Colleagues,

Dealership or harbour or airport or city centre locations – all rental company operations have the same speed of service question: how do I do this better, faster?

cars+ offers rental contract pre-prints and fast-access online reservation display options to speed up the renting experience at locations — and not just for regular customers — but for other key renters as well.

Talk to your Thermeon Worldwide Account Manager about options available to exceed the expectations of customers on their first or umpteenth rental with you.

People will wait if they know they'll be dealt with politely and speedily.

So let them say to their friends: that's the rental company to deal with!

Until next time!

Terry

Terry Pearson, CEO

XML News

Interface **now** to:

"The Customer Experience"

Russell Lindfield, Sales & Key Account Director

There is a lot talked about on travel websites and social media about Customer Experience or Passenger Experience (PaxEx). We have talked here before about customer "pinch points" – places where bottlenecks in the rental process can occur. These can be an opportunity to help your business: improve customer service, reduce queuing and keep cost under control.

Extensive Reservation and Customer search facilities have always existed in cars+, so make sure your staff know how to use all of these effectively – it is the ultimate self-fulfilling prophesy in our industry – if you recognize a repeat customer, they **will** return to you again. And again!

For renters that haven't hired from you previously - explore our **cars+ QBuster** facility.

This innovative solution allows you to manage broker and other lines of customers to pre-load basic customer data — address, driving license details — to the reservation and reduce the time it takes to enter data at the rental counter. A recent study showed that 60% of the time a new renter spends at the counter is taken up by entering their personal data.

This time is money for your rental business!

Qbuster implementation ideas:

- cars+ Qbuster Website link sent with xml, webRES or cars+ reservation confirmations
- Tablet running cars+ Qbuster at the counter.
- Tablet running cars+ Qbuster in the off airport shuttle bus.

Car Rental companies aren't alone in trying to manage this. UK's Gatwick Airport for example spent about £1Bn over the last few years enhancing airport facilities — and with all that, over this summer they still regularly experience baggage handling delays.

Proof, if it were needed, that smart solutions need not cost much and spending vast amounts doesn't guarantee success.

Talk to us about your pinch areas and we will advise how to fast track your renters.

Russell.

Meet us at:

world travel market

3 - 6 November 2014 • London
Visit Thermeon at Stand TT548

Meet Us

cars+ Tips & Hints Do you know...

CARS+ can process multiple toll charges and infringements at once!

Learn more

New in cars+...

All Release Notices can be found at the online cars+ Manual

New Features

- Rental Agreements can be purged by Current Status (such as all Voided Ras
- New Layout for RA Close screen designed especially for Windows Tablets

Staff Pick

Our favourite Snippet of Useful Information

Need help with ACRISS vehicle codes?

Read more or Download a guide

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

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