BLUEBIRD®
AUTO RENTAL SYSTEMS

RentWorks Version 4.0
B9 Release Letter
January 2011

Major changes:
- DTAG Ghost Card Program
- Rollover Contracts
- Rent A Toll Equipment Assignment
- Contract Adjustments
- Signature Pads

DTAG Ghost Card Program

DTAG plans to support participants in the American Express Car Rental Business Travel Account (CRBTA) program or other agencies offering similar programs. These accounts are referred within DTAG as Ghost Cards given that a physical card is not present at time of rental. The program allows for a reservation to be booked using a Ghost Card and a Corporate number. The account information is transmitted in the standard reservation delivery process. It is desired that when a rental agent encounters one of these reservations that they be informed to not ask the customer for a credit card and to use the card information in the reservation for any necessary authorizations and charges.

In order to notify the rental agent when a Ghost Card reservation is encountered DTAG will provide CD Bin Range files on a weekly basis that will be imported into a new table within the RentWorks database. At the time of rental a query will be performed to determine if the reservation being honored is a Ghost Card transaction and alert the rental agent as necessary.

Rollover Contracts

A rollover contract is a long term (more than 30 days) rental agreement. An invoice (or receipt for credit card billing) is created each month and both the revenue and payment are posted for the month it was generated. When closing the contract, the **amount due** on the contract will be the total contract value less the monthly payments.

With this service pack, this feature is fully supported with the enhancement that the rollover invoice is now a PPGEN form.

The Rollover Processing report then generates the booked revenue entries for contracts which have been marked as Rollovers. You also have the choice of printing A/R invoices, receipts (if the rental is being billed to a credit card) or not printing anything but the report. The DBR should reflect the monthly revenue entries and payments while the contract is open, and the remainder on the DBR for the date the contract is closed.

Rent-A-Toll Equipment (Transponder) Assignment

For Rent-A-Toll, there is now the ability to assign a particular transponder to a particular vehicle for the rental life of the vehicle. A subset of the project is a program which simply allows an Equipment record to be associated with a particular unit. The addition of the equipment occurs when a rental unit is added to the Rental Agreement on the Summary screen. Custom Feature A1085 will prompt the rental agent if the equipment should be assigned.

Contract Adjustments

In closed contract adjustments, the charges and Payments MUST balance out for the given report date.

Signature Pads

Service Pack B9 supports Signature Pads (previously available in version 3). This allows a car rental operation to go paperless, as not only the signature but all initials to accept and decline coverages can be accepted.

SARS addressed in this Service Pack B9:

5714 ~ Procedures added to support adding all payment types to the Reservation and RA Summary screens.

5790 ~ When an authorized deposit is changed (through EDIT) to PAID, the report date is not updated.

5799 ~ If you take an authorized deposit and edit it, check the PAID box then UNDO the edit, the check box is not un-done. Also, this sets the report date to the date/time of the ORIGINAL authorization, when it should be set to current date/time.

5811 ~ Inactive Car Classes are appearing in Drop-down lists.

6283 ~ With the CF I1004 active (unique Vin Number required). If you create a NEW vehicle, you cannot get out of the Product field. If you CLONE an existing entry, you cannot get out of the first field you "click" in.

6329 ~ Not asking to use existing authorization. Here is the scenario. A contract has an authorized deposit as the first payment record. The second record is a PAID transaction using the same CC number. Upon closing the contract you are not asked to use the existing authorization. The PAID transaction is preventing the question. If the PAID transaction is FIRST and the auth second, then you are prompted to use the existing auth.

6363 ~ In reservations or contracts when the Pickup/delivery information is entered the ICON is not "Checked" (like equipment or notes get checked when they are present)

6408 ~ The problem is that when the reservation is processed, no Reg Daily rate is sent or generated. So, if the customer returns the car early (two days), they are charged a week instead of a daily fee. Conversely, if they keep

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the car for 8 days they are charged for 2 weeks (not a week and a day) because NO DAILY rate exists. Thrifty Reservations now process correctly with the change to rzcreate. Dollar reservations are reporting a similar issue.

6430 ~ A setup issue has exposed a problem in the Fleet Status definitions. Someone defined a Status "99 - unknown". Unfortunately there is already a pre-defined definition "7 - unknown" as well. The two "unknown" statuses conflict with each other when we build the status list. We use the last one in the list and the one at #7 is removed. This causes all of the other status numbers to be off by one. This also affects reports that use status definitions. Change the maintenance program to force unique descriptions for Status Definitions.

6435 ~ No etRenterRA record is available when entering a contract.

6481 ~ Masked CC numbers need to be left in the database as clear text so RentWorks counter programs (and client\ctr\ctrvalidate.p) don't wipe or corrupt the paytype field! Follow-up to SAR 6391.

6491 ~ Do not allow masked PANs to get encrypted.

6495 ~ A reservation has a company with rates attached to it. If you modify the rez and edit the rate, when you check out the reservation, the ORIGINAL company rate is applied to the RA when you add the unit to it, even though you had changed it on the reservation. This does not happen with regular reservations and rates that are changed, ONLY with Company rates.

6501 ~ Claims. Login to a FRESH session. Having been in Claims mgmt influences the circumstances. When the CLAIMS button is selected from the Fleet record and you double click a claim in the browser, the information displayed for the Claim is not complete. Select the same claim from Claims management and ALL of the information is populated. Also, if you double click the same claim in Claim reminder Inquiry, all of the information is displayed correctly. Just not complete when CLAIMS icon selected in the fleet record.

6521 ~ Company requires PO, Check is done too late. Checked on FINISH of RA and not on SAVE of payment record.

6527 ~ Non revenue movement, status out list, does not list "On Rent" status types. V3 did.

6538 ~ postGL not found error when posting fleet depreciation.

6540 ~ Some reports cannot be retrieved by the inquiry. Message "The report output could not be retrieved from the server" appears.

6542 ~ On the reservation report the SAME Local Company Note on EVERY reservation on the printed report. There are NO Local Company notes on any of the reservations.

6546 ~ Prevent inquiry from returning records from multiple units when one unit number BEGINS with another. A search for unit 1000 will produce records from unit 1000 and unit 10001.

6550 ~ The Activation Key field shows:
Contract support to obtain Activation Key. The correct wording is: Contact support to obtain Activation Key.

6553 ~ Cancelling out of a contract when an incorrect CC expiration date has been entered on the summary tab and not cleared, generates an error "unable to evaluate field for assignment.

6554 ~ Rate rules should not be able to be deleted if they are assigned to a Rate. This causes problems if the Rate that contains that rule is not deleted too.

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6556 ~ Reconciliation record not getting created for a missing payment when a payment on an RA is moved to a different report date.

6569 ~ In PPGEN and currency conversions, PPGEN is pulling the wrong exchange rate to print on the contract. However, the individual exchange values for the contract are printed correctly. Just when we print the exchange rate itself on the contract, it is getting the FIRST exchange rate and not the CURRENT one for the contract.

6570 ~ When the franchise is set to Thrifty UK, there are additional features available in V3, namely the lookup by PO # in Reservations and contracts. Currently we only offer a lookup by Company.

6572 ~ When the physical inventory report is run with more than one location and a parameter other than ALL for the Status, the report does not total correctly. With ALL status selected, totals are given for each location. When NOT ALL totals are not given for each location.

6573 ~ When displaying notes marked for automatic display, display them into date/time entered order. Also, when displaying a note about a renter or vehicle, we need to display the renter name/unit# so the user can tell which it applied.

6576 ~ Separate Totals - When using two or more direct bills, it does not separate the amount which makes it confusing to the customers on how much they actually owe. I tried both options of one invoice per payment and consolidated by company and either way gives me the same invoice with the same total, the grand total.
Also, there is a problem when multiple invoices are sent to FILE. You are asked to over-write the file for every invoice file it creates. However, the file does not already exist, but it still asks you if you want to over-write it.

6579 ~ For each report date on any record in a given RA, make sure that the charges and payments balance for that report date. This is to prevent unnecessary out of balance DBR's.

6580 ~ Fees and Taxes Report does not list taxes if there are two taxes with the same Code.
The DBR and Revenue Report list both taxes, there for customer has a hard time reconciling their tax report to the DBR

6585 ~ Do not allow report time to be changed by any user other than BBARS. This keeps charge and offsetting payments created in the same session to be (loosely) connected in the DBR.

6586 ~ Duplicate Drivers or alternate drivers appearing on a contract.

6587 ~ Modify Transaction Query process to send a start and end date. Element does not index the Reference number so when searching by the Reference number only, it will time out. Unfortunately, it sends back an error number 1009 and error description of 'Error', which is quite uninformative.

6589 ~ Getting "..current status of '0', which is unknown.." error when trying to add any unit to a non revenue ticket.

6599 ~ When CF A1081 is active, name output file rptdbr_*loc_enddate*.txt.

6600 ~ The real problem happens ONLY when your terminal defaults location does not have a CC control record. No auth button. If your default location has a CC control record, the process works correctly with the payment rules. It uses the check-out (renting) locations CC control record and you get an auth button.

Example: I am in a location that does NOT have a CC control record. If you CLOSE the contract where the renting location HAS a CC control record, you do not get the auth button when adding a payment. The report location is correct but you cannot authorize a credit card payment.

6601 ~ It appears that we are not translating CC type for Dollar reservations. It only happens for reservations that send CC info (not too many), that requires a translation of the CC type. Without the translation, we get an etPayments error if you attempt to create a new payment on the reservation.

6604 ~ In reservation and Contract, the date due is not populated correctly using the calendar.

6605 ~ Dollar RMS Build is not formatting the "D" (reservation) file correctly!

6607 ~ When you select the CC type and then swipe a CC on the Summary tab, you receive a message that a payment record already exists, please use the charges/payments tab. If you do not select a CC type first, then swipe you are OK.

6611 ~ When a paytype is setup as VOUCHER, the CC number field is being validated on the Summary tab. On the Charges/payments tab, the Voucher paytype does not present a CC field for entry of the number.

6612 ~ Request to add Renter Name to the Statement Processing Report Output.

6616 ~ When debit rule does not require input from the user, still run the BINQuery check so display of "DEBIT CARD" will still work.

6618 ~ Do not allow duplicate payment type codes to be created in payment type setup program. This causes FIND errors.

6620 ~ The daily transaction report does not total the "other" charges. Only the coverage's are totaled.

6624 ~ The delivery icon isbeing checked when no data is really entered. It appears that a delivery record is being created if you access the delivery ICON even if you do not enter data. Make sure the Pickup/Delivery program deletes the record if there is no data entered, or if the data is erased manually.

6625 ~ 1. When editing a field in the payment viewer, if you enter a field in the type-specific viewer (ctrviewercc.w, etc) and then UNDO, the fields in the payment viewer are not reversed.

2. When converting an authorization to a paid, a message pops up that you must set the date and time to the transaction date and time and you cannot save.

6628 ~ When creating Credit Inquiry request, use the RA number for the Customer Reference ID, and instead of "Good Morning Joe", use lastname, firstname for the log messages. Require entry of Social Security Number. Also, minor tweak to messaging in ctrcontroller when a no-hit condition occurs, message should read CODE(2) not DE(2).

6629 ~ When the credit inquiry module receives a "No Hit" result from Equifax, no message is communicated to the renter that anything has happened.

6631 ~ Repair order ID 143 for unit 174 generates an error in the server log "(Procedure: 'copyROToTrx server/da/dainvro.p' Line:900) ** Inv Transaction record has NO-LOCK status, update to field not allowed. (396)"

6633 ~ Fleet Reports like NetAvail, Circle Sheet, Fleet Due back, etc - do not return the correct region, district, city....

6634 ~ Dollar RMS Build is failing in situations where InvTrx record is not found.

6648 ~ Reconciliation page not being generated when DBR out of balance.

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6649 ~ If the expiration date of the security feature code has a single-digit month and/or day, licmgr.p throws an error, and the error can make finding the problem difficult. At login, you will see a gray window, with the following Progress Error message at the bottom: Invalid character in numeric input /. (76)

6654 ~ Corporate Ghost Card Program.

6658 ~ The Equipment transaction inquiry, "as of" date is not correct. The date entered appears to be a "cutoff date" and not a starting date.

6661 ~ Charges are not equal to payments on check-in. Due to excessive mileage charge when the charge per mile has been modified. Only shows up after modifying the closed contract.

6664 ~ Fees and taxes report needs the ability to select multiple taxes to report upon.

6665 ~ With the new "tour" charge summary display, we do not include "dealership" contracts as "tour" and there for the browser does not calculate correctly for dealership contracts.

6666 ~ The version 4 rollover processing needs the form type "Rollover" to create rollover invoices for direct bills and receipts for credit card charges. Those forms must be accessible from the counter rollover screen and from rollover processing.

6667 ~ Issues with Bars mail:

    1). You cannot delete mail that you have sent. You get the message "You can ONLY delete mail addressed to you"
    2). You cannot delete mail sent to you as part of a group. You get the message "You can ONLY delete mail addressed to you"
    3). Email sent w/ Return Receipt request, cannot be read by the recipient. It automatically generates the receipt message, obliterating the original email.
    4). New mail messages sent with Return Receipt, do not go to the READ box, they are gone.
    5). Everytime a (New mail) return receipt message (one you have gotten back) is read, another message is sent out. this happens both ways at both ends of the email.
    6). Seems like when a email is sent to someone, when that someone deletes the email (after reading), it is also deleted from the senders side.
    7). Email to a group cannot be deleted from the senders sent box. Says "message not read". But I did NOT request a return receipt. The first time you are asked if you would like to delete the message, answer YES, but the message still remains. Try to delete it again and it says " message not read by recipient" cannot delete it. Same thing happens with Return receipt too.
    8). Cannot use multiple email addresses in the TO or CC field. Cannot use ; or , or <blank> as a delimeter.
    9). Sender cannot delete any email from SENT box that was sent to a GROUP.

6670 ~ CC payment records are being overwritten. The payment record highlighted before you created the new record NOW has a $0.00 value. This is true for any CC payment record that was in FOCUS before you created a NEW record. If you FINISH the contract after this happens the payment record actually gets the 0.00 amount in the record.

6675 ~ A reservation center needs to have the location out and location due be the same when they change the Location Out. If the location due is changed it should remain. ONLY match locations when the location OUT is changed.

6676 ~ Disappearing contracts - caused by the reservation being turned into a NO-SHOW while creating the contract.

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6686 ~ If an authorized deposit exists but its PaymentsType record has been removed or changed such that the Pay Code is no longer in the Payment Type setup, then you will get a message, "FIND FIRST/LAST FAILED FOR etPaymentsTypeCash" every time you try to create a payment in the payments/charges tab.

6687 ~ When a credit card is entered, and CF V1004 is not set, and BIN ranges must be checked but the PAN does not fit in any established BIN range, then the Pay Type is set to blank!

6688 ~ Fix problem where a session is not deactivated when Terminal Services closes a session.

6689 ~ Payments are being deleted from contracts during the update to the database. This leaves an audit trail in the audit log showing that the payment was deleted. This is related to SAR 6686 and the loss of the payments pay type due to incorrect Pay Type BIN ranges.

6692 ~ Need the ability to print Reminders on the Claims Report.

6698 ~ During reconciliation TransactionQuery, we are getting a "1009" error apparently due to the fact that Element can't handle a date range of more than a week or so on a ReferenceNumber (RA Number) lookup. Reducing range to the first and last report dates on the RA's payments.

6699 ~ Rent-A-Toll project. Includes Equipment/Unit Association that can be used by anyone.

6703 ~ Cannot add equipment to a contract. Message "transaction number already exists" when saving the contract and the equipment is NOT attached to the contract and the Equipment is left "on-rent".

6706 ~ When a mail message is deleted, all of the fields on the screen are cleared EXCEPT the message!

6709 ~ Charge Per Mile is not populated in the rate

6710 ~ GetImageExport does not seem to be running, and there is a runtime Progress error when attempting to review the System Task status in Scheduled Tasks

6711 ~ Fix Rates export. Add Company attribute. Couple other changes requested by Thr SA

6713 ~ Need a way to re-export existing one-way rental agreements (usually done when RA is opened).

6714 ~ DBR Posting fails when attempting to post A/P to Peachtree with the message, "Posting process failed with response:" and "There was a problem while exporting".

6715 ~ Cloning reservations does not clone the CAR CLASS. All other fields are cloned correctly.

6716 ~ Custom Feature A1011 is not being honored when sending output to file. This feature allows the operator to re-name the file being generated. Also, enable when Custom Feature A1027 is active and "Excel Spreadsheet" is selected.

6719 ~ Status modify does not warn when modifying an ON-RENT status to AVAILABLE when you do not have the "rent on Rent" privilege. If you have the privilege it alerts you to the fact that it is on-rent.

6724 ~ Element Recon failing and causing long draft times. Determined that start and end dates on Trx Query were the wrong format. Also add start and end draft dates/times to draft log.

6726 ~ Put a text field above the Company name on the res and ra summary tabs which will contain the Corp ID number (Label = Corporate ID). This CorpID field is only filled for company type = "P".

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6728 ~ Contract/rez changes from tax exempt to taxable. When adding a non taxable company to a contract/rez, when the renter is added the contract becomes taxable again.

6732 ~ Reserved class not changing automatically when Rate shop is used and you select a rate other than the selected car class.

6738 ~ In contract and reservation, when the check-out time is altered, update the check-in time to be the same.

6745 ~ In contracts, when a tour rate is changed to a "non-tour" rate, the tour flag is not properly removed from the contract.

6750 ~ Enhance 4.0 Rent-A-Toll file build to create an additional file with credit card information for each RA chosen for the build.