

Send us an E-mail:
info@barsnet.com

BLUEBIRD[®]
AUTO RENTAL SYSTEMS

Visit our Web site:
www.barsnet.com

P R E S E N T S

BARSTalk

A QUARTERLY NEWSLETTER FOR THE AUTO RENTAL INDUSTRY

SUMMER 2017

New Support Site

We have a new Support website! Check out:
<http://support.barsnet.com>
Thank you, long-time employee **Robert Rodriguez** for putting your creative talents to work.

Customer Survey

Please be on the lookout for our biennial Customer Satisfaction Survey, which will go out in September.

Users Conference

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.



RentWorks 5 Update

By Phil Jones

Bluebird's programmers have been very busy working on the RentWorks 5 release, targeted for this summer. Their progress has been steady with all of the lookups converted to use .Net controls in the browsers and the maintenance screens almost completely converted. The main part of RentWorks (and the most complicated) is the rental counter programs and they are coming along nicely according to Dave Zadrozny, lead developer on the project. With individual panels that can open and close independently as users move through the reservation and rental process, there is an added level of complexity to the programming, but we are moving along quickly and the results are exciting.

Some of the new features you will enjoy with RentWorks 5:

- Full screen capability
- Screens can be resized by dragging from any corner with the mouse
- New browsers with added .Net functionality

(Continued on page 2)

The new Vehicle Fleet screen

Letter from the President

I often hear that working at Bluebird is like having an extended family. If that results in productive and long-term employees, then that is a good thing. And our company recently received a Corporate Culture Award, so we must be doing something right.

We also strive to treat our customers as family, too. And we take great pride in the fact that most of our customers feel the same way about us as well. This sentiment was apparent when I was attending the Arabian Travel Market recently and long-time customer David Sajasi, owner of Beverly Hills Rent A Car, walked up to our booth and said: "So I have to travel 10,000 miles to see you in person, Angela?"

I wish I could visit every customer personally, but there just aren't enough days in the year!

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 5 Update (Continued from page 1)

- A "Recent" menu item that tracks the last 10 menu items the user accessed
- The return of BarsMail to the home screen
- Message of the day returns for both Company and Location specific messages
- Collapsible panels allow users to scroll through all aspects of a rental on a single screen
- All reports programmed in Cyberquery
- New LPR report
- New DBR report
- New Net Available Vehicles report

Bluebird will be giving a sneak peek at the new software at upcoming auto rental conferences and events. We're excited about RentWorks5 and we think you will be, too!

RentWorks5

New! Broker XML Portal

Online Car Rental Brokers are a great way to expand the reach of your business and your customer base. Online brokers sell to customers worldwide. In some regions the business from brokers accounts for 75% of all rentals, accessing customers from foreign markets that otherwise would likely have booked only with a global brand.

Online brokers need many suppliers to ensure sufficient supply at all times of the year. Working through an XML connection means that they are providing their customers with real-time rates and availability, and bookings that are confirmed with the rental supplier immediately. The new Bluebird XML Portal takes those benefits further by offering the brokers and our customers the opportunity to connect to our hub. This means with just one connection, brokers can connect with any of our XML Portal subscribers, giving the broker more options at a lower cost.

For our customers, this means access to leading online brands with exposure to massive international markets. The Broker XML Portal is a distribution tool, which means that our customers retain control of their pricing and inventory. The bottom line: you only sell what you want, when you want.

Please contact our sales department if you are interested in improving/expanding your rental market.

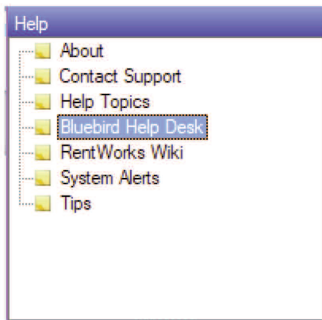
How to Place a Support Call

What is the best way to enter a support ticket when you need assistance?

First, if you are unable to connect to your database to perform rental transactions or are unable to process credit card transactions, call us at (973) 989-2423 and let us know that it is a critical issue. If this happens outside of our normal support hours, please call (973) 366-2651 for assistance.

For non-critical support issues, the best—and absolutely fastest ways—to enter support requests are as follows:

1) Use our Online Call System. From within RentWorks, click on the button near the bottom right of your RentWorks client. Then, click Bluebird Help Desk from the Application window near the top left. Once the Help Desk displays, please click on New Support Ticket. From there you will be able to enter your name, contact preference (phone or email) and a description of your problem. Then click Submit. This enters your support call directly into our system for the next available analyst.



2) If you do not have access to your RentWorks client, you can use the same process from our Support Site. Open a browser and go to <http://support.barsnet.com>. Click on the icon for the Online Call System. You'll need to know your company's login and password. If you do not have this information, you can contact the Support Department and obtain your credentials. From there the process is exactly the same as above in Step 1.

3) If Steps 1 and 2 are not possible, you can email the Bluebird Support Department at support@barsnet.com. Please provide the name of your company, your name and contact information, and a description of the problem. Once received, you will be sent an email reply that a support ticket was entered, along with the call reference number. Please note that after hours and on weekends, email replies may take longer than during normal business hours. If the situation worsens, please call the after-hours support number noted above.

4) Lastly, you can contact us by phone at (973) 989-2423. During business hours an analyst will take your call and enter a support ticket for your issue. Please have as much information as possible at hand so that we can assist you as quickly and efficiently as possible.

Arabian Travel Market

Bluebird President, Angela Margolit and overseas sales rep, Alison Lee recently attended the Arabian Travel Market in Dubai. Some highlights below...



Angela and Alison at the Bluebird booth.



Alison on the red carpet. What, no limo?



Alison with David Sajasi, owner of Beverly Hills Rent A Car, and his daughter, Kristal.



Say 'Hello' to Product Support Analyst, **Eric Dello Russo**.

Eric grew up in Boston, where as a youth he played hockey and baseball. After graduating high school, he attended Grand Canyon University.

At his last company, Eric showed an affinity for working with software and knew he wanted to continue on that path. That experience helps him every day in his current position with Bluebird, where he started in May of 2016. Eric's favorite thing about working for Bluebird is being able to show customers features that will save them time.

In his spare time, Eric likes to explore Maine and Cape Cod. He loves living at the beach "until winter comes to crush our souls." Like all true Bostonians, Eric follows the Patriots, Red Sox, Celtics, and Bruins religiously.

Currently single, Eric is the proud father of a two month old tomato plant.



Welcome New Customers!

Since our last issue of BARSTalk, the following customers have joined us (2nd Quarter 2017):

A Plus Auto Rental – Kahului, HI
Alexander Ford – Kenedy, TX
All Star Rent A Car – Waycross, GA
Best Car4U LLC – El Cajon, CA
Carson Cars – Lynnwood, WA
Channel One – Charlotte, NC
Chapman Chrysler Ford – Horsham, PA
Fairway Motors – Hazleton, PA
Felton Holly Kia – Felton, DE
First Choice Auto Rental – Yanceyville, NC
Florida Van Rental – Orlando, FL
Goldmoon Rent A Car – Houston, TX
Grand Auto Rental – Ridgewood, NY
Gupton Motors – Springfield, TN
HP Motors – Las Vegas, NV
Irvine Car Rental – Irvine, CA
Maple City Dodge – Hornell, NY
Marty Sussman Leasing – Abington, PA
Paradise Jeep Rental – Jost Van Dyke, BVI
Rockland Chrysler Jeep Dodge – Nanuet, NY
Ron Sayer's CJD – Idaho Falls, ID
RST Auto Rental – Wesley Chapel, FL

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

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

- | | |
|------------|---|
| Sep. 24-25 | Avis Budget Group EMEA – Athens, Greece |
| Oct. 15-17 | NextCar/Priceless/Rent-A-Wreck Convention – Las Vegas, NV |
| Nov. 6-7 | Auto Rental Summit – Miami, FL |
| Nov. 6-8 | World Travel Mart – London, UK |



200 Mineral Springs Drive, Dover, NJ 07801 USA
973.989.2423 • 800.304.5805 • sales@barsnet.com
www.barsnet.com