

**New in cars+...**

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

**New Features**

- [New Average Daily Rate Type](#)
- [Default behaviour of the Res search changed](#)
- [Car Wash Entry used to decide if vehicle should be prepped](#)
- [New Edit CDIP Name program](#)

**Staff Pick**

**Our favourite Snippet of Useful Information**

[Automatic creation of open Non-Revs by Vehicle Status](#)



**Did you know?**

[That the Print Charge Options search shows where LDW deductible responsibility amounts come from](#)

**Training**

Find out more about how we can tailor training sessions just for you. Check out our regular webinars [here](#)

Regular Webinars offered 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. Pre-live online educational presentations can submit questions slides while the speaker sees interactive elements - the a

**The Driving License.**

**Roland Keogh, CSO Thermeon Worldwide.**

Around the world in rental companies of all sizes, brands and sectors, after greeting the customer at the rental counter the next sentence usually includes:

*'... and may I see your driving licence please?'*

New staff starting at the rental counter are taught about and shown examples of the most common driving licences presented at that company or location. It is a key training element in reducing fraud and preventing conversion.

Some license authorities have efficient on-line licence verification systems, some rental companies photocopy the driving licence but in reality few things are more powerful in preventing the loss of your vehicle than a trained rental agent knowing there is something not right about it.

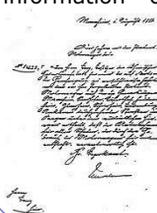


Within the European Union (EU) a new standardised credit card sized plastic driving licence has been approved since 2013, though it will take more time before this becomes the de facto standard through all EU countries. And to make things harder, Ireland for example introduced the new driving licence late in 2014 however to date, only people renewing licences can obtain one so there are two valid types of licence for one country. And that is no doubt repeated in other countries and states around the world.

A major change to UK driving licences took place in June this year when the paper document accompanying the plastic licence was abolished. Importantly, this paper section showed driving offences recorded against a driver. Now there is a [website](#) rental companies can use where the renter has to obtain a "check code" in advance. Originally this code was only valid for three days, recently this was changed to three weeks as the licence issuing authority realised the impact on travel plans and rental companies this had.

The Van and Truck rental businesses are familiar with checking driving licences to ensure the category of vehicle they are renting is permitted by that licence. For car rental companies this will become more relevant as the hourly-rental market: car sharing or clubs, for example, attract customers who do not own cars or regularly drive. The demographic too may be for people who have passed some categories of transport but not passenger cars.

The internet naturally has many resources for seeking out information on licenses. There are also commercially available driving license guides. Whichever you use it's important to ensure you're looking at up to date information. This document, thought to be the world's first driving licence (issued to Mercedes-Benz founder, Karl Benz) may not be valid anymore!



**Going to WTM?:**



2 - 5 November 2015 • London  
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Colleagues,

As you know Thermeon are the lead provider of broker XML connections around the world. We continue to lead the market in this sector and continue to expand the number of connections month by month.

With that in mind, I am very pleased to announce that due to recent growth in the XML sector we have appointed Naomi Fowle to a new role as 'Manager - Ecommerce Partners' for Thermeon Worldwide.

Naomi's key focus will be to develop existing and new relationships with XML partners, the aim being to further strengthen relationships and expand the connections between existing clients and brokers, as well as seeking new commercial partnerships that will help drive growth for our clients.

So if you are looking to maximise your XML connections – or an existing broker wanting to connect to more of our clients please get in contact with Naomi directly to discuss at [nlf@thermeon.com](mailto:nlf@thermeon.com)

Until next time!

Terry

Terry Pearson, CEO

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