



Integrated Publication Solutions Retailer FAQ's

How do I obtain a direct account with IPS?

To obtain a direct account with IPS simply fill out an IPS Direct Account Application Form and send it to info@publicationsolutions.com.au. The application form can be downloaded from www.publicationsolutions.com.au under the forms section. Your application will then be reviewed by the retail account team based on the information provided. You will then be advised via reply email if your application has been successful.

How do I obtain and IPS Online account?

To hold an IPS online account you must have a direct account with IPS. Once your account has been set up you will need to advise IPS if you wish to use XchangeIT or IPS Online by completing the Web Application Form and submitting it via email to info@publicationsolutions.com.au. If you choose IPS Online you will be emailed your IPS Online username and password.

How can I use XchangeIT to share data with IPS?

If you have an existing XchangeIT account you simply send IPS a request and our customer service team will approve it to enable you to send and receive data via XchangeIT eliminating the manual process currently employed. If you do not have an existing XchangeIT account please contact XchangeIT directly by visiting www.xchangeit.com.au.



Returns

How can I submit my returns?

You can submit your returns via XchangeIT or IPS Online.

- a) XchangeIT – [Click here](#) for the IPS XchangeIT Returns Guide.
- b) IPS Online – To submit your returns via IPS online log into your IPS online account at www.ipsonline.net.au. Select the Returns Tab and then enter the number of returns against each publication. Once you have filled in all of your returns quantities press the submit button. For more information [click here](#) to download the IPS Returns Guide.

For your returns to be credited you must remove the mastheads from each unsold publication and post them to, PO Box 999 North Richmond NSW 2754 along with your printed return docket.

How can I submit late returns?

IPS does not accept the submission of late returns. Returns are considered late if they are submitted later than 2 weeks after the off sale date. Late returns will be considered if there are extenuating circumstances outside of the Specialist Retailers control. To have late returns considered for credits please send an email detailing your claim to customerservice@publicationsolutions.com.au.

How do I submit multiple returns?

If you find additional returns that need to be submitted within the returns window you can simply log into your IPS online account and submit your returns. Please note that the total number of returns is to be entered when submitting additional returns, the returns submit button is not an override.

Why can't I submit early returns?

IPS does not have an option for early returns either via XchangeIT or IPS online. If you are receiving too many copies of any title please visit www.ipsonline.net.au to adjust your supply levels.

How do I claim short credits?

If you have not received the correct quantity of a publication and there is a variance between the actual copies received and what is on the delivery documentation then you can claim short credits via the IPS Online portal. Log into your IPS Online account at www.ipsonline.net.au and select the short claims tab and enter your short claims. Short claims must be claimed on the same day of delivery of the publication that is being short claimed.

How do I obtain credits for damaged copies?

If through the delivery process your publications arrived damaged and you are unable to sell them you can either process a short claim or order additional copies. Please see the FAQ's for short credits and additional copies.

How do I enter the General Retailer returns?

Once you have logged into IPS Online each General Retailer will be outlined via a dropdown menu at the top of the screen. If there is no General Retailer details available you need to fill out the General Retailer information form and IPS will include them with your account.

How do I process returns for publications that were distributed by Media Plus?

For all publications that had an on sale date of 26/06/2011 and prior the returns need to be submitted via the old process using Fairfax Media Connect and sending your returns mastheads or full copies to your state based customer service team.



Supply

How do I order additional copies of a publication currently on sale?

You can order additional copies of any title at any time during the on sale period via the IPS Online portal www.ipsonline.net.au. Simply log into your IPS Online account and select the extra supply tab. Select the publication that you require additional copies from the drop down menu. Please note that only publications currently on sale will be available for order. Enter the required copies and hit the submit button. If copies are available your order will be processed and delivered the next day (except in WA and TAS which may take 2 business days) if the order is completed by 12.00 noon. If there are no copies available you will be notified by the customer service team.

How can I change my supply?

You can modify the supplies of any publication via IPS Online www.ipsonline.net.au. Log into your IPS Online account and select the supply tab. Change the quantity in the quantity tab and submit your request. For more information on adjusting supply levels you can download the Supply Management Guide [here](#).

Why can't I reduce my supply?

If you reduce your supply to a level outside the Trading Terms Agreement an error message will display and you will be advised to email customerservice@publicationsolutions.com.au or call 1800 606 477 for assistance. For further details on the supply management business rules you can download the Supply Management Guide [here](#).

What is the difference between permanent and temporary supply?

Permanent changes to supply will be ongoing from the date of change. Temporary changes to supply would be a one-off change on a specific date and supply will automatically revert back to the previous weeks supply. You can select whether the supply adjustment is permanent or temporary for all titles.

Why has my supply changed?

IPS will continue to assist agents with supply management through detailed analysis to maximise the sales and sales efficiencies for all publications. IPS will communicate all supply adjustments to retailers advising them of any changes.



Accounts

How do I check my credits from publications that were distributed by Media Plus?

Credits for publication that were distributed prior to 26/06/2011 will be on the Fairfax Media invoice that you currently receive. To check on credits please contact your Fairfax Media customer service team.

How do I obtain a Credit Application?

To be able to trade with IPS you must have a credit application. To apply for a credit application download and complete the IPS Credit Application form fill in all of the details and send back to info@publicationsolutions.com.au.

What are the terms of IPS accounts?

All IPS accounts operate on a 21 days after the end of the month.

Marketing and Promotions

How do I nominate to participate in an IPS Publisher promotion?

To nominate your participation in any publisher promotions simply email info@publicationsolutions.com.au your account id, the size of the POS pack you wish to receive and the name of the promotion.

How do I receive my fee for participating in an IPS Publisher promotion?

To receive your fee for marketing and promotion support, simply send in your proof of participation i.e. a photo of the POS display to info@publicationsolutions.com.au. Once the photo has been received you will receive a credit to the value of the level of marketing support on your next invoice.

How do I receive POS material?

Once you have selected the promotion and the POS you require the POS will be delivered to your store with your publications.