Colleagues,

ARN article "Closing the Customer / Employee Perception Gap" reports some interesting statistics. For me, the most interesting opportunity is indicated by the following:

"Customers identified the car class upsell as the most appealing product at 32%" and *"Only 51% of staff monitor their sales performance on a daily basis"*.

Establishing sales incentive schemes is one of our favourite topics. Converting "free" upgrades into "upsells" is, according to ARN's data, likely to be received well by clients. Let us know if you would like some guidance on running such a scheme!

On that note, let me take this opportunity to wish you, your staff and families the very happiest of festive holidays.

Andy

Andy Thorburn
Managing Director, Thermeon Worldwide

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cars+ Tips & Hints

Did you know…
That you can configure <Shift F5> key in RA Close to behave the same as it does in RESUPD and RA Open? Learn how

In cars+ Help is always at hand!
by Roland Keogh, Thermeon EMEA

Throughout cars+ there are Pop-Ups available to assist you and your users to ensure they always have the latest selections easy to hand. Reduce errors, improve speed and remove "guess-work"

Pop-Ups are designed to work within a specific field and using <Shift+F7> show a list of context-sensitive choices for data selection. You have loaded and maintained many Control Files in order to manage existing and new business and various services and options. As you remove, expire or change these control files, the Pop-Ups always show the latest information. Therefore an "old" or inappropriate code cannot be select by accident.

Training users to use the Shift+F7 saves time and ensures the efforts made in data maintenance behind the scenes are properly used.


Pop-Ups are most common in screens used in the customer-facing environment: Reservation and RA Open, but are very common (and continually added to) for other transaction and data screens and reports.

In addition to the specific Pop-Ups feature, there is the F7-Help feature. This can be used in two ways but most importantly, the information in the F7-Help is created and maintained by you directly.

This means you can use F7-Help to guide users (new hires in particular) in what they should be doing at any point in a particular screen and also what are your policies and procedures at any particular point. Examples of these:
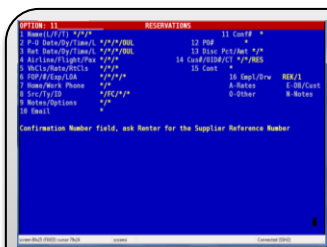
Giving some advice to users about what sort of information is needed at a particular field
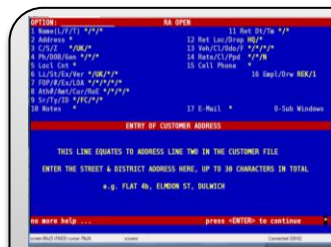
…or advising on policy and data standard regarding information needed in a particular process

Find out more about these functions in the Manual and from your Account Manager. Follow Roland on LinkedIn

Industry News

easyCar enter Peer-to-Peer car sharing market

Closing the Customer / Employee Perception Gap

Autolib launch 250 shared EVs in Paris. Plan to increase to 2000 by summer 2012

ARN: 2011 US car rental market data: Fleet, Locations and Revenue

What's new in cars+

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

November Releases

- Now up to 10 Incidents can be entered before saving an RA

- New Early Return Penalty Fee is automatically applied

- The Due In Report can now include Reservation returns

- Additional revenue proration logic added to the Res Yield Report

Staff Pick – our favourite new feature this month…

Incident Entry

…now you can "forgive" excess hours and all charges are adjusted accordingly.

Read about how to do this in the Manual.