**Rate Monitor**

# FAQ – Missing Rates

Summary   Sometimes rate searches will result in one vendor being sold out on a series of dates. If this is your brand, you might be able to verify that you are not in fact sold out. Why does the travel site show you as such? Most of the time, it can be chalked up to a slow period in your brand's IT department

## An Example

Often incorrect "Closed" rates for one brand's shop have been caused by that company having problems with their connectivity to the GDS vs. it being a web site issue. (Please see figure 1)

One way of deciphering is by reviewing the report and seeing if your competitors have rates. If they do have rates, that tells us the web site was not having a technical issue at the time the rates were gathered, but rather the problem is with the brand's connectivity to the travel site.

However, if your competitors don't have rates and all of the rates are "Closed" for a particular date or series of dates, then it is most likely that either the travel site was having problems or is down, or our search system was having problems with that particular site.

| | Alamo | Enterprise | Thrifty | Avis |
|---|---|---|---|---|
| Sun - 3/25/2007 | 268.90/337.61 W | 263.00/330.17 W | 259.89/321.58 W | Closed |

Figure 1 – Your report shows your rates as closed – but you know otherwise

| | | |
|---|---|---|
| **Budget** Los Angeles International Airport (LAX) Rental counter location: Counter At Terminal / Rental Shuttle To Vehicles. | | Daily Rate $88.99 TotalPrice $328.32 |
| **AVIS** Los Angeles International Airport (LAX) Rental counter location: Counter At Terminal / Rental Shuttle To Vehicles. | | |

Figure 2 – Turns out the website was showing closed also (empty rate cell) at the time the rates were collected.

## Time is often the Decider

The GDS's as a general rule, give the car companies three seconds to respond to rate requests. If for example, Travelocity asks Sabre for an Avis rate, Sabre will in turn ask Avis for the rate and if Avis does not get the rate back in three seconds then the Avis rate is left off the results grid on the website and in turn off the Rate-Monitor report.

Usually this is a rare occurrence, although all the brands have technical problems from time to time. Fortunately most of the time this happens in the early morning hours, and potential customer problems are minimized. If this is a recurring problem, it would certainly be appropriate to contact your brand's franchise or IT manager and request this be resolved. It is after all exactly what your customers are seeing - no cars available.

*NOTE: If you are building rules that are dependent on your rates, and your rates are the ones missing, please request the document titled "Rate-Monitor Tips and Strategies – Creating rules that don't require your rates"*