

Subject:	Fuel Options Process
Procedure No.	CO 0201 – 0907 CO 0201 = CO = Counter Operations, 02 = Section Two, 01 = Procedure Number One 1005 = 10 = Month and 05 = Year Procedure Released
Distribution:	Branch Managers, CSC's, DM's, GM, Traffic, Reservations, Risk Dept, Sales, Accounting, Training Dept. & President
Approval Date:	September 27, 2007
Company Wide Implementation Date:	October 1, 2007
Replaces Procedure:	CO 0201-1005, Dated September 28, 2005, Implementation October 13, 2005
Other References:	Procedure No. F 0201-1204, Vehicle Service Delivery Standards, F 0101 – 1204, Vehicle Damage Definitions & Vehicle Movement Process
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • Fuel Charge Options • Option Benefits • Fuel dialogue at the time of rental Check - Out • Fuel dialogue at the time of rental Check – In • Loaner Rental Fuel Options – (New)
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Rental Leasing Services

Fuel Options

Prepay Option #1

We offer **five refueling options** at the time of rental check out.

The options are:

1. The customer may **prepay** for the ½ **tank** of fuel at the time of rental check out. This is known as our **Prepay Option** or PPO.
 - The RentWorks system will add an average competitive fuel charge based on the price of fuel for the surrounding area.
 - The amount for the tank is based on the vehicle that is being rented.
 - Only **1/2 tanks** (or Full Tanks if vehicle is full) of fuel are to be sold at our counters.
 - On the RentWorks Sale Information – Check Out screen click on the drop down arrow under “Prepaid Fuel” to select the 1/2 Tank (or Full Tank if vehicle is full)
 - The customer must be told at the time of rental check out that there is **no reimbursement for any remaining fuel at the time of return or no refund for unused fuel at the time of return.**

Customer Benefits:

- Customers who are renting for more than one day may benefit best by this option.
- Customers who are planning on driving a lot will benefit from this option.
- Customers who wish to save time and not worry about having to stop to refuel will also benefit from this option.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on doing a lot of driving?

If the customer says yes to both questions

We have a fuel option that can save you money and the time of refueling before you return your vehicle. At below local prices I can provide you with the 1/2 tank of fuel to be included in your rental. This way you will not have to stop and have the hassle of refueling when you return. **Mr. /Ms. Jones there is no refund on unused fuel, however since you are going to be doing a lot of driving this option will definitely benefit you.**

(Continue with your opening dialogue. Remember to thank the customer for renting from your brand location.)

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Toyota Camry? Good. Do you have all of your belongings out of the vehicle? OK. Let me just verify your mileage. (Verify the fuel gauge while you also check the vehicle for belongings and damages) Your total charges including the fuel purchased comes to \$\$\$\$\$. Will you be leaving this on your Credit card? Thank you.

(Continue with your closing dialogue. Remember to thank the customer for renting from NextCar.)

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Customer Refueling Option #2 A

- ❖ Customer *has* a Valid Fuel Receipt
- ❖ Tank Shows ½ Full
- ❖ Drove **Less than 120 miles**

The customer drove ***less than 120 miles***, the fuel gauge in the vehicle ***shows ½ full*** and the customer ***has a valid fuel receipt*** indicating the customer refilled the tank ***within 10 miles of the location***. (Valid recent must also be within 12 hours of the actual return time.)

2. This is known as our **Customer Refueling Option** or CRO.

- On the RentWorks Charge Information Check – In screen a pop up message will appear informing you of the miles driven and the fuel charge to be applied.
- **Always choose “No”** to the fuel charge in this situation. The system does not need to add a fuel charge to this transaction.
- Make sure the “Fuel In” is at “4/8ths”.

Customer Benefits:

- Customers are in control of pumping their own fuel.
- Customers may decide which fuel stations they would like to use to purchase their fuel (as long as it is within 10 miles of the location).
- Customers have a choice of using their own member gas card at stations where they happen to be enrolled.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on driving less than 120 miles?

If the customer says yes to both questions...

OK, our vehicles go out with the half tank of fuel. Since you are planning on driving less than 120 miles, you have the option of refilling the vehicle yourself within 10 miles of our location and bringing the valid fuel receipt back with you at the time of return. If you do not have a receipt showing you purchased fuel within 10 miles of our location and the fuel tank “indicates” ½ full our **Cents Per Mile Fuel Option** will be charged. (Let the customer know the valid recent must also be within 12 hours of the actual return time.)

Continue with your opening dialogue...and remember to thank the customer for renting from your brand location.

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Toyota Camry? Good. Do you have all of your belongings out of the vehicle? OK. Did you stop and purchase fuel within 10 miles of our location? Fine.

May I have your valid fuel receipt please? Thank you. (Verify the mileage and fuel gauge while you also check the vehicle for belongings and damages)

Continue with your closing dialogue...and remember to thank the customer for renting from NextCar.

If the customer does not have a valid fuel receipt...

- The **Cents Per Mile Option** is to be charged.

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Customer Refueling Option #2 B

- ❖ Customer *has* a Valid Fuel Receipt
- ❖ Tank Shows ½ Full
- ❖ Drove **More than 120 miles**

A .The customer drove ***more than 120 miles***, the fuel gauge in the vehicle ***shows*** ½ full and the customer ***has a valid fuel receipt*** indicating the customer refilled the tank ***within 10 miles of the location***. Valid recent must also be within 12 hours of the actual return time.) This is also known as a **Customer Refueling Option** or CRO.

- The system will not display a pop up fuel message here because the customer has driven more than 120 miles.
- Adjust the “Fuel - In” slide bar on the RentWorks Charge Information Check – In screen to match the vehicle’s fuel level gauge.
- Make sure the “Fuel In” is at “4/8ths full”. The system does not need to add a fuel charge to this transaction.

Customer Benefits:

- Customers are in control of pumping their own fuel.
- Customers may decide which fuel stations they would like to use to purchase their fuel (as long as it is within 10 miles of the location).
- Customers have a choice of using their own member gas cards at stations where they happen to be enrolled.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on driving less than 120 miles?

If the customer says yes to the refueling but no to the number of miles or they don’t know for sure...

OK, our vehicles go out with the half tank of fuel. Since you are unsure of the miles you may be driving, you have the option of refilling the vehicle yourself within 10 miles of our location and bringing the valid fuel receipt back with you at the time of return. (Valid recent must also be within 12 hours of the actual return time.) If you do not have a receipt showing you purchased fuel within 10 miles of our location the fuel tank “indicates” ½ full our **Cents Per Mile Fuel Option** will be charged.

Or I can save you some time and money by including the half tank of fuel in your rental and you won’t have to stop to refill it yourself. With this option there is no refund for unused fuel at the time of return. Although, if you end up driving a lot this option would be best for you. Which option would you prefer the Cents Per Mile or the Customer Prepay?

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Toyota Camry? Good. Do you have all of your belongings out of the vehicle? OK. Did you stop and purchase fuel within 10 miles of our location? Fine. May I have your valid fuel receipt please? Thank you. (Verify the mileage and fuel gauge while you also check the vehicle for belongings and damages)

Continue with your closing dialogue...and remember to thank the customer for renting from NextCar.

If the customer does not have a valid fuel receipt...

- The **Flat Rate Refueling Option** is to be charged.

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Cents Per Mile Option #3

- ❖ Customer does not have a Valid Fuel Receipt
- ❖ Tank Shows ½ Full
- ❖ Drove Less than 120 miles

3. The customer drove **less than 120 miles**, the fuel gauge in the vehicle **shows ½ full** and the customer **does not have a valid fuel receipt** indicating the customer purchased fuel **within 10 miles of the location**. (Valid recent must also be within 12 hours of the actual return time.) We will refuel the vehicle for the customer at our **Cent Per Mile Option** or CPMO which is based on the miles driven, the estimated miles per gallon of the vehicle rented and our full service cents per mile refueling.

- On the Charge Information Check – In screen in RentWorks the system will calculate the cents per mile based on the vehicle's class.
- A pop up message will appear informing you of the miles driven and the fuel charge to be applied.
- **Always choose “Yes”** to apply the fuel charge with this situation.

Customer Benefits:

- Customers who are driving less than 120 miles will benefit from this option.
- Generally, customers renting for one day may benefit from having this option.
- Customers who wish to save time and not worry about having to stop to refuel will also benefit from this option.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on driving less than 120 miles?

If the customer says yes to the refueling and yes to the miles to be driven ...

OK, our vehicles go out with a half tank of fuel. Since you are planning on driving less than 120 miles, you have the option of refilling the vehicle yourself within 10 miles of our location and bringing the valid fuel receipt back with you at the time of return. (Valid recent must also be within 12 hours of the actual return time.) If you do not have a receipt showing you purchased fuel within 10 miles of our location and the fuel tank “indicates” ½ full our **Cents Per Mile Fuel Option** will be charged ...

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Nissan Maxima? Good. Do you have all of your belongings out of the vehicle? OK. (Verify the mileage and fuel gauge while you also check the vehicle for belongings and damages) Did you stop and purchase fuel within 10 miles of our location? Fine. May I have your valid fuel receipt please? (Customer doesn't have the receipt.) Without the receipt Mr. /Ms. Jones our Cents Per Mile Fuel Option will be applied to your rental. Your fuel amount is \$\$\$\$ and your total rental is \$\$\$\$\$. Would you like to leave this on your Credit Card? Thank you.

Continue with your closing dialogue...and remember to thank the customer for renting from NextCar.

If the customer asks to go and refuel the vehicle on their own...

- Check the customer's due back time to ensure they have enough time so that they will not incur a late charge.
- If the customer is going to miss their grace period, let them know this before they leave to fuel.
- The customer can then decide for themselves which is more important to pay...the fuel or the late charge.
- Remind the customer to bring the fuel receipt when they return

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Flat Rate Refueling Option #4

- ❖ Customer *does not have* a Valid Fuel Receipt
- ❖ Tank Shows ½ Full
- ❖ Drove More than 120 miles

4. The customer drove **more than 120 miles**, the fuel gauge in the vehicle **shows ½ full** and the **customer does not have a valid fuel receipt**; we will provide our **Flat Rate Refueling Option** or FRRO of \$7.50 **or whatever the current FRRO price is in RentWorks**.

- The system will not display a pop up fuel message here because the customer has driven more than 120 miles.
- On the RentWorks Sale Information – Check Out screen click on the drop down arrow under “Prepaid Fuel” to select the \$7.50 flat rate **OR whatever the current FRRO price is in RentWorks**

Customer Benefits:

- Customers who wish to save time and not worry about having to stop to refuel will benefit from this option.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on driving less than 120 miles?

If the customer says yes to the refueling but no to the number of miles or they don’t know for sure...

OK, our vehicles go out with the half tank of fuel. Since you are planning on driving more than 120 miles you have the option of refilling the vehicle yourself within 10 miles of our location and bringing the valid fuel receipt back with you at the time of return. Mr. /Ms. Jones if you do not have a receipt showing you purchased fuel within 10 miles of our location and the fuel tank “indicates” ½ full, our **Flat Rate Refueling Option** will be charged, which is only \$7.50. (**Quote whatever the current FRRO price maybe.**)

Or I can save you some time and money by including the half tank of fuel in your rental and you won’t have to stop and refill it yourself. With this option there is no refund for unused fuel at the time of return. Although, if you end up driving a lot this option would be best for you. Which option would you prefer the **Flat Rate** or the **Customer Prepay**?

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Chrysler Pacifica? Good. Do you have all of your belongings out of the vehicle? OK. (Verify the mileage and fuel gauge while you also check the vehicle for belongings and damages) Did you stop and purchase fuel within 10 miles of our location? (Customer did not purchase fuel or does not have a valid fuel receipt.) Without the receipt Mr. /Ms. Jones our **Flat Rate Refueling Option** will be applied to your rental. Your fuel amount is \$7.50 (**or the current flat rate price**) and your total rental is \$\$\$\$.

Would you like to leave this on the Credit Card? Thank you. (Continue with your closing dialogue...and remember to thank the customer for renting from your brand location.)

If the customer asks to go and refuel the vehicle on their own...

- Check the customer’s due back time to ensure they have enough time so that they will not incur a late charge.
- If the customer is going to miss their grace period, let them know this and how much it will cost before they leave to refuel.
- The customer can then decide for themselves which is more important to pay...the fuel or the late charge.
- Remind the customer to bring the fuel receipt when they return

Important Note: The flat rate is subject to change based on fuel market prices.

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Full Service Refueling Option #5

- ❖ Customer does not have a Valid Fuel Receipt
- ❖ Tank does not Show ½ Full
- ❖ Drove More than 120 miles

5. The customer drove **more than 120 miles**; the fuel gauge in the vehicle **does not show ½ full** we will provide the **Full Service Refueling Option** which is based on the vehicle's fuel gauge level.
 - Adjust the Fuel In slide bar on the Charge Information Check – In screen to match the vehicle's fuel level gauge.
 - The system will calculate our Full Service Refueling Option at a price per gallon based on the tank size of the vehicle.

Customer Benefits:

- Generally, customers who are renting for more than one day may benefit from this option.
- Customers who are planning on driving a lot may benefit from this option.
- Customers who are in a rush and would like to save time and not worry about having to stop to refuel will also benefit from this option.
- The full service refueling is comparable to the customer pulling into a **Full Service** lane at a gas station and having the gas station attendant refuel their vehicle.

Suggested Dialogue at the time of rental Check – Out:

Qualify the customer first by saying ...

Mr. Jones do you normally refuel your rental vehicle? Are you planning on driving less than 120 miles?

If the customer says yes to the refueling but no to the number of miles ...

OK, our vehicles go out with the half tank of fuel. Since you are planning on driving more than 120 miles you have the option of refilling the vehicle yourself within 10 miles of our location and bringing the valid fuel receipt back with you at the time of return. Mr. /Ms. Jones if you do not have a receipt showing you purchased fuel within 10 miles of our location and the fuel tank "indicates" ½ full; our **Cents Per Mile Fuel Option** will be charged.

Or I can save you some time and money by including the half tank of fuel in your rental and you won't have to stop and refill it yourself. With this option there is no refund for unused fuel at the time of return. Although, if you end up driving a lot this option would be best for you. Which option would you prefer the Cents Per Mile or the Customer Prepay?

Suggested Dialogue at the time of rental Check – In:

Hello Mr. /Ms. Jones, welcome back. How did you like the Infiniti G35? Good. Do you have all of your belongings out of the vehicle? OK. (Verify the mileage and fuel gauge while you also check the vehicle for belongings and damages) Did you stop and purchase fuel within 10 miles of our location? (Customer did not purchase fuel.) Mr. /Ms. Jones our Full Service Refueling Option will be applied to your rental. Your fuel amount is \$\$\$\$ and your total rental is \$\$\$\$\$. Would you like to leave this on the Credit Card? Thank you. (Continue with your closing dialogue...and remember to thank the customer for renting from your brand location.)

If the customer asks to go and refuel the vehicle on their own...

- Check the customer's due back time to ensure they have enough time so that they will not incur a late charge.
- If the customer is going to miss their grace period, let them know this and how much it will cost before they leave to refuel.
- The customer can then decide for themselves which is more important to pay...the fuel or the late charge.
- Remind the customer to bring the fuel receipt when they return

**SERVICE LOANER CUSTOMER'S
REFUELING OPTIONS**



LET US DO IT FOR YOU...

- FOR YOUR CONVENIENCE, YOU MAY RETURN YOUR RENTAL VEHICLE WITHOUT REFUELING AND WE WILL ONLY APPLY “___” CENTS FOR EVERY MILE YOU’VE DRIVEN TO YOUR CARD ON FILE...

OR

DO IT YOURSELF...

- REFUEL WITHIN 10 MILES OF OUR LOCATION AND SIMPLY SHOW US YOUR FUEL RECEIPT.

THE CHOICE IS YOURS!

“___” CENTS PER EACH MILE DRIVEN WILL BE CHARGED WITHOUT A
“WITHIN 10 MILE - FUEL RECEIPT”

Note: The cents per mile amount changes based on fuel costs. The procedure displays a line where the fuel cents per mile amount would be inserted. Refer to the loaner location’s fuel sign for the cents per mile amount in use.