

Connect User Guide

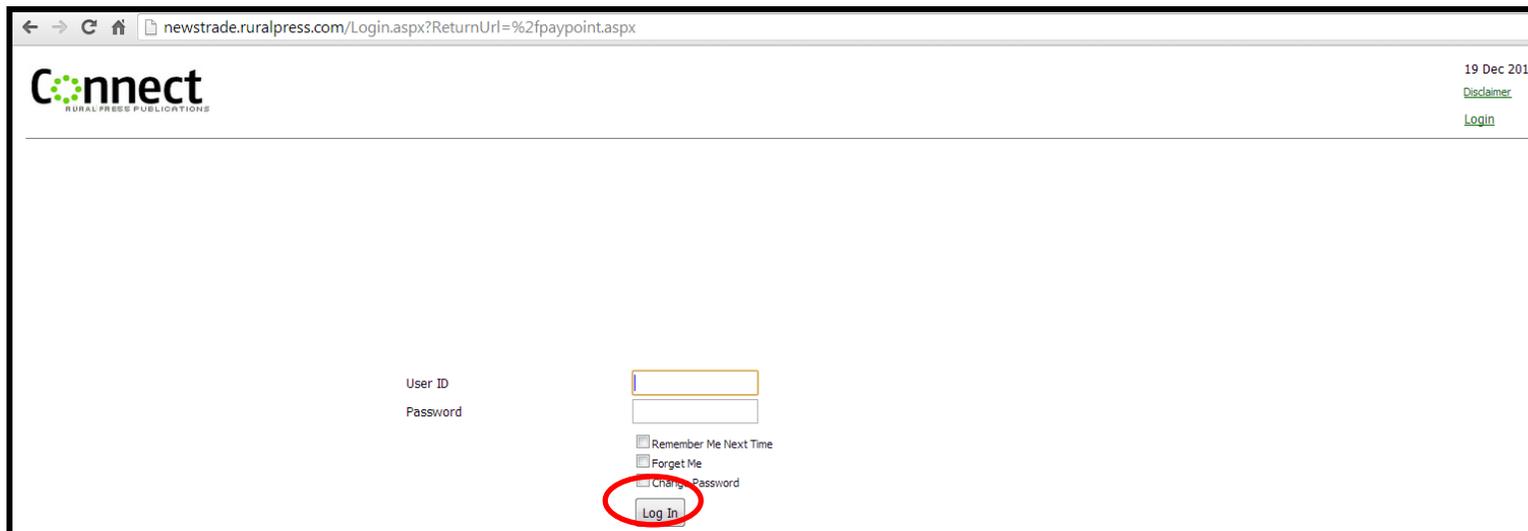
19 March 2014
(last updated 16 May 2014)

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Log in

Open Internet Explorer web browser
Navigate to <http://newstrade.ruralpress.com>



The screenshot shows a web browser window with the address bar displaying `newstrade.ruralpress.com/Login.aspx?ReturnUrl=%2fpaypoint.aspx`. The page header includes the "Connect" logo with "RURAL PRESS PUBLICATIONS" underneath, and the date "19 Dec 2013" with links for "Disclaimer" and "Login". The main content area contains a login form with the following elements:

- Labels: "User ID" and "Password"
- Input fields: Two text boxes for entering the User ID and Password.
- Checkboxes: Three checkboxes labeled "Remember Me Next Time", "Forget Me", and "Change Password".
- Button: A "Log In" button, which is circled in red in the image.

Type in your User ID and Password
Click the *Log In* button

Once logged in, the main page will display important messages and updates.

The screenshot shows the Rural Press Connect website interface. The browser address bar displays 'newstrade.ruralpress.com/BeginPage.aspx'. The website logo 'Connect RURAL PRESS PUBLICATIONS' is on the left. The navigation menu includes 'Subscription', 'Returns', 'Supply', 'Reports', 'Messages', 'Admin', 'Feedback', and 'Help'. The 'Messages' tab is highlighted with a red circle. On the right side, the user is logged in as 'lau, Launceston Launceston' on '19 Dec 2013'. There are links for 'Disclaimer' and 'Logout'. The main content area is titled 'Important Messages' and contains three messages:

- Subject :** EARLY DISTRIBUTION
Message : THE LAND and QUEENSLAND COUNTRY LIFE will be printed every week throughout the Christmas/New Year period and will be distributed TWO DAYS earlier than usual for issues dated 26th DECEMBER and 2nd JANUARY. NORTH QUEENSLAND REGISTER will not be printed for 19th and 26th December or 2nd January.
- Subject :** IMPORTANT MESSAGE:-
Message : To ensure your returns are credited to your account on your next statement, Rural Press Connect will close the returns entry facility each Thursday for all Publications at 12pm EST so that all returns can be processed. It will re-open Friday at 5am EST.
- Subject :** MASTHEAD RETURNS
Message : All Mastheads MUST be forwarded to RFPConnect Locked Bag 50 WINDSOR SOUTH DC NSW 2756 Ensure your copy of the RETURNS REPORT is included with the Mastheads (The Returns Report is found under the Reports Tab) Enquiries: 1300 137 610
- Subject :** NETWORK CIRCULATION
Message : Network Circulation will be closed on the Christmas and New Year public holidays. We will also be open shorter hours on the following days: TUESDAY 24th DECEMBER - Closing 2pm; FRIDAY 27th DECEMBER - Closing Midday; TUESDAY 31st DECEMBER - Closing 2pm. All times are AEST. Messages can be left and will be attended to when the department is open. RP CONNECT will still be available throughout this time as normal. We wish you all a safe and happy holiday.

This information can also be accessed at any time by clicking on the Messages tab

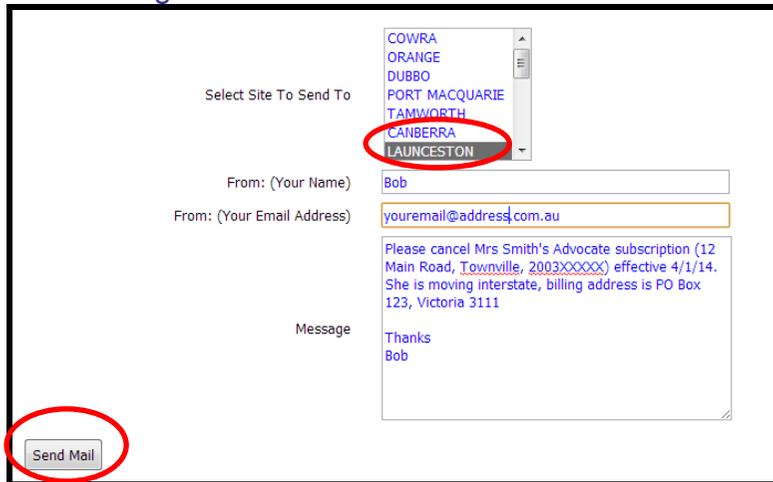
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Feedback

Use the Feedback tab to email the Fairfax circulation team in Launceston.



For Examiner feedback select the Launceston site, and for Advocate feedback select the Burnie site. Enter your name and email address in the relevant fields. Ensure the message contains all necessary information, including publication, subscriber details and dates. Your newsagency details will automatically be generated in the feedback email title, so there is no need to include these in the message text.

A screenshot of a web form for sending feedback. The form has several fields: 'Select Site To Send To' with a dropdown menu showing options like COWRA, ORANGE, DUBBO, PORT MACQUARIE, TAMWORTH, CANBERRA, and LAUNCESTON (the last one is circled in red); 'From: (Your Name)' with the text 'Bob'; 'From: (Your Email Address)' with the text 'youremail@address.com.au'; and a 'Message' text area containing the text 'Please cancel Mrs Smith's Advocate subscription (12 Main Road, Townville, 2003XXXXXX) effective 4/1/14. She is moving interstate, billing address is PO Box 123, Victoria 3111' followed by 'Thanks Bob'. A 'Send Mail' button is located at the bottom left of the form and is circled in red.

Click *Send Mail* button.

A CC email is sent to your email address

Your suggestion/feedback has been sent

This message will popup when successfully sent

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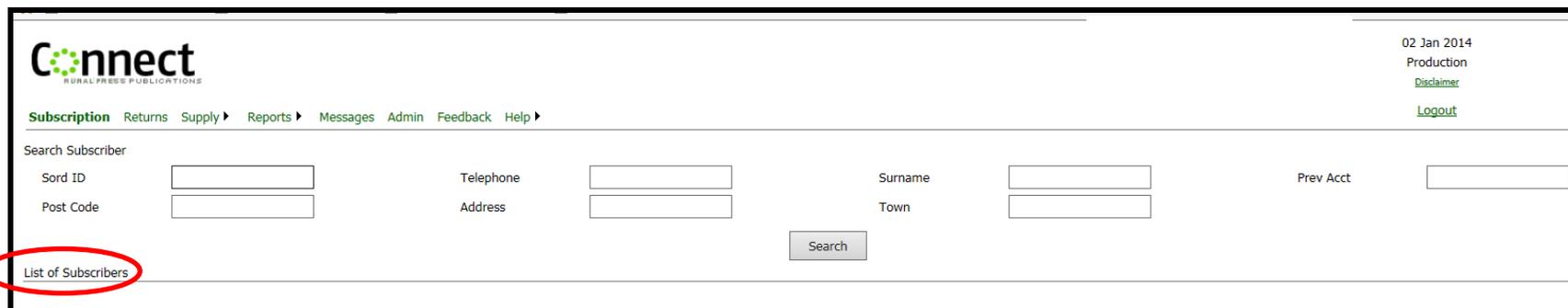
Subscriptions

Searching for a subscriber

Click on the Subscription tab to search for a subscriber



Enter subscriber Account Number/Subscription ID into the Sord ID field and click Search to open a subscriber account. Alternatively, search for subscribers by entering data into any of the search fields and click Search. If more than one subscriber matches the data entered they will populate underneath in the List of Subscribers. Select relevant subscriber from the list to open their account. Note that if you provided your systems account code you can search in the Prev Acct field.



No Subscriber Found

NOTE: If a subscriber cannot be found try searching with less information, for example, just the surname, or street number, etc. If No Subscriber Found message still appears the customer either never existed in the system, or has been cancelled and has a zero balance on their account. Newsagents will be able to open cancelled subscribers who still have an amount due to pay.

Once the subscriber is selected the following screen will display:

Subscription Returns Supply ▶ Reports ▶ Messages Admin Feedback Help ▶ [Logout](#)

Subscription Details

Amount Due	0.00	Subscription ID															
Date Paid To	30/04/2014	Rate ID	ADV I H														
Order End Date	30/04/2014	Rate Description	ADVOCATE THROW OFF														
Order Start Date	3/06/2013	Period ID	4WKS														
		Service ID	MON TO SAT														
			<table border="1"> <tr> <td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td><td>Sun</td> </tr> <tr> <td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td> </tr> </table>	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1	1	1	1	1	1	1
Mon	Tue	Wed	Thu	Fri	Sat	Sun											
1	1	1	1	1	1	1											
		Round ID	Round Description														
			NAA-PENGUI ADV HD round for Penguin News														

Enter New Payments

Select payment option

Pay Until Requested Date

Pay Fixed Amount

Pay Until: ...

Amount Due \$:

Payment Method:

Past Payments

Payment Date	Amount
03/01/2014	20.00
18/12/2013	32.60
29/11/2013	34.00
31/10/2013	34.00

Temporary Stops

Select To Update	Stop Date	Restart Date
<input type="checkbox"/>	22/01/2014	22/04/2014
<input type="checkbox"/>	04/01/2014	16/01/2014
	27/12/2013	03/01/2014

Create/Update Temporary Stops

Stop Date: ...

Restart Date: ...

If Return Date Is Unknown

Scenario 1 - If less than 3-months, leave Restart Date blank, then click Create Temp Stop

Scenario 2 - If greater than 3-months, notify Fairfax through the feedback tab

Note

Under scenario 1, a restart date is automatically calculated. You can edit the return date when the customer returns. If the restart date is not edited prior to 3-months elapsing, Fairfax will contact the customer direct to confirm a restart date or extend the subscription for a further 3-months.

Missed Paper Credits

Date	Description	Amount
03/01/2014	MISSED PAPERS CREDIT	-1.30

Notes To Driver

Date Entered	Issue Date	Text
03/01/2014	02/01/2014	COMPLAINT RECEIVED VIA CONN
03/01/2014	28/12/2013	Missed paper Saturday 28/12/13. Please throw paper over fence

Create Note To Driver

Text: Issue Date:

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Subscription details

Subscription details are summarised at the top of the screen.

Subscription Details		2003XXXXX		Address	
Amount Due	40.00	Subscription ID	2003XXXXX	Customer Name	
Date Paid To	01/04/2014	Rate ID	LEXNA	Customer Address	
Order End Date	29/04/2014	Rate Description	LEX newsagents in advance	Round ID	Round Description
Order Start Date	19/08/2013	Period ID	4WKS	NAL-PROSP2	LEX PROSPECT NA MT LESLIE RUN2
		Service ID	7DAYS	NAS-PROSP2	SUN PROSPECT NA SUMMERHILL RUN
			Mon Tue Wed Thu Fri Sat Sun		
			1 1 1 1 1 1 1		

'Amount Due' will change to 'Amount In Credit' when a subscriber is in credit. Their credit balance will be displayed in red, for example:

Amount In Credit	52.80
------------------	--------------

'Date Paid To' is updated as payments are made

'Order End Date' is the day the current 4 week order ends. In the top example the customer owes \$40.00. If the customer pays the full due amount the Date Paid To will become the same as the Order End Date:

Amount Due	0.00
Date Paid To	29/04/2014
Order End Date	29/04/2014

'Order Start Date' is the date the account began in Connect

'Subscription ID' is also called Account Number or Sord ID

'Rate ID' and 'Rate Description' is the delivery rate.

'Period ID' is the order renewal/billing period

'Service ID' is days of delivery and quantity

'Address' is customer's name and delivery address

'Round ID' is the delivery round the customer is attached to

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Temporary stops

Temporary Stops provides a summary of past, current and future temporary/holiday stops.

To update a current or future temporary stop tick the Select To Update box – See page 12, Update Temporary Stop for further instructions

Select To Update	Stop Date	Restart Date
<input type="checkbox"/>	04/01/2014	07/01/2014
<input type="checkbox"/>	27/12/2013	03/01/2014

There are 3 types of temporary stops

- ① Temp stops where restart date is known
- ② Temp stops where restart date is unknown and less than 3 months
- ③ Temp stops where restart date is unknown and greater than 3 months

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①

Create temporary stops where restart date is known

To create a temporary stop enter the stop and restart dates. Either type the dates in, or click the button with the 3 ellipses to select a date from the calendar. Click the *Create Temp Stop* button to create the stop.

Note: Restart date must be populated

Create/Update Temporary Stops

Stop Date ...

Restart Date ...

Create Temp Stop

If Return Date Is Unknown

Scenario 1 - If less than 3-months, leave Restart Date blank

Scenario 2 - If greater than 3-months, notify Fairfax

Note

Under scenario 1, a restart date is automatically calculated when the customer returns. If the restart date is not edited, the system will contact the customer direct to confirm a restart date or extend the subscription for a further 3-months.

January 2014						
M	T	W	T	F	S	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Note: After 3:00pm temporary stops can no longer be entered for the following day, the date will not be selectable.

Temporary Stop Added

This message will display once the temporary stop has been created correctly, and the dates will be added to the Temporary Stops list.

#305 Overlapping vacation dates entered.

This message will display if overlapping temp stop dates have been entered. Refresh the page if the dates are not overlapping, and check the summary to see if temp stop has already been added.

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②

Create temporary stops – return date unknown but less than 3 months

The following information must be applied when the return date is unknown:

If Return Date Is Unknown
Scenario 1 - If less than 3-months, leave Restart Date blank, then click Create Temp Stop
Scenario 2 - If greater than 3-months, notify Fairfax through the feedback tab

Note
Under scenario 1, a restart date is automatically calculated. You can edit the return date when the customer returns. If the restart date is not edited prior to 3-months elapsing, Fairfax will contact the customer direct to confirm a restart date or extend the subscription for a further 3-months.

Leave Restart Date blank if customer is unsure of their restart date, but knows it will be within three months

Create/Update Temporary Stops

Stop Date	<input type="text" value="22/01/2014"/>	<input type="button" value="..."/>	<input type="button" value="Create Temp Stop"/>
Restart Date	<input type="text"/>	<input type="button" value="..."/>	

The restart date of 3 months is automatically calculated and added to the temp stop in the summary

Temporary Stops		Temporary Stop Added
Select To Update	Stop Date	Restart Date
<input type="checkbox"/>	22/01/2014	22/04/2014

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③

Create temporary stops – return date unknown and greater than 3 months

Using the Feedback tab, email subscribers details with the stop date. See page 4 for further instructions.

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Updating temporary stops

Select the temporary stop to be updated. The stop will be highlighted in orange when selected. Enter new stop/restart dates and click *Update Temp Stop* button

NOTE: Only dates in the future can be updated, and adjustments for the following day can only be entered into Connect prior to 3:00pm.

Select To Update	Stop Date	Restart Date
<input checked="" type="checkbox"/>	04/01/2014	07/01/2014
	27/12/2013	03/01/2014

Create/Update Temporary Stops

Stop Date ...

Restart Date ...

Temporary Stop Updated

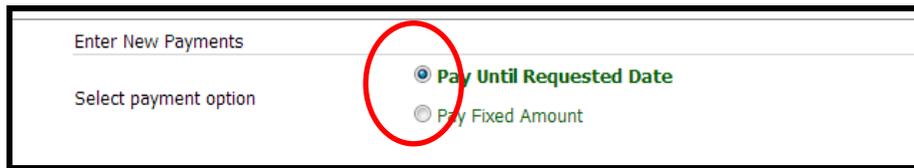
This message will display once temp stop has successfully updated.

NOTE: If a temporary stop needs to be deleted forward the details to Fairfax via the Feedback tab

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Payments

There are two methods for entering payments; paying a fixed amount which is the preferred option, or paying to a requested date. Select the payment option type required



Enter New Payments

Select payment option

Pay Until Requested Date

Pay Fixed Amount

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Pay fixed amount

Enter the dollar value of the fixed amount per amount on customer's invoice.
Click *Calculate New End Date* button. This will generate a Paid Until date in the box.

NOTE: The Paid Until date is only a calculated guide. It will not be accurate for all fixed payment amounts as the date given may be either the day before or day after the actual due date. Therefore it is advisable to encourage subscribers to pay the invoiced amount, or always pay an amount equivalent to a full 4 week order, or multiple 4 week orders. This will ensure accounts are kept tidy and easy to read for both subscribers and newsagents.

NOTE: Credits are not given to subscribers for missed papers or temporary holiday stops. Instead an extension of days is given to an order. The full invoice amount will still be required to be paid for the 4 week order, and customers should not be "short paying" accounts to compensate for temp stops or missed papers. If at any time credits are processed (e.g. for non-publishing days, migration credits, etc) newsagents will be notified in advance.

Select the payment method from the drop down box and click *Accept Payment* button.

Payment Amount \$	<input type="text" value="20.00"/>	<input type="button" value="Calculate New End Date"/>
Paid Until	<input type="text" value="04/02/2014"/>	
Payment Method	<input type="text" value="Cash"/> <input type="button" value="v"/>	<input type="button" value="Accept Payment"/>

The following message will display once the *Accept Payment* button is clicked. To discard the payment click *Cancel*. To continue with the payment click *OK*.

The page at newstradetest.ruralpress.com says: ✕

Payment of \$20.00 will be made to subscription !

Click OK to continue.
Payment will be recorded, followed by a display of payment receipt.

Click Cancel to discard payment.

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Pay until requested date

Enter the date the customer wishes to pay up until, or select the date from the calendar by clicking the button with the *three ellipses*.

Click the Calculate Amount Due button to calculate the payment amount. The amount due will display in the box next to the button. Select Payment Method from drop down box and click *Accept Payment* button

Pay Until	<input type="text" value="03/01/2014"/>	<input type="button" value="..."/>
Amount Due \$	<input type="text"/>	<input type="button" value="Calculate Amount Due"/>
Payment Method	<input type="text" value="Cash"/>	<input type="button" value="Accept Payment"/>

If *OK* is clicked the receipt will be generated. Click *Print Receipt* button to print for customer

Fairfax Regional Media (TAS) PTY LTD

ABN : 75 009 590 998
71-75, Paterson Street, Launceston, Tasmania 7250
P.O. Box 99, Launceston.
Telephone (03) 6336 7111
Fax (03) 6331 4858

Date : **3/01/2014**
Reference : **030114111958**

To

Payment Receipt

RECEIVED THE AMOUNT BELOW

SUBSCRIPTION DESCRIPTION

ID :
Type : **4WKS MON TO SAT**
Paid Until : **04/02/2014**

AMOUNT

20.00

THANK YOU

Print Receipt

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Viewing subscriber past payments

The last four payments will be displayed under Past Payments. Click *Refresh* to see an up to date listing.

Past Payments	
Payment Date	Amount
03/01/2014	20.00
18/12/2013	32.60
29/11/2013	34.00
31/10/2013	34.00

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Missed paper credits

Only extensions are given to subscribers, credits are never given for missed papers.

To provide customers with a missed paper extension forward the details to Fairfax via the Feedback tab.

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Notes to driver

View past messages under Notes to Driver

Notes To Driver		
Date Entered	Issue Date	Text
03/01/2014	28/12/2013	Missed paper Saturday 28/12/13. Please throw paper over fence

Create new notes under Create Note To Driver.

Type the message you wish to send to the driver in the Text box. Type the date of the issue or click the *button with three ellipses* to select an Issue Date from the calendar.

NOTE: It is important to enter the correct Issue Date as this ensures the message delivery to the correct driver. For example, if a customer makes a complaint on Monday 6/1/14 about a missed Sunday paper on 5/1/14 the issue date will be 5/1/14.

Click the *Create Note* button

Create Note To Driver	
Text	Issue Date
<input type="text" value="Thursday 2/1/14 - Missed delivery"/>	<input type="text" value="2/1/14"/> ...
	<input type="button" value="Create Note"/>

Note Added

This message will display when note successfully created

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New subscriptions

New subscriptions are not processed through Connect. Please contact Fairfax via the Feedback tab to create a new subscription
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Change of service

Changes to delivery days and quantities are not processed through Connect. Please contact Fairfax via the Feedback tab to process these changes
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Change of customer details

Changes to delivery address, billing address, phone numbers, names or titles are not processed through Connect. Please contact Fairfax via the Feedback tab to change any customer details
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Cancellations and restarting cancelled orders

Cancellations and cancellation restarts are processed by Fairfax. Please forward details of cancellations or restarts through the Feedback tab. **NOTE:** Restart dates of temporary stops can be updated through Connect if the account has not been cancelled (see Temporary Stops)
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NOTE: Cut off times for processing changes either in Connect or via Feedback are 3pm Monday to Friday and midday Saturday (for Sunday & Monday changes)

Reports

Reports can be accessed through the Reports tab. Select from the list the report you wish to generate.



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Payment reports

Generates a report of all payments made on the selected date. View on screen or *Print Report*.

Payment Date	Subscription ID	Name	Payment Method	Amount Paid
2/01/2014 7:39:53 AM	2003		Cash	8.50
2/01/2014 8:44:48 AM	2003		Cash	15.60
2/01/2014 9:24:42 AM	2003		Cash	20.00
2/01/2014 10:36:25 AM	2003		Cash	24.10
2/01/2014 10:54:29 AM	2003		Cash	17.00
2/01/2014 11:03:35 AM	2003		Cash	32.60
2/01/2014 11:04:59 AM	2003		Cash	8.50
2/01/2014 11:14:08 AM	2003		Cash	25.50
2/01/2014 11:19:26 AM	2003		Cash	17.00
2/01/2014 11:54:05 AM	2003		Cash	109.10
2/01/2014 12:06:35 PM	2003		Cash	8.50
			Total Payments	681.90
			Credit Card	0.00
			Cheque	0.00
			Cash	681.90

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Driver messages

Message Label reports contain all stops, starts, part week deliveries, changes and messages for a particular round and date. Select relevant Round ID, Issue Date and Publication Codes and click the *Submit* button. A PDF of the report is generated.



The screenshot shows a web form with three dropdown menus and two buttons. The first dropdown menu is labeled 'Round ID' and has 'NAA' selected. The second dropdown menu is labeled 'Issue Date' and has '03/01/2014' selected. The third dropdown menu is labeled 'Publication Codes' and has 'ADVFR1, The Advocate Friday' selected. Below the dropdown menus are two buttons: 'Submit' and 'Download CSV'. The 'Submit' button is circled in red.

- If you have multiple delivery rounds, select each round individually & *submit*
- If there are no messages, a message label will still be generated stating there are no messages

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Driver round cards

Round cards are generated in PDF format by selecting the Round ID, Issue Date and Publication Codes required. Click the *Submit* button

Please enter parameters for Round Cards Report

Round ID

Issue Date

Publication Codes

If you have multiple rounds select the Round ID, Issue Date and Publication Codes required and click the *Round Card Details* button. You can see all your round totals & grand totals by selecting the *Round Card Summary* button

Please enter parameters for Round Cards Report

Round ID

Issue Date

Publication Codes

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