



INTERNATIONAL
DECISION SYSTEMS

FleetWare Call Management



The Call Management module allows effective communication between staff, customers and suppliers. Its comprehensive messaging system is used to log, track and monitor all communications. Accessible with a single keystroke from all FleetWare modules, it facilitates task-based management and features personal "To Do" lists, allowing a user to prioritise and escalate any follow up actions required in order to provide the highest level of customer service which is key to any business



The Call Management module controls the settings and parameters used in FleetWare's back office suite to ensure controlled and consistent operational processes.

Fleetware Parameter Setup

Defines the generic parameters used throughout all FleetWare modules.

Customer Setup

Information regarding specific customers, including bank and accounting details.

Supplier Setup

Sets up the supplier details, including supplier type, services offered and preferred supplier status as well as bank and accounting details.

Company Setup

Defines a company structure using Top Level Companies, Child Companies and Cost Centres and their relationships within your organisation.

Customer's Preferred Supplier

Focuses on increased efficiency during maintenance authorisations, easily assigns a supplier to a customer to be used as a 'favourite'.

Insurance Company Link

Linkage between insurance companies and a customer.

Customer Supplier Link

Links a customer to a supplier.



Contract Setup

This displays a further submenu with the following options:

Contract Types

Determines the various contract types used by your company, including VAT details and budget/income recognition.

Funding Contracts

Defines the different funding contract types used by your company.

Master Agreements

Establish the Master Hire Agreements to be used with different contract types and for different customers.

Outsourcing Contracts

Details the outsourcing contract rules to be used.

Contract Replacement Status

Different statuses to be used for information only in Contract Management.

Vehicle Setup

Displays a further submenu with the following options:

Taxation Classes

All pre-defined tax classes are already included but it is possible to change the rate or amend others.

Motoring Organisations

Sets up any motoring organisations you may wish to include in contracts.

Security Items

Vehicle Security Items such as key numbers or coded entry numbers to various parts or accessories may be recorded so that, if lost or forgotten, they may be easily provided. The actual codes or serial numbers are entered within the vehicle records.

Delivery/Collection Methods

Maintains the various methods for delivery and collection.

Accident Management Codes

This facility allows you to set up your own table of Accident Management Codes and Descriptions. The table is completely user definable.

Registered Keepers

Registered Keepers' names and address information to indicate who is actually registered as the keeper of the vehicle as it may differ from the owner, hirer etc.

Storage Locations

Used for vehicle collections or locations where vehicles are stored when not allocated to drivers.



Other Setup

Displays a further submenu with the following options:

Payment Methods, Payment Periods, Credit Rates, Mail Status Codes, Title, Manufacturer Customer Link, Fax Product and Key Date Type set-ups.

Manufacturer Setup

Customer Codes

Allows the recording of a customer's Manufacturer Fleet Codes so that, when invoicing the manufacturer for bonuses etc, the system will include the customer's fleet code on the invoice.

Business Type Codes

This facility allows you to set up your own table of Business Type Codes.

Business Codes

Vehicle Business Codes, for use in the FleetWare Operations modules, are set up in this section.

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IDS Europe is a member of the IDS Group plc, world market leaders in the provision of software and services to the leasing and asset based finance sectors. We supply software systems, data management and consultancy services to contract hire and leasing companies, fleet operators and manufacturers. Our FleetWare software and data provide a unique single-supplier solution for vehicle and contract management, with an interactive modular suite of programs that deliver the flexibility to meet your operational and accounting needs.