

Colleagues,

Many thanks to all of you who took time out from your World Travel Market (London) schedules to say hello to the Thermeon team at our stand. For us, the event was a tremendous success and WTM has done a great job of attracting more technology companies as exhibitors. [Read more](#)

To our US clients, we hope you enjoyed a busy Thanksgiving.

For most rental companies, the build up to Christmas is at the forefront of minds: webPLAN is your friend and with continual review of the various Availability reports will help you maximise utilisation

Andy

Andy Thorburn  
Managing Director, Thermeon Worldwide

## Business processes: Integrate where possible, interface where necessary. by Peter Lunn, Thermeon APAC

In the era of automation and information technology, it is interesting to see how different companies approach the consolidation or division of business processes across business systems. At some levels it makes sense to have specialist computer systems to perform specialist tasks. For example, no accounting system will ever be a fully functional car rental management system, and no car rental system is able to keep up with legal and taxation changes necessary to offer complete accounting or payroll functionality.



However, from experience, the most frequent (and often the highest impact) 'software' issues that most businesses experience, occur around the area of making one system share information with another.

There are always two approaches when automating business processes. Build the process into your existing system, or build a separate system and make it talk to your existing systems.

One cars+ client identified the need to improve tracking of lost property left in cars. They developed a standardised Excel spreadsheet that all locations could use to record found items. Then they set about working out how they could download the information from cars+ and link the output to the new spreadsheet in a meaningful manner. In the end, it became apparent that it would be much more efficient just to build the missing functionality into cars+ and eliminate all of the compatibility and interfacing issues associated with disparate systems.

Likewise with damage claims management. Legacy systems had inherent interfacing issues and operations were moulding business processes around systems limitations. By building damage management into cars+ the errors around the edges were eliminated whilst the system could be made to match the desired business flow.

Of course there are many instances where another existing system is more appropriate to perform a particular task. In these cases, spend the effort to make sure the interface is as seamless and clean as possible. A poor interface will always reflect poorly on both of the systems it is trying to unite.



*Peter Lunn has spent over 15 years in various roles aligning operational processes and IT systems at a major Car Rental organisation. He is now Business Development Manager for PCS / Thermeon APAC.*

## What's new in cars+

All Release Notices can be found at the online [cars+ Manual](#)

### October Releases

- [Added the ability to charge an alternate credit card in Ticket Processing](#)
- [Added ability to flag vehicles for 50,000K major service at next oil change](#)
- [Change Environment now changes the user's Time Zone](#)
- [Holidays can be defined by country](#)
- [Options can be restricted to just tour rentals](#)
- [New report to audit vouchers created by internet sources](#)



## Interface now to:



## cars+ Tips & Hints

Pressing Shifted F7 at the Option field within the Deposit or Payments Subwindows calls the DEPPAY search for the present transaction? [Read more](#)

## Industry News

- [JD Powers Car Rental Customer Satisfaction Survey](#)
- [Electric car-sharing program hits the US](#)
- [Enterprise Holdings to Acquire Paris-based Rental Car Company Citer SA](#)
- [How to Run a Successful Carsharing Operation](#)

Staff Pick – our favourite new feature this month...



## Rev Analysis and the Extra Rev Reports

... can now have option selection set in the Report Driver.

Call / email Customer Support for set up.