## ris® Supplier User guide.

A quick guide to the booking system.



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# **1** Confirming a reservation.

From the rental dashboard:

- 1 / Click on Unconfirmed.
- 2 / Select the reservation you wish to confirm.
- **3** / Select 'Confirm booking'.
- 4 / Enter you supplier reservation number.
- 5 / Click 'Submit'.



# 2 How to add a P11D.

From the rental dashboard:

- **1** / Click missing P11D.
- 2 / Enter the missing P11D data
- 3 / Click 'Update missing P1/1D'.

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4471553 NEX004	Carl Rudge JH	LB72WRU. 21-04-2023	05-10-2023	TBA	10-05
4471553 NEX004	Carl Rudge JH	LC72RUR 21-04-2023	05-10-2023	TBA	12-05
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### **S** Add Damage case.

On the 'Damages/fines' tab.

- 1 / Click 'Add Damages case'.
- 2 / Locate the reservation you need to add the damage case to.
- **3** / Complete the mandatory fields.
- 4 / Refer to your SLA for information needed.
- 5 / Click 'Add damage'.

## 4/ Add a Fine case.

On the 'Damages/fines' tab.

- 1 / Click the 'Add Fine Case' filter.
- 2 / Locate the reservation you need to add the fine case to.
- **3** / Complete the mandatory fields.
- 4 / Refer to your SLA for information needed.
- 5 / Click 'Add fine'.





#### 5 HGV Compliance paperwork

Navigate to the HGV Compliance Dashboard.

- 1 / Click 'Overdue'.
- 2 / Select reservation you are uploading to.
- **3** / Click the upload button.
- 4 / Nexus will check your document and update Iris®.

#### 6 / Respond to Customer Service Query

Navigate to the HGV Compliance Dashboard.

- 1 / Click 'Waiting Response'.
- 2 / Select the query you wish to respond to.
- **3** / Enter your response to the query.
- 4 / Click 'Upload'.



## 7 Add supplier query

On the customer service tab.

- 1 / Click 'Add Supplier Query'.
- 2/Complete the form.
- **3** / Click 'Add Supplier Query'.

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Home  Rental Reservation Search						
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## 8/ Submit dueback info



On the Billing Dashboard.

- 1 / Click 'Dueback Upload'.
- 2 / Complete each row, confirming any fuel or misc changes.
- 3 / Click 'Save' on each row.

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# 9 Respond to invoice dispute

#### On the Billing Dashboard.

- 1 / Click 'Waiting Response'.
- 2 / Select a dispute case.
- 4 / Respond accordingly to the dispute.
- 5 / You can review previous notes to help make your decision.
- 6 / Click 'Submit'.

## Still need help?

#### Reservations

**T:** 0871 984 1940

**E:** res@nexusrental.co.uk (for all booking queries prior to vehicle delivery)

#### **Customer Service**

**T:** 0871 984 1942

**E:** customerservice@nexusrental.co.uk (for all queries after vehicle delivery)

