

Subject:	Insurance Replacement “IR” Processing
Procedure No.	CO – 0501 - 1111
Distribution:	Company Wide
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Company Wide Implementation Date:	November 18, 2011
Replaces Procedure:	CO – 0501 – 0110, Dated January 12, 2010, CO – 0501-0806, Implementation Date September 3, 2006, CO – 0501-0607, Implementation Date – July 1, 2007, CO- 0501 – 0806, Date August 17, 2006, Implementation Date September 3, 2006, CO-0501-0609, Implementation Date July 10, 2009
Other References:	Procedure No. N/A
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • Types of IR Customers • Adjuster’s Role • Insurance Coverages Defined • IR Rental Periods = Calendar Day • IR Deposits Required • IR Rental Vehicles • IR Upgrades • Self Pay IR Customer Deposit Requirements • Split Bill IR Customers • IR Exceptions • Fuel Charges • Vehicle Licensing Fee • • Customer Shuttle Service • Cab Fare Reduction • IR Screen Quick Tips

Rental Leasing Services

To Communicate continued:

- IR Information To Obtain
- Proof Of Insurance Verification
- If Coverage Can Not Be Confirmed
- Extending The IR Rental
- If The Adjuster Declines The Extension
- Quick Reference Chart - (*Updated*)
- Getting To The IR Screen
- Recording The Customer's Shuttle (Pick up) Service
- Recording Extension Screen Information
- Placing The Insurance Company's Max and Fax Information In A RentWorks Note
- Completing The Reservation Information Add Screen
- Closing The IR Contract
- Invoice Processing
- Shuttle Pick Up Reservation Report
- What If...

Types of Insurance Customers

There are two types of Insurance Replacement customers:

- **Insured:**

A person who has placed a claim with their own insurance company to receive a rental vehicle. There is usually a dollar limit of what the insurance company will pay per day, and a maximum number of rental days or dollars provided on their insurance policy.

Some insurance companies will allow a **direct bill**, that's when we send the bill directly to the insurance company to be paid on behalf of the customer. Others will reimburse the customer, after the customer pays the rental company and presents a receipt to the insurance company. This is called a **self pay** IR rental.

With an Insured or a Direct Bill, you'll need to know the rental charges the insurance company will be paying for to determine the amount to be charged to the customer. This is referred to as a **split bill**.

A split bill is to be set up if the insurance company is not going to be paying for "all" of the rental charges and another party, most often the customer must pay for the charges remaining.

- **Claimant:**

A person placing a claim against another party's insurance company. This person is entitled to a rental replacement vehicle while their car is inoperable. The insurance company will usually pay for the daily rate plus tax. If the claimant does not carry full coverage on their own vehicle, sometimes the insurance company will pay for the LDW as well.

In the case of the claimant, the claims adjuster will authorize a certain dollar amount with the number of rental days that they will pay for while the claimant's vehicle is in the body shop being repaired. The Claimant's IR transaction may also be a direct bill, self pay or split bill. However, most often it will be a direct bill.

When the customer's vehicle repairs are completed, the customer is responsible for returning the rental vehicle and picking up their vehicle. This must be done in a timely manner. The insurance company will not continue to pay for the rental vehicle once the customer's vehicle repairs are done.

Rental Leasing Services

<i>Adjuster's Role Defined</i>	<p><u>Claim Center</u>: The location that handles the claim. The adjusters are in the claim center.</p> <p><u>Insurance Adjuster</u>: When customers have an accident:</p> <ol style="list-style-type: none"> 1. The customer calls the insurance agent. 2. The agent forwards the <u>claim</u> to the claim center. 3. The claim center assigns the claim to an adjuster. 4. The adjuster's job is to manage the claim.
<i>Insurance Coverages Defined</i>	<p>Personal insurance policies and how they work:</p> <ul style="list-style-type: none"> ➤ Comprehensive and collision insurance covers your car in case it is damaged or stolen. ➤ Liability insurance covers you for claims other people make against you for causing bodily injury and property damage. (For example, your insurance might pay for medical treatment needed by other people you hurt in the accident, or damage you caused to other people's property in the accident.) <p>Full coverage = Comprehensive + Collision + Liability</p>
<i>Insurance Replacement Rental Periods</i>	<p>Rental periods are normally on a 24-hour day. However, our Insurance Replacement rentals are billed on a calendar day.</p> <ul style="list-style-type: none"> ▪ Calendar Day – The customer is billed for each day, regardless of the actual time rented. Calendar rates apply to Insurance Replacement rentals. ▪ 24-hour Day – Charges are based on a full 24-hour day. Twenty-four hours equals a one-day charge. These rates generally apply to retail rentals.

Calendar						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Example 1:

Out Monday, 8 a.m. (08:00) on the 27th.
In Wednesday, 8 a.m. (08:00) on the 29th.

24 hour day — Customer charged 2 days.
(First day ends at 8 a.m. Tuesday, second day ends at 8 a.m. Wednesday.)

Calendar day — Customer charged 3 days (for the 27th, 28th, and 29th).

Rental Leasing Services

<p>Deposits Required</p> <p>Insurance Company <i>is paying</i> the approved rental amount.</p>	<p>A minimum deposit from the customer will always be required for an Insurance Replacement Rental in order to cover costs the insurance company will not pay for, such as fuel.</p> <p>As with any rental, the customer will only be charged for costs they are responsible for. Funds due back to the customer will be credited to their credit or debit card Bank /Credit Union, etc. once the rental has been successfully closed.</p> <p>Physical Damage Coverage (PDC) is required for all IR rentals. Customers in each circumstance below will receive the Insurance Replacement rate.</p> <p>Direct Bill Customers with full coverage:</p> <ol style="list-style-type: none">1. Customer's insurance company is paying for the rate plus the tax.2. The customer will have a reduced minimum deposit of \$50.00 over the estimated charges <i>that they will be responsible</i> for as long as the rental vehicle's IR daily rate is <u>\$40.00 or less</u>. <p>The dollar difference to reach the minimum deposit of \$150.00 over the estimated charges to open the rental will be placed on the Insurance AR Account. For Example:</p> <p>Estimated charges = \$42.00 with tax included. Customer's deposit would be \$50.00. (Remember, Insurance Company is paying the rate plus the tax.)</p> <p>RentWorks needs a minimum deposit of \$192.00 (estimated charges \$42.00 plus minimum deposit \$150.00) to open the contract.</p> <p>\$192.00 - \$50.00 (customer's deposit) = \$142.00 to be placed on the Insurance AR account to open the rental transaction.</p> <p>IR Direct bill customers without collision coverage:</p> <ol style="list-style-type: none">1. Must qualify for the standard minimum deposit of \$150.00 over the estimated charges.2. Purchase the Loss Damage Waiver.* <p>*If the IR customer's rental transaction is not opened and closed on the credit / debit card, the card will not provide the Physical Damage Coverage for the rental vehicle. Therefore, Direct Bill IR customers are not able to use the credit / debit card option to meet the Physical Damage Requirement.</p>
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Rental Leasing Services

<p>No Collision – Ask The Adjuster</p>	<p>If a Claimant IR customer does not have collision coverage, ask the adjuster if the insurance company would be willing to pay for the LDW for the customer.</p>
<p>Without Full Coverage</p>	<p>Customers without full coverage, but have collision coverage:</p> <ol style="list-style-type: none"> 1. Must qualify for the standard minimum deposit of \$150.00 over the estimated charges.
<p>Self Pay</p> <p>Insurance Company <i>is not</i> paying us for the rental; the customer is paying the bill.</p>	<p>Self Pay customers with collision coverage:</p> <ol style="list-style-type: none"> 1. Must qualify for the standard minimum deposit of \$150.00 over the estimated charges. <p>Self Pay customers without collision coverage:</p> <ol style="list-style-type: none"> 1. Must qualify for the standard minimum deposit of \$150.00 over the estimated charges. 2. *The customer must either use a credit card that provides physical damage coverage for the rental vehicle (see Physical Damage Coverage procedure’s credit card verification section) or... 3. Purchase the Loss Damage Waiver. <p>* The credit /debit card company requires the customer to open and close on the card in order for the card to provide the Physical Damage Coverage for the rental vehicle.</p> <p>* The Self Pay IR customer is able to use the credit / debit card option to meet the Physical Damage Coverage (PDC) requirement, as long as the card provides Physical Damage Coverage for the rental vehicle.</p>

Rental Leasing Services

<i>IR Rental Vehicles</i>	Any vehicle class with an Insurance Replacement rate <u>over \$40.00</u> a day will require a minimum deposit of \$150.00 over the estimated charges.
<i>IR Upgrades</i>	Customers who want an upgrade will be responsible to pay the dollar difference between the upgrade vehicle rate and the Insurance Replacement vehicle rate.

Rental Leasing Services

Split Bill

Insurance Company is paying *some* (a part or portion) of the approved rental amount.

If this is a **split bill** you will need to...

1. Determine the amount of the rental the customer is responsible for paying. This will be the customer's estimated charges.
2. Obtain the authorization on a valid credit or debit card.

Here's an example of a Split Bill with an Insurance Replacement rate of \$40.00 for five (5) days. We will only use the rental rate in the example:

- $\$40.00 \times 5 = \200.00
- $\$200.00 \times 11.50\%$ (MD Tax) = \$23.00
- $\$200.00 + 23.00 = \223.00 = Estimated Charges for five days.
- $\$223.00 + 150.00$ deposit = \$373.00

1. The insurance company is only paying \$30.00 per day plus tax toward the 5 day rental = $\$30.00 \times 5$ days = \$150.00 plus MD tax ($\$150.00 \times 11.50\%$ = \$17.25) = \$167.25.
2. The deposit amount we will apply to the insurance company is \$167.25.
3. The customer will be paying \$10.00 per day plus tax on the 5 day IR rental balance left = $\$10.00 \times 5$ days = \$50.00 plus MD tax ($\$50.00 \times 11.50\%$ = \$5.75) = \$55.75. This is the customer's estimated charges.
4. In this example, you would need to obtain a deposit of **\$150.00 over the customer's estimated charges** on their credit or debit card. Total to be held on the customer's card = **\$205.75**.

In RentWorks the deposits will appear as follows: \$205.75 (customer's card) + \$167.25 (insurance company / AR account).

Remember, the Vehicle Licensing Fee (VLF) would be included and the PDC requirement charges to either the insurance company or the customer, depending on the customer's collision coverage situation.

Rental Leasing Services

<p><i>Insurance Replacement Exceptions... Additional Driver & Underage Driver</i></p>	<p>The Insurance Replacement rental customers are exempt from certain rental charges. These customers:</p> <ul style="list-style-type: none"> • Are <u>not</u> charged additional driver fees for their spouse and family members listed on the insurance policy • Are <u>not</u> charged an Underage Driver Fee <p>These charges are automatically deleted when you use the “company field” to pull in the insurance company’s name.</p> <p>All additional drivers must be present to be added to the Rental Agreement. As with any rental, you must see the valid driver’s permit.</p> <p>The additional drivers must also be listed on the insurance policy. He/she may come in with the primary Insurance Replacement renter at another time to be added to the Rental Agreement.</p>
<p><i>Fuel Charges</i></p>	<p>The insurance company will not pay for fuel. The customer will be required to leave an acceptable, valid credit card or debit card deposit to cover fuel costs and any other estimated charges that the insurance company will not be covering.</p> <p>If the customer refills the tank and presents a valid fuel receipt upon return, no fuel costs will be charged.</p>
<p><i>Vehicle Licensing Fee (VLF)</i></p>	<p>The insurance company <i>may</i> pay for the vehicle licensing fee (VLF). You must ask.</p> <p>The customer will be required to leave an acceptable, valid credit card or debit card deposit to cover the VLF and any other estimated charges that the insurance company will not be covering.</p>

Rental Leasing Services

<p>Customer Shuttle</p>	<p>If an Insurance Replacement customer's vehicle is in the shop for repairs, these customers may not have any way to get to your rental location to pick up the rental vehicle.</p> <p>For this reason, all locations will provide customer pick up and return to a repair facility, place of employment, or residence upon request.</p> <p>There will be no charge for this service.</p> <p>When making an insurance replacement reservation, ask the customer if they will need to have the customer shuttle service arranged. Discussing this ahead of time can avoid confusion which may create customer service issues on the day the customer is due to be picked up.</p>
<p>Suggested dialog</p>	<p>“Mr. /Ms. _____ will you need to schedule our free Shuttle Service to pick you up and bring you to our office? We have _____ time(s) available on your rental day (state a reasonable time or times when you could perform the service.)</p>
<p>Customer Shuttle cont...</p>	<p>Standard radius is:</p> <ul style="list-style-type: none"> • 5 miles from renting location <p>Standard goal is:</p> <ul style="list-style-type: none"> • Within 1 hour of requested time. <p>When you arrive at a location to pick up the customer, you will need to use top customer service skills.</p> <p>Although you are not at the office, you are representing the company.</p> <p>Always:</p> <ul style="list-style-type: none"> • Call customers to let them know you are leaving and will be there on time. • Make sure you are looking professional. This includes wearing your name tag and company approved uniform attire. • Take a clean vehicle (Arriving in a nicer vehicle than they are reserved can help in up selling the customer). • Arrive on time - make no stops in between.

Rental Leasing Services

Customer Shuttle cont...	<ul style="list-style-type: none">• Address the customer with their name.• Introduce yourself and the company brand name• Verify that the customer(s) have their driver's license and an acceptable, valid credit or debit card with them. <p>"I will drive you back to our rental location, where I will need to see your driver's license, proof of insurance and a credit card or Visa / MasterCard debit card to do the rental transaction."</p> <ul style="list-style-type: none">• Offer to help customers with any items they are carrying.• Open and close the car door for them.• Use top customer skills to ensure that the customer feels at ease with you in the vehicle.• Leave the radio off• Use appropriate language• Wear your seat belt• Drive carefully
Cab Fare Reduction	<p>We will subtract from the renter's Rental Agreement $\frac{1}{2}$ of the cab fare up to \$15.00 if:</p> <ul style="list-style-type: none">• We are unable to pick the customer up due to the Shuttle pick up time not being available to meet the customer's requested time, or• The customer's location is outside of the rental location's <u>5</u> mile radius <p>The Cab Fare reduction will only be taken off the Rental Agreement and the reduction will only be $\frac{1}{2}$ of the fare up to \$15.00. No cash will be issued.</p>

Rental Leasing Services

IR Screen Quick Tips

The Insurance Replacement screen has two basic sections:

1. The top section of the screen is where you obtain the IR renter's insurance (the customer who will be driving our vehicle) information with their insurance company, along with the body shop where their vehicle is being repaired.

Here is where you will also verify how the PDC requirement will be met.

Does the customers' insurance include Collision?

If it doesn't, ask the adjuster (from the bill to section below) if the insurance company will be willing to purchase LDW for the customer.

Note:

You must place a check mark in either the Claimant or Insured box on the top right hand side of the screen. (See Claimant and Insured under the section Types of Insurance Customers for clarification).

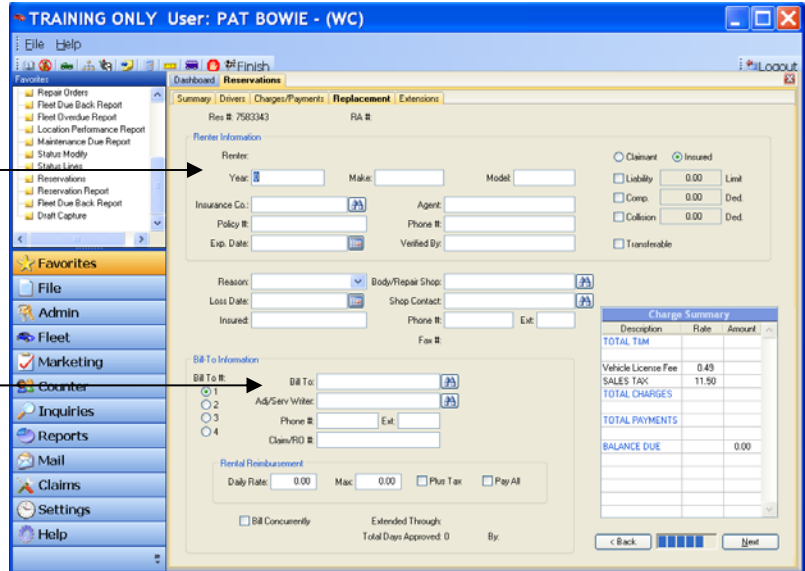
If you check *Insured*, the *Name* of the *Insured* will default from the rental agreement into the Insured field on the screen.

2. The bottom section (from Bill To Information) of the screen is where you list who is approving and paying for the rental, including the rate information that is being approved.

**IR Screen Quick
Tips continued...**

Top section

Bottom section



Insured

- If the Insurance Replacement customer is the Insured,**
- The top part of the Insurance Replacement screen will be information about the Insured's – insurance company and his/her vehicle.
 - The bottom part will usually be the Insured's insurance company's adjuster that's authorizing payment for the rental. However, this must be verified, do not assume their insurance is paying for the rental vehicle.

Claimant

- If the Insurance Replacement customer is the Claimant,**
- The top part of the Insurance Replacement screen will be information about the Claimant's insurance company and his/her vehicle.
 - However, the bottom part will generally be the Insured's insurance company's information.

Insurance Replacement Information Obtained

When processing Insurance Replacement rentals, there are certain pieces of information you must obtain from the renter or Insurance Company:

- Insurance Company and Claim number
- Coverage available (Collision for the PDC requirement, Liability, Comprehensive)
- Billing address
- Adjuster's name and telephone number
- Loss type (damage / theft)
- Claim type (insured or claimant)
- Date of loss (date of occurrence)
- Body Shop and telephone number
- Year, make and model of damaged vehicle
- Estimated time of repair
- If direct bill, number of days and amount authorized

Completing the Insurance Replacement screen in RentWorks is the best way to ensure that the required information is obtained for each IR transaction.

Remember, customers will be able to use one of the following to meet the new Physical Damage Coverage (PDC) requirement for their rentals:

- Their Own Auto "Collision" Insurance,
- Their Credit Card, or
- Purchase Our Loss Damage Waiver (If the Claimant Insurance Replacement customer does not have Collision Insurance, ask the adjuster if they will be willing to pay for the LDW for the customer.)

<p>Proof of Insurance for Insurance Replacement Rentals</p> <p>If Coverage Can Not Be Confirmed Prior To Rental</p>	<p>We must verify proof of insurance on all Insurance Replacement rentals. Customer must be named on the Insurance Policy. To verify proof of insurance, call the customer's insurance company. Make the call prior to releasing the vehicle to the renter.</p> <p><i>If you are unable to verify the insurance coverage prior to the rental...</i></p> <ul style="list-style-type: none"> • The customer must qualify as a retail renter with a major credit or debit card... (minimum \$150.00 over the estimated charges). • The customer must meet the Physical Damage Coverage (PDC) requirement. • The customer will receive the IR rate. <p><i>Rewrites must be done whenever it is necessary to add or remove LDW from a contract.</i></p> <p>Customers who have purchased LDW to meet the PDC requirement must be informed that they may need to return to have their contracts closed and re-written... <i>only if</i> their policy includes Collision coverage and they'd like to use their insurance policies' Collision coverage to meet the PDC requirement.</p>
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Rental Leasing Services

Extending the IR Rental Agreement

Sometimes the work needed to repair the customer's vehicle requires more time than originally anticipated.

As a service to our Insurance Replacement rental customer and the Insurance Adjuster, we will gather the information needed to request an extension of the customer's rental agreement. In this case you will:

1. Call the body shop to find out the additional time that will be needed and the reason for the delay.
2. If the body shop states that the customer's vehicle is ready for pick-up inform the customer and let the customer know the insurance company will no longer pay for the rental since their vehicle is ready.

The reasons for delays in completing work on a customer's vehicle can be many. For instance, maybe the shop is waiting on parts or maybe the shop is waiting on the insurance company to authorize a supplement to the appraisal.

No matter what the delay may happen to be, our purpose is to find out exactly what is going on with the customer's vehicle; and how much time the shop will need to complete the repairs.

Next...

3. Call the Insurance Adjuster to report the status of the customer's vehicle;
4. Ask the Insurance Adjuster for an extension payment authorization to cover the additional rental days the customer will need in order to keep the rental vehicle.
5. If this is a Split Bill, you may need to obtain another authorization on the customer's credit/debit card to cover their additional charges.
6. These steps must be performed on the day the rental is due back. Don't assume that the vehicle will be returned on its due back date.

	<p>The insurance adjuster’s job is made easier, when we gather the facts needed for them to make the extension decision.</p> <p>The insurance adjuster will let you know if the insurance company will continue to pay for the rental.</p> <p>If the insurance Adjuster approves the extension:</p> <ol style="list-style-type: none"> 7. Call the customer and inform them of what has been done on their behalf, and don’t forget to let the customer know their new due back date. 8. Update the extension information in RentWorks (see RentWorks extension information below.)
<p><i>Adjuster Declines the Extension</i></p>	<p>If the insurance company is unwilling to pay for the extension, you must:</p> <ol style="list-style-type: none"> 1. Call the customer immediately and inform them of the steps that you’ve taken on their behalf. 2. Let the customer know that they may continue to keep the rental vehicle, <ul style="list-style-type: none"> ➤ however, they will be responsible to pay for the additional time; ➤ and due to this, they can still keep the IR rate 3. If the customer does not want to pay for the extension, he or she will need to return the rental vehicle.
<p><i>Document the RentWorks Extension Information</i></p>	<p>You must document the shop status information and the extension(s) in the Insurance Replacement “Extensions Screen” in RentWorks.</p> <p>Type detailed information regarding the vehicle’s shop status and extension information inside the Comments section of the Extension screen. For example... Include information on the actions taken, when the information was received, what information was given to whom, and the outcome.</p> <p><i>The number of days approved on the IR screen must equal the number of days we are charging the insurance company.</i></p>

IR = I N S U R A N C E R E P L A C E M E N T	Method of Payment	Deposit Requirements	IR Program Special Deposit Requirement	Self Pay Deposit Requirements	Min. Age Required	Customers Without Full Coverage	Underage Driver Vehicle Rentals 18 to 20	Underage Driver Vehicle Rentals 21 to 24	No Underage Fee	LDW SLI / PAE	Additional Driver	Rental Charges Based On
	All IR renters must present a major credit or debit card that is in their own name.	A minimum deposit of \$150.00 over the estimated charges You must verify proof of insurance.	Direct Bill customers with full coverage, receiving an IR rate that is less than \$40.00 per day; qualify for the IR Program Special Deposit of \$50.00 over the customer's portion of the estimated charges. You must verify proof of insurance. <u>See Notes 1, 2 and 4 Below</u>	Minimum deposit of \$150.00 over the estimated charges is required. You must verify proof of insurance. <u>See Note 2 Below</u>	18 Must be listed on the Insurance Policy. You must verify proof of insurance. <u>See Note3 Below</u>	All customers (including underage drivers) without full coverage who do not have "Collision" insurance must meet the PDC requirement with an applicable credit card or with the purchase of LDW. <u>See Note 1 Below</u>	Drivers may rent Compacts and Intermediates.	Drivers may rent Compacts through Full Size, Mini Vans, Conv Midsize and moving trucks (Work PU, Cargo Van, 16 & 24 foot trucks).	18 - 24 No under age fee. You must verify proof of insurance. <u>See Note 3 Below</u>	Standard retail rates.	Additional drivers must be listed on the Renter's Insurance Policy. Additional drivers must also be present to be listed on the rental with a valid driver's license. No additional renter / driver fee.	Calendar Day (CD)

Note 1: Full Coverage = Comprehensive, Collision, and Liability

Note 2: If the Insurance Company is covering 100% of the charges and has a Direct Bill account, a major credit or debit card in the renter's name is still required with a minimum deposit of \$50.00 to cover any incidental charge(s) like fuel, taxes, surcharges, etc. This reduced deposit amount applies to IR vehicle daily rates of \$40.00 or less per day. Customers with IR rates over \$40.00 per day and customers responsible for the full payment of charges (Self Pay), a major credit or debit card with a minimum deposit of \$150.00 over the estimated charges will be required. The PDC requirements must always be met. The Self Pay renter will still receive the Insurance Replacement rate.

Note 3: Underage for Insurance Replacement rentals is 18 to 24. Underage for Retail rentals is still 21 to 24.

Note 4: Contact your Corporate Sales Account Manager if the Insurance Company needs to be set up as a Direct Bill account.

Getting to the Insurance Replacement Screen


- Click on the Replacement tab on the Reservation screen to access the Insurance Replacement screen.

The IR screen's completion is needed to record the customers' insurance coverage, (**that must be verified**) and to provide the insurance company with an invoice to pay your store's Insurance Replacement rental bills. It's important to make sure the following information is obtained from the Renter's Insurance Company:

- The Daily Amount the Insurance Company will Pay
- The Number of Days the Insurance Company will Authorize and the
- The Maximum Amount and Time

When the Insurance Replacement screen has been properly completed, you will be able to track the details such as date and time of loss, renter's insurance coverage, split billings, pick-up information, extensions, the claim number, adjuster's approval, etc.

Remember, even though the Insurance Company will supply the Maximum Amount, you must still call to obtain an Extension Authorization if and whenever needed, each and every time on the due back day.

You must use the  binoculars to select the insurance company in the Bill To Field. Typing the insurance company's name here will create a new company and you will not be able to close the contract. When you access the insurance company with the binocular look-up, the company's information will populate the Sales screen.


If this is a new insurance company that is not in our system, contact your Sales Account Manager immediately with the insurance company's information.

Icons

Insurance Replacement/Shop Repair Screen Icons



Recording the Customer's Del/Pickup

Select this Icon  to enter delivery/pick-up information. Once information has been added a red ✓ check mark will appear over the icon.

Delivery/Pick-Up Information

Deliver Vehicle
 Pick Up Renter
 Pick Up Rental Vehicle

Load Address From:

Address: 123 USA Phone: (202)320-7715
Address 2: Work: (202)326-9896
City: Randallstown Alt. Phone: () -
St: MD Zip: 21113 Fax: () -
E-Mail: BUGS@RENTONE.COM

Date: 11/18/2011 Time: 17:36

Notes: Call Mr. Bunny before pick up on his cell 202-341-8569

The information you place in the Delivery Pick up will appear on the Reservation Report. A sample report is shown on page 25.

- Extension

Click on the Extension tab if you wish to view or add Extension information:

TRAINING ONLY User: PAT BOWIE - (WC)

File Help

Dashboard Reservations

Summary | Drivers | Charges/Payments | Replacement | Extensions

Res # 7583343 RA #

Existing Authorizations

Author...	By Emp	Extended By	Ext. T...	Days	Comments
There are no items to show.					

Date Authorized: Days Extended: Extended Through:

Extended By:

Comments:

Charge Summary

Description	Rate	Amount
TOTAL TSM		
Vehicle License Fee	0.43	
SALES TAX	11.50	
TOTAL CHARGES		
TOTAL PAYMENTS		
BALANCE DUE		0.00

Click "New" to add the Extension information approved by the adjuster. Make sure the *Extended Through* date matches the due back date on the summary screen too.



**Collect the
Insurance Company's
Fax Number**

Max


Add a note to record the Insurance Company's Fax Number. Here is an example of how the note's summary should be written:

STATE FARM FAX - 301-555-2021

- Click on Display Automatically box in the Notes screen.

Once we are able to have the fax # field for the Bill To on the IR screen, you will no longer need to place the fax # in a note.

Maximum amount, which the "Bill To" company will pay.

- Click on  to Add a Note to the IR Reservation. Record the Maximum Allowance the Insurance Company will pay in the note.
- The summary should be as follows: Insurance Company name and the Max Amount they will pay. For example:


STATE FARM MAX - \$300.00

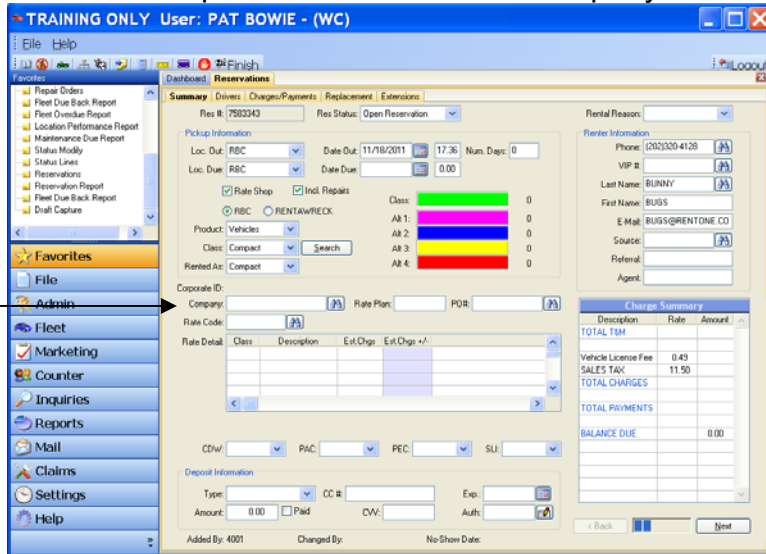
- Click on Display Automatically box in the Notes screen.

Reservation Sale Information (Add) Screen

Completing the Reservation Summary Screen

Place the name of the Insurance Company that is paying for the IR rental in the “Company” field on the Reservation Summary screen for IR tracking purposes.

- Click on the  to perform the Insurance Company Look Up

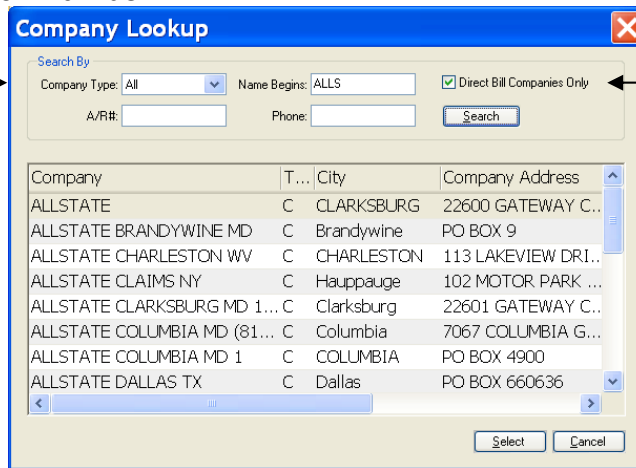


The screenshot shows the 'Reservations' screen with the following details:

- Res #:** 7583243
- Res Status:** Open Reservation
- Pickup Information:** Loc. Out: RBC, Date Out: 11/16/2011, 17:36, Num. Days: 0
- Rental Information:** Phone: (202)320-4128, VIP #: , Last Name: BUNNY, First Name: BUSIS, E Mail: BUSIS@RENTONE.CO, Source: , Referral: , Agent:
- Changes Summary Table:**

Description	Rate	Amount
TOTAL TSM		
Vehicle License Fee	0.43	
SALES TAX	11.50	
TOTAL CHARGES		
TOTAL PAYMENTS		
BALANCE DUE		0.00

- Change the Company Type field from “Corporate” to “All”
- Type the first three letters of the Insurance Company name
- Check the Direct Bill Companies Only box
- Select the appropriate Insurance Company based on the information received from the Insurance Adjuster. The selection here will be the same as the Bill To Insurance Company or Body Shop listed on the Insurance Replacement Shop Repair Screen.
- If you have not done so already, ask the Adjuster which Claim’s Office they would like the bill sent to. This is also a good time to ask for their Fax number.

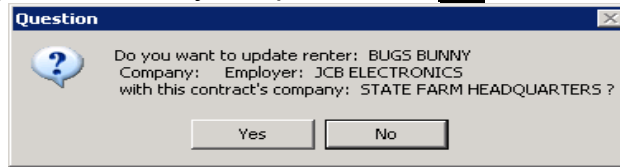


The 'Company Lookup' dialog box contains the following information:

- Search By:** Company Type: All, Name Begins: ALLS, Direct Bill Companies Only:
- Fields:** A/R#: , Phone: , Search: [button]
- Company List:**

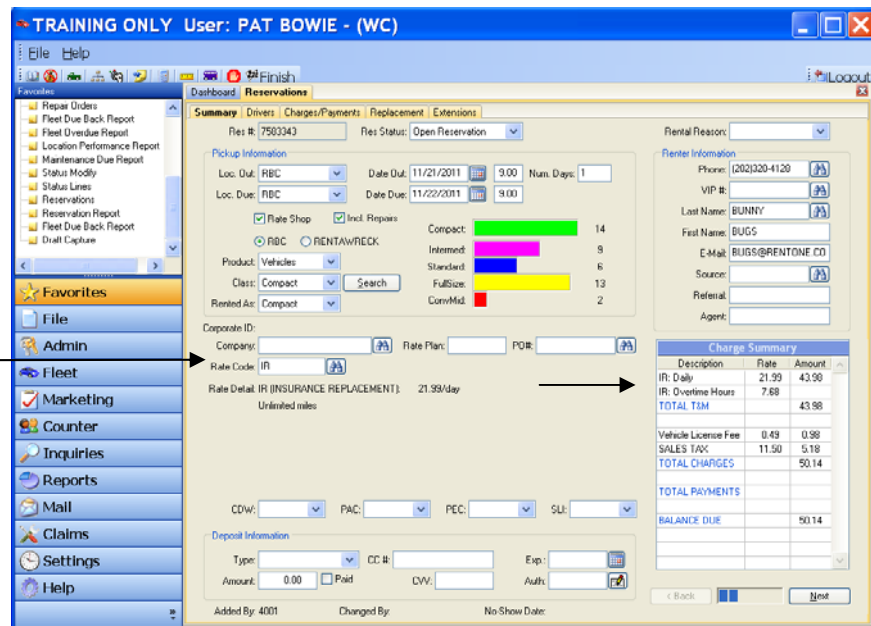
Company	T... City	Company Address
ALLSTATE	C CLARKSBURG	22600 GATEWAY C..
ALLSTATE BRANDYWINE MD	C Brandywine	PO BOX 9
ALLSTATE CHARLESTON WV	C CHARLESTON	113 LAKEVIEW DRI..
ALLSTATE CLAIMS NY	C Hauppauge	102 MOTOR PARK ...
ALLSTATE CLARKSBURG MD 1...	C Clarksburg	22601 GATEWAY C..
ALLSTATE COLUMBIA MD (81...	C Columbia	7067 COLUMBIA G...
ALLSTATE COLUMBIA MD 1	C COLUMBIA	PO BOX 4900
ALLSTATE DALLAS TX	C Dallas	PO BOX 660636
- Buttons:** Select, Cancel

Note: For Insurance Replacement rentals...if a pop up window appears asking if the Insurance Replacement Renter works for the Insurance Company and / or Body Shop...choose **No**.



If the Insurance Replacement rate does not automatically return...

- Type IR in the Rate Code field and hit the Tab key. The Insurance Replacement rate will return and appear in the rate description box.



Closing the IR Contract

When closing the contract, the number of days you are billing the insurance company must have been previously approved.

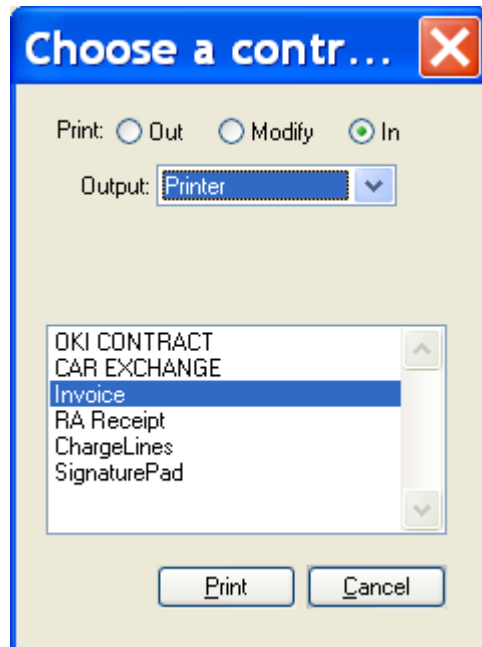
For example...You can not charge the insurance company for 10 days **when they have only authorized 8 days.**

Locations are to work their due-back reports daily so that this example will not be a problem.

Insurance rental due backs are to be taken care of on the due back date. There should be no exception to each location doing this. If you have called the adjuster and left a message, make a note in the **notes field.** Sometimes, more than one call is necessary.

Invoice

Once the contract is closed the print window box will offer you the Invoice selection to fax to the Insurance Adjuster.



Pick – Up Reservation Report

Reservation Report Page 1

05/05/06
11:18:02

Date Out Range: 05/05/06 to 05/10/06
Product: Vehicles Location: LR
Pickups/Deliveries only Class: All

Location: LR

-- Pick Up -- ----- Due -----

Date	Time	Class	Date	Time	Name	Equipment	Phone	Rate	Res#	VIP#
Added	---		Tour	Company		Ref.Source	Ref.Code	Added By		
05/08/06	8.30	CVFK	05/09/06	08.30	BUNNY, BUGS		(240)581-1387	IR	7167612	
05/05/06	10.27		No		STATE FARM HEADQUARTERS		R		4001	

Pick-up Info: 123 USA Street
LAUREL MD 20707 (240)581-1387
05/08/2006 08.00

Notes: MR. RABBIT WILL BE OUTSIDE WAITING AT THE ABOVE ADDRESS.


HE CAN BE REACHED ON HIS CELL PHONE IF NECESSARY. HE CAN BE REACHED ON HIS CELL 301-555-7898 IF NECESSARY.

1 Reservation

Send To... Exit

What if ...

If you are unsure how to close a contract for whatever reason...

- Save and/or close it using your best judgment...however... don't print the actual Rental Agreement ... you may print a copy of the closed version on plain paper, if the customer insists on having a version...
- Let the customer know you will take care of getting the adjustment(s) made and you will fax them their final copy...
- Get the customer's fax number...place the Fax # in a  note on the Contract...
- Hold the contract out, or place it aside...
- Contact your Sales Account Manager for instructions on how to close the Rental Agreement properly... (If the Sales Account Manager is unavailable, contact your manager).
- Make the adjustment(s), Close and Print the Rental Agreement

Don't forget to fax the customer a copy of the closed Rental Agreement!

Unfortunately, we do not have the ability to see into the future. We may encounter other "what ifs" that we have not thought of...so here are the steps to handle the other what ifs that may arise:

1. Use your best judgment
2. Contact your Sales Account Manager for guidance.
3. If the Insurance Sales Account Manager is not available, contact your Manager (If the Mgr is not avail-contact the AM)
4. Keep your Sales Account Manager and Manager informed.

Please let the Sales Account Manager know the other what ifs that may occur... so we can work to put clear and consistent processes in place for everyone's sake.