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Log in

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

Type in your User ID and Password
Click the Log In button
Once logged in, the main page will display important messages and updates.

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

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.
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 details**

Subscription details are summarised at the top of the screen.

<table>
<thead>
<tr>
<th>Subscription Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Due</td>
<td>40.00</td>
</tr>
<tr>
<td>Date Paid To</td>
<td>01/04/2014</td>
</tr>
<tr>
<td>Order End Date</td>
<td>29/04/2014</td>
</tr>
<tr>
<td>Order Start Date</td>
<td>19/04/2013</td>
</tr>
<tr>
<td>Subscription ID</td>
<td>2003XXXXX</td>
</tr>
<tr>
<td>Rate ID</td>
<td>LEXNA</td>
</tr>
<tr>
<td>Rate Description</td>
<td>LEX newsgroups in advance</td>
</tr>
<tr>
<td>Period ID</td>
<td>4WKS</td>
</tr>
<tr>
<td>Service ID</td>
<td>7DAYS</td>
</tr>
<tr>
<td>Address</td>
<td>Customer Name</td>
</tr>
<tr>
<td>Customer Address</td>
<td></td>
</tr>
</tbody>
</table>

‘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.
**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.

<table>
<thead>
<tr>
<th>Temporary Stops</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select To Update</strong></td>
</tr>
<tr>
<td>![Tick]</td>
</tr>
<tr>
<td>![Tick]</td>
</tr>
</tbody>
</table>

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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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

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.
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

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

![Image of temporary stop update interface]

**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 | Pay Until Requested Date
|-------------------|--------------------------
| Select payment option | Pay Fixed Amount |

**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.
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.
**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.

<table>
<thead>
<tr>
<th>Pay Until</th>
<th>03/01/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Due $</td>
<td></td>
</tr>
<tr>
<td>Payment Method</td>
<td>Cash</td>
</tr>
</tbody>
</table>

![Payment System Interface](image)
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 : 4WKS MON TO SAT

Type : 4WKS MON TO SAT

Paid Until : 04/02/2014

AMOUNT

**20.00**

THANK YOU

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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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/01/2014</td>
<td>20.00</td>
</tr>
<tr>
<td>18/12/2013</td>
<td>32.60</td>
</tr>
<tr>
<td>29/11/2013</td>
<td>34.00</td>
</tr>
<tr>
<td>31/10/2013</td>
<td>34.00</td>
</tr>
</tbody>
</table>
**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

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.

This message will display when note successfully created.
New subscriptions
New subscriptions are not processed through Connect. Please contact Fairfax via the Feedback tab to create a new subscription
[Back to contents]

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
[Back to contents]

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
[Back to contents]

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.

<table>
<thead>
<tr>
<th>Subscription</th>
<th>Returns</th>
<th>Supply</th>
<th>Reports</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Returns Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Message Labels</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Round Cards</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Payment Date</th>
<th>Subscription ID</th>
<th>Name</th>
<th>Payment Method</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/01/2014 7:39:53 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>8.50</td>
</tr>
<tr>
<td>2/01/2014 8:44:48 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>15.60</td>
</tr>
<tr>
<td>2/01/2014 9:24:42 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>20.00</td>
</tr>
<tr>
<td>2/01/2014 10:36:25 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>24.10</td>
</tr>
<tr>
<td>2/01/2014 10:54:29 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>17.00</td>
</tr>
<tr>
<td>2/01/2014 11:03:35 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>32.60</td>
</tr>
<tr>
<td>2/01/2014 11:04:59 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>8.50</td>
</tr>
<tr>
<td>2/01/2014 11:14:08 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>25.50</td>
</tr>
<tr>
<td>2/01/2014 11:19:26 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>17.00</td>
</tr>
<tr>
<td>2/01/2014 11:54:05 AM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>109.10</td>
</tr>
<tr>
<td>2/01/2014 12:06:35 PM</td>
<td>2003</td>
<td></td>
<td>Cash</td>
<td>8.50</td>
</tr>
</tbody>
</table>

Total Payments: 681.90

- Credit Card: 0.00
- Cheque: 0.00
- Cash: 681.90
**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.

<table>
<thead>
<tr>
<th>Round ID</th>
<th>NAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Date</td>
<td>03/01/2014</td>
</tr>
<tr>
<td>Publication Codes</td>
<td>ADVFRI, The Advocate Friday</td>
</tr>
</tbody>
</table>

- 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.

<table>
<thead>
<tr>
<th>Round ID</th>
<th>NAA-FENGU1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Date</td>
<td>03/01/2014</td>
</tr>
<tr>
<td>Publication Codes</td>
<td>ADVFRI, The Advocate Friday</td>
</tr>
</tbody>
</table>

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.