

Memorandum

TO: All Locations

FROM: Peter Steele

CC: Coaches

DATE: November 8, 2007

RE: Enterprise Rent A Car (ottawa)

PAGES (Incl. cover): 1

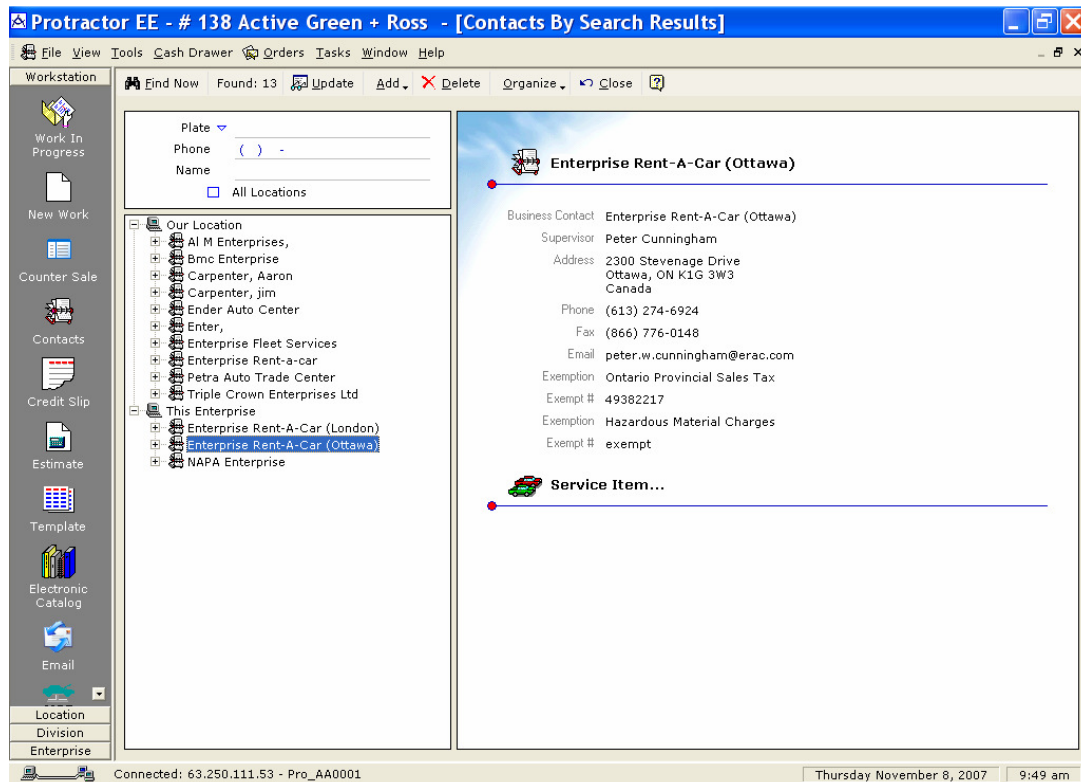
You have just received the South Western Ontario Enterprise Rent A Car fleet program at the recent dealer meeting of Sept. 18, 2007 as well as in the email. The Ottawa area fleet receive the same pricing but need to be billed to the Ottawa office.

Ottawa covers Ottawa, Cornwall, Brockville.

Here are the procedures to follow for invoicing in Protractor.

1. Copy the Enterprise Oil Change Service Package from the Enterprise Manager.
 - a. Go to Location Manager
 - b. Expand Automotive profit Centre
 - c. Expand Service Categories
 - d. Expand Lubrication
 - e. Highlight the title line for Service Packages
 - f. Right Click and select Service Package Templates and select the Package titles Enterprise Rent A Car Oil Change Package
 - g. This will copy the package into your location

2. When servicing a vehicle that belongs to the Enterprise fleet to be billed to Ottawa On, then use the enterprise contact titles "Enterprise rent A Car (Ottawa)"



3. Create your invoice as per the instruction in the Enterprise Rent A Car memo. The contact card is set to exempt the Hazardous Material Charge as we have agreed. The Enterprise Rent A Car Oil Change Package is also set to fix the oil price at the \$24.95 for all grades (10w30, 5w30, 5w20) as we had agreed.
4. Enterprise is also entitled to a 10% off parts discount for any other repairs, excepting tires and the oil change. These discounts will have to be done on a per line basis. *(If I set the contact to a 10% discount, it would discount 10% on oil changes and tires as well)*
5. The Oil Change Sp includes notes to remind you what all has to be included on the invoice.
6. The Enterprise Contact is set to exempt them from PST and also from the \$2.98 Hazardous Material Charge as well.
7. Process the invoice when completed with a charge to enterprise Rent A Car (Ottawa) and then email or mail them the invoice.

If all locations will please follow these instructions, we can provide specific reports for ourselves and Enterprise as to the volume of repairs and provide them a fleet report of services provided at our locations.

Please see me or your coach if any questions.

Enterprise Rent-A-Car

Maintenance Schedule and Pricing

- Seasonal Maintenance:**
- Change engine oil and filter
 - Lubrication of chassis as required
 - Verify tire inflation pressure and condition
 - Lubricate all locks & hinges
 - Check all lights
 - Check wiper blades
 - Top up all fluids
 - Provide 4L Washer Fluid
 - Rotate Tires
 - Note Brake Wear in 32nds of an inch
 - Note Tread Wear in 32nds of an inch

Only Change Air Filter if required and after 40,000 km .

** Note that Maintenance prices are for gas powered engines. Diesel powered vehicles subject to vehicle specific pricing. Includes 10w-30 or 5w-30 oil only. Specialty oils available. \$2.98 Hazardous Material Charge is waived.

Standard Tire Replacement: 4/32" of remaining tread depth

Standard Brake Friction
Material Replacement: 4/32" of remaining friction material (below 30%)

Menu Priced Services

Labour Rate Per Hour	\$79.00 ** Based on Industry Flat Rate
Seasonal Maintenance Service	\$24.95 ** As listed Above. Must note Tire Tread Depth and Brake Friction Material on Invoice or no payment will be made.
4 Wheel Alignments	\$79.00
Front Brake Pad Replacement & Caliper Service	\$79.00 + pads ** Enterprise to specify pad friction quality and desire to machine or not machine rotors / drums
Rear Brake Shoe Replacement	\$79.00 +Shoes
Machining of Drums or Rotors	\$20.00 ea ** Assumes no labour required to remove. Pressed on Rotors extra. Drums with Bearings add \$10.00 ea
Clean & Adjust Front Disc or	\$79.00 ** Includes removal of calipers and hardware for cleaning & lubrication
Clean & Adjust Rear Drum Brakes	\$39.50
Plug, Patch & ReBalance (Tire Repair)	\$23.65 **Proper Plug Patch and Vulcanization Plugs Not Available
Tire Balance Only	\$10.00 ea
Antifreeze Top Ups (Dexcool)	\$ 2.50/l Regular Antifreeze \$ 6.00/l Extended Life Antifreeze
Washer Fluid Top Up	\$1.99 / 4l **Included in Seasonal Maintenance
Tire Pricing	
Michelin- Uniroyal – BFGoodrich	MSRP – 20%
Bridgestone, Firestone, Yokohama	MSRP - 40%
Goodyear	MSRP – 35%
Green + Private Brand	Wholesale Pricing

Tire pricing includes installation at no cost. Balancing is extra \$10.00 per tire.

Tire Installation & Balancing (Customer Supplied Tire) \$15.00 ea

All parts and labour are subject to a 10% discount from the prices noted. (Not Applicable To Tires)

No additional discount applies to tires. Tires are priced at discounts noted above.