Technical FAQs

1. I have filled in the "NAP Entry" table and have created the costing matrix tables. I found a mistake and need to add more rows. How do I do this?

This is not possible. When the costing matrix tabs are created the whole tool is set up for these items. A solution may be that the current version of the tool is saved under a different name. The user can then go back to the latest saved version of the tool and paste anew the table and now including the forgotten rows. Otherwise, contact helpdesk.

2. I have filled in all necessary items on the "Basic inputs for Tool" tab but the "Check inputs" cells show red.

Check if all necessary cells are definitely fill in (correctly). Otherwise this is probably due to pasting text from another document and removing formatting in the target cell. Try to undo the pasting if possible and paste only the text or open the black version of the tool and paste the formatting in the target cell. If it proves difficult, contact the help desk.

3. On the "Basic inputs for Tool" tab, is inflation per year or cumulative?

Inflation is per year. Fill in a whole number and not as a decimal. Thus 10 = 10%

4. I do not know the inflation of my country. What do I do?

Inflation is very difficult to estimate, especially so in developing countries. You can check with the ministry of finance of your country or refer to the web site of the World Bank. If you can find inflation for some years in the past you might use an average of those, or calculate a trend. If you are guessing, you might also do without inflation and mention this explicitly in the AMR NAP.

5. How do I fill in the exchange rate?

You fill in the number of currency you can buy for 1 United States Dollar (USD).

6. I have not filled in all the necessary inputs for my calculation on the forms/building blocks

If this is the case this is probably the first time the user needs this input. The user can close the form, navigate to the "Basic Inputs for Tool" tab and fill in the necessary data. Then return to the cell in the appropriate costing matrix tab and rerun the necessary building block. The new value will now show up in the form. This may most likely happen for the "Categorization" or "Human Resources" items.

7. There is no value in the annual cost and total cost cells although the form has inserted a value in the "Estimated cost" column.

You probably have not inserted the number of items planned in the "No of units" per year columns. It may also be the case that the user is using more than 200 rows in the costing matrix. If this is the case the user should use the "Insert rows" button in the top toolbar to add extra rows.

8. The dashboard does not show results.

This can have various origins. The user should have clicked the "Refresh data and visuals" button. If clicking this button does not result in the excel hourglass appearing something may be wrong in the set up of your computer. The user should check out the manual on this topic. If the hourglass does appear it may take a long time to run. The user should not interrupt the calculations. If the hourglass takes more than 10 – 15 minutes the user should end the calculation and check the "Basic inputs for tool " set up tab. However, since there are various possibilities for this the user might want to contact the help desk.