

BARSTalk

A QUARTERLY NEWSLETTER FOR THE AUTO RENTAL INDUSTRY

SPRING 2018

RW Mobile Update

RW Mobile now has the ability to close Non-Revenue Moves! Please contact us if you are interested in this highly requested new enhancement.

Attention: Element Express Users

If you use Element Express for your credit card processing, it's time to convert to Chip & PIN, TriPOS! Please note that TriPOS will now work with RWMobile, and we are currently addressing Debit Card Detection and Erez. Please contact your sales rep for more information.

RentWorks5 Beta Released

RentWorks5 is now officially in beta! Please contact us if you would like to be a test site. You can access your same database with RentWorks4 and RentWorks5 simultaneously! (Read more on page 2 of this newsletter.)

Bluebird Releases RentWorks 4.1.H

We are happy to announce the release of RentWorks version 4.1.H. Please note that Progress version 11.7 is required. Significant changes include:

Rollover Processing has been enhanced (SAR 10678) as follows:

- Capture historical mileage. A new table, "rollover header", has been created so that RentWorks can store the mileage with each rollover.
- Charge for mileage. Using the new mileage field, RentWorks can calculate the miles driven since the last rollover and create a Booked Revenue entry for it.

RentWorks Mobile has been enhanced with the new main menu items of Status Modify and Non-Revenue Menu:

The image displays three screenshots of the RentWorks Mobile web application interface. The first screenshot, titled 'Main Menu', shows a list of options: Check-In, Contract Inquiry, Physical Inventory, Status Lines, Fleet Status, Status Modify, Non-Revenue Menu, Settings, and Logout. Two red arrows point from the 'Status Modify' and 'Non-Revenue Menu' items to their respective detail screens. The second screenshot, titled 'Status Modify', shows a form with fields for Location (set to RWMOBILE), Product (set to Vehicles), Unit #, License Plate #, Status (set to --Please Select--), Odometer, Current Fuel, Stall, and a Comment space. It includes 'Back' and 'Submit' buttons. The third screenshot, titled 'Non-Revenue Movement Menu', shows options for Non-Rev Inquiry, Non-Revenue Close, and Logout, with a 'Back' button at the bottom.

In RWMobile, you also now have the ability to perform a Contract Inquiry by License Plate Number.

Auto/Mate DMS Interface: Using their new Open/Mate API, RentWorks now interfaces with Auto/Mate's Customer and General Ledgers.

Auto/Mate®

To see a list of all the enhancements and SARs (Software Action Requests) which were addressed in this release, please visit:

http://www.barsnet.com/pdf/Version_4.1.h_Release_Letter.pdf

Letter from the President

It is always a pleasure to attend industry events to see and talk to our customers in person. The recent International Car Rental Show was no exception. And we had the added bonus of holding our Users Conference! (The last one we held was in September of 2015.)

Saturday night was a special treat, going up in the High Roller ferris wheel with everyone to see fabulous views of Las Vegas. If you missed it, I highly recommend that you do it the next time you're there.

What truly amazes me about these gatherings is how much you learn from other companies. In addition to attending informative workshops, I encourage you to take advantage of every networking opportunity and to meet new people. Like I tell my sons: Make new friends, but keep the old...

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



Angela Margolit
President

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What's Available to Assist You

1. Monthly 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.

RentWorks5 Update

By Phil Jones

RentWorks version 5 has been deployed to our first beta site and there are two more beta sites coming very soon. In fact, they will probably be using the software by the time you read this!

In a departure from previous deployments of RentWorks, we are hosting the version 5 beta sites in Progress Software's multi-tenant databases at Amazon. This will allow us to have customers grouped by time zone and allow for more time-sensitive downtime to apply updates and perform conversions as new versions are released.

New features of RentWorks5:

- Scalable screens that will fit a tablet, laptop or PC monitor.
- All programs will run on the server side, so no more need to update client machines.
- A host of new reports re-engineered using Cyberquery business intelligence data mining tools.
- Collapsible panels replace multiple tabs for program screens such as vehicle inventory and the counter operations.
- A split billing screen allowing completely customizable billing for any rental.

Because of the nature of releasing a completely new version, the initial beta sites have been handpicked to fit the profile of their businesses to the available modules. In the near future, we will be adding credit card processing, signature pads and driver license scanners so all customers can reap the many benefits of RentWorks5.



Users Conference Wrap-Up

The Bluebird Users Conference, held in conjunction with the annual International Car Rental Show at Bally's Resort & Casino, was a HUGE success!

The event began with an evening outing at the High Roller ferris wheel. The next day attendees listened to several presentations from Bluebird employees and partners.

Customers travelled from as far away as Barbados, and as close as down the street in Las Vegas! Registration for the full-day event began Sunday, April 15 at 8 AM, and the final session concluded by 5:00 PM.

Presentations were first given by the Bluebird team:

- A "State of the Union" address from President, Angela Margolit
- Sales Manager Rob Hano explained what his team is up to, and gave an overview of Bluebird Recovery Services.



- PSAs Samantha Blume and Yasmin Delgado reviewed the latest support tools.
- Development Supervisor, Dave Zadrozny, gave a product update on:
 - VIN Decoding/Recalls
 - Leasing
 - RW Mobile (presented by Andres Lezcano)
 - RW5
 - Broker XML Portal

Throughout the day, our technology partners and sponsors introduced themselves and gave an overview of their products and services.

A delicious buffet lunch was served, along with mid-morning and mid-afternoon coffee breaks. After lunch, everyone participated in a "speed networking" session.

Customers commented that they really enjoyed meeting so many Bluebird personnel for the first time face-to-face, and appreciated the opportunity to give input on new features and products.

Please visit the Photo Gallery at:

<https://www.youtube.com/watch?v=SG4bEq8o9C8&feature=youtu.be>



View from the High Roller.



The Bluebird crew.

MarketPlace (by RentalCars.com)

By Alison Lee

Wyoming is more than just a state! It is also a UK-based marketing agency that has been engaged by Rentalcars.com (part of the Priceline group) to identify potential users for its Marketplace portal.

Last year, Rentalcars.com processed 10.3 million bookings. They are the world's biggest online car rental service, with over 50,000 locations in 163 countries. They created Marketplace so companies like yours could join in and grow with them.

Marketplace gives you massive online visibility and complete control of your offering. It's simple:

- You put your cars on Rentalcars.com.
- You set the prices, allocation and policies.
- You then reach out to millions of potential customers that visit Rentalcars.com each year, increasing fleet utilization and really making the most of your cars.

Now live in the UK and the Netherlands, Wyoming can provide an indication on how we can help you grow. It takes about 20 seconds to check out demand levels where you operate. You don't even have to sign up first.

For more information, please visit:

<https://marketplace.rentalcars.com/#/>



Our Social Media Committee suggested that we start highlighting our long-time employees instead of just new hires. So here you go...

It's been a long time since we featured our CTO, **Charlie McGougan**, as he has been with us since we started Bluebird Auto Rental Systems in 1993! We saw him get married and raise four children – three sons and one daughter – the oldest two are now in college.

Coming from the industry, Charlie worked for several car rental companies, including Payless. He started with us as a product support analyst, then quickly moved into development.

Now he oversees development of all software products sold and supported by the company, while evaluating development standards, trends and toolsets. He also determines the feasibility of integrating with third party products.

For fun, Charlie likes spending time with the family, boating and going to the mountains.



Welcome New Customers!

Since our last issue of BARSTalk, the following customers have joined us (1st Quarter 2018):

Avis – Anchorage, AK
 Avis/Budget – Springfield, MO
 BLU Rent A Car – Panama City, Panama
 California Exotic Car Rental – La Jolla, CA
 Capital Ford – Carson City, NV
 Castriota Chevrolet – Hudson, FL
 Chapman Ford VW – Philadelphia, PA
 EZ Auto Rental – Stone Mountain, GA
 Four Stars Auto Group – Henrietta, TX
 Hertz – Belleville, ON, Canada
 Hertz – La Paz, Bolivia
 James Wood Buick GMC – Denton, TX
 Pacific Honda Hawaii – Honolulu, HI
 PV Rentals – Houston, TX
 Quirk Auto – Braintree, MA
 RC Lacy Ford – Catskill, NY
 Rent-A-Van – Lincoln, NE
 Skaha Ford Inc. – Penticton, BC, Canada
 The Jeep Store/Seaview – Ocean Township, NJ
 Thrifty – Walkerton, ON, Canada
 Unlimited Car Rental – Providence, RI
 USA Car Rental LLC – Norcross, GA
 Wheels 2 Go Car Rental – Noord, Aruba

How to Place a Support Call

By Jeff Swysh

Here at Bluebird Auto Rental Systems, we strive to make the best product we can for our customers. A well-performing, error-free software product is our goal. However, there may be times something just does not go as expected. You receive a message or an error pops up. You need the assistance of our dedicated Support Department. In short, to coin a phrase, "the Devil is in the details."

If you receive an error message, please make every attempt to take a screen shot or write down the specific message. It's important. It may look like gibberish to the layman, but it is critical information for the Support and Development departments. These messages give us a great place to start.

Nearly as important is attempting to retrace your steps. What actions did you take right before you received the message? If we can duplicate your actions, we are halfway to finding a solution. To that end, the more information you can provide to us when there is an issue, the quicker we will be able to find a solution.

QUARTERLY RENTWORKS TRAINING CLASSES

August 7-9, 2018

November 13-15, 2018

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.

2018 INDUSTRY EVENTS

May 29-June 1	Progress Global Conference – Westin Waterfront, Boston, MA
June 25-29	Avis Budget Group LAC/SE – Hollywood, FL
Sept 26-29	Avis Licensee Convention – JW Marriott, Austin, TX
Oct 10-12	Mopar Convention – Orlando, FL
Nov 5-7	World Travel Market – ExCel, London, UK
Nov 12-16	NYSADA Convention – Ritz Carlton, Grand Cayman

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



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