# **PriceOnline FAQs**

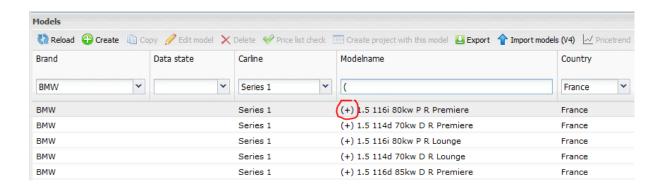


#### New:

### **Model Naming**

### Optional prefix in model naming, if relevant:

- (!) advanced information, this is only relevant, if the vehicle does not have a price yet (this should be a rare case)
- (o) should be set for outgoing models. If the model can't be ordered any more or if the new model is available but the old model is still in the market. The outgoing model gets this sign.
- (+) built versions, this flag should be used for models that are specially built for the Price Online model database, which are not available in the real pricelist., e.g. trims for Mercedes Benz in Germany. These are package/optional equipment in the pricelist, but are being set up as a version in the Price Online model database.





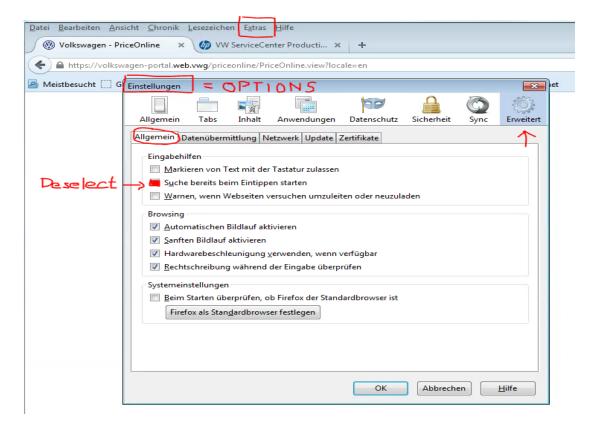
## Quick skip marks in long lists

e.g. client selection:

For instance just press "T" on your keyboard to jump directly to countries starting with "T" instead of scrolling down.

In Browser Firefox you might have to change one setting as shown below to use this functionality:





### **General:**

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### • Settings:

please control which **client** (brand and/or country) you have selected and which you want to work with (see footer bar);

## • Change Requests:

Please report any requirements for new functionalities to your brands global key-User. All requirements are prioritized in global steering committee by all brands key-users

#### • Feature Set:

Feature sets are updated usually twice per year (spring/ autumn)

#### Correction Values:

Correction values of group clients are edited centralized by group. Correction values of brand clients are edited also by brands centralized or locally by key-users. Please ask these key-users in case of questions regarding correction values

#### **Performance:**

#### • Time-Outs:

Due to possible unnoticed automatic time-outs caused independently from PriceOnline please relogin after breaks (e.g. lunch time) to assure that your session is connected to database. Otherwise it can happen that you won't be able to save your already done work.

### Parallel Sessions:

Please don't work with 2 or more parallel sessions in PriceOnline at the same time. Otherwise you block your own processes, especially data connections to database

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 To avoid that models are updated in your projects (automatically with opening projects), you need to set a project in status "complete". Then models will not be updated automatically. If you want to update them later, you can easily copy a "complete" project to status "incomplete" and work with them.

For instance if you want to calculate indices with older modelyears (e.g. US/ CAN) you must set projects to status "complete" right after selecting all vehicles to avoid that your vehicle will be replaced automatically as soon as a new modelyear for this vehicle is created or might even already exists.

## **Support:**

• Language:

please report all data errors usually in English (exception clients Germany, Austria and Switzerland)

• Support Form:

Please report any errors due support form to 1<sup>st</sup> Level Support (→ menu support)

Application forms:

For new users or any change of rights please use application forms (→ menu support)

Version PKI:

Default version for brands and importeurs with majority by Group VW Version mobileTAN:

Used by importeurs of Porsche Holding Salzburg & free importeurs with no access to PKI-cards

Contacts:

direct contact to 1<sup>st</sup> Level Support & Coaching (→ menu support)