

Colleagues,

Hope we will see you at WTM. Drop by stand TT301 and say hi.

How is my business travelling compared to the norm? This is one of the most asked questions we get.

What can you do to improve your business would be a better question. You see, most things are out of your control - you must all compete on rate so there is little difference there now. You must remain competitive, especially with brokers. How are you doing with selling the add-ons - CDW, PAI, GPS and packaged options.

Colista covers this today in her article on incentives. She gives a list of the things you can do in cars+ to ensure you are getting the best you can from staff.

I personally like the Employee Incentive Module. This gets staff buy in to your business and their bottom line.

Terry
Terry Pearson, CEO

"Sales Incentives"

by Colista Mulholland-Youngman Training Manager APAC

In an environment where car rental companies rely heavily on incremental sales to boost their revenue, it falls on the Reservation/Rental agent to sell them. One of the most productive ways to encourage maximum sale capability from your staff is to incentivise them.

Within cars+ we have the tools to provide detail reports and calculations of incentives on optional charges added to the contract.

[Reservation Agent Incentive Report and Update](#)

Report reservations by the employee who originally created it and calculate the incentive percentage on the revenue.

[Employee Sales Report](#)

This report lists all sales that have occurred on both open and closed RAs. Because it includes open and non-posted RAs, the sales are tentative as the option may be removed from the RA.

[Extra Revenue Report](#)

This reports actual sales on closed and posted Ras



[Employee Incentive Module](#)

This includes a set up program to create option sales goals for employees. It is composed of an incentive payment rate either by number of RA's, the number of sale days or a pay on a percentage.

Walk-up sales can also be incentivised using this module.

This can be calculated daily to allow an employee to monitor their progress towards reaching their target for the month.

It also allows management to run for all employees to monitor monthly optional sales and individual performance against target.

[Sales Revenue Per Day Report](#)

This report calculates the average daily revenue produced by employees through their sales of options and ranks employees from the most sold to the least.

All of these reports can be found in the online cars+ manual or refer to your Thermeon contact for assistance in setting up your incentive program.

New in cars+...

All Release Notices can be found at the online [cars+ Manual](#)

New Features

- [New Report: Rental Options Report - reports all RAs with a requested option](#)
- [Privilege Codes are now expanded to 3 characters](#)
- [New suite of programs for processing Toll Road charges](#)
- [Vehicle History File purge logic has been changed](#)

Staff Pick

Our favourite change to cars+ this month is...



New Report: Sales Revenue Per Day Report - sorts employees by volume of Optional sales

[Read more](#)

XML News

Interface now to:



Meet us at:



4 - 7 Nov 2013 • London
Visit us at Stand TT301

[Meet Us](#)

cars+ Tips & Hints

Did you know... That Edit Hours of Operation can be used to set Holiday hours and limit the periods in which you do delivery and collections? [Learn more](#)
[And you can import holidays](#)

Training

Find the complete list of webinars on our website: www.thermeon.com

Webinars offered each month include:

- Pointers and tips for new users
- In-depth analysis and various uses for certain reports
- Showcase of new features

[Register Online](#)

Webinar
Web-based seminar... live online educational... viewers can submit questions... see slides while the speaker... interactive elements - the a