



**RentWorks**

**Version 4**

**RELEASE LETTER**





# RentWorks Version 4 Release Letter

June 5, 2008

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## Introduction

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This document describes some of the new features that are included in RentWorks version 4. While there are many new features in version 4, it is important to recognize that this new release represents a significant step forward in terms of technology and system architecture. With the release of version 4, RentWorks is positioned to implement the latest technologies available – such as Service-Oriented Architecture (SOA) and Web Services.

RentWorks version 4 uses Progress Software's WebClient to deliver the application to the local desktop. WebClient downloads RentWorks from a Web Server to the local drive where it runs. This configuration has the advantage of using local processing power and memory on the desktop to run the application, as opposed to using resources on the server which will allow more users to run from a single server than has been possible in the past. **In addition, the application will have access to any printer that the local PC has access to, whether directly attached or networked.**

When the local instance of RentWorks needs to read (or write) data from the RentWorks database, a request is sent to the Application Server ("App Server") which resides on the same server (or LAN) as the RentWorks database. The App Server has agents waiting to service requests, and makes the necessary connection to the database. As data is fetched from the database the App Server passes it to the local client.

**Remote Desktop Protocol (RDP) will no longer be necessary.**

### Requirements For Installing Version 4

- RentWorks Service Pack 6
- Progress 10.1B with service pack 3.
- For on-premises customers who still want to use Client Networking and RDP, thin client terminals must support 1024 by 768 with 16-bit color (or higher).
- NetRent users will no longer use RDP and therefore cannot use thin client terminals.
- For SINGLE USER on-premises configurations, the database server must have at least a Pentium IV processor, 2GB RAM, and 250GB Disk. For multi-users, please contact us.

### Significant Changes to Your Configuration

**DOT MATRIX PRINTERS ARE NO LONGER SUPPORTED FOR REPORTS.** However, they will be supported for rental agreements.

The following apply to just NetRent users:

- **HAND-HELD PRINTERS MUST SUPPORT BLUE TOOTH** if you are on NetRent.
- **RESULTS REPORT WRITER** must be replaced with a custom report writer which will work with the WebClient.
- In order to email rental agreements to customers, a MAPI compliant email software package must reside on the Client PC.

## **Introduction** *(continued)*

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- Progress Software's AppServer license will be required for those on-premises customers who want to use WebClients. All NetRent users will be using WebClients. Advantages of a WebClient are:
  - The processing of the data takes place closer to the database, therefore speeding up the system.
  - Any printer can be used (including network printers) as WebClients also won't require that all the printer drivers be loaded on the server.
  - Windows Terminal Services CALs will not be needed.
  - Every unique client device will require a license (per seat licensing). This will now be tracked with a new table within RentWorks version 4.
- AppServer does not include the ODBC drivers. However, if you use a report writer such as Crystal or Excel, you can download the free Sequel Client Access product from the Progress website. (You'll need the License Codes for your server database to do so.)
- For new version 4 installations, one "Client Networking" license will still be needed for server functions such as the Report Monitor.
- In order to email reservation receipts, the only supported email system is Microsoft Outlook.

## New Architecture

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RentWorks 4 is built following the Progress OpenEdge Reference Architecture (OERA). The application's functionality is broken up into different layers, with each layer having a specific purpose. Data passes in between these layers, from the database up to the user.



The layers include:

**Presentation Layer** – The user interface; everything a user sees on the screen is in this layer.

**Integration Layer** – Links to external programs, such as API's.

**Business Servicing Layer** – The bulk of the business logic; calculations and business processes are in this layer.

**Data Access Layer** – This layer includes data validation and the process of reading and writing data from sources such as a database or flat files.

Splitting RentWorks into these different layers makes the application more flexible. The database can be located separately from the application programs. New interfaces can be added on more easily. And new user interfaces can run off the same set of business logic.

## Main Menu

Because of all the new environments now supported, the login screen will indicate which is being used:

CS = Client/Server

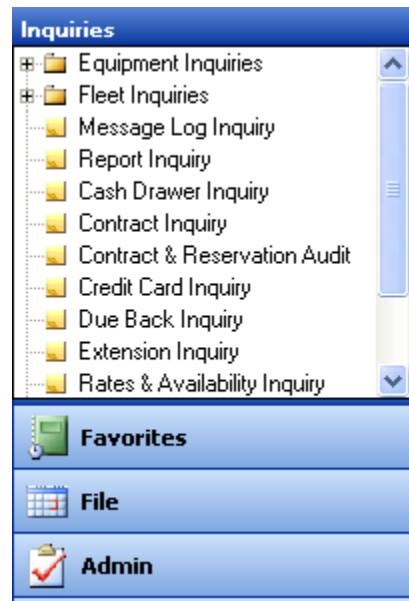
AS = AppServer

WC = WebClient

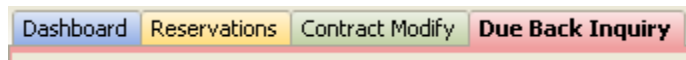


RentWorks has been enhanced to fill the entire screen at 1024 x 768 resolution. The main menu features a panel on the left (the menu bar) that allows the user to select a program to run. The selected program will run in the area to the right side of the screen (the data entry area). The user never has to leave the main menu to run any program within RentWorks.

There is a new **Favorites** area on the main menu where users can position their most commonly accessed programs. The Favorites folder is user-specific and can therefore be customized for each employee.

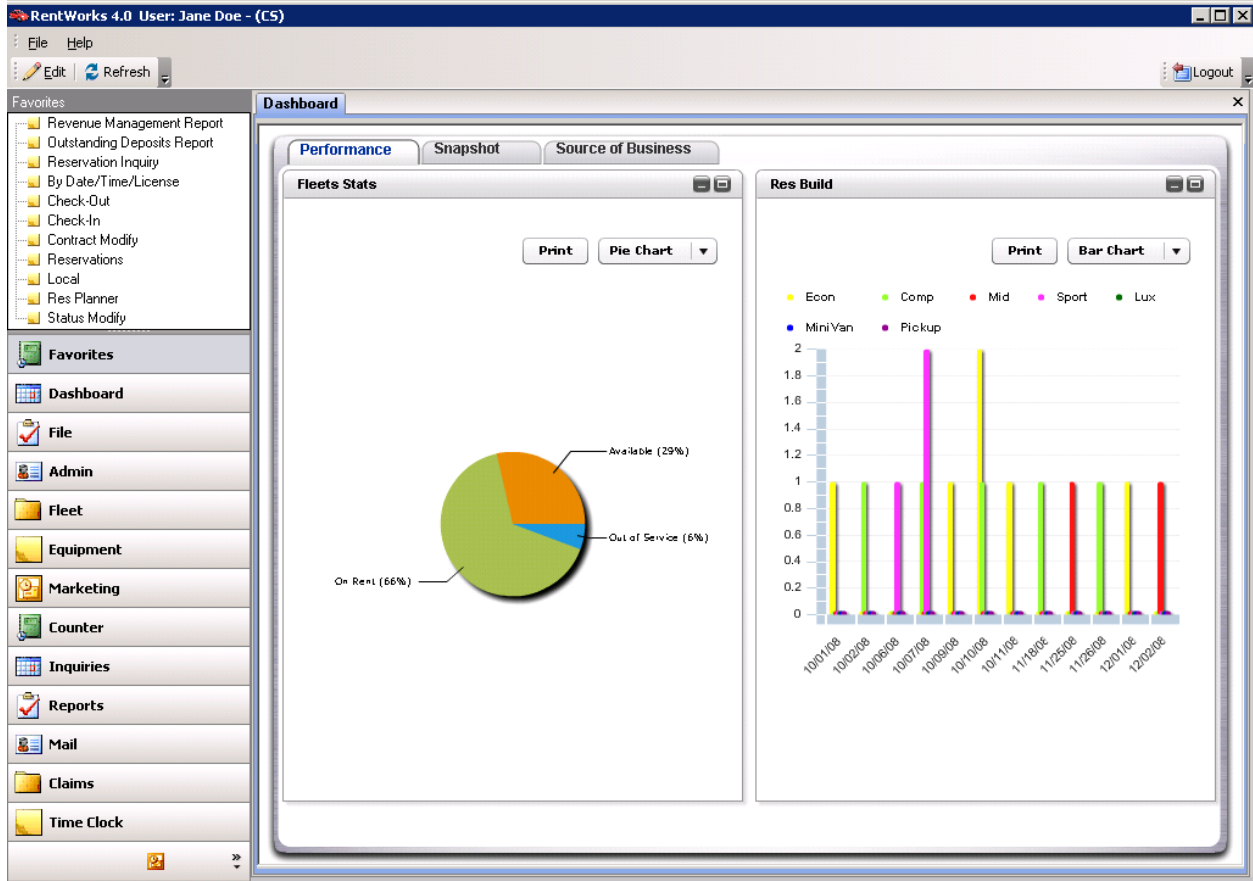


Also new in version 4, users can open multiple programs at the same time. Each new program opened creates another tab on the data entry side of the screen. Users can switch between programs by clicking on the various tabs they have open in the data entry area.



## Dashboard

The Dashboard displays four sections of graphs and data that will allow users to monitor critical business statistics such as the fleet status, number of reservations, and source of business. The Snapshot counts the number of contracts opened and closed, along with the number of walk-ups. The Dashboard can be customized to each user's needs in how it displays (pie or line chart, bar graph, or raw data) and what selection criteria is used (locations, date range, and frequency of updating.)



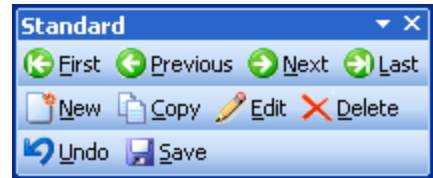
## Toolbars

### Moveable Toolbars

New standard navigation and record editing toolbars have been added to perform common actions such as Find First, Previous, Next, New, Add, Copy, Edit, Delete, Undo and Save.



The toolbars can be moved around to different places at the top of the screen, or it can be detached altogether and left “floating” above the screen.



The new toolbars will be contextual, in that they will change on-the-fly as the user navigates between different screens and tabs. Irrelevant buttons will disappear, replaced by new buttons that are specific to the screen that the user is currently working on.



## Reports

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Reports are now run separate from the client session. This means that running a report no longer takes control of RentWorks, forcing you to wait until the report is done before you can do anything else. Now reports run in the background so you can continue working while it runs. You will be alerted when the report has completed.

### New Output Options

In addition to sending output to a printer, file or the terminal, all reports can now be sent to a Portable Document Format (PDF) file so that they can easily be emailed.

### Scheduling Reports

Reports can be scheduled to run at a later date and time. A 'Schedule' button on the toolbar lets you set a date and time for the report to begin.



### Report Inquiry

A new inquiry allows you to view previously-run reports. The inquiry shows each report job along with its status (i.e. scheduled, completed, etc.) The completed reports can be resent to multiple output destinations.

### Daily Business Report

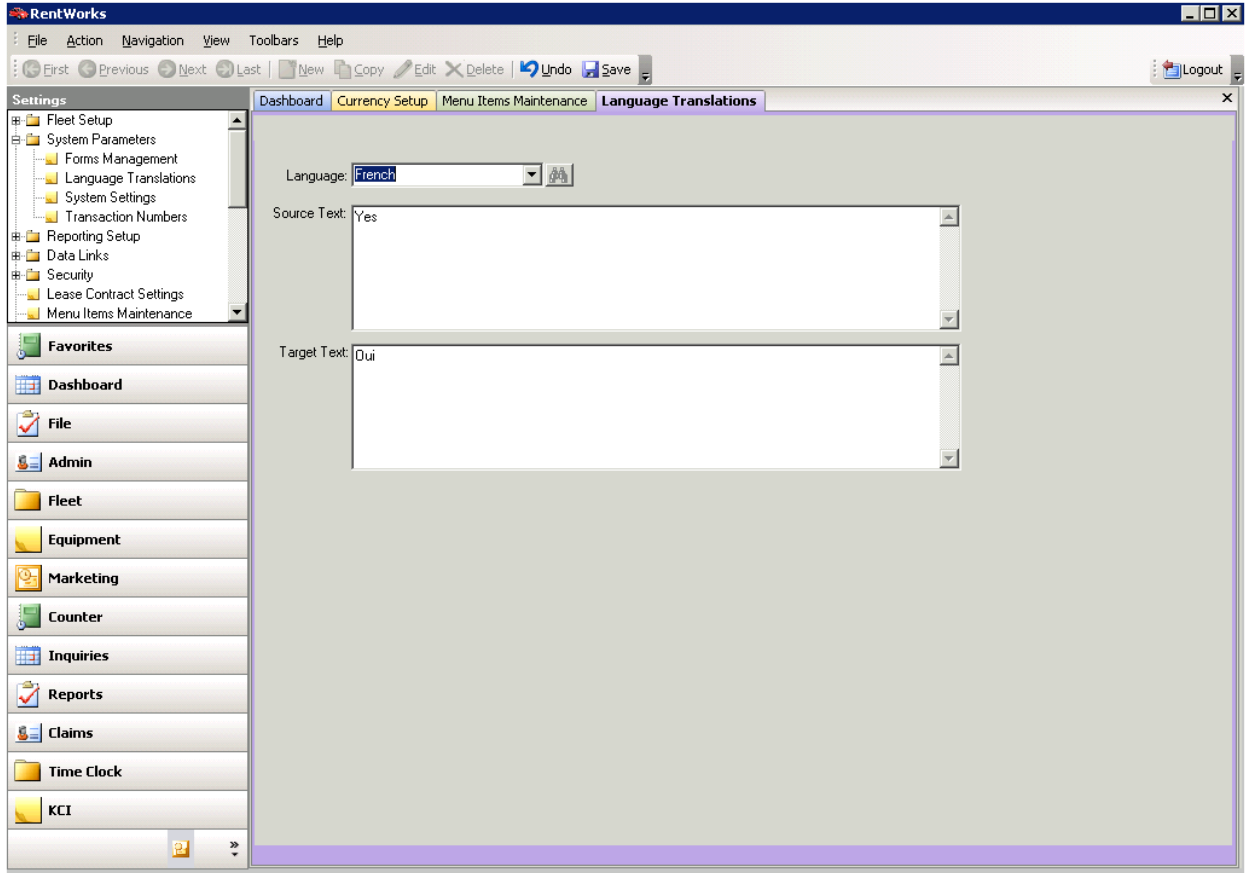
To post a Daily Business Report, you now need to go to Reports->Management Reports->Accounting, and select DBR Posting.

The Daily Business Report under Counter Reports->Close of Day no longer has a posting option.

## Language Translations

To provide screens in different languages, RentWorks Version 4 will give users the opportunity to translate field labels.

Note: Report labels and headings, plus any error messages, will still be in English.



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## Miscellaneous New Features

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### Progression Bar

In the Reservation and Counter Processing screens, there is a new “progression bar” which shows how many steps there are to completing the transaction.



### Employee Groups

In version 3, there was numeric level Menu and Field Security and Job Types. In version 4, both are replaced with Employee Groups.

Groups are user definable with the old Version 3 job types being created at conversion time. The conversion will associate an employee with whatever groups they used to have assigned as job types. For example, if an employee had the job types of Accounting, Manager and Rental Agent, they will now have those groups assigned to them automatically.

Menu and Field Security is now secured by group affiliation. Both are maintained from a single program called Program Security in Settings > Security, which looks similar to the version 3 Field Security screen. This screen allows you to define which groups have access to a field or menu item.

Note: The default is for everyone to have access to everything.

### Address Verification

If you use Central Coast Processing for credit card authorizations, there is now a feature to have the card holder’s billing address verified.

When an authorization attempt is performed the renters address information is passed along to Central Coast Processing. An AVS response is sent back with the authorization request and handled according to your setup. You define responses that should either fail or warn the rental agent. In the case of a failed response code, the rental agent is notified and the deposit/payment transaction is voided. If the response code is setup to warn the user, they are presented with the response message and then allowed to continue the transaction or void it. Below is a list of possible responses:

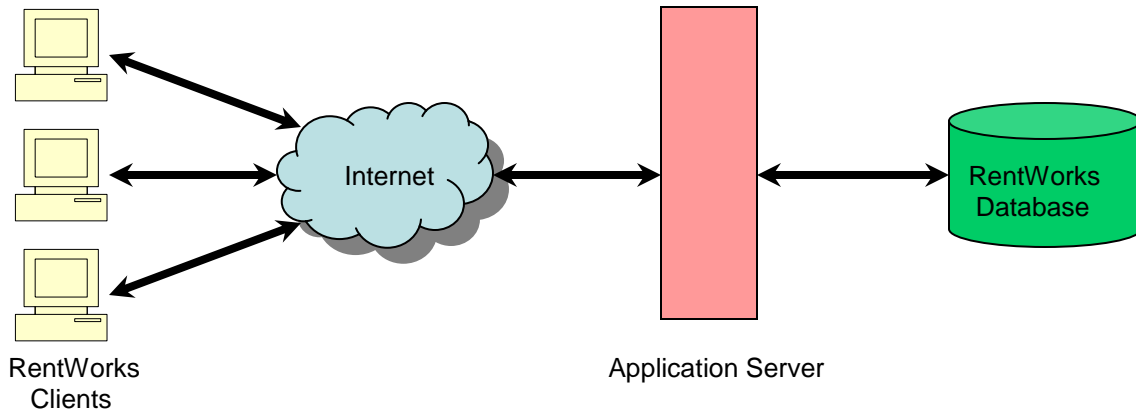
| <b>Reason Code</b> | <b>Reason Text</b>  |
|--------------------|---|
| A                  | Address matches, postal code does not   |
| G                  | Non-AVS participant outside the U.S.; address not verified for international transactions |
| N                  | Neither address nor postal code matches   |

|   |  |
|---|--|
| R | Retry, system unable to process  |
| S | AVS currently not supported  |
| U | No data from issuer/Authorization System   |
| W | For U.S. Addresses, nine-digit postal code matches, address does not; for addresses outside the U.S., postal code matches, address does not. |
| X | For U.S. Addresses, all digits match, nine-digit postal code; for addresses outside the U.S., postal code and address match.                 |
| Y | All digits match, five digit postal code   |
| Z | Five-digit postal code matches, address does not.  |

## Application Server

One of the advantages of the new system architecture is that a constant database connection is no longer required. That allows for the use of Progress Application Server technology.

The server that the database resides on will act as a data server, handling requests for records from clients that are running RentWorks or one of the many data interfaces such as Reservation Links. The client will connect to the data server with a request. The data server will fetch the required database records and return them to the client. This will allow many more clients to be supported by the data server because much of the data processing will be handled by the client.



## **WebClient**

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Along with the Application Server comes WebClient technology. This permits the client machines to run business logic calculations and data processing. WebClient users will connect to the data server on an as-needed basis, making for faster processing and fewer slowdowns due to network lag.

WebClient also supports automatic updating. If newer programs are available on the server, WebClient recognizes them and downloads them to the client. This means updating the remote clients is as easy as when using Remote Desktop; only the server needs to be updated, then the clients automatically update themselves.

## Future Release Enhancements

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The basic design for Version 4 incorporates the following enhancements. However, they are not yet fully implemented:

### Multiple Companies

RentWorks version 4 addresses the need to have multiple companies' data reside within a single database.

A new high level of reporting hierarchy, "Tenant", has been added above 'region' for the employee's company identifier. The maintenance table can be accessed from Settings->System Parameters. Ideally, a tenant identifies a company, or licensee.

Each location is assigned to a Tenant Company.

Then each user will be assigned to a Tenant as well as reporting level within a Tenant company. They will be allowed to view report data at or below their assigned level. Similarly, transactional data will be displayed based on the user's reporting level. Each user will have the capacity to access a contract from another office by entering the customer's RA number and last name.

Vehicles within the same Tenant group of locations can be shared. However, vehicles from another Tenant are treated as foreign vehicles.