

Rental Simulator Guide

Link: <https://rentalsimulator.w3spaces.com/index.html>

Send the link to Reps/Trainees along with the loss details below

DO NOT SUBMIT A CLAIM IN EPIC

Loss Details

Claim: 2503658754

Caller: Danielle Sharp

Policy Number: 7412261

DOL: 10/30/2025

Vehicle: 2021 Nissan Altima

Drivable (Y/N): N

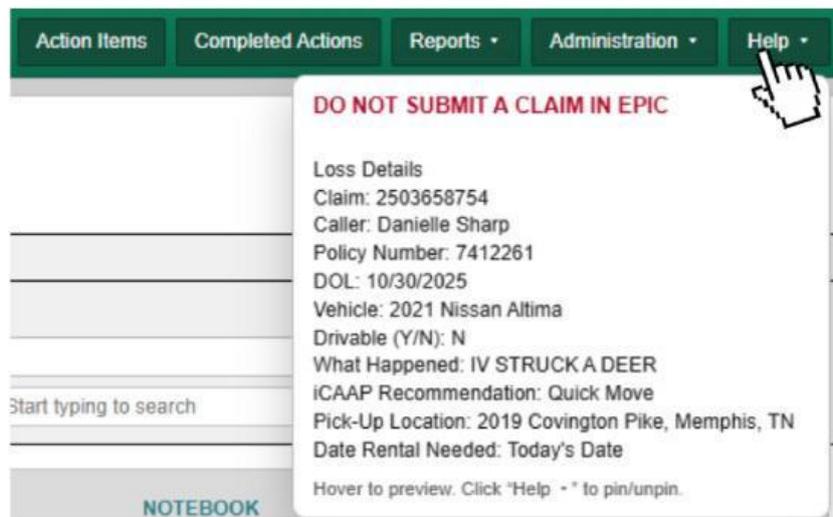
What Happened: IV STRUCK A DEER

iCAAP Recommendation: Quick Move

Pick-Up Location: 2019 Covington Pike, Memphis, TN

Date Rental Needed: Today's Date

These details are also visible when you hover over the help button in the simulator.



The simulator is fully functional
(excluding the updated zip code to search for more enterprise locations)

Rental Calculator

Current Rental Status: Open Rental
Rental Start Date: 11/04/25
Last Authorized Date: 11/04/25
Authorized to Date: 2 days up to \$33.00/day
Authorized Total: \$66.00
Direct Bill Percent: 100%
*Does not include taxes and surcharges

Renter Information:

SHARP, DANIELLE
 MEMPHIS, TN 38129
 Renter Type: Insured

Rental Information:

Ticket Number:
 Reservation Number: **5N8U5A**
 Authorized Rental:
 Authorized Class: Full Size
 Days/Rate: 2 days up to \$33.00/day
 Rental Date: 11/04/25

Authorization Information:

Upon finishing the setup, the Rep/Trainee clicks the 'Email Results to Trainer' button, which prepares an email to be sent to the Trainers. The Rep/Trainee will then input their Trainer's email addresses.

A draft email (.eml) with CSV was downloaded. Open it and add your trainer's email.

The summary will outline the specific details regarding what the Rep/Trainee failed to enter correctly or any information that was lacking along with a score.

Subject: Rental Simulator — Trainee Results (Reservation 5N8U5A)

Key Details:

- File Owner: *PROGRAM RENTAL
- Authorized Days: 2
- Vehicle Class: Full Size
- Vehicle Condition: Non-Driveable
- Appraisal Channel: Quick Move
- Policy: Other | Policy Max: 1000 | Daily (calc): \$33.00

Claim Info:

- Claim #: 2503658754
- Date Rental Needed: 11/04/25
- Direct Bill %: 100

Score: 100% (9/9)

Breakdown:

- Owner = *PROGRAM RENTAL
- Authorized Days correct
- Policy: Other + Max 1000
- Vehicle Class = Full Size
- Vehicle Condition = Non-Driveable
- Appraisal = Quick Move
- DRN = today
- Vehicle Type Car & Secondary No
- Location updated to 2019 COVINGTON PIKE (2nd option)

The **Review** button will appear after the summary is sent to the Trainer. Click this button will take the Rep/Trainee back to the Rental Session where they will be items that were selected correctly, incorrectly, or missing input. There will be a legend at the top right of the page.

ARMS NATIONAL GENERAL INSURANCE

Welcome Zuri Parker [Sign Out](#)

Review Mode

- Correct 9
- Incorrect 2
- Missing 0

Clear highlights

Email Results to Trainer Review selections Done

Create Authorization

For: SHARP, DANIELLE Claim Number: 2503658754

* Denotes required field

Assign

Claims Office: MID ATLANTIC

Managed By: *PROGRAM RENTAL

File Owner: *PROGRAM RENTAL

Secondary Owner: Start typing to search

RENTAL INFORMATION:

Authorize 2 days up to

Policy Daily Rate / Maximum Dollars: Other

Daily Max: Policy Max: 1000

Maximum Days: 0

Rate / Vehicle Class: Standard \$28.04

Clear selection

Direct Bill% 100 %

Vehicle Condition: Non-Driveable

NOTEBOOK

Note to Enterprise: Please see ECARS Priority Rules Special instructions regarding Car Class Auth & Upgrades. Also, NGIC has advised IF vehicle is DRIVABLE rental MUST begin Mon/Tues.

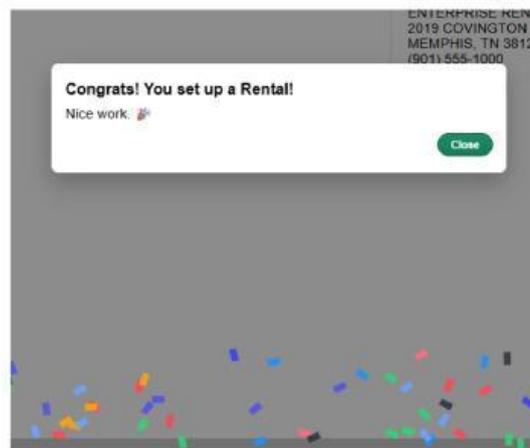
Note to Self Only:

Location closest to: 38128

Vehicle Type: Car Commercial Truck

ENTERPRISE RENT-A-CAR (510Z)

Selecting the Done button Congratulates the Rep/Trainee with confetti 🎉



You can sign out beside your name in the session or click the Training Team Logo to start the session over.

- Create Authorization
- Find Customer
- Action Items
- Completed Actions
- Reports ▾
- Administration ▾
- Help ▾

Have fun setting up Rentals!! 🎉🎉🎉