

POS Solutions

Australia Pty Limited

ABN 91 006 195 400



Please address all correspondence to: POS Solutions Australia, PO Box 2194
MOORABBIN VIC 3189 Email: support@posolutions.com.au

Managing the changes to the Fairfax subscription system in Posbrowser

INTRODUCTION

On the 3rd of May 2010, Fairfax are introducing a new system for their subscription customers in NSW, QLD, SA & WA, There are several fundamental changes to the current system of handling subscriptions which this document outlines and details how to handle both the change over and the ongoing operation of these changes in Posbrowser

Customers in QLD, SA and WA will only need to follow this procedure for their Financial Review subscription customers.

VERSION OF POSBROWSER

In order to help with the changeover process, we have released several new customer utilities that are described in this document.

These utilities are available in version 1.1.43.P or later of Posbrowser meaning all sites should have these utilities.

You can see which version of Posbrowser you currently have by selecting the System info button on the Welcome document (the first document as you open Posbrowser). Your Local version should read the same as the version number listed above or greater e.g. 1.1.43.P.

If it does not, then please manually patchupdate your system, close and reopen Posbrowser and check your version number again.

If you have any issues then please contact POS Solutions support.

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OVERVIEW

The exact operation and how to implement the changes involved will be described in later sections. This section however is intended to give you a broad picture of what these changes are.

Subscriber account numbers: While all the subscriber account numbers are changing the process of adding and removing them will not. All customers are simply going to be issued with a new account number.

Subscription expiry dates: Fairfax will no longer be sending subscription expiry dates with their new starts. We are recommending that you set up all existing and future deliveries as no charge publications without subscription details. Stops and starts should be placed on the order as required.

Offer Codes: Fairfax will not use offer codes internally. Newsagents may still wish to use offer codes in their shop for management and auditing purposes.

Ordering on Connect: When ordering on Connect you will no longer be required to put in an order for the Fairfax managed subscriptions. We recommend that you create separate stock items and publications for these orders. Not only will it separate you customers for ordering on Connect but it will also act as a quick auditing method to ensure you are delivering the correct number of papers.

Notifications to Fairfax: Fairfax requires notification of Stops and Starts by the next day. We recommend you use the start / stop report to keep them informed of these changes.

Connect Start files: To use the Fairfax Connect file import, you will need to set up an offers for the codes SMHONG and FRONG and untick the default charging boxes. Please contact POS Solutions if you wish to use these features.

Note that these files contain starts only. You will still need to enter stops manually from the listing provided on the Connect Web site.

SUBSCRIBER ACCOUNT NUMBERS

When communicating with Fairfax, Newsagents often refer to the customer by their Fairfax subscriber number. This number is held in:

- Customers
- Customer Maintenance

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→ Creditor Customer Codes

With the change to the new system, Fairfax will be allocating a new subscriber number to every subscription customer and any numbers you currently have in your system will be invalid.

We recommend you clear all your Fairfax subscriber numbers via:

- Customers
- Customer Utilities
- Bulk Updates
- Select the Creditor Options Tab
- Select your Fairfax creditor in the For Creditor drop down box
- Tick the option “Clear all Creditor-Customer Codes from this creditor
- Enter your initials and password
- Click on Process

After this you should then add in the new subscriber numbers as you receive them from Fairfax.

CREATING SEPARATE STOCK ITEMS AND PUBLICATIONS

To separate the deliveries that are managed by Fairfax from your own you should set up separate stock items and publications for these customers and separate stock items and publications for your schools.

You should then train your staff to allocate the correct publication to the correct category of customer.

This will aid you in ordering from the Connect Web site, provide a quick check as you can compare the Fairfax reported subscription and school totals with your own and also aid in stock control by keeping these amounts separated.

To assist you in creating these entries for The SMH and The Financial Review we have added a utility.

- Customers
- Customer Utilities
- Bulk Updates
- Select the Creditor Options Tab
- Select your creditor in the For Creditor drop down box

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- ➔ Select the “Do swap-over process for selected deliveries from this creditor” option
- ➔ Tick the box “Create ‘SMH Sub’ based off publication
- ➔ Select your SMH Publication from the drop down box
- ➔ Click Create

This will create 7 new stock items:

‘SMH Sub – Monday’ to ‘SMH Sub – Sunday’ based off you current SMH stock items.

It will also create an ‘SMH Sub’ publication preset to these stock items.

Note: These new subscription entries have been created with the round code ‘SMH’ so they will still appear on your round cards as ‘SMH’

- ➔ Repeat the above process but this time tick the box “Create ‘FR Sub’ based off publication” and select your Financial Review from the drop down box to create your Financial Review subscription entries.

CUSTOMER ORDERS

With the change to the new system, Fairfax will no longer be providing stop dates with their subscriptions. All deliveries, including any current subscriptions, are to be considered continuous ongoing deliveries until you are informed by Fairfax that they should stop.

We recommend that you now set up your customers as no charge deliveries without any subscription information.

In order to track any starts and stops that may have been missed we recommend that you set all the Fairfax managed customers up with the new subscription publication and stock items created above.

When adding a new Fairfax managed subscription in Customer Orders you should now:

- ➔ Select ‘SMH Sub’ from the set to publication drop down box
- ➔ Untick the options “Charge Publication” and “Charge delivery”
- ➔ Leave the “Subscription” entry box un-ticked.
- ➔ Set the other options such as round etc.

You should leave this delivery ongoing until you are notified by Fairfax to stop it.

Your current customers will need to have their subscription information removed and be converted to no-charge deliveries:

- ➔ Customers

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- ➔ Customer Utilities
- ➔ Bulk Updates
- ➔ Select the Creditor Options Tab
- ➔ Select your Fairfax creditor in the For Creditor drop down box
- ➔ Select the “Do swap-over process for selected deliveries from this creditor” option
- ➔ In the Change there deliveries Box select the SMH
- ➔ In the With Criteria box, select
 - “Special offer – don’t care’
 - “Not Charged Publication”
 - Not Charged Delivery
 - Pre-Paid – don’t care
- ➔ In the To This Delivery drop down box, select the new SMH Sub publication
- ➔ The options “And set” should be set as
 - “Not Charged Delivery
 - “Not Charge Publication”
 - “Not Pre-Paid”
- ➔ In the Swap-over date, select tomorrows date.
- ➔ Enter your initials and password
- ➔ Click Process

You should repeat this process for the Financial Review.

Note: This will place a large amount of stops and starts for customers on your round cards as their subscription is stopped and the no charge delivery commences.

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ORDERING ON CONNECT

With the new Fairfax Connect system you are no longer required to put in the amounts for your Fairfax managed subscriptions.

Keeping your Fairfax managed subscriptions as separate stock items will benefit you greatly when it comes to ordering on Connect.

Run the Publication Requirements Report to obtain your orders for the week

- ➔ Customers
- ➔ Customer Reports
- ➔ Pub. Requirements
- ➔ Select the week you wish to calculate the orders for
- ➔ Select your Fairfax creditor
- ➔ Click on Get Requirements

You will now have separate amounts for your SMH and your SMH Sub for each day.

It is the amount for the SMH that you need to put in the Connect Web site as your order amount.

You should use the amount shown for the SMH Sub to compare against the total listed for subscriptions under the Supplies / All Supplies section of the Connect web site.

If you find a discrepancy proceed to the auditing section below.

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DOWNLOAD FILES FROM CONNECT

The start / stop files from the Connect system depend on special offers and subscription information to work properly. As Fairfax is no longer providing this information we suggest that you do not import the files from Connect until further notice.

SPECIAL OFFERS

Fairfax will no longer be sending special offer codes and thus we will not be requiring their use. However Newsagents may still wish to use these for auditing purposes.

We are attempting to get a standard set of offer codes for Newsagents to use from Fairfax and will release further details of the special offer code setup when more information is available.

CUSTOMER NOTIFICATIONS DIRECT TO NEWSAGENT

Fairfax has stated that they must be notified of all stops and starts taken by a Newsagent by the next working day or they will not adjust the credit to your Newsagency.

We recommend you print the Stop / Start report on a daily basis

- Customers
- Stop Maintenance
- Select the option Entered between the dates
- Put in the relevant date(s)
- Select the Account and Deliveries entries options only
- Click Go

AUDITING

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Due to the fact that all Fairfax subscriptions are ongoing and do not have an end date until they are manually stopped it is important to regularly audit your subscription information.

Please refer to the companion document in the Posbrowser help file

While in the Welcome Document select

- ➔ Help Menu
- ➔ Help Topics
- ➔ Customers
- ➔ Auditing Subscriptions