

**iStateSoft**  
Auto Manager  
Version 2.0

User Manual

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## Introducing iStateSoft Auto Manager

**iStateSoft Auto Manager** is a one-stop solution developed to automate day-to-day operations in small to medium car rental companies. Its rich functionality allows you to increase control over the vehicle management and boost rental fleet profit of your car rental company.

With **iStateSoft Auto Manager**, you **improve customer service**, regardless of your company size. The powerful engine of the software allows you to **easily and quickly manage either small or large inventory. iStateSoft Auto Manager takes care of reservations, payments, reports, and car presentation.** In other words, this is the tool you need to completely automate your car rental business and concentrate on efficient marketing of your service.

Using **iStateSoft Auto Manager** you benefit from the following features:

- Accurate tracking of car reservations
- Full control of car reservations
- Instant confirmation of car availability
- Automated inquiry
- Automated contact management
- Featured Cars and hot deals advertising
- Unlimited upload of car photo and movie
- Payments made right at the web site

Developed according to the latest Windows standards, **iStateSoft Auto Manager** is a proven solution, backed up by the technology power and stability.

You do not need to have strong computer knowledge to manage your vehicles with **iStateSoft Auto Manager**. Integrated into your business, it will allow you to reduce your administration and accounting costs.

## **Advantages of iStateSoft Auto Manager**

### **How iStateSoft Auto Manager can help car rental company owners?**

- ✓ Automate your day-to-day car reservations
- ✓ Minimize your workload and free up your time for other vital activities rather than manual management of reservations and answering phone calls.
- ✓ Reduce the efforts while increasing your revenue
- ✓ Be your own boss and collect membership payments
- ✓ Take advantage of easy browser-based fleet management

### **How iStateSoft Auto Manager can help car owners?**

- ✓ Take full control of reservations. There is NO third party involvement.
- ✓ Do not share commissions with managing person
- ✓ Collect renters' payments right from the web site
- ✓ Have potential renters get 24 hour access to car rental information
- ✓ Publish the photos and movies of cars on the Web.

### **How iStateSoft Auto Manager can help car renters?**

- ✓ Receive close match search results due to multiple search criteria
- ✓ Contact car owners directly, no managing persons are involved
- ✓ Get the detailed information on the car
- ✓ Pay car owners' invoices right from the web site
- ✓ Have an instant confirmation of car availability

## **System Requirements**

To install and run **iStateSoft Auto Manager**, you need the following system requirements:

- Windows 2000
- IIS 5 +
- CDONTS
- ODBC or DSN-Less Connections
- MSSQL 2000/2005
- ASP enabled
- FTP Access

## Get Support

If you fail to find the information you need in the FAQ section of the web site, or need installation or setup support, feel free to contact us. The iStateSoft Team values every customer and will be glad to answer your questions or give you a helping hand.

To get pre-sales consultation please email to:

[info@istatesoft.com](mailto:info@istatesoft.com)

To discuss sales-related and customization issues please email to:

[sales@istatesoft.com](mailto:sales@istatesoft.com)

To get assistance on technical issues please email to:

[support@istatesoft.com](mailto:support@istatesoft.com)

Your feedback matters to us and allows us to improve the service we provide. We will respond to your email within 1 or 2 business days.

## Installing

1. Unzip the software files to your computer making sure to preserve the directory structure that is stored in the zip file.
2. Create a directory for the iStateSoft Auto Manager on your web server (e.g. /istatesoft/) and upload all files and directories there. Be sure to upload image files (\*.gif or \*.jpg) in binary transfer mode and everything else in plain text mode.
4. Modify **<install\_dir>/base/rConst file**. You need to specify database name, login/password to access to the database. File **asp/rConst.asp** contains site specific setting. Please change these parameters before your web site goes live.
5. Run the installation program in your browser (i.e. <http://www.yoursite.com/iStatesoft/Install/Install.asp>) and complete the installation procedure. You'll see the screens as *Image 1* and *Image 2* below.
6. Once the installation procedure is completed successfully, remove **<install\_dir>/Installation directory** form your server.
7. Start entering listings. (After the installation is completed successfully you can try to access your site from the web browser.)

Should you have any questions, please contact us at:

e-mail: [support@istatesoft.com](mailto:support@istatesoft.com)

tel: +380 61 270 98 44

**Note:** *If you run Norton Antivirus on the PC, on to which you are installing iStateSoft Auto Manager, make sure you disabled "script blocking". Once you install iStateSoft Auto Manager successfully, you can turn it back on.*



The screenshot shows the iStateSoft Auto Manager demo site. It features a navigation menu with links for OVERVIEW, SEARCH, USER HOME, and FAQ. A 'CONTACT INFORMATION' section provides an email address (info@istatesoft.com) and a 'READ MORE' link. The site also displays a silver sports car and the text 'iStateSoft Auto Manager DEMO SITE'.

- **Step 1. Constants Settings**
- **Step 2. Database Installation**

Parameter	Value
Database Type	MSSQL
Database Host Name	(Local)
Database Name	istatesoft_auto_manager_db
Database Username	istatesoft_auto_manager_user
Database Password	istatesoft_auto_manager_password
Company name	iStateSoft Auto Manager
Company URL	http://istatesoft.com/automanager/
Main Link	istatesoft.com/automanager/
Support Mail	support@istatesoft.com
Support Phone	+38 061 270 9844

*Image 1 – Constants setting*

The screenshot shows the iStateSoft Auto Manager website. At the top left is the logo with a globe and the text "iStateSoft Auto Manager DEMO SITE". In the center is a silver sports car. On the right is a navigation menu with links: OVERVIEW, SEARCH, USER HOME, and FAQ. Below the menu is "CONTACT INFORMATION" with an email address "info@istatesoft.com" and a "READ MORE" link. On the left side, there are two steps listed: "Step 1: Database settings" and "Step 2: Database installation done". Below these steps is a yellow header "Database Information" with the following details: Database Type: MSSQL, Host: (Local), Database Name: istate20test3, and Database User: pcg. At the bottom is a table with two columns: Action and Result. The table lists ten actions, all of which resulted in "Successful".

Action	Result
Connecting to Database	Successful
Dropping Constraints and Procedures	Successful
Dropping Tables	Successful
Creating Tables	Successful
Creating Views	Successful
Creating Stored Procedure 'DelCustomer'	Successful
Creating Stored Procedure 'DelProperty'	Successful
Creating Stored Procedure 'DelTicket'	Successful
Creating Stored Procedure 'IsPropertyAvailable'	Successful
Creating Stored Procedure 'AddPayment'	Successful

Image 2 – Database installation

## CAR OWNER'S WORK AREA

### Owner Registration

iStateSoft Auto Manager has three levels of users: Car Owners, Car Renters, and Administrator. To register as Car Owner, go to login page, press "[Click here for owner's registration](#)" link:

When you press this link, you are taken to the Registration Form Page, where you can see the sign up packages, available for Car Owners:

## Owners/Managers Welcome

Once you take a look at what we have to offer, you will have to agree that we offer the best marketing value on the Internet!

No website anywhere on the web offers owners and guests more visual aid tools, virtual tour capabilities, storage of data, ability to use video clips, movies, or sound clip support- which is why we have such happy customers and visitors!

We go out of our way to make the most out of your listing! We have invested thousands of hours developing and improving our site to maximize your traffic and bring the most qualified and targeted web users to your car.

We strongly encourage you to post as much visual and descriptive information as possible to attract well informed, happy customers. Since each car is unique, please review and select one of these options:

## Easy to get started!

### DELUXE CAR AD

**\$89.00 per year**

- Up to 10 photos
- Descriptions
- Free links to your Calendar's, URL's
- Free 90 day trial

[Sign Up](#)

### VIP CAR LISTING

Very Impressive Car Listing

**\$189.00 per year**

- Up to 10 photos
- Descriptions
- Free links to your Calendar's, URL's
- Includes Flash or Moving photo gallery, virtual tour links, Submit sound or moving video files at no added charge\* (subject to editing)
- Free 90 day trial

[Sign Up](#)

### CAR LINK AD

**\$49.00 per year**

- External URL field
- Description fields
- Up to 4 photo fields
- External availability calendar field

[Sign Up](#)

As soon as car owner selects the package, he/she presses Sign Up button, and he/she is taken to the Registration Form, where he/she should fill in the fields with his contacts, addresses, phones, etc:

**Car Owner Registration**

Step 1: Please setup your information/profile below.  
Note: Make sure to save your Login and Password

Step 2: Use your Login and Password to login and view you profile.

**Registration Type:** Vip Car Listing

First Name:

Last Name:

Login:

Password:

Re-type Password:

Address 1:

Address 2:

City:

Country:

Zip:

Area Code:

Phone:

Fax:

Email:

URL:

Additional Language:

Notes:

Reference:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#).  
You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Owner’s entries are checked automatically by the system. In case, some entries are invalid, the owner will see the error screen:



If the fields are valid, the registration process is successful and owner is taken to his/her newly created account:

**Welcome to the car owner area**

Information about your **Owned Cars** will be available within **90** day(s).

Your car information can be seen or edited by clicking on the appropriate button to your left. After your car information is entered, you should be able to access it instantly.

**Payment notes:**  
iStateSoft Auto Manager accepts Visa, MasterCard, or Discover using our secured gateway partner, Verisign for maximum security. **Notice to free trial customers:** Paying for your ad now does not reduce the free time offer. Your free time will be added to your paid subscription time and you will receive the added benefit of your telephone contact information and external URL links being listed immediately in the ad.

Free deluxe trial listings receive email inquiries only until paid in full. To make payment using our secure server, click [here](#), to make a credit card payment by phone, call our operators between 8 AM and 10 PM 7 days per week at +38 061 270 9844

**Confused? Lazy? Want your hand held?**  
Call +38 061 270 9844 and time permitting, we do it all for you within 24 hours, simply or just email the information you have to [support@istatesoft.com](mailto:support@istatesoft.com) and our skilled support group will work together with you on your presentation.

- 1 Car owner uses these menu items to add, manage, edit or track his/her cars.
- 2 Here is the customizable area, where you can greet your newly registered owners, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever car owner encounters the issues, which require administrator's assistance, he can use this menu.

## Creating Car Entry

After successful registration, owner can add his cars to his account. For this, press Cars menu at the left column, and then click on “Add a new Car” link at the main screen. You’ll see the following Car adding form:

**Add new car**

Car Name

Main Category

Sub-Category

Is this vehicle...?

Status

Manufacturer  if no please specify:  
(i.e. Ford)

Model   
(i.e. F-250)

Year   
(yyyy)  
(i.e. 1967 or 1967.5 to indicate "half-years")

Price/Frequency or Unit  if no please specify:  
(i.e. Ford)

Sale Price   
(i.e. \$1,234.00)

VIN #

Exterior Colour  if no please specify:

Interior Colour  if no please specify:

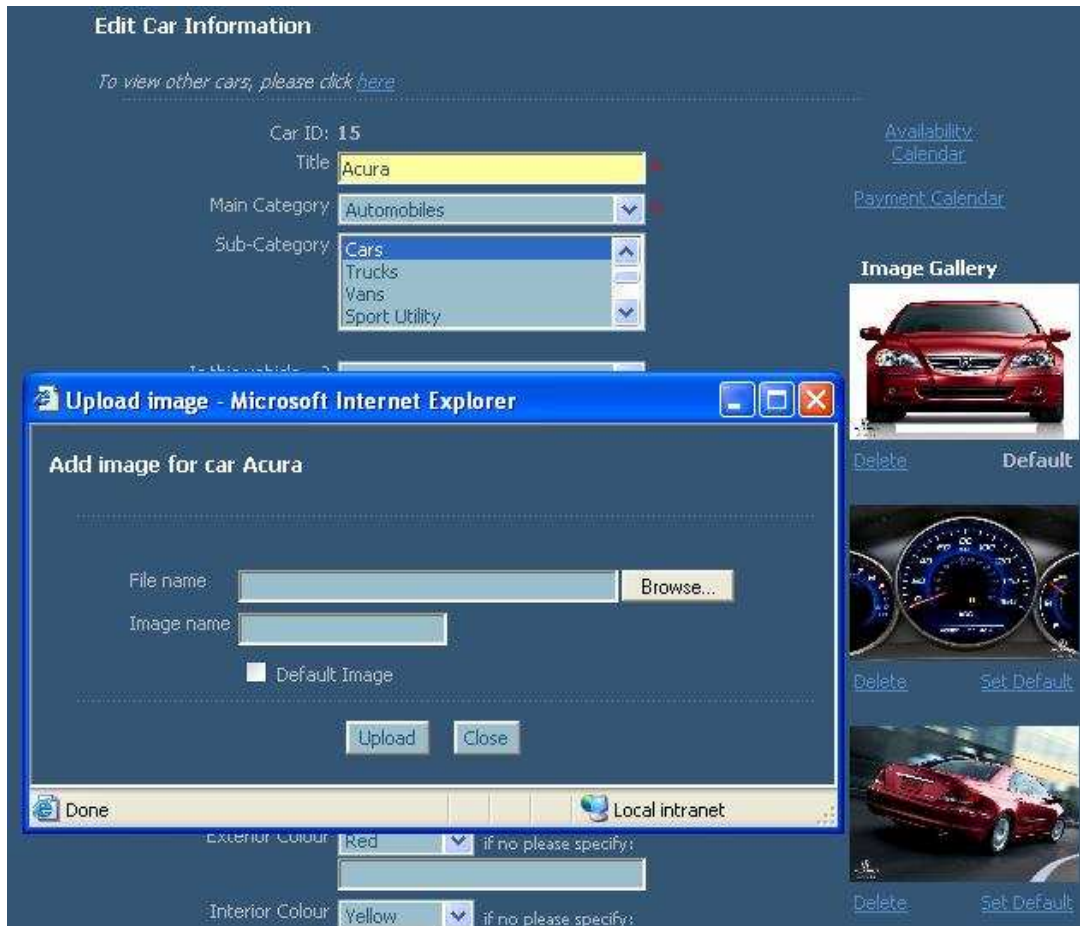
Body Style  if no please specify:

Doors

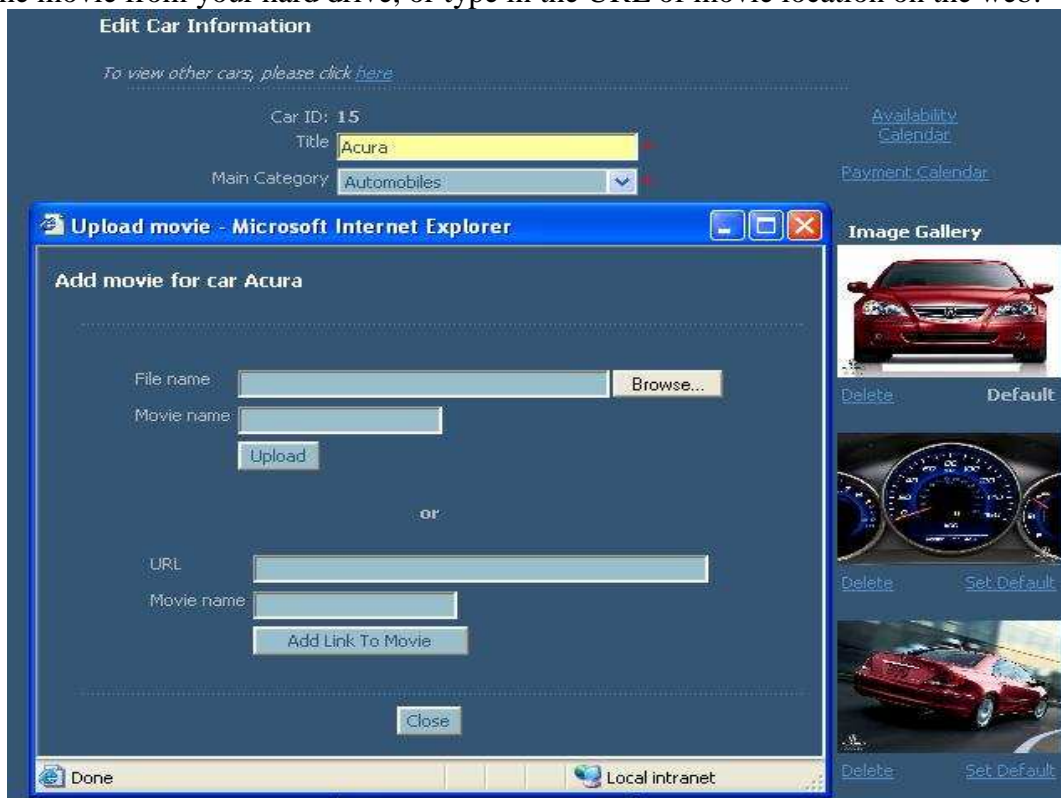
Transmission  if no please specify:

Engine  if no please specify:

Fill in all the Car fields and click “Insert Record” button to proceed to the Edit Car Page, where you can upload the images of the car. For this, press “Add Image” link at the right part of the screen. Press “Browse” in the appeared pop up and upload the image from your hard drive:



Repeat the same for each photo of your car. You may also add the movie of your car in this screen. Click “Add Movie” link at the right part of the screen and get the pop up. Press “Browse” and upload the movie from your hard drive, or type in the URL of movie location on the web:



If a car has some outstanding tidbits, which are not included in system default check boxes, owner is allowed to add several custom fields, giving them the desired names and descriptions:

**Custom Fields**

1: Name

Text (255 ch. max)

2: Name

Text (255 ch. max)

Save changes

### Rates Editing

Car owners are free to charge different rent fees for different times of the year. They can charge larger fee for on-season / holiday period, or smaller fee for off-season period. For this, they may use the Rates Calendar:

	Rate Name	Start Date	End Date	Daily Rate (USD)
1	4th Of July	Jun 29 2007	Jul 10 2007	\$200
2	Christmas	Dec 20 2007	Jan 10 2008	\$300
3	Weekend	Sep 01 2007	Nov 30 2007	\$100
4				
5				
6				
7				
8				
9				
10				

Time waiting payment for car:  days

## Reservation History

To view the Rent History of his/her car, owner should login to his/her account, select “Cars” from the left-column menu, and then press “History” next to the car he/she wants to check out:

Car Information						
Car Name	Main Category	Sub-Category	History	Edit	Delete	
<a href="#">2005 Lamborghini Concept S</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2006 Ford F-250 Super Chief Concept</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2006 Honda Civic GX</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2006 Lexus LS430</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2006 Nissan Urge Concept</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2007 Pontiac Solstice GXP</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">2007 Toyota FJ Cruiser</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	
<a href="#">Scion xA Speedster</a>	Automobiles	Cars	<a href="#">History</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	

Records 1 to 8 of 8

You’ll be taken to the page where all the car rent history is stored. All the reservations, from the day the car was added till now, are recorded to this table:

Rent History				
Car	Renter	Pick-up Date	Return Date	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.08.2006	01.09.2006	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.09.2006	01.10.2006	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.06.2007	01.07.2007	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.07.2007	01.08.2007	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.08.2007	01.09.2007	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.09.2007	01.10.2007	
<a href="#">2005 Lamborghini Concept S</a>	test renter	01.10.2007	01.11.2007	

Records 1 to 7 of 7

## Responding to Inquiries

When a car owner is logged in, he/she can look through the inquiries made by car renters, who would like to reserve this very car. For this, he/she should select “Rent Inquiries” from the left-column menu:

**Rent Inquiries**

You can operate by car inquiries by changing of status.

Show Only:

Car Name	Renter Name	Pick-up Date	Return Date	Description	Firstly Processed	Status	
2005 Lamborghini Concept S	test renter	11/01/2006	12/01/2006	no comments		Open	<a href="#">Edit</a>
2005 Lamborghini Concept S	test renter	10/01/2007	11/01/2007	no comments	05/06/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	09/01/2007	10/01/2007	no comments	05/06/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	08/01/2007	09/01/2007	no comments	05/06/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	07/01/2007	08/01/2007	no comments	05/06/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	06/01/2007	07/01/2007	no comments	05/06/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	09/01/2006	10/01/2006	no comments	05/22/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	08/01/2006	09/01/2006	no comments	05/22/2006	Confirmed	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	05/01/2007	06/01/2007	no comments		Unavailable	<a href="#">View</a>
2005 Lamborghini Concept S	test renter	04/01/2007	05/01/2007	no comments		Unavailable	<a href="#">View</a>

Records 1 to 10 of 14

You can see that some inquiries are opened, some are confirmed. In total, there are 6 inquiry statuses:

- **Open.** When a car renter sends his/her inquiry to a car owner, and the owner has not yet viewed it, this inquiry status remains open
- **Available.** If a car is available for the inquired period, and has defined rates for it, owner can change the inquiry status to **available**. The automated status email is sent to a car renter. Together with this email, there appears an invoice in a car renter’s area. The inquiry dates in Availability Calendar are changed to dark-blue and they are considered to be pending:

### Edit Rent Inquiry

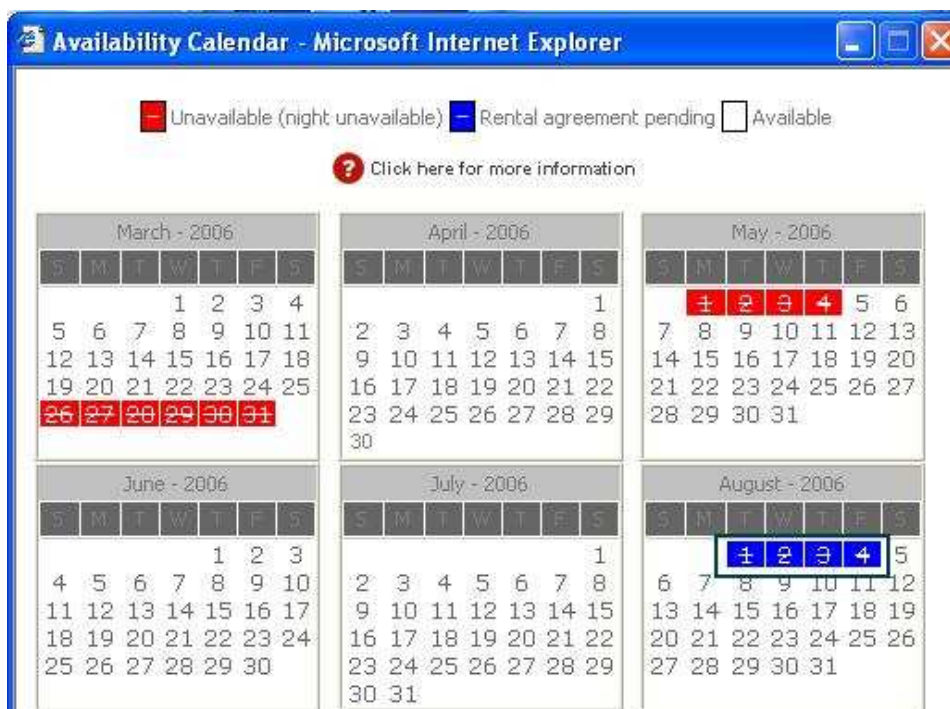
You can operate by car inquiries by changing of status.

Car Name: 2005 Lamborghini Concept S  
Renter: test renter  
Renter Email: [renter.1@test.com](mailto:renter.1@test.com)  
Pick-up Date: 01.11.2006  
Return Date: 01.12.2006  
Renter's Comment: *no comments*

Status:

Status Reason:

Availability Calendar/ Pending Dates

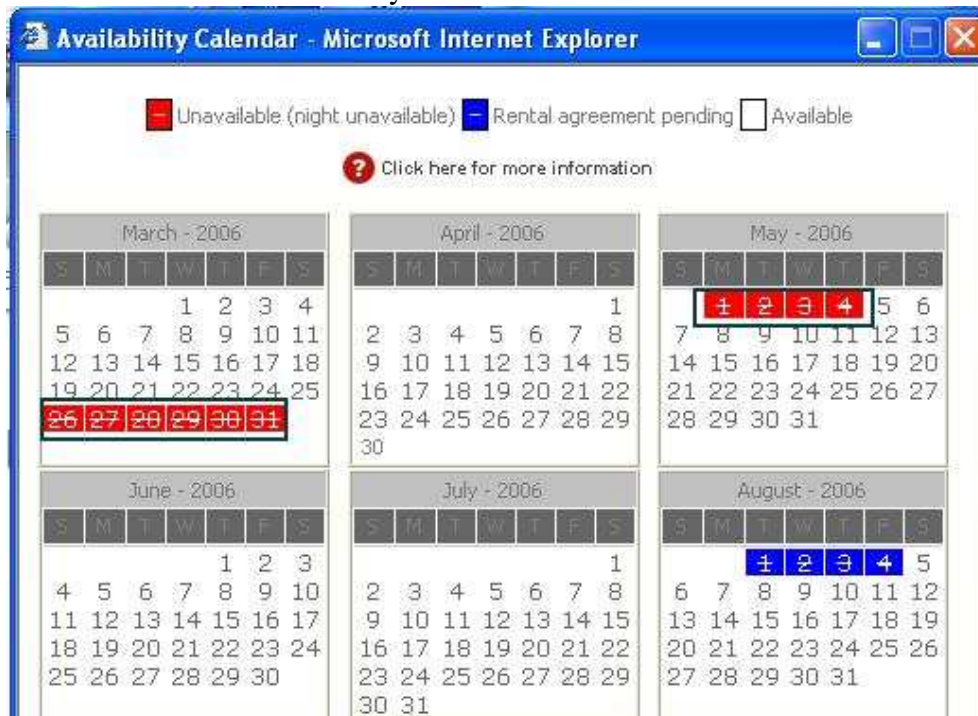


- **Confirmed.** When a car renter pays the invoice, the entry is automatically added to Owner's Invoices, and inquiry status gets changed to "Confirmed". The automated status email is sent to a car renter again. The reserved dates in Availability Calendar are automatically changed to red and they are considered to be unavailable/reserved:

Car Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, USD	Payment Date	Payment Sum, USD
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	16	06.05.2006 11:13:46	46500	06.05.2006 11:22:16	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	18	06.05.2006 11:14:00	46500	06.05.2006 11:22:27	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	19	06.05.2006 11:14:06	46500	06.05.2006 11:22:37	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	17	06.05.2006 11:13:54	45000	06.05.2006 11:25:56	45000

Records 1 to 4 of 4

Availability Calendar/ Reserved Dates



- **Closed.** Inquiry can be opened not more than during 1 month. If invoice was not paid by a renter during this period, owner can set the status to **Closed**.
- **Unavailable.** When there are several inquiries on the same car for the same period, owner makes “available” only one inquiry, and sets “unavailable” for others.

There might be the cases when a car owner has to set up the availability calendar manually, for instance, during off-season or due to some family emergencies. Then he/she logs in to his/her account, selects the needed car, presses “Edit” and then presses “Availability Calendar” at the right upper corner of the screen:

**Availability Calendar**

For making some dates *unavailable* just toggle checkboxes near by day and press "update" button.

To change other car parameters, please click [here](#).

MáY 2006

S	M	T	W	T	F	S
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
<input type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13
<input type="checkbox"/> 14	<input type="checkbox"/> 15	<input type="checkbox"/> 16	<input type="checkbox"/> 17	<input type="checkbox"/> 18	<input type="checkbox"/> 19	<input type="checkbox"/> 20
<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26	<input type="checkbox"/> 27
<input type="checkbox"/> 28	<input type="checkbox"/> 29	<input type="checkbox"/> 30	<input type="checkbox"/> 31			

## Invoicing

To start working with invoices, owner presses Invoices button at the left side menu, and sees the following screen:

**Renter Invoices**

Car	Date Entered	Renter Name	Renter Email	Amount	Paid	
2005 Lamborghini Concept S	06.05.2006 11:13:46	test renter	tenter1@test.com	46500	46500	<a href="#">Payments</a>
2005 Lamborghini Concept S	06.05.2006 11:13:54	test renter	tenter1@test.com	45000	45000	<a href="#">Payments</a>
2005 Lamborghini Concept S	06.05.2006 11:14:00	test renter	tenter1@test.com	46500	46500	<a href="#">Payments</a>
2005 Lamborghini Concept S	06.05.2006 11:14:06	test renter	tenter1@test.com	46500	46500	<a href="#">Payments</a>
2005 Lamborghini Concept S	06.05.2006 11:14:11	test renter	tenter1@test.com	45000	0	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Payments</a>
2005 Lamborghini Concept S	22.05.2006 10:40:12	test renter	tenter1@test.com	46500	0	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Payments</a>
2005 Lamborghini Concept S	22.05.2006 10:40:27	test renter	tenter1@test.com	45000	0	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Payments</a>

Records 1 to 7 of 7

[Add New Invoice](#)

Buttons “Edit”, “Delete”, and “Payments” allow owner to edit invoice information, delete an invoice or see Renter’s payment history.

To add a new invoice, he/she click the “Add New Invoice” link at the bottom of the form and he/she is taken to this screen:

**Add New Invoice**

Car: 2006 Honda Civic GX

Renter: renter renter

Amount: 4500

Description:

Insert Record

## Payments

To see payments, made by Car renters for car reservations, owner presses “Payments” button at the left side menu and sees the following table with Car Name, source, amount paid, etc.:

Renter Payments							
Car Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, USD	Payment Date	Payment Sum, USD
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	16	06.05.2006 11:13:46	46500	06.05.2006 11:22:16	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	18	06.05.2006 11:14:00	46500	06.05.2006 11:22:27	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	19	06.05.2006 11:14:06	46500	06.05.2006 11:22:37	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	17	06.05.2006 11:13:54	45000	06.05.2006 11:25:56	45000

Records 1 to 4 of 4

## Payment for Membership

Owners can be charged for membership. If the web site is not a free service, then owners should make membership payment as soon as they create their account. They may do it by pressing the Make Payment Button at the left side menu. Here is what they will see:

Payments					
Payment Source	Payment Type	Payment Gateway	Payment Date	Payment Sum, USD	
ccGateway	Gateway Transfer	cc	05.05.2006 12:14:50	189	
ccGateway	Gateway Transfer	cc	05.05.2006 12:16:25	189	
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:00	189	
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:13	189	
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:23	189	
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:35	189	

Records 1 to 6 of 6

Information about your **Owned Cars** will be available within **2856** day(s).

[Make Payments for Membership](#) **189 USD / 365 days**

Then owner clicks Make Payments for Membership link and proceeds with the order:

**Payment Method**

Please select the preferred payment method to use on this order. Please Select 

**Authorize.net**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

**Credit Card**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

**iPayment**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card Checknumber:  (located at the back of the credit card)

**Continue Checkout Procedure** to confirm this order.

[Delivery Information](#) | **[Payment Information](#)** | [Confirmation](#) | [Finished!](#)

As soon as owner checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses “Continue” button, he/she’s taken to Confirmation page:

Payment Method  
Authorize.net

Payment Information  
Authorize.net: Visa

Credit Card Owner: owner owner  
Credit Card Number: 4111XXXXXXXX1111  
Credit Card Expiry Date: January, 2007

Confirm Order

Delivery Information    Payment Information    Confirmation    Finished!

When owner presses “Confirm Order”, he’s taken back to Payments page.

## RENTER'S WORK AREA

### Renter Registration

iStateSoft Auto Manager has three levels of users: Car Owners, Car Renters, and Administrator. To register as Car Renter, go to login page, press "[Click here for renter's registration](#)" link:



The screenshot shows a login form on a dark blue background. It includes a 'Login:' label next to a text input field, a 'Password:' label next to a password input field, a 'Forgot Password?' link, a 'Login' button, and two lines of text: 'Have you not registered yet?' followed by 'Click [here](#) for *renter's* registration' and 'Click [here](#) for *owner's* registration'.

When you press this link, you are taken to the Registration Form Page, where you should fill in the form fields:

**Renter Registration**

Step 1: Please setup your information/profile below.  
Note: Make sure to save your Login and Password

Step 2: Use your Login and Password to login and view you profile.

First Name:

Last Name:

Login:

Password:

Re-type Password:

Address 1:

Address 2:

City:

Country:

Zip:

Area Code:

Phone:

Fax:

Email:

Additional Language:

Notes:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#).  
You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Renter’s entries are checked automatically by the system. In case, some entries are invalid, the renter will see the error screen:

**The following errors appeared:**

- **First Name** must be filled
- **Last Name** must be filled
- **Login** must be filled
- **Password** must be filled
- **Email** must be filled

If the fields are valid, the registration process is successful and renter is taken to his/her newly created account:



- 1 Renter uses these menu items to make an inquiry, to manage his/her profile, track his/her payments for car rent.
- 2 Here is the customizable area, where you can greet your newly registered renters, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever a renter encounters the issues, which require administrator's assistance, he can use this menu.

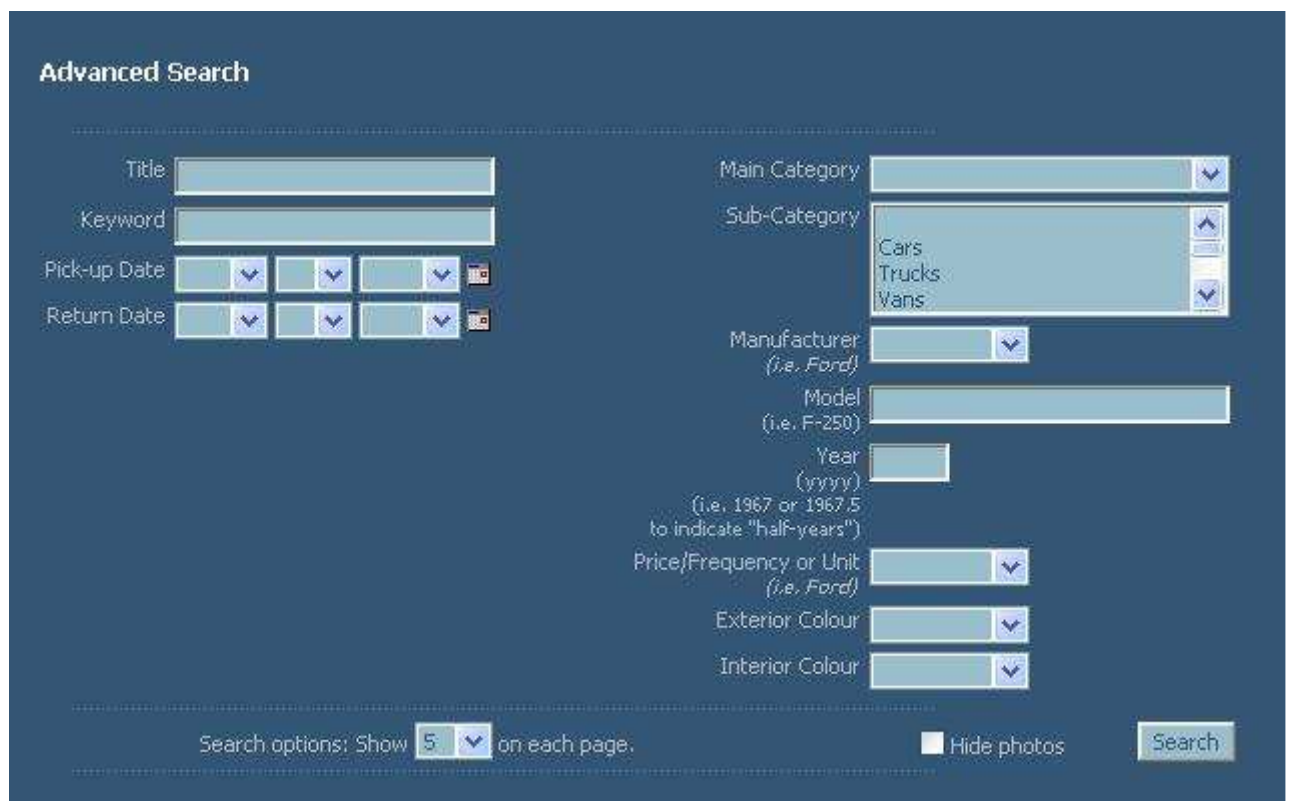
## Car Search

To search for a car, a renter can use simple or advanced search option. Simple search looks in the following way:



A vertical search form with a dark blue background. At the top, it says "CLICK HERE TO START SEARCH" with a blue arrow icon. Below this are several input fields: "Listing #" (text), "Manufacturer" (dropdown), "Model" (text), "Year" (text), "Price/Frequency or Unit" (dropdown), "Exterior Colour" (dropdown), and "Interior Colour" (dropdown).

Renter can receive close match search results, if he/she uses Advanced Search:



An advanced search form with a dark blue background. It has a title "Advanced Search" at the top left. The form is organized into two columns. The left column contains: "Title" (text), "Keyword" (text), "Pick-up Date" (calendar), and "Return Date" (calendar). The right column contains: "Main Category" (dropdown), "Sub-Category" (dropdown menu showing "Cars", "Trucks", "Vans"), "Manufacturer" (dropdown with example "(i.e., Ford)"), "Model" (text with example "(i.e. F-250)"), "Year" (text with example "(i.e. 1967 or 1967.5 to indicate 'half-years')"), "Price/Frequency or Unit" (dropdown with example "(i.e., Ford)"), "Exterior Colour" (dropdown), and "Interior Colour" (dropdown). At the bottom, there are search options: "Search options: Show 5 on each page." (with a dropdown for 5), a checkbox for "Hide photos", and a "Search" button.

After submitting the search criteria, renter is taken to the search results page:

12 Car Rentals Have Been Found. Listing(s) 1 - 5 are shown.

SEARCH RESULT

2005 Lamborghini Concept S



**Main Category** Automobiles  
**Sub Category** Cars  
**Year** 2005

2006 Ford F-250 Super Chief Concept



**Main Category** Automobiles  
**Sub Category** Cars  
**Manufacturer** Ford  
**Model** F-250  
**Year** 2006

2006 Honda Civic GX



**Main Category** Automobiles  
**Sub Category** Cars  
**Year** 2006  
**Price/Frequency or Unit** Not Applicable

2006 Lexus LS430



**Main Category** Automobiles  
**Sub Category** Cars  
**Year** 2006

2006 Nissan Urge Concept



**Main Category** Automobiles  
**Sub Category** Cars  
**Manufacturer** New Holland  
**Year** 2006

By clicking the Car Model Link or the Car Photo, renter is taken to the Detailed Car Description Page:


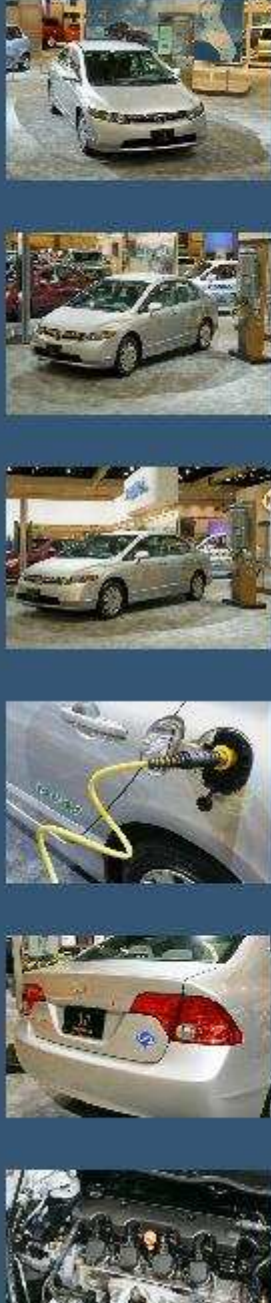
[Availability Calendar](#)  
[Inquiry](#)

## 2006 Honda Civic GX

Listing number: 7  
Available: Yes

[Email Page](#) [Print Page](#)

**Image Gallery**



<< prev    [Show picture in original size](#)    next >>

**Main Category** Automobiles  
**Sub Category** Cars

**This vehicle** For Rent  
**Status** Active  
**Manufacturer** Honda  
**Year** 2006  
**Price/Frequency or Unit** Not Applicable

**Features**

- ABS Brakes
- Rear Wiper
- Balcony
- Delay Wipers
- BBQ-Gas
- Alloy Wheels
- Sunroof
- Fog Lamps
- Color Keyed Trim
- Fireplace
- Keyless Entry
- Spoiler
- Gated Community
- Alarm
- Leather Interior

The above page contains the detailed description of car including the photos, movies, descriptions, attractions, and car owner's contacts. If you scroll to the end of the page, you'll see owner contact information:



## Checking out Car Rates

To check out the Car Rental Rates for different periods, renter can refer to the Rates Calendar, located at the same Detailed Car Description Page:

Rates					
Season (eg: High, Mid, Low, Easter)	Start Date	End Date	Daily Rate (USD)		
Event	01/01/06	31/12/06	1500	<a href="#">Rent Now</a>	
Event	01/01/07	31/12/07	1500	<a href="#">Rent Now</a>	
Event	01/01/08	31/12/08	1500	<a href="#">Rent Now</a>	
Event	01/01/09	31/12/09	-	<a href="#">Rent Now</a>	

## Making Inquiry

To make an Inquiry, renter should scroll down Detailed Car Description Page, till he sees the Rates Calendar (see above). If he/she clicks the Rent Now link he/she is taken to the email form page:

Send Inquiry To Car Owner

---

Car: [2005 Lamborghini Concept S](#)

**PERSONAL INFORMATION:**

Name:  \*

Email:  \*

Telephone:

**RENTAL DATE & TIME:**

Pick-up Date:    \*

Pick-up Time:

Return Date:    \*

Return Time:

**RENTAL LOCATION INFORMATION:**

Airport/Location Code:  \* [Look-up for airport codes](#)

OR

City:  \*

Country:  \*

State:

**ADDITIONAL INFORMATION:**

Arriving Airline:

Flight Number:

Questions and Comments:

The submitted info is sent to owner's email, and when he/she replies, the message will be sent to renter's email, specified in Email field of this form.

## Paying an Invoice


Renter's menu has "Invoices" button. When clicked, it displays the page where all the renter's invoices are collected. When car owner sends his/her invoice to renter, it's getting stored to this table:

Invoices							
Car	Date Entered	Owner Name	Owner Email	Amount	Paid		
2005 Lamborghini Concept S	06.05.2006 11:13:46	owner owner	owner@owner.com	46500	46500		<a href="#">History</a>
2005 Lamborghini Concept S	06.05.2006 11:13:54	owner owner	owner@owner.com	45000	45000		<a href="#">History</a>
2005 Lamborghini Concept S	06.05.2006 11:14:00	owner owner	owner@owner.com	46500	46500		<a href="#">History</a>
2005 Lamborghini Concept S	06.05.2006 11:14:06	owner owner	owner@owner.com	46500	46500		<a href="#">History</a>
2005 Lamborghini Concept S	06.05.2006 11:14:11	owner owner	owner@owner.com	45000	0	<a href="#">Pay</a>	<a href="#">History</a>
2005 Lamborghini Concept S	22.05.2006 10:40:12	owner owner	owner@owner.com	46500	0	<a href="#">Pay</a>	<a href="#">History</a>
2005 Lamborghini Concept S	22.05.2006 10:40:27	owner owner	owner@owner.com	45000	0	<a href="#">Pay</a>	<a href="#">History</a>

Records 1 to 7 of 7

To pay this Invoice by Credit Card or Payment Gateway, renter clicks the Pay link and he/she is taken to the Page where he should select the method of paying and then proceed with the order:

**Payment Method**

Please select the preferred payment method to use on this order. Please Select 

**Authorize.net**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

**Credit Card**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

**iPayment**

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card Checknumber:  (located at the back of the credit card)

**Continue Checkout Procedure** to confirm this order.

Delivery Information    Payment Information    Confirmation    Finished

As soon as a renter checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses "Continue" button, he/she's taken to Confirmation page:

**Payment Method**  
Authorize.net

**Payment Information**

Authorize.net: Visa

Credit Card Owner:	test renter
Credit Card Number:	4111XXXXXXXX1111
Credit Card Expiry Date:	January, 2007

[Confirm Order](#)

[Delivery Information](#) | [Payment Information](#) | **Confirmation** | [Finished!](#)

When a renter presses “Confirm Order”, he’s taken back to Invoices page.

## Print Car Description Page

While searching the cars, a renter can print the page, where the car he likes is described. He/she can then show it to his/her family/friends to consider the car for rent. For this, he/she goes to car description page and clicks “Print Page” link above the car photo:

[Availability Calendar](#)  
[Inquiry](#)

### 2006 Lexus LS430

**Listing number:** 8  
**Available:** Yes

[Email Page](#) [Print Page](#)

**Image Gallery**



**Main Category** Automobiles  
**Sub Category** Cars

**This vehicle** For Sale or Lease  
**Status** Accepting Bids  
**Manufacturer** Lexus  
**Year** 2006

**Features**

- ABS Brakes
- Rear Wiper

Once clicked, the pop up window with car description of print-friendly format appears:

## 2006 Lexus LS430

 Listing number: 8  
Available: Yes

[PRINT THIS PAGE]



**Main Category** Automobiles

**Sub Category** Cars

**This vehicle** For Sale or Lease

**Status** Accepting Bids

**Manufacturer** Lexus

**Year** 2006

- ABS Brakes
- Rear Wiper

If scrolled down, the page displays the full description of the selected car.

## Email Car Page to Friend

While searching the cars, a renter can come across the vehicle, which is not appropriate for himself/herself, but ideal for his/her friend. To let a friend know about this particular car, a renter can email the page with a detailed car description right from the web site, by using the “Email Page” link above the car photo:

[Availability Calendar](#)  
[Inquiry](#)

# 2006 Lexus LS430

**Listing number:** 8  
**Available:** Yes

[Email Page](#) [Print Page](#)

**Image Gallery**



<< prev    [Show picture in original size](#)    next >>


**Main Category** Automobiles  
**Sub Category** Cars

**This vehicle** For Sale or Lease  
**Status** Accepting Bids  
**Manufacturer** Lexus  
**Year** 2006

**Features**

- ABS Brakes
- Rear Wiper

Once clicked, the pop up window with email form appears:



The screenshot shows a web browser window with a dark blue background. The title bar reads "Email this page to a friend - Microsoft Internet Explorer". The main content area has a dark blue background with white text. The form is titled "Email This Car to a Friend". It contains three input fields: "Your E-mail:", "Friend's E-mail:", and "Comments:". Below the input fields are two radio button options: "Send a link to this car page:" (selected) and "Send a printable car page:". A "Send" button is located at the bottom of the form.

The option allows a renter to forward the info on a car to a friend's email either by sending the direct link to the web page, where the car is described, or by sending a printable page.

**NOTE:** "Search", "Email to a friend" and "Print Page" options are available to regular visitors of the web site, who do not have to register as renter to use them.

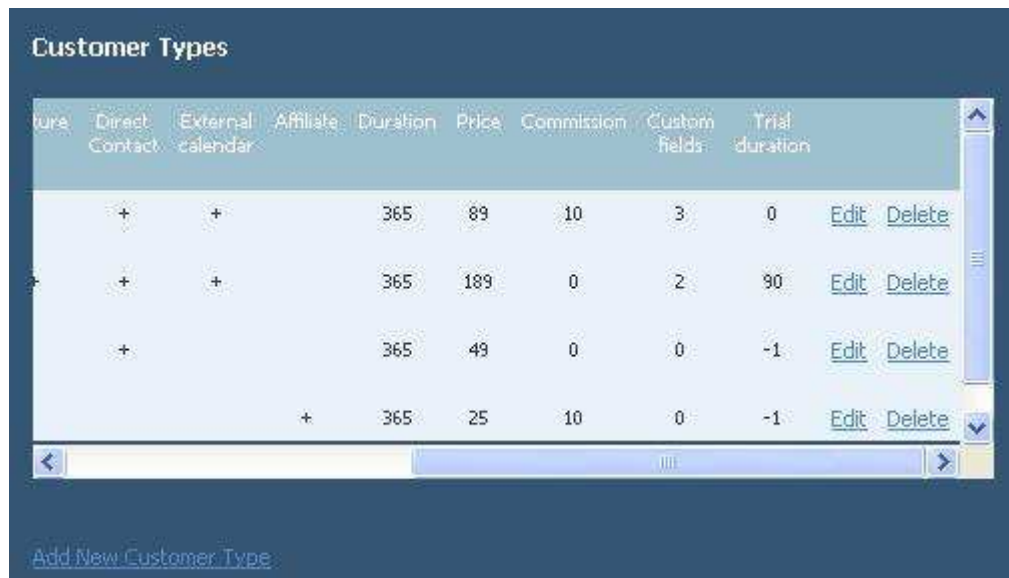
**ADMIN’S WORK AREA**

**iStateSoft Auto Manager User Types**

Administrator of the Car Rental Portal, working on iStateSoft Auto Manager engine should know that there are two types of members: Car Owners and Car Renters. Besides, owners can be signed up for different plans. This is also controlled by administrator. To set up these plans, available for owners to sign up for, administrator selects “Customer Types” button at the left side menu of his account and he is taken to this page:



To delete or edit the existing Owner Type, scroll the horizontal bar to the rightmost and click Edit or Delete:



To add a new Customer type, administrator should click Add New Customer Type link below the table with existing types. Once clicked, he is taken to Customer Type creation page with a built-in HTML editor:

**Add New Customer Type**

Name:

# of cars (-1 for unlimited):

# of photos (-1 for unlimited):

# of Flash or Video (-1 for unlimited):

# of custom fields:

Appliance:

Attraction:

Features:

Direct Contact/External URL:

External calendar:

Affiliate:

Duration, days (-1 for unlimited):

Trial duration, days:

Price, USD:

Commission, %:

HTML Header:

Arial 3 (12 pt) **B** *I* U <sup>x<sub>2</sub></sup> <sup>x<sup>2</sup></sup> [List] [List] [List]

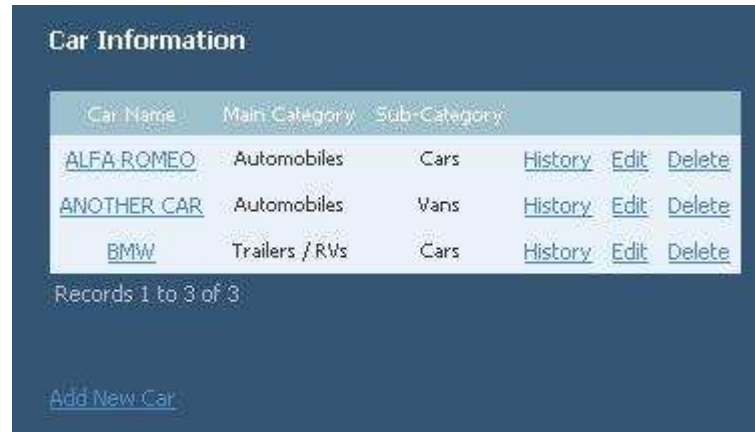
[List] [List] [List] [List] [Text] [Image] [Link] [Table] [Code]

This is the **BEST** membership plan!

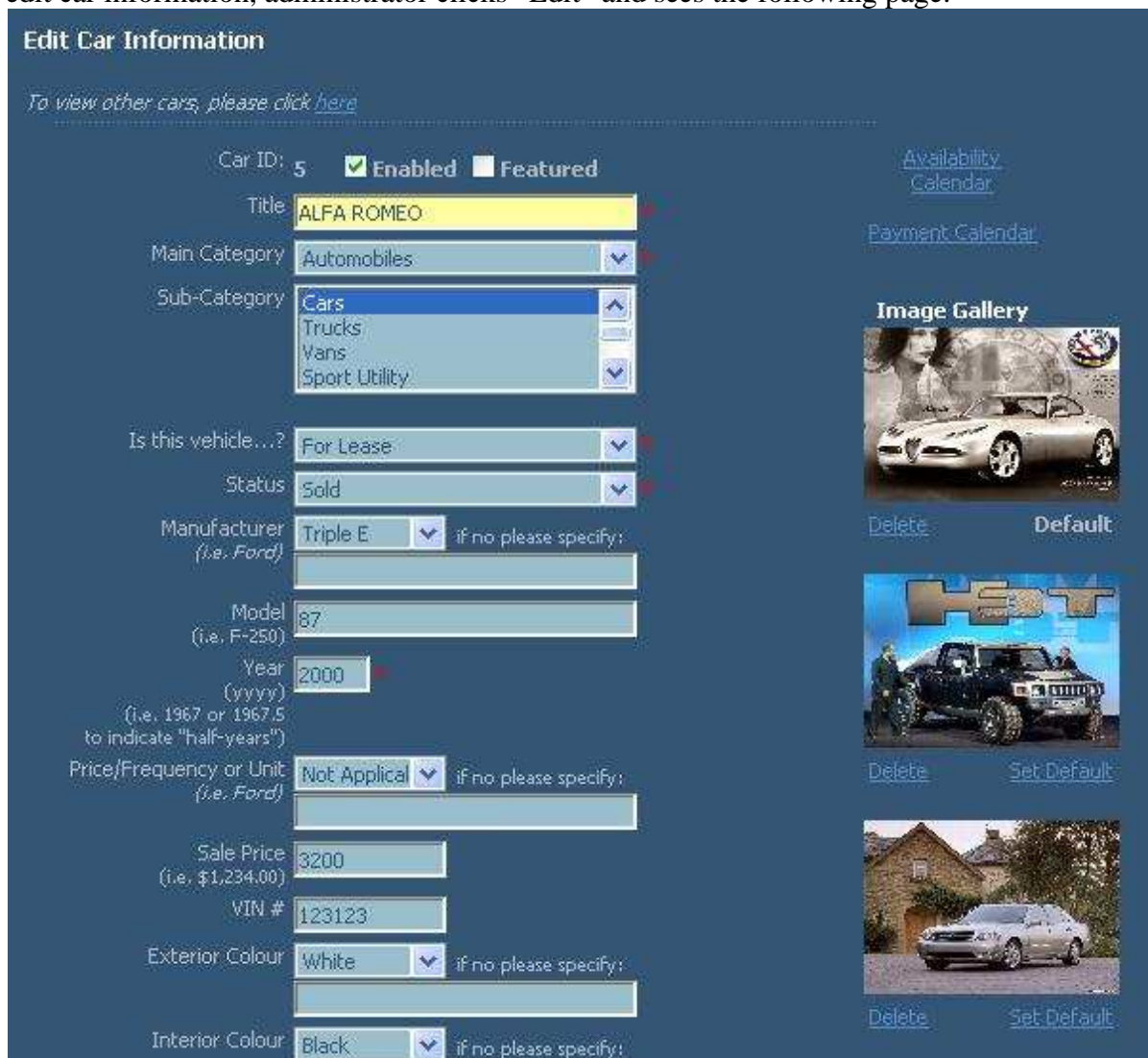
This form allows administrator to enter the allotted number of car photos/movies, which an owner can upload, by signing up to the given membership level. Administrator can also set up the account duration, price, number of custom fields, etc.

## Adding/Editing New Car Owner

As soon as a new owner registers, administrator can see his/her details in newly created account as well as the car details, if owner has added his/her car by that time. To see the cars which have been added by owners, administrator selects “Cars” at the left column menu:



To view the rent history of this car, administrator clicks “History” link.  
 To edit car information, administrator clicks “Edit” and sees the following page:



Ticked checkbox “Enabled” at the top of this page means that the car information, entered by car owner was enabled and is available on the web site for viewing. If enabled, car information will be seen in search results.

Ticked checkbox “Featured” is admin-only feature. Any car can be selected as “Featured” and be displayed at the start page of the web site or web site section, if “Featured” checkbox next to it is ticked:

The screenshot displays the iStateSoft Auto Manager interface. On the left, the 'OVERVIEW' section contains text describing the software's capabilities and benefits. The middle section, 'FEATURED CARS', lists three vehicles: a 2005 Lamborghini Concept S, a 2006 Ford F-250 Super Chief Concept, and a 2006 Nissan Urge Concept, each with a small image and a 'READ MORE' link. On the right, the 'CAR SEARCH' section features a search form with fields for Listing #, Manufacturer, Model, Year, Price/Frequency or Unit, Exterior Colour, and Interior Colour, along with a 'CLICK HERE TO START SEARCH' button.

**OVERVIEW**

**iStateSoft Auto Manager** is a one-stop solution developed to automate day-to-day operations in car rental companies of all sizes. Its rich functionality allows you to increase control over the vehicle management and boost rental fleet profit of your car rental company.

With **iStateSoft Auto Manager**, you improve customer service, regardless of your company size. The powerful engine of the software allows you to easily and quickly manage either small or large inventory.

**iStateSoft Auto Manager** takes care of reservations, payments, reports, and car presentation. In other words, this is the tool you need to completely automate your car rental business and concentrate on efficient marketing of your service.

Using **iStateSoft Auto Manager** you benefit from the following features:

- Accurate tracking of car reservations;
- Full control of car reservations;
- Instant confirmation of car...

**FEATURED CARS**

**2005 Lamborghini Concept S**

Main Category: Automobiles  
This vehicle: Display Only  
Status: Active  
Year: 2005

[READ MORE](#)

**2006 Ford F-250 Super Chief Concept**

Main Category: Automobiles  
This vehicle: For Lease  
Status: Sold  
Year: 2006

[READ MORE](#)

**2006 Nissan Urge Concept**

Main Category: Automobiles  
This vehicle: For Sale or Lease  
Status: Accepting Bids  
Year: 2006

[READ MORE](#)

**2007 Pontiac Solstice GXP**

Main Category: Automobiles  
This vehicle: For Rent  
Status: Reduced  
Year: 2007

[READ MORE](#)

**CAR SEARCH**

ADVANCED

[CLICK HERE TO START SEARCH](#)

Listing #

Manufacturer

Model

Year

Price/Frequency or Unit

Exterior Colour

Interior Colour

[CLICK HERE TO START SEARCH](#)

Save changes by clicking “Save changes” button at the bottom of the page.

Thus, iStateSoft Auto Manager has two options of adding car owners: 1) A car owner can register himself through the registration form at the start page (see Owner’s Work Area Section); 2) Administrator can add a car owner via his administration panel. To do this, administrator selects “Owners” in the left column menu, and then presses “Add a New Owner” link:



The screenshot displays the 'Owners' section of the application. It features a table with the following columns: Id, Login, First Name, Last Name, Country, State, and City. Below the table, it indicates 'Records 1 to 5 of 5' and provides a link to 'Add New Owner'.

Id	Login	First Name	Last Name	Country	State	City			
9	2	owner	owner	United States		0	<a href="#">Cars</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
12	kedra	Stacey	Daniels	United States		City	<a href="#">Cars</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
1	root	Charlie	Root	United States		00	<a href="#">Cars</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
5	test2@test.com	test	user #2	United States		0	<a href="#">Cars</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
4	test3@test.com	test	user #3	United States		0	<a href="#">Cars</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

Records 1 to 5 of 5

[Add New Owner](#)

By clicking the link, administrator is taken to a New User Form:

**Add New User**

User Type: Owner

First Name:

Last Name:

Customer Type: DELUXE CAR AD ▼

Login:

Password:

Re-enter Password:

Country: United States ▼

State: California ▼

City:

Address:

Zip:

Area Code:

Phone:

Fax:

Email:

Url:

Links:

Additional Language: English ▼

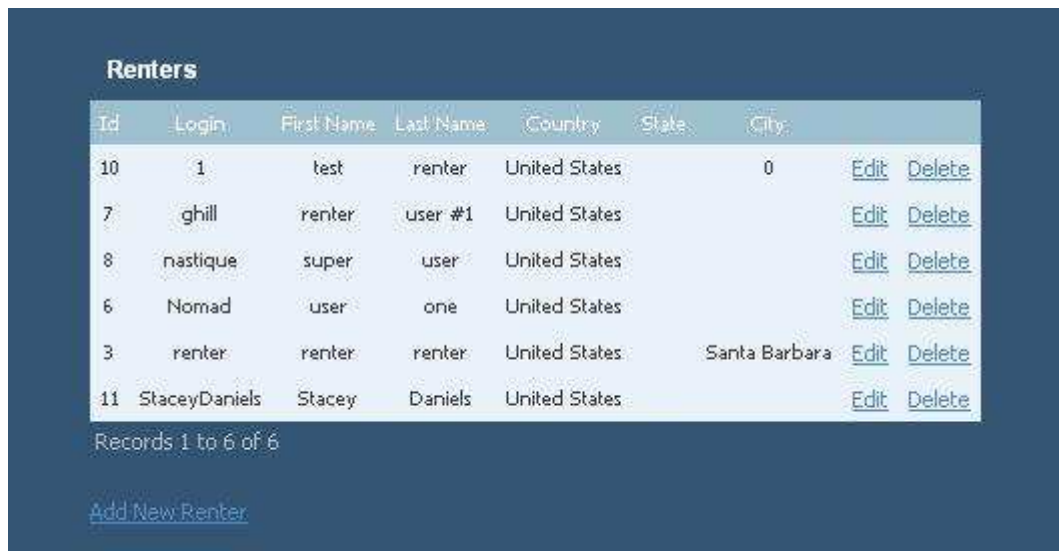
Notes:

Reference:

Once finished, press “Insert Record” button to save car owner details.

## Adding / Editing New Renter

iStateSoft Auto Manager has two options of adding renters: 1) A renter can register himself through the registration form at the start page (see Renter's Work Area Section); 2) Administrator can add a renter via his administration panel. To do this, administrator selects "Renters" in the left column menu, and then presses "Add a New Renter" link:



**Renters**

Id	Login	First Name	Last Name	Country	State	City		
10	1	test	renter	United States		0	<a href="#">Edit</a>	<a href="#">Delete</a>
7	ghill	renter	user #1	United States			<a href="#">Edit</a>	<a href="#">Delete</a>
8	nastique	super	user	United States			<a href="#">Edit</a>	<a href="#">Delete</a>
6	Nomad	user	one	United States			<a href="#">Edit</a>	<a href="#">Delete</a>
3	renter	renter	renter	United States		Santa Barbara	<a href="#">Edit</a>	<a href="#">Delete</a>
11	StaceyDaniels	Stacey	Daniels	United States			<a href="#">Edit</a>	<a href="#">Delete</a>

Records 1 to 6 of 6

[Add New Renter](#)

By clicking the link, administrator is taken to a New User Form:

**Add New User**

User Type: **Renter**

First Name:

Last Name:

Login:

Password:

Re-enter Password:

Country:

State:

City:

Address:

Zip:

Area Code:

Phone:

Fax:

Email:

Url:

Links:

Additional Language:

Notes:

Reference:

Once finished, press “Insert Record” button to save renter details.

To edit the details of those renters, who registered themselves via a registration form on the start page, administrator selects “Renters” from the left column menu and clicks “Edit” link next to the renter, whose details he would like to edit. Then he is taken to the Edit Renter Page:

The screenshot shows a web form titled "Edit User's Information" on a dark blue background. The form contains the following fields and values:

- User Type: Renter
- First Name: Stacey
- Last Name: Daniels
- Login: StaceyDaniels
- Password: [masked with 7 dots]
- Re-type Password: [masked with 7 dots]
- Address 1: [empty]
- Address 2: [empty]
- City: [empty]
- Country: United States (dropdown menu)
- Zip: [empty]
- Area Code: [empty]
- Phone: [empty]
- Fax: [empty]
- Email: stacey@istatesoft.com
- Url: [empty]
- Additional Language: English (dropdown menu)
- Notes: [empty text area with scrollbars]

At the bottom of the form is a button labeled "Update Record".

Once the editing is finished, press “Update Record” button.

## Reports

Reports are admin-only features. Reports can be on New Users, Expired Users, and Customer Payments. To access the reports, administrator selects “Reports” from left column menu.

- 1) New Users Reports.

### New Owners

Date range (mm/dd/yy) from  to

Date reg.	Date exp.	Customer	First Name	Last Name	User Name	City	Country	State	Plan
05/19/06	06/18/06	11	Stacey	Daniels	StaceyDaniels		United States		DELUXE CAR AD
05/19/06	08/17/06	12	Stacey	Daniels	kedra	City	United States		Vip Car Listing
05/05/06	03/29/14	9	owner	owner	2	0	United States		Vip Car Listing
05/05/06	03/30/10	10	test	renter	1	0	United States		DELUXE CAR AD
03/15/06	03/30/10	8	super	user	nastique		United States		DELUXE CAR AD
03/03/06	03/30/10	7	renter	user #1	ghill		United States		DELUXE CAR AD
02/28/06	03/30/10	1	Charlie	Root	root	00	United States		DELUXE CAR AD
02/28/06	03/30/10	3	renter	renter	renter	Santa Barbara	United States		DELUXE CAR AD
02/28/06	03/30/10	4	test	user #3	test3@test.com	0	United States		Vip Car Listing
02/28/06	03/30/10	5	test	user #2	test2@test.com	0	United States		Vip Car Listing

Records 1 to 10 of 11

>

>>

[Print](#) [To Word](#) [To Excel](#)

## 2) Expired Owners

**Expired Owners**Date range (mm/dd/yy) from  to  

Date reg.	Date exp.	Customer	FirstName	LastName	UserName	City	Country	State	Plan
05/19/06	06/18/06	11	Stacey	Daniels	StaceyDaniels		United States		DELUXE CAR AD

Records 1 to 1 of 1

[Print](#) [To Word](#) [To Excel](#)

## 3) Customer Payments

**Customer Payments**Date range (mm/dd/yy) from  to  

dt	Amount, USD	Car	Customer ID	First Name	Last Name
06/15/06	45000	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	45000	2005 Lamborghini Concept S	9	owner	owner

Records 1 to 5 of 5

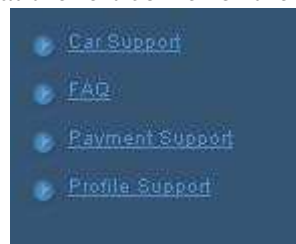
[Print](#) [To Word](#) [To Excel](#)

Each report can be exported to Word or Excel format for local storage. For this, use “To Word” and “To Excel” links below the reports table.

You may also print the reports for accounting or tracking purposes. For this click “Print” link below the reports table.

## Help Center

Help Center is available for all users of the system: car renter, car owner and administrator. All users see the following general menu at the left corner of the screen:



Whenever car owner or renter needs more information, have a question or need help, he/she can address FAQ section of the web site:

### Frequently Asked Questions

[Can I access and update my iStateSoft Auto Manager listings from my computer at home?](#)

[Can iStateSoft Auto Manager be tailored to meet my unique business requirements?](#)

[Do I need to have computer knowledge to use iStateSoft Auto Manager?](#)

[Do you have a demo version?](#)

[Do you offer technical support for iStateSoft Auto Manager?](#)

[Does a User Manual come with the software?](#)

[How can I charge the members of my site for car rental listings?](#)

[How can I track my site activities/ statistics?](#)

[How easy is to merge iStateSoft Auto Manager with existing sites?](#)

[How long has iStateSoft Auto Manager been available on the market?](#)

[How many cars can I track in iStateSoft Auto Manager?](#)

[How many photos and movies can I upload?](#)

[How much control does a site administrator have over the car owners and car renters?](#)

[This FAQ didn't help me, Whom shall I refer to on support-related issues?](#)

[What are the minimum system requirements for iStateSoft Auto Manager?](#)

[What if I'm having trouble installing it? Setting it up?](#)

[Why iStateSoft Auto Manager?](#)

[Will you be adding any new features in the future?](#)

[This FAQ didn't help me, Now what do I do?](#)

**[Can I access and update my iStateSoft Auto Manager listings from my computer at home?](#)**

Yes, you can access and update your listings from any computer in the world; all you need is to be connected to the internet and your valid personal password.

[top](#)

**[Can iStateSoft Auto Manager be tailored to meet my unique business requirements?](#)**

Yes, iStateSoft Team will be glad to customize the product if you need additional functionality. Contact us to discuss your ideas.

[top](#)

**[Do I need to have computer knowledge to use iStateSoft Auto Manager?](#)**

If you feel you might need additional training from our side, our consultant will gladly help you to master it. So far, we have one customer out of 10 who needs some training. Normally, users do not have any problems with it and find the program easy-to-use and intuitively understandable.

[top](#)

**[Do you have a demo version?](#)**

Yes, we have an online demo available. If you would like to test the iStateSoft Auto Manager online demo, you can view it at:

<http://www.istatesoft.com>

[top](#)

The FAQ section is easy to customize. To add a frequently asked question and answer to the FAQ list, administrator goes to Help Desks and clicks “Add New Item” link:

**Help Desks**

Section:  [View](#)

Question	Answer	
Can I access and update my iStateSoft Auto Manager listings from my computer at home?	Yes, you can access and update your listings from any computer in the world; all you need is to be connected to the internet and your valid personal password.	<a href="#">Edit</a> <a href="#">Delete</a>
Can iStateSoft Auto Manager be tailored to meet my unique business requirements?	Yes. iStateSoft Team will be glad to customize the product if you need additional functionality. Contact us to discuss your ideas.	<a href="#">Edit</a> <a href="#">Delete</a>
Do I need to have computer knowledge to use iStateSoft Auto Manager?	If you feel you might need additional training from our side, our consultant will gladly help you to master it. So far, we have one customer out of 10 who needs some training. Normally, users do not have any problems with it and find the program easy-to-use and intuitively understandable.	<a href="#">Edit</a> <a href="#">Delete</a>
Do you have a demo version?	Yes, we have an online demo available. If you would like to test the iStateSoft Auto Manager online demo, you can view it at: <a href="http://www.istatesoft.com">http://www.istatesoft.com</a>	<a href="#">Edit</a> <a href="#">Delete</a>
Do you offer technical support for iStateSoft Auto Manager?	Yes, we provide 30 days of free technical support for iStateSoft Auto Manager. If you need further support, we will be glad to discuss it.	<a href="#">Edit</a> <a href="#">Delete</a>
Does a User Manual come with the software?	You may always download User Manual from iStateSoft web site and save it locally for further using.	<a href="#">Edit</a> <a href="#">Delete</a>
How can I charge the members of my site for car rental listings?	You may charge your owners for membership, for including their vehicle into the «Featured Cars» column, for additional photo adding, for movie adding, etc. Other ideas are welcomed : - ).	<a href="#">Edit</a> <a href="#">Delete</a>
How can I track my site activities/ statistics?	iStateSoft Auto Manager includes several kinds of Reports: New Owners, Expired Owners, Customer Payments. They are available right on the web site in the administration panel. You may also print the reports. «Rental History» area allows you or your site member	<a href="#">Edit</a> <a href="#">Delete</a>
How easy is to merge iStateSoft Auto Manager with existing sites?	iStateSoft Auto Manager can be seamlessly integrated into your existing web site. Contact us if you need assistance on it.	<a href="#">Edit</a> <a href="#">Delete</a>
How long has iStateSoft Auto Manager been available on the market?	iStateSoft Auto Manager was first presented in 2003 as a searchable database for different kinds of listings. Then we added the specific functionality so that it could be perfectly suitable for vehicle rentals. From that moment on, it has been constantly added with new features. Due to our customers	<a href="#">Edit</a> <a href="#">Delete</a>

Records 1 to 10 of -1 > >>

[Add New Item](#)

Once clicked, “Add New Item” link returns the form to be filled in:

Section: [FAQ](#)

Question:

Answer:

You input  of 8000 characters.

Once filled in and saved, the info gets to the FAQ section.

## Troubleshooting

Both an owner and a renter have “Tickets” menu in their accounts. If clicked, this menu returns the “Trouble Tickets” page, where all the renter’s tickets (owner’s responses) are stored. To add a new ticket, a renter clicks “Add New Ticket” Link below the table. A renter sees the following form:

An owner can then respond to this ticket from his account.

**NOTE:** A renter can send tickets to a car owner, if a renter’s inquiry, made earlier, has been confirmed by a car owner.

All the tickets sent to a cart owner are stored in a renter’s account:

**Trouble Tickets**

Respondent: <All>  Show closed

Id	Respondent	Category	Subject	Priority	Closed	Entered		
1	Charlie Root	Information Inquiry	123	Important	No	13.03.2006 13:29:22	<a href="#">View</a>	<a href="#">Close</a>
3	Charlie Root	Information Inquiry	Can I access?	Important	No	30.06.2006 14:57:24	<a href="#">View</a>	<a href="#">Close</a>
4	Charlie Root	Information Inquiry	Does a User Manual?	Important	No	30.06.2006 14:59:32	<a href="#">View</a>	<a href="#">Close</a>
6	Charlie Root	Information Inquiry	How easy is to merge?	Important	No	30.06.2006 15:00:14	<a href="#">View</a>	<a href="#">Close</a>
7	Charlie Root	Information Inquiry	How long?	Extremely Important	No	30.06.2006 15:00:43	<a href="#">View</a>	<a href="#">Close</a>
8	Charlie Root	Information Inquiry	How much control does a site administrator?	Low	No	30.06.2006 15:01:06	<a href="#">View</a>	<a href="#">Close</a>

Records 1 to 6 of 6

[New Ticket](#)