BLUEBIRD®
AUTO RENTAL SYSTEMS

RentWorks Version 3.0
Service Pack 4 Release Letter
May 2005

The following significant changes appear in Service Pack 4. Note that the installation of this Service Pack will require a feature code, and several features may require Progress Version 10 (as noted).

New Modules

The following modules have been added:

- Credit Card Processing through Shift4, a software provider which supports all of the major processors via the Internet. See shift4.com for more information.

- AirIQ (requires Progress version 10). This new module interfaces with the popular GPS devices in the following ways:

  - Upon check-in, rental agents will be alerted when vehicles violate any of the user-defined rules, such as speeding or going outside of pre-set boundaries.

  - When the Fleet Physical Inventory Report is run, the last reported location from AirIQ is used for those vehicles with the GPS device.

- Drivers license scanners (requires Progress version 10) will load an image that can be attached to a renter record, thereby automatically loading information such as the driver's license number and address.

- Rate Highway: this is a tool to monitor your competitors' rates posted on the web. The contracts, reservations, fleet, and rate tables are uploaded on a daily basis from RentWorks which are then analyzed along with user-defined criteria.

- eAutoClaims will now interface with e-rez2. This is a web site used by the Royal and Sun Alliance Insurance Company. Any reservations taken will automatically load into your RentWorks database.

- Fox Reservation Link: reservations can now be downloaded via the Internet from the Fox Rental Systems web site.

New Reports

The following reports have been added:

- Similar to the Fleet Status Report, the new Unit Location Report lists vehicles based on their current location.

- The new Fleet Financials and Statistics Report, which existed in AutoMate1, shows dollar utilization by car class.

- The new 35 Day Roll Report calculates the average number of contracts opened and closed over the past one to five weeks. Its purpose is to help with the scheduling of agents to work the counters.

- The new Vehicle Log Report provides a list of vehicle rental transactions along with in/out information and renter names.

- The new Daily Status Tracking Sheet is used for insurance replacement rentals. It provides a list of vehicles with repair order information.

- The new Fleet Rebate Report lists the vehicles that have a rebate due within a specified time period.

- The new Fleet Performance Report is similar to the Contract Revenue by Car Report, but it also lists utilization information. It will also accrue revenue if you include Open Contracts.

- A new Overdue Report includes date/time rented, claim/RO# (from the Insurance Replacement screen) and agent ID (from the Customer Information screen.)

- The new Daily Transaction Report lists contracts that were opened within a specified date range by renting employee. You can also select any location as well as a range of employee numbers. Contracts are reported in one of four categories:

    - Substitution: customer rents a car class different from what was reserved but doesn't pay anything extra.

    - Upsell: customer rents a car class different from what was reserved and pays an upgrade charge.

    - Walkup: no reservation is associated with the contract.

    - Honored Reservation: customer rents the car class that was reserved.

The report will show both the daily reserved rate and the daily actual rate. If the number of rental days is greater than five, the weekly reserved and actual rates will appear. Note that since reservation data is used, don't purge your reservations until you have run this report for the date range you desire.

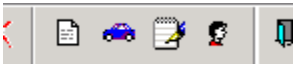# Counter Operations Enhancements

- A Manager Override feature has been added to the Sales and Customer Information Screens. This will allow a manager to enter their login and password to use a secure feature not available for counter agents. As soon as you leave the screen from which the Manager Override was used, the system will revert to the previous employee login.

- When opening a contract, you can look up a vehicle by license plate number.

- You can select a contract to close by vehicle license plate number.

- The Help feature has been expanded to address counter operations. Select Help->Contents Tab->Main Menu.

- A flat discount dollar amount can now be added upon opening a contract. Previously, only discount percentages could be added during opening a contract. Flat discount dollar amounts could not be added until the contract was being closed. Discount Reasons have been enhanced to allow a discount type of percent or amount. You can also define a default and maximum discount amount.

- A new payment processing rule has been added (in System Settings) to allow the reporting location to be set depending on the payment type.

- The renter's email address field was moved from the renter details screen to the Customer screen of contract/reservation processing and the Reservation Sale Information screen. It was also added to the Additional Drivers screen.

- Any characters other than letters and numbers will be stripped from the driver's license number field. This change ensures that a lookup by driver's license number will be accurate.

- The "Bad Renter" logic has been enhanced to disallow rental. (Previously, only a warning message was displayed.) A Custom Feature must be installed by a Bluebird Product Support Analyst in order to activate this.

Report Enhancements

- The Commission Report will now list the Daily Dollar Average. It has also been enhanced with prompts to exclude government and (VIP) rentals.

- The Reservation Report is now able to select reservations based on the date added.

- Various changes were made to the Daily Business Report to better report revenue split contracts.

Claims Manager Enhancements

- A new field, Recovery Source, has been added to Claims Setup, Claims Management, and the Claims Report.

- When adding a new claim, the claim type and recovery source will be set to "Pending".

- Up/down buttons have been added to Claim Setup list boxes to help organize the order of items in drop-down lists.

- Fields for the last modified date, time and employee number have been added to the Claims record.

- Field security has been added to the Claims Entry and Claims Management screens.

- Buttons have been added to the Claim Management screens to drill down to the contract, vehicle, sold vehicle, vehicle transaction and renter records.

- The job type of "Claims" has been added in Employee Maintenance. Only those employees with this job type will appear in the Claims Manager drop-down list boxes of employee numbers.

- A new Reminder Inquiry and a new Reminder Report have been created.

- If the applicable custom feature is installed, any open claim must have a reminder.

- An option for "All" has been added to each list box on the Claims Report prompt screen.

Credit Card Processing Enhancements

- If a transaction is not authorized for any reason, it is voided instead of deleted. This helps ensure a complete audit trail of activity.

- When opening a contract, the credit card number is no longer defaulted to the last card number associated with a renter profile. A new button has been added to the right of the card number field that will allow you to manually apply the number from the renter record. This was done to encourage the rental agent to swipe the credit card at time of rental instead of accepting the default. The swipe information is crucial to obtaining the best compliance and rates for credit card fees.

e-rez2 Enhancements

- A default location and time can be set for pickup and return.

- More options have been added to alert users of newly-created reservations. Messages can be added to the EDI log, through system alerts, or through an external e-mail address.

- The currency symbol can be changed.

- A log file keeps track of activity on the e-rez2 web site such as number of hits, availability checks, and reservations by location and class. A new e-rez2 Activity Report summarizes the information.
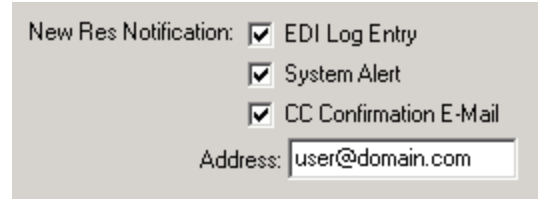
Print Program Generator Enhancements

- Forms can now be printed on multiple pages.

- A new parameter type has been added to allow the contents of a file to read and print within a box. The file contents can be simple text or text in a format called Rich Text Format (RTF) which allows for different fonts, formatting and color.

- Reservation receipts can now be printed through PPGen.

- You can now define the number of copies to print upon opening.

- The necessary fields have been added so that the taxable and non-taxable amounts can be itemized for each tax.

Reservation Planner Enhancements

- A new Daily Planner has been added to assist in the scheduling of pick-ups and deliveries.

- The Refresh button clears the schedule and lists reservations that are already assigned.
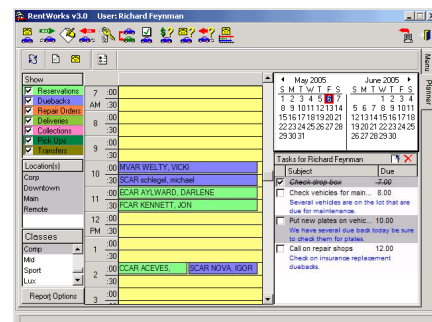
- The following types of transaction can be shown:
  - Reservations
  - Duebacks
  - Repair Orders
  - Deliveries: when the "Deliver Vehicle" action is on a contract
  - Collections: when the "Pick Up Rental Vehicle" action is on a contract
  - Pick-Ups: when the "Pick Up Renter" action is on a contract
  - Transfers: vehicles that are due back (or at) a location other than the *reserved* location. The unit will have to be "Transferred" before it can be rented. Transfers only occur when specific units have been assigned to reservations in the res planner.
- A new button on the Reservation Planner toolbar is used to assign unassigned reservations.
- A "clear assignments" button was added to the toolbar that will clear any existing assignments and allow you to re-assign using the new "assign" button.

Vehicle Fleet Enhancements

- All key code fields in Vehicle Fleet have been expanded to 20 characters.
- New fields have been added to Vehicle Fleet to define minimum/maximum keep values by date range and/or odometer range. The Incoming/Outgoing Vehicle Report has been enhanced to report these new fields.

Other Enhancements

- Support for Windows 2003 has been added.
- The Status lines on the main menu can be set to show status by location, city, district or region.
- Seasons, or date ranges, can now be defined for rate rules. This allows a user to set up just one rate rule for multiple seasons during the calendar year. Once the rule is applied to a 'low' or 'high' season rate, the rate is able to fluctuate by season with no more maintenance required.
- A new user privilege has been added to allow tour charges and payments to be hidden from view.
- The system will alert users as they sign on if reservations have not been processed for a pre-defined amount of time.
- In Purchase Order Maintenance, contracts associated with the purchase order can now be viewed in the browser.
- When entering Repair Orders, a warning message is displayed if the vehicle is currently on rent.
- The Inquiry programs have been enhanced to default values from the last time you ran them.
- The Rates & Availability Inquiry has been enhanced to estimate total charges including taxes and fees.
- NetRent users can specify the email account to email reports to in "User Preferences". If an address is defined for an employee, it will be used in place of the address from the default location.

- VIN Enhancements for Eckhaus Fleet Interface: Upon ordering vehicles with Eckhaus Fleet, data such as the VIN, year, make, and model can be loaded automatically into the on-order vehicle table. When the vehicle arrives, the information can be loaded instantly into the fleet.

- For customers of Knight Management Insurance, SLI and RLP policy information can be uploaded to their FTP site.

- Individual transaction numbers series can now be defined for all locations (instead of having unique ranges for each location).

- StepUp Accounting (formerly ProcessWare): Accruals can now be posted at month end. Accruals from the previous month end will of course be backed out.

- General Ledger accounts can now be defined by product, vehicle category, and vehicle class. This is to accommodate posting by vehicle category (cars vs. trucks) or even by vehicle class.