

Need4Car Settings

Table of Contents

Provider Tab	4
a. Details	4
b. Actions	4
1. Details and Options	4
2. Pricing and Fees	4
3. Terms and Conditions	4
4. Privacy Policy	4
c. Options	4
1. Unlock proximity	4
2. Number of login attempts	4
3. Alerts display limit	4
4. Alert when license expiring in	4
5. Low fuel alert threshold	4
6. Low battery alert threshold	4
7. Low range for electric vehicles	4
8. Payment providers	4
9. Require mobile image submission	4
10. Show vehicle damage spot screen in mobile	4
11. Automatically deactivate vehicle on end trip	5
12. Number of extensions allowed	5
13. Allowed extension days	5
14. Notification(s) before reservation ends	5
d. Pricing Options	5
1. Vat	5
2. Registration fee	5
3. Minimum charge	5
4. Pre Reservation Cancellation Fee	5
5. Post Reservation Cancellation Fee	5
6. Unleaded F	5
7. Diesel Fuel Cost	5
8. Electric Charge Cost	5
9. Registration Bonus Value	6
10. Registration Bonus Time	6

11.	Free Cancellation Duration.....	6
12.	Pre Reservation Cancellation Duration.....	6
13.	Max Reservation Cancellation Duration.....	6
e.	Vehicle well-being fees.....	6
1.	Vehicle battery drain fee.....	6
2.	Vehicle damaged fee.....	6
3.	Vehicle left unlocked fee.....	6
f.	Vehicle supporting fees.....	6
1.	Cleaning Requested.....	6
2.	Cleaning not Requested Fee.....	6
3.	Soiled Vehicle Fee.....	6
4.	Refueling Admin Fee.....	6
5.	Smoking residue.....	7
g.	Vehicle lost fees.....	7
1.	Lost Keys.....	7
2.	Refueling Credit Card Lost.....	7
3.	Vehicle use loss.....	7
h.	Other fees.....	7
1.	Unauthorized Parking Fee.....	7
2.	Vehicle Repossession Fee.....	7
3.	Vehicle Relocation Fee.....	7
4.	Non-collection.....	7
5.	Illegal toll passing Fee.....	7
6.	Ticket Fee.....	7
	Pricing Models Tab.....	7
a.	Search field.....	7
b.	Clear Filters button.....	7
c.	Add New button.....	8
d.	Export button.....	8
e.	Filter button.....	8
f.	ID button.....	8
1.	Information.....	8
a.	Details.....	8
b.	Basic Costs.....	8
i.	Per Minute Charge.....	8
ii.	Per Hour Charge.....	8

iii.	Per Day Charge	8
c.	Extra Costs	8
i.	Max Travel Distance	8
ii.	Max Travel Time	8
d.	Fees	8
i.	Collision Damage Waiver	8
ii.	Parking Cost	8
iii.	Lump Sum	8
e.	Limits	8
i.	Reset Km at the end of the day	8
ii.	Day Limit	8
iii.	Overnight Rate *	9
iv.	Min Reservation Charge	9
v.	Max Travel Time	9
vi.	Max Travel Distance	9
f.	Discount Package	9
g.	Rental (Pay Now Discount)	9
h.	Driver Age Fee	9
i.	Driver New License Fee	9
2.	Vehicles	10
	Pricing Factors Tab	10
	Geofences Tab	11
	Stations Tab	12
	FAQ Tab	13

Need4Car Settings page consists of the following tabs:

- Provider
- Pricing Models
- Pricing Factors
- Geofences
- Stations
- FAQ

Provider Tab

Provider tab contains the following sections:

a. Details

All parameters included in “Details” section become editable by choosing Edit Details and Options button.

1. Provider information about the provider such as address, location etc.
2. Setup of telephone number that an end user can call in case of emergency through the N4C mobile application.

b. Actions

In “Actions” section backoffice administrator can edit the content of the 4 following categories:

1. Details and Options
2. Pricing and Fees
3. Terms and Conditions
4. Privacy Policy

c. Options

All parameters included in “Options” section become editable by choosing Edit Details and Options button.

1. **Unlock proximity** - Defines the distance in meters between end user and the reserved vehicle that user can unlock the vehicle.
2. **Number of login attempts** - If the user tries to login in application with wrong credentials and reaches the defined value, his state is changed into inactive and then he is not authorized to use the application.
3. **Alerts display limit** - Defines the number of shown notifications in home page bell icon.
4. **Alert when license expiring in** - An alert will be generated in notifications area for upcoming driver license expiration considering the defined value in days.
5. **Low fuel alert threshold** - Define the percentage of vehicle fuel under which an alert will be generated.
6. **Low battery alert threshold** - Define the amount of vehicle battery voltage under which an alert will be generated.
7. **Low range for electric vehicles** – Define the amount of kilometer range under which an alert will be generated.
8. **Payment providers** - Shows the payment providers that are supported in N4C application.
9. **Require mobile image submission** - Yes / No function. If Yes, the user is required to submit photos of the vehicle after the end of reservation in order to lock the vehicle.
10. **Show vehicle damage spot screen in mobile** - Yes / No function. If Yes, vehicle damage spot screen appears in mobile so the user can tick the possible damaged spot of vehicle before required photo submission.

11. **Automatically deactivate vehicle on end trip** - Yes / No function. If Yes, after the end trip process the reserved vehicle will be deactivated automatically. This function is applied to every reservation for all fleet.
12. **Number of extensions allowed** - Define the value of the possible extensions that an end user can make in a rental reservation.
13. **Allowed extension days** - Define the value in days that a rental reservation can be extended.
14. **Notification(s) before reservation ends** - Define the value in time (hours / mins) in which a notification is sent to the end user in order to inform him that his rental reservation is about to expire.

d. **Pricing Options**

All parameters included in “Pricing Options” section become editable by choosing Edit Settings: Pricing and Fees button.

1. **Vat** - Defines the amount of vat that must be calculated.
2. **Registration fee** - Defines the amount that a user will be charged on every card addition.
3. **Minimum charge** - Defines the minimum amount that the user has to pay for a reservation.
4. **Pre Reservation Cancellation Fee** – Defines the amount that the user will pay if he cancels the reservation inside the “Pre Reservation Cancellation Duration” * time limit.

* “Pre Reservation Cancellation Duration” parameter is applied after the Free Cancellation Duration time limit.
5. **Post Reservation Cancellation Fee** - Defines the amount that the user will pay if he cancels the reservation inside the “Max Reservation Cancellation Duration” ** time limit.

** “Max Reservation Cancellation Duration” parameter is applied after the Pre Reservation Cancellation Duration time limit.
6. **Unleaded Fuel Cost** – Defines the price per liter for all the vehicles of the fleet with unleaded fuel tank. When this parameter has value the fuel delta from reservation calculates the cost of fuel consumption and it is added in reservation’s cost. This cost is shown to the mobile end user when he tries to end trip with a pop-up window in order to proceed with payment or refuel the vehicle and then proceed to end reservation.
7. **Diesel Fuel Cost** - Defines the price per liter for all the vehicles of the fleet with diesel fuel tank. When this parameter has value the fuel delta from reservation calculates the cost of fuel consumption and it is added in reservation’s cost. This cost is shown to the mobile end user when he tries to end trip with a pop-up window in order to proceed with payment or refuel the vehicle and then proceed to end reservation.
8. **Electric Charge Cost** - Defines the price per battery percentage for all the electric vehicles of the fleet. When this parameter is valued the fuel delta from reservation calculates the cost of fuel consumption and it is added in reservation’s cost. This cost is shown to the mobile end user when he tries to

end trip with a pop-up window in order to proceed with payment or recharge the vehicle and then proceed to end reservation.

9. **Registration Bonus Value** – Defines the amount in currency that will be given to every member that register in N4C application. The defined amount will be deducted from the reservation's cost until reservation cost reaches this amount.
10. **Registration Bonus Time** – Defines the amount in duration that will be given to every member that register in N4C application. The defined amount will be deducted from the reservation's duration until reservation time reaches this amount.
11. **Free Cancellation Duration** – Defines the amount in minutes that a user can cancel his reservation without any charge.
12. **Pre Reservation Cancellation Duration** - Defines the amount in minutes that a user can cancel his reservation with charge. This time period applies after "Free Cancellation Duration" ends.
13. **Max Reservation Cancellation Duration** - Defines the amount in minutes that a user can cancel his reservation with charge. This time period applies after "Pre Reservation Cancellation Duration" ends.

e. **Vehicle well-being fees**

All parameters included in "Vehicle well-being fees" section become editable by choosing Edit Settings: Pricing and Fees button.

1. **Vehicle battery drain fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends for leaving the vehicle with drained battery.
2. **Vehicle damaged fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends for damaging the vehicle.
3. **Vehicle left unlocked fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends for leaving the vehicle unlocked.

f. **Vehicle supporting fees**

All parameters included in "Vehicle supporting fees" section become editable by choosing Edit Settings: Pricing and Fees button.

1. **Cleaning Requested** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he smeared the vehicle during its use and informed that cleaning is needed.
2. **Cleaning not Requested Fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he smeared the vehicle during its use and did not inform that cleaning is needed.
3. **Soiled Vehicle Fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he left the vehicle pretty dirty.
4. **Refueling Admin Fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he left the vehicle with too low or empty fuel tank.

5. **Smoking residue** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he was smoking during vehicles use.

g. **Vehicle lost fees**

All “parameters included in “Vehicle lost fees” section become editable by choosing Edit Settings: Pricing and Fees button.

1. **Lost Keys** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he lost the keys of the vehicle.
2. **Refueling Credit Card Lost** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he lost the refueling card of the vehicle.
3. **Vehicle use loss** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he lost the vehicles use document or plates.

h. **Other fees**

All “parameters included in “Vehicle lost fees” section become editable by choosing Edit Settings: Pricing and Fees button.

1. **Unauthorized Parking Fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends because he received a parking ticket while in use of the vehicle.
2. **Vehicle Repossession Fee** - Defines the amount that the admin will charge an end user as penalty after reservation ends because repossession of the vehicle was needed.
3. **Vehicle Relocation Fee** – Defines the amount that the admin will charge an end user as penalty after reservation ends because relocation of the vehicle was needed.
4. **Non-collection** – Defines the amount that the admin will charge an end user as penalty after reservation ends for not collecting the vehicle after use.
5. **Illegal toll passing Fee** – Defines the amount that the admin will charge an end user as penalty after reservation ends because he committed illegal toll passing.
6. **Ticket Fee** – Defines the amount that the admin will charge an end user as penalty after reservation ends because he received a ticket while in use of the vehicle.

Pricing Models Tab

Pricing Models tab shows the list of all existing pricing models and the columns of this page show the parameters of each pricing model. In this page backoffice administrator can use the following functions:

- a. **Search field** - Administrator can write the preferred name in order to auto search for it in this page.
- b. **Clear Filters button** - Removes all the applied filters in this page.

- c. **Add New button** - Opens a new page in order for the admin to set up the preferred parameters and costs for this pricing model.
- d. **Export button** - Opens a pop-up window with export options for the Pricing Models page (Print, Copy, Excel, CSV, PDF).
- e. **Filter button** - Opens a pop-up window which contains filter options for the existing pricing models:
 - Show pricing models with reservations
 - Show pricing models without reservations
 - Show pricing models with assigned vehicles
 - Show pricing models without assigned vehicles
 - Show pricing models with Km's daily reset
 - Show pricing models without Km's daily reset
- f. **ID button** – By tapping on pricing model “ID” button opens the chosen pricing model page that contains 2 tabs: Information & Vehicles
 1. **Information** – In this tab administrator can see the details of the chosen pricing model and perform edit or delete actions for this pricing model. By choosing Edit, opens the “Edit Pricing Model” page with the following parameters:
 - a. **Details**
 - i. **Name** – Naming the pricing model.
 - b. **Basic Costs**
 - i. **Per Minute Charge** - Defines the amount that will be charged for every minute of the reservation.
 - ii. **Per Hour Charge** - Defines the amount that will be charged for every hour (60minutes) of the reservation.
 - iii. **Per Day Charge** - Defines the amount that will be charged for every day (24hours) of the reservation.
 - c. **Extra Costs**
 - i. **Max Travel Distance** - Defines the amount that will be extra charged per Km.
 - ii. **Max Travel Time** - Defines the amount that will be extra charged per minute.
 - d. **Fees**
 - i. **Collision Damage Waiver** - Defines the amount that vehicle insurance covers in case of an accident.
 - ii. **Parking Cost** - Defines the amount that will be extra charged in every reservation for parking.
 - iii. **Lump Sum** - Defines the amount that will be extra charged in every reservation.
 - e. **Limits**
 - i. **Reset Km at the end of the day** - Yes / No function. If Yes, when a reservation reaches 24 hours “Max Travel Distance” parameter resets and calculates Km again for the 2nd,3rd etc days.
 - ii. **Day Limit** – Defines the amount in time (hours) that when it will be reached then “Per Day Charge” will be applied.

- iii. **Overnight Rate *** – Defines the amount of value that will be charged for a reservation that fulfills all the below:
 - Reservation must start after the time period that is given in “Min Overnight Time” parameter field.
 - Reservation must end before the time period that is given in “Max Overnight Time” parameter field.
 - The current day needs to change (midnight).
 - * If the reservation fulfills all of the above parameters then the “per minute & per hour” parameters are ignored and “Overnight Rate” charge is applied.
 - iv. **Min Reservation Charge** – Defines the amount of value that will be charged for the reservation if the total amount of the basic costs (per minute, per hour) is lower.
 - v. **Max Travel Time** - Defines the amount in time (minutes) that when it will be reached then “Max Travel Time” parameter will start to charge the extra cost given for every minute.
 - vi. **Max Travel Distance** - Defines the amount in distance (Km) that when it will be reached then “Max Travel Distance” parameter will start to charge the extra cost given for every Km.
- f. **Discount Package**
“Add New” button opens a row to set up the following:
“Start” time (in hours)
“End” time (in hours)
“Discount” applied (in percentage)
By setting the above discount is calculated for the time frame given (Start – End) for every reservation.
* Discount package can have many rows but all of them must at maximum reach 24 hours.

***If Rental addon is enabled** then the following parameters also appears:

- g. **Rental (Pay Now Discount)**
Defines the percentage of discount (%). This discount is calculated in reservation’s cost if the end user uses “pay now” option the time he creates his reservation. If end user won’t use this option, this parameter is not calculated and he pays the total amount for his reservation.
- h. **Driver Age Fee**
This option enables extra fees on reservation according to set up of the values. Admin sets a preferred fee for the age of the end user.
- i. **Driver New License Fee**
This option enables extra fees on reservation according to set up of the values. Admin sets a preferred fee for new drivers.

2. Vehicles

Displays all the vehicles that are included in this pricing model with all their details (same format like fleet page).

In this tab filtering, export and edit (Manage Fleet button) is available. By choosing Manage Fleet button a pop-up window appears which contains all the vehicles of the N4C application in order to assign all of them or a specific one to this pricing model.

Pricing Factors Tab

Pricing Factors tab shows the list of all existing pricing factors and the columns of this page show the parameters of each pricing factor. In this page backoffice administrator can use the following functions:

- a. **Search field**
 - a. Administrator can write the preferred name in order to auto search for it in this page.
- b. **Clear Filters button**
 - a. Removes all the applied filters in this page.
- c. **Add New button**
 - a. Opens a new page in order for the admin to set up the preferred parameters and costs for this pricing factor.
- d. **Export button**
 - a. Opens a pop-up window with export options for the Pricing Models page (Print, Copy, Excel, CSV, PDF).
- e. **Filter button**
 - a. Opens a pop-up window which contains filter options for the existing pricing models:
 - i. Show pricing factors with customers
 - ii. Show pricing factors without customers
 - iii. Show pricing factors with members
 - iv. Show pricing factors without members
- f. **ID button** – By tapping on pricing factor “ID” button opens the chosen pricing factor page that contains 3 tabs: Information, Members & Customers
 - o **Information** - In this tab administrator can see the details of the chosen pricing factor and perform edit or delete functions for this pricing factor. By choosing Edit, opens the “Edit Factor Model” page with the following parameters:
 - i. **Details**
 - **Name** - Naming the pricing factor
 - ii. **Refueling bonus**
 - Defines the percentage of discount (%) that will be calculated and reduced from the reservations total cost if the end user refuels the vehicle.
 - iii. **Discount**

- Defines the percentage of discount (%) that will be calculated and reduced from the reservations total cost.
- **Members** - In this tab administrator can see all the members that have this pricing factor and their details as shown in members page. By choosing the “ID” button opens this specific member page for further actions.

In this tab filtering, export and edit (Manage Member button) is also available. By choosing Manage Member button a pop-up window appears which contains all the members of the N4C application in order to assign all of them or a specific one to this pricing factor.

- **Customers** - In this tab administrator can see all the customers that have this pricing factor and their details as shown in customers page. By choosing the “ID” button opens this specific customer page for further actions.

In this tab filtering, export and edit (Manage Customers button) is available. By choosing Manage Customer button a pop-up window appears which contains all the customers of the N4C application in order to assign all of them or a specific one to this pricing factor. Also Add New button opens a “Create new Customer” page and administrator can fill all the details needed in order to create a new customer and assign it to this Pricing Factor.

Geofences Tab

Geofence tab shows a centered map that contains all the geofences that exist in N4C application. In this page backoffice administrator can use the following functions:

- Mouse over the geofence opens a small window with the geofence name and description.
- Edit an existing geofence by tapping on it in the map. This action redirect in a page that consists of 3 sections: Options, Vehicles & Map:
 - **Options** – Backoffice administrator can change the name and description of this geofence.
 - **Vehicles** – This section consists of 2 field tables.

The left table displays the list of all the vehicles that can be bound to this geofence.

The right table displays the list of all the vehicles that are bound to this geofence.

Tapping on a vehicle of any of the 2 field tables transfers automatically this vehicle to the other field table.

Tapping on the double arrows above each table transfers automatically all the vehicles to the other field table.

- **Map** – Displays the geofence. Buttons on the upper left side on the map gives backoffice administrator edit options for possible changes.

Stations Tab

Stations tab shows the list of all existing stations and the columns of this page show the parameters of each station. In this page backoffice administrator can use the following functions:

- a. **Search** field
 - Administrator can write the preferred name in order to auto search for it in this page.
- b. **Clear Filters** button
 - Removes all the applied filters in this page.
- a. **Add New** button
 - Opens “Add new Station” page in order for the administrator to create a new station. In this page administrator can use the following functions:
 - Edit name, description and scope of use for this Station. Scope mode is always “Sharing” but if the Rental add on is enabled then “Not Now” scope is also available.
 - Assign vehicles for this station.
 - Design the preferred station on the map by using the buttons on the upper left side of the map.
- b. **Export** button
 - Opens a pop-up window with export options for the Pricing Models page (Print, Copy, Excel, CSV, PDF).
- c. **Filter** button
 - Opens a pop-up window which contains filter options for the existing stations:
 - Show stations with vehicles
 - Show stations without vehicles
- d. **ID** button – By tapping on station “ID” button opens the chosen station page that contains 2 tabs: Information & Vehicles
 - **Information** - In this tab administrator can see the details of the chosen station and perform edit or delete functions for this station. By choosing Edit Map, edit buttons are enabled on the upper left side of the map and with mouse over on the designed station administrator can make the possible changes. By choosing Edit Station, opens the “Edit Station” page with the following parameters:
 - a. **Name:** Naming the station
 - b. **Description:** Preferred description for this station (optional field).
 - c. **Scope:** Defines the scope mode for this station. Scope mode is always “Sharing” but if the Rental add on is enabled then “Not Now” scope is also available.
 - **Vehicles** – Displays all the vehicles that are included in this station with all their details (same format like fleet page).

In this tab filtering, export and edit (Manage Fleet button) is available. By choosing Manage Fleet button a pop-up window appears which contains all the vehicles of the N4C application in order to assign all of them or a specific one to this station.

FAQ Tab

FAQ tab shows the list of all existing FAQs and the columns of this page show the parameters of FAQ. In this page backoffice administrator can use the following functions:

- c. **Search field**
 - Administrator can write the preferred name in order to auto search for it in this page.
- d. **Clear Filters button**
 - Removes all the applied searching filters in this page.
- e. **Add New button**
 - Opens “Add new FAQ” pop up window in order for the administrator to create a new FAQ. In this page administrator can use the following functions:
 - Question - Insert the question that will be displayed in the FAQ.
 - Answer - Insert the answer that will be displayed in the FAQ.
 - Locale - Define in which users this FAQ will be displayed according to the locale language of their device
 - Weight – Define the importance of this FAQ. As the value lowers, FAQ will be displayed higher on FAQ list.
 - Scopes – Define where this FAQ will be displayed (Mobile, Website, Webapp, Backoffice)
- f. **ID button** – By tapping on FAQ “ID” button opens the chosen FAQ page that contains its’ details and Edit FAQ button for further changes.