WLKBHND SP 26 48hp DIESEL**(086-2700#1401) + **-SILICA DUST WARNING**(086-9990-101) + **COMPACTOR, PLATE 11000#**(081-1900#404)

100 S Garfield St, Hinsdale, IL 60521, USA
BUGGY, POWER CONCR TRACKED(086-2406#405)

Portal Help & Access

If you have any questions about the portal, please contact us at customerportal@rentalmax.com or 630-221-1133 ext. 102.