



RentWorks Version 4.0 Service Pack B5 Release Letter April 2010

Many improvements have been made. The major areas are:

- Rate Shop
- Miscellaneous Sales
- Dealership / Loaner module
- Vehicle Damage on Check-out
- Vehicle Problems on check-in
- Completely revamped credit card processing – cancelling / switching tabs / etc.
- Notes
- Rates/availability inquiry
- Accounting interface for Great Plains and JDE
- Manually entered Rental Agreements

A major enhancement has been the addition of “Status Lines”, which were on the main menu of version 3. Simply go to Counter->Status Lines:

The screenshot shows the 'Status Lines' window in the RentWorks software. On the left is a navigation pane with 'Counter' selected, and 'Status Lines' highlighted under 'Contract Processing'. The main area has several filter dropdowns: Region (Northeast, Southeast), District (NJ, NY), City (Dover), Location (Airport, DOWNTOWN, Main), Product (Trucks, Vehicles), and Class (All, F150, Econ, FullSize, Comp, Mid, Sport). There is an unchecked checkbox for 'Include Overdue's in Balance'. Below the filters is a data table with columns for Status, Total, and various vehicle classes.

Status	Total	F150	Econ	FullSize	Comp	Mid	Sport	Lux	MiniVan	Pickup
Prep'd	14	0	0	0	1	8	5	0	0	0
Un Prep'd	0	0	0	0	0	0	0	0	0	0
Reserved	0	0	0	0	0	0	0	0	0	0
VIP Res	0	0	0	0	0	0	0	0	0	0
Dueback	0	0	0	0	0	0	0	0	0	0
Overdue	4	0	1	1	0	1	1	0	0	0
Balance	14	0	0	0	1	8	5	0	0	0

The more intricate details on all affected programs are as follows:

Ref #	Program	Description
244	Modify	On contract modify, if you extend the contract, FINISH does not check for the required additional deposit required. (Also see #244 and 1179)
327	Reservations	Rate shop and alternate class stuff not working correctly on RESERVATIONS (See 327, 447, 1074)
394	Settings	Transaction numbers not setup. Messages really get messy. Need to handle this more gracefully. (See #394, 917, 1319) Requires CF A1074 Requires CF A1074
447	Reservation	Rate shop only returns current car class rates. (See 327, 447, 1074)
496	Modify	Giving a CASH refund on a contract where only CC payments have been taken, generates a message "refund cannot exceed original charge". First the refund is less than the original charge, it is just to a different Pay Type. Secondly, if you get the message, click OK and then switch tabs, the refund is created anyway. Then when you FINISH, you get the same message and the RA is not saved.
723	Check-out	On the drivers tab, if you select a driver, save the driver, switch tabs, delete the driver from the drivers tab, switch to the summary tab and back to the driver tab the "charge summary" box has disappeared.
775	Counter	Whenever you CANCEL / QUIT a contract you need to suppress any messages regarding "adding an additional driver charge of x.xx", last name cannot be blank, etc.... You are cancelling and could care less about what was not entered/completed or other.
781	Dealership	Dealership module is missing.....
792	Modify	Finish with the Notes browser open and then revisit the RA generates errors
793	Notes	No matter what radio button you select on the notes browser, all notes are displayed.
830	Draft capture	No indication in the draft capture report to indicate success or failure (Central Coast) No batch number returned.
835	Dealership	Dealership tab has the Bill to binoculars active when not in edit mode.
862	Notes	Notes that are "deleted" are not really deleted. Note re-appears when you come back to the RA, Fleet and other records. Note modifications are not saved either.
891	Check-in	Vehicle problem icon does not function at all
917	Check-out	When transaction numbers are not setup for your terminal defaults location, check-out generates a meaningful error. At that point the program should exit, but instead it continues and generates "cannot update rentalDB record" errors ad-nausium. This could be a common business practice for customers with preprinted forms with RA #s on them. V3 allowed this and check-out left the RA number blank so the agent could type in the pre-printed number. (See #394, 917, 1319) Requires CF A1074
932	Pending RA	When unit number lookup in Pending RA is selected, if you do not enter a unit number, the lookup returns ALL open RAs with units on them. All of the other lookups when left blank ONLY return the Pending open RAs.
976	Location Setup	Special characters are allowed in the location code (for example: "MAIN OFF.") Trap this to prevent problems later on.
1009	Fleet	Status Modify does not create a Transaction log entry when you only change the Location. Also no transaction entry if you just change mileage.
1030	Status Modify	The drop down box for status is not wide enough for their descriptions. Can the box be made wider and move the other info to the right.

Ref #	Program	Description
1038	Payments	Force the Authorization field to be UPPER CASE letters. Customers are getting chargebacks for agents who enter lower case letters
1073	Exchange	Access to all notes from this screen. "auto display notes" should display. The ability to add contract or vehicle notes in the program as well.
1074	Reservation	Entry 5 is outside of range, when Rate Shop is selected and Search is selected. (See 327, 447, 1074)
1094	Check-out	Vehicle notes do not display on Check-out, only on Modify and Close
1124	Non-Revenue	Non-rev tickets are not checking vehicle status. No warning message if issuing a non-rev ticket for a vehicle that is on rent
1129	Reports	Company sales report, does not force you to select all appropriate parameters. If you do not select a category, the report Fails to run with the message "the report parameters are invalid". Add edit check for category selection. V3 does not handle this gently either, it generates a message with just a ? in it.
1139	Notes	Check mark does not appear for notes in Non-Revenue correctly. Check mark only appears after viewing the note in Non-rev,
1143	Rate lookup	Rate Lookup does not show enough detail on the summary tab. A scroll bar on the bottom to scroll for the description would help. After selecting the rate ALL of the detail should be on the screen (free miles). Add the rate details to the tool tip on an iteration change of the browse object.
1179	Modify	When a contract is extended, the amount of the deposit required is not correct. It does not take into consideration the deposit amount already taken prior to the extension. (Also see #244 and 1179)
1218	Drivers tab	Here is the scenario: Lookup a driver by phone number, now try to change the phone number (to one that exists in the DB) (9739892423 and 9088509442). After the new phone number is entered, it performs a lookup again. We do not want this renter so we answer NO and the Drivers tab is cleared. this may happen where people are related or roommates. Cannot change the existing phone number to one that exists in the DB.
1222	Employees	Cannot create Sales reps. Programs are looking at V3 employee.type (mcompany)
1231	CCPRO	In the scenario below, there was an initial PAYMENT of 270. Then about 36 minutes later, it appears that the agent took an additional AUTHORIZED deposit of 100. Now upon closing is where the confusion begins. The new PAYMENT record was created upon close (5 days later) with a refund due of 11.78. The system (I think) wrongly asked them to use the existing authorization of 100 for this payment. My guess is they answered YES. In doing so we incorrectly inserted the auth code into the field (as if it were a PAYMENT). Our issue(s): 1. We should not be asking to use the existing authorization for a REFUND, causing the auth code to be entered. We should be asking to use the existing CC information and create the refund using our current checks and balances for CC refunds.
1238	Check-out	Checkout browser, if you search for an O'Henry it will generate an error in the server log. The ' is being used as a delimiter for a buildWhere stmt in 'attachSrc oeri/support/dasupport.p' Line:254) ** Unable to understand after -- "o" "pcwhere"
1245	Miscellaneous Sales	Need Misc Sales module
1257	Contracts	Cannot FINISH a contract that has been panwiped. CC expiration date gone
1262	Extensions	Missing toolbar buttons for NEW, edit/undo. Others too? Were in A22 build

Ref #	Program	Description
1277	Res / Ra	VIP # fields are not consistent in RentWorks. It should be 10 throughout. 30+ on the summary tab and 10 on the Driver tab. Check Reports too..... Reservations????? Rasummary and Ressummary.
1281	Posting	Posting files are not being names correctly, an extra Job### appears in the name.
1286	Reports	In the DBR GUI, when the initial screens displays, ALL Cities and locations are displayed, not just the ones that pertain to the defaulted Region, District. Reselecting the District correctly displays the City and Location entries.
1287	Reports	DBR does not print complete RA number. Only prints 8 characters. Partially fixed with Ref #1205. ALL references to the RA Number should be formatted to X(10).
1289	Reservation	Rate shop. Rate shop for a Midsize rental for 2 days. It should present you with one rate. When that rate is selected the car class changes to 7pass. (on the QA Server)
1293	Loaner	Loaner rental Entry , summary tab does not hold/save CC information.
1294	Loaner	Does not pull loaner rates for the contract. No rates at all.
1305	Checkout	I can get this EVERY time in AppServer mode by going into Misc charges and coverages, change a coverage and SAVE. Then go to Checkout and NEW. Happens every time. "no etSystemSettings record available"
1308	Reservation	Reservation created with the rezlink are using a counter program to create the rez but there is a payment record being created w/o a paycode and a 0.00 amount. Causes check-out to gray out the payment information on the summary screen.
1311	Contract	Void an RA with CC auth. All the prompts for Void stuff (YES). Next RA is the SAME as the one just VOIDED. NOTE: RA number is from the "re-use" table.
1315	Payments	If you make a mistake and try to refund more to a CC than allowed, you cannot recover, you have to UNDO the payment and start again. You continually get the message "refund cannot exceed the original charged amount"
1317	Check-out	Required deposit not functioning correctly. Test from honoring a reservation and checkout and Modify. Varying results as to how much is thought to be the correct amount.
1319	Check-out	If transactions numbers are not setup for a location, the checkout screen gives warning messages and then blows chunks. V3 used to let you do this for the customers who are using preprinted forms w/ numbers. (See #394, 917, 1319) Requires CF A1074
1322	Contract	Add a unit number that is 10 characters long on an RA. Go into contract modify. The Summary tab and the vehicle tab display the unit number correctly. In the detail section of the vehicle tab only 8 chars are displayed. If you FINISH from contract modify, the unit number is truncated to 8 characters and SAVED. When you return to the RA ALL unit numbers are only 8 chars long.
1323	Dashboard	Add a tab to the dashboard for the old V3 status lines.

Ref #	Program	Description
1326	Notes	Reservation / Contract notes: Go to Note Lookup Select an Existing Note, Select View, Select Change, Add a character to the summary line, Save, Exit from Browser, Finish, Answer No to Print and the error pops up. Also can generate errors if you FINISH before closing the note browser. "unable to update etResDb"
1328	Contract	Allow the entry of CC number and the system will determine the TYPE.
1329	Contract/Rez	On initial creation of RA/REZ, if you enter the driver info on the Drivers tab, there is NO SAVE or UNDO buttons available. When you try to leave the screen you are prompted to SAVE, but you cant.
1331	Reservation	Cannot delete a Contract/Rez note. It says it is a vehicle note and cannot be deleted. Reservation was a corporate res.
1332	Company Notes	Ace is reporting that notes entered on the local companies app are not automatically displaying when checked to do so.
1334	Payments	There is an issue in B3/B4 that once you get the message "refund cannot be greater than the original amount", you are stuck at that message and must UNDO the transaction and start the transaction over again. Even if you correct the amount of the refund
1335	Misc Sales	New ticket. DB to Company, Finish before SAVE. Then SAVE, asks you to enter a DB company.
1336	Charges/Payments	Leaving the Check-in Charges/payment tab in the middle of a CC record for another PROGRAM tab. When you return to Check-in you are on the summary page. Cannot leave this tab until you finish the edit, but you do not know what edit you were doing. And after SAVE you are still messed up, cannot leave. UNDO does not delete the payment record.
1341	Check-out	Entering a rate code DIRECTLY (not using lookup - REG) still goes and performs ALL the estimating charges for the available rates.
1354	Cash Drawer	Entering a cash DROP/Petty Cash/Close drawer/ requires it to be entered as a negative number. V3 was just enter a number and the program made it negative.
1355	Pending Open	Select a pending Open RA and assign a Vehicle, then FINISH. The -nb exceeded message will appear.
1366	Reports	The posting to JDE accounting package does not work at ALL. This is what DTAG posts to.
1374	Rate Adjustment	The rate adjustment tool will not run in AS mode..... Only CS
1385	Counter	When selecting misc charges on a reservation/ contract which have sales tax linked the tax is not displayed at the end of the charges but part way down. This is very confusing from a user perspective.
1393	Reservation	Cannot secure the Res# field. Security on the Contract RA# is OK. Need to check ALL security in Reservations as well.

Ref #	Program	Description
1399	Reports	<p>Attached is an A/R report I ran on SP6(V3) on the support server. I ran it with the following criteria: billing detail, payment date, bill to, report. I applied cash receipts to the second invoice and as you can see it pulled the A/R payment history. If I try to do the same thing in V4 (bbdemo .55) and it doesn't show the A/R payment history. Nothing appears under the check number.</p> <p>Not so much as disappear... but they are no longer contained on any AR report. We do not have any sort of AR History functionality in RentWorks. Once paid... technically, they are no longer a receivable.</p>
1400	Reservations	<p>In the reservations screen summary screen when you change the loc. Out and Due – it doesn't change the location code in the radio button which is underneath the rate shop radio button. (sue should have let you know about this from a week ago)</p> <p>This appears to be an issue we need to address. After changing the location out and due, if you reselect the location OUT the radio set button changes. We will address this in a future release.</p>