



RMS-RCM Tag Free Integration

[Version Month & Year]

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Introduction

The integration between RCM and RMS has been changed from one where there are physical tags in the vehicles to one where there are no longer tags in the vehicles. Everything will be done via the licence plate.

Rental Car Companies who integrate with RMS will need to provide a file to RMS with any new or removed vehicles on a regular basis. This will be similar to the current VAC file processing, i.e., all you will need to do is keep the vehicle information up to date within RCM and a background process will ensure that any updated information is sent through to RMS. This is explained in more detail in the Vehicles section below.

RMS will provide a file containing details of every toll transaction that relates to your vehicle list. RCM has an in-built function which will load this toll information from the provided file.

The Rental Car Company will be billed monthly by RMS for the total of all the tolls + video matching fees. RMS will no longer collect payments from Rental Car Company customers, they will be billing the Rental Car Company directly. The Rental Car Company will be responsible for passing on the toll charges to the relevant customer. The Tolls section below will describe how the Rental Car Company will be able to manage these tolls within RCM.

Vehicles

As RMS no longer requires tags in the vehicles, it will be as simple as either setting the Toll Integration flag to either Yes or No depending on whether you want the vehicle to be active with RMS for tolling. Once you have been moved over to tag-free tolling by RMS, you will notice that the Tag field no longer appears on the Vehicle Update screen.

To mark a vehicle as a RMS tolling vehicle or not, simply update the Toll Integration flag on the vehicle and the information will be sent through to RMS at the end of the day to update their records.

Vehicle Update

← Back... Submit

Update Vehicle (* field is required)

Virtual Vehicle*: ☐ Yes ☒ No

Vehicle ID: 130

Registration No.*: Testdate

Category*: SUV Wagons 32

Registration State*: VIC

Model*: Isuzu NPR200

Fleet No.:

Type*: Hatchback 1

Engine No.:

Owning Location*: DUBLN

Chassis No.:

Currently Located*: DUBLN

Key No.:

Date On Fleet*: 1 May 2019

VIN:

Date Off Fleet*: day month year

Radio Code:

Available for booking*: ☒ Yes ☐ No

Transmission: Auto

Utilize: ☒ Yes ☐ No

Fuel Type*: 91 Regular

Rego Expiration Date: day month year

Colour:

RWC/COF Date: day month year

Current Kms/Mileage: 100

Road User Expiry KMs: 0

Year: Please Select...

Electrical Date: day month year

Grade:

PTL Schedule Category: Please Select

(Maximum of 6 Characters)

Fuel Capacity: 0

Image Name:

Notes:

Toll Integration: ☐ Yes ☒ No

(* field is required)

If this vehicle is meant to be active on RMS, then set this "Toll Integration" flag to Yes.
If it is not meant to be active with RMS, set it to No.

Tolls

Under the RMS Tag Free solution, RMS will not be collecting payments from Rental Car Company customers, they will be billing the Rental Car Company directly.

The Rental Car Company will be responsible for passing on the toll charges to the relevant customer.

RMS will provide a file containing details of every toll transaction that relates to your vehicle list. RCM has an in-built function which will load this toll information from the provided file into your system and match each toll to a booking where it is able to.

Toll Processing

A file will be received from RMS which will contain a listing of tolls for your vehicles.

The processing of these tolls by RCM will work in the following manner:

- Each toll will have a toll date against it and a vehicle registration. When the toll is loaded an attempt will be made to find a matching booking.
A match will be made where there is a booking where the toll date falls in between the pickup and drop off date/time. If vehicle changes have been made to a Hired booking using the Change Vehicle function, then these will be taken into account when trying to match a booking.
A match will not be made against a cancelled booking.

You will have the ability to add an extra charge to each toll if you want to. You will have to follow the steps below to do this:

- You will have to set up a new extra fee as either a fixed or a percentage fee.
- This fee will need to be flagged as your “RMS Infringement Increase Fee”. You can do this under the System Parameters screen.
- You are also able to setup a maximum daily Toll Admin amount. This will cap the extra amount added to tolls on a daily basis. If you leave this amount at 0, then there will be no daily maximum and every toll will have the extra fee added to its cost.

Validate Vehicle Turn Around Hours		No
Booking Process Parameters		
49	Miles or Kms	Kms
50	Use Collection and Return Points	Yes
51	Record Renters Local Address	No
52	Customer Mailing List default	No
53	Allow all user to edit or delete payments	No
54	Kms Tracking	Yes
55	Fuel Tracking	Yes
56	Default fuel to full for pick ups	No
57	Fuel price is calculated on pick-up locations	Yes
58	Track cleaned vehicles	Yes
59	Restrict Insurance options to Category	WebOnly
60	Recalculate Agent Commission on update	No
61	Charge of commission on Kms/Mileage Fees	No
62	Operator Location as Billing Location	Yes
63	Allocate vehicle with last dropoff if	No
64	Notes Subject compulsory	No
65	Allow delete / update notes	No
66	Save On Account Payments to booking when generation invoices	No
67	Allow multiple Relocation Fees	No
68	Tender type used for automatic agent receipts/payments	EFT
69	RMS Infringement Increase Fee	Tolling Fee
70	The maximum toll fee that can be charged per booking per day.	0
71	Send a confirmation email to the customer once signature completed online	No

The first option is the one to use to set the extra fee as the RMS Infringement Increase Fee.
The second option is the one to use if you wish to set a maximum daily toll admin fee.

- When the tolls are processed, if this fee has been setup each toll will have this amount added to the cost of the toll. This will enable you to either add a fixed cost or a percentage cost to each toll.

As you are going to be responsible for charging the customer for the tolls they incur, the value of the tolls will be added to the booking and will appear as an extra fee. There will be one extra fee per booking, so if there is more than one toll for the booking, then the fee value will be the total of all of the tolls.

Reservation #10440

Update

Print Summary

rcmReferenceID: 654652DDEF83A

Brand: RCM Release

Booking Status: Hired by RCM Support

Date entered: 20/Mar/2020 by RCM Support

Original Insurance Sold \$0.00

Last updated: 20/Mar/2020 11:32 by RCM Support

View Log

Source By: test

Vehicle: Camry Camry Touring Auto rego# : Camry1

Vehicle Changed from Micra Latte To at 01/Mar/2020 11:40 DUBLN

test412 kms/milage Travelled: 33 kms/milage in 800 kms/milage Out 767

Vehicle Changed from Yaris White To at 20/Mar/2020 11:40 DUBLN

BJ509C kms/milage Travelled: 100 kms/milage in 91100 kms/milage Out 91000

Pickup: DUBLN Mon 20/Jun/2020 09:00

Dropoff: DUBLN Mon 20/Apr/2020 09:00

Area of Use: Samford

Rates and Fees

Rate

Kms Out: 27900 Kms In:

NO INSURANCE

Pre-paid fuel

VAT - extra fees

Toll Fees

2 Tolls \$127.00

Total Cost Euro \$128.53 (incl of \$0.15)

New payment

Details

Date & Location

Balance Due:

Renter's Name: RCM TEST RCM TEST

Renter's Email Address: trudy@rentalcarmanager.com

Licence No.: test Australia

DOB: 02 Mar 1981

Address: test test Australia

Phone:

Payment Type:

Expiry Date: 02 Apr/2024

Trip ID

Toll Amount

Infringement

#61391102

\$64.00

Infringement

#61391106

\$63.00

This is where the total cost of any tolls will be recorded against a booking.

This is where any individual infringements will be listed against the booking. You are able to click on the Trip ID to see the details of the infringement.

Toll Infringement Screen

The existing Infringement Processor Requests screen will remain to allow you to still have access to all of the tolls which have already been processed.

A new Toll Infringement screen will be created. All of the tolls moving forward will be available via this screen. There will be both a summary and a detailed version of this screen. The summary version will allow you to see a listing of bookings with the tolls for each booking totalled.

Toll Summary Screen

Below is the Summary version of this screen with some notations which are detailed below:

No.	Res #	Toll Details	Customer Name	Company	Rego	Total Toll Amount	Total No Tag Fee	RCM Toll Amount	Total Toll Charge	Status	Email Customer	Record Payment	Create Payment
1	10443	Toll Details	RCM TEST RCM TEST		testno3	\$5.50	\$1.00	\$5.78	\$6.78	0/1 tolls paid	Email	Record Payment	Create Payment
2	10442	Toll Details	Bob RCM TEST		642ROE	\$5.50	\$1.00	\$5.78	\$6.78	0/1 tolls paid	Email	Record Payment	Create Payment
3	10441	Toll Details	RCM TEST RCM TEST		CGN12C	\$121.00	\$110.00	\$127.05	\$237.05	0/2 tolls paid	Email	Record Payment	Create Payment
4	10440	Toll Details	RCM TEST RCM TEST		BJS99C	\$127.00	\$110.00	\$133.35	\$243.35	0/2 tolls paid	Email	Record Payment	Create Payment
5	10436	Toll Details	Marc ANDREW		17972017	\$62.00	\$55.00	\$65.10	\$120.10	0/1 tolls paid	Email	Record Payment	Create Payment

1. You can choose to search for Tolls that have either been successfully matched to a booking or tolls which have not been matched to a booking by setting this value.
2. You can choose the date type that you want to search by, the options are:
 - a. Date Posted – the date the toll was loaded into RCM.
 - b. Drop Off Date – the drop off date for bookings.
 - c. Pick Up Date – the pick up date for bookings.
 - d. Toll Date – the date the Toll was incurred.
3. The date range that you wish to search by.
4. You can choose here whether you want to see the summarised version of this screen or the detailed version.
5. You can choose to search for specific information, if you choose this option then the top line of options will be ignored. The options are:
 - a. Rego No – you can choose to see all the tolls for a particular vehicle.
 - b. Res no – you can choose to see all of the tolls for a specific booking.
 - c. Trip File – you can choose to see all of the tolls for a particular file provided by RMS.
 - d. Trip ID – you can choose to search for a specific trip/toll.
6. The Res # column will display the reservation number. You are able to click on this number and the Booking Details screen will be displayed.
7. The Toll Details button which will allow you to see all of the tolls for this particular booking.
8. The Email Customer button allows you to send out an email to the customer listing all of the tolls for this booking. If you wish to send an email for an individual toll, you can do this by clicking on the Toll Details button and performing the action from there.
9. The Record Payment Option allows you to record that the tolls have been paid. If you wish to record a payment for an individual toll, you can do this by clicking on the Toll Details button and performing the action from there.
10. The Create Payment button will allow you to use the DPS function to take a payment if you have this installed within your RCM system. The payment amount will be the Total Toll Charge shown on this screen. If you wish to take a payment for an individual toll you will need to do this from the Detailed screen.

Toll Detail Screen

The detail version of this new screen will look very similar to the existing version of the Infringement Processor Requests screen. There will be extra fields on this new screen, they are listed below:

- Toll Amount – this is the cost of the toll as passed through by RMS.
- No Tag Fee – This is the no tag fee that RMS charges.

- RCM Toll Amount – this will be the cost of the toll after the “RMS Infringement Increase Fee” has been added on. This is the toll amount that will be added to the booking and therefore show in any customer facing documents.
- Toll Charge – This is the amount that you should be charging the customer, it is the amount that will appear on all customer facing documents. It is the No Tag Fee charge and the RCM Toll Amount added.
- Toll Paid – a flag to show if payment for the toll has been collected.
- Status – The Status of the Toll.

No.	Rego	Customer Name	Company	Trip ID	Trip Date	Motorway	Description	Toll Amount	No Tag Fee	RCM Toll Amount	Toll Charge	Paid	Status	Date File Processed	DRT Filename	Email	Record Payment
1	10443	testno3	RCM TEST RCM TEST	61391201	24/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$5.50	\$1.00	\$5.78	\$6.78	False	Credit Card in Vault	29/04/2020 1:35:47 PM	DRT20200405020000.csv	Email	Record Payment
2	10441	mytest02	RCM TEST RCM TEST	61391101	21/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$60.00	\$55.00	\$63.00	\$118.00	True	Credit Card in Vault	29/04/2020 1:35:47 PM	DRT20200405020000.csv	Email	Record Payment
3	10440	BHVL48J	RCM TEST RCM TEST	61391106	21/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$63.00	\$55.00	\$66.15	\$121.15	True	Credit Card in Vault	29/04/2020 1:35:48 PM	DRT20200405020000.csv	Email	Record Payment
4	10440	BUS090C	RCM TEST RCM TEST	61391102	19/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$64.00	\$55.00	\$67.20	\$122.20	True	Credit Card in Vault	29/04/2020 1:35:47 PM	DRT20200405020000.csv	Email	Record Payment
5	10441	CGH12C	RCM TEST RCM TEST	61391100	13/02/2020 7:15:00 AM	Eastern Distributor	William Street	\$61.00	\$55.00	\$64.05	\$119.05	False	Credit Card in Vault	29/04/2020 1:35:47 PM	DRT20200405020000.csv	Email	Record Payment

From this screen you are able to click on the Booking Number to access Booking Details screen.

You can also email the customer and record a payment just like you can on the Summary screen.

Invalid Tolls Screen

When the toll records are loaded from the file provided by RMS, some of them may in fact be invalid toll records for your company. Some of the reasons the tolls might be considered invalid are as follows:

- The registration number in the toll record does not match a vehicle in your RCM system.
- The Tag Account number in the toll record does not match your Tag Account number supplied by RMS.
- A check is also made to ensure that the data loaded for each field is valid. For Example, that any of the date fields actually have a valid date in them.

These invalid toll records can be seen on the Invalid Toll Requests screen shown below along with the reason they were considered invalid. You are able to export this information to an Excel file to send back to RMS to let them know of any invalid records they have sent through.

No.	Rego	Trip ID	Infringement	Offence Date	Processed Date	Status Message	Requested File
1	326TEST	61391200		13/Jan/2020 07:15	07/Apr/2020 11:44	Incorrect trip file format for Trip ID	DRT20200405020000.csv
2	326TEST	61391096		13/Jan/2020 07:15	07/Apr/2020 11:44	Incorrect trip file format for Trip Date	DRT20200405020000.csv
3	326TEST	61391097		13/Jan/2020 07:15	07/Apr/2020 11:44	Incorrect trip file format for Toll Amount	DRT20200405020000.csv
4	E31TZ	61391099		13/Jan/2020 07:15	07/Apr/2020 11:44	Invalid Vehicle Rego	DRT20200405020000.csv
5	326TEST	61391098		13/Jan/2020 07:15	07/Apr/2020 11:44	Invalid Tag Account Number	DRT20200405020000.csv

Toll Payments

At this point in time the payment of tolls received will need to be processed manually. You can choose to take payment for all outstanding tolls for a booking via the Summary screen or you can take payment for an individual toll via the Detailed screen.

It is important to note that any payments that are taken for toll payments will not be able to be deleted inside of RCM.

There are two ways that you can do this, both are described in more detail below:

1. Manually take the payment using the credit card stored against the booking in the RCM vault.
2. Use the Payment Gateway installed within RCM to take the payment.

Taking Payments Manually Using Card Stored in Vault

The following steps will need to be performed:

1. From both the summary and detailed screens you are able to access the Booking Details screen by clicking in the reservation number. From here you can click on the New Payment button to access the credit card vault.

manager.com.au/report/bookingdetaillink/html/104437b

Reservation #10443

Update

Print Summary

rcmReferenceID:	6546F015F36A3	Booked as on request
Brand:	RCM Release	
Booking Status:	Hired by RCM Support	
Date entered:	26/Mar/2020 by RCM Support	Original Insurance Sold \$0.00
Last updated:	26/Mar/2020 09:27 by RCM Support	View Log
Source By:	test	

Vehicle:

Camry Spare Auto

rego#: testno3

Pickup:	DUBLN Sat 21/Mar/2020 09:00
Dropoff:	DUBLN Mon 30/Mar/2020 09:00
Area of Use:	Samford

Rates and Fees

Rate	9 days x @\$59.00	Total
Kms Out: 6000	Kms In:	
NO INSURANCE	Fixed @ \$0.00	\$0.00
Pre-paid fuel	Fixed @ \$1.39	\$1.39
VAT - extra fees		\$53.24
Toll Fees	1 Toll	\$5.78
state Sales Tax		\$93.46
Total Cost		Euro \$684.87

(incl of \$57.04)

New payment

Details

Balance Due:		Amount
		Euro \$684.87

Renter's Name:	RCM TEST RCM TEST	
Renter's Email Address:	sarah@rentalcarmanager.com	
Licence No.:	test Australia	Expiry Date: 02/Apr/2024
DOB:	02 Mar 1981	
Address:	test test Australia	
Phone:	0433332541	Mobile:
Payment Type:		

Trip ID	Toll Amount
Infringement	
#61391201	\$5.78

Documents

Email

Other

Summary

Email Receipt

Additional Drivers

Agreement

Email Invoice

Insurance Agent

2. You access the credit card information by clicking on the View Button shown below.

Reservation Payment

Reservation #: 10442 | Balance Due: \$609.58

Refresh Page

Close Window

AURIC

SYSTEMS INTERNATIONAL

Cards stored for this customer / reservation

+ Add Card

Res #	Card Details	
10442	Cardholder: test Card No.: XXXX-XXXX-XXXX-1111 Card Type: Visa Expiry: 04/28 Date Entered: 26 Mar 2020 Removal Date: 26 Jun 2020	<div>View</div>

paymentexpress

Create New Payment

Create Pre-Authorisation

How to void a pre-authorisation

Saved tokens (click to expand): 0

Past Transactions (click to expand): 0

3. You will have to manually process the Toll amount using the card details from the vault. If you need to know the amount you should be charging, simply click on the Record Payment button. As you can see in the screen below, the tolls are listed with an amount to be charged.

Reservation Details

Reservation Details

Reservation No. : 10442

Renter : Bob RCMTEST

Pickup Date : 23/03/2020

Dropoff Date : 31/03/2020

Rego : 642ROE

Toll Details

Trip ID	Trip Date	Vehicle Registration	Total Charge
61391200	2020-03-24T07:15:00	642ROE	\$5.78
Total			\$5.78

Mark Tolls As Paid

By recording a payment all tolls associated with this reservation will be marked as paid and a payment will be added against the reservation.

Select tender type used for payment:

Select a tender type

1

Record a \$5.78 payment
2

- Once you have taken the payment you will need to save the payment information using the Record Payment screen shown above. You firstly choose the Tender Type used and then click on the Record Payment button. This will mark the toll as paid and also record the payment against the booking.

Taking Payments Using Payment Gateway Installed Within RCM

If you have a Payment gateway setup within your RCM system, you can process a payment for the tolls from the Toll Requests screen. Any successful payments will be recorded against the booking automatically.

From the Toll Requests screen, simply click on the Create Payment button and the screen shown below will be displayed. If you do this from the Detailed screen, then the one toll will be charged. You will need to perform this from the Summary screen all of the out-standing tolls for the booking will be charged.

You simply process the payment from the screen below as you would normally do for any other payment via the Payment Gateway.

Reservation Payment
Reservation #: 10443 | Balance Due: \$5.78

Unpaid tolls

Trip Date	Toll Amount
24 Mar 2020 07:15	\$5.78

AURIC SYSTEMS INTERNATIONAL
Cards stored for this customer / reservation
+ Add Card

Res #	Card Details	
10440	Cardholder: test one Card No.: XXXX-XXXX-XXXX-1111 Card Type: Visa Expiry: 01/24	View Payment Auth
3063	Cardholder: test Card No.: XXXX-XXXX-XXXX-5100 Card Type: Master Card Expiry: 11/17	

Windcave
Create New Payment Create Pre-Authorisation
How to void a pre-authorisation
Saved tokens (click to expand): 0
Past Transactions (click to expand): 0

If the payment is successful, then the two buttons Record Payment and Create Payment will no longer be displayed on the Toll Requests screen, please see below.

Toll Requests

Tolls with Matching Bookings | Toll Date | From | To | View | Details

No.	Res #	Rego	Customer Name	Company	Trip ID	Trip Date	Motorway	Description	Toll Amount	No Tag Fee	RCM Toll Amount	Toll Change	Paid	Status	Date File Processed	DRT Filename	Email Customer	Record Payment	Create Payment
1	10443	testno3	RCM TEST RCM TEST		61391209	24/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$5.58	\$1.00	\$5.78	\$6.78	True	Credit Card in Vault	7/04/2020 11:44:25 AM	DRT202004050209000.csv	Email		
2	10442	642RDE	Bob RCM TEST		61391209	24/03/2020 7:15:00 AM	Eastern Distributor	William Street	\$5.58	\$1.00	\$5.78	\$6.78	False	Credit Card in Vault	7/04/2020 11:44:25 AM	DRT202004050209000.csv	Email	Record Payment	Create Payment

Customer Letters

You are able to send an email to a customer with the information about the tolls you are charging them for. You can either choose to send this email from the Detailed or Summary screen. You can do this by clicking on the Email button.

Sending from the Detailed screen will only include the individual toll details. If, however you send the email from the summary screen, all of the tolls associated with the booking will be listed in the email.

Before you start sending emails, you will need to setup the email templates. You can do this from the Email Set Up screen shown below. You can access this screen by firstly navigating to the System Setup menu and choosing the System Parameters option. Then click on the Email Set Up tab.

From this screen you can choose to update the options for the email or edit the email template.

#	Description	Active	Edit Template	Email subject	From Email address	CC back to sender	CC to Email
1	Toll Road Customer Letter	Yes	Edit Template		donotreply@rentalcarmanager.com	No	
2	Bond Refund Advice Email Text	Yes	Edit Template		donotreply@rentalcarmanager.com	No	
3	Reverse Agreement Template	Yes	Edit Template		donotreply@rentalcarmanager.com	No	
4	Email Deferred Booking Cancellation	Yes	Edit Template	Deferred Booking Cancellation		No	
5	Toll Notice Summary (V2)	Yes	Edit Template			No	
6	Toll Notice Detailed (V2)	Yes	Edit Template			No	

The email options screen is shown below, you can see this by clicking on the name of the email, option 3 shown above.

You do not need to enter any information here, if you don't then the default options will be used, they are listed below:

- Email Subject – Toll Notice/Administration Charge
- From Email address – this is be whatever email address is currently used for all other emails that get sent out. Either your company or location email address depending on your system settings.
- CC to Email – this allows you to add an extra email address to CC all Toll emails to if you wish.

Back... Submit

Update listcustomeritems (* field is required)

Description : Toll Notice Summary (V2)

Email subject :

From Email address :

CC back to sender : ☐ Yes ☒ No

CC to Email :

(* field is required)

Back... Submit

If you click on the Edit Template, you will see the screen shown below and you will be able to setup your email template.

