

# AVIS

# FILDO

## FILDO User Manual

### *FILDO Usre Manual*

Document Status: **DRAFT**  
Filename: FILDO USER MANUAL V0.2.DOC

Document Version: .0.2  
Version Date: 15dec2010

Author: Monika Waibel Training

#### **Respect for confidentiality**

**The material in this document is the property of AVIS Autovermietung GmbH & Co KG.**

**It may not be duplicated in whole or in part, to third parties or published elsewhere without written permission from AVIS Autovermietung GmbH & Co. KG.**

**Copyright © 2010 AVIS Autovermietung GmbH & Co. KG. All rights reserved..**



0.0 General explanation:

**0.01 What is Fildo / Why Fildo**

**0.02 How to use Fildo**

1.0 The tabs / lists:

**1.01 Station list**

**1.02 Cars list**

1.03 Del/Col for downtown stations

1.04 Transport – proposal and accepted

**1.05 OOS + 2.03 out of Service**

1.06 Turnback

1.07 Overdue and On Rent

**1.08 Quote + 3.02 Reservation at Station + 4.07 Walk Up Customer**

1.09 Request Reservations

1.10 Print the information

2.0 How to deal with the cars:

**2.01 Vehicle Information and Status / Vehicle Trace**

**2.02 Ready for Fildo – Inventory**

**2.03 Out of Service -> 1.05 OOS LIST**

2.04 Damage documentation – F50

**2.05 Fix MVA -> 3.01 Incoming Reservatios + 4.02 Car Pick Up**

3.0 Reservation

**3.01 Incoming –**

may be modified at station level via X502

not to be modified at station level via X502

Fildo add ons without touching Wizard reservation

**3.02 Raised at station level**

**3.03 With delivery and collection**

4.0 Car pick-up

**4.01 Quick Check Out: from station list, any other starting screen – Fildo allocated car**

**4.02 Search for alternative car / No car suggested / Fix MVA**

**4.03 Upsell**

**4.04 Rate Changed**

**4.05 Longterm rental**

**4.06 Interim RA**

**4.07 Walk Up**

5.0 During the rental

**5.01. Minilease / Longterm extension**

**5.02 Exchange – minilease/longterm with “reservation”**

**5.03 Change and Update collection information**

6.0 Car return

6.01 Damage documentation

6.02 Print the information

7.0 Station Administration

7.01 Fildo support for: VRS-Reports, Refuelling lists, etc.

## 0.01 FILDO – WHAT IT IS AND WHY WE USE IT

**FILDO** stands for **Fleet In-Life Disposition Optimisation** and is a tool to help with the effective use of our fleet.

**Fildo does NOT replace Wizard but is dependent on the information captured in Wizard and the information added to this via the Fildo dialogue boxes** – so with your Wizard knowledge you can use Fildo more or less straight away once you understand what Fildo can do and how it ties in with your daily work at the station.

The main purpose of Fildo is to help to **reduce fleet associated costs** by

- calculating the demand according to the reservations and the returns and in case of shortage / over fleeted will suggest where cars are available or needed.
- allocating the best car to a reservation – even if in the beginning you sometimes don't understand the logic behind some of this.
- improving utilisation.
- reducing slack days.

To achieve this it is absolutely necessary, that **EVERY STATION** keeps as closely to the rules and **enters EVERY transaction preferably LIVE into Wizard in the Fildo environment and every delayed transaction as soon as possible.**

In addition to the “facts-data” that are collected from Wizard, parameters are set up in Fildo that determine the time needed between the transactions according to the station situation like: turnaround times, time needed for transfers, vehicles for walk-up customers, etc.. These parameters can be set for each station / region / district according to variables like day of the week, distance to service centre, staff availability, weather conditions, type of business a station does, etc..

With Fildo it is possible to

- add information to reservations without touching the Wizard information to help Fildo to allocate the correct car in time, i.e. information about upgrade promotions or specific make/models for VIPCO customers, time needed for deliveries and collections etc..
- add information to the rental agreement that will result in making it easier to deal with, i.e. add the actual return date to long term rentals that are not to be renewed on a regular basis, change collection information and time etc..
- show additional information on the various Wizard screens that are usually NOT immediately visible i.e. on X101 or X203 rates for delivery, vehicle make model, special conditions associated with the rate, the price of FUF for the allocated car etc..
- create Wizard reports as Excel sheets for easier handling.

In short:

Fildo has access to all data for all stations at all times and works 24 hours 365 days with hardly any break – so everything you might not see or forget during a hectic moment behind the counter – Fildo already took care of it:

- foreign car back to owner? Fildo allocated it already to the correct reservation.
- long term rental? Fildo allocated the “youngest” car with the lowest mileage reading.
- guaranteed upgrade promotion for certain customers? If an upgrade is available, it has been already allocated to the reservation.

Using Wizard in the Fildo environment has the added benefits that

- short cuts between the various Wizard screens can be used, i.e. display the rental agreement in one session and with a click on the MVA have the trace for this car in the second session, click on a RA number in a VRS report and have the rental agreement instantly displayed.
- for many prompts in Wizard a drop down Window with help functions is available, i.e. on all screens in the station prompt a search function for the station code can be accessed.
- for most prompts on many screens explanations and input information can be called up during use to help with completing the mandatory inputs.

## 0.02 HOW TO USE FILDO

As we said before, **Fildo does not replace Wizard. Wizard used in the Fildo environment is enhanced and Fildo adds the benefit of optimizing the use we make of our fleet.**

**To get the full benefit of Fildo we need to keep more strictly to a few rules than we used to:**

- **RESERVATION MUST BE** – even for a walk-up customer, otherwise Fildo can't allocate a car.
- The sooner and completer a **reservation is entered into Wizard** the better Fildo can plan and help you with allocating an optimal vehicle.
- Only **correct codes in the correct fields** in the reservation – otherwise Fildo can't read them.
- **Special requests that cannot be entered via a code in Wizard** (must be black car/no xyz make etc.) NOT via AD1-AD3 (or whichever field takes your fancy) but **added** to the Wizard reservation via the **Fildo dialogue box**.
- **DELIVERY + COLLECTION** via the **F11 / DACUP** screen – then Fildo takes time needed into account and allocates car on time / doesn't plan with car before actually back at station..
- **Check out ALWAYS starts with selecting the reservation.**
- All **manual processes** (rentals / VTCs) must be **entered into Wizard as soon as possible.**

In addition to this, there are a few **Fildo rules** that need to be followed as closely as possible:

- **ALWAYS try and "sell" the allocated car to the customer.**
- If **no car is allocated** or if the **allocated car is not acceptable** to the customer use the **ALTERNATIVE CARS** option to find a car.
- If a **specific vehicle** is needed that is **NOT** on the ALTERNATIVE CARS list, then **use FIX MVA to rent this car.**
- To **add Fildo relevant information** to a reservation or a rental always **use the FILDO DIALOGUE BOX** together with the **correct Wizard screen.**

Similar to Wizard manifests, reports and logs Fildo uses lists for you to work with that are accessed via the tabs and are updated by clicking on REFRESH. These lists are LIVE and the sequence of the columns can be changed according to your preference and most of them have filters that you can use to display the various aspects of the information.

Information as to reservations, rental agreements or MVA-numbers in a line on the list can be quickly accessed by marking it and clicking on the relevant icon on the side menu – a vast improvement from the "copy and paste" process in Wizard.

At the start of the day simply click on the Fildo button on the desktop and the application will open – already signed in for your station. Clicking on the SESSION tabs is the next step – this will open your Wizard sessions, also already signed in to your station and presenting the XMENU screen.

If you first access one of the Fildo lists, you need to click on the REFRESH icon or simply press enter – this will display all the information. The time when the last update was made is always displayed at the right hand bottom of the screen.

How to access, filter and work with the lists and dialogue boxes will be explained step by step on the following pages.

The many functions in Fildo are called up by clicking on the tabs at the top of the screen.



Once you have opened the application the first thing to do is click on the **SESSION** tab(s) to open your Wizard sessions. The Wizard session(s) will be signed into your station so that it is ready to use.

The two lists you will need all through the working hours are **STATIONLIST** and **CARS** – so don't forget to click on the Refresh button fairly frequently to make sure you do have the newest version.

On a regular basis you will need to check and/or work with

**QUOTE** – to find customer information via an old reservation or former rental by customer name. To deal with a walk-up customer and quote a price, to cancel a reservation and send the information via e-mail to the customer.

**TRANS PROP** and the **TRANS ACC** lists – to organise the scheduled transport of cars between stations.

**OOS CARS and TB CARS** lists – to organize the repair cars and the cars that need to be de-fleeted because of turn back status.

**REQ RES** list – much easier and faster than checking the requests on the X602.

**DEL/COL** list – if your station does deliveries and collections you should use this in addition to the DACDTL screen in Wizard.

**OD CARS** list on which all cars that are due in at your station are listed.

## 1.0 Tabs / Lists
















### 1.01 STATION LIST

The STATION LIST shows all CUSTOMER RELATED expected activities in chronological order for the day:











reservations, due ins, scheduled exchanges, scheduled long term renewals for your station.

With filters, changing the size of the columns or re-arranging the sequence of the columns you can tailor the list to your needs. Clicking then on the "SAVE PREFERENCES" button on the right hand sub-menu you can save this order. The first column should always be STATUS/MVA as the main purpose of Fildo is optimizing the fleet.

Every activity was allocated a symbol:

-  reservation with FIXED MVA (fixed either by Fildo, by transport or manually)
-  reservation waiting for customer
-  reservation waiting for customer
-  reservation waiting for customer
-  expected check-in
-  expected check-in
-  reservation has been picked up
-  reservation has been picked up
-  reservation has been picked up
-  scheduled exchange
-  long term follow up needs to be raised
-  Fildo couldn't allocate a car to this reservation (various reasons)
-  this reservation causes an error , Fildo can't deal with it
-  time of reserved pick-up exceeded
-  this reservation is still waiting for pick-up – previously allocated car was used for another customer. Fildo will no longer allocate a car to this reservation

the status of the activity is then defined by various colours:

-  0431... A preferred service customer
-  allocated car should be ready by pick-up time
-  car is expected and should be ready by pick-up time
-  car is in transit – from another station or service centre. Car is also on Transport Proposal list.
-  expected return time not passed, car expected in time
-  expected return time exceeded
-  reservation was checked out with Fildo allocated car
-  upsell
-  no car allocated, car picked from alternative cars list
-  car for this rental was manually allocated via FIX MVA from Alternative Cars

to make it easier to pick what you need at a glance.

At the bottom of the screen you can see how many of the various activities will take place this day. By removing the tick in the box in front of the symbol you can remove activities from the station list until you set the tick again.

On the right hand side you have

The screenshot shows a vertical sidebar menu with the following sections from top to bottom:

- Date and Station:** 19.04.2010 (with navigation arrows), today, fra (with refresh icon), and FRANKFURT APT.
- Actions:** A list of icons and text: Refresh, Ready for Fildo, Quick Checkout, Display Reservation, Display RA, Display Vehicle, Display Trace, and Save Preferences.
- Used Rules:** Standard Automatik and Standard Up/Downgrade.
- Special Request Items:** An empty list area.
- Summary:** Walkups: 7 Turndowns: 0.
- Timestamp:** Result from 19.04.2010 12:44.

Information as to date and station


a sub-menu

various info-boxes

information on walk-ups and turndowns

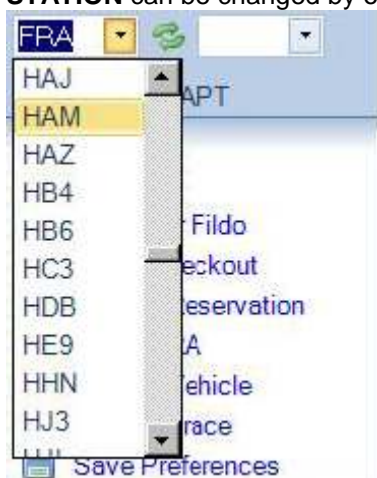
date and time of last information update

When you call up Fildo at the start of the working day the date will always be today's date and the station will always be as set out in the LOGIN OPTIONS. To display the information of any list for the first time, you need to click on the REFRESH button – this information will stay like that until you click refresh again. At the bottom of the side menu you will always find the date and time of the last refresh of the information for this list.

The **DATE** can be changed with the forward / backward buttons  , by simply overwriting or by picking a date from the calendar.




**STATION** can be changed by overwriting or picking a code from the drop down list.



To display the information for the changed date and/or station click on the REFRESH button. To get back to today and/or the login station the information must be set back and REFRESH needs to be clicked again.

## SUB MENU

Besides the  REFRESH button that updates your information on the various screens the submenu offers shortcuts to Fildo functions and Wizard screens.

Marking one line of the list with a click will enable you to select the following options:



Ready for Fildo – inform Fildo that the car allocated to this reservation is ready to be rented. If the car was not set ready for Fildo after the turnaround / transport it can be done quickly with the short cut before you raise the rental agreement.



Quick check out – brings you directly to the X101. Mark a reservation, click on QUICK CHECK OUT and it will bring you to this screen where you enter your agent id and can define if it will be a real time check out, a pre print or a delayed entry.



display reservation – opens the reservation on X502. To check a reservation all you need to do is find the customer in the station list, mark the line and click on DISPLAY RESERVATION. The reservation will be displayed on the X502. You can now

- modify the reservation in Wizard if the reservation source allows it.
- edit the reservation in Fildo
- cancel the reservation
- click on QUICK CHECK OUT and start the check out process



display RA – opens the current rental agreement on X203. Enables you to check a rental agreement on X203 and answer customer's questions or make any modify that is needed.



display vehicle – opens the X313 with all Wizard information. To quickly check the Wizard status of the car or any other car information that is not available via the Fildo car information, obtained by a right click on the MVA or licence plate.



display trace – shows trace, start day 10 days ago - to quickly check the last movements if a car information discrepancy is being highlighted.



save preferences – saves changed sequences of how a list is displayed

## INFO BOXES USED RULES

Fildo offers the possibility to show information independently from Wizard. Information, that cannot be easily visibly loaded into Wizard such as special promotions for certain customers, short time upgrade promotions for certain AWD numbers / rate-codes / booking sources, marketing offers of giveaways with certain packages, seasonal specials such as winter tyres must be or winter tyres in rate included are shown here. The Fildo team can load most of the things here and will do so on request.

## SPECIAL REQUEST ITEMS

Special request items such as child seats, mobile navigation etc will display here if they were correctly noted in the reservation. If these items were not correctly noted down in the reservation or if the customer calls prior to pick up to request one of these items and the reservation can not be modified, you can add special request items without interfering with the original reservation. Car related requests can be added in such a way that Fildo will be able to read this and include the information when selecting a car for this reservation. How to add this information will be explained in the chapter Reservations.



The last information here shows how many Walk Up customers and / or Turndowns took place

Walkups: 7 Turndowns: 0 – always at the time of the last REFRESH of the station list. The time of the last update is at the right hand bottom of the page: Result from 19.04.2010 12:44 .

## 1.02 CARS LIST



Shortly after a rental agreement or VTC is closed, the car appears on the Cars List of the IN STATION.

At the bottom of the screen the status symbols are listed and the number of cars with the corresponding status. By removing the tick in the box in front of the symbol you can remove cars from the cars list until you set the tick again.

-  car is on hand but not set on READY FOR FILDO
-  car is on hand and READY FOR FILDO – this car will be allocated to a reservation and can be fixed to a reservation by Fildo

 car was manually fixed to a reservation

Cars with  and  will show on ALTERNATIVE CARS and UPSELL lists.


-  car is out of service
-  car is turnback / marshal / hold

Cars with these symbols will not be allocated to any reservation.










### SUB MENU



The SUB Menu on the CARS LIST is headed by the station **STUTTGART KATHARIEN.** In the left hand box is always the main station, the right hand box is for the sub-station associated with this station and can be picked via the dropdown list.

It starts with the REFRESH button  and as this is a LIVE list it needs to be clicked on a regular basis to give you the updated information.

The car relevant short cuts help you with these tasks:

-  set a car ready for Fildo
-  brings you to the X607 Wizard screen CAR STATUS CHANGE
-  display vehicle – opens the X313 with all Wizard information
-  display trace – shows trace, start day 10 days ago.
-  display reservation – no function here
-  display RA – no function here
-  access to the F50 – recorded damage information from Merlin
-  enables you to raise a VTC and set a car out of service at the same time. If this process is handled this way the car will show on the OOS CARS list and help keeping track of your shop cars.
-  save preferences – saves changed sequences of how a list is displayed

The available cars information box shows for stations that have set up a service centre the number of cars in the available car groups that are

**O**(N HAND), **D**(EMAND / RESERVED), **T**(URNAROUND – being prepared)

For all other stations the turnaround cars are not shown, but all cars checked in are listed in the ON HAND column as soon as the previous movement is closed.

Available Cars			
C	OH	D	T
A	9	13	11
B	19	9	26
C	20	6	7
D	1	6	7
E	10	3	4
F	7	0	4
G	6	1	4
H	39	0	24
I	28	1	9
J	0	0	3
K	7	0	6
L	7	0	3
M	0	0	0
N	0	0	0
O	6	1	6
P	0	0	0

# 1.05 OOS TAB

## 2.03 Out of Service


To ensure that Fildo always has the correct information about any car, it is very important to set any vehicle that is not fit to be rented on OUT OF SERVICE as quickly as possible.

All vehicles that are set on OOS via the Fildo tool  Create OOS :



Station/let	Quote	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	MULTR	RA Print	Session 1*	Session 2*
MVA	C	Milage	Make C.	Model	Code Pl.	Color	Fuel	Substrat.	Res.No.	Dense	Turnback Date	Status	RA	Val.Pos
09140692	N	4000	IVECO	N 2551...	W-LR1...	vepo	HDIES...			9040	22.12.2010	H		
09202815	N	58196	MB	SPRIN...	WAA...	ARTIK...	HDIES...			9040	01.11.2010	H		
09202852	N	59187	MB	SPRIN...	WAA...	ARTIK...	HDIES...			9040	03.11.2010	H		
10271170	A	23550	OPEL	OPR 3...	WAC...	STARSL	SUPER...			9040	02.09.2010	H		
10286668	H	21204	VW	BOLFV...	WAC...	Silver L	SUPER...			9040	25.09.2010	H		
10286615	H	12155	VW	BOLFV...	WAD...	Blue G...	SUPER...			9040	20.10.2010	H		
10286626	B	12771	OPEL	ASTRA...	WAD...	Saphir...	SUPER...			9040	25.03.2011	H		
11538953	B	13571	TOYOTA	AURIS...	ABA 4S...	MYSTL...	BLEIFL...			7732	01.09.2010	H		
10289764	H	9000	OPEL	MASTC...	WAD...	Saphir...	SUPER...	NU180		9040	01.04.2011	H		
10309372	I	16749	SEAT	LEO S...	WAC...	Track G...	HDIES...	NU180		9040	30.09.2010	H		
10371502	H	9600	FORD	CHAX...	WAD...	Pole-SL	SUPER...	NU180		9040	23.12.2010	H		

will then appear on the OOS Cars list to help you keep track of the individual Out Of Service vehicles :



Station/let	Quote	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	MULTR	RA Print	Session 1*	Session 2*	
MVA	C	Milage	Make C.	Model	Code Pl.	Color	Fuel	MTC Start T.	MTC End T.	RA	Remarks	Substat.	Turnback D.	Dense	OOS n°
09200693	M		MB	SPR 21...	WAA...	ARTIK...	HDIES...				service...		23.11.2010	9040	9307
10126411	A		FIAT	PANDA...	WAC...	New Dr...	SUPER...				AH Balk...		10.09.2010	9040	9448
10154190	I		FORD	MOND...	WAD...	Panther...	HDIES...				Res W55		19.12.2010	9040	9449

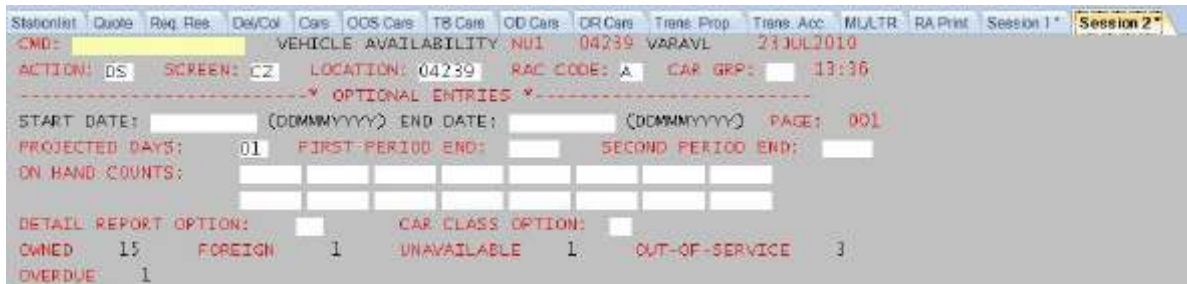
At the bottom of the screen is the explanation for the icon in front of each car and the count:



Items in list: 3 from 3

- out of service (3)
- pickup tomorrow (0)
- pickup today (0)
- overdue (0)
- done (0)

This is a big improvement, as on the VARMENU it is not possible to list individual Out of Service vehicles or show when they will be ready for rent again or if one was "forgotten" altogether:



VEHICLE AVAILABILITY: NU1 04239 VARAVL 23JUL2010

ACTION: OS SCREEN: CZ LOCATION: 04239 RAC CODE: A CAR GRP: 13:36

START DATE: (DDMMYYYY) END DATE: (DDMMYYYY) PAGE: 001


PROJECTED DAYS: 01 FIRST PERIOD END: SECOND PERIOD END:

ON HAND COUNTS:

DETAIL REPORT OPTION: CAR CLASS OPTION:

OWNED 15 FOREIGN 1 UNAVAILABLE 1 OUT-OF-SERVICE 3

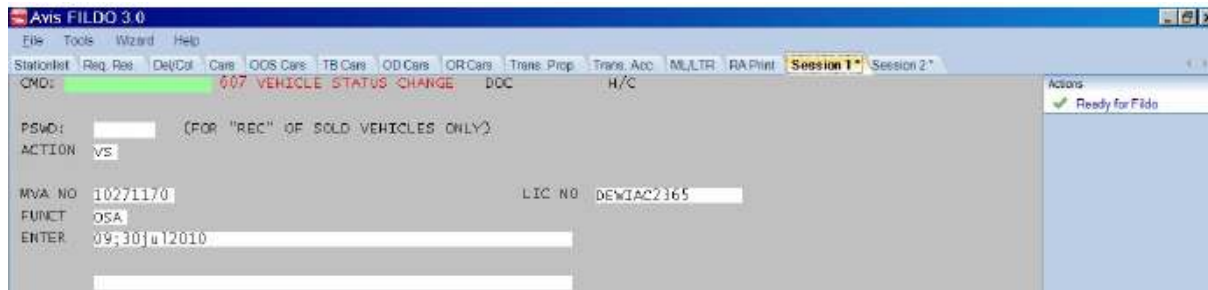
OVERDUE 1

The  **Create OOS** button is on the side menu of these tabs: Cars, TB (turn back), OD (overdue), OR (on rent). Once the vehicle is identified on any of these lists simply click on the button **Create OOS**. This will open this window where you can not only quickly change the car status but also raise a VTC if needed.


The car information is auto filled. Just enter WHERE the car is going to be repaired in the REMARKS box:

pick the Fildo and Wizard reasons via the drop down windows (Fildo Reason here shows the German list – will be tailored to your country's requirements and language):

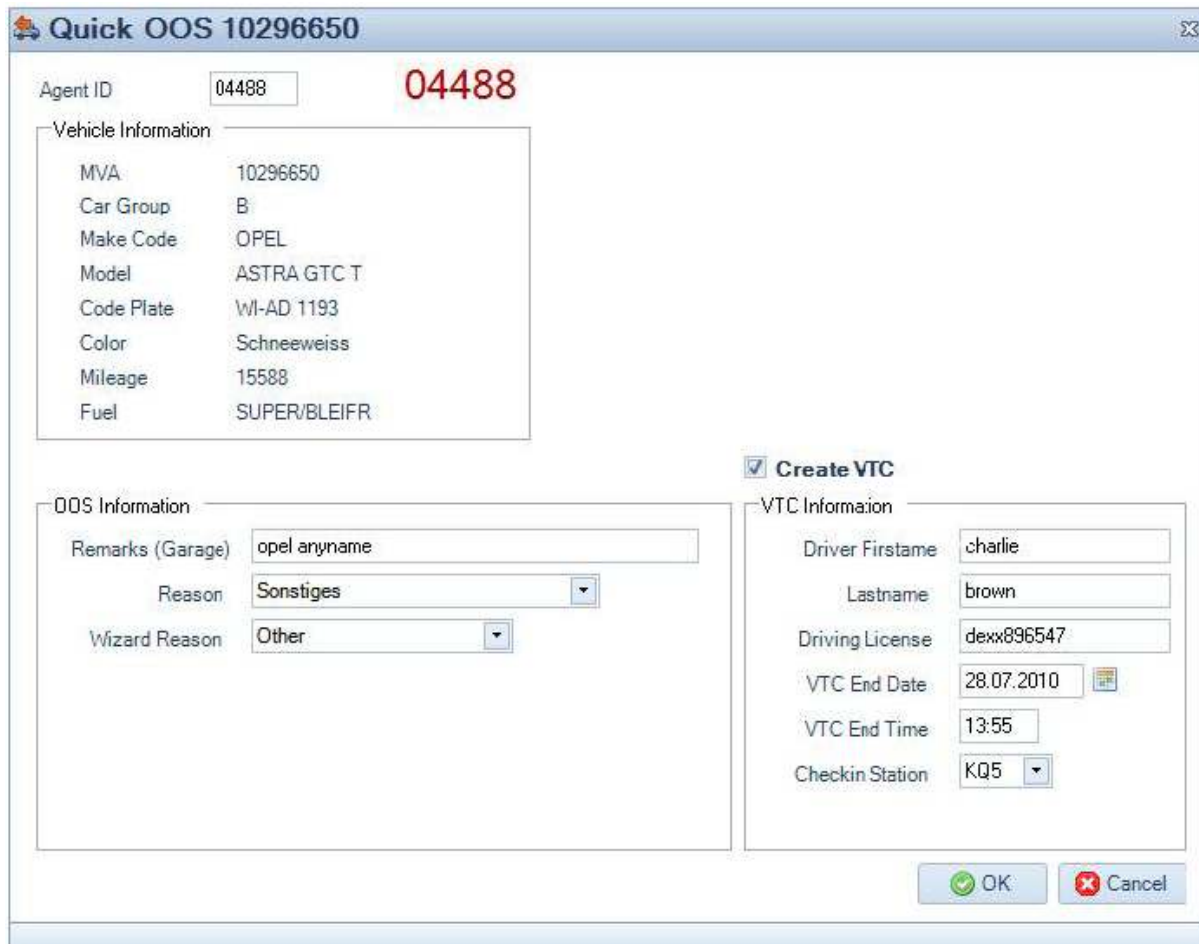
Once you have completed the fields and a VTC (NRT) is not needed because the car is repaired on station simply click OK and the completed X607 Wizard screen will open:



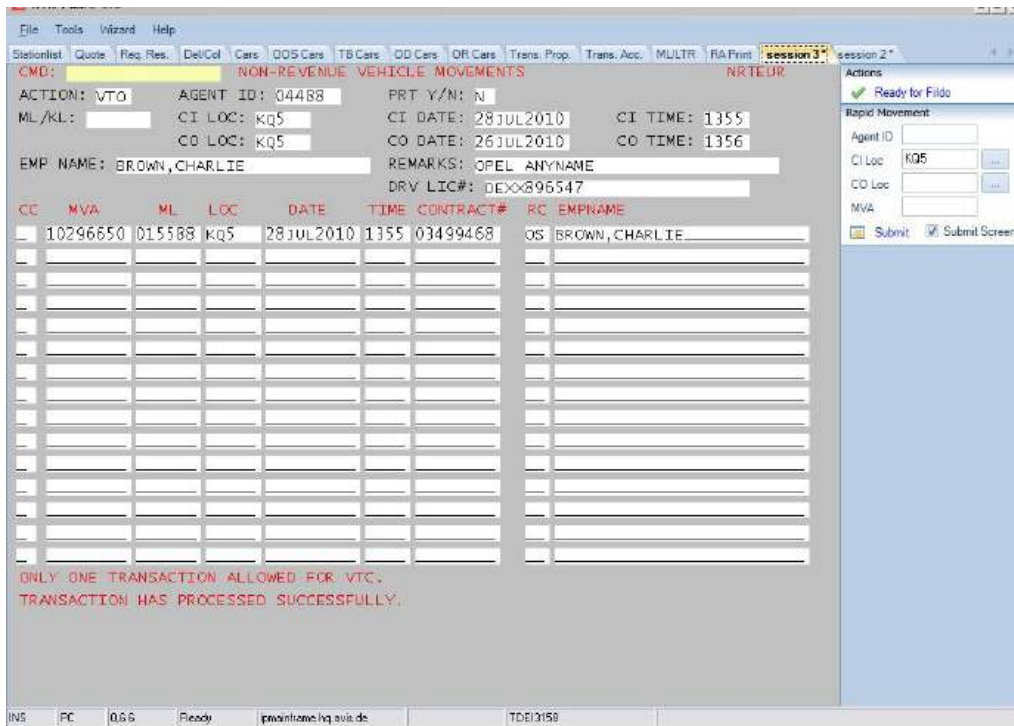
Just complete the ENTER prompt with the end date of the repair and press enter.

The vehicle status has now changed from ON HAND to OUT OF SERVICE and the information will appear on the OOS list with the icon  in front.

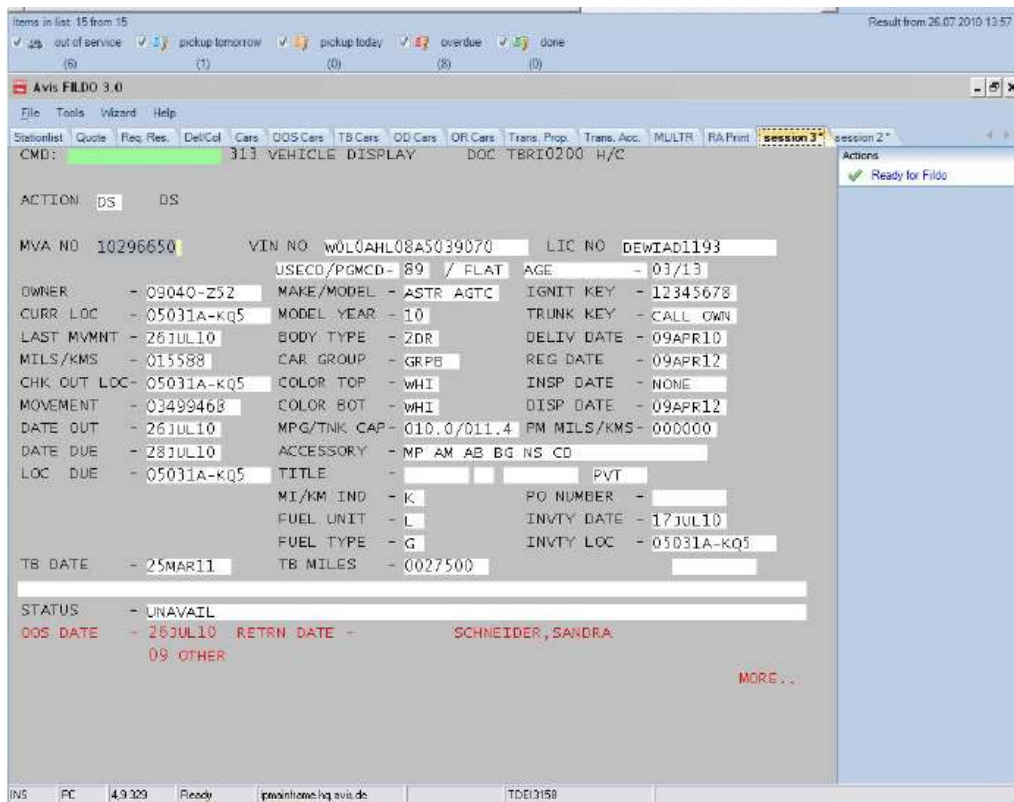
If a VTC (NRT) is needed tick the Create VTC box and enter the necessary details. The END DATE and the Return Station can be picked via a drop down window. Then click OK:




This will open the XNRT screen with the completed VTC (NRT) ready for printing:




Displaying the vehicle on the X313 will give you all the information:



Should it become necessary to raise a VTC (NRT) after the car has been set on OOS it is important, that this is done from the OOS list via  **Edit OOS** – otherwise the VTC (NRT) information will not be captured on the list and removing the OOS status will not automatically close the VTC (NRT).

Mark the line and click EDIT OOS – has NO VTC (NRT) be raised, the CREATE VTC box appears and can be ticked to complete the information. Confirm with OK.

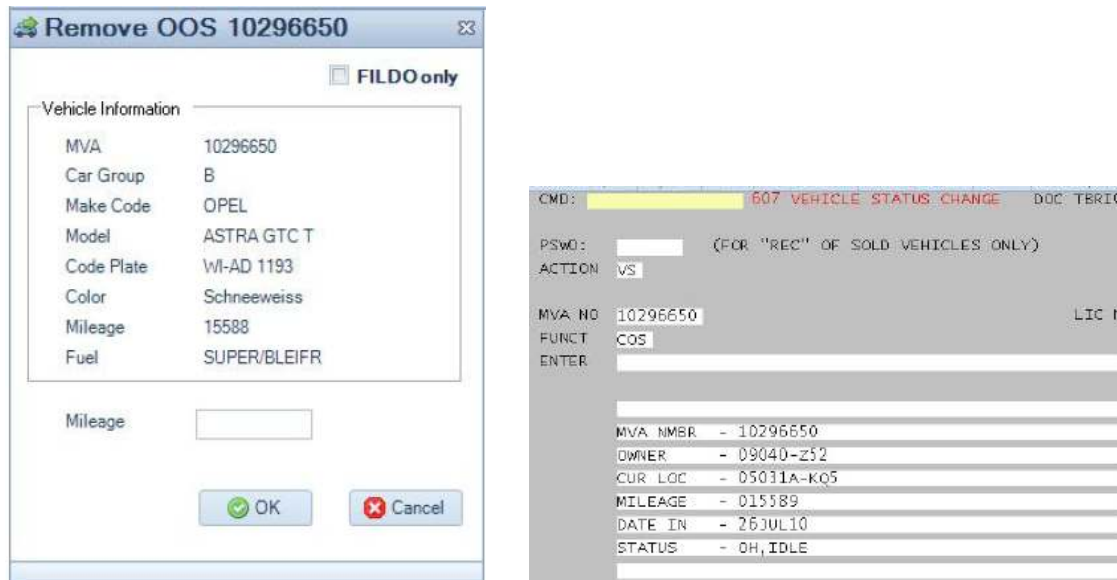


If the duration of the VTC (NRT) needs to be changed simply pick the car on the OOS list and click  **Edit OOS** - and the box EDIT VTC appears. Tick and enter the changes. Confirm with OK.:



Once the car is back and ready for rent it is very important that the process of closing the VTC (NRT) and changing the car status back to ON HAND is completed via the Fildo tool to ensure that the OOS list is always up to date and reliable.

Mark the entry on the OOS list and click on  **Remove OOS**. Enter the current mileage and click OK - the Out of Service status has been cancelled:



the VTC (NRT) is closed:



and the status on the OOS list has changed to DONE:

Stationlist	Quote	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	MULTR	RA Print	session 3*
MVA	C	Mileage	Make C...	Model	Code Plate	VTC Start Time	VTC End Time	Remarks	Color	FL			
10443871	B	000493	CITROEN	C3 PIC 1.4	WI-AE 2062	20.07.2010 10:40	27.07.2010 10:40	06 JMG	Thonum Grau	SU			
10314006	H	019144	RENAU	KANGOO 1.6	WI-AC 8730	26.07.2010 11:12	30.07.2010 12:00	06 AH Bauer	GRANITSIL	SU			
10296650	B	015588	OPEL	ASTRA GTC T	WI-AD 1193	28.07.2010 13:56	28.07.2010 13:55	opel anyname	Schneeweiss	SU			

**WHAT HAPPENS IF THESE RULES ARE NOT FOLLOWED?**

**Status change to OOS not carried out via the Fildo tool** but manually on the Wizard X607 so that vehicle does not appear on the OOS list:  
perform a **COS** via the X607 and then change the status again to OOS via the Fildo tool.

**VTC (NRT) raised via the XNRT** so that the VTC (NRT) number does not show on the OOS list:  
remember to close the VTC (NRT) via the XNRT before the next movement as this will not automatically be closed with Remove OOS..

or

close this VTC (NRT) as DELAYED a minute after check-out via the XNRT and raise a new one with EDIT OOS.

**Status change to COS not carried out via the Fildo tool** but manually on the Wizard X607 – the movement “sticks” on the OOS list:  
mark the movement on the OOS list, click on Remove OOS, tick box “Fildo only”, enter new mileage and click OK.

If you compare the **OOS list** with the **OUT OF SERVICE vehicles** listed **on the VARMENU** and find that there are more entries on the OOS list than in the VARMENU then you need to:  
check the car status of every vehicle on the OOS list on X313  
check the TRACE of every vehicle on the OOS list for an open VTC (NRT) movement

This way you can identify the “missed” OOS entries on the OOS list. With REMOVE OOS and a tick in the box Fildo only this entry will be then classified as DONE and disappear the following day.

## 1.08 Quote

Quote is a Fildo tool that allows you to search for data of any customer that has ever rented with Avis by name. All customer information as in the last rental agreement will be displayed and can be used:

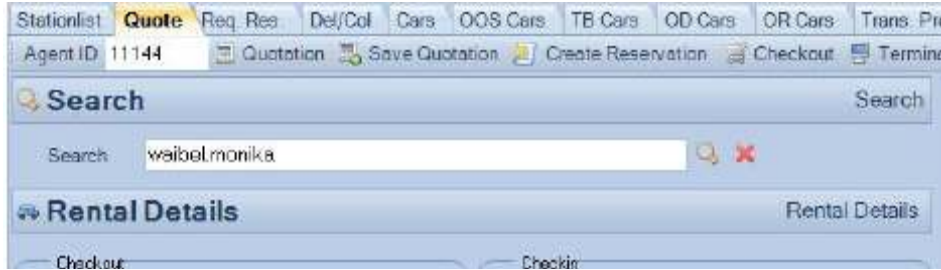
- to quote a price, send the quote to the customer, and save it for further use
- for raising / modifying / cancelling reservation
- to create a Wizard reservation for a future date
- to create a Fildo only reservation for a Walk-up customer.

For **WIZARD RESERVATION** please see chapter **3.02 – Reservation raised at station level**

For **Reservation for Walk-Up** customer please see chapter **4.07 - Walk Up**

## Find Customer Data / Quote a Price / Send Quote / Use Quote for Reservation / Send Reservation / Modify or Cancel Reservation

To find customer data enter the name as completely as possible in the Search field and then click on the looking glass:

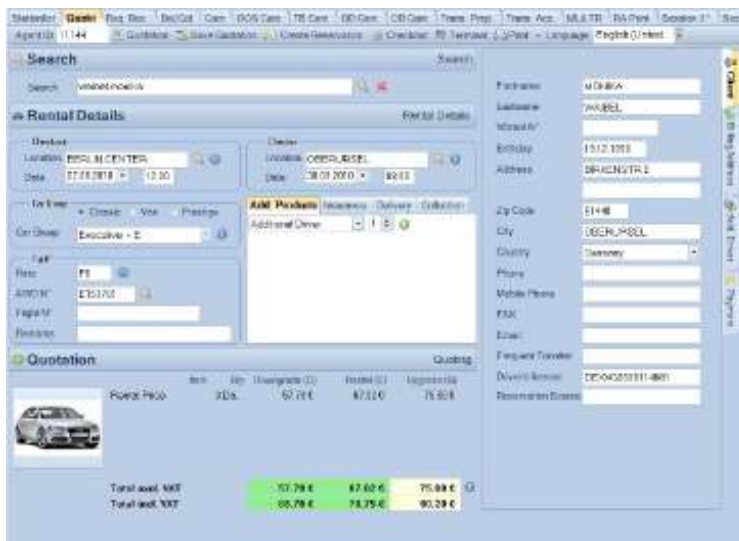


In a drop down window all information as entered in a rental agreement with this name will be displayed:

Firstname	Lastname	Wizard N°	Birthday	Address	Sta	Eta	Ic
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	KQ5	30.07.2010 15:00 KQ5
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	FRA	18.06.2010 15:15 LDW
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	LDW	31.05.2010 13:35 FRA
MONIKA	WAIBEL	AN705F	19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	KQ5	31.03.2010 14:00 KQ5
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	FRA	04.11.2009 15:14 LDW
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	51440 OBERURSELDE	FRA	04.11.2009 15:14 LDW

To help you identify the correct customer the date of birth, complete address, last pick up station and date as well as the drop of station and date are given. Verify with your customer which is the correct data, mark the line and click.

All data will be displayed in the quote screen. Select pick-up station and date, return station and date, requested car group via the drop down windows and click on **Quotation** :



The AWD number from the last rental agreement will be displayed and used to find the correct price. In addition to the price for the car group requested you will be offered the price for the next lower/higher group.

If there is no AWD number in the last rental agreement but the customer can prove that he is with a company that has an agreement with Avis, simply click on the looking glass next to the box AWD number and a drop down window opens. The box country is always auto filled with the country you are working in:

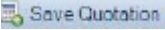
Enter company name and if necessary select the country from the list provided. Click again on the looking glass and the information from the Wizard AWDALP screen will be displayed. Select the correct AWD number and transfer it with a click into the Quote tool:

AWD	Company	Address
W381144	MICROSOFT HELLAS SA	15124 MAROUSI

If a customer presents you with an AWD number but no written proof that he is entitled to use this number, you need to check. Faster than using the AWDALP screen in Wizard is the Quote tool.


Simply enter the AWD number  and click on the looking glass. The information will be displayed:

AWD	Company	Address
E875401	PORSCHE ZENTR DRESDEN	01097 DRESDEN

If the customer agrees to the price but will not make a reservation now you click on  to create a quotation number:



The offered price will be held for two days and the quotation can be called up with the quotation number and turned into a reservation. You can now either print the quotation with all relevant information for the customer or send the quote to the customer via e-mail.

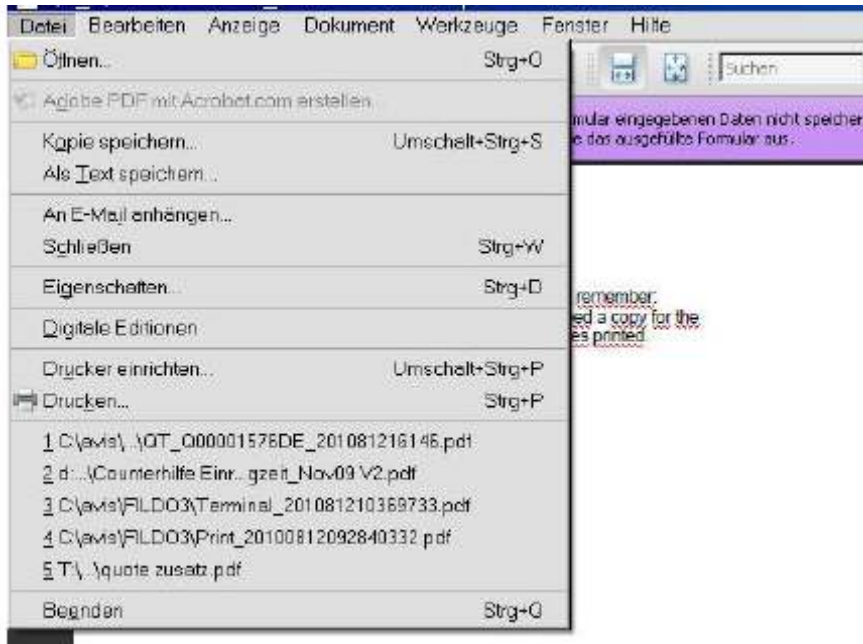
Click on the print icon  and the quote will be displayed. On the left hand side of page one you can type in further information – but that can't be saved so it will only be on this print out and NOT in the e-mail you send to the customer:

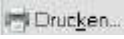


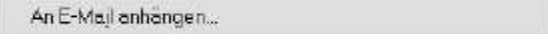
On the second page all information as to making a reservation, the driver's licence, method of payment, the non cancellation fee etc. is listed for the customer:

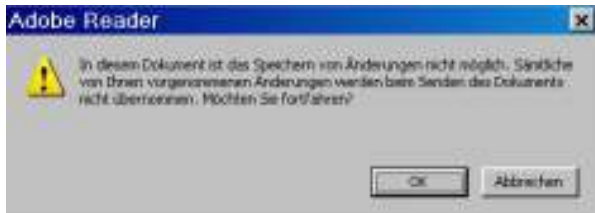


Clicking on File will open this drop down window:



For printing click on  **Drucken...** Strg+P

For sending the quote as an e-mail make sure that the station e-mail is signed on and then click on  **An E-Mail anhängen...**. A reminder that all added text will not be captured in the e-mail will show:



Click on OK. The e-mail opens and all you have to do is enter the address of the customer and click on send:



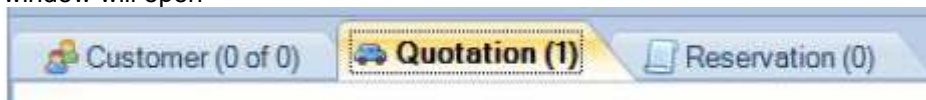
Additional text that is not captured on the PDF file could be typed in now.

To call up the Quote you have the choice to

- enter customer name
- or
- enter Quote number

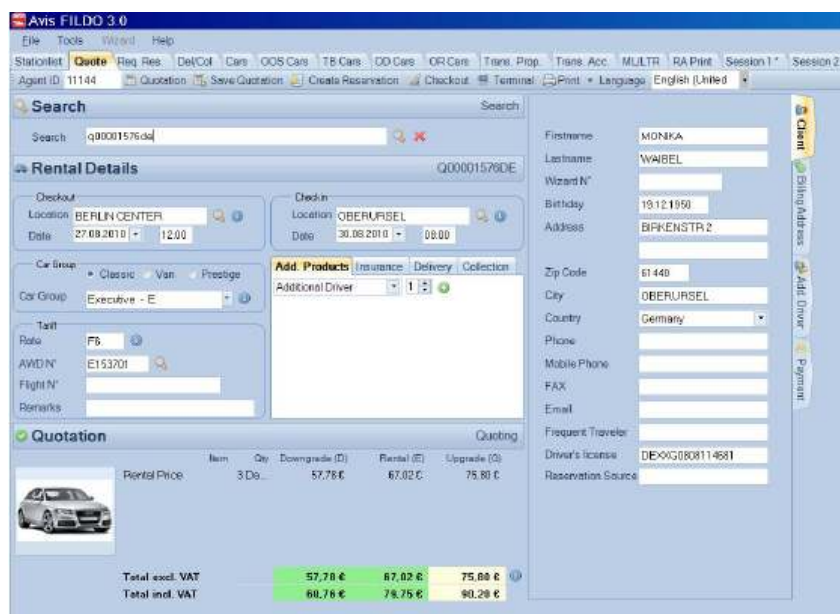
in the Search field.

Entering customer name or the quotation number as **q+number** in the Search box the drop down window will open



Here you have to click on the **Quotation (9)** tab to access the quotations for this customer.

If you enter the quotation number with **Q as a capital** letter the quote will display instantly:




To create a reservation all you need to do is click on the **Create Reservation** tab and the message



will come back. Close the message and the quote number has been changed to a reservation number:



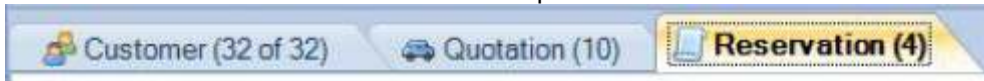
To display the reservation instantly in the X502 Wizard screen click on the tab  Terminal :



With MR (modify reservation) you can now enter the CID details. To print or send the reservation as an e-mail call it up in the Quote tool and follow the steps as set out in printing/sending a quote..

To modify or cancel a reservation via the Quote tool you need to enter either customer name or reservation number into the search field.

If you enter customer name or the country code in the reservation NOT in capital letters, then you need to click on the reservation tab in the drop down window and then select the correct reservation.




If you enter the reservation number and type the two letter country code as CAPITAL LETTERS the reservation will be displayed:



You can now make the necessary changes and click on the tab  Modify Reservation.


If the MODIFY will have no impact on the quoted price (update address or driver's licence number, change credit id etc) the modify will be accepted and the message window will have the information:

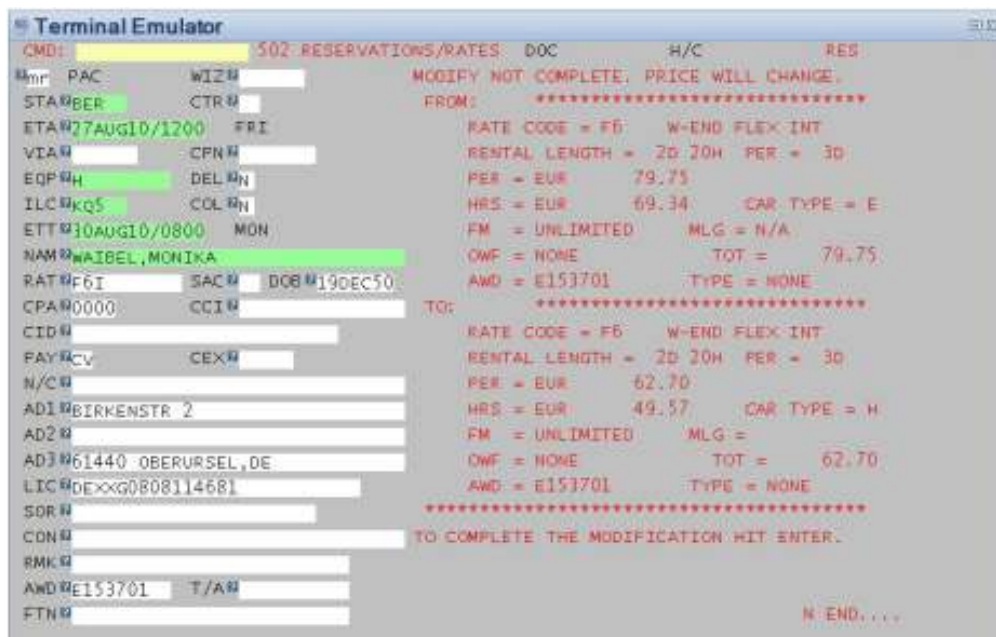
**MODIFY COMPLETED**

without showing the reservation again. By clicking on the tab  Terminal the changed reservation can be checked in the Wizard X502 screen.

If the customer wants a change that will impact the price this window will appear:




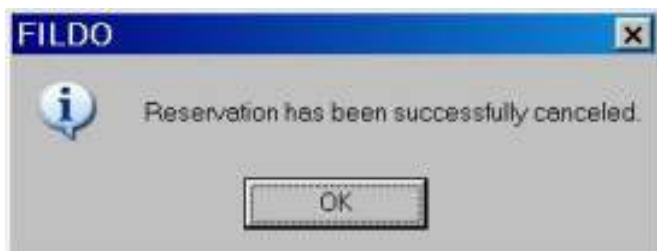
Close the window and click on the tab  Terminal. The reservation with the modified information and the correct action code in the PAC field will show:




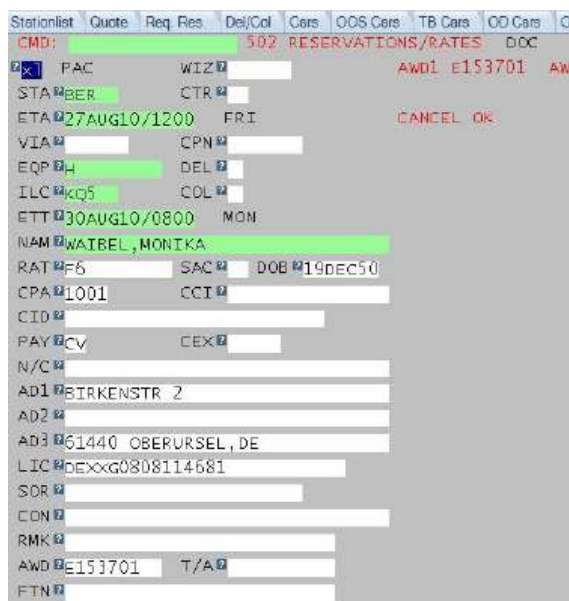
Explain the change in price to the customer – and if he agrees - press enter to save the changes.

To CANCEL a reservation call it up in the same way as you would for a modify.

If you then just click on the tab  the information window will open with this text:

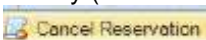


And if you then click on the  you will see that the reservation is cancelled:



This will prevent the NON CANCELLATION FEE being charged to the customer, but the cancellation number is NOT captured in the reservation. To make sure that the cancellation number is correctly captured you need to reverse the process:

Call up the reservation, open it via the  tab in the X502 Wizard screen, enter the cancellation number and modify the reservation. Then either cancel it in the X502 Wizard screen directly (if

customer does NOT need an e-mail) or call it up again in the Quote tool, click on the  tab and then send it as you would a quote or a reservation.

## 2.0 How to deal with the cars

### 2.01 Vehicle Information / Status / Trace

All information as to a vehicle is displayed on the X313 in Wizard – some of it is easy to read and understand, other parts are a bit cryptic, some information can't be displayed on the X313 and some of the fields on the screen aren't even used in Europe and so the entry there is mostly dummy information – not very user friendly.

The information as to the **current vehicle status** is the only one that **always** needs to be checked on the X313 as this is LIVE information and not included in the static vehicle information that Fildo provides.

```

CMD: 313 VEHICLE DISPLAY DOC H/C

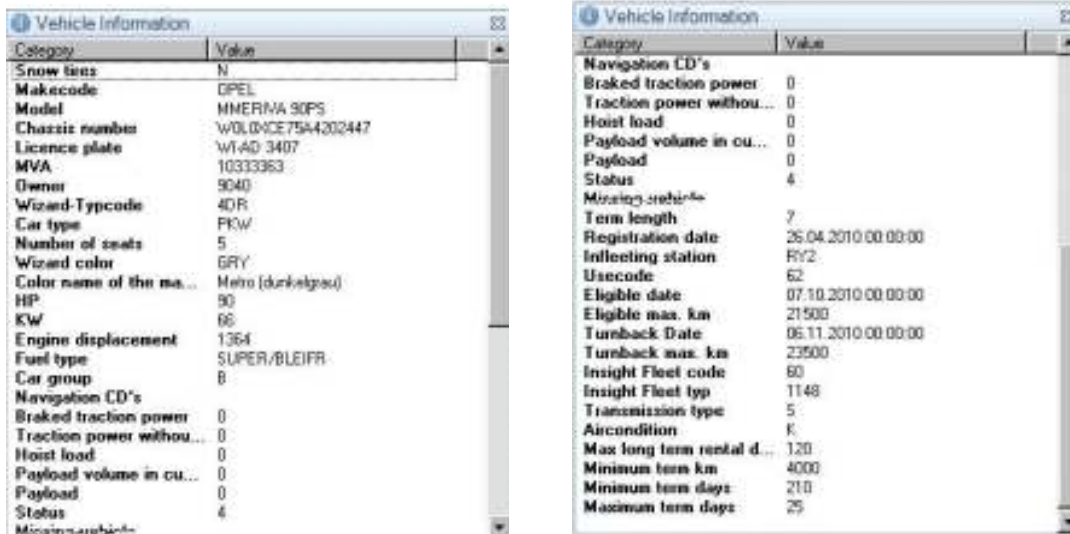
ACTION DS DS

MVA NO 10333363 VIN NO W0L0XCE75A4202447 LIC NO DEWIAD3407
      USECD/PGMCD- 62 / FLAT AGE - 00/27
OWNER - 09040-252 MAKE/MODEL - MERI VA14 IGNIT KEY - 12345678
CURR LOC - 04201A-FRA MODEL YEAR - 10 TRUNK KEY - CALL DWN
LAST MVMNT - 27MAY10 BODY TYPE - 4DR DELIV DATE - 25APR10
MILS/KMS - 002825 CAR GROUP - GRPB REG DATE - 25APR12
CHK OUT LOC- 04201A-FRA COLOR TOP - GRY INSP DATE - NONE
MOVEMENT - 737213540 COLOR BOT - GRY DISP DATE - 25APR12
DATE OUT - 27MAY10 MPG/TNK CAP- 012.0/011.7 PM MILS/KMS- 000000
DATE DUE - 28MAY10 ACCESSORY -
LOC DUE - 04201A-FRA TITLE - PVT
      MI/KM IND - K PG NUMBER -
      FUEL UNIT - L INVTY DATE - 27MAY10
      FUEL TYPE - G INVTY LOC - 04201A-FRA
TB DATE - 06NOV10 TB MILES - 0023500

STATUS - ON MOVE TURNBACK STATUS- NEW
    
```

Customers often ask car specific questions (horse power, engine size, air condition, etc.) – and sometimes the answers are not easy to find unless you have the car papers right in front of you (and even there the answer needs a bit of finding).

With Fildo it is possible to have all these answers and other information that might be needed in connection with this particular car with a click on the MVA number:

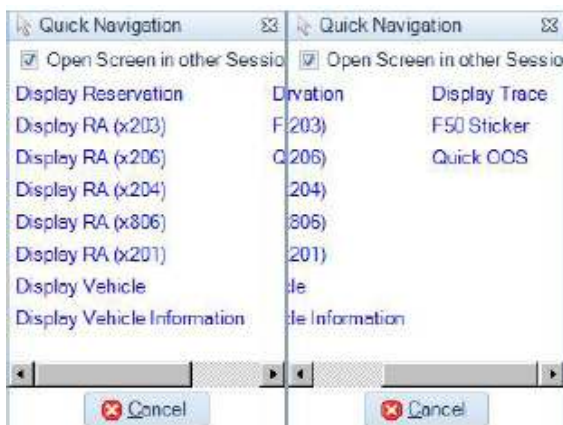


Should the information as to **turn back date and/or turn back miles** on the Fildo information box **differ** from the information on the X313 it is always **the X313 information that is valid.**

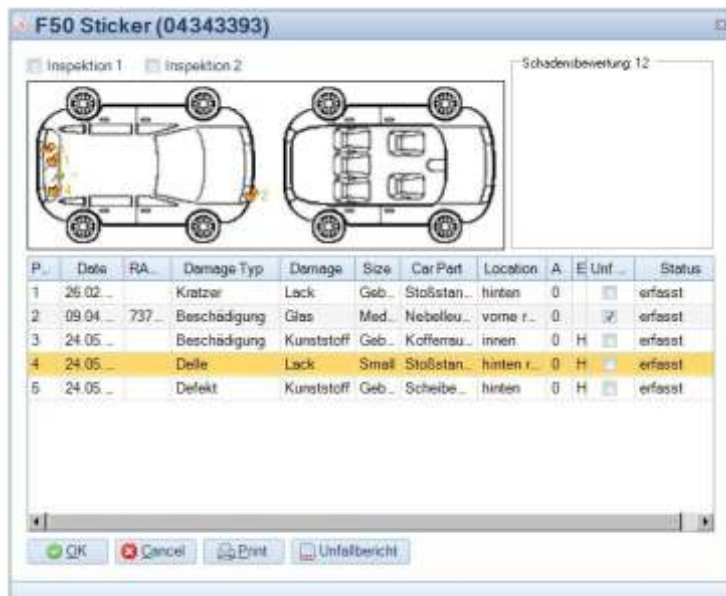
A really useful feature of Fildo is that you can access the vehicle information from ANY screen: simply click (if MVA is blue) or double click on the MVA number and a **QUICK NAVIGATION** window opens. Depending from which screen you call up the drop down window the choice of short cuts is slightly different.

MVA in blue gives you this choice

MVA in black opens this window:



If damage information is captured in Merlin and correctly entered on the F50 sticker, then this information can also be called up by clicking on the MVA-number on any screen via the Quick Navigation box. That is very helpful if a customer queries the damages or if a car comes back from repair and the damage status needs to be changed.



To either see or amend the information click on the corresponding line and the next window will open:



From the **CARS-**, **OOS-**, **OR-** and **OD (DI)-lists** a double click on the MVA-number will show you how Fildo planned with a particular car. This might help you to understand why Fildo allocated this particular car to a reservation. And shows you why it is so important to rent the allocated car whenever possible.



Don't forget: the main reason we have Fildo is to optimize the fleet – to the benefit of Avis, our customers and everybody at the station!

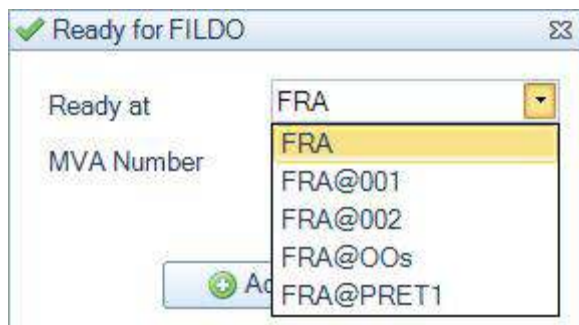
## 2.02 Ready for Fildo

As soon as a car is ready for rent – previous movement closed and car physically ready for the next customer – it is important that the car is then also set on READY FOR FILDO. Who performs this task depends on your station organisation.

You have access to the Ready for Fildo button from almost every screen – it is always located in the right hand side menu.



The box READY AT will always display the station you are signed in for. If your station has associated substations you can choose the correct location via the drop-down list:



Always make sure, that you have the correct station code in the Ready at box – depending on that information the car is added as ready to the Cars Lists of the station and will be allocated to the reservations.

Now simply either scan the bar code on the key tag / car documents or type in the MVA number. With a click on ADD the car is set ready for Fildo.

If you are not sure if a car that comes back from the turnaround is already set on ready for Fildo it does not matter if you perform this action again – the action Ready for Fildo is much quicker than checking all possible lists.

## **2.3 Out of Service**

All Out of Service Information is to be found in

### **1.05 OOS**

## 2.5 Fix MVA

To assign a vehicle manually to a reservation or a car pick up you have the option **FIX MVA**.

This option can be accessed from the screen **X502**, the Check-Out screen **X101** or the **STATION LIST**.

How to do this is explained:

for the **X502 and Station List** in the chapter **3.01 Reservation**:

**Fildo add on without touching the Wizard reservation**

for the **X101** in the chapter **4.02 Car Pick-Up**:

**Search for alternative car / No car suggested / Fix MVA**

### 3.0 Reservation

#### 3.01 INCOMING RESERVATIONS

Incoming reservations for a station can be classified in two categories:

- Reservation can be modified on X502 at station level – i.e. add special services in the remarks field for easier handling during preparation time before car pick up.
- Reservation MUST NOT be modified on X502 at station level

With Fildo there is a tool that allows you to add information to a reservation **without touching it on the X502 in Wizard – the DIALOGUE BOX**. This tool is very useful for both kinds of reservations if

- special services are booked that do **NOT show in the REMARKS** field of the reservation and so might be missed when the cars are readied for the customers. Counter products, that are booked via “SHIFT F11” do not pull an entry in the remarks and need to be identified either via the SS or CP manifest.
- a special make / model is requested – then Fildo can be informed via the dialogue box and will try to allocate the requested car to this reservation. Very helpful if in a car group are for instance 5-, 6- and 7-seaters or make / models with restricted entry into various countries.
- a specific car needs to be allocated to a reservation this can be done with FIX MVA in the dialogue box.

Information added via the dialogue box will be indicated on the station list with \* in the **SR** column. When the line is marked, the added information is shown on the side menu in the box **SPECIAL REQUEST ITEMS**.

Customer Nikolov has reserved a car group that has no inbuilt GPS – the GPS was booked via the counter products and needs to be identified via the SS or CP code on the manifest:



This information does not show in the remarks field:

Stationist	Req Res	Dml/Col	Cars	CCS Cars	TB Cars	OU Cars	OR Cars	Treas Prop	Treas Acc	MLTR	RA Pnt
WAD 5317	FRA	FRA	16:29:00	D	MUeller,GERHARD	03262171G3				X-FU1	
* WAD 7774	FRA	FRA	10:07:00	L	NAVRESTAD,TOM,MR	13706253ND2				X-K2	
WAD 2657	ZS9	ZS9	09:34:00	G	NEBELUNG MICHAEL,HEFFI	11632380DE9	ZD/V158,40EUR			X-W	
WAD 4366	FRA	KR	21:50:00	B	NIEMANN,EGON,HEER	13264490DE5	DIESEL			X-AU1	
B WAD 4944	FRA	FRA	10:50:00	B	NIKOLOV,PANAYOT	10525710G4				X-GR	
LDK-MV 479	FRA	JH6	08:30:00	K	NORBERT,HOFFMANN	13830345DE4				X-DD	
WAD 5271	FRA	FRA	08:15:00	C	NORROTH,JORGE-ERNEST	12049167DE4	NAM KEIN KM			X-NV1	
WAD 1886	FRA	FRA	22:43:00	A	O'NEILL,GERARD,MR	07784631GB5	V449 88GBP			X-PB	
GR 4700	GBA	GBA	18:05:00	C	OSCHNER,BERTO	06962654DE4	EN 116501			X-UC	

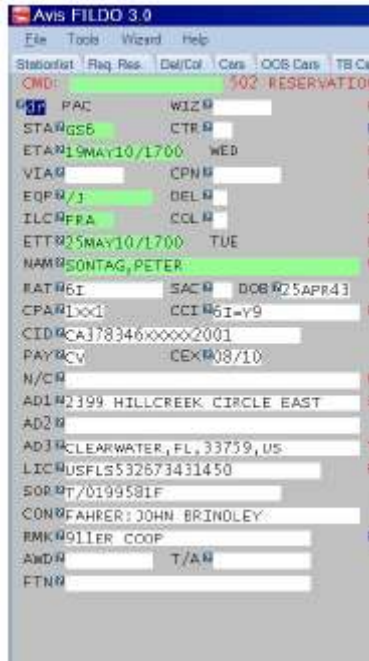
Special Request Items

TRY EXT... NAM

Edit Clear

By editing the reservation the information is clearly visible on the station list and helps to prepare for the day (the mobile GPS will be at the counter) and for the arrival of the customer – by locating him on the station list this information is also shown. This saves you calling up / printing the special service or counter product manifest to prepare for the customers.

Special vehicles like prestige cars, convertibles or cars with special equipment need to be requested. If such a request is confirmed the station must supply the confirmed make/model.



To make sure that this customer will get the confirmed Porsche 911 at the time of confirming the request the reservation was edited:



If there is a Porsche 911 on station on the day of pick up Fildo will automatically allocate it to this reservation. In some cases you might allocate the car manually with FIX MVA in the dialogue box.

If the request / reservation is made with a **special rate**, then the information that this is "Porsche must be" is picked up by Fildo from the rate-code and the information will show in the USED RULES BOX:

413848DE5	J	GS6	GS6	20.06.2010 08:00	FEHDIHN, DANIEL HERR	PORSCHE 911 CABRIO	0	31.06.2...
432933DE6	J	MUC	MUC	27.06.2010 14:00	BRUNELLO MARCO S HERR	PORSCHE 911 PORSCHE S...	0	28.06.2...
435857DE2	J	MUC	MUC	19.06.2010 08:00	HERBST, ROLF PETER HERR		0	29.06.2...
436399DE5	J	MCI	MCI	23.06.2010 08:00	BANARWUF	MB P.911/CABRIO/SILBER	0	24.06.2...
436399DE5	J	MCI	MCI	23.06.2010 08:00	BANARWUF	MB P.911/CABRIO/SILBER	0	22.06.2...
437148DE0	J	MCE	MCE	04.06.2010 11:00	HOESBERG, LIS FRAU	PORSCHE 911 PORSCHE S...	0	04.06.2...
438048DE6	J	MUC	STR	29.06.2010 15:30	HAASEN, FRITZ	PORSCHE PANAMER	0	30.06.2...

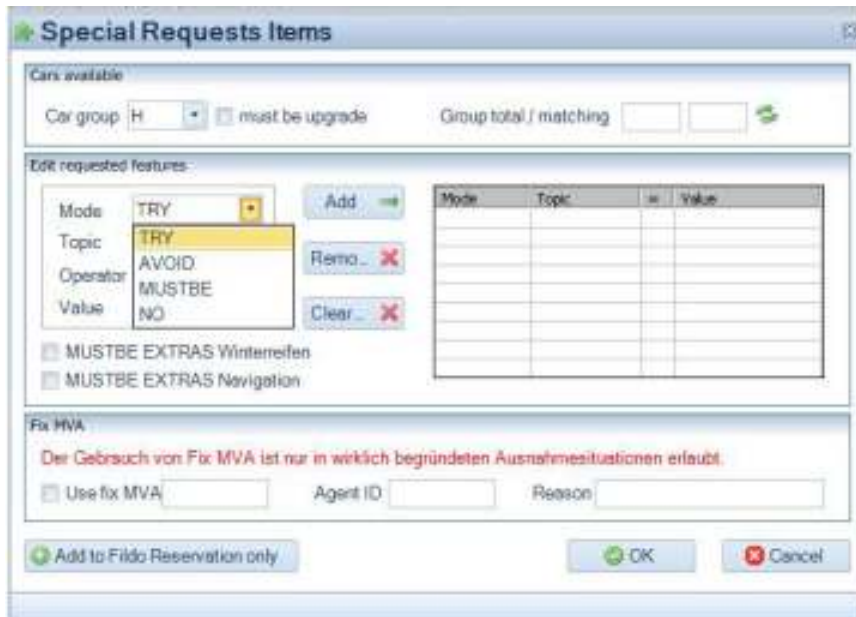


and Fildo will allocate the correct make / model.

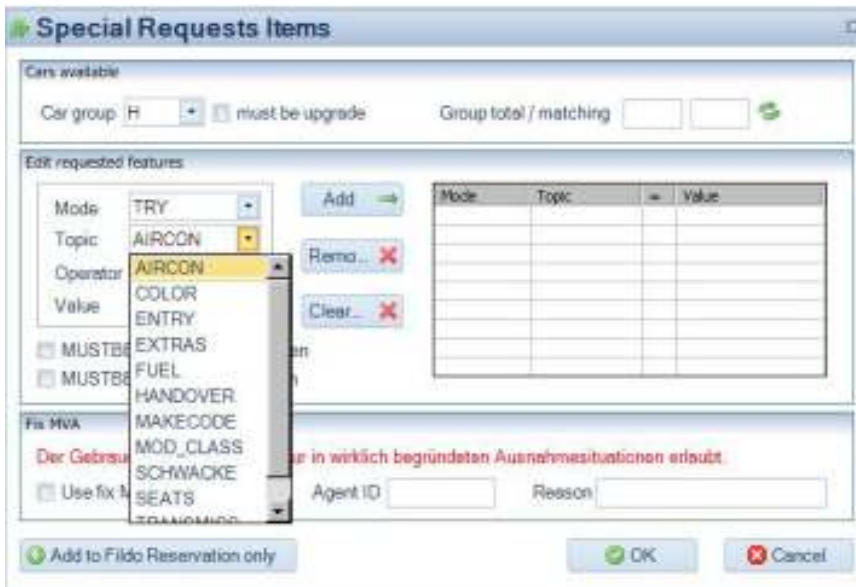
The reservation that is to be edited can be accessed either from the station list or from X502. Although the edit information may be cancelled or amended until pick up of the car the sooner information as to car specific items are entered the better the chances that Fildo will find the "perfect" car.

This is how you add the information. Click on EDIT and the dialogue box will open. For each item there is a list of possibilities to select from – for TOPIC and VALUE the list will be tailored to your needs.

**MODE** gives the order to Fildo

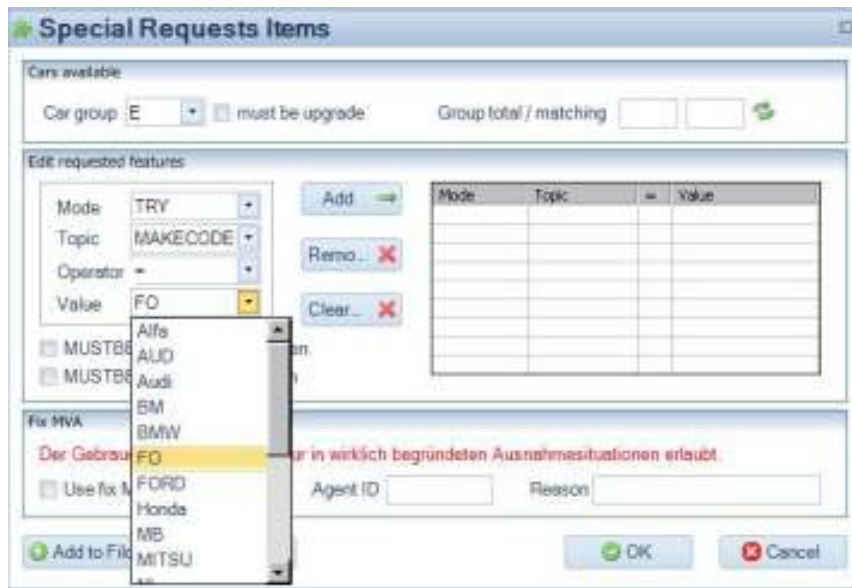


**TOPIC** is the area in which the kind of request is located:



**OPERATOR** contains = > < and is always set on =. You select < or > if you want Fildo to search for the car in a higher or lower car group as well as in the reserved one.

**VALUE** offers you the specifics to the selected **TOPIC**. In this example the topic was MAKECODE – so you get a list of all the makes currently on fleet:



After marking your selection you click on **Add** to store the information.




If you need to add another selection you can do this now. Once you have finished it is important to click on



to save the information and pass it on to Fildo.


Using **FIX MVA** for manually allocating a car to a reservation should be done only


- if it is the only way to ensure that a reservation can be served correctly.
- at the last possible moment as Fildo will not calculate with this car any longer.

Open the dialogue box, enter the MVA-number, your agent id and a reason why FIX MVA is used. Then tick the box USE FIX MVA and click on . This will bring up a reminder :



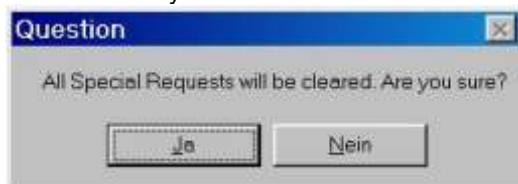
Click on  to submit the information.

The car is now “blocked” for Fildo, disappeared from the CARS LIST, will not be shown on the UPSELL or ALTERNATIVE CARS LIST and on the STATION LIST the reservation is marked with this icon: .

To take a fixed MVA (or any other special request item) from a reservation simply mark the reservation on the STATION LIST and click on  Clear in the dialogue box on the side menu:



Then confirm your choice:



The car will now appear again on the CARS LIST and be shown on the UPSELL or ALTERNATIVE CARS LIST.

### 3.02 Reservation Raised at Station

Using the QUOTE – tool in Fildo -> chapter 1.08

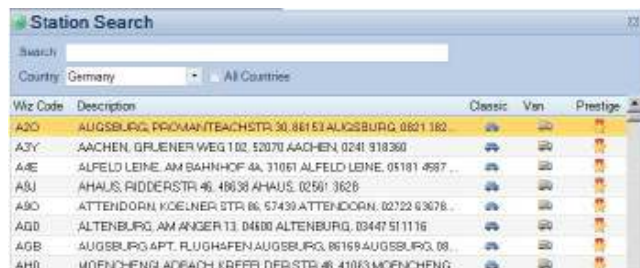
#### Wizard X502 in Fildo environment

Reservations are created on the **X502 Wizard** screen. Using the X502 in the Fildo environment gives you additional options.

By clicking on the ? in front of the entry space, a window will open with an explanation: what information is entered and which format to use:



Finding the **mnemonic or numeric station code** of another station is sometimes not easy. If you use the X502 in the Fildo environment simply double click in the **STA** or **ILC** field and a search function similar to the one in the Quote tool opens. The country is always auto filled with the country you work in (requests for rentals abroad should always be referred to the call centre). When the window first opens ALL stations in your country are listed in alphabetical order of the mnemonic code. If you are looking for a station outside the country you change the country via the drop down window before you enter the name of the town:



After typing in the name of the town the display will show all stations that have the name of this town in the address – also if the station is located in a street with that name. Select the correct station and click on OK to transfer the station code to the STA or ILC field.

The **DATE** can be picked with a “date picker” that opens if you double click into the **ETA** or **ETT** field. Select the date, enter the time and click OK or press enter. The information will be transferred in the correct format:




Clicking in the **EQP** field will open this box where you can select the car – very useful if you are not quite sure which **car group** is the smallest with an inbuilt navigation system or with an automatic transmission etc. Select the car group by clicking on the highlighted line:



If the customer has rented with Avis before you can activate the **customer search** by a double click in the **name** field. A search window similar to the one in the Quote Tool will open. Enter full customer name and the result will be like in the Quote Tool. Identify the correct entry and transfer it with a click to the X502:



With these information you can now enter RS in the PAC field and press enter to let Wizard find a rate for the customer.

Countries that have access to the AVIS Pricing tool click on  to access the station pricing.

**FILDO PRICING TOOL (available for Germany only)**

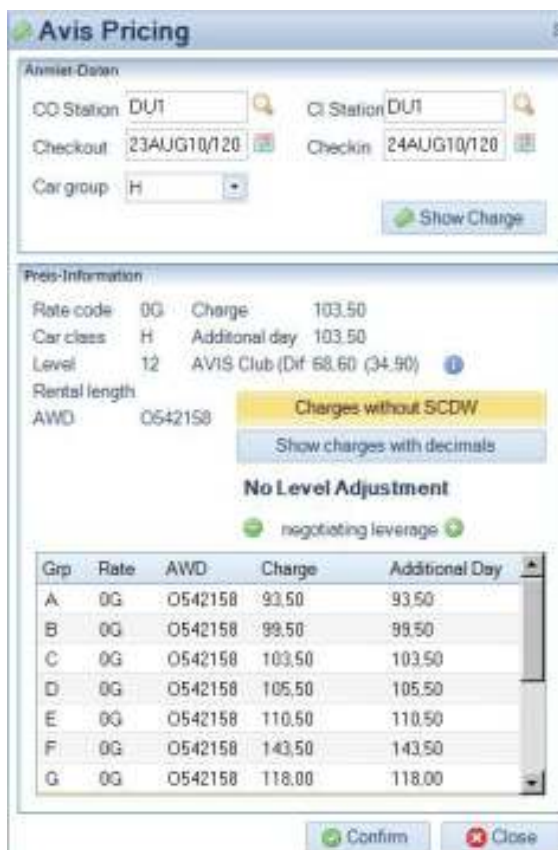
Using the RS function in Wizard on the X502 and the entry of pick-up / drop-off station and date plus a car group will select a rate that is also available through the call centre and other channels.


Most stations are using local rates and flexible pricing for their local customers that are depending on demand, availability and local conditions (high or low season, events etc.). To ensure that the correct prices are quoted and sold these can be controlled via the Avis Pricing Tool.

Clicking on the  with these information in the X502



will bring up this information:

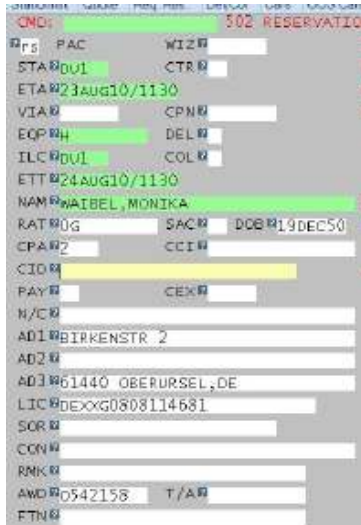


The first information is the price without extra cover – to see the price including SCDW you click on  and the new price will be shown.

Please note that in this display the price is shown for every car group that is available at the station, so that you can quickly answer customer questions as to a lower / higher car group.

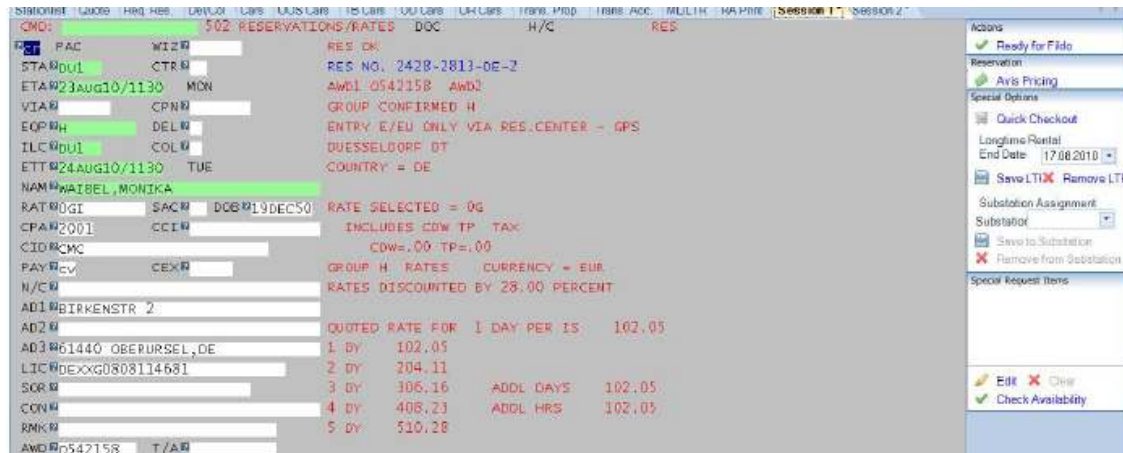
Return Station / Date can be changed either by selecting the new information from the drop down window or by simply overwriting the displayed information. As soon as your customer agrees to an offer click on OK and the data will be transferred to the X502.


As we choose the option SCDW the CPA field is already partially filled with the correct information. All you need to do now is complete the CPA-field, enter the credit information and change the PAC code to CR and press enter.



After you created the reservation (also if created using the QUOTE tool) you can add special requests

for Fildo by clicking on edit    in the side menu:



This will open the  **Special Requests Items** box and you can add whatever is necessary to ensure that Fildo will be able to allocate a car.

For more information about EDIT -> chapter **3.01 Incoming Reservation**

### 3.03 RESERVATION WITH DELIVERY / COLLECTION

If a **DELIVERY** is reserved via the Y in the DEL field on the X502 this information is passed on to Fildo and the car will be allocated 30 minutes before the reserved time of pick-up.

To deal with the deliveries on station level it is often necessary to deliver the car well in advance of the reserved time for different reasons.

In these cases it is necessary to capture the time needed for the delivery either at time of reservation or when planning the deliveries and collections for the next day(s) so that Fildo can allocate a car in time. This information is entered via the DACUP screen in Wizard.

After creating or displaying the reservation press F11 to enter the delivery / collection details.

In the last line of REMARKS/DIRECTIONS enter the information in this format:

/0230            0230 is two and a half hours BEFORE reserved pick up time.

The screenshot shows the DACUP screen with the following fields and values:

- Stationlist**: Req. Res. Del/Col Cars OOS Cars TB Cars OD Cars OR Cars Trans. Prop. Trans. Acc. ML/LTR RA Print
- CMD:** DELIVERY/COLLECTION DETAIL INFORMATION DACUP 12MAY10
- ACTION:** up DL 12906345DE4 RENTAL AGREEMENT NO: [ ]
- RESERVATION NO:** 12906345DE4 RENTAL SALES AGENT: 00000
- CUSTOMER NAME:** SMITH, JIM LAST MODIFIED DATE: 12MAY10
- DELIVERY DETAILS:** STATUS: Q49 19MAY10/1000 COL/DEL IND: D
- PICKUP LOC DATE/TIME:** Q49 19MAY10/1000
- DELIVER TO ADDRESS:** XYZ COMPANY
- REMARKS/DIRECTIONS:** [ ] COL ADDR SAME?:
- COLLECTION DETAILS:** STATUS: MVA: LIC NO:
- COLOR:** CAR CLASS: B MAKE/MDL: TURNBACK PGM:
- DROPOFF LOC DATE/TIME:** Q49 21MAY10/1800
- COLLECT FROM ADDRESS:** [ ] DEL ADDR SAME?:
- REMARKS/DIRECTIONS:** [ ]
- 74-TRANSACTION SUCCESSFULLY COMPLETED**
- PF1-X101 PF2-X201 PF3-X206 PF4-X502 PF5-X203 PF9-REFRESH DACUP SCREEN**

This will be shown on the station list as 150 minutes in the DEL column:

Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1*			
Stg. NVA	C	Model	From	To	POL/LO	PK.	D/OO	RC	Name	RESID	Reserve	DEL	DCL	Us. No.	E
			Q49	Q49			100000	B	MILLER, CHARLES	12906345DE0		30	30		
			Q49	Q49			100000	B	initial	12906345DE4		150	30		

Likewise the time for **COLLECTION** is set at 30 minutes if no input as to collection time is entered into the last line of the COLLECTION DETAILS. As it is very rarely possible to collect a car 30 minutes after it has been reported ready for pick up at the drop off address, it is very important that you enter the time it will take you to have the car actually at the station. This will prevent Fildo calculating with the car after the set time (30 minutes after stated ETT plus turnaround time). If it is already known at time of reservation, how long it will take to collect the car (drop of close or after station closing time, or on a day the station is closed) enter the time right away:

COLOR:	CAR CLASS: B	MAKE/MDL:	TR
DROPOFF LOC DATE/TIME	Q49	20MAY10/1730	
COLLECT FROM ADDRESS	THE SHOP		
REMARKS/DIRECTIONS			DEL
	/2200		

The 22 hours will show on the station list as 1.320 minutes like this:

TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	M/LTR	RA Print	Session 1*		
FK	DD	RC	Name	RESID	Remarks	DEL	COL	Lic.No	S
10:00:00	B	MILLER,CHARLES	12505335DE0			30	30		
10:00:00	B	smith,jm	12505345DE4			150	30		
17:30:00	B	lala,bob	12507375DE6			120	1320		

If this is not known at the time of reservation or at the time the customer picks up the car, the information can always be amended during the rental or at the time the car is reported to the station ready to be collected.

## 4.0 Car pick up

### 4.01. QUICK CHECK OUT

The check-out process can be started from any screen in Fildo or Wizard.

Picking customer from STATION LIST.

Mark the customer and click on Quick Checkout

Stake/MS	C	Model	Lic. No	From	To	D.S	Q/CD	RC	Name	RESID
09922346	F	ASAV 2.0D AT *	WIAC 2925	KQ5	KQ5		07:30 00	E	BEDMANN,ONNE HERR	10363068
04284943	J	PANAMERA 45 P *	LB PF 827	KQ5	KQ5		07:34 00	J	GRAF,INGO MR	08826504
04259872	D	B200 SP.1 AT *	WIAB 9397	KQ5	ERR	3	09:00 00	C	SCHWING,MADELEINE	10206372
04347590	G	330D LIM. AT *	WIAL 1773	KQ5	KQ5		09:02 00	G	KUDLUNZ,LDEMIS DR	10219077
04470596	E	TIGUAN 1.4TS1 *	WIOW 1419	KQ5	KQ5		11:52 00	C	DUMMER,TIM	10376280
07962096	H	CEED SW 1.4 *	WIAC 4001	KQ5	KQ5		14:00 00	H	UTC,FF	10402064
10213332	A	SANDERO 1.6	WIAC 9330	KQ5	KQ5		15:15 00	A	waibel,fildo test	10502380
04470596	E	TIGUAN 1.4TS1 *	WIOW 1419	KQ5	KQ5	3	17:00 00	B	KOHN,ANDREAS DR	09420851
04465982	H	CARENS2 DORD *	WIAC 3161	KQ5	KQ5		17:00 00	B	SCHULAKOW-KLASS,ANDREJ	10382152
				KQ5	KQ5		17:00 00	C	SPREEN,TILMANN	10383967
10299166	I	3 MAX 2.3 AT	WIAC 9302	KQ5	KQ5	3	18:00 00	H	MOELLER,MIRKO MR	10367251
10304541	K	A180 CDI AT	WIAD 1222	KQ5	KQ5		18:00 00	K	LETTMANN,HOLGER MR	10482668

This will bring you onto the X101 with this insert. If it is the correct customer simply enter your agent id, press enter or click on OK for a real time check out.

**Confirm Quick Checkout**

Agent Id:  **11144**  Mark as Preprint

---

**Station Criteria**

Date:  ... Rent Station:  Delayed

---

**Station Delivery & Collection**

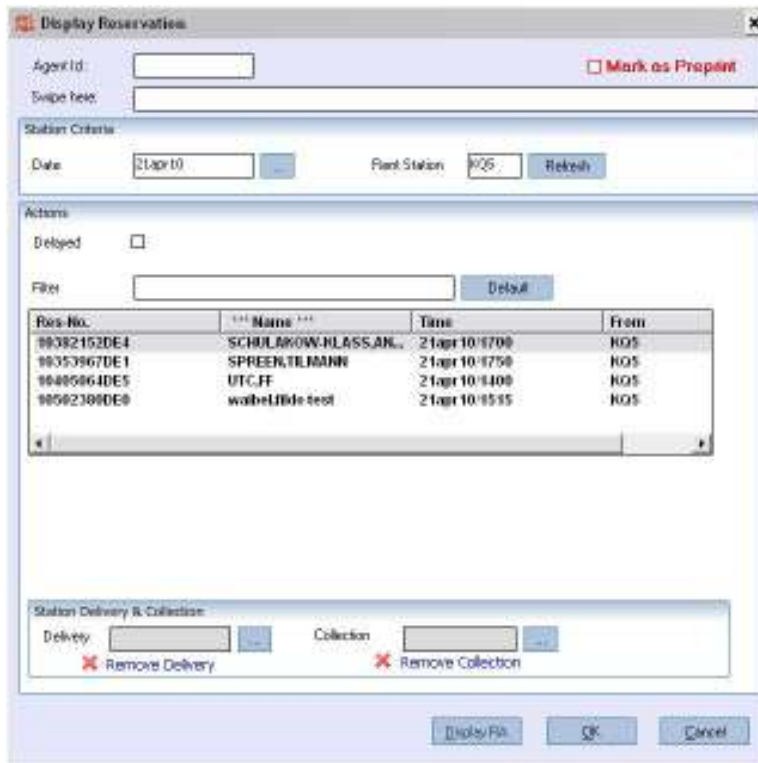
Delivery:  ... Collection:  ...

---

**Reservation Details**

RESNO	10502380DE0
STATION FROM	KQ5
RENTAL DATE	21.04.2010 15:15:00
STATION TO	KQ5
RETURN DATE	22.04.2010 10:00:00
VEHICLE CLASS	A
NAME	waibel,fildo test
DELIVERY TIME	
COLLECTION TIME	
RATE CODE	X-RZI
LENGTH OF RENTAL	
REMARKS	
WIZARD NUMBER	
AWD NUMBER	00000000
FLIGHT NUMBER	

If you call up the X101 without marking a customer on the station list or from any other screen the insert will offer you all reservations for this time:



Here you select the customer either by swiping his card or by marking the name and then clicking on OK.







All reservation data and the information as to the allocated car will be transferred to the X101:



Additional Fildo information to the car will be shown at the bottom of the screen. In this example

Grp A	the allocated car is a group A car
Code Plate	the licence plate number
Description	make model of the car
AC/CD/NAV etc	special equipment yes / no
STR Amount	information as to cost of snow tyres
FUF	the price of prepaid gas

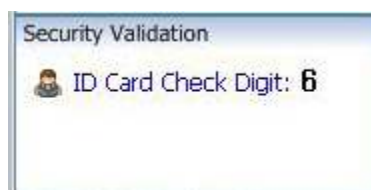
The side menu on the X101 offers you shortcuts to other Wizard screens or to Fildo functions that are helpful at the time of Check-Out:

-  **F50 Sticker** call up the current damage information if the car papers aren't updated
-  **Find Customer Data** if no credit card has been captured at time of reservation and customer has rented with this credit card before enter credit card number manually, click on icon and a window with all relevant data will open. Confirm with customer, click OK and the information will be transferred to the X101
-  **Upsell** list of cars suitable for upsell including costs – only works if METH PAY is CV  
If other means of payment are used you need to pick the car from the alternative cars.
-  **Turndown** if a reservation can not be checked out because customer can't qualify (no credit card, no driver's licence, other Avis standards not met)
-  **Alternative Cars** shows a set amount of available cars. Used if
  - no car was allocated to the reservation
  - allocated car is not acceptable to customer
  - method of payment for upsell is not CV
-  **Ready for Fildo** to quickly set a car on ready for Fildo if not done prior to rental


Then you have info boxes with further information:

Special Request Items		
Mode	Topic	Value
NO	FUEL	E
NO	MAKECODE	PORSCHE

Special request items that have been added to the Fildo reservation only to help Fildo to allocate a make/model close to the customer's request.

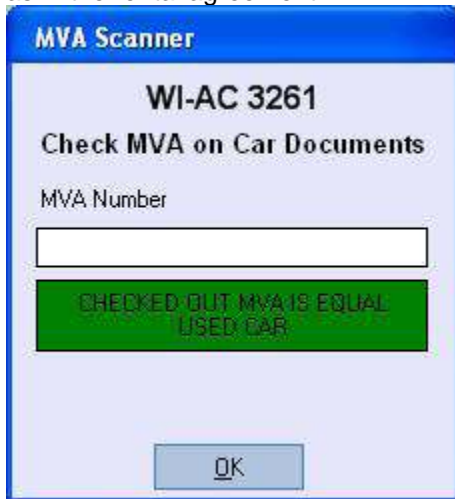


to validate the presented identity card / passport

-  **Print Interim R.A.** very important for the times when Pearl/Merlin are down – allows you to print a rental agreement with all customer and car details so that you only have to copy the rate information and the estimated rental costs before customer signs – saves using a manual contract or filling in a **xx** form.

Now either swipe the credit card or enter the reason why no swipe was done, check that the information as to customer's address, driver's licence, return station and date are correct, offer pre paid gas and complete the FUEL OUT field. Then press enter.

This will open another insert, where you are asked to confirm that you are really going to rent the car as in the rental agreement.



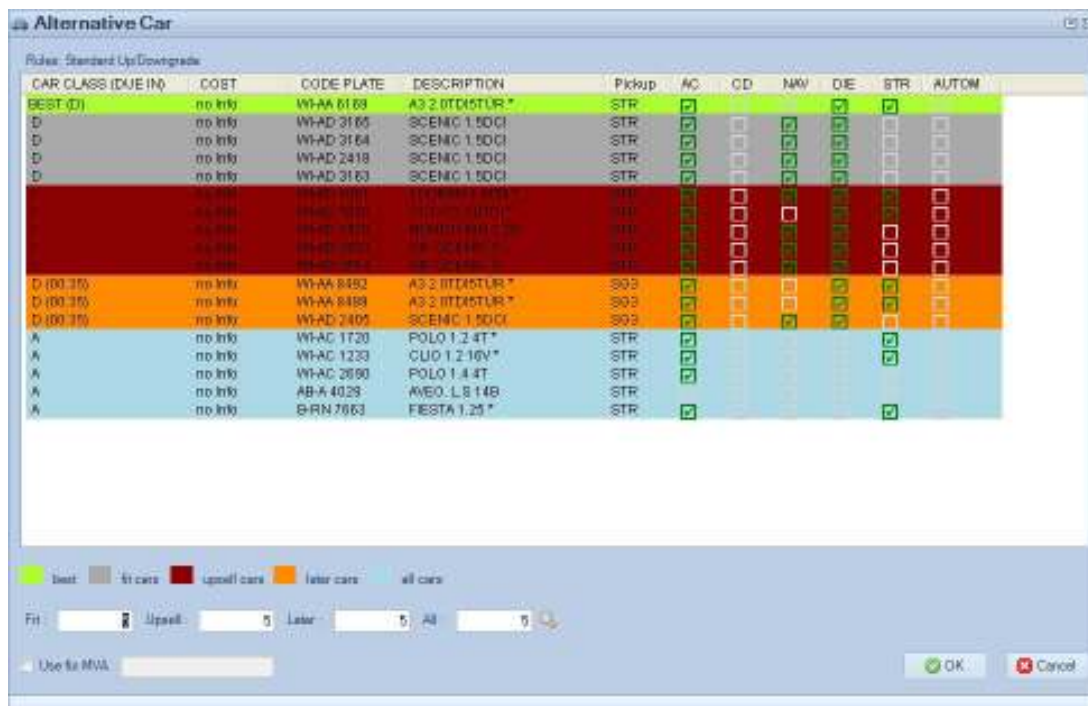
Either enter the MVA number manually or scan the barcode on the key tag or car documents.

You now have successfully completed a Fildo check-out with the allocated car.



## 4.02 ALTERNATIVE CARS LIST

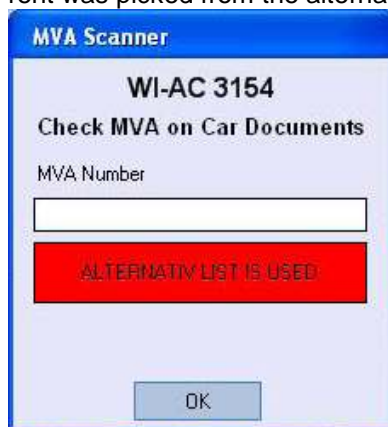
If the allocated car is not suitable or if there was no car allocated yet you can pick one from the ALTERNATIVE CARS list:



The directly available cars in the group reserved would be marked green – the best car for this rental – reserved car group and with the best return for Avis  
 grey – cars in the reserved car group that would also fit the reservation  
 orange – cars in the reserved group that are not immediately available but could be picked up from the listed station - time in brackets is the calculated waiting time for the customer if someone could transfer the car right away  
 red – cars suitable for an upsell  
 blue – other cars

In this example the maximum number of cars shown in each category is set at 5 – by changing the number you can widen the search.

To pick a car from the list simply mark it and click on ok – the MVA number and current mileage reading will be transferred to the rental agreement.  
 The “CONFIRM CAR” window opens with a slightly different message – that the car you are going to rent was picked from the alternative list:



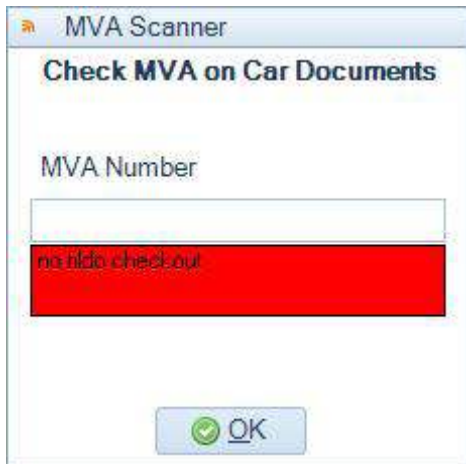
Again either enter MVA manually or scan the barcode on the key tag or car documents.

**FIX MVA**

Cars, that were turned in before the date/time specified on the rental agreement or cars that were returned to your station instead of the station noted on the rental agreement or rental agreements that have not yet been closed or set ready for Fildo might be available but do not show on the ALTERNATIVE CAR list.

You can manually allocate such a car by using FIX MVA – simply tick the box and enter the MVA number.

Again the message on the “CONFIRM CAR” window will be slightly different:



Again either enter MVA manually or scan the barcode on the key tag or car documents.

### 4.03 UPSELL

Using the button **UPSELL** directly will only work if the **CREDIT ID** is a credit card and the **METH PAY** is **CV**.

For Upsell on all other methods of payment use the Wizard method:

- enter letter for reserved car group in the MVA field and press enter to see the cost.
- select car from the ALTERNATIVE list.

### 4.04 RATE CHANGED

If the reserved rate changes during the check out process (credit id has a profile that calls up a Vipco rate, check out parameters are different from reserved information etc) Fildo will inform you of this and give you the reserved rate code:



Click on OK or press enter to continue.


In this case compare the rental agreement on X203 with the reservation on X502 to determine why the change occurred and explain to the customer the possible change in the estimated costs before the rental agreement is signed – this will prevent a complaint at the end of the rental or when the customer gets the final bill.

## 4.05 LONGTERM RENTALS

Sometimes there are rentals that exceed 30/31 days but they can't be treated like Minilease and the agreement needs to stay open until the car is finally returned. Usually you have the information in the remarks field, i.e. ETT20JUN10. After 30/31 days these rentals appear on your VRS-Overdue report. To help you deal with them you can mark them in Fildo as LTR (long term rental) and save time when working on the report.

You can mark the reservation by simply calling it up on the X502, clicking into the Longterm Rental EndDate box, pick the date



and then click on  SaveLTR .

The rental agreement will then not only show on your OR List:

Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1 *	Session 2 *
Color	Fuel	Res No.	RA	Contact	Name	ETA	ETT	
River Sil...	G	109680850...	135184...	...	DIRECT CHECKOUT	26.04.2010 10:30	28.04.2010 20:00	
Schwer...	G	125687480...	135185...	...	HICKMAN, CLIFFORD AND...	07.05.2010 08:15	05.06.2010 17:00	
River Sil...	G	120732500...	135185...	...	HICKMAN, CLIFFORD AND...	07.05.2010 08:00	05.06.2010 18:00	

but also show up on the ML/LTR list showing the actual date of return:

Cars	ODS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR
Name	Code P...	RESID	ETA	ETT	LZ	VRV	Now RWA
HICKMAN.C...	WDEE...	120732...	07.05.2010	20.06.2010	06.06.2...	02.05.2...	

If a rental slipped through you can always mark it later as a LTR – just call up the reservation again and mark it as before. This will also work if a rental agreement has been raised already as you are not interfering with the Wizard reservation but just adding information for Fildo.

## 4.06 PRINT INTERIM RA

This is used for the times when Pear/Merlin is down and will save you filling in a manual form. All relevant customer and car information is supplied and you can then either enter the rate and conditions manually after printing or fill in these information before printing.

Front Page:

### Mietvertrag

Mietvertragsnummer : 737872074

#### AVIS Kontaktadressen

AVIS Autovermietung GmbH & Co. KG  
Zinnsteinhühlerweg 21  
61437 Oberursel, DE

Internet [www.avis.de](http://www.avis.de)  
Reservierungen 0905 | 557755  
24 Stunden 0905 | 882299  
Pannenhilfe

#### Persönliche Daten

Name RAMOS, CLAUDIA, SOFIA  
Adresse HERMANRING 26 B  
70569 STUTTGART, DE

Firma  
Kostenstelle lopes, josao daniel  
Telefonnummer 015784526513  
AWD

#### Anmiet-/Rückgabestation

Anmietstation  
STR

Vereinbarte Rückgabestation  
STR

Führerscheinr. DEXXL14299401

#### Fahrzeugdaten

Fahrzeugtyp 10  
Pol. Kennz. DEWIAD2290  
Farbe BLK  
Fahrzeug-Gruppe A  
Getriebeart S  
Kraftstoffart G  
Kw Abfahrts/Ankunft 1236

Tankanzeige Abfahrt  
g8

Sie finden Ihr Fahrzeug auf dem Parkplatz

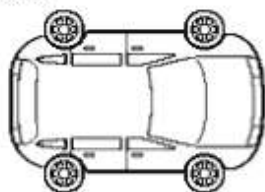
Page with vehicle information:

#### Fahrzeugzustand

Pol. Kennz. 10351294

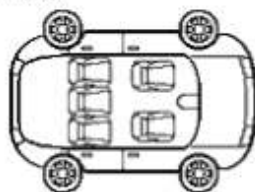
DEWIAD2290

Aussen



Teil des Fzgs

Innenraum



Beschreibung

Anzahl

#### Informationen zum Zahlungsmittel

Konto CX412487XXXXXX8087

Genehmigung 104741

Art CV

Page 2, where the rate and price information are usually printed, only carries these information. At the top

**Mietvertragsnummer** 737872074

**Anmietdaten**

	<i>Mietbeginn</i>	<i>Rückgabe</i>
<i>Datum/Uhrzeit</i>	01.05.2010 10:26:55	02.05.2010 21:00:00

and the additional information at the bottom:

**Weitere Informationen**

**Reservierungsnummer** 11629250DE3

**Einreisebeschränkung** Einreise nur gestattet nach: Österreich, Belgien, Dänemark, Deutschland, Finnland, Frankreich, Großbritannien, Irland, Italien, Luxemburg, Niederlande, Norwegen, Portugal, Festland Spanien, Schweden und Schweiz. Keine Einreise nach Italien mit Mercedes Benz E und S Klasse und BMW 5er und 7er Baureihe. Porsche darf nur in Deutschland, Österreich und Schweiz gefahren werden.

Always make sure that BOTH COPIES of the agreement state the estimated cost, what is included in the rate/price and what options the customer has accepted before he signs the agreement.

## 4.07 WALK UP

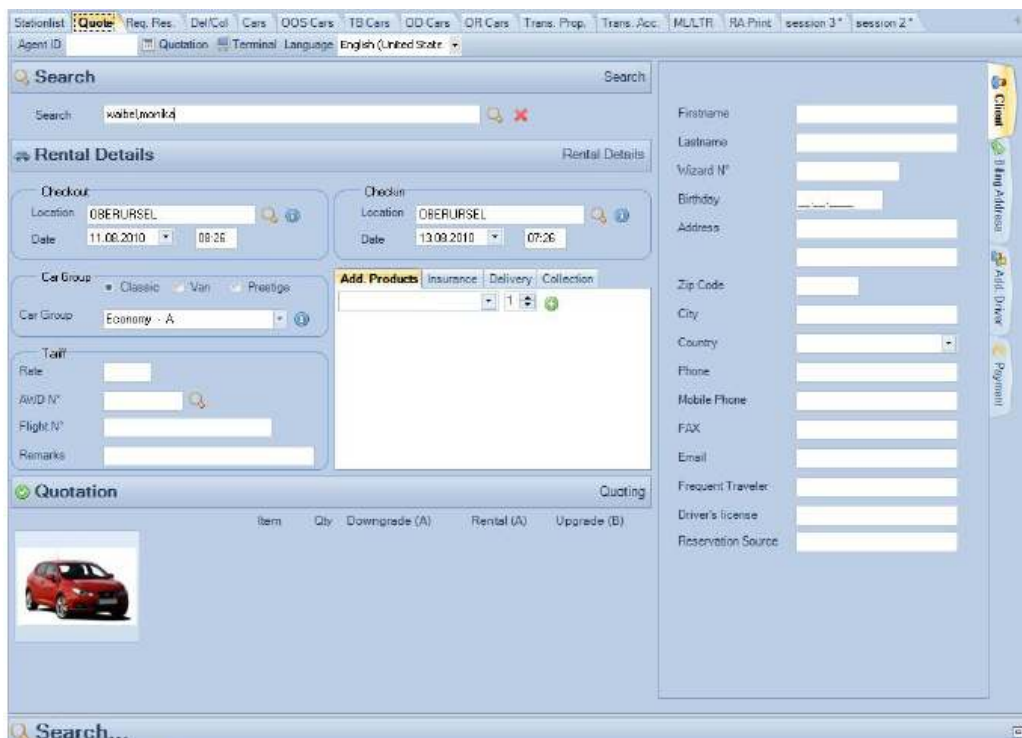
With Fildo you should **always turn the quote that you give to a walk up customer into a reservation** before proceeding with the check out. In doing so, Fildo will in most cases allocate a car to the customer or give you a good choice via the Alternative cars list.

To find customer data, quote a price and have all information transferred to the X101 you can use the **QUOTE Tab** in Fildo.

**Using QUOTE** has the advantage that you can find customer data for customers that do not have a Wizard (Customer) Number by searching for CUSTOMER NAME if this customer has rented within the last six month with Avis – and these information will be transferred to the X101 screen in Wizard without first creating a reservation.

When you call up QUOTE the following fields will be auto filled:

- |                                 |                                                                        |
|---------------------------------|------------------------------------------------------------------------|
| Check out and check-in location | your station                                                           |
| check out date / time           | today / plus one hour from now                                         |
| check in date / time            | plus two days / same time as check out –<br>amend to correct date/time |
| car group                       | A – change to requested car group                                      |



Enter customer name as completely as possible and click on SEARCH. A window will open with a list of names that correspond to your entry and also names that are similar:

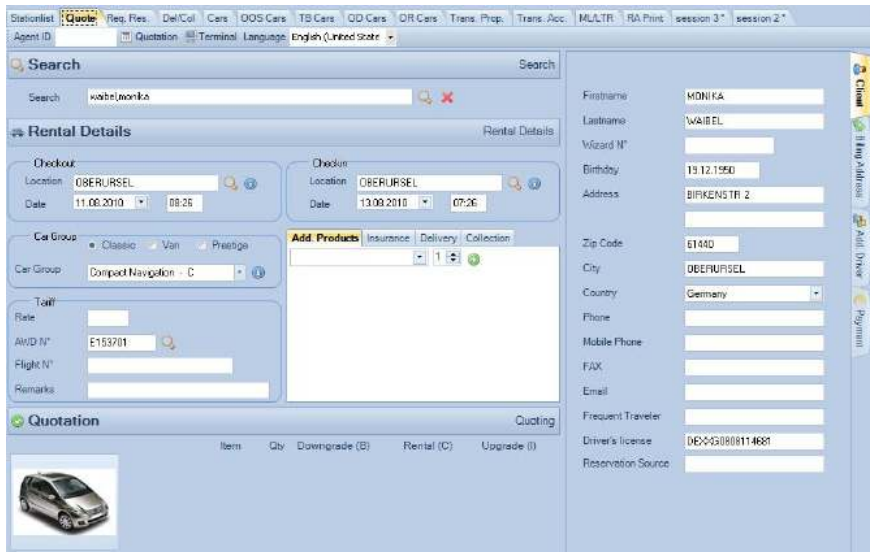
	Firstname	Lastname	Wizard N°	Birthday	Address	Sta	Eta	Iic	
1	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	30.07.2010 15:00	KQ5
2	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	FRA	18.06.2010 15:15	LDW
3	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	LDW	31.05.2010 13:35	FRA
4	MONIKA	WAIBEL	AN709F	19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	31.03.2010 14:03	KQ5
5	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	FRA	04.11.2009 15:14	LDW
6	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	FRA	04.11.2009 15:14	LDW
7	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	03.09.2009 15:45	KQ5
8	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	SG3	08.06.2009 15:49	KQ5
9	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	SG3	08.06.2009 15:49	KQ5
10	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	05.06.2009 17:00	SG3
11	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	08.04.2009 16:00	KQ5
12	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	08.04.2009 16:00	KQ5
13	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	20.12.2008 10:45	KQ5
14	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	FRA	03.11.2008 13:45	LDW
15	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	28.07.2008 17:02	FRA
16	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	LDW	05.07.2008 09:27	KQ5
17	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	10.05.2008 11:26	SG3
18	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	SG3	13.05.2008 13:24	KQ5
19	MONIKA	WAIBEL		19.12.1960	BIRKENSTR 2	61440 OBERURSEL,DE	KQ5	10.05.2008 11:26	SG3

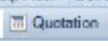

At the end of each line you get this information:

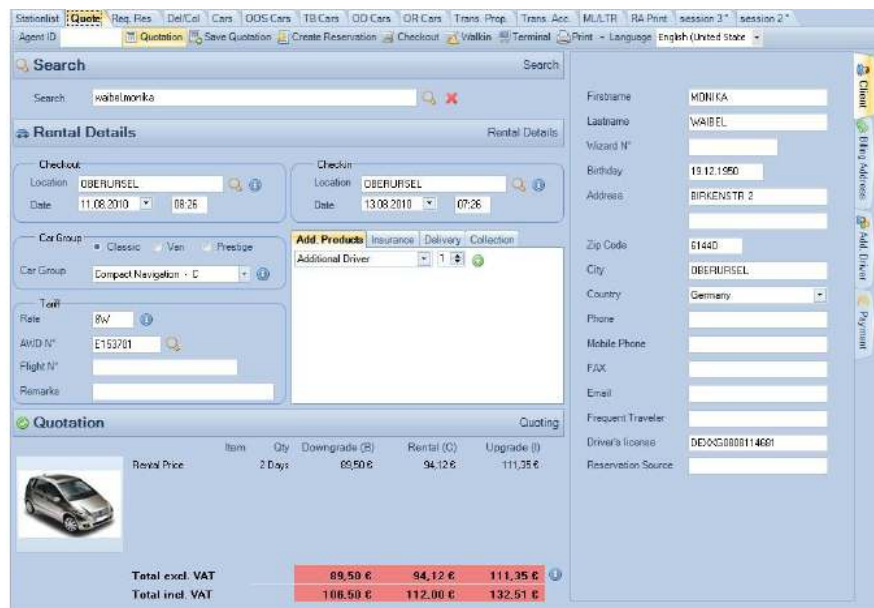
Sta	Eta	Iic	Ett
KQ5	30.07.2010 15:00	KQ5	02.08.2010 08:00
FRA	18.06.2010 15:15	LDW	19.06.2010 14:00
LDW	31.05.2010 13:35	FRA	01.06.2010 13:00
KQ5	31.03.2010 14:03	KQ5	12.04.2010 14:00
FRA	04.11.2009 15:14	LDW	04.11.2009 20:40
FRA	04.11.2009 15:14	LDW	05.11.2009 09:00
KQ5	03.09.2009 15:45	KQ5	07.09.2009 09:00
SG3	08.06.2009 15:49	KQ5	22.06.2009 09:00
SG3	08.06.2009 15:49	KQ5	22.06.2009 09:00
KQ5	05.06.2009 17:00	SG3	08.06.2009 12:00
KQ5	08.04.2009 16:00	KQ5	20.04.2009 09:00
KQ5	08.04.2009 16:00	KQ5	20.04.2009 09:00
KQ5	20.12.2008 10:45	KQ5	02.01.2009 11:00
FRA	03.11.2008 13:45	LDW	04.11.2008 13:00
KQ5	28.07.2008 17:02	FRA	29.07.2008 17:00
LDW	05.07.2008 09:27	KQ5	07.07.2008 11:00
KQ5	10.05.2008 11:26	SG3	13.05.2008 09:00
SG3	13.05.2008 13:24	KQ5	27.05.2008 09:00

The date of birth and complete address help you to identify the customer correctly.


Once you have found the correct information, mark the line and double click. This will transfer all data:



As the customer had an AWD number in the last rental, this will be transferred to the information so that if you now click on  at the top of the screen or on  at the bottom of the screen the correct rate will be shown:



In addition to the price for the requested car group the price for a group higher and a group lower will be shown as well.

Once you have checked with your customer that all information is still correct, click on the Walk in button  and all information will be transferred to the X101 Check Out screen. Swipe the customer's credit card and finish the rental agreement.

Depending on the car situation at this time  
 Fildo will directly allocate a car  
 or  
 you will need to pick it from the alternative list  
 or  
 use Fix MVA.

All information but no car allocated:

Stationlist	Quote	Req. Res.	Del/Col	Cars	DDS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	MULTR	RA Print	session 3
CMD	X101	RA CHECK OUT	DOC	TBRI0200	H/C	RES MSG							
AGENT ID 11144 ENTER AGENT ID THEN SWIPE BELOW													
NAME	WAIBEL, MONIKA	RENT STA	DATE	DLY?	RSN?								
COMPANY	Q5	ADDR1	BIRKENSTR 2										
ADDR2	?	ADDR3	61440 OBERURSEL, DE										
DR LIC	DEXXG0808114681	DOB	19DEC50	DEL	N	TAX	?						
CID	?	CEX	?	METH	PAY	CV	PREPY	?					
AUTHORIZ	CPN	?	CCI	?	DIS/COM	1/0							
LCL CONT	?	FTN	?										
REMARKS	?	AWD	E153701	ADJUSTMT	?								
IN STA	KQ5	DT/TM IN	13AUG10/0726	OWF/MISC	?	COL	N						
RATES	8W/C	GRP	13	MVA	XXXXXXXXXX	ML/KM	?	FUEL	OUT	?			
CDW	Y	PAI	N	LI	N	TP	Y	PPN	?	DP			
DT/TMOUT	FOR DELAYED C/O AND REPRMPTS										RA		
ENT DATA	SOURCE										PASSWORD		
HOURLY	DY	WKY	PR	ML/KM	OTHER								

The cursor is now at the end of the name. Click into the white bar under the AGENT ID and swipe the credit card:

Stationlist	Quote	Req. Res.	Del/Col	Cars	DDS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	MULTR	RA Print	session 3
CMD	X101	RA CHECK OUT	DOC	TBRI0200	H/C	RES MSG							
AGENT ID 11144 ENTER AGENT ID THEN SWIPE BELOW													
NAME	WAIBEL, MONIKA	RENT STA	DATE	DLY?	RSN?								
COMPANY	Q5	ADDR1	BIRKENSTR 2										
ADDR2	?	ADDR3	61440 OBERURSEL, DE										
DR LIC	DEXXG0808114681	DOB	19DEC50	DEL	N	TAX	?						
CID	CM546812XXXXXXXX7906	CEX	?	METH	PAY	CV	PREPY	?					
AUTHORIZ	CPN	?	CCI	?	DIS/COM	1/0							
LCL CONT	?	FTN	?										
REMARKS	?	AWD	E153701	ADJUSTMT	?								
IN STA	KQ5	DT/TM IN	13AUG10/0726	OWF/MISC	?	COL	N						
RATES	8W/C	GRP	13	MVA	XXXXXXXXXX	ML/KM	?	FUEL	OUT	?			
CDW	Y	PAI	N	LI	N	TP	Y	PPN	?	DP			
DT/TMOUT	FOR DELAYED C/O AND REPRMPTS										RA		
ENT DATA	SOURCE										PASSWORD		
HOURLY	DY	WKY	PR	ML/KM	OTHER								

All you need now is pick a car from the alternative list or use Fix MVA.

## 5.0 During the Rental

### 5.01 Minilease / Long Term FOLLOW UP RENTALS

All correctly marked Minilease Rentals (ML) and other long term rentals (LTR) are listed on the ML / LTR LIST:

State	RA	MVA	Name	Code/Plate	RESID	ETA	ETT	LZ	VRV
LTR	762189296	04479005	LEAN,AUTOVERMIET...	WIAC 2122	48871901DE1	28.12.2009	28.05.2010	28.05.2010	20.04.2010
ML	430899932	00601016	LAUER,JOACHEN MR	WIAB 6482	06890668DE2	11.03.2010	13.06.2010	10.05.2010	06.08.2010
LTR	430899156	04242571	LAUER,JOACHEN	WIAB 7196	06242888DE3	16.03.2010	17.05.2010	17.05.2010	20.05.2010
ML	762189951	04244741	LANGNER,LWIE	WIAB 7152	06980107DE4	23.04.2010	16.06.2010	14.05.2010	20.05.2010
ML	430899134	07542872	KUNZ,HANS JOACHIM	WIAC 2999	48966836DE3	08.02.2010	02.05.2010	02.05.2010	01.06.2010
LTR	762189852		KUNNEL,KAMIL		11126271DE2	27.04.2010	24.04.2010	24.04.2010	
ML	762189804	04242011	KUNNEL,KAMIL	WIAB 7149	11132668DE2	26.04.2010	27.07.2010	24.05.2010	20.05.2010
ML	430899726		KUNNEL,KAMIL		26425290DE5	29.05.2009	23.06.2010	27.04.2010	
ML	762189395	07589256	KUELLMEY,FRANK	WIAC 4304	06614516DE6	26.03.2010	28.06.2010	25.05.2010	28.06.2010
ML	642785776	10288614	KRAFT,HORST	WIAC 8477	07644157DE3	31.03.2010	01.07.2010	30.04.2010	22.07.2010
ML	430899910	10325663	KOENIG,MICHAELA	WIAC 8762	48038652DE3	25.03.2010	14.05.2010	14.05.2010	21.02.2011
LTR	762188302	10313041	KOER,GABRIELA	WIAD 1130	17102568DE4	25.04.2010	25.05.2010	25.05.2010	07.10.2010
LTR	430899371	04472075	KLAUSER,KLAUS	WIAC 2139	25430487DE5	19.01.2010	30.04.2010	30.04.2010	12.05.2010
ML	430897293	04249464	KLATT,TORBIAN MR	HD-AY 6482	42728560DE0	30.10.2009	27.05.2010	28.04.2010	22.04.2010
ML	430899576	07631784	JOERGER,JOACHIM M.	WIAB 5932	46167484DE6	24.11.2009	23.05.2010	23.05.2010	22.04.2010
ML	430899474	07705796	HUEBERSCH,WANESSA	WIAC 3768	03664125DE3	08.03.2010	12.06.2010	07.05.2010	27.06.2010
LTR	642787961	04246012	HOLMES,PAUL	WIAB 7076	08702588DE1	23.04.2010	23.05.2010	23.05.2010	19.05.2010
ML	430896103	04300026	HARTMANN,VOLKER	WIAC 1593	37581921DE3	30.01.2010	29.04.2010	29.04.2010	23.04.2010
LTR	430899522	10290534	GDRETZKLSANDER	WIAC 7896	47848650DE2	29.03.2010	11.05.2010	11.05.2010	21.05.2010
ML	430898133	07729492	FELVRIER,LUC	WIAC 5413	47540306DE2	12.03.2010	08.05.2010	08.05.2010	20.07.2010
ML	430899836	04291033	EBBECKE,BENJAMIN	HD-AY 6911	48189001DE4	22.01.2010	11.05.2010	11.05.2010	22.04.2010
LTR	762189582	06285760	DIAZ,LOUIS MR		11257457DE1	20.04.2010	20.05.2010	20.05.2010	
LTR	430899996	10301992	DACCEDD,VITO MR S	WIAC 7069	31003101DE3	13.04.2010	03.05.2010	03.05.2010	05.07.2010
ML	430899091	04330661	COYLE,DAVID	WIAC 1424	40726430DE3	24.03.2010	30.05.2010	29.04.2010	22.04.2010
ML	430899720	04474702	BRUGGER,WOLFGANG	WIAC 2984	49918511DE6	12.01.2010	03.05.2010	03.05.2010	13.06.2010
ML	642787073	07683351	BRUN,MR	WIAC 3498	08700102DE8	15.04.2010	15.07.2010	15.05.2010	17.08.2010
LTR	430899135	04246915	BRADLEY,JOSHUA	WIAB 7137	08374172DE2	28.03.2010	29.05.2010	28.04.2010	20.05.2010
ML	430899645	07668872	BONSANTE,CARMINE	WIAB 4906	03793252DE1	15.02.2010	10.06.2010	05.05.2010	15.04.2010
ML	430898303	06625920	BLANCH,STEVE	AB4 4065	04586222DE4	22.03.2010	26.05.2010	26.05.2010	05.08.2010
ML	762188700	07627782	BERTALASLO	WIAC 4364	07965961DE3	27.03.2010	27.06.2010	26.05.2010	28.06.2010
ML	642789396	10268092	BERGER,MATHIAS	WIAC 6038	10743627DE6	03.05.2010	03.06.2010	02.05.2010	25.05.2010
LTR	762189862	07802309	AUSEN,ERIC MR	WIAB 6879	38818710DE0	27.01.2010	22.05.2010	22.05.2010	20.05.2010

To help you keep track of the rentals, Fildo will give you a list of the previous rentals with a double click on the marked line:

RA	MVA	ETA	ETT
191095354	04249464	30.10.2009 1...	29.11.2009 1...
139399573	04249464	29.11.2009 1...	29.12.2009 1...
139399562	04249464	29.12.2009 1...	28.01.2010 1...
139399551	04249464	28.01.2010 1...	27.02.2010 1...
420897304	04249464	27.02.2010 1...	29.03.2010 1...
420897293	04249464	29.03.2010 1...	28.04.2010 1...
420897282	04249464	28.04.2010 1...	27.05.2010 1...

If you then click on the tab VRVs you will see if and on which rental agreement an exchange took place:

RA	MVA	ETA	ETT
420895322	07637221	03.01.2010 1...	12.01.2010 0...
420895322	04474702	12.01.2010 0...	02.02.2010 1...

To display any of the listed rental agreements mark the rental agreement number, copy it to the Wizard screen (X203 or X806) and display.

The raised follow up rentals can be displayed on the MLEASE screen.

ACT: **DIS** ORIGINAL/CURRENT ML RA#: 420899496 ML END DATE: 12 JUN10  
 DIS  
 ML RA2 :  ML RA3 :   
 ML RA4 :  ML RA5 :   
 ML RA6 :  ML RA7 :   
 ML RA8 : 420899485 ML RA9 : 420899500  
 ML RA10:  ML RA11:

ACTIONS AVAILABLE  
 -----  
 DIS - DISPLAY MINI-LEASE RENTALS.  
 DLY - CREATE DELAYED MINI-LEASE PARTIAL RENTALS.  
 EXT - EXTEND MINI-LEASE RENTALS.  
 CNL - CANCEL MINI-LEASE RENTALS.

DISPLAY OK

Business long term rentals, that are not created as minilease rentals, but have been correctly marked as long term either at time of reservation, check-out or during the rental and where the follow up agreement is renewed every 28/30 using the method M/previous RA number, will also hold the information as to previous rentals and exchange.

Tourist long term rentals with durations well over 30 days that have been marked as LTR will also display any exchanges that have occurred:


```





RMK TRVL EAST/ETT 27MAY10/100 CPP NNNN
LIC CAONG96716890411204 D/C 0/1
CID CX451220XXXXXX6026 TAX 19.000
21APR10/1011 AUT 75073/282 FLO G8 REA DEL
22MAY10/1000 AUT BFL COL
AWD K826400 WIZ W/TQ099G ADJ
PLY 1696 WKY M/K DTR
DOB 04DEC41 NMV ENT
TER PFN DP
IBIZ 4DR CAR GRP A OWN 09040 REG DEWTAC9418 W/TQ099G
V 556.88
VE
    
```

ML/LTR Information (03201972US4)				
RAs		VRVs		
	RA	MVA	ETA	ETT
▶	641764863	10332571	21.04.2010 1...	26.04.2010 1...
	641764863	10323095	26.04.2010 1...	

**MINILEASE Follow up Rental**

Identify the rental agreements that need extension:

on the **STATIONLIST** where the symbol  marks the rental agreement and the car is also listed as a return:

Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1 ^	Se
State/MVA	C	Model	From	To	PickUp	PKTIME	CI/CO	R.	Name	RESID	Remarks		
 0000 ...			069 ...	06 ...			00 00.00	B	LZRA,SMITH,CHARLES	131697...			
 0000 ...			069 ...	06 ...			00 00.00	B	LZRA,ZUG,JOERG	131698...			
 0272 ...	C	02	069 ...	06 ...			10 00.00	B	SMITH,CHARLES	131697...			
 0272 ...	B	95	069 ...	06 ...			11 00.00	B	ZUG,JOERG	131698...			

on the **ML/LTR** list where the **date in the LZ column** is the **date of the contract renewal**:

Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR
State	RA	MVA	Name	CodePlate	RESID	ETA	ETT	LZ		
ML	135185271	02722860	SMITH,CHARLES	... **DEHAM286	13169780DE1	06.04.2010	15.07.2010	06.05.2010		
ML	135185315	02721095	ZUG,JOERG	... **DEBAC109	13169813DE6	06.04.2010	15.07.2010	06.05.2010		
L...	135185374	02720082	HICKMAN,CLIFFORD A...	... **DEESL778	12073250DE0	07.05.2010	20.06.2010	06.06.2010		
L...	135185234	02721434	BERG,ANNA	... **DEHLND14	13169742DE5	14.05.2010	05.07.2010	14.06.2010		

or on the **SRTMINI** where you can filter the information with the entry in the **FROM - TO** fields:

```

ACTION: DS WIZARD LOC: 04488 RENEWAL DATE (FROM: 06MAY10 TO: 31MAY10 )
OPTION : 
REGION : 09707 GERMANY EAMEVILLE
MEGAZONE: 00000
ZONE : 09716 DE EAMEVILLE LV2 FOR DATE: 06MAY10 THRU: 31MAY10
DISTRICT: 00000
STATION : 04488 AVISVILLE APT

RENEWAL DATE RA NUMBER MVA NUM CUSTOMER NAME TERM DATE RATE CODE
-----
MINI LEASES
** 06MAY10 E135185271 002722860 SMITH,CHARLES 15JUL10 TOI
** 06MAY10 E135185315 002721095 ZUG,JOERG 15JUL10 TOI
    
```

On either list / screen mark the rental agreement and open it in X203 to make sure you know the conditions for the check-in (free mileage, exchange on the agreement?, all information captured?).

Close the current agreement with the correct date/time in.

Go back to the **ML/LTR** list, mark the rental agreement and click on **QUICK LTR**

**Confirm Quick LTR**

Agent Id: 11144 **11144**  Mark as Preprint

Station Criteria  
 Date: 17MAY10 Rent Station: Q69 Delayed:

Station Delivery & Collection  
 Delivery:  Collection:

Reservation Details

RESNO:	13169780DE1
Station From:	Q69
Rental Date:	18.05.2010 12:00:00
Station To:	Q69
Return Date:	15.07.2010 12:00:00
Vehicle Class:	B
Name:	SMITH, CHARLES
Delivery time:	
Collection time:	
Rate code:	WJ
Length of rental:	
Remarks:	
Wizard Number:	
AWD Number:	00000000
Flight Number:	

Click on OK and the details of the pre print are displayed. All you have to do is enter the correct mileage, FUEL OUT option and press enter to complete the rental agreement.

**Avis FILDO 3.0**

File Tools Wizard Help

Stationlist Req Res Del/Col Cars OOS Cars TB Cars OD Cars OR Cars Trans Prop Trans Acc ML/LTR RA Print **Session 1\*** Session 2\*

CMD   x101 RA CHECK OUT DOC H/C RES MSG

AGENT ID #11144 ENTER AGENT ID THEN SWIPE BELOW

NAME #SMITH, CHARLES RENT STA: Q69 DATE 17MAY10 DLY? Y RSN

COMPANY #? ADDR1 #STRASSE 1

ADDR2 #? ADDR3 #12345 CRT, DE

DR LIC #DEXX7899654 DOB #06JAN77 DEL #? TAX #?

CID #AV872202790095 CEX #? METH PAY #NA PREPY #?

AUTHORIZ #? CPN #? CCI #MINILEASE DIS/COM #0/0

LCL CONT #? FTN #?

REMARKS #? AWD #X512301 ADJUSTMT #?

IN STA #Q69 DT/TH IN #05JUN10/1000 QWF/MISC #? COL #?

RATES #T0/C GRP/\$\$ #? MVA #02722860 ML/KM #? FUEL OUT #?

CDW BY PAI #N LI #N TP BY PPN #? DF

DT/TMOU #06MAY10/1000 FOR DELAYED C/O AND REPRMPTS RA 135185260

ENT DATA SOURCE PASSWORD

HOURLY DY WKY PR ML/KM OTHER

PARTIAL RA FOUND - PLEASE COMPLETE DATA.

On the **ML/LTR list** the date in the **LZ column** has changed to the new renewal date:

Stationlist	Req Res	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Pri	
State	RA	MVA	Name	CodePl...	RESID	ETA	ETT	LZ	VRV	NewMVA	VRV c...	StationL...
ML	135185	02721095	ZUG,JO...	XXDEB...	131698	06.04.2...	15.07.2...	05.05.2...	01.04.2...			
ML	135185	02722860	SMITH...	XXDEH...	131697	06.04.2...	15.07.2...	05.06.2...	01.04.2...			
L...	135185	02720082	HICKM...	XXDEE...	130732	07.05.2...	20.06.2...	06.06.2...	02.05.2...			
L...	135185	02721434	BERG...	XXDEH...	131697	14.05.2...	05.07.2...	14.08.2...	09.05.2...			

On the **STATIONLIST** for the date of the next renewal date information will be shown like this:

**LONGTERM – BUSINESS AND LEISURE**

All other long term rentals that have been correctly marked will show in the same way on the **ML/LTR** and **STATIONLIST**.

Before closing a rental prior to renewal **ALWAYS** check on **X203** to see if it is a **business rental** that needs to be renewed or if it is a **leisure rental** that **NEEDS TO STAY OPEN** until the actual date of return.


**BUSINESS LONG TERM**

Details for a follow up rental can be called up like the minilease follow ups – all details from the closed rental agreement will be displayed on the X101 – even the correct check-out TIME will be auto filled: check-in time plus 1 minute to make sure that the car information will be correctly recorded on the WZTTRC. All you have to do is enter a manual rental agreement number.

## 5.02 LONGTERM EXCHANGE


Usually a vehicle exchange cannot be planned. With long term rentals this is different as many of our cars have restrictions as to holding time or mileage, so a car reserved for 6 month usually needs to be exchanged before the termination of the rental.

The information as to when a car should be exchanged is on the **ML/LTR** list in the column **VRV** – depending on how your station’s parameters are set this date gives you up to two weeks in which to arrange the exchange.


Once you have contacted the customer and arranged the details for the exchange – which can also take place at another station – you click on  **Confirm VRV** on the side menu and enter the details. This information is then captured on the ML/LTR list in the columns **VRV confirmed** and **Station confirmed**:

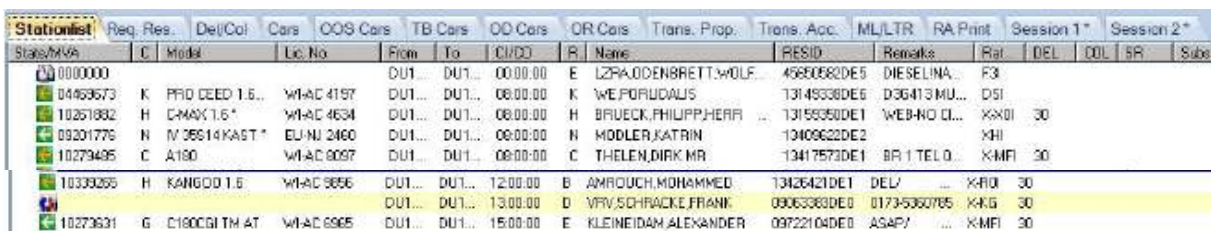


Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1	Session 2
ML 135185...	02721085	ZUGJO...	>>DEH...	131698...	06.04.2...	15.07.2...	06.05.2...	01.04.2011 11:00					
ML 135185...	02722660	SMITH...	>>DEH...	131697...	06.04.2...	15.07.2...	06.06.2...	01.04.2011 10:00		21.05.2010 10:00	Q49		
L... 135185...	02720062	HICKM...	>>DEH...	120732...	07.05.2...	20.06.2...	06.06.2...	02.05.2011 08:00					
L... 135185...	02721434	BERG...	>>DEH...	131697...	14.05.2...	06.07.2...	14.06.2...	03.05.2011 11:30					

Clicking on  **Confirm VRV** brings up the window with the date as in the VRV column and as exchange station the original renting station. Enter date, time and station where the exchange will take place and click on SAVE.



This will then produce a dummy reservation  with “VRV,” included in customer’s name for easy identification on the **STATIONLIST** for the date and station of the exchange so that Fildo can calculate the demand for the day and allocate a car:



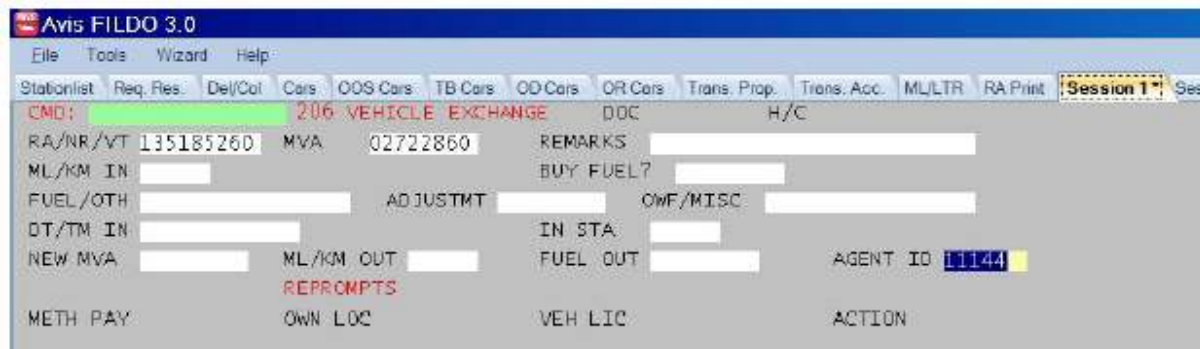
Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1*	Session 2*		
000000	C	Model	Lic. No.	From	To	Cl/CD	R	Name	RESID	Remarks	Rat	DEL	DOL	SR	Subst
04463573	K	PRD CEED 1.6...	WIAC 4197	DUI...	DUI...	00:00:00	E	LZFA,ODENBRETT,WOLF	46900582DE5	DIESELINA	F3				
10261892	H	C-MAX 1.6*	WIAC 4634	DUI...	DUI...	08:00:00	K	WE FORUDALIS	13149338DE6	D36413 MU...	DSI				
09201776	N	IV 35814 KAST*	EU NU 2460	DUI...	DUI...	08:00:00	H	BRUECK,PHILIPP,HEFF	13159350DE1	WEB-NO CL...	XX01	30			
10279495	C	A180	WIAC 9097	DUI...	DUI...	08:00:00	N	MODLER,KATRIN	13409622DE2	XH1					
10339295	H	KANGOO 1.6	WIAC 8656	DUI...	DUI...	12:00:00	B	AMROUCH,MOHAMMED	13426421DE1	DEL/		XFO	30		
				DUI...	DUI...	13:00:00	D	VRV,SCHRACKE,FRANK	09063363DE0	0173-5360765	KKG	30			
10273631	G	C190CGI TR AT	WIAC 8965	DUI...	DUI...	15:00:00	E	KLEINEIDAM,ALEXANDER	09722104DE0	ASAP/		KMF	30		

**Please note:** the dummy exchange reservation will **NOT** show on the **XMANIFEST!**

To enter the exchange into the system select the customer from the ML/LTR list and click on QUICK VRV – a window similar to the one at check-out opens. Check that the information is correct, enter your agent id and if applicable delivery and/or delayed and click on ok:



The X206 screen opens with the details of the car that is returned and the Fildo allocated car already entered. If no car was allocated or if a specific car has been selected for this customer, either pick from ALTERNATIVE CARS or use FIX MVA:



Complete REMARKS, ML/KM IN, BUY FUEL? and if delayed also DT/TM IN and IN STA.

No car allocated – open ALTERNATIVE CARS and either pick from list or use FIX MVA. Then complete the FUEL OUT field and finish the process. Don't forget to print the rental agreement and have the customer sign the agreement with the new car details.

Once the exchange is completed, the ML/LTR list will display the rental with the new MVA

Station Ref	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print	Session 1	Session 2
State	RA	MVA	Name	Code Pl.	RESID	ETA	ETT	LT	VRV	New MVA	VRV (c)	Station	
ML	135185...	02721035	ZUG,JO	>>DEB	131698	06.04.2...	15.07.2...	06.05.2...	01.04.2...				
ML	135185...	02721062	SMITH...	>>DEB	131697	18.05.2...	15.07.2...	09.06.2...	13.05.2...				
L...	135185...	02720082	HIDM...	>>DEE	130730	07.05.2...	20.06.2...	06.06.2...	02.05.2...				
L...	135185...	02721434	BERG...	>>DEH	131697	14.05.2...	05.07.2...	14.06.2...	08.05.2...				

and on double clicking on the customer you can display the exchange information:

RA	MVA	ETA	ETT
135185260	02722860	06.05.2010 1...	18.05.2010 1...
135185260	02721062	18.05.2010 1...	

### 5.03 Change and Update Collection Information

If a car is reported to your station for pick up at a customer's make sure that you call up the rental agreement on the X203 to amend the information as necessary to stop Fildo from calculating with this car before you actually have it on station.

If the car was reported at 1700 hrs all you need to do is press F11 to call up the DACUP screen to enter the time it will take you to collect the car. If the time the car was turned in differs from the ETT on the rental agreement, modify this before calling up the DACUP.

Stationlist	Req. Res.	Del/Col	Cars	OOS Cars	TB Cars	OD Cars	OR Cars	Trans. Prop.	Trans. Acc.	ML/LTR	RA Print			
CMD: <span style="background-color: #90EE90;">                    </span> X203 DISPLY/MODIFY RA DOC H/C RES MSG														
RA	<span style="background-color: #0000FF; color: #0000FF;">135184733</span>	ACT		AGENT ID	11144	MVA	02721784	CCI						
NAM	DIRECT, CHECKOUT					SOR				CPN				
N/C						CON				PAY DI				
AD1	STRASSE 1					RMK				CPP	YNNY			
AD2						LIC	DEXX86579			D/C	0/0			
AD3	12345 ORT, DE					CID	S/P			TAX	19.000			
MK0	4850	STA	<span style="background-color: #90EE90;">Q69</span>	ETA	<span style="background-color: #90EE90;">26APR10/1030</span>	AUT			FLO	G8	REA	DEL		
MK1		ILC	<span style="background-color: #90EE90;">Q49</span>	ETT	<span style="background-color: #90EE90;">12MAY10/1700</span>	AUT			BFL			COL	Y	
MCA						F/O			AWD			WIZ	ADJ	
RAT	X-RZ/A	HRY	6933	DLY	6933	WKY	21498	M/K			OTR			
O/M	1500	DOB	05MAY55	NMV			ENT							
FTN						TER			PPN			DP		
RATE INCLUDES TAX CDW TPI														

If we assume that the car was returned on a Saturday at 1700 hrs and your office is closed on the Sunday it will be Monday midmorning before this car can be picked up and this brings you to approximately 40 hours:

COLLECTION DETAILS		STATUS: R		MVA: 02721784	LIC NO: XXDEHBT17
COLOR:	WHI	CAR CLASS:	A	MAKE/MDL:	VWLUP014
TURNBACK PGM					
DROPOFF LOC DATE/TIME	Q49 12MAY10/1700				
COLLECT FROM ADDRESS	factory				
REMARKS/DIRECTIONS					
	/4000				
159-ENTER DEL/COL INFO, RENTAL AGT NUM 162-UP IN ACTION AND HIT ENTER					

If you fail to enter these times Fildo might allocate this car to a reservation on Monday morning.