

Loaner Car Net – User Manual

Index

Chapter 1 – Administration

- 1.0 Introduction
- 1.1 Administrator
- 1.2 Dealer Preferences
- 1.3 Add/Edit Users
- 1.4 Add/Edit Employees
- 1.5 Add/Edit Cars
- 1.6 Add/Edit Customers

Chapter 2 – Process Cars

- 2.1 Issue Loaner Cars
- 2.2 Return of Loaner Cars
- 2.3 Future Reservations
- 2.4 Follow-up Notes
- 2.5 Create or Modify Invoice
- 2.6 View Cars on Loan
- 2.7 View Future Reservations
- 2.8 Oil Change Due
- 2.9 Log Service

Chapter 3 – Reports

- 3.1 Inventory Report
- 3.2 Duration Report
- 3.3 Loaner History Report
- 3.4 Loaner Car Log
- 3.5 Reprint Loaner Contract
- 3.6 Service History Report

Appendix

Hints, Tips and Suggestions

Chapter 1 - Administration

1.0 Introduction

Loaner Car Net is a Web based software program used to manage the loaner car fleet of an automobile dealership. Its principal purpose is to save time in the process of issuing loaner vehicles to customers that must leave their own car for service. *Loaner Car Net* maintains a list of customers once they have been entered into the system so that the process of issuing a car and printing a loaner contract can be accomplished with just a few clicks of the mouse.

Because *Loaner Car Net* is a Web based program, no software needs to be installed or maintained at the dealership. All data is securely stored in a central location and is backed up on a regular basis. The system is hosted by a firm specializing in web services and has a better than 99% record of uptime.

Within a dealership, *Loaner Car Net* may be operated by as many users as needed. Some dealerships have a single focus person for the issuing of loaner cars. For a little better customer convenience, other dealerships set up each Service Advisor with the system. Either way, *Loaner Car Net* can accommodate the preferences of the dealer.

Each user of *Loaner Car Net* must have a computer that is connected to the Internet by a high speed, permanent connection. The computer must have browser access to the internet (Microsoft® Internet Explorer 8.0 or higher is recommended.) Each computer must also have Adobe® Acrobat Reader or FoxIt Reader installed in order to view and print contracts and reports

1.1 Administrator

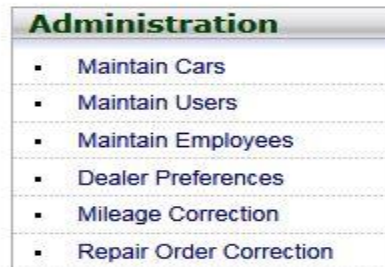
When a dealership initially signs up to use *Loaner Car Net*, one person must be designated as the administrator for the system. This person will be assigned a user login name and password so that they can then begin the process of setting up *Loaner Car Net* to suit their needs. A dealership is not limited to one administrator. Any additional persons that the administrator sets up with user logins can be designated as administrators too.

The assigned administrator is responsible for setting up the following items in *Loaner Car Net* for the dealership:

- Set Dealer Preferences – This means setting one-time, constant information like time zone, daily rental rates, price per mile and some screen preferences.
- Enter Additional Users – This means assigning login names and passwords for additional people that will use the system.
- Enter Employee Names – A list of employees that will appear in the reports and contracts must be entered. This list consists of either Service Advisors or Loaner Agents.
- Enter List of Loaner Cars – Initially, all cars that the dealership has available for loan must be entered into the system. Make, model, VIN and license plate information is all that is required. Each car must have a unique identification number or letter-number sequence.

Loaner Car Net – User Manual

- Enter Customer List (*Optional*) – You may want to enter an initial list of customers into the system. For example, if you know who may be scheduled for service in the next week, they may be added. This is not a necessary step as customers can be entered in as loaner cars are issued. Once entered, the customer list will stay in place until intentionally deleted. The menu that appears for administrators only is shown below:



1.2 Dealer Preferences

The Dealer Preferences must be set up before the process of issuing loaner cars can begin. Dealer Preferences may change occasionally, but this is typically a one-time process. The screen for maintaining Dealer Preferences looks as shown below.

Daily Fuel Charge:	<input type="text" value="0.00"/>	Mileage Rate:	<input type="text" value="0.00"/>
Daily Rental Rate:	<input type="text" value="25.00"/>	Per Gallon Rate:	<input type="text" value="12.95"/>
Late Return Fee:	<input type="text" value="75.00"/>		
Default State:	<input type="text" value="WI"/>		
Time Zone:	<input type="text" value="Central Standard"/>		
Require Insurance:	<input checked="" type="checkbox"/>	Use All Caps:	<input checked="" type="checkbox"/>
Show Last Fuel Level:	<input checked="" type="checkbox"/>	Require RO #:	<input checked="" type="checkbox"/>
Hours Until Car Due Back:	<input type="text" value="27"/>	(Enter zero for no return date calculation.)	
Always Print Return Form:	<input checked="" type="checkbox"/>		
Always Create an Invoice:	<input type="checkbox"/>		
Default Contract Note:	<input type="text" value="NO SMOKING IN THE VEHICLE
NO PETS
MILES ALLOWED 150"/>		

Loaner Car Service Parameters

Miles to Oil Change:	<input type="text" value="3500"/>
Days to Oil Change:	<input type="text" value="90"/>

***Loaner Car Net* – User Manual**

The first 5 items represent monetary amounts that may or may not be used by your dealership. If your contract is set up to utilize, for example, a Daily Rental Fee, then that fee should be entered in this preferences screen so that it appears on the contract. If, on the other hand, you charge a mileage rate for the use of a loaner car, then that amount should be entered. Leave a zero in any of these 5 fields if you do not utilize that feature. Then, the amount will not print on the contract.

Default State: The Default State entry is simply a convenience when entering a new customer. Typically, most customers of a dealership come from a single state, and entering that state abbreviation in the preferences screen will automatically put it in the customer screen.

Time Zone: Your local time zone must be entered and maintained by you so that the times assigned to loaner contracts are correct. You may need to go into this screen and change this entry when the country switches back and forth from Daylight Savings Time.

Require Insurance: If you require that your customers provide the name, policy number and expiration date of their automobile insurance in order to obtain a loaner car, and then make sure that this checkbox is checked. Otherwise, loaner transactions can proceed without this information.

Use All Caps: Some dealerships prefer to use all capital letters when entering customer information. As a convenience to users, you can check this checkbox which will force the entry fields to become capitalized without regard to the setting of the Caps Lock key on the individual computers.

Show Last Fuel Level: If you do not fill the fuel tank on vehicles between loans, and you wish to see what the fuel level was at last return, check this box and the level will show on the loaner screen after a car is selected.

Hours Until Car Due Back: If you wish to have your printed contract show the date and time that the car is due to be returned, you can enter a whole number in this field. This number represents the number of hours that will be added to the issue date and time of the car in order to calculate the due back time. For example, if you generally expect the car to be returned in the same day, you could enter an 8 or a 9 in this field and the calculated return time will be 8 or 9 hours after the car is issued. If you normally expect an overnight with the car, then you might enter a 24 or 26 to calculate the due date. Keep in mind this is only a default calculation and the loaner agent can change the return date and time entries on the issuing screen to be whatever you want it to be.

Require RO #: If you want to require loaner agents to put the Repair Order number into the loaner screen so it appears on reports, you can check the Require RO # box and a loan cannot take place unless the RO # is filled in.

Always Print Return Form: When a vehicle is returned, one of two different documents may be printed for record purposes. The first is a *Returned Vehicle Report* which simply prints a record of the loan. It may have a comment that shows the condition of the vehicle upon return. Printing of the *Returned Vehicle Report* is optional. Some dealerships want to print such a document after every return for record purposes. If this is the case, you can check this box and the return report will print after each return.

Always Create an Invoice: The second type of document that may be printed upon return of a vehicle is a *Pro Forma Invoice*. As with the *Returned Vehicle Report*, printing is optional. Some dealerships charge a daily fee or a fuel charge for each loaner/rental. If this is the case, you can

Loaner Car Net – User Manual

check this box and an invoice can be created after each return. Note: Creation of an invoice is not totally automatic. It requires that the returning agent select the type of charge to be entered and, possibly, the amount of fuel to charge.

Default Contract Note: There is a blank area on many contracts that allows for localized notes to be entered. For example, you may wish to tell loaner customers that they may not smoke inside the vehicle. This default note can be set up in the preferences screen. The note has a lot of space in the preferences screen, but you need to be mindful of the actual space available on the contract itself and tailor your note to fit.

Service Parameters: There are two parameters which will cause a loaner car to be identified as needing an oil change. You must enter both a mileage amount and a days amount as specified by your Service Manager. When either of these values is exceeded by any loaner car, it will appear on the appropriate screen.

1.3 Add/Edit Users

When you select Maintain Users from the Administration menu, you will first see a screen that allows you to either select a user for editing, or press the Add User button to insert a new user. There is also a Delete function to remove users that are no longer employed in a capacity where they need access to *Loaner Car Net*.

	Login ID	Name	Access	
Select	ACME1	LOANER AGENT	Loaner Agent	Delete
Select	ACME2	ADMIN USER	Administrator	Delete

Whether you edit an existing user or add a new one, the following screen will appear:

Login ID: *

First Name: *

Last Name: *

Password:

User Access: * ▼

-- Items marked with * are required entires --

Login ID: This field is only available when adding a new user. When editing, it appears in a gray background and cannot be modified. If you need to change somebody's login ID, you must delete

Loaner Car Net – User Manual

them and add in the new one. When adding, the login ID must be at least 5 alphanumeric characters long. It cannot have punctuation or special characters except for the underscore character. The login ID must also be unique throughout the entire country. If you enter a login ID that has already been used by someone – even at a different dealership – the system will notify you and ask you to enter a different one.

First Name & Last Name: These fields are fairly straight forward. The only suggestion here is to follow your dealership guideline for upper case or mixed case. Later on when you enter employees, you will want to make the name of an employee entry exactly the same as the user name. In doing that, the person’s name will appear by default in the Issue Loaner and Return Loaner screens.

Password: The password must also be at least 5 alphanumeric characters long – and it **MUST** have at least one numeric character as well as alphabetic characters. The password, like the Login ID, will automatically translate to all upper case. This avoids the issue of users trying to log in with the Caps Lock key in the opposite setting. If you want help defining a password, just press the Password Suggestion button and one will be made up for you.

You can change someone’s password in this screen as well.

User Access: There are two types of user access available to users. Administrators (which you are) and Loaner Agents. The difference between the two is that only Administrators will see the Administration menu which is show above on page 2. Loaner agents get all of the other features.

1.4 Add/Edit Employees

Just as with the user maintenance, when you select Maintain Employees, you first get a screen that allows you to select and edit existing employees. You can also press the Add Employee button to add a new employee. If an employee leaves or changes jobs and is no longer required by *Loaner Car Net* then you can delete them using the Delete function.

Partial or Full Last Name:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

	<u>Employee ID</u>	<u>Name</u>	<u>Department</u>	<u>Active</u>	
Select		Elanore Maney	Service	Yes	Delete
Select		Jerry Wickstrom	Service	Yes	Delete

You will notice that the selection screen shown has the additional feature of allowing you to select the list alphabetically by last name – or you can enter a name in the search field and locate an employee.

Whether you edit an existing employee or add a new one, the following screen will appear:

Loaner Car Net – User Manual

Employee ID:

First Name: *

Last Name: *

Department:

Employee Function: *

Phone:

Email:

Active:

-- Items marked with * are required entieres --

Employee ID: This is not a mandatory field, but if you have employee ID's assigned by your dealership, and wish to use them, they may be entered here.

First Name & Last Name: These fields are fairly straight forward. As mentioned in the maintenance of Users above, if an employee is also a user of the system, you want to make sure that their name is entered exactly the same in both places.

Department: You may enter the employee's department if you wish. This is only for reference and categorizing. It is not required.

Employee Function: Employees are entered into the system so that their names will appear in relation to a loaner contract. Employees have three different function categories; Loaner Agent, Service Advisor and Advisor/Agent. The third is a combination of both of the above. If, for example, your Advisors actually issue the loaner cars, then they need to be identified as Advisor/Agent so their name appears in both cases on the loaner screen.

Phone & Email: These two fields are optional and are only for your reference. If you wish to use them, it is your choice.

Active: When an employee is not checked as being active, their name will not appear in the dropdown list of the loaner car screen. You may wish to deactivate an employee, for example, if they are on vacation or on an extended leave of absence. Then, when they return, you can simply re-check the box and they will again appear in the forms.

1.5 Add/Edit Cars

As with other maintenance forms, when you select Maintain Cars, you first get a screen that allows you to select and edit existing cars. When a car is removed from service as a loaner, you first need to mark its status as Out Of Service. Then it can be deleted. To delete a car, you simply press the Delete link on the rightmost column. When a car is deleted, all of its service records are

Loaner Car Net – User Manual

deleted as well. If you want a record of its service, you must print the service history for the car before deleting.

To add a new car to the fleet, you press the Add Car button.



The screenshot shows a button labeled "Add Car" in the top right corner. Below it is a table with 8 columns: Car ID, License Plate, Make, Model, Year, Status, and a Delete link. The table contains 6 rows of car data.

	Car ID	License Plate	Make	Model	Year	Status	
Select	L001	TYW-887	Toyota	Camry	2004	On Loan	Delete
Select	L002	WPL-295	Toyota	Camry	2004	Available	Delete
Select	L003	SML-837	Lexus	RX300	2003	On Loan	Delete
Select	L004	LWR-374	Toyota	Avalon	2005	Available	Delete
Select	L005	SPG-732	Toyota	Solara	2004	Available	Delete
Select	L006	HVG-588	Toyota	Solara	2005	Available	Delete

Whether you edit an existing car or add a new one, the following screen will appear:



The screenshot shows a form for adding or editing a car. The fields are as follows:

- Dealer Car ID: * 0010
- Stock No. []
- VIN: * 98D873LK8872C8X90
- Retiring:
- License Plate: * 089-VPM
- Make: * ACURA
- Model: * RL
- Model Year: * 2004
- Color: GRAY
- Current Status: * Available (dropdown)
- Current Mileage: 18205
- Date In Service: 06/19/2005
- Date Out of Service: []

-- Items marked with * are required entires --

Car ID: A dealership ID must be assigned to each car. This can be a format of your choosing with either letters or numbers or both. A simple sequence like 0001, 0002, 0003 ... is most commonly used.

Stock No: You can optionally enter and maintain the car's stock number. The stock number will appear on the inventory report and on the Loaner History report sorted by Car ID.

VIN: The VIN of the car is required for quick access to it in the event a car is in a collision or is stolen.

Retiring: When this check box is checked, then the next time this vehicle is returned from loan, its status will switch to "Out of Service" rather than to "Available". This feature is to prevent a car that is due to be rotated out of the loaner fleet from being re-loaned.

Loaner Car Net – User Manual

License Plate: The license plate number is printed on the loaner contract so that the customer can find the car in a parking lot.

Make, Model, Color & Model Year: These are obvious entries.

Current Status: A newly entered car will have a status of Available unless you change it. If a car gets mis-identified, you can enter this screen via the edit and change its status.

Current Mileage: When a new car is entered, it is important to enter the current mileage so that it appears on the first contract and so that the calculation of oil change intervals is correct. *Loaner Car Net* continues to update the current mileage value as cars are loaned out and returned.

Date In Service: When entering a new car, this field will show today's date. This date can be changed if the appropriate date is different.

Date Out-of-Service: This field cannot be filled in manually. When a car's status is set to Out Of Service, this date is filled in automatically.

1.6 Add/Edit Customers

Adding customers can be done in two ways. You can use the Customer Maintain feature of the main menu which will be described here - or, you can add customers 'on-the-fly' as you issue loaner vehicles.

Similar to the employee maintain screen, you can select a customer to edit by using the alphabet selector or you can enter a full or partial last name. The list of current customers will be refreshed with a listing that matches your selection.

	Last Name	First Name	City	Zipcode	Phone	Active	
Select	GAGISH	DERICK	WATERTOWN	75254		Yes	Delete
Select	QUAY	GEORGE	WATERTOWN	74558		Yes	Delete
Select	QUENZLER	DAVID	WATERTOWN	75259		Yes	Delete
Select	QUESADA	ANTHONY	GILBERT	75296		Yes	Delete
Select	QUIJADA	VALERIE	GLENDALE	75308		Yes	Delete
Select	QUINLAN	MERRIAH	WATERTOWN	75254	480-699-4882	Yes	Delete
Select	QUINN	JOHN	SUN CITY	75373		Yes	Delete
Select	QUINN	MARGOT	WATERTOWN	75258		Yes	Delete
Select	QUINN	CATHY	RANGEVILLE	75248		Yes	Delete
Select	QUINN	BONNIE	WEST ORCHARD	75282	480-784-4089	Yes	Delete
Select	QUINT	DERON	WATERTOWN	75259		Yes	Delete
Select	QUINTANA	BARBARA	BOLTON	75020		Yes	Delete

Whether you select a customer to edit or press the Add Customer button to add a new entry, the following screen will appear:

Loaner Car Net – User Manual

Customer ID:

First Name: * Last Name *

Address Line 1: Active:

Address Line 2: No Loaners:

City: * State: * MO Zip: *

Home Phone: Day Phone:

DL Number Expiration Date:

Insurance Co.:

Policy Number: Expiration Date:

Alternate Driver:

Alternate DL Number Expiration Date:

-- Items marked with * are required entries --

Customer ID: If your dealership assigns customer numbers or customer ID's to customers, you may add it for your convenience in this field. It is not a required field and many dealerships do not use it.

Name & Address: As you can see from the red asterisks, only first name, last name, city, state and zip code are required entries. This is the minimum information that is needed to complete a loaner contract. Some people do not want to give out their phone numbers or their street addresses. If you wish to require these items on your own, simply make it your own working rule, but the software program does not require it.

Drivers License: There is space to enter a customer's driver's license number as well as its expiration date. These items are not required in this screen because you may be pre-entering customers to the system and will not know this information. Both the license number and the expiration date are required when issuing a loaner vehicle and, after entry, will be stored in this database.

Insurance Company and Policy Number: Your dealership may or may not require insurance information – either here on this form or on the loaner contract. (See Dealer Preferences in section 1.2 above.) As with the driver's license, you will not likely have that information when filling out this form. If required for the loaner contract, though, it will be entered at the time of a loaner transaction and will be stored in this database.

Alternate Driver Information: If the actual customer is not the person who brings their vehicle in for service, there may be a need for saving the information about an alternate driver. The alternate driver's name, license number and expiration date are provided for here. As with the primary license information, this data will most likely be entered at the time of a loaner transaction and will be stored in this database.

Active and No Loaners Check Boxes: If, for any reason, you don't want a particular customer to appear in the list during the loaner process, you can mark them as not active by un-checking the Active checkbox on the customer screen. Sometimes because of an incident with a loaner car on a previous visit, a customer needs to be indicated as not being allowed a loaner. To do this, check

***Loaner Car Net* – User Manual**

the box marked No Loaners. This customer will still show up in the listings on the loaner screen, but they will be identified as not being allowed a loaner.

Deleting a Customer: A customer can be deleted from the database if they are known to no longer use the services of the dealership – either because they have moved to a different city or have changed automobile makes. This is done in the grid screen for Maintain Customer. The rightmost column in the grid has Delete links. It is a good practice to keep your database as lean as possible to provide the most responsive operation.

Export to Excel: The button in the lower right side of the Maintain Customer screen provides a method for you to download a full list of your customers in an Excel® format. Press the button, and in a few seconds, a dialog box will appear in which you can tell the system where to place the downloaded Excel file on your computer. This format is useful for reviewing your customer list for possible duplicate entries and can also be used as a mail-merge file with a word processing program to create mailing labels or form letters.

Loaner Car Net – User Manual

Chapter 2 – Process Cars

2.1 Issue Loaner Cars

The principal screen that will remain visible for most users of *Loaner Car Net* is the loaner screen as shown here:

Note the Return Loaner Cars button in the lower right. This is a link to the second most common screen used in the system – the Return Car screen. This is here just as a convenience so you do not have to go back to the main menu before processing a return.

The first thing that must be done in the process of issuing a loaner car is to select or enter the customer. By pressing the colorful image of people in the upper left-hand corner, the customer selection screen is presented:

Partial or Full Last Name:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other Reservations

Select	Last Name	First Name	City	Zipcode	Phone	No Loans
Select	AARON	DEBORAH	GARNER	70276	273-955-1454	
Select	ABBASIAN	SAID	HAMPTON	70276	273-837-7090	
Select	ABERG	ROBERT	SEDONA	70276	273-284-1452	
Select	ABEYTA	JOYCE	EARTHLY	70276	273-986-388	
Select	ABHYANKER	VASANT	GARNER	70276	273-267-7300	
Select	ABHYANKER	VIMAL	GARNER	70276	273-267-7300	
Select	ABNEY	DAVID	RODEO	70276		
Select	ABNEY	SHERRY	RODEO	70276	273-860-43	
Select	ABOU-HAIDAR	ADIB	EARTHLY	70276	273-839-6196	
Select	ABRAHAM	BADAR	GARNER	70276	273-944-1258	
Select	ABRAHAM	BENNETTA	GARNER	70276	273-840-5737	
Select	ABRAHAM	DALE	EARTHLY	70276	273-947-5328	
Select	ABRAHAM	WILLARD	EARTHLY	70276	273-947-5328	
Select	ABRAHAMS	FLORENCE	HAMPTON	70276	273-838-96	
Select	ABRAMO	QUENTIN	RODEO	70276	273-991-7845	
Select	ABRAMS	HELENE	RODEO	70276	273-991-6512	

Total number of Customers: 214

Loaner Car Net – User Manual

Just as with the maintain screens, you have several options on how to find the customer that is in need of a loaner. You can press the first letter of the customer's last name which will limit the listing to only customers with that letter. You can further click on any of the column headers (underlined in blue) to sort the list by that column. For example, if you have a lot of people named Smith in your database, you could further sort them by city or zip code to help limit the number you have to look through. Possibly a quicker way to get to the exact customer you want to find is to enter all or part of their last name in the search box. Then, the list will be limited to just customers who have those letters in their last name. Still another search feature is the Reservations button – located right next to the alphabet search. When you click on the Reservations button, the list will show you only those customers that have set up a reservation for a loaner car for today. Reservations are set up using the Future Reservation form under the process menu. If you have found the customer who needs the loaner car, press the blue Select link immediately to the left of the last name. You will be returned to the loaner screen with the customer filled in.

If, after searching, you do not find the customer who needs the loaner car, you will have to enter them into the system manually. Please note, this will only have to be done this one time as the system will maintain that customer from this point on, and the next time they need a loaner, their name will be available. To enter a customer on their first loaner transaction, press the Add button on the search screen. A customer entry screen will appear that is an abbreviated version of the one shown in the Maintain Customer section (1.6). Between the abbreviated customer entry screen and the loaner screen shown above, all necessary information can be entered and saved. Here is the abbreviated customer entry screen:



The screenshot shows a web form for entering customer information. The fields are as follows:

- Customer ID:
- First Name: * Last Name: *
- Address Line 1:
- Address Line 2:
- City: * State: * TX Zip: *

Below the fields, there is a red note: "-- Items marked with * are required entires --". At the bottom of the form, there are two buttons: "Save" and "Cancel".

As with the Customer Maintain screen, First Name, Last Name, City, State and Zip Code are required in order to save this new customer entry. Once you have entered the required information and pressed the save button, you will be returned to the loaner screen with the customer identified.

Loaner Car Net – User Manual

The loaner screen after a customer has been selected or added looks like this:

The screenshot displays a web form for managing loaner cars. It is divided into two main sections: customer information and loaner car selection.

Customer Information Section:

- Customer Profile:** Includes a small icon of a family and a text box containing: ROBERT SMITH, 2295 MERIDIAN WAY, WATERTOWN, MO 75253.
- Contact Info:** Fields for Day Phone and Home Phone (480-443-3733).
- Insurance:** Fields for Customer D.L. No. (B13639147), Expiration Date, Insurance Co., Policy Number, and Expire date.
- Alternate Driver:** Fields for Alternate Driver, Loan to Alternate Driver checkbox, Alternate D.L. No., and Expiration Date.

Loaner Car Selection Section:

- Car Selection:** A red car icon and a large grey box for selecting a car.
- Special Conditions:** A scrollable list containing: NO SMOKING IN THE VEHICLE, NO PETS, MILES ALLOWED 150.
- Mileage and Fuel:** Fields for Mileage and Last Fuel Level.
- Agent and Advisor:** Dropdown menus for Loaner Agent and Service Advisor.
- Other Fields:** Date, Repair Order #, Daily Rate (25.00), and Date Due Back.
- Buttons:** Process Loaner, Cancel, Return Loaner Cars.



Notice that once the customer information is filled in, the red car selection button appears. To select an available car for this customer, press this car select button. The following screen appears with a list of available loaner cars:

The screenshot shows a table of available loaner cars. A 'Return' button is located in the top right corner of the table area.

	Car ID	License Plate	Make	Model	Year
Select	L002	WPL-295	Toyota	Camry	2004
Select	L004	LWR-374	Toyota	Avalon	2005
Select	L005	SPG-732	Toyota	Solara	2004
Select	L006	HVG-588	Toyota	Solara	2005

You may select one of the available cars and it will be reserved for you for the next 15 minutes. This will prevent some other person using the *Loaner Car Net* program from selecting the same car. If, however, you do not finish this transaction within 15 minutes, the car will be cycled back into the list of available cars. As with the customer selection, you select a car by pressing on the Select link immediately to the left of the Car ID column. When you do so, the loaner screen appears again with the car information included:

Loaner Car Net – User Manual

	ROBERT SMITH 2295 MERIDIAN WAY. WATERTOWN, MO 75253	Day Phone: <input type="text"/>	Home Phone: <input type="text" value="480-443-3733"/>
Customer D.L. No.:	<input type="text" value="B13639147"/>	Expiration Date:	<input type="text"/>
Insurance Co.:	<input type="text"/>	Policy Number:	<input type="text"/>
Alternate Driver:	<input type="text"/>	<input type="checkbox"/> Loan to Alternate Driver	
Alternate D.L. No.:	<input type="text"/>	Expiration Date:	<input type="text"/>
<hr/>			
	Car # 0017 Plate # 749-LFH 2004 ACURA CL Color = YELLOW	Date:	<input type="text" value="03/27/2013"/> <input type="text" value="14:58"/>
Special Conditions:	<input type="text" value="NO SMOKING IN THE VEHICLE
NO PETS
MILES ALLOWED 150"/>	Loaner Agent:	<input type="text" value="JOE B'GOWSER"/>
Mileage:	<input type="text" value="12121"/>	Service Advisor:	<input type="text" value="GARY GARDNER"/>
Last Fuel Level:	<input type="text" value="One Half"/>	Repair Order #:	<input type="text" value="559874"/>
		Daily Rate:	<input type="text" value="25.00"/>
		Date Due Back:	<input type="text" value="03/28/2013"/> <input type="text" value="17:58"/>
<input type="button" value="Process Loaner"/> <input type="button" value="Cancel"/> <input type="button" value="Return Loaner Cars"/>			

Notice that the Process Loaner button is now enabled so the transaction is almost complete. You are required to select a Loaner Agent and a Service Advisor using the dropdown lists on the right-hand side of the car area. The mileage of the car that was recorded the last time it was returned appears in the mileage box. If, for some reason, this isn't correct, you may change it. Also, the fuel level at last return will show after the mileage if you have set it up the dealer preferences.

You can also change the date and time if that would be appropriate. The current date and time is automatically filled in. For convenience and cross-checking, you should fill in the repair order number. This is not required, but may save some time with paperwork later on.

If you wish to have the date and time that the car is due to be returned to the dealership printed on the contract, you may enter it in the appropriate fields shown. The due date and time may be automatically filled in if there is a value in the due date calculation field of the Dealer Preferences settings. Even if there is a calculated date and time for car due back, you may change it to whatever is appropriate for this particular case.

The special conditions box is filled in with the dealership's default text. You may change it or add to it. You must keep in mind the available space on your contract form when putting information in this box. Each dealership has a somewhat different contract format and the amount of space available for these comments varies.

When you press the Process Loaner button, the final screen in the loaner transaction appears:

The Loaner Contract must print on a blank contract page that has the terms and conditions on the reverse side. Make sure the proper paper is in the printer and then press the "Create Contract" button.

Contract # 1203

Loaner Car Net – User Manual

This is a very simple screen that displays the contract number to you so you can fill it in on any additional paperwork that may be required by your dealership. When you press the Create Contract button, the contract will appear in a separate window as an Adobe PDF page. You can view it and ultimately press the print button. After the print dialog appears, you must select the number of copies that you want printed.

When printing is complete, use the 'X' in the upper right-hand corner of the contract screen to close it. You will now be returned to the blank loaner car screen to begin another transaction if necessary.

Loaner Car Net – User Manual

2.2 Return of Loaner Cars

When a loaner car is returned to the lot, the only information you need to check it in is the current mileage of the vehicle. Of course, you will need to be able to identify the vehicle either by its car ID or by the name of the customer that had it out.

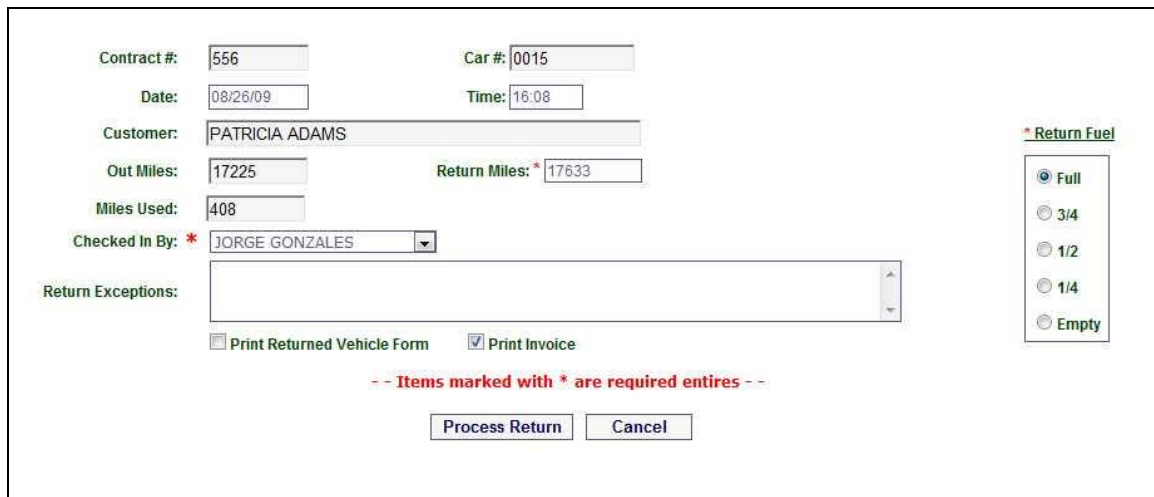
The loaner car return function can be called up either from the main menu or from the loaner screen. In either case, you will first get a grid showing all outstanding loaned cars:



A screenshot of a web application interface. At the top right, there is a button labeled "Return". Below it is a table with six columns: "Select", "Out Date", "Contract #", "Last Name", "First Name", and "Car ID". The table contains two rows of data.

Select	Out Date	Contract #	Last Name	First Name	Car ID
Select	10/14/2005	1201	PACE	MICHAEL	L001
Select	10/25/2005	1203	SMITH	JOHN	L006

As with other grid screens, you can sort on any column by clicking on the blue heading of the column. When you have located the car to be returned, click on the Select link immediately to the left of the Out Date column. The following return screen will appear:



A screenshot of a web application form for returning a loaner car. The form contains several input fields and a fuel gauge. The fields are: Contract # (556), Car # (0015), Date (08/26/09), Time (16:08), Customer (PATRICIA ADAMS), Out Miles (17225), Return Miles (17633), Miles Used (408), and Checked In By (JORGE GONZALES). There is a "Return Exceptions" text area, checkboxes for "Print Returned Vehicle Form" and "Print Invoice", and a "Return Fuel" section with radio buttons for "Full", "3/4", "1/2", "1/4", and "Empty". A red note at the bottom states: "-- Items marked with * are required entieres --". At the bottom are "Process Return" and "Cancel" buttons.

When this screen appears, the cursor will be positioned in the Return Miles box so you can immediately enter the return mileage of the car. If your name did not pop up in the list labeled Checked In By, you will need to select an agent. This is required for future reporting. Lastly, there is a representation of a fuel gage on the right. You are required to click on the button that represents the fuel level of the vehicle when returned. When all of the required information is entered in this screen, the miles used box will be filled in with the number of miles driven during this loan event.

The date and time that you actually process this screen are filled in automatically. If, for some reason, the date or time should be different than the current time, you can change them.

The box marked Return Exceptions is a place where you can indicate and damage or inconsistencies that are noted when the car is returned.

***Loaner Car Net* – User Manual**

There are two check boxes that appear below the exception box. If you check the one named *Print Return Vehicle Form*, a printable document will be created that shows the details of the time the vehicle was out and the condition of the vehicle upon return. If you check the box named *Print Invoice*, then you will be directed to the invoice maintain screen upon completion of the return. This will allow you to create a Pro Forma Invoice for this loan event. See section 2.5 of this document for details related to creating the invoice. Note: In the dealer preferences screen, you can elect to have one or the other of these check boxes checked by default.

When the form is complete, simply press the Process Return button and the car will be checked in and immediately be made available for loan again. The mileage you have entered in the Return Miles entry box will be entered as the current mileage for that car and will be the starting mileage for the next loan.

2.3 Future Reservations

Loaner Car Net allows you to set up future reservations for customers who have, or are making appointments for their cars to be serviced. When you select the Future Reservation item from the Process menu, you will see a customer grid similar to the one that appears in the Issue Loaner Cars screen. When you find the customer whom you wish to create a reservation for, and select that customer, the following reservation screen will appear:

Customer Information: ROBERT SMITH
2295 MERIDIAN WAY.
WATERTOWN, MO 75259

Type:

To reserve for the selected customer, select a future date from the list below . . .

Tomorrow Wednesday Thursday Friday Saturday Sunday Monday

- OR - manually enter a reservation date in the date box below . . .

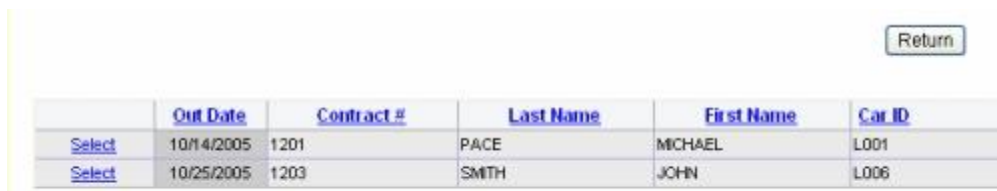
You have the opportunity to categorize the reservation using the “Type” field. This is a maximum of 10 characters and is a free-form field. This can be used in the case of a multi-brand dealer where you have loaner cars of more than one model. When you make a reservation, you can indicate which model the customer has so that when you review the reservations, you will be able to tell how many of which type are needed on a given day.

For convenience, the next 7 days – starting with tomorrow – are set up as pushbuttons. If the reservation is planned for one of those days, simply press that button and then press the Set Reservation button at the bottom of the screen. If the reservation needs to be set up for a date further out than the buttons allow, you can manually enter a date in the date box. If you enter both, the date entered manually will be used by default.

2.4 Follow-Up Notes

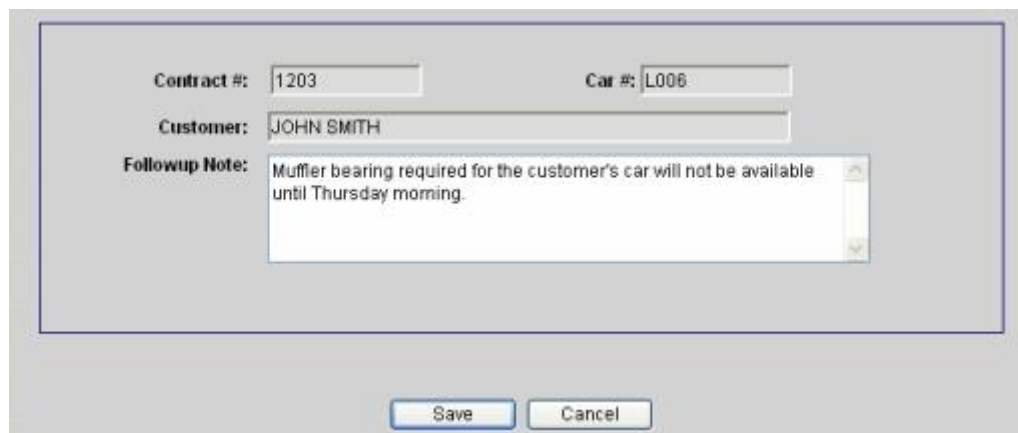
During the time a car is out on loan, some bit of information related to the customer, the customer's service or the loaner car itself may become important. For example: The loaned car may be out longer than originally expected due to a delay in getting repair parts for the customer's car. When a Service Advisor or a Service Manager looks at a duration report, they will undoubtedly have a question about a long term loaner. The Follow-Up Note feature of *Loaner Car Net* is used to make this information available on certain reports.

When you select the menu item for Follow-Up Notes, a grid screen just like the one for Return of Loaners appears:



	<u>Out Date</u>	<u>Contract #</u>	<u>Last Name</u>	<u>First Name</u>	<u>Car ID</u>
Select	10/14/2005	1201	PACE	MICHAEL	L001
Select	10/25/2005	1203	SMITH	JOHN	L006

Identify the outstanding loaner for which you want to make a Follow-Up Note and press the Select link in the leftmost column. The following screen will appear:



Contract #: 1203 Car #: L006

Customer: JOHN SMITH

Followup Note: Muffler bearing required for the customer's car will not be available until Thursday morning.

Save Cancel

This simple screen allows you to make a new entry related to the loaner contract shown. If a note already exists for this loaner, it will appear and can be modified or added to. When you have made a note or an addition, simply press the Save button and the note will be entered into the database so that it will be seen in the loaner reports. You will be returned to the selection screen so that you can make additional Follow-Up Notes if needed.

2.5 Create or Modify Invoice

In many cases, it is desirable to create an invoice for a loaned vehicle. Maybe the dealership always charges a daily fee for loaners, or maybe the customer must be charged for fuel used to refill the tank. When you select the menu item named Create / Modify Invoice, you can create a new invoice for a previous loan event or you can modify an invoice that has already been created

Loaner Car Net – User Manual

(invoices may be created at the time of a loaner return). The invoice that is created is actually a *Pro Forma Invoice*, meaning that it is created in advance of the commercial invoice and is not used to record accounts receivable in the dealership business operating system. It is used by the A/R personnel to create a commercial receivable in the normal form of business.

Selecting this menu item brings up the following screen in which you must enter a contract number of an already completed loan contract.

In order to add or modify an invoice, you must enter the contract number below.

Enter Contract #:

After entering a valid contract number, click the Create/Modify Invoice button and the following screen will appear which will allow you to create or modify and then print an invoice.

Contract # 560

Customer Information	Vehicle Information	Contract Information
WILLIAM MYERS 2295 MERIDIAN WAY, WATERTOWN, MO 75260	Car # 0018 Plate # 255-XRU 2005 ACURA RL Color: BLUE	Out Date/Time: 8/24/2009 11:08 AM Return Date/Time: 8/26/2009 12:59 PM Days Out: 3 Miles In: 4682 - Out: 4251 = 431 Return Fuel Level: Three Quarters


Charge 3 days at \$45.00		\$135.00	<input type="button" value="Include Day Charge"/>
Charge 431 miles at \$0.85		\$366.35	<input type="button" value="Include Miles Charge"/>
Charge fuel at per-gallon rate of \$4.50	Gallons: <input type="text" value=""/>	=	<input type="button" value="Include Fuel Charge"/>

Line	Item Description	Amount	
1	Daily charge for alternate transportation; 3 days at \$45.00	\$135.00	✖
2	Fueling charge for alternate transportation; 5 gallons charged at \$4.50	\$22.50	✖
Total:		\$157.50	

Notice that the details of the loan appear across the top of the screen for reference only. These are not editable. Immediately below the detail area of the screen there are 3 lines which contain the three most common types of charges; day charge, mileage charge and fuel charge. Each of these lines ends on the right-hand side with a button that applies this type of charge to the invoice. Details of the invoice appear in the area below. In the case of fueling charge, you will need to enter the amount of fuel (in full gallons) into the box identified as Gallons. Essentially, these three buttons are simply “shortcuts” so you do not have to do these calculations manually.

Loaner Car Net – User Manual

You can also enter a manual line item by pressing the button named Add Manual Invoice Item. This will apply a blank line to the invoice and you can then enter whatever you wish. For example:

Line	Item Description	Amount	
 1	Daily charge for alternate transportation; 3 days at \$45.00	\$135.00	
 2	Fueling charge for alternate transportation; 5 gallons charged at \$4.50	\$22.50	
  3	Cleaning fee for coffee spill	36.50	
Total:		\$157.50	

As shown in this image, a charge for extra cleaning is being entered. In order to enter or change any of the lines, you simply click on the pencil image. This opens up the item description and the item price for editing. As shown here, the cleaning was added as a description and an amount of \$36.50 was entered in the amount column. You can also edit any of the automatically entered lines in the same way. When you edit is complete, click the little check mark icon on the left to save it or you can click the no entry icon to abandon your changes. In the event you want to remove a line altogether, simply click on the delete icon at the far right of any line and that line will be removed.

Since Loaner Car Net does not have tax tables and has no way of knowing what items need to be taxed on a loan transaction, you will have to calculate and enter a line for local sales tax manually. This is probably the most common use of the manual entry item on an invoice.

2.6 View Cars on Loan

There are a few ways to see what cars are currently out on loan, but the quickest is to select the menu item named View Cars on Loan. When you do, the following screen appears:

The following cars are currently out on loan . . .

Car ID	Contract	License Plate	Model	Customer	Date Out	Service Advisor
L006	1203	HVG-588	Solara	JOHN SMITH	10/25/2005 3:17 PM	Jerry Wickstrom
L001	1201	TVW-887	Camry	MICHAEL PACE	10/14/2005 4:44 PM	Jerry Wickstrom

This is an information only screen and does not go any further than this. You do have the ability to sort on any column by clicking on the blue column headers. This can be useful if you have lots of cars out and want to find all that were issued by a specific Service Advisor.


When you have found the information you are looking for, simply press the Return to Home button and you will be returned to the main menu.

2.7 View Future Reservations

To find out how many cars are reserved for customers on any given day, select the View Future Reservations selection in the Utility menu. This will bring up the following screen:

Loaner Car Net – User Manual

The following customers have made future reservations for loaner cars . . .

Today Tomorrow Wednesday Thursday Friday Saturday Sunday All 

<u>Reservation Date</u>	<u>Customer</u>	<u>Type</u>	
11/27/2006	ANN MARIE ABBOTT		Cancel
11/27/2006	BRADLEY RASMUSSEN		Cancel
11/27/2006	DONALD ISAACSON	AUDI	Cancel
11/27/2006	RENEE BARRY	MB	Cancel

Just like with the Future Reservation screen described above, this one has a shortcut for the next seven days. Simply pressing one of the day labeled buttons will show a list of customers that have reserved loaner cars for that day. There is also an ‘All’ button that will display all future reservations in date order. On the far right-hand side, there is a button that pops up a calendar so that you can display any future date and see what customers have reservations.

When a reservation date passes, the reservation is dropped from the list permanently so you cannot go back and view previous reservations.

If you wish to cancel a customer’s future reservation, locate it in this screen and press the cancel button in the last column of the display. You will be asked to verify that this is really what you intend to do and when you press the OK button, the selected reservation will be removed permanently.

2.8 Oil Change Due

Loaner Car Net keeps track of service on all loaner cars and will notify you when one of them is in need of an oil change. In the Dealer Preference screen described in section 1.2 of this manual, there was an entry for Miles to Oil Change and also an entry for Days to Oil Change. When you select the Oil Change Due item from the main menu, both of these values are compared to all of the cars in your fleet. Any car that has exceeded the number of miles specified or the number of days specified will appear on the following screen:

The following cars are due for oil change . . .

<u>Car ID</u>	<u>Vehicle</u>	<u>Mileage</u>	<u>Miles Last Oil</u>	<u>Date Last Oil</u>	<u>Reason Due</u>
L001	Tan Toyota Camry	10250	10250	4/14/2005	Date Overdue
L003	Black Lexus RX300	21865	16333	10/23/2005	Mileage Overdue

Like the View Cars on Loan screen, this one is an information only screen and does not go any further than this. You can call this screen up at any time and the oil change intervals will be recalculated.

2.9 Log Service

When an oil change is performed on one of the loaner cars – or, if any other mechanical service is performed, it needs to be entered into *Loaner Car Net* so that it can be reported on and so that the

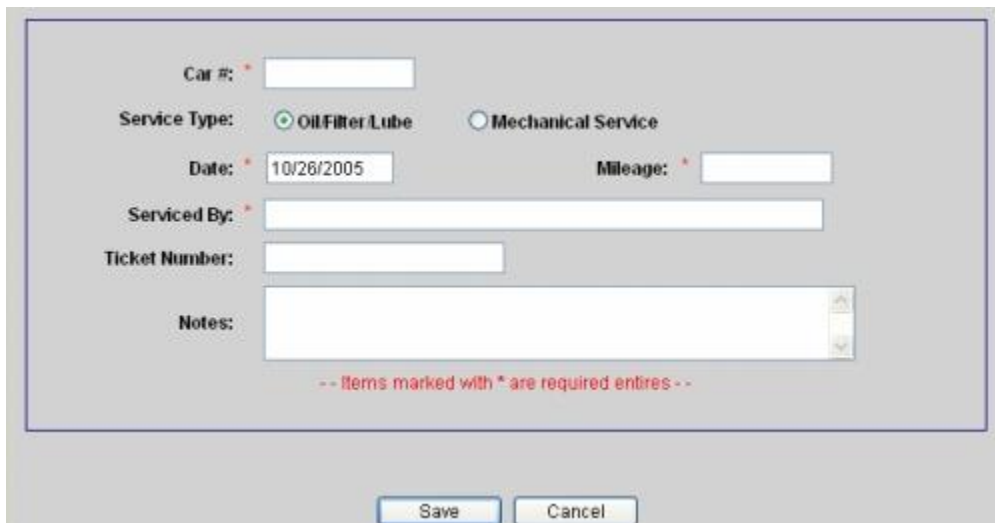
Loaner Car Net – User Manual

calculation of Oil Change Due is correct. When you select Log Service from the main menu, you will first get a grid of all service logged on the whole fleet:



	Car ID	Service Date	Service Type	Mileage	
Select	L003	10/23/2005	Oil Change	16333	Delete
Select	L006	10/25/2005	Oil Change	15211	Delete
Select	L006	10/23/2005	Service	21058	Delete

You can use the Select line in the first column to call up a previous service event and modify it if needed – or, simply examine it in more detail. The more likely thing you will do from this screen is to press the Add Service Event button to log service on a loaner car. When you press this button, an empty service screen appears as follows:



Car #: *

Service Type: Oil Filter Lube Mechanical Service

Date: * 10/26/2005 Mileage: *

Serviced By: *

Ticket Number:

Notes:

-- Items marked with * are required entries --

Save Cancel

Note that there are four required entries. The car ID is required. The date of service is required but is automatically filled in with today's date (which can be changed manually). The car's mileage at the time of service is required. And, the person, department or facility that performed the service is also required.

When this screen appears, the indicator button identifying Oil/Filter/Lube is automatically checked. That is because this is the most used type of entry. If you are logging some other mechanical service – like brakes or tune-up, simply click on the indicator button for Mechanical Service.

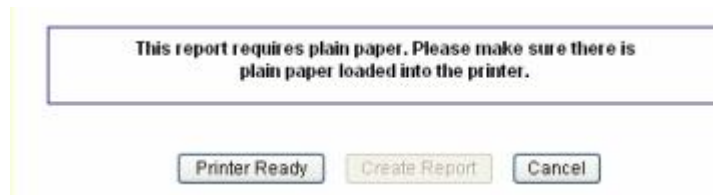
Optional information for the service log is the service ticket number, if you have one. The Notes field is also an optional entry. The notes area can contain additional work that was performed or more detailed information about any mechanical service that may have been needed.

When finished, press the Save button and the information will be added to the database. It will then be available for display on the Service History report for this vehicle.

Chapter 3 - Reports

3.1 Inventory Report

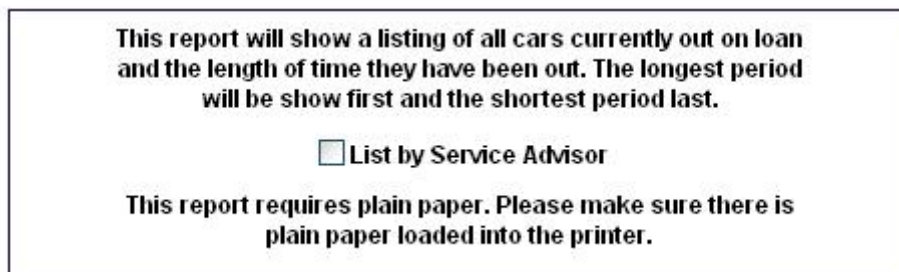
The Inventory Report provides a list of all cars in the loaner car fleet. The cars are grouped by their status – Available, On Loan etc. When you select the Inventory Report from the main menu, the following screen will appear:



The note on the screen lets you know that there very likely is contract paper in the printer. That is, paper that has the contract terms and conditions printed on the reverse side. When you press the Printer Ready button, the Create Report button becomes enabled. Pressing the Create Report button retrieves the inventory information from the database and displays it as a PDF file in a separate window. From this window, you can either browse the report or print it using Adobe Acrobat Reader. When finished with the report, simply press the 'X' in the upper right-hand corner of the report window and the window will close.

3.2 Duration Report

The Duration Report will show a listing of all cars currently out on loan and the length of time they have been out. The longest period will be show first and the shortest period last. This is a favorite tool of Service Managers who are interested in keeping the loaner car fleet active. The Follow-Up notes described in section 2.4 of this manual are displayed, if they exist, underneath each car listing. If a car is out for an unusual length of time, the Follow-Up note should explain why. When you select the Duration Report from the main menu, the following screen will appear:



If you check the box labeled List by Service Advisor, the report will sort the loaned cars in order by the name of the Advisor who is responsible. When you press the Printer Ready button, the Create Report button becomes enabled. Pressing the Create Report button retrieves the duration information from the database and displays it as a PDF file in a separate window. From this window, you can either browse the report or print it using Adobe Acrobat Reader. When finished with the report, simply press the 'X' in the upper right-hand corner of the report window and the window will close.

3.3 Due Back Report

If your company elects to use the Due Back date and time for loaned vehicles, then a due back date and time is stored in the system for all outstanding loaners. The Due Back Report will give you a listing of all cars out and show when they are expected to be returned. This will help in managing your vehicle availability. The report first shows any vehicles that are overdue to be returned and then lists the ones that are still due in order of their expected return.

This report will show a listing of all cars currently out on loan and the date and time they are due back. Overdue cars will be shown first.

This report requires plain paper. Please make sure there is plain paper loaded into the printer.



There are no data item to be entered for this report. It simply shows that status of all cars due back as of the moment the report is executed.

3.4 Loaner History Report

It is often necessary to find out which customer had a particular loaner car on a particular day. If your City or State utilizes photo radar or red light cameras at controlled intersections, you may get traffic tickets in the mail a week or more after a loaner is returned. *Loaner Car Net* provides you with a quick way to find out who had the car on what day. When you select the Loaner History Report from the main menu, the following screen will appear:

The screenshot shows a form with the following elements:

- Radio button selected for "Single Day" with a date input field containing "01/22/2007".
- Radio button unselected for "Day Range" with two date input fields: "01/15/2007" and "01/22/2007", separated by the word "to".
- Text message: "This report requires plain paper. Please make sure there is plain paper loaded into the printer."
- Radio button selected for "Sort by Date" and radio button unselected for "Sort by Car I.D."
- Buttons at the bottom: "Printer Ready", "Create Report", "Export to Excel", and "Cancel".

The report can be prepared for a single day or for a range of days. When you use the single day selection, the report only shows loaner cars that were issued on that day. If you have cars out for more than one day, you need to use the day range feature. You can set the dates in the entry boxes to be whatever you need to get the results desired.

Some manufacturers require a monthly activity report for all of their program loaner cars. You can select the Sort by Car I.D. button and the report will list loans for the period in order by Car I.D. This is a convenient way to prepare your monthly report.

***Loaner Car Net* – User Manual**

When you press the Printer Ready button, the Create Report button becomes enabled. Pressing the Create Report button retrieves the history information from the database and displays it as a PDF file in a separate window. From this window, you can either browse the report or print it using Adobe Acrobat Reader. When finished with the report, simply press the 'X' in the upper right-hand corner of the report window and the window will close.

Sometimes the information on the history report is not complete enough or may not be in the order desired. For this reason, an Export to Excel® button is provided which will download a superset of the loaner data for the period selected into an Excel spreadsheet. Then, the data can be sorted or filtered as desired and even printed from the Excel program.

3.5 Loaner Car Log Report

It is sometimes necessary, when selling a car that has been in the loaner fleet, to have an historical log of who used the car and when it was used. The Loaner Car Log will provide a printout of the entire history of the car as maintained by *Loaner Car Net*. When you select this report in the reports menu, a list of all of your cars will appear – similar to the list that appears when you select a loaner:

Select the car that you want a log printed for . . .

	<u>Car ID</u>	<u>Stock #</u>	<u>Miles</u>	<u>License Plate</u>	<u>Make</u>	<u>Model</u>	<u>Year</u>	<u>Status</u>
Select	0001		27,366	384-RPK	HONDA	ACCORD	2004	On Loan
Select	0001 A		8,522	FL55 FKB	PEUGEOT	807	2005	Available
Select	0002	395L55T	22,889	204-EKR	HONDA	ACCORD	2003	Available
Select	0003		16,025	326-PMT	HONDA	ODYSSEY	2005	On Loan
Select	0004		11,689	277-RKR	ACURA	CL	2004	Available
Select	0006		10,000	316-EVM	HONDA	ACCORD	2005	Being Serviced
Select	0007		6,719	289-GRR	ACURA	RL	2004	Available
Select	0008		292	722-SPU	ACURA	TL	2004	Available
Select	0009		22,922	119-AUN	ACURA	CL	2003	On Loan
Select	0010		17,069	089-VPM	ACURA	RL	2004	On Loan
Select	0011		27,501	277-PNT	ACURA	RL	2004	Available
Select	0012		23,284	508-MCC	ACURA	TL	2004	Available
Select	0013		15,819	319-TLM	HONDA	ACCORD	2004	On Loan
Select	0014		32,000	509-VLW	HONDA	ACCORD	2003	Available
Select	0015		16,223	697-DRL	ACURA	RL	2003	On Loan

Total number of Cars: 18

[Return To Home](#)

Select the car for which you want a log printed and a screen will appear with a button that says “Create Loaner Car Log”. When you press this button, the log will be created in Adobe PDF format which you can view or print.

Note: This is also another method to see who had a car out on a particular day in history. This may be necessary if you receive a traffic citation in the mail for a past offense.

3.6 Reprint Loaner Contract

Sometimes, due to printer errors or lost paperwork, it may be necessary to reprint a loaner contract. To do so, you only need the contract number. If you don’t know the number right off hand, you can use the View Cars on Loan feature described immediately above. The reprint screen looks like this:

The Loaner Contract must print on a blank contract page that has the terms and conditions on the reverse side. Make sure the proper paper is in the printer.

Enter Contract #:

[Printer Ready](#) [Create Contract](#) [Cancel](#)

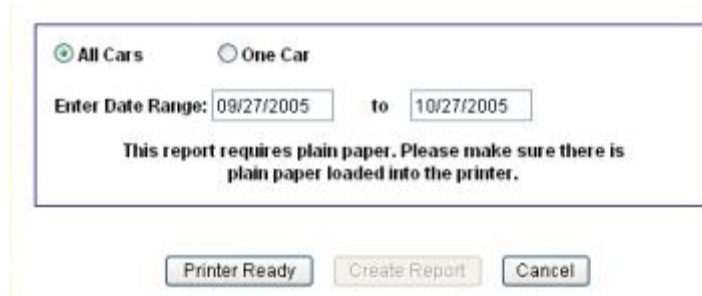
Loaner Car Net – User Manual

After you enter the Loaner Contract number in the box provided, you can then press the Printer Ready button. If the contract number you entered is found to be valid, then the Create Contract button will become enabled. Pressing it will create the contract in a new window just as when a new contract is created. You can print as many copies as needed. When finished, close the contract window using the 'X' in the upper right-hand corner of the window.

Note: Enter a zero (0) as the contract number to print a blank contract for reference.

3.7 Service History Report

The Service History Report will display a service history for a single car in the fleet, or of the entire fleet. When you select the Service History Report from the main menu, the following screen will appear:



The screenshot shows a dialog box for generating a Service History Report. At the top, there are two radio buttons: "All Cars" (which is selected) and "One Car". Below these, there is a label "Enter Date Range:" followed by two text input boxes. The first box contains "09/27/2005" and the second contains "10/27/2005", with the word "to" between them. In the center of the dialog, there is a message: "This report requires plain paper. Please make sure there is plain paper loaded into the printer." At the bottom of the dialog, there are three buttons: "Printer Ready", "Create Report", and "Cancel".

By default, the report prepares service information for all cars in the fleet. If you wish to print history for a single car, select the One Car button and a text box will appear to the right of the button. Enter a single Car ID number in the text box. As with the Loaner History Report, you can define a date range to be included in the report.

When you press the Printer Ready button, the Create Report button becomes enabled. Pressing the Create Report button retrieves the history information from the database and displays it as a PDF file in a separate window. From this window, you can either browse the report or print it using Adobe Acrobat Reader. When finished with the report, simply press the 'X' in the upper right-hand corner of the report window and the window will close.

Appendix

Hints, Tips and Suggestions

- It is recommended that each person who uses *Loaner Car Net* has his or her own login credentials (username and password). When a user is logged in using their own credentials, then their name will automatically pop up in the dropdown lists of Service Advisors or Loaner Agents depending on their job.
- Like all web sites, *Loaner Car Net* has a timeout period. On most screens, after 20 minutes without any screen activity, you will be automatically logged off. If you leave a screen unused for that length of time, the screen will not change, but if you press a button on the screen or try to navigate to a different screen, you will be redirected to the login page. The exception to this rule is the main menu page (or Home page). If you leave this page up in your browser, it will not expire for one hour.
- Because of the timeout mentioned above, it is helpful to have a password manager type of software installed on your computer. There are a number of them available. They can be purchased from some of the major software vendors like Symantec. There are also some free password managers available for download. If you have a computer support person or group in your dealership, they may be helpful in this. One disadvantage to these password manager programs is that anyone who walks up to your computer can log on as you.
- When adding cars to Loaner Car Net, keep in mind that the Car ID number is an alphabetic entry – not just a numeric entry. If you only use numbers and no letters in the Car ID, you should precede the single digit numbers with a zero (0) so that when you display the inventory, it will be in proper order. An alphabetic sort will order by numbers first and then by the letters, if any.
- Although *Loaner Car Net* tries to prevent one car from being assigned by more than one person, it is possible for that to happen if you do not complete a loaner transaction within 15 minutes. After you select a car, it is reserved for you for 15 minutes. A safe way to prevent duplication is to physically go to the key storage area or key locker and actually have the keys for the loaner vehicle in your hand when you select the loaner car. If a single person always issues loaners, then this is not an issue.
- The first report or contract that is created for display or printing will take a few seconds to appear on your screen. This is because an information channel needs to be opened to your computer and also because the Adobe Acrobat program has to start up. After the first report or contract is generated, this delay time is much shorter. You can help to minimize the delay time by manually starting up the Adobe Acrobat program on your computer and just minimize it into your taskbar. You can even set the Adobe program to start up when your computer starts so it will always be available.

***Loaner Car Net* – User Manual**

- In the upper right-hand corner of every screen in *Loaner Car Net*, there are three active buttons – Home, Logout and Help. These appear just above your dealership name. At any time, from any screen, you can press the Home button and be returned to the main menu. You can press the Logout button and your work session will end and you will be returned to the login page. Lastly, you can press the Help button and this User Manual will display in a new window on your desktop.
- To print a blank copy of your loaner agreement, use the Reprint Loaner Contract screen and enter a zero (0) as the contract number.

If You Need Help:

Loaner Car Net support can be obtained by calling 1-888-436-9776 during normal business hours for *PC Database Solutions*. Normal business hours are between 8:30 A.M. and 4:30 P.M. Arizona time. If your call cannot be answered immediately, leave your name, direct phone number and a description of the difficulty you are having. We will make every attempt to get back to you on the same day.

You can also get support information by email at Support@loanercars.net.