

Rental Leasing Services

Subject:	Vehicle Damage Definitions; Recording Damage on Rentable Vehicles and Damaged Vehicle Movement Process
Procedure No.	F 0101-0108 F = Fleet Tab 0101 = Section One + Procedure Number One 1206 = Month and Year Procedure Released
Distribution:	Location Managers, CSC's, DM's, GM, Reservations, Risk, Accounting & Training
Date:	January 31, 2008
Company Wide Implementation Date:	February 10, 2008
Replaces Procedures:	F 0101-1204, Dated December 6, 2004, Company Wide Implementation Date January 23, 2005, F 0101-1106, Dated November 6, 2006, Company Wide Implementation November 20, 2006, F 0101 – 1206, Dated December 27, 2006, Company Wide Implementation January 1, 2007
Other References:	Procedure No. R0101-0104, Revised VIR and Claims Set Up
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • Damage Identification and Recording Procedures • Vehicle Panic Buttons • Vehicle Radio Operation • A Safety Issue • Damage Definitions • Recording Damage On Rentable Vehicles - New • Removing Recorded Damage Once Repaired - New • Vehicle Movement Procedures • Vehicle Check – In Procedures

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Being a good neighbor...	
Vehicle Panic Buttons	Do not use vehicle panic buttons to locate vehicles. Our locations operate in dealerships and neighborhoods and we want to do our part in keeping noises down in our business communities.
Vehicle Radio Operation	Vehicle radios should be turned down and off on our lots. If you'd like to listen to the radio while you are prepping or transporting a vehicle, please do not have the sound turned up loud and make sure to turn the radio down and off once you've parked the vehicle.
Safety Issue	Making sure a vehicle's radio is turned down and turned off is an added safety measure for our internal and external customers. We do not want customers to be startled when they turn on a vehicle's radio. Please be mindful that a blasting radio is never a good service to provide to our customers.

Rental Leasing Services

Damage Definition

Damage is anything besides normal wear and tear. Damage other than normal wear and tear **will** require the completion of a Vehicle Incident Report (VIR) and a Claims Entry screen set up. This damage would include the following:

- Dents larger than a quarter (25 cents)
- Scratches larger than a quarter (25 cents)
- Scratches where the paint is broken and the primer **or** the metal **can be seen**
- Any bent, broken or missing parts
- Interior seat, vehicle carpet and trim panel damage that **goes through the material**
- Tire, wheel or rim damage including a flat tire
- Head lamps, tail lamps, side markers that are cracked
- Cracked or scratched windshield glass
- Bulls eye in windshield
- All door glass
- All 1/4 glass
- All side glass
- All back glass

Normal Wear and Tear

Normal wear and tear that **will not** require the completion of a Vehicle Incident Report (VIR) and Claims Entry screen set up.

- Dents smaller than a quarter (25 cents)
- Scratches smaller than a quarter (25 cents)
- Scratches where the paint is broken and you **can not see** the primer **or** the metal
- Interior seats, vehicle carpet, trim panels surface damage that **does not go through the material**













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Damage Recording For Rentable Vehicles



Stop. You must set up the Claim first...before Recording the Damage. You will need the Claim Number to complete Damage Recording process.

From the RentWorks Main Menu...

1. Select the Fleet Folder
2. Select Vehicle Fleet
3. Click on the Binoculars 
4. Type in the Unit #
5. Hit the Tab Key
6. Select your Unit # now highlighted in blue
7. Click on the “Change This Record”  Icon
8. Click “OK” to the Warning Change Message
9. Click on the “Vehicle Damage”  Icon
10. Click on the appropriate damage symbol (Dent , Scratch  or Missing ) and drag it to the damaged area on the vehicle’s diagram.
11. Click on the “Save”  Icon on the Vehicle Damage Screen
12. Click on the “Save”  Icon on the Vehicle Fleet General Screen
13. Click on the “Notes”  or  Icon to Add a note
14. Type the word “Claim” and then the number of the claim in the Summary field
15. Next to the claim number in the Summary field - type the location of the damage. For example: Driver Side
16. In the “Notes” section, type “where the damage is” and “what the damage is”. For example: Drive Side Door Scratch
17. Do not check the Display Automatically box
18. “Save”  the note
19. “Exit”  the Vehicle Fleet – General Screen.

Note: Step by step “viewable RentWorks screen instructions” follow from pages five (5) to thirteen (13).

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TRAINING DATABASE User: PAT BOWIE

Company Message:
THURSDAY, JANUARY 31, 2008
WELCOME
TO THE
NETRENT / RENTWORKS / WEBRENT
WEBINAR SESSION
WE CURRENTLY HAVE THE FUEL EFFICIENT
TOYOTA PRIUS AVAILABLE. PLEASE
INFORM YOUR CUSTOMERS.

Menu
Planner

Front Counter
 File
 Admin
 Equipment
 Fleet
 Marketing
 Counter
 Inquiries
 Reports
 Mail
 Claims
 Time Clock
 KCI

NLR	Total	CVFI	CTCJ	HMCJ	SVCJ	SRCA	XTMI	STCJ	SYCJ	SUMI	SUMM	SLMA	SLMI	TPMJ	RPMJ	RU
Prep'd	101	32	23	4	10	4	0	8	2	0	1	1	0	2	2	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reserved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Due Back	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Balance	101	32	23	4	10	4	0	8	2	0	1	1	0	2	2	

You have mail.

TRAINING DATABASE User: PAT BOWIE

Claims Management
 Foreign Vehicles Entry
 Maintenance Procedures
 Maintenance Alerts
 Non-Revenue Movement
 On-Order Vehicles
 Physical Inventory
 Ready Lines
 Repair Orders
 Sold Vehicles
 Status Modify
 Vehicle Problems
 Vehicle Sales
 Vehicle Fleet

Menu
Planner

Front Counter
 File
 Admin
 Equipment
 Fleet
 Marketing
 Counter
 Inquiries
 Reports
 Mail
 Claims
 Time Clock
 KCI

NLR	Total	CVFI	CTCJ	HMCJ	SVCJ	SRCA	XTMI	STCJ	SYCJ	SUMI	SUMM	SLMA	SLMI	TPMJ	RPMJ	RU
Prep'd	101	32	23	4	10	4	0	8	2	0	1	1	0	2	2	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reserved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Due Back	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Balance	101	32	23	4	10	4	0	8	2	0	1	1	0	2	2	

You have mail.

Rental Leasing Services

Vehicle Fleet - General

Lookup a record

General | Detail | In Service | Out of Service | Finance | Depreciation | Options

Product: [] Unit#: -63988322 VIN: -63988322

Current Status

Status: Available Loc: [] Odom: 1 Current Fuel Level: [] / 8ths

Vehicle Information

Year: 0 Make: [] Model: [] Fuel Code: []

Color: [] Desc: [] Class: [] Tank Sz: 0.00 Gallon

Engine: [] Smoking Image: []

License Information

Lic#: Temp St: [] Exp Date: [] Lic Amount: 0.00

Reg#: [] VLF Amt: 0.00 First Reg: [] Date Posted: []

Lookup

Search By

Unit# License# VIN

Product: Vehicles

Unit#: []

Product	Unit #	Year	Make	Model	License #	VIN #
Vehicles	10001	86	FORD	WASHVN	61C992	1FTDE14N8GHC19475
Vehicles	10609	2006	FORD	CRG010	93M959	1FTNE24W×6HA09509
Vehicles	10613	2006	FORD	CRG010	93M963	1FTNE24W66HA09524
Vehicles	10615	2006	FORD	CRG010	93M965	1FTNE24W36HA09514
Vehicles	10625	2006	FORD	CRG012	93M977	1FTNS24W×6HA90259
Vehicles	10626	2006	FORD	CRG012	93M978	1FTNS24W66HA90260
Vehicles	10627	2006	FORD	CRG012	93M979	1FTNS24W96HA87224
Vehicles	10629	2006	FORD	CRG012	93M981	1FTNS24W26HA90255
Vehicles	10630	2006	FORD	CRG012	93M982	1FTNS24W86HA90261
Vehicles	10631	2006	FORD	CRG010	12S960	1FTNE24W×6DA55056
Vehicles	10632	2006	FORD	CRG010	12S961	1FTNE24W76DA55063

OK Cancel

Rental Leasing Services

Lookup [X]

Search By:

Unit# License# VIN

Product: Vehicles

Unit#: 26105

Product	Unit #	Year	Make	Model	License #	VIN #
Vehicles	10001	86	FORD	WASHVN	61C992	1FTDE14N8GHC19475
Vehicles	10609	2006	FORD	CRG010	93M959	1FTNE24wX6HA09509
Vehicles	10613	2006	FORD	CRG010	93M963	1FTNE24w66HA09524
Vehicles	10615	2006	FORD	CRG010	93M965	1FTNE24w36HA09514
Vehicles	10625	2006	FORD	CRG012	93M977	1FTNS24wX6HA90259
Vehicles	10626	2006	FORD	CRG012	93M978	1FTNS24w66HA90260
Vehicles	10627	2006	FORD	CRG012	93M979	1FTNS24w96HA87224
Vehicles	10629	2006	FORD	CRG012	93M981	1FTNS24w26HA90255
Vehicles	10630	2006	FORD	CRG012	93M982	1FTNS24w86HA90261
Vehicles	10631	2006	FORD	CRG010	12S960	1FTNE24wX6DA55056
Vehicles	10632	2006	FORD	CRG010	12S961	1FTNE24w76DA55063

OK Cancel

Lookup [X]

Search By:

Unit# License# VIN

Product: Vehicles

Unit#: 26105

Product	Unit #	Year	Make	Model	License #	VIN #
Vehicles	26105	2006	FORD	FOCZ4	1AXW40	1FAPP34N56W130185
Vehicles	26107	2006	FORD	FOCZ4	1AXW42	1FAPP34N96W130187
Vehicles	26132	2006	FORD	FOCZ5	1BFM11	1FAPP37N16W140692
Vehicles	26133	2006	FORD	FOCZ5	1BFM12	1FAPP37N86W140690
Vehicles	26135	2006	FORD	FOCZ5	1BFM14	1FAPP37NX6W140691
Vehicles	26136	2006	FORD	FOCZ5	1BFM15	1FAPP37NX6W140688
Vehicles	26138	2006	FORD	FOCZ5	7BHH10	1FAPP37N96W140682
Vehicles	26139	2006	FORD	FOCZ5	7BHH11	1FAPP37N06W140683
Vehicles	26140	2006	FORD	FOCZ5	7BHH12	1FAPP37N26W140684
Vehicles	26141	2006	FORD	FOCZ5	7BHH13	1FAPP37N46W140685
Vehicles	26147	2006	FORD	FOCZ5	8BHH03	1FAPP37N86W140687

OK Cancel

Rental Leasing Services

Vehicle Fleet - General

General | Detail | In Service | Out of Service | **Change this record** | Finance | Depreciation | Options

Product: Vehicles Unit#: 26105 VIN: 1FAPP34N56W130185

Current Status

Status: On Rent Loc: NYRF Odom: 24,641 Current Fuel Level: 2 / 8ths

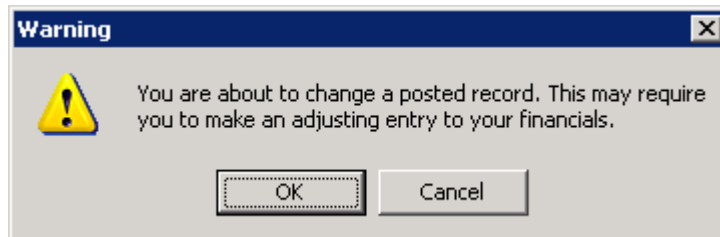
Vehicle Information

Year: 2006 Make: FORD Model: FOCZ4 Fuel Code: Fuel
Color: RED Desc: SE Class: CVFI Tank Sz: 13.20 Gallon
Engine: 2.0L Smoking Image:

License Information

Lic#: 1AXW40 St: MD Exp Date: 09/30/2008 Lic Amount: 0.00
Reg#: VLF Amt: 0.00 First Reg: Date Posted:

Choose this option to exit



Rental Leasing Services

Vehicle Fleet - General

Vehicle damage

General | Detail | In Service | Out of Service | Finance | Depreciation | Options

Product: Vehicles Unit#: 26105 VIN: 1FAPP34N56W130185

Current Status

Status: On Rent Loc: NYRF Odom: 24,641 Current Fuel Level: 2 / 8ths

Vehicle Information

Year: 2006 Make: FORD Model: FOCZ4 Fuel Code: Fuel
Color: RED Desc: SE Class: CVFI Tank Sz: 13.20 Gallon
Engine: 2.0L Smoking Image:

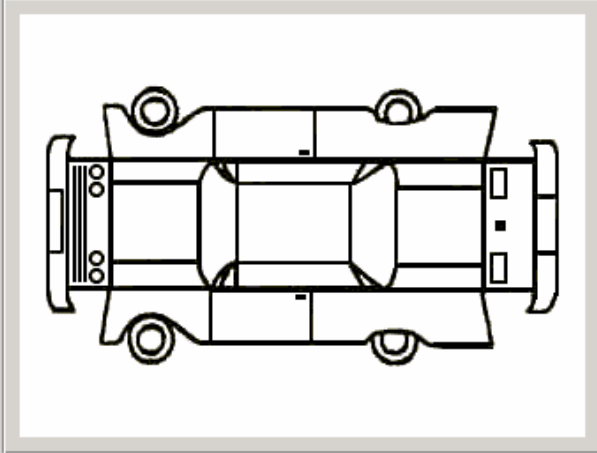
License Information

Lic#: 1AXW40 St: MD Exp Date: 09/30/2008 Lic Amount: 0.00
Reg#: VLF Amt: 0.00 First Reg: Date Posted:

Choose this option to exit

Vehicle Damage

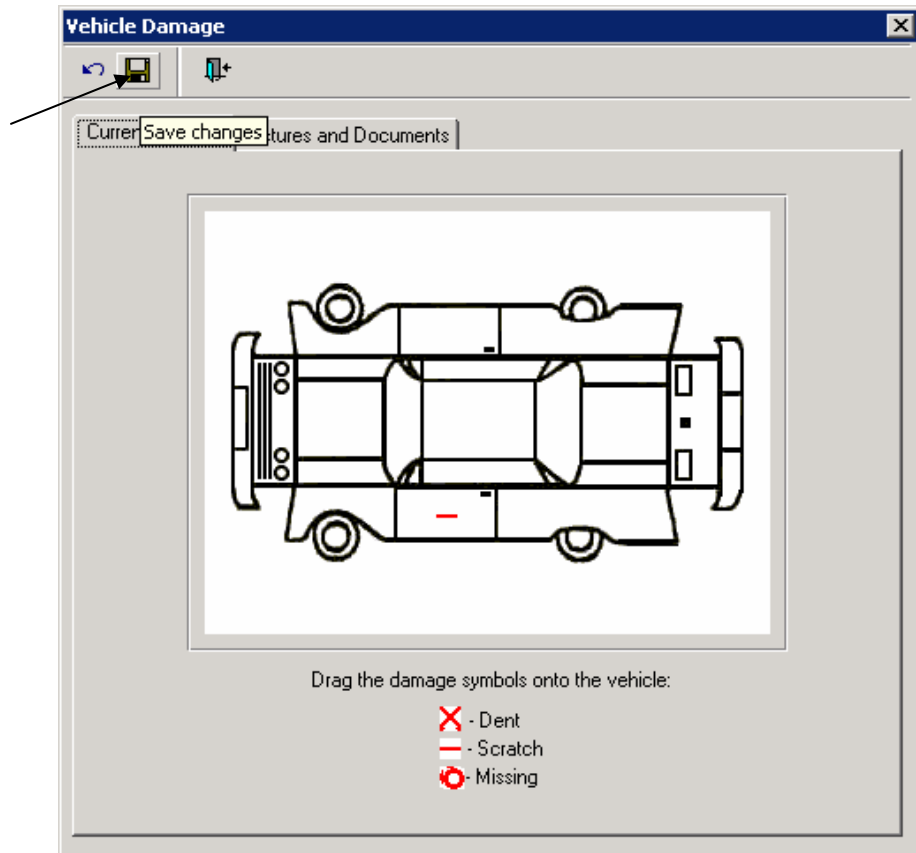
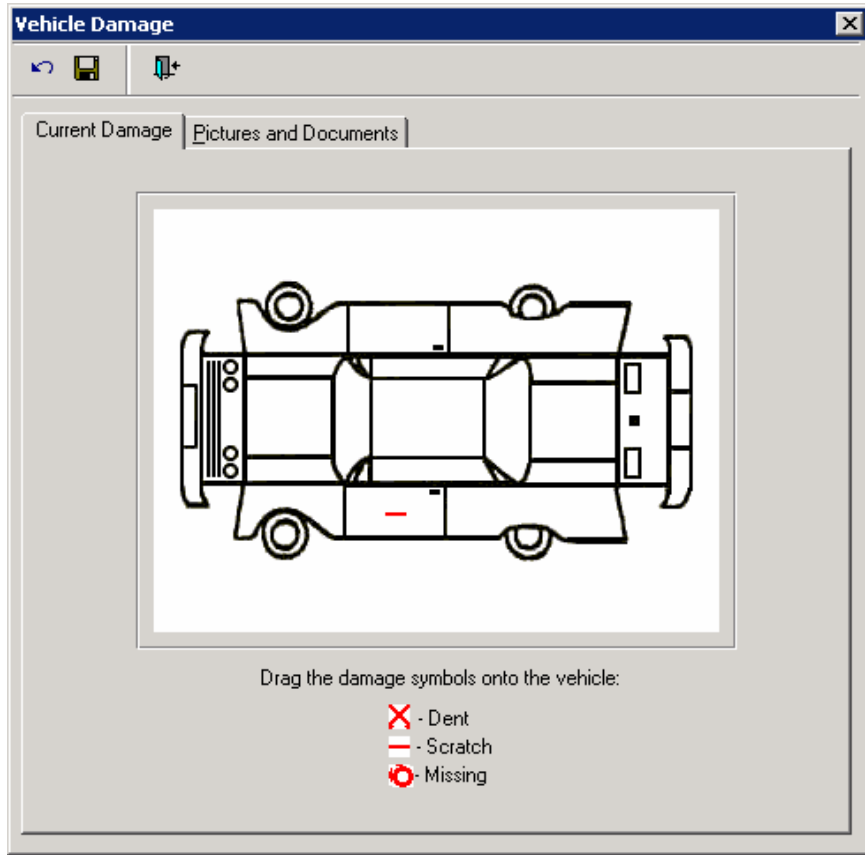
Current Damage | Pictures and Documents



Drag the damage symbols onto the vehicle:

- Dent
- Scratch
- Missing

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Rental Leasing Services

Vehicle Fleet - General

General | Detail | In Service | Out of Service | Finance | Depreciation | Options

Product: Vehicles Unit#: 26105 VIN: 1FAPP34N56W130185

Current Status

Status: On Rent Loc: NYRF Odom: 24,641 Current Fuel Level: 2 / 8ths

Vehicle Information

Year: 2006 Make: FORD Model: FOCZ4 Fuel Code: Fuel
Color: RED Desc: SE Class: CVFI Tank Sz: 13.20 Gallon
Engine: 2.0L Smoking Image:

License Information

Lic#: 1A×W40 St: MD Exp Date: 09/30/2008 Lic Amount: 0.00
Reg#: VLF Amt: 0.00 First Reg: Date Posted:

Enter product code

Vehicle Fleet - General

General | Detail | In Service | Out of Service | Finance | Depreciation | Options

Product: Vehicles Unit#: 26105 VIN: 1FAPP34N56W130185

Current Status

Status: On Rent Loc: NYRF Odom: 24,641 Current Fuel Level: 2 / 8ths

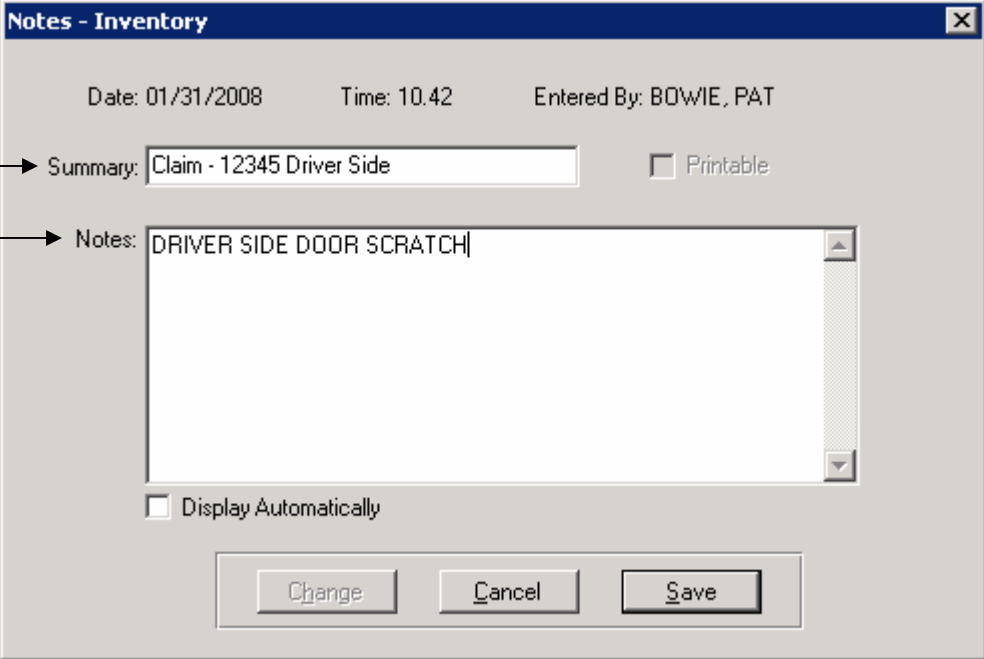
Vehicle Information

Year: 2006 Make: FORD Model: FOCZ4 Fuel Code: Fuel
Color: RED Desc: SE Class: CVFI Tank Sz: 13.20 Gallon
Engine: 2.0L Smoking Image:

License Information

Lic#: 1A×W40 St: MD Exp Date: 09/30/2008 Lic Amount: 0.00
Reg#: VLF Amt: 0.00 First Reg: Date Posted:

Rental Leasing Services



Notes - Inventory

Date: 01/31/2008 Time: 10.42 Entered By: BOWIE, PAT

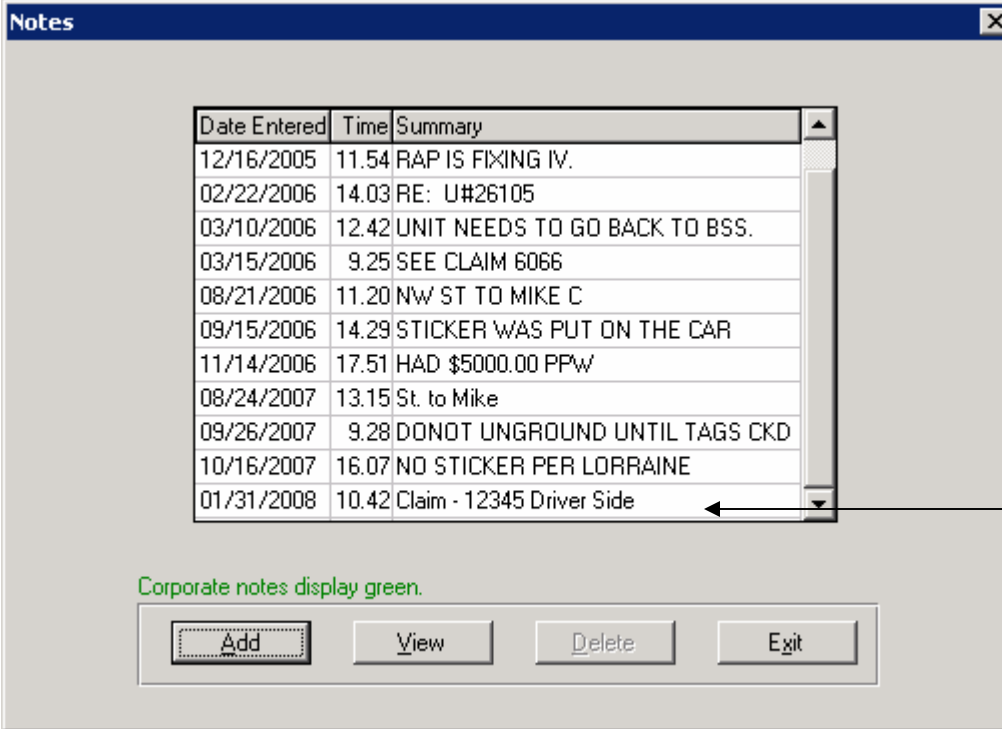
Summary: Claim - 12345 Driver Side Printable

Notes: DRIVER SIDE DOOR SCRATCH

Display Automatically

Change Cancel Save

This dialog box is titled "Notes - Inventory". It displays the date (01/31/2008), time (10.42), and user (BOWIE, PAT). The "Summary" field contains "Claim - 12345 Driver Side" and there is an unchecked "Printable" checkbox. The "Notes" field contains "DRIVER SIDE DOOR SCRATCH". There is also an unchecked "Display Automatically" checkbox. At the bottom are three buttons: "Change", "Cancel", and "Save".



Notes

Date Entered	Time	Summary
12/16/2005	11.54	RAP IS FIXING IV.
02/22/2006	14.03	RE: U#26105
03/10/2006	12.42	UNIT NEEDS TO GO BACK TO BSS.
03/15/2006	9.25	SEE CLAIM 6066
08/21/2006	11.20	NW ST TO MIKE C
09/15/2006	14.29	STICKER WAS PUT ON THE CAR
11/14/2006	17.51	HAD \$5000.00 PPW
08/24/2007	13.15	St. to Mike
09/26/2007	9.28	DONOT UNGROUND UNTIL TAGS CKD
10/16/2007	16.07	NO STICKER PER LORRAINE
01/31/2008	10.42	Claim - 12345 Driver Side

Corporate notes display green.

Add View Delete Exit

This dialog box is titled "Notes". It contains a table with columns "Date Entered", "Time", and "Summary". The table lists several notes, with the last entry (01/31/2008, 10.42, Claim - 12345 Driver Side) highlighted. Below the table is the text "Corporate notes display green." and four buttons: "Add", "View", "Delete", and "Exit".

Rental Leasing Services

The screenshot shows a software window titled "Vehicle Fleet - General" with a standard Windows-style toolbar and a tabbed interface. The "General" tab is active, displaying the following information:

- Product:** Vehicles (dropdown)
- Unit#:** 26105
- VIN:** 1FAFP34N56W130185

Current Status

- Status:** On Rent (dropdown)
- Loc:** NYRF (dropdown)
- Odom:** 24,641
- Current Fuel Level:** A fuel gauge showing 2 / 8ths.

Vehicle Information

- Year:** 2006
- Make:** FORD
- Model:** FOCZ4
- Fuel Code:** Fuel (dropdown)
- Color:** RED
- Desc:** SE
- Class:** CVFI (dropdown)
- Tank Sz:** 13.20
- Gallon
- Engine:** 2.0L
- Smoking
- Image:** (empty field)

License Information













- Lic#:** 1A4W40
- St:** MD
- Exp Date:** 09/30/2008
- Lic Amount:** 0.00
- Reg#:** (empty field)
- VLF Amt:** 0.00
- First Reg:** (empty field)
- Date Posted:** (empty field)

Rental Leasing Services

Removing The Damage Recorded On Rentable Vehicles

Once the vehicle has been repaired, you must remove the vehicle's damage from its Damage Diagram. Follow the same steps of placing damage on a vehicle, except steps 10 and 15 are changed.

From the RentWorks Main Menu...

1. Select the Fleet Folder
2. Select Vehicle Fleet
3. Click on the Binoculars 
4. Type in the Unit #
5. Hit the Tab Key
6. Select your Unit # now highlighted in blue
7. Click on the "Change This Record"  Icon
8. Click "OK" to the Warning Change Message
9. Click on the "Vehicle Damage"  Icon
10. Click on the Damage Symbol (Dent , Scratch  or Missing ) that is located on the Vehicle's Diagram and drag it back to the grey area. You may release the symbol anywhere in the grey area.
11. Click on the "Save"  Icon on the Vehicle Damage Screen
12. Click on the "Save"  Icon on the Vehicle Fleet General Screen
13. Click on the "Notes"  or  Icon to Add a note
14. Type the word "Claim" and then the number of the claim in the Summary field
15. Next to the claim number in the Summary field - type "Damage Repaired"
16. In the "Notes" section, type "where the damage is" and "what the damage is". For example: Drive Side Door Scratch
17. Do not check the Display Automatically box
18. "Save"  the note
19. "Exit"  the Vehicle Fleet – General Screen.

Rental Leasing Services

Vehicle Movement Procedures for Drivers

1. Before moving any vehicle, check the vehicle for inside or outside damage that requires a Vehicle Incident Report (VIR) to be completed.
2. If damage other than normal wear and tear is found, have the location employee check the system to see if there has been a claim set up for the vehicle's damage already.
3. If there has not been a previous claim set up on the damage found, a VIR and claims set up must be done *before the vehicle is moved*.

Important Note: The Claims set up may take some time; another vehicle may have to be selected for the vehicle movement. If necessary, consult traffic for further instructions.

4. If the vehicle is OK to be moved, have the sending location employee complete a Check In / Ready Slip showing where the damage is on the vehicle.
5. The driver will give the Check In / Ready Slip to the employee at the receiving location.

Important Note: Damage, other than normal wear and tear on a vehicle without a completed Check In / Ready Slip from the sending location will become the responsibility of the driver.

Location Employee's Responsibility for Driver Movement of Damaged Vehicles.

When a driver informs you damage other than normal wear and tear has been found on a vehicle...

1. Check RentWorks to see if there has been a claim set up for the vehicle's damage already. (See page six (6) on how to look up a damage vehicle claim.)
2. If a claim does exist, you must decide if the vehicle is acceptable for renting.
3. If deemed rentable, prepare a vehicle Check In / Ready Slip noting the damage and give it to the driver for the receiving location.

Important Note: Damage, other than normal wear and tear on a vehicle without a completed Check In / Ready Slip from the sending location will become the responsibility of the driver.

4. If not deemed rentable, follow procedure #R0101-0104 for body shop assignment.
5. If the damage has not already had a claim created, a VIR and claim set up must be done *before the vehicle is moved*.

Rental Leasing Services

Receiving Location's Responsibilities.

1. When a vehicle arrives by a driver, inspect the vehicle for any damage that may have occurred during the vehicle's movement.
2. If damage is found, ask the driver if he / she has a vehicle Check In / Ready Slip noting the damage from the sending location.
3. If the driver does not have a vehicle Check In / Ready Slip noting the damage check RentWorks to see if a claim already exists for the damage. (See page six (6) on how to look up a damage vehicle claim.)
4. If no claim exists, have the driver complete a VIR, take pictures of the damage and create a claim in RentWorks.

Important Note: Damage, other than normal wear and tear on a vehicle without a completed Check In / Ready Slip from the sending location or existing claim set up for verification *will become the responsibility of the driver.*

Vehicle Movement Procedures for all Location Employees

1. Before moving any vehicle, check the vehicle for inside or outside damage that requires a Vehicle Incident Report (VIR) to be completed.
2. If damage other than normal wear and tear is found, check RentWorks to see if the damage has already had a claim completed. (See page six (6) on how to look up a damage vehicle claim)
3. If there has not been a previous claim completed on the damage found, you must complete a VIR and claim set up in RentWorks *before moving the vehicle.*
4. If a claim does exist, you must decide if the vehicle is acceptable for renting.
5. If deemed rentable, prepare a vehicle Check In / Ready Slip noting the damage to give to the receiving location.

Rental Leasing Services

Preparing Vehicles for Rentals

1. Before renting any vehicle, check the vehicle for inside or outside damage that requires a Vehicle Incident Report (VIR) to be completed.
2. If damage other than normal wear and tear is found, check RentWorks to see if the damage has already had a claim completed. (See page six (6) on how to look up a damage vehicle claim.)
3. If a previous claim was not done on the damage, you must complete a VIR and claim set up in RentWorks *before the vehicle is rented*.

Vehicle Check In Procedures



1. Check the return vehicle for inside and outside damage that will require a Vehicle Incident Report (VIR) to be completed.
 - Start on the passenger side and circle the vehicle completely checking the outside, top, bottom, tires and all glass.
 - While confirming the fuel and mileage numbers ...check the inside of the vehicle for damage.
2. If damage is found ... have the customer complete a Vehicle Incident Report (VIR) as outlined in procedure # R0101-0104.
3. Continue the Claim Set Up as outlined in procedure # R0101-0104.

Note: Remember, damage considered to be “normal wear and tear” *does not* require a VIR or Claim Set Up in RentWorks.

Rental Leasing Services

How to Look Up a Damage Vehicle Claim in RentWorks.

Employees can check on claims in RentWorks by unit # following these instructions:

1. Under the Main Menu select the Fleet folder.
2. Select Vehicle Fleet file.
3. Click on the look up icon  (binoculars).
4. Type in unit # then hit the **Tab** key.
5. Select unit # by double clicking on the appropriate unit #.
6. Select claims icon  (clipboard).
 - A list of claims will display if applicable to the desired unit #.
7. If claims are displayed, double click on the claim #. The Claims Management screen will appear.
8. Click on the Notes tab to read the note or notes listed to determine if damage matches damages on vehicle.
9. If claim reveals damage matches current condition of vehicle...
 - First you must decide if the vehicle is acceptable for renting
 - If deemed rentable and the vehicle is being moved by a driver, prepare a vehicle Check In / Ready Slip noting the damage and give it to the driver for the receiving location.
- OR...
- If deemed rentable and the vehicle is remaining in your fleet to rent, note the damage on a vehicle Check In / Ready Slip and attach it to the vehicle keys.
- If **not** deemed rentable, follow procedure #R0101-0104 for body shop assignment.
10. If no claims appear after step number six (6) above is followed, then a VIR must be completed and a claim created in RentWorks *before the vehicle is moved or rented.*

Note: Step by step “viewable RentWorks screen instructions” follow from pages nineteen (19) to thirty one (31).

Rental Leasing Services

The screenshot shows the RenWorks application window. The title bar reads "***TRAINING DATABASE*** User: PAT BOWIE". The interface includes a menu tree on the left with folders like Front Counter, File, Admin, Fleet, Marketing, Counter, Inquiries, Reports, Mail, Claims, Time Clock, KCI, Settings, and Help. A message pane on the right contains a company message dated 10/28/2007 9:50AM, stating that the company is sold out of 24FT units until Sunday after 10:00 AM, but still has CT and 14FT units available. It also mentions being sold out of SCMJ, SUMI, and RLCJ units for the week. The message ends with a warning: "EVERYTHING ELSE PLEASE BOOOOOCK!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! BOOOOOOOOOOOOOOOCK!!!!!!!!!!!!!! BOOOOOOOOOOOOOOOOOOOCK!!!!!!!!!!!!!!". Below the message is a table with columns for various vehicle types and their counts.

LR	Total	CVFK	CRCA	CTCJ	SVFK	SRCA	STCJ	SYCJ	SFCA	SPMA	SUMI	SUMM	SCMJ	SLMI	RYCJ	RPCA	RUC
Prep'd	71	1	0	9	0	3	1	1	1	0	0	2	1	4	0	2	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reserved	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Due Back	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Balance	71	1	0	9	0	3	1	1	1	0	0	2	1	3	0	2	

At the bottom of the window, a status bar displays "You have mail."

- From the Main Menu... select the Fleet folder.

Rental Leasing Services

TRAINING DATABASE User: PAT BOWIE

LR	Total	CVFK	CRCA	CTCJ	SVFK	SRCA	STCJ	SYCJ	SFCA	SPMA	SUMI	SUMM	SCMJ	SLMI	RYCJ	RPCA	RUC
Prep'd	71	1	0	9	0	3	1	1	1	0	0	2	1	4	0	2	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reserved	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Due Back	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Balance	71	1	0	9	0	3	1	1	1	0	0	2	1	3	0	2	

You have mail.

- Select Vehicle Fleet file.

Rental Leasing Services

Vehicle Fleet - General

Lookup a record

General | Detail | Service | Finance | Options

Product: Vehicles Unit#: 10001 VIN: 1FTDE14N8GHC19475

Current Status

Status: CUC-COMPANY Loc: HGR Odom: 18,072 Current Fuel Level: 8 / 8ths

Vehicle Information

Year: 86 Make: FORD Model: WASHVN Fuel Code: Fuel

Color: WHITE Desc: Class: CT Tank Sz: 33.00 Gallon

Engine: Smoking Image:

License Information

Lic#: 61C992 St: MD Exp Date: 04/30/2005 Lic Amount: 0.00

VLF Amt: 0.00 First Reg: Date Posted:

- Click on  to perform the vehicle lookup

Rental Leasing Services

Lookup [X]

Search By: Unit# License# VIN

Product: Vehicles

Unit#:

Product	Unit #	Year	Make	Model	License #	VIN #
Vehicles	10001	86	FORD	WASHVN	61C992	1FTDE14N8GHC19475
Vehicles	10501	2005	FORD	CRG010	46M631	1FTNE24W85HA12651
Vehicles	10502	2005	FORD	CRG010	46M632	1FTNE24W35HA12654
Vehicles	10503	2005	FORD	CRG010	46M633	1FTNE24W55HA12655
Vehicles	10504	2005	FORD	CRG010	46M634	1FTNE24W75HA12656
Vehicles	10505	2005	FORD	CRG010	46M635	1FTNE24W45HA12646
Vehicles	10506	2005	FORD	CRG010	46M636	1FTNE24W×5HA12649
Vehicles	10507	2005	FORD	CRG010	46M637	1FTNE24W×5HA12652
Vehicles	10508	2005	FORD	CRG010	46M640	1FTNE24W15HA12653
Vehicles	10509	2005	FORD	CRG010	46M642	1FTNE24W95HA12643
Vehicles	10510	2005	FORD	CRG010	46M643	1FTNE24W05HA12644

OK Cancel

- Type in the Unit #.
- Press the Tab key.

Rental Leasing Services

Lookup [X]

Search By: Unit# License# VIN

Product: Vehicles

Unit#: 24962

Product	Unit #	Year	Make	Model	License #	VIN #
Vehicles	24962	2004	NISS	SENTRA	LXV536	3N1CB51D84L863355
Vehicles	24963	2004	NISS	SENTRA	LXV543	3N1CB51D94L863381
Vehicles	24964	2004	NISS	SENTRA	LXV544	3N1CB51D84L861556
Vehicles	24965	2004	NISS	SENTRA	LXV552	3N1CB51D64L861507
Vehicles	24966	2004	NISS	SENTRA	LXV553	3N1CB51D94L863395
Vehicles	24967	2004	NISS	SENTRA	LXV554	3N1CB51D54L863703
Vehicles	24969	2004	NISS	SENTRA	LXV556	3N1CB51D74L863394
Vehicles	24970	2004	NISS	SENTRA	LXV557	3N1CB51D84L863727
Vehicles	24971	2004	NISS	SENTRA	LXV558	3N1CB51D04L861499
Vehicles	24972	2004	NISS	SENTRA	LXV574	3N1CB51D74L863363
Vehicles	24973	2004	NISS	SENTRA	LXV575	3N1CB51D34L855048

OK Cancel

- Double Click on the Unit #
Or
- Highlight the selection and Click on the **OK** button.

Rental Leasing Services

The screenshot displays the 'Vehicle Fleet - General' window with the following data:

Section	Field	Value
General	Product	Vehicles
	Unit#	24962
	VIN	3N1CB51D84L863355
Current Status	Status	GR- GROUNDE
	Loc	LR
	Odom	24,001
	Current Fuel Level	4 / 8ths
Vehicle Information	Year	2004
	Make	NISS
	Model	SENTRA
	Fuel Code	Fuel
	Color	SILVER
	Desc	
	Class	CVFK
Tank Sz	13.20	
	<input type="checkbox"/> Gallon	
License Information	Engine	
	<input type="checkbox"/> Smoking	
	Image	
	Lic#	LXV536
	St	MD
Exp Date	10/31/2005	
Lic Amount	0.00	
VLF Amt	0.00	
First Reg		
Date Posted		

- The Vehicle Fleet General screen will appear.

Rental Leasing Services

- Click on the Claims Icon  (clip board).

Date of Loss	Claim	Expense Type	Amount
11/08/2004	3250		

- If there are any claims, a list will appear.

Rental Leasing Services

The screenshot shows a software window titled "Claims Management" with a menu bar and a toolbar. The "General" tab is active, displaying a form for claim details. The form includes fields for Claim #, RA #, Police Dept, Type, Renting Loc, Police Rpt #, Status, Rental Check Out, Loss Date/Time, Recovery, Rental Check In, Claim Close Date, LDW Accepted?, Location of Accident, Nearest City, State, Zip, and Country. Below these are sections for Renter information (Name, Address, Ins Co, DL #, Phone, City, Adjuster, Policy #, Fax, State, Zip, E-Mail, Adj Phone) and Rental Vehicle information (Product, Unit #, Odometer, License #, Class, Desc, Color, VIN #). At the bottom, there are fields for Managed By, Entered By, Date, and Changed By.

Claim #:	11/08/24962-3250	RA #:	A557	Police Dept:	
Type:		Renting Loc:	LR	Police Rpt #:	
Status:	Pending	Rental Check Out:	11/08/2004	Loss Date/Time:	11/08/2004 16.00
Recovery:		Rental Check In:	11/09/2004	Claim Close Date:	
LDW Accepted?:	No				
Location of Accident:	1ST & USA STREET				
Nearest City:	LAUREL	State:	MD	Zip:	20707
Country:	US				
Renter					
Name:		Phone:		Fax:	
Address:		City:		State:	Zip:
Ins Co:		Adjuster:		Adj Phone:	
DL #:		Policy #:			
Rental Vehicle					
Product:	Vehicles	Unit #:	24962	Odometer:	24,001
Class:	CVFK	Desc:	2004 NISS SENTRA	Color:	SILVER
				License #:	LXV536
				VIN #:	3N1CB51D84L863355
Managed By:		Entered By:	11	Date:	11/09/2004
Changed By:		Date:			

- Click on the Notes tab.

Rental Leasing Services

Claims Management - Notes

General | Contacts | Vehicles | Documents | Repair Info | Financial | Notes | Reminders | Form Letters

Claim #: 11/08/-24962-3250 Unit #: 24962 Renter: BUGS BUNNY

Date Entered	Time	Summary
11/09/2004	11.42	TEST ONLY
11/15/2004	13.01	CUSTOMER HIT LAMP POST

Add View Delete

- Select the note you want to review.
- Click on the **View** button.

Rental Leasing Services

Notes

Date: 11/15/2004 Time: 13.01 Entered By: BOWIE, PAT

Summary: CUSTOMER HIT LAMP POST Printable

Notes: VEHICLE HAS FRONT BENT BUMPER, BULLSEYE IN WINDSHIELD, A BROKEN HEADLIGHT, FRONT LEFT TIRE FLAT, AND RIM IS MISSING.

Display Automatically

Change Cancel Exit

- Read the vehicle damage information to see if it matches the damage on the vehicle to be moved or rented.
- If the vehicle is being moved to be rented and the damage matches...
 - First you must decide if the vehicle is acceptable for renting
 - If deemed rentable and the vehicle is being moved by a driver, prepare a vehicle Check In / Ready Slip noting the damage and give it to the driver for the receiving location.
 - If deemed rentable and your location is renting the vehicle, note the damage on a vehicle Check In / Ready Slip and attach it to the vehicle keys.
 - If not deemed rentable, follow procedure #R0101-0104 for body shop assignment.
 - Click on the **Exit** button to exit the note's screen.

Rental Leasing Services

Claims Management - Notes

General | Contacts | Vehicles | Documents | Repair Info | Financial | Notes | Remind | Exit | Form Letters

Claim #: 11/08/-24962-3250 Unit #: 24962 Renter: BUGS BUNNY

Date Entered	Time	Summary
11/09/2004	11.42	TEST ONLY
11/15/2004	13.01	CUSTOMER HIT LAMP POST

Add View Delete

- Click on the Exit Door Icon  to exit the Claim's Notes section.

Claims

Product: Vehicles Unit#: 24962

Date of Loss	Claim	Expense Type	Amount
11/08/2004	3250		

OK

- Click the **OK** button to exit the claim.

Rental Leasing Services

Vehicle Fleet - General

General | Detail | Service | Finance | Options

Product: Vehicles Unit#: 24962 VIN: 3N1CB51D84L863355

Current Status

Status: GR-GROUNDE Loc: LR Odom: 24,001 Current Fuel Level: 4 / 8ths

Vehicle Information

Year: 2004 Make: NISS Model: SENTRA Fuel Code: Fuel

Color: SILVER Desc: Class: CVFK Tank Sz: 13.20 Gallon

Engine: Smoking Image:

License Information

Lic#: LXV536 St: MD Exp Date: 10/31/2005 Lic Amount: 0.00

VLF Amt: 0.00 First Reg: Date Posted:

- Click on the Exit Door  to exit the Vehicle Fleet file.

Rental Leasing Services

TRAINING DATABASE User: PAT BOWIE

Claims Management Vehicle Sales
 Foreign Vehicles Entry
 Maintenance Procedures
 Maintenance Alerts
 Non-Revenue Movement
 On-Order Vehicles
 Physical Inventory
 Ready Lines
 Repair Orders
 Sold Vehicles
 Status Modify
 Vehicle Fleet
 Vehicle Problems


LR	Total	CVFK	CRCA	CTCJ	SVFK	SRCA	STCJ	SYCJ	SFCA	SPMA	SUMI	SUMM	SCMJ	SLMI	RYCJ	RPCA	RUC
Prep'd	71	1	0	9	0	3	1	1	1	0	0	2	1	4	0	2	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reserved	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Due Back	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Balance	71	1	0	9	0	3	1	1	1	0	0	2	1	3	0	2	

You have mail.


- This will return you to the Main Menu.

Check In: _____ Ready Slip: _____
 Date: _____
 Time: _____
 Owing City: _____
 Unit No.: _____
 License: _____
 Model/Color: _____
 Mileage: _____


FUEL LEVEL



FRONT



REAR



MARK LOCATIONS

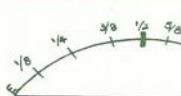
D - Dent
 S - Scratched
 C - Cracked
 M - Missing
 B - Burn

Comments:

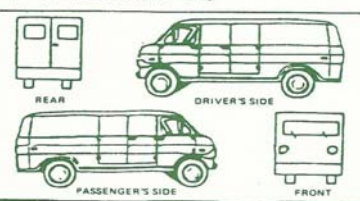
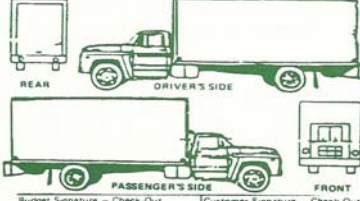
EMPLOYEE NAME, NUMBER & DATE _____

CUSTOMER SIGNATURE & DATE _____

TRUCK # _____
 LICENSE _____
 SIZE _____
 OUT MILEAGE ODOM _____
 IN MILEAGE ODOM _____
 GAS TANKS & LEVEL _____



"X" DAMAGED LOCATIONS

Budget Signature - Check Out _____
 Customer Signature - Check Out _____

Vehicle Check In / Ready Slip

Truck Check In / Ready Slip