BARSTalk

A QUARTERLY NEWSLETTER FOR THE AUTO RENTAL INDUSTRY   WINTER 2018

See You at NADA!

Our very own President, Angela Margolit, will be giving a presentation on CTPs (Courtesy Transportation Programs). Don't miss it!

SHOW NADA2018
LAS VEGAS • MARCH 22-25

RWMobile Update

RWMobile now has the ability to modify the status of a vehicle! Please contact us if you are interested in this useful new feature.

Attention Element Express Users

If you use Element Express for your credit card processing, it's time to convert to Chip & PIN, TriPOS! Please contact your sales rep for more information.

Let's Chat!

Now you can CHAT with us (during regular business hours). From the support.barsnet.com site, simply click on the chat icon in the lower right.

Call to Conference!

This year, we are going to hold our biennial Users Conference in conjunction with the International Car Rental Show. And you are invited and encouraged to attend! Both events will be at Bally's Resort & Casino in Las Vegas.

BLUEBIRD
Users Conference
LAS VEGAS
N E V A D A
2 0 1 8

Our festivities begin the evening of Saturday, April 14, with a ride on the High Roller Ferris Wheel! Then on Sunday, April 15, we will convene at 8 AM in the Directors Room, which is located just outside the Exhibit Hall for the International Car Rental Show.

The Users Conference agenda is as follows:

- Introduction
- Brief Presentations by Sponsoring Vendors
- State of the Union Address
- Sales & Support Updates
- Chip & Pin Requirements for Credit Cards
- Product Update
  – VIN Decoding/Recalls
  – Leasing
  – RW Mobile
  – RW Express
  – RW5

- New Products/Interfaces
  – Broker XML Interface
  – HUF/Sixth Sense
  – Erez5
- Development Calendar
- Open Forum

The Users Conference will adjourn at 5 PM, which is when the opening reception for the International Car Rental Show begins.

Registration will close on Wednesday, April 11, as we'll have to get meal counts to the hotel, and the cost is only $49 per person!

To register, please go to http://conta.cc/2DfBbN9

To register for the Car Rental Show, go to http://InternationalCarRentalShow.com

INTERNATIONAL Car Rental SHOW

Letter from the President

We are OVERDUE for our Users Conference! But we really wanted to make it easy for our west coast/Pacific Rim customers to attend this year, so we combined it with the popular International Car Rental Show. Now you have two great reasons to go to Las Vegas in April!

We live in an age of texting. Earlier this month, my husband and I were in Savannah, staying in a hotel in the historic downtown district. One morning, as we were going down on the elevator, a woman and her daughter got on, and the woman said "good morning" to us. We responded in kind. She then quickly reprimanded her daughter, who was busy texting, and apologized profusely to us for her daughter's lack of response.

And people hardly use a phone anymore. I only reply to emails when I cannot call or talk to the sender in person. But there is nothing like a face-to-face, eye-to-eye, meeting. So I take every opportunity to meet with as many of our customers as possible.

As always, if you have any problems, concerns or questions, please contact me directly.

Angela

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 4.1.G Is Released

Bluebird is happy to announce the release of 4.1.G. Please note that Progress Version 11.6 or greater is required. Significant changes include:

VIN Decoding/Recalls
VIN decoding is an interaction between the NHTSA (National Highway Transportation Safety Authority) and RentWorks. The VIN is sent to the NHTSA, and in return we receive specific vehicle information based on the VIN. This information is stored in RentWorks for future use. At the same time, we also receive Safety Recall information for the specified vehicle(s) based on the first eight characters of the VIN. They are stored in RentWorks as pending maintenance alerts. Once activated, these maintenance alerts will ground available vehicles and ground vehicles when they are returned. They will remain grounded until a repair order has been executed to satisfy the maintenance alert.

TriPOS Auto Rental Certification
Element/Vantiv/Worldpay has a Chip & PIN solution that is now Auto Rental Certified. This provides lower fees and greater protection against chargebacks. This will require that the latest version of the TriPOS software (5.14 or later) be installed on the clients.

OTA API for Renter Records
Our OTA API now has the ability to create and modify renter records. Additional fields have also been added for a login/password for a website, the credit card token, and an opt-in email flag.

Release Unused Authorizations
RentWorks now has a function to release unused authorizations that are left on a contract after it is closed. This releases the "hold" of funds back to the customer.

Enhancements/Fixes for Rollover Processing
Rollover transactions can now keep a record of the odometer reading at month end. The new mileage field can also be used to calculate miles driven since the last rollover and create a Booked Revenue entry for it.

Status Modify
Status Modify is now available from the main menu of RentWorks Mobile.

To see all of the enhancements and Software Action Requests (SARs) which were addressed in the release, please visit:
www.barsnet.com/pdf/Version4.1.g_Release_Letter.pdf

All NetRent customers will be updated automatically. If your system is on-premises, please contact us to schedule the upgrade.

RentWorks 5 Update

By Phil Jones

It is not too late to be added to the list of beta sites for the all new RentWorks version 5 release. The ideal candidate will have a profile that fits the following criteria:

- A fleet of less than 200 cars
- No drivers' license scanners
- No integrated credit card processing, including Erez
- No signature pads
- Posting DBRs to accounting
- Hosted by Bluebird at Amazon Web Services

RentWorks 5 has resizable screens, expandable/collapsible screen panels, and will work just as well on a PC, laptop or a tablet. In addition, you will get the updated dashboard and all new reports created using the Cyberquery business intelligence reporting tool. Included in the reports are a brand new DBR that utilizes a spreadsheet and a new Net Available Vehicles report.

Anyone who signs up to be a beta test site will have immediate access to support to report any bugs or errors that are found. These issues will be given top priority by our programmers, causing you the least inconvenience possible. We expect the beta phase to take 30-60 days, at the end of which you will be updated with the official release of the software.

If you are interested in participating, please contact your account manager or Francine Dunn, Bluebird's Manager of Support, at (973) 989-2423 ext 127.

New Document Camera

By Jorge Tlatelpa

Looking for a new and effective document scanner?

The OKWOLOK 5M01 will give you exactly that! You will be able to scan drivers' licenses and documents quickly and clearly, and save as PDF. The high resolution camera comes with various tools and features that allow you to edit, resize and much more from the scanner's interface.

With the RentWorks Document feature (the tbdocs icon), you will be able to attach drivers' licenses and documents to a Vehicle or Contract/Reservation. It will remain stored for that specific record for future reference.

To purchase, you can search the web or do what we did: buy it from Amazon.

Note: There is no RentWorks interface with this camera, i.e., the data from a scan is not automatically entered into your system.

Customer Spotlight

Advance Car Rental – Arlington, VA

Advance Car Rental has been servicing the Greater Metropolitan Washington DC area for the past 20 years. They offer the largest selection of vehicles in the area. With strategic locations in Arlington and Tysons Corner, they are accessible by Metro and convenient to Washington DC and both Reagan National and Dulles airports.

Advance Car Rental's success is the result of a strong commitment to its customers and vendors. Their impeccable reputation is based on their professional staff, new fleet, and legendary service. These winning attributes have them well positioned for continued and future growth.

According to Advance Car Rental President, Carlos Estin, "RentWorks has been an integral part of their success since 2000 because it is a reliable and comprehensive program. The Bluebird staff is professional, friendly and can always be counted on."

Carlos Estin at the Arlington, VA location.

Carlos with Bluebird President, Angela Margolit.

Welcome New Customers!

Since our last issue of BARSTalk, the following customers have joined us (4th Quarter 2017):

Accessible Vans of America/Clock Mobility – Grand Rapids, MI

Accessible Vans of America/Fun Truck'n – Saddle Brook, NJ

Bill Gatton Honda – Bristol, TN

Bokker's Used Cars Inc. – Forrest City, AR

Brooklyn CJDR – Brooklyn, NY

Central Chrysler/CAT Rentals – Norwood, MA

Crowley Kia – Bristol, CT

Hertz – Ambouli, Djibouti

Hertz/Euro American – San Pedro Sula, Honduras

Hertz – Sudbury, ON, Canada

Landers McLarty Dodge – Huntsville, AL

McNeill Chevrolet – Swanton, OH

Modern Rent A Car – Shirley, NY

NextCar – Orlando, FL

One's Rent A Car – Los Angeles, CA

SAAV Rent A Car – La Paz, Bolivia

Sababa Car Hire – Johannesburg, South Africa

Simple Car Corp. – Palisades Park, NJ

Thrifty Car Rental – Doha, Qatar

Winn Kia – Dublin, CA

Xotic Rentals – Costa Mesa, CA

Xpress Rentals – Mifflinburg, PA

Xtra Lease & Rentals – Chaguanas, Trinidad

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

February 6-8, 2018

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.

2018 INDUSTRY EVENTS

Mar 22-25	NADA Convention – Las Vegas
Apr 15	**Bluebird Users Conference – Bally's, Las Vegas**
Apr 15-17	International Car Rental Show – Bally's, Las Vegas
Apr 22-25	Arabian Travel Market – Dubai, UAE
May 29-Jun 1	Progress Global Conference – Westin Waterfront, Boston, MA
June 25-29	Avis Budget Group LAC/SE – Hollywood, FL
Sept 26-29	Avis Licensee Convention – JW Marriott, Austin, TX
Sept 30-Oct 2	RAW/Priceless Convention – Las Vegas
Oct 10-12	Mopar Convention – Orlando, FL
Nov 5-7	World Travel Market – ExCel, London, UK
Nov 12-16	NYSADA Convention – Ritz Carlton, Grand Cayman