

## Opening a Tour Rental

Retrieve a tour reservation. The *Rate Details* screen will still show all inclusions and the rate structure of the selected rate. The rate structure of the tour rate is now updated to include a new additional day period called XDay. If the vehicle stays with the customer longer than the reservation's expected return time, then the extra rental days, extra charge items and applicable taxes and surcharges (i.e. location fee, VLF and ERF) will be the sole responsibility of the renter.

We'll use an Expedia reservation in our example. The Expedia tour rate comes in the following structure and covers VLF, ERF, location fee and HST under the rental, as shown in Figure 1.

| Period | From | To   | Amount   |
|--------|------|------|----------|
| Day    | 1    | 7    | \$75.35  |
| Week   | 1    | 9999 | \$451.00 |
| Day    | 8    | 9999 | \$62.70  |

**Contract Open/Check Out**

Vehicle Information  
 Reservation # 29476231CA1 BCN Days Rental 11 Vehicle Class Intermediate (A) GIS Contract#  
 Last Name Denis Pick Up Location B-01 YVR Airport Drop Off Location B-01 YVR Airport  
 First Name Michele Pick Up Time 22 Mar 2011 12:07 Drop Off Time 02 Apr 2011 07:30 Rez Comments  
 Retrieve Res Walk Up Info Get Data Res Vehicle Class Intermediate (Air) Status

**Rate Details**

Selected Rate Expedia10/H/weekday Level A Purpose Tour Pkg

Rate Amount

| Vehicle Class | Period | From | To   | Amount   | KM Cap    |
|---------------|--------|------|------|----------|-----------|
| Intermediate  | Day    | 1    | 7    | \$75.35  | Unlimited |
|               | Week   | 1    | 9999 | \$451.00 | Unlimited |
|               | Day    | 8    | 9999 | \$62.70  | Unlimited |
|               | XDay   | 1    | 9999 | \$85.35  | Unlimited |

Km Charge \$0.00

Late Charges

| Period | Amount | KM Cap |
|--------|--------|--------|
|        |        |        |

Drop Off Charge \$0.00

Rate Features

LDW Not included Inclusions GST Included PST Included PVRT Included Location Fee Included

Third Party Insurance Not included

Frequent Flyer Plans Not honoured

Remarks

**Tour Rate: All rate amounts are confidential except periods with an X-prefix.**

**Figure 1:** The highlighted rate structure is predefined and must not be disclosed to the customer.

The *Rental Charge Billing* screen remains largely the same. Any taxes or surcharges included in the rental will not be displayed. Since the Expedia rental includes HST, VLF, ERF and location fee, GIS will only reveal the vehicle rental and not show all these inclusions, as shown in Figure 2. Any additional items that are excluded from the tour rate will be displayed like normal with their amount and the applicable tax and location fee (See Figure 2).

### IMPORTANT

You **MUST NOT** reveal the tour rates to the customer.

However, you are encouraged to advise the customer of the additional charges should the customer return late or decide to extend the rental.

**Rental Charge Billing**

Alternate Payment Methods

| Payment Method | Organization | Total Billed | Available Credit |
|----------------|--------------|--------------|------------------|
|                |              |              |                  |

Details...

Add New Method

Loss of Use

Voucher

Direct Bill

**\$701.80 - covered by tour voucher**

Rental Charge Billing Items

| Charge                     | Units      | Unit Amt | Qty | Amount   | GST/HST | PST    | PVRT   | Total    | Bill To |
|----------------------------|------------|----------|-----|----------|---------|--------|--------|----------|---------|
| Vehicle Rental             | Week       | \$451.00 | 1   | \$451.00 | \$0.00  | \$0.00 | \$0.00 | \$451.00 | Renter  |
| Vehicle Rental             | Day        | \$62.70  | 4   | \$250.80 | \$0.00  | \$0.00 | \$0.00 | \$250.80 | Renter  |
| Upgrade                    | Day        | \$12.00  | 11  | \$132.00 | \$15.84 | \$0.00 | \$0.00 | \$147.84 | Renter  |
| LDW                        | Day        | \$25.95  | 11  | \$285.45 | \$34.25 | \$0.00 | \$0.00 | \$319.70 | Renter  |
| Out of Area-Alberta/Oregon | Day        | \$15.00  | 4   | \$60.00  | \$7.20  | \$0.00 | \$0.00 | \$67.20  | Renter  |
| GPS                        | Week       | \$74.75  | 1   | \$74.75  | \$8.97  | \$0.00 | \$0.00 | \$83.72  | Renter  |
| GPS                        | Day        | \$14.95  | 4   | \$59.80  | \$7.18  | \$0.00 | \$0.00 | \$66.98  | Renter  |
| Location Fee               | 17.5 Perce | \$107.10 | 1   | \$107.10 | \$12.85 | \$0.00 | \$0.00 | \$119.95 | Renter  |

Split Charges...

**additional charge items**

Total Charges \$1,420.90 \$86.29 \$0.00 \$0.00 \$1,507.19

OK

**Figure 2:** Any VLF, ERF, location fee and HST covered by the Expedia tour voucher are masked under the Vehicle Rental charge item. Any additional charge items will be displayed along with their HST (and location fee, if applicable).

If the customer decides to extend his/her rental by another day, an additional charge for the extra rental day will kick in, as shown in Figure 3 below. For consistency, this additional day charge will also cover all items (i.e. VLF, ERF, location fee and HST) which the Expedia tour rate includes. In other words, the VLF, ERF, location fee and HST for this additional day are included in the extra day charge and will not be displayed on the *Rental Charge Billing* screen.

**Contract Open/Check Out**

Vehicle Information

Reservation # 29476231CA1 BCN [ ] Days Rental 12 Vehicle Class Intermediate (A) GIS Contract# [ ]

Last Name Denis Pick Up Location B-01 YVR Airport Drop Off Location B-01 YVR Airport

First Name Michele Pick Up Time 22 Mar 2011 12:07 Drop Off Time 03 Apr 2011 07:30 Rez Comments [ ]

Retrieve Res Walk Up Info Get Data Res Vehicle Class Intermediate (Air) Status [ ]

**Rental Charge Billing**

Alternate Payment Methods

| Payment Method | Organization | Total Billed | Available Credit |
|----------------|--------------|--------------|------------------|
|                |              |              |                  |

Details...

Add New Method

Loss of Use

Voucher

Direct Bill

Rental Charge Billing Items

| Charge                     | Units | Unit Amt | Qty | Amount   | GST/HST | PST    | PVRT   | Total    | Bill To |
|----------------------------|-------|----------|-----|----------|---------|--------|--------|----------|---------|
| Vehicle Rental             | Week  | \$451.00 | 1   | \$451.00 | \$0.00  | \$0.00 | \$0.00 | \$451.00 | Renter  |
| Vehicle Rental             | Day   | \$62.70  | 4   | \$250.80 | \$0.00  | \$0.00 | \$0.00 | \$250.80 | Renter  |
| Vehicle Rental (Extra Day) | XDay  | \$85.35  | 1   | \$85.35  | \$0.00  | \$0.00 | \$0.00 | \$85.35  | Renter  |
| Upgrade                    | Day   | \$12.00  | 12  | \$144.00 | \$17.28 | \$0.00 | \$0.00 | \$161.28 | Renter  |
| LDW                        | Week  | \$181.65 | 1   | \$181.65 | \$21.80 | \$0.00 | \$0.00 | \$203.45 | Renter  |

**Figure 3:** Extending the tour rental triggers an extra day charge. Any VLF, ERF, location fee and HST covered by the Expedia tour voucher are also masked under the Vehicle Rental (Extra Day) charge item.

To record a tour voucher in a contract, simply go to the *Payment* screen and click on the *Voucher/Certificate* button to bring up the *Voucher/Certificate* window, as shown in Figure 4.

**Contract Open/Check Out**

Vehicle Information  
 Reservation # 29476231CA1 BCN Days Rental 11 Vehicle Class Intermediate (A)  
 Last Name Denis Pick Up Location B-01 YVR Airport Drop Off Location B-01 YVR Airport  
 First Name Michele Pick Up Time 22 Mar 2011 12:07 Drop Off Time 02 Apr 2011 07:30 Rez Comments  
 Retrieve Res Walk Up Info Get Data Res Vehicle Class Intermediate (Air) Status

GIS Contract#

**Voucher/Certificate**

Prepayment

| Type | Collected At | Issuer | Amount | Currency | Exch | Contract Currency Amt | Voucher/Certificate/ PO Number | Processed By |
|------|--------------|--------|--------|----------|------|-----------------------|--------------------------------|--------------|
|      |              |        |        |          |      |                       |                                |              |

Balance \$1,507.19

Taxi Reimbursement

OK

**Figure 4:** Open the *Voucher/Certificate* window to add a voucher to a contract.

Select 'Voucher' from the *Type* drop down list and you will see that the corresponding *Issuer* and *Amount* are automatically populated. The *Voucher/Certificate/PO Number* will also display the BU/BI number\* of the reservation for billing reference (See Figure 5). The voucher amount is calculated based on the rate structure from the tour reservation, the inclusion settings of the tour rate and the prepaid rental days.

**Voucher/Certificate**

Prepayment

| Type    | Collected At     | Issuer             | Amount | Currency | Exch | Contract Currency Amt | Voucher/Certificate/ PO Number | Processed By |
|---------|------------------|--------------------|--------|----------|------|-----------------------|--------------------------------|--------------|
| Voucher | B-01 YVR Airport | IDAY MAKER-EXPEDIA | 701.8  | Cdn \$   | 1    | \$701.80              | BU699600000193T2               |              |

OK

**Figure 5:** GIS automatically populates the appropriate fields when you select voucher.

\* See side note on Page 6 for an example of a tour reservation with no BU/BI number.

Once you have added the voucher, the total voucher amount is recorded in the *Voucher/Certificate* field on the *Payment* screen, as shown in Figure 6 below.

### IMPORTANT

Do not inform the customer of the *Voucher/Certificate* amount for a tour rental.

| Renter  | Rate + Coverage | Payment  | Comments |                |              |              |  |  |  |
|---|-----------------|--|----------|----------------|--------------|--------------|--|--|--|
| <b>Rental Pre-Authorized By</b><br>Renter Pre-Authorization Method<br>Credit Card   |                 | <b>Credit Card</b><br>Preauthorization Amount Required: \$1,005.39<br>Amount Already Preauthorized: \$1,005.39<br>Preauthorization/Deposit Amount: \$0.00<br>Authorization #: 143834<br>Credit Card Type: VISA<br>Credit Card #: 4030*****1234<br>Card Last Name: DENIS<br>Card First Name: MICHELE<br>Credit Card Expiry: 07/11 |          |                |              |              |  |  |  |
| <b>Expected Rental Cost</b><br>Rental Charges: \$1,420.90<br>Discounts: \$0.00<br>Taxes: \$86.29<br>Reimbursements: \$0.00<br>Total Charges and Taxes: \$1,507.19<br>Deposits/Refunds: \$0.00<br><b>Voucher/Certificate: \$701.80</b><br>Billed to Alternates: \$0.00<br>Balance: \$805.39<br>Taxi Reimbursement: |                 | <b>Alternate Payment Methods</b><br><table border="1"> <thead> <tr> <th>Payment Method</th> <th>Organization</th> <th>Total Billed</th> </tr> </thead> <tbody> <tr> <td colspan="3"> </td> </tr> </tbody> </table> Add New Method<br>Loss of Use<br>Voucher<br>Direct Bill   |          | Payment Method | Organization | Total Billed |  |  |  |
| Payment Method  | Organization    | Total Billed   |          |                |              |              |  |  |  |
|   |                 |  |          |                |              |              |  |  |  |

**Figure 6:** The *Voucher/Certificate* field displays the total voucher amount assigned to the contract.

Tour vouchers are prepaid by the renter. So once you apply the appropriate voucher to the contract, GIS will only calculate the portion which the customer has to pay and display it in the *Balance* field. In other words, the Estimated Charges of a tour rental (in the *Printed Additional Comments* section under the *Comments* tab) will not include the voucher amount.

| Contract Open/Check Out  |  |
|--|--|
| <b>Vehicle Information</b><br>Reservation #: 29476231CA1<br>Last Name: Denis<br>First Name: Michele<br>Retrieve Res        |  |
| <b>Renter</b><br>Contract Comments - Will Appear on Printout<br><b>Printed Standard Comments</b><br>Standard Comments<br>* | <b>Expected Rental Cost</b><br>Rental Charges: \$1,420.90<br>Discounts: \$0.00<br>Taxes: \$86.29<br>Reimbursements: \$0.00<br>Total Charges and Taxes: \$1,507.19<br>Deposits/Refunds: \$0.00<br>Voucher/Certificate: \$701.80<br>Billed to Alternates: \$0.00<br><b>Balance: \$805.39</b> |
| <b>Printed Additional Comments</b><br>/Estimated Charges: \$805.39<br>Inns#152   |  |

**Figure 7:** The tour voucher is not included in the Estimated Charges since it has already been prepaid.

### IMPORTANT

Rental charge items (such as 'Vehicle Rental') no longer need to be split and direct billed for tour rentals.

Instead, add the tour vouchers in the *Voucher/Certificate* window, authorize/collect deposit on the customer's credit card, assign a unit to the contract and you are good to go.

The rental agreement (RA) for a tour rental has undergone some slight changes in contents and wordings. Please refer to RA 1358919 accompanying this tutorial.

#### **In the Non-Pkg Rental section of the RA:**

1. The base rate structure of the tour rate is not displayed but any additional day rate (See Figure 8) will be shown.

|   | Period | From | To   | Amount   | KM Cap    |
|---|--------|------|------|----------|-----------|
| ▶ | Day    | 1    | 7    | \$75.35  | Unlimited |
|   | Week   | 1    | 9999 | \$451.00 | Unlimited |
|   | Day    | 8    | 9999 | \$62.70  | Unlimited |
|   | XDay   | 1    | 9999 | \$85.35  | Unlimited |

base rate structure  
not displayed on RA

additional day rate will show on RA

**Figure 8:** The tour reservation's base rate structure is confidential and will not show on the rental agreement whereas the additional day charges will show.

#### **In the Rental Rate Used section of the RA:**

2. The RA will specify any taxes, surcharges, LDW, PAI, PEC, Additional Driver, GPS that are included in the rental.
3. The RA will print the prepaid rental period that the reservation was made for (regardless of when the contract was checked out).

#### **In the Optional Services section of the RA:**

4. If the tour rate includes any coverages or optional extras, these items will show as 'Incl.'.

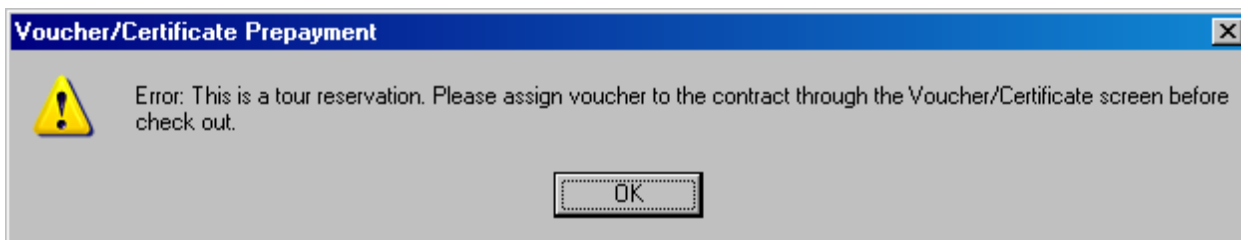
#### **In the Preauthorization or Deposit section of the RA:**

5. The RA will not display the tour voucher amount that was assigned to the contract through the *Voucher/Certificate* window.

If the tour rate includes GPS, the GPS addendum will note that the GPS unit is included in the rental as well. Refer to RA 1358882 and the GPS addendum accompanying this tutorial.

Check out the contract as usual.

Note that you must always assign a voucher to a tour rental before check out. If you don't, GIS will pop up a message reminding you to do so.



**Figure 9:** GIS will always make sure that you assign a voucher to your tour rental before check out.

#### Side Note

Some tour reservations are delivered as S-Voucher and contain no BU/BI number. In such cases, be sure to ask the customer for a paper copy of his/her tour reservation so that you can enter the Voucher Number in the mandatory *Voucher/Certificate/PO Number* field (See Figure 10). Once you open the contract, attach the voucher to the rental agreement.

**Contract Open/Check Out**

Vehicle Information  
 Reservation # 28912894CA3 BCN Days Rental 8 Vehicle Class Intermediate (A) GIS Contract#  
 Last Name Jupzi Pick Up Location B-01 YVR Airport Drop Off Location B-01 YVR Airport  
 First Name Denise Pick Up Time 31 Mar 2011 11:00 Drop Off Time 07 Apr 2011 11:30 Rez Comments

**Voucher/Certificate**

Prepayment

| Type    | Collected At     | Issuer              | Amount | Currency | Exch | Contract Currency Amt | Voucher/Certificate/ PO Number | Processed By |
|---------|------------------|---------------------|--------|----------|------|-----------------------|--------------------------------|--------------|
| Voucher | B-01 YVR Airport | JIDAY HOUSE-0256908 | 315    | Cdn \$   | 315  | 1                     |                                |              |

**Please obtain Voucher from the customer and attach it to the contract**

Apply OK

**Figure 10:** Refer to the customer-presented voucher and enter the mandatory *Voucher/Certificate/PO Number*.