

Colleagues,

This month we take a look at tolls and damage – the bane of Car Rental Operators around the world!

Roland's article highlights what we often forget, that sometimes the renting customer has so much to get used to in a strange city or country and has to do it very quickly.

And AMT's latest announcement - is very exciting !

Until next time!

Russell

[Russell Lindfield](#)

## New peak season – New challenges

**Roland Keogh, CSO, Thermeon Worldwide.**

As many countries enter a peak season, particularly for leisure car rental, let's turn our attention once again to items that can assist with revenue generation and in this case, items that can offset cost and add customer convenience.

Customers arrive into busy airport locations and immediately set out onto highways and toll roads close to the airport. Roads put there by the local roads authority to ease traffic into and away from their prize airport and assisting the local population considerably.



A new traveller into this airport, however, is confronted with signage that is unfamiliar or inconsistent and tolling policies that are different to what they are familiar with. Add to this arriving in hours of darkness or off of long-haul flights. Problems for the traveller compound and administration overhead for the rental company increase.

Renters, using the vehicles provided to them, park where they shouldn't, travel at speeds they shouldn't, yet the renter in many cases is unaware of their transgression. Local signage, convention, or historic road layout all conspire to put the renter at the wrong side of local road and traffic regulations. Signals and signage and conventions your staff take for granted may be unfamiliar to your renters.

Provide on-counter or in-car signage about these road regulations, or add verbiage to the rental agreement document. Or look to automate as much of this as you can.

cars+ has many facilities for integrating with toll road and traffic violations around the world. You don't want to give a green light to bad driving but you do want to show a stop light to costly fines and headaches to your business. Once the customer knows, leaving the rental counter on pick-up, that they will be charged for the relevant toll and traffic items, they'll drive better and safer and help you reduce operational costs. If renters do not worry about how they will be charged but know they will be - they pay more attention to signage and regulations.

Any save you money!

Roland

## New in cars+...



July 8th , 2016

**Automobile Technologies (AMT) announces....**

### InspectionNotes™

complete Integration with Thermeon's Car Rental Software to seamlessly transmit real-time data for mobile damage inspections.

InspectionNotes™ was developed for Rental Car Agents to perform mobile inspections and condition reports from a PDA, tablet, or smartphone. Agents can quickly take pictures, document damage, obtain digital signatures, and collect pertinent vehicle information at unit check-in and check-out. Documents can then be printed on-the-spot or emailed as PDF's to customers.

Read more [here.....](#)

## Did you know?

Our favourite Snippet of Useful Information



On selected Vehicle Status Codes you can have cars+ automatically place the vehicle on an open Non-Rev. So when you close an RA, the returning vehicle is magically placed in that status.....

Read more [here....](#)

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