

Load'em Up Trailers Transforms With WebbRes



Before WebbRes

Load'em Up Trailers is a standalone trailer rental business located in Carver, MN, run by Stacy and Cally Trimbo. Before WebbRes, they had no proper way of managing their rentals or associated services. They used Excel and Cognito Forms to manage rental bookings, which was time-consuming and prone to errors. They also did not have a website, and hence, relied on texting clients a link to a form to gather rental information.

How It's Going With WebbRes

Load'em Up Trailers has been using WebbRes's dealer management system for rentals and services, for close to a year now. With WebbRes, they manage their rental inventory, rental bookings, and associated services like a breeze. The WebbRes calendar feature helps them to see rental reservations at a glance, including trailer type and availability, making it easier to manage workflow on a daily basis. Stacy appreciates that the dealer management system works the way she does and that she doesn't have to conform to the software.

They use WebbRes every day, seven days a week, multiple times a day on desktop and phone. The dealer management system has made it possible for Stacy to conduct business on mobile, on the fly, out grocery shopping and still keep track of rental bookings.

Besides the calendar, a huge win for Load'em Up is electronic signature. Prior to WebbRes, when a client showed up at Load'em Up to pick up their trailer, they would sign a pen-and-paper rental agreement and Stacy would write down their information by hand. Now data is encrypted; safe and secure.

Load'em Up Trailers has been growing a lot with the help of WebbRes. Before, they only serviced their own trailers, but with the Service module, they have begun servicing other clients' trailers. They recently switched to Preferred Payments for payment processing, which is integrated into WebbRes for a seamless experience.

WebbRes also provides a trailer listing website that Load'em Up Trailers did not have before. Cognito Forms is still used to gather rental information, but as part of an upcoming enhancement, WebbRes will be able to ask these questions to the client automatically.

Stacy and Cally really appreciate that they can get support by phone or email, and customer support is very receptive to enhancements. WebbRes is building a Wiki help space for customers, to provide more information and notifications about enhancements that come out.

In Stacy's words, "There's no way we could have continued to grow our business without rental software." With WebbRes, Load'em Up Trailers was able to batch upload files and go live with the system in just a few days. They can now manage their inventory, workflow, and rental bookings effectively with ease.

WebbRes provides a comprehensive software system that integrates sales, rentals, and service operations into one easy-to-use platform. WebbRes affords dealerships to significantly cut down on manual and repetitive processes. WebbRes eliminates the hassle of switching between platforms and saves dealerships administrative overhead, provides operational insights, and creates a faster customer experience.