

Colleagues,

As we approach another peak weekend for car rental around the world, Peter's article provides an interesting insight to the challenges faced when reporting how well your fleet has performed.

If this raises questions, or you would like more advice about how utilisation is calculated, please contact your local Thermeon support team.

Until next time!

Terry

[Terry Pearson](#), CEO

## XML News

This month's **Featured Brokers**



James Villa Holidays is the leading villa tour operator in the UK with over 3000 villas across more than 50 great destinations. There is no need for customers to shop around as we can arrange every aspect of their holiday, from flights, airport parking, ferry crossings, **car hire**, and travel insurance.

For more information and to become a car rental supplier, contact the team via [www.jamesvillas.co.uk](http://www.jamesvillas.co.uk)

Interface now to:



## A Question Of Utilisation.....

**Peter Lunn, Client Services Director, Thermeon Worldwide.**

A common lunchroom discussion in the car rental office is how we calculate utilisation. Is a 'rented' vehicle strictly one that is earning revenue or is it any vehicle that is 'committed' and therefore not available for other rentals? Should you ignore vehicles that are not available to rent? Your answers to these questions might be different if you're the accountant or the fleet controller.

Utilisation figures vary depending if you perform your counts at the start of the day or around lunchtime. There is also a difference between days sold and utilisation based on daily fleet count. A car rented for one day and three hours most commonly is billed as 2 days, but would be counted as 'on-rent' for only 1 day. I will leave the 'sold' days vs 'rented' days dilemma for another day...

In [cars+](#) you can define many 'statuses' for vehicles, to cover every purpose you wish to track. You may want to call an 'available' car, 'clean' and 'dirty', or just 'available'. A car in 'workshop' is usually not available to rent.

What about a car that is being used by a branch manager to get to and from work? You may still wish to count this as an available vehicle. If it is needed for a rental, then the manager could easily switch to another vehicle.

This is why the non-rev screen in [cars+](#) asks you to provide a non-rev status code. Behind the scenes every status code is categorised as 'available' or 'not-available' and the difference is important for ensuring that your utilisation reporting is accurate according to your business rules.

The future planning calendar, used by [cars+](#) in fleet availability reports, is created by taking the current status of vehicles and predicting future movements based on reservations, open rentals and non-rev movements. It assumes that overdue vehicles have really returned on time and that open reservations that have not yet picked up will do so.

Historical utilisation is based on a snapshot taken once or many times per day. Unlike the planning calendar, overdue, unclosed rentals are considered to be on rent, and a later batch close do not retrospectively change the snapshot.

In both cases, if you want [cars+](#) to accurately report utilisation, it is important that the Overdue, Status Exception and Questionable RA's reports, are checked regularly and that records are processed in a timely manner. It is good policy to use the "live" programs OPEN and CLOSE where possible and only use the "delayed entry" Batch programs if you really need to.

Peter.

## New in cars+...

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

### New Features

- Additions to the Res Display
- Employees can be blocked from issuing reimbursements and editing fuel charges.
- Non-Rev Report can report just over-dues or one-ways
- Selected CDPIDs can be blocked from manual application

### Staff Pick

Our favourite Snippet of Useful Information this month is....



All fields in the Vehicle Inventory screen can now be updated by the Import Vehicle Program.

## 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
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