



RentWorks Class Time Line

The following is a typical time line for a RentWorks class. Please note that your class may not follow this example exactly but all topics *will* be covered.

- Coffee, tea, and snacks (donuts or bagels) will be served first day, coffee and tea following days.
- Access to internet, fax, copier, phone, and other business equipment will be provided.
- Class starts sharply the first day at 8:30 am. Please make every attempt to be at your seat and ready to start by this time. (The instructor will inform you of the class start time for the remaining days.)
- Each attendee will be provided with their own workstation and database.
- Three breaks will typically be given: morning, lunch, & mid-afternoon

Day #1 *Initial Setup*

09:00 General introductions & course overview

(Class attendees will be asked to introduce themselves)

09:15 System architecture

Hardware requirements

Client/Server pros and cons; In-house vs. NetRent

Database structure and application Toolbar

09:30 Entry of initial application settings

Employee Maintenance

Fleet Product Setup

Payment Types (Credit Cards, Cash, Direct Bill/AR, Vouchers)

10:15 **Short break** (10min)

10:25 Continuation of initial application settings

Reporting Setup

Turndown Codes

Forms Management & Discussion about Rental Agreements

G/L Account Setup & Discussion about different Accounting Interfaces

12:00 **Lunch with the President** (1 – 1 ½ hours)

13:30 Continuation of initial application settings

Location Setup

Local Companies

Fees & Taxes

Source of Business & Referrals

17:00 **END OF DAY**



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Day #2 *Setup Continued*

09:00 Overview of previous day's activities
Question & Answer period

09:30 Vehicle Fleet
Entry of vehicles
Status Modify
Vehicles on Order
Non-Revenue Movement

10:45 Fleet Maintenance
Maintenance Procedures
Vehicle Problems
Repair Orders
Fleet Transaction Inquiries

12:00 **Lunch** (1 – 1½ hours)

13:30 Time & Mileage Rates
Rate Rules
Time & Mileage Rates
Weekend rates/Associated rates
Tiered Rates
Tour rates
Package Rates
Misc. Charges & Insurance Coverages

15:30 **Business Break**

16:00 Rate Utilization
Special Events
Blackout periods

17:00 **END OF DAY**



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Day #3 *Counter Operations & Reports*

- 09:00 Overview of previous day's activities
 Questions and Answer period

- 09:45 Reservations entry
 Reservation Links (including how files are saved and transferred)

- 10:45 Contract Processing
 Check-out, Modify, Check-in
 Adjustments

- 12:00 **Lunch** (1 – 1½ Hours)

- 13:15 Contract Processing (continued)
 Vehicle problems
 Car Exchange

- 13:30 Miscellaneous Sales

- 13:45 Foreign Contracts
 Revenue Splitting

- 14:00 Database Inquiries
 Reservations
 Due Back
 Charge Back
 Fleet Transactions

- 14:15 Database Reports
 Daily Business Report
 Open Reservation Report
 Accounts Receivable Report
 Location Performance Report
 Commission Report (for Rental Agents)
 Source of Business Report
 Revenue Management Report

- 15:00 **Business Break**



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16:15 **Credit Card Processing**

Gateway & Processor Options
End of Day Draft Capture
Credits/Reversals

15:15 Overview of Other Extra Modules

Discussion & demonstration of:

- BARSMail
- Claims Manager
- Khoury
- TimeClock
- Handhelds/RentWorks Mobile
- RW-Texting
- Erez
- Custom Report Writers

14.00 Open Discussion

Question and Answer
Review of any prior days activities
Evaluations
Graduation!

17.00 **END OF DAY**