

# 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.

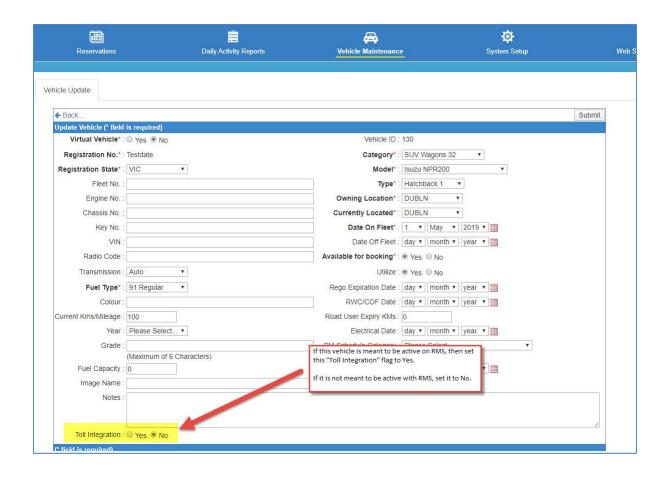
RMS will provide a file containing details of every toll transaction that relates to your vehicle list. RCM has an in-built function which will load this toll information from the provided file.

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.



#### **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**

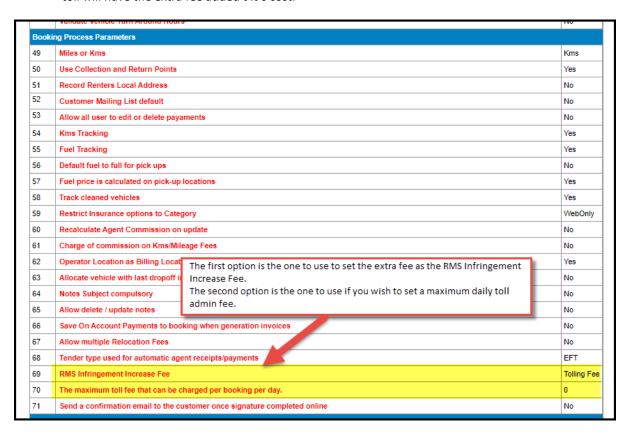
A file will be received from RMS which will contain a listing of tolls for your vehicles.

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.

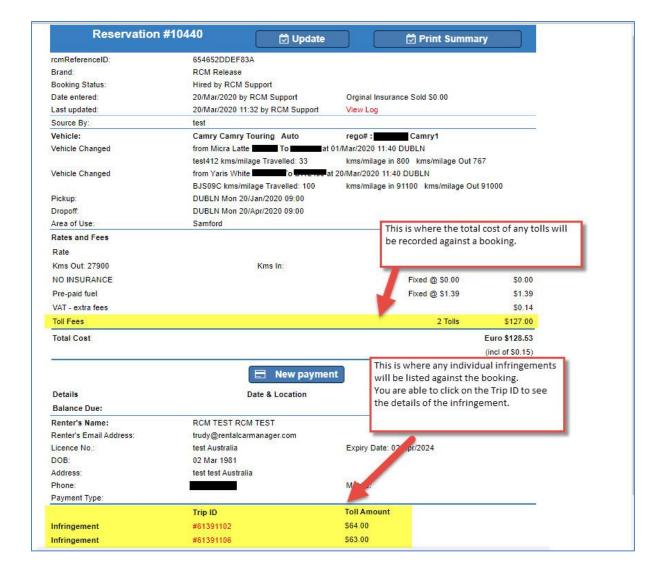
You will have the ability to add an extra charge to each toll if you want to. You will have to follow the steps below to do this:

- 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 t it's cost.



• 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.



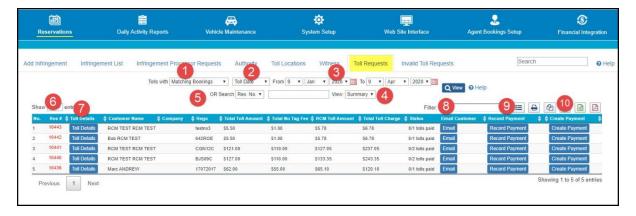
# **Toll Infringement Screen**

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:



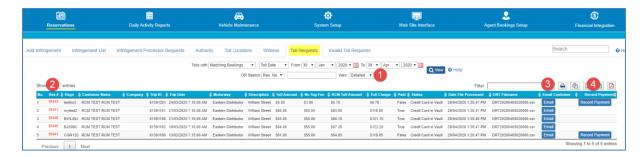
- 1. You can choose to search for Tolls that have either been successfully matched to a booking or tolls which have not been matched to a booking by setting this value.
- 2. You can choose the date type that you want to search by, the options are:
  - a. Date Posted the date the toll was loaded into 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.



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 much 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.



# **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.

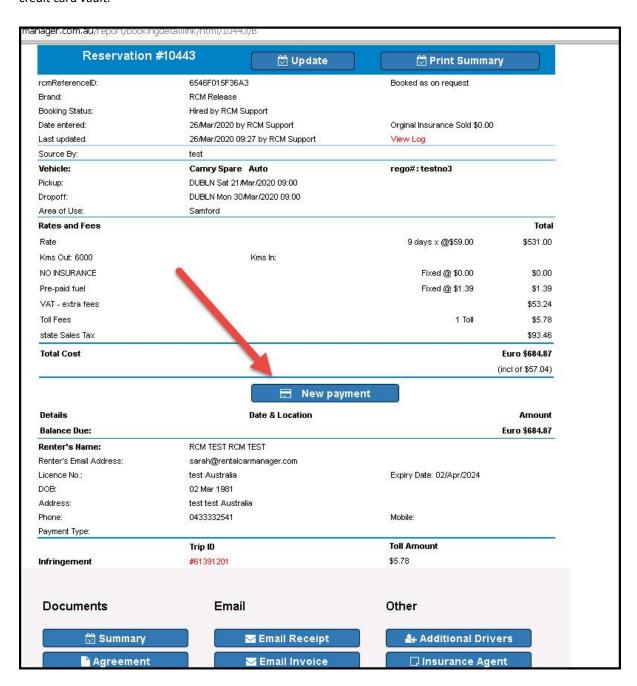
There are two ways that you can do this, both are described in more detail below:

- 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.

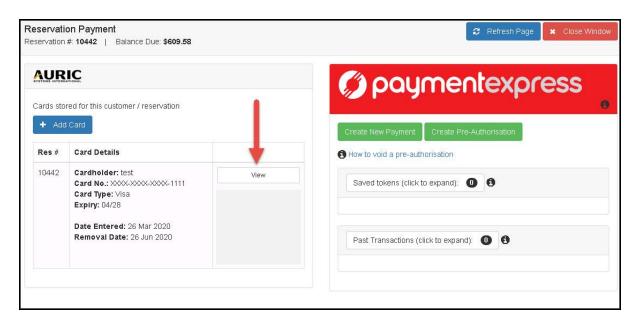
#### **Taking Payments Manually Using Card Stored in Vault**

The following steps will need to be performed:

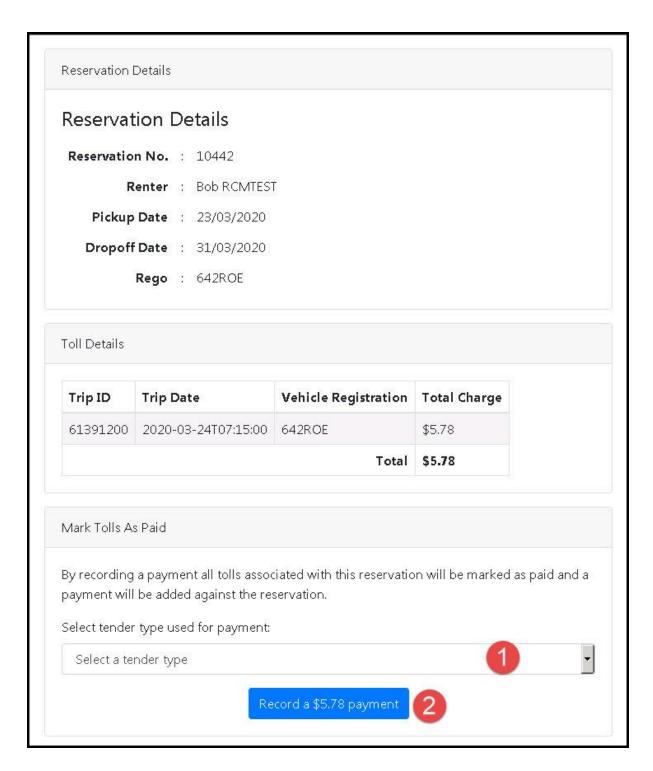
 From both the summary and detailed screens you are able to access the Booking Details screen by clicking in the reservation number. From here you can click on the New Payment button to access the credit card vault.



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



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.



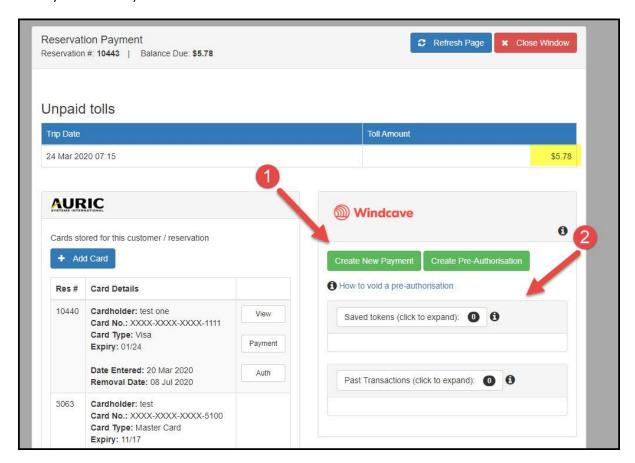
4. Once you have taken the payment you will need to save the payment information using the Record Payment screen shown above. You firstly choose the Tender Type used and then click on the Record Payment button. This will mark the toll as paid and also record the payment against the booking.

#### **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.



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.



## **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.

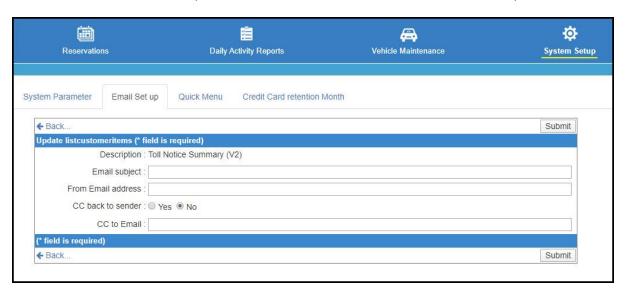
From this screen you can choose to update the options for the email or edit the email template.



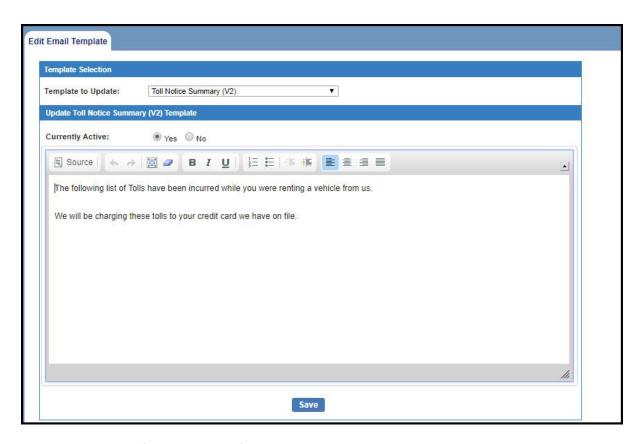
The email options screen is shown below, you can see this by clicking on the name of the email, option 3 shown above.

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.



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



Below is an example of an email set out for an individual toll.

