procede software

excede™

Lease Rental Plus v2.2.1

PRODUCT GUIDE

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Contents

Contents

Getting Started

Overview

Excede Lease Rental Plus provides an easy way to manage vehicle reservations. This application integrates with Excede by exchanging meter and billable charges, customer, insurance, vehicle, and contract information.

The workflow-centric design enables you to:

- Find a vehicle or a customer and start a reservation
- Find and update a contract
- Update meters for a contract

Log In and Out of Lease Rental Plus

Lease Rental Plus runs in a browser and requires an Excede login ID and password. Login credentials and permissions are set up by the dealership's administrator.

Note: Although Lease Rental Plus can run in the Excede workspace, we recommend that you run it in a separate web browser.

Start Lease Rental Plus

To start the application:

1. Open a web browser and go to the address for your installation of Lease Rental Plus. For example, https://<servername>:<90>/lease-rental/v2-2/#/, where <servername> is the server that Lease Rental Plus is installed on, and <90> is the port number.
2. At the login screen, enter your Excede **Employee ID** and **Password**.
3. Select your **Branch** and then click **Log In**.
4. Lease Rental Plus opens. Your employee ID and branch are displayed in the menu bar as the logged-in user.

Log Out

When you finish working in Lease Rental Plus, it is a good practice to save any contracts you were working on before logging out of the application.

To log out:

- Click the hamburger menu in the upper right corner and select **Log Out**.

Basic Features

Basic Features

Note: Depending on how Excede is set up at your branch or dealership, some Lease Rental Plus features might behave differently or might not be available at all. Customizable features are noted.

The basic program features for Lease Rental Plus include:

- Page Header
- Hamburger menu
- Dashboard
- Sidebar icons that open the following pages:
  - Bills Search
  - Contracts Search
  - Customers Search
  - Vehicles Search
  - Prepare Bills
  - Reservation

Page Header

A page header is displayed across the top of the program window for navigation.

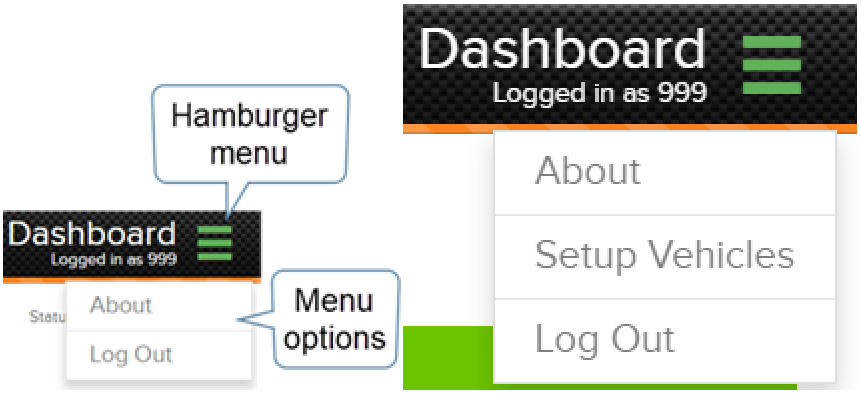
The page header has the following features:

- **Excede Lease Rental Plus** logo - To open the Dashboard page, click the logo.
- **Branch ID** for the logged-in user - Displays under the logo.
- **Feature (page) name** of the current page - Displays in the upper right corner.
- **EmpID** for the logged-in user - Displays under the feature (page) name.
- **Hamburger menu** - To view product information and log out, click the hamburger menu.

Page header features

Hamburger Menu

The Options menu is available in the upper right corner for accessing product information and logging out of the application.



Standard hamburger menu

The Options menu has the following options:

- **About** – Displays product information like the version number and release date.
- **Setup Vehicles** – Supports exporting all the dealership owned vehicles to an Excel spreadsheet for bulk editing asset details. The spreadsheet can then be imported to pull the data into the Excede database. This is displayed only when logged in.
- **Log Out/Log In** – For a logged-in user, a log out option is available. When logged out, a log in option is available.

Dashboard Page

The Dashboard page displays after you log into Lease Rental Plus. Use this page to manage rentals and reservations.

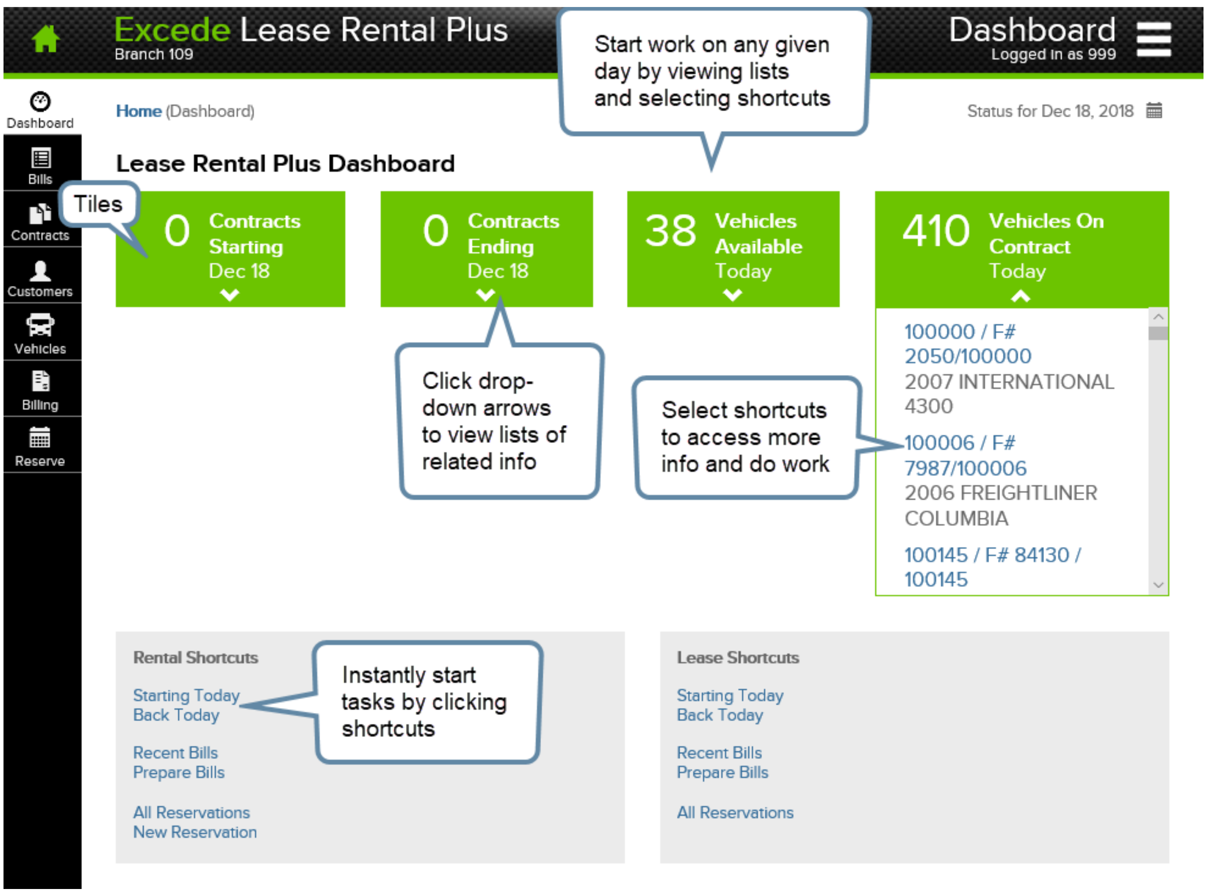
Tiles and drop-down lists on this page provide shortcuts to common tasks. Dealership employees can use these shortcuts to assist customers as they arrive at the dealership to pick up and return vehicles.

Key features include:

- **Status for <date>** – To provide timely information, the tiles organize shortcuts based on the current date. To select a different date, click the calendar icon in the upper right corner.
- **Contracts Starting** – Vehicles that are expected out today, based on the rental agreement's Pickup Date. To open the Contract Details page and check out a reservation, click any Contract ID. See Check Out Vehicles.
- **Contracts Ending** – Vehicles that are expected back today, based on the rental agreement's Return Date. To check in a vehicle, click any Contract ID opens the Contract Details page. See Check In Vehicles.

- **Vehicles Available Today** – Vehicles that are available at a dealership. To determine the most suitable vehicle for a customer, click any Unit ID or VIN to open the Vehicle Details page. From here, you can quickly create a new reservation.
- **Vehicles on Contract Today** – Vehicles that are reserved with a rental agreement. To view vehicle information, click any Unit ID or VIN to open the Vehicle Details page.
- **Rental Shortcuts** – Links to common tasks for rental reservations and contracts.
- **Lease Shortcuts** – Links to common tasks for lease reservations and contracts.

☑ **Tip:** In the tiles, to display a list of the related Contract or Vehicle IDs, click on the drop-down arrow. To open the Contract Details or Vehicle Details page, click a Contract or Vehicle ID.



Dashboards page

Sidebar

There is a sidebar on the left side of the main window. Click on the sidebar icons to access the following features:

Icon	Details
Dashboard	Look up information about contracts that are starting and ending, vehicles on contract, available vehicles, and more.
Bills	Search for bills to view and print.
Contracts	Search for contracts to view, print, and update. This page is also used to check vehicles in and out.
Customers	Search for customers in a dealership's database or add new insurance to a customer record.
Vehicles	Search for vehicles in a dealership's database. Vehicles on an open contract can also be checked in from the Vehicles Search page.
Billing	Update meters and billable charges as part of the vehicle check-in process. You can also update meters for a dealership's vehicles for a given billing period. Additionally, contracts with time only charges can be billed from this page.
Reserve	Create a new reservation by following an easy-to-use workflow and check out a vehicle. Save contracts and then edit them later in the Reservation pages.

Reservation Pages

The Reservation pages provide an easy-to-use workflow that helps you create and edit rental and lease contracts.

The reservation pages support the following functions:

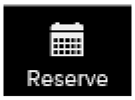
- **Create a reservation (contract)** – Create a new contract from scratch.
- **Check out a vehicle** - When you check out a vehicle, the contract's Status changes from Reservation to Open.
- **View and edit a reservation (contract)** - View and edit an Open contract.
- **Renew a closed reservation (contract)** - Renew a Complete contract.

Reservation Features

When creating a new reservation, Lease Rental Plus pulls as much information as it can from Excede to minimize the amount of data entry. Depending on what you select before opening the page, the application populates certain fields with information.

To open the Reservation pages:

- From the sidebar, click **Reserve**.

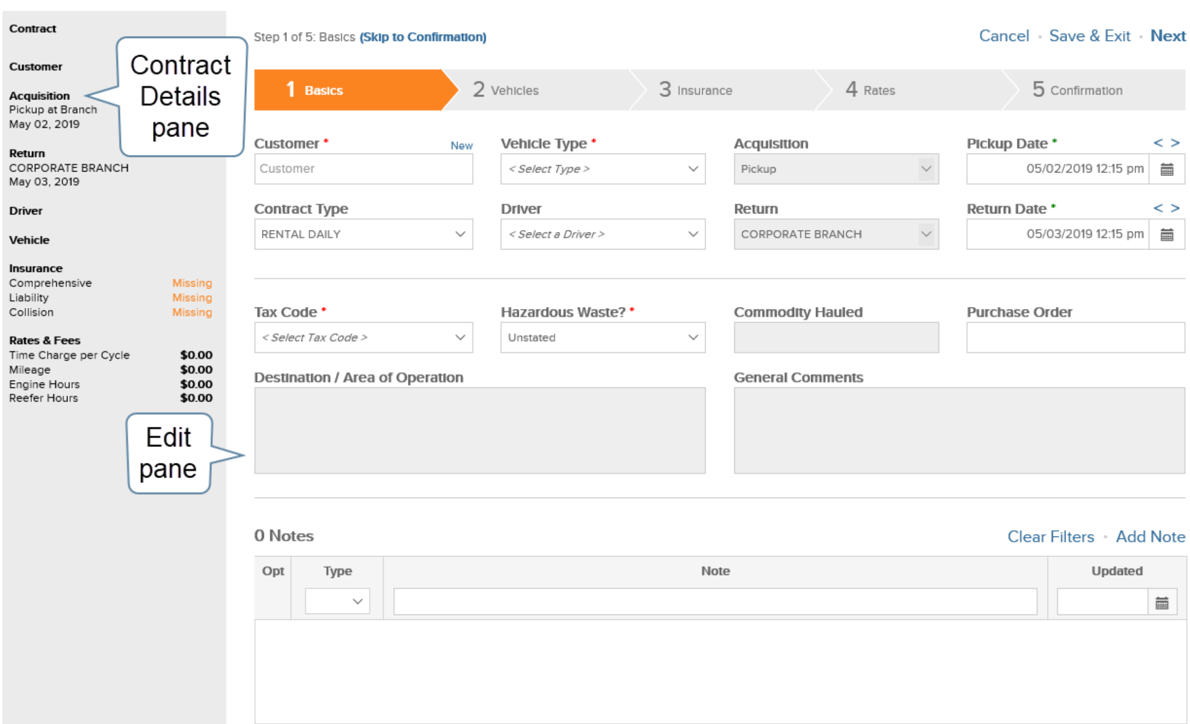


☑ **Tip:** New reservations can be started from the Vehicles Search and Customers Search pages.

Reservation Pages

The Reservation pages include the following key features:

- **Contract Details panel** – The panel on the left provides summary information about a contract as it's being prepared or updated. From here, you can look up details about the customer, drivers, vehicles, and other contract information.
- **Edit panel** – As you edit the fields in each workflow step, the application highlights the current step in orange, so you know which step you're working on.



Reservation - Overview

Contract Details Panel

The Contract Details panel on the left displays a summary of contract information. As you work on the contract, the application updates this panel in real-time.

Progress Bar

The reservation progress bar at the top of the page shows you the following workflow steps:

Step	Description
1	Basics – The first step that allows you to start a new reservation. All required information is indicated by an asterisk and must be provided before you can continue. After entering the required information, you can save the contract and edit it later. From here, you have the option to skip to the final Confirmation step.
2	Vehicles – Find suitable vehicles and select an available one to reserve.
3	Insurance – Verify that the customer has all the required insurance. If you have permissions, you can also either attest to the insurance being on file or add a new insurance policy for the customer. A vehicle can only be checked out if the customer has insurance set up in Excede.
4	Rates – Set up contract billing cycle terms, pricing meters and miscellaneous charges on a contract. Unique tax codes can also be defined here for meter and miscellaneous charges if they differ from the time charge tax code.
5	Confirmation – Save the contract or check out the vehicle when the customer is ready for vehicle pickup or delivery.

> **IMPORTANT!** If a customer is on credit hold for any reason, the application will display a warning message that indicates that the customer is on credit hold. You can save and edit the reservation, but you will not be able to check out a vehicle for it or print the contract when the customer is on credit hold. You will also not be able to print the contract when the customer is on credit hold. There are settings to override these restrictions, but they will need to be set up by your administrator.

Last Updated: 9/4/2020

Vehicles Search Page

The Vehicles Search page is the most commonly used page in the application. It displays a list of vehicles that represent the inventory of vehicles from a dealership's vehicle master table. Only vehicles with marketability of Rent are included.

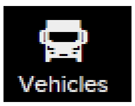
Use the Vehicles Search page to:

- View vehicle details based on data pulled from Excede
- Find out whether a vehicle is available for lease or rent
- Reserve a vehicle on a new rental agreement
- Locate a vehicle for check in

Note: If your dealership has an agreement with Record360, you can also view Record360's records for a vehicle from the Vehicles Search page.

To open the Vehicles Search page:

- From the sidebar, click **Vehicles**.



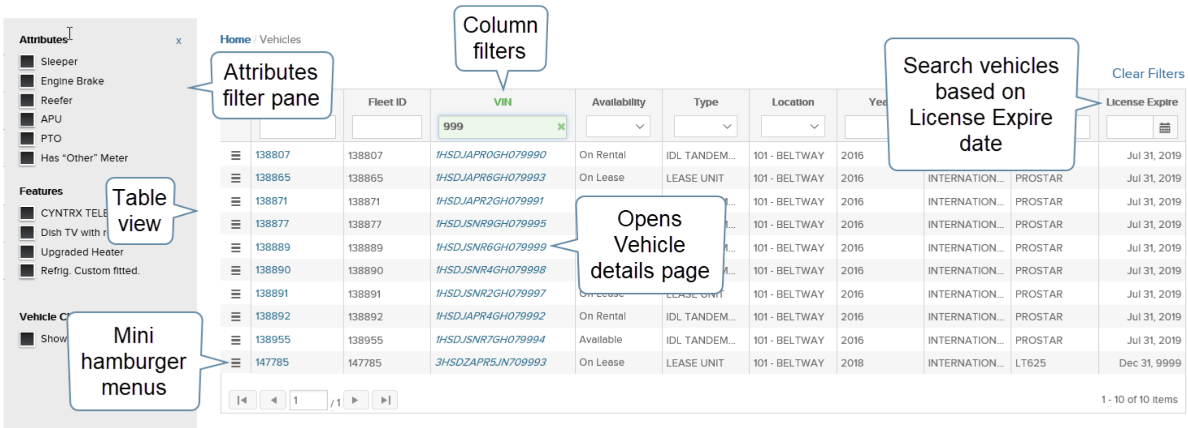
Vehicle Search Features

☑ **Tip:** Mini hamburger menus ≡ provide options to view Record360 information and create a new rental for a selected vehicle. This will only appear if you are using the Record360 integration.

Find vehicles by using the following column filters:

- **Unit ID** – Unique number that identifies the unit. Clicking the Unit ID opens the Vehicle Details page. From this page, you can start a new lease or rental agreement and look up background information about the vehicle, including when it was previously rented out.
- **Fleet ID** – Fleet unit ID number for a vehicle.
- **VIN** – 17-digit Vehicle Identification Number. Click the VIN to view the Vehicle Details page.
- **Availability** – Attribute that indicates whether a vehicle can be leased or rented as of today. Select one of the following statuses:
  - **On Lease** – Vehicle is leased out and not available to rent today.
  - **On Rental** – Vehicle is on an Open contract and not available to rent today.
  - **Available** – Vehicle is available to rent today.
  - **In for Repair** – Vehicle is getting serviced and not available to rent today.
  - **On Reservation** – Vehicle is reserved on one or more contracts in Reservation status.
- **Type** – Type of vehicle defined by the dealership (e.g., 18' Box Truck, 25' Box Truck, 5-T Tractor, Used Truck, etc.). Vehicle Types are defined in Excede, under Vehicle Department | Items | Types.
- **Location** – Location of the vehicle using the location description. The location is defined in Excede, under Vehicle Department | Items | Locations.
- **Year** – Model year of the vehicle.

- **Make** – Manufacturer of the vehicle.
- **Model** – Model type of the vehicle assigned by the manufacturer.
- **License Expire** – Date when the license registration will expire. Choose a date to display vehicles with valid licenses.



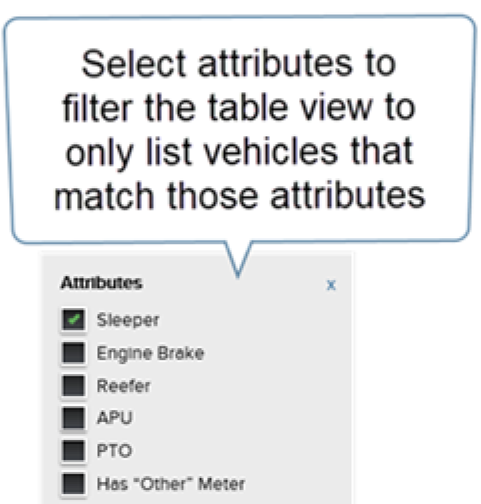
Vehicles Search page

Attributes Filter Panel

To find vehicles based on standard attributes and dealer-specific features, select those items in the filter panel on the left.

Attributes

Standard vehicle attributes that are common across all dealerships include Sleeper, Engine Brake, Reefer, APU, PTO, and Has "Other" Meter. These attributes apply to all vehicles. For example, any vehicle can have a reefer. By selecting the Reefer check box, the list only displays vehicles with a reefer. Selecting other attributes further narrows down the list of vehicles. For example, reefers that have a sleeper or sleepers with an engine brake.

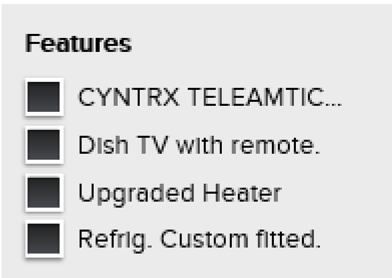


Filter vehicles by standard attributes

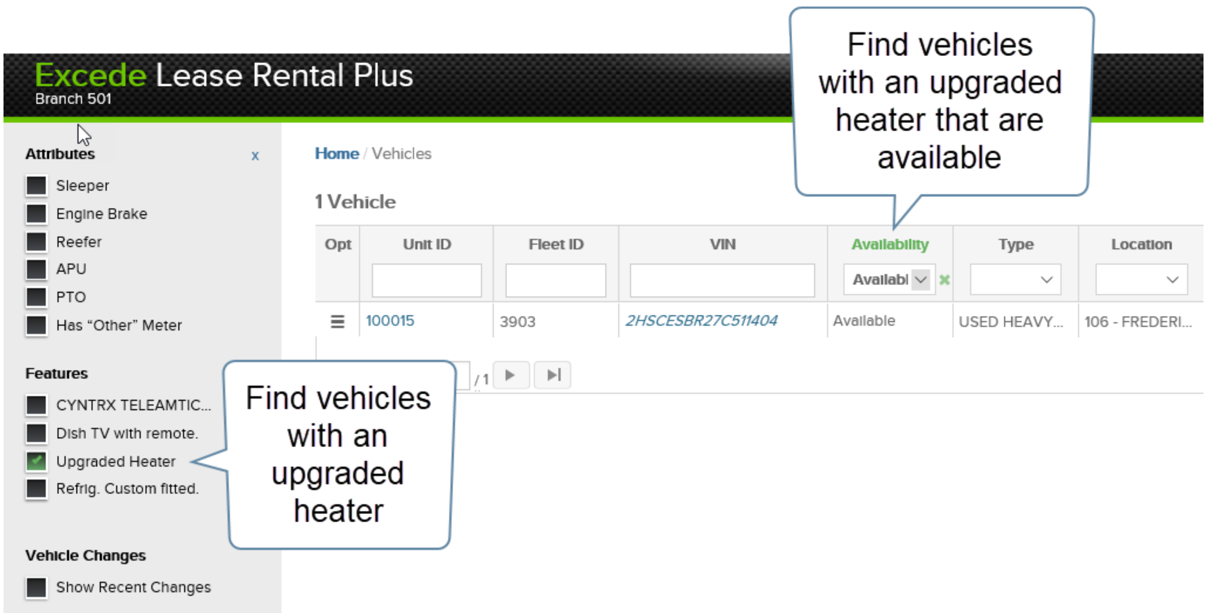
Features

The Features list shows vehicle features that are found at a specific dealership. Selecting features refines the vehicles list to ones that have those features. Filtering the list by features helps you find vehicles that are suitable for a customer.

Note: The features are pulled from the custom Vehicle Department feature records that are associated with vehicles in Excede, under Vehicle Department | Items | Features.



Filter vehicles by dealership-specific features

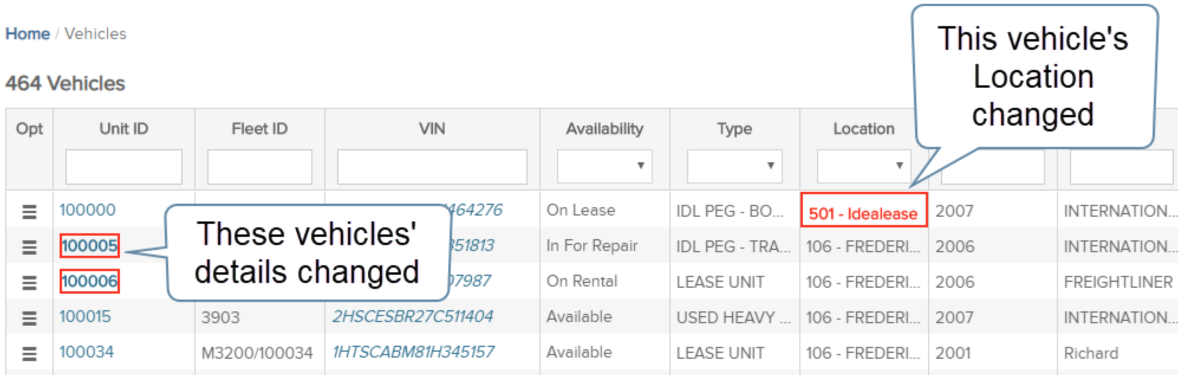


Filter vehicles by features and availability

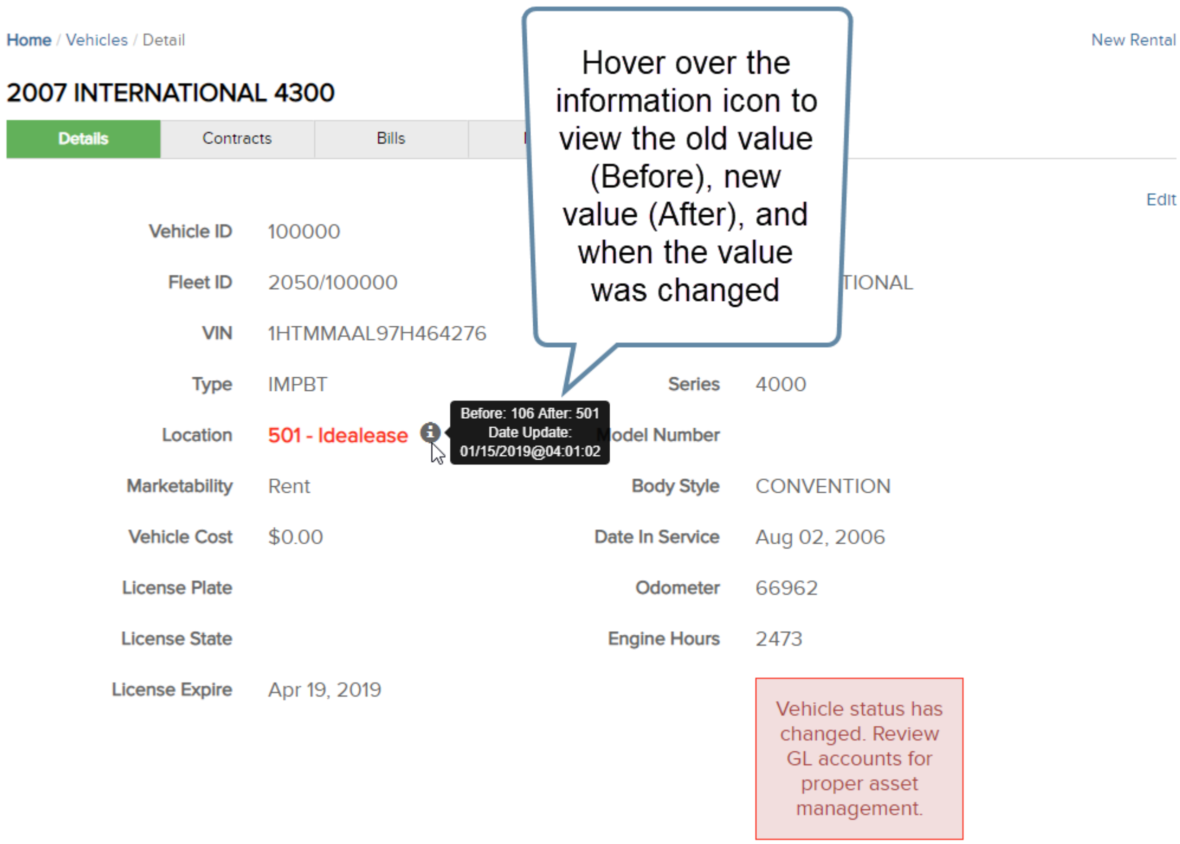
Vehicle Status Change

There is a new filter called Show Recent Changes. If this option is selected, when a vehicle's Status is changed in Excede, such as when a vehicle is moved to a new location or changes from a lease to a rental unit, Lease Rental Plus will show that change if it was made within the last 30 days. The change is shown in the list of vehicles with a red box around the changed value. These changes are always shown on the Vehicle Details page.

Note: When checked, the Show Recent Changes view will show vehicles that are no longer rental units. This is the only time non-rental vehicles are displayed in Lease Rental Plus.



Vehicle status change is shown in the vehicles list



Vehicle status change is shown in the vehicle details dialog

Vehicle Details Page

To open the Vehicle Details page, click a Unit ID from the vehicles list. From this page, you can view vehicle details, start a new contract, and update contracts, bills, and notes related to the vehicle’s lease-rental history.

The Vehicle Details page has the following tabs:

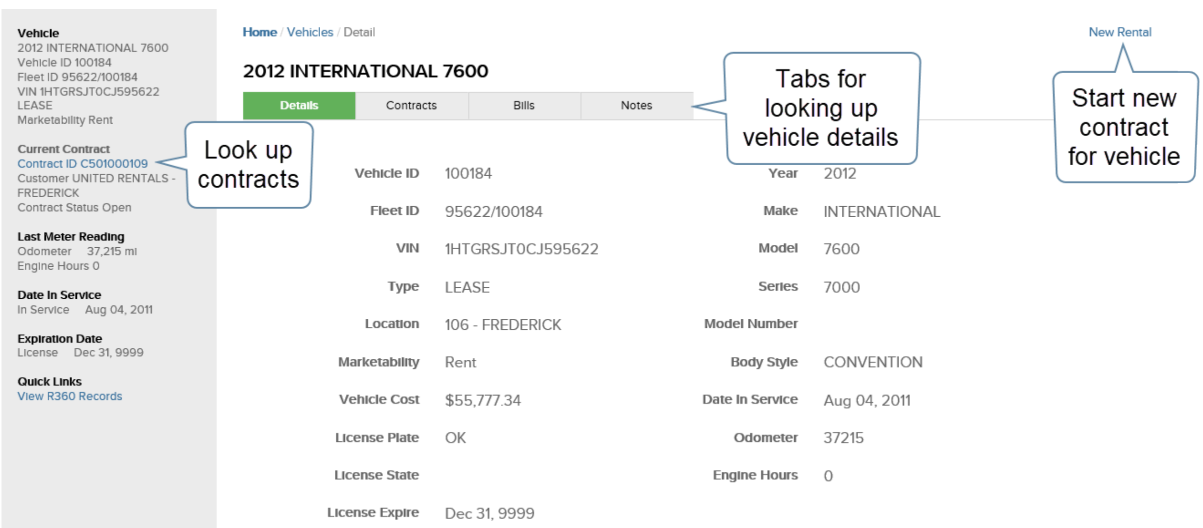
- **Details** – Vehicle information (e.g., Vehicle ID, Fleet ID, VIN, Year, Make, Model, Odometer, and Engine Hours).
- **Contracts** – A list of all the rental agreements associated with the vehicle.
- **Bills** – A list of all the bills associated with the vehicle. This page will have information if the vehicle was ever leased or rented.
- **Notes** – A list of all the contract notes associated with the vehicle.

☑ **Tip:** To quickly start a rental agreement for a vehicle, click **New Rental** for that vehicle.

Vehicle Summary Panel

The vehicle summary in the left panel shows the following information:

- Current Contract Details
- Last Meter Reading
- Date In Service
- License Expiration Date
- Book Value
- Quick Links (e.g., a **View R360 Records** link (if your dealership has an agreement with Record360 and you are using the Record360 integration.)



Vehicle Details page

Last Updated: 9/4/2020

Customers Search Page

The Customers Search page displays a list of all the customers at a dealership. This information is pulled from Excede and offers a quick way to verify if a customer is new or a repeat rental customer.

Use the Customers Search page to:

- View customer details, including contact information
- Update customer information
- Find all contracts for a customer
- Start a new reservation for a customer

To open the Customers Search page:

- From the sidebar, click **Customers**.

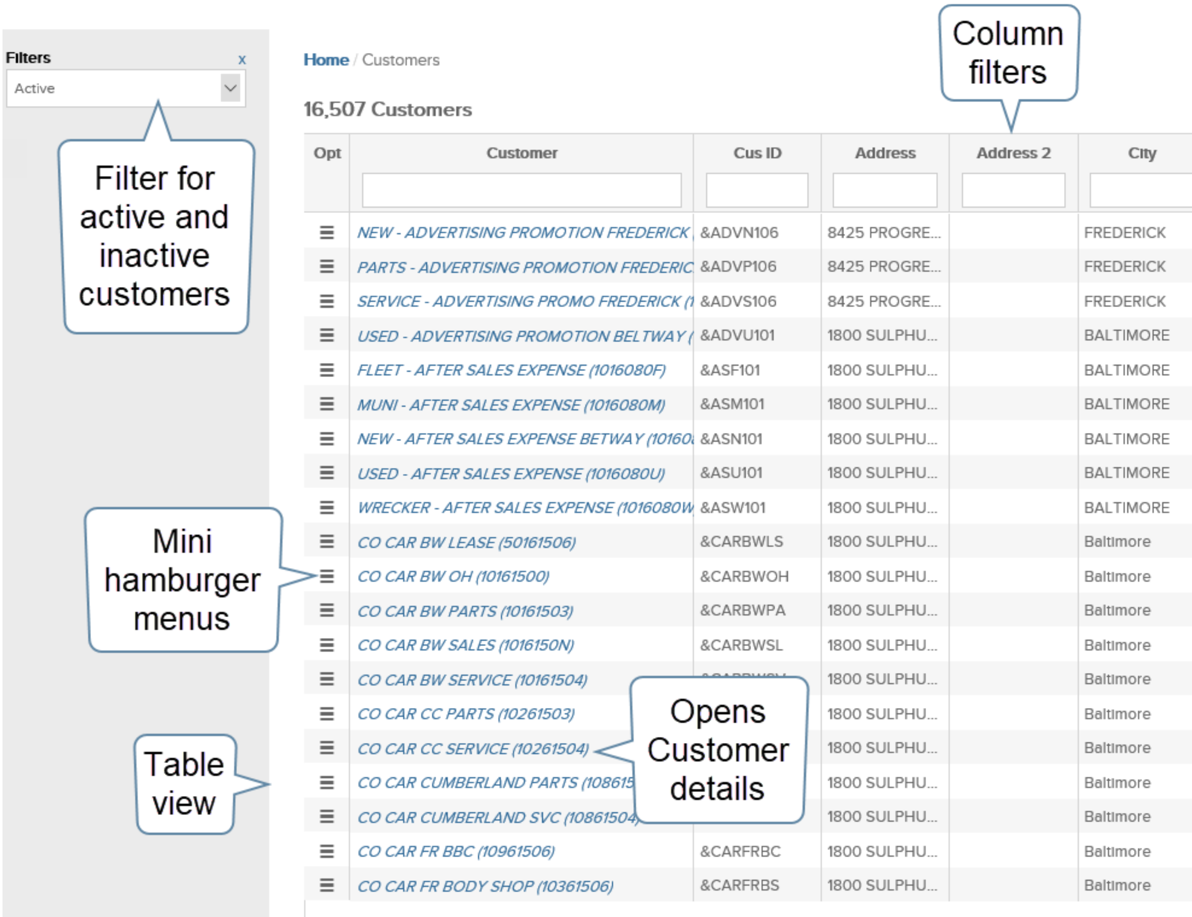
Customer Search Features

Find customers using the following search criteria:

- **Filters panel** – Find customers based on their current state (active (default) or inactive).
- **Mini hamburger menus (≡)** – Provides options to find all contracts for a customer (Contracts), create a new reservation (New Rental), or add a new insurance policy (Add Insurance). The Contracts option is useful for looking up previous contracts, including insurance information, rates, bills, vehicles, and notes.
- **Customer** – Customer name on the contract. Click a link to look up details about a customer, including contact information. This is the same information that is available in Excede on a customer record.
- **Cus ID** – Unique ID for a customer record.
- **Address and Address 2** – Customer address.
- **City** – Customer city.
- **State** – Customer state.
- **Country** – Customer country.
- **Work Phone** – Customer phone number.
- **Work Email** – Customer email.

☑ **Tips:**

- Use the column filters to refine your search results.
- To start a new rental agreement, select **New Rental** from the mini hamburger menu on a customer record.



Customers Search page

Last Updated: 9/4/2020

Contracts Search Page

Use the Contracts Search page to view all rental or lease contracts created for this branch.

To open the Contracts Search page:

- From the sidebar, click **Contracts**.

Contract Search Features

Find contracts based on the following fields:

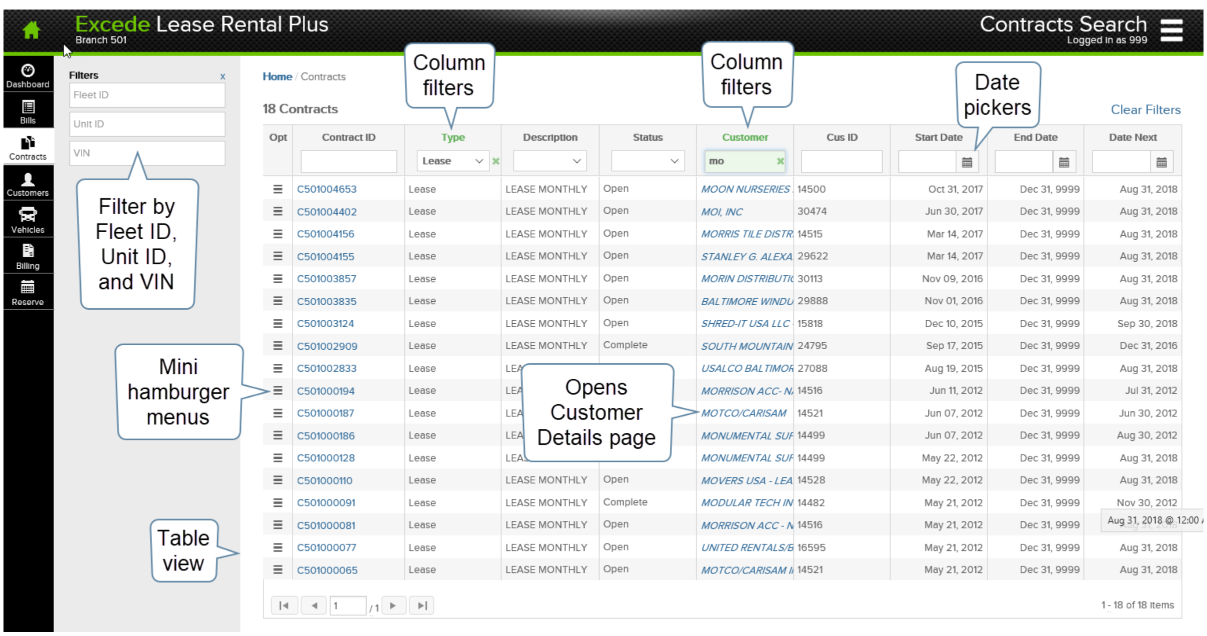
- **Mini hamburger menus** (≡) – Provides options for working on the contract, depending on the contract type and status.

- **Contract ID** – Unique number for a contract. Clicking a contract ID link opens the Contract Details page.
- **Type** – Type of contract (e.g., Lease, Rental, Contract Maintenance, etc.).
- **Description** – All contract types can have dealership-defined subtypes (e.g., Daily Rental, Weekly Rental, Monthly Lease, etc.).
- **Status** – Status of contract (Open, Complete, Reservation, or Returned).
- **Customer** – Customer name on the contract. To view the customer details, click the customer name link.
- **Cus ID** – Unique number for a customer.
- **Start Date** – Date the contract starts.
- **End Date** – Date the contract ends.
- **Date Next** – Date when the contract will be billed next.

Contract Filters

From the Filters panel, use the following filters to quickly locate a contract for a vehicle:

- **Fleet ID** - Find the contract by entering the Fleet ID.
- **Unit ID** - Find the contract by entering the Unit ID.
- **VIN** - Find the contract by entering the VIN (full or partial).



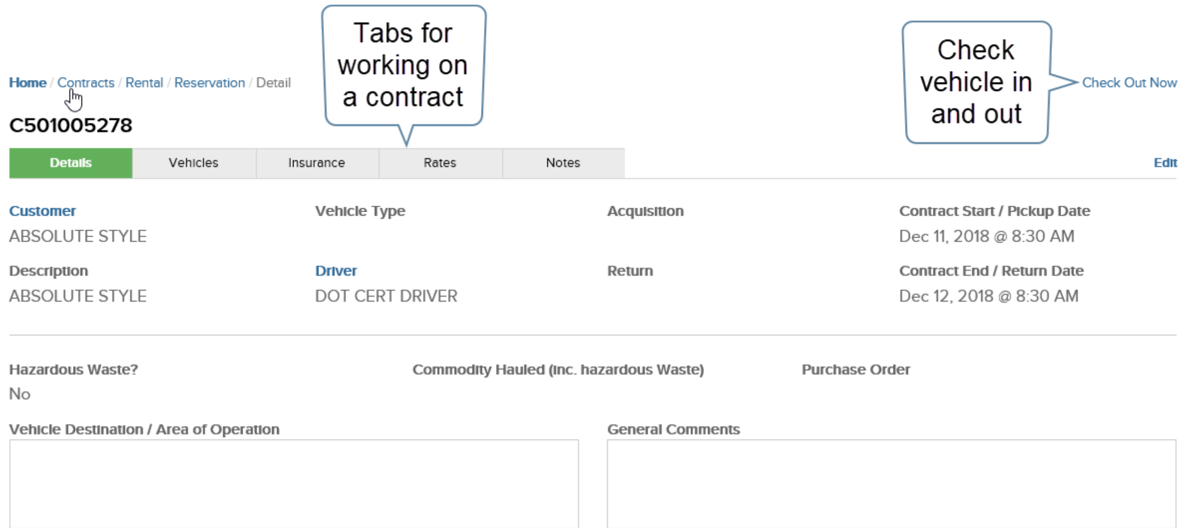
Contracts Search page

☑ **Tip:** Mini hamburger menus ≡ provide options to check in vehicles, and view, print, and edit contracts.

Contract Details Page

From the contracts grid, click a Contract ID to view and update the following information:

- **Details** – Basic customer, driver, and vehicle information.
- **Vehicles** – All vehicles used on a contract.
- **Insurance** – Insurance policy information for a contract.
- **Rates** – Daily, weekly, and monthly rates, odometer, engine hours, miscellaneous charges, and comments. (Read-Only)
- **Notes** – Notes added to a contract.



Contract Details page

From the Contract Details page, you can do the following tasks for all contract types.

	Contract Status			
Task	**Reservation**	**Open**	**Returned**	**Complete**
Check out vehicles	X			
View and print contracts	X	X	X	X
Create bills		X	X	
Edit contracts	X	X	X	
Check in vehicles		X		
Renew contracts				X

Notes: If your branch is not set up for creating lease or other non-rental contracts, you can only do the task for rental vehicles, with a few exceptions listed below. How this is set up determines what tasks you can do. The setting that controls this feature is in the Branch Communication Settings (BCS) for Excede.

The "X" indicates that you can do the task while the contract is in a specific state. For example, you can check out vehicles for any contract type while it is in the Reservation state.

If your branch is not set up for creating lease or other non-rental contracts, you can still view, print, and create bills for lease and other non-rental contracts.

Contract Statuses

The contract statuses are:

- **Reservation** - When a contract is created, and the vehicle has not been checked out yet.
- **Open** - When the customer picks up the vehicle and the vehicle is checked out, the contract's Status changes to Open. At this time, you can create an invoice for the customer.
- **Returned** - When the vehicle is checked in, but a final invoice has not been created yet.
- **Complete** - When the final bill is created and the vehicle's Status is Returned, there are a few scenarios for a contract to be changed to Complete. This depends on the Max Periods set for the contract. If the Next Period is greater than the Max Period, the contract will automatically get converted to Complete once the vehicle is returned. If the Next Period is less than the Max Period and the vehicle is returned, you must manually change the contract's Status in Excede to Complete.

Last Updated: 9/4/2020

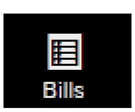
Bills Search Page

From the Bills Search page, you can do the following:

- Find bills
- View bill details (e.g., Status, Term, Due Date, and the Amount Due)
- Print bills

To open the Bills Search page:

➤ From the sidebar, click **Bills**.



Bills Search Features

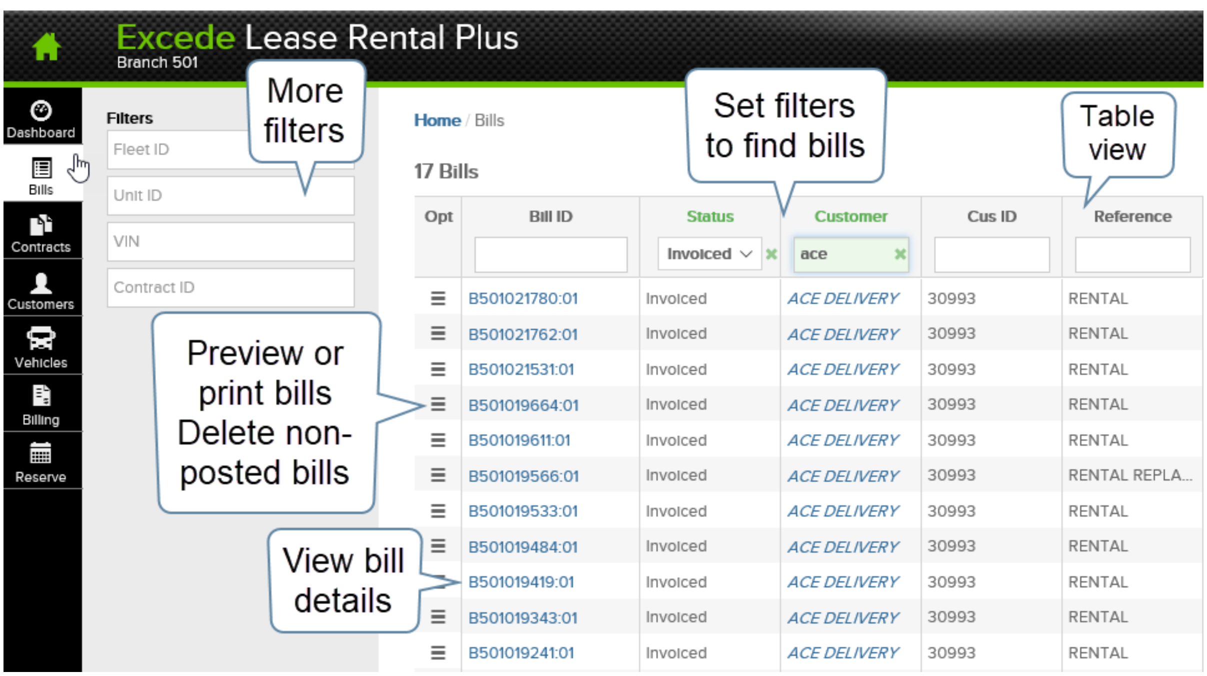
☑ **Tips:**

- Mini hamburger menus ≡ provide options to view, print, or delete bills.
- An invoiced bill cannot be modified or deleted because journal entry distributions have been made.

Note: The Delete Bill option is only available for non-posted bills and when specific workspace permissions are set in Excede.

Find bills based on the following fields:

- **Bill ID** – Unique number for a contract. To view and print a bill, click its Bill ID.
- **Status** – Status of a bill (Invoiced or Open).
- **Customer** – Customer name on a contract. To view the customer details, click the customer name.
- **Cus ID** – Unique number for a customer.
- **Reference** – Purchase Order (PO) number from the contract applied to a bill (if the customer provides a PO).
- **Term** – Payment term code to use for billing purposes.
- **Due** – Date when payment is due for a bill.
- **Invoiced** – Date when the next bill will be generated according to the term code.
- **Extended ($)** – Total amount due on for a bill.
- **Updated** – Date when a bill was last updated.



Bills Search page

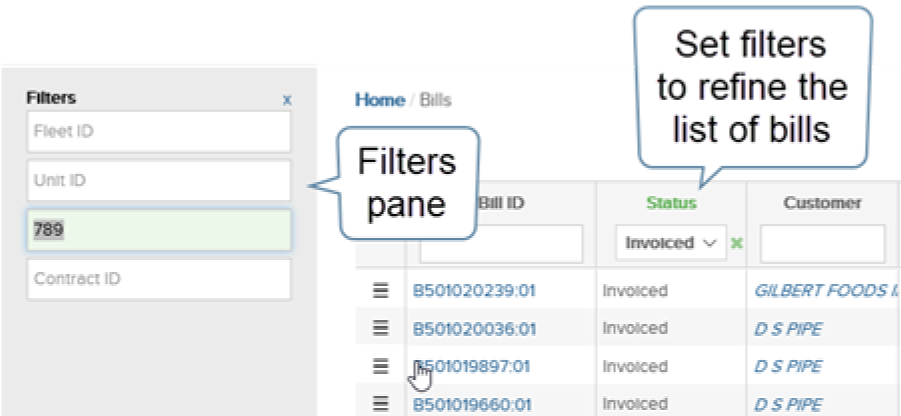
Bill Filters Panel

The Bills Search page has a filter panel for finding bills based on the following fields:

- **Fleet ID** – Fleet number for a vehicle.
- **Unit ID** – Unique number for a vehicle.
- **VIN** – 17-digit Vehicle Identification Number (VIN).
- **Contract ID** – Unique number for a contract.

To apply a filter:

➢ Enter all or part of the information in the text box in the column header.



Bill Filters panel

Bill Details Page

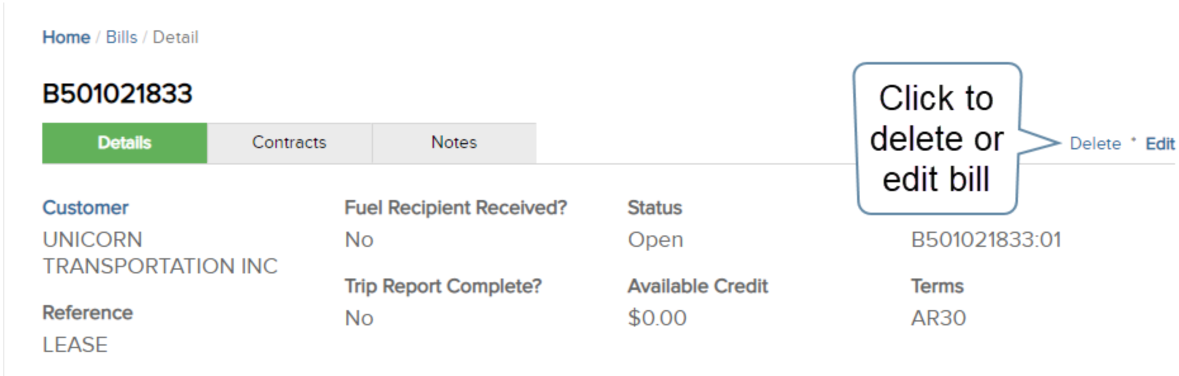
In the Contracts list, to view the Bill Details page for a bill, click on a Bill ID.

To view and update contract information, use the following tabs:

- **Details** - Shows Customer, Available Credit, Terms, Invoice Date, and Amount.
- **Contracts** - Shows the contract(s) associated with the bill.
- **Notes** - Notes added to the bill.

Notes:

- When a customer has more than one open contract, the contract invoices will be combined into one bill. To create separate bills instead of a single bill, you can disable this feature in Excede. This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).
- To edit or delete a bill, it must not be posted in Excede. Also, special workspace permissions need to be set in Excede for the user editing or deleting the bill. See the Lease Rental Plus Setup Instructions for information about how to set up these permissions.



Delete or edit a bill

Last Updated: 9/4/2020

Prepare Bills Page

The Prepare Bills page shows all open contracts for a dealership in a table based on specific filters you set. The grid information is pulled from Excede and includes details about all billable items for contracts that are due on or before the date when the next bill is due, or Date Next, shown in the top of the filters panel under the Contract Due Date label. From this page, you can update contracts and billable charges before the Date Next. The data entry fields allow you to manually update meter entries.

Use the Prepare Bills page to:

- Manually enter meters on a vehicle
- Automatically get telematics on a vehicle (if enabled)
- Modify billable charges and add new charges
- Create bills for contracts with billable charges and those with only time charges

The two types of invoices are contract bills and interim bills. Contract bills are based on the terms of the contract and include time charges and any other specified contract charges. These can be done daily, weekly, or monthly. When they are created, the date previous and date next change along with the next period in the contract. Interim bills, on the other hand, are done as needed to cover miscellaneous charges not included in the contract. These do not reset the date previous or date next or change the next period.

Note: By default, when a customer has multiple open contracts, Lease Rental Plus and Excede will combine the bills for those contracts into a single bill. To create separate bills instead of a single bill, you can disable this feature in Excede (depending on the version of Excede your dealership is using). This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).

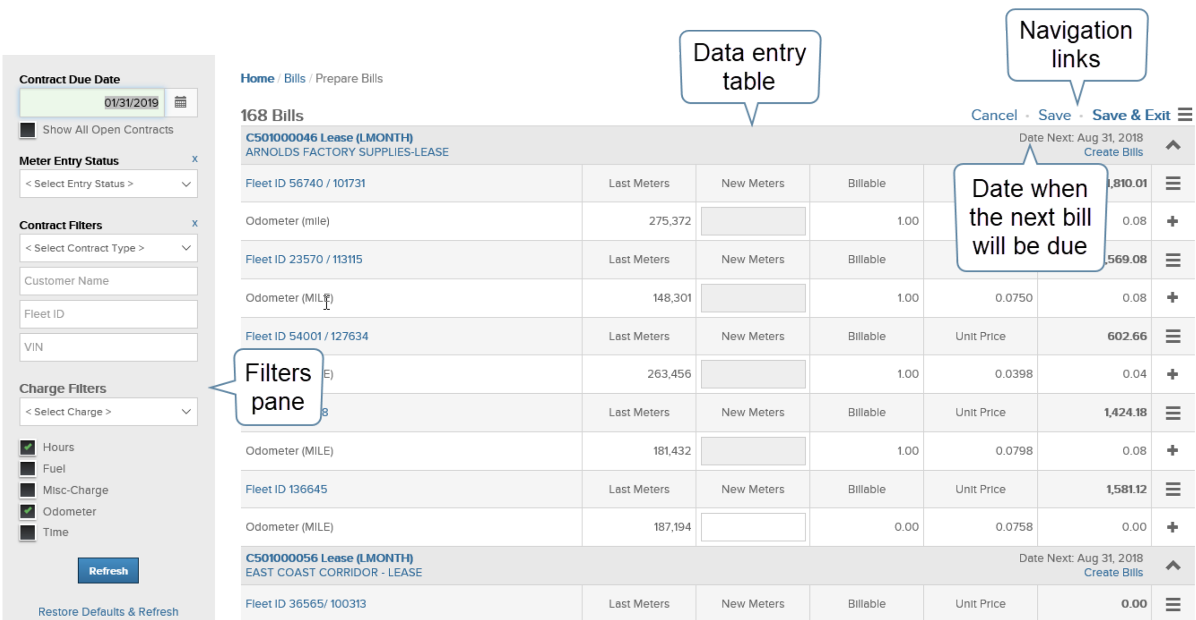
To open the Prepare Bills page:

- From the sidebar, click **Billing**.

Prepare Bills Page Features

The Prepare Bills page includes the following key features:

- **Filters panel** – Filter meters by contract due date, contract type, customer, fleet ID, VIN, charge filter, or another attribute. See also Filters Panel.
- **Contract Due Date** – Shows all contracts with a DateNext <= Contract Due Date. To change the date, click the calendar icon . For more information about how dates are used to create bills, see "Lease-Rental Billable Charges Concepts" in the Excede help.
- **Navigation links** – Links on the right, above the table allow you to cancel or save changes you made to the data entry fields in the grid.
- **Hamburger menu** – Lists options to view vehicle details, add a new charge, get telematics, and create a bill.
- **Data entry table** – For each contract, add or update each vehicle's final meter readings that must be billed. See also Data Entry Table Features.



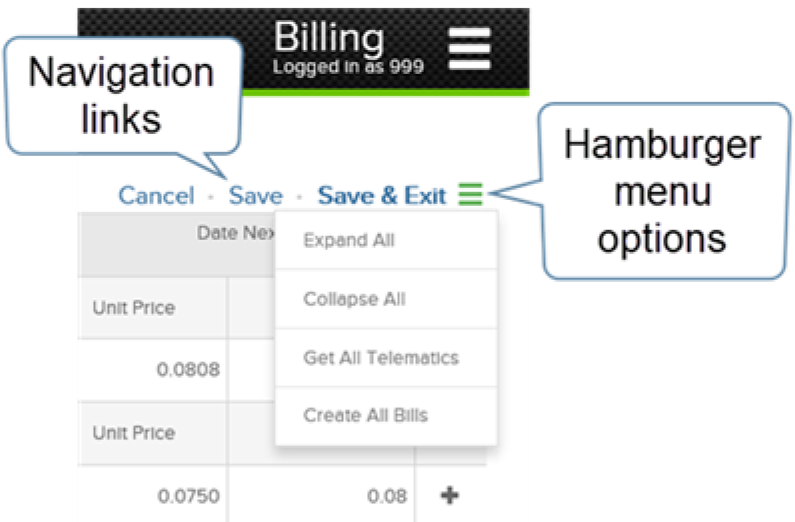
Prepare Bills page

Navigation Links

Navigation links include:

- **Cancel** – Cancels any changes that were made to the meter entries since the last time those entries were saved.

- **Save** – Saves any changes that were made to the meter entries and leaves the page open for further updates.
- **Save & Exit** – Saves any changes that were made to the meter entries and opens the Bills Search page.
- **Hamburger menu** ≡ – Provides the following options that affect all contracts in the table:
  - **Expand All** – Shows the meters entry fields for all contracts listed in the table.
  - **Collapse All** – Hides the meters entry fields for all contracts listed in the table. When there are a lot of contracts listed, use this feature to quickly find the contract that requires updating.
  - **Get All Telematics** – Retrieves telematics Engine Hour and Odometer readings for all vehicles on all the contracts listed, if telematics is enabled and the vehicles are tracked by supported telematics providers.
  - **Create All Bills** – Creates bills for all contracts with updated meters entries. See also Create Bills.



Navigation links for Prepare Bills page

Filters Panel

Use the filters panel on the left to quickly find meters that need to be reviewed and updated before creating bills for a customer.

The filters panel includes the following features:

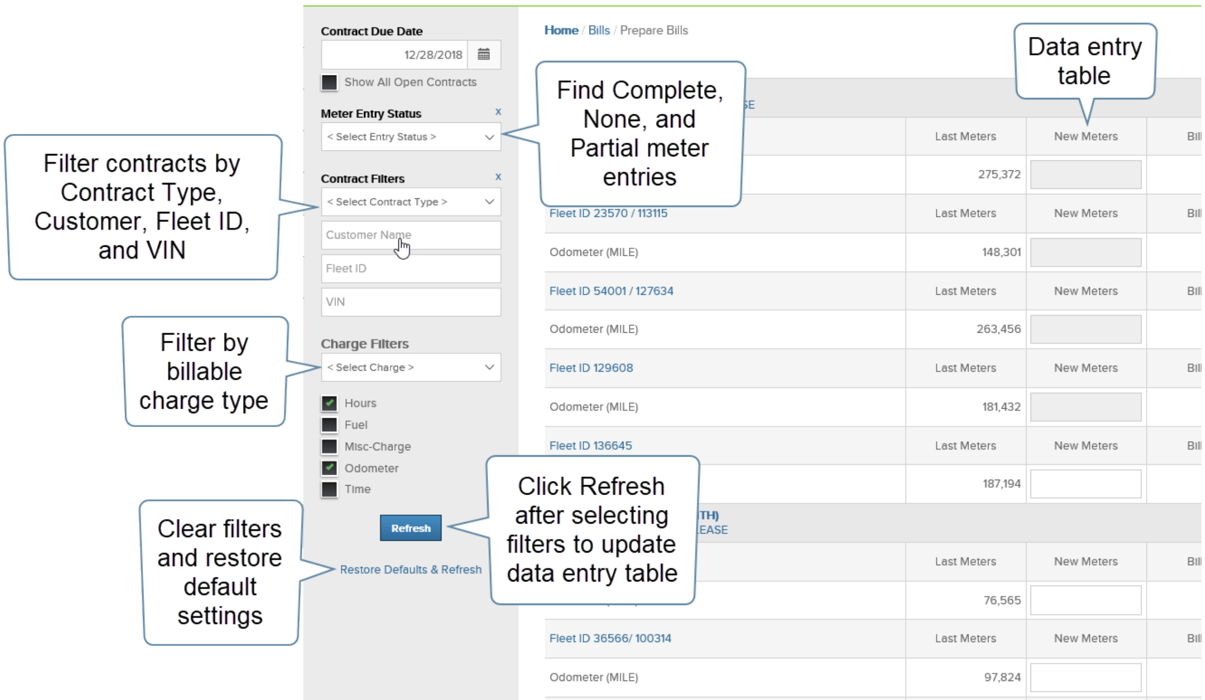
- **Contract Due Date** - Filters contracts that can be displayed in the data entry table by a specific date. The Contract Due Date field will show all open contracts with a Date Next equal to or earlier than the date selected. The default value is one week from today's date. Click the calendar icon to display a date picker for choosing a different Contract Due Date. For background information on how dates are used to create bills, see "Lease-Rental Billable Charges Concepts" in the Excede help.

  - **Show All Open Contracts** - Overrides the Contract Due Date to show all open contracts. This can be useful when the need arises to create an Interim bill.
- **Meter Entry Status** – Indicates whether the meters for the contract were updated.
  - **Complete** - All meters for the contract were filled in.
  - **None** - None of the meters for the contract are filled in.
  - **Partial** - Some meters for the contract are filled in and/or require updating.
- **Contract Filters** – Filters contracts by contract type, customer, fleet ID, and VIN.
- **Charge Filters** – Filters contracts by miscellaneous billable charge type.
- **Billable Charge Types (Hours, Fuel, Misc-Charge, Odometer, Time)** – Displays the contracts that are missing the selected billable charge types. These types come from the codes entered in Excede.

☑ Tips:

- If you select Odometer, the contracts that are missing odometer values will display and you can enter all those values at the same time.
- Combine filters to refine the contracts list even further. For example, to update all hour readings for a specific customer, filter by Customer Name and by Hours.
- The system determines which meters need to be updated by using the following logic: [Meter Start] = [Meter End], and/or [Extended] = $0.00.
- **Refresh** – Retrieves contracts based on the current settings in the filter panel.
- **Restore Defaults & Refresh** – Clears all filters and resets the New Meters field values back to their defaults.

> **IMPORTANT!** When you modify filters, the system does not update the data entry table in real-time. To update the data entry table, you must click **Refresh**.



Filters for bills

☑ Tips:

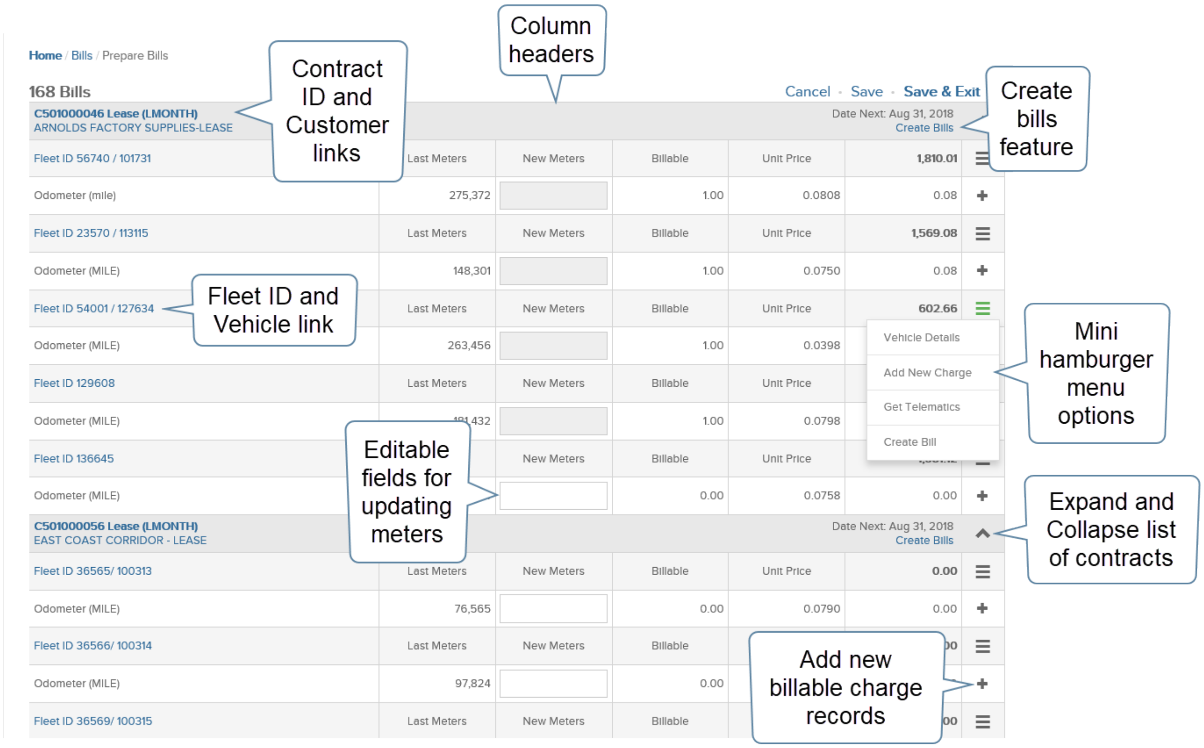
- Filters can be used in combination to pare down the list. For example, to quickly update all hour readings for a specific customer, filter by Customer Name and by Hours.
- The filter allows filtering for the meters that need to be updated.
- Whenever you add a miscellaneous charge to a contract, the Misc-Charge check box is selected so that all contracts with a miscellaneous charge display after you select it.
- All contract invoices have time charges. These charges are not entered. To see contracts with time-only charges, select the Time check box.

Data Entry Table Features

The data entry table includes the following features:

- **Contract ID** – Clicking the contract ID displays the rental agreement and invoice that you can print. See also View and Print Contracts.
- **Customer Name** – Clicking a link displays the Customer dialog that displays Customer, Sales, Payments, Credit, Personal, and Miscellaneous information.
- **Date Next** - This shows the Date Next for the contract which indicates when the next contract billing date is.
- **Create Bills** – Creates a bill for the contract by using the billable charges to create the bill in Excede. This is a process that runs in the background.

- **Expand/Collapse arrows** – Click the arrows to hide and expand the billable charges for a contract in the Prepare Bills page.
- **Fleet ID** – Clicking the fleet ID displays the Vehicle dialog that displays Vehicle, Price, Location, DMV, Meters, Attributes, and Commercial information. Hovering over the Fleet ID will show the vehicle's VIN.
- **Column headers** – Labels the numeric fields, Last Meters, New Meters, Billable, and Unit Price. The New Meters field is the only editable field. The total charges for the vehicle are shown on the far right. The total charges values update in real-time as you update the other entry fields.
- **New Meters** – Enter the meters value that adjusts the billable charges that are applied to the bill.
- **Mini hamburger menus (≡)** – Located to the right of the total values, it provides options for doing the following tasks for a contract:
  - **Vehicle Details** – Opens a dialog that displays the vehicle details.
  - **Add New Charge** – Opens a dialog that allows you to add a miscellaneous charge to an open bill.
  - **Get Telematics** – Communicates with a third party service behind the scenes that fetches real-time Engine Hour and Odometer meter readings on equipped vehicles. If a dealership has implemented this functionality, meter readings are updated automatically, eliminating the need to manually enter the meters for vehicles supported by our telematics providers. See also Get Telematics.
  - **Create Bill** – Creates the actual bill document in Excede for the contract using the billable charges. This process runs in the background.
- **Add New Charge icon** + – Adds a new billable charge of the same type to an open bill.



Prepare Bills page

See Create Bills for information about how to create a contract for interim bills.

Last Updated: 9/4/2020

Reservation Steps

Reservation - 1 Basics Step

Use the Basics step in the Reservation pages to set up the following contract information:

- Customer
- Vehicle Type
- Acquisition
- Pickup Date
- Description
- Driver
- Return
- Return Date
- Tax Code
- Hazardous Waste? (Whether or not the vehicle will haul hazardous waste)
- Commodity Hauled (Details about the type of commodity to be hauled, if applicable.)
- Purchase Order (PO number, if the customer requires a PO)
- Destination/Area of Operation (Information about how the vehicle will be operated. You may enter this information after you select a vehicle.)
- General Comments
- Notes

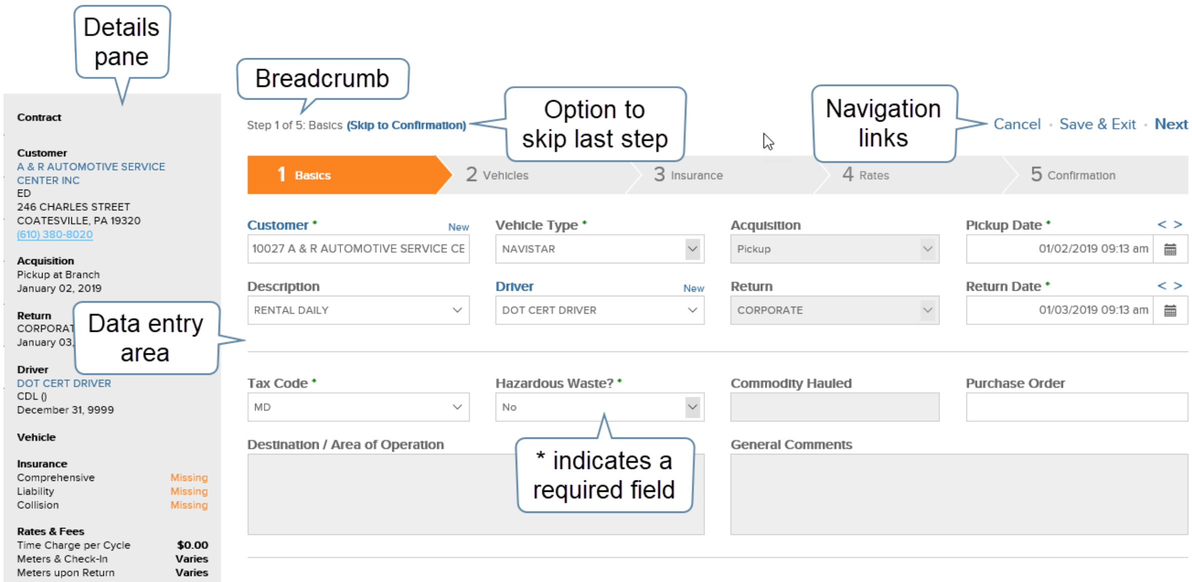
Basics Step

The Basics step pulls as much information as it can from Excede and uses that information to populate the reservation fields.

Key features include the following:

- **Contract Details panel** – Provides real-time contract information (customer, drivers, vehicles, and other contract information) as it’s being edited.
- **Breadcrumb** – The highlighted step in the progress bar shows where you are in the reservation workflow.
- **Skip to Confirmation** – Skips to the last step in the reservation workflow so you can quickly check out a vehicle. Use this feature when all the fields are filled out and the reservation is ready to be moved from the Reservation status to the Open status.
- **Navigation links** – Helps you move through the reservation workflow and update the contract with the following links:

- Cancel – Cancels the latest updates to a contract.
    - **Save & Exit** – Saves the latest updates to a contract.
    - **Next** – Continues to the next step in the reservation workflow.
- **Data entry area** – Enter basic contract information in the data entry area to the right of the Contract Details panel. All required fields are indicated by an asterisk (*).



Basics step for a reservation

☑ **Tip:** To move to the next workflow step, you must complete all the required fields. Any required fields that are missing information will be highlighted in red.

Data Entry Fields

The data entry area includes the following fields:

- **Customer** – (Required) The customer ID and customer name. This field filters the list items as you type. If you selected a customer from the Customers Search page to create the new contract, the field will populate with that customer.

☑ **Tips:**

- The customer name that you enter will display under the Contracts Starting area on the dashboard page on the day the customer is scheduled to pick up the vehicle.
- To add a new customer, click on the **New** link. If you don't see the **New** link, ask your administrator to update your settings.
    - **Vehicle Type** – (Required) The type of vehicle requested by the customer. If you selected a vehicle from the Vehicles Search page to create the new contract, the field will populate with that vehicle type.
    - **Acquisition** – The location of where the customer will pick up the vehicle. (Default is Pickup Location.) This field is enabled when you select a vehicle.

- ◦ **Pickup Date** – (Required) The date/time when the customer needs the vehicle. (Default is today's date.) To change the date, click the calendar icon . To move a date forward or backward, click < or >.
- ◦ **Contract Type** – (Required) The type of contract (daily, weekly, monthly, etc.).
- ◦ **Driver** – (Required) The driver name for the vehicle. To add a driver for the customer, click **New** and enter the required information in the New Driver dialog.
- ◦ **Return** – The location of where the customer will return the vehicle. (Default is the Branch ID for the logged-in user.) This field is enabled when you select a vehicle.
- ◦ **Return Date** – (Required) The estimated date/time when the vehicle will be returned to the dealership. (Default is tomorrow's date.) To change the date, click the calendar icon . To move a date forward or backward, click < or >. If this is an open contract with an unknown return date, you can enter "12/31/9999".
- ◦ **Tax Code** – A Tax ID for the contract time charges. This value can be manually set when creating a new contract or when editing an existing contract.
- ◦ **Hazardous Waste** – (Required) Whether or not the vehicle will be used to transport hazardous waste. This value can only be set to No unless a custom setting is created in Excede.
- ◦ **Commodity Hauled** – (Optional) Details about the material that the vehicle will be hauling. This field becomes enabled when you select a vehicle.
- ◦ **Purchase Order** – The Purchase Order (PO) number, if a PO is required by the customer. This requirement is set up in Excede.
- ◦ **Destination / Area of Operation** – The location where the vehicle will be used. This field becomes enabled when you select a vehicle.
- ◦ **General Comments** – Information related to the general use of the vehicle. This field becomes enabled when you select a vehicle.
- ◦ **Notes** – The notes related to the contract.

Last Updated: 9/4/2020

Reservation - 2 Vehicles Step

Use the Vehicles step to add a vehicle to a reservation. It is similar to the Vehicles Search page and includes filters for finding suitable vehicles based on customer preferences for attributes and features and availability.

This step includes options to do the following:

- Find out if a certain vehicle is available when your customer needs to rent it
- Find vehicles based on their attributes or features
- Look up detailed information about a vehicle
- Select a vehicle to reserve for a new contract
- Verify that a vehicle’s license will be valid when the customer needs to rent it

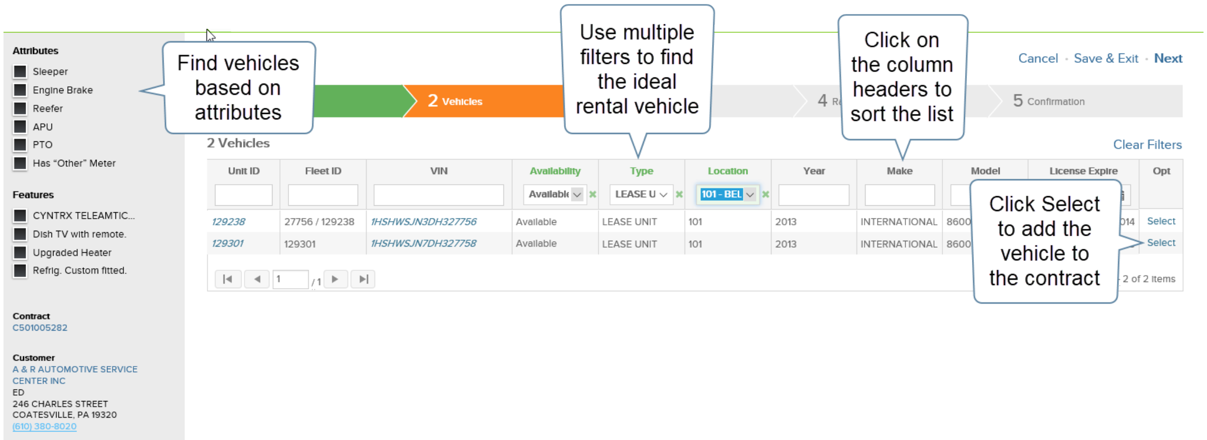
Vehicles Step

Key features include the following:

- **Filters panel** – Use the filters panel on the left to quickly find vehicles by their attributes, (i.e., find a sleeper truck that is equipped with telematics or features). Selecting a check box quickly filters the list based on your selection.
- **Unit ID** – Excede's internal reference number for the unit. Clicking the Unit ID opens the Vehicle Details page that shows the vehicle details.
- **Fleet ID** – Fleet unit ID for a vehicle that is defined by your dealership.
- **VIN** – 17-digit vehicle identification number. Clicking the VIN link opens the Vehicle Details page that shows the vehicle details.
- **Availability** – Quickly find the availability of a unit based on the following criteria:
  - **On Lease** – The vehicle is currently leased out and not available.
  - **In For Repair** – The vehicle is currently in service, (i.e., on an open Repair Order), and is not available as a rental.
  - **On Rental** – The vehicle is currently on another contract that is in the Open status and is not available.
  - **Available** – The vehicle is available. Searching by this status type will filter the list to only show vehicles that are available to rent or lease (recommended).
  - **On Reservation** – The vehicle is currently on another contract that is in the Reservation status and will not be available.
- **Type** – Type of vehicle. For example, 18' Box Truck, 25' Box Truck, 5-T Tractor, Used Truck, etc. This field will be set to the value you selected in the first step.
- **Location** – Branch where the vehicle is available for pickup.
- **Year** – Year representing the model year.
- **Make** – Make representing the manufacturer of the unit.
- **Model** – Model representing the model type assigned by the manufacturer.
- **License Expire** – Date the license plate expires for the vehicle.
- **Opt** – Clicking Select will add the vehicle to the reservation. If you selected a vehicle, the Remove option displays so that the vehicle can be removed from the reservation.
- **Clear Filters** – Removes any filters that were selected.

☑ **Tips:**

- Sort the vehicle list by clicking the column headers. For example, to see all vehicles with valid licenses at the top of the list, click the **License Expire** column header.
- Select "Available" in the **Availability** column header to identify what units are available for rental, and then click **Select** to reserve a vehicle.



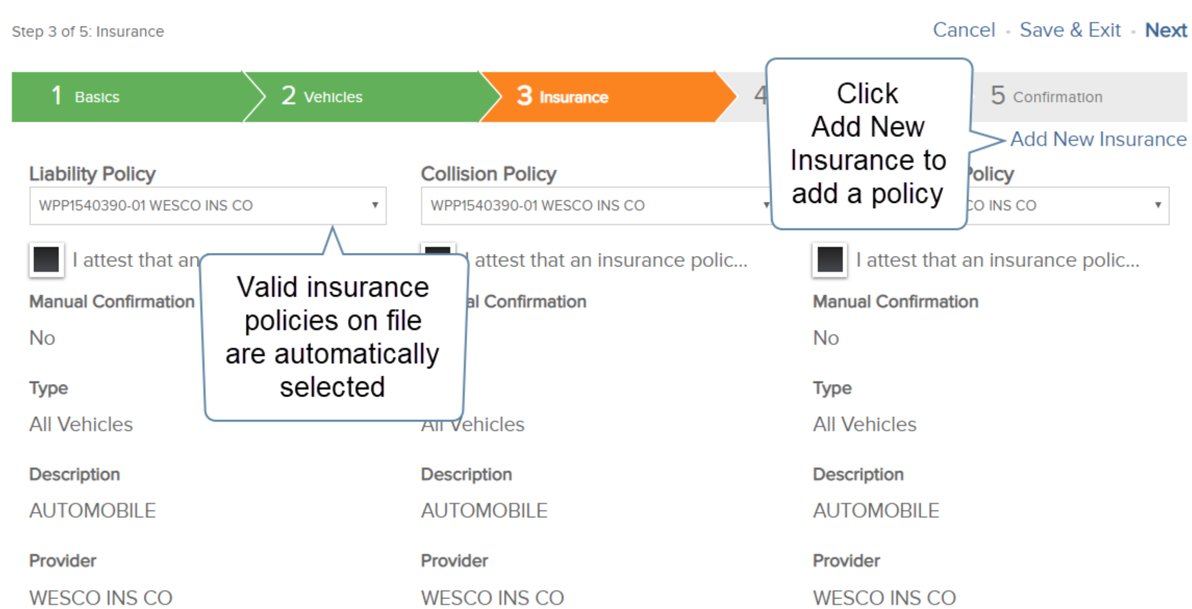
Vehicles step for a reservation

Last Updated: 9/4/2020

Reservation - 3 Insurance Step

Adding customer insurance for the vehicle is an important step in creating a contract. The insurance policy or policies need to be active and not expired in order for the contract to be created in Lease Rental Plus. Use the Insurance step to apply a valid insurance policy to a contract. The three types of insurance are Liability, Collision, and Comprehensive.

> **IMPORTANT!** A vehicle can only be reserved on a contract and rented out if the customer has a valid insurance policy on file. This information will be pulled from Excede if a valid policy is on file and displayed in the Insurance step. When a policy expires, you'll see a warning message and won't be able to select it as a policy on file. You'll need to add a new policy or attest that a new policy is on file.



Insurance step for a reservation

☑ **Tip:** Select a policy for each insurance type in the Insurance step. If there is only one policy for an insurance type, that policy is selected by default.

If you have the permissions, you can select the "I attest that an insurance policy is on file." check box for at least one of the three insurance types to indicate that there is at least one policy on file for the contract at your dealership.

You can also add or edit insurance for Open, Reservation, and Returned contracts.

Note: To add a new insurance policy, click on the **Add New Insurance** link. If you don't see the link, ask your administrator to update your settings.

Reservation - 4 Rates Step

The Rates step pulls pricing and meter details from Excede based on pricing codes, card rates, and formulas.

This step includes options to do the following:

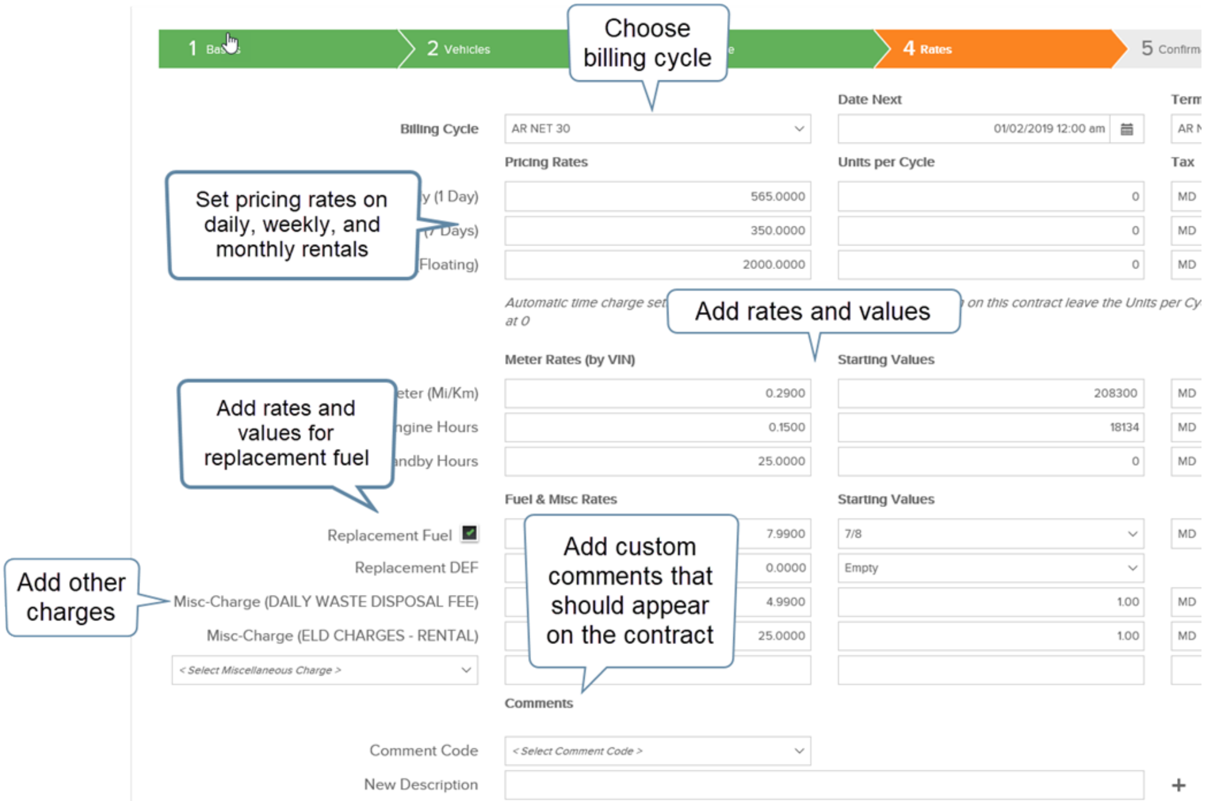
- Select a billing cycle (1st of the month, end of the month, daily, weekly, etc.).
- Check the Date Start, which is when the billing period starts for this contract.
- Set the Date Next when the fist invoice date will occur. This will automatically be set based on the billing cycle you choose, but can be changed.
- Review the Max Periods value. Update as necessary to reflect the number of billing cycles.
- Select the term (NET 10, NET 30, etc.).
- Set pricing rates on a daily, weekly, or monthly rentals.
- Set the units per cycle on the time charge. This defines how many days, weeks, or months to charge at the corresponding rate. You typically set 1 on daily if this is a daily rental with 0 for weekly and monthly. For a weekly rental, set 1 for weekly with the other two left at 0. For monthly, set monthly units per cycle to 1 with daily and weekly left at 0.

Note: If you are using automatic time charges in Excede, the units per cycle will be read-only, since you do not need to enter anything. The values are calculated for you based on the default settings. This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).

- Check the starting values for a metered charge for accuracy (odometer mileage, engine hours, reefer hours, etc.). Update them as necessary.
- (Optional) Add rates and values for replacement fuel and/or DEF.
- (Optional) Add miscellaneous charges, such as licensing and delivery fees.
- Add the appropriate tax ID for a metered, fuel, or miscellaneous charge if it is different from the default value.
- (Optional) Add a standard comment code.
- (Optional) Add custom comments that should appear on the rental agreement.

☑ **Tip:** To learn how to set up rates and meters, see Set Pricing on Contracts.

Only meter and miscellaneous charges that are set up as defaults and that apply to the vehicle will automatically display on the Rates tab. Miscellaneous charges can be added and the default miscellaneous charges can be deleted, if required.



Rates step for a reservation

Billing Cycles

The chosen billing cycle for a contract determines the Date Next. Billing cycles are based on term codes set up in Excede. The application also uses term codes for determining when a bill is to be paid by your customer from the Invoice Date. Term codes are also used for setting the terms for when a bill is to be paid by your customer from the Invoice Date. This may cause confusion between the two types.

Understanding how term codes are set up will help you choose the right billing cycle for a contract. While every term code has a description, the Type and Due fields determine the effect that a selected billing cycle has on Date Next.

Type is the biggest factor that determines the effect of a billing cycle. The four types of term codes are:

- **Due in number of days** – Number of days from when the vehicle is checked out (1-30 days)
- **Due on day of month** – Day of the current month in which the vehicle is checked out. If that date is past, then the day of the next month.

- **Due on day of next month** – Day of the following month in which the vehicle is checked out.
- **Due on delivery (C.O.D.)** – Due on pickup. This is usually not recommended for a contract billing cycle.

To review the term codes set up in Excede, your dealership will more than likely have term codes created with descriptions that match your typical lease/rental billing cycles:

- **Daily Billing L/R** – Usually set up to be due in one day, which means the Date Next is one day at a time.
- **Weekly Billing L/R** – Usually set up to be due in six days, the Date Next is six days after the vehicle is picked up. Date Next will be updated every seven days.
- **Monthly Billing L/R** – Usually set up to be due on the last day of the month, the Date Next is the last day of the current month.

You may also have term codes similar to these common settings:

- **First of Month** – Sets the Date Next to the first day of the next month.
- **End of Month** – Sets the Date Next to the end of the current month (same as Monthly Billing L/R).
- **Net 7 Days or Net 30 Days** – Sets the Date Next to 7 or 30 days respectively from the time the vehicle is picked up.

Term

The Term value determines when a bill is to be paid by your customer from the Invoice Date. Select a term code that matches the terms for your customer to pay you when they receive an invoice.

Date Start

The Date Start, formerly called Date Previous, is the date when the billing period starts. The first Date Start is when the vehicle is checked out. The date will default to the same date you entered on the Basics tab for the vehicle check out. If the checkout date/time is different, this value gets updated.

Date Next

Date Next is the next date for creating a contract bill. Typically, for rental agreements, it is the last day of the billing cycle, since most rental contracts bill in arrears. For lease contracts, it is the first day of the billing cycle, since most lease contracts bill in advance. Date Next is automatically calculated in the web application based on the billing cycle that you select. However, sometimes you need to set a specific date for Date Next. This field allows you to set a specific date.

Note: In Excede, the invoice date for all contract bills is set to Date Next, regardless of when you create the bill. Otherwise, the invoice date is the date you create the invoice. This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).

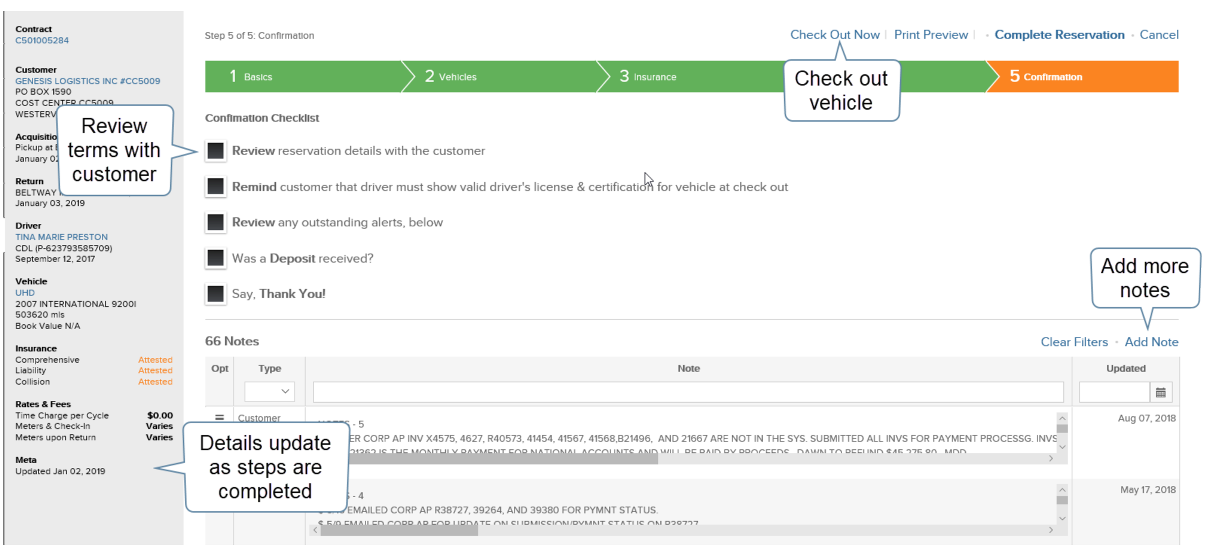
Max Period

The Max Period is the number of billing cycles that the contract will have. Lease Rental Plus defaults to 100 periods, but you can change this number to be more reflective of the contract term.

Reservation - 5 Confirmation Step

The Confirmation step is the last step available in the reservation workflow. Use it to do the following:

- Review the reservation details
- Address any outstanding alerts that display at the bottom of the page
- Add notes to the contract
- Indicate that a deposit was received for the rental
- Check out a vehicle



Confirmation step for a reservation

Note: To customize some of the check boxes in the Confirmation Checklist for a dealership, contact Procede Support Services.

☑ **Tips:** For step-by-step instructions, see Check Out Vehicles.

Concepts

Lease-Rental Contracts

Contracts are agreements for using a dealership asset for a predetermined rate and period of time. Contracts contain the details of the agreement, such as customer, unit, and rates.

Contract Criteria

The following items are needed to create and finalize contracts in the Lease Rental Plus:

- **Customer** – Reservations can be created for existing Excede customers.
- **Insurance** – Before any contract can be finalized in the Lease Rental Plus, the customer must have an active, valid insurance policy on file for liability, collision, and comprehensive coverage. Expired policies are not considered valid. This information must be entered in Excede and is stored with the customer record. No vehicle can be rented out to any customer who does not have insurance and this information must be explicitly referenced on the reservation. There is an option to Attest the Insurance that is on the file at the dealership. This requires a setting in Excede, so if you do not see the Attest option, it is not set up.
- **Driver** – New drivers can be added directly in the Lease Rental Plus. A valid driver is required to finalize the contract.
- **Vehicle Type** – A Vehicle Type is required to start a reservation. To execute a contract, a specific unit will be required, but a reservation can be made for a Unit Type without designating the exact unit that will drive off the lot.

Note: All units, equipment, and vehicles that are rented or leased must exist as a vehicle record in Excede. Any vehicles that are available for use on a contract must have a marketability of "Rent" (set up in Excede on the vehicle record).

- **Contract Status** – All new and existing contracts use a contract status to indicate the state of the agreement in the entire lease-rental process, (Reservation → Open → Returned → Complete).
- **Billing Cycle** – The Billing Cycle determines the frequency of billing. For example, due on return, weekly, monthly, etc.
- **Term Codes** – A term code is used to set the due date for bill payment.
- **Contract Type** – The Type helps guide automatic accounting as well as setting whether the contract fixed charges should be billed upfront or in arrears for each period.

Insurance Policy Validation

Customers who rent or lease vehicles and equipment from a dealership are required to carry insurance to cover their possession of that unit. To validate insurance at the time of lease or rental, insurance policy details for the customer must exist in the Excede database.

Certificate records are linked to a policy that is properly set up. You can use customer insurance records when creating and executing contracts where the insurance policy is validated and applied. You will not be able to select insurance policies that are expired and will see a warning message when they do expire.

An insurance policy is valid when the Excede record for it has the following information:

<table>
<tr><th>Feature</th><th>Details</th></tr>
<tr><td>Certificate Type</td><td>The Certificate Type must be one of the following:
Vehicle Type – Must match the Type of vehicle on the contract. (Limits the need to enter specific VINs when a dealership is confident that the certificate is valid for all VINs of a certain vehicle type.)
VIN – Must match the VIN of the vehicle on the contract. (The vehicles that a certificate covers must be added to the policy.)
All Vehicles – Requires no certificate record entries.</td></tr>
<tr><td>Liability, Collision, Comprehensive</td><td>All Vehicle and Certificate type policies are allowed that cover any combination of the following.
Liability
Collision
Comprehensive
Note: Each type is applied separately.</td></tr>
<tr><td>Effective Date</td><td>Date insurance coverage begins. A vehicle is not covered by insurance prior to the insurance policy’s Effective Date. This date must be before the Current Date on the reservation.</td></tr>
<tr><td>Expiration Date</td><td>Date insurance policy will expire. The policy cannot expire during the time frame when the vehicle will be rented out by the customer if the policy is not renewed.</td></tr>
<tr><td>Inactive</td><td>The policy cannot be marked as "Inactive" in Excede. (This indicates that a policy is no longer active and would prevent it from being used on a contract.) You are not able to select inactive insurance policies.</td></tr>
</table>

Contract Statuses

A status is assigned to each contract to indicate its status throughout the entire lease-rental workflow process. The status of a contract can be any of the following:

- **Reservation** – The status applied to all new contracts by default. The same vehicle can be reserved on multiple contracts in Reservation status. A reservation cannot be billed.
- **Open** – A Reservation changes to Open when the Lease Rental Plus is used to check out a vehicle. At any given time, the same vehicle can only be on one Open contract, regardless

of how many other contracts have it reserved while in Reservation status. Open contracts can be billed.

- **Returned** – An Open contract changes to Returned when the Lease Rental Plus is used to check in a vehicle. A vehicle on a Returned contract can be updated with meter readings and fluid levels to complete the check-in process. Bills can be created as if the status was Open. The vehicle on a contract in Returned status can exist on one other contract with an Open status.
- **Complete** – A Returned contract can be changed to Complete after the final contract bill has been created. This will be done automatically when the Next Period is greater than the Max Periods. When the Next Period is less than the Max Periods, setting this will need to be done in Excede, not in Lease Rental Plus.

Note: Do not use billable charges if a unit is on both an Open and Returned contract.

Rules for Vehicle Use on Contracts

The same vehicle can be reserved on an unlimited number of reservations for different customers and time periods. It is not possible to rent a vehicle on more than one Open contract at any given time. To prevent this from happening, a Reservation contract cannot be changed to Open status if its reserved vehicle is currently used on a different contract that is in Open status.

Replacement Fuel

When creating a reservation, a fuel item is added to the contract if a rate value is entered for Replacement Fuel. If an existing contract includes fuel, changes to the Replacement Fuel (Rates tab) are saved to the vehicle-level record on the contract. The fuel item on the item-level record is not updated. If multiple fuel items exist on a contract, they appear read-only format on the page under "Replacement Fuel". Updates to Replacement Fuel price or tank level are only saved to the vehicle-level record.

Billable Charges

Several different workflows are involved in the billing process, including:

- Rental agreements due for billing on a regular daily, weekly, or monthly schedule
- Rental agreements due for billing at end of rental (check in)
- Lease agreements due for weekly or monthly billing
- Lease vehicle turn-ins
- Any time for a particular vehicle
- Any time for a particular lease agreement
- Any time for a particular rental agreement

The functionality to provide billing support in these workflows and possibly others is available in both Excede and Lease Rental Plus.

- When the Prepare Bills page is loaded, the billable charges are populated with all items from the open agreements that are flagged as "Skip".
- To allow data entry of specific billable charges, the Bills Search page in the Lease Rental Plus displays records from the Billable Charges folder in Excede. These are records that will be used in the bill creation process for variable charges, such as odometer and hours. These items are flagged as "Skip" in Excede and can be edited in the application.
- Contract items that are not flagged as "Skip" are also displayed on the Bills Search page as read-only.

Skipped Charges

All billable items on a contract that are flagged as "Skip" will be displayed on the Billing page as editable items. These are records from the contract or in Billable Charges folder that is used in the bill creation process for variable charges, such as odometer and hours.

Although the process that builds the charges into the Billable Charges folder should include only items from the contracts flagged as "Skip", non-skipped charges will also be displayed.

Additional Charges

Additional miscellaneous charges that were not on the contract can be added to a bill. The Billing page has an Add Billable Charge feature for this purpose. Select the code, and then enter a quantity and price.

Billing Page

Records are displayed on the Billing page by contract and unit. To provide additional details that are useful for viewing and printing bills, several key pieces of data are shown, including the type of contract (Lease or Rental), the contract number, and customer name.

Filter and search to find a specific vehicle, contract, and a list of like vehicles or contracts, such as all rentals due for billing on a certain date. The available filters provide a way to find the needed units.

You can view the charges that apply from the agreement and then perform the necessary data entry tasks. Data entry involves entering meter readings for odometer or hours on Usage charges, and updating quantities on Fuel or Miscellaneous charges. In addition to updating charges from the agreement, one-off charges not already included on the contract can be added via an Add New Charge feature, which inserts new records into the Billable Charges folder in Excede.

Vehicle Check-ins

The vehicle check-in process is issued on an open contract in the Lease Rental Plus. It first directs users to the Meters Entry page for updating meters on the unit to populate Excede billable charges. Then it takes users to the Billing page for that agreement only.

Note: The vehicle will be checked in at this point, even if no meters are entered.

Bill Creation

Using the option in Lease Rental Plus to create bills relies on behind-the-scenes automatic processing built into Excede. An understanding of the process is useful for getting the most out of the application. The steps used by Excede to create bills are described below.

Step 1

In Excede, the Create Bills function from Billable Charges runs the bill creation for the due or overdue contract containing any unit in Billable Charges `(LRCHG)`, just as if the user had gone to the contract and selected "Create Bill".

Contracts are due or overdue when the `DateNext` is less than or equal to the value of `Date Not Due After` when the Create Bills function is run. A contract with a future `DateNext` is handled in the next step.

This first step will create bills for those contracts and add all items that are not marked as "Skip" on the contract.

Step 2

Now the process loops through all of the Billable Charges records and adds them, one by one, to bills created in Step 1, or to newly created bills that were not created in Step 1. These newly created bills are built in this step because the contract is not due for billing at this point. These bills are Period Zero bills. No update is made to the contract as far as the next period billing date. You just get the bill with the item(s). Inside Fuel charges also create a fuel order for the customer for the amount of fuel being billed.

Step 3

After each charge is added to the bill, it is deleted from Billable Charges. Therefore, after the process, the Billing page should be completely cleared out for those contracts and vehicles that have open bills created for them.

Bill Creation Workflow

The following table details the workflow.

Step	Details
1)	**1.** In Lease Rental Plus, select Billable Charges > Create Bills to create bills. **2.** Select a Date Not Due After. **3.** Lease Rental Plus will create a bill for all open contracts whose Date Next is less than or equal to Date Not Due After. **4.** Does an open bill exist for this customer? ◦ Yes – Use the open bill for the contract that is due. Add all "non-skipped" items to the bill.

Step Details	
	◦ No – Create a new bill for this customer. Add all "non-skipped" items to the bill.
2)	**1.** One-at-a-time, add the billable charges (from `LRCHG`) to the corresponding bill. **2.** Does the code and type already exist on the bill? ◦ Yes – Update with changed values, such as `QTY, DESCRIPTION, AMTPRICE, AMTCOST,` (whatever is changed). ◦ No – Insert the charge.
3)	After `INSERT or UPDATE`, delete from `LRCHG`.

How To

Contracts and Reservations

Start New Contracts

To create a new contract in Lease Rental Plus, use one of the following methods:

- **Blank Reservation** – Start a new contract from scratch by clicking the **Reserve** icon and filling out the required steps in the Reservation pages.


- **Vehicle** – Find a vehicle in the Vehicles Search page and select **New Rental** from the mini hamburger menu to create a new reservation.
- **Customer** – Find a customer in the Customers Search page and select **New Rental** from the mini hamburger menu to create a new reservation.
- **Contract** – Find a contract in the Contracts Search page and select **Renew** from the mini hamburger menu to create a new reservation that reuses the setup information from an existing Complete contract.

Note: The blank reservation, vehicle, customer, and contract methods mentioned above use a workflow to set up a new contract and check out the vehicle.

Contract Setup Workflow

The following is a high-level summary of the contract setup workflow:

Workflow Step	Description
1) Basics	Add the following required information on a new contract: • Customer • Vehicle Type • Acquisition • Pickup Date • Contract Type (Daily, Weekly, Monthly, etc.) • Driver (Can be selected during check out) • Return Date • Tax Code • Hazardous Waste (Yes/No) (Default is No, but a Branch Communication Setting supports Yes and No.) • Purchase Order (If a PO is required by the customer, enter the

Workflow Step	Description
	PO number.)
2) Vehicles	Select a vehicle based on customer-requested attributes, availability status, and license expiration dates.
3) Insurance	Select/verify a valid insurance policy to apply toward a rental or attest that one is on file. The reservation cannot be processed without this required information. If the insurance is expired, the application will not let you proceed. You will also get a warning if the policy is expired or will expire before the contract is over. To add new insurance, click Add New Insurance. You can also attest that the insurance is on file if you have the right permissions.
4) Rates	Set up the rates for the contract: **1. Billing Cycle** (Cash, Net30, Due on Receipt, End of Month, etc.) - Select the billing cycle to match when you want to bill the customer. See Reservation Steps | 4 - Rates Step for more information. **2. Term** - Select the term that determines when the customer will pay you. **3. Date Next** - Change the default date that is determined by the billing cycle. **4. Pricing rates** - Enter rates for daily, weekly or monthly rentals or monthly leases (rate and number of cycles). The default rates will be based on default rental rates. These can be edited. Specific vehicle type rates and customer rates will be automatically applied if they are applicable. **5. Units per Cycle** - Enter the units per cycle for the term of the contract. This is how many days, weeks, or months to charge at the corresponding rate. Typically, you would enter a 1 on the type of rental (daily, weekly, or monthly) and 0 on the other two. If automatic time charges are enabled, these fields will be read-only. **6. Starting meter values**- (Odometer, engine hours, reefer hours, etc.). Usually, these are current, but some may need to be manually updated. Only meter charges that will apply are those that are set as defaults in Excede and those that apply to the vehicle. **7. Fuel and miscellaneous charge**s - Enter fuel and DEF values that apply. Default miscellaneous charge(s) that are set up in Excede will be shown, although they can be deleted if they do not apply. You can also manually add any other miscellaneous charges. **8. Custom Comments** - Select a comment code for a comment that should appear on the rental agreement (e.g., "Thank you for your business"). You can also add a new comment that will appear on each invoice.
5) Confirmation	**1.** Complete the confirmation checklist. **2.** Add miscellaneous notes.

Workflow Step	Description
	3. Complete the reservation. **4.** (Optional) Check out the vehicle if the customer and vehicle are ready.

☑ **Tip:** For contracts where the Return Date is unknown, you can create an "open-ended" contract by entering a date far into the future, such as "12/31/9999".

> **IMPORTANT!** If a customer is on credit hold for any reason, you will see a notification message indicating that they are on credit hold. You can save and edit the reservation, but you will not be able to check out a vehicle until the credit hold is cleared.

How To | View and Print Contracts

How To | Cancel Reservations

Set Pricing on Contracts

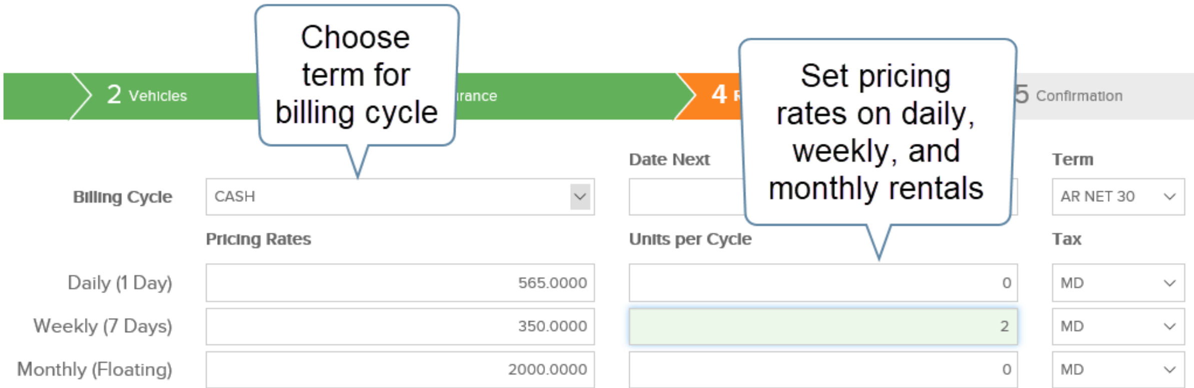
To set prices for a contract, go to the Rates step of the Reservation pages. If the customer has pricing rules set up in Excede, those prices will be applied by default, but you can edit them later. If there are no pricing rules for a charge, the charge defaults to $0.00.

Set Pricing Rates

To set up pricing rates:

1. **Billing Cycle:** Select a **Billing Cycle**, **Date Next,** and **Term.**
2. **(Optional) Pricing Rates:** Populated based on the default rates or what is set up for the vehicle and/or customer in Excede.
   a. **Daily (1 Day):** Enter the **Pricing Rate** (rate to charge), **Units per Cycle** (number of days, weeks, or months), and select a **Tax** code.
   b. **Weekly (7 Days):** Enter the **Pricing Rate** (rate to charge), **Units per Cycle** (number of days, weeks, or months), and select a **Tax** code.
   c. **Monthly (Floating):** Enter the **Pricing Rate** (rate to charge), **Units per Cycle** (number of days, weeks, or months), and select a **Tax** code.

> **IMPORTANT!** If you have automatic time charges set up in Excede, do not enter any values in the **Units per Cycle** since the system will compute this automatically for you. See Automatic Time Charges.



Pricing Rate example

Tips:

- Set up different pricing combinations to offer a customer the best deal. For example, it might be more affordable for the customer to pay a weekly rate rather than a daily rate on a vehicle that will be rented for several days.
- Leave the **Meter Rates (by VIN)** or **Units per Cycle** as "0" for anything that will not be charged on the contract.

Set Automatic Time Charges

When using the Lease Rental Plus with Excede, you can set up the web application to automatically calculate the time charges. This is especially useful for contracts. Also, the system can be configured with your dealership's preferred pricing model of how many days equal one week, how many weeks equal one month, etc. For example, you can specify the following settings:

- Number of days that represent a week
- Number of weeks that represent a month
- Ignore weekends
- Number of grace hours

If the automatic time charges feature is configured and enabled, do not enter any **Units per Cycle** when setting up a reservation because the application will calculate that for you when the vehicle is checked in.

Note: This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).

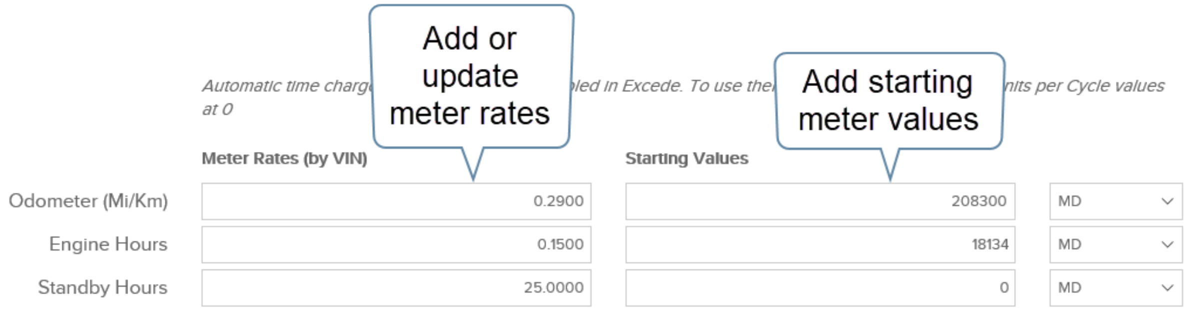
Set Meter Rates

To set up meter rates:

1. **Meter Rates (by VIN):** Enter the rates to charge for **Odometer (Mi/Km), Engine Hours, and any other hours that might apply to a specific vehicle.** For example, to charge 29-

cents per mile, enter the value ".29" in Meter Rates (by VIN) for Odometer (Mi/Km).

2. **Starting Values:** Enter starting values for the meter rates. By default, these values are from the vehicle record but can be overwritten on the contract.

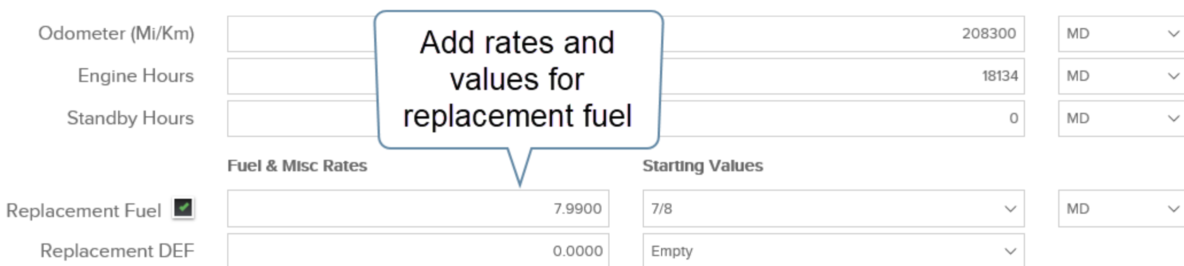


Meters Rate example

Set Fuel & Miscellaneous Rates

To set up a fuel rate:

1. **Replacement Fuel:** Enter the **Fuel & Misc Rate** (rate to charge) if the vehicle was returned with less fuel, select a **Starting Value,** and select a **Tax code.**
2. **Replacement DEF**: Enter the **Fuel & Misc Rate** (rate to charge) if the vehicle was returned with less fuel, select a **Starting Value,** and select a **Tax code.**
3. Select a **Miscellaneous Charge** (e.g., LICENSING FEE), enter the **Fuel & Misc Rate** (rate to charge), enter a **Starting Value,** and select a **Tax code.**
4. To save your changes, click **Save & Exit**.



Fuel Rate example

To add a miscellaneous rate (charge):

1. **<Select Miscellaneous Charge>:** Select a miscellaneous charge (e.g., Licensing Fee).
2. **Fuel & Misc Rates:** Enter the cost of the miscellaneous charge, (e.g., enter 27.50).
3. **Starting Values:** Enter the starting value for the miscellaneous charge (e.g., 1).
4. Click the **Add Miscellaneous Charge** icon ✚.
5. Click **Save & Exit** to save your changes and close the Reservation pages.

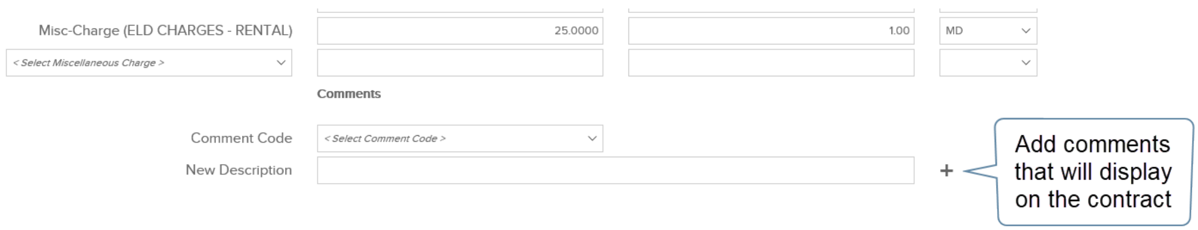
Misc Charge example

Add Comment Codes

You can enter comment codes in the Rates step of the workflow to add comments to the contract (e.g., "Thank You for Your Business.").

To add a comment code:

1. **Comment Code:** Select a comment code.
2. **New Description:** Enter the text that you want to display on the contract.
3. Click the **Add Comment** icon ✚.



Comment Code example

Edit Contracts

When you need to edit a contract, you can always do this for reservations. If your branch is set up to also create lease reservations, then you can edit both rental and lease contracts. You can edit contracts that are in a Reservation, Open or Returned status but not those in the Complete status.

To edit a contract:

1. From the **Contracts Search** page, find the contract you want to edit by filtering on the Customer Name or ID.
2. From the mini hamburger menu, select **Edit**; or from the Contract Details page, click **Edit**.
3. From the Reservation pages, click on the step that you need to edit.
4. If the contract is in the **Reservation** status, go to the Confirmation step to check out a vehicle. If you need to make any other changes like update a rate or add new insurance, click **Save & Exit**.

Create Contracts for Substitute Vehicles

If a vehicle breaks down, the dealership can set up a substitute vehicle in Lease Rental Plus.

Note: The vehicle substitute feature is only available for lease contracts (not rentals). The contract for the substitute vehicle will be set up as a rental since it is temporary.

Substitute Contract Setup Workflow

The following is a high-level summary of the substitute vehicle reservation workflow.

Step	From here:	Do this:
1	Contracts Search Page	Find the open lease contract with the broken-down vehicle. Click the Contract ID to open the Contract Details page. **Note:** Substitute vehicles are not allowed on rental agreements.
2	Contract Details Page	Click the Vehicles tab and from the mini hamburger menu, select Substitute to open the Vehicles Search page. By default, the page displays vehicles in the Available state.
3	Vehicles Search Page	Select a suitable substitute vehicle for the customer to start a new reservation for that vehicle.
4	Reservation Pages	Create the reservation by completing the required information in the following steps. • **Basics** – The lease-rental Inventory is selected by default. Update other fields as necessary. Assign a required driver for the substitute. • **Vehicles** – The Unit ID is selected by default. Verify that the selected substitute vehicle is suitable for the customer. • **Insurance** – Verify the customer has valid policies for the substitute vehicle. The substitute vehicle can be covered by its lease unit's insurance. • **Rates** – Fill out all the meter, fuel, and miscellaneous rates. Usage rates apply to the customer. Time charges will be billed to the dealership’s Lease Department for the substitute vehicle. This is because the customer is still being time charged for the leased vehicle in repair. • **Confirmation** – Click **Check Out Now** to check out the substitute vehicle.

What Goes on Behind-the-Scenes

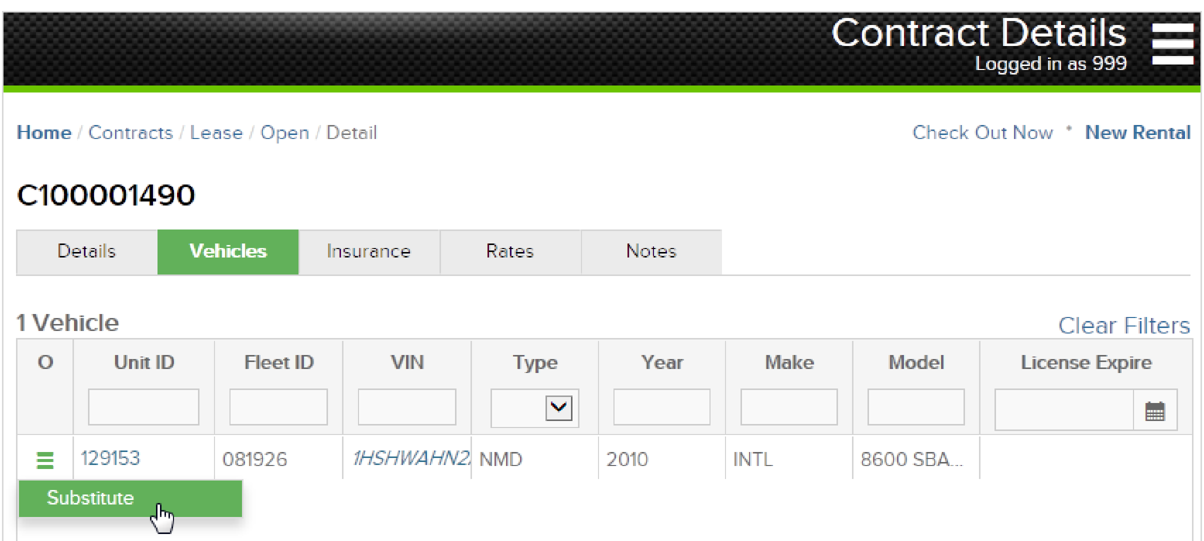
Once the substitute reservation is started, the broken-down vehicle and substitute vehicle are linked. All the accounting functionality happens automatically in the background to support automatic accounting, pricing, and costs.

- Lease Rental Plus maintains information for both the broken-down vehicle and the substitute vehicle.
- Excede stores pricing for the internal customer (Lease Department).
- The Lease Department owns the broken-down vehicle and rents the substitute vehicle on behalf of the customer.
- The Lease Department must pay for time charges based on an internally agreed-upon rate. The department gets billed for the rental expense of the broken-down vehicle, so the dealership can track the profit and loss on it.
- The customer must pay usage charges, (such as refer hours, odometer miles, or kilometers), based on the rate set in the original lease agreement.
- When the dealership sends out the bill for the customer's substitute, the customer only gets billed for the usage charges for that substitute vehicle's odometer.
- To save the dealership time, all the charges are on a single invoice, eliminating the need for an invoice that only includes the rental charges for the substitute vehicle.
- The Rental Department gets paid the proper rate.

Create Substitute Contract

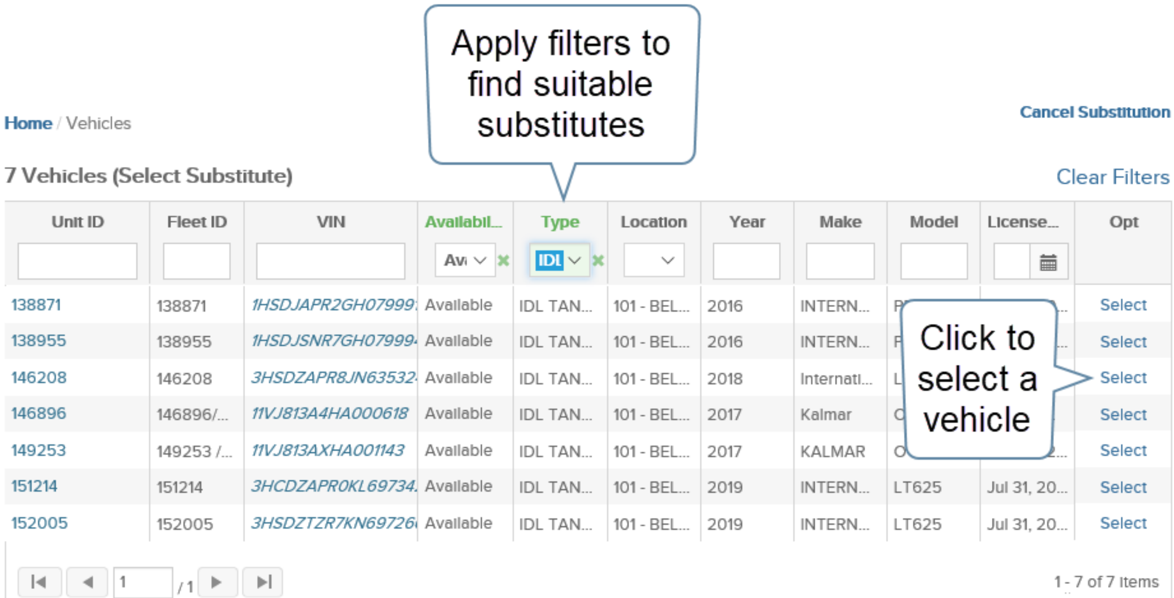
To create a substitute contract:

1. Open the Contracts Search page.
2. Find the lease contract for the broken-down vehicle.
3. Click the **Contract ID** to open the Contract Details page.
4. Click **Vehicles** and then from the mini hamburger menu, select **Substitute** for the broken-down vehicle.



Choose a substitute vehicle for the original contract for the broken-down vehicle

5. The Select Branch dialog opens. By default, the Branch field displays the branch that you are logged into. Change the branch if needed.
6. Click **Save** to close the Select Branch dialog.
7. The **Vehicles Search** page opens and displays a list of available vehicles for the selected branch.
8. Click **Select** for a substitute vehicle to select that vehicle.



Search for a substitute vehicle

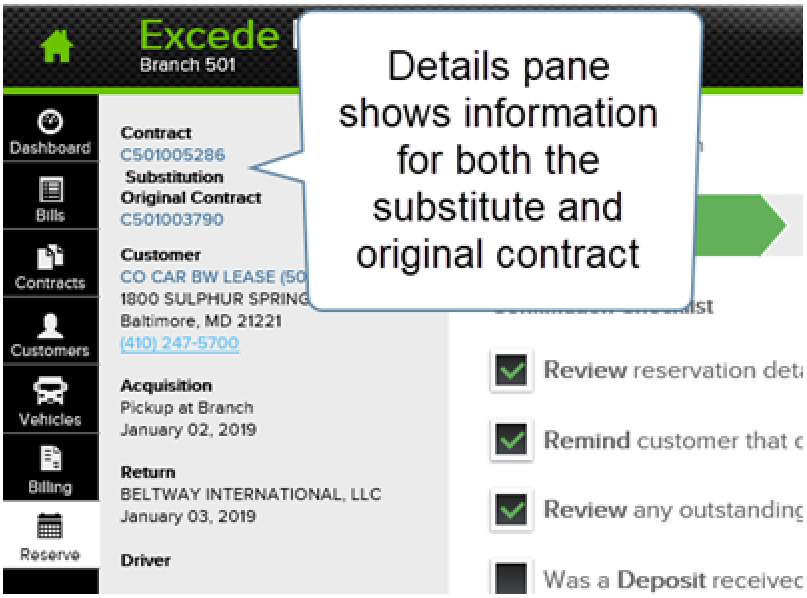
9. When you select a vehicle, the Reservation pages open so that you can create the contract for the substitute vehicle. Fill out all the required information in these steps:

- **Basics** – By default, the Customer (from the Lease/Rental department) and Vehicle Type are populated. You can change this to an internal customer or another customer. Update other fields as necessary. **Note:** The Pickup Date is when the substitute vehicle will be checked out to the customer.
- **Vehicles** – Since the substitute vehicle was selected at the Contract Details page, you do not need to select a vehicle unless you need to change the substitute vehicle.
- **Insurance** – Verify that the customer's insurance policies are valid. The substitute vehicle can be covered by its lease unit's insurance.
- **Rates** – Set up the billing cycle, pricing rates and units per cycle, meter rates (by VIN) and their starting values, and fuel and miscellaneous rates and their starting values for the rental.

> **IMPORTANT!** Since the daily, weekly, and monthly pricing rates are charged to the Lease Department for the broken-down vehicle, the customer is not responsible for these charges.

- **Confirmation** – Select **Check Out Now** to check out the substitute vehicle.

Note: The Details panel displays information for the substitute vehicle and also has links to the original contract for the broken-down vehicle.



Details panel for a substitute vehicle

Return Substitute Vehicle

Returning a substitute vehicle involves the same steps you would take if you're returning a vehicle for any other contract.

To return a substitute vehicle:

1. Locate the contract for the substitute vehicle. Go to the Contracts Search page and enter "Lease" in the Type table filter and "Open" in the Status table filter. The application will display all open lease contracts to help locate the one that has a substitute vehicle.
2. Click the hamburger icon in the **Opt** column for the contract and select **Check In**.
3. Enter the final meter values for the substitute vehicle.

Last Updated: 9/4/2020

Cancel Reservations

To cancel a reservation:

1. Navigate to the Contracts Search page.
2. Find a contract in Reservation status.
3. Click on the mini-hamburger icon for that contract and select **Cancel Reservation**.
4. Click **Yes** to confirm the cancellation.

Renew Contracts

When renewing a contract, you can reduce the need to perform manual data entry by using a completed contract as the template for the new one.

To renew a contract:

1. Open the Contracts Search page.
2. Find the contract that needs to be renewed. Its **Status** will be **Complete**.
3. From the mini hamburger menu, select **Renew**.
4. The Basics Step of the Reservation pages opens to set up the new contract. At each reservation step, enter or update the required information.

View and Print Contracts

You can view and print contracts from the Contract Details page. This page always opens whenever a new vehicle is checked out but can also be opened from other pages in Lease Rental Plus during the rental process.

To view and print a contract:

1. From the Contracts Search page, find the contract and then from the mini hamburger menu, select **View** or **Print**.

- OR -

From the Prepare Bills page, click the **Contract ID** for the contract you want to view. The contract opens in a separate window. From here, you can print or save it to your computer.

2. Right-click anywhere inside the preview area and select **Print...**
3. In the **Print** dialog, click **Print.**

Bills

Create Bills

Use the Prepare Billing page to create contract bills and interim bills. Contract bills are based on the contract terms and include time charges and any other specified contact charges. These charges can be applied daily, weekly, or monthly. When these charges are created, the Date Previous and Date Next change along with the next period in the contract. Interim bills are applied on an as-needed basis to cover miscellaneous charges not included in the contract. These bills do not reset the Date Previous or Date Next to change the next period.

Create Contract Bills

When you create a bill in the Prepare Bills page, the application uses the billable charge data to create the corresponding bill documents in Excede. We recommend doing this task after you update meters.

> **IMPORTANT!** Since not all possible charges will be included as billable charges (e.g., charges that are not on the contract), add all meters and billable charges before creating a bill. To edit a bill, go to the Bills page.

To create a contract bill:

1. In the Prepare Bills page's filters panel, set the appropriate filters.
2. Click **Refresh.**
3. Update all meters that require data input.
4. Click **Save.**
5. Select one of the following options:

- **Create All Bills** (From the hamburger menu in the upper right corner of the Prepare Bills page)
- **Create Bills** (Below the Date Next on the right side of a contract)
- **Create Bill** (From the mini hamburger menu for a contract)

6. In the Create Bill(s) dialog, enter the following information:

- **Date Invoice** – Date that will display on the bill(s). For contract bills in Excede, this will be blank, although there is an option in Excede v10.0 to set the DateInvoice to the Date Next regardless of when you create the bill. When creating multiple bills, this date will only be used for an interim bill. For earlier versions of Excede, you can change this date, which will become the invoice date. This customizable feature may not be available to you (depends on the version of Excede that your dealership is using).
- **Create Bill For Charges Up Until This Date** – Leave this as the default date, which is the same as the Contract Due Date, or change it to an earlier date than Date Next when you

are creating an interim bill an do not want to include contract charges. Interim bills are done in between Date Previous, at the beginning of the contract period, and Date Next, at the end of the contract period. For contract bills, ignore this field.

7. Click **Create**. A notification message displays indicating the bill was created and the bill documents are created in Excede.
8. (Optional) Provide the customer with a copy of the bill. See View and Print Bills.

Notes:

- At this point, no other tasks need to be completed in Lease Rental Plus. You must post the bill in Excede.
- If the fuel item on a contract is greater than zero, that price will be used on the bill. If the price equals zero and a pricing rule exists for fuel, that price rule will be used. If the price is zero on the contract and no pricing rule exists, fuel will be added to the bill as $0.00.

Create Interim Bills

Interim bills are typically created for miscellaneous charges like tickets, toll charges, and charges related to damages. These are done in between contract bills, although these charges can be combined with a contract bill.

To create an interim bill:

1. In the Prepare Bills page's filters panel, set the appropriate filters, such as the Customer Name. Set the Contract Due Date to today's date (before the contract's Date Next). Be sure to select the Show All Open Contracts check box.
2. Click **Refresh.**
3. From the mini hamburger menu, select **Add New Charge.**
4. Enter the miscellaneous charge and the unit price.
5. Click **Save.**
6. From the mini hamburger menu for a contract, select **Create Bill.**
7. In the Create Bill(s) dialog, enter the following information:
   - **Date Invoice** - Select the date of the invoice.
   - **Create Bill For Charges Up Until This Date** - If needed, you can change this date. However, if you set the Contract Due Date properly, you will not need to change it.
8. Click **Create.** A notification message displays indicating the bill was created and the bill documents are created in Excede.
9. (Optional) Provide the customer with a copy of the bill. See View and Print Bills.

Note: At this point, no other tasks need to be completed in Lease Rental Plus. You must post the bill in Excede.

Last Updated: 9/4/2020

Edit and Delete Bills

You can update or delete bills in Lease Rental Plus before you post them in Excede. When you are updating bills, you can add or remove line items. To edit or delete bills, you must have the right permissions set up in Excede.

Note: Once a bill has been posted in Excede, you cannot edit or delete it.

Edit Bill

To add a new line item to or delete an existing line item from a bill before posting:

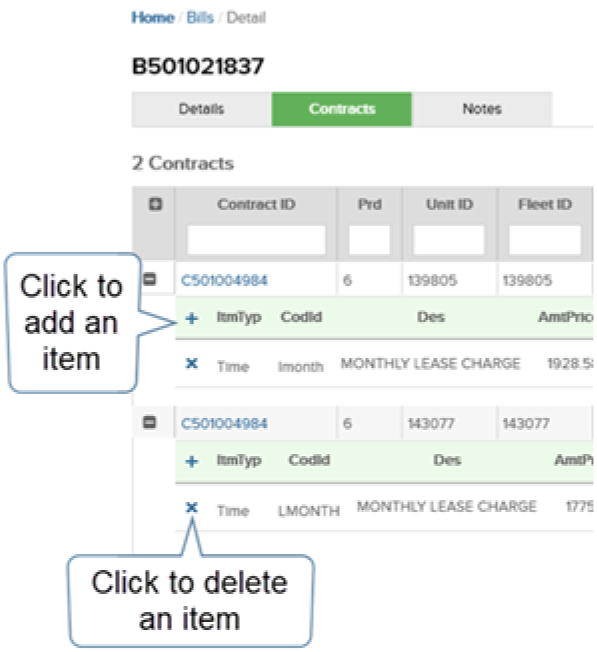
1. From the Bills Search page, find the bill in question. Use the filters in the filters panel or the smart filters in the column headers to find the bill.
2. Click the Bill ID to open the Bill Details page.
3. Click the **Contracts** tab.
4. Find the Contract ID. Usually, there will only be one contract.
5. Click the plus icon to the left of the Contract ID to show the billable charges.

Add a new line item:

1. Click the plus icon to the left of the **ItmTyp** column header to open the **Add New Charge** dialog.
2. **Charge Code:** Select a charge code to add a default description.
3. Click **Add.**

Delete an existing line item:

1. Locate the line item that needs to be deleted.
2. Click the x icon next to the line item.
3. Click **Yes** to delete the line item.

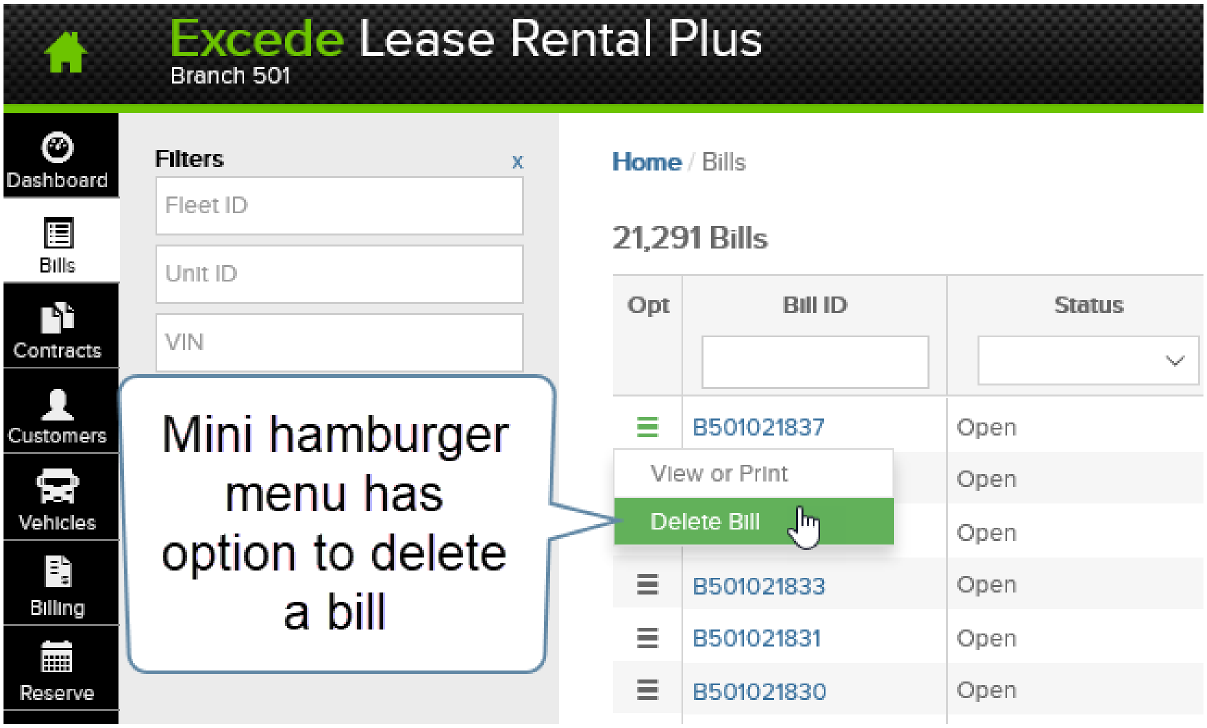


Bill line items

Delete Bill

To delete a bill that has not been posted:

1. From the Bills Search page, find the bill in question. You may need to use any of the filters in the filters panel or the smart filters in the column headers to find the bill.
2. From the mini hamburger menu for the bill, select **Delete Bill.**
3. In the Confirmation dialog, click **Yes** or **Cancel** to cancel the deletion.

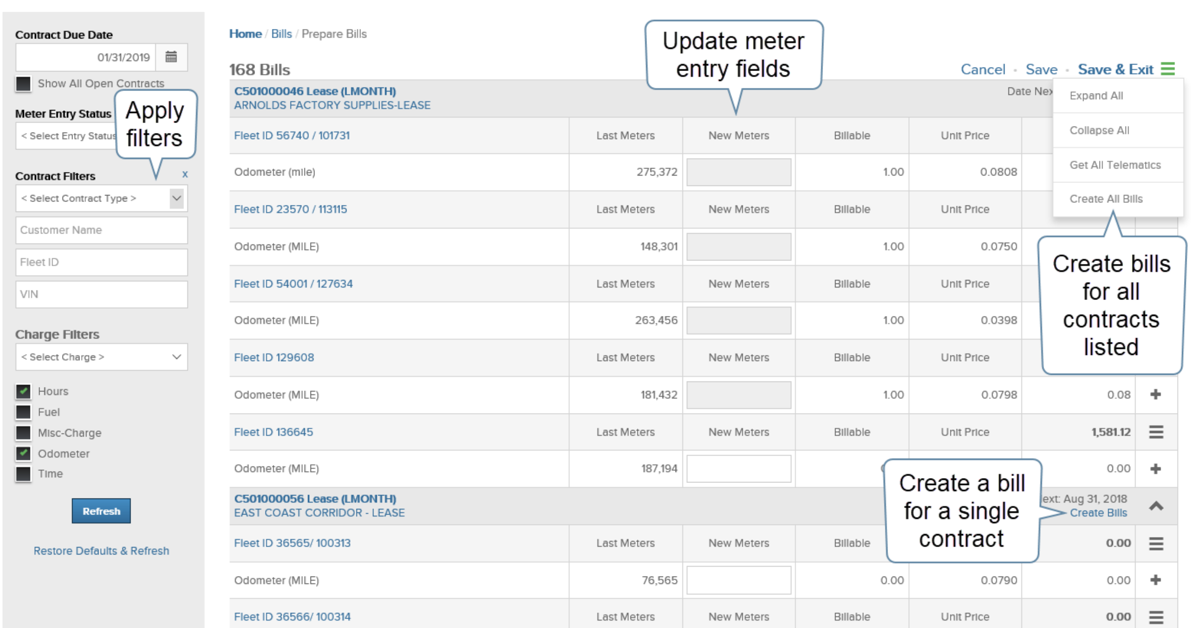


Delete Bill option for a bill that has not been posted

Last Updated: 9/4/2020

Update Meters

The [Prepare Bills](#) page is where users will enter the latest meter readings for billable charges for a contract. The application automatically calculates usage charges when creating the bill (s). This page provides several features for updating meters both manually and automatically.



☑ **Tips:**

- In the Filters panel, apply different filter combinations to help you find all the meters that require entries.
- To find for a certain type, apply the Charge Filters (Charge, Hours, Fuel, Misc-Charge, Odometer, and Time).
- If you set **Meter Entry Status** to **None** and no records display, then all the meters have been updated based on the Contract Due Date.
- Whenever you select a filter, click **Refresh** to apply that filter and update the list of bills.

Manually Update Meters

To manually update meters:

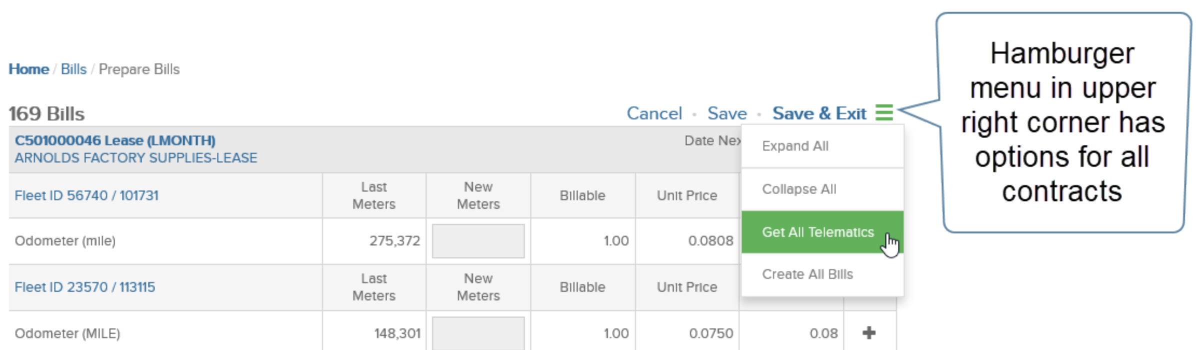
1. In the **New Meters** columns, enter the **Hours** or **Odometer** values that need to be updated. You can manually overwrite any amount, including fields that were automatically updated by telematics. If the New Meters field is disabled, click the plus icon to add a new line item and then enter a value for it.
2. Click **Save**.

Update Meters Using Telematics

For efficiency, some dealerships use fleet tracking services such as CyntrX® or Geotab® . This technology, known as telematics, communicates with Lease Rental Plus to fetch real-time meter readings on equipped vehicles. Telematics checks VINs and updates odometer entries automatically, eliminating the need for dealership employees to manually enter data.

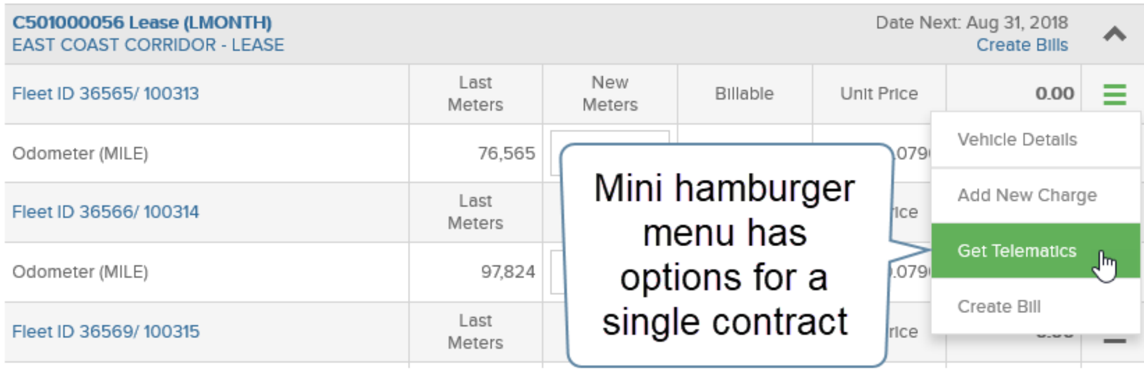
If telematics is enabled, the Prepare Bills page provides the following features:

- **Get All Telematics** – To update all odometer entries for all contracts at the same time, go to the hamburger menu in the upper right corner and select **Get All Telematics.**



Get All Telematics option on Prepare Bills page

- **Get Telematics** – To update meters for an individual contract, go to the hamburger menu in the upper right corner of the contract record and select **Get Telematics.**



Get Telematics option on Prepare Bills page

To get telematics for one contract:

1. From the mini hamburger menu for a contract, select **Get Telematics.**
2. Any meter entries that can be edited via telematics will be updated.
3. Click **Save.**

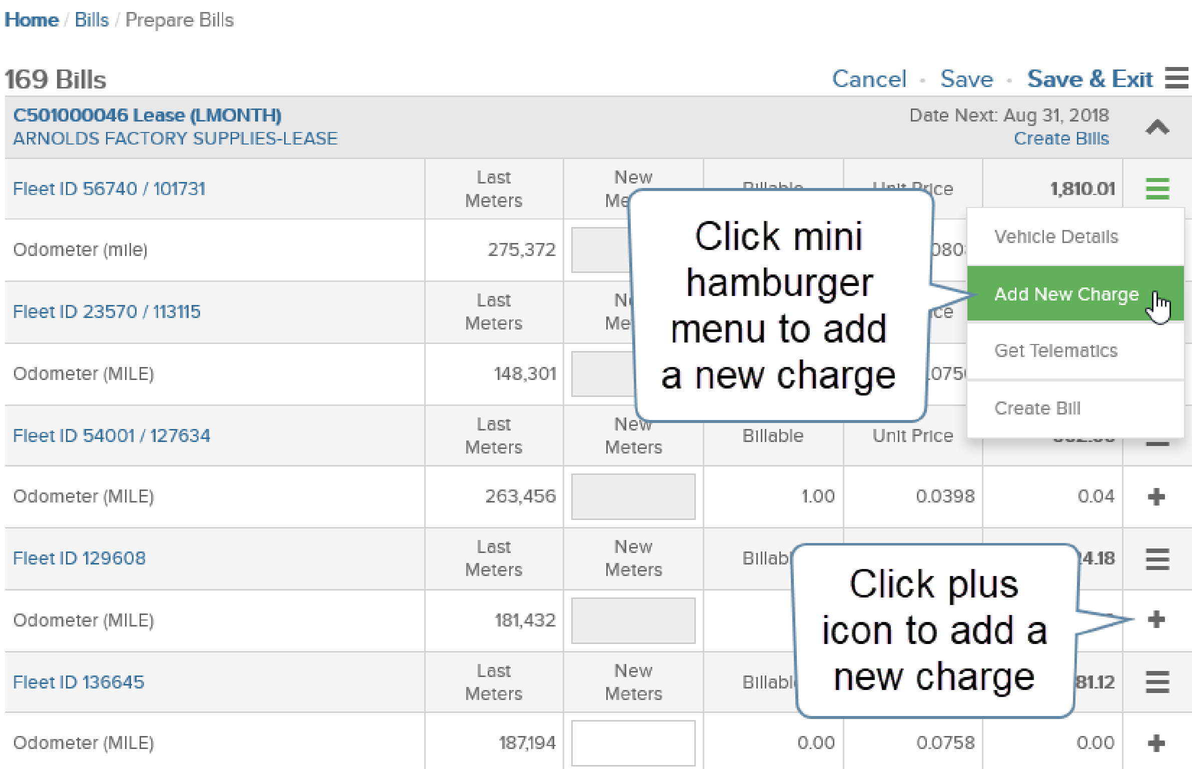
To get telematics for all contracts:

1. From the hamburger menu in the upper right corner of the Prepare Bills page, select **Get All Telematics.**
2. While meters are automatically entered, a dialog shows the status and VINs for all vehicles that are being read. Note any that are unread and manually update these meter entries later.
3. Click **Close**.
4. Manually update meter entries as necessary.
5. Click **Save**.

Last Updated: 9/4/2020

Add and Edit Billable Charges

You can add miscellaneous charges to a bill, regardless of whether they exist on the contract. Time, Odometer, Hours, and Fuel charges are exceptions to this rule. They can only be added to a bill if they already exist on the contract.

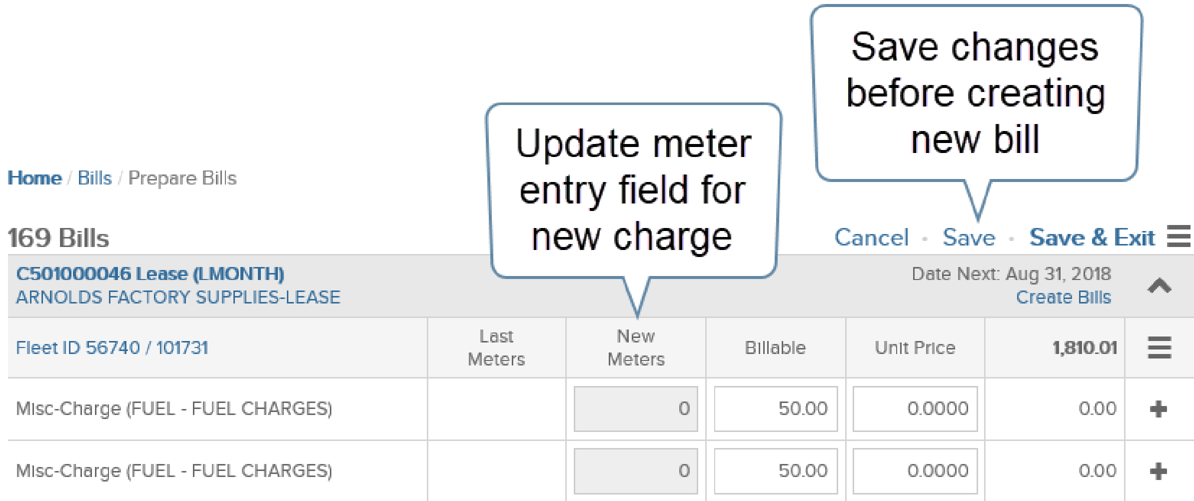


Options for adding new billable charges

Add Billable Charge

To add a billable charge:

1. From the Prepare Bills page, find the contract that requires the new charge.
2. Click the **Add New Charge** icon ✚ or select **Add New Charge** from the mini hamburger for the contract to open the **Add New Charge** dialog.
3. **Charge Type:** Select Miscellaneous Charge.
4. **Charge Code:** The charge codes are based on the selected Charge Type. Choose a charge code.
5. Click **Add.**
6. Enter the charge in the newly added blank text field.
7. Click **Save.**



Entering meters for new billable charge

Edit Billable Charge

To update a billable charge:

1. From the Prepare Bills page, find the contract that requires the new charge.
2. Click in the meter entry field and change the amount.
3. Click **Save.**

☑ **Tip:** The application does not allow you to delete items from a bill. To remove an item from a bill, set the value to zero.

View and Print Bills

Although typically done in Excede, you can print bills from the Bills Search page.

To print a bill:

1. From the Bills Search page, apply filters to find the bill you wish to print.
2. From the mini hamburger menu for the bill, select **View or Print**. A copy of the bill opens in your browser. From here, you can choose to print or save a copy of it.
3. Right-click the preview area and select **Print** (or press **Ctrl+P**).
4. From the Print dialog, click **Print**.

Vehicles

Check In Vehicles

You can update meter readings and add new miscellaneous charges to a contract at vehicle check-in time.

To check in a vehicle:

1. From the Contracts Search page, find the open contract for the vehicle that the customer is returning to the dealership.
2. From the mini hamburger menu, select **Check In**.
3. In the **Check In** dialog, enter the following information:

- **Check In Date & Time:** The application will default to the current date/time. To change the date/time, click the calendar icon and then choose a new date/time.
- **Bill Start Date:** The application will default to the latter of either the check-out date/time or the date of the last bill. To change the date/time, click the calendar icon and then choose a new date/time.
- **Total Days:** The application will calculate this value for you. You will also see the contract rates.
- **Total Weeks:** The application will calculate this value for you. You will also see the contract rates.
- **Total Months**: The application will calculate this value for you. You will also see the contract rates.
- **Odometer:** Enter the Ending Value. The last value will be populate from Excede.
- **Engine Hours:** Enter the Ending Value. The last value will be populate from Excede.
- **Other Meter Charges:** Enter the Ending Value. The last value will populate from Excede.
- **Fuel Level:** Enter the Ending Value if applicable. The last value will populate from Excede.
- **DEF Level:** Enter the Ending Value if applicable. The last value will populate from Excede.
- **Misc-Charges** > **Misc Code:** Click the Show All Fields link. If necessary, add one or more new miscellaneous charges, select a miscellaneous charge type, enter the units to be billed, enter the amount to be billed, and then click the plus icon. (Hidden by default)

4. Click **Save** to check in the vehicle without creating a final bill or click **Create Final Bill** to check in the vehicle, update the contract, and create the final bill. If you select the latter, the Bills Search page opens with the newly created bill displayed at the top of the search results grid.

Notes:

- By default, the **Misc-Charges** are hidden. To show these fields, click **Show All Fields**. When all the fields display, click **Show Required Only** to hide the **Misc-Charge** fields.
- If a contract has an open bill, you will not be able to check in a vehicle on that contract.
- The **DateEnd** on the final bill created by the Check In dialog may not always match the **Check In Date/Time**. If the Check In Date/Time is sooner than DateNext, the Check In value will be used. If the Check In Date/Time is later than DateNext, DateNext will be used. This can be updated in the Bill Details page with the correct workspace permissions.
- You can print a copy of the bill from Lease Rental Plus and email or send it to the customer via postal mail. Many users prefer to send bills using an Excede add-on product called Document Delivery.

- When a vehicle is checked in, the **Status** of the contract changes from **Open** to **Returned**. To finalize the contract, log into Excede and mark the contract as **Complete.** This is typically done after you post the final invoice in Excede.

Get Odometer and Fuel Data from Record360

To get odometer and fuel information for a vehicle:

1. From either the Vehicle Check Out or Vehicle Check In dialog, click on the **Telematics** icon.
2. The **Odometer** and **Fuel** fields will populate with data for that vehicle from Record360.
3. Click **Save** to save your changes.

Check Out Vehicles

The last step in the reservation workflow is the Confirmation step. From here, vehicles can be checked out. In the Vehicle Check Out dialog, you can update the vehicle mileage. Once a vehicle is checked out, the status changes from Reservation to Open.

Vehicles can be checked out by looking up the following information:

- Contracts starting on the Dashboard page
- Contract records on the Contracts Search page
- Customer records on the Customers Search page

Check Out Vehicles from the Dashboard

Quickly look up contracts from the dashboard. Start the rental check-out process from the dashboard as described below.

To check out a vehicle from the dashboard:

1. From the Lease Rental Plus dashboard, click **Contracts Starting**.
2. Select the customer's contract from the list.
3. The customer's contract opens in the Contract Details page. From here, you can check out the vehicle or modify the contract first and then check out the vehicle.
   - To check out the vehicle without making any additional modifications to the agreement, click **Check Out Now**.
   - To update the agreement before checking out the vehicle, click **Edit** and make changes in the Reservation page that opens. A **Check Out Now** option is available at the Confirmation step.
   - A dialog opens for verifying the pickup date/time. The default is based on the current time and can be modified later. When you complete the checkout, this pickup date/time is saved on the contract and the Status is changed to Open. Click **Check Out** to check out the vehicle and update the contract.

Notes:

If you did not select a driver when you reserved the vehicle, you will need to select a driver when you check out the vehicle. When you check out a vehicle, you can update the odometer value if it is different. For vehicles with telematics set up, you can also poll the telematics odometer value to get the most current value.

Find Contract and Check Out Vehicle

You can check out a vehicle that is already being used on a contract by first using the Contracts Search page to find that contract.

To find a contract and check out a vehicle:

1. From the Contracts Search page, filter for the contracts whose **Status** is Reservation to view a list of all contracts that can be checked out.
2. If necessary, use additional filters to narrow down the list. For example, set the **Start Date** to today's date to find all contracts that have vehicles reserved for the current date.
3. From the mini hamburger menu for the reservation, select **Check Out**. The status of the agreement changes from Reservation to Open.
4. A dialog opens for verifying the pickup date/time. The default is based on the current time and can be modified later. When you complete the checkout, this pickup date/time is saved on the contract and the Status is changed to Open. Click **Check Out** to check out the vehicle and update the contract.

Note: If you did not select a driver when you reserved the vehicle, you will need to select a driver when you check out the vehicle.

Find Customer and Check Out Vehicle

You can also check out a vehicle by finding the customer from the Customers Search page.

To find a customer and check out a vehicle:

1. From the Customers Search page, find the customer record. For example, filter on Customer.
2. From the mini hamburger menu or the customer record, select **Contracts**. The Contracts Search page opens and all contracts for the customer are displayed.
3. Filter for contracts whose **Status** is Reservation and **Start Date** is today's date to find all contracts that have vehicles reserved for the current date.
4. From the mini hamburger menu, select **Check Out**.
5. A dialog opens for verifying the pickup date/time. The default is based on the current time and can be modified later. When you complete the checkout, this pickup date/time is saved on the contract and the Status is changed to Open. Click **Check Out** to check out the vehicle and update the contract.

Get Odometer and Fuel Data from Record360

To get odometer and fuel information for a vehicle:

1. From either the Vehicle Check Out or Vehicle Check In dialog, click on the **Telematics** icon.
2. The **Odometer** and **Fuel** fields will populate with data for that vehicle from Record360.
3. Click **Save** to save your changes.

Insurance

Add and Edit Insurance

For any customer, you may add or edit insurance. Select a policy for each insurance type in the Insurance step. If there is only one policy for an insurance type, that policy is selected by default. If there are no policies listed, add a new one. This can be done by selecting the Add New Insurance link on the Insurance tab of a new reservation or when editing an existing contract or from the mini-hamburger icon on the Customers tab.

Alternatively, if you know that there is an insurance policy on file for a contract and you have the appropriate workspace permissions, you can select the "I attest that an insurance policy is on file." check box for at least one of the three insurance types to indicate that there is at least one policy on file for that contract at your dealership.

Add Insurance

To add new insurance to the reservation:

1. From the sidebar, click **Customers**.
2. Find the customer that you want to add insurance to.
3. Click the mini-hamburger icon.
4. Click **Add Insurance**.
5. In the **General** tab, although the Customer ID populates, enter the following information:

   - **Certificate Type:** Select a certificate type.
   - **Insurance Co. Name:** Enter the insurance company name.
   - **Insurance Types:** Select one or more types (e.g., Liability, Collision, Comprehensive).
   - **Policy Number:** Enter the policy number.
   - **Description:** Enter a description.
   - **Effective Date:** Enter a date or click the calendar icon to choose a date.
   - **Expiration Date:** Enter a date or click the calendar icon to choose a date.
   - **Deducible:** Enter the deductible amount.
   - **Coverage:** Enter the coverage amount.
   - **Phone:** Enter the phone number.

- **Extension:** Enter the extension.
- **Policy Number:** Enter the policy number.

6. In the **Agent** tab, enter the following information:
   - **Policy Number:** Enter the policy number.
   - **Agency Name:** Enter the agency name.
   - **Agent Name:** Enter the agent name.
   - **Phone Work and Extension:** Enter the work phone number and extension.
   - **Phone Other and Extension:** Enter the other phone number and extension.
   - **Email:** Enter the email address.
7. Click **Done.**
8. The **Add Insurance** dialog closes and the insurance policy displays in the insurance type drop-down lists, depending on what you selected for the insurance type(s) when you added the insurance policy.

Edit Insurance

To edit the insurance for a contract:

1. From the sidebar, click **Contracts**.
2. Find the contract that you want to edit insurance for. (**Note:** You cannot edit insurance for contracts whose **Status** is **Complete**.)
3. Click the mini-hamburger icon.
4. Click **Edit**.
5. **Step 1 Basics** is highlighted. Make any changes as needed and then click **Next.**
6. **Step 2 Vehicles** is highlighted. Make any changes as needed and then click **Next.**
7. **Step 3 Insurance** is highlighted. Uncheck the "I attest..." check box or if there's a policy selected for the contract, select another policy or **Add New Insurance** and then click **Save & Exit**.
8. The application selects the Details tab. To view the insurance information, click **Insurance**.

View Insurance History

When an insurance claim is filed against a vehicle, that vehicle may get rented to multiple customers between the time of the event and the insurance claim.

To determine the insurance carrier at the time of the event:

1. From the sidebar, click **Vehicles**.
2. Locate the vehicle.
3. Click the vehicle's **Unit ID** to open the Vehicle Details page.

4. Click the **Contracts** tab.
5. Click the **Start Date** column to sort the Contracts list.
6. Find the date that matches when the event occurred.
7. Click the **Contract ID** to open the Contract Details page.
8. Click the **Insurance** tab to view the carrier. If the insurance was attested, then check your files against the renter.

Contact Procede Software

Procede Software Customer & Resources Portal

To access our support services, knowledge base, other resources and downloads, notifications, events, and user community, go to the Procede Software Customer & Resources Portal. We recommend that all users create an account to access the following resources.

Procede Support Services

You can access Procede Support Services with an authorized login. We will respond to your request within two hours of receiving it, during normal business hours.

After you log into the Portal, you may do the following tasks:

- Submit new support requests and view old support requests
- Update contact information
- Use the FTP folder to exchange large files that might not be suitable for email (including parts price tapes)
- Access resources, downloads, and eLearning (separate login is required)
- Collaborate with other users by sharing ideas and reports

Support Hours

Procede Support Services is available Monday thru Friday from 6:00 A.M. to 6:00 P.M. Pacific Standard Time. For the holiday schedule, see the support page.

Notes:

- During regular business hours, we direct all support phone calls to the portal for processing, unless they are urgent.
- After-hours emergency support is available and billed by the hour.
- A limited number of authorized accounts are allowed per customer.

Procede Knowledge Base

Before you submit a support request, we suggest that you review our help files and knowledge base. Our knowledge base has hundreds of real-world scenarios submitted across our entire dealership body. Also, our support team frequently writes knowledge base entries every month, ranging from simple how-to instructions, to complex process recommendations, to enhance the usability of our product.

Procede Resources

Your users that are not authorized to submit support requests may still access these other portal resources with a login:

- Software products
- Help files, release notes, data sheets, and webinars
- Training resources and tools
- OEM and partner notifications and announcements
- Conference materials

Procede User Community

We encourage you and your dealership's users to collaborate with other users by sharing ideas and files in the user community. You can access the community with an authorized login. Forward this link to users within your dealership so they can sign up for account: https://support.procedesoftware.com/hc/en-us/articles/218932457-Registration-Request.

> **IMPORTANT!** Be sure to use your work email when registering.

Procede Customer & Resources Portal web address:

https://support.procedesoftware.com/