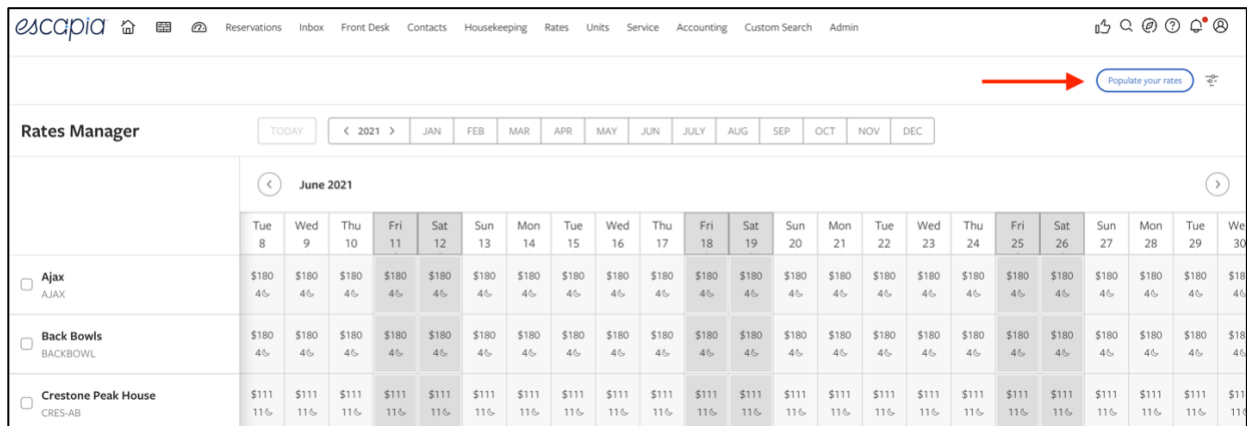




## New Rates Manager | Population Tool FAQs

### Where does the Rates Manager population tool live in Escapia?

To access the population tool, navigate to *Rates > Rates Manager* in Escapia's main navigation menu. You will then see the "Populate your rates" button in the top right corner of the new Rates Manager:



### Why should I populate my rates?

Populating your rates is a great way to get started with the new Rates Manager faster! In just minutes, the population tool pulls your existing nightly rates into the new Rates Manager and lays the foundation for building out your rates.

This option is available to all customers, regardless of how you manage your pricing plans today, but will be most accurate for customers with less complex rate rules. Once populated, you'll be able to review and adjust rates as needed.

While the population tool is a great way to get started quickly, we know some customers are looking for a fresh start with rates to create a simplified rates structure. If you prefer to start from scratch, you can do so by following the steps in [our Getting Started Guide!](#)

### Where are rates being pulled from?

The rates we are populating are pulled directly from rate rules within your pricing plans, including your "primary" pricing plan as well as all other plans linked to your primary plan — such as the MarketMaker Pricing Plan. Only rates specified in the bulk rate action grid

or created by adding a standard action using the “Set Rate To” option will be used to pre-populate your grid.

Remember that these rates are meant to help you get a jumpstart into using the new Rates Manager. Discounts and/or markups will not be applied. However, once they have populated, you can use the tools in the new Rates Manager to adjust rates based on seasons, holidays, etc.

If you happen to have more than one base rate rule, the highest rate will be used to populate your grid.

***Rates for some of my units did not populate over for certain time periods. Did something go wrong?***

There are a few complex conditions within rate rules that are not supported. If you are seeing blank rates, it is likely because you are using one or more rate rules or a combination of rate rules that are not supported by the population tool. Since rate rules are used to determine the actual rate for one or multiple properties during a specific season or date range, unsupported conditions could result in rates being absent for all dates within a season or range.

We recommend that you review your rates and if you come across any dates that are missing rates, simply use the tools in the new Rates Manager to populate rates manually.

***Can you populate rates for only a subset of my properties?***

No. This new import feature only supports populating rates for all your active properties. Any rates that have already been manually entered for some (or all) of your rates in the new Rates Manager will be overridden if you choose to use the population feature.

***Can I populate my rates more than once?***

Yes! The new tool will populate your rates from that specific point in time. If you are still using the old rates manager, changes you make will not automatically be updated in the new Rates Manager. Because of this, you can choose to have your rates populated more than once.

One reason you may want to do this is if you used the new population tool but did not complete [the steps necessary to go live](#) on the new Rates Manager. Once you are ready to begin exclusively using the new Rates Manager, we suggest that you populate your rates again so your current, most up-to-date rates are utilized.

**Note:** Any manual changes made in the new Rates Manager will be overridden upon subsequent population requests.

***Once my rates are populated, does that mean they're live?***

No. Even after your rates are populated, you will still be in a test environment until you have completed the required [steps to go live](#). This will give you the opportunity to review the rates, manually input any rates that were not populated, and make additional adjustments using the new Rates Manager tools.

***I no longer see the "Populate rates" button; where did it go?***

Congrats, this means you have successfully migrated to the new Rates Manager! Once your Pricing Strategy is changed to "Use 'Rate Manager' Pricing Engine," the "Populate rates" button will no longer be visible as you should now be fully onboarded to the new Rates Manager and can use the new tools provided to create new rates and manage existing rates.