



Wagner Rents Corporate Offices
805 W 39th Ave.
Denver CO 80216
www.wagner-rents.com
303-739-3000

Wagner Rents Customers: Important Account Changes Coming!

Beginning April 1, Wagner Rents customers' account numbers will change. This is part of a new rental software implementation at Wagner.

In addition, customers who formerly had two accounts with Wagner (one for Wagner Equipment Co./Wagner Power Systems, and one for Wagner Rents, each with a different account number) will now have just one account number. The former Wagner Rents account number will now become the same existing Wagner Equipment Co./Wagner Power Systems number.

This change will improve and simplify customer transactions with Wagner:

- **Single account**
- **Better visibility of credit limits**
- **Simplification of customer accounts payable process with Wagner**
- **Simplified Wagner Customer Portal and BillTrust experience**
- **10% more allowable hours for Rents monthly rentals (was 160 hrs., now 176 hrs.)**

There are some other important changes that are a result of this conversion:

- ▶ Customers will now receive **only one statement** from Wagner Equipment Co. **Charges for Wagner Equipment Co. and Wagner Rents will be broken out in sections.**
- ▶ All active Wagner Rents agreements will also receive a new agreement number. To allow cross-referencing, on future invoices there will be a note added that includes the previous agreement number.
- ▶ Electronic payment instructions are also changing. **Customers who currently initiate electronic or wire payments to Wagner through their banking institution will need to update these instructions.** Customers can access Wagner's updated electronic banking instructions through the Wagner Equipment Co. portal. To reduce the risk of cyber-fraud, Wagner has elected to secure these instructions for wire and electronic transactions within the Customer Portal rather than send them out by mail, email, or fax. The Wagner Portal can be accessed by going to <https://www.mywagnercat.com/LoginPolicy.jsp>. Customers who do not currently have access to the portal can set this up easily by clicking the link.

Thank you for being a loyal Wagner Rents customer. The following FAQ document has additional details. If you have additional questions or need more information, refer to the contact information listed in this FAQ document and we will be happy to assist you.

Sincerely,

Wagner Rents

Wagner Rents Account Changes – FAQs:

Why is Wagner implementing new rental software?

- Wagner is moving to a single rental platform for all divisions of the company, replacing the use of three different systems. This offers increased internal efficiency, and provides improved customer service.

Is my credit limit affected?

- No – the two separate credit limits (Wagner Rents and Wagner Equipment Co./Power Systems) will be consolidated.

Can customers still do business at local Wagner Rents stores?

- Of course! There is no change there.

How can customers get electronic payment instructions other than through the Wagner portal?

- To reduce the risk of cyber-fraud, Wagner has elected to secure our wire and ACH instructions within the Wagner Customer Portal rather than send them out by mail, email, or fax. Customers who choose not to use the portal should contact their Wagner credit representative.

Is there a change to the lockbox used for payment?

- The lockbox to be used is:
PO Box 919000
Denver, CO 80291-9000

Why do customers get 10% more allowable hours than before on Wagner Rents monthly rentals?

- Since Wagner is moving to a single rental platform, there will be just one rental rate structure. Wagner's heavy equipment rental fleet follows a 176 hrs./month system, and now Wagner Rents will also use that system.

NEED MORE INFORMATION?

Credit questions: 303-739-3311

Banking-related questions: 303-739-3224

Rental operations questions:

call your nearest Wagner Rents location

When I access the Billtrust portal I'm not able to make a payment or I receive a message which says I need to select a different payment method in order to pay for my Wagner Rents invoices. Why?

- A: Both Wagner Equipment and Wagner Rents billings now reside under your Wagner Equipment Co. customer account number.

When you access your account you will now be able to select both Wagner Equipment and/or Wagner Rents invoices for payment in a single portal setting, effective 3/28/2019.

Can customers still see their old Wagner Rents documents and payment history in the Wagner portal?

- Yes. For an indefinite period, Wagner will leave the existing portal tied to your Rents account number in place, for your reference. We will inform you in advance if this changes.

However, new Wagner Rents documents, as well as information on Wagner Rents active rentals and open invoices, will be visible in the portal indexed according to the Wagner Equipment Co. account number. As noted above, all payments must be made using your Wagner Equipment Co. customer number, as of 3/28/2019.

Will Wagner Rents invoices look different?

- As Wagner converts to new software, there are many processes and functions that must be reconfigured, including billing and statements. The latest invoice that customers will begin receiving will look different from previous invoices. As we finalize the changeover, invoices and other forms may undergo additional revisions.

As noted in the letter on the previous page, our statements are also being adjusted to show each division's activity in separate sections.

Please be aware that for a short period of time, invoices for **merchandise** purchased through Wagner Rents, as well as invoices for **service work** performed by Wagner Rents, will be sent to customers on a Wagner Equipment Co. invoice form, not a Wagner Rents form. This also is a part of our software transition, and will be addressed soon.