iris®

Customer User guide.

A quick guide to
the booking system.

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Contents

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1/ New booking in under 30 seconds.

From the homepage:

A / Click on new reservation.

B / Complete all mandatory fields.

C / Click send booking.

D / Finally a booking confirmation
pop up box will appear.
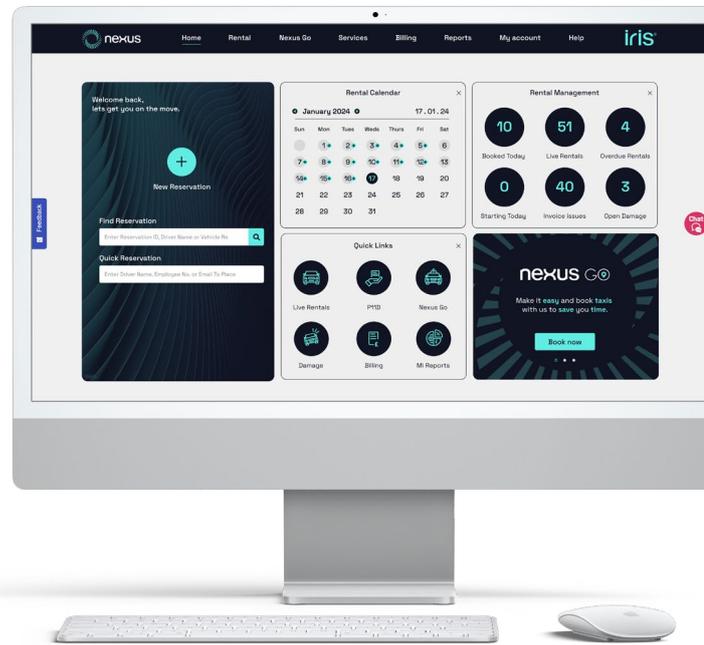
2/ Repeating a previous booking.

From the homepage:

1A / Enter the driver's name in
the Quick Bookings field.

1B / Select the driver from the
dropdown list, then either:

1C / Copy a previous reservation
by clicking the button next
to a previous journey.

2A / Choose from the
driver's most popular
booking preferences
and click Rebook.

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3/
Extending a booking.

From the homepage, click on the **live rentals** Quick link. Then either:

1A / Click the action button next to the reservation you wish to extend.

1B / Select the number of days to extend it for and click Confirm.

--- OR ---

2A / Click on the Reservation ID of the booking you wish to extend.

2B / Then click on the Extend button, select the new Collection Details date and time and click on Extend.

4/
Cancelling a booking.

Enter the reservation number in find reservation. Alternatively, click the starting today quick link to view all future rentals due to start today. Once on the Rentals Listing page:

1A / Click the remove icon next to the rental you wish to cancel.

--- OR ---

2A / Click on the Reservation ID of the booking you wish to cancel and select the Cancel button.

2B / Enter the reason for the cancellation and click on Confirm. A cancellation confirmation pop up will appear.

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5 / How to offhire a booking?

From the homepage, enter the reservation number in find reservation search box.

Alternatively, if you don't know the reservation number, click on the live rentals quick link or the live rentals figure in the rental management summary to view all live reservations.

1A / Click the Offhire button next to the rental you wish to offhire.

OR

2A / Select the booking you wish to offhire and select the Offhire button on the reservation details page.

2B / Update the collection information and click Offhire. A confirmation of offhire popup will appear.

6 / How to change the main driver?

To change the 'Main Driver' (once additional drivers have been added), click on the star next to the driver's name that you want to be the Main Driver and click on confirm. That driver will now have the star next to their name, signifying that they are now set as the 'Main Driver'.

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7/ How to use the rental calendar?

The Rental Calendar tool allows you to view and amend multiple rentals quickly. The status of each rental is visible and enables quick management of your hires.
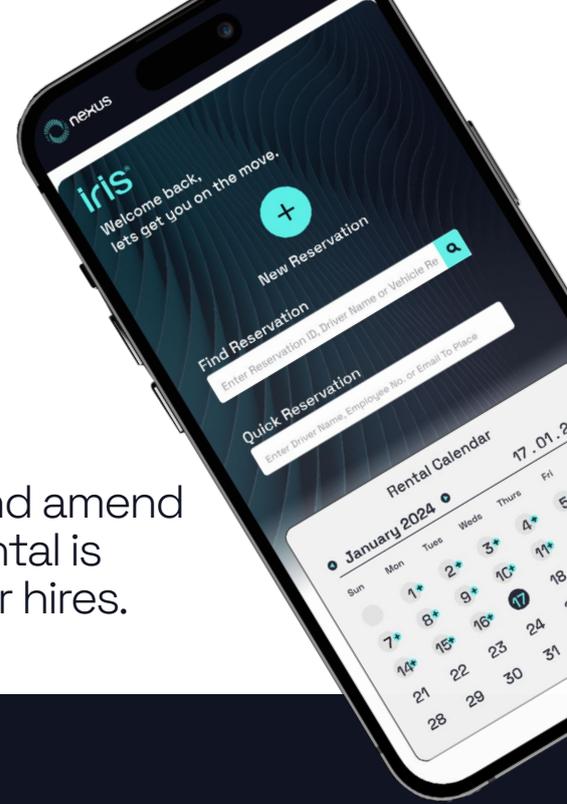
8/ How to add a new driver.

When creating a new reservation you are required to add a driver. To do so, type the driver name in the driver details field, select the correct name from the drop down list and click on confirm. The driver (added first) will be set as the main driver, to add an additional driver, repeat the same add driver process.

9/ How to add an airport?

A / To add an airport, type the airport name e.g. Manchester Airport in the Delivery Address or Collection Address field and choose it from the drop down options, recognisable by the aeroplane picture icon next to the address in the drop down list.

B / You will then see a pop up Delivery or Collection Address box, enabling you to check and add further information, such as telephone and key information, before clicking on Confirm to add the address.

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10 / What is a TBA Or APU booking?

TBA stands for to be advised and is an open ended booking that will require further information and confirmation from the booker at a later stage in order to offhire it.

APU stands for automatic pick up and is used for bookings with a specified collection address, for example your place of work or home.

11 / Mi report User guide.

The MI reports allow you to generate the monthly and annual reports required for any budget period by driver, cost centre, etc.

View MI reports from your PC, laptop or iPad. To log in to MI reports use your client login and password which was sent to you with your welcome email.

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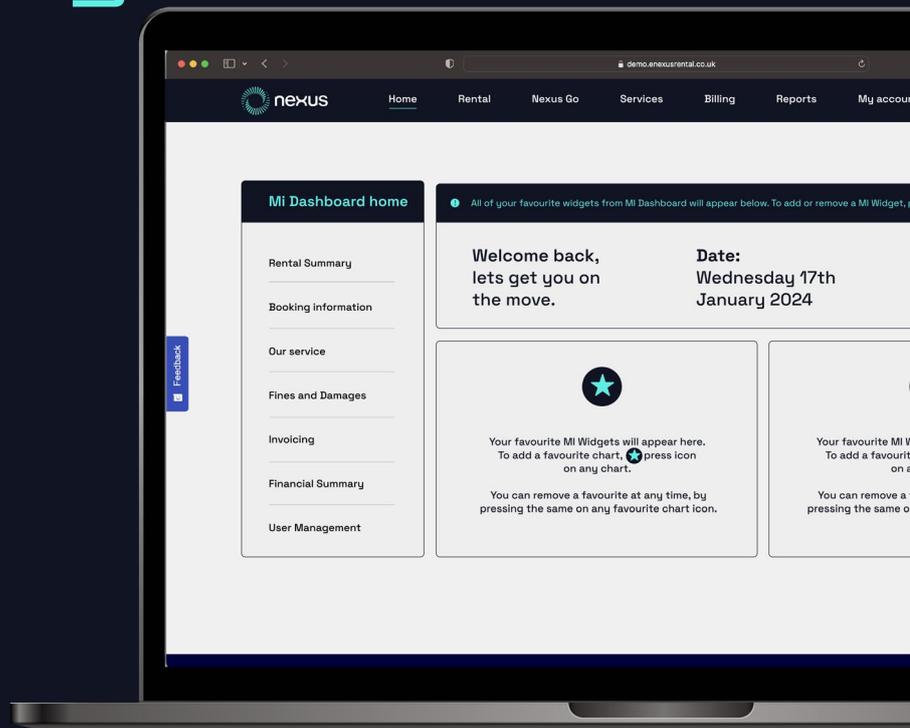
Accessing Your reports.

Hovering the curser over the tabs in the top menu bar will produce a dropdown sub menu, some sub menu items will produce a further dropdown, allowing you to navigate to the correct IRIS page with just one click.

Avg Rental Length:

Hover over Reports in main menu **>** Hover over Rental Report **>** Avg. Length of Hire

Booking Profile:

Hover over Reports in main menu **>** Hover over Rental Report **>** Number of bookings / days booked

Customer Service Issues:

Hover over Reports **>** MI Report **>** Customer Service Analysis

Damage:

Hover over Reports in main menu **>** Hover over Damage Reports **>** by Driver or Group / Damage Spend/ Damage Report Damage Claims Analysis / Damage

Validation Summary:

Hover over Reports **>** MI Report

Expenditure:

Hover over Reports **>** MI Reports **>** Finance Summary

Fines:

Hover over Reports in main menu **>** Hover over Fine Reports **>** Parking or Speeding Fines / Fines by Driver or Group

Invoiced Days:

Hover over Reports **>** MI Reports **>** Finance Overview

Invoicing accuracy:

Hover over Reports in main menu **>** Hover over Billing Report **>** Disputed Invoices

Number of Invoices:

Hover over Reports **>** MI Report **>** Finance Overview

Number of Vehicles on Rent:

Hover over Reports **>** MI Report **>** Rental Data

P11D by Reservation:

Hover over Reports in main menu **>** Hover over Rental Report **>** P11D

Top Delivery Areas:

Hover over Reports **>** MI Reports **>** Rental Data Continued

Top Vehicle Groups:

Hover over Reports **>** MI Report **>** Rental Data

Total Invoiced Spend:

Hover over Reports in main menu **>** Hover over Billing Reports **>** Expenditure

In need of further support?