

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

Visit our Web site:  
www.barsnet.com

# BARSTalk

A QUARTERLY NEWSLETTER FOR THE AUTO RENTAL INDUSTRY

WINTER 2017

## Damage Recovery

Need help recovering damages? Call us and ask for Dawn, manager of our Bluebird Recovery Services division. Or contact Dawn directly at 973-384-9194 or Dawn@BluebirdRecoveryServices.com

## Coming Soon for Advanced Users...

Instructional webinars and videos are on their way, to help you all become power users! Topics will include Credit Card Processing, Draft Captures and Daily Business Reporting. Stay tuned...

## Mark Your Calendars!

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 RCP (Remote Contract Processing)

By Phil Jones

Did you know you can connect to your RentWorks database from anywhere in the country to deliver a car and capture a signature with RentWorks RCP?

### Plan A:

We recommend Plan A because the process is a little slicker than Plan B, and has one or two less steps. Plus a Windows Surface tablet has a proper fold away keyboard which is much easier to use for data entry than an on-screen keyboard.

You will need a Windows tablet such as Surface Pro 2 (or higher) loaded with RentWorks WebClient software and Adobe Reader DC.

Next you will need a way to connect to the Internet, which has become quite easy these days. We tested using Verizon's Jetpack, which is a pocket-size WiFi router that connects to your cellular network.

Now simply rent a car as you normally would at the rental counter, but when you go to print, use the 'print to file' option. This will create a PDF document on your local system which the customer can sign in Adobe Reader DC.

Simply save the signed document and attach it to the contract in RentWorks. You can send a copy to the customer's email using any email client you have access to on the tablet, including Yahoo and Gmail.

Voila! You now have a signed rental agreement stored in the database and the customer has a copy too.

VEHICLE RENTAL INFORMATION		Driver's License No.		State	Expires														
Date and Time OUT	/ / A.M. P.M.	CUSTOMER INSURANCE INFORMATION																	
Date and Time IN	02/02/2017 13.47 A.M. P.M.	Insured	Agent																
Date and Time DUE IN	02/03/2017 0.00 A.M. P.M.	Policy No.	Expiration Date	Telephone															
Vehicle VIN	G9623-6723-62-6	123	12/31/2020																
Vehicle Description		DAMAGE DESCRIPTION																	
License No.	RIQ889	State	NJ																
Mileage IN		Condition Out:																	
Mileage OUT	655	Condition In:																	
Miles Driven		<table border="1"> <thead> <tr> <th colspan="2">FUEL</th> </tr> <tr> <th>OUT</th> <th>IN</th> </tr> </thead> <tbody> <tr> <td>F</td> <td>F</td> </tr> <tr> <td>3/4</td> <td>3/4</td> </tr> <tr> <td>1/2</td> <td>1/2</td> </tr> <tr> <td>1/4</td> <td>1/4</td> </tr> <tr> <td>E</td> <td>E</td> </tr> </tbody> </table>				FUEL		OUT	IN	F	F	3/4	3/4	1/2	1/2	1/4	1/4	E	E
FUEL																			
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1/4	1/4																		
E	E																		
Miles Allowed																			
Chargeable Miles																			
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES																	
MILES	0 @ 0.00	0.00																	
DAYS	0 @ \$ 52.80	0.00																	
TOTAL TIME AND MILEAGE CHARGES		0.00																	
0.00 TAXABLE FUEL		0.00																	
VEH. LIC. COST REC. FEE																			
TAXABLE SUB-TOTAL		0.00																	
TAX	@ 7.00 %	0.00																	
0.00 NON-TAXABLE FUEL		0.00																	
VEH. LIC. COST REC. FEE																			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER																			
SUB-TOTAL		0.00																	
TOTAL CHARGE		0.00																	
METHOD OF PAYMENT		REFUNDED																	
\$	<input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> OTHER	CUSTOMER INITIALS																	
\$	EXPIRES	CUSTOMER																	
<input type="checkbox"/> CARD VERIFIED		ALL CHARGES SUBJECT TO FINAL AUDIT																	

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

  
Customer  
ALL CHARGES SUBJECT TO FINAL AUDIT

(Continued on page 2)

## Letter from the President

Did you set your Goals for 2017? Since 1997, we set annual goals for every department: Development, Support, Sales, and even Accounting. This year we are already well underway toward achieving them. Watch for the next issue of *BARSTalk* for a major Development announcement!

Are you attending the Car Rental Show this year? Held every year in Las Vegas, Bluebird will again be a sponsor, exhibitor, and presenter. Andres Lezcano will be speaking to the Latin American Meeting on Monday afternoon, then Rob Hano and I will be conducting a session on Tuesday, Auto Dealer Day.

For more information and to register, please visit [www.carrentalshow.com](http://www.carrentalshow.com)  
Hope to see you there!



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](mailto: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](mailto:support@barsnet.com).
2. Online Tutorials at [support.barsnet.com](http://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](http://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 five attendees. Locations will be announced as the classes are scheduled. Topics include System Management and Cyberquery.

## RentWorks RCP (Continued from page 1)

### Plan B:

If you are an Apple genius and want to use an iPad for this process, you can do that too!

First you will need to install the Adobe Reader app from the App Store.

With a non-Windows tablet you will have to connect using a web browser and Ericom software, which is available from Bluebird at a very modest price.

The process is the same as Plan A, except you would need to print to 'email recipient' and send the PDF to your tablet from the server. Open the PDF attachment with Adobe Reader when you receive it, then add signatures and save. Finally, email the signed form to the customer and back to your corporate email address so it can be saved with the contract in RentWorks later.

*Please contact Bluebird if you'd like to see a demo of RentWorks RCP, or to get a more detailed explanation of requirements and setup.*

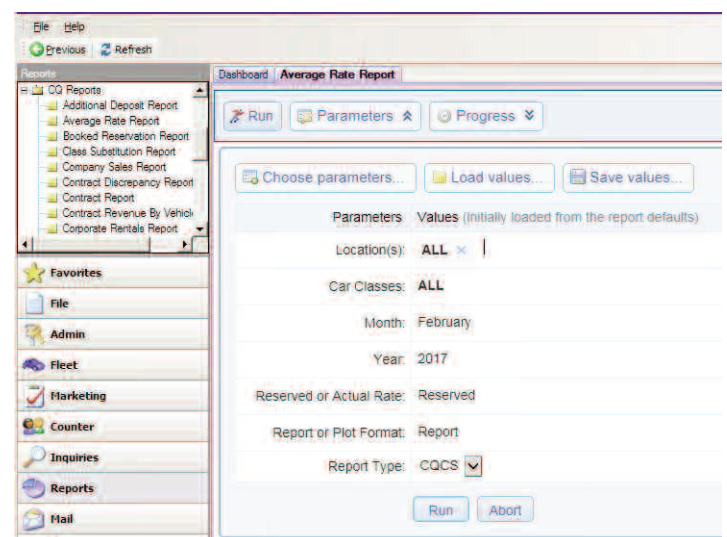
## New Reports

As you may know, Bluebird has been incorporating Cyberquery (CQ) reports into the standard Reports Menu. Not only will we be converting all existing reports to CQ, but any new reports (requested by you) will be written in CQ.

One such report — the **Average Rate Report** — will be of interest to all of you.

This report can be run for:

- Any or All Locations
- Any or All Car Classes
- Any Month, Any Year
- Reserved Rate or the Actual Rate from Contracts



*(Continued on page 3)*

# New Reports (Continued from page 2)

The data by Car Class, and for each day, with averages calculated and displayed at the end.



Run date: 02-FEB-17

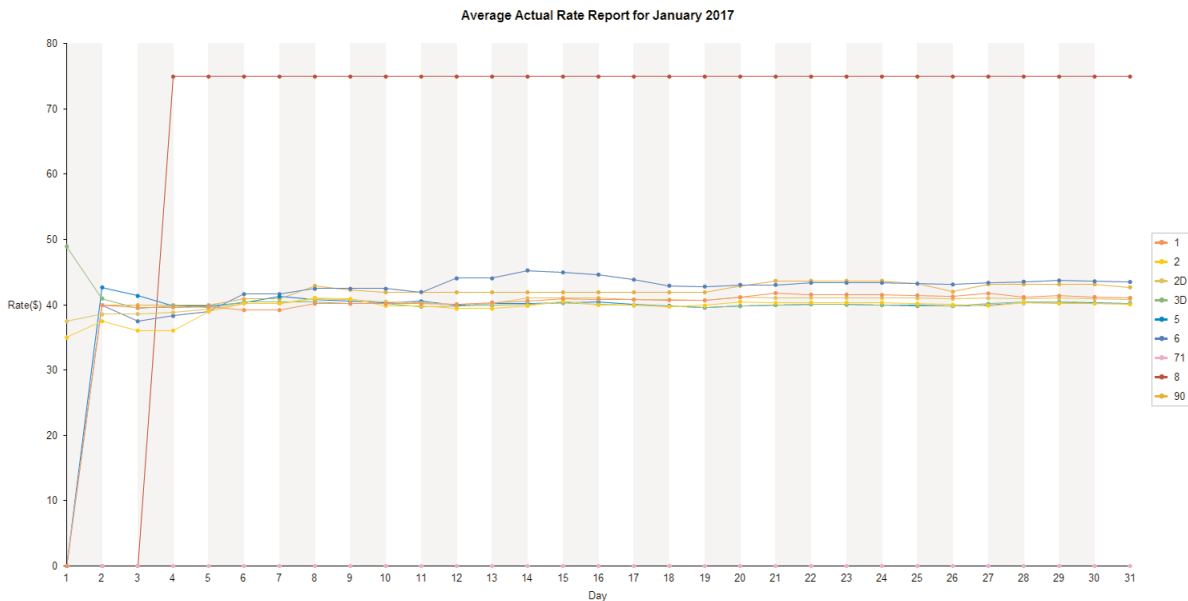
Page: 1

### Average Actual Rate Report for January 2017

Day	1	2	2D	3D	5	6	71	8	90
1	0.00	35.00	37.48	48.95	0.00	0.00	0.00	0.00	0.00
2	39.95	37.48	38.54	40.97	42.67	39.95	0.00	0.00	39.95
3	39.56	36.06	38.60	39.51	41.36	37.48	0.00	0.00	39.95
4	39.63	36.06	38.82	39.88	39.87	38.30	0.00	74.95	39.95
5	39.71	38.99	39.37	39.55	39.79	38.96	0.00	74.95	39.95
6	39.19	40.23	40.22	40.40	40.26	41.63	0.00	74.95	40.88
7	39.19	40.20	40.20	40.39	41.23	41.63	0.00	74.95	40.88
8	40.17	41.08	40.90	40.49	40.77	42.46	0.00	74.95	42.90
9	40.15	40.89	40.81	40.23	40.54	42.46	0.00	74.95	42.31
10	40.15	39.85	40.49	40.17	40.36	42.46	0.00	74.95	41.92
11	40.13	39.88	40.28	39.71	40.53	41.96	0.00	74.95	41.92
12	40.10	39.41	40.07	39.79	39.96	44.05	0.00	74.95	41.92
13	40.37	39.40	40.14	39.90	40.23	44.05	0.00	74.95	41.92
14	40.60	39.83	41.03	40.05	40.23	45.27	0.00	74.95	41.92
15	40.92	40.53	41.10	40.29	40.28	44.96	0.00	74.95	41.92
16	40.85	39.97	41.05	40.12	40.38	44.63	0.00	74.95	41.92
17	40.78	39.96	40.83	39.89	40.01	43.85	0.00	74.95	41.92
18	40.73	39.71	40.78	39.77	39.86	42.93	0.00	74.95	41.92
19	40.68	39.89	40.70	39.60	39.56	42.80	0.00	74.95	41.92
20	41.16	40.48	41.15	39.84	39.80	43.06	0.00	74.95	42.92
21	41.80	40.30	41.05	39.96	39.99	43.06	0.00	74.95	43.68
22	41.58	40.36	41.08	40.08	40.09	43.37	0.00	74.95	43.68
23	41.58	40.36	41.08	40.02	40.04	43.37	0.00	74.95	43.68
24	41.51	40.36	41.06	39.94	40.00	43.37	0.00	74.95	43.68
25	41.47	40.17	41.00	39.80	39.92	43.24	0.00	74.95	43.26
26	41.27	40.01	40.91	39.80	39.86	43.12	0.00	74.95	41.99
27	41.74	39.87	41.02	40.16	39.99	43.37	0.00	74.95	43.15
28	41.20	40.30	40.92	40.38	40.26	43.55	0.00	74.95	43.15
29	41.37	40.20	41.01	40.38	40.43	43.72	0.00	74.95	43.15
30	41.21	40.20	40.95	40.21	40.30	43.60	0.00	74.95	43.15
31	41.08	40.05	40.86	40.15	40.24	43.50	0.00	74.95	42.69
REPORT AVERAGE	39.35	39.58	40.44	40.33	38.99	41.30	0.00	67.70	40.78

END OF REPORT

The report can also be displayed as a plot graph.



# The STARS of BARS

Say "hello" to Product Support Analyst, **Brent Wright**.

Brent grew up in Mount Juliet, Tennessee. During his school years, Brent was a multi-sport athlete, playing football, basketball and baseball.

After high school, Brent joined the Air Force, where he received Electrical/Environmental training which he put to use working on fighter planes. After leaving the Air Force, he remained active in the National Guard.

Brent began his auto rental industry career with the Thrifty Car Rental at Nashville Airport in 2005, where he first used Bluebird software. He worked there until October of 2015, when he started with Bluebird.

Brent enjoys his "amazing" co-workers and especially enjoys helping customers — since he spent years on the other side of those support calls, he can relate to many situations that Bluebird customers will experience.

Currently living in Lebanon, Tennessee, Brent loves spending time with his 10-year-old son, Austin. Brent's hobbies include fishing, golf, bowling, following football (Go Titans! Go Vols!) and Star Wars.

On Brent's bucket list is a trip to Rome. He's hoping Bluebird will soon have customers there so he can volunteer to do the on-site training!



## Welcome New Customers!

*Since our last issue of BARSTalk, the following customers have joined us (4th Quarter 2016):*

AVA Ilderton – Charlotte, NC

AVA Kersey – Sumner, WA

AVA Personal Mobility – Springfield, IL

Briarwood Ford – Saline, MI

Chrysler Dodge Jeep RAM of Franklin – Franklin, TN

Central Buick GMC – Norwood, MA

Coburg Motor Inn Rentals – Coburg, Australia

Colorado Chrysler Jeep – Aurora, CO

Daytona Dodge Chrysler – Daytona Beach, FL

East Carolina Chrysler – Greenville, NC

Foreign Exchange Auto Group – Los Angeles, CA

Fury Motors – S. Saint Paul, MN

Gabiak Chevrolet – New Alexandria, PA

Hertz Car Rental – Barrie, ON, Canada

Hertz Car Rental – Kingston, Jamaica

Lakeshore Chrysler – Slidell, LA

Larry H Miller Chrysler Dodge Jeep RAM – Thornton, CO

Moss Brothers Chevrolet – Moreno Valley, CA

Neuwirth Motors – Wilmington, NC

Next Car Dartmouth – N. Dartmouth, MA

Pioneer Car Rental – Homer, AK

Priceless Car Rental – San Jose, CA

Quick and EZ Rent A Car – Atlanta, GA

Rent-A-Wreck – Cumberland, MD

Seven Hill NY – Inwood, NY

Vision Car Rentals – Dallas, TX

Woody Anderson Ford – Huntsville, AL

## 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](http://www.barsnet.com/blog)

## QUARTERLY RENTWORKS TRAINING CLASSES

**May 9-11, 2017**

**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

March 8-10	International Travel Bureau – Berlin, Germany
March 27-29	International Car Rental Show – Las Vegas, NV
April 4-6	LAC World Travel Market – Sao Paulo, Brazil
April 24-27	Arab Travel Market – Dubai, UAE
April 30-May 2	Avis Licensee Convention – Palm Beach, FL
May 17-19	Ace Rent A Car Affiliate Conference – Indianapolis, IN



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