

This FAQ covers the most important questions regarding the RapidEye Geodata Kiosk. If you need additional support, please read the User Manual located on the SUPPORT page of the kiosk. If you still cannot find the answer to your question, please email sales@rapideye.de and we will respond as soon as possible with an answer.

Distributor Support

Q: Do I have to select a Distributor or a Dealer? Why?

A: Yes, you have to select a Distributor or a Dealer. The selected Distributor or Dealer supports you in the event you have any issues at any point in the ordering and delivery processes of the RapidEye Geodata Kiosk. Any questions concerning the functionality of the Geodata Kiosk, your account or your order, your Distributor or Dealer will help you. While our “German” version is available, RapidEye will be named as your Distributor. Once the “International” version is released, RapidEye will re-assign a Distributor to you based on your geographical location.

Q: I have questions about my order, whom should I contact?

A: Please address your questions to your selected Distributor or Dealer.

Q: Can I change the selected Distributor or Dealer? How?

A: Unfortunately, the RapidEye Geodata Kiosk will not allow you to change your distributor or dealer once you have chosen one. In the event you need to change your distributor, our Customer Service Team can help. Send an email to sales@rapideye.de, and request this change.

Q: I want to return my product - what do I have to do?

A: Please contact your Distributor or Dealer in order to return the product.

Q: When does RapidEye support me?

A: Throughout our “German” release of the Geodata Kiosk, RapidEye's Customer Service Team will provide support to all kiosk customers via email. All emails should be sent to sales@rapideye.de. Once our “International” version of the Geodata Kiosk has been released, support will be provided by your local Distributor or Dealer.

Order Process

Q. How do I select an Area of Interest (AOI)?

A. Once you have located the general area of interest in the interactive map tool, the next step is to define a more specific Area of Interest using the AOI Selection buttons.

This can be done using the *Draw Rectangle AOI*, *Draw Polygon AOI* or *Open the AOI Window*. When using the option for Open the AOI Window, you must provide the coordinates for the AOI in decimal degrees; WGS84 for world and NAD83 for USA. Click *Update and Zoom..*

After creating the AOI, you will notice that the map tool shows a hashed area to represent your AOI. This will remain on the map throughout your search request. Use the *Zoom To Your AOI* button to zoom to a close-up view of your area of interest.

Q: I was logged in as a guest. When I wanted to add my selected products to the order, I was requested to login. After a successful login, my search results and my defined AOI were gone.

A: Your AOI is still there, even if you see the entire world. Just click "Zoom to Your AOI" and your previously selected AOI will return. The search results are truly gone. Therefore, you have to search for and reselect your products again.

Q: In which formats can I order the product?

A: You can order the product in the following formats: GeoTIFF, GeoJPEG2000, GeoTIFF/World, NITF and PCI (PIX)

Q: What projections and datum do you support?

A: All UTM, WGS84 and WGS72 are supported.

Q: In the search field are different options to refine my search. What do these things mean?

A: Please find below the descriptions of the different options to refine the search:

Data Range: All images within the Kiosk are imaged in a specific time. You can search for images within a specific time range (i.e. only images from April to June 2009)

Linear / seasonal: If you search for images over a long time range you can distinguish between linear (all images between start and end date) and seasonal (images from June and July in the years 2009, 2010 and 2011). Please note: the seasonal search only works if the archive contains data from more than one year.

Maximum Unusable Data: Parts of the data contains unusable data like clouds or blackfill. You can specify the percentage of those unusable data within the image you will accept. You can investigate the real spatial distribution of those unusable data through the quicklook function.

Maximum incidence angle: The images are acquired with different incidence angles, which can have an effect on the usability of the data for specific cases. You can specify the maximum incidence angle you will accept.

Maximum sun angle: You can specify the maximum sun angle you will accept.

Q: Which email notifications should I receive when I submit an order?

A: A confirmation email is immediately sent once an order has been submitted. After the job has finished processing, a delivery email is also sent providing details about the delivery of the data and its availability. Depending on the order volume, it may take anywhere from a few minutes up to a few hours until your order is available for Download. In main cases, the time doesn't exceed 15 minutes.

Q: How long does the delivery of the ordered data take?

A: Processing time and duration depends on the size of the order placed. In most cases it will be immediately available via secure download.

Q: I received a delivery notice from the RapidEye Geodata Kiosk. How can I download data from the site?

A: The email with the delivery notice contains a link, which guides you directly to your order. In the most cases you can just click on this link and your standard browser will open a new window. At this point you will be asked for the password provided with the mail. After specifying the place where the file should be stored on your local system, the download starts. **Please note:** included in the email are special hints for using Microsoft Internet Explorer 7 when downloading data from the RapidEye Geodata Kiosk.

Q: I have not received any emails about my order. What should I do?

A: If you have not received an email confirmation within one hour, please check your junk email folders or spam filters that have possibly caught the Geodata Kiosk automated confirmation email. If no email messages regarding your order appear, please contact your Distributor or Dealer.

License

Q. How do I know which License I need?

A. The list of licenses displayed reflects the options available as defined by your Login. Contact your Distributor for more information regarding which license is appropriate for your product.

Q: Can I pass my product to a friend?

A: Only under special circumstances you can do this. Please refer to the end user license agreement of the ordered data for these circumstances.

Payment

Q: How can I pay the products?

A: You can pay with the following credit cards: Visa, Mastercard, Visa Electron, American Express, Diners, and JCB.

Q: Can I pay with my currency? Which currency is possible?

A: All orders placed on the RapidEye Geodata Kiosk are payable in Euro. You can easily check your currency rate against the Euro by visiting www.oanda.com.