



How to Report a Theft to the NER Database



Report an equipment theft to the NER database

This guide provides American Rental Association members with basic theft reporting instructions for the NER online equipment database. Members may make a theft report whether the member has an NER HELPtech registration account or not, and whether the equipment is registered or not.

For questions not answered in this guide or to report a theft by phone or email, contact an NER analyst 866-663-7872 option 5 or info@ner.net

Information required to report a theft:

- **Machine Make, Model, Serial Number/Product Identification Number.**
- **Date of Loss:** The date the equipment was last seen to the date the theft was discovered, or the date of rental to date rental is determined to be fraudulent or past due.
- **Location of Loss:** Address is best. For conversions and frauds, the location may be the store where the rental took place or the location the machine was delivered to.
- **Circumstances of Loss:** Burglary, conversion, fraudulent rental or missing from inventory are a few examples.

Additional information that is important but not required to make an initial report

- **Police Agency the crime is reported to and case number.** A police report is not required to make a loss report to NER, but Law Enforcement cannot act without a crime to refer to.
- **Renter information.** Name, address, phone numbers, driver license and vehicle information as well as renter and vehicle descriptions. Are images available?
- **Images of the equipment.** Either images of the actual machine, or of another similar machine from the fleet that has similar features and markings
- **Insurance company and claim number**

Provide as much detail about the equipment and the theft as possible. The more information available, the more useful the report is for our Law Enforcement users. That said, the sooner a report is made the better so please do not delay in making a report while details are gathered. Theft reports may be updated after the basic information is reported.

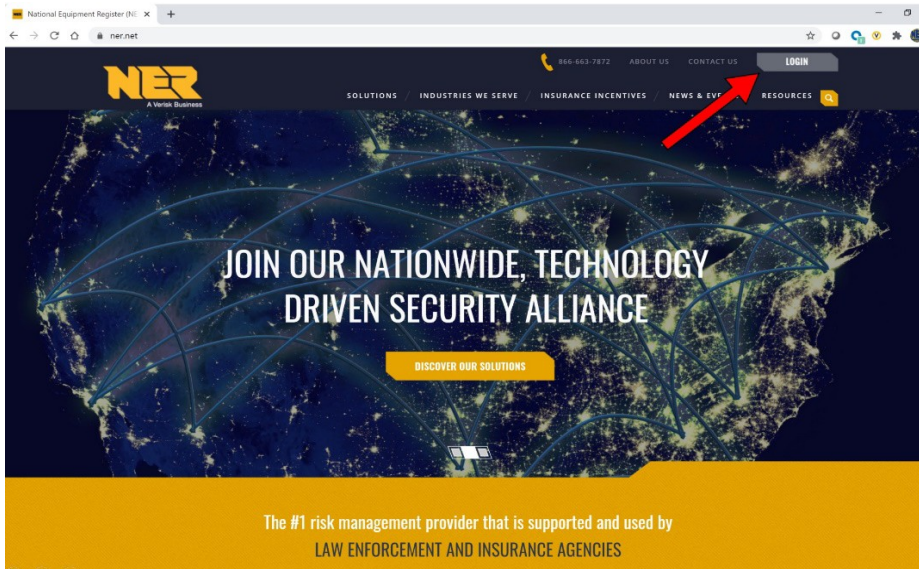
Loss Reporting:

- [Part 1: ARA members without an NER HELPtech equipment registration account](#)
- [Part 2: ARA members with an NER HELPtech equipment registration account](#)
- [Part 3: Reporting multiple machines on one loss](#)
- [Part 4: Requesting an NER Theft Alert](#)
- [Part 5: Making changes to your report and updating it when recovered](#)

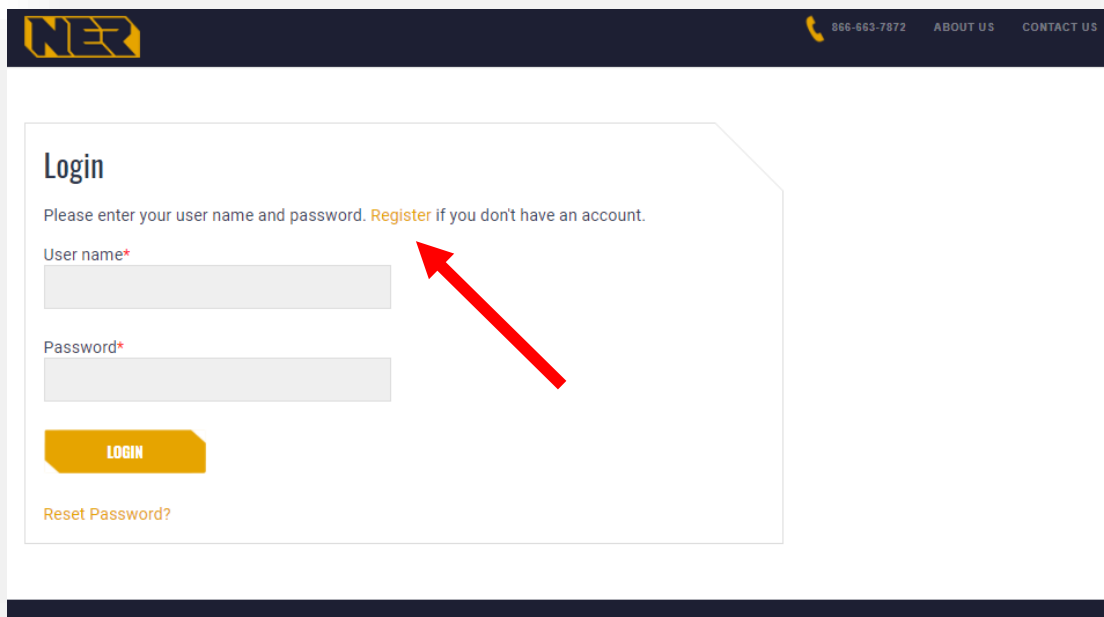
Report an equipment theft to the NER database

Part 1: ARA members without an NER HELPtech equipment registration account

1. Create an account for access to the NER system. Click the “LOGIN” on the top right corner of www.ner.net.



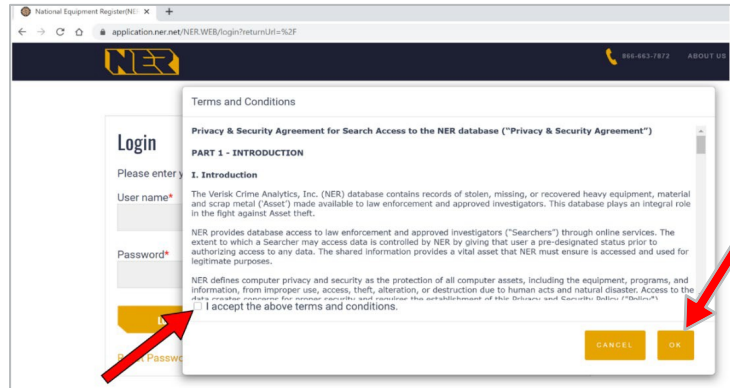
2. Click the “Register” link. Be sure “pop-up” blocker is not enabled for this site.



Report an equipment theft to the NER database

Part 1: ARA members without an NER HELPtech equipment registration account (continued)

- Review the 'Privacy & Security Agreement', check the box below to accept the terms and conditions, then click the "OK" button to proceed



The screenshot shows the NER login page with a 'Terms and Conditions' modal window open. The modal contains the 'Privacy & Security Agreement for Search Access to the NER database'. It includes an introduction and a checkbox for 'I accept the above terms and conditions.' A red arrow points to the 'OK' button in the bottom right corner of the modal.

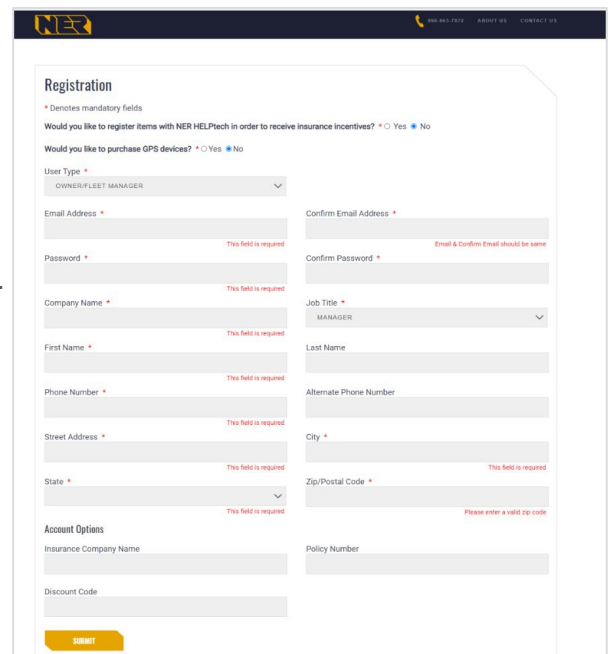
- Complete the registration form as **"User Type: Owner/Fleet Manager"**

If you intend only to report a theft and not to register your fleet at this time, select "no" for the questions "Would you like to register items with NER HELPtech in order to receive insurance incentives?" and "Would you like to purchase GPS devices?" NER can convert your profile later to add the HELPtech ownership registration or IRONwatch GPS programs.

Password must have at least eight characters, one uppercase letter, one number and one special character.

The system may require that the field: "Insurance Company Name" be completed. If unknown, simply enter "unknown"

Click "SUBMIT" to complete the registration process. The database will return you to the "Login" page



The screenshot shows the NER Registration form. It includes fields for Email Address, Password, Confirm Email Address, Confirm Password, Job Title, First Name, Last Name, Phone Number, Alternate Phone Number, Street Address, City, State, Zip/Postal Code, Insurance Company Name, Policy Number, and Discount Code. A red arrow points to the 'SUBMIT' button at the bottom.

Report an equipment theft to the NER database

Part 1: ARA members without an NER HELPtech equipment registration account (continued)

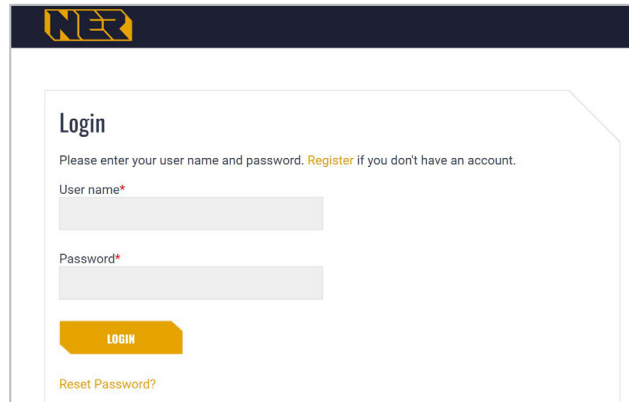
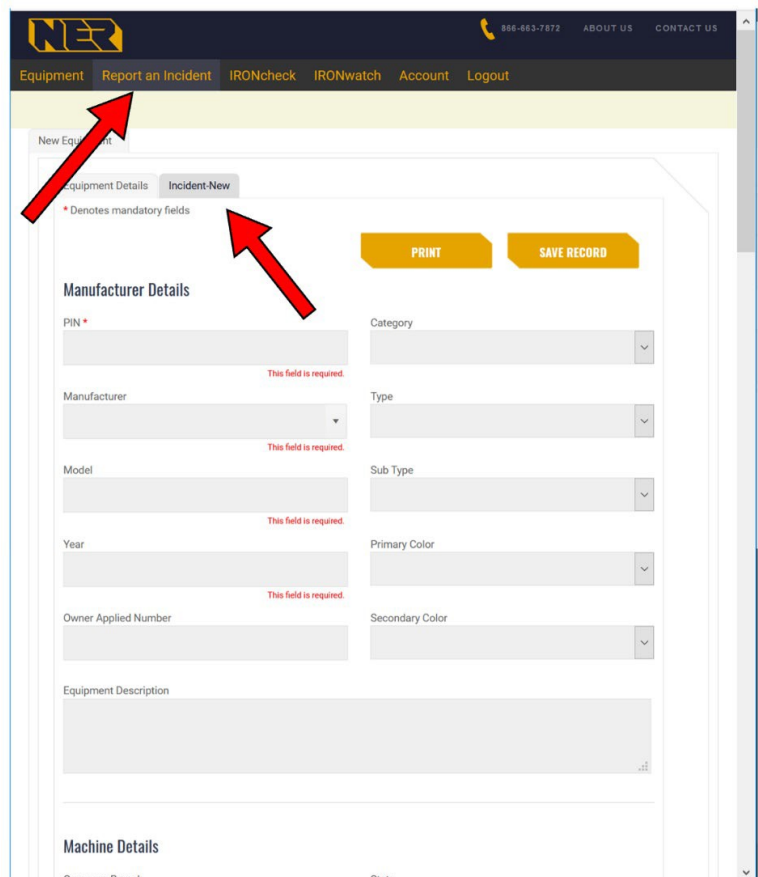
5. Log in to the NER system. The “User Name” is the email address entered on the registration form.

6. Once logged in, click the “Report an Incident” tab; enter machine details as completely as possible then click the “Incident New” tab to enter the loss event details.

“PIN” is the machine Product Identification Number or Serial Number
“OAN” is an Owner Applied Number which is any number you applied that is unique to the machine such as a unit number or inventory control number.

Please enter as much detail as available in the Equipment Description and Incident Narrative fields. Include any machine special features or markings and the how the theft occurred.

Once both Manufacturer Details and Incident New forms are completed. Click the orange “SAVE RECORD” button. This will submit the record to the database.

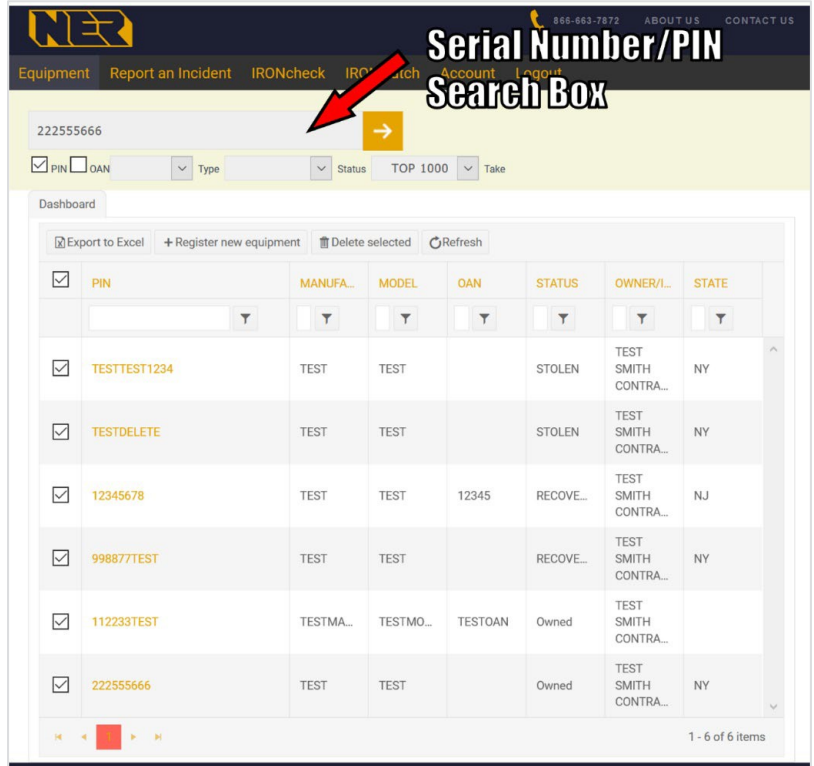
Report an equipment theft to the NER database

Part 2: ARA members with an NER HELPtech equipment registration account

1. Log into your NER HELPtech equipment registration account by clicking the "LOGIN" button on the top right corner of www.ner.net. If you don't recall your user name, contact NER 866-663-7872 option 1 or email info@ner.net. Use the "Reset Password" link if you do not recall your password. Three incorrect password attempts will lock your account, requiring a call to NER 866-663-7872 option 1.

Once logged in, proceed to the "Equipment" tab to locate the record for the machine that is stolen by searching the machine Serial Number/Product Identification Number (PIN) in the search box

2. Open the machine record by clicking the Serial Number/Product Identification Number (PIN)



Serial Number/PIN Search Box

222555666

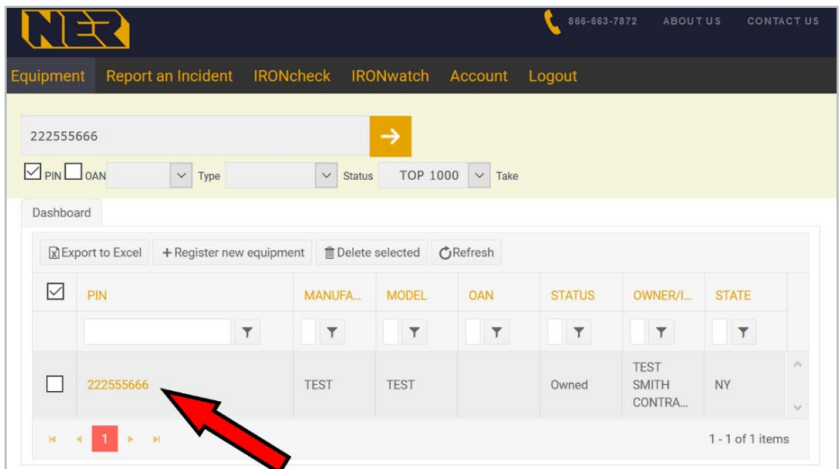
☒ PIN ☐ OAN Type Status TOP 1000 Take

Dashboard

☒ Export to Excel

<input checked="" type="checkbox"/>	PIN	MANUFA...	MODEL	OAN	STATUS	OWNER/L...	STATE
<input checked="" type="checkbox"/>	TESTTEST1234	TEST	TEST		STOLEN	TEST SMITH CONTRA...	NY
<input checked="" type="checkbox"/>	TESTDELETE	TEST	TEST		STOLEN	TEST SMITH CONTRA...	NY
<input checked="" type="checkbox"/>	12345678	TEST	TEST	12345	RECOVE...	TEST SMITH CONTRA...	NJ
<input checked="" type="checkbox"/>	998877TEST	TEST	TEST		RECOVE...	TEST SMITH CONTRA...	NY
<input checked="" type="checkbox"/>	112233TEST	TESTMA...	TESTMO...	TESTOAN	Owned	TEST SMITH CONTRA...	
<input checked="" type="checkbox"/>	222555666	TEST	TEST		Owned	TEST SMITH CONTRA...	NY

1 - 6 of 6 items



222555666

☒ PIN ☐ OAN Type Status TOP 1000 Take

Dashboard

☒ Export to Excel

<input checked="" type="checkbox"/>	PIN	MANUFA...	MODEL	OAN	STATUS	OWNER/L...	STATE
<input type="checkbox"/>	222555666	TEST	TEST		Owned	TEST SMITH CONTRA...	NY

1 - 1 of 1 items

Report an equipment theft to the NER database

Part 2: ARA members with an NER HELPtech equipment registration account (continued)

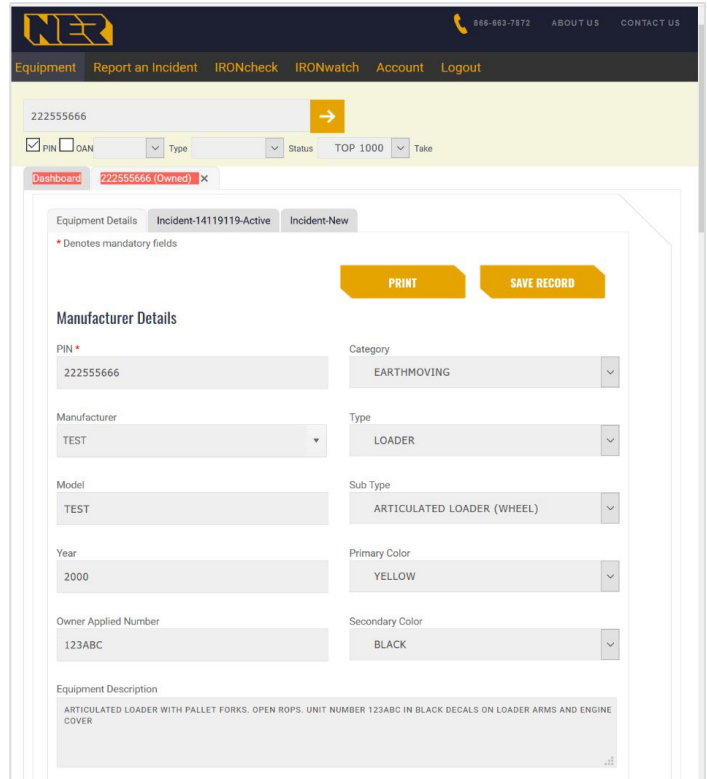
- Update the machine details as completely as possible then click the “Incident New” tab to enter the loss event details.

“PIN” is the machine Product Identification Number or Serial Number

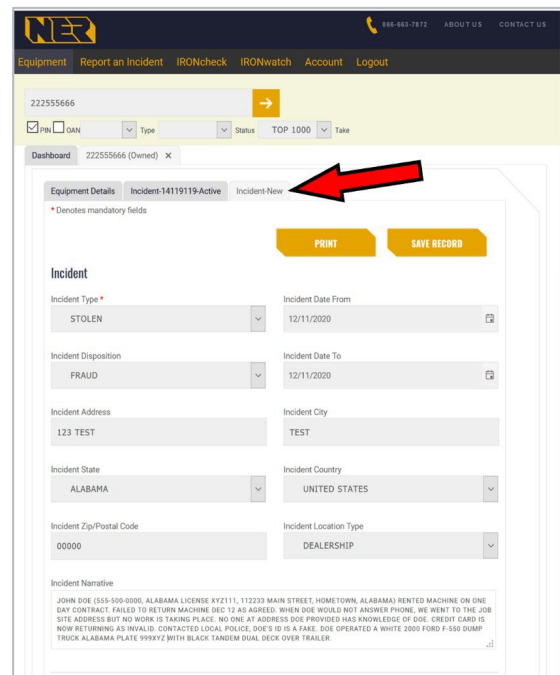
“OAN” is an Owner Applied Number which is any number you applied that is unique to the machine such as a unit number or inventory control number.

Please enter as much detail as available in the Equipment Description and Incident Narrative fields. Include any machine special features or markings and the how the theft occurred.

Click the orange “Save Record” button once both “Manufacturer Details” and “Incident New” forms are completed. This will update the machine record as “Stolen” on the database.



The screenshot shows the NER Equipment Details form. At the top, there's a navigation bar with links: Equipment, Report an Incident, IRONcheck, IRONwatch, Account, and Logout. Below this is a search bar with the PIN 22255666 and a search button. A dropdown menu shows 'PIN' selected, with 'OAN' as an alternative. There are also fields for 'Type', 'Status' (set to TOP 1000), and 'Take'. The main form has tabs for 'Equipment Details', 'Incident-14119119-Active', and 'Incident-New'. The 'Incident-New' tab is currently active. The form contains several fields: PIN (22255666), Category (EARTHMOVING), Manufacturer (TEST), Type (LOADER), Model (TEST), Sub Type (ARTICULATED LOADER (WHEEL)), Year (2000), Primary Color (YELLOW), Owner Applied Number (123ABC), and Secondary Color (BLACK). There is an 'Equipment Description' field with the text: 'ARTICULATED LOADER WITH PALLET FORKS. OPEN ROPS. UNIT NUMBER 123ABC IN BLACK DECALS ON LOADER ARMS AND ENGINE COVER'. At the top right of the form, there are two orange buttons: 'PRINT' and 'SAVE RECORD'.

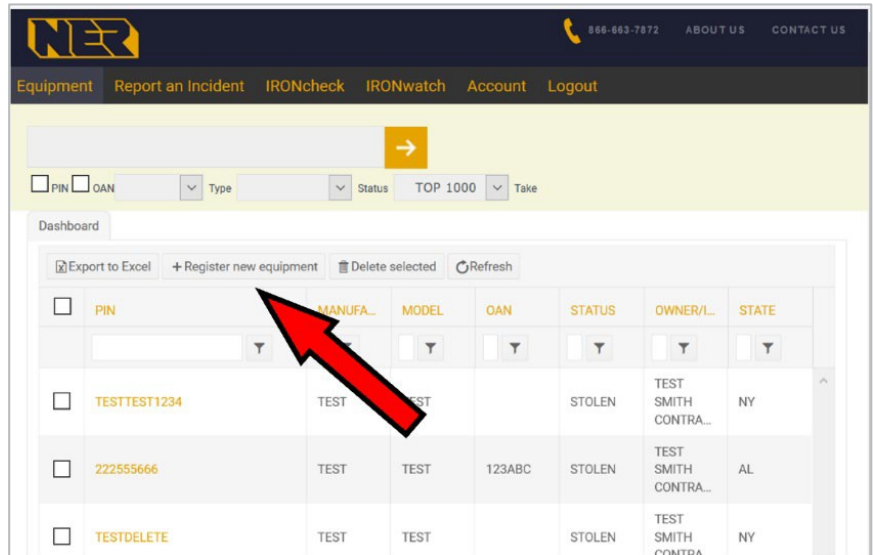


The screenshot shows the NER Incident New form. It has the same navigation bar as the previous form. The search bar shows the PIN 22255666. The 'Incident-New' tab is active. The form contains several fields: Incident Type (STOLEN), Incident Date From (12/11/2020), Incident Disposition (FRAUD), Incident Date To (12/11/2020), Incident Address (123 TEST), Incident City (TEST), Incident State (ALABAMA), Incident Country (UNITED STATES), Incident Zip/Postal Code (00000), and Incident Location Type (DEALERSHIP). There is an 'Incident Narrative' field with the text: 'JOHN DOE (555-555-0000, ALABAMA LICENSE XY2111, 112233 MAIN STREET, HOMETOWN, ALABAMA) RENTED MACHINE ON ONE DAY CONTRACT FAILED TO RETURN MACHINE DEC 12 AS AGREED. WHEN DOE WOULD NOT ANSWER PHONE, HE WENT TO THE JOB SITE ADDRESS BUT NO WORK IS TAKING PLACE. NO ONE AT ADDRESS DOE PROVIDED HAS KNOWLEDGE OF DOE. CREDIT CARD IS NOW RETURNING AS INVALID. CONTACTED LOCAL POLICE, DOE'S ID IS A FAKE. DOE OPERATED A WHITE 2000 FORD F-550 DUMP TRUCK ALABAMA PLATE 999912 WITH BLACK TANDEM DUAL DECK OVER TRAILER.' At the top right of the form, there are two orange buttons: 'PRINT' and 'SAVE RECORD'. A red arrow points to the 'Incident-New' tab.

Report an equipment theft to the NER database

Part 2: ARA members with an NER HELPtech equipment registration account (continued)

4. If the stolen machine is not yet in your HELPtech inventory, you may add the machine manually and simultaneously add the theft incident to the new machine record. Click the “+ Register new equipment” tab on the Equipment Screen, then follow the same process as above to enter the equipment details and add the theft information on the “Incident – new” tab. Once both forms are complete, click the orange “SAVE RECORD” button to add the stolen machine and the incident details

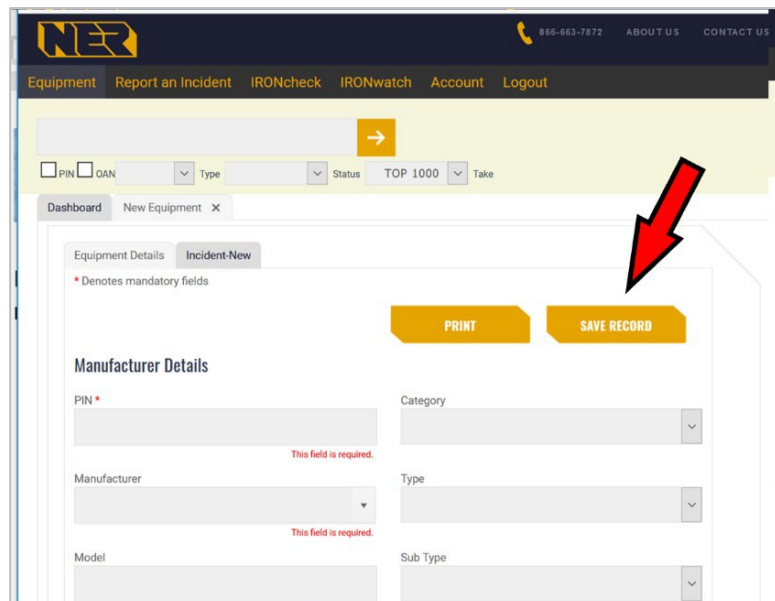


NER 866-663-7872 ABOUT US CONTACT US

Equipment Report an Incident IRONcheck IRONwatch Account Logout

Export to Excel + Register new equipment Delete selected Refresh

PIN	MANUFACT...	MODEL	OAN	STATUS	OWNER/L...	STATE
TESTTEST1234	TEST	TEST		STOLEN	TEST SMITH CONTRA...	NY
222555666	TEST	TEST	123ABC	STOLEN	TEST SMITH CONTRA...	AL
TESTDELETE	TEST	TEST		STOLEN	TEST SMITH CONTRA...	NY



NER 866-663-7872 ABOUT US CONTACT US

Equipment Report an Incident IRONcheck IRONwatch Account Logout

Dashboard New Equipment X

Equipment Details Incident-New

* Denotes mandatory fields

Manufacturer Details

PIN * This field is required.

Manufacturer This field is required.

Model

Category

Type

Sub Type

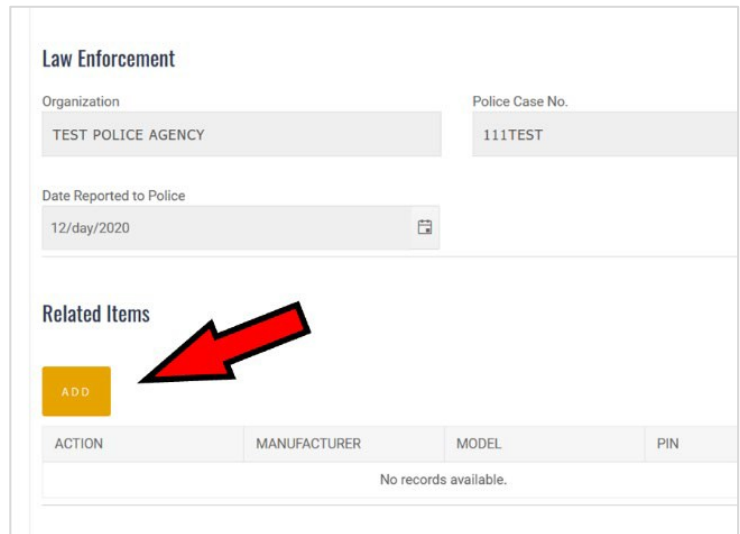
PRINT SAVE RECORD

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Part 3: Reporting multiple machines on one loss

One machine is required to enter a loss report. Additional machines may be added to the loss by using the “Related Items” form on the “Incident” form.

1. With the “Manufacturer Details” and “Incident New” forms are completed, **before** clicking the “SAVE RECORD” button, scroll to “Related Items” and click the “Add” button on the “Incident New” form



Law Enforcement

Organization: TEST POLICE AGENCY Police Case No.: 111TEST

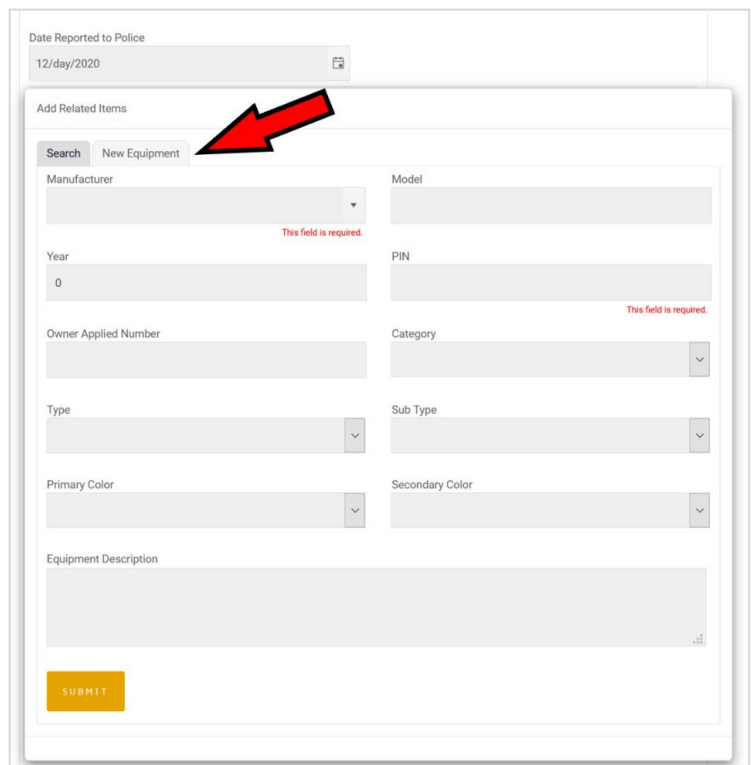
Date Reported to Police: 12/day/2020

Related Items

ADD

ACTION	MANUFACTURER	MODEL	PIN
No records available.			

2. Choose the “New Equipment” form on the pop-up and enter the machine information then click the “Submit” button



Date Reported to Police: 12/day/2020

Add Related Items

Search **New Equipment**

Manufacturer: This field is required. Model:

Year: 0 PIN: This field is required.

Owner Applied Number: Category:

Type: Sub Type:

Primary Color: Secondary Color:

Equipment Description:

SUBMIT

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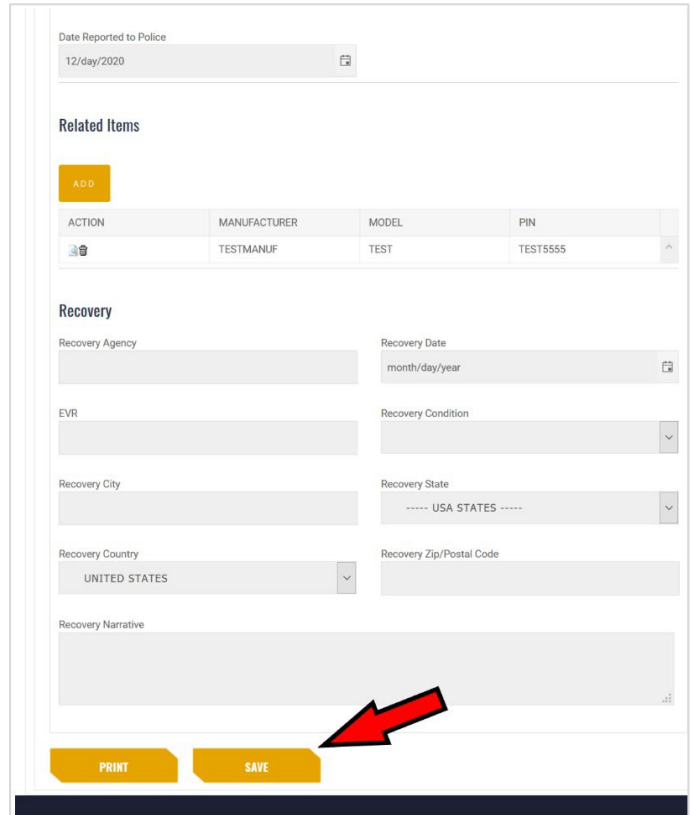
Part 3: Reporting multiple machines on one loss (continued)

3. Once all additional equipment has been added, click the “SAVE” button near the bottom of the page to add the stolen machine, the additional machine and the incident details

Part 4: Requesting an NER Theft Alert

Once the loss report is completed, the record will be processed by an NER analyst usually within one business day. The analyst will email you with any questions or errors, and request if you want an NER Theft Alert to be broadcast to industry and Law Enforcement contacts. **NER needs your response to approve sending the alert.**

If your report is urgent, contact NER 866-663-7872 option 5 or info@ner.net



ACTION	MANUFACTURER	MODEL	PIN
	TESTMANUF	TEST	TEST5555

Recovery

Recovery Agency: Recovery Date:

EVR: Recovery Condition:

Recovery City: Recovery State:

Recovery Country: Recovery Zip/Postal Code:

Recovery Narrative:

PRINT **SAVE**

Part 5: Making changes to your report and updating it when recovered

Users without an NER HELPtech equipment registration account must contact NER 866-663-7872 option 5 or info@ner.net to update the loss record or update the Incident as recovered.

Users with an NER HELPtech equipment registration account may log in and update the “Manufacturer Details” and “Incident” forms. Be sure to click the “SAVE” button when changes are complete. Only the machine PIN/Serial Number field cannot be changed by the user.

To update the Incident as recovered, complete the “Recovery” form at the bottom of the “Incident” form, then click the “SAVE” button.

