

ASSOCIATION NEWS

Mission: To develop, implement and maintain standards for all Mobility services including Car Rental and Vehicle with Driver Service Industries for use in all distribution systems enabling customers to book with confidence.

In this issue:

- News & Trends



Trending! Safer driving this winter

Drive safer by following this top tips plus how to drive in rain, snow and other adverse conditions

- **High gear and low revs** as this will give you greater control of the vehicle
- Take your time, when driving in snow avoid high revs but don't drive too slowly that you risk loosing momentum. Keep going.
- **Skidding**, if you skid take your feet off the pedals and steer to safety, Only use brakes to 3. avoid trouble
- Braking, triple your braking distance and use lower gear to help slow you down.
- 5. Stick to main roads, keep to main roads and motorways when possible as these are usually cleared and treated with salt.
- 6. Visibility, use dipped headlights in the snow
- Potholes, take extra care in bad conditions to avoid potholes which can damage the car.
- 8. Fog, reduce your speed but don't break suddenly. Use headlights and fog lights.
- Flood water, avoid driving through the deepest water near the kerb. Stick to the centre of the 9 road
- **Being prepared to breakdown**, pack for all eventualities including blankets, warm clothes 10. and food.

https://www.motoringresearch.com/advice/top-10-

Fresh start following challenging few

Travel has resumed finally as we return to normal and with it demand for car rental unfortunately supply of rental vehicles is not always meeting demand due to ongoing supply shortages but we are expecting this to change in 2023. We are now facing other uncertainties with the cost of living and energy crisis affecting our daily lives and ultimately our travel requirements. Customers are looking at more efficient travel at reduced costs whilst still focusing on the environment.

Electrification is still the latest trend in the car rental industry as we focus on greener cars. We have updated the EV coding and added new equipment and optional extras codes to support electrification and other demands.

At ACRISS, we are constantly reviewing our coding, content and standards including our ACRISS Car classification system and necessary equipment, ensuring these are future proofed as trends evolve

Our hotly anticipated new online car code reporting and search tool was launched this year to enable us to reach more customers and grow further our influence in the industry.

We continue to look to the future as we focus on digital trends and standards for Contactless rental as part of our Connected car project.

In 2023 we plan to continue our work on the environment, content and digital trends to standardize current processes and content to be more efficient and improve customer experience for the benefit of all.

Season's Greetings and Happy New Year!

Melanie Methven

2022

Online Car Code reports and search tool

CO2 Emissions Guidelines



New optional extras and Special Equipment codes

We have introduced new codes to meet new trends and requirements in support electrification and safety features including lates trends.

AUS for Snow socks, new winter equipment replacing the old snow chains of the past and a requirement in some countries.

For EV models we have a variety of charging cables and options with SCC for station charging cables to LCC for extra long cables.

And of course some new ones like CBB for Cargo/ Pet Barriers and PET for designated pet area and TCT for tech extras.

To view our full updated list, click on below link:

Optional Extras, Special Equipment and Ancillaries

Connected Car

Contactless Rental

Online Car Rental Checken

Environmental Focus ACRISS* **Digital Focus Core Services** & Projects Roadmap Content & Customer

2023 Plans and Focus

Satisfaction

- **Vehicle Features** and reviewing how to better communicate features in order to meet current and future requirements to support the current matrix.
- Greener cars with new **Traffic Light system** to measure and communicate CO2 emissions data by model using a colour coding system.
- Enhanced content as ACRISS looks to standardise **Location content** and **Policy Ts & Cs content** for a more efficient booking process and to help with the most frequent customer service issues.
- **Digital** focus with **Contactless car rental** enabling customers to skip the counter and offering a more effective and smooth rental as part of connected car
- Enhance and expand content on ACRISS Image Cloud
- New car code lists in AUS/NZ and LATAM

Visit our News page!

- New CO2 Emis
- New location email field format and standards following EU Directive
- Electric Vehicle Electric Vehicle

Driving Electric Vehicles

If you can drive an automatic car you can drive an EV. It's that simple with only a few minor differences like the silence and adapting your driving to extend your range. Enjoy the drive!

Motoring Research How to drive

Educate



Influence