



iris[®]

Supplier User guide.

A quick guide to
the booking system.



nexus
Never stop

Contents

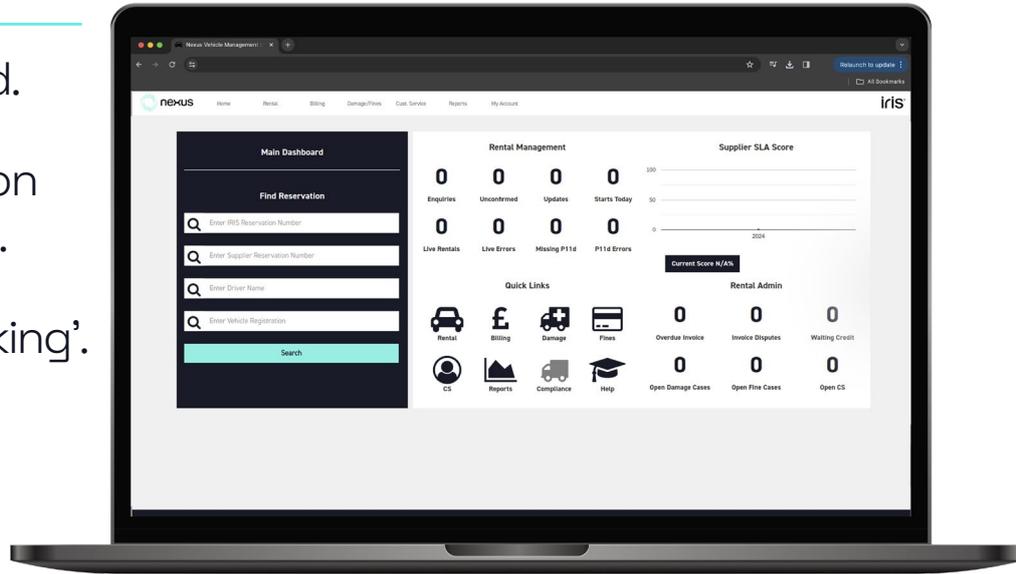
- 1 / Confirming a reservation
- 2 / Add PMD
- 3 / Add Damage case
- 4 / Add Fine case
- 5 / HGV Compliance paperwork
- 6 / Respond to Customer Service Query
- 7 / Add Supplier Query
- 8 / Submit dueback info
- 9 / Respond to invoice dispute



1 / Confirming a reservation.

From the rental dashboard:

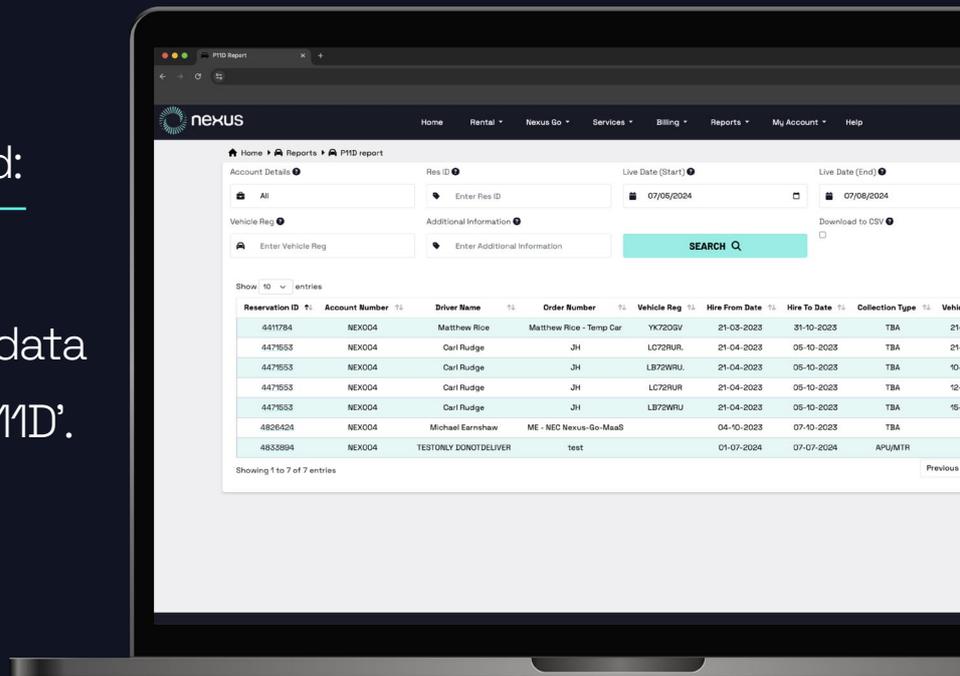
- 1 / Click on Unconfirmed.
- 2 / Select the reservation you wish to confirm.
- 3 / Select 'Confirm booking'.
- 4 / Enter your supplier reservation number.
- 5 / Click 'Submit'.



2 / How to add a P11D.

From the rental dashboard:

- 1 / Click missing P11D.
- 2 / Enter the missing P11D data
- 3 / Click 'Update missing P11D'.



3 /

Add Damage case.

On the 'Damages/fines' tab.

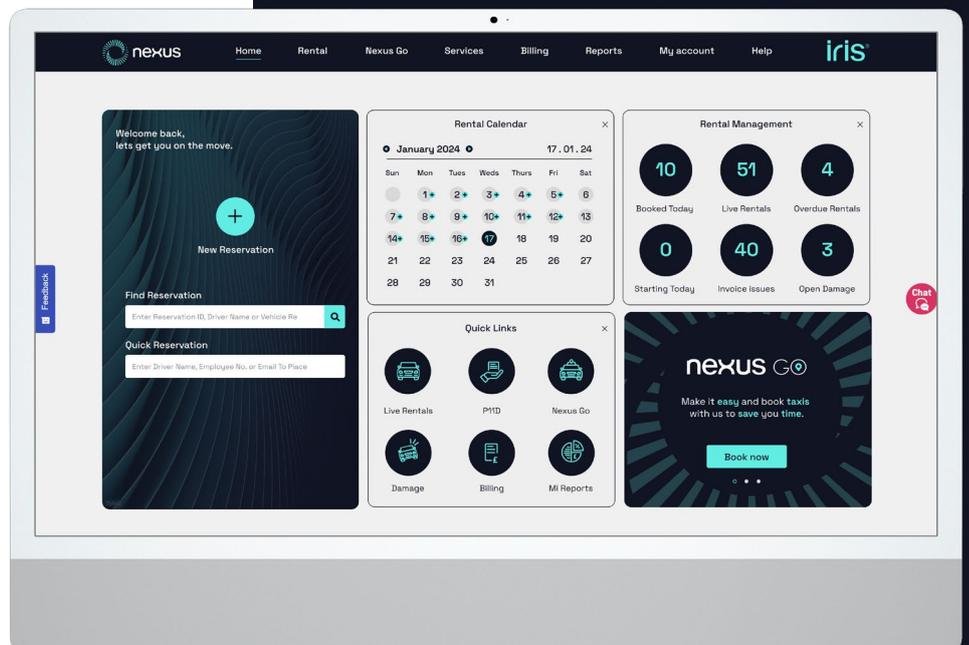
- 1 / Click 'Add Damages case'.
- 2 / Locate the reservation you need to add the damage case to.
- 3 / Complete the mandatory fields.
- 4 / Refer to your SLA for information needed.
- 5 / Click 'Add damage'.

4 /

Add a Fine case.

On the 'Damages/fines' tab.

- 1 / Click the 'Add Fine Case' filter.
- 2 / Locate the reservation you need to add the fine case to.
- 3 / Complete the mandatory fields.
- 4 / Refer to your SLA for information needed.
- 5 / Click 'Add fine'.



5 / HGV Compliance paperwork

Navigate to the HGV Compliance Dashboard.

1 / Click 'Overdue'.

2 / Select reservation you are uploading to.

3 / Click the upload button.

4 / Nexus will check your document and update Iris®.

6 / Respond to Customer Service Query

Navigate to the HGV Compliance Dashboard.

1 / Click 'Waiting Response'.

2 / Select the query you wish to respond to.

3 / Enter your response to the query.

4 / Click 'Upload'.

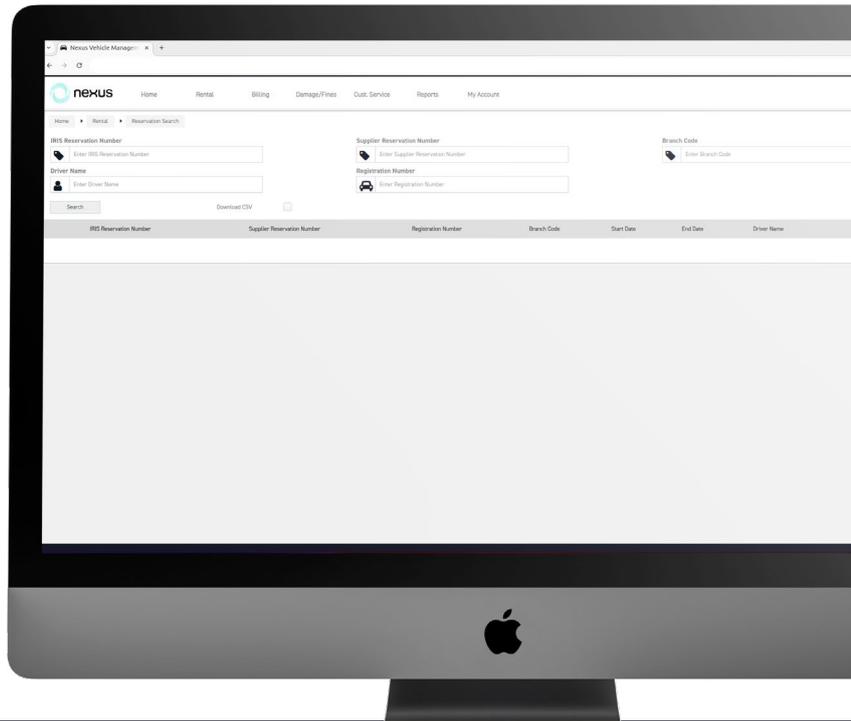
7 / Add supplier query

On the customer service tab.

1 / Click 'Add Supplier Query'.

2 / Complete the form.

3 / Click 'Add Supplier Query'.



8 / Submit dueback info

On the Billing Dashboard.

1 / Click 'Dueback Upload'.

2 / Complete each row, confirming any fuel or misc changes.

3 / Click 'Save' on each row.



9 / Respond to invoice dispute

On the Billing Dashboard.

1 / Click 'Waiting Response'.

2 / Select a dispute case.

4 / Respond accordingly to the dispute.

5 / You can review previous notes to help make your decision.

6 / Click 'Submit'.

Still need help?

Reservations

T: 0871 984 1940

E: res@nexusrental.co.uk
(for all booking queries prior to vehicle delivery)

Customer Service

T: 0871 984 1942

E: customerservice@nexusrental.co.uk
(for all queries after vehicle delivery)

