

Colleagues,

In the Industry News section this month is a link to *USA Today's* article on Fuel Purchase Option. Among other points is the positive message that, if sold / positioned correctly FPO can be seen as a good service by customers. Occasional or unwary renters will, unsurprisingly, still be left feeling sour if they end up with the cited example of a \$300 refuel bill. Next month's article in this Newsletter will explore Fuel for rental companies in more detail.

Last month, Thermeon attended the Hertz International Licensee Convention in San Antonio, Tx. Roland and Mike wish to thank everyone who attended the User Group meeting or just popped by our stand to say hello. Both hope that attendees found our sessions as illuminating as we did.

Andy  
[Andy Thorburn](#)  
 CEO, Thermeon Worldwide

## One cars+, many languages!

by Roland Keogh, Chief Sales Officer

Wherever you are operating, your cars+ system Language Translation is available to ensure you're getting the right message across to your customers and staff alike.

Language Translation is a facility that allows you to change the literals (or labels) on cars+ screens, reports and customer-targeted forms. Many users choose just to translate the customer-facing screens (Res, Open, Close) but most other transaction and report screens can be translated. The process of entering the translations is very quick and easy. You may want to take a little bit of time to take consideration of the literals you want to translate and how they look on the screen. This time is always valuable as it reminds you about different aspects of the transaction or business that are important now – or may have changed since you started using cars+.



Users can be assigned a particular language in their user profile, so different users in the one company can see cars+ in their own language. This can boost hiring flexibility.

Translation is not limited to just different languages – different types of rental operation can effectively customise cars+ to use the idioms and expressions of that business or industry.

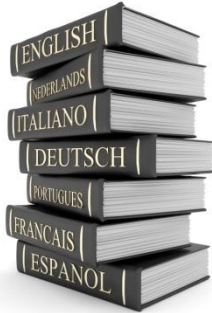
Whether you want customers to receive Reservation confirmation documents in a preferred language or print copies of Rental Agreement in your home language (as always) you can also offer the customer a version of that RA document in the customers home language – this can reduce misunderstanding and customer service issues (and therefore reduce cost) and increase customer retention (therefore increase revenue).

Find out more about these functions in the Manual and from your Account Manager.

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- Industry News**
- [Add "Live Chat" to your website](#)
  - [Sixt - continue expansion out of Europe. New locations in USA](#)
  - [USA Today: Prepay Fuel option comparisons across the big brands](#)

- cars+ Tips & Hints**
- Did you know...  
 ...that Special Documents can individually be defined as before tax or after tax discounts?  
[Learn how](#)



What's new in cars+  
 All Release Notices can be found at the online [cars+ Manual](#)

**March Releases**

- [New: Petty Cash Report](#)
- [You can now limit Maximum Free Miles per RA](#)
- [Set up Additional Discounts other than the standard T&K Discount](#)
- [The Report Driver can select Options on reports such as the Revenue Analysis Report](#)

**Staff Pick**

Our favourite new feature this month..

**Employee Sales Report:**

New report based on opened RAs showing incremental sales made today

[Read more about this in the Manual](#)

Anne Manchester comments:

*"Consider this for coaching staff performance by using RAs opened today, yesterday, or the past week. The reported information is more timely than waiting for the RAs to close before determining their sales performance."*

*Also consider using this report to measure results after a sales training seminar to see if the seminar was effective"*

**XML Interface now to:**