

Product Release Notes

Vehicle Rentals

MPK V2.00

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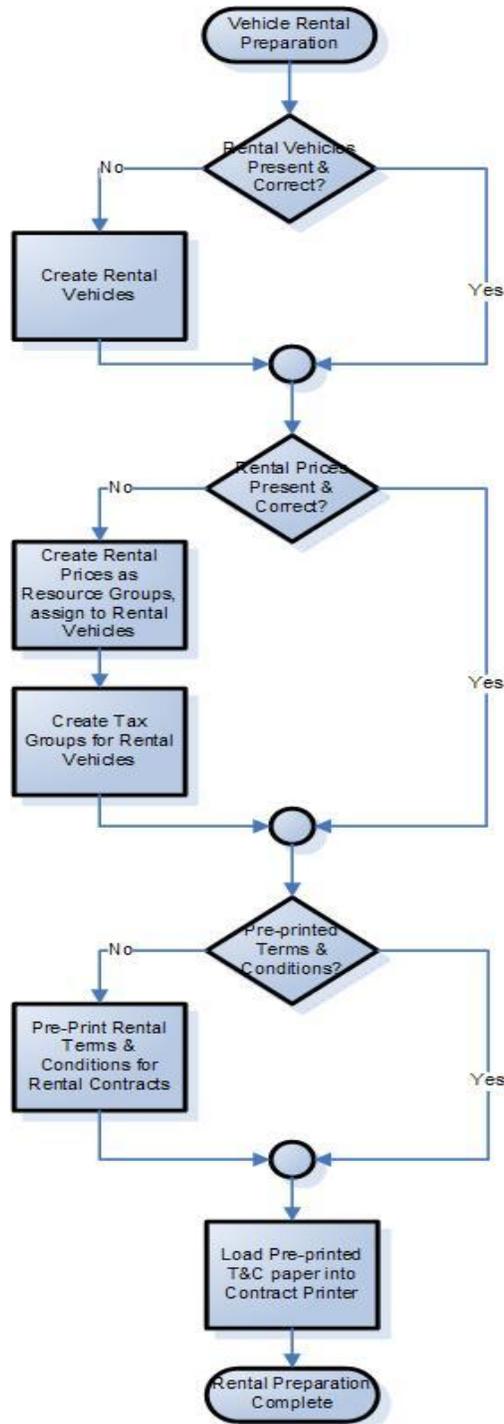
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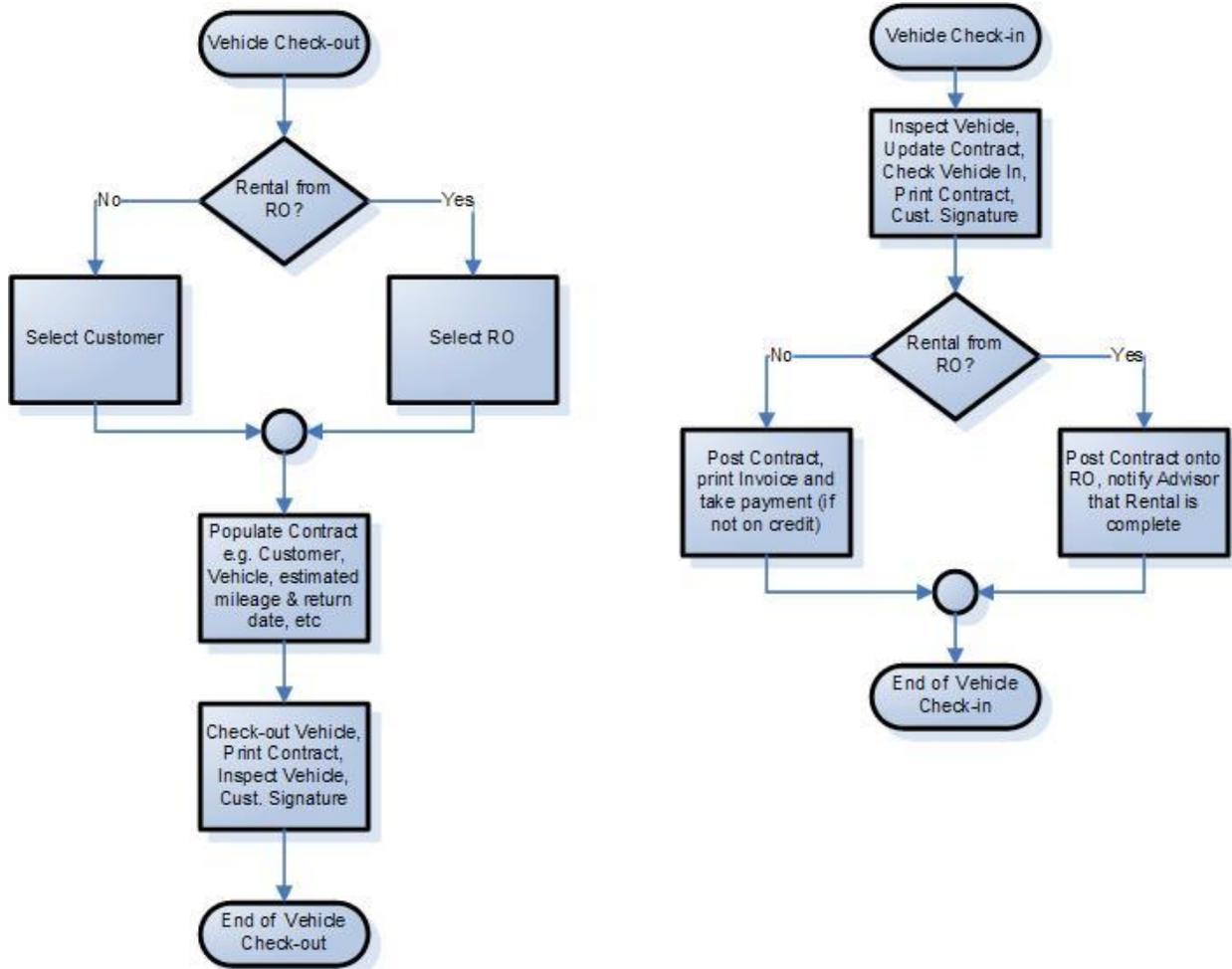
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1. Overview of the Vehicle Rental Process

1.A Overview of Vehicle Rental Preparation



1.B Overview of Vehicle Check-Out and Check-In



2. Preparation Required for Vehicle Rentals

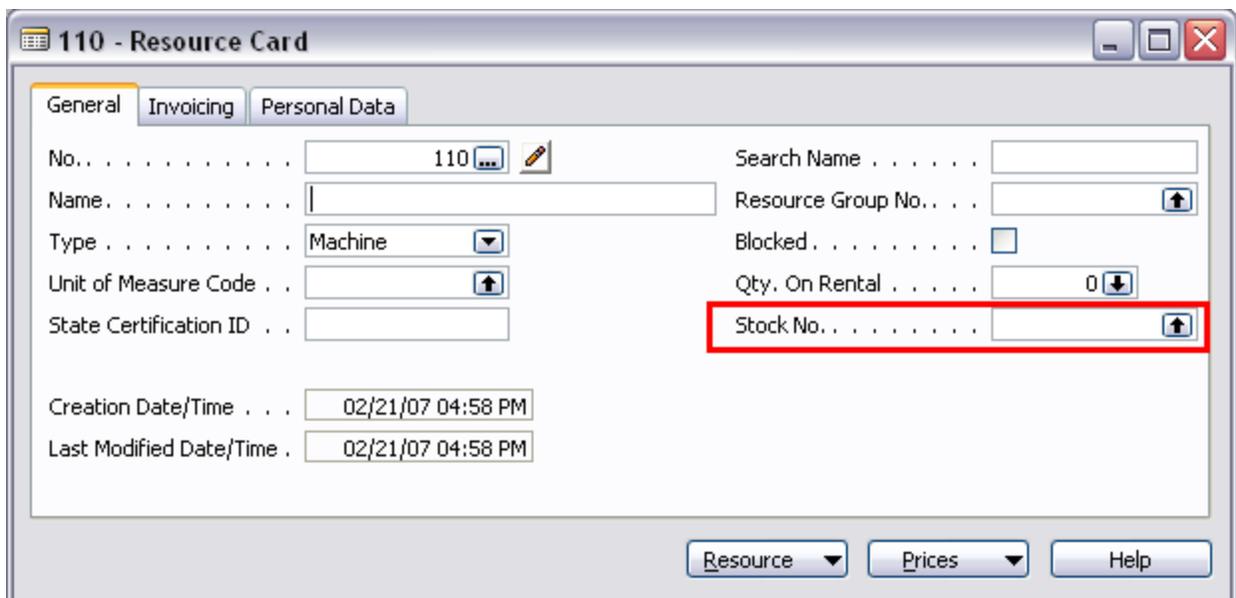
Before you can begin using MPK to create Rental Contracts for your customers, there are a few things you should do:

2.1 Creating Rental Vehicles



Navigation: 'Main Menu' ► 'Service Write-up' ► 'Rental Vehicles'

To create a new Vehicle, press the Insert button or press F3:



Now press the lookup button on 'Stock No.' field and select the desired Vehicle from the inventory list.



NOTE: The system will only offer vehicles for use as rental vehicles that have a stock number i.e. they are owned by the dealership. Once a vehicle has been selected for rental, the 'Vehicle Is Rental' flag is automatically set on the Vehicle Card to help prevent over-enthusiastic salespeople attempting to sell the vehicle.

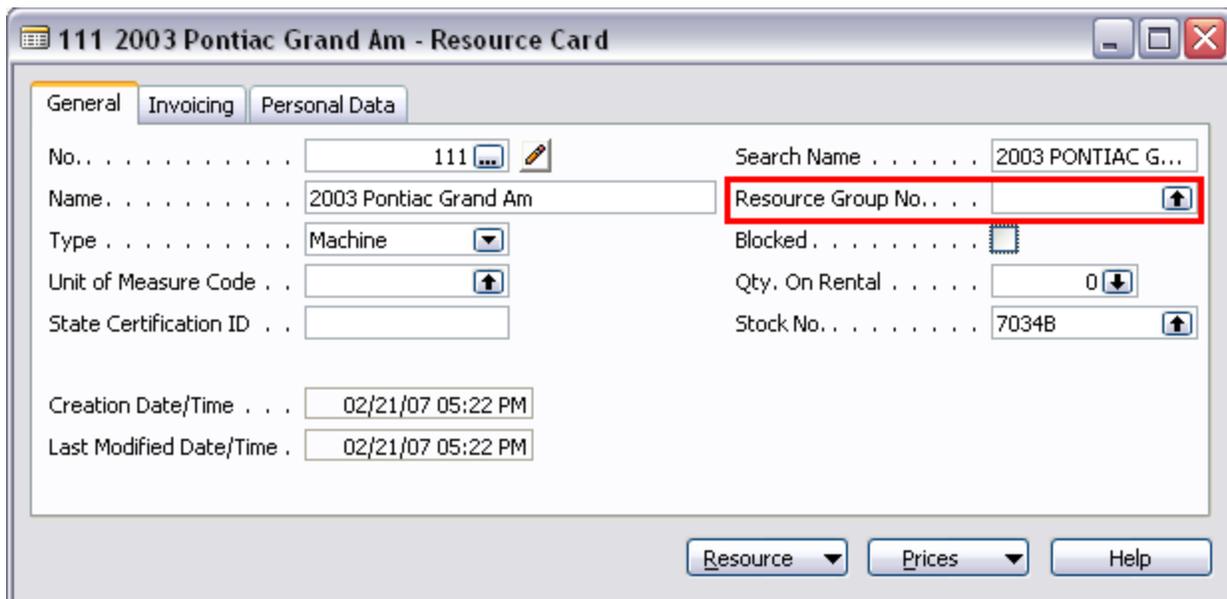
2.2 Creating Rental Vehicle Group Prices

In order for the system to function correctly, you **need** to set up the following 'Resource Price' lines **for each** 'Resource Group':

- **Hour:** The hourly charge when a vehicle is rented for less than one day
- **1 Day:** The standard daily rental rate
- **3 Day:** The 3-day rental rate
- **Week (7 Days):** The 7-day rental rate
- **Weekend:** A 'special' rate for weekends, valid for Friday through Sunday
- **Mile:** The charge per excess mile, over and above your daily mileage allowance
- **Fuel:** The charge per gallon to return the vehicle to the 'Vehicle Out' fuel level

2.1.1 Setting up 'Resource Group' prices

'Resource Groups' can be thought of as the 'Category' of vehicle we are renting out e.g. compact, sub-compact, SUV, off-road, etc. To set up prices for a 'Resource Group', select the up-arrow on the 'Resource Group No.' on the 'Resource Card' (Rental Vehicle Card):



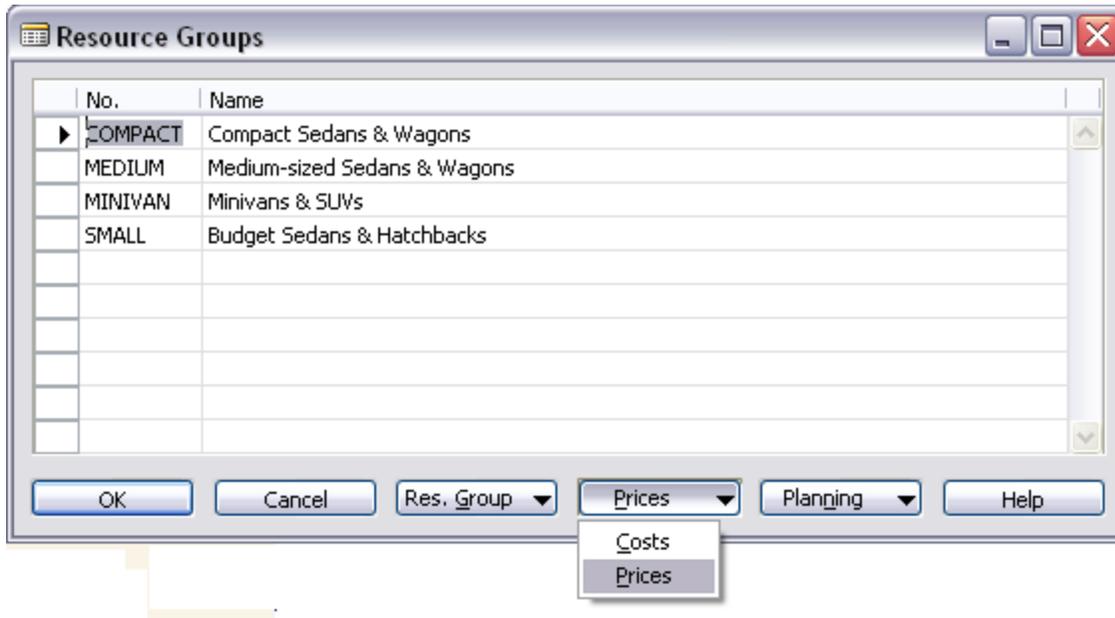
The screenshot shows a software window titled "111 2003 Pontiac Grand Am - Resource Card". It has three tabs: "General", "Invoicing", and "Personal Data". The "General" tab is active. The form contains the following fields:

- No.: 111
- Name: 2003 Pontiac Grand Am
- Type: Machine
- Unit of Measure Code: (empty)
- State Certification ID: (empty)
- Creation Date/Time: 02/21/07 05:22 PM
- Last Modified Date/Time: 02/21/07 05:22 PM
- Search Name: 2003 PONTIAC G...
- Resource Group No.: (empty) with an up-arrow icon (highlighted with a red box)
- Blocked: (checkbox)
- Qty. On Rental: 0
- Stock No.: 7034B

At the bottom of the window, there are three buttons: "Resource" (with a dropdown arrow), "Prices" (with a dropdown arrow), and "Help".

You will be presented with the Resource Group list, equivalent to the 'Category' of vehicle you are renting out. In this example, we have 4 categories: compact vehicles,

medium-sized vehicles, minivans and small cars. Since you set the price per Resource Group, you may have as many Resource Groups as required to represent your fleet of rental vehicles:



 **NOTE:** You must create price lines **FOR ALL 7 RENTAL UNITS OF MEASURE I.E. HOURS, DAYS, 3-DAYS, WEEK, WEEKEND, GALLON, MILE. YOU MUST ALSO USE EXACTLY THE SAME UNITS OF MEASURE AS USED IN THE SETUP OF YOUR RENTAL SYSTEM!** These values have been configured under 'Service Management', 'Setup', 'Rental' - if you cannot see them please ask our Support team to supply them to you. An example of all 7 Units of Measure is shown below:

Service Management Setup

General | Number Series | Shop Supplies | Payroll | Chrysler | **Rental** | Roles | Reports | Data Sources

Rental Number Series . . .	RENTAL	Rental Hour UoM Code . . .	HR
Rental GL Sale Account. . .	61500	Rental 1 Day UoM Code . . .	DAY
Rental Opcode.	70DOZ03	Rental 3 Day UoM Code . . .	3DAY
Rental Vehicle Owner . . .	INTERNAL - U...	Rental Week UoM Code . . .	WEEK
Rental Default Paytype . . .	CP	Rental Weekend UoM Code.	WEEKEND
Rental Default Technician . .	SUBLET	Rental Fuel UoM Code . . .	FUEL
Minimum Age for Rental . . .	21	Rental Miles UoM Code . . .	MILE
Rental Tax Group	RENTAL	Rental Miles Per Day	150
Rental Daily Use Tax	<input checked="" type="checkbox"/>		
Rental Daily Use Tax Group.	RENTALUSE		
Rental Without RO.	<input checked="" type="checkbox"/>		

Help

Based on the above values, we have created price lines for our fleet of 'COMPACT' Rental Vehicles, and these Units of Measure match the values configured in Service Management Setup:

COMPACT Compact Sedans & Wagons - Resource Prices

Type	Code	Unit Of Measure	Unit Price
Group(Resource)	COMPACT	DAY	29.95
Group(Resource)	COMPACT	FUEL	3.50
Group(Resource)	COMPACT	HR	2.00
Group(Resource)	COMPACT	MILE	0.40
Group(Resource)	COMPACT	WEEK	199.95
▶ Group(Resource)	COMPACT	WEEKEN	49.95
Group(Resource)	COMPACT	3DAY	70.05

Help

2.2.2 Creating Vehicle-Specific Prices

Occasionally you may have a specific vehicle that you would like to rent out at prices unique to that vehicle only. For example, you may have a single Corvette, Viper or another unusual or exotic car that you wish to rent out at a different price to any other vehicle. Create these vehicle-specific prices as follows:

Navigation: 'Main Menu' ► 'Service Write-up' ► 'Rental Vehicles' ► then locate specific vehicle ► 'Prices' button ► 'Prices' option

The screenshot shows a software window titled "108 2005 Chevrolet Corvette 2-Door Coupe - Resource Card". It has three tabs: "General", "Invoicing", and "Personal Data". The "General" tab is active. Fields include: No. (108), Name (2005 Chevrolet Corvette 2-Door Coupe), Type (Machine), Unit of Measure Code, State Certification ID, Search Name (2005 CHEVROLET...), Resource Group No., Blocked (checkbox), Qty. On Rental (0), Stock No., Creation Date/Time (02/15/07 11:32 AM), and Last Modified Date/Time (02/15/07 11:33 AM). At the bottom, there are buttons for "Resource", "Prices", and "Help". The "Prices" button is selected, and a dropdown menu is open with "Costs" and "Prices" options.

Here we have created vehicle-specific pricing for our Corvette:

The screenshot shows a software window titled "108 2005 Chevrolet Corvette 2-Door Coupe - Resource Prices". It contains a table with the following data:

Type	Code	Unit Of Measure	Unit Price
Resource	108	DAY	99.95
Resource	108	FUEL	3.50
Resource	108	HR	6.00
Resource	108	MILE	0.99
Resource	108	WEEK	599.95
Resource	108	WEEKEND	199.95
► Resource	108	3DAY	249.95

A "Help" button is located at the bottom right of the window.

2.3 Loading the applicable Rental Contract into the correct Printer Tray

The system offers laser printing of 2 types of Rental Contract:

- A general-purpose Rental Contract which may or may not be specifically formatted for your dealership
- A DaimlerChrysler-specific 'Dealer Rent A Car' (DRAC) contract for DaimlerChrysler rental vehicles

You should load the correct Rental Contract type into your printer:

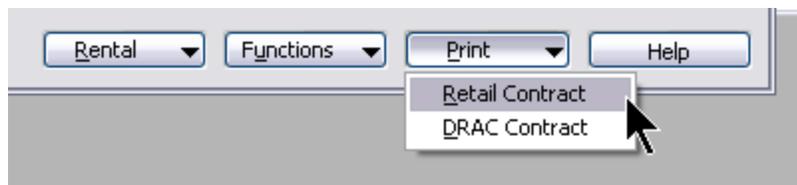
1. If you are using the DaimlerChrysler 'Dealer Rent A Car' (DRAC) contracts, load them into the correct printer and printer tray (as advised by a member of our Support team) and skip past these steps
2. If you are not using the DaimlerChrysler DRAC Rental Contract, and you have your own pre-printed Terms and Conditions (T&C) forms, skip to Step 3. If you do not have your own T&Cs on pre-printed forms, we can supply you with example T&Cs created using Microsoft® Word that you can edit to suit your purposes. We also have them in Adobe® Acrobat® Portable Document Format (PDF) for use as-is. Once you are happy with them, print your T&Cs onto laser paper for use as the reverse page when printing your Rental Contracts
3. Load your pre-printed T&Cs face-down i.e. such that the blank side of the page will be printed on, into the correct tray of the printer (as advised by a member of our Support team) that will be used to print your Rental Contracts



NOTE: If you do not know which printer or printer tray has been configured for printing Rental Contracts please call our Support team for assistance



TIP: When printing a Rental Contract, make sure you select the correct Contract to print:



You should now be ready to begin renting your vehicles and printing Rental Contracts for each customer!

Primary Driver No.: If you did not select a Repair Order No., press the Lookup button to select a Customer who will be the Primary Driver of the rental vehicle

Date of Birth/SSN: Enter the Primary Driver's date of birth and Social Security Number (SSN) here.



NOTE: While the Rental Application is in 'Sales' status, the SSN will be visible on screen. However, as soon as the application moves to 'Vehicle Out' status, the SSN is asterisked out. If you need to view the SSN at any stage after the vehicle is out (e.g. if the renter defaults in some way) you will need to ask our Support team to unlock the SSN number.

Driver's License No./State/Expire: Enter the Primary Driver's license number, state and license expiry date here

Rental Vehicle No.: Select a rental vehicle from the list of available vehicles

Mileage Out: Inspect the vehicle with the customer and capture the mileage on the odometer here

Fuel Out: Inspect the vehicle with the customer and capture the current fuel level here – you will most likely need the ignition key for this

Estimated In Date: Obtain the customers estimated return date for this vehicle. This is important because it will guide the system in the creation of the expected charges for the contract

Estimate In Time: Get the customers estimated return time for the vehicle

Estimated In Mileage: Obtain the customers expected return mileage. Again, this is important because it will guide the system in the creation of the expected charges for the contract

Estimated In Fuel: Notify your customers of your fuel top-up charge per gallon and capture their estimated return fuel level here

Next, capture as much information related to Insurance as your dealership requires:

R0126 - Rental Application

General Primary Driver Contact **Insurance** Second Driver Third Driver Credit Card Vehicle

Insurance No. / Name . . . |

Insurance Co. Agency...

Address

Address 2.

City

State / ZIP Code

Phone No. / FAX No. . .

Contact.

Insurance Policy # . . .

Insurance Effective D...

Collision / Comprehens... 0.00 0.00

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
*▶ Resource				0.00	0.00	0.00

Rental Functions Print Help

Next, on the following screens capture as much information as you require, ensuring that the requirements of your dealership, as well as those of your county, your state and also the requirements for the Federal government, are met:

R0126 - Rental Application

General Primary Driver Contact Insurance Second Driver Third Driver Credit Card Vehicle

Primary Driver No.

Name

Address

Address 2.

City

State / ZIP Code

Date of Birth / SSN . . .

Driver's Lic. No. / Stat...

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
*▶ Resource				0.00	0.00	0.00

Rental Functions Print Help

R0126 - Rental Application

General Primary Driver Contact Insurance Second Driver Third Driver Credit Card Vehicle

Primary Driver Phone No.

Primary Driver Bus Pho...

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
*▶ Resource				0.00	0.00	0.00

Rental Functions Print Help

R0126 - Rental Application

General Primary Driver Contact Insurance **Second Driver** Third Driver Credit Card Vehicle

Second Driver No. 

Second Driver Name . . .

Address

City

State / ZIP Code

Date of Birth / SSN . . .

Driver's Lic. No. / State . 

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
*▶ Resource				0.00	0.00	0.00

Rental Functions Print Help

R0126 - Rental Application

General Primary Driver Contact Insurance Second Driver **Third Driver** Credit Card Vehicle

Third Driver No. 

Third Driver Name . . .

Address

City

State / ZIP Code

Date of Birth / SSN . . .

Driver's Lic. No. / State . 

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
*▶ Resource				0.00	0.00	0.00

Rental Functions Print Help

R0124 - Rental Application

General Primary Driver Contact Insurance Second Driver Third Driver Credit Card Vehicle

No. R0124 Rental Status Vehicle Out
 Repair Order No. Rental Document Date 02/07/07
 Primary Driver No. 36306 Posting Date
 Name Andrea J. Bohn
 Date of Birth / SSN 01/10/76 *****
 Driver's Lic. No. / Stat... 6786786786 GA 02/15/07
 Rental Vehicle No. / D... 108 2005 Chevrolet Corvette 2-Door Coupe

	Date	Time	Mileage	Fuel	User
Out.	02/16/07	2:56:20 PM	14324	23	DARYL JOUBERT
Estimated In	02/16/07	4:00:00 PM	15500	23	DARYL JOUBERT
In			0	0	
Used	0	2	0	0	

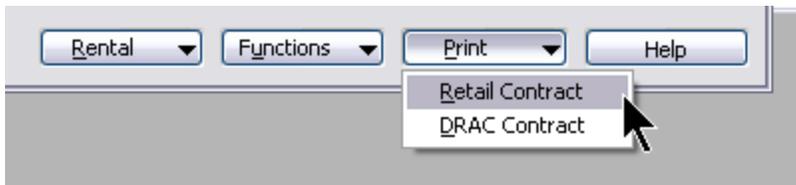
Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
▶ Resource	108	HR	Rental 108	2.00	6.00	12.00
Resource	108	MILE	Rental 108	1,176.00	0.99	1,164.24

Rental Functions Print Help

You can now go ahead and print the physical contract for the customer to initial & sign. Select one of the following contract options:



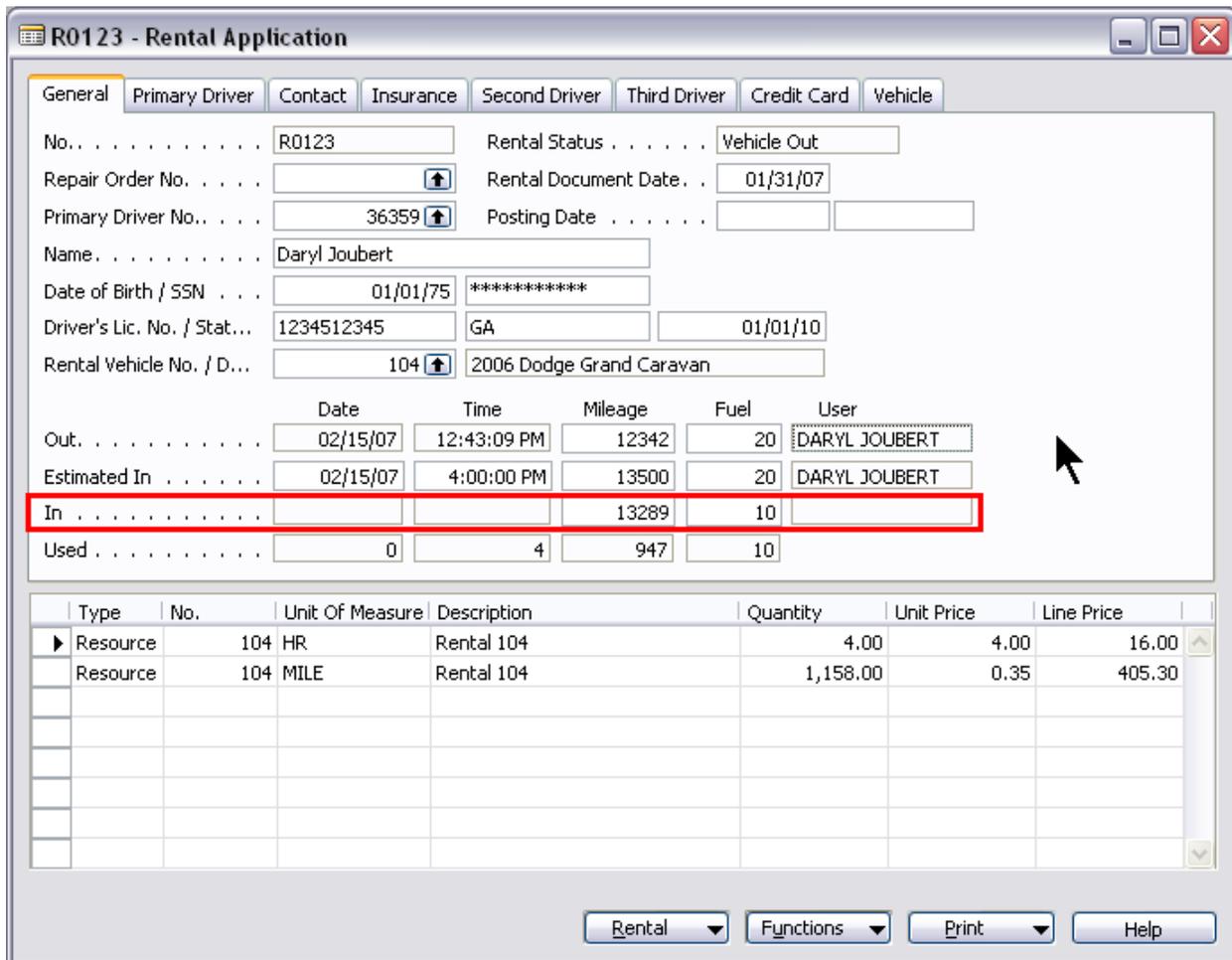
NOTE: 'Retail Contract' is a general-purpose contract that is not linked to an automotive manufacturer, while a 'DRAC Contract' is specific to DaimlerChrysler's 'Dealer Rent A Car' program



You have now issued a rental vehicle to a customer.

4. Returning Rental Vehicles from Customers

When the vehicle is returned by the customer, you need to capture the following information in order to complete the contract:



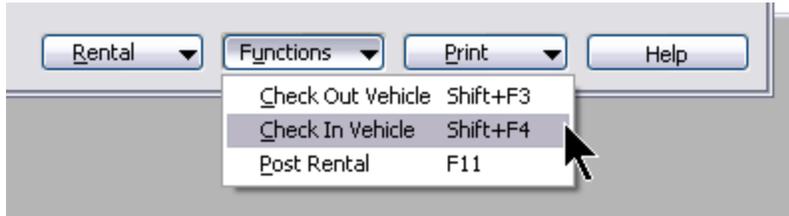
	Date	Time	Mileage	Fuel	User
Out	02/15/07	12:43:09 PM	12342	20	DARYL JOUBERT
Estimated In	02/15/07	4:00:00 PM	13500	20	DARYL JOUBERT
In			13289	10	
Used	0	4	947	10	

Type	No.	Unit Of Measure	Description	Quantity	Unit Price	Line Price
▶ Resource	104	HR	Rental 104	4.00	4.00	16.00
Resource	104	MILE	Rental 104	1,158.00	0.35	405.30

In Mileage: Inspect the vehicle (you may need the ignition key for this) for any damage and also to determine the return mileage. This is important because it will directly affect the charges levied to the customer - capture the odometer reading here

In Fuel: Inspect the vehicle (again, you may need the ignition key for this) and determine the return fuel level - capture the level here

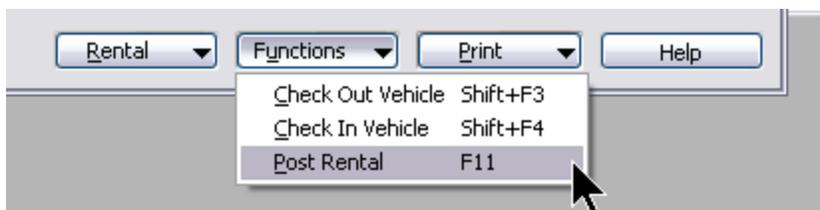
Now, select the function 'Check In Vehicle' to update the contract with the actual usage information:



You should see that the Rental lines are updated with newly calculated amounts, based on actual usage i.e. days or hours out, mileage traveled and fuel due upon return.

If necessary, before 'posting' the rental to accounting (either to an RO, or generating a stand-alone invoice) you may now make adjustments to the Rental lines e.g. change quantities, prices, or insert new lines e.g. charge for vehicle damage, etc.

Once you are happy with the Rental lines, you need to 'Post' the Rental:



Posting the Rental will do 1 of 2 things:

- 1. If the rental is linked to a Repair Order:** The Repair Order will still be open and the Rental charges will be copied to the Repair Order for processing by the Service Advisors when they close the Repair Order. You should probably notify the appropriate Service Advisor that the vehicle has been returned and that the charges have been added to the customer's Repair Order
- 2. If the rental is *not* linked to a Repair Order:** A new invoice will be created, posted and printed. Present this invoice to the customer and take payment for it, unless the customer has made other arrangements with your dealership

You have completed the check-in of a rental vehicle.

Appendix A – Errors and Troubleshooting

-There is no content for this section at this time-

◀ *end of document* ▶