

# **Fildo Quick User Guide**

## **Draft**

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## **1. Introduction to FILDO**

### **1.1 What is FILDO?**

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

**FILDO does not replace Wizard. In fact it is a Wizard ENHANCEMENT which makes the system far more user friendly, easier to operate and much more intuitive and interactive for our staff.**

**As well as helping the business to make best use of our cars – and therefore making Avis more efficient & profitable - FILDO allows us to provide a better service to our customers by speeding up and simplifying our processes, and allowing our staff to access information more quickly and easily.**

**It is important to realise that the introduction of FILDO does not take anything away from us in Avis Operations. Wizard is still there! In fact FILDO relies on Wizard as its operating platform. FILDO pulls information from Wizard and presents it to you in a more user-friendly format and it's MUCH easier to learn if you are new to Avis.**

### **1.2 What are the key differences in switching to FILDO?**

The key difference is that FILDO selects which car you should use on each rental.

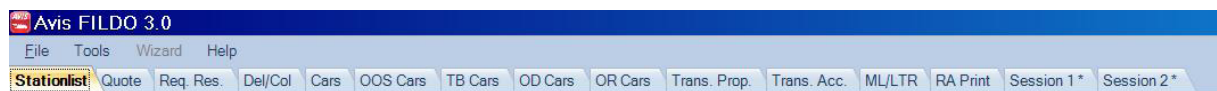
By considering a huge amount of information including Availability, Rate, Car Group, Customer Rules (ie. 'no Nissan Note's on BAE rentals), Mileage, Length of Rental and much more, FILDO will determine the ideal car for the rental you are processing. The success of FILDO depends on us NOT changing the selected car unless the circumstances are exceptional!

FILDO will look very different at first. You will operate your Station, desk or office using the Stationlist. The screen will show you the information you need to plan and execute your daily tasks. You can also tailor the information to suit your situation, ie. If you are working at a Terminal Desk, you will see the reservations which you can expect to arrive that day, just like a Manifest. If you are at a Returns cabin, you can tailor the screen to show the expected due-ins for that day, and so on.

Essentially, you can see your whole day's business at a glance!

Remember, FILDO takes nothing away from you; it only enhances what you already have! Wizard is still running in the background, and FILDO is there to provide a user-friendly link to the screens you already know so well.

FILDO has many functions, and we will explain the main ones in this guide. These functions are selected by clicking on a choice of TABS which are displayed at the top of the screen.



As you can see, Stationlist is automatically selected.

We will look at all of the key TABS in this guide, but Stationlist will be the screen you visit most!

***Important Note; Wizard is still available to us via the SESSION TABS at the far right of the TABS. It is vital that You use ONLY this version of Wizard. Having other Wizard sessions running on your PC will affect FILDO's operation!***



## 2. Tabs, Icons & Screen Info

### 2.1 TABS

As mentioned in the Introduction, FILDO is driven by a series of TABS (see diagram 1 in the Intro) and also a set of ICONS. In this section we will list many of the ICONS and options that you will see throughout FILDO, so that you can refer back whenever necessary.

We mentioned earlier that the Stationlist shows you your day's business at a glance. You can tailor the information on the Stationlist to your own needs.



The screenshot shows the FILDO Stationlist interface. At the top, there are several tabs: Stationlist, Request Res., Del/Col, Cars, Turnback Cars, Overdue Cars, On Rent Cars, Transport Proposal, Transport Accepted, ML/LTR, RA Print, session 3, and session 2. The main table displays vehicle information with columns for State/MVA, C, Model, Lic. No., From, To, D, S, CI/CO, RC, Name, and RESD. A vertical blue bar highlights the 'CI/CO' column. On the right side, there is a dropdown menu for '21.04.2010' and 'today', and an 'Actions' menu with options like Refresh, Ready for Fildo, Quick Checkout, Display Reservation, Display RA, Display Vehicle, Display Trace, and Save Preferences.

State/MVA	C	Model	Lic. No.	From	To	D	S	CI/CO	RC	Name	RESD
00602346	F	A6 AV 2.0D AT *	WI-AC 2925	KQ5	KQ5			07:30:00	E	BECKMANN,ONNE,HERR	103 30930
04264943	J	PANAMERA 4S P *	LB-PF 827	KQ5	KQ5			07:34:00	J	GRAF,INGO,MR	089 35040
04259872	D	B200 SP.T AT *	WI-AB 9397	KQ5	ER8	3		09:00:00	C	SCHWING,MADELEINE	107 33720
04347560	G	320D LIM. AT *	WI-AL 1773	KQ5	KQ5			09:02:00	G	KUDLINZKI,DENIS DR	102 30770
04470686	E	TIGUAN 1.4TSI *	WI-DW 1419	KQ5	KQ5			11:52:00	C	DUMMER,TIM	103 32800
07662056	H	CEED SW 1.4 *	WI-AC 4001	KQ5	KQ5			14:00:00	H	UTC,FF	104 30640
10313332	A	SANDERO 1.6	WI-AC 8330	KQ5	KQ5			15:15:00	A	waibel,fildo test	105 33800
04470686	E	TIGUAN 1.4TSI *	WI-DW 1419	KQ5	KQ5	3		17:00:00	B	KOHNS,ANDREAS DR	094 39510
04465882	H	CARENS2.0CRDI *	WI-AC 3161	KQ5	KQ5			17:00:00	B	SCHULAKOW-KLASS,ANDREJ	103 31520
				KQ5	KQ5			17:50:00	C	SPREEN,TILMANN	103 39670
10299166	I	S-MAX 2.3 AT	WI-AC 9302	KQ5	KQ5	3		18:00:00	H	MOELLER,MIRKO MR	103 32510
10304641	K	A180 CDI AT	WI-AD 1222	KQ5	KQ5			18:00:00	K	LETTNIN,HOLGER MR	104 36690

For example, the Stationlist above shows MVA first, then Car Group, Model, License number etc via the Header bar.

You can change the above order easily by clicking on one part of the Header bar, ie. CI/CO and dragging it to the far left (so that it is similar to our normal Manifest).

You could then continue this process by moving Name, Car Grp etc to whatever place on the Header bar suits you best.
















### 2.2 ICONS

Also, at the foot of the Stationlist screen, you will see many of the ICONS listed in the directory (Section 2). By checking or

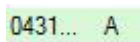









unchecking these ICONS you can filter the information on your Stationlist. For example if you are at an Airport Terminal Pod, you might want only the Checkout information, similar to a traditional Manifest.

The various ICONS are critical to helping you understand and make maximum use of FILDO. Listed and explained below are the ICONS you will see on your Stationlist.

We will refer back to this information often as we proceed through the guide.

-  Reservation with **FIXED MVA** (fixed either by Fildo, by transport or manually)
-    Reservation waiting for customer
-   Expected check-in
-    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

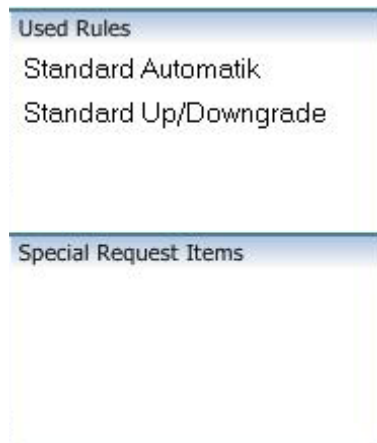
## 2.3 Screen Info

There are also some Screen Panels on the right of the Stationlist which you will use very regularly, and this time you will recognise some of the terminology from Wizard!



Station & Date Info, and crucially the 'Refresh Button'

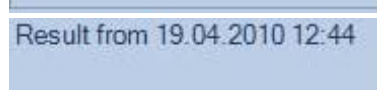
A Sub-Menu containing Short-cuts to our familiar Wizard screens!



Various additional pieces of Info



Information on walk-ups and turndowns



Date and time of last information update

The above Actions panel contains some info that you will recognise, such as Display Reservation (x502) and Display Trace (wzttrc).

Here is a full breakdown of the Actions panel options;

## SUB MENU



**Ready for FILDO - inform FILDO 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 modification 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**

### 3. Daily Business – Wizard in the FILDO environment

- X203 Display / Modify RA
- WZTTRC Vehicle Trace
- X313 Display Vehicle Details
- X101 Check Out
- X502 Rates / Reservations
- Ready For Fildo

#### 3.1 X203 - WZTTRC - X313 - X502

You will continue to use the information listed in section 2 as a reference until you learn the meaning of all the TABS & ICONS.

Next though, we will look at the basic functions and how we make the change from Wizard to FILDO.

We mentioned that some of the terms used in the Actions panel will seem familiar. These are quick links to some of the screens we use every day in Wizard.

For example, by clicking any line on the Stationlist, we can easily find information on the Car, Reservation or RA which is highlighted.

The screenshot shows the FILDO software interface. At the top, there are several tabs: Stationlist, Request Res., Del/Col, Cars, Turnback Cars, Overdue Cars, On Rent Cars, Transport Proposal, Transport Accepted, ML/LTR, RA Print, session 3, and session 2. Below the tabs is a table with columns: State/MVA, C, Model, Lic. No., From, To, D, S, CI/CO, RC, Name, and RESID. The table contains several rows of data. One row is highlighted in green. A blue arrow points to this highlighted row. To the right of the table is an 'Actions' panel with a dropdown menu set to 'KQ5'. The panel contains several options: Refresh, Ready for Fildo, Quick Checkout, Display Reservation, Display RA, Display Vehicle, Display Trace, and Preferences. A red arrow points to the 'Display Vehicle' option.

State/MVA	C	Model	Lic. No.	From	To	D	S	CI/CO	RC	Name	RESID
00602346	F	A6 AV 2.0D AT *	WI-AC 2925	KQ5	KQ5			07:30:00	E	BECKMANN,ONNE,HERR	103630930
04284943	J	PANAMERA 4S P *	LB-PF 827	KQ5	KQ5			07:34:00	J	GRAF,INGO,MR	089265040
04259872	D	B200 SP.T AT *	WI-AB 9397	KQ5	ER8	3.		09:00:00	C	SCHWING,MADELEINE	102083720
04347560	G	320D LIM. AT *	WI-AL 1773	KQ5	KQ5			09:02:00	G	KUDLINZKI,DENIS DR	102190770
04470686	E	TIGUAN 1.4TSI *	WI-DW 1419	KQ5	KQ5			11:52:00	C	DUMMER,TIM	103762800
07662056	H	CEED SW 1.4 *	WI-AC 4001	KQ5	KQ5			14:00:00	H	UTC,FF	104050640
10313332	A	SANDERO 1.6	WI-AC 8230	KQ5	KQ5			15:15:00	A	waibel.fildo test	105023800
04470686	E	TIGUAN 1.4TSI *	WI-DW 1419	KQ5	KQ5	3.		17:00:00	B	KOHNS,ANDREAS DR	094209510
04465882	H	CARENS2.0CRDI *	WI-AC 111	KQ5	KQ5			17:00:00	B	SCHULAKOW-KLASS,ANDREJ	103821520
10299166	I	S-MAX 2.3 AT	WI-AC 1102	KQ5	KQ5	3.		17:50:00	C	SPREEN,TILMANN	103539670
10304641	K	A180 CDI AT	WI-AD 1122	KQ5	KQ5			18:00:00	K	LETTNIN,HOLGER MR	104926690

For example, if we highlighted the line as shown above with the blue arrow, then clicked on Display Vehicle as shown by the red arrow, we would automatically be taken to an X313 display of that vehicle.

This quick route is also available for the Display RA (x203), Display Trace (wztttrc) and Display Reservation (x502) where applicable.

### 3.2 Car Pick-Up – X101

You will notice that there is an option called Quick Check Out alongside these familiar terms.

By highlighting the relevant line on the Stationlist and selecting this option from the Actions panel, you can quickly complete a standard Check-Out. You will firstly see this screen;

**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	

OK Cancel

Simply check that the information is correct, enter your Agent ID at the top of the box, and click OK.

You will then see that the familiar x101 screen has appeared complete with the details of the selected car;

AGENT ID 11144

NAME WAIBEL, FILDO TEST RENT STA KQ5 DATE 21apr10 DLY? N RSN ?

COMPANY ? ADDR1 STRASSE 12

ADDR2 ? ADDR3 12345 ORT, DE

DR LIC DEXX5698745 DOB 19DEC50 DEL ? TAX ?

CID CMC CEX ? METH PAY CV PREPY ?

AUTHORIZ CPN ? CCI ? DIS/COM 1/0

LCL CONT ? FTN ?

REMARKS AWD ? ADJUSTMT ?

IN STA KQ5 DT/TM IN 22APR10/1000 OWF/MISC ? COL ?

RATES X-RZ/A GRP/\$\$ MVA 10313332 ML/KM 3606 FUEL OUT ?

CDW Y PAI N LI N TP Y PPN ? DP

ENT DATA SOURCE PASSWORD

HOURLY DY WKY PR ML/KM OTHER OWF .00 EUR

APPROXIMATE COST EUR = 82.50

TOT INCL TAX/CDW/TP Y MORE...

Grp	Cost	MVA	Code Plate	Description	AC	CD	NAV	DIE	AUTOM	STR	STR Amount	FUF
A	NO	10313332	WI-AC 8330	SANDERO 1.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	INTERNET 1	11.76	61.50

The rental would be completed as normal at this point, but you will notice that some additional info is also displayed!

- Additional Car info is displayed at the foot of the screen, including the price of FUF for this vehicle!
- Special Request items will be displayed. These will have been created by the FILDO 'rules' which have been loaded into the system (ie. No Nissan Note for BAE)
- Also an Actions panel shows on the top right of the screen. The Actions are listed below.



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



To quickly set a car on ready for FILDO if not done prior to rental

### 3.3 Car Pick-Up Continued – X101

If you call up the x101 screen without highlighting a customer on the Stationlist or from any other screen, the following insert will appear and offer you all reservations.

The screenshot shows the 'Display Reservation' window with the following details:

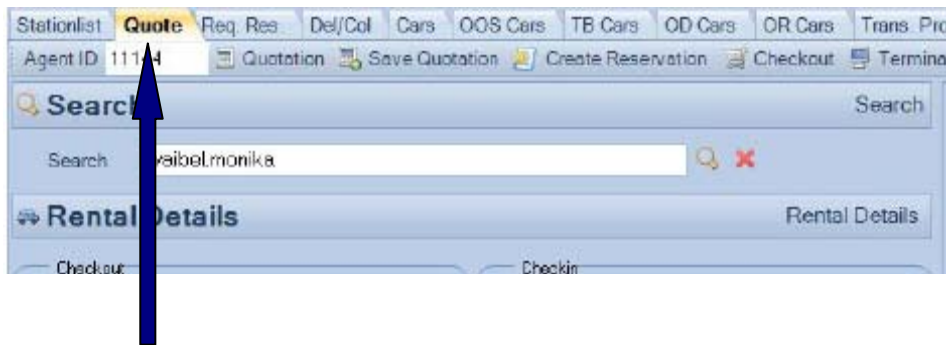
- Agent Id: [ ]
- Swipe here: [ ]
- Station Criteria:
  - Date: 21apr10
  - Rent Station: KQ5
- Actions:
  - Delayed:
  - Filter: [ ]
- Reservations Table:
 

Res-No.	*** Name ***	Time	From
10382152DE4	SCHULAKOW-KLASS,AN...	21apr 10/1700	KQ5
10353967DE1	SPREEN,TILMANN	21apr 10/1750	KQ5
10405064DE5	UTC,FF	21apr 10/1400	KQ5
10502380DE0	waibel,fildo test	21apr 10/1515	KQ5
- Station Delivery & Collection:
  - Delivery: [ ]
  - Collection: [ ]
  - Remove Delivery: [X]
  - Remove Collection: [X]

At this stage you would simply select the customer from the list OR swipe the card, and select OK to go to the x101 screen.

### 3.4 Walkup & Quoting - x502

The remaining type of Checkout that we have not covered in this section is Walkup. This is a slightly different process and links to the Quote TAB, which again is accessed via the TABS list at the top of the FILDO main screen.



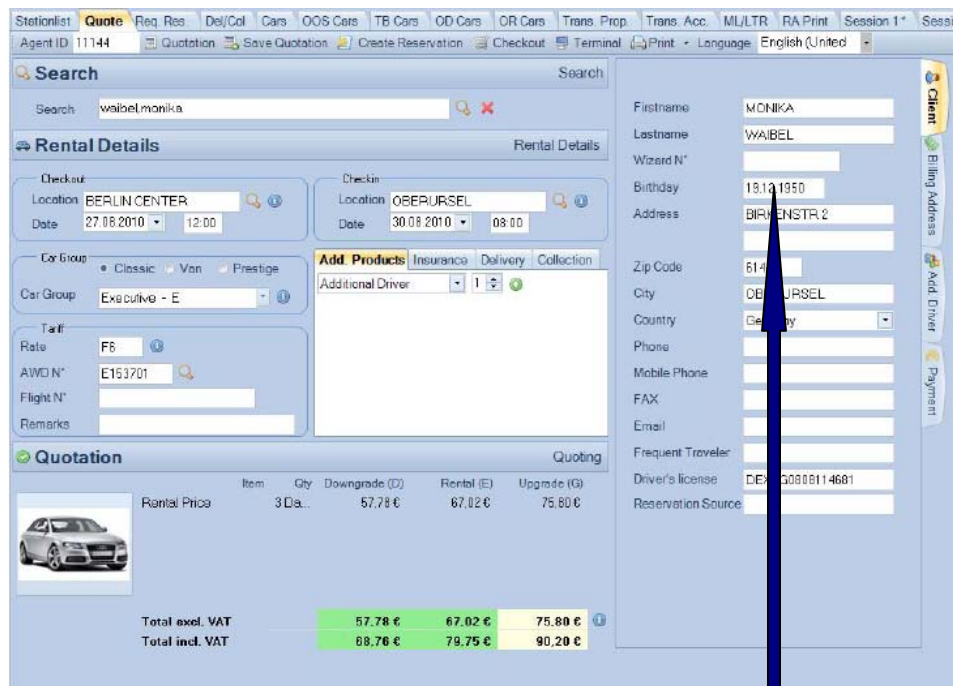
The Quote screen replaces the X502 Wizard screen as far as quoting prices and making reservations, and is the one function which looks completely different to what you used to!

However the good news is that the screen is much more user friendly than the X502, and in fact very similar to any online booking tool, such as Airline or Hotel reservation pages.

One of the main advantages is that customer quotes can be saved, and also previous bookings & rentals are archived, so that you can access existing customer info from the FILDO database.

### Quoting a price from scratch;

Let's start by looking at quoting a price from scratch;



You must firstly enter a name & date of birth.

Then, simply by completing the Checkout, Checkin & Car information (just like X502) you can get a quote from FILDO.

We enter the info by clicking the Quotation button at the top of the page.

The screenshot shows the FILDO software interface. At the top, there is a navigation bar with buttons like 'Stationlist', 'Quote', 'Req', 'Del/Col', 'Cars', etc. A blue arrow points to the 'Quote' button. Below the navigation bar is a search bar with the text 'wabel,monika'. The main area is divided into several sections: 'Rental Details' with fields for 'Checkout Location' (BERLIN CENTER), 'Checkout Date' (27.08.2010), 'Checkin Location' (OBERURSEL), and 'Checkin Date' (30.08.2010); 'Car Group' (Executive - E); 'Tariff' (F6); 'AWDN' (E153701); and 'Remarks'. An 'Add Products' window is open, showing a dropdown menu for 'Additional Driver' and a green plus button. To the right is a 'Client' information panel with fields for 'Firstname' (MONIKA), 'Lastname' (WABEL), 'Wizard N°', 'Birthday' (18.12.1950), 'Address' (BIRKENSTR. 2), 'Zip Code' (61440), 'City' (OBERURSEL), 'Country' (Germany), 'Phone', 'Mobile Phone', 'FAX', 'Email', 'Frequent Traveler', 'Driver's license' (DEXXG0808114681), and 'Reservation Source'. At the bottom, a 'Quotation' table shows the following data:

Item	Qty	Down (D)	Rent (E)	Upgrade (G)
Rental Price	3 Da...	78 €	67,02 €	75,80 €
Total excl. VAT		78 €	67,02 €	75,80 €
Total incl. VAT		76 €	79,75 €	90,20 €

We can see that the price shows at the foot of the page, and includes the '1 grp down' & '1 grp up' prices too.

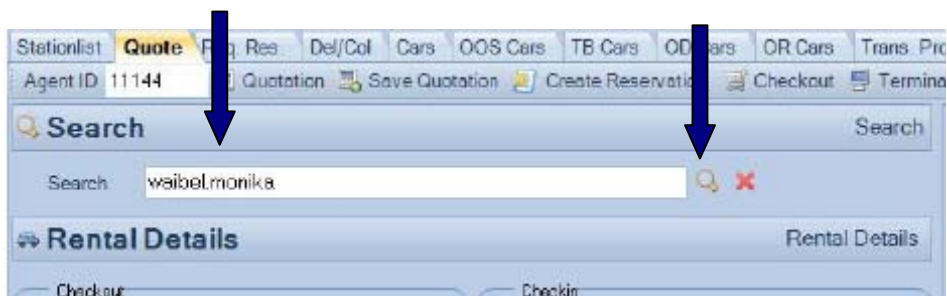
The Add Products window is a fantastic tool for 'building' the quote to include baby seats, GPS or additional drivers without having to use your calculator!

By simply selecting the product from the dropdown list and clicking the green 'plus' button, you will see the Additional products & Insurances added and priced as part of your total quote!

### Quoting from the FILDO database;

You can locate existing customer info from the FILDO database to help you quote or make Reservations even quicker.

To find customer data, enter the name (or Wizard/Customer Number) as completely as possible, then click on the magnifying glass;



In a drop down window, all information entered on a Rental Agreement that matches your entry will be displayed;

Firstname	Lastname	Wizard N°	Birthday	Address	Sta	Eta	Ilc
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	KQ5	30.07.2010 15:00 KQ5
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	FRA	18.06.2010 15:15 LDW
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	LDW	31.05.2010 13:35 FRA
MONIKA	WAIBEL	AN709F	19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	KQ5	31.03.2010 14:03 KQ5
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	FRA	04.11.2009 15:14 LDW
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	FRA	04.11.2009 15:14 LDW
MONIKA	WAIBEL		19.12.1950	BIRKENSTR 2	61440 OBERURSELDE	KQ5	03.09.2009 15:45 KQ5

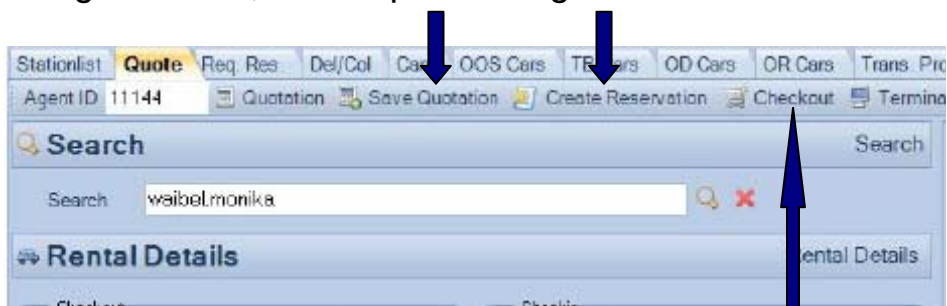
Using the data displayed, you can see if there are any matches, and simply highlight and click to transfer the info to the Quote screen.

You would then complete the usual Station and Car Grp boxes and submit as before by clicking Quotation.

### Completing the Quote – X502 – X101 Walkup

Having followed either of the above methods, you can complete the process by Saving The Quote, Creating the Reservation, or in the case of a Walkup, Renting the Car.

Saving the Quotation & Creating the Reservation are very straightforward, and require a single click on the relevant buttons;



The main change for us here is that we can now give customers a reference number for Quotes, not just Reservations as in Wizard. These saved Quotes are valid for 2 days.

When processing a Walkup rental from this screen, we simply complete the Address fields (FILDO will prompt you if you forget!) then click on the Walkup / Checkout button. This takes us directly to the x101 screen where all of the info will transfer automatically.

The rental can then be completed as normal.

### 3.5 Ready For FILDO

Many of the procedures and processes mentioned so far depend entirely on your Station processes being correct. FILDO needs to know which cars are available for selection and when, and you need to be in control of this action.

As soon as a car is ready for rent (ie the previous movement is closed and the car is 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. It maybe when a set of keys or a Fleet Envelope is handed in to the Rental Desk, or when a car is literally placed on the Ready Line.

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



The screenshot shows a dialog box titled "Ready for FILDO". It features a "Ready at" dropdown menu currently set to "Q69" and an empty "MVA Number" text input field. At the bottom, there are two buttons: "Add" (with a green plus icon) and "Cancel" (with a red X icon).

The box READY AT will always display the station you are signed in to.

The screenshot shows a window titled "Ready for FILDO" with a green checkmark icon on the left and a close button on the right. Inside the window, there are two input fields: "Ready at" and "MVA Number". The "Ready at" field has a dropdown menu open, showing the following options: "FRA", "FRA@001", "FRA@002", "FRA@00s", and "FRA@PRET1". The "FRA" option is currently selected and highlighted in yellow. Below the "MVA Number" field, there is a button with a green plus sign and the text "Add".

Always make sure that you have the correct station code in the Ready AT box. FILDO will add the car to whatever Station or Ready Line you tell it to!

Now simply type in the MVA number and click on ADD. The car is now ready for FILDO.

If you are not sure whether a car has already been made Ready for FILDO, don't worry – Add it again! As long as the car is genuinely ready, it doesn't matter if you add it twice.