



**KIOSK AGENT  
RETURN AGENT**

# Kiosk Agent Training

**Your Roadmap  
performing your  
duties as a:  
Kiosk Agent or  
Return Agent with**



# Introduction

## **Purpose of the Kiosk Agent**

The return and pick up process can leave a lasting impression on our renters. Kiosk/Return Agents are an important part of our operation and the customer's experience.

Excellent customer service is all about bringing customers back. As an E-Z Rent-A-Car employee you will interact with the most important people in the world – Our customers! You will determine the perception of our brand. The choices you make & the conduct you exhibit should always be professional, ethical, and customer focused.

## **Customer Pick-Up**

*Welcome the renter with a smile.* Personalize your welcome and provide VIP service. Time permitting; ask the renter if they need specific directions to local destinations. Make sure to offer them a map.

Make sure to check that the vehicle you are giving the renter is the vehicle listed on the rental agreement; you do not want them to come back upset after realizing you gave the wrong key.

Explain particularity of the vehicle. If the vehicle has a magnetic key, for example, take some time to show them how it works or, if they have a convertible, make sure they know how to work the top.

Inform the renter that the registration and check-out slip are to be kept in the glove compartment at all times and that they must have it in hand when returning the vehicle.

## **Customer Return**

*Welcome the renter with a smile.* Our renters need expedient service as many have flights to catch or are on tight schedules. Work as quickly as possible without compromising the level of service renters have come to expect from E-Z Rent-A-Car. This is also the last impression they will have from the company, anticipate any unexpected requests or issues and plan accordingly to solidify customer retention.

When the customer arrives on return make sure you give them time to take their belongings out of the vehicle without any rush, but reassure them that you are there, ready to check the vehicle as soon as they want. When they show you that they need assistance ask them for their original rental agreement and ask about their trip.

**Body Damage Inspection:**

When checking the vehicle make sure you look at the windows (look for small cracks) and at tires as well (sometimes they had a flat tire and they still have the spare tire on). If you realize there is a dent or scratch on the vehicle that looks like an accident, make sure you are as delicate as possible to ask your customer if they had any kind of problem with the car, you can even look for this damage on their check out slip and show them that it was not marked there when the vehicle was initially picked up.

Inform your customer that you will need to fill out an "Incident report" and that they can write down whatever they remember, if they continue telling you that nothing happened tell them to write it down and that you will send it to the risk management.

Provide your customer the risk management number in case they have any further questions. The risk department number is:

**407-888-0500**

**Provide Speedy Service**

After performing your vehicle return checks, ask your customer if they prefer to pay using the same credit card the company already has on file or if they want to pay with a different credit card. If they would like to pay with a new card, give the customer two copies of the check in slip and send them to the counter where they will take an imprint of the new card and close their contract. Otherwise, close their contract on the iPad, ensuring you capture their signature. Inform the renter of the final total and that the receipt has been sent by email. If the renter insists on a printed receipt, print one on the iPad and send the customer to the kiosk for a receipt.

Smile and wish them a wonderful day and let them know we hope to see them again with E-Z Rent-A-Car.

# Personal Appearance

As a team member and representative of our company, you are expected to take pride and care in your personal appearance. It is important that you project a business-like image in both behavior and dress, whether you are in direct contact with our customers or in a supporting area. In general, you must be neat, clean, and well groomed in your appearance and follow company grooming and dress code standards. To assist you in projecting your best image, we have set the following grooming and dress standards to be maintained by all team members. Additional guidelines may be in effect in work areas with safety and sanitation requirements.

Employees will be handed a grooming standards guide from your location supervisor.

## **Personal Hygiene**

Personal cleanliness is important to convey our positive attitude about ourselves and to avoid offending others. Team members are to bathe, use deodorant, and brush teeth and hair daily. Perfumes, colognes, or aftershaves are to be used sparingly.

See the SOP guidelines for dress code details on your position.

# Beginning Your Shift

## **Opening the Kiosk (AM Shift)**

At the start of your shift ensure you have all of the supplies needed for your shift

Ensure daily reports are printed:

- Reservation Manifest
- Units Available
- Units Due In
- View the forecast for your shift
- Check Daily Game Plan

## **Checking the Reservation Manifest:**

1. In TSD go to REPORTS>>DAILY REPORTS>>RESERVATION REPORTS>>RESERVATION MANIFEST
2. Click on RUN
3. Print two copies
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

## **Checking the Units Available Report:**

1. Go to REPORTS>>DAILY REPORTS>>UNITS AVAILABLE
2. Click RUN
3. Print 2 copies.
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

If there is any discrepancy inform the manager on duty.

## **Checking the Units Due In Report:**

1. Go to REPORTS>>DAILY REPORTS>>UNITS DUE IN>>UNITS DUE IN
2. Ensure the correct date and time is selected
3. Click RUN
4. Print 2 copies.
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

Take note of the manifest and check what the busiest times of the day are. Ensure that you are appropriately staffed and stocked with the correct vehicles.

Check the cars that checked in during the night, close the rental agreements, match with original rental agreements and put them in order by date.

If there are any discrepancies with vehicles checked in during the overnight shift please handle accordingly and, if needed, contact a manager for further instructions.

### Check Your Sitting:

Frequently through the day you should “check your sitting”.

- AGREEMENTS >> OPEN RENTAL AGREEMENT >> CLOSE WINDOW >> AVAILABLE UNITS
- Tick the box marked CLASSES
- Click “Stall” to arrange by space number

Check each key on your key rack against the sitting list. Any discrepancy between the key rack and your sitting should be handled accordingly. Any units that show up with holds should be checked with the manager on duty.

**Available Units**

Classes: ☒ BTAR, ☐ CCAR, ☐ CVAR, ☐ ECAR, ☐ FCAR

Unit Options: ☐ LEATHER SEATS, ☐ ONSTAR, ☐ POWER LOCKS, ☐ POWER MIRRORS, ☐ POWER SEATS

Unit #	Year	Make	Model	Body	Color	Plate	Miles	Class	Clean	Status	Stall	Exp. Date
SPES240149	2014	FORD	MUSTANG/HT	2DR	RED	M626VJ	28474	SPAR	Y	SITTING	B83	
PVDS314002	2013	TOYOTA	SIENNA 8	MINIVAN	BEIGE	888PRA	34900	PVAR	Y	SITTING	B36	
MVDR822310	2013	DODGE	GR CARAVAN	MINIVAN	SILVER	U411CT	26724	MVAR	Y	SITTING	B35	
MVDR822296	2013	DODGE	GR CARAVAN	MINIVAN	SILVER	485PBA	24243	MVAR	Y	SITTING	B33	
MVER260655	2014	DODGE	GR CARAVAN	MINIVAN	DK GRAY	BNQE24	16651	MVAR	Y	SITTING	B31	
MVDR822333	2013	DODGE	GR CARAVAN	MINIVAN	WHITE	866PGQ	24794	MVAR	Y	SITTING	B27	
LXEM451470	2014	INFINITI	QX70	SUV	WHITE	D840XM	15205	LXAR	Y	SITTING	B20	
SPFU104472	2015	CHEVROLET	VOLT	4DR	WHITE	A288JV	239	SPAR	Y	SITTING	B18	
PVES500129	2014	TOYOTA	SIENNA 8	MINIVAN	BEIGE	355PKG	5225	PVAR	Y	SITTING	B16	
MVE6540345	2014	KIA	SEDONA	MINIVAN	GRAY	BKCH75	21285	MVAR	Y	SITTING	B14	
MVE6542619	2014	KIA	SEDONA	MINIVAN	RED	BHCU50	23703	MVAR	Y	SITTING	B11	
LXFR225801	2015	GMC	YUKON/XL DENALI	SUV	SILVER	BJQM39	2539	LFAR	Y	SITTING	AA6	
LXFS100806	2015	CHEVROLET	CORVETTE HT	2DR	YELLOW	BFR5797	5	LXAR	Y	SITTING	AA3	
LXFR225801	2015	GMC	YUKON/XL	SUV	SILVER	BJQM39	2539	LFAR	Y	SITTING	AA2 /6DAY	

Page 1 of 1, items 1 to 55 of 55.

Close Window

### Closing Agent Responsibilities (Overnight Shift):

As a closing agent, you are responsible for the entire return and pickup processes. In some cases it may become overwhelming. If needed, call your night (counter) supervisor/manager for assistance

In addition to the normal responsibilities of checking in and out customers, you are also responsible for a detailed cleaning of our pickup and return areas, last minute detailing on our elite fleet vehicles, and attaching closed contracts for the day to the originals on file, putting in order by date, and returning them to the manager's office.

Make sure that you stock maps and vehicle inspection slips for the next shift. Ensure you attach a contract to any lost and found items you receive and ensure you deliver them to the management team.

# Checking Out a vehicle

## Vehicle Check-Out Slip:

The Vehicle Check-Out Slip is used to record the condition and location of the vehicle on check-out and to identify the vehicle by VIN or Unit Number (car#). This will be used to match the vehicle to the renter and compare the condition and usage of the vehicle on return.

In most cases the driver has already filled out the majority of the Vehicle Check-Out Slip. If not, complete all applicable fields before customer pickup

The required fields are:

- Date
- Space#
- Mileage Out
- Gas Out
- Any prior damage

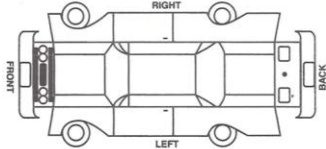
When the renter arrives mark the contract # on the vehicle check-out slip.

## Giving Out keys:

When a customer arrives request both copies of their contract, retrieve the keys from the key rack, and check if the keys match the rental agreement. Circle the contract# on the vehicle check-out slip to signify that you have verified the keys match the contract. Ensure that the vehicle check-out slip is completely filled out and then have the renter sign. Do not give out the key if your renter does not sign the slip; if the renter gets upset or asks what they are signing for, assure them that they are signing for the receipt of keys. Once the slip has been signed, attach the top copy to our copy of the rental agreement and give the other two copies of the slip along with their copy of the rental agreement to the renter. Instruct the renter that they must check their vehicle; if there is any kind of damage that has not been detailed on their copy of the Vehicle check-out slip they must mark the new damage using the codes detailed on the slip and return to the kiosk. If the damage is too small to mark down, have the customer include it in the remarks section.

Instruct the renter to keep their copy of the rental agreement and vehicle check-out slip in the glove compartment at all times during their rental and to have it in hand upon return of the vehicle.

When at all possible, escort the customer to the vehicle. When not possible, give clear and precise directions to the vehicle.

<input type="checkbox"/> VEHICLE CHECK-OUT	
<input type="checkbox"/> VEHICLE CHECK-IN	
ATTENTION: RENTER MUST SIGN, DATE & RETURN INSPECTION SLIP BEFORE LEAVING AND UPON RETURN IN ORDER TO AVOID POSSIBLE VEHICLE DAMAGE LIABILITY.	
Thank You.	
TODAY'S DATE: _____	
SPACE #: _____	
CONTRACT #: _____	
CAR #: _____	
MILEAGE OUT: _____	
MILEAGE IN: _____	
GAS OUT: _____	
GAS IN: _____	
RENTER NAME: _____	
CUSTOMER SIGNATURE: _____	
MARK ALL DENTS AND DAMAGES	
(X) = DENTS (M) = MISSING (O) = SCRATCHES	
	
REMARKS: _____	

If there is a problem with the condition of the vehicle that requires a vehicle to be exchanged, follow vehicle exchange procedures. If there is new, unmarked, damage to the vehicle, follow the procedure for checking for damages in the system.

### **Exchanging a Vehicle:**

In situations where the customer requests a free upgrade, please contact a manager for instruction. If a vehicle has a mechanical issue (i.e. check-engine light is on) set the vehicle aside, inform your lead driver, and continue with the vehicle exchange procedures.

To exchange a vehicle, get the contract number and open the contract in TSD.

1. TSD >> Agreements >> View / Edit Agreement
2. Enter the R/A Number (Contract #)
3. Hit Exchange
4. Pick the reason for exchange
  - a. If the reason is due to mechanical failure please inform the lead driver and input a note into TSD
5. If the vehicle has not left the property, ensure that "Replace Unit Instead Of Exchange" is ticked
6. Click the binoculars
7. Select the vehicle to exchange with
8. Click Cancel
9. Reprint the agreement
10. Have the renter sign for the new vehicle

After completing the exchange ensure both EZ and the customer retains a copy of the old contract and a copy of the new one.

### **Checking for Pre-Existing Damages in the System:**

Navigate to <http://intranet.ezrac.com/risk.html> on your iPad or kiosk computer

- Click [NEW!] Existing Claim Lookup
- Enter the Unit number
- Hit Submit
- The last three damages to a vehicle are listed
- Scroll down the page to ensure we aren't charging a customer for pre-existing damage

Alternately, in TSD  
Go to FLEET>>FLEET HUB  
Enter the unit number and hit <tab>  
Go to NOTES on the bottom.





Damages and repairs are always logged here in the notes section. If the damage you see on the unit is not showing on the system, you must complete an Accident Report. If the vehicle is mechanically sound, and drivable, the customer may keep the vehicle and an accident report will be done when the vehicle is returned.



**IMPORTANT:** If the customer elects to keep the damaged vehicle, note in TSD that the damage was discovered when the renter picked up the vehicle and is not responsible.

### **Sales Potential:**

There are many opportunities in the vehicle pick up area to generate revenue for the company and for you. The kiosk agent is the last point of contact with the renter and one of the best opportunities to build a lasting rapport. Greet your renter with a personalized approach, create a positive welcoming environment. Listen and observe your renter, they send buying signals that we miss if we do not pay attention. Many times people do not ask in fear of bothering or holding up a busy employee.

Examples of sales opportunities:

- Adding a driver
- Adding a child seat
- Adding a GPS
- Adding pre-paid fuel
- Adding the value of the E-Z Toll option
- Upgrades - One of the best opportunities you have for sales is by showing off our magnificent fleet first hand.

If you have observed your customer you will know the best vehicle to meet their needs for comfort, luxury, convenience and fun! You write your own paycheck.

### **Car Seats:**

When handing out car seats ensure that the car-seat option has been checked on the rental agreement. Determine what type of car seat will be required by the renter.

All car seats are to be installed by the customer. Under no circumstances shall an E-Z Rent-A-Car employee ever install a customer's car seat due to legal liabilities.

For more information, see Appendix C: Child Car Seats Rental Policies & Procedures.

# Returning a Vehicle

Welcome the renter with a smile. Our renters need expedient service as many have flights to catch or are on tight schedules. Work as quickly as possible without compromising the level of service renters have come to expect from E-Z Rent-A-Car. This is also the last impression they will have from the company, anticipate any unexpected requests or issues and plan accordingly to solidify customer retention.

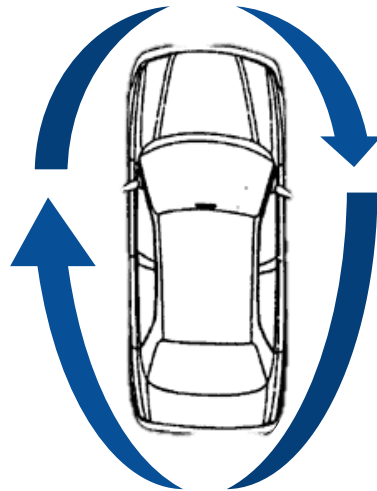
When the customer arrives on return make sure you give them time to take their belongings out of the vehicle without any rush, but reassure them that you are there, ready to check the. Ask them for their original rental agreement and ask about their trip.

## **Body Damage Identification (BDI):**

The return agent will visually inspect each vehicle and determine the level of damage (if any). The Return agent will walk around the vehicle, starting at the front and moving to their left, stopping at the driver side door to greet the renter.

Ensure you're checking for:

- Fuel level (and charge accordingly)
- Maintenance lights on the dash
- Mileage
- Stains, burns, or damage to seats
- New damage
  - Windows (look for small cracks)
  - Tires (check the spare)
  - Bumpers (minor fender benders)
  - Ensure all original equipment (key-fobs, charging equipment, etc...) is still located inside the vehicle.
  - Major dings & dents
- Ensure keys are secured
- Remind the renter to check for personal belongings
- Ensure return of GPS and child seats



This information is used to fill out a new vehicle check-in slip and will be attached to our copy of the rental agreement.

## **Body Damage Found:**

If you find body damage during your BDI ask your renter if there were any problems with the vehicle and compare with the original vehicle check-out slip attached to the rental agreement.

There are several tools at your disposal for discovering if damage was pre-existing.

### **Risk Claim Lookup:**

1. Navigate to our intranet <http://intranet.ezrac.com/>
2. Click the Risk Department link
3. Click [NEW!] Existing Claim Lookup
4. Enter the vehicle's Unit Number
5. Click SUBMIT

The last three damages to this vehicle will be listed on this page. A minimum of four pictures per claim will be uploaded to assist in determining if this damage was pre-existing.

**Be careful!** Damage can occur twice in the same spot. Check carefully to ensure that this damage isn't new.

### **TSD Claim Lookup:**

1. Log in to TSD
2. FLEET>>FLEET HUB
3. Enter the unit number
4. Click NOTES on the bottom of the page

Damages and repairs are always logged here in the notes section. If the damage you see on the unit is not showing on the system, you must complete an Incident Report.

### **Incident Report:**

All new vehicle damage must be accompanied by an Incident Report. If your renter insists that they have done no damage to the vehicle, but you have concluded that the damage was not pre-existing, inform the renter that they should include that they were not responsible for vehicle damage on the Incident Report.

All fields on the vehicle report must be completed. Any fields that do not pertain to this particular incident may be marked N/A. ***It is of the utmost importance that the renter's signature is obtained*** and that this document is attached to the original rental agreement, check-in/check-out slips, and a copy of renter driver's license and insurance card.

When completed this packet is to be placed on the dash of the damaged vehicle.

### **Closing a Rental Agreement:**

Once the BDI has been completed and the renter has removed all their personal belongings from the vehicle you will close out the renter's rental agreement.

Ask the renter if they prefer to pay using the same credit card the company already has on file or if they want to pay with a different credit card. If they would like to pay with a new card, give the customer two copies of the check in slip and send them to the counter where they will take an imprint of the new card and close their contract. Otherwise, close their contract on the iPad, ensuring you capture their signature. Inform the renter of the final total and that the receipt has been sent by email. If the renter insists on a printed receipt, print one on the iPad and send the customer to the kiosk for a receipt.

Please see Appendix B: Rapid Return Unit (IPAD) Training for technical instructions on performing iPad returns.

### **Making a Unit Available:**

After a unit has been returned and cleaned it will need to be made available in TSD.

1. Log in to TSD
2. Navigate to FLEET >> FLEET HUB
3. Enter the Unit Number
4. Click EDIT
5. Adjust current mileage and fuel level (if needed)
6. Add the stall number
7. Click SAVE
8. Click STATUS CHANGE
9. Click NEW SUB STATUS >> AVAILABLE
10. Click SAVE
11. Click LOC CHANGE
12. Ensure the new location selected is your location
13. Click SAVE

Units must be made available as soon as they are cleaned and ready to be rented as units that have not been made available are unable to be rented by counter agents.

### **Throughout your shift:**

Check the closed contracts and make sure they all have the correct match and are in order. Make sure that you leave your work station neat and clean and that you stock maps and vehicle inspection slips for the next shift. You will be receiving many lost and found items, please attach a contract to the item and ensure you deliver them to the management team.

# Customer Service Tips

Attention to customer service will go a long way in helping you to satisfy your customers and make them feel as if they are truly special.

1. Always tell your customer what you CAN do for them. Don't begin your conversation by telling them what you CAN'T do.
2. Allow irate customers to vent. Do not interrupt them or start to speak until they have finished having their say.
3. Diffuse anger by saying "I'm sorry or "I apologize."
4. Use your customer's name at different point throughout your conversation.
5. Make certain that your "solution" to the customer's problem is acceptable to them. Get their approval and agreement.
6. Always conclude each conversation with a "Thank you" or a verbal message of appreciation for their business.
7. Make certain that your tone of voice is in sync with your words. Remember, your tone of voice can completely contradict your message.
8. Listen attentively! There is nothing worse than asking an irate or troubled customer to REPEAT what they have just said.
9. Reassure the customer that we appreciate their input and that we take their opinions seriously.

## The Eight Commandments of Great Customer Service

Customer service is an integral part of our job and should not be seen as an extension of it. A company's most vital asset is its customers. Without them, we would not and could not exist in business. When you satisfy our customers, they not only help us grow by continuing to do business with us, but recommend us to friends and associates.

The practice of customer service should be as present on the show floor as it is in any other sales environment.

# The Eight Commandments of Excellent Customer Service

1. Know who is boss. You are in business to service customer needs, and you can only do that if you know what it is your customers want. When you truly listen to your customers, they let you know what they want and how you can provide good service. Never forget that the customer pays our salary and makes your job possible.
2. Be a good listener. Take the time to identify customer needs by asking questions and concentrating on what the customer is really saying. Listen to their words, tone of voice, body language, and most importantly, how they feel. Beware of making assumptions - thinking you intuitively know what the customer wants. Do you know what three things are most important to your customer?

Effective listening and undivided attention are particularly important on the show floor where there is a great danger of preoccupation - looking around to see to whom else we could be selling to.

3. Identify and anticipate needs. Customers don't buy products or services. They buy good feelings and solutions to problems. Most customer needs are emotional rather than logical. The more you know your customers, the better you become at anticipating their needs. Communicate regularly so that you are aware of problems or upcoming needs.
4. Make customers feel important and appreciated. Treat them as individuals. Always use their name and find ways to compliment them, but be sincere. People value sincerity. It creates good feeling and trust. Think about ways to generate good feelings about doing business with you. Customers are very sensitive and know whether or not you really care about them. Thank them every time you get a chance.

On the show floor be sure that your body language conveys sincerity. Your words and actions should be congruent.

5. Help customers understand your systems. Your organization may have the world's best systems for getting things done, but if customers don't understand them, they can get confused, impatient and angry. Take time to explain how your systems work and how they simplify transactions. Be careful that your systems don't reduce the human element of your organization.
6. Appreciate the power of "Yes". Always look for ways to help your customers. When they have a request (as long as it is reasonable) tell them that you can do it. Figure out how afterwards. Look for ways to make doing business with you easy. Always do what you say you are going to do.
7. Know how to apologize. When something goes wrong, apologize. It's easy and customers like it. The customer may not always be right, but the customer must always win. Deal with problems immediately and let customers know what you have done. Make it simple for customers to complain. Value their complaints. As much as we dislike it, it gives us an opportunity to improve. Even if customers are having a bad day, go out of your way to make them feel comfortable.
8. Give more than expected. Since the future of all companies lies in keeping customers happy, think of ways to elevate yourself above the competition

# Appendix A: Computerized Functions

## **TSD Claim Lookup:**

1. Log in to TSD
2. FLEET>>FLEET HUB
3. Enter the unit number
4. Click NOTES on the bottom of the page

## **Risk Claim Lookup:**

1. Navigate to our intranet <http://intranet.ezrac.com/>
2. Click the Risk Department link
3. Click [NEW!] Existing Claim Lookup
4. Enter the vehicle's Unit Number
5. Click SUBMIT

## **Check Your Sitting:**

1. AGREEMENTS >> OPEN RENTAL AGREEMENT >> CLOSE WINDOW >> AVAILABLE UNITS
2. Tick the box marked CLASSES
3. Click "Stall" to arrange by space number

## **Checking the Reservation Manifest:**

1. In TSD go to REPORTS>>DAILY REPORTS>>RESERVATION REPORTS>>RESERVATION MANIFEST
2. Click on RUN
3. Print two copies
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

## **Checking the Units Available Report:**

1. Go to REPORTS>>DAILY REPORTS>>UNITS AVAILABLE
2. Click RUN
3. Print 2 copies.
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

**Checking the Units Due In Report:**

1. Go to REPORTS>>DAILY REPORTS>>UNITS DUE IN>>UNITS DUE IN
2. Ensure the correct date and time is selected
3. Click RUN
4. Print 2 copies.
  - a. One copy goes in the kiosk with the other reports
  - b. One copy goes to your lead driver

**Making a Unit Available:**

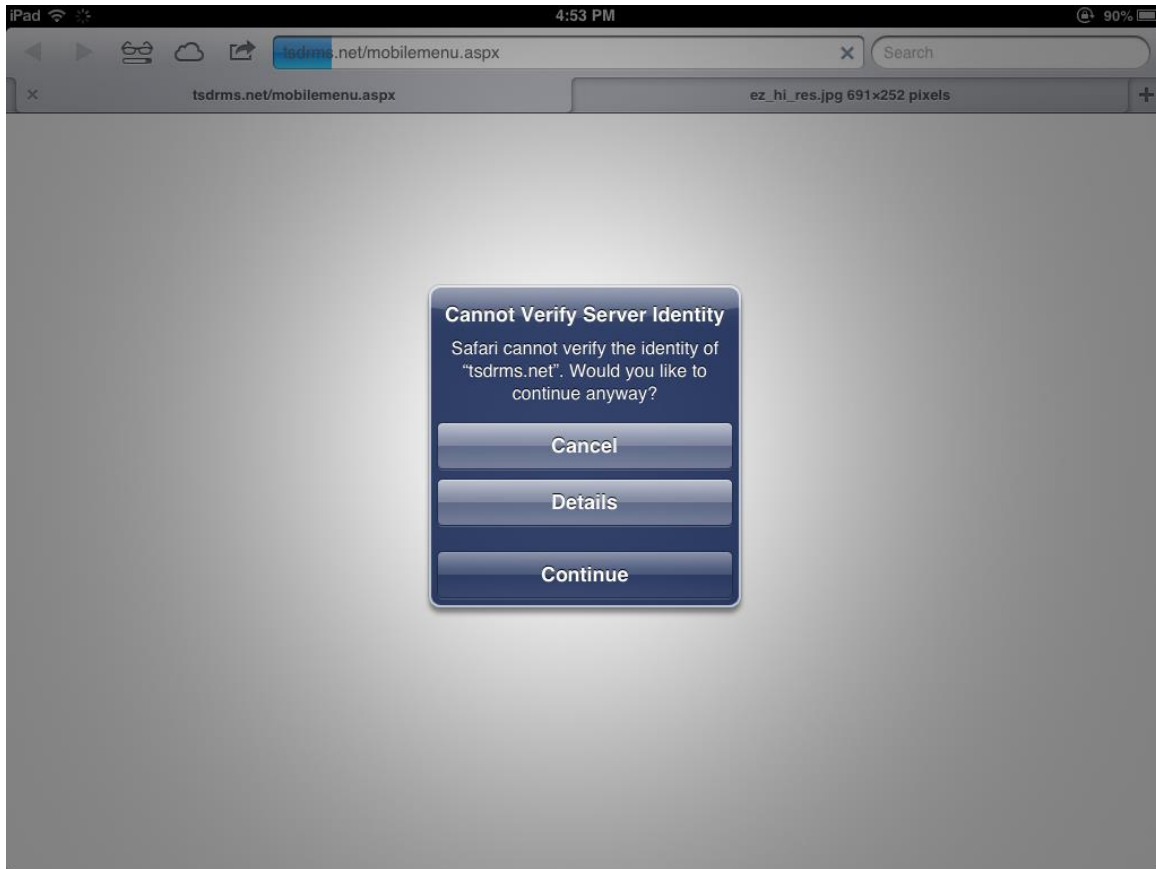
14. Log in to TSD
15. Navigate to FLEET >> FLEET HUB
16. Enter the Unit Number
17. Click EDIT
18. Adjust current mileage and fuel level (if needed)
19. Add the stall number
20. Click SAVE
21. Click STATUS CHANGE
22. Click NEW SUB STATUS >> AVAILABLE
23. Click SAVE
24. Click LOC CHANGE
25. Ensure the new location selected is your location
26. Click SAVE



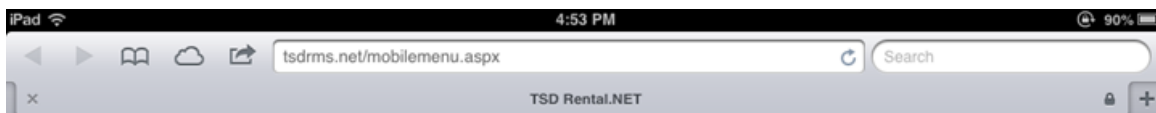
# Appendix B: Rapid Return Unit Training



The iPad's Home Screen: At the bottom there are two icons. The icon that says 'Rental.NET' is the full version that is used on the computers. The second icon is for the TSD Mobile Menu. For returns, use the TSD Mobile icon.



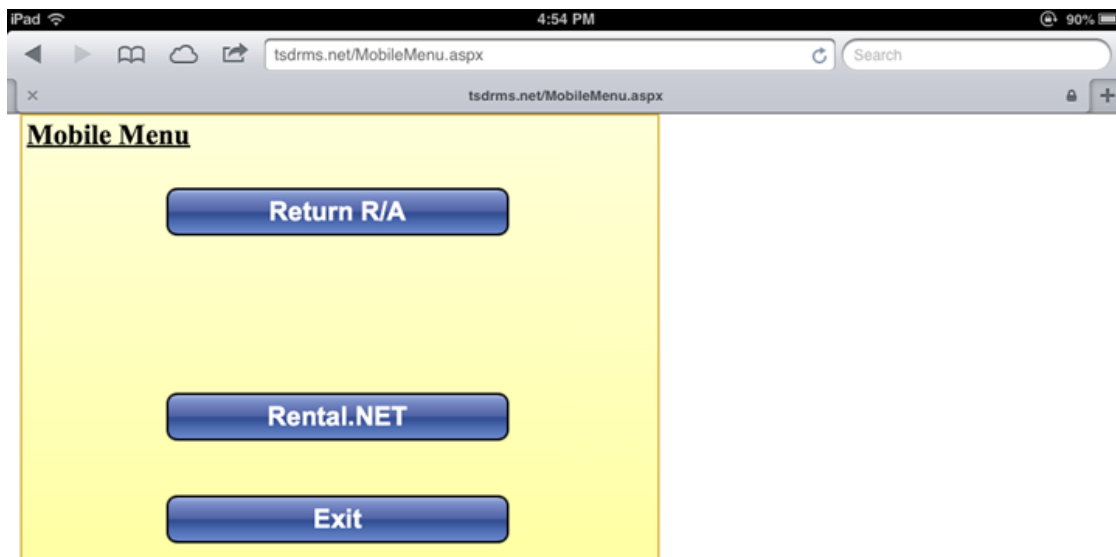
If you ever see this warning, just click 'Continue'.



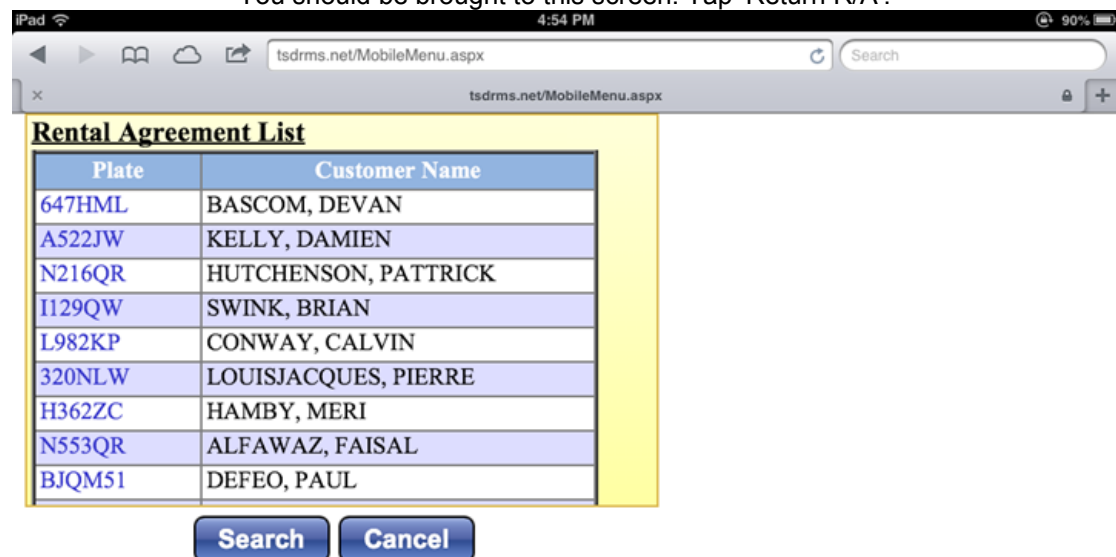
Account #	<input type="text" value="41921"/>
Username	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>

[Forgot Your Password?](#)

Log in using the same username and password you use for TSD on the computers



You should be brought to this screen. Tap 'Return R/A'.



This is the Rental Agreement List page. The rentals listed on this page are in order of expected return time. You may not be able to find them directly from this screen. If so, tap 'Search'.

**Rental Agreement Search**

R/A #

VIN

Plate

Unit #

**Find** **List** **Cancel**

You can search for contracts by R/A #, VIN number, plate number, or unit #.

**Return Rental Agreement**

CHRIS BREWER

Unit #

Date Out

Miles

Fuel

Prepaid Fuel

**Broadcast Note**

EXAMPLE CONTRACT PER BREWER FOR IPAD TESTING

**OK**

If there is a broadcast note on the contract, it will be displayed.

iPad 2:12 PM 82%

tsdrms.net/MobileMenu.aspx Search

TSD Rental.NET

Unit # CCCU170623

Date Out 12/13/2012 01:53 PM

Out In

Miles 24208 24209 DBR Hold ☐

Fuel F F Waive ☐

Prepaid Fuel None 0.00

Continue Cancel

Previous Next

Q W E R T Y U I O P

A S D F G H J K L Go

⌵ Z X C V B N M ! , ? . ⌵

.?123 .?123

Record the fuel and mileage and press Continue.

iPad 2:13 PM 82%

tsdrms.net/MobileMenu.aspx Search

TSD Rental.NET

**Rental Agreement Charges**

Description	Amount
Total Charges	0.01
Total Payments	0.00
Total Refunds	0.00
Total Due	0.01
1 Day(s) @0.01	0.01
1 Charged Mile(s) @0.00	0.00

Save Back Cancel

The charges for the contract will be displayed. Click Save. Here comes the important part!

iPad 2:14 PM 82%

tsdrms.net/MobileMenu.aspx TSD Rental.NET

**Receipt / Unit Alert**

Email Receipt CBREWER@EZRAC.COM

Sign Receipt Yes ▼

Unit Alert - CCCU170623

Print Receipt Print Alert Note Done

Do not hit 'Done' at this point! You still have to take a signature! Tap 'Print Receipt'.

iPad 2:14 PM 82%

tsdrms.net/MobileMenu.aspx TSD Rental.NET

**Receipt / Unit Alert**

Email Receipt CBREWER@EZRAC.COM

Sign Receipt Yes ▼

Unit Alert - CCCU170623

This site is attempting to open a pop-up window

Block Allow

Print Receipt Print Alert Note Done

You will be prompted about opening a pop-up. Click 'Allow'.

iPad 2:15 PM 82%

tsdrms.net/SigCap.aspx?ITType=Receipt%20-%20MCO-405920&formID= Search

TSD Rental.NET X tsdrms.net/SigCap.aspx?ITType=Receipt%20-%20MCO-405920&formID=

Save Cancel Print w/o Signing

**Please request a signature from the customer**

E-Z RENT A CAR	
ORLANDO, FL	(407) 888-0515
RA#	MCO-405920
RENTER	CHRIS BREWER
OUT	12/13/2012 01:53 PM
IN	12/13/2012 02:12 PM
UNIT #	CCCU170623 CLASS : CCAR
MILES OUT	24208
MILES IN	24209
MILES DRIVEN	1
FUEL OUT	F
FUEL IN	F
TOTAL CHARGES	0.01
RATE CHARGE	0.01
BILL TO	MC XXXXXXXX7774
CHECKED IN BY	CHRIS B.

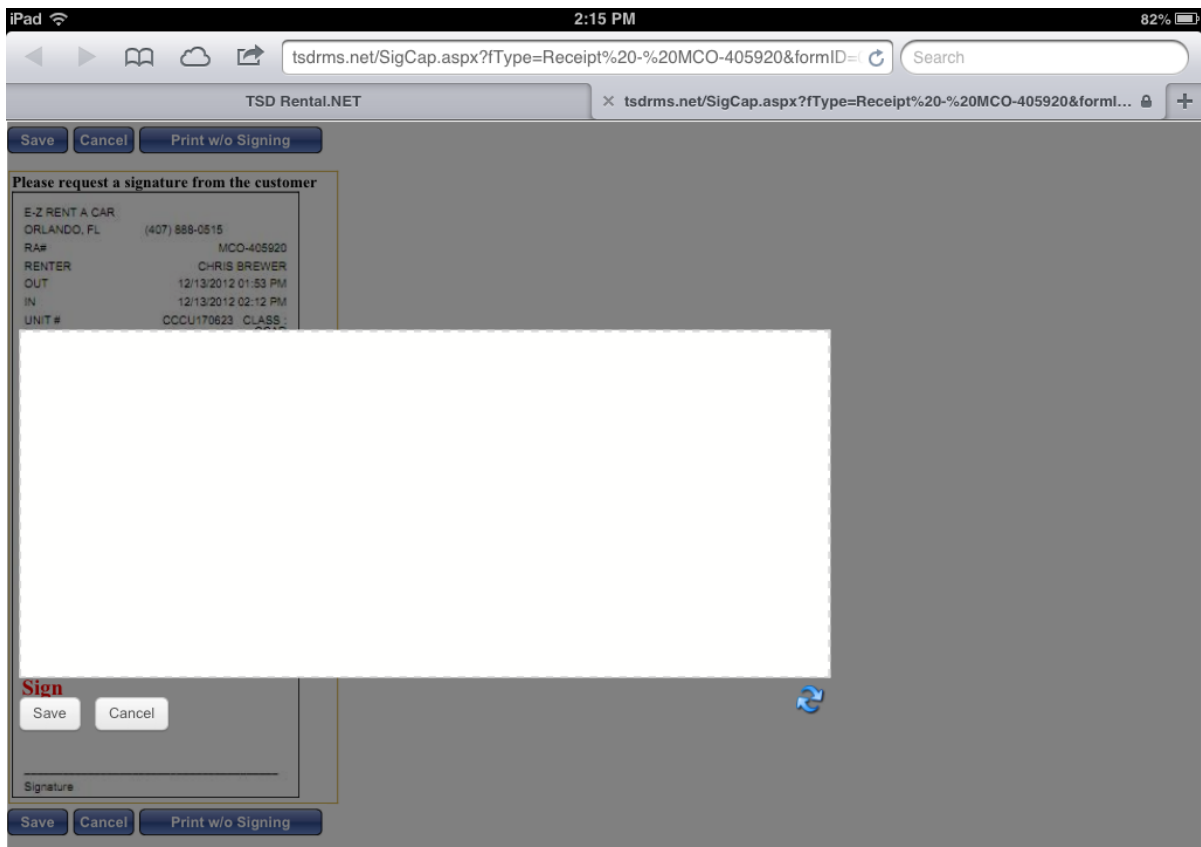
This is your receipt.  
No other copies will be provided.  
Closed rental subject to final audit.

**Sign**

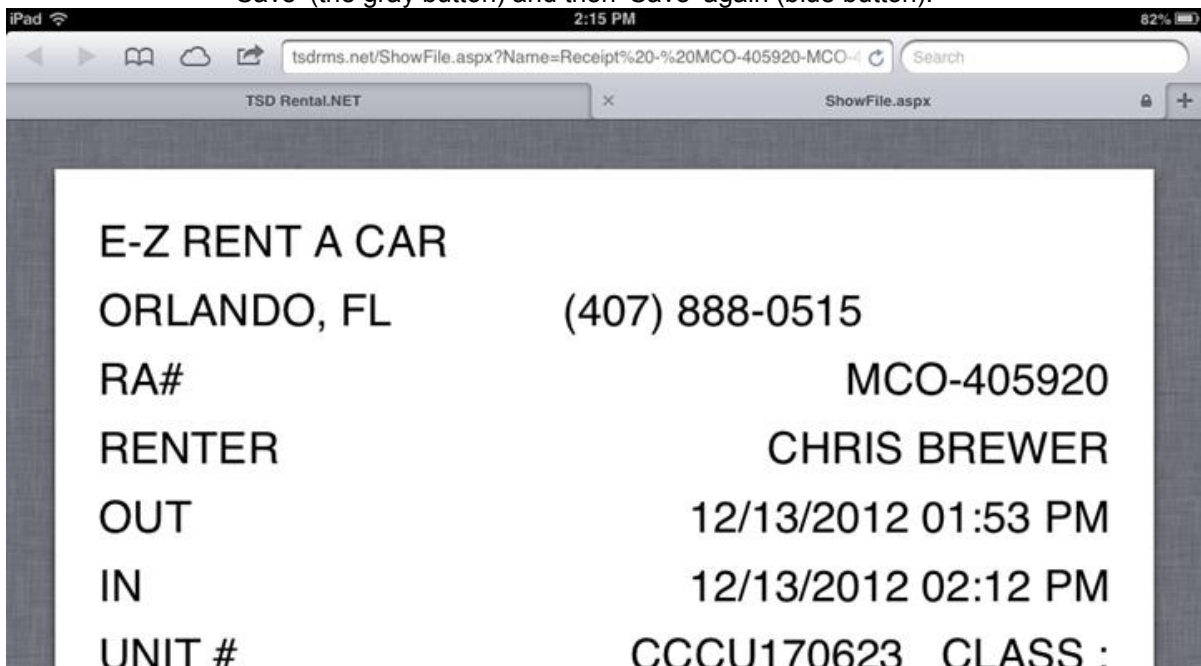
Signature

Save Cancel Print w/o Signing

A new tab will open with the receipt page. Tap on the red 'Sign' button and a signature area will pop up:



Have the renter sign, either with their finger, or the stylus pen attached to the iPad. Then click 'Save' (the gray button) and then 'Save' again (blue button).



A printable copy of the receipt will be shown. If the customer wants a paper receipt, follow the steps listed in the section below. Otherwise, hit the small X to close the tab that says 'ShowFile.aspx'.



iPad 2:16 PM 82%

tsdrms.net/MobileMenu.aspx Search

TSD Rental.NET

### Receipt / Unit Alert

**Email Receipt** CBREWER@EZRAC.COM

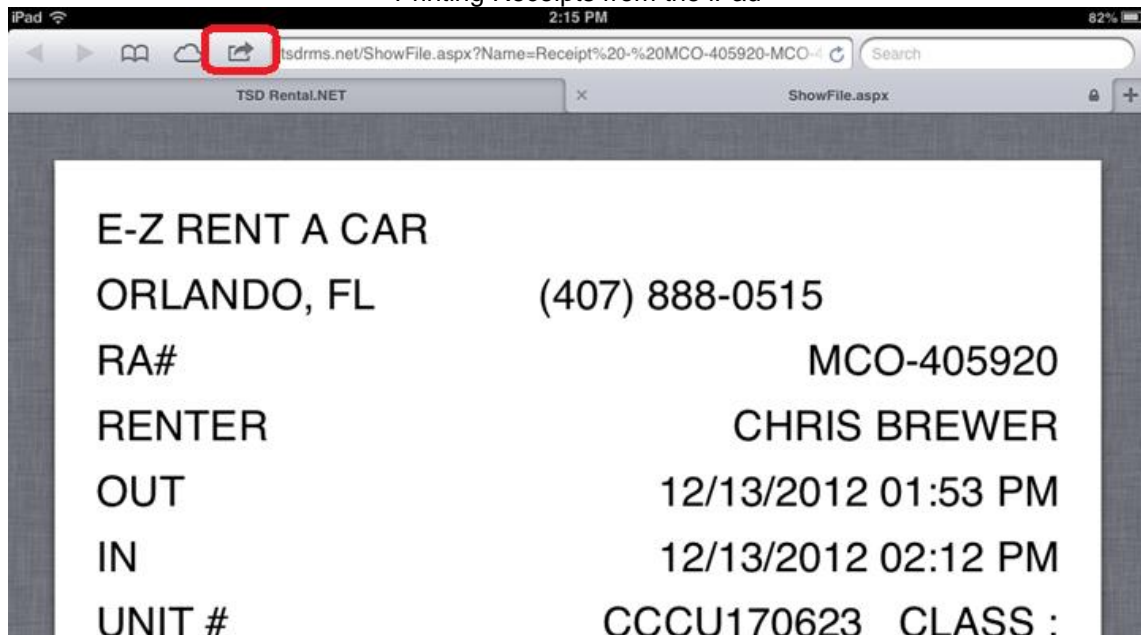
Sign Receipt Yes ▼

Unit Alert - CCCU170623

**Print Receipt** **Print Alert** **Note** **Done**

You will be brought back to this screen. Tap 'Done' to complete the return.

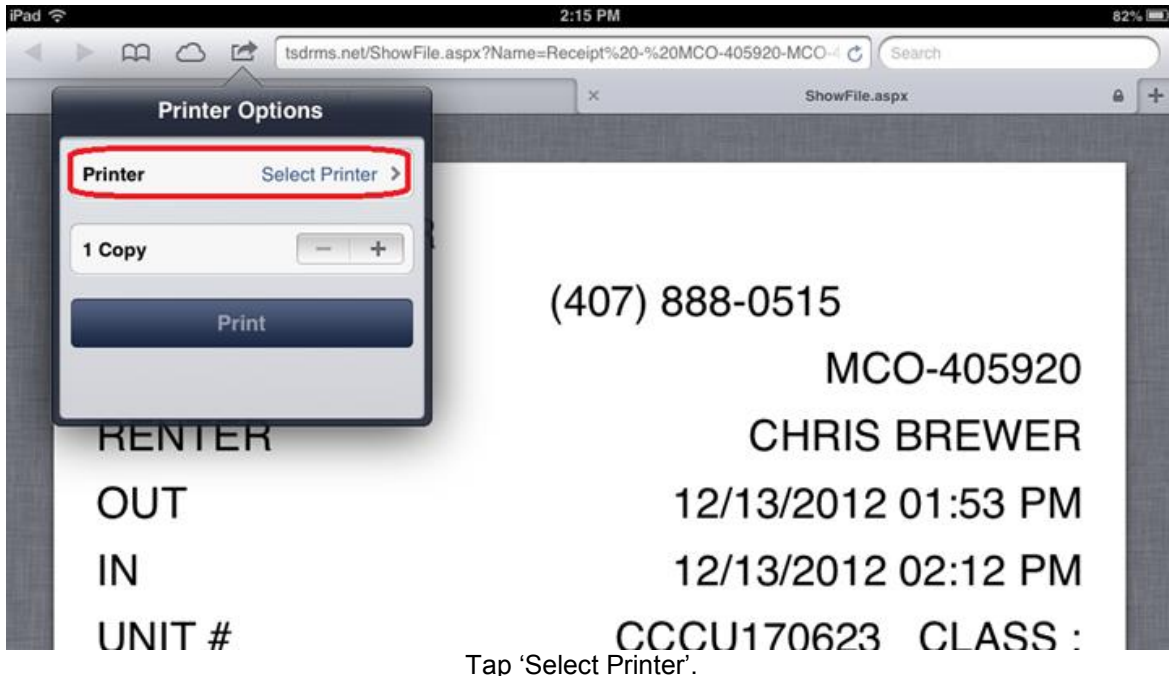
# Printing Receipts from the iPad



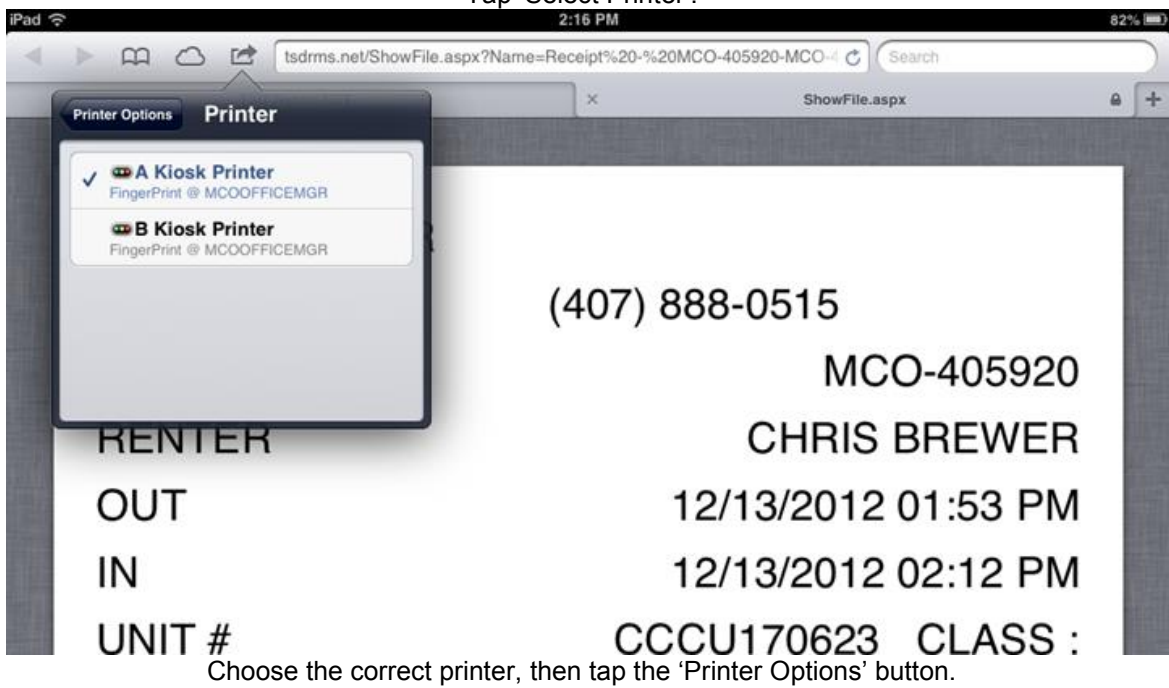
Tap the menu button circled in red above.



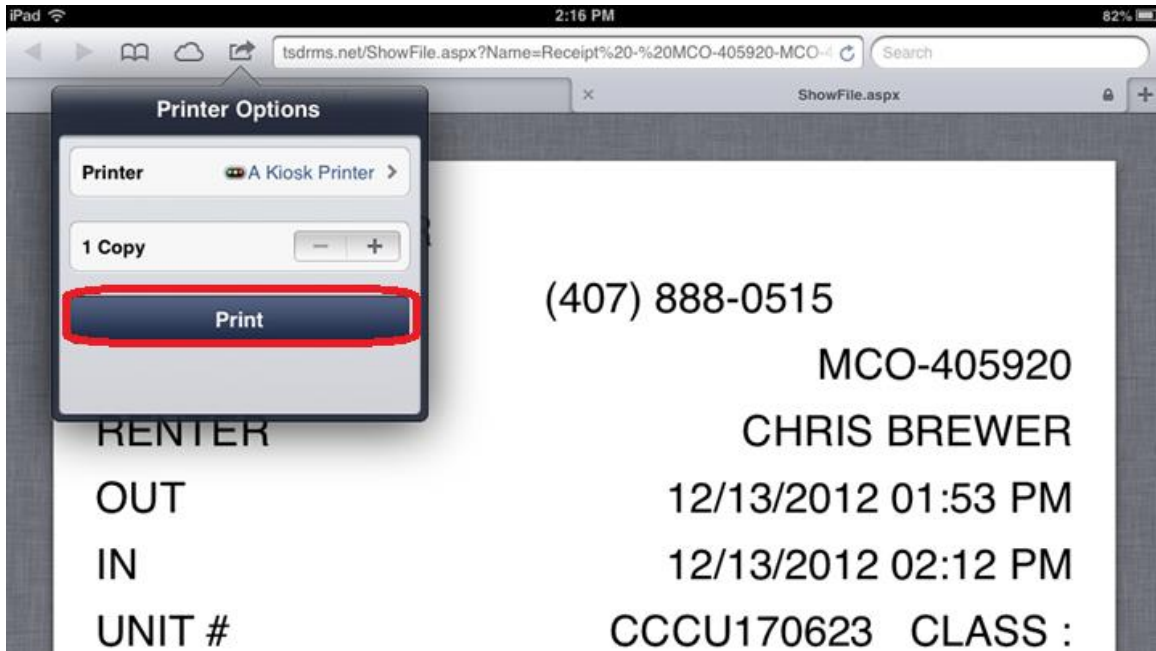
Tap 'Print'



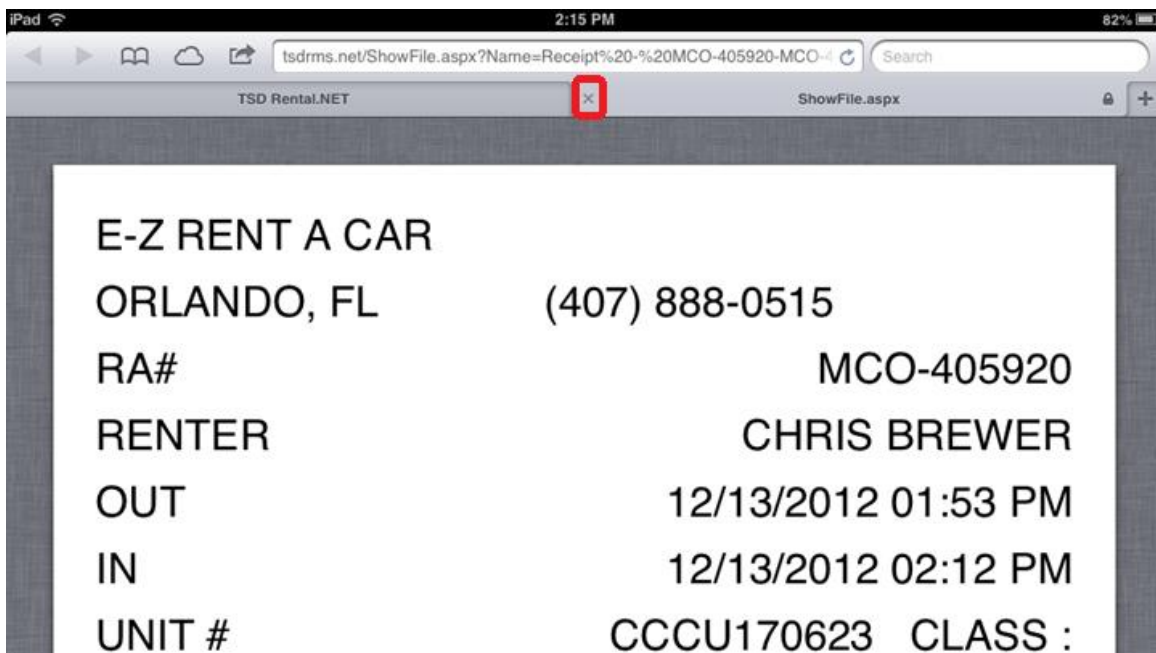
Tap 'Select Printer'.



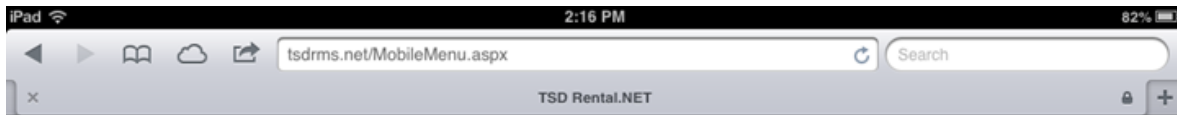
Choose the correct printer, then tap the 'Printer Options' button.



Finally, tap the 'Print' button. The receipt should now be printing out at the kiosk.



Tap the X circled in red above.



**Receipt / Unit Alert**

**Email Receipt** CBREWER@EZRAC.COM

Sign Receipt Yes ▼

Unit Alert - CCCU170623

**Print Receipt** **Print Alert** **Note** **Done**

You will be brought back to this screen. Tap 'Done' to complete the return.



**Rental Agreement List**

Plate	Customer Name
A522JW	KELLY, DAMIEN
I129QW	SWINK, BRIAN
H362ZC	HAMBY, MERI
BJQR98	LOCK, SONYA
J71JZG	CAUSBY FERGUNSON, DREW
A442JW	SHELTON, STEPHANIE
AVF1809	LEMONE, SARA
BHCV04	CARABALLO GARCIA, MIGUEL
BNPB75	RIVERIA, PABLO

**Search** **Cancel**

The return is complete, and the Rental Agreement List will be shown again.

# Appendix C: Child Car Seat Rental Policies & Procedures

Youth, toddler and baby car seat rentals are available at all E-Z Rent-A-Car locations for an additional charge. Please check Rental.Net for current prices.

## Condition

E-Z Rent-A-Car purchases safety seats from local department stores to ensure that they meet Federal or State Regulations. Upon return, each car seat rental is to be checked for defects (to ensure proper functioning) and missing parts (i.e. straps, buckles, etc.). Child safety seats are always cleaned and stored in clear plastic storage bags to ensure they remain in good condition.

E-Z Rent-A-Car's child/baby car seat rental maintenance procedures are as follows:

1. Four types of child car seat rentals are available: Infant seats, toddler seats and child/youth booster seats (high-back and no-back).
  - Please refer to the National Highway Traffic Safety Administration (NHTSA) website under the Department of Transportation <http://www.nhtsa.gov/people/injury/childps/> for information on which car seat rental should be used for the appropriate age/height/weight of the child.
  - Integrated car seats: built-in seats are available in some cars and vans. These car seat rentals should only be used for children who are at least 1 year of age and weigh at least 20 pounds. Since weight and height limits vary, refer to the vehicle instruction manual.
2. Once they get worn or damaged, car seat rentals must be replaced.
3. Stop using any child or baby car seat rental still in service after the date molded into the back of the seat or restraint. These seats must be disposed of.
4. Missing car seat parts should be replaced before being rented again. They may be ordered online through the child seat manufacture.
  - Do not attempt to modify any seat by using accessories or parts supplied by other seat manufacturers.
  - Any child seat with a cut, frayed or damaged infant restraint harness or vehicle seat belt or LATCH belt must not be used.

## Car Seat Rental: Installation

1. The customer is provided with:
  - i. Printed installation instructions (if Requested)
  - ii. All car seat accessories (i.e., latch equipment)
2. E-Z Rent-A-Car employees are not allowed to secure car seat rentals in the rental vehicles for liability reasons. We believe that the child's parents are best equipped to install child safety seats and insure their child is properly protected.
3. Any time a company employee places a child seat in a vehicle, the child seat must be placed upside down in the vehicle to ensure the customer does not think it is secured.
4. Upon return, each car seat rental is inspected for defects to ensure proper functioning and missing parts (i.e., straps, buckles, etc.).
5. If the seat is in condition to be rented again, it must be cleaned and deodorized.
6. Each car seat rental should be stored in a plastic bag and off the ground until the next rental. Seat accessories and installation instructions are included with the seat in the bag.
7. Various states require the posting of signs to display the child seat law notice to customers. Location managers must make sure we are in compliance with these state laws.
8. Car seats that are in use at the time of an accident of any kind must not be used or rented again. An accident can cause damage to the seat that cannot be seen.
9. Any injury accident involving a child seat must be immediately reported to the Risk Management Department and the child seat(s) in use at the time of an injury accident must be tagged and retained as evidence until the Risk Management Department notifies the location they may be disposed of.

## Infant Seats

*Rear-facing, infant-only* seats are ideal for newborns, but can be used for any child up to 20 or so pounds. One helpful technique to keep in mind when you are doing your best contortionist act trying to get the seat in is the inch factor.

If you can move any strap, harness, or the entire seat itself more than an inch, then you probably need to put some more elbow grease into pulling the seat belt or ensuring the straps are appropriately taut. Do this by putting a knee in the seat or finding some other way to put your weight into it.



Then pull on those straps! Other tips include:

- Many times this type of car seat comes with a base that a carrier latches into. This actually makes installation easier because you are dealing with a rather small piece of plastic. The base and carrier should only go in the back seat, preferably in the middle, although this is not a hard-and-fast rule.
- You might need to place a shortened swimming noodle (one of the only materials CPS has certified) to level out the base, which should lie at a 45-degree angle with the carrier installed. Some manufacturers make bases that are adjustable.



- Make sure the carrier straps are tight and the harness clip is even with the baby's shoulders or armpits. Also make sure the straps are in the slot that lines up just above or closest to the infant's shoulders.
- If the child is still a bit wobbly in the seat due to her size, place rolled receiving blankets or towels along each side. This provides additional support and cushion. However, do not place anything under the harness straps.
- When the carrier is snapped into the base, the handle should be out of the way. Place it in the down position.
- Some older vehicles (especially those manufactured prior to 1997) may require the use of a locking clip. This is a small piece of metal that looks like the letter "I" on its side. Certain vehicles do not have seat belts that lock when the brakes are slammed. The clip locks the seat belt and prevents extra slippage in the event of an accident.
- The vast majority of car seats are never installed properly. Always have your work checked before using the car seat.

### ***Convertible seats***

*Convertible seats* are designed to grow with your child. They can be modified with each weight and age transition, allowing you to only buy one car seat. Thus, when the child is an infant the seat will face the rear.



When she tips the scales at 20-plus pounds, then the seat can be switched to face the front. The installation tips listed for the infant-specific seat still apply with the convertible variety. The convertible seat generally has more gadgets and straps that aid with restraint, including a tether that comes off the back and can be latched to various places in your vehicle. Convertible Harness Types A firm fit is still the key. Convertible car seats can come equipped with one of three types of harness systems: 5-point, tray, and T-shield. Each meets the required safety standards, and the choice ultimately depends on you and your general preference.

Each style has pros and cons that you will pick up in your research. Users have been satisfied with each, although anything with straps tends to get twisted over time. The best way to straighten the straps out is to pull them completely out of the seat and run warm water over them. This brings them back to new, and gets that built-up gunk out from all those car snacks and spills.

*The tray* arm tends to restrict the child's movement more than the others and is not necessarily book or toy-friendly. Plus, the padded arm tends to get extremely worn and dirty over time.

*The T-shield* has parallel straps connecting into a buckle-type apparatus between the child's legs. The one problem with this is that the buckle area can create a gap that is a little too big. It can also rub too hard against your child's legs and cause pinching.



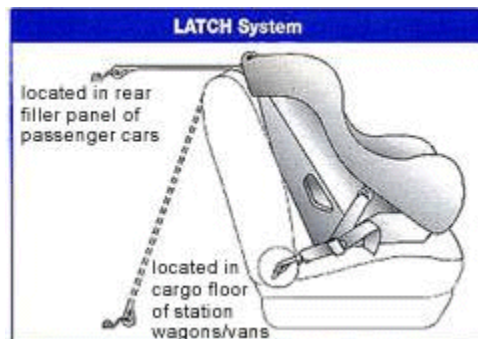
## Toddler Seats

Toddlers (2 to 30 pounds) should face forward. The car seat will still be in the back seat, but now facing the same direction as all other passengers.

One major change is most likely going to be where the harness straps are positioned. These seats are generally held in by a seatbelt slipped through a hole in the back. The key again is to ensure less than an inch of movement from side to side and forward. This can be more difficult, or at least it seems that way, with the bigger car seats. To combat this, car seat engineers have added anchors and tethers for additional protection. This brings us to the Lower Anchors and Tethers for Children (LATCH) system.

## The LATCH System

More than just an awareness program, LATCH is actually an alternative means of installing a car seat. An astonishing number of car seats (by some estimates 80%) would fail CPS check. So this program is an attempt to curb dismal numbers by offering what some consider a simplified installation method. What does it mean? Well, all new vehicles are now equipped with seat belts plus various other mooring components.



If you have a vehicle manufactured after 2002, simply feel around the back seat until you find a couple of heavy metal latches. These are designed to hold the anchors and tethers that come with the new car seats. Thus, you can now hook a car seat into the back of a vehicle without utilizing the seat belts. All the other aspects of securing the seat still apply, so make sure your straps are nice and taut, and that the seat does not move about.