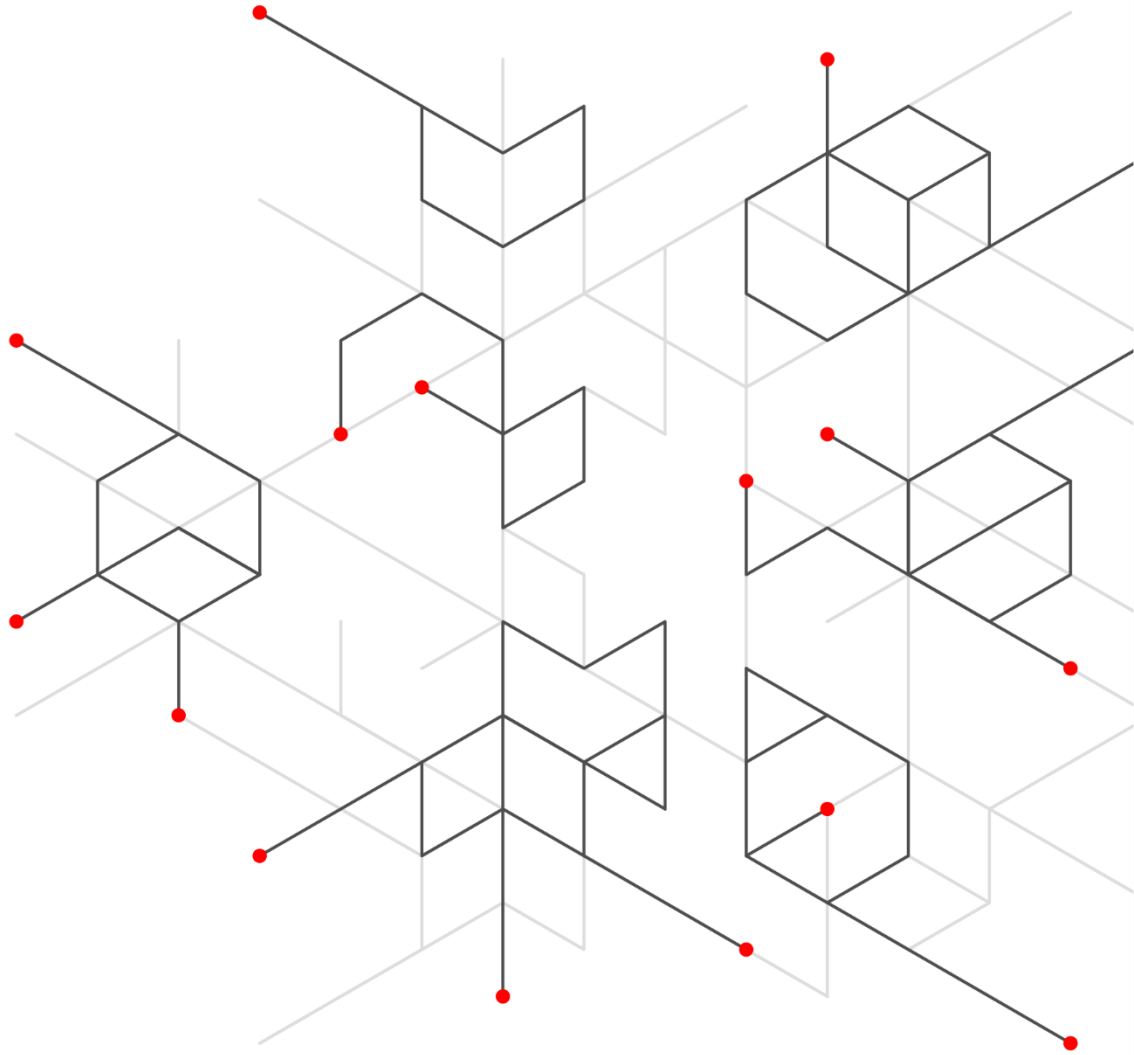
instant systems



USER MANUAL

How to manage Current Rentals

26/05

Current Rentals

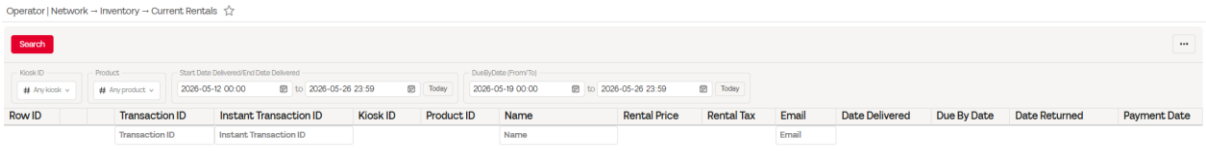
In some situations, rental returns may not be recorded correctly, which can result in customers being charged the full purchase price even if the product has already been returned. Common causes include:

- Customers unfamiliar with the return process.
- Products returned directly to a staff member instead of the kiosk.
- Incorrect weight readings in the product slot.
- Different product weights assigned to the same slot.
- Customers renting via Lova but attempting to return using a different payment card.

The number of days before a max charge is applied to an unreturned rental can be configured by Instant Systems. The default is 4 days. The max charge system can also be disabled entirely.

Current Rental Report

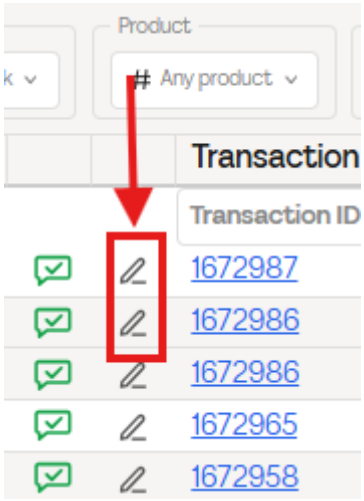
This report lists all rental products that have not been returned, including those that have already been max-charged (sold) due to exceeding the return deadline. Navigate to Network > Inventory > Current Rentals.



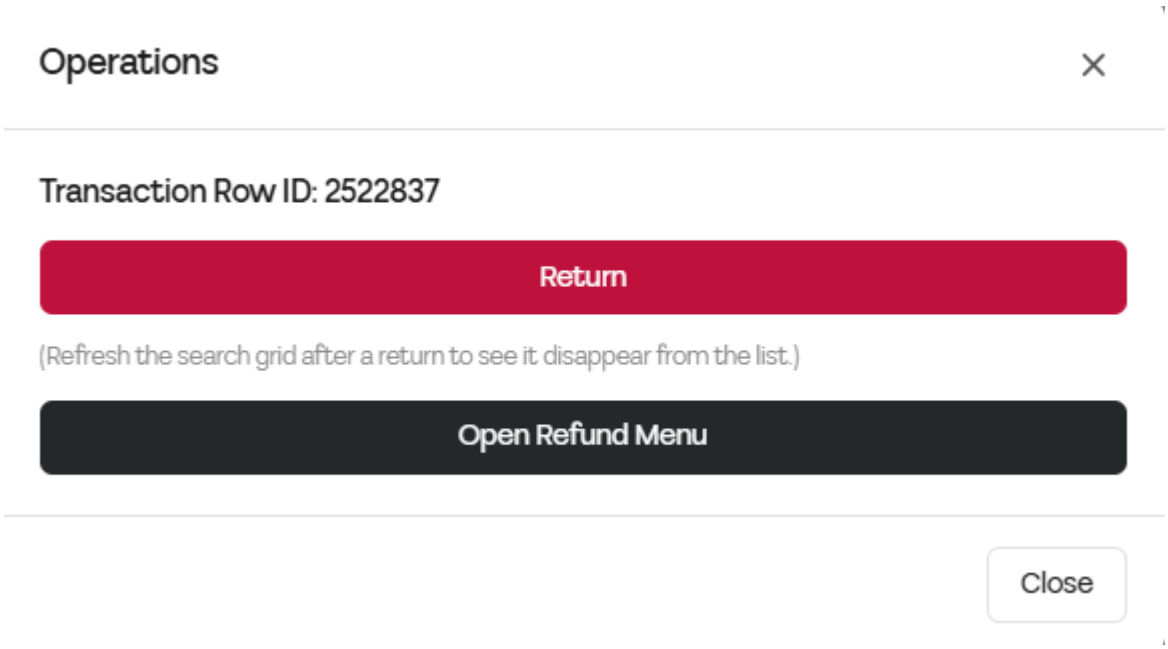
The Due By Date column shows how many days remain before a max charge is applied. For example, if the due date is 2024-10-03, the charge is applied on 2024-10-07 (with default settings). It is up to the operator to decide whether to charge the full purchase price or mark the rental as returned.

Mark a Rental as Returned

To prevent a max charge from being applied, click the operations button (the small pen icon) next to the TransactionID.



A pop-up menu opens where you can manually mark the rental as returned.



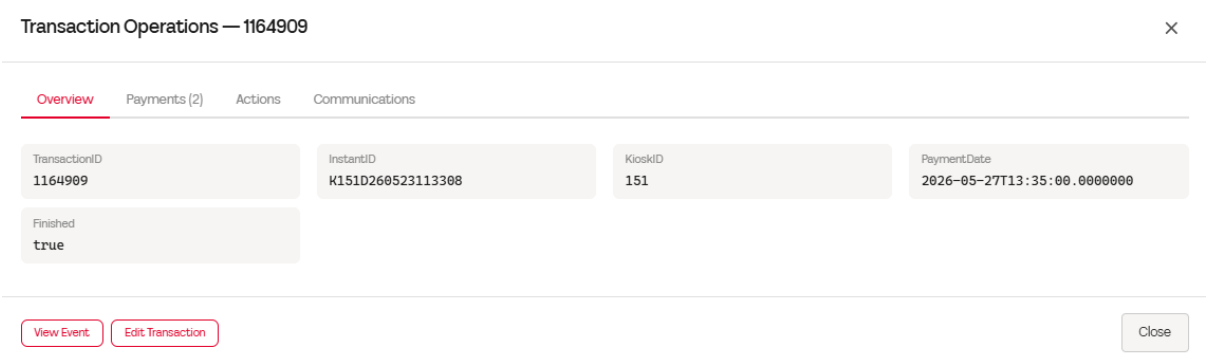
The Transaction Row ID shown in the pop-up matches the Row ID in the table (column 1). The return time is saved as 1 hour after the rental started, so no additional charge is applied. A confirmation prompt appears before the return is finalised.

Refund a Max-Charged Rental

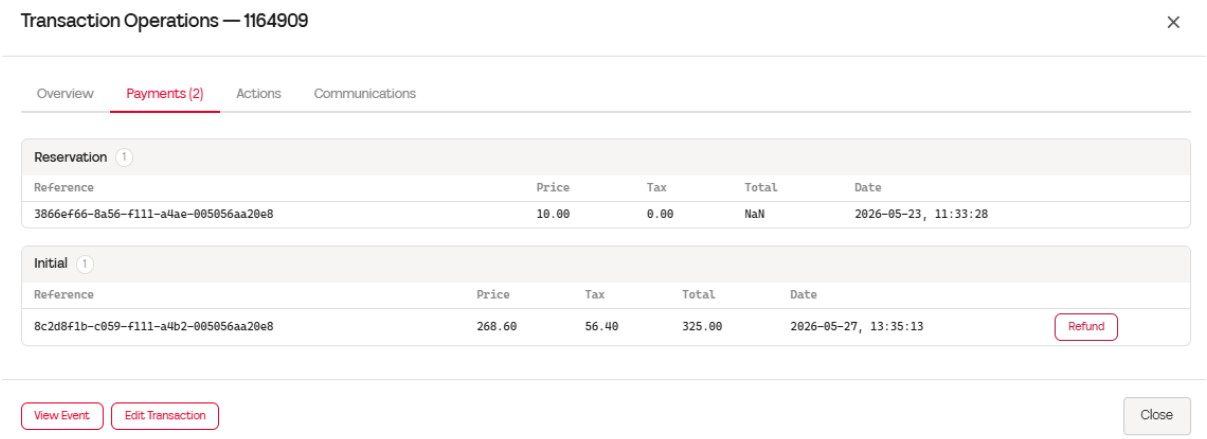
Rentals sold due to the due date passing are marked as Sold in the report and displayed in blue, including the payment date, late-paid price, and tax. The Late Paid Price and Late Paid Tax make up the late fee for rackets that were never returned and therefore “maxcharged”. Meaning they’re sold for their purchase price. If a purchase has several products marked as sold, these will have one row for each item.

Payment Date	Late Paid Price	Late Paid Tax	Sold ▼
Wed May 27 202	121.49	25.51	Sold
Tue May 26 2026	37.19	7.81	Sold
Tue May 26 2026	122.5	24.5	Sold
Wed May 27 202	23750	4750	Sold
Tue May 26 2026	122.5	24.5	Sold
Tue May 26 2026	119.84	25.16	Sold
Thu May 28 2026	118.18	24.82	Sold

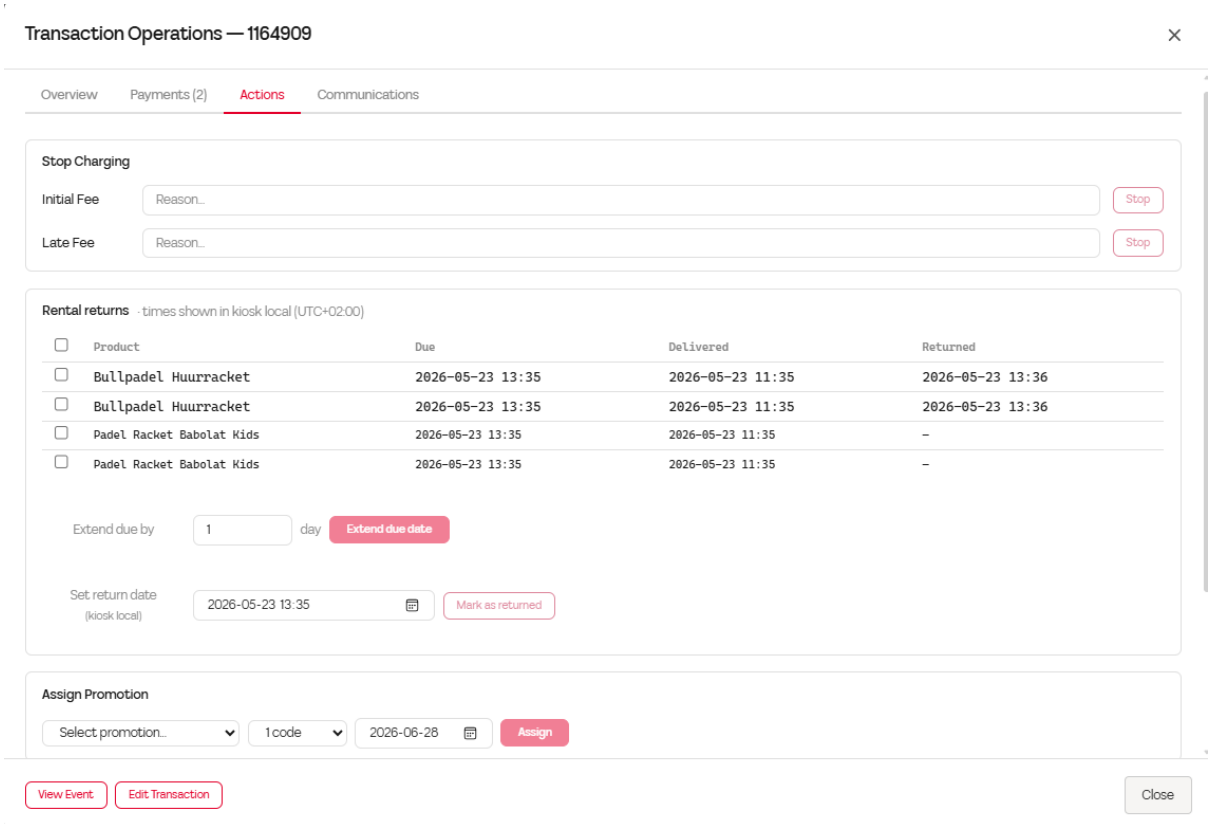
To refund one of these rentals, click the operations icon and select Open Refund Menu.



Under the Payments tab, you can see the payment for all products included in the purchase. The “Reservation” field is for the Pre-Auth sum, and the “Initial” shows the full charge for all products in the purchase. You can press Refund if you wish to refund everything.



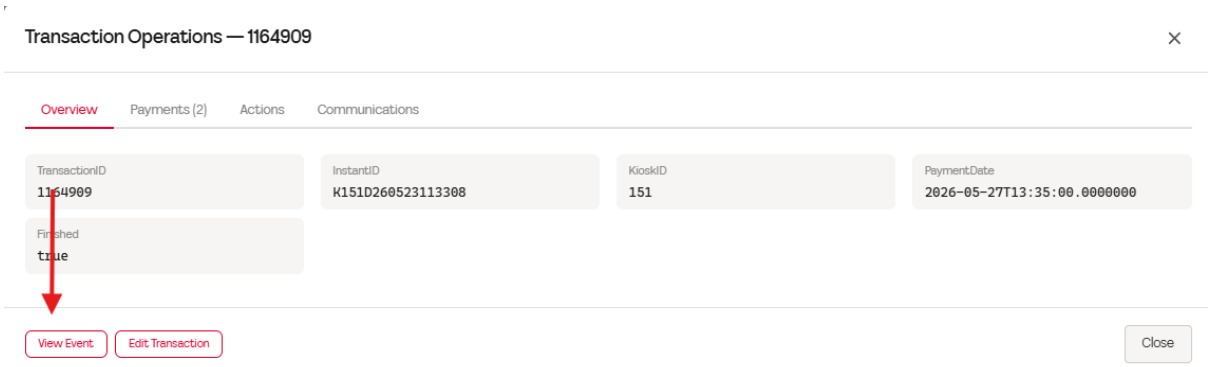
In the “Actions” tab you can select to Stop charging the fees, or mark specific products as returned.



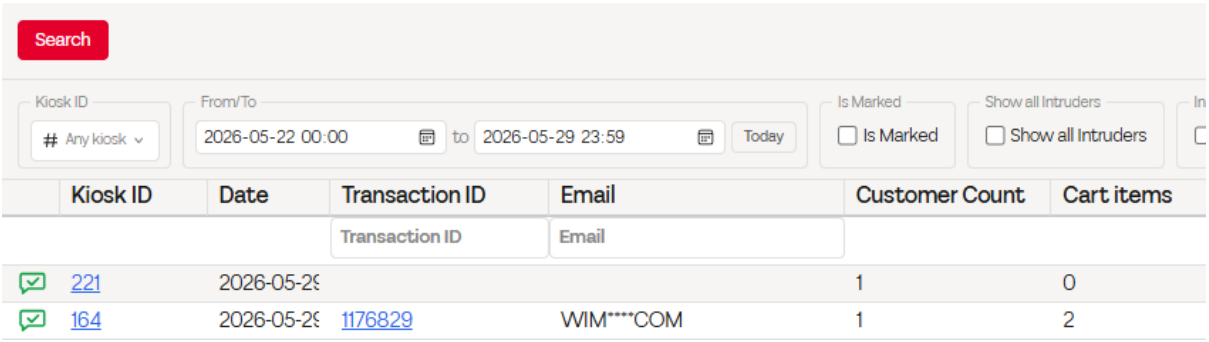
Investigate Using Customer Events

Customer Events can help you determine whether a customer attempted to return a product and whether a rental should be marked as returned or refunded. Navigate to Customer Service > Customer Actions > Customer Events.

Or, you can press “View Event” at the bottom of the Transactions operations to access that specific event directly.



Using the date, time, and kiosk ID from the rental row, filter the Customer Events table to narrow down the results. Look for events recorded after the rental started, such as failed return attempts (e.g., products placed in the wrong slot).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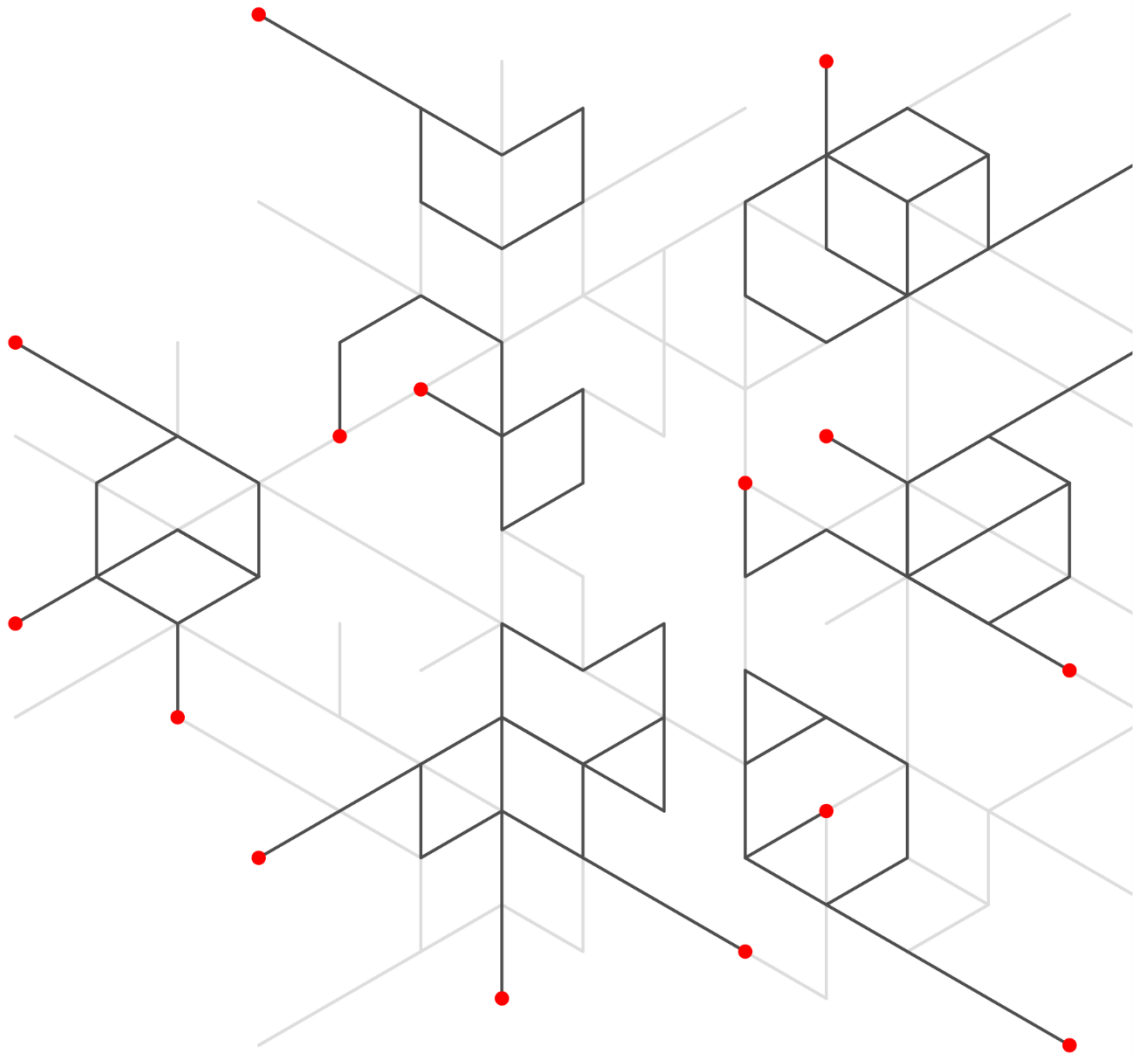

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