# DIGITAL CONTENT SAMPLE
# **FAQs**

This FAQ document provides a set of frequently asked questions for the RateNow application users.

MS Word was used as the authoring tool, to create the FAQ document.

We followed the Microsoft Manual of Style for Technical Publications (MSTP) guidelines to develop the content.

The FAQ document includes most of the standard sections namely cover page, and answers to questions.

**Rate Highway**

RateNow
**Frequently Asked Questions (FAQs)**

# Frequently Asked Questions

This guide provides answers to your commonly asked questions.

❖ **I cannot see group reports in the Report mode list.**

If there are no reports available in the Rate Monitor application, the Reports mode doesn't display group reports.

**Or**

The subscription of Rate-Monitor is disabled temporarily.

❖ **RateNow is displaying the "No. of reports exceeded the maximum count (i.e. 4)" error message.**

The report information table displays a maximum of four grids. If you select the filters that create more than four grids, the system displays an error message. The following filters are used to create the grids:

- Pick-Up Location
- Drop-Off Location
- Car Type

The following scenarios explain the grid creation process and the reason for the error message.

| Filters | Pick-Up Location | Drop-Off Location | Car Type | Grids created | Result |
|---|---|---|---|---|---|
| **No. of selected options** | 2 | 3 | 1 | (3*2*1)= 6 | Error message |
| | 3 | 2 | 2 | (3*2*2)= 12 | Error message |
| | 1 | 4 | 1 | (1*4*1)= 4 | Success |
| | 4 | 1 | 1 | (4*1*1)= 4 | Success |

**Note:**

*By default, the maximum number of grids is set to four. If the System Administrator changes the preferences, the changes are applied to the report information table.*

❖ **Can I export the Activity Log details?**

Yes. Navigate to an activity log page, and then, in the upper-right corner of the activity log table, click the **Export Excel**  icon.

❖ **RateNow is displaying the "Number of rows exceeds the maximum allowed limit" error message.**

In the rate information table, one grid can display maximum 31 rows.

The rows (rental dates) are formed by using the Rate Code / LOR (Length of Rental) fields and the From Date and To Date fields.

If the applied filters form more than 31 rows, the system displays this error message.

The following scenarios explain the rows' creation process and the reason of the error message.

| Rate code / LOR (No. of selected options) | From Date and To Date (total days) | Grids created | Result |
|---|---|---|---|
| 1 | 15 | (1*15)=15 | Success |
| 2 | 15 | (2*15)=30 | Success |
| 3 | 12 | (3*12)=36 | Error message |
| 5 | 15 | (5*15)=75 | Error message |

❖ **Can I apply the same expiration date and time for multiple rental dates and how?**

Yes. Display the reports and select the check boxes of the required rental dates, and then on the **Rate Set To** option, click **Set Expiration Date / Time**, and then select the date and time. Click **Apply**.

❖ **I am getting an error while saving the rates.**

Check the Internet connection or contact the System Administrator.

❖ **The system is taking a lot of time to save the rates.**

Clear the cookies from the browser. Check the Internet connection or contact the System Administrator.

❖ **Can I export the displayed reports into Microsoft Excel format?**

No.

❖ **Can I create the Rate Codes?**

No. Rate Codes are updated by the System Administrator.

❖ **How can I install the RateNow application on other computer?**

RateNow is a web-based application; hence, manual installation is not required. After you get the logon credentials, you can use the RateNow application.

❖ **Can I apply the new theme or change the menu colors?**

No. The Rate**Now** user interface (UI) is managed by the System Administrator.

❖ **I have forgotten my logon password, how to reset the logon password?**

You can contact the System Administrator to reset the logon credentials.

❖ **The Total price field is not being displayed in the Rate Type list.**

You can contact the System Administrator to provide access to the Total Price Field.

❖ **The Expiration date and time field is not available.**

If you do not have the access to the Rate-Monitor application, the Expiration Date and Time field will be unavailable.