XchangeIT Link User Manual

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1: Running XchangeIT

Is XchangeIT already running?

XchangeIT Link is designed to run all the time. Usually you will see an icon near the lower right side of your screen. This means XchangeIT is running in the background.

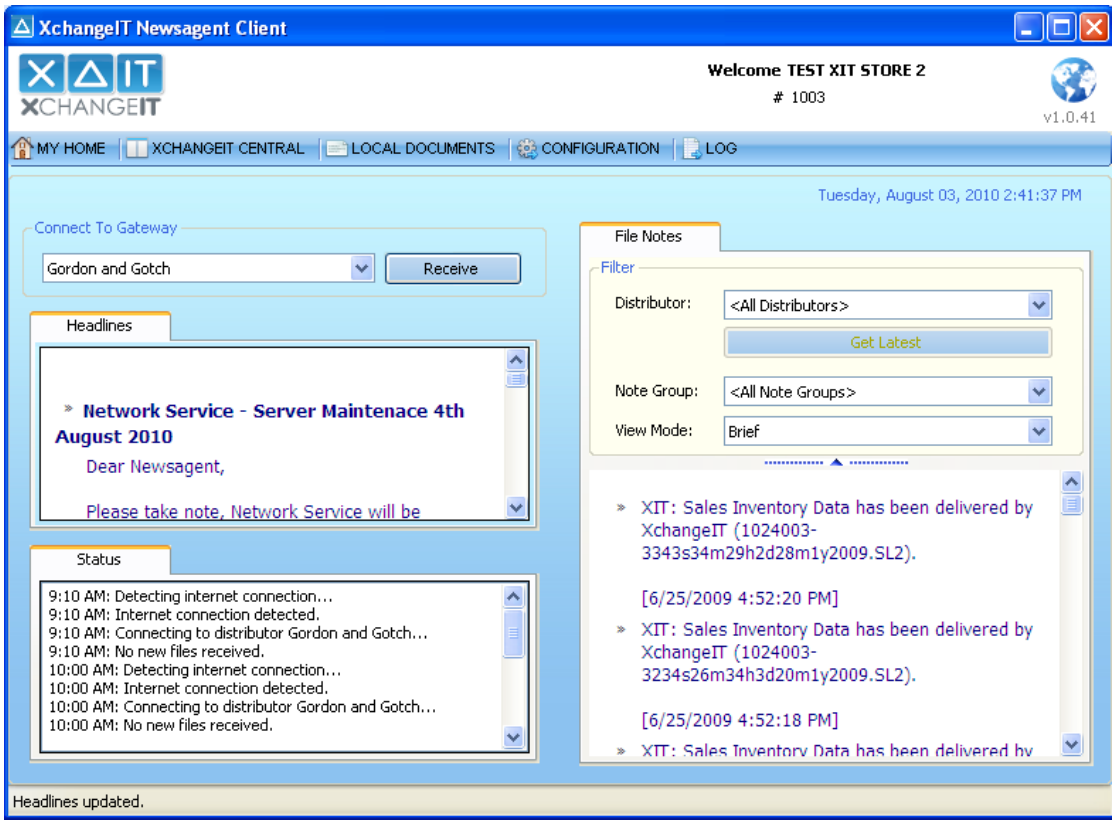
The blue icon with the triangle is XchangeIT →

To show the XchangeIT window, right-click on this icon and select **Show**.

If the XchangeIT program is not running, you can restart it by clicking your **Start** button, selecting **Programs→ XchangeIT Link → XchangeIT Newsagent Client.**

Note: XchangeIT should start automatically whenever you restart your computer. If this does not happen, you may need to contact the helpdesk.

When you open the XchangeIT program window, it should look something like this:



These features are described in the following section.

2: Using the Newsagent Client

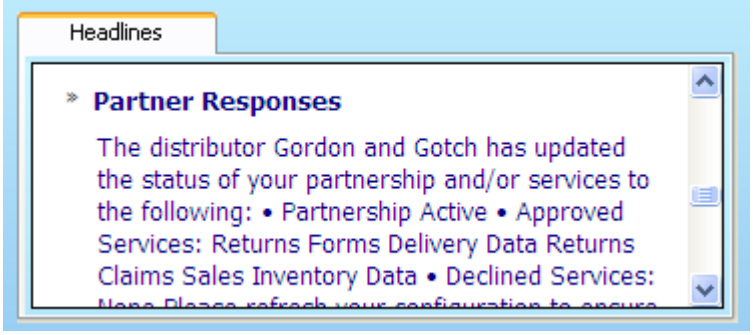
Although XchangeIT Link is fully automated, the Newsagent Client can tell you a lot of information about how your EDI transfers are working. There are also features which let you use XchangeIT manually.

Connect To Gateway

To immediately connect to a gateway and transfer files:

1. Use the pull-down menu to select the distributor
2. Click the Receive button
3. The results will be displayed in the Status box

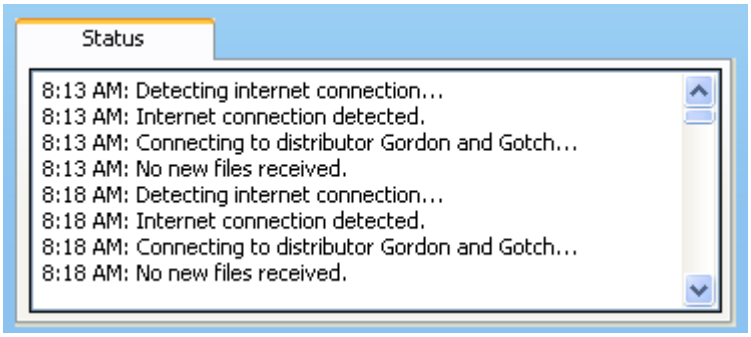
Headlines



Headlines are communications from magazine distributors, the XchangeIT central site, and the XchangeIT helpdesk. They are like short emails that tell you the status of your account, your distributor accounts and any other information you need. You can scroll through your recent headlines. They are automatically received by your XchangeIT client.

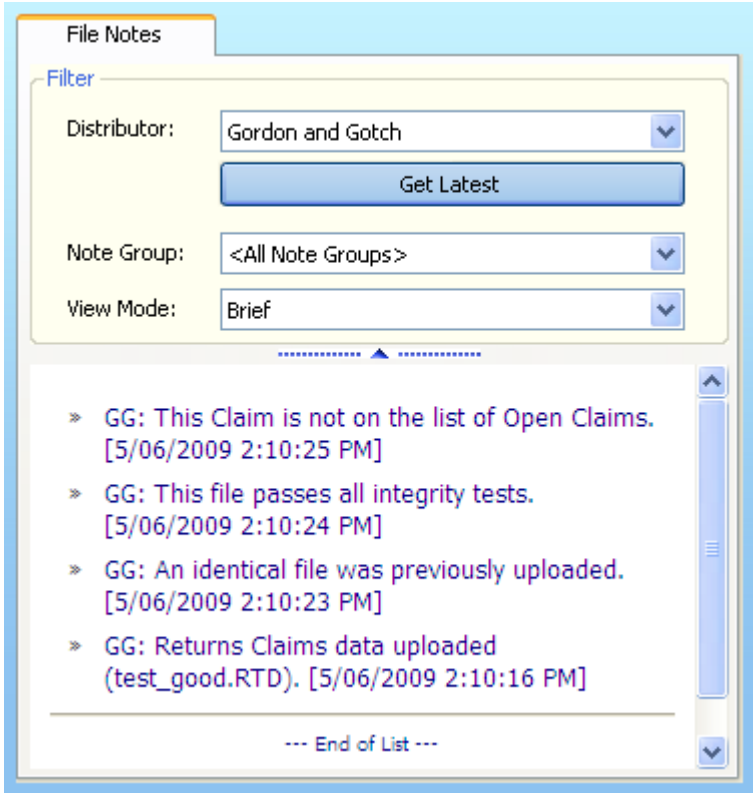
They can also be found on the XchangeIT website. To view your file notes, log into your account on the XchangeIT website, and click the **Home** link. The latest headlines are on the Home page, and you can view older headlines by clicking **View All Headlines**.

Status



This box displays the immediate status of XchangeIT Link. It will tell you when the program is uploading and downloading files.

File Notes



File Notes are sent from distributors. They give you a record of your EDI traffic. You will receive file notes associated with EDI files. They will tell you if the file was successfully sent or received, and if there were any problems with the data in your Sales Inventory data or Return Claims.

You can manage your file notes in a number of different ways.

- To only see file notes from one distributor, use the **Distributor** menu
- To select file notes relating to a particular test or purpose, use the **Note Group** menu. The different settings refer to different kinds of file notes
  - **Audit -**
  - **Authorisation -**
  - **Data Transfer –** Acknowledgement of file upload or download
  - **General -**
  - **Performance**
  - **Return Claims -** Only see file notes with the results of uploading an RTD file
- To filter the important file notes or see every one, use the **View Mode** menu to select Brief or Verbose file notes.

Like Headlines, File Notes are viewable on the XchangeIT website. After logging into the website, click the **HEADLINES** link at the top of the page. You can sort and search headlines in a similar way to the client, i.e. by Note Group, Distributor Code and Note Type, and also select the number of days prior you wish to view.

3. Logging Into the Website

Many of the features of XchangeIT Link are accessed through our website. Everyone who uses XchangeIT Link has an account on the website, which lets you view your data files, check your file notes, check billing information and partnerships with the distributors, and reactivate your files.

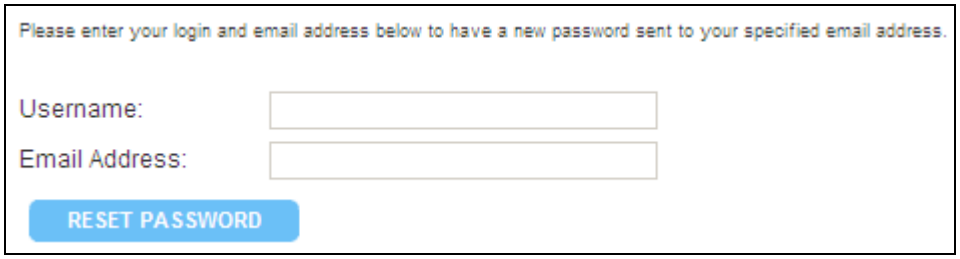
To log into the XchangeIT website:

1. Visit the website at **www.xchangeit.com.au**. You can click this link, or type **www.xchangeit.com.au** into the Address box at the top of your browser.
2. In the top-right corner of the front page you will see a **Username** and **Password** box. They look like this:

3. Enter your Username in the **Username** box and your Password in the **Password** box (the other box)
4. Then, click the arrow to log in.

Your username and password were sent to you in an email when you created your XchangeIT account. They are important! You need to keep them, because you will be using them often to manage your account.

If you have forgotten your password and lost your email, you can get your password reset by clicking the **forgotten password?** Link. You will arrive at the following form.



Enter your Username in the Username box, and your email address in the Email Address box, and click **RESET PASSWORD**. An email will be sent to you with your new password.

If you have forgotten your username as well as your password, you can call the helpdesk. They can see your username, but not your password. You will still need to reset your password as described above, to log in.

4. Managing Files

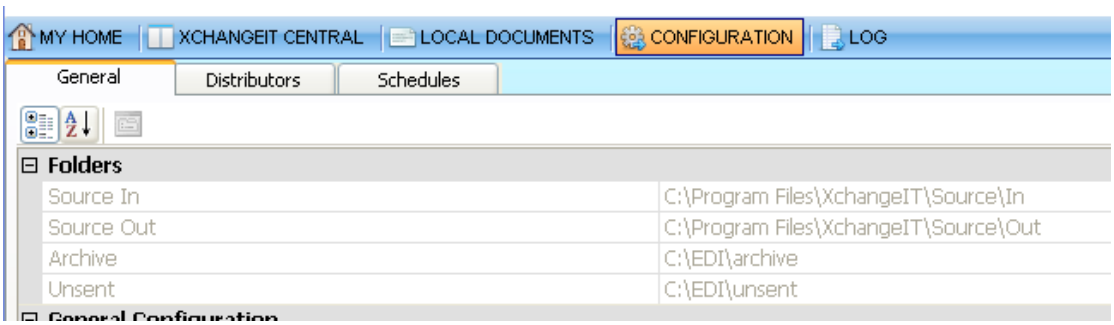
Viewing Your Folder Settings

XchangeIT and your point-of-sale both have settings which tell them where to leave and pick up the EDI files. These settings need to match, otherwise each program will be looking in the wrong place.

To see where XchangeIT puts your EDI files:

1. Click the Configuration tab
2. Click the General sub-tab

You will see settings similar to the following



- Your “Source In” directory is where XchangeIT leaves your incoming EDI files after it has downloaded them.
- Your “Source Out” directory is where XchangeIT looks for your outgoing EDI files such as sales data and return claims, which it then uploads.

The Archive and Unsent folders are where XchangeIT keeps a backup of your outgoing EDI files, and where it puts outgoing EDI files which it was not able to process, for instance if they are for a distributor who you don’t have a partnership with. We will cover them later.

Changing Your Folder Settings

You can change your folder settings by logging into your account on the XchangeIT website.

1. Log into the XchangeIT website using your username and password
2. Under the **MAINTAINANCE** menu, select **Newsagent Client**
3. The settings are listed under **Folder Structure.** You can edit them to point to any location on your computer. Note that your point-of-sale need to have the same settings to locate the files after XchangeIT downloads them.
4. Once you have edited the settings, click the **UPDATE** button (at the bottom of the page)
5. Then, in your XchangeIT program, click the **Configuration** tab, and click the **Update Configuration** button.

Once your XchangeIT program has downloaded the new settings from the website, it will display them in the Folders section you were looking at before.

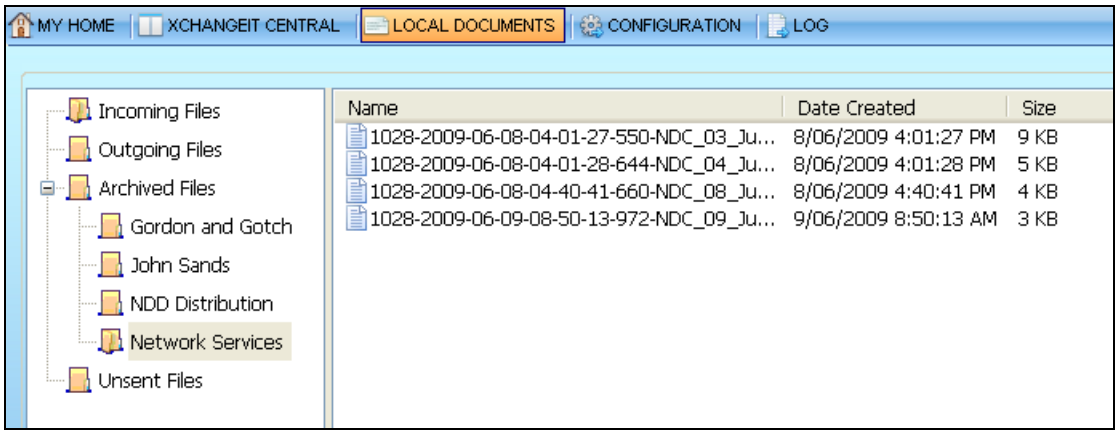
Resending Sales and Return Claim Files

Outgoing EDI files, including Sales Inventory data and Return Claim data, are produced from your point-of-sale system, and XchangeIT uploads them to the distributor.

Sometimes (rarely!) you might need to resend your data to the distributor. You would only need to do this if a distributor contacted you and asked you to do this.

To resend data, you will need to check your local documents.

1. Click the **Local Documents** tab in XchangeIT Link.
2. Double-click **Archived Files**
3. Click the distributor whose files you need to resend
4. You should see something like the following:



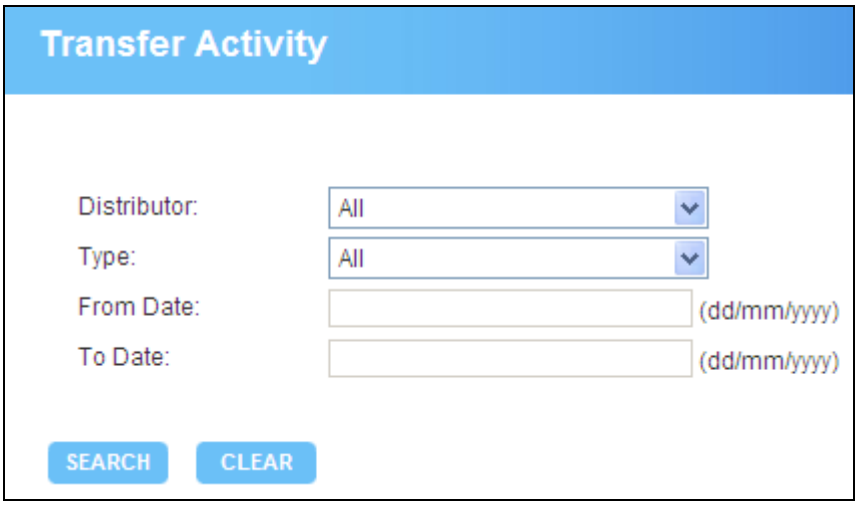
There are two ways you can resend files

1. If you know how to drag and drop, click on the files you need to resend, and drag them to the Outgoing folder. The files will be uploaded and moved straight back to the list.
2. Click on each file and click the **Resend to Distributor** button at the bottom of the screen

Resending Incoming EDI files

To “reactivate” invoices, or resend them to yourself, you will need to log into the XchangeIT website.

1. Once you have logged in with your username and password, click the **Home** tab.
2. Then, at the bottom of the page, click **View Transfer Activity**. You will see the following form.



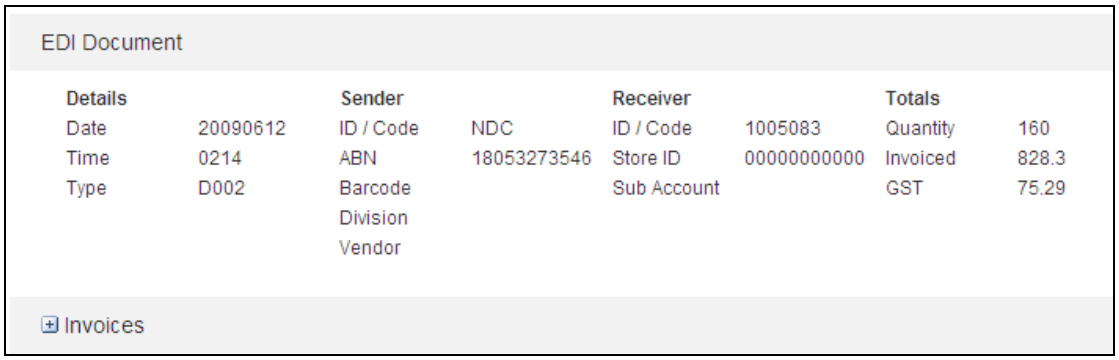
To reactivate your files:

1. Select the distributor using the **Distributor** menu
2. Select the file type using the **Type** menu. Regular invoices are called DD2
3. Click in the **From Date** box, and use the calendar that appears to select a date before the files were sent. Note that files can be sent up to a week before the onsale date of the invoices.
4. Click in the **To Date** box and use the calendar to select a date after the files were sent.
5. Click the **SEARCH** button.

The results should look similar to this:

Date & Time Created	File Name	Distributor	Type	View Document	Test Results I T C	Resends
5/06/2009 9:54:11 AM	06050956.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
5/06/2009 1:02:05 PM	06051304.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
8/06/2009 5:54:45 PM	06081757.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND
9/06/2009 10:04:43 AM	06091007.DD2	Gordon and Gotch	Delivery Data (DD2)	doc	- - -	RESEND

To check the contents of each file, click the **doc** link. A new window will open. At the top of the window you will see the general information about the file, such as when it was sent and the total quantities of the contents.



To see the invoices and magazines contained in this file, click the **Invoices** link.

Invoices

	Reference	Date	DeliveryFee	Quantity	GST	Total
+	9042350	20090617	0	12	4.25	46.79
+	9043214	20090617	0	6	1.21	13.28
+	9059113	20090617	0	10	8.83	97.12
+	9060812	20090617	0	10	3.82	42
+	9062376	20090617	0	23	8.78	96.6
+	9064760	20090617	0	20	3.95	43.49

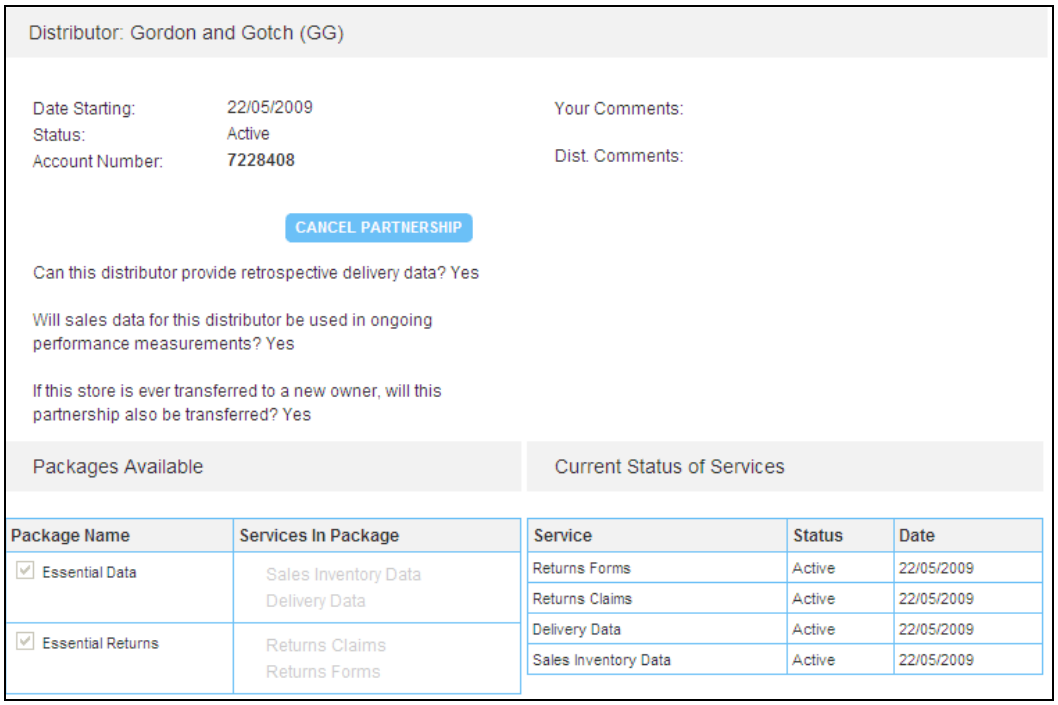
Now you can see the **Reference** or Invoice numbers. If you need to see the magazine titles, you can open the invoices as well. By clicking on the links marked by a plus symbol, you can dig down into the contents of the file and see almost every detail.

Once you have found the file you want, close the file window, return to the main browser window, and click the **RESEND** button for that file. It will be downloaded by your XchangeIT program a few minutes later.

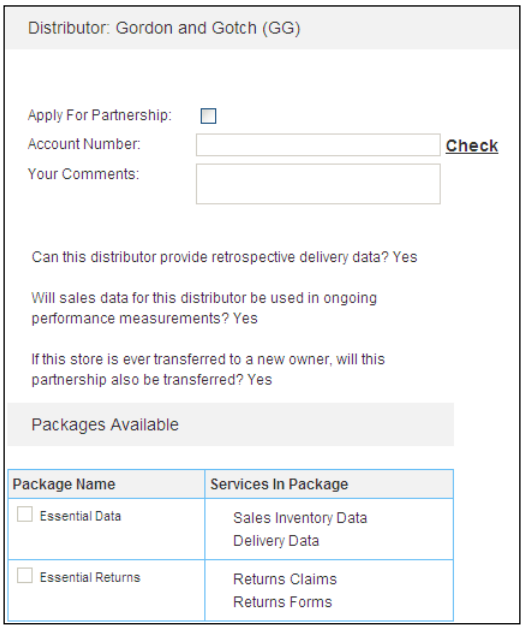
You can also use this form to see your outgoing EDI files which you have sent to the distributors. To look at sales data, select file type SL2. To look at return claims, select file type RTD.

5. Managing Your Distributor Partnerships

Click Distributors & Services, either under the MAINTENANCE menu at the top, or in the menu on the left side of the page. There is a separate section on this page for each distributor on XchangeIT:



You can see your account number, the date your partnership began, and the different Packages and Services you have with this distributor.



If you have not applied for partnership with a distributor, you can do so here. Enter your account number in the **Account Number** box, tick the services you need, and click the **SAVE PARTNERSHIPS** button at the bottom of the page. Your request will be sent to the distributor and if the account number is correct they will activate your account.

Once your account has been activated, your XchangeIT Client will load the information the next day. Or, to update your configuration immediately, click the **Configuration** tab and click the **Update Configuration** button

6. Adding Website Users

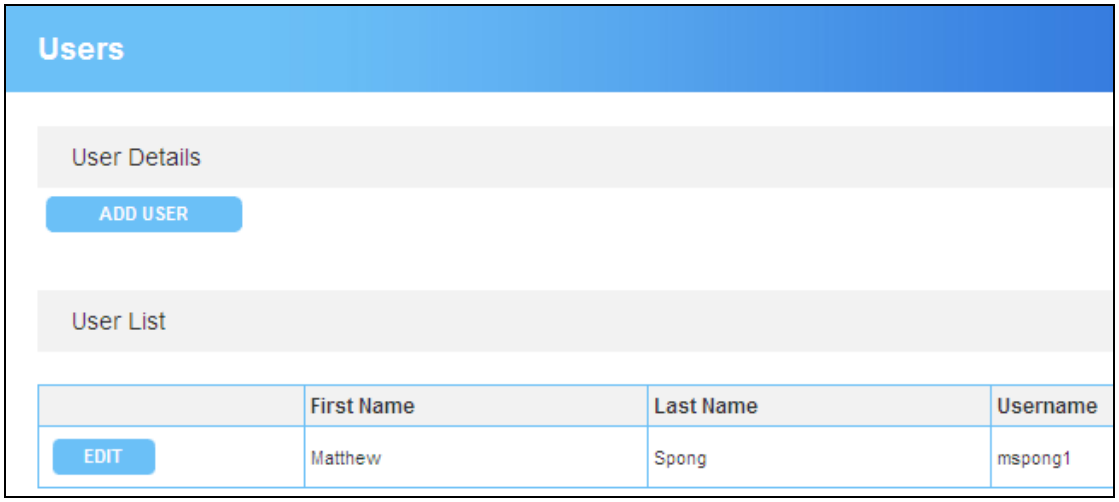
When you created your XchangeIT account, you created a Master account with a username and password which you use to log into the site. This account lets you administer any stores you have on XchangeIT, pay bills, print invoices and receipts, and resend files for any store.

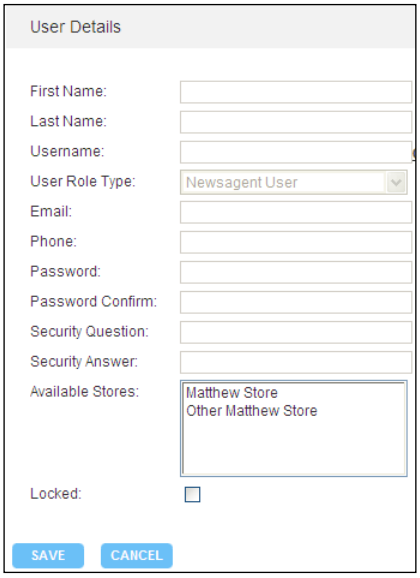
However, if you have more than 1 store, you may wish to create a User account. A User:

- Can only see and reactivate EDI files for the stores the user is assigned to
- Can only see Headlines and File Notes for those stores
- Can see but not change the settings of your XchangeIT client
- Can see but not change your Partnership settings
- Can only manage billing for the stores the User is assigned to
- Cannot create a new user

To create a new User:

Under the **MAINTENANCE** menu, click **Users**.





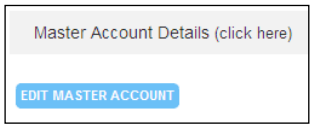
Click the **ADD USER** button.

Fill out the form with the details of your User. In the Available Stores box, select the stores the User will have access to. Then click the **SAVE** button.

When your user has logged in, they will see only the details of the stores you have selected.

7. Changing Your Account Details

You can view your account details by clicking the **ACCOUNT MAINTENANCE** link in the menu at the top of the site.



Click on the heading Master Account Details to reveal your details and see if they need to be changed

If you click the EDIT MASTER ACCOUNT button, you will arrive at a form which is loaded with all the details of your master account. Change any details which need updating and click **SAVE** button.

You can also edit your store details by clicking the EDIT STORE button at the bottom of the page. If you have multiple stores on XchangeIT, select the store you wish to edit using the menu in the top-left corner of the site. Then click MAINTENANCE to see the store details, and click the EDIT STORE button to update that store.

Note:

- If you need to change the point-of-sale system you use, you will need to contact the XchangeIT Helpdesk. This is because it might be necessary to change other settings to match the capabilities of your new point-of-sale
- The “Hosted By” feature allows you to download files for more than one store or delivery round through the one XchangeIT program. You should only use this if you are sure you can do this, and your point-of-sale has been configured for this feature.

8. Adding a Store

If you already own an XchangeIT account and you by a new store, you do not need to create an entirely new XchangeIT account. There is a feature for adding stores to your existing account. The advantage of this is, you can log into the XchangeIT website once, and manage all your stores.

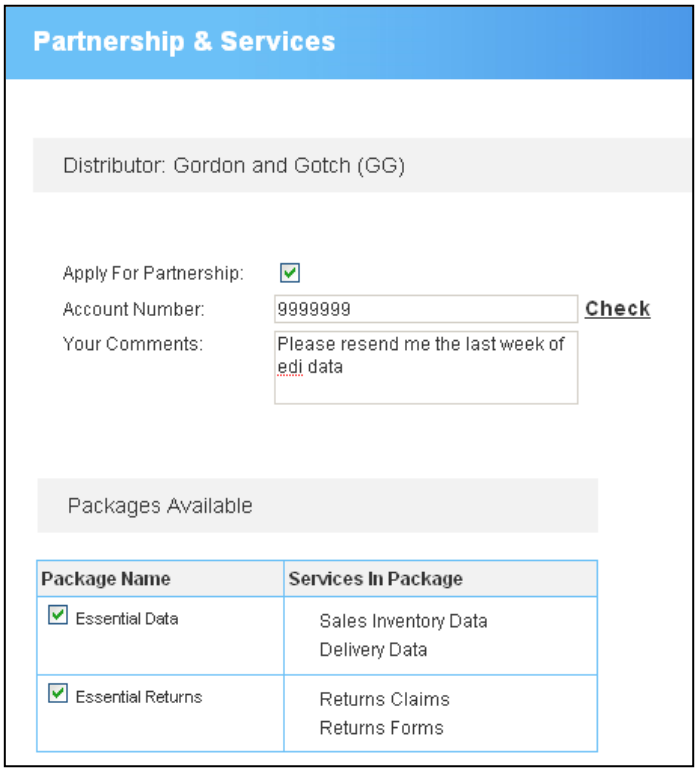
To add a store to your XchangeIT account:

1. Log into the XchangeIT website with your username and password.
2. Click Maintenance
3. Scroll down and click the **ADD STORE** button
4. You will go to a form, similar to the form you used to enter your first store details. Fill out the form and click **SAVE**.
5. You have just added a new store. Notice that there is a pulldown menu in the top-left corner of the page. You can use this menu to select whichever store you want to manage.

Now that you have created your new store, you need to set up the Partnerships and Services.

Partnerships are your accounts with distributors, and **Services** are the different things which XchangeIT supplies. The Services you can use depend on the Distributor and on the point-of-sale you use.

Make sure to select the correct store using the pulldown menu in the top-left corner of the page, and then click the **Partnership & Services** link in the menu on the left.



There is one section on this page for each distributor. For each distributor you have an account with, you need to enter your account number in the appropriate box, and select the services you want to use. Note the **Check** link – you can use this to check if your account number is already in use. The **Comments** field is for special requests – you might want to ask the distributor to resend your data which you received during the last week through the old XchangeIT, through XchangeIT Link.

When you have entered your account details for all distributors, click the Save Partnerships button. This will send your requests to the distributors.

If you had active partnerships in the old XchangeIT system, your partnerships will be made active in XchangeIT Link shortly. If you are a new customer to XchangeIT, it will take up to a day for your account to be set up and files to be sent for you.

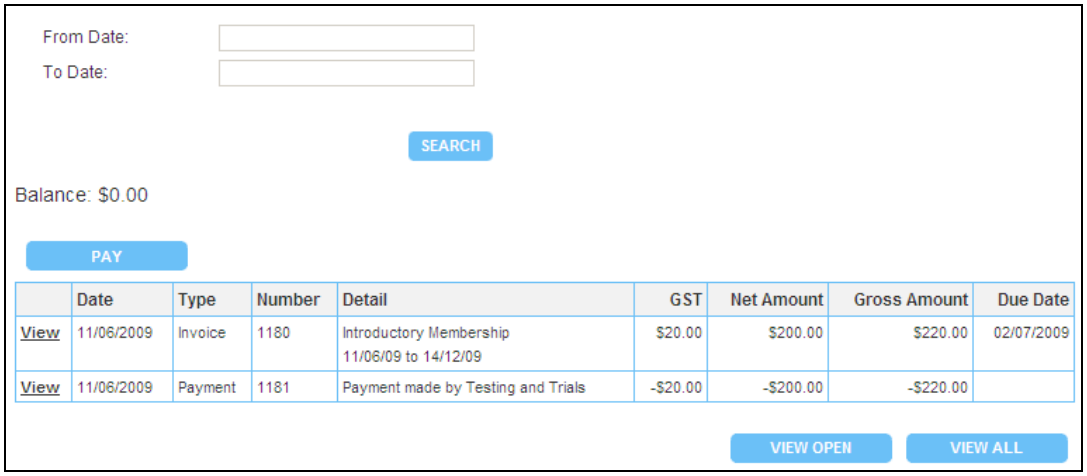
You will now need to install and setup the client program at that store. See Reinstalling XchangeIT for help with this task.

9. Billing and Payment

When you add a new store, or your account is due to be renewed, the XchangeIT system automatically sends you an invoice via email. The invoice is attached to the email as a PDF document.

You can also see your outstanding invoices on the XchangeIT website.

Click **Billing & Payment**.



	Date	Type	Number	Detail	GST	Net Amount	Gross Amount	Due Date
View	11/06/2009	Invoice	1180	Introductory Membership 11/06/09 to 14/12/09	$20.00	$200.00	$220.00	02/07/2009
View	11/06/2009	Payment	1181	Payment made by Testing and Trials	-$20.00	-$200.00	-$220.00	

- If you have an unpaid bill, the Balance value will not be zero.
- If your Balance value is negative, it means you have Credit. Most likely this was transferred value from your old XchangeIT account.
- You can search for invoices and receipts by selecting a date range in the From Date and To Date boxes, and clicking **SEARCH**. You can also click **VIEW OPEN** to see unpaid invoices and unused credits, or **VIEW ALL** to see every transaction record.

To pay a bill, click the **PAY** button.

To pay by credit card, enter your credit card details in the provided form and click **SUBMIT PAYMENT.**

There are also three options for manual payment

1. Cheque
2. Direct deposit
3. Connections points

Follow the instructions on the Payment page which will explain how to use each of these payment options.

10. Installing and Reinstalling XchangeIT

If you buy a new computer, or the computer where XchangeIT is installed breaks, you will need to reinstall XchangeIT on another computer.

You can also follow these instructions if you have added a new store and need to install XchangeIT for the first time, at that store.

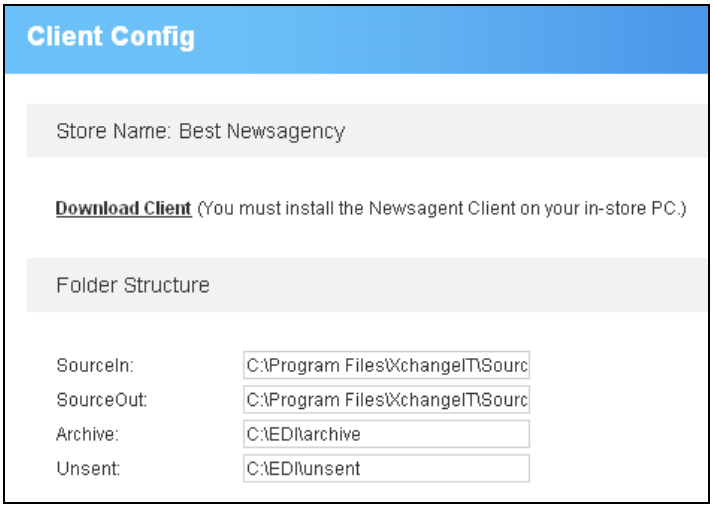
If you need to buy your first XchangeIT account, you should contact the XchangeIT helpdesk on 1300 551 212 and request the instructions sheet for setting up your first account.

Configuration

First, click the **Client Config** link on the left of your browser.

From this page, you can download and install the XchangeIT client by clicking the **Download Client** link.

The **Folder Structure** settings control where XchangeIT puts the files after it has downloaded them. Check to make sure these settings are correct for your point-of-sale system. You need to contact your point-of-sale provider to find out what the correct settings are.



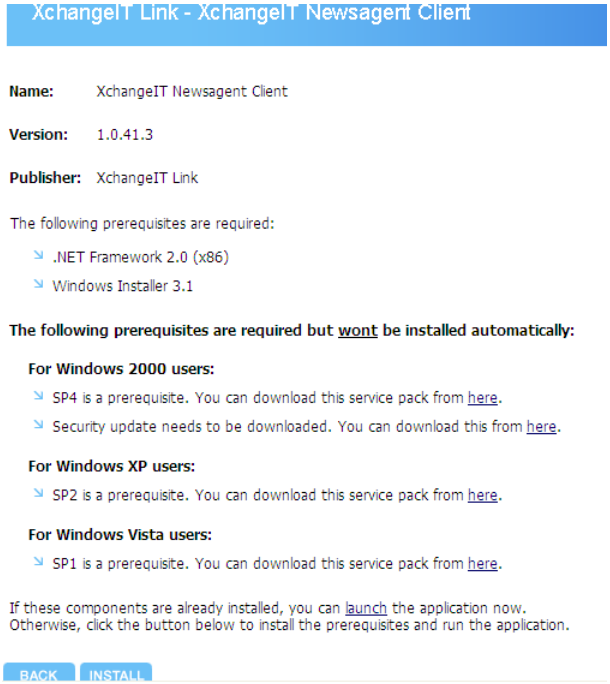
You may need to change these settings in the following particular cases:

- Your point-of-sale is POS DOS, which reads files from your G drive
- Some POS Browser installations read files from a different location
- If you use Tower Retailer and your XchangeIT is NOT installed on your Master computer, the files might need to be sent to your N drive.
- If your XchangeIT is being installed on a Windows Vista or Windows 7 computer.

You will not need to change the Archive and Unsent settings as they are new to XchangeIT Link.

Installing XchangeIT Link

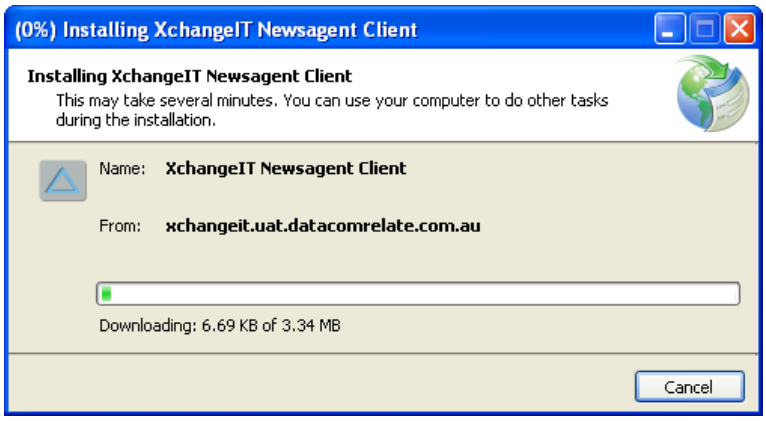
Click the **Download Client** link.



From this page you can download not only the XchangeIT Link installer, but also the software requirements you may need to run the program.

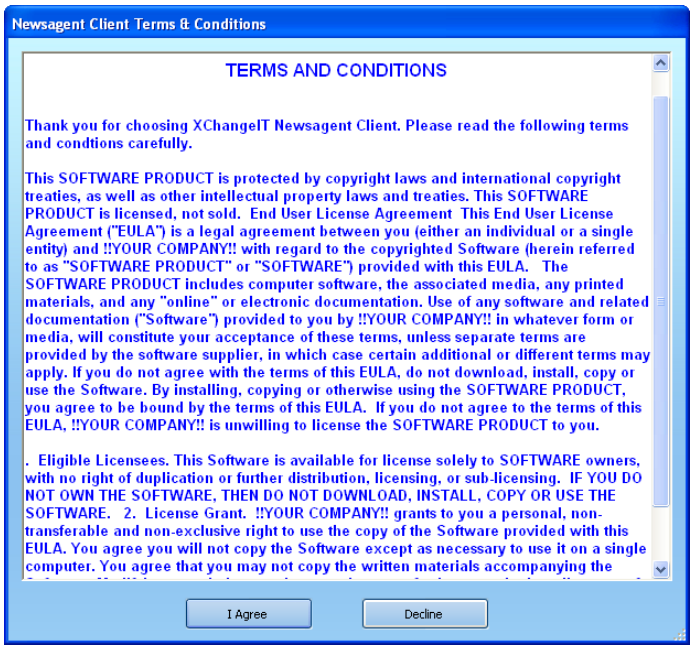
If you are unsure, the best procedure is to click the **INSTALL** button. Your browser will ask if you want to run or save the installer – select **Run**.

← Click INSTALL

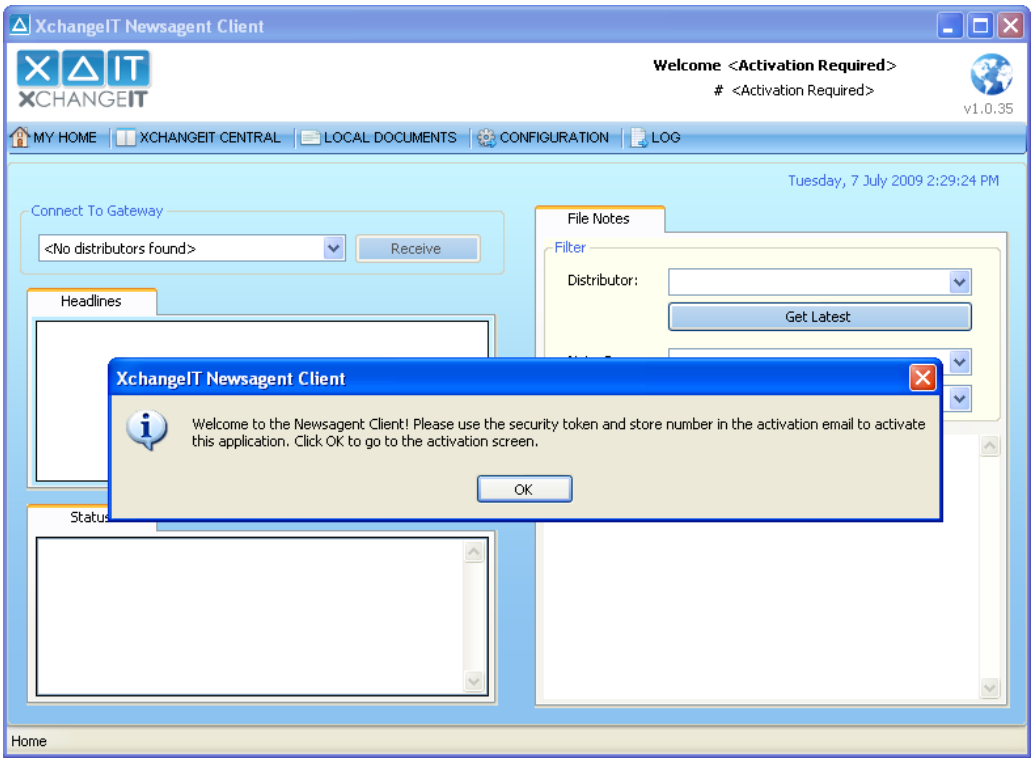


The installer will download the software from the site.

Depending on your browser and operating system there may be other windows asking if you want to run or install the software. Click **OK** or **Yes** of asked.



You will need to agree to the Terms and Conditions.

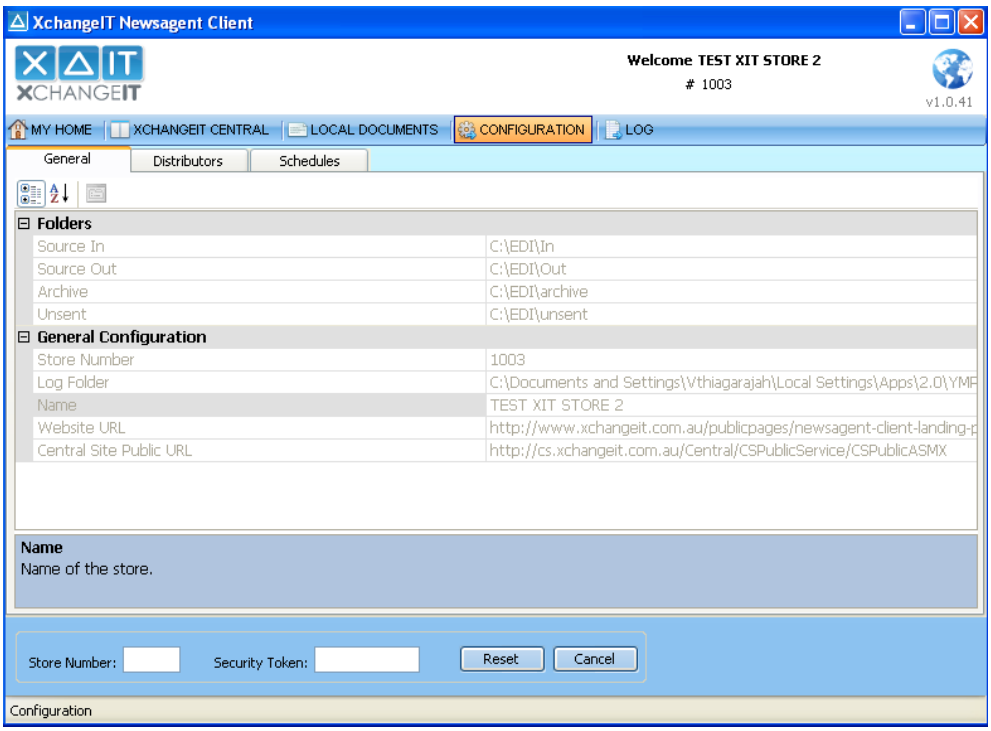


Congratulations! You have now installed XchangeIT Link.

Setting Up the Client

Now that you have installed the software, you need to tell it which NewsAgency it is working for.

When you click the **OK** button in the welcome message, the XchangeIT Client will take you to the Configuration screen.

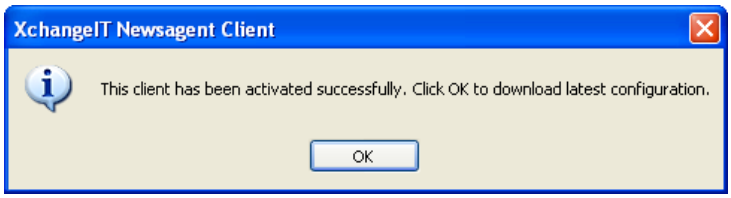


Now you need to enter your Store Number and Security Token, which you received in an email when you created your store. Check your email and look for the following details:

Details of the Store are as follows:

- Store Number: **1002**
- Store Name: Best Newsagency
- Security Token: **FPLUJHWR**

Type the Store Number into the Store Number box and copy and paste the Security Token into the Security Token box. Then click the Activate button.



Click OK, and the client will download your settings from the central site. This will include your EDI directories, your Distributor partnerships, and your other settings.

You have now finished setting up the XchangeIT client.

11. Operational Tips

Checking UNSENT folder

Operational Tip:
Checking the UNSENT folder

To confirm that your Sales and Return Claim Files have been sent to the distributors check that the UNSENT folder is empty:

1. Click the **LOCAL DOCUMENTS** tab in XchangeIT Newsagent Client
2. Click **Unsent Files**
3. If there are any files listed, click on each file and click the **Resend To Distributor** button
4. Successfully sent files will be moved automatically into the **Archived Files** folder

Resending Sales and Return Claim Files from ARCHIVE folder

Operational Tip:
Resending Sales and Return Claim Files from ARCHIVE folder

If you need to resend any Sales or Return Claim Files to your distributors:

1. Click the **LOCAL DOCUMENTS** tab in XchangeIT Newsagent Client
2. Click the plus sign at **Archived Files** to display and access your distributor folders
3. Click the required Sales (SL2) or Return Claim File (RTD)
4. Click the **Resend To Distributor** button

Accessing the XchangeIT website

Operational Tip:
Accessing the XchangeIT website

To access the XchangeIT website:

1. Run your internet browser and enter **www.xchangeit.com.au**
2. Enter your username and password into the top-right corner of the page
3. If you have forgotten your password, click on **forgotten password?** and follow the prompts. A new password will be emailed to you.

Checking Billing and Payment information

Operational Tip:
Checking Billing & Payment information using the XchangeIT website

To check Billing & Payment information using the XchangeIT website:

1. Run your internet browser and enter **www.xchangeit.com.au**
2. Login using your username and password
3. Click on **ACCOUNT MAINTENANCE** and **Billing & Payment**

4. Click on **VIEW ALL** to retrieve a list of all documents (invoices, credits, payments, etc)
5. Click on **view** to display the contents of each document

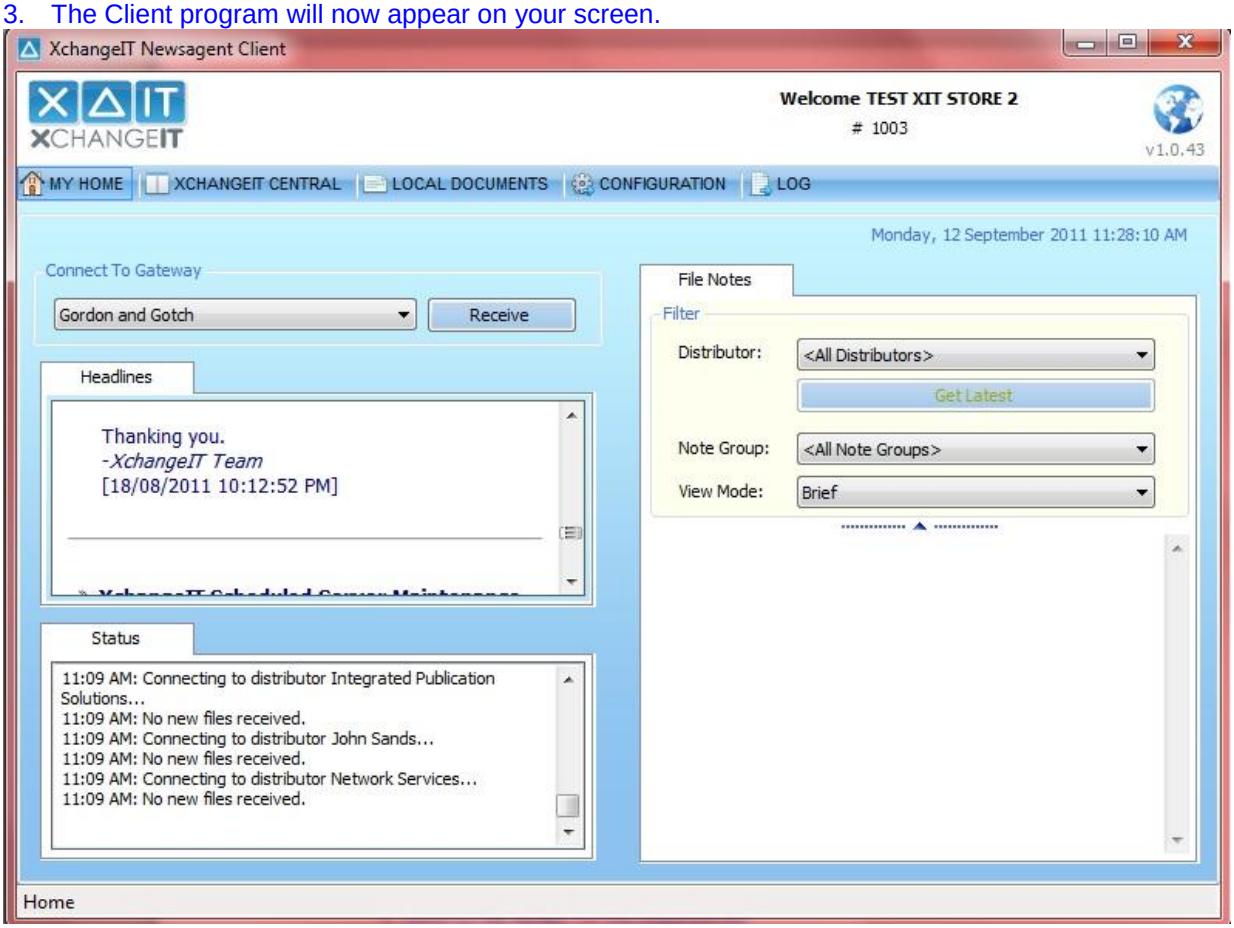
Resending Invoices and Return Claim Forms from the XchangeIT *Link* Client Program

Are you missing an Invoice or a Returns Claim Form from a Distributor? If your answer is yes, then do the following:

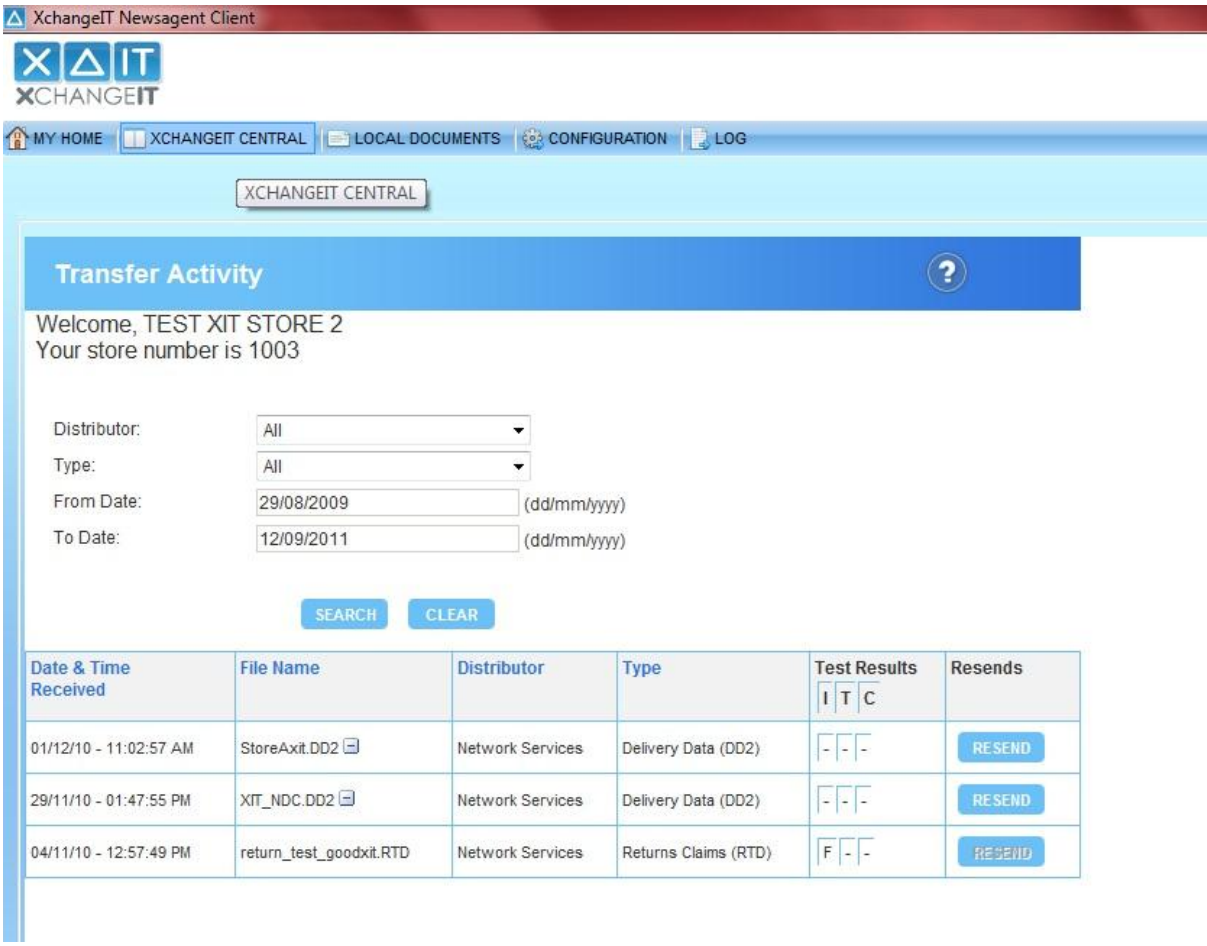
1. Open the XchangeIT Client program by locating the icon at the bottom right hand corner of your screen (next to the clock)

2. Double click on the Blue Icon

3. The Client program will now appear on your screen.



4. Select the "**XCHANGEIT CENTRAL**" tab



5. Click on **SEARCH,** once you have selected a Date Range (From Date and To Date)
6. Click on **RESEND** for the required file
   (Note: the contents of the file can be viewed by clicking on each plus sign to view the Invoice details).
7. Click the **MY HOME** tab
8. Under **Connect To Gateway** select distributor and click **Receive**
9. The Status section indicates whether any files are being picked up

12. Performance Management and ITC's

In return for Newsagents receiving regular Delivery invoices and being allowed to submit Early, Regular and Late Returns via EDI or the web, you agree to submit sales inventory data accurately every day. The Win-Win proposition is that newsagents get to improve their operating efficiencies and cash flows, and distributors get good sales inventory data with which to make better business supply chain decisions.

The purpose of Performance Management and ITC assessments is to ensure accurate data, all the time. If distributors do not receive accurate data all the time it works against what we

are collectively trying to achieve, which is a more efficient supply chain in the newsagency world.

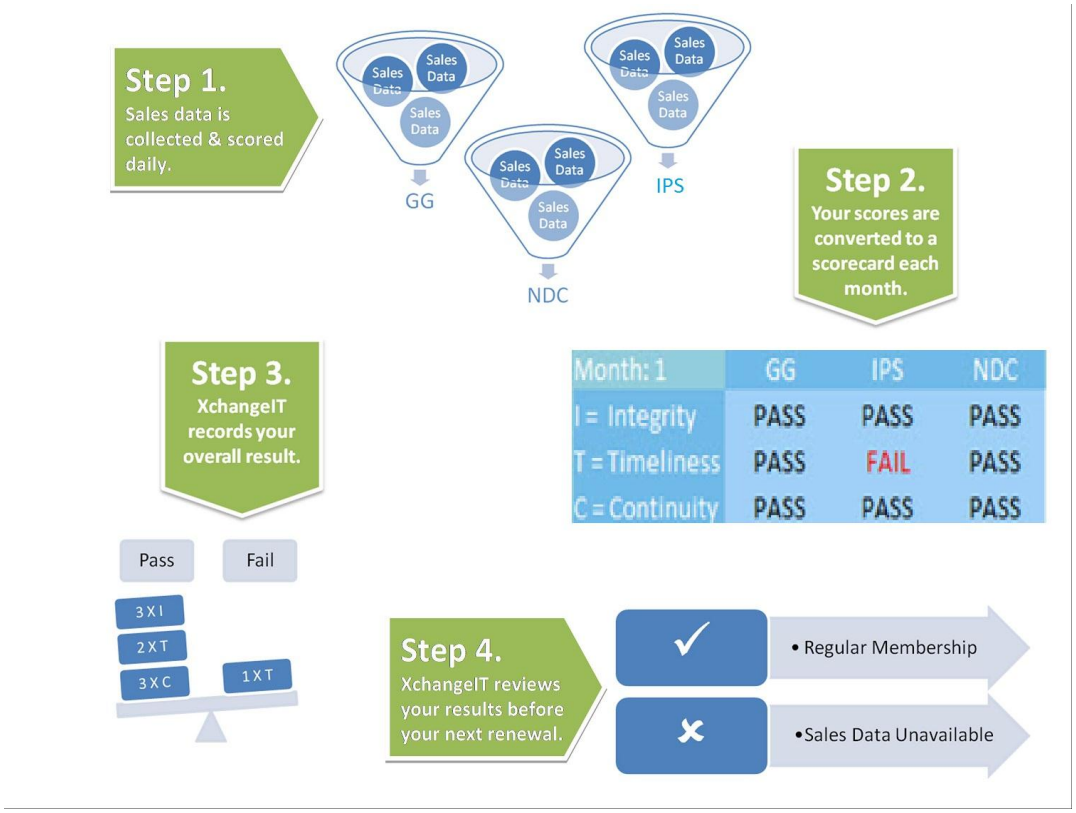
Therefore, XchangeIT Link tests all EDI files which you upload. The data tests currently fall into 4 main categories – Integrity, Timeliness, Continuity and Duplicates. We also test for an additional category called Variance (V). However you will only be considered for compliance and Performance Management on Integrity, Timeliness, and Continuity (ITC). This means that Duplicates will not be considered in the ITC rating, which improves your chances of success. Variance is added to the ITC measurement of full Compliance because it is the only accurate assessment of Returns claims being correct.

The following table is a brief explanation of what each of IT&C means. Further down we explain Variance.

Integrity	Do your files comply with the formats and specifications published by XchangeIT? Integrity problems mean there is something wrong with the data type and structure in the file.
Timeliness	Are the details of items sold received by the distributor before 6 am (AEST/AESDT) on the day following the sale? Timeliness is based on the oldest sale in a data file.
Continuity	Are there missing sales data? Each sales data file contains a total and a running total of each magazine sold. If the total sold yesterday, plus sales from today, equals the total in today's file, then there are no missing sales. If not, your Continuity is bad and some data has gone missing.

As an FYI regarding Duplication, the test asks: Has the data been uploaded before? XchangeIT compares each file to the previous files uploaded to see if there are any duplicates. It ignores the file name and looks at the contents of the file to detect duplication.

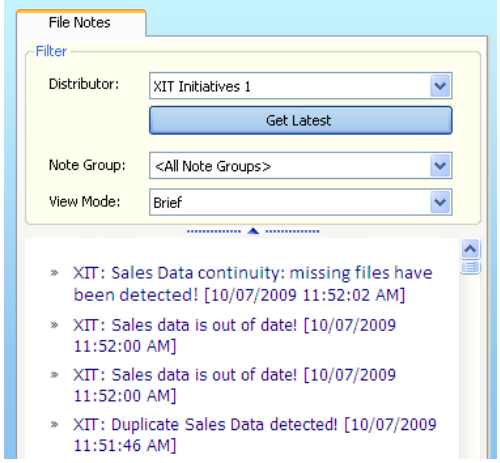
The following diagram illustrates how XchangeIT tests your data.



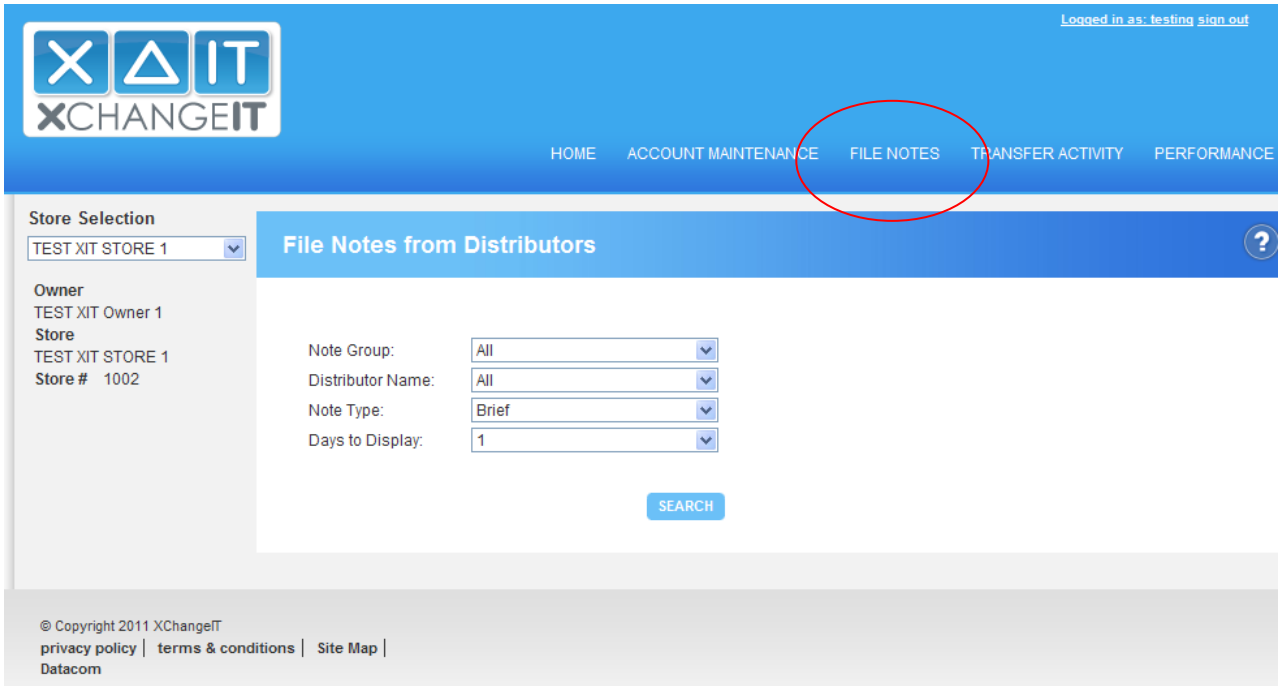
Using File Notes to check your ITCs

The File Notes screen displays File Notes which amongst other things display the results of file tests. It is a quick check for you to see how your ITCs are progressing.

In this screenshot, below, you can see some bad test results, which show that some sales data was uploaded late, some files were duplicated or uploaded twice, and some missing sales data was detected.



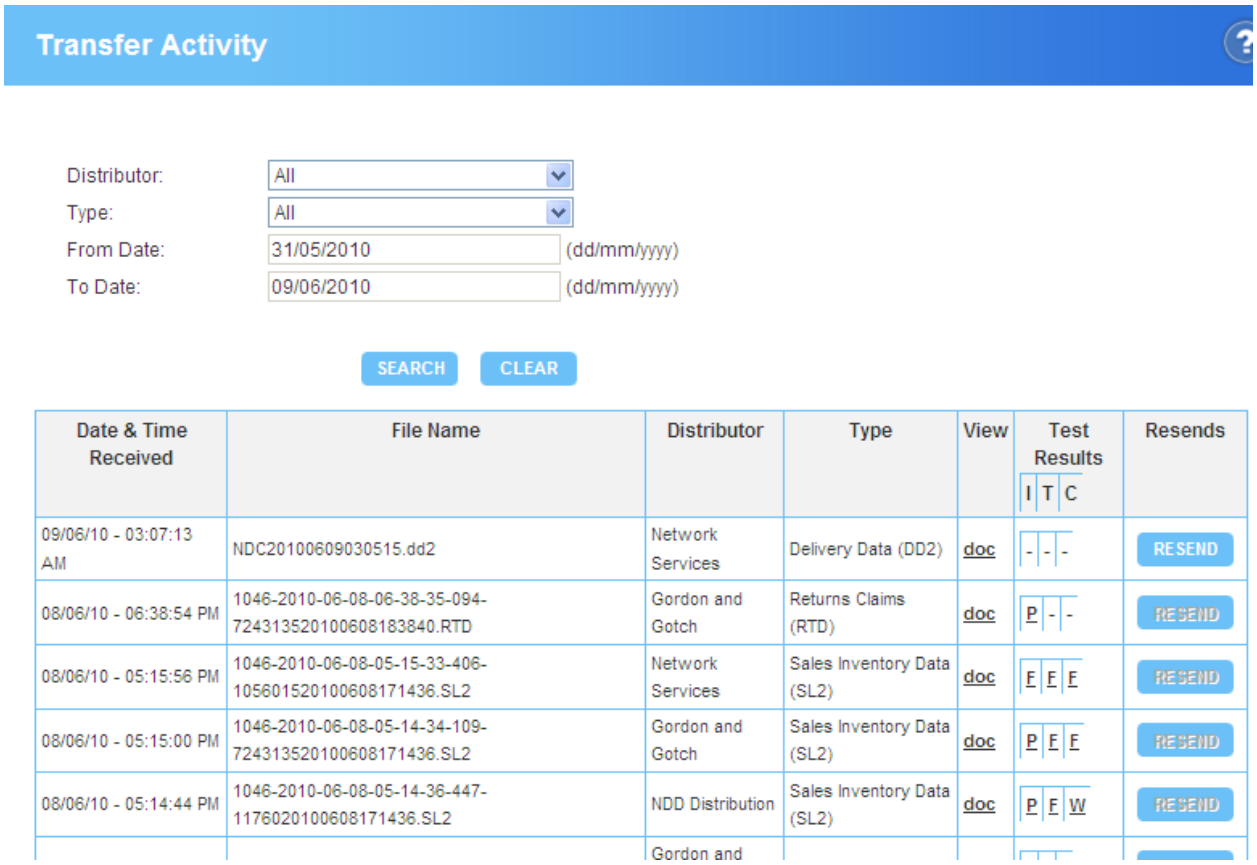
You can also lookup your file notes by logging into the XchangeIT website and clicking **FILE NOTES**. see below.



Using Transfer Activity to check your ITCs in more detail

You can also view your ITC test results by logging onto the Central Site and viewing the file Transfer Activity screen.
The Transfer Activity screen shot, below, shows Sales Inventory data Passing, Failing, and receiving a Warning for each Distributor.

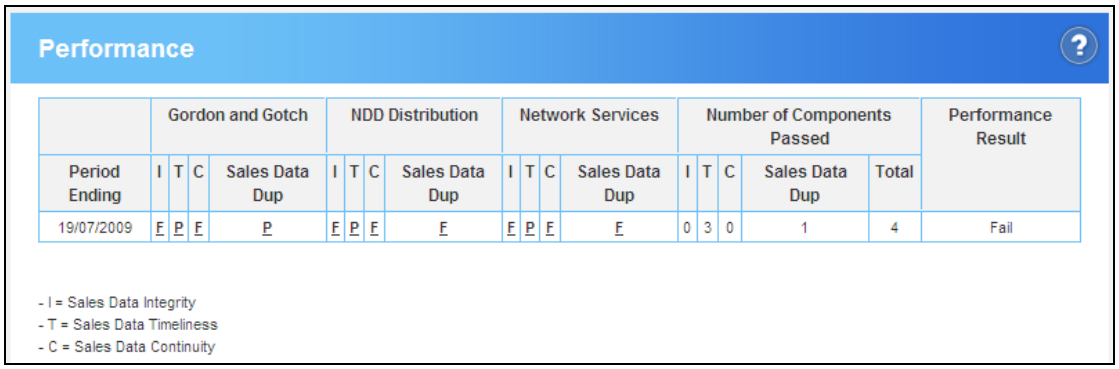
Upon clicking the P or the F or the W in the Test Result column you can see the detail behind the test. This, in turn, provides you with instant feedback on what to do to get back on track if you need. See the Chapter below on Troubleshooting for more detail on each test and what the messages mean.



Date & Time Received	File Name	Distributor	Type	View	Test Results I T C	Resends
09/06/10 - 03:07:13 AM	NDC20100609030515.dd2	Network Services	Delivery Data (DD2)	doc	- - -	RESEND
08/06/10 - 06:38:54 PM	1046-2010-06-08-06-38-35-094-72431352010060818384 0.RTD	Gordon and Gotch	Returns Claims (RTD)	doc	P - -	RESEND
08/06/10 - 05:15:56 PM	1046-2010-06-08-05-15-33-406-10560152010060817143 6.SL2	Network Services	Sales Inventory Data (SL2)	doc	F F F	RESEND
08/06/10 - 05:15:00 PM	1046-2010-06-08-05-14-34-109-72431352010060817143 6.SL2	Gordon and Gotch	Sales Inventory Data (SL2)	doc	P F F	RESEND
08/06/10 - 05:14:44 PM	1046-2010-06-08-05-14-36-447-11760201006081714 36.SL2	NDD Distribution	Sales Inventory Data (SL2)	doc	P F W	RESEND
		Gordon and				

Using the Performance Tab to check your ITCs over one or more Performance Cycles

The Performance tab takes you to your performance screen, as illustrated by the screen shot, below.



Performance

	Gordon and Gotch				NDD Distribution				Network Services				Number of Components Passed					Performance Result
Period Ending	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	I	T	C	Sales Data Dup	Total	
19/07/2009	F	P	F	P	F	P	F	F	F	P	F	F	0	3	0	1	4	Fail

- I = Sales Data Integrity
- T = Sales Data Timeliness
- C = Sales Data Continuity

The aggregate results for each of the 3 tests are displayed for each distributor. The Performance Result is displayed in the right hand column.

Performance Cycles and Performance Management

Your test results are aggregated and compiled over each 31 day Performance Cycle. You can see the results of your Performance Cycle by logging into the Central Site and clicking Performance.

- There are 9 tests, 3 for each distributor
- To Pass each Performance Period of 31 days, you are allowed to fail Integrity up to 12 times, Timeliness up to 14 times, and Continuity up to 12 times
- You must pass 4 out of 6 Performance Cycles in the Billing Cycle of 186 days (6 months) to retain your Membership Category and use EDI Returns.

What to do to remain compliant:

Pass your ITCs and then your Variance (V).

ITCs Step 1. There are 3 tests for each distributor, each day, for a total of 9 tests on Sales data that are assessed daily. You need to pass 7 out of 9 each day. Here is a table of the tests.
9 tests = one daily assessment.

Day 1	GG	IPS	NDC
I =Integrity	P/F	P/F	P/F
T = Timeliness	P/F	P/F	P/F
C = Continuity	P/F	P/F	P/F

ITCs Step 2. A Performance cycle contains 31 daily assessments across 31 days – you need to pass 85% of these (i.e. pass 27 tests out of 31).

ITCs Step 3. There are 6 performance cycles in a billing review period – you need to pass 4 of 6 performance cycles to be compliant and maintain your lowest possible subscription fee.

Remember:

- Scan all your sales, every day, on time.
- Scan all sub-agent transfers in/out, where applicable.
- Send your Sales Inventory data each and every day, on time. That way you will retain all your services plus keep your fees at a minimum

Variance

Each agent must regularly pass ITC&V to be fully compliant.
This tells each distributor that the newsagents are sending their data accurately, on time, every time (i.e. Reported Sales), and they are claiming their Returns credits accurately (to get the correct Derived Sales).

The Variance Test is conducted as scheduled, monthly, by a Distributor to a selected 'basket' of issues, and for each newsagent, each 'basket' issue, calculates the difference between:

- Reported Sales – i.e. *as reported* in Sales Data received; and

 Derived Sales - i.e. *as derived* by taking quantity delivered, less net credits (which is Net Supplied), less net returned.

The actual formula is: Reported Sales minus Derived Sales divided by Derived Sales e.g. (200 – 200) / 200 = 0. This is a perfect Variance score. Currently a 15% plus or minus tolerance is being allowed by Distributors.

The results of this test put the spotlight on in-store practices. For Variance to be consistently within each Distributor's tolerance, all sales must be scanned, all subagent stock movements must be scanned, and controls must be in place for all forms of shrinkage, including theft.

Note that for Variance Tests to be effective, the Distributor Gateway must be aware of transactions that have taken place via non-EDI channels. These include, for example, returns transactions that are conducted via the internet. In these cases, Distributors make this data available via external interfaces such as their on-line services.

Variance Test Applies to:	Sales Data, for a selected basket of items for a Returns period.
Test logic:	For each issue, each newsagent: Variance = ([Sales reported] – [Sales derived]) / [Sales Derived] * 100 %; where Sales reported = sum of sales quantity reported in Sales Data; and Sales derived = [net supplied] – [net credits] – [returns]; and
Follow on actions:	Potentially increase in fees if consistent fails occur, plus not allowing Returns.

The Key to Success:

- Scan all your sales, every day, on time.
- Scan all sub-agent transfers in/out, where applicable.
- Send your Sales Inventory data each and every day, on time. That way you will retain all your services plus keep your fees at a minimum.
- If you fail Compliance tests on your sales inventory data, your Returns capability will be removed
- Scan your Returns, check for accuracy. This improves your business efficiencies.

Summary:

- It is easy to be compliant – scan everything every day, then submit your Sales Inventory files at the end of every day. Follow the Key to Success as described in all the documentation. Regularly check your UNSENT folder and re-send if needed.
- Scan your Returns.
- You will have some time (30 days) to get your system working properly, before assessments are counted in overall compliance
- Compliance assessments are on Sales inventory data
- The tests are on ITC & later on V (see details below), over 6 Performance Cycles of 31 days each cycle
- You need to keep failures down to 12 or less for Integrity and Continuity, and 14 or less for Timeliness. You are allowed a 15% leeway on your Variance score.

- You need to pass 4 of the last 6 Performance Cycles to retain your membership category and your EDI Returns facility
- You receive adequate warnings if tests are failing, & guidelines for rectification
- Consistent failure leads to XchangeIT EDI Returns Service being switched off by ALL magazine distributors.

More detailed explanation of Performance Cycles and Fees

A Performance Cycle is 31 days, and there are 6 performance cycles to get to the next billing period, which is at the 186 day mark.

Performance Cycles part A: If you fail 4 out of 6 performance cycles, two things happen.
One, your fees increase to $850p.a. and
Two, you cannot do Returns Claims through XIT EDI.

Performance Cycles part B: After you have failed 4 out 6 and you then pass the next 4 in a row you can be considered for re-instatement of Returns through XIT EDI (but your increased billing remains until the next billing cycle).

13. Technical and Troubleshooting ITCs

Sales Data (File) Duplication

This test generates one result for the Sales Data File that triggers it.

- In this test, a file is checked to see if it was previously received by the Distributor. The file is checked against date and time. If a file was previously processed with the same date and time, then a 'Duplicate' alert is sent to the Newsagent warning that the file was loaded.
- If the file is NOT a duplicate, then the file is simply processed by the Distributor as per normal.

Sales Data (File) Integrity

This test generates one result for the Sales Data File that triggers it.[1]

This test operates as follows.

1. Check for **fatal** failure conditions in the Receiver record first, then in the Document, Detail and Subagent Detail records. When the first fatal failure is encountered the test stores its result and sub results and exits.

2. If no fatal failures are encountered the test works through other conditions for each entity, this time checking for **non-fatal** failures. When a non-fatal failure is detected, it stores its result and writes a sub result. When three non-fatal failures have been detected, it exits.

3. If no fails are encountered the test result is a "Pass".

Note that in most (if not all) cases there is only one Receiver record per File. In instances where there *is* more than one Receiver record in the File, the logic tests each of them (and their child records) for fatal failures, before moving on to non-fatal failures.

In all cases, the test generates only one result – a pass or a fail – for each File.

Sales Data (File) Timeliness

This test generates one result for the Sales Data **File** that triggers it.

A Sales Data File should pass this test if it is uploaded:

- On the same day that the first of its Sales Data Detail records was generated; or
- On the day following, but before 06:00 EST.

Sales Data (File) Continuity

This test addresses these two main questions:

1. Is each sales total each day continuous?
   Here the test check that each sales data file contains a total and a running total of each magazine sold. So, if the total sold yesterday, plus sales from today, equals the total in today's file, then there is correct continuity and there are no missing sales.
2. Am I picking up sales for each magazine issue correctly over the sales life of that magazine?

The following example shows how it works for a particular magazine (Product A)

Day	0	1	2
Product A, Scanned Sales	5	10 (N)	20
Product A, Cumulative Sales	5 (M)	15 (P)	35

***Note: M = Cumulative sales of Magazines on DAY 1, and N = total number of Magazines Scanned on DAY 2

The cumulative total for Product A for Day 2 is P where P = M + N, hence in the example above P = 5 + 10, which is 15 Magazine sold.

Hence you will have to make sure all magazines are scanned correctly for each issue of the magazine, to keep your figures continuous

.

Returns Claim (File) Duplication

This test generates one result for the Returns Claim File that triggers it**.**

- In this test, a file is checked to see if it was previously received by the Distributor. The file is checked against date and time. If a file was previously

processed with the same date and time, then a 'Duplicate' alert is sent to the Newsagent warning that the file was loaded.
- If the file is NOT a duplicate, then the file is simply processed by the Distributor as per normal.
- This is not part of the Performance test, the Duplication (D) notice is basically a notice to warn you that the Returns was previously submitted.

Troubleshooting – SL2 Data

Take note: Please check to see if you have the most recent version of your POS system. Most issues have been resolved and updates have been delivered by the various POS Vendors. Please check with your POS vendor to see if you have the latest Version

1. **Quantity Sold should be between -99999 and 99999.**
   In this case you , you can overcome the error by ensuring that ALL magazines are scanned all the time.

2. **Sub Agent Code is blank**
   In this instance there is an Error with the configuration on POS
   These issues will be fixed in the most recent patch. We suggest you contact your POS vendor to get the latest updates.*

3. **Quantity Initial Early Return should be between 0 and 9999999 (incl)**
   In this instance, you have to take note that when keying in data into the POS system, ensure the data has no Negative figures
   This is a Returns related error message and does not affect your ITC performance

4. **Copies Credited should be between 0 and 99999 (incl.)**
   In this instance, you have to take note that when keying in data into the POS system, ensure the data has no Negative figures
   This is a Returns related error message and does not affect your ITC performance

5. **Additional Early Returns should be between 0 and 99999**
   In this instance, you have to take note that when keying in data into the POS system, ensure the data has no Negative figures

6. **Copies Credited should be between 0 and 99999 (incl.)**
   In this instance, you have to take note that when keying in data into the POS system, ensure the data has no Negative figures

7. **Common Error Messages:**

Error Message	Reason	Solution
'Total sold' is not a negative number (H30)	A negative amount has	POS provider should prevent

	been returned through the system. This should not be happening	this. Business practice may need to be changed
Additional quantity supplied is invalid (H16)	TBA	TBA
Barcode Cannot be Blank (H7)	Invoice Error. Possible POS Error	Distributor either made a mistake when creating the Invoice OR there is a problem with the POS system
Document reference should not be blank (H3)	POS Error	Contact POS Vendor for Patch
Extra stock delivered to subs does not balance (H24)	POS Problem or Business Practice	TBA
File creation time should be in HHMM (A12)	POS Problem	Contact POS Vendor for Patch
Initial quantity sent to subs does not balance (H19)	Sub agent allocation issue	
Issue cannot be sold in the future(D3,D4)	POS Problem or computer clock problem	Contact POS Vendor
Issue code should not be blank (H9)	Issue with Invoice or problem importing Invoice Data	TBA
Original quantity billed is invalid (H15)	Invoice or POS Issue	Distributor either made a mistake when creating the Invoice OR there is a problem with the POS system
POS system version should not be blank (A15)	POS Issue	Contact POS Vendor for Patch
Quantity supplied net does not balance (H29)	POS Issue	Contact POS Vendor for Patch

Sub agent code is blank (S3)	POS Configuration	Contact POS Vendor to have subagents configured correctly
Subagent returns to main shop do not balance (H25)	POS Error	Contact POS Vendor for Patch
Subagent returns to returns bin do not balance (H26)	POS Error	Contact POS Vendor for Patch
Time of sale should be HHMMSS (D4)	POS Issue	Contact POS Vendor for Patch
Total sent to subagents' exceeds bounds (Z6)	POS Issue	Contact POS Vendor for Patch

Trouble Shooting – RTD Data

1. Document Reference is blank, Document reference should not be blank (H3)
   In this instance it is Compulsory returns data to have a code, example R (regular), and its optional for E (Earlys) and L (Late)

2. Document Date should have a format of YYYYMMDD example 20100812
   In this instance, The POS system has not configured the date format correctly.
   These issues will be fixed in the most recent patch. We suggest you contact your POS vendor to get the latest updates.*

3. Quantity Returned is blank
   In this case, you will have to ensure that the Quantity returned is not blank. Check to see if the Returns form is filled out correctly.

ITC – Q & A

Question 1

I have also been monitoring my ITC performance and have been quite disturbed that I have been failing on some of the criteria even though I have been following your

recommended steps. I was being failed due to invalid early returns and I could not get an answer as to what this meant or how to rectify it. I am now passing the integrity criteria most times, though not for John Sands) even though the data has not changed! I am now failing the consistency criteria which will still result in a failure for the overall performance. I have contacted POS Solutions regarding this and I believe that they are monitoring my progress to find out what the problem is. I see John Sands are being counted in the Performance ratings even though I was informed that they did not require the data. If they have changed their position on this then our POS provider needs to be notified as I keep failing Integrity and Consistency with them due to data type mis-matches. I was informed by the relevant staff member at POS that they need to be informed so they can change the data so it is compliant with what is required by John Sands.

Answer - The John Sand's Data is not part of the ITC assessments, although submitting the John Sands sales files is still important. Returns are not part of the ITC assessment either. Our observation shows you are doing well in your Integrity and Timeliness tests, and so we will work with you to improve your Continuity results.

Question 2

We always submit our Sales Data at the end of the day. The problem - 8 in 10 - is that some Distributor's server does not take it. Even when we highlight and resend it, the serve does not take it - we are told to "please wait". What penalty do Distributors' pay for perhaps not providing big enough servers but failing us for timeliness??

Answer – Try to make it a daily habit to check your Unsent folder and resend any files that might still be stuck there.. The distributors are aware of this and are continually monitoring their servers to avoid the "Please wait" message.

Question 3

You look at your unsent folder - resend and still wont go - or it is sitting in unsent file but has been sent, unknown to you and you resend!

Either way we get pinged - the data is out of date - or it is duplicate data - and never has been able to resolve J Sands data!

Answer – There are a few things you can do to avoid such a scenario, one is to check your UNSENT folder regularly, and secondly some Anti-Virus / Spamware Software do block files from being uploaded or downloaded onto your systems. Its best to have a local I.T. Technician have a look at your system to make sure your system is not blocking these files out.

Question 4

As a distribution only newsagent this does not apply to us, right?

Answer – NO, this does not apply to Distribution Only Agents.

Question 5

Due to staff rosters we cannot always check that the sales files have been sent even though we run the latest Tower system with you.

It would be good if something could be done to improve the distributors' servers to receive more sales files at once at the end of the day.

Answer – Its best in such a scenario to try and keep the End-of-Day process to 1 till and to manage the end-of-day jobs from one Computer. Also check frequently to see if there are files sitting in the UNSENT folder before the close of business each day.

Question 6

How about trying to resolve an issue I've been having since change over. Your note re checking if file has been sent, why if you are connected to the net would files not be sent?

Answer – We send out these reminders about checking your UNSENT folder, as sometimes if the Distributor's Server or Gateway is down, then files do sit in your UNSENT folder until you manually select and Resend the files to Distributors. XchangeIT has been designed to try resending the files automatically for the first 90minutes. Once the 90 minute mark has passed the files get sent to the UNSENT folder.