



CARSTAR Rental Fleet Management

Website: <http://msi1.m11.ca/fleet/>

The CARSTAR Rental Fleet site was created to act as a hub for the daily management of your rental cars, reservations, and customer bookings. Through it you can manage your fleet, as well as establish as cross reference point to track our LOU payments through MPI.

Store are charged \$25/day (30 days per month) per rental vehicle in their fleet. That works out to a cost of about \$750 per car per month. The goal is to receive enough revenue from MPI LOU, and customers purchasing extra coverage to offset that cost and make a profit.

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Navigating the CARSTAR Rental Fleet Site

When you first log into the CARSTAR Rental Fleet Site you will see several different tabs along the top navigation banner:

[Dashboard](#) [Rental](#) [Car Map](#) [Maintenance](#) [Reports](#) [Setup](#) [Logout](#) [Help](#)

****The first 4 tabs are the ones that will be used at store level****

1. Dashboard
 - On this page you can see two further tabs, “CAR STATUS”, and “OVERDUE & UPCOMING TRANSACTIONS”
 - **Car Status:** Shows the status for each car in the shop’s fleet. Vehicles will be marked as “Rental ending ___”, or “available”.
 - **Overdue & Upcoming Transactions:** Lists if a vehicle has not been marked as completed, even if the rental end date has come and gone. Will also so bookings marked as ‘Reservations’ for upcoming bookings.
2. Rental
 - On this page you can create, edit, and delete new rentals/reservations.
 - A full explanation on creating a new contract can be found further in this document.
3. Car Map
 - Show a visual map of each vehicle in your fleet, blocked out as per scheduled rentals/reservations.
4. Maintenance
 - This page is used to record status and information on each vehicle in the fleet
 - Maintenance: Oil changes, safeties, etc
 - Location Change: if the vehicle is moved to another store for use
 - Body Repair: If the vehicle is out of commission for a period due to repairs
 - Set Odometer: If you need to edit the odometer reading
 - Set Fuel Level: If you need to edit the fuel levels

Creating a New Rental/Reservation

There are several boxes you will need to complete to start a new rental or reservation.

1. TYPE

- Is this a Reservation (booking for a future date), or a Rental (customer is being put into a vehicle immediately)

2. PICKUP/START and DROPOFF/END

- The dates of the first day and last day of the rental/reservations must be entered.
- If the end date is unknown, you are to enter your best guess and can edit it as needed.

3. CUSTOMER

- Who is paying for the vehicle?
- NOTE: This cannot be changed once the rental has started – if this information needs to be changed you will need to delete/recreate the rental.
- There are 5 different options currently available:
 - a. MPI – WAIVED: Deductible was waived and MPI will be paying for the cost of the rental.
 - b. MPI – LOU: Customer has Loss of Use Insurance and MPI will be paying for the cost of the rental.
 - c. Customer Pay: Customer does not have any insurance coverage and will be paying a daily rate for the rental.
 - d. Internal/No Charge: The rental vehicle is being given to the customer with no external payer (shop does not gain any revenue).
 - e. Out of Province: Claim has come from an Out of Province Insurance Provider and they will be covering the cost of the rental.

4. DRIVER

- Name of the customer

5. WORK ORDER

- Shop RO number for the original claim

6. CLAIM

- Claim number provided by MPI/Out of Province Insurance/Retail sale

7. REFERENCE

- Re-enter the claim number

8. VEHICLE

- Select which vehicle from your fleet the customer will be doing into.

9. COMMENTS

- Any relevant information regarding the rental.
- Example: potential for waived deductible, customer's sibling/spouse will be dropping off vehicle, existing damage on the vehicle, etc

10. GET DRIVER'S LICENSE

- The driver's license must be scanned before starting the rental agreement. A customer with no license cannot take a rental vehicle!

Once all this information is entered into the rental agreement, you hit “Print Agreement”. This generates the rental agreement between the CUSTOMER and CARSTAR Manitoba.

Once the customer has had all the details of the rental agreement explained to them, and they have signed off on the agreement, you need to hit “Start Rental” to active the booking.

When the rental is completed/returned, you need to open the rental agreement and hit “Complete Rental”. This closes the claim and if you do not hit this button the Dashboard Tab will not update.

The screenshot shows a web-based form for creating a rental agreement. At the top left, there is a dropdown menu labeled "Type". Below this are two time selection fields: "Pickup/Start" and "Dropoff/End", both currently set to "12:00 AM". The form includes fields for "Customer" (a dropdown), "Driver (if different)" (a text input), "Work Order #" (a text input), and "Claim #" (a text input). There is also a "Reference" text input and a "Vehicle" dropdown menu. A large text area for "Comments" is located below these fields. To the right of the form is a diagram of a car's interior layout, showing the front and rear seats, with labels for "FRONT", "REAR", "RIGHT", and "LEFT". At the bottom of the form, there are three buttons: "Start Rental", "Complete Rental", and "Print Agreement". Below these buttons are three more buttons: "Get Driver's License", "Get Rental Agreement", and a large empty rectangular box.

Rental Agreement

The Rental Agreement is a legally binding contract between CARSTAR Manitoba and the CUSTOMER for the temporary use of the rental vehicles.

If you have filled all the necessary boxes out correctly on the previous page, then most of the information will be automatically generated onto the contract. There are a few exceptions that will still need to be completed at store level.

1. FUEL LEVEL

- Current fuel level of the vehicle before the customer leaves the lot

2. EXISTING DAMAGE TO THE VEHICLE

- All rentals are required to have a walk around of the vehicle between the customer and a staff member to record any pre-existing damage on the vehicle. Not recording this information could result in liability issues in case of damage while the vehicle is under the customer care.

3. COLLISION DAMAGE WAIVER

- CARSTAR offers a damage waiver of \$7.99/day to a maximum of \$50.00 total to pay down the rental vehicle's deductible (\$500). This protects the customer in case of additional damage due to an accident.
- The customer needs to initial to indicate if they accept or decline the damage waiver.

4. CUSTOMER ACKNOWLEDGEMENT OF TICKETS

- Customer must sign off indicating that they understand they are responsible for any/all speeding/parking/radar tickets while the vehicle is in their possession.

5. BASIC RENTAL CHARGE

- Is the daily rate that the vehicle is being charged out at. This rate will change depending on who is paying for the vehicle. If the customer is not paying a daily rate for the rental vehicle, then this will reflect \$0.00.

6. REFUELLING CHARGE

- Customers are expected to return the vehicle at the same fuel level as they started with. If no agreement on a rate for this is established ahead of time this will reflect \$0.00.

7. COLLISION DAMAGE WAIVER

- If the customer has agreed to the \$7.99/day charge to buy down the deductible, this section will be completed accordingly.

8. CUSTOMER SIGNATURE

- The customer must sign off on the Rental Agreement before they will be allowed to leave the lot.