

Opening a Prepaid Rental

Some customers reserve and prepay their rental online.

Currently, these reservations are made in one of the following ways:

- Through Zodiac Europe (BCD# G431700)
- When they redeem a Budget car through Lufthansa Airlines (BCD# L169000).

When these customers come in to the location to pick up their cars, they will need to present a voucher and you have to record the prepaid voucher amount as you open the contract.

Let's take a look at how to open a contract for a Lufthansa voucher (See Figure 16).


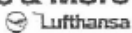
 Fixed Value Voucher		Partner of Miles & More 	
		page 1 of 2	
Your Personal Details		About Your Rental	
Name	Francesco Bianchessi	Reservation No.	26134358DE5
Address	Via Galileo Galilei 6 25025 Pandino Italy	Rental Location	Vancouver, Vancouver Intl Apt Telephone 604-666-7000
Contact	M393358002737	Return Location	Vancouver, Vancouver Intl Apt Telephone 604-666-7000
		Date of Rental	5 March 2011 14:00
		Opening hours on day of pickup	05:30-01:30 hours
		Date of Return	10 March 2011 10:00
		Opening hours on day of return	05:30-01:30 hours
		Car Group	Gruppo auto W (es: Chevrolet Trailblazer 4x4)
		Voucher Amount	405.04 CAD
Additional Information		Budget Information	
Rental Price Paid	90851 Miglia:	Rate	DQ
Your Quote includes	<ul style="list-style-type: none"> • Iva -Tasse locali • VRF, Oneri automobilistici • Oneri Aeroportuali/Altri supplementi • Chilometri illimitati 	BCD No.	L169000
		Account No.	30602700000490015
		Voucher No.	83763474
		Date of Issue	13 February 2011 16:30
		Company name	
		Agent Details	
		Issued by	
		IATA No.	
Additional Costs	.0 CAD	Remarks	V405.04CAD

Figure 16: A sample prepaid voucher that a customer may present to you.

NOTE

There are some distinctions between a tour voucher (which has been prepaid) and a prepaid voucher (i.e. made through Zodiac or Lufthansa).

A tour voucher is a prepaid amount for a reservation which is assigned a **tour** rate (eg. Expedia, RBC, Holiday Network, Intair Transit, Resort Reservations Whistler, Canadian Travel Design etc.). These reservations are generally part of a tour package and their rates are negotiated and agreed by both parties (i.e. our company and the tour/partnership company). Therefore the customer is usually unaware of the actual prepaid amount for the car rental.

A prepaid voucher, on the other hand, is simply a record of the amount that the customer prepaid when he or she made a reservation online. The reservation rate is usually a **rack** rate such as A7I, DBI etc (See Figure 17).

Contract Open/Check Out

Vehicle Information

Reservation # 26134358DE5 BCN Days Rental 5 Vehicle Class Sport Utility

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

First Name FRANCESCO, SIG./ Pick Up Time 05 Mar 2011 14:05 Drop Off Time 10 Mar 2011 10:00 Rez Comments

Retrieve Res Walk Up Info Get Data Res Vehicle Class Sport Utility

Renter Rate + Coverage Payment Comments

Rate Info

View Rates... Rate DQI Level BCD L169000 CPN Retrieve Rate Rate Details...

Full Coverage GST/HST Exempt Number PST Exempt Number Other Extras...

LDW LDW Level Deductible Daily Weekly Amount

ICBC/Renter Info

BCD Organization: Redeem Lufthansa

Figure 17: A regular rack rate is used in a prepaid rental.

Entering a prepaid amount is very similar to entering a tour voucher. The difference being - you have to manually enter the voucher amount in the *Amount* field as opposed to having GIS auto-calculate the amount.

Go to the *Payment* screen and open the *Voucher/Certificate* window, select 'Voucher' from the *Type* drop down list. Notice that the *Issuer* field is automatically populated but the *Amount* field is left empty. Refer to the voucher presented by the customer (See Figure 16) and manually enter the prepaid amount and voucher number, as shown in Figure 18 below.

IMPORTANT

Double check the voucher amount and voucher number to make sure that you enter them correctly into the system.

Voucher/Certificate

Prepayment

Type	Collected At	Issuer	Amount	Currency	Exch	Contract Currency Amt	Voucher/Certificate/ PO Number	Processed By
Voucher	B-01 YVR Airport	NATIONAL ACCOUNT	\$405.04	Cdn \$	1	\$405.04	83763474	

Apply

OK

Figure 18: Populate the mandatory *Amount* and *Voucher/Certificate/PO Number* fields for the prepaid rental.

Charge the remaining balance and optional extras (if any) to the customer's credit card.

For these prepaid rentals, the rental agreement (RA) will display the tour voucher amount that was assigned to the contract through the *Voucher/Certificate* window. Please refer to RA 1358884 accompanying this tutorial.