

Bluebird Auto Rental Systems
700 Lanidex Plaza
Parsippany NJ 07054
Phone 973 560-0080
Fax 973 560-0085

BLUEBIRD
AUTO RENTAL SYSTEMS

AutoMate2 Version 1.6 Release Letter



Many new feature have been added to AutoMate2 version 1.6, including Fleet Maintenance, Fleet acquisitions, Fleet Sales, Fleet depreciation, Fleet monthly payments, Accounting interface to Quickbooks Pro, No-Show charges, G/L posting setup, Fleet inquiry by status, Repair order inquiry, Vehicle problem inquiry, Status modify, Fleet overdue report and a Deposit report. A description of each new feature is given below:

The new release runs in version 8.1 of Progress. This will mean there is no change to any user running AutoMate 1.5, but anyone running an earlier version of AutoMate2 will have to upgrade their Progress license for a nominal fee to run AutoMate2 v1.6

Fleet Maintenance:

Features:

Allows entry of vehicle problems from the Check-in, Contract Modify, Unit Exchange, or Vehicle Problem programs.

Problems can be logged as critical or non-critical. Critical problems automatically take the vehicle out of service.

Repair shops can be set up in the Business Name file.

Periodic maintenance procedures, such as oil change, can be set up for any type of vehicle by mileage and/or date.

CSR is flagged at time of rental if the vehicle selected has an outstanding problem or if maintenance is due.

Repair orders are processed in the system to satisfy outstanding problems that have been logged for a vehicle.

When a vehicle is put out of service the user can specify a due back date. This due back date is acknowledged by the system's vehicle availability reporting.

The repair orders are updated to the vehicle's history and a full listing of maintenance expenses can be printed for any vehicle at any time.

Setup:

To use the fleet maintenance module, first go to the System Settings menu from the main menu and select the System Parameters sub-menu. From this sub-menu select System Settings. There are some fields near the bottom of this screen that need to be set for the fleet maintenance module to work as required.

AutoMate2 System Settings

Franchise Affiliation: None

Default Country: USA

Accounting Interface: QuickBooks 5

No-Show grace hours: 24 Last No-Show Run Date: 12/30/97 Time: 7.59

"Out of Service" Status

Vehicle Problems: Out - Problem

Repair Orders: Out - Repair

Grounded: Grounded

Include Due-Back Repairs in Availability

Change

Exit

Choose this option to exit

You must select a vehicle status that will be used when a critical vehicle problem, a repair order or a grounding condition is either entered or met. These statuses have been pre-defined in the inventory status table and are as follows:

Vehicle Problem - Out - Problem
Repair Orders - Out - Repair
Grounded - Grounded

At the bottom of the screen is a flag to determine whether vehicles that are put out of service should be considered when projecting future availability. Each repair order has an anticipated due-back date the system can use to add the vehicle back into the available fleet if required. If this is not used, the system will ignore any out of service vehicles for availability purposes until they are physically modified back to an available status after the repair is complete.

Maintenance Procedures:

Maintenance procedures are those regularly scheduled maintenance items that occur every set number of miles or days. They are entered using the Maintenance program located on the Fleet menu. Using the action palette on the right of the screen, add a record to the file. For example Oil Change. Type the description of the procedure in the first field then choose when you want this procedure to be performed by selecting the correct schedule from the list box.

Inventory Maintenance Procedures

Description: Oil Change

Schedule: Recurring Mileage Only

Frequency (Days): 0

Frequency (Miles): 3,000

Action: Ground

Lookup

Previous

Next

Add

Change

Clone

Delete

Exit

Choose this option to exit

The options are:

Recurring Date or Mileage - Used to repeatedly flag a vehicle for maintenance by either number of days or mileage since the last time this maintenance was performed.

Recurring Date Only - Used to repeatedly flag a vehicle for maintenance by the number of days since the last time this maintenance was performed.

Recurring Mileage Only - Used to repeatedly flag a vehicle for maintenance by the number of miles driven since the last time this maintenance was performed.

Non-Recurring date or mileage - Used to flag a vehicle for maintenance one time only based on the number of days or mileage since maintenance was last performed.

Non-Recurring Date Only - Used to flag a vehicle for maintenance one time only based on the number of days since maintenance was last performed.

Non-Recurring Mileage Only - Used to flag a vehicle for maintenance one time only based on the number of miles since maintenance was last performed.

Non-Recurring Immediate - Used to immediately ground a car.

Once the correct scheduling has been selected for this procedure, enter the number of days or the number of miles (or both) that should elapse between times that this maintenance is performed. Finally set the action you want the system to take when this maintenance procedure becomes due. If you want the vehicle grounded, set the action to Ground. If you want to be warned of the maintenance but do not want the vehicle automatically grounded, set the action to Warning. This will issue a warning to the CSR at time of rental but will not prevent use of the vehicle.

Reporting of Maintenance Procedures is described under the Fleet Reporting section of this manual.

Maintenance Alerts:

Having set up the maintenance procedures, you can flag individual vehicles, or multiple vehicles, for any of the procedures on file. This is accomplished by entering Maintenance Alerts from the Fleet menu. To add a procedure to a vehicle (or vehicles) select Add from the action palette on the right side of the screen.

Fleet Maintenance Alerts

Product: Unit #:

Maint. Type:

Schedule:

Frequency (Days): Frequency (Miles):

Action:

Last Date: Last Odometer:

Next Service Date: Next Service Odometer:

Choose this option to find a record

A new window will appear that will allow you to flag vehicles for a maintenance procedure. You can select by product and vehicle class, VIN number, year, make and model or unit number. Once you have set the selection criteria click on the select button and the system will display the vehicles it has selected in the browse window. You may at this time de-select individual vehicles by clicking on the unit as it is displayed in the browse window. Once your selection is correct, click on OK to return to the Maintenance Alerts screen.

Create Maintenance Alerts [X]

Create Maintenance Alerts for:

Product: Inv. Class:

Year: Make: Model:

Starting VIN: Starting Unit #:

Ending VIN: Ending Unit #:

Unit #	Product	Class	Year	Make	Model	Lic. #	VIN
1004	Vehicles	Comp	1997	Ford	Contour	PF-407B	4586956DK5685
1005	Vehicles	Comp	1997	Ford	Contour	MB-932U	6683853PD3486
1006	Vehicles	Comp	1997	Ford	Contour	LW-194C	439645GF45686

Now select the maintenance procedure you wish to add to these vehicles by choosing it from the list box. That is it, the vehicles you selected will now be flagged for the maintenance procedure when the system determines it is next due.

Warning: The system will flag the vehicle based on the last date (or mileage) the maintenance procedure was performed. To manipulate this information make changes to the Last Date and Last Odometer fields on the Maintenance Alerts screen or unnecessary maintenance warnings and groundings could occur.

Reporting of Maintenance Alerts is described under the Fleet Reporting section of this manual.

Vehicle Problems:

Vehicle Problems are notations of an existing problem with a vehicle that are typically entered into the system by rental agents or CSRs at time of check-in or during a vehicle

Unit Exchange

RA Number: 200032 Last Name: Jones
 First Name: Phil

Product: Vehicles Unit: 1001 Product: Vehicles Unit:
 License: SP-655D NJ License: License:
 Class: Mid Rented As: Class: Rented As:
 Checkout Return Checkout Return
 Loc: Main Main Loc: Main
 Date: 12/18/97 15.03 12/30/97 9.30 Date: 12/30/97 9.30
 Odo: 250 Gas: 8 Odo: 250 Gas: 8 Odo: Gas: Odo: Gas:
 Gas Ppd Gas Charge: 0.00 Gas Ppd Gas Charge:

Out: Out:
 In:

Enter data or press ESC to end.

or the charges screen during Contract Modify or the Vehicle Problems screen on the Fleet menu. All contract processing programs have a button labeled "Problem" to allow the CSR to enter the vehicle problem without having to exit the program they are currently executing. A problem can be flagged as critical or not, depending on the nature of it. If it is flagged as critical the vehicle is immediately taken out of service by the system. If not, the system will warn that there are problems existing with the vehicle at the time of rental but will give the CSR the option to continue with the rental. A repair order must be entered to clear a problem from a vehicle's record.

The Vehicle Problem screen has the usual action palette on the right hand side. Choose the Add function to enter a vehicle problem into the system.

Select the product and enter a unit number. The system will warn you if this vehicle is currently on-rent and will ask you if you wish to continue. Click on OK. Check the critical box if required. This will cause the vehicle to be taken out of service immediately if checked. Enter a problem summary that is descriptive of the problem. More detail can be entered in the problem notes section of the screen. Once you have entered all relevant information, click on the Update button to add the problem to the vehicle record.

Reporting of Vehicle Problems is described under the Fleet Reporting section of this manual.

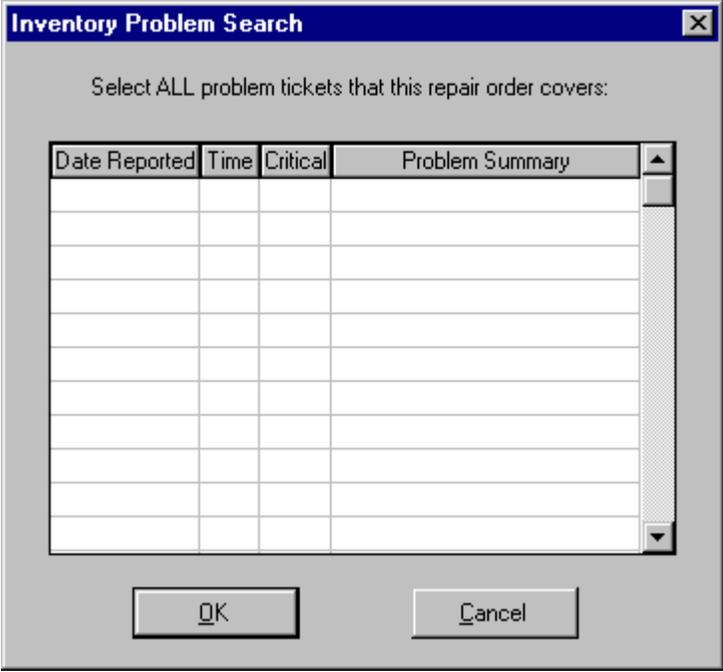
Repair Orders:

Repair orders are entered into the system to track the cost and timeliness of repairs made to vehicles in the fleet. They are also the only way to relieve a problem from a vehicle's history.

Repairs in Availability" the system will calculate the out of service vehicles to be available for rent again on the date and time entered in these fields.

The location in, date in and time in are edited when the vehicle comes back from repair. The entries made in these fields close the transaction that was created by putting the vehicle out of service originally. It will also change the vehicle status back to "Available". In the Repair Summary field enter a brief description of the work done. Using the "Problems" button, select any recorded outstanding problems on this vehicle that this repair order will fix.

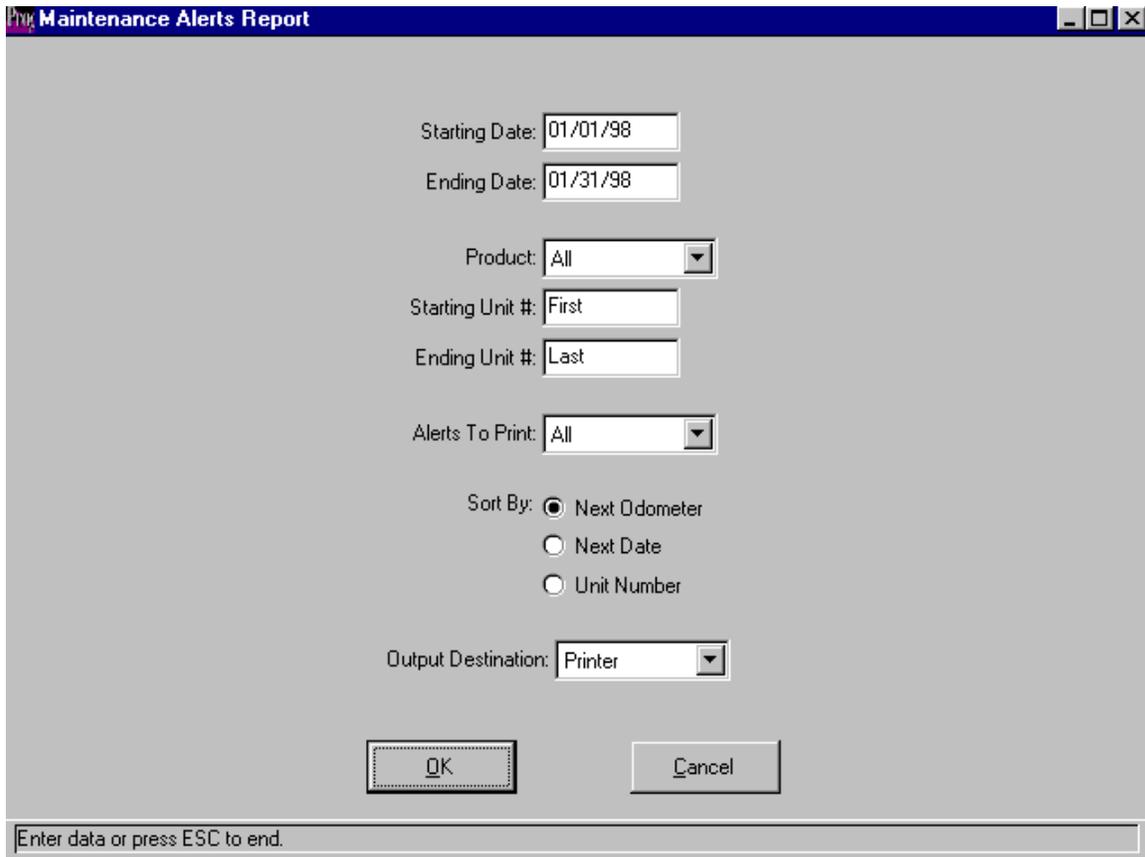
This will in effect remove the problem from the vehicle and update the problem record with the repair order number. The "Notes" field can be used to record unlimited notes regarding the repair and the total parts and labor costs can be recorded in the last two fields on the screen.



Fleet Reports:

Maintenance Alerts:

Purpose: To view maintenance alerts that have been added to vehicles in the fleet.



Maintenance Alerts Report

Starting Date: 01/01/98

Ending Date: 01/31/98

Product: All

Starting Unit #: First

Ending Unit #: Last

Alerts To Print: All

Sort By: Next Odometer
 Next Date
 Unit Number

Output Destination: Printer

OK Cancel

Enter data or press ESC to end.

The user can select records by date range and enter a starting and ending unit # if required. Either warnings or grounding procedures can be printed and they can be sorted by next odometer due, next date due or unit #. The output can be to a printer, the terminal screen or a text file.

The report lists the product, unit #, maintenance procedure, how it is scheduled, whether it is a warning or grounding procedure, the frequency of the procedure, when it was last performed and when it should next be performed.

Maintenance Due:

Purpose: To list the maintenance procedures that are due to be performed on vehicles in the fleet.

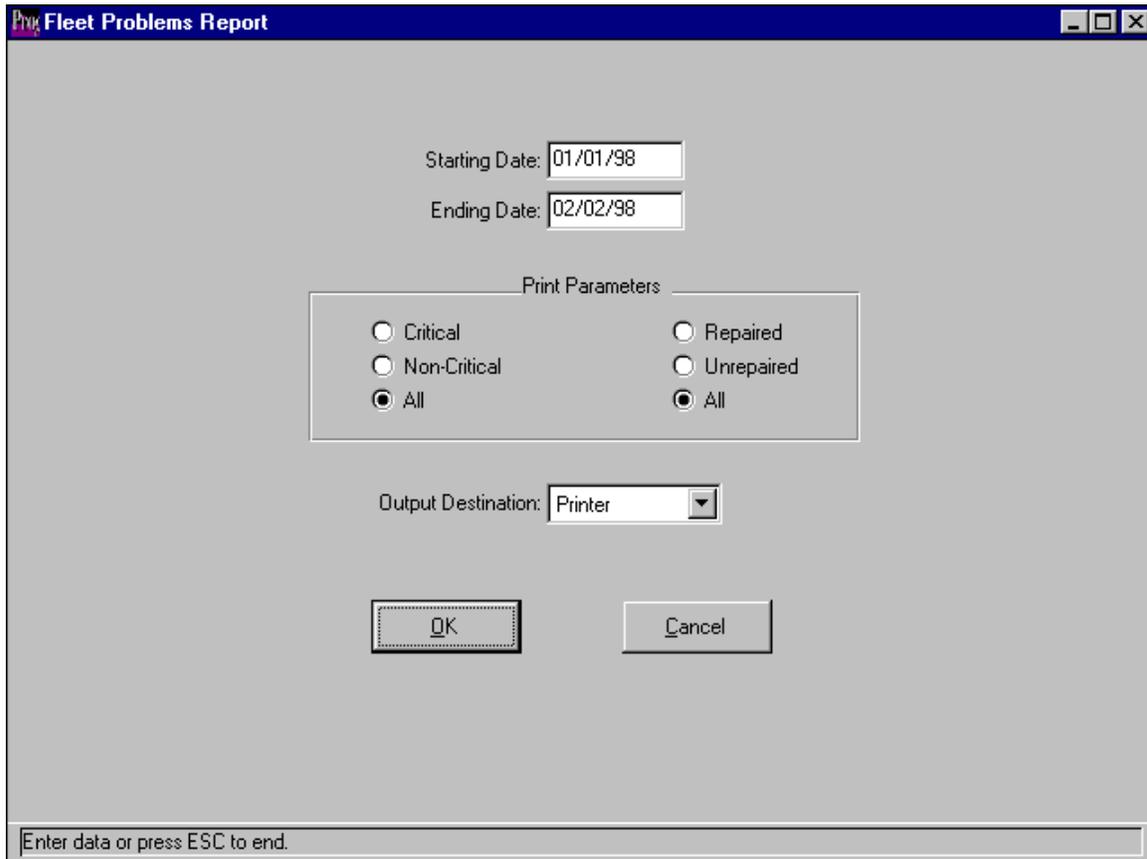
The screenshot shows a dialog box titled "Fleet Maintenance Due Report". It has a standard Windows-style title bar with a close button. The main area is light gray. At the top, there's a label "Locations(s):" followed by a list box containing "Foreign" and "Main", with "Main" selected. Below this is a section for "Maintenance Due on or before:" with two input fields: a date field containing "02/02/98" and a miles field containing "3,000", separated by "or:". Underneath are four radio buttons: "Critical problems", "Non Critical problems", "All problems" (which is selected), and "Don't print problems". At the bottom, there's an "Output Destination:" label followed by a dropdown menu currently showing "Printer". At the very bottom are "Ok" and "Cancel" buttons.

The user can select one location or many locations by highlighting the appropriate choice. Maintenance that is due before a certain date or before a designated number of miles elapse is printed on the report. You can choose to list critical problems, non-critical problems, all problems or scheduled maintenance only by checking the correct radio button. Output is to a printer, terminal screen or a text file.

The report lists the product, unit #, vehicle status, current location, date due back (if on rent), maintenance procedure, date and odometer reading of when the procedure was last performed and the number of days or miles before it is due to be performed again. If a vehicle has a reported problem and you chose to print problems in your selection criteria, it will appear below any scheduled maintenance on the vehicle.

Problems:

Purpose: To list reported problems on vehicles in the fleet.



Fleet Problems Report

Starting Date: 01/01/98

Ending Date: 02/02/98

Print Parameters

Critical Repaired

Non-Critical Unrepaired

All All

Output Destination: Printer

OK Cancel

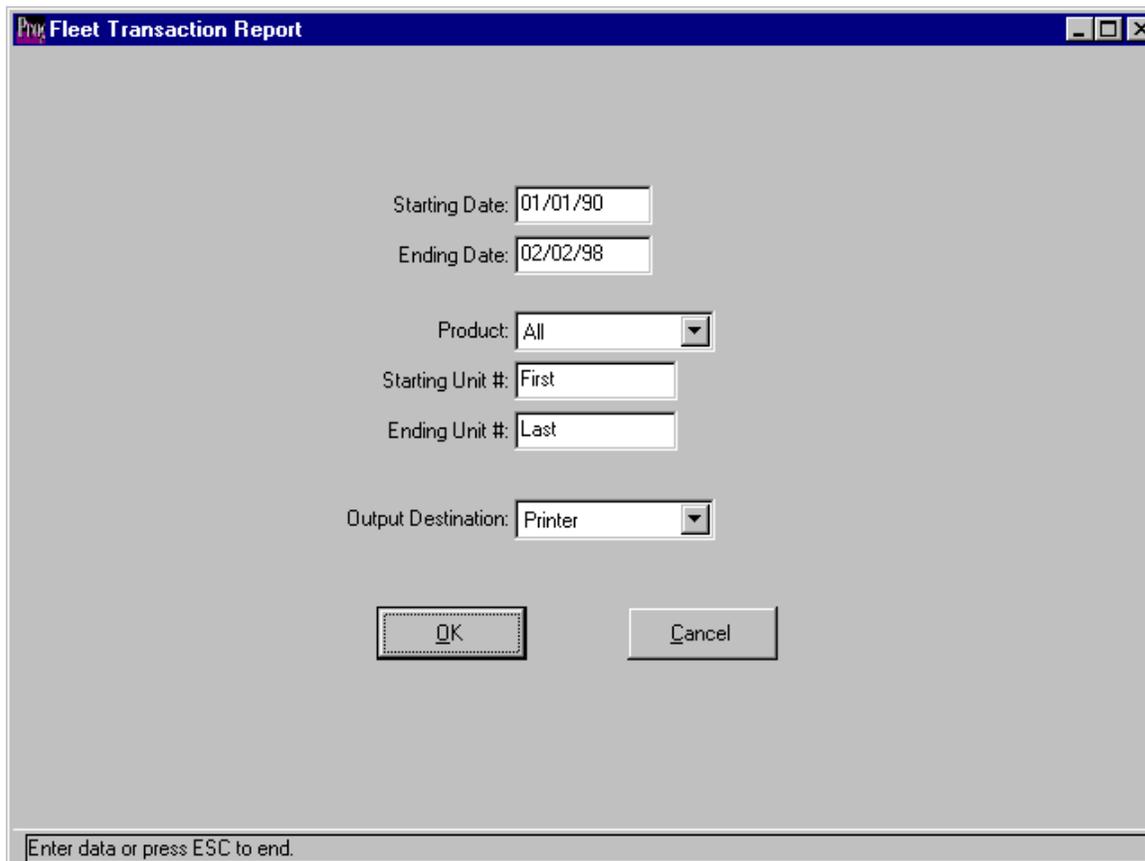
Enter data or press ESC to end.

The user can select vehicle problems that were reported within a date range. You are allowed to print critical, non-critical or all problems that are either repaired or not. Output is to a printer, terminal screen or a text file.

The report lists the date and time the problem was entered, a summary description of the problem, whether it is a critical problem or not, whether it has been repaired or not, the date and time of repair, the repair order #, and a summary description of the repair.

Transactions:

Purpose: To track the movement history of vehicles in the fleet by date.



Starting Date: 01/01/90

Ending Date: 02/02/98

Product: All

Starting Unit #: First

Ending Unit #: Last

Output Destination: Printer

OK Cancel

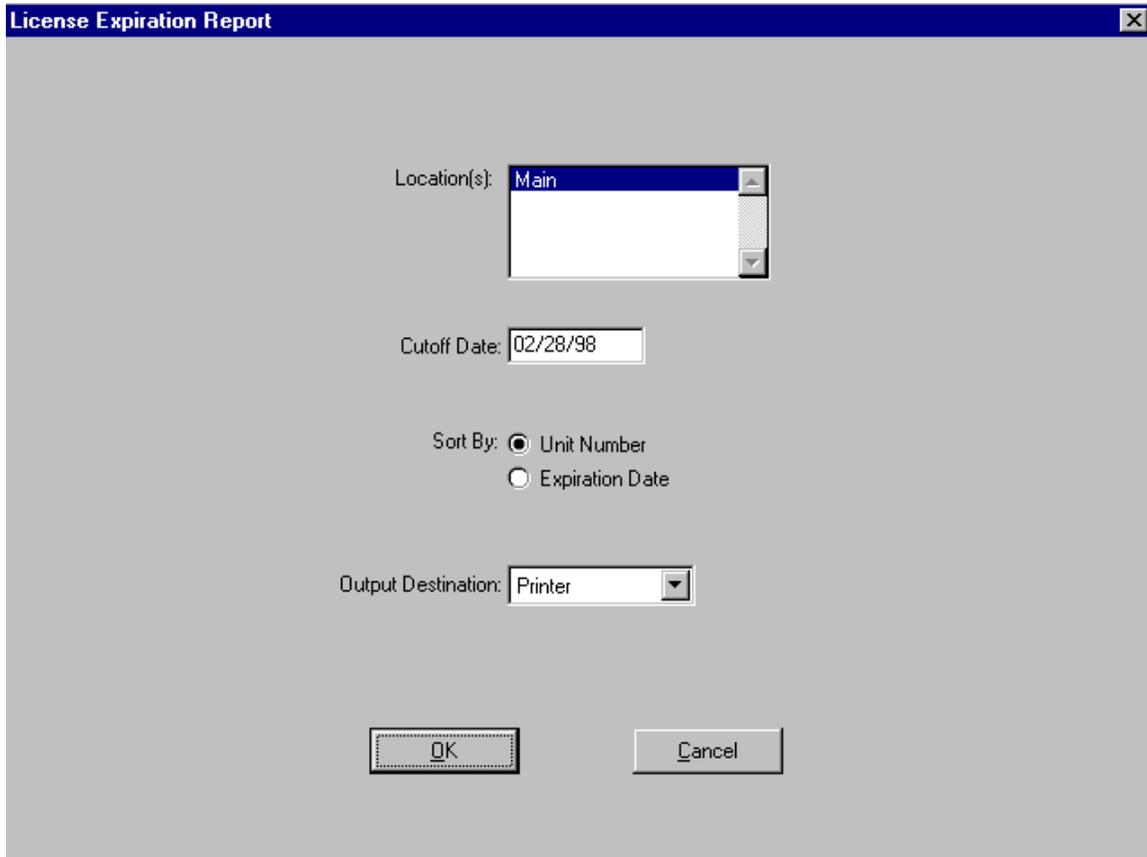
Enter data or press ESC to end.

The user can select transactions within a date range for a single vehicle or a range of vehicles. Output is to a printer, terminal screen or a text file.

The report lists the RA # or Repair Order #, the transaction type, location, date & time, odometer out, return location, return date & time and return odometer. Rentals, check-ins, exchanges and repair orders are listed by vehicle unit #.

License Expiration:

Purpose: To view the vehicle licenses that require renewal in the near future.



The screenshot shows a dialog box titled "License Expiration Report" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Location(s):** A list box containing the text "Main".
- Cutoff Date:** A text input field containing "02/28/98".
- Sort By:** Two radio buttons: "Unit Number" (which is selected) and "Expiration Date".
- Output Destination:** A dropdown menu currently showing "Printer".
- At the bottom, there are two buttons: "OK" and "Cancel".

The user can list licenses that need to be renewed before a cutoff date by location. Vehicles can be sorted by unit # or license expiration date by selecting the appropriate radio button. Output is to a printer, terminal screen or a text file.

The report lists the unit #, license plate, year, make, model, current location and expiration date of the license.

Repair Orders:

Purpose: To view the repair orders entered in the system.

Repair Orders Report

Starting Date: 01/01/98 Repair Type: All

Ending Date: 02/03/98 Repair Shop: All

Vehicle Information

Product: Vehicles Class: All

Model: Unit #:

Select: Open Repair Orders Sort By: Repair Shop
 All Repair Orders Repair Type
 Vehicle

Output Destination: Printer Export Data

OK Cancel

Choose to run report

The user can select the data to print on the report in numerous ways. First you can select a date range to print. Then you can select a specific repair type or all repair types. These repair types can be for all repair shops or a specific repair shop. The report allows you to print detail for specific products, vehicle classes, models or unit #s. You can print either open repair orders or all repair orders and sort them by repair shop, repair type or vehicle unit #. The output is to a printer, terminal screen or a text file. Alternatively you can select to export the data to Microsoft's Excel spreadsheet, where the data can be formatted into graphical format

The report lists the repair order #s, product code, unit #, date & time sent for repair, date & time received back from repair, a description of the repair summary, the total parts cost, the total labor cost and the combined parts & labor total. Sub-totals and grand totals are printed after each major sub section and at the bottom of the report.

Additions:

Purpose: To post new vehicle additions to the fleet to the accounting system.

Fleet Additions Report

Finance Institution: 001
002
003
004
None

Post to Financials

Cutoff Date: 01/31/98

Sort By: Unit Number
 Purchase Date
 Bank

Output Destination: Printer

Ok Cancel

The user can select which finance institution to post entries for and select whether a proof run is required or a posting run. A cutoff date is entered (usually the last day of the month) and a sort selection made. You can sort the report by unit #, purchase date or bank I.D. Output is to a printer, terminal screen or a text file.

Note: A proof run should ALWAYS be run and audited before posting the entries.

The report lists the product code, unit #, year, make, model, license #, vin, bank I.D., purchase date, amount and posting date. If sorted by bank I.D. the report will sub-total at the end of each bank's section. Report totals always appear at the bottom of the report.

Depreciation:

Purpose: To calculate monthly depreciation on vehicles.

Inventory Depreciation Report

Finance Institution: 001
002
003
004

Post to Financials

Cutoff Date: 03/31/98

Output Destination: Printer

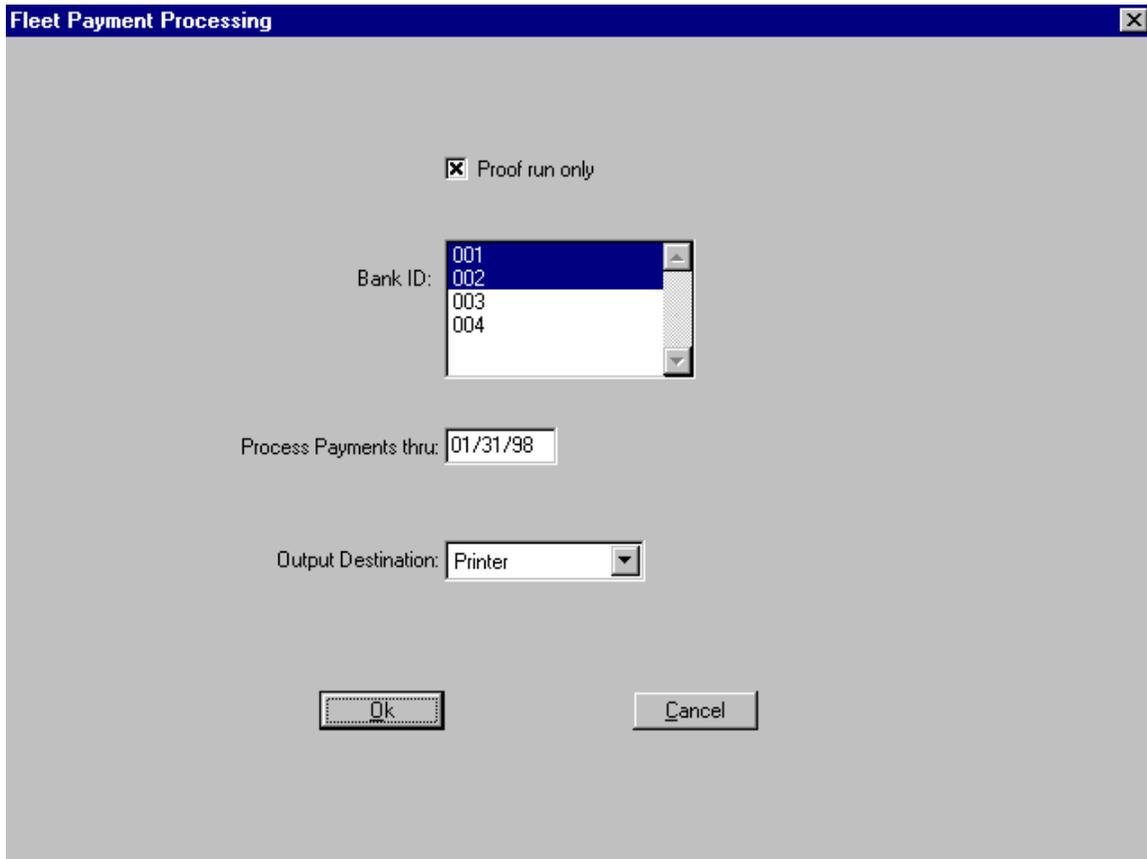
Ok Cancel

The user can select the vehicles to calculate depreciation on by finance institution. **A proof run should ALWAYS be run and audited before posting to financials.** The cutoff date entered for the monthly posting must be the last day of the month. Output is to a printer, terminal screen or a text file.

The report lists vehicles by financial institution. The product, unit#, year, model, depreciation rate, acquisition price, before depreciation, additional depreciation, after depreciation and book value are displayed. Each financial institution sub-totals and grand totals are provided at the end of the report.

Payment Processing:

Purpose: To reconcile monthly payments to financial institution's statement and post to accounting.



The user should ALWAYS run a proof run and audit it before posting the entries. Individual or multiple Bank I.D.s can be selected. Enter a cutoff date for the payments being made. Output is to a printer, terminal screen or a text file.

The report lists by bank I.D. the Vin #, Unit #, Year, Make, Model, Color, Amount & Date financed, Interest Rate, Term, Last Balance, Monthly payment, # of payments, payment amount, Remaining balance and remaining # of payments. The report sub-totals by bank I.D. and grand totals are provided at the end of the report.

Fleet Sales:

Purpose: To post sold vehicles to the accounting system.

Fleet Sales Report

Finance Institution: 001
002
003
004

Post to Financials

Cutoff Date: 02/28/98

Sort By: Unit Number
 Date Sold

Output Destination: Printer

Ok Cancel

The user can select financial institutions to run the report for and select whether posting should be performed or not. A proof run should ALWAYS be reviewed before posting to the accounting system. You can enter the cutoff date for the posting and choose to sort the report by unit # or date sold. Output is to a printer, terminal screen or a text file.

The report lists the product code, unit #, vin #, year, model, purchase amount, purchase date, payoff amount, payoff date, sale amount, sale date, accumulated depreciation, vehicle and license book value and the profit or loss.

No-Show processing:

The system gives the user the ability to charge for reservation no-shows providing that the reservation has a valid method of payment on it. To use this feature you must first go to the

Settings menu and then System Parameters then to System Settings. The following screen is displayed:

AutoMate2 System Settings

Franchise Affiliation: None

Default Country: USA

Accounting Interface: QuickBooks 5

No-Show grace hours: 24 Last No-Show Run Date: 02/01/98 Time: 9.33

"Out of Service" Status

Vehicle Problems: Out - Problem

Repair Orders: Out - Repair

Grounded: Grounded

Include Due-Back Repairs in Availability

Change

Exit

Choose this option to change the displayed record

Using the change button on the action palette, set the number of hours that must pass from the reserved pick-up time before you consider the reservation to be a no-show.

Now go to your Time & Mileage rates to set up the amount you are going to charge for a no-show:

AutoMate2 Rates

Status: Available Un-Available Restricted

Product: Location: Class:

Rate Code: Desc:

Requirements

Booking Start Date: Booking End Date:

Departure Start Date: Departure End Date:

Free Minutes: Grace Minutes:

Rate Plan: Drop Zone:

Required Deposit: Max Utilization:

No-Show Charge:

Require Pre-Payment Credit Card Req

Require Insurance One-Way Allowed

Min Adv Hours: 1 day, 0 hours

Choose this option to clone the current record

Enter the dollar value in the field "No-Show Charge".

You are now set to start using the No-Show processing feature of the system. When someone signs on to the system for the first time each day, the No-Show calculation program runs. This program looks at the open reservations on the system and calculates which should be changed to no-shows based on the number of hours that you set up in the System Settings.

To create a report of the no-shows and create charges, you need to run the No-Show Processing report from the Counter Reports menu:

No-Show Processing Report

Location(s): Main

Starting Date: 01/01/98

Ending Date: 01/31/98

Create No-Show charges

Create No-Show address list for:

None

All

Only if charging for No-Show

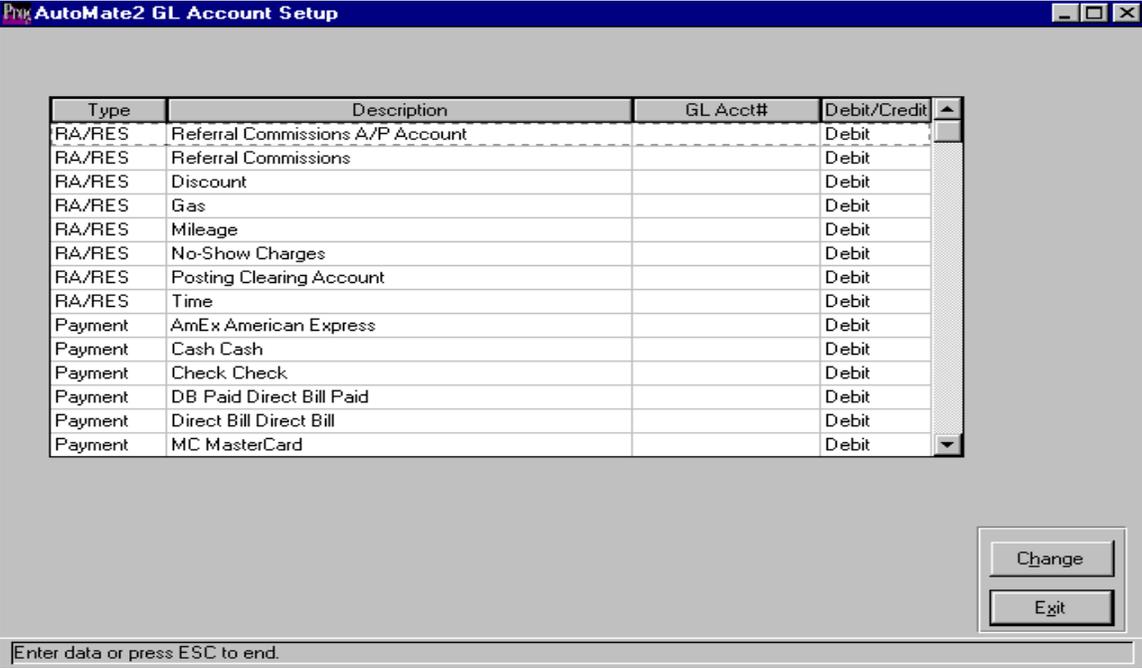
Output Destination: Printer

Ok Cancel

Select the location you wish to run the report for, enter a date range, check the box to create no-show charges and check the appropriate radio button to create a mailing list that can be used with Microsoft Word's mail merge feature to send out a standard template letter. If you choose to create an address list, the system will prompt you for a file name that you want to use.

The report will print, detailing the charges and payments created by the system. This revenue will be posted to the accounting system by the Daily Business Report.

The GL account setup screen is used to setup the accounting interface between AutoMate2 and Quickbooks. The types (Payments, RA/RES, Misc Charge, Inv Bank) are automatically created by the system. To use this interface you must give each entry a GL account number and specify whether it is a debit or credit account.



Fleet Status Inquiry:

The vehicle status modify screen is used to modify a vehicle's status, current location or odometer without creating a rental transaction. The program is accessed from the Fleet menu.

Product: Vehicles Unit Number: 1007

Old Values

Odometer: 65 Location: Main Status: Available

Current Values

Odometer: 65 Location: Main Status: Stolen

Lookup
Previous
Next
Add
Change
Clone
Delete
Exit

Choose this option to display the next record

The first record in the fleet file is displayed with the last known status in the old values area and the current status in the current values area. To modify the vehicle you are looking for, use the lookup button on the action palette to locate the vehicle you want to change.

Product: Vehicles Unit Number: 1001

Current Values

Odometer: 250 Location: Main Status: Out of Service

New Values

Odometer: 250 Location: Main Status: Out of Service

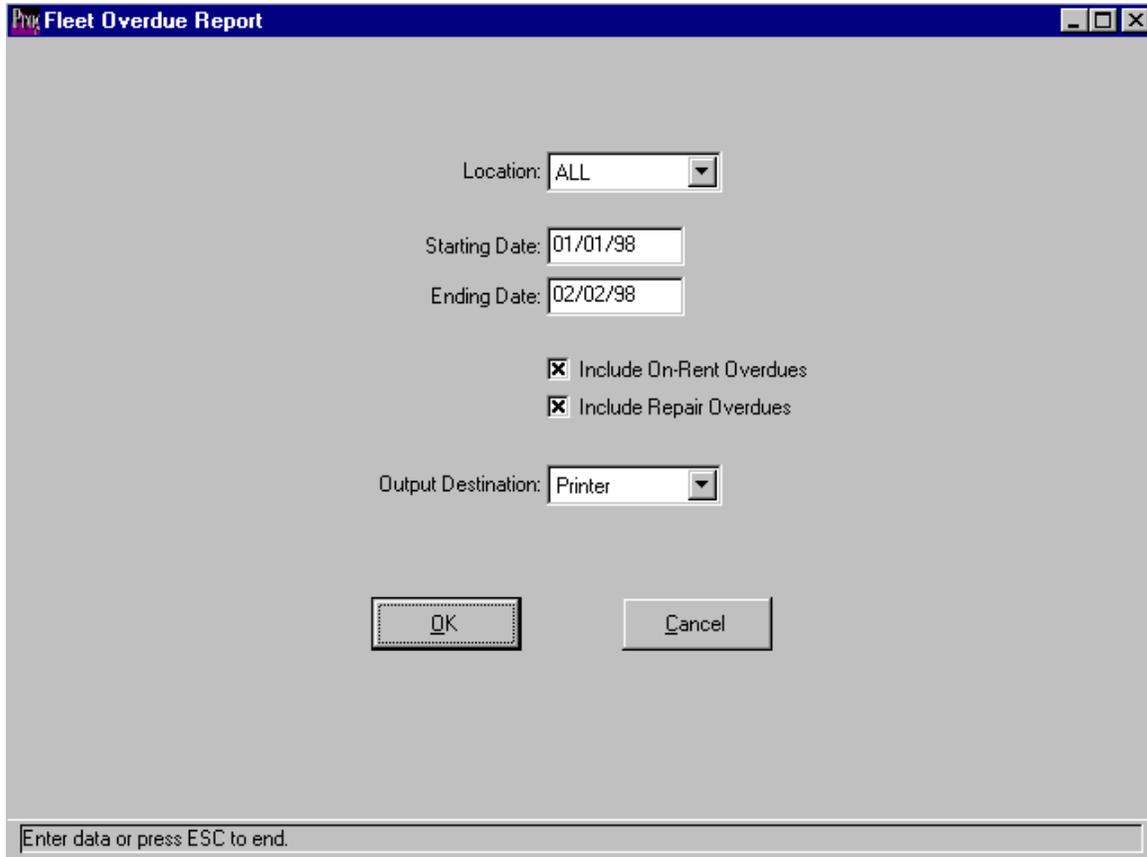
Lookup
Previous
Next
Add
Update
Clone
Delete
Cancel

Enter new odometer

You are now returned to the status modify screen. Use the change button on the action palette to change the current values displayed on the screen. You will notice that the current values get transferred to the top of the screen and you are prompted for the new values at the bottom. Enter the new values for this vehicle then click on the update button.

Fleet Overdue Report:

Purpose: To check for vehicles that have not been returned on time and are now overdue.



Location: ALL

Starting Date: 01/01/98

Ending Date: 02/02/98

Include On-Rent Overdues

Include Repair Overdues

Output Destination: Printer

OK Cancel

Enter data or press ESC to end.

The user can choose the location to check overdue vehicles for and enter a date range to check. You may include either on-rent overdues or repair shop overdues or both. Output is to a printer, terminal screen or a file.

The report lists the due date & time, RA #, vehicle class, unit #, renter's name, pay type, date of deposit, amount and whether authorized or paid.

Deposit Report:

Purpose: To reconcile the outstanding deposits that you have received but have not credited against a rental yet.

The screenshot shows a dialog box titled "Deposits Report". It has a blue title bar with a close button (X) in the top right corner. The main area is light gray. On the left, the text "Location(s):" is followed by a list box containing the word "Main". Below the list box, there is a checked checkbox labeled "Print Detail". To the left of the checkbox is the text "Output Destination:". To the right of the checkbox is a dropdown menu currently showing "Printer". At the bottom of the dialog, there are two buttons: "Ok" on the left and "Cancel" on the right.

The user can select which location to check for outstanding deposits. Detail or summary information can be printed. Output is to a printer, terminal screen or a text file.

The report lists the RA/Rez#, customer's name, employee #, rental counter, position, amount, credit card and card # and the authorization number.