

Colleagues,

Well the first half year is done and dusted. Whether you are in the northern or southern hemispheres you have had a share of the good and not so good weather. Is your rate and utilisation holding in Europe, South Africa or Australia the same as it is in the US?

In our feature story this month, Roland shares some tips on dealing with peak periods. Obviously training plays a huge part (see our webinars as well) but it is important for you to review what is key to your organisation. The time to do this is now!

So how is your business doing? What are the worldwide trends. What are the majors doing and can you be doing this as well?

[Read more](#)

A timely reminder re passing costs on to customers – fairly or unfairly?

[Read more](#)

Welcome to:
New Zealand Leisure

Terry
[Terry Pearson](#), CEO

XML News

Interface **now** to:



“Peak Season, peak headaches”

by **Roland Keogh, Chief Sales Officer**

In many markets around the world August is one of the busiest, if not **the** busiest, month for your rental locations. All of the sales work over the past year culminates in significant uplifts in rentals being processed by your staff.

You may have part-time or seasonal staff to cope with volumes, more customers at rental counters, more people trying to make reservations, more people asking questions about the car they have reserved or want to rent, more people damaging rental cars and more people checking final charges when cars are (hopefully!) returned.



cars+ can of course help in many ways to “lighten the load” and to help out your busy customer service people, at locations or reservation offices or administration centres. Good clear voucher set-up, express pre-printed business rentals, clear Optional Sales items, good customer contact records and much more.

Obviously training staff for peak season helps – use the Training Company set-up in your cars+ system to prepare new staff as well as coach existing staff in new products and sales offerings. Use F7-Help to provide a “FAQ” online resource for frontline-staff. Talk to your Account Manager at Thermeon regarding fast rental and fast return facilities and how they can best work for your business.

Take a bit of time though to go to the busy locations with a notepad and pen (or ipad). See where any bottlenecks occur, listen to what questions get asked at the counter, get a snapshot on what you feel needs improving. Your next peak will be here sooner than you think, preparation to make that season as profitable as possible starts now.

Meet us at:



[Meet Us](#)

cars+ Tips & Hints Did you know...

There is a whole menu of programs that grant users the ability to look at (but not edit or create new records) in key files?

[Learn more](#)

New in cars+...

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

New Features

- [The new Sales Revenue Per Day Report](#)
- [New alternate monthly rental calculation logic](#)
- [The ability to terminate CDPID's](#)
- [The ability to limit the number of delivery/collections per time period](#)
- [Vehicle sold report can be run for a single class](#)

Staff Pick

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



Additional new limits to edits on open RAs have been added

[Read more](#)

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](#)

