Release Letter

Version 3.0

March 2002

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<u>Deliverables</u>

The following items should constitute your upgrade order for version 3.0. Once they have been received and installed, be sure to store them in a safe place.

❑   RentWorks is delivered on a "read only" Compact Disk. The CD can be used for a new installation or to upgrade an existing version of RentWorks.

❑   Version 3.0 requires Progress version 9.1C, also delivered on a CD. If you do not already have this, you should receive it with your order. It contains a green sheet of paper with all of the necessary Progress serial numbers and control codes.

❑   With the introduction of version 3.0, Bluebird will be using on-line help & documentation solely. Therefore, a User Guide will not be included, nor is one available.

New Features

□ **Tabs & Toolbars**

All of the maintenance programs now have toolbars in place of the Action Palette. Buttons that were used to navigate between pages in a maintenance program have been replaced with a tab strip.
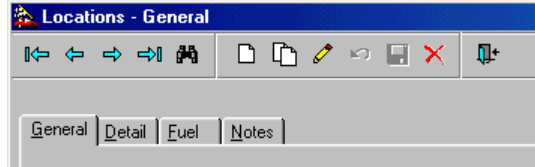
□ **Tree-View Main Menu**

The RentWorks main menu has been replaced with the Explorer tree-view structure. Folders represent the different categories on the left side, each containing programs that are listed on the right side. Single clicking on an item in the program list will open the program. Navigation between programs is quicker. Custom icons for non-RentWorks programs can be added to the shortcuts across the top.
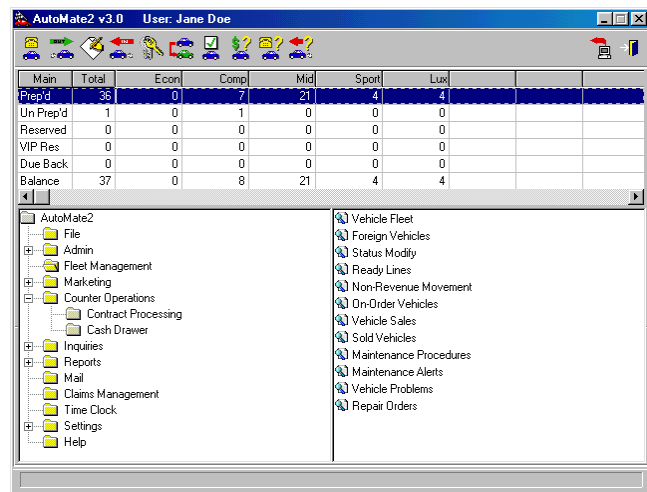
□ **User Preferences**

Certain options can now be turned on and off by each user. The Preferences screen lists these options, and the settings are unique to each user.
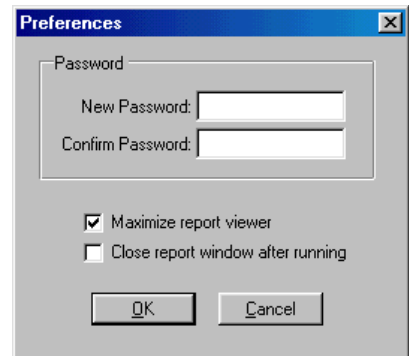
□ **Adjustable Browsers**

Many of the browsers throughout RentWorks are now adjustable. By dragging the vertical boundary, a column can be expanded to show more data or shrunk down to save space. Browser column positions can be changed by clicking and dragging the columns with the mouse. The sizes and positions are saved for each user.

❑ **Vehicle Photos**
Images of vehicles can be stored and displayed in the Vehicle Fleet program and in Contract Sales. A window shows the general vehicle information, the photo of the vehicle, and the options on the vehicle.


❑ **Vehicle Damage**
Damage to a vehicle can be recorded either in the Vehicle Fleet program or in the Contract Sales screen. A "flattened" vehicle picture appears in the window, and damage indicators can be dragged-and-dropped onto the picture to mark the damage.
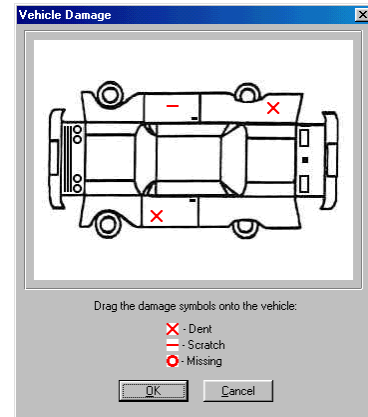
❑ **Enhanced Vehicle Lookup Browser**
The Vehicle Lookup browser will now show options on the vehicles. By selecting items in the "Options" list, the vehicles that have those options are highlighted in blue. The browser can also be sorted by a specific column instead of just by unit number.
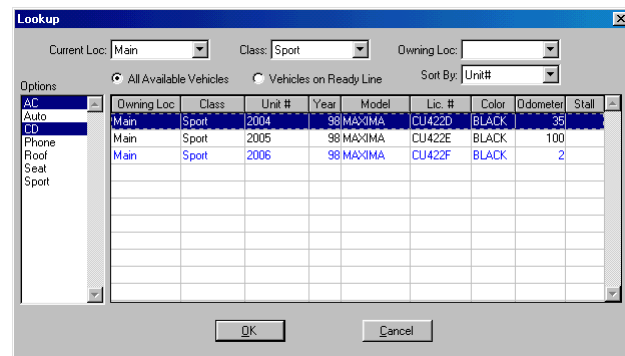
❑ **Reports That Stay Open**
In v2.1, the report screens would disappear when the report was finished, sending the user back to the main menu. In v3.0, the report window can be set to stay open. This makes it easier to do a proof run, then immediately post the data without having to reselect the menu option and re-entering date ranges, options, etc.

❑ **Remembering Report Settings**
Certain report options, such as charge lists, checkboxes, etc. are remembered for each user. When the user runs the report again, the previously-used options are defaulted into the screen.

❑ **Resizable Report Viewer**
When sending a report to the terminal, the report viewer window is now resizable. This created more viewable area so wide reports can be viewed easier. Users can have the viewer automatically resize to fill the screen.

❑ **Send To…**
If a report is sent to the terminal, it can then be resent either to a file or the printer. This allows the user to view the output first, and if it is acceptable, send a hard copy to the printer or a file.

❑ **Enhanced Output Handling**
Report output is handled differently in v3.0. In the Terminal Settings screen, output file paths can be set up to send files to specific directories. Because these settings are terminal-specific, all back office terminals can send their output files to a certain directory, and counter terminals can send their files to a different directory. This makes it easier to organize reports from each department.

❑ **Enhanced Output Handling Claims Manager Pictures**
You are now able to use .jpg and .gif files when loading pictures into Claims Manager.

❑ **Miscellaneous Charges for Tour Programs**
A new browser in the Tour and Counter-Sale allows you to either include or exclude individual miscellaneous charges. This is accomplished by addressing them by code instead of by type.

❑ **Enhanced Printer Support**
All reports have been changed to use an ActiveX control that will direct the output to **any** *supported* Windows printer. (However, that does not apply to print programs (rental agreements) that require an impact printer and will therefore still use the Okidata dot matrix printer.)

❑ **Miscellaneous**

- Direct Bill Partial Payments and Credit will now appear on the Daily Business Report.

- Renters can be flagged as non-taxable, regardless of their company's taxable status.

- Vehicle product codes are now used as fleet identifiers. Reports now have a Product list box, allowing the reports to be run by specific product codes instead of just by class.

New Reports and Inquiries

- ❑ Cash Drawer Inquiry – This inquiry allows you to find cash drawer transactions by location, cash drawer, position, and date. The transactions can even be shown by shift, and you can jump to the contract where a cash drawer transaction occurred.

- ❑ Perfect Drive Report - The Budget Perfect Drive Report lists contracts by the renter's Express Number and shows renter information, total charges, frequent flier number, etc. It also can generate a transmission file to be emailed.

New Modules and Products

Several new modules and products have been introduced with version 3.0. Please contact your sales representative for pricing information, as their cost varies by user license count.

Khoury Consulting, Inc. Module

The Khoury Consulting, Inc. (KCI) Module tracks each employee's monthly incremental revenue and calculates commissions. Each month, a manager sets up the employee's goal for incremental items. The KCI module will calculate values such as the penetration percentage, total revenue, and yield for each item.

Throughout the month the employees can view their progress towards meeting those goals. They can see their penetration percentages month-to-date, with each percentage color-coded according to whether or not they have met the percentage. Suggestions are given as to how they can meet the goals, and they are ranked among all other employees so they can see where they stand in the company.
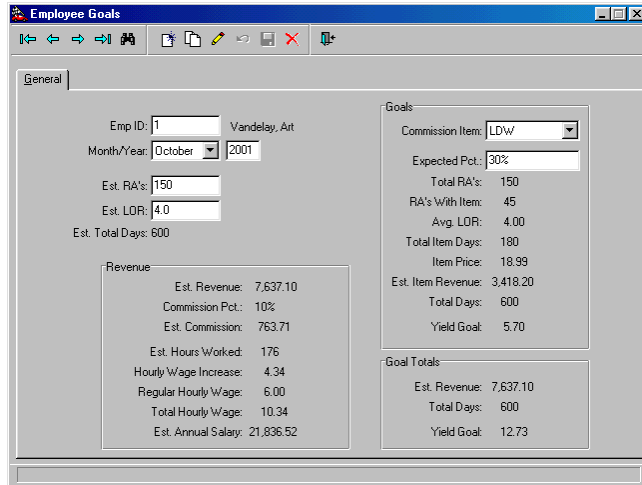
Commission plans can be set up by total revenue, by yield, or on a per-item basis. Reports show the employee's contracts on a daily basis, incremental items on each contract, and commissions broken down by charge.

Managers have access to tools designed to encourage employees and improve their skills. Coaching and Feedback forms are used to evaluate employees and to pinpoint skills and deficiencies.
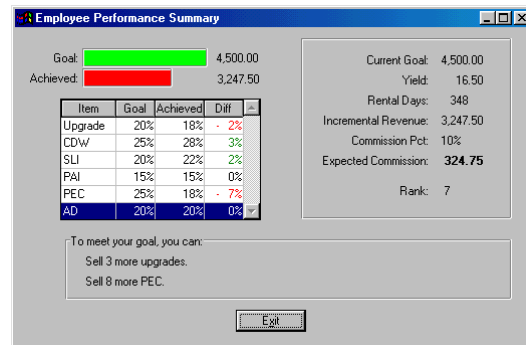
Hand-Held Terminals

RentWorks can now be used with Symbol hand-held terminals.

The terminals are linked to the database server with a Wireless LAN receiver that has a range of up to 1000 ft. This range can be extended by adding more receivers.

The RentWorks screens have been scaled down to fit on the hand-held. An on-screen keyboard is used to enter data into the fields. A thermal printer, worn on the belt, prints out a contract receipt via an infrared port.

Some of the functions that can be done on the hand-held include:

- Closing a contract

- Taking payments

- Getting credit card authorizations

- Changing vehicle status

- Printing receipts

- Performing fleet physical inventory

Reynolds & Reynolds Performance Path

Bluebird Auto Rental Systems has now completed its Performance Path Data Access Certification Program. This has culminated in the release of the new Performance Path Integration module, which allows customer and accounting data to be shared between RentWorks and ERA2. The interface does not require that the user do anything differently. It is a passive interface and will automatically be called when actions are performed that require communication between the RentWorks and ERA2 systems. This will take place in three areas, as described in detail below:

In the customer screen of the reservations and rental agreement entry processes, there are two places where the interface will be called. When leaving the phone number field, the customer lookup will first search the RentWorks customer file for a record with that number, and then the ERA2 customer file if the phone number is not found in the RentWorks customer database. If the ERA2 database is accessed, a small window will appear to display the status of the search. When a new reservation or rental agreement is updated (saved), the interface will either insert the customer into the ERA2 database or, if the customer is already in the ERA2 database, it will update the existing record with the current data.

The customer lookup program will now search the ERA2 customer file as well as the RentWorks customer table. To differentiate records from the two databases, records from the ERA2 database will be highlighted in blue while RentWorks records will still have the standard white background. To copy a record from ERA2 to RentWorks, simply choose the record by double-clicking it or highlighting it and choosing the "OK" button. The record will be copied to the RentWorks renter table and will appear on the screen.

The Daily Business Report uses the interface to post contract data to ERA2. Again this is passive, and will happen automatically when the accounting interface in system settings is set to "ERA2 4.5" and the user chooses to post the DBR. A status window will appear on the screen to notify the user of the posting progress. The ERA2 system requires that the customer on any contract posted be in the ERA2 database. Therefore the user may see messages that indicate that customer records are being verified or inserted. After this, each contract posting will be displayed. At the end of the posting process the user will be notified that the posting is done and whether there were any errors.

It is important to note that each contract is posted in a separate transaction due to the ERA2 object requirements. This means that once a contract is posted, it cannot be unposted even while the DBR is still running. This also means that you cannot "back out" the entire posting job if one contract fails to post properly. The other contracts will post and any that fail will not. At the end of the posting process the interface will notify the user that the posting is complete and that the posting detail was written to a disk file. All contracts, whether posted successfully or failing to post, will be logged. If a contract fails to post, an error code and description will be written to the log file. Many errors will be data related and the user will be able to fix the data and repost. The file will be written to the automate\export directory and will have the naming convention of: ERAPOST-{*current date*}-{*current time*}.txt. This file is not overwritten and it is up to the user whether and when to delete them. The log file will also be printed on the last page of the DBR.

Warnings and Cautions

❑ **Back-Up of Data and Programs**
As with any update to your system, you should take care to back up all of your data and programs *before* attempting an upgrade to a new release. This will ensure that you can restore the system to its original configuration, should problems occur during the update process. *Do not start the update without a full system back-up.*

❑ **Progress License**
The 3.0 Version of RentWorks requires Progress version 9.1. The database, server, and client licenses should all have this 32-bit version of Progress. If you have hot-line support/software subscription, you will only have to pay the upgrade fee. If not, you will have to re-purchase all new Progress licenses.

❑ **Printing**
Be sure that every printer on the network has a unique name. This is especially important for operators with multiple locations.

❑ **Communication Software for Support**
Before attempting to install the upgrade, please ensure that one of the following communication software packages are installed *and working:*
- *Carbon Copy*
- *PCAnywhere*
- *Rapid Remote*

❑ **Time Frame**
During the update process, all users will have to be logged out of the RentWorks application. Depending on the amount of data to be converted, the entire process can take several hours. If you are *not* using Terminal Services, you will need to update the programs on all of the Client PCs as well.

❑ **Operating Systems**
The following operating systems will support version 3.0. Please keep in mind that this is *not* an inclusive list:

- Windows 2000 Server
- Windows 2000 Professional
- Windows XP Server
- Windows XP Professional
- Windows NT 4.0 Terminal Server
- Windows NT 4.0
- Windows NT 3.51
- Windows 95
- Windows 98
- Citrix Winframe 1.7
- Citrix Metaframe