

Reservation Link

BLUEBIRD[®]
AUTO RENTAL SYSTEMS



RentWorks

Version 4

Reservation Link User Guide

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Chapter 1 - Introduction

Overview

The Reservation Link provides the means by which reservations can be received from a central reservation center. The information is sent via the Internet using a secure File Transfer Protocol (FTP) program such as Blackmoon or secured WinSSHD. Some reservation centers require that the user go to their site to retrieve the reservation files. In that case, Turbo FTP is used.

The reservation “transmission” files will be placed reside in the directory specified in the setup process.

Another program, RZxxx (where xxx represents the reservation center, such as bud for Budget), will always be from the desktop where the database resides (or on a computer to which the database server has access). This program checks for incoming transmissions based on the time frame which was also specified in the setup process.

When this program detects the presence of a transmission file, it processes the information within it according to the reservation center parameters and translation codes, then creates, changes, or cancels records in RentWorks database.

A log is provided for the purpose of tracking all additions and changes.

Once in the database, the reservation records can be accessed by any of the programs in RentWorks. The records can be printed, changed, or used to create a rental agreement.

Once incoming transmission files are processed, they are copied to the Holding File Directory (specified in the setup process) and deleted from the New File Directory. They are then deleted from the Holding File Directory after a specified number of days.

The log file is also purged automatically by the system, based on the criteria entered in the setup process.

The Reservation Link incorporates the batch number into each file’s transmission number and can be viewed in the log file.

Databases

These are the “tables” within the RentWorks database used by the Reservation Link Module:

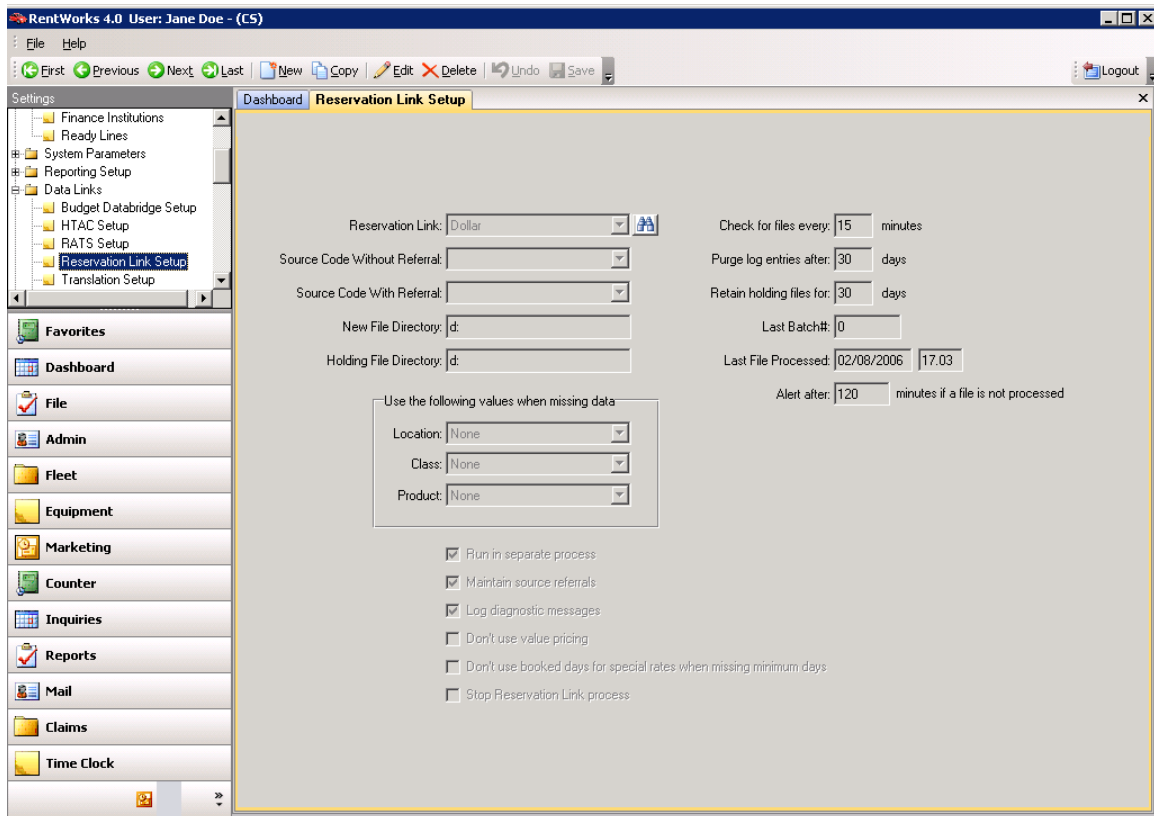
- Renter: This contains all the information associated with the rental customer.
- Res-DB: This contains a record for each reservation, even those that are no-shows.
- Reservation-Rental-Master: This contains a record for each reservation, even those that are no-shows, and a record for each contract, even those that are voided. However, when a contract is voided, another Reservation-Rental-Master record is not created.
- Source Referral: If “Maintain Source Referrals” is checked in the setup process, this table will be updated by the Reservation Link program. It contains the Source Referral records for entities receiving commission, such as travel agents.
- Dialogue: This contains the Notes or Extra Comments associated with the reservation.
- RCMIFT: This contains the Miscellaneous Charges, such as Drop Charges.

Menus and Programs

The Reservation Link Module consists of three programs:

- Reservation Link Setup: Establishes the control parameters for the Reservation Link.
- Translation Setup: Creates translation cross-reference records.
- Display Log Messages: Allows you to view the log messages for a specified time frame.

All are accessed via the Settings Menu:



Chapter 2 - Getting Started

Reservation Link Setup

Description

Reservation Link Setup must be done before any reservations can be processed via a corporate reservation link. Here you may define parameters such as how often transmission files should be checked and how long holding files should be retained. You may also define default source codes.

Reservation Link Setup Procedure

To Change the settings, select **Settings, Data Links**, then **Reservation Link Setup** from the RentWorks Main Menu. The Reservation Link Setup screen displays.

Reservation Link Setup *(continued)*

Reservation Link Setup Screen

This is an illustration of the Reservation Link Setup Screen.

The screenshot shows a web browser window titled "(CS)". The browser's address bar contains "st". The page has a menu bar with "New", "Copy", "Edit", "Delete", "Undo", and "Save". A "Logout" button is located in the top right corner. The main content area is titled "Reservation Link Setup" and contains the following configuration options:

- Reservation Link: Thrifty Paris Oct '97
- Source Code Without Referral: Web
- Source Code With Referral: Web
- New File Directory: d:\automate\v30s\link\rez
- Holding File Directory: d:\automate\v30s\link\rez.bak
- Check for files every: 15 minutes
- Purge log entries after: 30 days
- Retain holding files for: 30 days
- Last Batch#: 70256
- Last File Processed: 12/23/2005 16.29
- Alert after: 120 minutes if a file is not processed

Below these fields is a section titled "Use the following values when missing data" with three dropdown menus:

- Location: None
- Class: None
- Product: None

At the bottom, there are several checkboxes:

- Run in separate process
- Maintain source referrals
- Log diagnostic messages
- Don't use value pricing
- Don't use booked days for special rates when missing minimum days
- Stop Reservation Link process

Reservation Link Setup *(continued)*

Reservation Link Setup Screen / Field Descriptions

Field	Description
Reservation Link	Corporate Reservation Link which you are installing.
Check for files every	Number of minutes between which the system will check for incoming transmissions.
Source Code Without Referral	Default code to be assigned to reservations without a referral.
Purge log entries after	Number of days after which the system will purge entries in the log.
Source Code With Referral	Default code to be assigned to reservations with a referral.
Retain holding files for	Number of days that each holding file will be retained.
New File Directory	Directory to where new transmissions will be received on your system. The Reservation Link monitors this directory for files with a “.rez” extension. The default directory is “c:\automate\link\rez”.
Last Batch#	The batch number of the most recent transmission file.
Holding File Directory:	Directory to where holding files will be saved. They are first copied here, then deleted from the “new file directory”. The default directory is “c:\automate\link.rez.bak”.
Last File Processed	Date and time the last transmission file was processed.
Alert after	Enter the number of minutes to elapse if a file is not processed before a System Alert is sent. Note: only those employees with the Employee Privilege will receive System Alerts when they log on to RentWorks.

Reservation Link Setup *(continued)*

Reservation Link Setup Screen / Field Descriptions

Field	Description
Default Values for Missing Data	Enter the values to be used if Location, Class, or Product are missing from the transmission files.
Run in separate process	Check if multi-user.
Maintain Source Referrals	Check if the source referral database is to be updated with information from the reservation transmission files. (I.e., records for travel agents will be added or changed.)
Log Diagnostic Messages	Check if you would like to log diagnostic messages. It is recommended that you select this only if you are experiencing problems with the Reservation Link process.
Don't use value pricing	Check this if the customer is to be charged the rates as transmitted (i.e., don't charge the best price.)
Don't use booked days for special rates when missing minimum days / Charge Actual Days Instead of Minimum Days for Early Check-Ins	<p>If a minimum number of days for the reservation has been defined but the vehicle is returned early:</p> <p>Do not check this box if the you still want to charge for the minimum number of days (i.e., you want to charge as booked)</p> <p>Check this box if you want to just charge the actual number of days times the applicable fall back rate.</p>
Stop Reservation Link Process	If a single-user system, the Reservation Link will continue to process transmission files by unchecking this. If a multi-user system, the Reservation Link can only be re-started by clicking on the Reservation Link icon.

Translation Setup

Description

Translation Setup is used to create a cross reference table to accommodate codes you use which are different from those used by corporate. A typical use is for car size: if you wish to use alphabetic instead of numeric car sizes, you would add a record to the translation file, indicating where the car size is in the transmission.

A translation record must be created for *each* unique field, identified by column number and line number, even though the values may be the same. For example, if you wish to translate both the pickup and drop location, even though they may be the same, you must create a translation record for each one.

Translation Setup Procedure

To Lookup, Add, Change, Copy or Delete a translation record, select **Settings, Data Links**, then **Translation Setup** from the RentWorks Main Menu. The Reservation Link Translations screen displays.

Translation Setup *(continued)*

Reservation Link Translations Screen

This is an illustration of the Reservation Link Translations Screen.

The screenshot shows a web browser window titled "BLUEBIRD SUPPORT - (C5)". The browser's address bar and menu bar are visible, including options like "New", "Copy", "Edit", "Delete", "Undo", "Save", and "Logout". The browser's tab bar shows "Dashboard" and "*Translation Setup". The main content area of the browser displays the "Reservation Link Translations Screen" with the following fields and options:

- Reservation Link: Budget (dropdown menu)
- Line#: 1 (text input)
- Starting Column: 1 (text input)
- Corporate Value: FH7 (text input)
- Translate to Corporate (checkbox)
- Local Value: FRC (text input)
- Translate from Corporate (checkbox)
- Description: LOCATION CODE (text input)

Translation Setup *(continued)***Reservation Link Translations Screen / Field Descriptions**

Field	Description
Line#	Line Number corresponding to the line number of the reservation transmission.
Starting Column	Starting Column Number of field to be translated.
Corporate Value	Value of the field as it is transmitted from corporate. Up to 20 characters can be entered.
Translate to Corporate	Not used.
Local Value	Value of the field as it is used locally. Up to 20 characters can be entered.
Translate from Corporate	Always check this (using the space bar) so that this code is translated as it is transmitted from corporate via the Reservation Link.

Chapter 3 - Procedures

Verifying Reservations

To verify reservation records were received and processed by the Reservation Link, the following procedures can be done:

- Display the Log Messages (see next section)
- Run any of these Reservation Reports/Inquiries
 - Counter Report: Reservations
 - Reservation Inquiry
- Use Reservation Entry to correct mistakes
- View the Holding Files (located in the directory defined in the setup process) using a text editor such as Notepad or Wordpad.

Display Log Messages

Description

Displaying log messages will allow you to verify that the Reservation Link is functioning properly. The log messages can also assist you in trouble-shooting.

Procedure

To display log messages, select **Settings, Data Links**, then **Display Log Messages**.

If you want to change the date and times, you must again click on the **Select** button.

Display Log Messages *(continued)*

Display Log Messages Screen

This is an illustration of the Display Log Messages screen.

The screenshot shows a web application window titled "BLUEBIRD SUPPORT - (CS)". The main content area is titled "Display Log Messages". It features a search interface with the following elements:

- Search Filters:**
 - Start Date/Time: 12/01/2008
 - End Date/Time: 12/26/2008
 - Sort: Ascending, Descending
 - Log Entries: Reservation Link, Marketing Link, Credit Card Proc, eRez2
- Search Button:** A button labeled "Search" is located to the right of the filter options.
- Log Entries Table:** A table with the following columns: Date, Time, Type, and Message.

Date	Time	Type	Message
12/17/2008	11:33:23	RL	Processing file RBK1217031407.rez
12/17/2008	11:33:23	RL	bud1 /MNP Parameter - Minimum Minutes: '1D' = 1440 mins.
12/17/2008	11:33:23	RL	looking for Reservation# 31639299U56.
12/17/2008	11:33:23	RL	Reservation# 31639299U56 MinDays(Minutes): 1440 (1440) MaxDays(Minutes): 2 (2880).
12/17/2008	11:33:23	RL	Reservation# 31639299U56 added.
12/17/2008	11:33:23	RL	New-Res: Total charges for Loc TRC are: 116.98 Res# 31639299U56
12/17/2008	11:33:23	RL	bud1 /MNP Parameter - Minimum Minutes: '1D' = 1440 mins.
12/17/2008	11:33:25	RL	looking for Reservation# 31639610U52.
12/17/2008	11:33:25	RL	Reservation# 31639610U52 MinDays(Minutes): 1440 (1440) MaxDays(Minutes): 3 (4320).
12/17/2008	11:33:25	RL	Reservation# 31639610U52 added.
12/17/2008	11:33:25	RL	New-Res: Total charges for Loc TRC are: 109.66 Res# 31639610U52
12/17/2008	11:33:26	RL	Completed processing file RBK1217031407.rez.
12/17/2008	11:33:26	RL	Transmission file RBK1217031407.rez saved to d:\reservations\budget\redbank\rez.bak\RBK1217031407.re
12/17/2008	11:33:26	RL	Deleted transmission file RBK1217031407.rez.
12/17/2008	11:33:26	RL	Purging log messages older than 30 days.
12/17/2008	11:33:41	RL	92 log records purged.
12/17/2008	11:33:41	RL	Purging holding files older than 30 days.
12/17/2008	11:33:43	RL	0 holding files were purged.
12/17/2008	11:33:43	RL	Updating control record.
12/17/2008	11:33:43	RL	bud1 stopping. PID: 0

Display Log Messages *(continued)*

Display Log Messages Screen / Field Descriptions

Field	Description
Starting Date/Time	Starting Date and Time of the log messages you wish to display.
Ending Date/Time	Ending Date and Time of the log messages you wish to display.
Sort: Ascending/ Descending	Select the order of the log messages. Choices are: <ul style="list-style-type: none"> • Ascending: log messages will display beginning with your Starting Date/Time. • Descending: log messages will display beginning with your Ending Date/Time.
Log Entries	The contents of the log file you wish to view. Choices are: <ul style="list-style-type: none"> • Reservation Link • Marketing Link • Credit Card Processing • Erez2
Select	If you wish to see log messages from a different time frame, you may change the Starting or Ending Date and Times then select the Select Button.