

Subject:	RentWorks Screens Used During Rental Check – Out
Procedure No.	CO 0801-1008
Distribution:	Area Managers, GM, Risk Dept, Accounting, Training Dept. & RLS Server (for all company employees)
Date:	October 30, 2008
Company Wide Implementation Date:	November 9, 2008
Replaces Procedure:	CO 0801-0907, Dated September 25, 2007, Implementation Date - October 1, 2007, CO 0801-1206, Dated - December 27, 2006, Implementation Date - January 1, 2007, CO 0801-0807, Dated – August 23, 2007, Implementation Date - September 11, 2007
Other References:	Procedures: CO 0201-0907, Fuel Options Process and CO 0501-0907, Insurance Replacement Processing
Purpose	To Communicate: <ul style="list-style-type: none"> • RentWorks Screens Used During Rental Check-Out • Fields Used For Multiple Purposes • Fields To Have Specific Required Information

Rental Check - Out

RentWorks Screens Used For Rental Check-Outs	
Customer Rental Types	Screens to complete with applicable and required rental information.
Retail	<ul style="list-style-type: none"> ☞ Customer Information – Check Out ☞ Options (when necessary) ☞ Additional Driver (when applicable) ☞ Sale Information – Check Out ☞ Deposit (when necessary)
Corporate Club	<ul style="list-style-type: none"> ☞ Customer Information – Check Out ☞ Options (when necessary) ☞ Additional Driver (when applicable) ☞ Sale Information – Check Out ☞ Deposit (when necessary)
Insurance Replacement	<ul style="list-style-type: none"> ☞ Customer Information – Check Out ☞ Options (when necessary) ☞ Additional Driver (when applicable) ☞ Sale Information – Check Out ☞ Insurance Replacement Shop/Repair ☞ Deposit (when necessary)
Loaner	<ul style="list-style-type: none"> ☞ Customer Information – Check Out ☞ Renter Detail – (insert renter’s credit or debit card number and expiration date in the <u>“Position”</u> field) ☞ Options (when necessary) ☞ Additional Driver (when applicable) ☞ Sale Information – Check Out ☞ Deposit (when necessary)

Below you will find information on fields that are used for more than one purpose or require specific information to be typed in. Fields that are completed for each Rental Type that are self explanatory, or used for one purpose only are not included below.

Rental Check - Out
Customer Information – Check Out Screen Notes

Company Field:

This field is used for Corporate Club, Loaner and Insurance Replacement Rentals.

Perfect Drive

This field is not used in our business.

E-Mail Field

Ask for the customer's e-mail address. If the customer does not or is unwilling to share his or her e-mail address leave the field Blank.

Second Field Next To The Address Field:

This field is used to type the renter's apartment number.

Local Address Field:

If the renter will be staying at home address while under the rental agreement, type the word SAME.

If the renter will not be staying at home while under the rental agreement type in a specific address where he/she may be located.

Local Phone Number Field:

If the renter will be staying at the home address while under the rental agreement, type the renter's cell phone number here.

If the renter will not be staying at home while under the rental agreement type in the cell phone number or telephone number where he/she may be located.

Insurance Company Fields:

If the customer is using their own collision insurance to meet the Physical Damage Coverage (PDC) Requirement obtain the customer's insurance company name, policy number and expiration date.

If the customer does not have Insurance type the word NONE.

Policy # and Exp Fields:

Will be required for Insurance Replacement Rentals and when customers are using their collision insurance to meet the Physical Damage Coverage (PDC) Requirement.

Will also be asked for during the Check-In process if the customer returns and has had an incident with the vehicle or when you find new damage on the outside or inside of the vehicle.

Rental Leasing Services

Source / Referral & Agent Fields:

Required field to track the reason the customer is renting from your location today.

When choosing...

☞ Business Rental:

- Customer is renting for business purposes

☞ eN Internet Res NextCar:

- Reservations booked by customers using the NextCar Website

☞ ICO = Insurance Connection:

- Another source for IR Rentals. Used only in certain test locations at this time.

☞ P - Personal Rentals:

- Use when a customer does not have a reservation and they are not renting for business, loaner, or replacement.
- Select the appropriate Referral code. I.e. Customer – Repeat Customer, Friend, Rewrite, Sign, Walk In, YPages = Yellow Pages, YFund = Yellow Ribbon Fund, etc., etc., etc.

☞ R – Replacement Rentals:

- For Loaner Rentals – Choose the Dealer and Service Writer for your Loaner store.
- Non Loaner Rentals, type INS in the Referral code field, choose the referral - INS. CO = Insurance Company.

Sale Information – Check Out Screen Notes

Rate Plan Field:

Not used.

Tour Field:

Not used.

Rental Leasing Services

Customer Information - Check Out

RA#: Added By: Changed By: Res Number:

Search By Taxable Contract Local Corporate

Phone: () - Company: Perfect Dr#:

Name & Address Info

Last Name: First: E-Mail:

Address: City:

St: Zip: Country: Passport:

Other Info

DL#: St: Exp: DOB: ?

SSN: Loc Addr: Phone: () -

Employer: Phone: () - Ext:

Ins. Co.: Policy #: Exp.:

Source/Referral Info

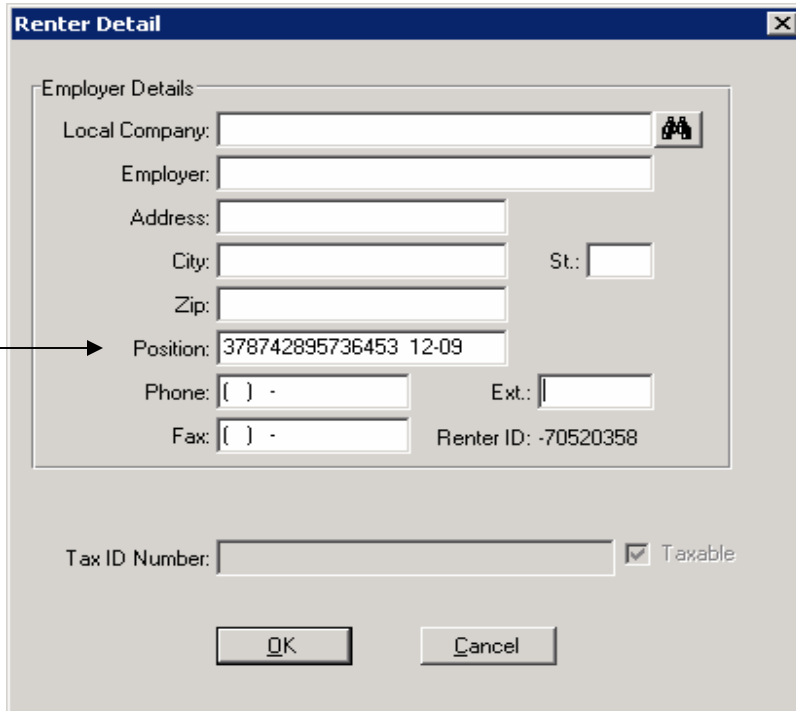
Source: Referral: Agent:

RA #

Rental Leasing Services

This step is for Loaner rentals only.

Click on the  icon to access the Renter Detail screen.



- There is no need to type in the card's name (Amex, Visa, MAC, etc.). The first number will identify the card that you have typed in the field. (refer to card's prefix information below)
- Place a space between the card's number and its expiration date. (example above)
- Use a dash or slash mark to separate the month and the year of the card's expiration date. (example above)

CARD TYPE	Prefix	Length
MASTERCARD	51-55	16
VISA	4	13, 16
AMEX	34 37	15
Diners Club/ Carte Blanche	300-305 36 38	14
Discover	6011	16

Rental Leasing Services

Charge and Tax Options

Type: Sales Tax Location: LR Auto-Apply Valid Dates: 01/01/1996

Product: Vehicles Class: Code: TAX-CAR

Description: SALES TAX

#Charged	Rate	Charge
Percent:	11.500	0.00
Total:		0.00

Type	Description
Sales Tax	SALES TAX
Sales Tax	SALES TAX
Sales Tax	SALES TAX 5

Calc Method: Percentage Report Date: 0.00

Calc Order: 2 Report Loc:

Commissionable

Incl. with Rental

Revenue Item

Sold By: 4001

Changed By:

Posted:

Rental Leasing Services

Additional Drivers
_ _ X

RA#:
Res#:

Search By

Local Corporate

Phone: Company: Perfect Dr#:

Last Name: First: E-Mail:

Address: Link To Renter

City: St: Zip:

Country: SSN:

DL#: St: Exp: DOB: Age: 0

Employer: Phone:

Local Address: Phone:

Ins. Co.: Policy Number: Exp.:

CC Type: CC#: Exp Date:

Sale Information - Check Out
_ _ X

RA#:
Status: Pending
Reserved Class:
Rental Reason:

Rental Info

Loc Out: Date:

Due Loc: Date:

Vehicle Info

Product: Fuel Level:

Class:

Unit#:

Odometer: Stall:

Rented As: Prepaid Fuel:

Rate Info

Rate Plan: Tour:

Rate Code: Rate not on file

Upgrade: Disc:

Rate	Description	Rate	Time	Units	Max	Type	VP	Limit	Free Mi.

Payment/Deposit Info

Pay Type:

Amount: Paid Auth. Auth#: Est Charges:

CC#: CVV: Exp:

Due back location:

CDW SLI PAI PEC Rollover

Rental Leasing Services

Insurance Replacement/Shop Repair

Year: 0 Make: Model: RA#: Claimant Insured

Ins. Co.: Agent: Liability 0.00 Limit

Policy #: Phone #: () - Comp. 0.00 Ded.

Exp. Date: Verified By: Collision 0.00 Ded.

Transferable

Reason: Body/Repair Shop: Shop Contact: Insured: Phone #: () - Ext: Fax #:

Bill To Information: Bill To #: Bill To: Adj/Serv Writer: Phone: () - Ext: Claim/RO #:

Rental Reimbursement: Daily Rate: 0.00 Max: 0.00 Plus Tax Pay All Bill Concurrently

Extended Through: Total Days Approved: 0 By:

[View details on pickup/delivery site](#)

Rental Leasing Services

Deposits
_ _ X

RA#: _____ Customer Name: _____

Pay Type: BA Amount: 0.00 Paid

CC Number:

Exp Date: Auth#:

Check#:

Bill To: Company

A/R Cust#: PO#:

Control#:

Date Received: 07/28/2006 13.30 Location: LR

Counter: LR COUNTR Position:

Report Date: 07/28/2006 12.55 Location: LR

Received By: 4001

Auth Deposits: .00

Paid Deposits: .00

Roll Over Payments: .00

Est Charges: .00

Display Non-Voids Display Voids

Date	Type	Amount	

Date Posted: _____

Payment ID: 1299478

Enter payment amount