

Employee **C**ommunications **A**nd **R**esources

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New Maryland License

What you should know for renewals or to obtain a new MD license:

[MVA Maryland - Frequently Asked Questions](#)

<http://www.mva.maryland.gov/secureid/frequentlyaskedquestions.htm>

Try This Brain Teaser...

Test your problem-solving creativity

When it comes to solving problems, how creative is your approach?

Here's a little test.

The object is to first connect the nine numbers below using only four straight lines. Sounds easy?

Well, the trick is you can't retrace any line or lift your pencil from the page.

When you get that one, try it again, this time using only three lines.

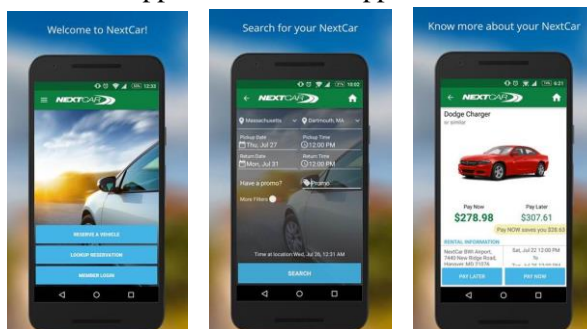
1 4 7

2 5 8

3 6 9

There's an APP for that - NextCar

The NextCar app is now live for Apple IOS via the App store and for Android users via



the Google Play Store.

The NextCar

app makes it easy for customers to reserve cars at any of our locations whether they are paying at the counter or prepaying for their rental. Customers may also view, modify and cancel their reservations to include viewing records of their past reservations.

App Article Source: Jon Dill

Brain Teaser Answers

Solution with four lines: Place your pen or pencil on the number 1 and draw downward through the 3 to a spot about an inch below the 3. Then continue your line up through the 6 and 8 to a spot about an inch past the 8. Next continue your line through the 7 and 4 back to the 1. Finally, continue the line from the 1 through the 5 and 9.

Solution with three lines: Start a little above the 1 and draw a line down through the 1, 2, and 3. You'll need to angle your line a little to the right, but just make sure that the line touches at least one edge of each number. Keep going down about an inch or so below the 3 and then head up through the 6, 5, and 4—again angling your line up to the right a little. Continue the line about an inch past the 4 and then head down through the 7, 8, and 9, angling slightly to the right.

Drive Wise Quiz

Are you a safe, defensive driver?

Defensive driving means looking out for yourself—and the other driver. Check out your driving know-how by circling T for True or F for False for these statements.

1. Motor vehicle accidents are the most common cause of accidental death in America both on and off the job. **T F**
2. The safe distance between two vehicles at night is 2 seconds. **T F**
3. When you come to a stop sign and there is no other vehicle approaching, it is safe to simply slow and proceed. **T F**
4. If you have the right of way, it is safe to assume that other drivers will yield to you. **T F**
5. When passing, you should cut back into the right lane immediately after overtaking the other vehicle. **T F**
6. If you have to make or take a phone call or read a map, slow down and keep one hand on the wheel. **T F**
7. Be extra cautious when driving in heavy traffic or around road construction. **T F**
8. The prohibition against drinking or taking drugs and driving does not include prescription drugs or over-the-counter remedies. **T F**
9. Part of safe vehicle maintenance is to regularly check tire pressure. **T F**
10. If everyone else is exceeding the speed limit, you are more likely to have an accident if you don't keep up with them. **T F**

Answers:

- (1) True.
- (2) False. At night increase the distance to 4 seconds.
- (3) False. Come to a full stop at stop signs.
- (4) False. Never assume that drivers will yield right of way. Yield to other drivers who are determined to get there first, regardless of who is "right."
- (5) False. Wait until you see both headlights of the vehicle you are overtaking before cutting back in front.
- (6) False. If you can't keep full attention on your driving, pull over where you feel safe to do so.
- (7) True.
- (8) False. Some of these medicines can cause drowsiness and inattention. Check with your doctor or pharmacist.
- (9) True.
- (10) False. You're more likely to have an accident if you exceed safe speed limits for road and weather conditions.

WINDOWS OF THE SOUL?

When you're talking to someone, you can tell a lot about a person's reaction to what you are saying just by watching his or her eyes. For example:

- **When people establish and maintain eye contact**, you can be reasonably sure that they are listening to what you are saying.
- **When they avoid eye contact**, they are probably uncomfortable for some reason with what you are saying.
- **When their eyes wander** or focus on something else, they probably aren't paying attention.
- **When people look at you with a fixed expression** while blinking rapidly, they are concentrating on what you are saying.
- **When they raise one eyebrow**, they are indicating doubt or disbelief.
- **When they raise both eyebrows**, they are indicating surprise.

Learn an Apple employee's "rules for success"

Earlier this year, a former employee of tech giant Apple shared a set of tips for success he received from his boss when he joined the company in 2004. The laminated list was attached to his employee badge, and he's held on to it ever since. Here's the advice he continues to use:

1. Let go of the old. Make the most of the future.
2. Always tell the truth. We want to hear the bad news sooner rather than later.
3. The highest level of integrity is expected. When in doubt, ask.
4. Learn to be a good businessperson. Being a good salesperson is important, but to truly succeed you need to learn to be a good businessperson.
5. Everyone sweeps the floor.
6. Be professional. This includes being professional in your style, speech, and follow-up.
7. Listen to the customer. They almost always get it.
8. Create win/win relationships with our partners.
9. Look out for each other. Sharing information is a good thing.
10. Don't take yourself too seriously.
11. Have fun. If you are not having fun, it's not worth it.

Reduce your risk of a "shark" attack

In a stressful world, the last thing you need is conflict with your company "shark." Elizabeth Dutkiewicz of the staffing company Robert Half has some tips on how to avoid such issues:

Know your company shark. Is your shark just a credit-taker, gossip lover, or spotlight-stealer? Or is the shark more aggressive? Knowing whom you're dealing with makes it easier to know what to expect—and how to react—when you must work with that person.

Move gracefully. Don't take the bait when a bully goads you. Remain professional at all times.

Stay vigilant. Keep your eyes and ears open when in dangerous waters. Don't be paranoid, but proceed with caution.

Swim in a group. Bullies are less likely to take on a group, so build solid, healthy work relationships with coworkers who can toss you a lifejacket when needed.

Recognize aggressive behavior. Shark attacks are easier to avoid when you know the warning signs. Watch carefully for hints that your company shark is feeling irritated or threatened so you can sidestep conflict or, when necessary, defend yourself.

Avoid provoking sharks. When sharks are in the vicinity, use common sense. Don't poke them or back them into a corner. And don't duplicate their tactics—take the high road.



Member possibilities.

Market USA Federal Credit Union. Market USA Federal Credit Union has over 3,800 Branches with over 65,000 Surcharge Free ATMs.

Their website is www.marketusafcu.com

Kevin J. Somerville, the Vice President of Marketing at Market USA Federal Credit Union is our credit union representative.



You may

contact Kevin directly to open your credit union account. Office (Direct) – 301-586-3459, Cell – 301-704-5653, kevin.somerville@marketusafcu.com

Mention Pat the Trainer as your employer contact.

3 CDC Tips for Avoiding the Flu

It's that time again—flu season. The flu can knock you out of commission both at work and at home. The U.S. Centers for Disease Control and Prevention (CDC) urges people to take the following actions to protect themselves and others from it.

1. Get a flu shot. Getting an annual flu vaccine is the first and most important step. The flu vaccine protects against the flu viruses expected to be most common and is recommended for everyone 6 months of age and older. The CDC says you should get your shot before the end of October every year, so, if you haven't already gotten yours, now is the time.
2. Stop the spread of germs. Avoid close contact with sick people, and, when sick yourself, limit your contact with others. If you have flu symptoms (fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue), stay home at least 24 hours after your fever is gone.
3. Take your prescribed flu antiviral drugs. Antiviral drugs can make the flu milder and reduce the duration of illness. They also can prevent serious complications. Follow your doctor's instructions.

Want to feel better, boost your energy, and add years to your life?

The answer, according to the famed Mayo Clinic: Just exercise. Mayo cites several ways exercise can lead to a happier, healthier you.

- **Exercise controls weight.** Exercise can help prevent excess weight gain or maintain weight loss. Don't worry if you can't find a large chunk of time to exercise every day. Just increase your activity throughout the day—take the stairs instead of the elevator, for example.
- **Exercise combats health conditions and diseases.** Being active boosts high-density lipoprotein (HDL), or "good," cholesterol, and reduces unhealthy triglycerides. It also helps prevent or manage a wide range of health concerns.
- **Exercise improves mood.** Physical activity stimulates various brain chemicals that can leave you feeling happier and more relaxed.
- **Exercise boosts energy.** Regular physical activity can improve your muscle strength and endurance. It delivers oxygen and nutrients to your tissues and helps your cardiovascular system.
- **Exercise promotes better sleep.** Regular exercise can help you fall asleep faster and deepen your sleep.
- **Exercise can be fun and social.** Physical activity gives you a chance to unwind, enjoy the outdoors, or simply engage in activities that make you happy.



News From Our Corporate Sales Team

The Corporate Accounts Department has had a successful 2017. Nelson, Timm and I stretched the arm of Nextcar outside both beltways. Timm continues to promote Nextcar and secure business in the Production World with providing vehicles to Local and National Companies filming for TV, Cable (HBO, NETFLIX, and SHOWTIME) and Motion Pictures in our area. Nelson has taken a grass roots approach with attending local Chamber of Commerce meetings and Trade Shows. Our footprint has never been as strong as it is now in Montgomery County and points west.

The department is making headway with penetrating the lucrative but challenging Government sector of rental car. We have done well with local municipalities in Central MD and now look to branch further. We have a contract with the General Services Administration (GSA) which allows us to do work with all Federal Agencies. GSA will be successful and continue to grow. This growth depends on many factors. All of our competitors offer similar product. What will separate a 'small business' like Nextcar from major companies? YOU WILL.

I sat in on a Defense Travel Management Office meeting with Hertz, Enterprise, and Budget-Avis this spring regarding Airport Rental. I was a bit intimidated. When I introduced myself it was obvious all 'players' in the room knew who we were. It gave me pause to appreciate all the associates that made that happen. Thank You! Dennis, Timm and Nelson

Customers Say The Nicest Things!

RBC – Entire Location

Reported to us by our Area Manager, Penny.

We rented to Mr. Bascome from the Baltimore Blast. He was shopping on line to find a cheap rental for 2 weeks and non- other than Rent A Wreck of Baltimore was chosen for his rental needs. He stated that he was looking to rent with a local company, instead of the big guys. He also stated that he was very happy with the on-line rate and the service exceeded his expectations! Yeah Baltimore Team !!!!

BWI - Pam

Call taken and reported to us by our Reservation's Quality Assurance Manager, Lea.

Mr. Obadare called the contact center to report how pleased he was with his experience at our BWI location. Mr. Obadare also shared how impressed he has been with Ms. Pam's services. He described her as "simply the best". He believes that she is a true asset and that she should be recognized for the job she does. Mr. Obadare assured me that we've earned his business and that he will return to BWI for his future rental needs.

Customers Say The Nicest Things!

BWI - Pam

Call taken and reported to us by Jon Dill, Reservation Manager.

Dear NextCar,

I want to make sure that I thank Pam at the Hanover, Maryland location for her OUTSTANDING service and GREAT resourcefulness in helping me rent a car when I found myself without reservation at another car company. Pam's efforts were ABOVE and BEYOND in her PROFESSIONALISM and my Next Car Rental was an OUTSTANDING car! I will recommend Next Car to anyone that I hear is looking for a car rental! Thank you, again, and please thank Pam for me. Her actions enabled me to be on time, with a dependable vehicle!

With IMMEASURABLE appreciation,

Rob C

BWI - Douglas

Customer recorded their feedback on our website.

Today you hear people say that companies and people have forgotten what customer service is, I was one of those people. I recently traveled to Baltimore, MD and shortly before my trip my debit card was stolen and my replacement card had not come in before I had to leave. All I had while traveling was my prepaid credit card and my husband's debit card. Well I got to the rental car facility and was not able to rent a car with my prepaid card. I felt like I was stranded and would not be able to make my job interview, but Douglas at your Baltimore location changed my mind about customer service. He told me that I couldn't rent a car from them, but he went the extra mile and called one of your off site facilities that I could rent from. From now on when I travel Next Car will be who I rent with and it's all thanks to Douglas. It is very good to know that customer service is not dead.

C. Deutsche

THE CALL CENTER - Stacey

Reported to us by our Reservation's Quality Assurance Manager, Lea Mabila.

Mr. F Johnson heard of Rent-A-Wreck about 30 years ago and was glad to find our Baltimore location. Mr. Johnson shared that we earned his business because of how wonderful Stacey was on the phone. His vehicle had just broken down and he was feeling overwhelmed. Stacey gave him options, explained the rental process and made sure he knew what to bring with him.

Thank you for a job well done Stacey!

Customers Say The Nicest Things!

THE CALL CENTER – Entire Call Center

Customer comments received and reported to us by Pat The Trainer.

The Cherry Hill, N.J., Franchise Owner, Lance Kirmsee, had nothing but great feedback to say about the Call Center employees. Lance stated how they are so nice, helpful and pleasant to talk to... and how they go the extra mile to get his location's reservations and even call him when necessary.

THE CALL CENTER - Stella

Customer recorded their feedback on our website.

Dear Ms. Mabila,

I recently rented a car from your company and was extremely satisfied with the way your agent Ms. Stella Jenkins handled the transaction. This was my second rental from your company, but this time the service I received from Ms. Jenkins was outstanding. I found that she was very patient with me, extremely professional, and took the time to explain all the requirements and documents necessary to complete the rental successfully.

When I arrived at the pickup site, I provided them with all the documents that Ms. Jenkins advised me to have in place and I was able to complete the process with no difficulties. I commend her for her professionalism in taking her job seriously and putting the customer first. Her kind and gentle demeanor put me at ease and the rental process went through just as easily. I just want to thank her and the company for being able to provide such a humane approach to your business.

Sincerely,
G. Franklin.

THE CALL CENTER - Denys

Call taken and reported to us by our Reservation's Quality Assurance Manager, Lea Mabila.

We want to congratulate Denys for delivering excellent customer service to Ms. V. Daye. The customer wanted to share how wonderful and detailed he was in the booking process. She called him a savior and a breath of fresh air in comparison to a frustrating experience with a competitor. It is our goal to provide a positive customer experience to our customers, but it is always nice to hear it from them. Thank you Denys for a job well done.

Our New Hires

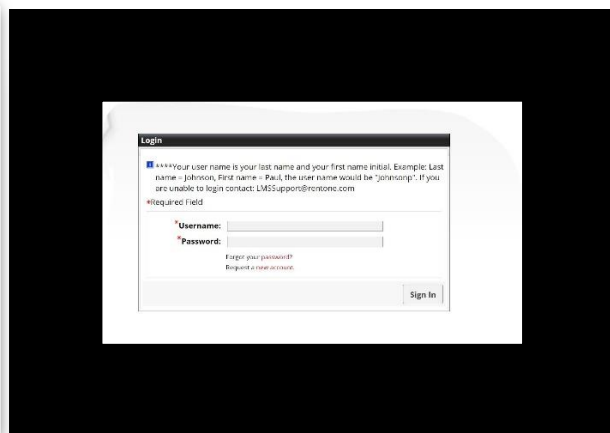


Take eLearning courses that do not apply to your job at home for free!

<https://gm1.geolearning.com/geonext/nextcar/login.geo>

Remember, work related eLearning courses are to be taken during your shift.

Talk to your manager today to schedule your "Lab Time".
[Our eLearning - On-Line U](#)



Our New Hires continued...



Auto Rental News (ARN)



Chris Brown

Executive Editor

Chris is the executive editor of Business Fleet Magazine and Auto Rental News. He covers all aspects of the fleet world.

Auto Rental News is proud to support the car and truck rental industry with this website.

ARN online reaches the full spectrum of the auto rental industry, from independent operators and franchisees to major corporate locations in the business, leisure and insurance replacement markets. The website's market scope reaches beyond the magazine's U.S. distribution and is the only website to serve the auto rental industry worldwide.

AutoRentalNews.com contains industry news updated daily, in-depth feature stories, market statistics, the Auto Focus blog and contributed editorials.

Auto Rental News Source Information: ARN site searches

Publicity News: NextCar, Rent-A-Wreck and Priceless

Our brands have had the pleasure of being recognized in Auto Rental News (ARN) many times over the past few years. Exposure within a magazine that reaches such a wide national and international audience of auto manufacturers, dealerships, rental car owners, and other vendors of the auto industry is awesome! The publicity is primarily due to the hard work behind the scenes of our own Jason Manelli, Marketing Guru, and Mike DeLorenzo, President, Industry Speaker & Activists. In case you missed seeing our brands mentioned in ARN, we've included most of the articles and awards from over the years in this edition of our ECAR newsletter. The links to ARN are included.

Auto Rental News Names 2015 Professional of the Year Winners

November 11, 2015 in [Rental Operations](#)

Corporate

From International Franchise Systems' corporate office, the franchisor of the Rent-A-Wreck, Priceless and Nextcar rental brands, Jason Manelli was selected as the winner of the Professional of the Year Award in the corporate category. Beginning as an intern in the marketing and communications department, he has worked for the company for 16 years.



Chris Brown presents Jason Manelli with the Professional of the Year Award in the corporate category. Photo by Joseph Cancellare.

Boost Your Time Management Skills

Meghan Duffy of the University of Michigan in Ann Arbor offers some valuable time management tips on the website of the journal *Nature*:

Know where your time goes

Duffy began tracking her hours and found she was frittering away more time than she'd realized. "Obsessively checking the news is my weakness," she says.

Get a handle on e-mail.

One expert says that an ideal inbox contains a maximum of 40 emails. You also might want to switch off audible email alerts.

Limit multitasking. Most people find they work most successfully by focusing on one project at a time.

Break it down. Try dividing important tasks into blocks of 30–50 minutes with no distractions (including opening and answering emails).

Make the most of short chunks of time. You can get a surprising amount done in that 20-minute gap between meetings.

Identify when you are most energized. That's when you should focus on important tasks, saving less critical work for the lowest energy part of your day.

Anatomy of a Customer Call

By Amy Winter-Hercher, July/August 2016 in [Rental Operations](#) - Also by this author



International Franchise Systems (IFS) uses its recorded rental agent calls to coach call center agents and franchise owners. IFS can monitor these calls through a remote call-forwarded phone number.

Looking For A Refuge Of Civility? Try the Workplace

A new study about civility in America suggests that the workplace has become a sanctuary for many people. According to the seventh annual Civility in America poll conducted by Weber Shandwick and Powell Tate with KRC Research, 69% of Americans recognize a "major" civility problem in the country, a record high since the inception of the poll in 2010. A whopping 75% say that incivility in America has risen to crisis levels, a significant increase from 70% in January 2016.

But the study also found that 86% of respondents say their workplace is civil; 63% agree that people are more civil at work than outside of it. The researchers speculate that the better behavior could be due to a financial motivation to act civilly on the job (or risk losing a promotion or your job), or to workers' awareness that collaboration gets work done.

On the positive side, it seems most people crave a solution to increase civility. The survey respondents were most likely to choose a solution that puts the onus on social media sites and search engines to curb fake news (58%). Other favored solutions include employees reporting incivility at work (40%), and making employers responsible for eliminating incivility at work (38%).

Photos of our team members...

A Halloween Favorite...



Holiday surprises...



Team members with family and friends



Auto Rental News Names 2016 Professional of the Year Winners

October 26, 2016 in [Rental Operations](#)



Chris Brown, executive editor of Auto Rental News, presented Pat Bowie (left) with the Professional of the Year Award for the operator category and Joe Pritchard (right) with the Professional of the Year Award in the vendor category.

[Auto Rental News Story](#)

Team members, family and friends holiday photos cont....



Rent-A-Wreck's Pat Bowie Visits Capitol Hill

November 22, 2016 in [Legislative](#), [Rental Operations](#)



Pat Bowie (third from right) and SHRM team members from Maryland meet with Matthew Spikes, Sen. Benjamin Cardin's legislative correspondent (third from left). Photo courtesy of Pat Bowie.



Pat Bowie (second from left) and SHRM team members ran into Sen. Elizabeth Warren (D-Mass.) and posed for a selfie. Photo courtesy of Pat Bowie.

[Auto Rental News Article](#)

Photos of our team members...



Michael DeLorenzo Wins Auto Rental News Impact Award

March 31, 2017 in [Rental Operations](#)



Jon Dill, contact center director at International Franchise Systems, (left) presented Michael DeLorenzo with the Auto Rental News Impact Award. Photo by Amy Winter-Hercher

[Auto Rental News.com](http://AutoRentalNews.com) - [Rental-Operations News](#)

Previous Articles of Auto Rental News (ARN) where our NextCar, Rent-A-Wreck & Priceless brands were mentioned continued.

[Car Rental Operators Gather at 3rd Annual Auto Rental Summit](#)



November 12, 2014.

The Summit included several breakout seminars. Pat The Trainer — from Rent-A-Wreck, Priceless and NextCar brands – *Here is the link to the article:*
<http://www.autorentalnews.com/news/story/2014/11/car-rental-operators-gather-at-3rd-annual-auto-rental-summit.aspx>

Maintaining Customer Service When the Rental Goes Bad

By Amy Winter-Hercher, June 2017 in [Insurance](#), [Rental Operations](#) - Also by this author

You can't say THAT to a customer!



Photo via [iStockPhoto.com/AndrewGenn](#)

When faced with a difficult customer, it's important for car rental operators to still practice good customer service. In addition to the actual rental process, a customer could become confrontational in other challenging situations after the rental, such as in vehicle recovery situations, when payment for damages needs to be collected (subrogation), or regarding chargebacks when a customer disputes a credit card charge.

If one of these situations arises, how can a company maintain its professionalism? It all starts with training employees.

"It's a shame when we have employees who are faced with these difficult situations and they don't know what to do to handle them," says Pat Bowie, the director of training and development for International Franchise Systems (IFS), owners of the Rent-A-Wreck, Priceless, and NextCar brands. "You have to prepare employees for when the rental goes bad."

Additionally, it means working with third-party vendors that will also maintain your company's level of professionalism.

Here is the ARN link to the full article: [ARN - Spring 2017 - Contributor - Pat The Trainer](#)

Photos of our team members, family & friends...



Previous Articles of Auto Rental News (ARN) where our NextCar, Rent-A-Wreck & Priceless brands were mentioned.

[How to Effectively Answer the Phone](#)



August 22, 2014

Pat The Trainer, is director of training & development for NextCar, Priceless and Rent-A-Wreck of America. Pat

<http://www.autorentalnews.com/channel/rental-operations/article/story/2014/08/how-to-effectively-answer-the-phone.aspx>

[Fleet Workshop Kicks off Auto Rental Summit](#)



September 12, 2014

will also include several breakout seminars. Pat The Trainer — from Rent-A-Wreck, Priceless and NextCar

<http://www.autorentalnews.com/channel/remarketing/article/story/2014/09/fleet-workshop-kicks-off-auto-rental-summit.aspx>

[Turning Phone Calls into Reservations](#)



March 5, 2013

Rental Show seminar, "Turning the Phone Call into a Quality Reservation," Pat The Trainer

<http://www.autorentalnews.com/news/story/2013/03/turning-phone-calls-into-reservations.aspx>

Article by Chris Brown of ARN with our very own James Dorsey as the content expert...

DO YOU KNOW WHERE YOUR CARS ARE?

Operators discuss how they've configured their GPS tracking systems and honed their processes to mitigate rental car misuse while better managing fleet.

BY CHRIS BROWN

FOR CAR RENTAL OPERATORS NEW TO TELEMATICS, THE IDEA OF INSTALLING a system to track rental vehicles represents another considerable expense. Ask most operators already using telematics, and they'll tell you their systems are invaluable.

"When you have a large fleet, it's a considerable cost," says Jen Toth, manager of an Avis, Budget, and Payless franchise in New Jersey. "But if three vehicles go missing, you've paid for half of the cost of the devices. It's worth it, when you can minimize downtime and know where your vehicles are."

"Had we not installed trackers we would've lost at least a dozen cars when we opened Sixt in Philadelphia," says Michael Kulp, a Sixt licensee. "After 25 years of being in business, I now insist on trackers in all of our cars."

Seasoned operators have heard for years about using GPS tracking to mitigate theft and misuse of rental vehicles. For those with memories of clunky interfaces, time-consuming installs, and unreasonable price points, times have changed. Termed "telematics" today, the next generation of systems offers better mapping, bundled pricing, flexible reporting, and more fleet management tools.

Car rental operators are taking advantage of these new tools to mitigate misuse but also better manage fleet.

DEFINING PARAMETERS

Toth doesn't have time to micromanage some 2,000 rental cars spread across 32 Avis, Budget, and Payless locations, so she has her telematics system alert her to any exceptions from the norm. "It's really out-of-state cars that haven't moved that we keep an eye on," she says. "If I check every other day, that's a lot."

While Toth takes a more hands-off approach, "I want to know every morning which cars 'pinged out' and which cars didn't," says **James Dorsey, risk manager for NextCar. Dorsey manages the telematics for NextCar's locations and Rent-A-Wreck's corporate stores, and he consults with Rent-A-Wreck and Priceless franchisees on telematics implementation.**

A telematics system can accommodate both management styles — it's all about how you configure its parameters to meet your needs.

Dorsey has assigned "geofences" for when vehicles cross into impound yards, the Canadian and Mexican borders, and the Mississippi River. Other parameters include speed and mile-

Use this ARN link to read the full article by Chris Brown with our very own James Dorsey as one of the content experts: [Summer 2017 ARN Digital Issue - James Dorsey](http://digital.autorentalnews.com/Summer2017#&pageSet=9) or you may type this link into your browser: <http://digital.autorentalnews.com/Summer2017#&pageSet=9>



In the same ARN Summer 2017 issue is an article - "**Do You Know Who Your Renters Are?**" ...written by Amy Winter-Hercher. **Penny Sottile, Area Manager of RBC,** is one of the content experts providing her knowledge and insight on knowing who your renters are.

Here is the link to read the full article: [ARN 2017 Summer Issue - With Our Own - Penny Sottile from RBC](http://digital.autorentalnews.com/Summer2017#&pageSet=7) or you may type this link into your browser: <http://digital.autorentalnews.com/Summer2017#&pageSet=7>

We are proud and thankful to **James** and **Penny** for taking the time to participate in the Auto Rental News Articles. This is another example of how our team members work to get our NextCar, Rent-A-Wreck and Priceless brands known throughout the U.S. and beyond!

A Puzzler

BACK CK K	S P L I T	PETS A	MUTINY CC	
TALE	WORD YYYY	FORTUNE	SHAPE	S H I P
SELF	pre + O - ¢	Another 1	I Right I	
W A A L L K K	W Role Role	AMINPM	ERROR ERROR	
PAIN PAIN	2 3 4 5 6 7 8 9 0	tion tion	noon Sunday	

Puzzler Answers

Top then Left To Right

1. Fullback, Half Back, Quarterback
2. Split Right Down The Middle
3. A Step Backwards
4. Mutiny On The High Seas
5. Tall Tale
6. Word To The Wise
7. Small Fortune
8. Shape Up Or Ship Out
9. Self-Centered
10. Pre-adolescents
11. One After Another
12. Right Between The Eyes
13. Sidewalks
14. Dual Roles
15. In Between Times
16. One Mistake On Top Of The Other
17. Growing Pains
18. No One There
19. Lotions
20. Sunday Afternoon



<http://business.landsend.com/store/nextcar/>

<http://business.landsend.com/store/rentawreck/>

Franchise News

Franchise News courtesy of Jason Manelli.

Priceless of Orlando



Lighting up the night at Orlando MCO airport is the largest location sign in the system, measuring 72 feet wide by 20 feet high, featuring the car rental and parking businesses operated by Marlene and Remon Aziz! ↓ ↑



Rent-A-Wreck of Deptford, NJ ↓



Photos courtesy of Brian Touw - 36 years and still shining bright!

Tony Yula has enhanced his Rent-A-Wreck store with a beautiful illuminated and channel cut version of the Rent-A-Wreck logo.