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.

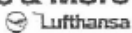Let's take a look at how to open a contract for a Lufthansa voucher (See Figure 16).

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).

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 <u>manually</u> 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.

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.