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(54) **EXTENDED WEB ENABLED BUSINESS TO BUSINESS COMPUTER SYSTEM FOR RENTAL VEHICLE SERVICES**

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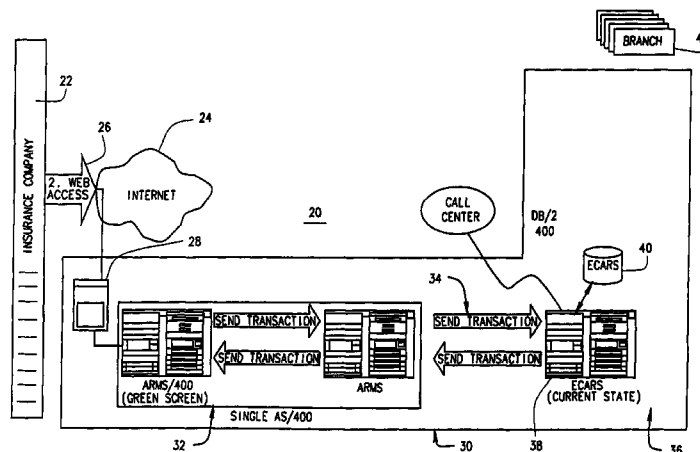See application file for complete search history.

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(57) **ABSTRACT**

An Internet enabled, business-to-business computerized transaction system is disclosed in its preferred embodiment for use in providing rental car services for high volume users and comprises an Internet web portal through which the high volume user may access a plurality of service providers including an integrated business computer network for at least one rental vehicle service provider. The rental vehicle services provider computer network is configured to interconnect a geographically diverse plurality of branch offices, cataloguing their available rental vehicles and schedules for same as well as handling all transactional data relating to its business. The Internet web portal provides ubiquitous connectivity and portability for a multi-level business organization who regularly places high volumes of rental purchases with its business partner and also those other service providers who may or may not have the same integrated business computer system and software. Utilizing the method and apparatus of the present invention large volumes of rental transactions may be placed, monitored, altered during performance, and closed out with financial accounting and payment being made virtually without human intervention.

41 Claims, 204 Drawing Sheets

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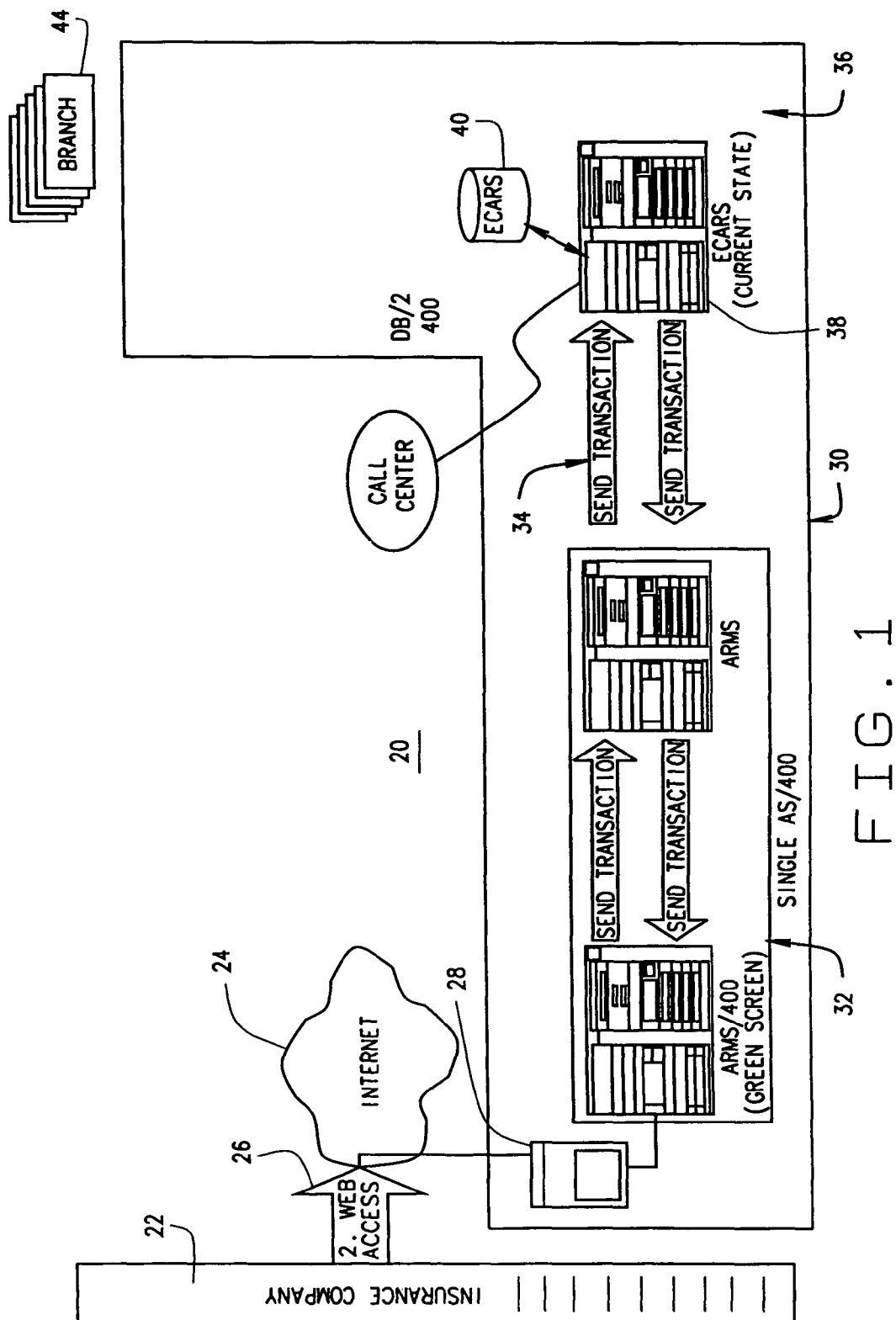U.S. Appl. No. 09/678,752, filed Oct. 3, 2000, Shaffer et al.

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FIG. 1

ARMS TRANSACTIONS

F I G . 2

54

ARMS WEB 2.0+ ARCHITECTURE TOPOGRAPHY

52

INTERNET

CISCO'S LOCALDIRECTOR
LOAD BALANCING
SOFTWARE (2)   50

INTERNET SPACE
& DMZ

56

FIREWALL (2)

INSURANCE
COMPANY

58

64

62

INTERNET DMZ

NON-ERAC
RENTAL CAR
COMPANIES

SUN MICROSYSTEMS
HARDWARE RUNNING
APACHE WEB SERVER (3)

66

76

ACTOR
(WWW)

DANCER
(WWW)

SINGER
(WWW)

60

FIREWALL
(2)

72

INTERNET PRIVATE

SUN MICROSYSTEMS
HARDWARE RUNNING
BEA'S WEBLOGIC
APPLICATION SERVER (3)

ENTERPRISE
PRIVATE
NETWORK

68

DIRECTOR
(APPS)

CONDUCTOR
(APPS)

PRODUCER
(APPS)   70

SECURITY
FRAMEWORK

PRODUCTION
AS/400S

ARMS

ENTERPRISE
AS/400
PRODUCTION
ENVIRONMENT

74

78

ECARS

80

82

BRANCH

FIG.3

Context Rental and ARMS

1.*
ARMS Context
(CSD)

FIG. 4

FIG. 5

1.1 BA Automated Rental Management System

Application Areas

1.1.1.*
AA Trading Partner
Business
Transactions

1.1.2.*
AA Rental Systems
Business Transactions

1.1.3.*
AA Office Information
Synchronization Between
Enterprise and Trading
Partner

1.1.4.*
AA ARMS Support

FIG. 6

Business Transactions

1.1.1 AA Trading Partner Business Transactions

1.1.1.1.*
BT Request for
Authorization
Management by
Customer

1.1.1.2.*
BT Manage Customer
Remittance

1.1.1.3.*
BT Manage Customer
Message

FIG. 7

FIG. 8

1.1.1.1.1 AUT Receive Transmission

Component Navigation Diagram

EE-1(2/2) RENTAL MANAGEMENT TRADING PARTNER

********Mailbo

1.1.1.1.1.2 PGM Set Environment to Receive Proprietary Batch Transmission (CLL818)

1.1.1.1.1.21 PGM Retrieve Communication Parameters (EDZ001A)

1.1.1.1.1.5 PGM Receive ****** Batch for ****** (AM***RC8)

DA X12 Incoming Transmission Number AM004A

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE

EE-2 DIRECT BILLING TRADING PARTNER

1.1.1.1.1.20 PGM Receive X12 Transmission Batch (EDMRPIA)

1.1.1.1.1.8 PGM Unwrap Envelope (EDMRUWA)

1.1.1.1.1.19 DTQ Input for Receive Mapper Interface (DQxxxRM1)

1.1.1.1.1.9 PGM Receive Mapper Interface (EDLRMA)

1.1.1.1.27 DTQ Input for Transmission Validation from Specific trading partner (DQxxxx1)

1.1.1.1.1.14 PGM Receive X12 Interface (AMZRMA)

1.1.1.1.1.18 DTQ Input for Receive Unwrapper (DQxxxRU1)

1.1.1.1.1.7 PGM Receive MQ Series Transmission (EDMRMQA)

1.1.1.1.1.6 PGM Receive LU 6.2 Transmission (EDMRLUA)

DA ****** Password Production (AMSFPWPR)

DA ****** Password Production (AMSFPWTS)

1.1.1.3.10 PGM Perform Internal Error Paging and Messaging (AMPSSR)

1.1.1.1.1.10 PGM Get Mapped Data (EDZRCUA)

EE-1(1/2) RENTAL MANAGEMENT TRADING PARTNER

Connection

LU 6.2 Connection

SNUF 3270 API

1.1.1.1.1.13 PGM Prestart Job by Company for LU6.2 (EDxxxRC1)

1.1.1.1.1.16 PGM Retrieve ****** Password (AM_001)

1.1.1.1.1.1 PGM Receive Proprietary Transmission (AM***RCV)

1.1.1.1.1.12 PGM Receive/Send Proprietary Transmission for ****** (AM***COM)

DA Duplicate ***Receiver Indicator (AM003A)

Remote connection to Enterprise via ****** (ARMS/400)

FIG. 9

1.1.1.1.2 AUT Validate AND Unpackage (CommRcvr - AM20/AM21)

Component Navigation Diagram

1.1.1.1.2.7
DTQ Input for
Transmission Validation
from Specific trading
partner (DQxxxxx1)

1.1.1.1.3.10(1/2)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.8.6
DTQ Input for
Program
AM0120
(DQAMPKG)

Functional
Acknowledgement

1.1.1.1.2.2
PGM Validate Transmission
(AM0010V1)

1.1.1.1.3.11(1/2)
PGM Validate Date
and Convert Format
(CCDATE)

DA Number of Translator Programs
Running (DASDV1)

System Shut Down Request

Remittance Trans.
No

Remittance Trans.
Yes

1.1.1.1.2.6
DTQ Input for
program AM0020V1
(DQAMTRN1)

1.1.1.1.3.13
PGM Generate
External Error
(AM0090V1)

1.1.1.1.2.5
DTQ Input for
program AM0021V1
(DQAM21V1)

1.1.1.1.2.12
PGM Translate
Location (AMLCXLT)

1.1.1.1.2.3
PGM Unpackage
Transaction from
Transmission
(AM0020V1)

1.1.1.1.3.11(2/2)
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.1.2.4
PGM Unpackage
Transaction from
Transmission
(AM0021V1-RM Only)

1.1.1.1.3.10(2/2)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.2.8
DTQ Input for
Time Line Inquiry
(DQAM70V1)

1.1.1.1.3.12
PGM Retrieve Cross
Reference
(AM2010V1)

1.1.1.1.3.5
DTQ Input to
AM0025
(DQAM25V1)

FIG. 10

1.1.1.3 AUT Validate Transaction (AM25 - AM46)

Transmission not valid

1.1.1.1.3.10(1/2)
PGM Perform Internal Error Paging
and Messaging (AMPSSR)

Return from AMPSSR to
AM0025

Encountered Unmonitored Error in
AM0025

Return from AMPSSR to AM0097

Encountered Unmonitored Error in AM0097

Return from
AMPSSR to AM0097

Encountered Unmonitored Error in AM0030

Return from AM0030

DA No. of ARMS Machines to Shutdown (AM001A)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.1.3.7
DTQ Input Data
Queue to AM0040
(DQAMDTL1)

1.1.1.1.3.14
PGM Handle
Internal Error
(AM0097V1)

1.1.1.1.3.2
PGM Validate
Transaction Set
Record Formats Data
Types (AM0030V1)

1.1.1.1.3.6
DTQ Input Data
Queue to AM0030
(DQAMSET1)

1.1.1.1.3.16
PGM Retrieve
Message Status
(RTVMSGSTS)

1.1.1.1.3.1
PGM Validate
Transaction Set
Record Formats
(AM0025V1)

1.1.1.1.3.5
DTQ Input to AM0025
(DQAM25V1)

DA No of Machines that have
Shutdown (AM002A)

1.1.1.1.2.8
DTQ Input for Time
Line Inquiry
(DQAM70V1)

FIG. 11(a)(1)

FIG. 11(b)(1) →

FIG. 11(a)(2) →

FIG. 11(b)(2) →

1.1.1.1.3.8
DTQ Input Data
Queue to AM0046
(DQAM46V1)

1.1.1.1.3.3
PGM Validate
Transaction Set
Record Format Data
(AM0040V1)

1.1.1.1.3.33
PGM Determine Nearest Location
by Longitude / Latitude using
Phone Number or Postal Code
(Canadian Only)(AM0053))

1.1.1.1.3.15
PGM Create
MS01 (CRTF80)

1.1.1.1.3.38
PGM Verify Branch
is Open (NUS018A)

1.1.1.1.3.37
PGM Determine Nearest Enterprise Location by Phone
or Postal Code (RAS013A)

1.1.1.1.3.20
PGM Check for
Holiday / After
Hours
(AM2051V1)

1.1.1.1.3.17
PGM Send Enterprise
Message (SNDEMSG)

1.1.1.1.3.19
PGM Retrieve
Machine ID
(AM2050V1)

Return from AM1050 to
AM0046

Return from AM1080 to
AM0046

1.1.1.1.3.28
PGM Generate
Transaction
Credits
(AM1080V1)

1.1.1.1.3.27(1/2)
PGM Create
Sensitive Fields
Change Log
(AM1050V1)

1.1.1.1.3.25
PGM Assign Next
Vendor
Transaction Id
(AMRVTSQ)

1.1.1.1.3.26
PGM Retrieve Next
Transmission
Control Id Number
(AM1099)

Return from Surcharge to
AM0046

1.1.1.1.3.23
PGM Generate
Pseudo-Authorization Change
Transaction Data Set
(Approved Govt. Surcharges)
(AM0096V1)

DA Next Vendor Transaction id
(AMSEQCTL)

← FIG. 11(a)(1)

FIG. 11(a)(2)

Component Navigation Diagram

1.1.1.3 AUT Validate Transaction (AM25 - AM46)

FIG. 11(b)(2) →

FIG. 11(b)(1)

FIG. 11(a)(1)

1.1.1.1.7.3 DTQ Input to AM106 (DQAMDST)

1.1.1.1.8.6(1/2) DTQ Input for Program AM0120 (DQAMPKG)

1.1.1.3.13 PGM Generate External Error (AM0090V1)

1.1.1.1.3.12(1/2) PGM Retrieve Cross Reference (AM2010V1)

Transmission Error on Distributed Machine

Invalid Transmission / Reject back to Customer

Invalid Transmission

Invalid Transmission

Return from AMPSSR to AM0090

Encountered Unmonitored Error in AM0090

← FIG. 11(b)(1)

FIG. 11(b)(2)

← FIG. 11(a)(2)

1.1.1.1.8.6(2/2)
DTQ Input for
Program AM0120
(DQAMPKG)

1.1.1.1.3.27(2/2)
PGM Create
Sensitive Fields
Change Log
(AM1050V1)

1.1.1.1.3.21
PGM Retrieve
State Code
(AM2053V1)

1.1.1.1.3.40
PGM Online
Reporting File
Write/Update
Program
(AM0055V1)

1.1.1.1.3.9
DTQ Input to
Program AM0100
(DQAMAP¹)

1.1.1.1.3.36
PGM Retrieve
ARMSPR5
Information
(AM2030V1)

1.1.1.1.3.35
PGM Retrieve
ARMSPR5
Information
(AM2020V1)

1.1.1.1.3.18
PGM Handle
Internal/External
(AM0098)

1.1.1.1.3.31
PGM Generate
Underage Driver
Surcharge
(AM1085V1)

1.1.1.1.3.12(2/2)
PGM Retrieve
Cross Reference
(AM2010V1)

1.1.1.1.3.30(2/2)
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.3.10(2/2)
PGM Perform Internal Error Paging
and Messaging (AMPSSR)

1.1.1.1.3.39
DTQ Input for
Program AM0055V1
(DQAM55V1)

Invalid Transmission / Outbound Transmission

Valid Transaction (Inbound / Transfer)

1.1.1.1.3.30(1/2)
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.3.29
PGM Inquire/Update
Cross - Reference
(AM1010V1)

Return from AMPSSR to AM0040

Return from AMPSSR
to AM0046

1.1.1.1.3.4
PGM Route Transaction /
Update ARMS Centralized
Database (AM0046V1)

1.1.1.1.3.22
PGM Enforce rules of
Data Exchange for
Outbound Transaction
(AM0047V1)

1.1.1.1.4 AUT Send Transaction for Distributive Processing (AM100-AM101)

Component Navigation Diagram

1.1.1.1.3.9
DTQ Input to
Program
AM0100
(DQAMAP1)

1.1.1.1.4.1
PGM Distribute
Routed Transaction
from Centralized
Host System
(AM0100)

1.1.1.1.4.2
PGM Receive
Routed Distributed
Transaction on
Distributed Host
System (AM0101)

1.1.1.1.4.6
PGM Retrieve
System Name
(RTVSYS)

1.1.1.1.3.10
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.18.5
DTQ Primary Input
to AM0061 and
Rental System
Interfaces
(DQAM61V1)

FIG. 12

1.1.1.1.5 AUT Interface with Rental Systems (AT/CN/EX/CM)

Activity Modes Diagram

1.1.1.1.5.1.*
AUT Interface with
ECARS
(AT/CN/EX/CM)

1.1.1.1.5.2.*
AUT Interface with
Claims Connection
(AT/CN/EX)

FIG. 13

1.1.1.1.5.1 AUT Interface with ECARS (AT/CN/EX/CM)

EC = ECARS

Deferral Notice

DS ARMS APPLICATION TRANSACTION DISTRIBUTED DATABASE FILES

RA RENTAL APPLICATIONS (ECARS)

1.1.1.1.3.30(1/2)
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.5.1.1
PGM Interface EC with Rental
Authorization (EC00ATV1)

1.1.1.1.5.1.6
PGM Retrieve ARMS
Data (AM2090V1)

1.1.1.1.5.1.9(1/2)
PGM Retrieve GPBR
Tax Detail / Cvt Sys Time
to Br Time (CCRAXZ)

1.1.1.1.5.1.8
PGM Manipulate
Ambiguous Dates
(MILMATH)

1.1.1.1.6.2.20
PGM Maintain Consolidated
Bodyshop Callbacks
Control File for
ARMS (ECCBBSM)

1.1.1.1.3.19
PGM Retrieve
Machine ID (AM2050V1)

1.1.1.1.5.1.11(2/2)
PGM Print
Reservation Detail
(CCRS10)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.1.3.10(2/2)
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.1.18.4(1/2)
DTQ Secondary
(Deferred) Input to
AM0061
(DQAM68V1)

deferred request

1.1.1.1.5.1.10(1/2)
PGM Update
Electronic Message
(ECMSGV1)

1.1.1.1.9.12
DTQ Primary
Input for AM0060
(DQAM60V1)

auth. confirmation /
rental notification

shutdown
confirmation

1.1.1.1.7.3(2/2)
DTQ Input to AM106
(DQAMDST)

FIG. 14(a)

1.1.1.1.5.1 AUT Interface with ECARS (AT/CN/EX/CM)

Component Navigation Diagram

1.1.1.1.18.5
DTQ Primary Input to AM0061
and Rental System Interfaces
(DQAM61V1)

1.1.1.1.18.4(1/2)
DTQ Secondary
(Deferred) Input to
AM0061
(DQAM68V1)

deferral
notice

1.1.1.1.7.3(1/2)
DTQ Input to
AM106
(DQAMDST)

request
could
not be
process

deferred
request

shutdown
confirmation

1.1.1.1.5.1.3
PGM Interface EC with
Rental Cancellation /
Denial of Authorization
(EC00CNV1)

1.1.1.1.5.1.9(2/2)
PGM Retrieve GPBR
Tax Detail / Cvt Sys
Time to Br Time
(CCRAXZ)

1.1.1.1.3.30(2/2)
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.5.1.2
PGM Interface EC with Rental
Extension/Termination of
Authorization (EC00EXV1)

1.1.1.1.3.10(1/2)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.5.1.10(2/2)
PGM Update
Electronic Message
(ECMSGV1)

DA ECARS msg for CN received for
ARMS open ticket (EC001A)

RA RENTAL APPLICATIONS
(ECARS)

1.1.1.1.3.13
PGM Generate
External Error
(AM0090V1)

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

1.1.1.1.5.1.4
PGM Interface EC with
Customer Message
(EC00CMV1)

1.1.1.1.5.1.11(1/2)
PGM Print
Reservation Detail
(CCRS10)

shutdown
confirmation

shutdown
confirmation

FIG. 14(b)

CC = Claims Connection

1.1.1.1.5.2 AUT Interface with Claims Connection (AT/CN/EX)

Component Navigation Diagram

1.1.1.1.3.30
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.5.2.3
PGM Interface CC
with Rental
Cancellation of
Authorization (CC00CNV1)

1.1.1.1.7.3
DTQ Input to AM106
(DQAMDST)

shutdown
confirmation

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

CN CLAIMS
CONNECTION

1.1.1.1.3.10(2/2)
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

shutdown confirmation

1.1.1.1.5.2.2
PGM Interface CC
with Rental
Extention/Termination
of Authorization (CC00EXV1)

shutdown confirmation

1.1.1.1.18.5
DTQ Primary Input
to AM0061 and
Rental System
Interfaces
(DQAM61V1)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.1.5.1.6
PGM Retrieve
ARMS Data
(AM2090V1)

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

CN CLAIMS
CONNECTION

1.1.1.1.5.2.1
PGM Interface CC
with Rental
Authorization
(CC00ATV1)

1.1.1.1.5.2.43
PGM Verify
Objects
Existence
(VFYOBJ)

1.1.1.1.3.10(1/2)
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

FIG. 15

1.1.1.1.6 AUT Generate Vendor Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

Activity Modes Diagram

1.1.1.1.6.1.*
AUT Generate Claims
Connection Authorization
Maintenance Request
(AC/RA/RC/RE/RN/TR)

1.1.1.1.6.2.*
AUT Generate ECARS
Authorization Maintenance
Request
(AC/RA/RC/RE/RN/TR/VM)

FIG. 16

1.1.1.6.1 AUT Generate Claims Connection Authorization Maintenance Request (AC/RA/RC/RE/RN/TR)

Component Navigation Diagram

1.1.1.6.1.1
PGM Generate CC
Transfer Request
(CC00TRV1)

1.1.1.3.10(2/3)
PGM Perform
Internal Error Paging
and Messaging (AMPSSR)

1.1.1.6.1.3
PGM Generate
CC Request for
Authorization
Cancellation
(CC00RCV1)

1.1.1.3.19
PGM Retrieve
Machine ID
(AM2050V1)

1.1.1.3.11(2/3)
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.6.1.2
PGM Generate
CC Rental
Notification
(CC00RNV1)

1.1.1.3.10(3/3)
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.3.11(3/3)
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.9.12
DTQ Primary
Input for AM0060
(DQAM60V1)

1.1.1.7.3
DTQ Input to
AM106
(DQAMDST)

CC = Claims Connection

1.1.1.3.11(1/3)
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.6.1.5
PGM Generate CC
Request for
Authorization
Maintenance (CC00RAV1)

1.1.1.6.1.4
PGM Generate CC
Request for
Authorization
Extension
(CC00REV1)

1.1.1.6.1.11
PGM Generate CC
Authorization
Confirmation
(CC00ACV1)

1.1.1.3.10(1/3)
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.5.1.6
PGM Retrieve
ARMS Data
(AM2090V1)

FIG. 17

1.1.1.1.6.2 AUT Generate ECARS Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

EC = ECARS

1.1.1.1.6.2.22
PGM Generate
Century for DOB
(UTS001A)

1.1.1.1.6.2.17
PGM Retrieve ARMS Vehicle
Class and Rate Designation
(AM1070V1)

Rental Dispatch -
RAB

1.1.1.1.6.2.7
PGM Generate EC
Authorization
Maintenance
Request
(EC00RAV1)

Rental Dispatch -
Feedback DIS

1.1.1.1.6.2.8(1/4)
PGM Retrieve
Machine Attributes
(RTVEMCHA)

1.1.1.1.5.1.6(2/2)
PGM Retrieve
ARMS Data
(AM2090V1)

1.1.1.1.3.19(1/4)
PGM Retrieve
Machine ID
(AM2050V1)

1.1.1.1.3.11(2/2)
PGM Validate Date
and Convert Format
(CCDATE)

1.1.1.1.3.10(1/4)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.6.2.5
PGM Generate EC
Authorization
Confirmation
(EC00ACV1)

Rental Dispatch -
ACB

Rental Dispatch -
Feedback DIS

1.1.1.1.6.2.4
PGM Generate EC
Request for
Authorization
Cancellation
(EC00RCV1)

Rental Dispatch - RCB

Rental Dispatch - Feedback DIS

1.1.1.1.6.2.8(2/4)
PGM Retrieve
Machine Attributes
(RTVEMCHA)

1.1.1.1.3.10(2/4)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.3.19(2/4)
PGM Retrieve
Machine ID
(AM2050V1)

1.1.1.1.6.2.6
PGM Generate EC
Authorization
Extension Request
(EC00REV1)

Rental Dispatch - REB

Rental Dispatch - Feedback DIS

1.1.1.1.5.1.6(1/2)
PGM Retrieve
ARMS Data
(AM2090V1)

1.1.1.1.3.11(1/2)
PGM Validate Date
and Convert Format
(CCDATE)

FIG. 18(a)

1.1.1.1.6.2 AUT Generate ECARS Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

Component Navigation Diagram

Rental Dispatch - VMB

Rental Dispatch - Feedback DIS

1.1.1.1.6.2.3
PGM Generate EC Vendor
Message (EC00VMV1)

1.1.1.1.3.19(4/4)
PGM Retrieve
Machine ID
(AM2050V1)

1.1.1.1.6.2.8(4/4)
PGM Retrieve
Machine Attributes
(RTVEMCHA)

1.1.1.1.3.10(3/4)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.6.2.20
PGM Maintain
Consolidated Bodyshop
Callbacks Control File for
ARMS (ECCBBSM)

1.1.1.1.9.12
DTQ Primary
Input to AM0060
(DQAM60V1)

Rental Dispatch - REB

Rental Dispatch - Feedback DIS

1.1.1.1.6.2.24
PGM Generate EC
Transfer Request
(EC00TRV1)

Rental Dispatch -
RNB

1.1.1.1.6.2.8(3/4)
PGM Retrieve
Machine Attributes
(RTVEMCHA)

1.1.1.1.3.19(3/4)
PGM Retrieve
Machine ID
(AM2050V1)

Rental
Dispatch -
Feedback
DIS

1.1.1.1.6.2.25
PGM Generate EC
Rental Notification
(EC00RNV1)

1.1.1.1.3.14
PGM Handle
Internal Error
(AM0097V1)

1.1.1.1.3.10(4/4)
PGM Perform Internal
Error Paging and
Messaging (AMPSSR)

1.1.1.1.7.3
DTQ Input to AM106
(DQAMSDT)

FIG. 18(b)

Component Navigation Diagram

1.1.1.1.7 AUT Send Transaction for Centralized Processing (AM106 - AM105)

1.1.1.1.7.7
PGM Completed
Errors Report
(CLL797)

1.1.1.1.7.1
PGM Send
Transaction for
Centralized
Processing
(AM0106)

1.1.1.1.7.3
DTQ Input to
AM106
(DQAMDST)

1.1.1.3.30
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

1.1.1.1.4.6
PGM Retrieve
System Name
(RTVSYS)

1.1.1.1.7.2
PGM Receive
Transaction from
Distributed Host
System (AM0105)

1.1.1.1.3.5
DTQ Input to
AM0025
(DQAM25V1)

1.1.1.8.6
DTQ Input for
Program
AM0120
(DQAMPKG)

1.1.1.3.10
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

FIG. 19

Component Navigation Diagram

1.1.1.1.8 AUT Package Transaction into Transmission (AM120)

1.1.1.1.2.12
PGM Translate
Location (AMLCXLT)

1.1.1.1.3.12
PGM Retrieve Cross
Reference
(AM2010V1)

1.1.2.4.1.1.5
DTQ
Connect-Specific
Communications
Sender Input
(DQxxxxx)

1.1.1.1.8.1
PGM Package
Transaction
(AM0120)

1.1.1.1.8.6
DTQ Input for
Program AM 0120
(DQAMPKG)

1.1.1.1.3.30
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

FIG. 20

FIG. 21

1.1.1.9 AUT Dispatch Vendor Authorization Maintenance Request

Component Navigation Diagram

1.1.1.1.7.3 DTQ Input to AM106 (DQAMDST)

1.1.1.1.3.10 PGM Perform Internal Error Paging and Messaging (AMPSSR)

1.1.1.1.3.18 PGM Handle Internal/External Error (AM0098)

1.1.1.1.3.30 PGM Retrieve Machine Emulation Attributes (RTVEMCHA)

1.1.2.4.3.4 DTQ Input to AM0062 (DQAM62V1)

1.1.1.1.3.29 PGM Inquire/Update Cross-Reference (AM101OV1)

DA Next Vendor Transaction Id (AMSEQCTL)

1.1.1.1.9.1 PGM Dispatch Rental Systems Request (AM0060V1)

1.1.1.1.3.25 PGM Assign Next Vendor Transaction (AMRVTSQ)

shutdown confirmation

shutdown request

Defer Processing

1.1.1.1.9.10 DTQ Secondary Input to AM0060 (DQAM6AV1)

1.1.1.1.3.26 PGM Retrieve Next Transmission Control Id Number (AM1099)

1.1.1.1.9.12 DTQ Primary Input to AM0060 (DQAM60V1)

1.1.1.1.9.15 PGM Retrieve Data Queue Information (CLDQINFO)

1.1.1.1.3.19 PGM Retrieve Machine ID (AM2050V1)

1.1.1.1.9.13 PGM Retrieve ECARS Data (EC2090V1)

1.1.1.1.9.14 PGM Retrieve Claims Connection Data (CC2090V1)

Component Navigation Diagram

1.1.1.1.18 AUT Dispatch Customer Authorization Maintenance Request

1.1.1.1.3.10
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.1.9.15
PGM Retrieve Data
Queue Information
(CLDQINFO)

1.1.1.1.9.14
PGM Retrieve Claims
Connection Data
(CC2090V1)

1.1.1.1.9.12
DTQ Primary
Input for AM0060
(DQAM60V1)

1.1.1.1.3.30
PGM Retrieve
Machine Emulation
Attributes
(RTVEMCHA)

Shutdown

1.1.1.1.18.5
DTQ Primary Input
to AM0061 and
Rental System
Interfaces
(DQAM61V1)

Dispatched
Customer Request

1.1.1.1.18.3
PGM Edit and Dispatch
Customer Request
(AM0061V1)

1.1.1.1.3.29
PGM Inquire/Update
Cross - Reference
(AM1010V1)

Deferred Request

Deferred Request

1.1.1.1.3.18
PGM Handle
Internal/External
Error (AM0098)

shutdown confirmation

Error

1.1.1.1.18.4
DTQ Secondary
(Deferred) Input to
AM0061
(DQAM6BV1)

1.1.1.1.7.3
DTQ Input to AM106
(DQAMDST)

1.1.1.1.18.8
PGM Update
Financial Services
Files with
Remittance Detail
(AM0049V1)

1.1.1.1.9.13
PGM Retrieve
ECARS Data
(EC2090V1)

FIG. 22

Component Navigation Diagram

1.1.1.1.20 AUT Generate Authorization Maintenance in Behalf of R.M.T.P.

EE-1
RENTAL MANAGEMENT TRADING PARTNER

1.1.1.1.20.1
PGM AADRVR Program to PASS THRU TO RARMS (AACHNG)

1.1.1.1.20.2
PGM Program to start AACHGR (AACHNGA)

1.1.1.1.20.3
PGM USAA Authorization Change (AACHGR)

1.1.1.1.3.5
DTQ Input to AM0025 (DQAM25V1)

1.1.1.1.2.8
DTQ Input for Time Line Inquiry (DQAM70V1)

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE FILES

FIG. 23

1.1.1.2 BT Manage Customer Remittance

Activity Dependency Diagram

EE-2
DIRECT BILLING
TRADING
PARTNER

EE-1
RENTAL
MANAGEMENT
TRADING
PARTNER

:TR Direct Bill Trading Partner
Sends Electronic Transmission

:TR Trading Partner Sends
Electronic Transmission

1.1.1.1.1.*
AUT Receive
Transmission

1.1.1.1.2.*
AUT Validate AND
Unpackage (CommRcvr
- AM20/AM21)

1.1.1.1.3.*
AUT Validate Transaction
(AM25 - AM46)

1.1.1.1.4.*
AUT Send Transaction for
Distributive Processing
(AM100-AM101)

DS ARMS APPLICATION
TRANSACTION CENTRALIZED
DATABASE FILES

1.1.1.1.18.*
AUT Dispatch
Customer
Authorization
Maintenance
Request

CR CASH RECEIPTS (A/R)

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

FIG. 24

Activity Dependency Diagram

1.1.1.3 BT Manage Customer Message

EE-1   RENTAL MANAGEMENT TRADING PARTNER

:TR Trading Partner Sends Electronic Transmission

1.1.1.1.* AUT Receive Transmission

1.1.1.1.2.* AUT Validate AND Unpackage (CommRcvr - AM20/AM21)

1.1.1.1.3.* AUT Validate Transaction (AM25 - AM46)

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE FILES

1.1.1.1.4.* AUT Send Transaction for Distributive Processing (AM100-AM101)

1.1.1.1.18.* AUT Dispatch Customer Authorization Maintenance Request

1.1.1.1.5.* AUT Interface with Rental Systems (AT/CN/EX/CM)

NR NATIONAL RESERVATIONS

CN CLAIMS CONNECTION

DS ARMS APPLICATION TRANSACTION DISTRIBUTED DATABASE FILES

RA RENTAL APPLICATIONS (ECARS)

FIG. 25

1.1.2 AA Rental Systems Business Transactions

Business Transactions

1.1.2.1.*
BT Request for
Authorization
Management by
Vendor

1.1.2.2.*
BT Generate & Send
Rental Maintenance
Notification

1.1.2.3.*
BT Manage Vendor
Messages

1.1.2.4.*
BT Generate &
Send Electronic
Billing Invoice and
Batch Extensions

1.1.2.5.*
BT Close ARMS
Authorized Ticket

FIG. 26

1.1.2.1 BT Request for Authorization Management by Vendor

Activity Dependency Diagram

EE-3 RENTAL APPLICATION SYSTEMS

:TR Rental Application Sends Authorization Management Request - Real Time

EE-5 TIME

:TR Rental Application Sends Authorization Management Request - Batch

CN CLAIMS CONNECTION

1.1.2.4.1.*
BAT Package and Send Transaction / Generate Vendor Extension Request

1.1.1.1.9.*
AUT Dispatch Vendor Authorization Maintenance Request

RA RENTAL APPLICATIONS (ECARS)

1.1.1.1.6.*
AUT Generate Vendor Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

DS ARMS APPLICATION TRANSACTION DISTRIBUTED DATABASE FILES

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE FILES

1.1.1.1.7.*
AUT Send Transaction for Centralized Processing (AM106 - AM105)

1.1.1.1.3.*
AUT Validate Transaction (AM25 - AM46)

1.1.1.1.8.*
AUT Package Transaction into Transmission (AM120)

1.1.1.1.19.*
AUT Send Transmission to Trading Partner Company

EE-1 RENTAL MANAGEMENT TRADING PARTNER

FIG. 27

1.1.2.2 BT Generate & Send Rental Maintenance Notification

Activity Dependency Diagram

EE-3
RENTAL
APPLICATION
SYSTEMS

CN CLAIMS
CONNECTION

:TR Rental Application Sends
Rental Maintenance
Request - Real Time

RA RENTAL
APPLICATIONS (ECARS)

1.1.1.1.9.*
AUT Dispatch Vendor
Authorization Maintenance
Request

1.1.1.1.6.*
AUT Generate Vendor
Authorization Maintenance
Request
(AC/RA/RC/RE/RN/TR/VM)

OF OFFICE
DIRECTORIES

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

1.1.1.1.7.*
AUT Send Transaction
for Centralized
Processing (AM106 -
AM105)

DS ARMS APPLICATION
TRANSACTION CENTRALIZED
DATABASE FILES

1.1.1.1.3.*
AUT Validate Transaction
(AM25 - AM46)

1.1.1.1.8.*
AUT Package Transaction
into Transmission (AM120)

1.1.1.1.19.*
AUT Send
Transmission to
Trading Partner
Company

EE-1 RENTAL
MANAGEMENT
TRADING PARTNER

FIG. 28

FIG. 29

1.1.2.4 BT Generate & Send Electronic Filling Invoice and Batch Extensions

Activity Dependency Diagram

EE-5(1/2)
TIME

TR Generate Daily Rental
Invoices - Batch

RA RENTAL
APPLICATIONS (ECARS)

EE-3
RENTAL
APPLICATION
SYSTEMS

TR Generate Claims
Connection Invoices
- Real Time

1.1.2.4.5.*
BAT Generate
Invoice - ECARS

DS ARMS APPLICATION
TRANSACTION DISTRIBUTED
DATABASE FILES

1.1.1.1.9.*
AUT Dispatch Vendor
Authorization Maintenance
Request

1.1.2.4.3.*
AUT Edit Outbound
Transaction

CN CLAIMS
CONNECTION

1.1.1.1.7.*
AUT Send Transaction
for Centralized
Processing (AM106 -
AM105)

1.1.2.4.2.*
AUT Generate CC
Rental Billing Invoice

1.1.1.1.3.*
AUT Validate Transaction
(AM25 - AM46)

DS ARMS APPLICATION
TRANSACTION CENTRALIZED
DATABASE FILES

1.1.1.1.8.*
AUT Package Transaction
into Transmission (AM120)

1.1.1.1.19.*
AUT Send
Transmission to
Trading Partner
Company

claims connection
invoices

EE-1   RENTAL
MANAGEMENT
TRADING PARTNER

claims connection
invoices

daily rental invoices

1.1.2.4.1.*
BAT Package and Send
Transaction / Generate
Vendor Extension
Request

daily rental invoices

EE-2   DIRECT
BILLING
TRADING PARTNER

EE-5(2/2)
TIME

FIG. 30

1.1.2.4.1 BAT Package and Send Transaction / Generate Vendor Extension Request

Activity Modes Diagram

1.1.2.4.1.1.*
BAT Package and
Send Transactions
to Non-******

1.1.2.4.1.3.*
BAT Package and
Send Transactions
to ******

1.1.2.4.1.2.*
BAT Package and
Send Transactions
for X12

1.1.2.4.1.4.*
BAT Generate Vendor
Request for Authorization
Extension

FIG. 31

Component Navigation Diagram

1.1.2.4.1.1 BAT Package and Send Transactions to Non-******

1.1.1.1.2.12
PGM Translate
Location (AMLCXLT)

AMSEND

1.1.2.4.1.1.5
DTQ
Connect-Specific
Communications
Sender Input
(DQxxxxx)

DA Transmission Control Id
(DAAMTCID)

1.1.2.4.1.1.15
PGM Package Batch
Transaction
(AM0150)

1.1.2.4.1.4.8
PGM Transmit Batch
Transactions
(CLL811)

DS ARMS APPLICATION
TRANSACTION CENTRALIZED
DATABASE FILES

EE-5

TIME

ARMS Centralized Machine =
Yes

Company
Id

1.1.2.4.1.3.10
PGM Create
Customer Batch
Time Work File
(AM0125)

1.1.2.4.1.3.13
PGM Create Batch
Transactions Work
File (AM0140)

FIG. 32

1.1.2.4.1.2 BAT Package and Send Transactions for X12

Component Navigation Diagram

1.1.2.4.1.2.28
DTQ Input for X12
Sender (DQxxxSC1)
"xxx" = Company

1.1.2.4.1.2.20
DTQ Input for X12
Transaction Set 832
(DQ832S)

1.1.1.1.2.8
DTQ Input for Time
Line Inquiry
(DQAM70V1)

1.1.2.4.1.2.24
DTQ Input for X12
Transaction Set 811
(DQ811S)

1.1.2.4.1.2.26
PGM Create Extol
Envelope for Office
Data (EDMSOFA)

1.1.2.4.1.2.27
PGM Create Extol
Envelope for Invoice
Data (EDMSINA)

1.1.2.4.1.2.19
PGM Send Interface
X12 Transaction Set
832 (AMZ832A)

1.1.2.4.1.2.23
PGM Send Interface
X12 Transaction Set
811 (AMZ811A)

1.1.2.4.1.2.1
PGM Generic ILE
Error Handler
(ErrHandler)

Company ID

Company
ID

Company
ID

Company
ID

AMSEND

1.1.2.4.1.4.8
PGM Transmit Batch
Transactions
(CLL811)

1.1.2.4.1.3.10
PGM Create
Customer Batch
Time Work File
(AM0125)

1.1.2.4.1.3.13
PGM Create Batch
Transactions Work
File (AM0140)

EE-5

TIME

FIG. 33

Component Navigation Diagram

1.1.2.4.1.3 BAT Package and Send Transactions to ******

EE-5

TIME

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE FILES

DA Transmission Control Id (DAAMTCID)

1.1.1.1.2.12 PGM Translate Location (AMLCXLT)

1.1.2.4.1.3.14 PGM Package Batch Transaction for ****** and X12 (AM0151)

1.1.2.4.1.4.8 PGM Transmit Batch Transactions (CLL811)

AM***SNB

1.1.2.4.1.3.7 PGM Send Batch Transmission (via ******* AM***SNB)

EE-1 RENTAL MANAGEMENT TRADING PARTNER

Centralized Machine = Yes

1.1.2.4.1.3.10 PGM Create Customer Batch Time Work File (AM0125)

1.1.2.4.1.3.13 PGM Create Batch Transactions Work File (AM0140)

FIG. 34

Component Navigation Diagram

1.1.2.4.1.4 BAT Generate Vendor Request for Authorization Extension

1.1.1.1.9.12
DTQ Primary Input
for AM0060
(DQAM60V1)

1.1.2.4.1.4.16
PGM Send ECARS
Vendor Extension
Requests
(EC0BREV1)

Distributed Machine =
Yes

CENTRAL machine =
Yes

1.1.2.4.1.4.9
PGM Send Claims
Connection Vendor
Extension Requests
(CC0BREV1)

1.1.2.4.1.4.8
PGM Transmit Batch
Transactions
(CLL811)

EE-5

TIME

FIG. 35

Component Navigation Diagram

1.1.2.4.2 AUT Generate CC Rental Billing Invoice

1.1.1.1.3.26
PGM Retrieve Next
Transmission
Control Id Number
(AM1099)

1.1.1.1.3.10
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.1.7.3
DTQ Input to AM106
(DQAMDST)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.2.4.2.1
PGM Generate
Electronic Invoice
Detail (CC00INV1)

1.1.1.1.9.12
DTQ Primary Input
for AM0060
(DQAM60V1)

CN CLAIMS CONNECTION

1.1.1.1.5.1.6
PGM Retrieve
ARMS Data
(AM2090V1)

FIG. 36

Component Navigation Diagram

1.1.2.4.3 AUT Edit Outbound Transaction

1.1.1.1.7.3 DTQ Input to AM106 (DQAMDST)

DA Next Vendor Transaction Id (AMSEQCTL)

1.1.1.1.3.25 PGM Assign Next Vendor Transaction Id (AMRVTSQ)

DS ARMS APPLICATION TRANSACTION DISTRIBUTED DATABASE FILES

1.1.2.4.3.1 PGM Edit Outbound Transaction (AM0062V1))

1.1.1.1.3.10 PGM Perform Internal Error Paging and Messaging (AMPSSR)

1.1.2.4.3.4 DTQ Input to AM0062 (DQAM62V1)

1.1.1.1.3.19 PGM Retrieve Machine ID (AM2050V1)

FIG. 37

1.1.2.4.5 BAT Generate Invoice - ECARS

Component Navigation Diagram

EE-5

TIME

1.1.2.4.5.8
PGM Driver Program for Invoice Generation (CLJ340)

1.1.2.4.5.12
PGM Generate Facsimile Spool File for Control Group (F20114)

1.1.2.4.5.11
PGM Calculate the actual number of Facsimile (RB0037)

1.1.2.4.5.10
PGM Update Detail Records with Control Group Total (RB0031)

1.1.2.4.5.9
PGM Create Total Record for Control Group (RB0030)

1.1.2.4.5.1
PGM Create ECARS Invoice Detail (RB0010)

1.1.1.1.6.2.8
PGM Retrieve Machine Attributes (RTVEMCHA)

1.1.2.4.5.2
PGM Format ZIP (CHKZP)

1.1.2.4.5.7
RPT Exceptions of ECARS Rental Contracts Not Invoiced

1.1.1.1.3.26
PGM Retrieve Next Transmission Control Id Number (AM1099)

1.1.2.4.3.4
DTQ Input to AM0062 (DQAM62V1)

1.1.1.1.3.11
PGM Validate Date and Convert Format (CCDATE)

1.1.2.4.5.6
PGM Retrieve VIN (CCRAVN)

1.1.1.1.5.1.9
PGM Retrieve GPBR Tax Detail / Cvt Sys Time to Br Time (CCRAXZ)

1.1.2.4.5.3
PGM Retrieve Vehicle Licensing Fee Charge Detail (VTS012A)

1.1.1.1.5.1.6
PGM Retrieve ARMS Data (AM2090V1)

1.1.1.1.6.2.17
PGM Retrieve ARMS Vehicle Class and Rate Designation (AM1070V1)

1.1.1.1.3.19
PGM Retrieve Machine ID (AM2050V1)

FIG. 38

Activity Modes Diagram

1.1.2.5 BT Close ARMS Authorized Ticket

1.1.2.5.2.*
ONL Close ARMS
Authorized ECARS
Ticket

1.1.2.5.3.*
ONL Close Claims
Connection Ticket

FIG. 39

FIG. 40

Component Navigation Diagram

1.1.2.5.3 ONL Close Claims Connection Ticket

1.1.1.1.3.10
PGM Perform
Internal Error Paging
and Messaging
(AMPSSR)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.2.5.3.1
PGM Calculate CC
Billing Charges for
ARMS Tickets
(CCARMSV1)

EE-3
RENTAL
APPLICATION
SYSTEMS

CN CLAIMS CONNECTION

FIG. 41

1.1.3 AA Office Information Synchronization Between Enterprise and Trading Partner

Business Transactions

1.1.3.1.*
BT Synchronize
Office Information for
******

1.1.3.2.*
BT Synchronize
Office Information for
X12 Customer

1.1.3.3.*
BT Send Initial or
Yearly Car Class
Rates and Initial
Office Information for
X12 Customer

FIG. 42

FIG. 43

Activity Dependency Diagram

1.1.3.1 BT Sychronize Office Information for ******

EE-5

TIME

TR Consolidate Rental Location Maintenance Information

1.1.3.1.5.*
BAT Generate Office Maintenance Transactions for ******

1.1.1.1.7.*
AUT Send Transaction for Centralized Processing (AM106-AM105)

DS ARMS APPLICATION TRANSACTION CENTRALIZED DATABASE FILES

TR Package and Send Transaction

1.1.2.4.1.*
BAT Package and Send Transaction / Generate Vendor Extension Request

EE-1
RENTAL MANAGEMENT TRADING PARTNER

FIG. 44

1.1.3.2 BT Sychronize Office Information for X12 Customer

Activity Dependency Diagram

EE-5
TIME

TR Process Rental Location
Maintenance Information

1.1.3.2.6.*
BAT Generate Office
Location / Rates
Maintenance
Transactions
Set 832 for X12

TR Package and Send
Transaction

1.1.2.4.1.*
BAT Package and
Send Transaction /
Generate Vendor
Extension Request

EE-1
RENTAL
MANAGEMENT
TRADING
PARTNER

FIG. 45

1.1.3.2.6 BAT Generate Office Location / Rates Maintenance Transaction Set 832 for X12

EE-5

TIME

1.1.1.1.3.37
PGM Determine Nearest
Enterprise Location by
Phone or Postal Code
(RAS013A)

1.1.3.2.6.11(2/2)
MOD return a
U.S.
Location
(AML833A005)

1.1.3.2.6.16
PGM Process
Service Areas
(AML834A)

1.1.3.2.6.4
MOD Maintain data
area AM832A
(AML832A004)

1.1.3.2.6.12
PGM Send
Service
Area Updates
(AML833A)

DA Journal Entry Time Range
(AM832A)

DA Transmission Control Id
(DAAMTCID)

1.1.3.2.6.13
PGM Update
Office Directory
(AML832A)

1.1.3.2.6.1
MOD Convert
Journal Entries to
Transactions
(AML832A001)

DA Transmission Control Id
(DAAMTCID)

1.1.3.2.6.2
MOD Determine
Company & Invoke
Send Office Updates
(AML832A002)

1.1.3.2.6.15(2/2)
DTO Service Areas
to Send - Input to
Sender (DQ832S)

1.1.3.2.6.6(1/2)
MOD Build ARMS
Start/End for
Office Updates
(AML832A006)

FIG. 46(a)

1.1.3.2.6 BAT Generate Office Location / Rates Maintenance Transaction Set 832 for X12

Component Navigation Diagram

1.1.3.2.6.17
DTQ Service Areas
to Process
(AML834Q)

1.1.3.2.6.7
MOD Select
Unique
Service Areas
(AML833A001)

1.1.3.2.6.9
MOD Determine
Company and
Invoke Send SA
Updates
(AML833A003)

1.1.3.2.6.10
MOD Format and
Send SA Updates
(AML833A004)

AMSEND

1.1.3.2.6.6(2/2)
MOD Build ARMS
Start/End for Office
Updates
(AML832A006)

1.1.3.2.6.15(1/2)
DTQ Service Areas
to Send - Input to
Sender (DQ832S)

1.1.3.2.6.3
MOD Format
and Send Office
Updates
(AML832A003)

1.1.3.2.6.11(1/2)
MOD Return a
U.S. Location
(AML833A005)

AMSEND

1.1.1.1.3.34(1/2)
PGM Determine
Nearest Enterprise
Location by Phone
or Postal Code
(NUS017A)

1.1.3.2.6.5
MOD Format and
Send Rates/Car
Classes
(AML832A005)

RA RENTAL APPLICATIONS
(ECARS)

FIG. 46(b)

1.1.3.3 BT Send Initial or Yearly Car Class Rates and Initial Office Information for X12 Customer

Component Navigation Diagram

1.1.3.2.6.15
DTQ Service Areas
to Send - Input to
Sender (DQ832S)

1.1.3.3.2
DTQ Send Rates
(Initial/Yearly) and
Office Info (Initial)
(AML831A001)

1.1.3.2.6.5
MOD Format and
Send Rates/Car
Classes
(AML832A005)

AMSEND

1.1.3.3.1
PGM Send Car
Class Rates
(Initial/Yearly) and
Office Info (Initial)
(AML831A)

1.1.3.2.6.6
MOD Build ARMS
Start/End for Office
Updates
(AML832A006)

FIG. 47

1.1.4 AA ARMS Support

1.1.4.1.*
SA Manage
Environment

1.1.4.3.*
SA Information
System Reports

1.1.4.2.*
SA Research and
Fix Problems

1.1.4.4.*
SA Tools

FIG. 48

FIG. 49

Component Navigation Diagram

1.1.4.1.1 BAT Purge Application Database

1.1.4.1.1.7
PGM Archive
Transaction File
Data (AML997A)

1.1.4.1.1.6
PGM Reorganized
Application Database
Files(s) (AML996A)

DA Reorganize Purged File
Control (AM009A)

DA Orphaned Purge Control /
Job Status (AM008A)

1.1.4.1.1.5
PGM Stop Orphan
Transaction /
Database Records
Purge (AML995A)

EE-5

TIME

1.1.4.1.1.4
PGM Purge Orphan
Transaction /
Database Records
(AML99A)

1.1.4.1.1.3
PGM Stop
Cross-Reference
and Associated
Database File(s)
Purge (AML994A)

1.1.4.1.1.1
PGM Purge
Cross-Reference and
Associated Database
File(s) by Vendor Id
(AML992)

DA Cross-Reference Purge
Control / Job Status (AM006A)

FIG. 50

Component Navigation Diagram

1.1.4.1.2 BAT Startup ARS Environment

1.1.4.1.2.11 PGM Write Saved AMPACK recored to AMPACK (AM0032V1)

1.1.4.1.2.6 PGM ARMS Startup (CLL810)

1.1.4.1.2.12 PGM File Transfer and Archive *** ****** Transaction File (AML002A)

DA FTP LAN Server site for downloading *** ****** file (AM007A)

Initial Value Zero

1.1.2.4.1.4.8 PGM Transmit Batch Transactions (CLL811)

DA Number of Translator Programs Running (DASDV1)

DA L810 Status Information (DAL810STS)

1.1.4.1.2.13 PGM Restore Unprocessed Transactions (CLL814)

1.1.4.1.2.9 PGM Print ARMS Error Log Report (AM5000)

1.1.4.1.2.1 PGM Delete and Rebuild Data Queues (CLL813)

1.1.4.1.2.4 PGM Serve / Restore Data Queue Entries and Associated Data (AM0038)

1.1.4.1.2.8 PGM Copy / Print Rejected Transactions Report & Start Subsystem (CLL817)

1.1.4.1.2.5 PGM Backup Unprocessed Transaction in Package file AMPACK (AM0037V1)

1.1.4.1.2.2 PGM Backup ARMS Critical Files (CLL813HIST)

FIG. 51

Component Navigation Diagram

1.1.4.1.3 BAT Shutdown ARMS Environment

EE-5

TIME

1.1.4.1.3.1
PGM Stop ARMS
Never-Ending
Programs (CLL812)

1.1.4.1.3.2
PGM Stop All Active
Translator jobs
(AMSTOP2X)

1.1.1.1.2.7
DTQ Input for Transmission
Validation from Specific
trading partner (DQxxxxx1)

1.1.4.1.3.3
PGM End ARMS
jobs if necessary
(RSWAPSTR)

1.1.4.1.3.4
PGM Role reversal
CLP (RARMS1 <->
RARMS2) (CLSR01)

1.1.4.1.3.5
PGM Stop All Active
Comm. Receive
Jobs (AMSTOP2R)

1.1.4.1.3.6
DTQ Input for
ARMS/400
Application
(DQ4200RB)

FIG. 52

Component Navigation Diagram

1.1.4.1.4 ONL Reroute Unsolicited Authorizations

EE-5

TIME

1.1.4.4.5.1.1
PGM Select
Company /
Machine
(CCARMS)

1.1.4.4.5.2.2
DTQ Selected
Machines with
Start Flags

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.1.4.1
PGM Submit
ARMS Rerouter
(AMREROUTE)

1.1.4.1.4.2
PGM Reroute
Transaction for
Unavailable Machine
(AMREROUT)

1.1.4.1.4.3
DTQ Hold
Unavailable Machine
Transactions
(DQAMAPH)

Held Non-AT-Add/Requested AT-Add Entries

Previously Held Queue Entries

Normal Shutdown Request

1.1.1.1.3.5
DTQ Input to
AM0025
(DQAM25V1)

1.1.1.1.3.29
PGM Inquire/Update
Cross - Reference
(AM1010V1)

All Data Queue Entries for given Machine ID

Rerouted AT-Adds with Key (Machine ID) = 'C'

Previously Held Queue Entries

1.1.1.1.3.9
DTQ Input to
Program AM0100
(DQAMAP1)

FIG. 53

1.1.4.2 SA Research and Fix Problems

Activity Dependency Diagram

EE-5

TIME

1.1.4.2.1
MAN Respond to
On-Call Message

1.1.4.2.2
MAN Perform Daily
Exception Checks
(Checklist)

1.1.4.2.3
MAN Research and
Resolve Network
Problem Ticket

FIG. 54

Activity Dependency Diagram

1.1.4.3 SA Information System Reports

1.1.4.3.3
BAT Print
Management Report
for Direct Billed
Invoices (CLL480)

1.1.4.3.1
BAT Print Insurance
Company Referral
Closed Rental
Contracts Revenue
Reports (CLJ470)

1.1.4.3.4.*
BAT Youthful Drivers
Surcharge Discount
Report

1.1.4.3.14.*
BAT Nightly Update
Open Tickets for
AM095P

1.1.4.3.13.*
BAT Online
Reporting Sync
Report

EE-5

TIME

1.1.4.3.12.*
BAT Missing Open
Rental Notification

1.1.4.3.7.*
BAT Added
Insurance
Customer

1.1.4.3.5.*
BAT
Cross-Reference
Exception Reports

FIG. 55

1.1.4.3.4 BAT Youthful Drivers Surcharge Discount

Component Navigation Diagram

EE-5

TIME

1.1.4.3.4.2
PGM Setup Youthful
Drivers Surcharge
Discount Report
(CLL987)

1.1.4.3.4.1
PGM Generate
Youthful Drivers
Surcharge Discount
Report (AM1087V1)

FIG. 56

Component Navigation Diagram

1.1.4.3.5 BAT Cross-Reference Exception Reports

EE-5

TIME

1.1.4.3.5.1
PGM Consolidate
Transaction Data
(CLL749)

1.1.4.3.5.1
PGM Print
Discrepancies
Between Centralized
Cross-reference and
Distributed (AM0749)

1.1.4.3.5.9
RPT Exception of
Discrepancies
Between Centralized
Cross-reference and
Distributed

FIG. 57

Component Navigation Diagram

1.1.4.3.7 BAT Added Insurance Customer

EE-5

TIME

1.1.4.3.7.1
PGM Generate
Report of Added
Insurance Customer
(CLL010)

1.1.4.3.7.10
PGM Print Weekly
Report of Added
Insurance Customer
(IR0100)

1.1.4.3.7.8
RPT Added
Insurance Customer

FIG. 58

1.1.4.3.12 BAT Missing Open Rental Notification

Component Navigation Diagram

EE-5

TIME

1.1.4.3.12.1
PGM Submit Report
Program (AML901A)

1.1.4.3.12.2
PGM Detect /
Generate Missing
Open Rental
Notification Report
(AMZ001A)

1.1.4.3.12.3
RPT Exception of
Missing Open Rental
Notification

FIG. 59

1.1.4.3.13 BAT Online Reporting Sync Report

Component Navigation Diagram

EE-5

TIME

1.1.4.3.13.1
PGM CL Wrapper
for AMS530A
(AML530A)

1.1.4.3.13.2
PGM Online
Reporting Sync
Report Program
(AMS530A)

1.1.4.3.13.3
RPT Online Sync
Report

FIG. 60

1.1.4.3.14 BAT Nightly Update Open Tickets for AM095P

Component Navigation Diagram

EE-5

TIME

1.1.4.3.14.1
PGM Nightly
Update/Write Open
Tickets (AML520A)

AM: On-line Reporting Detail File

FIG. 61

1.1.4.4 SA Tools

Screen Navigation Diagram

1.1.4.4.2
SCR Work with
Robot Scheduler
(RBM)

1.1.4.4.4
SCR Access
ARMS/400 Software
(A4000RMS)

1.1.4.4.5.*
ONL Perform ARMS
Environment
Maintenance

1.1.4.4.6.*
ONL Perform
ARMS/400
Environment
Maintenance

1.1.4.4.3.*
ONL Work with
Transaction
Exception

1.1.4.4.8*
ONL Inquire on
Transaction Log

1.1.4.4.7
MNU ARMS Main
Menu
(AAMAIN)

1.1.4.4.9.*
ONL Perform
Data Queue
Maintenance

1.1.4.4.1.*
ONL Generate
Application
Reports

1.1.4.4.12
SCR Display
Reservation /
Ticket Information
(ARMSEDT)

1.1.4.4.11
SCR Create
Invoice Request
(AM0900)

1.1.4.4.10.*
ONL Perform
Application File
Maintenance

1.1.4.4.13.*
ONL Monitor
Purge Activity

Opt-11

Opt-12

Opt-21

Opt-22

Opt-2

Opt-23

Opt-1

Opt-24

Opt-31

Opt-27

Opt-26

Opt-25

FIG. 62

Screen Navigation Diagram

1.1.4.4.1 ONL Generate Application Reports

1.1.4.4.1.17.*
ONL ARMS
Reservation Detail by
Company Utilization
Management
Reports

Opt-
1

Opt-
2

1.1.4.4.1.1
MNU ARMS
Application
Reports

Opt-
3

1.1.4.4.1.18.*
ONL Generate
Report of Errors
Sent by a Trading
Partner on an
Electronic Invoice

FIG. 63

1.1.4.4.1.17 ONL ARMS Reservation Detail by Company Utilization Management Reports

Activity Modes Diagram

1.1.4.4.1.17.1.*
ONL Utilization
Mangement Report
for Specific Trading
Partners BCO (Opt-1)

1.1.4.4.1.17.2.*
ONL Utilization
Mangement Report
for Trading Partners
(Opt-2)

FIG. 64

Component Navigation Diagram

1.1.4.4.1.17.1 ONL Utilization Management Report for Specific Trading Partners BCO (Opt -1)

1.1.4.4.1.17.1.5
PGM Display /
Select Available
Trading Partners
Claims Office
(AM0136)

1.1.4.4.1.17.2.1
PGM Select Transactions for a
Trading Partner (AMS003A)

1.1.4.4.1.17.1.2
PGM Select Transactions by Trading
Partner and BCO (AMS002A)

1.1.4.4.1.17.1.1
PGM Print Cross - Reference
Utilization Report (AM0135)

1.1.4.4.1.17.1.6
PGM Gather / Print
ARMS Reservation
Detail Utilization
Management Reports
(CLL001)

Opt-
1

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.1.17.1.4
PGM Gather / Print
Cross - Reference
Statistical Report
(CLL003)

FIG. 65

1.1.4.4.1.17.2 ONL Utilization Management Report for Trading Partners (Opt -2)

Component Navigation Diagram

1.1.4.4.1.17.1.6
PGM Gather / Print
ARMS Reservation
Detail Utilization
Management Reports
(CLL001)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

Opt-2

1.1.4.4.1.17.2.3
PGM Gather / Print
Cross - Reference
Statistical Report
(CLL001A)

1.1.4.4.1.17.2.1
PGM Select
Transactions for a
Trading Partner
(AMS003A)

1.1.4.4.1.17.1.1
PGM Print Cross -
Reference Utilization
Report (AM0135)

FIG. 66

1.1.4.4.1.18 ONL Generate Report of Errors Sent by a Trading Partner on an Electronic Invoice

Component Navigation Diagram

1.1.4.4.1.18.6
PGM Construct
Billing Error File
(AM5010)

1.1.4.4.1.18.7
PGM Print Billing
Error Report
(AM5015)

1.1.4.4.1.18.1
PGM Generate Daily
Billing Error Report
(CLL015)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 67

Screen Navigation Diagram

1.1.4.4.3 ONL Work with Transaction Exception

1.1.4.4.3.3
SCR Work with
Job (L749)

1.1.4.4.3.4
SCR Search for
Spool Entries
(DSPOLE)

1.1.4.4.3.2
SCR Work with
Job (AML900)

1.1.4.4.3.7
MNU ONCALL
Reports

1.1.4.4.3.5
SCR Work with
All Spooled Files
(A4ERROR)

1.1.4.4.3.1
SCR Work with
Job (LAMZ001A)

1.1.4.4.3.6
SCR Work with
All Spooled Files
(A4XREF)

Opt-3

Opt-4

Opt-11

Opt-2

Opt-1

Opt-12

FIG. 68

1.1.4.4.5 ONL Perform ARMS Environment Maintenance

Screen Navigation Diagram

1.1.4.4.5.2.*
ONL Start Transaction Distribution Programs for Specific(s) Machine

1.1.4.4.5.1.*
ONL Start Individual Trading Partner Communication Programs

1.1.4.1.4.*
ONL Reroute Unsolicited Authorizations

1.1.4.4.5.8
ONL Start new Subsystem Program (NEWARMS)

1.1.4.4.5.9.*
ONL Shutdown ARMS Environment for a Specific Machine

1.1.4.4.5.10
ONL Display the Number of Shutdown the Network Requires

1.1.4.4.5.11
ONL Display the Number of Shutdown Network Received

1.1.4.4.5.4
ONL Work with a Specific Trading Partner Communication Line (WRKCFGSTS)

1.1.4.4.5.15
MNU Work with ARMS Environment

Opt-5
Opt-11
Opt-12
Opt-13
Opt-4
Opt-3
Opt-2
Opt-1
Opt-21
Opt-22
Opt-23
Opt-31
Opt-34
Opt-33
Opt-32

1.1.4.4.5.5
ONL Work with a Specific Trading Partner Communication Line Description (WRKLIND)

1.1.4.4.5.6
ONL Work with Local Communication Resources (WRKHDWRSC)

1.1.4.4.5.13
ONL Display the Number of CCC Receivers Started

1.1.4.4.5.3.*
ONL Start the ARMS to Rental Systems Interfaces

1.1.4.4.5.12
ONL Work with the ARMS Job Queue (WRKJOBQ)

1.1.4.4.5.7
ONL Work with the ARMS Subsystem (WRKSBSJOB)

1.1.4.4.5.14
ONL Display the No. of Transaction Translators Running

FIG. 69

1.1.4.4.5.1 ONL Start Individual Trading Partner Communication Programs

Component Navigation Diagram

1.1.4.4.5.1.1
PGM Select
Company / Machine
(CCARMS)

1.1.4.4.5.1.2
PGM Start Specific
Trading Partner
Send & Receive
pgms (AMSTARTR)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 70

Component Navigation Diagram

1.1.4.4.5.2 ONL Start Transaction Distribution Programs for Specific(s) Machine

1.1.4.4.5.2.2
DTQ Selected
Machines
with Start Flags

1.1.4.4.5.1.1
PGM Select
Company / Machine
(CCARMS)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.1.1.7.2
PGM Receive
Transaction from
Distributed Host
System (AM0105)

FIG. 71

Component Navigation Diagram

1.1.4.4.5.3 ONL Start the ARMS to Rental Systems Interfaces

1.1.4.4.5.3.1
PGM Start the
ARMS - Rental
System Interfaces
(AMSTARTE)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 72

1.1.4.4.5.9 ONL Shutdown ARMS Environment for a Specific Machine

1.1.4.4.5.2.2
DTQ Selected
Machines with
Start Flags

1.1.4.4.5.9.1
PGM Send
Shutdown
Request
(AMSHUTDWN1)

1.1.4.4.5.1.1
PGM Select
Company / Machine
(CCARMS)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 73

1.1.4.4.6 ONL Perform ARMS/400 Environment Maintenance

Screen Navigation Diagram

1.1.4.4.6.2
ONL Work with
the ARMS/400
Job Queue
(WRKJOBQ)

1.1.4.4.6.3
ONL Start new
Subsystem
Program
(NEWARMS400)

1.1.4.4.6.4
MNU work with
ARMS/400
Environment

1.1.4.4.6.1
ONL Work with
the ARMS/400
Subsystem
(WRKSBSJOB)

Opt-2

Opt-3

Opt-1

FIG. 74

1.1.4.4.8 ONL Inquire on Transaction Log

Screen Navigation Diagram

1.1.4.4.8.12.*
ONL Inquiry of Error Transactions Sent by Trading Partner

Opt - 2 & 4

1.1.4.4.8.13.*
ONL Inquiry of Transaction Sent by the Trading Partner but Erred / Rejected

Opt-3

1.1.4.4.8.14.*
ONL Inquiry / Resend of Transaction(s) ARMS Sent to Trading Partner

Opt-5

1.1.4.4.8.1
MNU ARMS System Control Transaction Log

Opt-6

1.1.4.4.8.15.*
ONL Audit of Transaction Activity

Opt-1

1.1.4.4.8.11.*
ONL Inquiry of Transactions Received from a Trading Partner

Opt-7

1.1.4.4.8.16.*
ONL Inquiry / Resend of an Electronic Invoice

FIG. 75

1.1.4.4.8.11 ONL Inquiry of Transactions Received from a Trading Partner

Component Navigation Diagram

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.8.11.1
PGM Transaction
Receive Log Inquiry
(CCAM12)

FIG. 76

Component Navigation Diagram

1.1.4.4.8.12 ONL Inquiry of Error Transactions Sent by Trading Partner

1.1.4.4.8.12.1
PGM Receive /
Billing Error Inquiry
(CCAM13)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 77

1.1.4.4.8.13 ONL Inquiry of Transactions Sent by Trading Partner but Erred / Rejected

Component Navigation Diagram

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.8.13.1
PGM Error Log
Inquiry (CCAM14)

FIG. 78

1.1.4.4.8.14 ONL Inquiry / Resend of Transaction(s) ARMS Sent to Trading Partner

Component Navigation Diagram

1.1.4.4.8.14.1
PGM Send Log
Inquiry and Resend
(CCAM15)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 79

Component Navigation Diagram

1.1.4.4.8.15 ONL Audit of Transaction Activity

1.1.1.1.3.12
PGM Retrieve
Cross Reference (AM2010V1)

1.1.1.1.3.11
PGM Validate Date
and Convert Format
(CCDATE)

1.1.4.4.8.15.1
PGM Timeline
Inquiry (CCAM16)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.1.15.2
PGM Cross
Reference
Maintenance Log
Driver (CLL800)

1.1.4.4.8.15.3
PGM Print Database
/ Cross-Reference
Maintenance Log
(AM0800R)

FIG. 80

1.1.4.8.16 ONL Inquiry /Resend of an Electronic Invoice

Component Navigation Diagram

1.1.4.4.8.16.1
PGM Billing Log
Inquiry and Resend
(AAAM15)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 81

1.1.4.4.9 ONL Perform Data Queue Maintenance

Screen Navigation Diagram

1.1.4.4.9.2
SCR ARMS/400
Data Queue
Monitor
(A4ONCL)

1.1.4.4.9.3
ONL Load Data
Queue with
Message from
Data Queue
(AMDQLDDQ)

1.1.4.4.9.4
ONL Load Data
Queue with
Message from a
Physical File
(AMDQLDPF)

1.1.4.4.9.8.*
ONL Work with
Application Data
Queues

1.1.4.4.9.7
MNU ARMS
System Data
Queue
Maintenance

1.1.4.4.9.5
ONL Retrieve
Data Queue
Information

1.1.4.4.9.1
SCR ARMS Data
QUEUE Monitor
(ARMSONCL)

1.1.4.4.9.6
ONL Reorganize
Data Queue
(RGZDTAQ)

Opt-11

Opt-21

Opt-22

Opt-2

Opt-23

Opt-1

Opt-24

FIG. 82

Component Navigation Diagram

1.1.4.4.9.8 ONL Work with Application Data Queues

1.1.4.4.9.8.1
MNU Application
Development Data
Queue Menu

1.1.4.4.9.8.3
SCR Add a Data
Queue Entry

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 83

Screen Navigation Diagram

1.1.4.4.10 ONL Perform Application File Maintenance

1.1.4.4.10.3.*
ONL Maintain
Application
Transaction Error
Code Table

1.1.4.4.10.1.*
ONL Maintain
Trading Partner
Profile Global
Attributes

1.1.4.4.10.10.*
ONL Maintain
Vehicle
Class / Rate
Table

Opt-
3

Opt-
2

Opt-
4

1.1.4.4.10.7
MNU Maintain
Application Files

1.1.4.4.10.5.*
ONL ONL Maintain
Trading Partner
Profile Geographic /
Regional Attributes

Opt-
1

Opt -
5

1.1.4.4.10.4
ONL Maintain
Car Class
Cross-Reference

Opt-
11

Opt-
6

1.1.4.4.10.9.*
ONL ARMS/400
Training
Administration

1.1.4.4.10.6.*
ONL Maintain
Application Master
Files/Tables

FIG. 84

FIG. 85

1.1.4.4.10.3 ONL Maintain Application Transaction Error Code Table

Component Navigation Diagram

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.10.3.1
PGM Maintain
Error Code Table
(AAEC01)

FIG. 86

1.1.4.4.10.5 ONL Maintain Trading Partner Profile Geographic/Regional Attributes

Component Navigation Diagram

EE-5
TIME

1.1.4.4.10.5.1
PGM Maintain
Trading Partner
Profile Individual
Office Locations
Attributes (AAAM10)

FIG. 87

Component Navigation Diagram

1.1.4.4.10.6 ONL Maintain Application Master Files/Tables

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.10.6.1
PGM Maintain
Surcharge Table
(AMS004A)

FIG. 88

Component Navigation Diagram

1.1.4.4.10.9 ONL ARMS/400 Training Administration

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

1.1.4.4.10.9.1
MNU ARMS/400
Training
Administration Menu
(A4TRNGMN)

FIG. 89

Component Navigation Diagram

1.1.4.4.10.10 ONL Maintain Vehicle Class / Rate Table

1.1.4.4.10.10.1
PGM Vehicle Class /
Rate Table
Maintenance
(CCAM11)

1.1.4.4.1.18.2
PGM ARMS
System Control
(AAMAIN)

FIG. 90

Screen Navigation Diagram

1.1.4.4.13 ONL Monitor Purge Activity

1.1.4.4.13.3
ONL Display
Reorganize File
Control

1.1.4.4.13.2
ONL Display
Orphaned
Transaction Set
Controls

1.1.4.4.13.4
MNU Display
Purge Programs

1.1.4.4.13.1
ONL Display
Database
Transaction Set
Controls

Opt-3

Opt-2

Opt-1

FIG. 91

Extend Rental Activity Diagram

FIG. 92

ARMS/Web 2.0

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001　　　　Handling for: Self　　　TRANSFER FILE

You just authorized 3 day at $29.39/day for Hanks, Tom

EXTEND RENTAL: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

[3] additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]

Note to Enterprise:

Note to Self Only:

Rental Status*
Last Authorized Date:　　　5/15/00
Rental Start Date:　　　　 4/13/00
Days Authorized to Date:　 5 days
Policy Limits:　　　　　　$259.00
Charges to Date:　　　　　$239.00
Direct Bill %:　　　　　　 100%

Messages:　5/01/00 Body Shop said waiting for fender from vendor
　　　　　　　4/14/00 Body Shop on quote

Go to Notebook

[LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL60622
773-334-5400

ADDITIONAL CLAIM INFORMATION
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Location:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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FIG. 93(a)

(Insurance User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   [TRANSFER FILE]

You just authorized 3 day at $29.39/day for Hanks, Tom

EXTEND RENTAL: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE   2 of 4 Action Items

Extension requested for: **Note to Rental Company:**

[   ] additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]
Messages: **Note to Self:**
08/31/00 BSS 2 more days + Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook   **Rental Location:**
                                                 Enterprise Edgewater Branch
                                                 773-334-5400

Current Rental Status*
Rental Start Date: 5/15/00   **Repair Facility:**
Last Authorized Date: 04/13/00   Elco Chevrolet
Authorized to Date: 5 days   (773)-334-9832
Charges to Date: $239.00   Owner Vehicle: 1999 GMC Suburban
Direct Bill %:   100%   Vehicle Condition: Non-Driveable
                                                 ☐ Extend this rental?
*Does not include taxes and surcharges   [LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Bowie, David   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email: dbowie@zefer.com
                                Requested email confirmation
RENTAL INFORMATION:
Authorized Class: Standard   **Rental Location:**
Days/Rate: 5 days @ $21.99/day Enterprise Edgewater Branch
Current Class: Full-Size   5400 N. Ashland
Additional Charges: None   Chicago, IL60622
Direct Bill %: None   773-334-5400
Rental Date: 03/28/2000
Start Date: 03/20/2000

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323 **Repair Location:**
Claim Type: Theft   Elco Chevrolet
Insured Name: Lalumandier, Craig Chicago, IL 60621
Owner's vehicle: GMC Suburban 1999 (773)334-9832
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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FIG. 93(b)

(Fleet User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 Handling for: Yourself [TRANSFER FILE]

You just authorized 3 day at $29.39/day for Hanks, Tom

EXTEND RENTAL: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE
2 of 4 Action Items

Extension requested for:

[ ] additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]

Messages:
08/31/00 BSS 2 more days + Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Note to Rental Company:
[▼]
[▲]

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status*
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00

Repair Facility:
Elco Chevrolet
(773)-334-9832
Owner Vehicle: 1999 GMC Suburban

[ ] Extend this rental?

*Does not include taxes and surcharges [LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Location:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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FIG. 93(c)

(Dealership User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Claims office: 001   Handling for: Yourself   TRANSFER FILE

You just authorized 3 day at $29.39/day for Hanks, Tom

EXTEND RENTAL: for Bowie, David   Claim no. 765849322-001
    CUSTOMER FILE   2 of 4 Action Items

Extension requested for:

☐ additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]

Messages:
08/31/00 BSS 2 more days + Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Current Rental Status*
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00

*Does not include taxes and surcharges

Note to Rental Company:
[▼]

Note to Self:
[▼]

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Repair Facility:
Elco Chevrolet
(773)-334-9832
Owner Vehicle: 1999 GMC Suburban

☐ Extend this rental?

[LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Location:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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FIG. 93(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| action items | completed actions | reports | my profile | help |

create a **RESERVATION**   find a **CUSTOMER**

Claims office: 001   Handling for: Yourself   TRANSFER FILE

You just authorized 3 day at $29.39/day for Hanks, Tom

EXTEND RENTAL: for Bowie, David Claim no. 765849322-001
   CUSTOMER FILE   2 of 4 Action Items

Extension requested for: **Note to Rental Company:**

[   ] additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]   **Note to Self:**

Messages:
08/31/00 BSS 2 more days + Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status*
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00

☐ Extend this rental?

*Does not include taxes and surcharges   [LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Bowie, David   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email: dbowie@zefer.com
                                  Requested email confirmation
RENTAL INFORMATION:
Authorized Class: Standard   **Rental Location:**
Days/Rate: 5 days @ $21.99/day   Enterprise Edgewater Branch
Current Class: Full-Size   5400 N. Ashland
Additional Charges: None   Chicago, IL60622
Rental Date: 03/28/2000   773-334-5400
Start Date: 03/20/2000

ADDITIONAL CLAIM INFORMATION:
Corporate Class Number: 3232323232323
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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                              FIG. 93(e)

Review List Action Items

USER

Select to Review Outstanding Action items

Retrieve List of Action Items Associated with USER's ID

Sort and Build New List of Action Items based on USER profile

Items Found

Re-sort Action Items List

Display List of All Outstanding Action Items Assigned to the USER

Handle For Different USER

Select Action Items

No Items Found

Display Action Item

MA-19 Customer File (Message)

MA-10 Authorize Request

MA-12 Extend Rental

BI-01/BI-02/ BI-03 Invoicing

Next AI

Another AI

Yes

No

Display "No Items Found" Message

Use Case Complete

FIG. 94

(ARMS/Web 2.0)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   You are handling for: Yourself ▼

Action Items: Welcome back, Fitzgerald, Neil.

● Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	ADJUSTER
Direct Bill Request	04-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
Extension	05-01-00	Bowie, David	234587871	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
Invoice	05-01-00	Crystal, Billy	235469871	Fitzgerald, Neil

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FIG. 95(a)

(Insurance User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

Action Items: Welcome back, Fitzgerald, Neil.

⬇ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
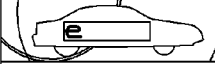(ex: to sort by date, click "DATE RECEIVED")

▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
◁ Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
🗓 Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

◁ Over 24 hours old
🗓 New information has come in

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FIG. 95(b)

(Fleet User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

Action Items: Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⊣ Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
🔳 Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⊣ Over 24 hours old
🔳 New information has come in

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FIG. 95(c)

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▾   Handling for: Yourself ▾

Action Items: Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

▾ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⊲ Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
① Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⊲ Over 24 hours old
① New information has come in

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FIG. 95(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

Action Items: Welcome back, Fitzgerald, Neil.

🔽 Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
◁ Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
🔲 Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

◁ Over 24 hours old
🔲 New information has come in

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FIG. 95(e)

Assign An Action Item Diagram

USER

Select Unassigned Authorization Requests

Retrieve all unassigned action Item summary

Retrieve all office IDs in company

Retrieve all user ID in office

Display Unassigned Requests

Assign User / Office

Select a Different Office

MA- 04 Send a Message

Select a User

MA-10 Authorize Request

Modify Information

Change Rental Information

No

Another Unassigned Request

Yes

Update ARMSWeb Database

Use Case Complete

FIG. 96

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

You just approved an invoice for Crystal, Billy
Total Amount $536.13

Action Items:
    UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST

Claim Number: [754589877]

Vehicle Condition: [Select a Loss Type ▼]

Claim Type: [Select a Claim Type ▼]

Date of Loss: [January ▼][1 ▼][2000 ▼][▼]

Note to Enterprise: [   ]

① Assign to Office [001 ▼]

② Assign Adjuster [Unassigned ▼]
    -or-
③ Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST

Claim Number: [754589877]

Vehicle Condition: [Select a Loss Type ▼]

Claim Type: [Select a Claim Type ▼]

Date of Loss: [January ▼][1 ▼][2000 ▼][▼]

Note to Enterprise: [   ]

① Assign to Office [001 ▼]

② Assign Adjuster [Unassigned ▼]
    -or-
③ Cancel this item

[PREVIOUS]   [PROCESS]

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FIG. 97(a)

(Insurance User)

Welcome to the
Automated Rental Management System

create a **RESERVATION** | find a **CUSTOMER**

action items | completed actions | reports | my profile | help

Claims office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy

Total Amount $536.13

Action Items:
    UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
    Claim Number: [754589877]
    Vehicle Condition: [Select a Loss Type ▼]
    Claim Type: [Select a Claim Type ▼]
    Date of Loss: [January ▼] [1 ▼] [2000 ▼] [▼]
Note to Rental Company: [ ]

① Assign to Office [001 ▼]
② Assign Adjuster [Unassigned ▼]
    -or-
③ Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
    Claim Number: [754589877]
    Vehicle Condition: [Select a Loss Type ▼]
    Claim Type: [Select a Claim Type ▼]
    Date of Loss: [January ▼] [1 ▼] [2000 ▼] [▼]
Note to Rental Company: [ ]

① Assign to Office [001 ▼]
② Assign Adjuster [Unassigned ▼]
    -or-
③ Cancel this item

[PREVIOUS]   [PROCESS]

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FIG. 97(b)

(Insurance Fleet)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy

Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Protection Coverage: [_____]▼
Claim Type: [Select a Claim Type]▼
Date of Loss: [January]▼ [1]▼ [2000]▼ [ ]▼
Note to Rental Company: [_____]

①Assign to Office   [001]▼
②Assign Administrator [Unassigned]▼
          -or-
③Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Protection Coverage: [_____]▼
Claim Type: [Select a Claim Type]▼
Date of Loss: [January]▼ [1]▼ [2000]▼ [ ]▼
Note to Rental Company: [_____]

①Assign to Office   [001]▼
②Assign Administrator [Unassigned]▼
          -or-
③Cancel this item

[PREVIOUS]   [PROCESS]

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FIG. 97(c)

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy
Total Amount $536.13

Action Items:
    UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST

Purchase Order No: 754589877

Bill Type: [▼]

Date of Loss: [January ▼] [1 ▼] [2000 ▼] [▼]

Note to Rental Company: [   ]

①Assign to Office   [001 ▼]

②Assign Administrator [Unassigned ▼]
    -or-
③Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST

Purchase Order No: 754589877

Bill Type: [▼]

Date of Loss: [January ▼] [1 ▼] [2000 ▼] [▼]

Note to Rental Company: [   ]

①Assign to Office   [001 ▼]

②Assign Administrator [Unassigned ▼]
    -or-
③Cancel this item

[PREVIOUS]   [PROCESS]

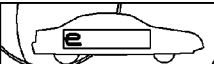Contact Us | Terms & Conditions | Log Off
FIG. 97(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy

Total Amount $536.13

      Action Items:
         UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST

Corporate Class No: 754589877

Note to Rental Company:

① Assign to Office   001 ▾

② Assign Administrator   Unassigned ▾
         -or-
③ Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST

Corporate Class No: 754589877

Note to Rental Company:

① Assign to Office   001 ▾

② Assign Administrator   Unassigned ▾
         -or-
③ Cancel this item

[PREVIOUS]   [PROCESS]

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FIG. 97(e)

View Car Class Activity Diagram

FIG. 98

(ARMS/Web 2.0)

View Car Classes

Compact Class

Dodge Neon or similar

Power Steering and Brakes. Air Conditioning. AM/FM Stereo.

= 4   = 2

Economy   Compact   Intermediate   Standard   Full Size   Premium

<< PREVIOUS   CONTINUE >>

FIG. 99(a)

(ARMS/Web 3.0)

View Car Classes

Compact Class

Enterprise Rent-A-Car

Dodge Neon or similar

Power Steering and Brakes. Air Conditioning. AM/FM Stereo.

= 4   = 2

Economy Compact Intermediate Standard Full Size Premium

<< PREVIOUS   CONTINUE >>

FIG. 99(b)

Authorize A Request Activity Diagram

USER

MA-08
View Car
Class

MA-04
Send A
Message

MA-16
Transfer
File

The System
displays the
selected
Customer File

View Rental
Notebook

Rental
Notebook

Invalid

Add / Change

The System
alters the
displayable
field attributes

Accept

No
Cancel

Decline
(Cancel)

Search against
Claim Number
for match

Process
Customer
File Information

Valid

MA-17
Cancel
Authorization

Update ARMS/
Web database

Read Profile for
Confirmation
Screen Setting

No Confirmation
Page

Display
Confirmation

Send
Authorization to
Non-ERAC Rental
Car Company

Non-ERAC
Rental

Read Confirmation
Display Setting

Update USER
Profile

ERAC
Rental

Use Case
Complete

Skip

Auth Request
Cancelled

FIG. 100

(ARMS/Web 2.0)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   You are handling for: Yourself   TRANSFER FILE

Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001
CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: Note to Enterprise:

[____] days @ [Compact/21.95 ▼]

Policy: Daily rate/ [20/500 ▼]
Maximum dollars   Note to Self Only:

Claim Number: [765849322-001   ]

Claim Type: [Select a Claim Type ▼]

Loss Type: [Select a Loss Type ▼]

              mm   dd   yy
Date of Loss: [____][____][____] [__]

              mm   dd   yy
Date Rental [____][____][____] [__]
Needed:

Insured Name: Last [_____] First [_____]

Message: Direct Bill request for Hanks: Tom 4/23/00

Go to Notebook   [CANCEL] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email: thanks@zefer.com
                                    Requested email confirmation
RENTAL INFORMATION:
Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Insured Name: Lalumandier, Craig   **Repair Facility:**
Owner's vehicle: GMC Suburban 1999 Elco Chevrolet
Date of Loss: 03/28/2000   22 Elston Dr.
Type of Loss: Non-Driveable   Chicago, IL 60621
                                    (773)334-9832
NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

                    ● top of page

(Insurance User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   [TRANSFER FILE]

Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001
CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: **Claim Number:** [765849322-001]   Claim Type:[Select a Claim Type ▼]

[___] days @ [Compact/21.95 ▼] [VIEW CARS]   **Note to Rental Company:**
Policy: Daily rate/ [20/500 ▼]   [_____ ▼]
Maximum dollars   [_____ ▲]
Direct Bill%: [100]

Vehicle Condition:[Select a Condition ▼]

Date of Loss:[January ▼][1 ▼][2000 ▼][ ]

Date Rental [January ▼][1 ▼][2000 ▼][ ]
Needed:

Insured Name: Last [_____] First [_____]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   [CANCEL] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email: thanks@zefer.com
                                    Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

● top of page

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FIG. 101(b)

(Fleet User)

Welcome to the Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   [TRANSFER FILE]

Authorize Direct Bill: for Hanks, Tom   Claim no. 765849322-001
CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: **Claim Number:** 765849322-001   Claim Type: Select a Claim Type ▼

☐ days @ Compact/21.95 ▼   [VIEW CARS]

Policy: Daily rate/ Maximum dollars 20/500 ▼

Note to Rental Company:

Protection Coverage: ▼

Date of Loss: January ▼ 1 ▼ 2000 ▼ ☐

Date Rental Needed: January ▼ 1 ▼ 2000 ▼ ☐

Insured Name: Last ☐ First ☐

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   [CANCEL] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION:
Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
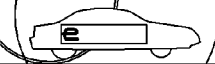Direct Bill request for Hanks, Tom 4/23/00

⬤ top of page

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: 001   Handling for: Yourself   TRANSFER FILE

Authorize Direct Bill: for Hanks, Tom   Purchase Order No. 765849322-001
   CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: **Purchase Order No:** 765849322-001   Bill Type: [▼]

[ ] days @ Compact/21.95 [▼]   VIEW CARS   **Note to Rental Company:**
                                                   [▼]
                                                   [▲]

Date of Loss: January [▼] 1 [▼] 2000 [▼] [ ]

Date Rental Needed: January [▼] 1 [▼] 2000 [▼] [ ]

Insured Name: Last [   ]   First [   ]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   CANCEL   PROCESS   SKIP >>

[Change or Add]

RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email: thanks@zefer.com
                                    Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

⬤ top of page

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FIG. 101(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: 001   Handling for: Yourself   TRANSFER FILE

Authorize Direct Bill: for Hanks, Tom   Corporate Class No. 765849322-001
CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: **Corporate Class No:** 765849322-001

[____] days @ Compact/21.95 [▼]   VIEW CARS

Note to Rental Company:
[_____] [▼]
[_____] [▲]

Date Rental Needed: January [▼] 1 [▼] 2000 [▼] [ ]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   CANCEL   PROCESS   SKIP >>

[Change or Add]

RENTER INFORMATION:
Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

● top of page

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FIG. 101(e)

Create Reservation Activity Diagram

FIG. 102

(ARMS Web 2.0)

Initial Reservation

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [▾]   Handling for: [▾]

last name
[   ]

first name
[   ]

claim number:
[   ]

claim type:
[please choose ▾]

please post code
where car is needed:
[   ]

○ Phone
○ Post Code

[NEW RESERVATION]

Welcome back, Fitzgerald, Neil.

● Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	ADJUSTER
04-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Fitzgerald, Neil
06-15-00	(5) Invoices		Fitzgerald, Neil
06-15-00	(7) Action Items		Unassigned

⊞ New information has come in.

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FIG. 103(a)

(Insurance User)

	Welcome to the
	Automated Rental Management System

create a **RESERVATION**   find a **CUSTOMER**

action items | completed actions | reports | my profile | help

Claims office: 001 ▾   Handling for: Yesterself ▾

last name

first name

claim number:

claim type:
please choose ▾

rental company:
please choose ▾

please post code
where car is needed:

○ Phone
○ Post Code

NEW RESERVATION

Welcome back, Fitzgerald, Neil.

● Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(b)

(Fleet User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

last name
[   ]

first name
[   ]

claim number:
[   ]

claim type:
[please choose ▼]

rental company:
[please choose ▼]

please post code where car is needed:
[   ]

○ Phone
○ Post Code

[NEW RESERVATION]

Welcome back, Fitzgerald, Neil.

● Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(c)

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

last name

[   ]

first name

[   ]

purchase order number:

[   ]

bill type:

[please choose ▼]

rental company:

[please choose ▼]

please post code where car is needed:

[   ]

○ Phone
○ Post Code

[NEW RESERVATION]

Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	PURCHASE ORDER NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

Welcome back, Fitzgerald, Neil.

➕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

last name

[ ]

first name

[ ]

corporate class number:

[ ]

rental company:

[please choose ▼]

please post code where car is needed:

[ ]

○ Phone
○ Post Code

[NEW RESERVATION]

DATE RECEIVED	RENTERS NAME	CORPORATE CLASS NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⬚ New information has come in.

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FIG. 103(e)

(ARMS Web 2.0)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Self

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom

Claim Number: 765849322   Claim Type: Claimant

| NEW RESERVATION |

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount
765849322-001	Hanks, Tom	Closed	4/23/2000	$200.95
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	$256.98

25 items in the list   Matches 1-25 of 325   View next 25>>

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000
888234213	Jones, Bob	Open (customer in car)	4/18/2000
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000

25 items in the list   Matches 1-25 of 325   View next 25>>

● top of page

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| NEW RESERVATION |

FIG. 104(a)

(Insurance User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom
Claim Number: 765849322   Claim Type: Claimant   NEW RESERVATION

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	4/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	$256.98	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25>>

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25>>

● top of page   NEW RESERVATION

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FIG. 104(b)

(Fleet User)

| Welcome to the |
| Automated Rental Management System |

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom
Claim Number: 765849322 Claim Type: Claimant

NEW RESERVATION

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	4/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	$256.98	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25>>

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25>>

● top of page

NEW RESERVATION

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FIG. 104(c)

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom

Purchase Order Number: 765849322 Bill Type: Claimant   NEW RESERVATION

AUTHORIZED

Purchase Order No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	4/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	$256.98	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25>>

UNAUTHORIZED

Purchase Order No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25>>

● top of page   NEW RESERVATION

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FIG. 104(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom
Corporate Class Number: 765849322   NEW RESERVATION

AUTHORIZED

Corporate Class No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	4/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	$256.98	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25>>

UNAUTHORIZED

Corporate Class No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25>>

● top of page   NEW RESERVATION

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FIG. 104(e)

(ARMS/Web 2.0)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

Create Reservation:
　　QUICK FORM for Coppola, Francis Claim no. 754589877   GEICO
*Denotes required field   [view long form]

RENTAL INFORMATION:

* Authorized Days: [　] @ [Select a rate ▼] [VIEW CARS]

Policy: Daily rate/ Maximum dollars [20/500 ▼]

*Percent of Rental: [100] %

Vehicle Condition: [Driveable ▼]

RENTER INFORMATION:

* Last: [　　　　] * First: [　　　　]

Email: [　　　　] ☐ send email confirmation:

Phone Numbers:　Ext.

* [　　　] [　] [Home ▼] ○ Pick up location

[　　　] [　] [Home ▼] ○ Pick up location

NOTEBOOK

Note to Enterprise:
[　　　　]

Note to Self Only:
[　　　　]

Location closet to: 773-395-6200

　Enterprise Edgewater Branch
　5400 N. Ashland
　Chicago, IL 60622
　773-334-5400

Pick different location:
[Change to a Favorite Location ▼] [MORE LOCATIONS]

[CANCEL] [CONFIRM RESERVATION]

🔵 top of page

ADDITIONAL INFORMATION:

* Claim Number: [　　　　]

* Claim Type: [Claimant ▼]

Date of Loss: [January ▼] [1 ▼] [2000 ▼] [　]

Insured Name: [　　　　] [　　　　]
　　　　　　　　Last　　　　　First

Additional Charges: None [ADDITIONAL CHARGES]

Repair Facility: [　　　　]

City: [　　　　]

State/Province: [AB ▼] Post Code: [　　]

Phone: [　　　　]

Renter's Vehicle: [　　] [　　　　]
　　　　　　　　year　　　make/model

🔵 top of page

[CANCEL] [CONFIRM RESERVATION]

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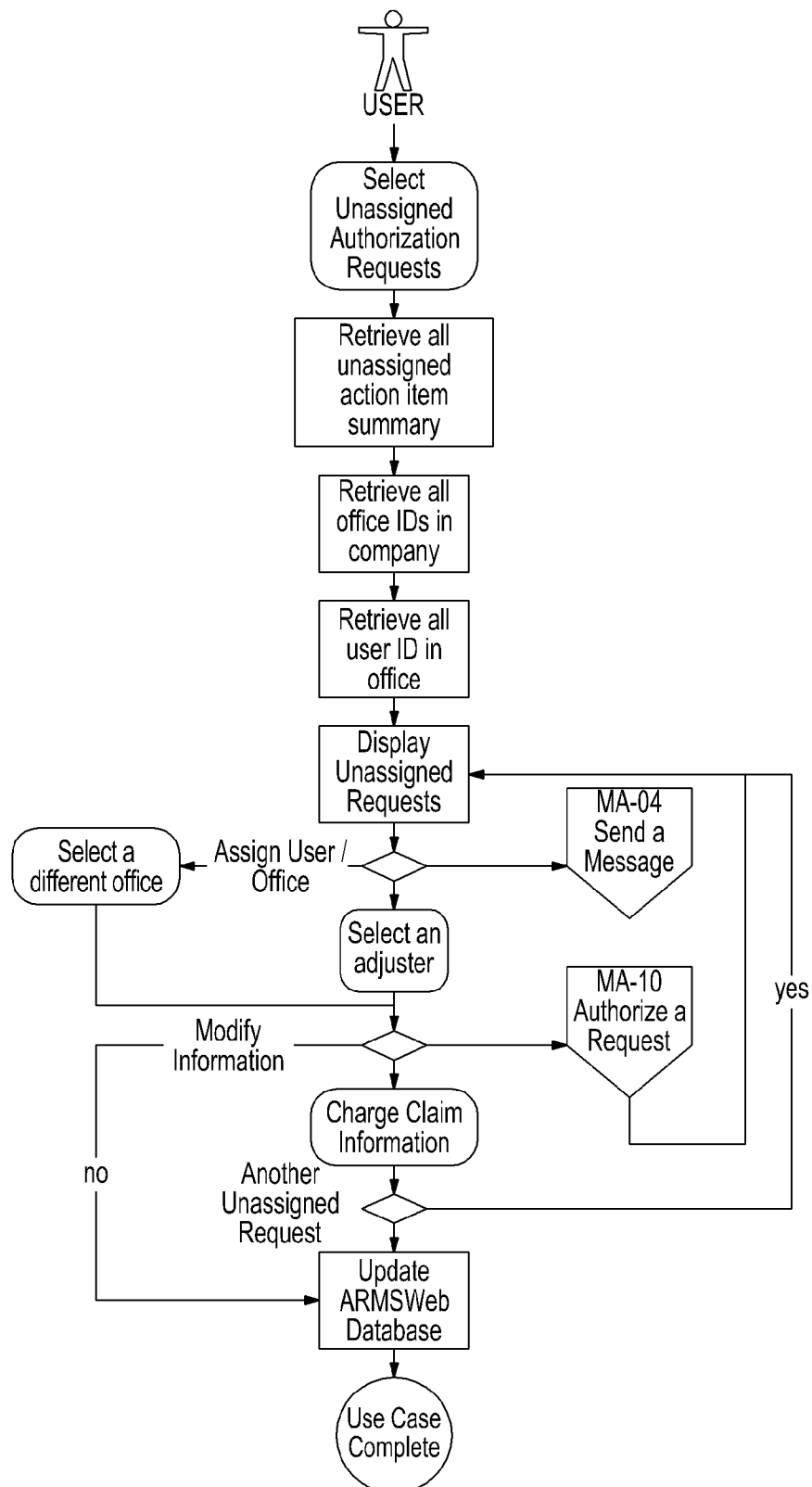FIG. 105(a)

(Insurance User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

Create Reservation:
    QUICK FORM for Coppola, Francis Claim no. 754589877   GEICO
*Denotes required field

RENTAL INFORMATION: NOTEBOOK

* Authorized Days: [ ] @ [Select a rate ▼] [VIEW CARS]   **Note to Rental Company:**

Policy: Daily rate/ Maximum dollars [20/500 ▼]

*Percent of Rental: [100]%   **Note to Self Only:**

Vehicle Condition: [Driveable ▼]

   RENTER INFORMATION:

* Last: [ ]   * First: [ ]

Email: [ ]   ☐ **send email confirmation:**

Phone Numbers: Ext.

Location closet to: 773-395-6200
    Enterprise Edgewater Branch
    5400 N. Ashland
    Chicago, IL 60622
    773-334-5400

* [ ] [ ] [Home ▼] ○ Pick up location

[ ] [ ] [Home ▼] ○ Pick up location

Pick different location:
[Change to a Favorite Location ▼] [MORE LOCATIONS]

[CANCEL] [CONFIRM RESERVATION]

● top of page

ADDITIONAL INFORMATION:

   * Claim Number: [ ]   Repair Facility: [ ]

     * Claim Type: [Claimant ▼]   City: [ ]

    Date of Loss: [January ▼] [1 ▼] [2000 ▼] [ ]   State/Province: [AB ▼] Post Code: [ ]

Date Rental Needed: [January ▼] [1 ▼] [2000 ▼] [ ]

   Insured Name: [ ]   Phone: [ ]
          Last   First   Renter's Vehicle: [ ] [ ]
                                        year   make/model

Additional Charges: None [ADDITIONAL CHARGES]   Renter's Address: [ ]

                                         Renter's City: [ ]

                                     State/Province: [AB ▼]

                                       Post Code: [ ] ○ Pick up location

● top of page   [CANCEL] [CONFIRM RESERVATION]

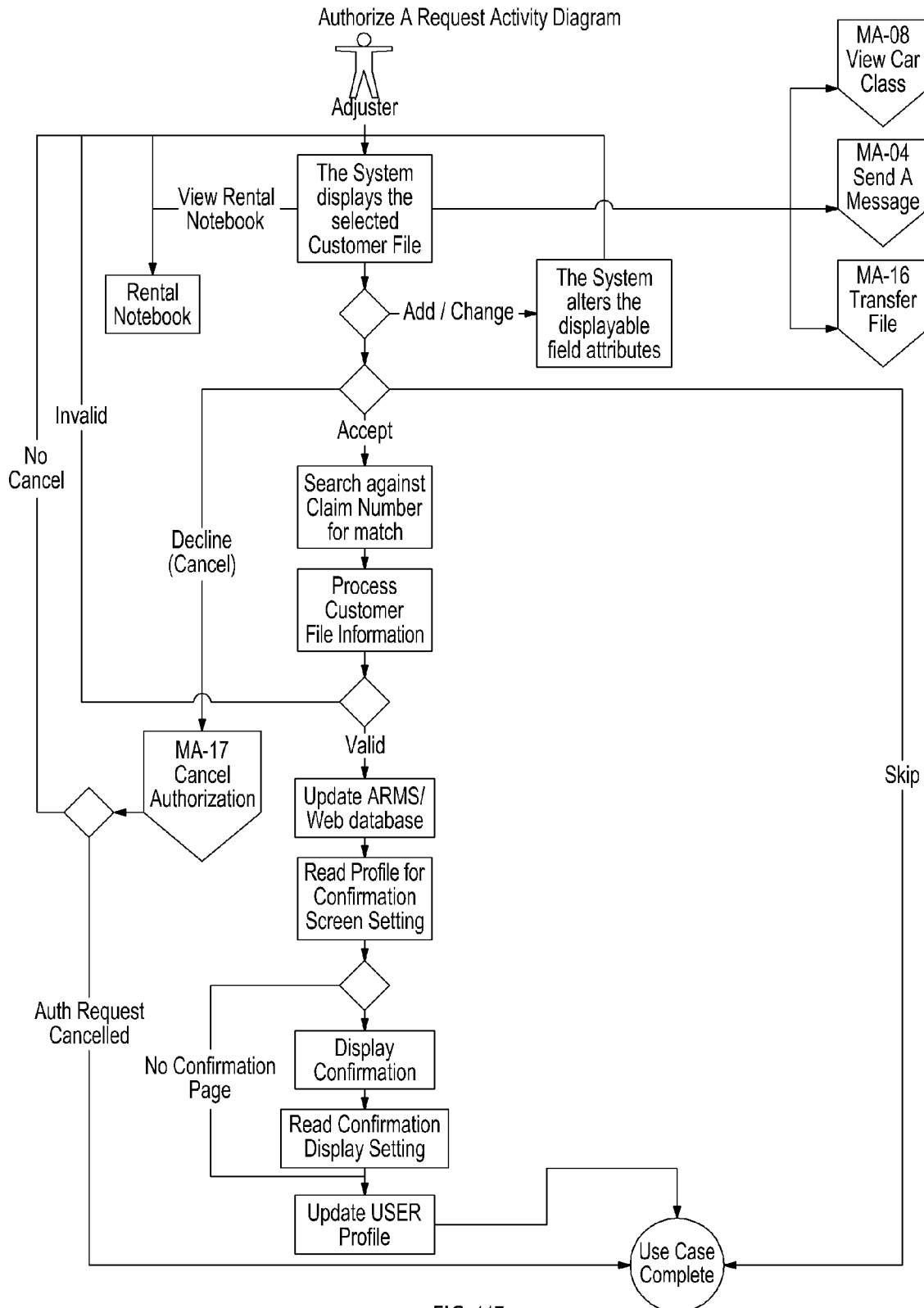Contact Us | Terms & Conditions | Log Off

FIG. 105(b)

(Fleet User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

Create Reservation:
QUICK FORM for Coppola, Francis Claim no. 754589877   GEICO
*Denotes required field

RENTAL INFORMATION:

* Authorized Days: [___] @ [Select a rate ▼] [VIEW CARS]

Policy: Daily rate/ Maximum dollars [20/500 ▼]

Protection Coverage: [_____]

Notebook:
Note to Rental Company:
[_____ ▲▼]

RENTER INFORMATION:

* Last: [_____]   * First: [_____]

Email: [_____]   ☐ **send email confirmation:**

Phone Numbers: Ext.
* [_____] [____] [Home ▼] ○ Pick up location
[_____] [____] [Home ▼] ○ Pick up location

Location closet to: 773-395-6200
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Pick different location:
[Change to a Favorite Location ▼] [MORE LOCATIONS]

[CANCEL] [CONFIRM RESERVATION]

● top of page

ADDITIONAL INFORMATION:

* Claim Number: [_____]

* Claim Type: [Claimant ▼]

Date of Loss: [January ▼] [1 ▼] [2000 ▼] [__]

Date Rental Needed: [January ▼] [1 ▼] [2000 ▼] [__]

Insured Name: [_____] [_____]
      Last   First

Additional Charges: None [ADDITIONAL CHARGES]

Repair Facility: [_____]

City: [_____]

State/Province: [AB ▼] Post Code: [_____]

Phone: [_____]

Renter's Vehicle: [____] [_____]
      year   make/model

Renter's Address: [_____]

Renter's City: [_____]

State/Province: [AB ▼]

Post Code: [_____] ○ Pick up location

[CANCEL] [CONFIRM RESERVATION]

● top of page

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FIG. 105(c)

(Dealership User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Create Reservation:
QUICK FORM for Coppola, Francis Claim no. 754589877

Claims office: [001 ▼]　　　Handling for: [Yourself ▼]

GEICO

*Denotes required field

RENTAL INFORMATION:

* Authorized Days: [　] @ [Select a rate ▼] [VIEW CARS]

Purchase Order Number: [　　　　　　　　　]

Bill Type: [　　▼]

RENTER INFORMATION:

* Last: [　　　　　]　　* First: [　　　　　]

Email: [　　　　　]　☐ **send email confirmation:**

Phone Numbers:　Ext.

* [　　　] [　] [Home ▼] ○ Pick up location

[　　　] [　] [Home ▼] ○ Pick up location

Notebook:
Note to Rental Company:
[　　　　　　　　]

Note to Self Only:
[　　　　　　　　]

Location closet to: 773-395-6200
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Pick different location:
[Change to a Favorite Location ▼] [MORE LOCATIONS]

[CANCEL] [CONFIRM RESERVATION]

⬤ top of page

ADDITIONAL INFORMATION:

Date of Loss: [January ▼] [1 ▼] [2000 ▼] [　]

Date Rental Needed: [January ▼] [1 ▼] [2000 ▼] [　]

Insured Name: [　　　　　] [　　　　　]
　　　　　　　Last　　　　First

Additional Charges: None [ADDITIONAL CHARGES]

Repair Facility: [　　　　　]

City: [　　　　　]

State/Province: [AB ▼]　Post Code: [　　　]

Phone: [　　　　　]

Renter's Vehicle: [　　] [　　　　]
　　　　　　　year　　make/model

Renter's Address: [　　　　　]

Renter's City: [　　　　　]

State/Province: [AB ▼]

Post Code: [　　　]　○ Pick up location

⬤ top of page

[CANCEL] [CONFIRM RESERVATION]

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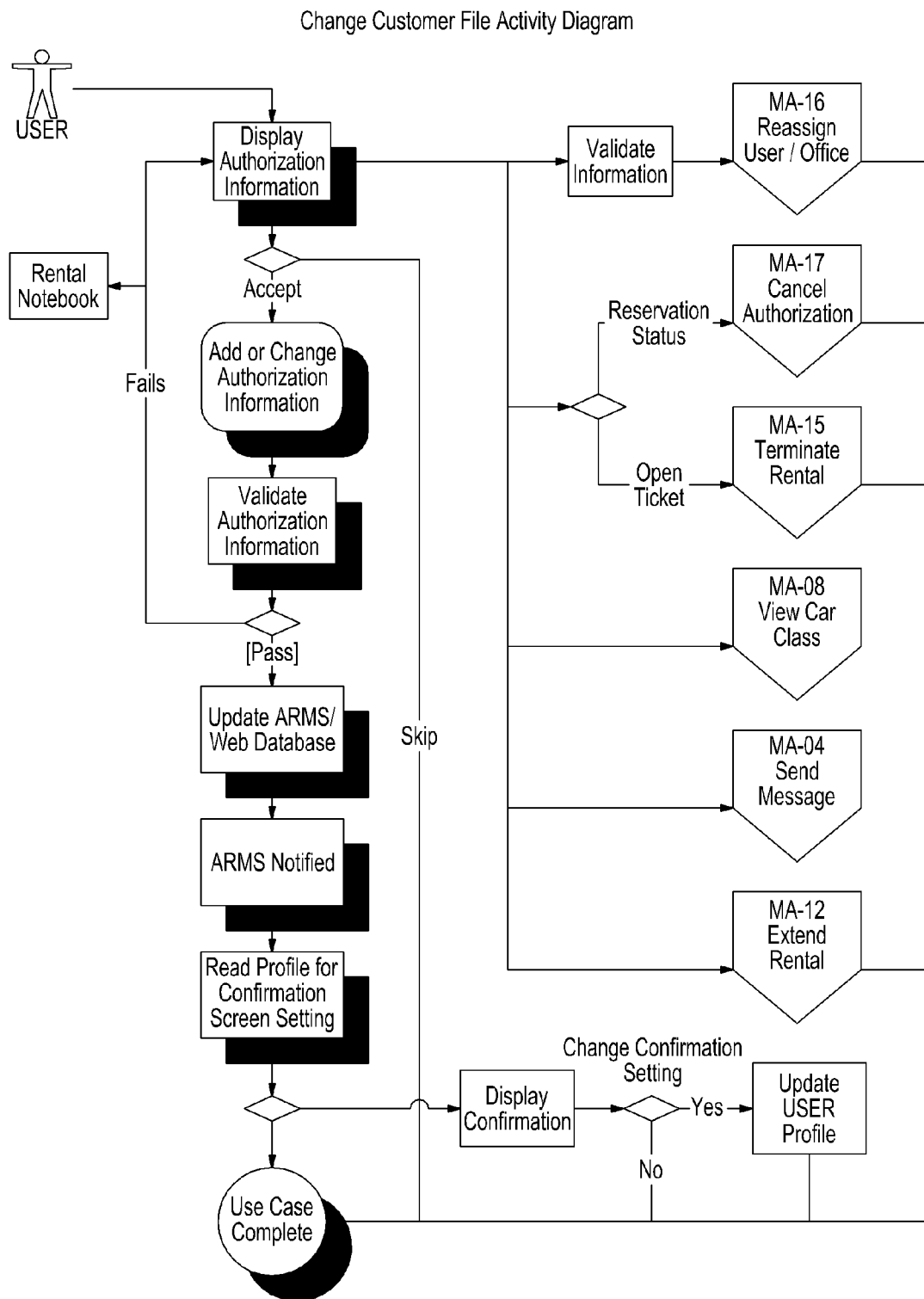
FIG. 105(d)

(Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Claims office: 001 ▼   Handling for: Yourself ▼

Create Reservation:
    QUICK FORM for Coppola, Francis Claim no. 754589877   GEICO
*Denotes required field

RENTAL INFORMATION:

* Authorized Days: [   ] @ [Select a rate ▼] [VIEW CARS]

Corporate Class Number: [   ]

Notebook:
Note to Rental Company:
[▲▼]

Note to Self Only:
[▲▼]

RENTER INFORMATION:

* Last: [   ]   * First: [   ]

Email: [   ]   ☐ **send email confirmation:**

Phone Numbers: Ext.
* [   ] [   ] [Home ▼] ○ Pick up location
  [   ] [   ] [Home ▼] ○ Pick up location

Location closet to: 773-395-6200
    Enterprise Edgewater Branch
    5400 N. Ashland
    Chicago, IL 60622
    773-334-5400

Pick different location:
[Change to a Favorite Location ▼] [MORE LOCATIONS]

[CANCEL] [CONFIRM RESERVATION]

⬤ top of page

ADDITIONAL INFORMATION:

Date Rental Needed: [January ▼] [1 ▼] [2000 ▼] [ ]

Additional Charges: None [ADDITIONAL CHARGES]

⬤ top of page   [CANCEL] [CONFIRM RESERVATION]

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FIG. 105(e)

(ARMS Web 3.0)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Self   TRANSFER FILE

You just authorized 3 days at $29.39/day for Hanks, Tom

Confirmation:
CUSTOMER FILE   ☐ Don't show me this confirmation page again. GO TO NEXT ACTION ITEM

This confirmation page can be removed...
You can remove this page from your future transactions with ARMS.

How it works...
Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.

What will happen next?
When you complete an action item, the system will immediately show you the next action item on your list
for you to process. The confirmation will continue to appear, it will provide information about your last
transaction as well as the ability to make any changes to that transaction.

Should you check the "Don't show me this confirmation page again" box, this page will never be shown to
you again in the future.

● top of page

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FIG. 106(a)

(Insurance User)

	Welcome to the Automated Rental Management System

create a RESERVATION	find a CUSTOMER		action items	completed actions	reports	my profile	help

Claims office: 001   Handling for: Yourself   TRANSFER FILE

You just authorized 3 days at $29.39/day for Hanks, Tom

Confirmation:
CUSTOMER FILE   ☐ Don't show me this confirmation page again. GO TO NEXT ACTION ITEM

This confirmation page can be removed...
You can remove this page from your future transactions with ARMS.

How it works...
Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.

What will happen next?
When you complete an action item, the system will immediately show you the next action item on your list
for you to process. The confirmation will continue to appear, it will provide information about your last
transaction as well as the ability to make any changes to that transaction.

Should you check the "Don't show me this confirmation page again" box, this page will never be shown to
you again in the future.

● top of page

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FIG. 106(b)

(Fleet/Dealership/Corporate User)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   [TRANSFER FILE]

You just authorized 3 days at $29.39/day for Hanks, Tom

Confirmation:
CUSTOMER FILE   ☐ Don't show me this confirmation page again. [GO TO NEXT ACTION ITEM]

This confirmation page can be removed...
You can remove this page from your future transactions with ARMS.

How it works...
Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.

What will happen next?
When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.

Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.

● top of page

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FIG. 106(c)

Find Rental Location Use Case Activity Diagram

FIG. 107

(ARMS/Web 2.0)

Change Location

Search for Any [United States ▼] Location

◉ Postal Zip Code   [   ]

                          Enter information for the area in
○ Telephone   which you'd like to rent

○ City

                                                    [Next >>]

FIG. 108(a)

(ARMS/Web 3.0)

Change Location

Search for Any [United States ▾] Location

Rental Company [Select All ▾]

◉ Postal Zip Code   [   ]

Enter information for the area in
○ Telephone   which you'd like to rent

○ City

[Next >>]

FIG. 108(b)

(ARMS/Web 2.0)

Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	miles	city	state	map
○ 18636 NEW HALLS FERRY RD	1.0	SAINT LOUIS	MO	»
○ 11838 OLIVE BLVD	1.6	CREVE COEUR	MO	»
○ 2229 S. BRENTWOOD BLVD	2.1	SAINT LOUIS	MO	»
○ 2650 S. HANLEY RD	2.3	SAINT LOUIS	MO	»
○ 3701 LEMAY FERRY RD	5.0	SAINT LOUIS	MO	»

< Previous 5 of 10   Next 5 of 10 >

[Next >>]

Search for Any [United States ▾] Location

◉ Postal Zip Code   [631]

           Enter information for the area in
○ Telephone   which you'd like to rent

○ City   [SEARCH AGAIN]

FIG. 109(a)

(ARMS/Web 3.0)

Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	rental company	miles	city	state	map
○ 18636 NEW HALLS FERRY RD	ENTERPRISE RENT-A-CAR	1.0	SAINT LOUIS	MO	》
○ 11838 OLIVE BLVD	CAR TEMPS	1.6	CREVE COEUR	MO	》
○ 2229 S. BRENTWOOD BLVD	ENTERPRISE RENT-A-CAR	2.1	SAINT LOUIS	MO	》
✈○ 2650 S. HANLEY RD	HLE RENT-A-CAR	2.3	SAINT LOUIS	MO	》
○ 3701 LEMAY FERRY RD	RENT-A-WRECK	5.0	SAINT LOUIS	MO	》

< Previous 5 of 10   Next 5 of 10 >

Next >>

Search for Any [United States ▼] Location

Rental Company [Select All ▼]

◉ Postal Zip Code [631_____]

Enter information for the area in
○ Telephone which you'd like to rent

○ City SEARCH AGAIN

FIG. 109(b)

(ARMS/Web 2.0)

Choose a Location

BRANCH DETAIL

ST. LOUIS AIRPORT (ON-SITE) ✈
9602 NATURAL BRIDGE ROAD
BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		

Enlarge Map
Zoom In

Reduce Map
Zoom Out

<< PREVIOUS

FIG. 110(a)

(ARMS/Web 3.0)

Choose a Location

BRANCH DETAIL

ENTERPRISE RENT-A-CAR
ST. LOUIS AIRPORT (ON-SITE) ✈
9602 NATURAL BRIDGE ROAD
BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		

<< PREVIOUS

Enlarge Map
Zoom In

Reduce Map
Zoom Out

FIG. 110(b)

Send Message Activity Diagram

FIG. 111

Message
Container

● top of page

NOTEBOOK:

Note to Enterprise:

Note to Self Only:

CANCEL   CONFIRM RESERVATION

● top of page

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FIG. 112

Additional Charges Activity Diagram

FIG. 113

Additional Charges

Add/edit surcharges to the Authorization for Tom Hanks Claim No. 1234567890
Choose from the surcharges listed below

Add	Charge Type	Auth	Amount	
☑	CDW (Collision Damage Waiver)	9.99	$/day	▼
☐	PAI (Personal Accident Insurance)		$/day	▼
☐	Underage Driver		$/day	▼
☐	Drop Charge		$/day	▼
☐	Mileage Charge		$/day	▼

or

Create a new Surcharge below

Add	Create Charge Type	Auth	Amount	
☑ Misc. Charge	baby seat	3.00	$/day	▼

Create more surcharges

<< PREVIOUS | PROCESS

FIG. 114

Assign An Action Item Diagram

USER

Select
Unassigned
Authorization
Requests

Retrieve all
unassigned
action item
summary

Retrieve all
office IDs in
company

Retrieve all
user ID in
office

Display
Unassigned
Requests

MA-04
Send a
Message

Select a
different office

Assign User /
Office

Select an
adjuster

MA-10
Authorize a
Request

Modify
Information

Charge Claim
Information

yes

no

Another
Unassigned
Request

Update
ARMSWeb
Database

Use Case
Complete

FIG. 115

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST

Claim Number: 754589877

Vehicle Condition: Select a Loss Type ▾

Claim Type: Select a Claim Type ▾

Date of Loss: January ▾ 1 ▾ 2000 ▾ ☐ ▾

Note to Enterprise: [   ]

①Assign to Office 001 ▾

②Assign Adjuster Unassigned ▾
-or-
③Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST

Claim Number: 754589877

Vehicle Condition: Select a Loss Type ▾

Claim Type: Select a Claim Type ▾

Date of Loss: January ▾ 1 ▾ 2000 ▾ ☐ ▾

Note to Enterprise: [   ]

①Assign to Office 001 ▾

②Assign Adjuster Unassigned ▾
-or-
③Cancel this item

[<<PREVIOUS]   [ACTION ITEMS]

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FIG. 116

Authorize A Request Activity Diagram

FIG. 117

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   TRANSFER FILE

Authorize Direct Bill: for Hanks, Tom   Claim no. 765849322-001
CUSTOMER FILE   1 of 4 Action Items

Direct Bill Requested for: **Claim Number:** 765849322-001   Claim Type: Select a Claim Type ▼

_____ days @ Compact/21.95 ▼   VIEW CARS

Note to Enterprise:

Policy: Daily rate/ Maximum dollars 20/500 ▼

Direct Bill%: 100

Note to Self Only:

Vehicle Condition: Select a Condition ▼

Date of Loss: January ▼ 1 ▼ 2000 ▼ ☐

Date Rental Needed: January ▼ 1 ▼ 2000 ▼ ☐

Insured Name: Last [_____] First [_____]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   CANCEL   PROCESS   SKIP >>

[Change or Add]

RENTER INFORMATION:
Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.95/day
Current Class: Compact
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 765849322-001
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
773-334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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FIG. 118
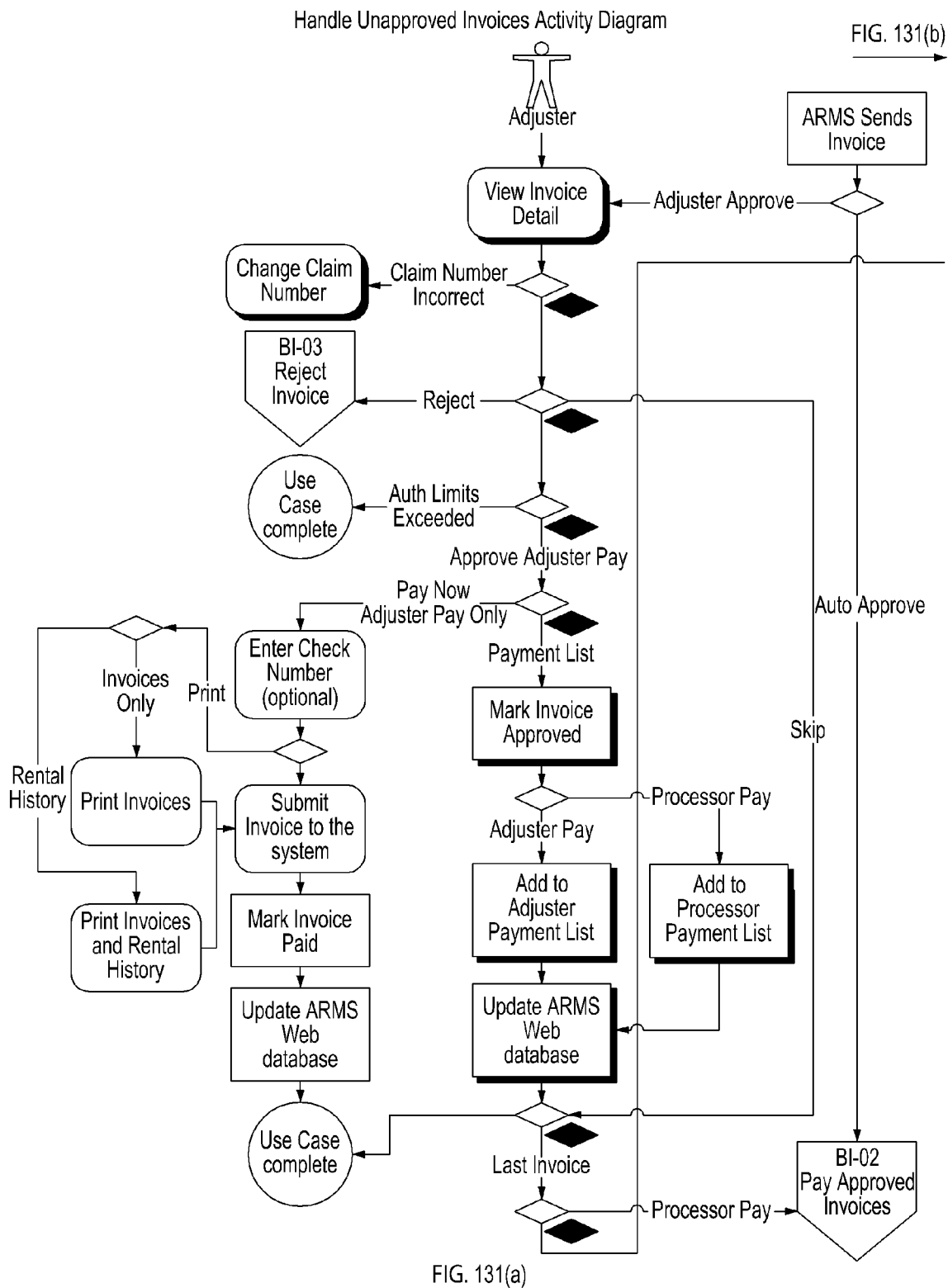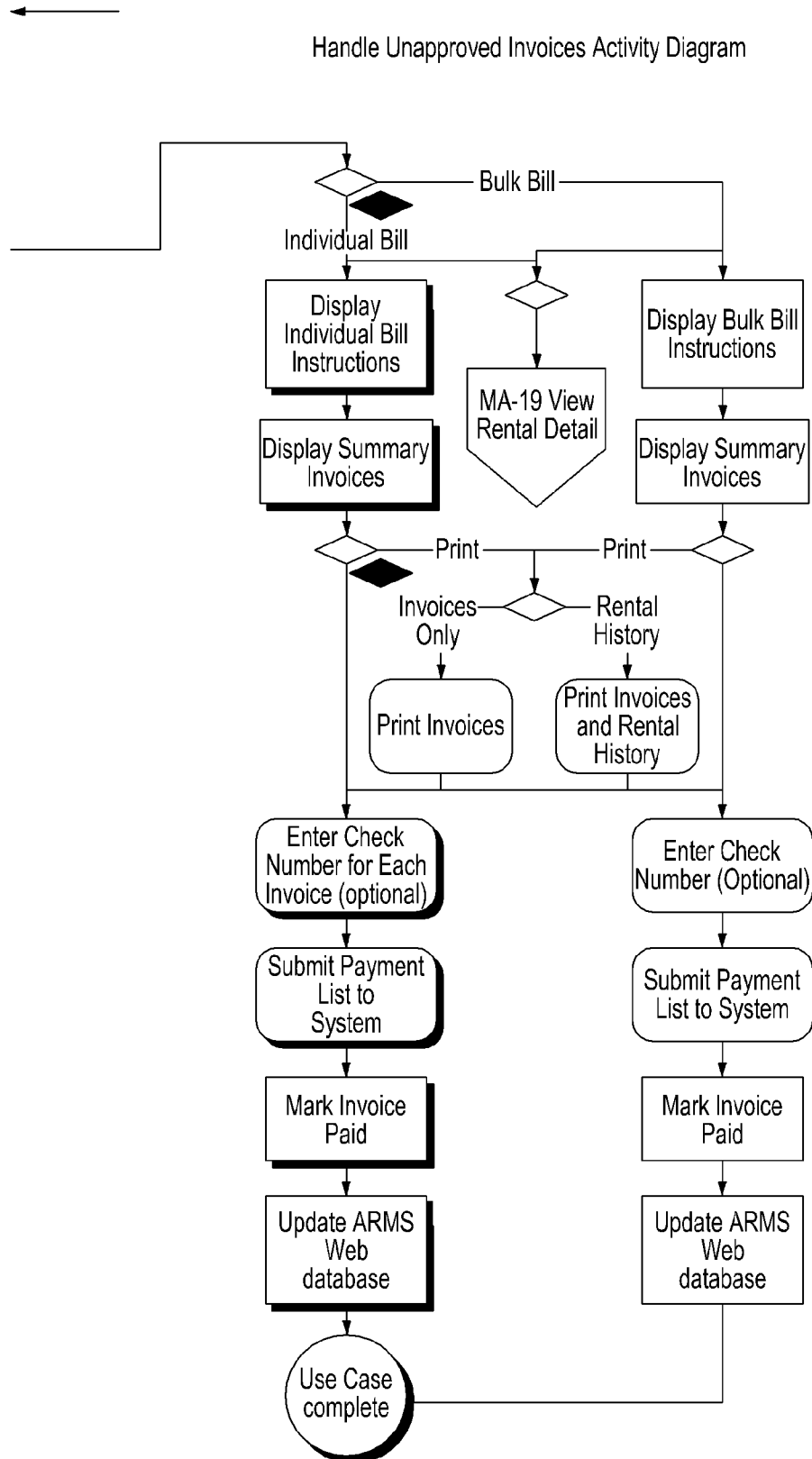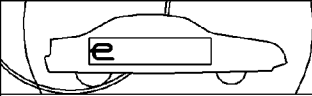
Change Customer File Activity Diagram

FIG. 119

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

[Change or Add]

Last: [Hanks]   First: [Tom]   [Home ▼] [(773)564-6054] Ext: [   ]

Address: [1735 N. Paulina St.]   [Work ▼] [(773)395-6200] Ext: [   ]

City: [Chicago]   State: [IL ▼]   Zip: [60622]   Email: [thanks@zefer.com]

☑ Requested email confirmation

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Insured Name: Last: [Lalumandier]   First: [Craig]   Repair Facility:

Owner's vehicle: [GMC Suburban 1999]   [Elco Chevrolet]

Date of Loss: [JAN ▼] [12 ▼] [2000 ▼] [ ]   City: [Chicago]

Vehicle Condition: [Non-Driveable ▼]   State: [IL ▼] Zip: [60622]

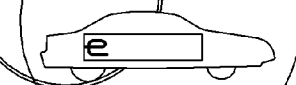FIG. 120(a)

(Before clicking the Change or Add Link)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself   TRANSFER FILE

You just authorized 3 day at $29.39/day for Hanks, Tom

Customer File: for Bowie, David Claim no. 765849322-001
OPEN   2 of 4 Action Items

Extension requested for:

[ ] additional authorized days @ [Compact/21.95 ▼] [VIEW CARS]

Policy Limits [20/500 ▼]

Messages:
08/31/00 BSS 2 more days - Waiting on Parts:
08/30/00 Waiting on fender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Note to Enterprise:
[▼]
[▲]

Note to Self:
[▼]
[▲]

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status*
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00*
Direct Bill %:   100%

Repair Facility:
Elco Chevrolet
(773)-334-9832
Owner Vehicle: 1999 GMC Suburban
Vehicle Condition: Non-Driveable
[ ] Extend this rental?

*Does not include taxes and surcharges   [SET LAST DAY] [PROCESS] [SKIP >>]

[Change or Add]

RENTER INFORMATION
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00
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FIG. 120(b)

Terminate Rental Activity Diagram

FIG. 121

Set Last Day of Rental

Renter: Weber, Andrew

Termination Date: | January ▼ | 1 ▼ | 2000 ▼ | ☐ ▼

Reason: | Duplicate Reservation/Authorization ▼ |

Comment: | |

Please notify renter

| << PREVIOUS | | PROCESS |

FIG. 122

Reassign User/Office Activity Diagram

USER

Get Valid
Office IDs

Get Valid
USER IDs

Get New USERS

Display Office /
USER IDs

Change Office ◄—— Office ——◄ ◇

USER

Select USER ID

Update ARMS /
Web Database

ARMS Notified

Read Profile for
Confirmation
Screen Setting

Change Confirmation
Setting

Display
Confirmation

◇—Yes→ Update USER
Profile

No

Use
Case
Complete

FIG. 123

Transfer File

Any Changes made to this file will be transferred when you process.

Adjuster currently handling this customer file:

   Claims Office: 001

Adjuster's Name: Fitzgerald, Neil

Select the adjuster you want to transfer this customer file to:

   Claims Office: [001 ▾]

Adjuster's Name: [Klopfenstein, Anita ▾]

[<< CANCEL] [PROCESS]

FIG. 124

Cancel Authorization Activity Diagram

FIG. 125

Cancel Item

Cancel Direct Bill Authorization

You have chosen to cancel the following item.

Renter's Name	Claim #
Weber, Andrew	364829484092223542

Reason: | Duplicate Reservation/Authorization ▼ |

Comment: | |

[PREVIOUS] [PROCESS]

FIG. 126

View Customer File Activity Diagram

FIG. 127

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [▼]   Handling for: [▼]

last name:
[   ]

first name:
[   ]

claim number:
[   ]

adj. last name:
[   ]

last date authorized:
[   ]

mm/dd/yy
status:
[please choose ▼]

[SEARCH]

come back, Fitzgerald, Neil.
ow please find the action items that require you attention.

the Action Items, click the column title of your chosen sorting method
sort by date, click "DATE RECEIVED")

E RECEIVED	RENTER'S NAME	CLAIM NUMBER	ADJUSTER
-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
-01-00	Bowie, David	234589871	Fitzgerald, Neil
-01-00	Simpson, Homer	754589877	Fitzgerald, Neil
-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
-01-00	Crystal, Billy	235469871	Fitzgerald, Neil
-15-00	(5) Invoices		Fitzgerald, Neil
-15-00	(7) Action Items		Unassigned

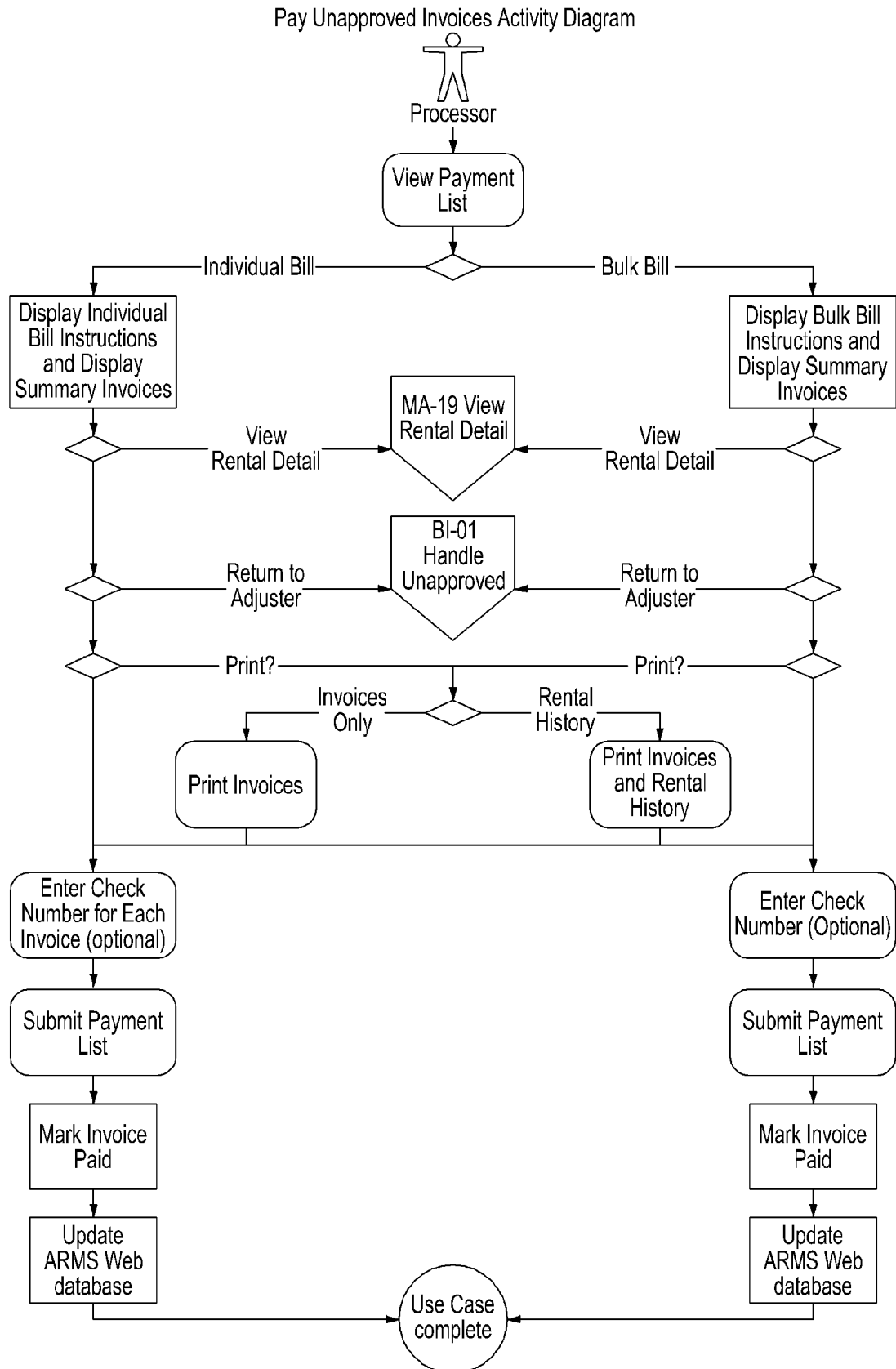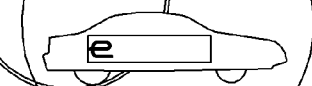Contact Us | Terms & Conditions | Log Off

FIG. 128

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

PREVIOUS

Customer File: for Bowie, David Claim No. 323232323232
CLOSED
Go to Invoice

RENTER INFORMATION:
Bowie, David   Home: (773) 564-6054
1735 N. Paulina St.   Work: (773) 395-6200
Chicago, IL 60622   Email:dbowie@zefer.com
Renter Type: Claimant   Requested email confirmation

RENTAL INFORMATION:
Authorized Rental: Enterprise Rent-A-Car Location:
Authorized Class: Standard   Enterprise Edgewater Branch
Days/Rate: 3 days @ $21.99/day   5400 N. Ashland
Current Class: Full-Size   Chicago, IL 60622
                                      773-334-5400

Rental Date: 03/28/2000
Start Date: 03/30/2000

CLAIM INFORMATION:
Claim Number: 323232323232323   Repair Facility:
Insured Name: Lalumandier, Craig   Elco Chevrolet
Owner's vehicle: GMC Suburban 1999   Chicago, IL 60621
Date of Loss: 03/28/2000   (773)334-9832
Vehicle Condition: Non-Drivable

NOTEBOOK:
Invoice Paid: 536.13 on 6/20/00
Message, Belanger, Hughes, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

FIG. 129(b)

● top of page

FIG. 129(a)

FIG. 129(a)

Invoicing: PRINTER FRIENDLY PAGE ☐ Print Rental History too
[Use the "Print" button from your browser after clicking the "Printer-Friendly Version" button.]

RENTAL:
Enterprise Rent-A-Car Location:
6850 Ladue Rd.
Saint Louis, MO 631240001
(314) 512-0294

INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

Authorized
Authorized Period: 02/10/00 to 03/01/00 (20 days)
Days   20
Rate   22.99
Direct Bill Percent   100%
Total authorized: 459.8 Plus Tax & Surcharges

CLAIM:
Renter: Weber, Andrew
Claim Number: 5698754821
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

Actual Rental
Rental Period: 02/10/00 to 03/01/00 (20 days)
Billed Period: 02/10/00 to 03/01/00 (20 days)
Actual Days:
Actual Days:
    20 @ $22.99/day = $505.78
Direct Bill Percent   100%
Sales Tax (6%) = $30.35
Total Charges: $536.13
Amount Received: $0.00
Total Due: $536.13

⬤ top of page   PREVIOUS

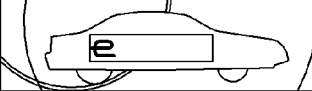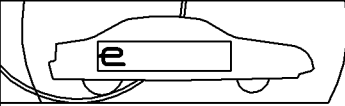Contact Us | Terms & Conditions | Log Off

FIG. 129(b)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: [001 ▼]   Handling for: [Yourself ▼]

There was more than one possible match for the items you searched for.
Please choose from the results below or Search Again

Search Results: You requested a search for: Abrahm, Alice
Adjuster Name: Summer

Items Searched: All Files

Renter's Name	Claim Number	File Type	Loss Date	Last Date Authorized
Abott, Jim	32132541	Extension	03/25/2000	04/15/2000
Baker, Kim	44557754	Reservation	04/02/2000	
Brooks, Jill	78155458	Closed	01/15/2000	01/25/2000
Camren, Rob	77854121	Direct Bill Request	04/25/2000	
Colins, Mark	44765571	Open (customer in car)	04/21/2000	04/29/2000
Franklin, Neil	45222173	Closed	02/10/2000	02/28/2000
Froghammer, Freddy	66475578	Closed	01/09/1999	01/30/1999
Hanks, Tom	765849322-001	Direct Bill Request	04/23/2000	
Hanks, Sophia	880254321	Open (customer in car)	04/16/2000	04/30/2000
Jones, Bob	880234213	Open (customer in car)	04/18/2000	04/21/2000

| 25 items in the list | Matches 1-10 of 25 | View next 10 >> |

Would you like another search?

Last Name: [Abrahm]

First Name: [Alice]

Claim Number: [   ]

Confirmation Number: [   ]

Adjuster Last Name: [Summer]

Last Date Authorized: [January ▼] [1 ▼] [2000 ▼] [▼]

Status: [Closed ▼] [Search Again]

● top of page

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FIG. 130

Handle Unapproved Invoices Activity Diagram

FIG. 131(b) →

FIG. 131(a)

FIG. 131(a)

Handle Unapproved Invoices Activity Diagram

FIG. 131(b)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001　　　Handling for: Yourself　　　[TRANSFER FILE]

Invoicing: for Weber, Andrew Claim no. 765849322-001
INDIVIDUAL PAYMENT

[PRINTER FRIENDLY PAGE]　　Total due:　　[$536.13]

☐ Print Rental History too　　Check number for your payment: [　　　　]

[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]

Please include this reference number on your check:
PPGM D073082
Federal ID: 4800791835

ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.

Send payment to:
Enterprise Rent-A-Car
6850 Ladue Rd.
St. Louis, MO 63124-0001

[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]

RENTAL:
Enterprise Rent-A-Car Location:
6850 Ladue Rd.
Saint Louis, MO 631240001
(314) 512-0294

Authorized
Authorized Period: 02/10/00 to 03/01/00 (20 days)
Days　　　　　　　　20
Rate　　　　　　　　22.99
Direct Bill Percent　　100%
Total authorized:　　459.8 Plus Tax & Surcharges

Actual Rental
Rental Period: 02/10/00 to 03/01/00 (20 days)
Billed Period: 02/10/00 to 03/01/00 (20 days)

Actual Days:
　　20 @ $22.99/day =　　　$505.78
Direct Bill Percent　　　　　100%
Total Charges:　　　　　　$536.13
Amount Received:　　　　　$0.00
Total Due:　　　　　　　　$536.13

INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

CLAIM:
Renter: Weber, Andrew
Claim Number: [5698754821]
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

NOTEBOOK:
Reservation for Weber, Andrew 2/21/00
Diary Note, Marty Sarussi, 2/21/00
Extension request, 2/24/00

● top of page

[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]

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FIG. 132

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Claims office: 001 Handling for: Yourself TRANSFER FILE

Invoicing: for Weber, Andrew Claim no. 765849322-001
INDIVIDUAL PAYMENT

PRINTER FRIENDLY PAGE

☐ Print Rental History too

[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]

ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.

Total due: $536.13

Check number for your payment: [   ]

Please include this reference number on your check:
PPGM D073082
Federal ID: 4800791835

Send payment to:
Enterprise Rent-A-Car
6850 Ladue Rd.
St. Louis, MO 63124-0001

REJECT | PAY NOW | ADD TO PAYMENT LIST | SKIP >>

RENTAL:
Enterprise Rent-A-Car Location:
6850 Ladue Rd.
Saint Louis, MO 631240001
(314) 512-0294

Authorized
Authorized Period: 02/10/00 to 03/01/00 (20 days)
Days   20
Rate   22.99
Direct Bill Percent   100%
Total authorized: 459.8 Plus Tax & Surcharges

Actual Rental
Rental Period: 02/10/00 to 03/01/00 (20 days)
Billed Period: 02/10/00 to 03/01/00 (20 days)

Actual Days:
    20 @ $22.99/day = $505.78
Direct Bill Percent   100%
Total Charges: $536.13
Amount Received: $0.00
Total Due: $536.13

INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

CLAIM:
Renter: Weber, Andrew
Claim Number: 5698754821
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

NOTEBOOK:
Reservation for Weber, Andrew 2/21/00
Diary Note, Marty Sarussi, 2/21/00
Extension request, 2/24/00

● top of page

REJECT | PAY NOW | ADD TO PAYMENT LIST | SKIP >>
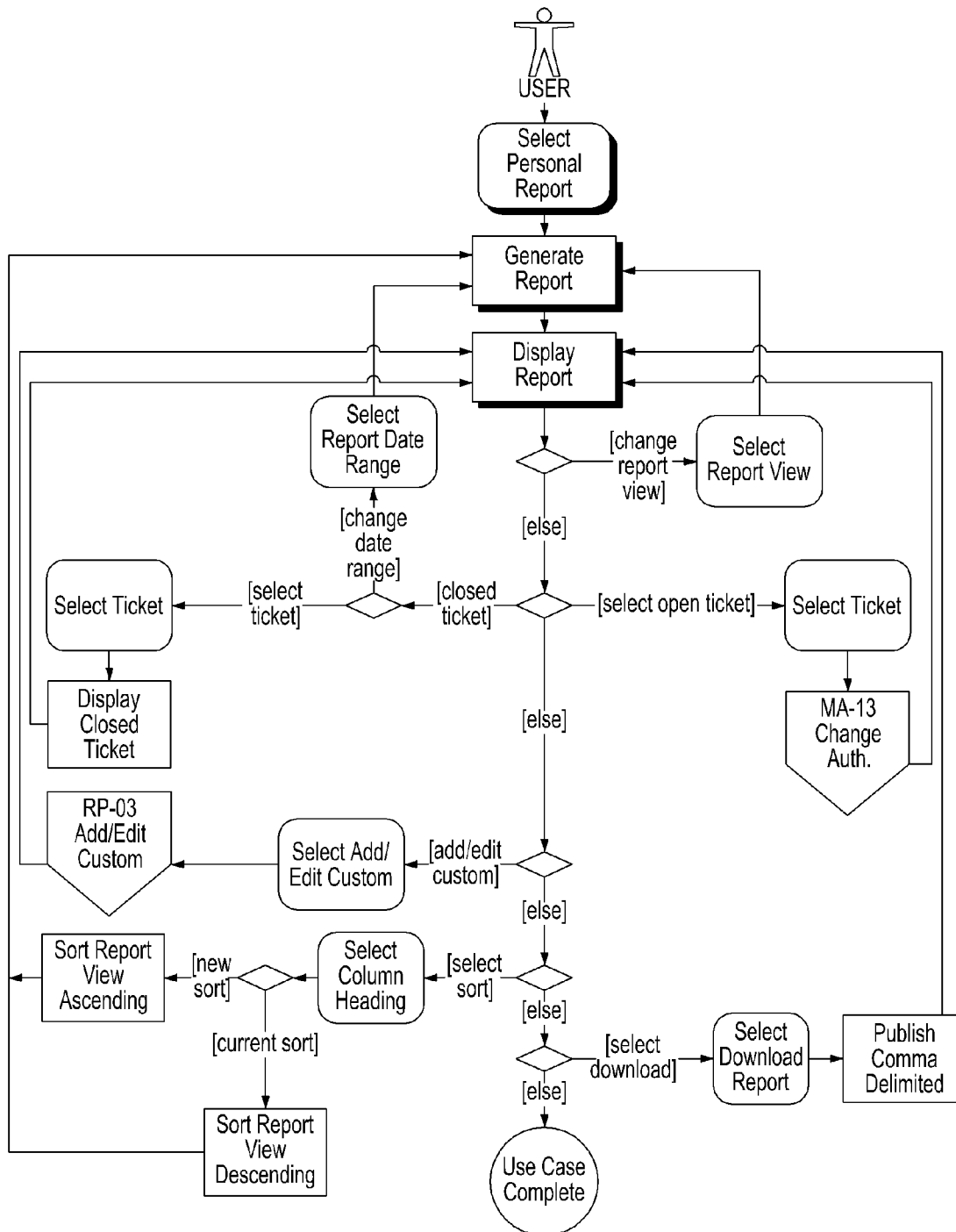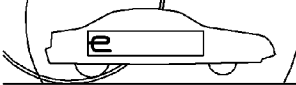
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FIG. 133

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Claims office: 001   Handling for: Yourself   TRANSFER FILE

Invoicing: for Weber, Andrew Claim no. 765849322-001
INDIVIDUAL PAYMENT

PRINTER FRIENDLY PAGE   Total due: $536.13

☐ Print Rental History too   Check number for your payment: [   ]

[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]

Please include this reference number on your check:
PPGM D073082
Federal ID: 4800791835

ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.

Send payment to:
Enterprise Rent-A-Car
6850 Ladue Rd.
St. Louis, MO 63124-0001

REJECT | PAY NOW | ADD TO PAYMENT LIST | SKIP >>

RENTAL:
Enterprise Rent-A-Car Location:
6850 Ladue Rd.
Saint Louis, MO 631240001
(314) 512-0294

INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

Authorized
Authorized Period: 02/10/00 to 03/01/00 (20 days)

Days	20
Rate	22.99
Direct Bill Percent	100%
Total authorized:	459.8 Plus Tax & Surcharges

CLAIM:
Renter: Weber, Andrew
Claim Number: 5698754821
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

Actual Rental
Rental Period: 02/10/00 to 03/01/00 (20 days)
Billed Period: 02/10/00 to 03/01/00 (20 days)

Actual Days:

20 @ $22.99/day =	$505.78
Direct Bill Percent	100%
Total Charges:	$536.13
Amount Received:	$0.00
Total Due:	$536.13

NOTEBOOK:
Reservation for Weber, Andrew 2/21/00
Diary Note, Marty Sarussi, 2/21/00
Extension request, 2/24/00

REJECT | PAY NOW | ADD TO PAYMENT LIST | SKIP >>

⊕ top of page

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FIG. 134

	Welcome to the Automated Rental Management System

create a **RESERVATION** | find a **CUSTOMER** | action items | completed actions | reports | my profile | help

Claims office: 001   Handling for: Yourself   **TRANSFER FILE**

Invoicing: for Weber, Andrew Claim no. 765849322-001
INDIVIDUAL PAYMENT

PRINTER FRIENDLY PAGE   Total due: $536.13

☐ Print Rental History too   Check number for your payment: _____

[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]

Please include this reference number on your check:
PPGM D073082
Federal ID: 4800791835

ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.

Send payment to:
Enterprise Rent-A-Car
6850 Ladue Rd.
St. Louis, MO 63124-0001

REJECT | **PAY NOW** | **ADD TO PAYMENT LIST** | **SKIP >>**

RENTAL:
Enterprise Rent-A-Car Location:
6850 Ladue Rd.
Saint Louis, MO 631240001
(314) 512-0294

INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

Authorized
Authorized Period: 02/10/00 to 03/01/00 (20 days)

Days	20
Rate	22.99
Direct Bill Percent	100%
Total authorized:	459.8 Plus Tax & Surcharges

CLAIM:
Renter: Weber, Andrew
Claim Number: 5698754821
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

Actual Rental
Rental Period: 02/10/00 to 03/01/00 (20 days)
Billed Period: 02/10/00 to 03/01/00 (20 days)

Actual Days:
20 @ $22.99/day =	$505.78
Direct Bill Percent	100%
Total Charges:	$536.13
Amount Received:	$0.00
Total Due:	$536.13

NOTEBOOK:
Reservation for Weber, Andrew 2/21/00
Diary Note, Marty Sarussi, 2/21/00
Extension request, 2/24/00

REJECT | **PAY NOW** | **ADD TO PAYMENT LIST** | **SKIP >>**

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FIG. 135

Pay Unapproved Invoices Activity Diagram

Processor

View Payment List

—Individual Bill—   —Bulk Bill—

Display Individual Bill Instructions and Display Summary Invoices

Display Bulk Bill Instructions and Display Summary Invoices

MA-19 View Rental Detail

View Rental Detail   View Rental Detail

BI-01 Handle Unapproved

Return to Adjuster   Return to Adjuster

Print?   Print?

Invoices Only   Rental History

Print Invoices

Print Invoices and Rental History

Enter Check Number for Each Invoice (optional)

Enter Check Number (Optional)

Submit Payment List

Submit Payment List

Mark Invoice Paid

Mark Invoice Paid

Update ARMS Web database

Update ARMS Web database

Use Case complete

FIG. 136

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Claims office: 001   Handling for: Yourself

Invoicing:
INDIVIDUAL PAYMENT LIST

Checklist: PRINTER FRIENDLY PAGE

ARMS does not PAY your invoices.   ☐ Print Rental History too

Please make sure you complete the appropriate
actions in (customer system's name) to route the   [Use the "Print" button form your browser after
payment to us.   clicking the "Printer Friendly Page" button.]

You may also choose to complete this transaction
at a later time.   CONFIRM PAYMENT | PAY LATER

Weber, Andrew   Invoice 1   ① Please include this reference number on your check:
                 Invoice: PPGM D073082   567347585
                 Federal ID: 48-0791835
                 Invoice Date: 10/22/99   ② Remit to: Enterprise Rent-A-Car
                 Claim
                 Claim Number: 5698754821   ③ Total Amount: $536.13
                 Claim Type: Claimant
                 Vehicle Condition: Driveable ④ Enter the check number for your payment here:
                 Date of Loss: 10/10/99   ┌─────────────────────┐
                                                 └─────────────────────┘
                 Rental Branch Location: ⑤ Send Payment to:
                 6850 Ladue Rd.   Enterprise Rent-A-Car
                 St. Louis, MO 63124-0001   6850 Ladue Rd.
                 314-512-0294   St. Louis, MO 63124-0001

RETURN TO ADJUSTER

Crystal, Billy   Invoice 2   ① Please include this reference number on your check:
                 Invoice: PPGM D073082   56789876
                 Federal ID: 48-0791835
                 Invoice Date: 10/22/99   ② Remit to: Enterprise Rent-A-Car
                 Claim
                 Claim Number: 56987987655   ③ Total Amount: $536.13
                 Claim Type: Claimant
                 Vehicle Condition: Driveable ④ Enter the check number for your payment here:
                 Date of Loss: 10/10/99   ┌─────────────────────┐
                                                 └─────────────────────┘
                 Rental Branch Location: ⑤ Send Payment to:
                 234 Bonhomme St.   Enterprise Rent-A-Car
                 Clayton, MO 63100-2011   6850 Ladue Rd.
                 314-539-9899   St. Louis, MO 63124-0001

RETURN TO ADJUSTER

● top of page   CONFIRM PAYMENT | PAY LATER

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FIG. 137

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 001   Handling for: Yourself

Invoicing:
BULK PAYMENT LIST   GEICO

Checklist:
ARMS does not PAY your invoices.
Please make sure you complete the appropriate
actions in (customer system's name) to route the
payment to us.
You may also choose to complete this transaction
at a later time.

PRINTER FRIENDLY PAGE

☐ Print Rental History too

[Use the "Print" button form your browser after
clicking the "Printer Friendly Page" button.]

Weber, Andrew	Invoice 1 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001	Rental Branch Location 6850 Ladue Rd. St. Louis, MO 63124-4001 314-512-0294 Total Amount: $512.36
RETURN TO ADJUSTER		
Crystal, Billy	Invoice 2 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001	Rental Branch Location: 234 Bonhomme St. Clayton, MO 63100-2011 314-539-9899 Total Amount: $512.36
RETURN TO ADJUSTER		

① Please include this reference number on your check:
     567347585
② Remit to: Enterprise Rent-A-Car

③ 2 invoices
     Total Amount: $536.13
④ Enter the check number for your payment here:
     [   ]

⑤ Send Payment to:
     Enterprise Rent-A-Car
     6850 Ladue Rd.
     St. Louis, MO 63124-0001

CONFIRM PAYMENT   PAY LATER

⊕ top of page

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FIG. 138

Return Billing

Return Billing

You've chosen to return the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	569873451	$271.14

Reason for return: | Rental start date before date of loss ▼ |

Comments: | |

| << CANCEL | | RETURN TO ADJUSTER |

FIG. 139

Reject an Invoice Activity Diagram

Adjuster

Choose
invoice to
reject

Display
rejection
screen for
confirmation

Yes

Choose reject
reason

User Entered
a Reason?

No

Yes

Comment → Enter a
comment

Else

Cancel

Display
Invoice Reject
Instructions

Short Pay? → Enter a short
pay comment

No

Acknowledge
Instructions

User Entered
an Amount?

Yes   No

Update
ARMS Web
database

Use Case
complete

FIG. 140

Address [e] http://grace/armsweb/fp/Iteration_1/rejectBillingPage1.html

Reject Billing

Reject Billing

You've chosen to reject the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	$271.18

Reason for rejection: [Manual Payment ▼]

Comments: [   ]

Enterprise goes to extreme lengths to ensure that your invoice is calculated correctly, are you sure that you would like to reject?

[<< CANCEL]   [CONTINUE >>]

FIG. 141

Reject Billing

Reject Billing

You've chosen to reject the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	$271.18

Amount you are paying: [   ]

To complete this process, please contact the
rental branch location listed below:

Enterprise Rent-A-Car
600 New Haven Rd.
Charlotte, NC 28210
704-553-2001

[<< CANCEL]   [REJECT INVOICE >>]

FIG. 142

Callbacks Activity Diagram

FIG. 143

☐	Bob's Autobarn	333-377-2091	1
☑	Johnson Glass	333-397-9000	3
☐	Wagonhaus	333-521-2029	2

PROCESS

FIG. 144

Generate Personal Report Activity Diagram

FIG. 145

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: 001 ▼   Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
Choose a different report

[Click on the column heading to sort] ● Go to Report Averages

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
⊣ Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	$260.00
⊣ Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	$329.85

| Totals 6 Customer Files | | Averages | 7.16 | 13.33 | .33 | 0.5 | 21.32 | | $285.08 |

● top of page   *Excludes taxes and government surcharges.
View a different report: Download this report

Select a view: | Open Ticket Summary ▼ |

Show Only: | All Claim Types ▼ |

For Closed Tickets, please select a time period:

From: | January 2000 ▼ |

To: | March 2000 ▼ | | VIEW REPORT |

● top of page

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FIG. 146

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 003   Handling for: Yourself

Authorize Direct Bill: for Reed, Keith Claim no. 123-9829

CUSTOMER FILE

Direct Bill Requested for: Claim Number: [123-9829]   Claim Type: [Insured ▼]

[ ] days @ [Economy/18.99 ▼] [VIEW CARS]

Note to Enterprise:
[   ]

Policy: Daily rate/ Maximum dollars [Please chose a rate. ▼]

Direct Bill%: [100]

Note to Self Only:
[   ]

Vehicle Condition: [Please select a condition ▼]

Date of Loss: [September ▼] [20 ▼] [2000 ▼] [▦ ▼]

Date Rental Needed: [September ▼] [22 ▼] [2000 ▼] [▦ ▼]

Insured Name: Last: [   ]   First: [   ]

Messages:

Go to Notebook

[CANCEL] [PROCESS]

[Change or Add]
RENTER INFORMATION:
Keith Reed

Home: (314)555-3876
Work: Work: N/A

RENTAL INFORMATION:
Enterprise Rent-A-Car Location:
ENTERPRISE RENT-A-CAR
3752 BOGEY RD
SAINT CHARLES MO 633033105
6369463010
ADDITIONAL CLAIM INFORMATION:
Insured Name: N/A
Owner's vehicle: N/A
Date of Loss: 9/20/00
Type of Loss:
NOTEBOOK:

Email: N/A

Repair Facility:
N/A

● top of page

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FIG. 147(a)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 003   Handling for: Yourself

Extend Rental: for Scott Clinton Claim no. 615-3456

CUSTOMER FILE   1 of 1

Extension requested for:

[3] additional authorized days @ [Compact/20.99 ▼] [VIEW CARS]

Note to Enterprise:

Messages:
Go to Notebook

Note to Self:

Current Rental Status:
Rental Start Date:	9/22/00
Last authorized ending date:	9/26/00
Authorized to date:	4
Charges to Date:	$83.96*
Direct Bill %:	100

Rental Location:
ENTERPRISE RENT-A-CAR
(314)918-1300
Repair Facility:
Owner's vehicle:
Vehicle Condition: Driveable

*Does not include taxes and surcharges

[Change or Add]

☐ Extend this rental
[SET LAST DAY] [PROCESS]

RENTER INFORMATION:
Scott, Clinton

Home: (314)555-2345
Work: N/A
Email: N/A

RENTAL INFORMATION:
Current Class: Compact
Additional Charges: None
Direct Bill %: 100
Rental Date: 9/20/00
Start Date: 9/21/00

Enterprise Rent-A-Car Location:
ENTERPRISE RENT-A-CAR
2229 BRENTWOOD BLVD
SAINT LOUIS MO 631441832
(314)918-1300

ADDITIONAL CLAIM INFORMATION:
Claim Number: 615-3456
Claim Type: Claimant
Insured Name:
Owner's vehicle:
Date of Loss: 9/21/00
Type of Loss: Driveable
Policy: Daily rate/
Maximum dollars:

Repair Facility:

NOTEBOOK:

● top of page

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FIG. 147(b)

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims office: 003   Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
Choose a different report

[Click on the column heading to sort] ● Go to Report Totals

Renter Name	Claim Number	ClaimType	Billed Days	Authorized Days	Number of Extensions	Authorized Rate	Amount Received
Walker, L	12345678901234567890	Insured	15	13	2	20.00	YES
Oquendo, J	12345678901234567891	Insured	13	12	1	25.00	YES
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	16.99	NO
McGwire, M	12345678901234567892	Uninsured	5	12	0	19.99	NO
Lankford, R	12345678901234567891	Claimant	7	0	0	23.99	YES
Jordan, B	12345678901234567891	Claimant	8	15	0	21.99	NO
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	

● top of page   *Excludes taxes and government surcharges.
Choose a different report: Download this report

Select a
view: | Open Ticket Summary ▾ |

For Closed Tickets, please select a time period:
From: | January 2000 ▾ |
To: | March 2000 ▾ | [VIEW REPORT]

● top of page

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FIG. 147(c)

Generate Management Report Activity Diagram

FIG. 148

	Report Sorted By											
	Adjuster				Repair Facility				Office			
	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary
Adjuster Name	X	1	X	1					1		1	
Renter Name	1		1		1		1					
Claim Number	2		2		2		2		2		2	
Claim Type	3		3		3		3		3		3	2
Authorized Days*	6	5	6	5	6	5	6	5	6	5	6	5
Authorized Rate*	4	3	4	3	4	3	4	3	4	3	4	3
Rental Days*	5	4			5	4			5	4		
Billed Days*+			5	4			5	4			5	4
Days Behind*	7	6			7	6			7	6		
Number of Extensions*	8	7	7	6	8	7	7	6	8	7	7	6
Surcharges	9				9				9			
Authorized Amount*	10	8			10	8			10	8		
Amount Received*			9	8			9	8			9	8
Total Charges*			8	7			8	7			8	7
Billed Amount*			10	9			10	9			10	9
Total Contracts	X	2	X	2	X	2	X	2	X	2	X	X
Repair Facility Name					X	1	X	1				
Repair Facility Telephone					X		X					
Office Name									X	1	X	X
Month/Year												1

+ Not available in current state system. Being implemented by the ARMS Maintenance team.
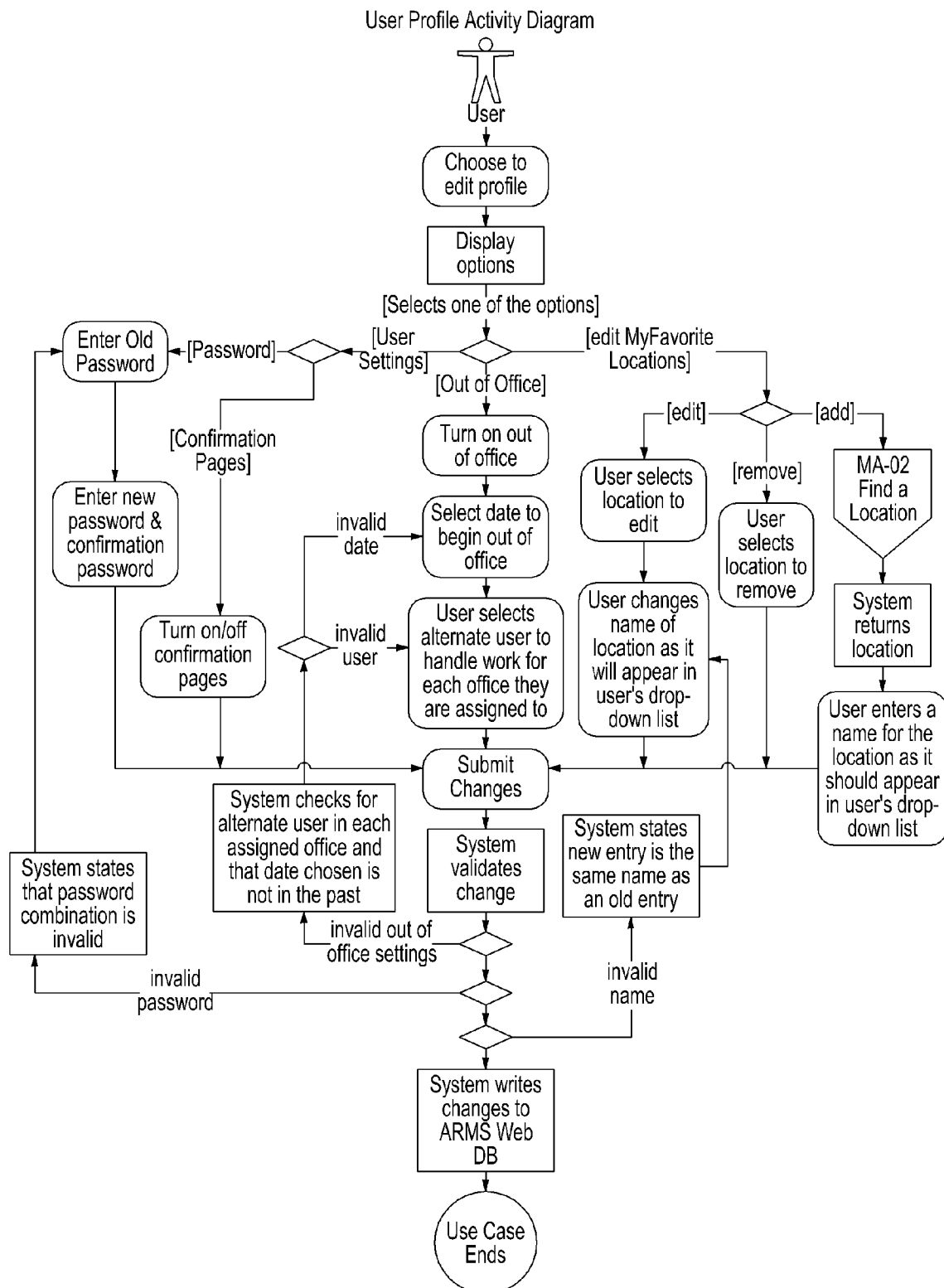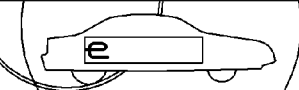
FIG. 149

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: 001 ▾   Handling for: Yourself

Management Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
Choose a different report

[Click on the column heading to sort] ⊕ Go to Report Averages

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
◁ Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	$260.00
◁ Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	$329.85

| Totals 6 Customer Files | | Averages | 7.16 | 13.33 | .33 | 0.5 | 21.32 | | $285.08 |

⊕ top of page

*Excludes taxes and government surcharges.
Download this report

<<< Previous <Report By>   Go to: [<Next Report By Item> ▾]   Next <Report By> >>>
View a different report:

Report by: [Adjuster ▾]
Select a view: [Open Ticket Summary ▾]
Show Only: [All Claim Types ▾]
For Closed Tickets, please select a time period:
From: [January 2000 ▾]
To: [March 2000 ▾]   [VIEW REPORT]

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FIG. 150

Add/Edit Custom View Activity Diagram

FIG. 151

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: [001 ▼]   Handling for: [Yourself ▼]

Reports:
Add a new report view:

Name this report: [_____ ▼]   ① Choose a name for your new report.

Start from a View: [Closed Ticket Detail ▼] (optional)   ② You may choose a report view (optional).

Ticket Status: [Closed Tickets ▼]   ③ Choose a ticket status.

④ Add the fields you'd like and the order
   you'd like to see them.

Select fields to display on report:

Available Fields   New Report Fields

Renter Name		Adjuster Name
Claim Number		Other Charges
Claim Type		Repair Facility
Billed Days		Rental Days
Auth. Days	[<< REMOVE]	Renter State
Auth. Rate	[INSERT >>]	Office
Number of Extensions	[DICTIONARY]	Rental Open Date
Total Charges		Rental Close Date
Renter Charges		
Total Billed Charges		

[↑]
[↓]

Save this report view | Close without saving | Delete this report

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FIG. 152

Maintain User Activity Diagram

FIG. 153

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims Office: 001   Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a: ⦿ New User ◯ New Team

Primary Office: Last Name: First Name: User ID:

[Choose an Office ▼]

[PROCESS]

Modify/View Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Teams

Show Entire Company

Name	User ID	Default Office	Office Description
Ⓐ Apple, Bob	NAT 3079	001	Ladue
Abram, Sue	NAT 5997	002	Ballwin
Ⓑ Bagwell, Bob	NAT 3079	003	Manchester
Bolton, Dave	NAT 9043	001	Ladue
Ⓒ Chester, Don	NAT 0796	002	Ballwin
Ⓓ Dithers, Sezn	NAT 0796	002	Ballwin

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FIG. 154

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims Office: 001   Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a: ○ New User ◉ New Team

Primary Office: Team Name:

[Choose an Office ▼]   [   ]

[PROCESS]

Modify/View Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Teams

Show Entire Company

Name	User ID	Default Office	Office Description
Ⓐ Apple, Bob	NAT 3079	001	Ladue
Abram, Sue	NAT 5997	002	Ballwin
Ⓑ Bagwell, Bob	NAT 3079	003	Manchester
Bolton, Dave	NAT 9043	001	Ladue
Ⓒ Chester, Don	NAT 0796	002	Ballwin
Ⓓ Dithers, Sezn	NAT 0796	002	Ballwin

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FIG. 155

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims Office: 001   Handling for: Yourself

Administration:
MODIFY USER

User Information: PROCESS

Last Name: [   ]   First Name: [   ]

User ID: [   ]   E-mail Address: [   ]

☑ Active   ☐ Reset Password

Office:

Primary Office: Selected Office
Address: 123 Sesame Street
City: NEW YORK   State/Province: NY   Post Code: 12345
Phone Number: (314) 555-9856

Available Offices   Authorized Offices

```
001
002              INSERT >>           *Selected Office
003
004              << REMOVE
005
```

                                        * SET PRIMARY OFFICE

Authorizations:

Authorized Limits: [   ] Days/Rental
              $ [   ] Max/Rental

File Ownership:
    ☐ Allows files and action items to be assigned to this adjuster.

Work Authority:

Please choose the section of ARMS this user will be able to view.
☑ Create Reservations
☑ Authorized/Extend Rentals
☑ Pay Invoice
☑ Reporting (Management)
☑ Receive Unassigned Action Items
☑ User Maintenance

                                                    PROCESS

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FIG. 156

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Claims Office: 001   Handling for: Y

my profile
user admin
log off

Administration:
MODIFY TEAM

Team Information:

Team Name: [＿＿＿＿＿]

E-mail Address: [＿＿＿＿＿]

☑ Active Team

Office:

Primary Office: Chicago 012
Address: 1449 Plaza Court
City: Chicago   State/Province: IL   Post Code: 63144
Phone Number: 636-896-9898

File Ownership:
☐ Allow files and action items to be assigned to this team.

Team Members:

Available

Frank Rizzo
Phil Conners
Ned Ryerson
Regis Philbin
Rex Kramer
Jeff Everson
Doris Pickerill
David Fereday
Oderus Urungus
Flattus Maximus
Johnny B. Good
Captain Caveman

Team Members

INSERT >>

<< REMOVE

PROCESS

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FIG. 157

User Profile Activity Diagram

User

Choose to edit profile

Display options

[Selects one of the options]

[User Settings]   [edit MyFavorite Locations]

[Password] — Enter Old Password

[Out of Office]

[edit]   [add]

[remove]

[Confirmation Pages]

Enter new password & confirmation password

Turn on out of office

invalid date

Select date to begin out of office

User selects location to edit

User selects location to remove

MA-02 Find a Location

System returns location

Turn on/off confirmation pages

invalid user

User selects alternate user to handle work for each office they are assigned to

User changes name of location as it will appear in user's drop-down list

User enters a name for the location as it should appear in user's drop-down list

Submit Changes

System checks for alternate user in each assigned office and that date chosen is not in the past

System validates change

System states new entry is the same name as an old entry

System states that password combination is invalid

invalid out of office settings

invalid name

invalid password

System writes changes to ARMS Web DB

Use Case Ends

FIG. 158

Welcome to the
Automated Rental Management System

| create a RESERVATION | find a CUSTOMER | | action items | completed actions | reports | my profile | help |

Office: 001   Handling for: Yourself

Administration:
My Profile

Add/Edit My Favorite List   [PROCESS]

Name	Name	Remove This Branch	Options:
[ ]	5976 Ladue	☑	① Edit or change the name of the branch.
North County	4720 Ramsey	☐	
Main Branch	1776 Liberty	☐	② Remove a branch by checking the box for that location.
University Area	2802 Lobby Ave	☐	③ Search for a new office to add to your list.

[ADD A DIFFERENT OFFICE]

Out of Office:

① Select feature setting
    ○ On   ⊙ Off

② Select the date range you'll be out of the office

First Day Out: [JAN ▼] [12 ▼] [2000 ▼] [▦]

③ Please select an Adjuster to handle your accounts

    Office: 001   Office: 002

    Adjuster: [Select an Adjuster ▼]   Adjuster: [Select an Adjuster ▼]

My Settings:

Change Password:

    Old Password: [   ]   ① Type in your current password.

    New Password: [   ]   ② Create a new password using at least six alphanumeric characters.

    Confirm Password: [   ]   ③ Confirm your new password.

Confirmation Page:
Show Confirmation Page? ○ On   ⊙ Off

                                                                  [PROCESS]

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FIG. 159

EXTENDED WEB ENABLED BUSINESS TO BUSINESS COMPUTER SYSTEM FOR RENTAL VEHICLE SERVICES

CROSS REFERENCE TO RELATED APPLICATION

This application is a continuation-in-part of Ser. No. 09/641,820, filed Aug. 18, 2000 now U.S. Pat. No. 7,275,038.

Reference to a Computer Program Listing Appendix Submitted on Compact Disc

This application includes a computer program listed appendix submitted on a compact disc, the compact disc containing the files "Exhibit A.txt" (file created Dec. 28, 2010; file size of 316 kilobytes), "Exhibit C.txt" (file created Dec. 28, 2010; file size of 534 kilobytes), and "Exhibit D.txt" (file created Dec. 28, 2010; file size of 261 kilobytes), these files being incorporated herein by reference.

INTRODUCTION

The invention disclosed and claimed in the parent cross referenced above relates generally to the field of an Internet enabled business-to-business intelligent communication link allowing a first business organization to have intelligent interaction with a second fully integrated business organization to facilitate the placing of orders or reservations for business services or goods, with the services or goods provider having a computer network linking multiple levels of its organization to provide for the smooth conduct of business between the two organizations. More particularly, this field relates to an Internet enabled automatic rental vehicle transaction system to facilitate the conduct of rental vehicle transactions between two multilevel business organizations, one of which provides such rental vehicle transaction services in an integrated manner through business enterprise software to a high volume user of such rental vehicle services wherein an Internet web portal is defined by the rental vehicle service provider which interconnects the two business organizations at multiple levels, providing a graphical user interface (GUI) for the transaction of large amounts of rental vehicle services automatically and virtually without human intervention upon entry. The invention of the present continuation-in-part application extends the functionality of the parent invention by providing an intelligent portal that is readily configurable to suit any particular customer and any particular provider data requirements or method of doing business. This added functionality allows the invention, for example, to provide the user with access to other suppliers in the same seamless and integrated manner. In other words, the user now has access to not just one integrated business but multiple businesses, some of which may but need not be, integrated businesses thereby extending the invention for use in a generic application to satisfy a user's needs for a good or service not just from one vendor but all vendors connected to the invention.

BACKGROUND OF THE INVENTION

Computer technology has been embraced by many businesses in order to handle their ever increasing order flow as well as to mitigate the increasing blizzard of paper required to be produced to document this business. A significant benefit which often drives the implementation of technology is its further advantage in increasing productivity to thereby allow fewer people to handle greater volumes of business. One such

good example demonstrating the efficiencies and value to be gained by implementing technology is the business model developed and followed by the assignee of the present invention. A rental car company at its heart, the assignee transacts an ever increasing number of time sensitive, relatively low dollar volume, vehicle rentals which in many instances require authorizations to be made in advance, reservations of vehicles from available geographic and vehicle type selections, monitoring of the rental as it progresses including possibly extending the rental under certain circumstances, communications between the various parties involved in the transaction to ensure ultimate customer satisfaction, and financial accounting for the transaction including generating invoices and processing them for payment. While a significant portion of the vehicle rental business involves rental for leisure, business travel, etc., another significant business relationship has developed with insurance companies and the like in what has been termed as the replacement car rental service business. In this business, a vehicle insurance company may have many thousands of policyholders who are eligible to be involved in accidents, and other dislocations of use, requiring that a vehicle be rented for that customer's use while his own vehicle be made ready again for use. Thus, for this business segment, a multi-tiered business organization such as a vehicle insurance company represents a significant customer for repetitive vehicle rental services. To conduct this business in an orderly, time efficient and cost efficient manner, it is necessary that this insurance company has as its business partner a vehicle rental company which is itself multi-tiered, such as the assignee of the present invention. This is because the needs, both geographically and in volume, are significant which require the dedication of a significant amount of resources. To satisfy these needs and to respond to other business growth, in its embrace of technology the assignee hereof has succeeded in developing an in-house computer system and related software which has integrated its business internally. This business integration has been massive and company-wide as is needed to integrate a company having a central office with literally thousands of individual branches located nationally, and even now internationally, with hundreds of thousands of vehicles available for rental. Furthermore, other business partners including other service providers such as vehicle repair shops have also been given access to this system to allow for input of information relating to progress of vehicle repair, extension of rental time, etc. as the rental progresses. This integrated business computer network and software generally includes a mainframe server at the heart of a wide area network (WAN) which facilitates the transfer of vehicle rental information and orders company-wide. This integrated business model is most efficient and needed in order to satisfy the vehicle rental service needs of a vehicle insurance company which itself may be national or even international in scope.

As a first step in extending the integration of technology into this business model, the present assignee has previously developed and implemented a computer system which has provided improved communication capabilities between the two business partners. This system generally comprised a second mainframe computer linked to the first mainframe of the integrated business network, with dedicated access lines being provided from this second mainframe to various levels of the multilevel business organization comprising the insurance company. In effect, with this additional mainframe and dedicated pipeline access, various individuals at the insurance company were permitted to directly interact with the integrated business computer network of the vehicle rental company as well as other selected service providers such as

body shops where wrecked vehicles were being repaired. The implementation of this system provided a great step forward over the people intensive business activity previously required in order to handle the large number of transactions encountered in this business relationship. Historically, the replacement car market engendered large numbers of telephone calls being placed between the insurance company, the rental company, and the body shop where vehicle repair was being performed in order to authorize the rental, select and secure the desired replacement vehicle to be provided, monitor the progress of the repair work so that scheduling of the rental vehicle could be controlled, extending the vehicle rental in the event of delays in repair, authorizing various activities involved in the rental process including upgrades of vehicles or other charges for services, and subsequent billing of the rental service and processing the billing to the insurance company for payment.

While the implementation of this system was successful and represented a tremendous step forward in automating the business relationship between the insurance company and the vehicle rental company, it did have certain limitations. For example, a specific communication link had to be established between the rental vehicle company and the particular users at the insurance company designated to have access to this system. Thus, special attention and some modicum of expense was required to establish these "pipelines" and maintain them. Still another aspect to the system implemented was that it was not "browser" based nor did it provide graphical user interface (GUI) menus. Thus, each user had to be specifically trained in the particular "language" used by the system and learn to work with specific menus nested in a specific manner as well as codes for entering commands which were not similar to other computer software programs. This software design thus necessarily required additional training in order to insure that users could gain the full measure of advantage provided by the system and in order to minimize the opportunity for erroneous information or incorrect reservations from being entered or otherwise confusing the business transactions. Furthermore, user efficiency was not immediate and required skill beyond that ordinarily found in casual computer users, as we are all becoming in this computer age. Still another disadvantage to the system was that access was required to a designated entry point in the system in order for a person authorized to be on the system to work with it. As the nature of the insurance and replacement car business requires extreme mobility at multiple levels of both business partners, this represents a limitation to the usefulness and time efficiency with which various business functions could be performed. Therefore, while implementation of the second mainframe allowing for pipeline connections at various levels of the multi-tiered insurance company was a significant step forward in automating the business relationship between the two business partners, significant limitations to this solution were readily apparent to the users thereof.

SUMMARY OF THE INVENTION

In the parent application cross-referenced above, the inventors herein have succeeded in designing and developing a means for substantially enhancing the business to business communication link between these two businesses which provide significant advantages over its prior embodiment. More particularly, the inventors have succeeded in replacing the dedicated pipeline access of the existing system with a web portal allowing Internet access to the mainframe with a browser based graphical user interface (GUI) presentation. This also made the system more readily accessible to smaller

business partners as the expense of the "pipeline" was eliminated. The parent invention offers several important technical advantages over the previous system. First of all, by taking advantage of the ubiquitous nature of the Internet, the ultimate in portability and connectivity for this system is now provided in a business environment where mobility and connectivity are at a premium. In other words, a claims adjuster, body shop, or any other business employee authorized to have access to the system may gain access at any site offering Internet access. In present day technology that includes many mobile devices and appliances which are Internet enabled. As technology advances, it is conceivable that this access will extend to permit "24/7" access by any authorized person at any geographic location. This is a marked improvement providing immediate benefit and advantage over the dedicated pipeline access of the prior art system.

A second major advantage of the parent invention is its graphical user interface. The inventors have taken full advantage of this browser based GUI to streamline and organize the presentation of information to a user to actually guide him as he interacts in doing his business. One such example is customized design of the menus such that the user is guided and directed to answer only those questions required to be answered in order to conduct the particular transaction being addressed, and further to present choices to the user for his selection to minimize the need for the user to rely on his own memory or to be familiar with complicated and specialized codes to enter data or request transaction activity. With the recent and continuing explosion of the Internet, more people are becoming familiar with browser programs and their operation through their own daily activities in their personal lives. This familiarity paves the way for easier training and quicker orientation of a new user to the present invention. For large business organizations communicating at multiple levels, this significant advantage cannot be minimized as there are large numbers of people who must be continuously trained due to the growth of the organizations, as well as the replacement of employees due to the inevitable attrition. Thus, the parent invention provides an immediate increase in worker productivity, and makes that improved efficiency available to many more workers who are not particularly skilled otherwise in computer usage.

Still another advantage provided by the parent invention is through the implementation of additional functionalities which are engendered by the browser/GUI interface. As the system is continuously used, and feedback is continuously monitored and analyzed, additional features that add value through providing management information as well as by speeding transaction activity over the system may be implemented. For example, several of these features include the ability of a user to create an on demand report for transaction activity including summaries of transactions handled by a particular user or group of users which might either be open or closed. Another example of additional functionality which improves the efficiency of a user is the ability to create a repair facility call back list which allows a user to sort existing open vehicle rental reservations by repair facility (body shop) and date such that a user is presented with the list of open reservations at a particular repair facility which can be readily handled in a single telephone call while at the same time having the system on line to implement any needed changes such as extensions of reservations, etc. Additional functionality has also been provided to speed the processing of invoicing which of course also speeds their payment and cash receipts. For example, it was found that even despite the built-in error checking and correction facilities provided to the users of the system, a repetitive pattern of mistakes involv-

ing incorrect claim numbers was discovered. To speed the processing of these, an additional functionality was provided as an "electronic audit" known as invoice return which returns an invoice to a particular adjuster upon detection of an incorrect claim number for his human intervention and correction of the claim number. In this manner, problem invoices exhibiting one of the most common problems encountered may be readily handled within the system and in an efficient manner, instead of manually as before.

The parent invention also has as a significant advantage the ability to be further customized to meet the individual business partners' needs and desires as well as to provide additional functionality by offering additional features which become desirable upon accumulation of user data based on user experience. Furthermore, once implemented, they are immediately available system wide. While this allows for consistent usage, it is limited in the sense that all of the system users are forced to use the same menus, data definitions, etc. This is not seen as a limitation for the one-to-one business application intended to be primarily addressed by the parent invention.

Still another advantage of the parent invention is that the graphical user interface incorporates point and click interaction, using buttons and tabs to present or conceal data for the user's attention or inattention as the case may be, and provide a much more robust interaction capability through the creation of menu designs that allow for access to the most commonly needed features from any point in the menu architecture. This is to be contrasted with the prior system which consisted of a main frame character based interface while the parent invention with its GUI interface allows a user to point and click to navigate and to make selections by pull down selection, thereby reducing errors. As users become more experienced with the system, and their confidence level grows, they are much more likely to become bored and aggravated with the rigid structure of the prior system requiring them to follow along a certain menu architecture in order to complete certain tasks. On the other hand, the parent invention generally increases the interest of the user in using the system. These advantages of the parent invention over the prior interface promote employee productivity by allowing a user more control over his work which is critical in achieving savings in human resources to operate the system which is one of its main goals.

The present invention extends the parent invention and expands its capabilities and functionalities. With the present invention, a user may not only have access to its business partner, but also one or more competitors of its business partner through the same Internet portal. In this way, at least two needs are satisfied. First, the user can have access to a variety of providers to choose from where business needs or desires require. This allows the user to use a single portal and not have to sign on to a number of different portals, even should they be available. Furthermore, the user isn't troubled to learn how to access and use different portals even should they be available. Presently, not all providers are operating an Internet portal for offering their services, so by allowing business competitors to be accessible through the same portal, independent development of other portals is forestalled. This is a benefit to the operator of the main portal as it creates and maintains a competitive advantage by handling all of the order flow which creates a data base of useful information for marketing purposes. Although initially the portal services might be offered for no additional cost to a competitor, eventually a fee might be charged which would at least partially offset the cost for owning and operating the portal.

The design of the portal is elegant and offers great flexibility for customizing not only the menus for presentation to the user, but also in the design of the data base entries needed or desired by the user and/or the competitive provider. For example, some users might not know or care about the features of a vehicle rented and so those data entries may not be provided space on the menu for the user to fill in. The data base as handled by the networked computer system then need not keep track of that data for that customer. This feature is readily accommodated by the data base programming and is conveniently implemented.

In still another aspect of the present invention, the web portal has the capability to accommodate the varying data requirements also of the various competitive providers, but also the level of their sophistication as evidenced in their respective computer systems and interface facilities. For example, the web portal may be configured to communicate the user's order to the competitive provider via email, phone, or even through a connection directly to an integrated computer system having the same or substantially the same interoperability as the integrated computer system of the assignee hereof. This capability extends to accommodating and matching the competing data requirements of the user and the competitive providers, and having the flexibility to design and implement menus that readily meet these competing needs. Furthermore, the present invention allows for changes to be implemented by simple re-programming of the web portal which minimizes the effort and enhances the "user friendly" aspect to the present invention.

Not only are these "global" improvements made available with the present invention, there are other more particularized improvements that add functionality within the operating framework of the parent invention. For example, one such improvement is the ability to "virtually" assign work groups within the user so that, for example, multiple adjusters might be made into a team with a shared work load so that all of the team members have access to the same pool of work, such as the placing of reservations for the same group of drivers. With this "virtual team" assignment capability, work groups may be readily re-assigned to match changing work loads without worrying about re-configuring hardware or internal network connections. This can be a very valuable feature to accommodate staffing issues over geographical distances that can be nation-wide, with access through the web portal to reservation facilities which are themselves nation-wide.

Still another feature is the ability to customize an individual user's authorization limits. As can be appreciated, one of the mixed blessings of providing enhanced functionality to the individual user's of any integrated computer system is that it places great power in the hands of the user which at the same time creates the potential for abuse. There have been well publicized instances of "rogue" employees making financial decisions or placing instructions which have far reaching financial consequences well beyond the intended authority of an employee, with disastrous results. With the present invention, one feature is the ability to limit the financial commitments that a user may make during any pre-selected time period. For example, the user's profile may limit his ability to make only a certain dollar limit of vehicle reservations over any certain number of work days. In this way, added safe guards may be conveniently provided, monitored by reporting capabilities, and changes as circumstances warrant, all with simple programming changes at the web portal.

There are still other features that are provided by the present invention that find their genesis in the different approach taken over the parent invention and owing to the inherent increased flexibility of using a web based program-

ming for the web portal to interface between the user and the providers on the web server and eliminating the need for any custom software on the user's terminal. The details of these are to be found and described in the detailed description of the preferred embodiment below. Examples include the ability to send confirmatory communications to the user that the reservation has been received and entered into the provider's system for fulfillment, custom report design including the capability to save and re-generate the custom report upon user command, increased flexibility to process and pay invoices, etc.

While the principal advantages and features of the invention have been discussed above, a greater understanding of the invention including a fuller description of its other advantages and features may be attained by referring to the drawings and the detailed description of the preferred embodiment which follow.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. **1** is a schematic diagram of the computer systems comprising the parent invention;

FIG. **2** is a flow chart of the software programs which communicate over the computer systems of FIG. **1** to implement the parent invention; and

FIG. **3** is a schematic diagram of the computer systems comprising the present invention.

FIGS. **4-91** are flow diagrams for software resident on the mainframe AS/400 computer **32** as described in Exhibits B and C.

FIGS. **92-159** are a series of flow diagrams and screenshots for the ARMS/WEB application software resident on servers **70** as described in Exhibit E.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT

The overall system architecture for the parent invention **20** is best shown in FIG. **1**. As shown therein, an insurance company computer system **22**, which itself may be virtually any computer configuration or even a stand alone PC accesses the Internet **24** through any convenient access point **26** such as even including an ISP (Internet service provider), as known in the art. Also connected to the Internet **24** is a web portal **28** which is preferably provided by a server appropriately programmed as explained herein below. This web portal **28** may be appropriate configured as desired to suit any particular business relationship or arrangement, although preferably the inventors herein and assignee of this invention have determined that a 24/7 or full time connection to the Internet **24** is preferable, except for scheduled downtimes for maintenance, etc. The service provider **30** which for purposes of explaining the parent preferred embodiment is preferably a vehicle rental organization, has itself an Internet portal mainframe **32** connected by a bi-directional communication link **34** to a second computer network **36** which may itself preferably have a mainframe server **38**. This second computer system **36** is preferably a network having a database **40** for communication with what may be thousands of branch offices each of which has its own computer interface **44** which communicates to this second mainframe server **38** to conduct the integrated business functions of a service provider organization. Instead of communicating with the branch offices directly, a reservation may be communicated to a centralized location for further processing, such as a call center, and then relayed on to an appropriate branch office. This might be desirable under certain circumstances, such as if a branch office is closed, or

when a purchaser requires some specialized service such as close monitoring of the rental. This may be done electronically and automatically, or with human intervention.

It should be noted that the particular computer configuration chosen as the preferred embodiment of the parent invention may itself be subject to wide variation. Furthermore, the term "mainframe" as used herein refers solely to a computer which can provide large scale processing of large numbers of transactions in a timely enough manner to suit the particular business application. Preferably, as is presently used by the assignee hereof, an IBM AS/400 mainframe computer is used as each of computers **32**, **38**. However, as is well known in the art, computer technology is subject to rapid change and it is difficult if not impossible to predict how these computer systems may evolve as technology advances in this art. For example, it is not beyond the realm of possibility that in the not so distant future a network of computers would provide the processing power to conduct these business operations as presently handled by "mainframe" computers. Thus, the term "mainframe" is not used in a limiting sense but merely to indicate that it is descriptive of a computer suited to handle the processing needs for a large scale business application.

It should also be noted that the communication link **46** extending between the server **42** and each of the branch offices **44** may have alternative configurations. For example, in some applications access over the Internet may itself be adequate, recognizing the vagaries of Internet service availability, reliability, and processing speed. Alternatively, this communication link **46** could well be a dedicated pipeline providing broadband service connection full time with back up connections to ensure continuous communication between a particular branch office or groups of branch offices and the service providers business operations computer system **36**. Some branch offices might even be served through satellite links. Indeed, it is even possible that a mixture of these wide variations of service level be present within a single organization's structure depending upon communication link cost and availability balanced against service needs. It should merely be noted for present purposes that this communication link **46** serves as the electronic umbilical cord through which branch offices **44** communicate with the business computer system **36** of the present invention.

Attached hereto as exhibits are functional descriptions of the software programs resident on the computers comprising the two computer systems **32**, **38** which implement the parent invention. More particularly, attached hereto as Exhibit A is a functional description of the software to implement the integrated business functions resident on the AS/400 or mainframe computer **38**. Attached hereto as Exhibits B and C are related flow diagrams (see FIGS. **4-91** of Exhibit B) and explanatory text, respectively, for the software resident on the mainframe AS/400 computer **32**. Attached hereto as Exhibit D is a functional description of the software resident on computer **32** but which also appears on the server **28** which creates the web portal for access to the mainframe **32** and its resident program. Server **28** may use a bi-directional GUI to character based interface translator program, well known to those skilled in the art, to present the displays and information obtained and transmitted between the user and the computer **32**. However, the software of Exhibit D could also be run on server **28**, as would be appreciated by those of skill in the art. It is believed that these functional descriptions and accompanying text as exemplified in these exhibits are adequate to enable an ordinary programmer to implement corresponding software programs for executing the preferred embodiment of the parent invention using ordinary programming skills and without inventive effort.

As a further example of the flow of data and the functional advantages provided by the parent invention, reference is made to FIG. 2. As shown therein, a right hand column is identified as "ECARS" which represents the integrated business software implemented as part of the mainframe operation 38 in computer network 36. The center column headed "ARMS" is resident on mainframe computer 32 and coordinates the communication of data. The left column headed "ARMS/WEB" represents the software resident on computer but which is presented on server 28 and accessible by users through the Internet. Along the left side of FIG. 2 are designated three separate sections of operational activity. These are "reservation" followed by "open" and concluded by "close". Generally, the functional descriptions are arranged in chronological order proceeding from the top of FIG. 2 to the bottom. However, some functional features are permitted throughout the entirety of one of the three periods designated at the left side of FIG. 2. One such example is the "message" function which allows messages to be sent between users at one business organization 22 and branch offices 44 and others connected to the other business organization 30. Proceeding with a description of the transaction, the first set of communications allow for the reservation of the services. These can include requests for authorization or a rescind authorization request to be sent from the service provider to the service purchaser. Correspondingly, authorizations and authorization cancels can be sent from the services purchaser to the services provider. Confirmations are communicated upon confirmation of an authorized reservation request. Authorization changes may be made and communicated from the services purchaser to the service provider. Corresponding rental transaction changes may be communicated from the services provider to the services purchaser. As indicated, through the entirety of this process messages may be sent between users and others connected or having access to the integrated business software, as desired. The consummation of this portion of the transaction is a reservation that has been placed, authorized, confirmed, and provision is made for changes as necessary. During the next phase of the transaction, a reservation is opened and services intended to be provided are started. Generally, and preferably for the rental of vehicles, a start and end date are established in the reservation process. However, along the way, transactional changes may be made, such as for changing the type of vehicle provided, extensions may be requested and entered from either business partner, messages may be transmitted between the business partners, and the transaction may be terminated such as by voiding the contract by one business partner or terminating the authority by the other business partner. The term "reservation" has been used herein to refer not only to the act of placing the order but also to filling the order for services including providing the rental vehicle to the ultimate user and even invoicing for those services.

The last phase of the process involves closing the transaction. During this phase of the transaction, the contract is indicated as being closed and invoiced, the services purchaser can approve invoices, reject invoices, and also remit invoices. Such invoice remittance may also include the actual transfer of funds through an electronic funds transfer medium, or otherwise as previously arranged between the business partners.

It should be understood that this is a streamlined description of the handling of a transaction, and by no means is exhaustive. For example, much more functionality is available to the user including accessing the data base to generate production reports regarding status of open or closed reservations, preparing action item lists to allow a user to organize

and prioritize his work, obtaining information available in the system from having been entered by others which would otherwise require phone conversations which are inefficient and occupy still another person's time. A more detailed explanation of the functionality provided is found in the exhibits.

In summary, the parent invention creates almost an illusion that the services purchaser, and the great number of users at various levels of the multi-tier purchaser users, are actually part of the services provider organization in that immediate online access is provided to significant data which enable the user to make reservations for services, monitor those services as they are being provided, communicate with those providing the services, obtain information relating to the status of services as they are being provided, and close transactions, all by interacting with the services provider business organization over that user's PC and without human interaction required by the business providers personnel. By way of contra-distinction, for many years business has been conducted on a human level by customers picking up the telephone and calling services providers and talking to their human counterparts in order to convey information, place orders, monitor orders, including obtaining information as to status, canceling orders, questioning invoices and paying invoices, along with a myriad of other related interactions. Not only did the conduct of business in this manner entail significant amounts of human resources at both ends of the transaction, but it also led to inefficiencies, mistakes and delays all of which increase the cost of doing business and contribute to an increased risk of services being rendered in an unsatisfactory manner in many instances to the end user. The parent invention has taken the preexisting solution of providing electronic communication between the business partners to another level by "web enabling" this system for improved connectivity, improved usability, reduced training, enhanced mobility, and other advantages as described herein.

A schematic diagram of the present invention is shown in FIG. 3 and includes three levels of architecture. As shown in the first level of the architecture 50, a user 52 such as an insurance company or other user has access through the Internet 54 to the computer system comprising and incorporating the present invention. An Internet provider provides a link 56 through which Internet connections may be made to communicate with the further described system. For convenience, this Internet connection may be considered as an Internet site or portal in that a user enters a URL and arrives at this connection. A firewall 58 as is known in the art is used for security purposes and to prevent hackers and the like from unauthorized access to the system. A first set of servers 60 are interconnected in a network 62 and may preferably include an ancillary server 64 for running load balancing software or the like to balance the load and provide redundancy amongst what may be a plurality of web servers 60. These web servers 60 may preferably be Sun Microsystem servers running Apache web server software, or other such suitable software as would be well known to those of ordinary skill in the art. This first web server network of servers 60, 62 process the random and disorderly communications flowing to and from this system and the Internet before passing them through a firewall 66 as a further precautionary measure. This first layer of architecture, identified as the Internet space/DMZ layer provides a secure interface and creates order out of the chaos of communications flowing between the system and others, as will be described.

The next layer of architecture 68 is noted in the figure as the "Enterprise private network" and is comprised of a plurality of servers 70 network connected with a network connection 72. Again, although the choice of hardware, is not considered

critical by the inventors hereof, Sun Microsystem's server/ work station hardware is preferably used to provide the platform for running the application software for processing the various rental vehicle transactions, as will now be explained. Attached hereto as Exhibit E are a series of functional design specifications for the ARMS/WEB application software resident on servers **70** and which provide the detailed description of the operational features of the software and system. With these functional design specifications for the individual modules, it would be readily apparent to those of ordinary skill in the art that programmers of ordinary skill would be able to write software to execute these functional specifications without using inventive effort. Furthermore, the details of this implementation are not considered to provide any aspect of the best mode for carrying out the invention which is defined by the claims below. Generally, the ARMS/WEB application software permits a user to sign on and, when recognized, provides the series of menus presenting choices for the user to indicate the parameters for his reservation. A plethora of information is provided and accessible to the user through the various menus provided from which the user selects and enters data to process the reservation. An important feature of the ARMS/WEB application software is that it provides the user the opportunity to select to place his vehicle rental reservation not only with the integrated business computer system represented by the third level of architecture **74**, described below, but also to route the reservation information back through the first architectural level **50** and into the Internet **54** for transmission to a competitive service provider **76**. Although the interconnection is depicted in FIG. **3** as being made through the Internet **54**, the network of servers **70** configured in accordance with the ARMS/WEB application software may utilize virtually any electronic means for transmitting the reservation information to a competitive services provider **76**. These include email, automated telephone, facsimile, and other forms of electronic communication. Of course, the competitive services provider **76** may itself comprise an integrated business such that the level of interconnectivity provided to the user **52** may parallel that disclosed and described in connection with the integrated services provider system of the present invention as well as the parent invention. This integrated business capability is represented as the third level **74** of the architectural topography shown in FIG. **3** which parallels portions of that shown in FIG. **1** in that a pair of network mainframe computers, such as AS/400's **78**, **80** may process reservations to and from various branch offices **82** which are geographically diverse.

With the present invention, the Internet portal provided by the AMRS/WEB network configured servers **70** provide an Internet portal for communication with not only the integrated computer enabled business system of the resident services provider, but also a portal for placing reservations to other competitive services provider **76**. Thus, the user **52** enjoys the capability of accessing multiple service providers for competitive services through a single Internet connection using a single set of protocols, menus, etc. for the conduct of this business activity. Furthermore, the software configured network of servers **70** is readily configured in Web Logic to adapt to changing user requirements, data requirements, unique competitive service provider requirements, and other upgrades or modifications in a convenient manner by simply modifying the software resident therein. No special browser software of other interface software is required by the user and any special interconnecting software or server/hardware requirements may be satisfied as between the service providers such that the user is presented with a seamless interconnection. As the present invention is configured and works well

with the integrated business and computer systems as disclosed herein, it is anticipated that such interconnection and usability may be readily translated to any other such integrated computer system as might be found in other competitive service providers, as would be apparent to those of ordinary skill in the art. Thus, with the present invention, a user is provided with Internet access through a single portal to a plurality of service providers and, to the extent possible, to their integrated computer business systems.

Various changes and modifications to the preferred embodiment as explained herein would be envisioned by those of skill in the art. Examples of these changes and modifications include the utilization of computer systems configured in any one of a myriad of ways using present technology alone. For example, mobile computers are presently available and wireless technology could be used to extend the integrated business network of the services provider, as well as match the mobility needed by the various users connected to and using the present invention. The particular software, and various aspects and features of its design, have been adapted for particular application to the vehicle rental business. Of course, computer software applications satisfying other business needs would necessarily require adaptation to their particular business models. Thus, it is envisioned by the inventors herein that the various software programs described herein would be matched to the particular business application to which the invention is utilized. These and other aspects of the preferred embodiment should not be viewed as limiting and instead be considered merely as illustrative of an example of the practical implementation of the present invention. These changes and modifications should be considered as part of the invention and the invention should be considered as limited only by the scope of the claims appended hereto and their legal equivalents.

EXHIBIT A
  See the file "Exhibit A.txt" submitted on the incorporated
    compact disc.

EXHIBIT B
  See FIGS. **4-91**.

EXHIBIT C
  See the file "Exhibit C.txt" submitted on the incorporated
    compact disc.

EXHIBIT D
  See the file "Exhibit D.txt" submitted on the incorporated
    compact disc.

EXHIBIT E

What is claimed is:
  1. An Internet-enabled rental vehicle reservation management system, the system comprising:
    an Internet web portal in communication with the Internet, wherein the Internet web portal is configured for access by an authorized purchaser computer via the Internet to provide a user of the authorized purchaser computer with an ability to book a rental vehicle reservation with any of a plurality of competitive rental vehicle service providers, wherein the Internet web portal is further configured to provide a plurality of graphical user interface (GUI) menus to the authorized purchaser computer for display thereon, wherein at least one of the GUI menus is configured to accept a selection by the user as to which one of the plurality of competitive rental vehicle service providers that a rental vehicle reservation is to be booked with, and wherein the Internet web

portal is further configured to transmit the rental vehicle reservation to the selected one of the competitive rental vehicle service providers;

a computer network operated by one of the competitive rental vehicle service providers, the computer network being in communication with the Internet web portal, the computer network comprising a mainframe that is configured to execute a rental vehicle software program;

wherein at least one of the GUI menus is configured to interface a user of the authorized purchaser computer with the rental vehicle software program; and

wherein the rental vehicle software program is configured to (1) automatically book, in response to input from the user, a rental vehicle reservation with the competitive rental vehicle service provider that operates the computer network without human intervention on the part of personnel of the competitive rental vehicle service provider that operates the computer network and (2) manage the booked rental vehicle reservation in response to input from the user.

2. The system of claim **1** wherein the mainframe comprises a first mainframe, and wherein the computer network further comprises:

a second mainframe in communication with the first mainframe;

a database in which rental vehicle reservation data is stored, wherein the database is in communication with the second mainframe; and

a plurality of branch office computers of the competitive rental vehicle service provider that operates the computer network, wherein the plurality of branch office computers are in communication with the second mainframe; and

wherein the second mainframe is configured to execute a software program for access by the branch office computers to fulfill rental vehicle reservations that are stored within the database and that were booked and managed by the rental vehicle software program in response to input from the user.

3. The system of claim **2** wherein the Internet web portal is further configured to transmit a rental vehicle reservation to a different one of the selected competitive rental vehicle service providers via email over the Internet.

4. The system of claim **2** wherein the Internet web portal is further configured to transmit a rental vehicle reservation to a different one of the selected competitive rental vehicle service providers via phone.

5. The system of claim **2** wherein the Internet web portal is further configured to transmit a rental vehicle reservation to a different one of the selected competitive rental vehicle service providers via facsimile.

6. The system of claim **2** further comprising a second one of the computer networks, wherein the second one of the computer networks is operated by a different one of the competitive rental vehicle service providers.

7. The system of claim **2** wherein the Internet web portal is configured for access by a plurality of authorized purchaser computers, and wherein the Internet web portal is further configured to customize the GUI menus on a per authorized purchaser computer user basis.

8. The system of claim **2** wherein the Internet web portal is configured to provide a user of the authorized purchaser computer with a single set of GUI menus for booking a rental vehicle reservation with all of the competitive rental vehicle service providers.

9. The system of claim **8** wherein the Internet web portal is further configured to accommodate a plurality of varying data

requirements for rental vehicle reservations with the competitive rental vehicle service providers.

10. The system of claim **2** wherein the rental vehicle software program is further configured to support a plurality of management functions by the user for a rental vehicle reservation, the management functions comprising a rental vehicle reservation extension by the user, an authorization by the user of a request for a rental vehicle reservation extension requested by someone other than the user, an authorization by the user for a rental vehicle reservation booked by someone other than the user, and a change in rental vehicle reservation authorization by the user.

11. The system of claim **10** wherein the Internet web portal is configured for access by a plurality of authorized purchaser computers belonging to a common business organization, and wherein the Internet web portal is further configured to provide a GUI menu for display on the authorized purchaser computers that presents each user with an action item list that identifies a plurality of management function actions for rental vehicle reservations that have been assigned to the user, and wherein the Internet web portal is further configured to create a plurality of workgroups of users, wherein each workgroup shares a workload of management function actions.

12. The system of claim **2** wherein the Internet web portal is configured for access by a plurality of authorized purchaser computers, and wherein the Internet web portal is further configured to assign each user of the authorized purchaser computers with an authorization limit that limits an extent of functionality available to each user when managing a rental vehicle reservation through the rental vehicle software program.

13. The system of claim **12** wherein the authorization limit includes a financial commitment dollar limit that a user can make on rental vehicle reservations over a specified time period.

14. The system of claim **2** further comprising a layer of computer architecture that interconnects the Internet web portal with the Internet, the computer architecture layer comprising a plurality of networked servers and a firewall, wherein the firewall connects the Internet web portal with the plurality of networked servers, and wherein the plurality of networked servers are configured to provide order to data communications to and from the Internet.

15. The system of claim **14** wherein the firewall comprises a first firewall, and wherein the first architecture layer comprises a second firewall that connects the plurality of networked servers to the Internet.

16. The system of claim **15** wherein the Internet web portal comprises a plurality of networked web servers within a second computer architecture layer.

17. The system of claim **1** further comprising a second one of the computer networks, wherein the second one of the computer networks is operated by a different one of the competitive rental vehicle service providers.

18. A method for creating and managing a plurality of rental vehicle reservations, the method comprising:

providing an Internet web portal in communication with an authorized purchaser computer via the Internet;

providing a user of the authorized purchaser computer with an option through the Internet web portal to select a rental vehicle service provider with which to book a rental vehicle reservation from among a plurality of competitive rental vehicle service providers, wherein at least one of the competitive rental vehicle service providers maintains a computer network in communication with the Internet web portal, wherein the computer network comprises a rental vehicle software program;

in response to a selection by the user of a competitive rental vehicle service provider that maintains the computer network, (1) interfacing the user with the rental vehicle software program via a plurality of graphical user interface (GUI) menus that are displayed on the authorized purchaser computer, (2) receiving input at the Internet web portal from the user through the GUI menus, (3) in response to the received input, providing a series of commands to the rental vehicle software program, and (4) executing the rental vehicle software program in response to the series of commands to thereby (a) automatically book a rental vehicle reservation with the competitive rental vehicle service provider that maintains the computer network without human intervention on the part of personnel of the competitive rental vehicle service provider that maintains the computer network and (b) manage the booked rental vehicle reservation; and

in response to a selection by the user of a different competitive rental vehicle service provider, transmitting a rental vehicle reservation from the user to the selected different competitive rental vehicle service provider through the Internet web portal.

19. The method of claim 18 wherein the rental vehicle reservation comprises a replacement rental vehicle reservation.

20. The method of claim 19 wherein the authorized purchaser comprises business organization that books and manages replacement rental vehicle reservations on behalf of a plurality of third party renters.

21. The method of claim 20 wherein the business organization comprises an insurance company.

22. The method of claim 21 wherein the user comprises an insurance adjuster.

23. The method of claim 21 wherein the computer network further comprises a first mainframe that executes the rental vehicle reservation software program, a second mainframe in communication with the first mainframe, and a plurality of branch office computers within a plurality of branch offices of the competitive rental vehicle service provider that maintains the computer network, wherein the plurality of branch office computers are in communication with the second mainframe; the method further comprising:

executing software resident on the second mainframe to (1) retrieve a rental vehicle reservation booked and managed through the rental vehicle software program and (2) process the retrieved rental vehicle reservation for fulfillment at one of the branch offices when the third party picks up a rental vehicle in accordance with the rental vehicle reservation.

24. The method of claim 23 wherein the transmitting step comprises transmitting a rental vehicle reservation from the user to the selected different competitive rental vehicle service provider through the Internet web portal via email over the Internet.

25. The method of claim 23 wherein the transmitting step comprises transmitting a rental vehicle reservation from the user to the selected different competitive rental vehicle service provider through the Internet web portal via phone.

26. The method of claim 23 wherein the transmitting step comprises transmitting a rental vehicle reservation from the user to the selected different competitive rental vehicle service provider through the Internet web portal via facsimile.

27. The method of claim 23 wherein computer network comprises a first computer network, and wherein the selected different competitive rental vehicle service provider also maintains its own computer network with the same functionality as the first computer network such that the user can also

book and manage a rental vehicle reservation with the selected different competitive rental vehicle service provider through a rental vehicle software program maintained by the selected different competitive rental vehicle service provider.

28. The method of claim 23 wherein the Internet web portal is in communication with a plurality of different authorized purchaser computers, wherein the option providing step comprises providing the option to the users of the different authorized purchaser computers, and wherein the method further comprises:

customizing the GUI menus on a per user basis.

29. The method of claim 28 wherein the users comprise users from different insurance companies.

30. The method of claim 23 further comprising:

providing the user with a single set of GUI menus through the Internet web portal for booking a rental vehicle reservation with all of the competitive rental vehicle service providers.

31. The method of claim 30 further comprising:

accommodating through the Internet web portal a plurality of varying data requirements for rental vehicle reservations with the competitive rental vehicle service providers.

32. The method of claim 23 wherein the rental vehicle software program executing step comprises performing a plurality of user-specified management functions for a plurality of rental vehicle reservations, the user-specified management functions comprising a rental vehicle reservation extension by the user, an authorization by the user of a request for a rental vehicle reservation extension requested by someone other than the user, an authorization by the user for a rental vehicle reservation booked by someone other than the user, and a change in rental vehicle reservation authorization by the user.

33. The method of claim 32 wherein the Internet web portal is configured for access by a plurality of authorized purchaser computers belonging to a common business organization, the method further comprising:

creating and administering a plurality of workgroups, wherein each workgroup comprises a plurality of users, and wherein each workgroup shares a workload of management functions for rental vehicle reservations among its users; and

providing a GUI menu for display on the authorized purchaser computers through the Internet web portal that presents each user with an action item list that identifies a plurality of management function actions for rental vehicle reservations that have been assigned to the user's workgroup.

34. The method of claim 23 wherein the Internet web portal is configured for access by a plurality of authorized purchaser computers, the method further comprising:

assigning each user of the authorized purchaser computers with an authorization limit that limits an extent of functionality available to each user when managing a rental vehicle reservation through the rental vehicle software program.

35. The method of claim 34 wherein the authorization limit assigning step comprises imposing a financial commitment dollar limit that a user can make on rental vehicle reservations over a specified time period.

36. The method of claim 23 wherein the Internet web portal is maintained by the same competitive rental vehicle service provider that maintains the computer network.

37. The method of claim 36 further comprising:

positioning the Internet web portal behind a firewall maintained by the same competitive rental vehicle service

provider that maintains the computer network, wherein the Internet web portal is in communication with the Internet via the firewall.

38. The method of claim **23** further comprising:

providing a layer of computer architecture that interconnects the Internet web portal with the Internet, the computer architecture layer comprising a plurality of networked servers and a firewall, wherein the firewall connects the Internet web portal with the plurality of networked servers, and wherein the plurality of networked servers are configured to provide order to data communications to and from the Internet.

39. The method of claim **38** wherein the computer architecture layer and the Internet web portal are maintained by the same competitive rental vehicle service provider that maintains the computer network.

40. The method of claim **39** wherein computer architecture layer providing step further comprises providing another firewall, the another firewall connecting the plurality of networked servers to the Internet.

41. The method of claim **39** wherein the Internet web portal providing step comprises a configuring a plurality of networked web servers to serve as the Internet web portal.

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