

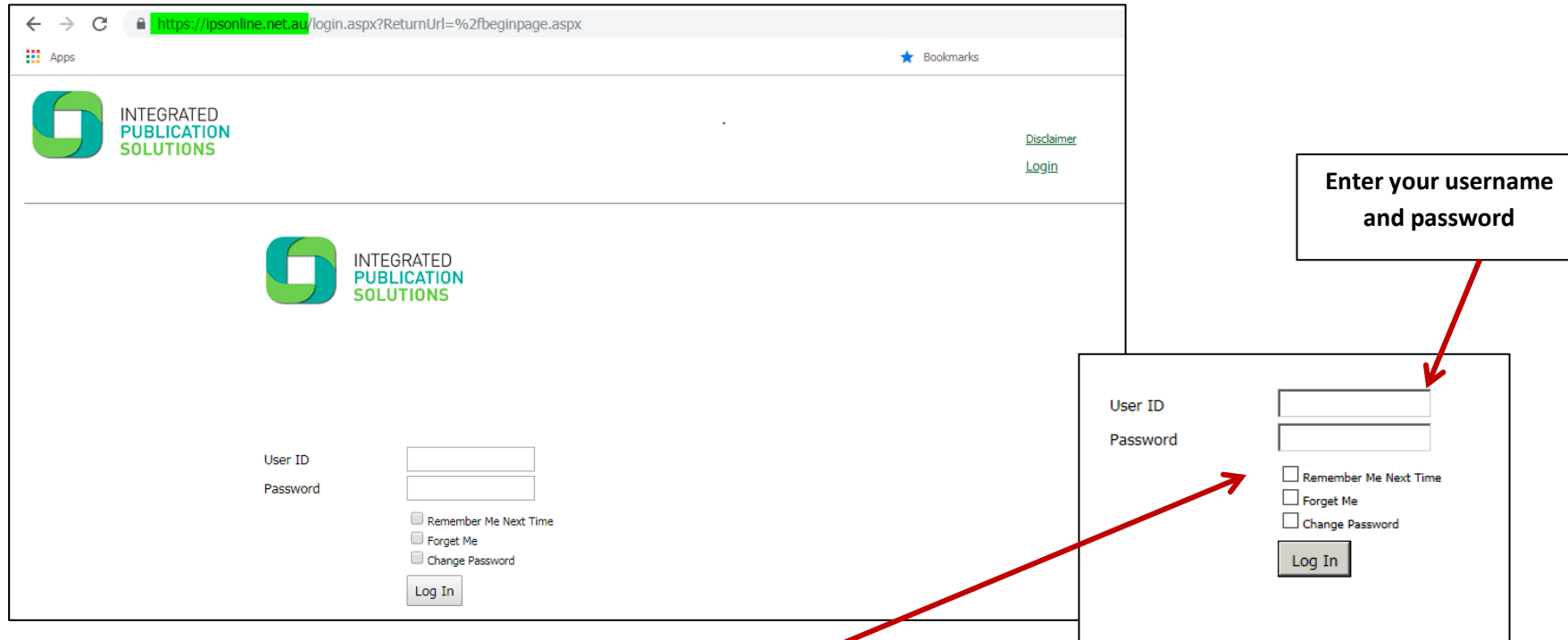
IPS Online - Logging on to process returns

1. Open your Google chrome internet browser by double clicking on it.



2. Type in – **<https://ipsonline.net.au>**
3. If you are using **Google Chrome** save it in your **Bookmarks** to make it easier to find next time. Simply click on **Favourites** or **Bookmarks** and save.

Log in screen



Enter your username and password

User ID

Password

Remember Me Next Time




Forget Me




Change Password


4. **Log on using the User ID and Password emailed to you by IPS.**
If you do not have it or cannot remember it, contact our **Customer Service** team on **1800 606 477**.
5. If you already have the **User ID** and **Password** enter them and click on **Log In**. The details are case sensitive so enter the information as supplied.
6. To change your password simply enter your User ID and click on Change Password. A new box will open (shown above). You will then be required to enter your old **password** and your new **password** then **Log In**.

Example email advising IPS Online User ID and Password

This email will be sent to you when your account is first opened or if you need to update your password.

Access to IPS Online website  Inbox x  

 customerservice@publicationsolutions.com.au 10:21 (0 minutes ago) ☆  

to me 

Customer Id : 100000

Hi,

Please check below for your login and password to the IPS Online website. This will enable you to enter supply changes, paid extras and re deliveries via the Internet. You will need to store a copy of your user id and password as we do not keep them on record due to security reasons.If you forget your password please contact us and we will generate a new one.

If you use XchangeIT please contact them as soon as possible on 1300 551 212 option 1 to notify them of your new IPS account number.

Website : <http://www.ipsonline.net.au>
Userid: example2
Password: Czsoop03

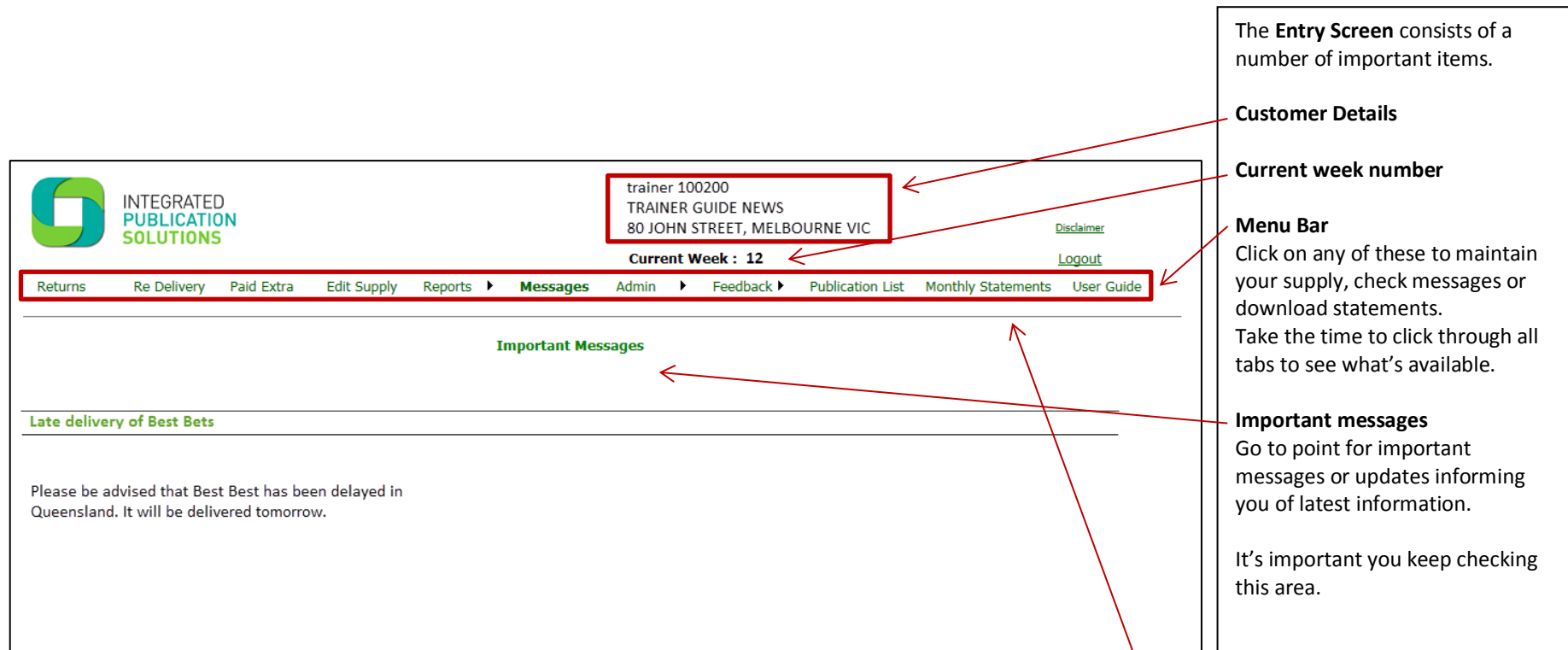
Once you connect to IPS Online click on the 'help' tab to download your user guide.

If you have any queries please do not hesitate to contact us.

Regards,
Publication Solutions
<http://publicationsolutions.com.au>
(02) 1800 606 477

**The email provides you
with a link to the IPS
Online website address and
your individual username
and password.**

This is the **IPS Online Entry Screen**.



The **Entry Screen** consists of a number of important items.

- Customer Details**
trainer 100200
TRAINER GUIDE NEWS
80 JOHN STREET, MELBOURNE VIC
- Current week number**
Current Week : 12
- Menu Bar**
Click on any of these to maintain your supply, check messages or download statements. Take the time to click through all tabs to see what's available.
Returns Re Delivery Paid Extra Edit Supply Reports Messages Admin Feedback Publication List Monthly Statements User Guide
- Important messages**
Go to point for important messages or updates informing you of latest information.
It's important you keep checking this area.

Important Messages


Late delivery of Best Bets

Please be advised that Best Best has been delayed in Queensland. It will be delivered tomorrow.

The menu bar was updated recently to make it more User friendly and includes a tab for easy access to your **Monthly Statement**.

IPS Online - Returns tab

1. Choose **Returns** on the top menu bar when entering your returns.



trainer100200
TRAINER GUIDE NEWS
80 JOHN STREET, MELBOURNE VIC

[Disclaimer](#)

[Logout](#)

Current Week : 42

Returns

Re Delivery

Paid Extra

Edit Supply

Reports ▾

Messages

Admin ▾

Feedback ▾

Publication List

Monthly Statements

User Guide

All returns must be processed during the two week recall period. IPS allows an extra seven days for postage. Please be aware all returns are subject to audit requirements and are accepted on the condition that IPS receives the corresponding mastheads as per our business rules. We do not accept manual returns.

Returns for TRAINER NEWS ▾

Account ID: 100200
Address: 80 John Street, Melbourne, Vic

Post a print-out of your completed Returns Report and include all corresponding mastheads to Integrated Publication Solutions, Locked Bag 55, Windsor South, NSW, 2756.

For customer service please call 1800 606 477 or email us at customerservice@publicationsolutions.com.au

Publication	Issue	Supply	Returns	Accepted Returns
BEST BETS THURS DELIV	04/10/2018	20	<input style="width: 30px;" type="text" value="3"/>	3
BEST BETS THURS DELIV	11/10/2018	20	<input style="width: 30px;" type="text" value="0"/>	0
CROATIAN HERALD	04/10/2018	14	<input style="width: 30px;" type="text" value="4"/>	4
CROATIAN HERALD	11/10/2018	13	<input style="width: 30px;" type="text" value="0"/>	0
DOMENICA QUIZ	20	2	<input style="width: 30px;" type="text" value="2"/>	2
DOMENICA QUIZ	21	2	<input style="width: 30px;" type="text" value="0"/>	0
DOMUS	1023	2	<input style="width: 30px;" type="text" value="0"/>	0
DOMUS	1025	2	<input style="width: 30px;" type="text" value="0"/>	0
HARNESS RACING WEEKLY	04/10/2018	3	<input style="width: 30px;" type="text" value="1"/>	1
HARNESS RACING WEEKLY	11/10/2018	3	<input style="width: 30px;" type="text" value="0"/>	0
INTERNATIONAL EXPRESS	02/10/2018	5	<input style="width: 30px;" type="text" value="3"/>	3
INTERNATIONAL EXPRESS	09/10/2018	5	<input style="width: 30px;" type="text" value="0"/>	0

If the Returns area is greyed out and you cannot enter figures it's possible you are set-up to send your returns using XchangeIT.

*Call Customer Service
on 1800 606 477*

If an error message appears "Input string is not in the correct format" log out and sign in again.

2. Enter the returns quantity and click on **Submit Returns**. **NOTE: The transaction is not complete until you click on SUBMIT.**
3. Once you click on **Submit Returns** you will see a message outlining your **Returns File Reference** number and date of submission (see page 7)

4. Click on **Print Returns Report**. This report shows all returns processed during this transaction and must be sent with your mastheads. **IPS requires that the number of mastheads match the number of returns accepted for every transaction.**
5. If you find more returns during the two week recall period, add them to the total in the returns field (*see below*) and **Submit**. The second entry figure should always be larger than the first entry figure.
Note: Always remember to finish by clicking on **Submit Returns** and **Print Returns Report** to send with the additional mastheads. Do not leave a field blank, if you have no entries type in zero.

Publication	Issue	Supply	Returns	Accepted Returns
BEST BETS THURS DELIV	04/10/2018	20	8	3
BEST BETS THURS DELIV	11/10/2018	20	4	0
CROATIAN HERALD	04/10/2018	14	7	4
CROATIAN HERALD	11/10/2018	13	0	0
DOMENICA QUIZ	20	2	2	2
DOMENICA QUIZ	21	2	0	0
DOMUS	1023	2	0	0
DOMUS	1025	2	0	0
HARNESS RACING WEEKLY	04/10/2018	3	1	1
HARNESS RACING WEEKLY	11/10/2018	3	0	0
INTERNATIONAL EXPRESS	02/10/2018	5	3	3
INTERNATIONAL EXPRESS	09/10/2018	5	0	0
SUPERYACHT INTERNATIONAL	57	3	0	0
THE GUARDIAN WEEKLY	04/10/2018	32	1	1
THE GUARDIAN WEEKLY	11/10/2018	32	0	0
THE SATURDAY PAPER	29/09/2018	140	40	32
THE SATURDAY PAPER	06/10/2018	140	0	0
WINNING POST FRIDAY	05/10/2018	50	7	7
WINNING POST FRIDAY	12/10/2018	50	0	0

**Your Returns File Reference is
IPSWR18101814588
18/10/2018 2:58:25 PM**

Print Returns Report

Please Note:

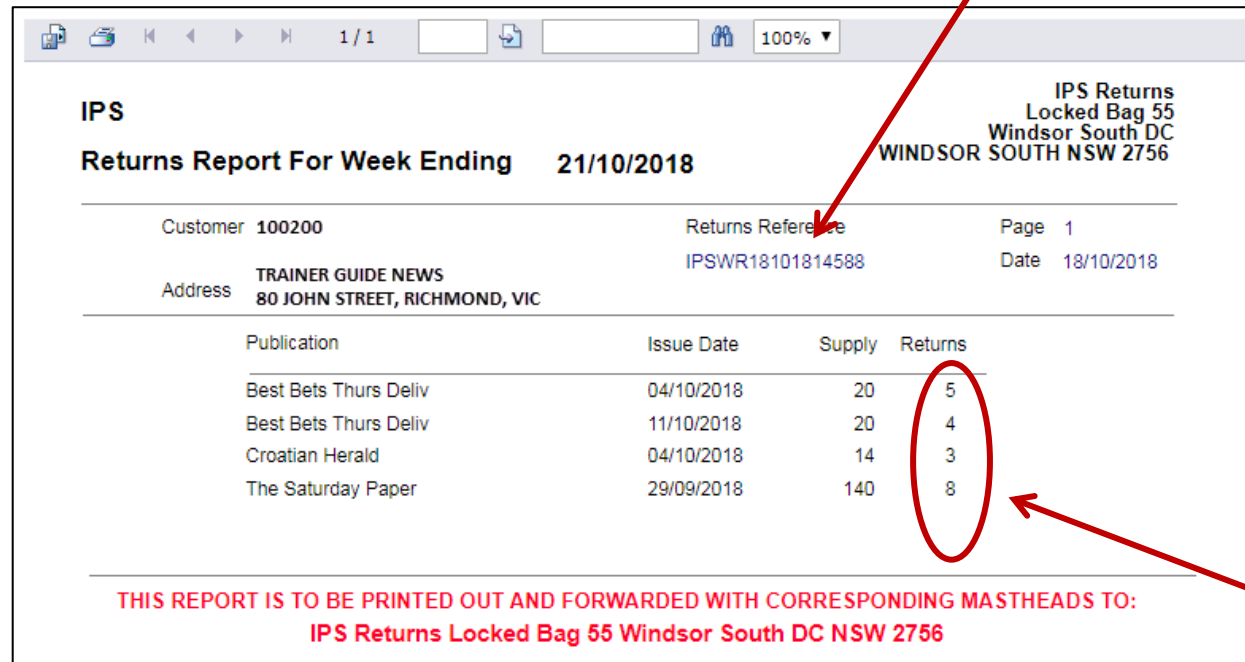
Publications will start appearing in the Returns tab when the recall period begins and will remain for two weeks until recall cut-off date.

6. **All returns must be processed during the two week recall period. IPS allows an extra seven days for postage. Post a print-out of your completed Returns Report and include all corresponding mastheads to Integrated Publication Solutions, Locked Bag 55, Windsor South, NSW, 2756.**

Example of Returns Report

This example shows the **Returns Report** (see above) you just generated and has the **Returns Reference** number as proof of the transaction.

This is the report you are required to send with your mastheads.



IPS Returns
Locked Bag 55
Windsor South DC
WINDSOR SOUTH NSW 2756

IPS
Returns Report For Week Ending 21/10/2018

Customer 100200 Returns Reference IPSWR18101814588 Page 1
Address TRAINER GUIDE NEWS 80 JOHN STREET, RICHMOND, VIC Date 18/10/2018

Publication	Issue Date	Supply	Returns
Best Bets Thurs Deliv	04/10/2018	20	5
Best Bets Thurs Deliv	11/10/2018	20	4
Croatian Herald	04/10/2018	14	3
The Saturday Paper	29/09/2018	140	8

**THIS REPORT IS TO BE PRINTED OUT AND FORWARDED WITH CORRESPONDING MASTHEADS TO:
IPS Returns Locked Bag 55 Windsor South DC NSW 2756**

Note:

All mastheads relating to the **Returns Report** must be mailed to **IPS at Locked Bag 55, Windsor South DC, NSW, 2756** and, for auditing purposes; the number of mastheads must match the amount on your **Returns Report**.

Other Reports available

If you require a summary of all returns over a specific date period you can use the **Returns Report** found under the **Reports** tab on the **main menu**. The report will give you details such as Publication, date entered, publication date and quantity and reference number for each separate transaction. The report can be used when checking your statement for returns details.

XChangelT returns

If you process returns via XChangelT

1. RTF (Returns) files are sent to agents every Friday and you have two weeks from that day to submit returns. Any late returns will not be accepted.
2. All electronic returns must be completed by 10.00 pm each day.
3. You will receive an email advising your returns were successful, or if the returns submitted do not pass validation, you will receive an **RTD Error email** advising your returns have been rejected and the reason. **Please call us immediately if you require more information.**

Example RTD Error Email

From: customerservice@publicationsolutions.com.au [mailto:customerservice@publicationsolutions.com.au]
 Sent: Thursday, 10 November 2016 11:15 PM
 To: trainerguidenews@news.com.au
 Subject: XChangelT Returns - Late Returns on 10 Nov 2016

trainer 100200
 TRAINER GUIDE NEWS
 80 JOHN STREET, MELBOURNE VIC

Dear retailer,

Your returns have been submitted outside the returns period. These returns have not been accepted, please ensure that you submit your returns within the two week returns window as outlined in your Trading Term Agreement. If you have extenuating circumstances regarding your late returns please email the customer service team customerservice@publicationsolutions.com.au.

Pub Code	Issue Cover	Issue code	Quantity	Message
SPMCO	160077	435498	2	RTD Sent After Returns End Date 28 Oct 2016
WNPFR1	14/10/2016	514839	1	RTD Sent After Returns End Date 04 Nov 2016
GWK	13/10/2016	494309	3	RTD Sent After Returns End Date 04 Nov 2016
SPVCP1	160042	443760	5	RTD Sent After Returns End Date 04 Nov 2016
TSP	15/10/2016	494652	3	RTD Sent After Returns End Date 04 Nov 2016
NAFA	ISSUE 31	530040	2	RTD Sent After Returns End Date 04 Nov 2016
SPJAL	193	490377	1	RTD Sent After Returns End Date 04 Nov 2016
BETTHUR	13/10/2016	494249	2	RTD Sent After Returns End Date 04 Nov 2016
INX	11/10/2016	493936	2	RTD Sent After Returns End Date 04 Nov 2016
LAU	ISSUE 3	504259	3	RTD Sent After Returns End Date 04 Nov 2016

Kind Regards
 Integrated Publication Solutions

LIST OF COMMON ERROR MESSAGES:

Issue code is invalid:

Issue code does not match the original delivery file or something other than the issue code is typed in the issue code field.

Issue code is not in Matrix:

Issue code does not match the original delivery file or the field is blank.

No RTF:

This means you haven't received a Return File (RTF) – normally occurs for early returns. We do not accept early returns.

Returns Exceed Net Supply:

You cannot return more than you received.

RTD Sent After Returns End Date 01 Apr 2016

In this example – the returns cut-off was Friday 1st April and returns were received after that date. As we pay publishers based on sales after returns cut-off, we cannot accept late returns.

IF YOU RECEIVE ANY OF THESE MESSAGES PLEASE CONTACT US AS SOON AS POSSIBLE SO WE CAN ASSIST YOU.

4. Print your returns report to send with mastheads, keep a copy for your records.
5. Collate your mastheads the must clearly display the publication name and issue details.
6. Post Returns Report and corresponding mastheads to Integrated Publication Solutions, Locked Bag 55, Windsor South, NSW, 2756.
7. All returns must be processed during the two week recall period. IPS allows an extra seven days for postage before we commence the audit.

IPS Returns – 100% Audits

IPS audits are being conducted on a regular basis. Some publications are 100% audited and others are chosen for random audits. If you fail the audit your returns will be reversed.

If your audited returns have been reversed they will appear on your next Remittance Advice under the heading “**Copies supplied this period**”. They appear in this section because they are a debit amount.

Steps to pass audit:

1. When the publication is recalled, enter and post your returns before the recall cut-off date (last returns date) has passed. It's a good habit to process returns weekly as soon as they are recalled.
2. Always print your **Return Report** and check that every returns claim has a corresponding masthead as proof of return.
3. Send your **Returns Report** and all **Mastheads** to **IPS Returns, Locked Bag 55, Windsor South DC, NSW 2756**. All Mastheads must clearly display the name of the publication and issue you are returning.
4. We wait until seven business days after the recall cut-off date before closing the issue for audit. On day eight we reverse any 100% audited returns where mastheads have not been supplied. We also debit returns where the correct number of mastheads hasn't been received.
5. If you have problems with mail you can ask us about an email solution for your returns. It may be possible to send through a scan of your mastheads and Returns Report with no postage required. Contact us on **1800 606 477** for more information and the scanned returns mail address.
6. We have a “Now Auditing” section in the weekly IPS Report we send to agents. This section lists the 100% audit publications due for audit. Please ensure you are subscribed to receive the newsletter so you can review the “Now Auditing” section.