

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
WNPFRI	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.

XchangeIT 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.