

Proactive Car Rental MIS

Business Requirements

VS

Application Handling

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PCR Functional Features

SYSTEM OVERVIEW

Our car rental application addresses the need to implement a complete system that optimize current business processes and provide a single integrated solution that covers all the aspects of the industry. The system spans all areas of rental and lease management, including, but not limited to, on line price quotations, reservations, rental/lease agreements handling, invoicing, fleet management & control, customer relationship management, vehicle maintenance and incident management. In addition, the solution will help you to operate business efficiently in a process controlled environment and support all employees to provide customers with high standards of customer services. Moreover, the solution is equipped with enough tools to support top management in planning and decision making to achieve short & long terms business objectives. You will utilize the solution as a reliable back end to expand globally and develop new market segments in different areas. The solution will help you improve data entry efficiency, streamline business processes, eliminate backlogs, enable “on demand” vehicles supply, optimize and schedule vehicle maintenance, optimize fleet availability, reduce operational costs, optimize ROI and increase customer satisfaction.

TARIFF & RATES

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Equipped with powerful rate engine that automates the rate finding process.</i>	Our pricing builder automates the process of pricing. It allows standard rates, seasonal rates, outlets special rates, corporate special rates and other policies to be implemented to confirm that rates issued comply with company strategies.
<i>Automate price quotation.</i>	This is controlled by the price builder module. And it means that the right price for the right period for the right person for the right car group with the right discount in the right period is automatically selected in the opening of the RA.
<i>Automate rental/lease calculation processing.</i>	This is totally automated and controlled by a very dynamic security system that controls the in/out dates and KM, discounts, modifications, upgrading and downgrading, etc...
<i>Assign the correct rate using advanced predefined rate logic to optimize the calculation of rental/lease charges according to rental/lease location, rental/lease date, vehicle type, customer type, and rental/lease</i>	Totally covered and automated by our price builder module.

<i>length.</i>	
<i>Maintain consistent rates for customers (i.e., from customer history).</i>	All rates could be valid for all or a specific customer. Also the validity dates could be open or limited for a specific period of time.
<i>Grace time and late fee charges support.</i>	Supported
<i>Insurance and miscellaneous charges support.</i>	PAI, CDW and Theft Insurances are detailed in each rate, but off course not a necessity. Miscellaneous charged are covered in each RA.
<i>Support special rates for on line reservations, insurance and other charges.</i>	Supported

MARKETING

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Built in support for loyalty programs.</i>	Supported
<i>Support marketing campaigns & promotion packages.</i>	Supported
<i>Seasonal rates.</i>	Supported

RESERVATION

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Multi currency.</i>	Supported
<i>Local, international and on line reservations.</i>	Supported – Our web reservation module receives reservation dynamically into your database where it would be handled whether automatically or waits for verifications and approval.
<i>Automated check on vehicle availability .</i>	By a press on special key you can get a list of available vehicles. You can also see the status of vehicles, available periods, and expected returns through our visual reservation sheet module. The module also helps CSRs to process any desired operation (open – close – edit – delete) related to RA, tickets, reservations from the same screen.
<i>Rate optimization.</i>	Valid

<i>Reservation module can be customized to integrate with your website.</i>	Can be integrated to your website.
<i>Identify different reservation types by different colors.</i>	Valid
<i>Support both vehicle type or vehicle specific reservations.</i>	You can make reservation for a car group or for a specific car. It also gives you a mean to monitor all reservations that has no related cars.

RENTAL AGREEMENTS

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Full integration with reservations.</i>	You can open a new RA from reservation where all previously entered data are available so as to shorten the process of opening RA to 1 min. if there are no amendments to reservations, and to provide customers with reservation with a very fast and unique service.
<i>Fast recall of customer history.</i>	Available. Besides, our system can prevent with security system, the opening of an RA for black listed customers, customers with outstanding payments and suspended customers (customers with any other temporary status that put a specific customer on hold until further notice).
<i>Commercial customers authorization process.</i>	Supported
<i>Invoice generation upon rental agreement conclusion.</i>	Available
<i>Agreements can be opened in one outlet and closed in another.</i>	Supported
<i>System generated rental agreements numbers.</i>	To maintain constant records and facilitate the audit process of each outlet's DBR and daily cash.
<i>Rental agreement notes & memo.</i>	Supported
<i>Real time vehicle availability.</i>	Supported
<i>Support vehicle change during the rental agreement duration.</i>	With a very dynamic Car Replacement module.

Multilingual agreements.	Arabic/English Interface.
The ability to open agreements for vehicle assigned to other outlets.	There are two options available in the system. First All movement transactions are made to cars available in the park of the outlet however it is assigned to other outlets or not. The second option is limiting the opening of an RA to the outlet that has the car assigned to it, where allowing the opening of non-revenue tickets to transfer it to its related outlet. Only one policy is applied for the purpose of maintaining and accurate and reliable monitoring reports.

LEASE AGREEMENTS

Business Requirement	Application Handling
Complete support for lease elements & requirements.	Supported
Lease quotation calculates automatically leasing rates according to customer, vehicles type, vehicle accessories and other user driven parameters.	Available
Lease approval process/cycle & authorization.	Available
Lease agreements issue, track & follow up.	Available
Automatic Billing	Available with Performa invoices
Automated scheduled customer follow up.	Available

RENTAL/LEASE INVOICING SYSTEM

Business Requirement	Application Handling
Flexible invoicing system with ageing.	Our automatic billing system provides you with the means you need to issue accurate and in time Performa and final invoices.
Support combined/separate invoicing for corporate customers.	Available
The ability to include additional expenses such as fuel, damage, traffic violation to the final invoice for both rent and lease or invoice them separately.	Available

Support flexible methods of payments & pre billing statements	Available
Multi currency support.	Available

OUTLET MANAGEMENT

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Outlet administrative, operational & financial management.</i>	Totally automated.
<i>Outlet cashier module.</i>	Available and produce a daily cash report (DCR) for each shift and for a total period.
<i>Accounts receivable system with automatic deposits.</i>	Available, tracks the expected collections, due payment, each customer position. It also totally integrates with the opening, extending, closing of RA as well as deposits and refund made by each customer to provide the exact status of receivables.
<i>Petty cash management module.</i>	Available with total control over type off expenses allowed and categorized as specified by accounting Department.
<i>Fuel purchase support.</i>	Supported along with other car-cost related petty cash expenses
<i>Separate daily transaction reports for each outlet.</i>	DBR is there for each outlet. And it shows all transactions even down payments for reservations.
<i>Report cash receipts, bank deposits & fund transfer to Headquarter.</i>	Available also the DCR.
<i>Outlet complete business reports.</i>	Each outlet has its own reports to follow-up there own RAs status, fleet status, due payment and collection status, etc.
<i>Multi outlet support.</i>	Unlimited number of outlets support
<i>Customize vehicle types, rates, agreements, invoices, approved credit cards, payment method types, working hour for each outlet.</i>	Available
<i>Multi shift support.</i>	Available

RISK MANAGEMENT

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Triggers alerts to the appropriate employee or manager with exception details.</i>	The system prevents any unauthorized actions like extra discounts, postponed collection, unauthorized editing of RAs and financial documents. However, Alerts like unauthorized discount requests, overdue collections are all there for the middle and upper management to investigate reasons for requests.
<i>Insufficient deposits.</i>	The system controls the printing of RA unless sufficient deposit is collected whether in cash or credit approvals. It also prevent the extension of RA due dates unless the same case is applied.
<i>Overdue vehicle.</i>	Monitored
<i>Overdue service.</i>	Monitored
<i>Unauthorized discount.</i>	All discounts above than assigned are controlled by a dynamic real-time approval workflow.
<i>Unauthorized vehicle upgrade.</i>	No unauthorized person can upgrade, however all upgrades are monitored.
<i>Overdue payment.</i>	Monitored by special reports
<i>Outlet alerts detailed report.</i>	Available
<i>Cars not returned in time.</i>	Monitored
<i>Luxury Cars special monitors.</i>	Available

WORKFLOW & APPROVAL CYCLES

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Automate business processes.</i>	Totally automated
<i>Ensure no step is taken without completion of previous steps.</i>	The cycle of work flow is closed
<i>Prevent bottlenecks.</i>	yes
<i>Prevent resource waste.</i>	Optimize the use of resources

<i>Complete control on the approvals cycles.</i>	Yes
<i>Eliminate data re entity by automatically transferring information to the appointment employee that can be approved or rejected with minimal interaction.</i>	With a click of a mouse
<i>Complete integration with any messaging system.</i>	Available

CUSTOMER RELATIONSHIP MANAGEMENT

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Complete front end sales system is required that track every sales contract and generate automated follow up for every customer.</i>	Automated
<i>Provide each customer with a unique identification key.</i>	Each customer has a unique ID number
<i>Tracking customers' contacts & details.</i>	Available
<i>The ability to categorize companies by type to support corporate, government & individual accounts.</i>	Available

FLEET CONTROL & PLANNING

<i>Business Requirement</i>	<i>Application Handling</i>
<i>Complete fleet automation and control.</i>	Available
<i>Analyze fleet utilization (i.e., current & historical utilization reports).</i>	Also with a graphic data representation
<i>Incident triggering of work orders.</i>	Available
<i>Fleet projection & mix.</i>	Available
<i>Automated authorization process.</i>	Available
<i>Optimizing vehicle distribution.</i>	Available
<i>Current vehicle status.</i>	Available
<i>Support operational business plans.</i>	Our budgeting module takes care of that

Identify Non Revenue Movement (NRM) traffic violations.	Available
Fuel purchase support.	Available
Insurance renewal.	Available
Registration & license renewal.	Available
Vehicle availability & status (i.e., out of service, in garage, due for service, etc).	Our Daily Fleet Status Shows all that
Support fleet planning, fleet distribution & fleet control.	Our budgeting module takes care of that
The ability to measure Return On Investment (ROI) for each vehicle and vehicle type.	Provides P&L for each vehicle and each station in the integration of GL
Supports transfer vehicles between outlets through Non Revenue Movements (NRM5).	Supported
Special fleet identification.	Available
Track vehicles used Company Staff.	Available
Police Cases Tracking.	Available
User assigned vehicle ID.	Available
Vehicle inspection sheet.	Available
Support both temporary & permanent vehicle replacements.	Available

VEHICLE MAINTENANCE AND SERVICES

<i>Business Requirement</i>	<i>Application Handling</i>
Track scheduled preventive maintenance.	Available
Track breakdowns and maintenance repairs.	Available
Track & monitor damages.	Available
Complete work order follow up.	Available
Track complete vehicle history that include transactions, services, maintenances and damages.	Available