BLUEBIRD®
AUTO RENTAL SYSTEMS

P R E S E N T S

BARSTalk

A QUARTERLY NEWSLETTER FOR THE AUTO RENTAL INDUSTRY   SPRING 2017

Toll and Parking Violations

Do you need help with Toll and Parking Violations? Bluebird has a seamless interface with Highway Toll Administration and Violation Management Systems. Check them out at www.htallc.com

RentWorks Update

RentWorks Version 4.1.F2 will be rolled out to all NetRent databases on May 2nd. Please read the release notes: www.barsnet.com/pdf/Version_4.1.f_Release_Letter.pdf

Mark Your Calendars!

Our next Users Conference will be April 15, 2018 in Las Vegas! For your convenience, we have scheduled it for the day before the 2018 International Car Rental Show at Bally's Hotel and Casino.

It's Coming! RentWorks Version 5

By Phil Jones

This summer Bluebird is releasing Version 5 of RentWorks, and it will be a major update and modernization of our flagship product! There will be an all new user interface developed using Microsoft's .Net tools, and enhancements will include the following:

- **Brand new GUI interface** developed in .Net
- **Adjustable screen resolution** – screens will adjust to use the full height and width of the display
- **Hidden menu** – the menu will be hidden most of the time so users can take advantage of the full screen as their work area
- **Collapsible screen panels** – instead of multiple tabs, screens will now use collapsible panels to open and close different sections of a transaction using the + and – keys
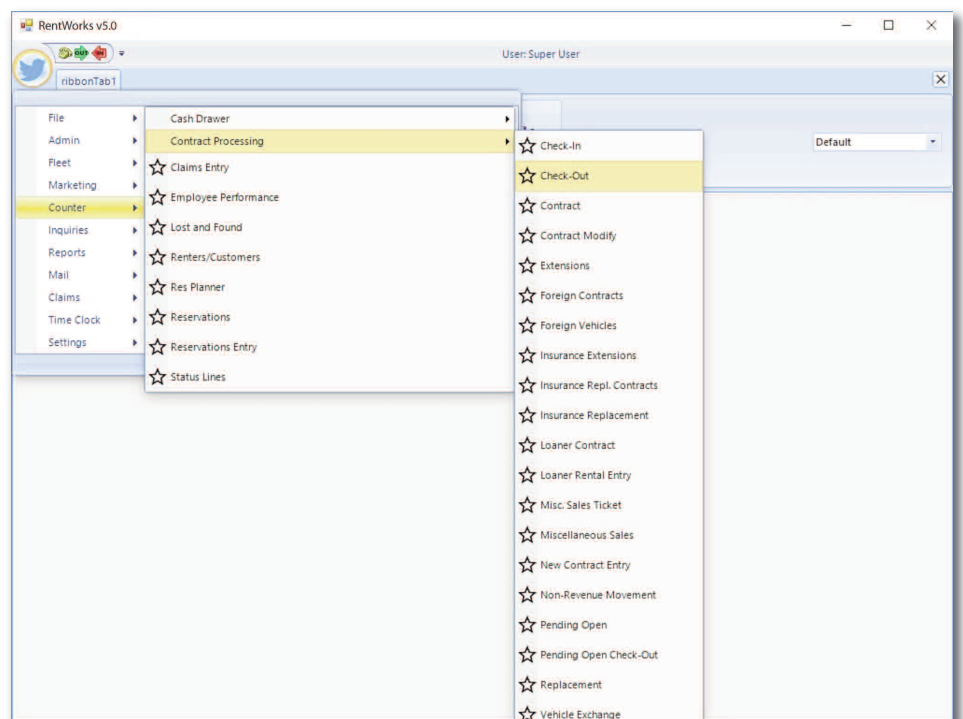
The new Counter menu leads to easy Check-Out.

Letter from the President

In our last quarterly All Hands Meeting, our Sales Manager talked about the sophistication of our add-on products. In particular, we have not only signature pads and mobile apps, but Chip & PIN Devices plus a new Broker XML Interface Portal (more on that in the next issue of *BARSTalk*).

He's right! And the market – including our users – is maturing technologically to the point of appreciating what these products can do. Not a day goes by without someone inquiring about at least one of them.

The reason we create these products is because YOU ask for them. However, we don't develop everything that is suggested as sometimes it is just not practical, feasible, or does not have sufficient ROI. But keep those suggestions coming!

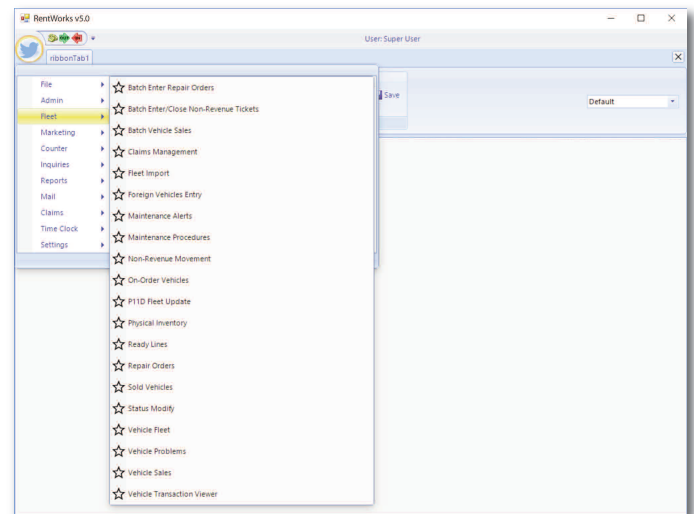As always, if you have any problems, concerns or questions, please contact me directly.

Angela Margolit
President

Tel: 973.989.2423
Email: angela@barsnet.com

What's Available to Assist You

1. Weekly Webinars:
    Tuesday: Counter (check-in, check-out, contract modify)
    Wednesday: Fleet (setup, depreciation, maintenance)
    Thursday: Accounting (General Ledger Setup, DBR Posting)
    Friday: Dealerships
    All are held at 1:00 pm EST. Reserve your spot by sending an email to support@barsnet.com.

2. Online Tutorials at support.barsnet.com are great for brand new users. You can also access these on YouTube. Simply search for RentWorks.

3. Quarterly Classes: a three-day class is scheduled every quarter at our home office in Dover, NJ. See the schedule at www.barsnet.com/class-schedule.html. The agenda, a list of area hotels, and directions to our office are also on this page.

4. Regional and/or Advanced Classes: based on demand, as long as there are at least four attendees. Locations will be announced as the classes are scheduled. Topics include System Management and Cyberquery.

RentWorks Version 5

■ **Adaptable favorites menu** – Users will work off their most used programs that will be displayed in the old favorites section which has been expanded and improved

■ **Brand new Cyberquery reporting** – RentWorks 5 will be released with Cyberquery only reports. We have taken the top 25-30 reports and rewritten them in CQ using the "Web Launcher" feature. This includes new and vastly improved DBR, LPR, Commissions, Depreciation, and Net Available reports

■ **New posting features** have been developed allowing users to either post a batch or to reset the batch, make adjustments, and post later giving greater control

■ **New split billing screen** gives a lot more flexibility in allocating charges and taxes to different entities

The new Fleet menu, accessed from the main menu.

While we have worked hard to introduce new features and enhancements, we have been equally careful not to change the design in such a radical way that current users would need retraining. The screens all have a familiar layout and the business logic behind the programs has not been changed for the most part. We are very excited about this new major release and we think you will be too.

RentWorks 5 – another reason to look forward to summer!

Advanced RentWorks Class

Due to popular demand, we are holding another class for "Advanced" users June 6-8 at our Dover, NJ headquarters.

Here is the agenda:

Overview of Support
1. About RentWorks Support
2. How to Get Support
3. Problem Call Tracking
4. Support Department Procedures
5. Software Action Requests
6. Beeper Service
7. Online Call Center
8. Wiki

Overview of the RentWorks Software
1. System Settings, including Employees, plus Field and Menu Security Passwords, Key Store and Tokens
2. Rate Management: How to use Rate Rules, Special Events, Rate Shopping and Rate Utilization to optimize revenue.
3. Vehicle Utilization using Non-Revenue Tickets and Repair Orders to handle situations where a vehicle is not available for rental so the availability checks can accurately know how many units will be available on a given date. When there's not a Non-Rev or RO to indicate when the vehicle is available, then we can't count it.
4. Reports: Counter agent reports (DBR, Due Backs), vehicle management, revenue management, auditing and exceptions.
5. Review the Commissions Coaching (KCI) module to show how it can be used to help keep agents informed and motivated, as well as all of its management capabilities.
6. Periodic Procedures

RentWorks Utilities

RentWorks Troubleshooting
1. Credit Card Authorization
2. Draft Capture
3. Reservation Links

Progress Software
1. Language, database, and environment
2. Web Client
3. AppServer

Cyberquery Report Writer including QDirector and Launchpad

Ericom

Erez and a brief discussion of our OTA API

Overview of Hardware
1. Chip & PIN devices
2. Signature Pads
3. Driver License Cameras

Windows Programs
1. Client vs. RDP
2. Using the Event Viewer
3. Using the Performance Monitor
4. Terminal Server Administration
5. User Manager for Domains

Resetting the Computer
1. Logging Off
2. Logging On as Administrator

Backup Procedures
Knowing what to backup, verifying backup and doing test restores to ensure backups are usable. Review device rotation and the need to have a current device offsite in the event of fire, theft, flood, etc.

Miscellaneous Troubleshooting Tips

Open Q & A

Geared for System Administrators, especially if the RentWorks database is on-premises (your own server), the cost is only $500 per person. If you are interested in attending, please send an email to info@barsnet.com
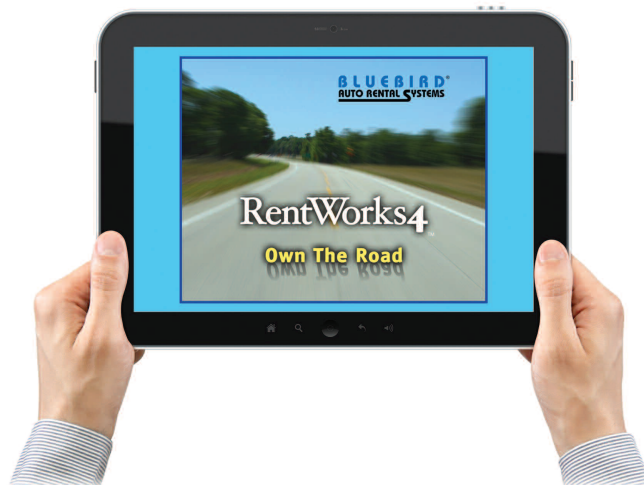
The STARS of BARS

We'd like you to meet our newest sales rep, **Alison Lee**.

Alison was born and raised in Southern Ontario, Canada. As a child she participated in ballet, gymnastics and diving, and received the bronze and silver awards from the Royal Canadian Ballet. Alison now lives in Bishop's Stortford, Hertfordshire, UK, near London.

While traveling in Europe at the age of 19, Alison landed a job with Air UK/KLM and made the permanent move from Canada to the UK. She worked there 12 years in various roles, starting out with Reservations and finishing with Revenue Management and Pricing Analyst.

Alison then went to US Airways and spent two years running the sales support team and providing analytical support to the leisure and corporate sales teams.

Next Alison went to work for DTAG in London in Franchise Sales and Development, specifically to build an international net rate program for tour operators and brokers. While there she managed the international licensee rate program for all major brokers and tour operators, including Expedia and Ebookers. She was with DTAG for 11 years.

After helping launch RateChain with some former business partners, Alison's next stop was Bluebird in August of 2016. Over the years, Alison has learned the value of teamwork and knows that a great product isn't worth much without a great team behind it—so she is enjoying being part of Bluebird's top notch team.

In addition to Alison's extensive industry experience, she has continued her education in many areas including a Post-Graduate Diploma from the Chartered Institute of Marketers.

Alison is a keen supporter of Manchester United (soccer) and the Leicester Tigers (rugby). She also loves live music and her favorite venue is the Corn Exchange in Cambridge. She most recently attended a Fat Boy Slim concert at the O2 in London.

Welcome New Customers!

Since our last issue of BARSTalk, the following customers have joined us (1st Quarter 2017):

A Dollar Enterprise – Gardena, CA

ACE Rent A Car – Goldsboro, NC

Advantage Chrysler Dodge Jeep RAM – Mt. Dora, FL

Airport Van Rental of Midway – Skokie, IL

American Chevrolet – Modesto, CA

Avis Rent A Car – Avarua, Rarotonga, Cook Islands

Bolles Motors – Ellington, CT

Brandon Dodge – Littleton, CO

Budget Car Rental of Rio Grande Valley – Harlingen, TX

Calesa Toyota – Caguas, Puerto Rico

Courtesy Chrysler Dodge Jeep RAM – San Juan Capistrano, CA

DB Rent A Car – Pocono Summit, PA

Fairmount Car and Truck Rental – Hackensack, NJ

Haley Buick GMC – Richmond, VA

LH Miller Chrysler Dodge Jeep RAM – Provo, UT

Lou Fusz Fiat of Metro East – Fairview Heights, IL

Marchant Chevrolet – Ravenel, SC

Nick Crivelli Chevrolet – Beaver, PA

Paul Miller Inc. – Parsippany, NJ

Payless Car Rental – Kingston, Jamaica

Pinehurst Auto Group – Southern Pines, NC

Prestige Chrysler Dodge Jeep RAM – Longmont, CO

Ron Lewis Automotive – Pittsburgh, PA

Connect with Bluebird!

There are many ways to connect with us. Find us on your favorite social media site...

Twitter: https://twitter.com/BluebirdARS

Facebook: https://www.facebook.com/BluebirdARS

Google Plus: https://plus.google.com/115186765438731036841/posts

YouTube: http://www.youtube.com/user/BluebirdARS

LinkedIn: http://www.linkedin.com/company/bluebird-auto-rental-systems

Blog: www.barsnet.com/blog

QUARTERLY RENTWORKS TRAINING CLASSES

May 9-11, 2017
June 6-8 (Advanced Class)
August 8-10, 2017
November 7-9, 2017

Classes are held in Dover, NJ, USA (unless otherwise noted) and run from 9:00 AM to 5:00 PM on the dates indicated. The cost is $500 per person per class. Attendees are responsible for their own expenses including airfare, ground transportation, hotel accommodations and meals. ALL CLASSES ARE SUBJECT TO CANCELLATION IF THERE ARE NOT AT LEAST FOUR CONFIRMED ATTENDEES TWO WEEKS PRIOR TO CLASS DATE. We will contact customers two weeks prior if class will be cancelled.

UPCOMING INDUSTRY EVENTS

April 24-27	Arab Travel Market – Dubai, UAE
April 30-May 2	Avis US Licensee Convention – Palm Beach, FL
May 17-19	Ace Rent A Car Affiliate Conference – Indianapolis, IN
June 5-6	Avis South Pacific Licensee Convention – Gold Coast, Australia
June 5-8	ABG LAC Licensee Convention – Punta Cana, DR

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