

DAMAGEiD

Procedure for Rental Agents

Background: DAMAGEiD (DiD) is a tool used to document a vehicle's condition by way of taking pictures. The documentation is then used as evidence to collect for damage and help the company's bottom line. Poor picture quality and untimely usage can be very costly. Always carry out the following procedure when you open and close a rental agreement.

Important Note: The following procedure is not a step-by-step instructional on how to use DiD. Rather, it is a guideline describing how to use DiD in accordance with company policy.

DAMAGEiD Procedure: Two-part procedure

Part 1: Open Contract

1. Pictures must be taken at time of rental with the customer present
2. Dashboard pictures must clearly show current gas and mileage
3. Exterior pictures must line up the appropriate section within the silhouette
4. Take close-up pictures of pre-existing damage
5. Re-take any blurry or otherwise inadequate pictures
6. Have customer select ACCEPT CDW or DECLINE CDW – customers who originally declined CDW must be told that they change their mind at that time. For those who do, adjust their contract appropriately

Part 2: Return Contract

1. Pictures must be taken at the time and place of return – *off-site drops are to have pictures taken where the car is dropped; these customers must be reminded ahead of time that they are responsible for the car until we close it in our system
2. Dashboard pictures must clearly show current gas and mileage
3. Visually inspect the car for damage, not the image on the phone
4. Exterior pictures must line up the appropriate section within the silhouette – select DAMAGE box for each section damage is found
5. Take close-up pictures of pre-existing damage
6. Retake any blurry or otherwise inadequate pictures
7. If damage is found, inform the customer that the pictures will be inspected and they will be contacted if it is determined to be new damage