*NEWZware*                                   **ICANON** ASSOCIATES, INC.

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# 1　General Information

In this section, you'll find a number of helpful hints for using the NEWZware Newspaper Management System, as well as definitions of common error messages and suggestions for solving and reporting any problems you encounter when using the system.

While every effort has been made to make NEWZware as intuitive as possible, there are some features that require a longer look, and some explanation.  Please use this document to become acquainted with the look and feel of NEWZware.

## 1.1　Getting Started

Getting started in NEWZware requires that you launch an application that will allow you to communicate with the UNIX (or Linux) operating system and the NEWZware application.

Start the NEWZware Client application by selecting this icon. You will then see a message window, requesting a little bit of information, but usually, most of the the fields will have the correct information by default, and you will only need to enter your password. Once you do that, you can press the <Enter> key (on your keyboard) or the [OK] button (in the message window) and, after a few seconds, you should be seeing the inital NEWZware menu.

## 1.2　Graphical User Interface (GUI)

While NEWZware functions perfectly well via dumb terminals and terminal emulators, it truly shines through the use of the GUI client application.

The point and click operation is one that everyone is familiar with, so there is very little learning curve when it comes to interacting with the program.

## 1.3　Anatomy of the NEWZware Menu

### Initial NEWZware Menu

The images below are the first menus displayed upon entering NEWZware.

- The first is the GUI version of NEWZware, which can be acessed on most personal computers.

- The second image represents how NEWZware will appear while using a dumb terminal or within a telnet application.

**Main Menu (GUI version)**
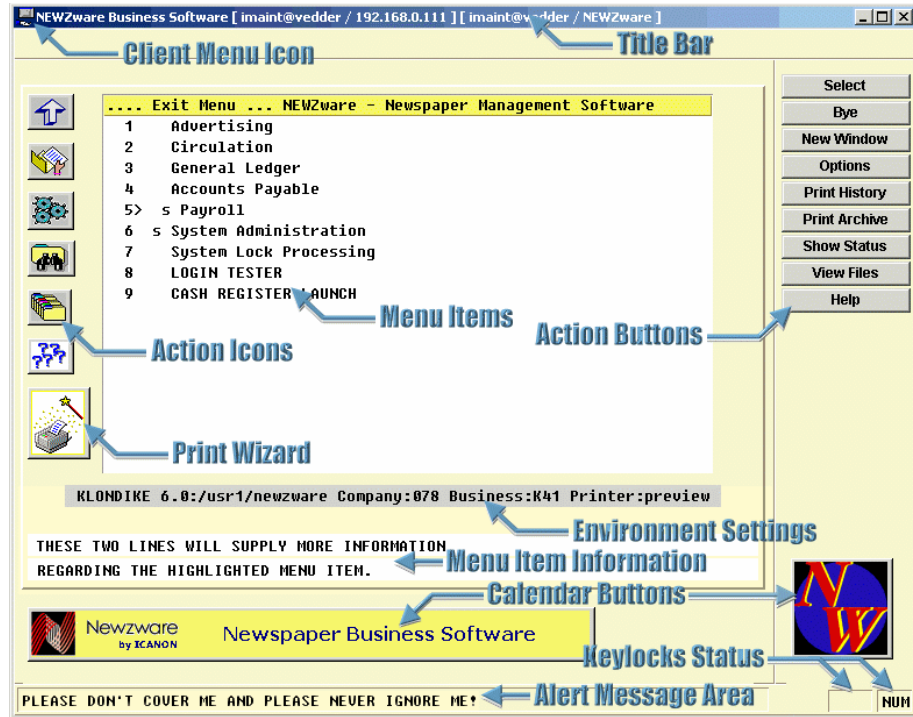


**Main Menu (telnet version)**
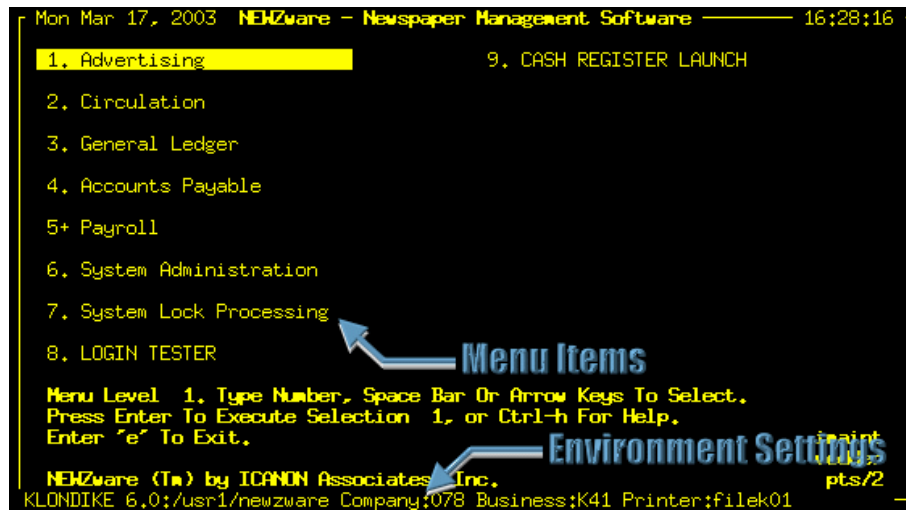
## NEWZware Client Application Menu

Click on the **Client Menu Icon** 🖥 (or the lamp ( 🔦 ) in older versions) or right-click on the **Title Bar** to access the NEWZware Client Application Menu.
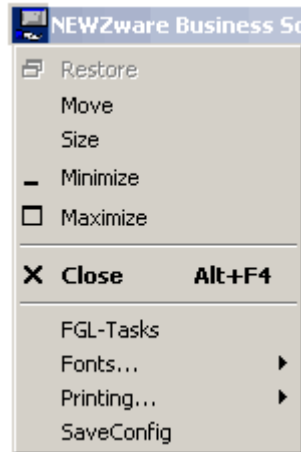
From this menu you can perform a number of tasks.

The first items listed (Restore, Move, Size, Minimize, Maximize, Close) are typical of any Windows application and it is probably easier to perform any of these actions via normal Windows actions.

**FGL-Tasks** will allow you to switch between multiple NEWZware Client windows.

**Fonts...** will give you the opportunity to select different fonts, which will affect the appearance of the client window.  The fonts which are installed, along with the NEWZware application, work best in screens sized 1024x768 or larger.

Be careful, when changing font sizes, never to make the NEWZware Client window so large that you can not see the Alert Message Area, located at the bottom of the client window.

The changes you make are not permanent until you select **SaveConfig**, so if something goes horribly wrong; don't panic, just exit the client window and restart NEWZware.  Your screen will go back to its original settings.

On the other hand, if you do like your new settings, be sure to select **SaveConfig**, and the current settings will become your new default settings, whenever you start the NEWZware Client.

The configuration is saved in a file on your local PC named "locals.tcl".

**Printing...** will allow you to print the current screen to paper.

Select **Printing...**, then **HardCopy** and the standard Windows print dialogue box will pop up, giving you the opportunity to select from the available printers.

```
⊟  Restore
    Move
    Size
_   Minimize
□   Maximize

✕  Close          Alt+F4

    FGL-Tasks
    Fonts...              ▶
    Printing...           ▶    PrinterFont(User):...
    SaveConfig                 ✔ use Automatic Font
                               use Default printer

                               HardCopy
                               use HardCopy Rectangles

                               PrintSetup:...
```
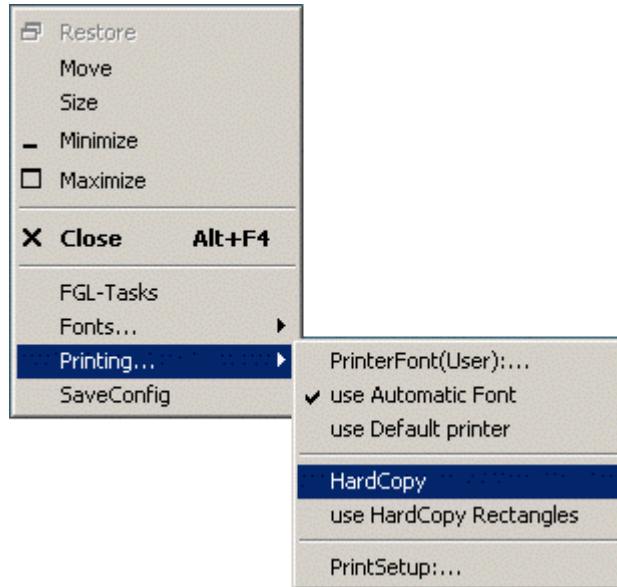
## Print Wizard

The Print Wizard can be used to resolve NEWZware printer problems.

Select the Print Wizard button and a series of diagonistics and adjustments will take place behind the scenes.  Afterward, you will be asked to identify the printer which has been having problems.  Select as many as necessary.

Another series of checks and adjustments will take place, and you will be given the opportunity to print a test to the offending printer(s).

## Menu Items

Nearly everything accomplished within NEWZware is done through the menus.

If you are using a dumb terminal or telnet application, you'll be using the keyboard to make your menu selections.  If you are using the NEWZware Client, you can select a menu item in any number of ways, using either the  keyboard or mouse functions, or both, in conjunction.

The highlighted line indicates the current selection.  In the examples provided, both the GUI and dumb terminal use a solid yellow line to indicate the current selection.  Your color may be different.  If you are unsure as to which item is selected, use your up and down arrow keys to step through the selections available from the current menu.  You'll quickly see which color identifies which the current selection.

Arrow keys are one way to move through the menus, but you can also type the number of your desired choice, hit the spacebar to move through the choices (on a dumb terminal) or use the mouse to click on your selection (while in GUI).

Once you have highlighted the desired menu item, you can select it, by pressing the <Enter> key, double-clicking them menu item or pressing [Select] from the available Action Buttons.

You'll have to decide which works best for you.  Some people like to use the mouse as much they can, while others prefer to keep their hands at the keyboard ...and then others, have to keep their hands at the keyboard because they are using a dumb terminal.

While viewing the menus, a "+" or ">" symbol indicates that choosing that item will take you into another menu.  Choosing a menu item with neither of these symbols will launch an application, process or report.

An "s" following a menu number indicates that some level of security has been associated with that menu item and not all users will have access to this menu item.  GUI users will not see the menu items which they do not have permission to select.  Telnet users will be able to see all menu items, but if they are not allowed to access a menu selection, they will receive a message stating that restriction if they try to select that menu item.

### Action Buttons

The Action Buttons, located to the right of the NEWZware Client window, are available throughout the usage of NEWZware. The buttons will change to reflect the appropriate actions available within the current screen.

The Action Buttons available at the initial NEWZware menu are displayed below, along with the functions they perform.

| *Action Button* | *Function* |
|---|---|
| **Select** | Execute the menu item currently selected, or highlighted. |
| **Bye** | Exits the current menu, returning you to the previous menu.  If at the main menu, selecting this will exit the NEWZware application. |
| **New Window** | Open another NEWZware window.  This will not count toward your number of user licenses. |
| **Options** | Access the Options Action Buttons (which are described later in this list). |

| Action Button | Function |
|---|---|
| **Print History** | Displays a list of the reports you have recently printed, allowing you view or print them again. |
| **Print Archive** | Displays a list of the reports that have been archived, allowing you view or print them again. |
| **Show Status** | Show the processes currently active on the NEWZware server. |
| **View Files** | View files or reports previously sent to the NEWZware server. |
| **Help** | Show the help screen for the current location. |

### Options Action Button List

| Action Button | Function |
|---|---|
| **Select** , **Bye** | Selecting either of these, will bring up the default list of Action Buttons. |
| **Calendar** | Display a calender for the current month. |
| **Favorites** | Opens the "Favorites" set of Action Buttons, allowing you to pick and choose menu items appear in your selection list. |
| **Preferences** | Open a window displaying the users current set of preferences. |
| **Show Status** | Show the processes currently active on the NEWZware server. |
| **Password** | Change the password used, when logging onto the NEWZware server. |
| **Administration** | Access a second set of Action Buttons, providing Administrative functions. |
| **Locks** | Display information about the locks imposed by currently active NEWZware processes. |
| **Printer** | Select a printer as a report destination. |
| **About** | Provides a short history of NEWZware. |

### Favorites Action Button List

| Action Button | Function |
|---|---|
| **Select** , **Bye** | Selecting either of these, will bring up the default list of Action Buttons. |
| **Favorites On** | Replaces the default set of NEWZware menu items with those you've indicated as your "Favorites". |
| **Favorites Off** | Turns off your "Favorites" menu and returns you to the default set of NEWZware menu items. |
| **Favorite Add** | Adds the currently highlighted menu item to your choice of Favorite menu items. |
| **Favorite Clear** | Clears the currently highlighted menu item from your choice of Favorite menu items. |
| **Show Status** | Show the processes currently active on the NEWZware server. |

## NEWZware Menu Action Icons

The following icons can be found at the left of the GUI client while in the NEWZware menus. Some of the actions performed by these icons can also be accessed via the menu items, in the main area of the GUI client, or via the action buttons, at the right of the GUI client.

| | | | |
|---|---|---|---|
| | Move back/up to the previous menu. | | Search the menus for a keyword or phrase. |
| | Select the current menu item. | | View menu, from the current location down. |
| | Show all or an individual users active processes. | | Show the help screen for the current location. |

## Environment Settings

Depending upon how NEWZware is used at your location, it may be that the only value that ever changes in this section of the screen will be the "Printer".  On the other hand, one of the advantages NEWZware has to offer is the ability to service many different locations on the on one centrally located Linux server.  In that case, then you may need to reference the Enviromental Settings line often.  Following, is a description of each part of this line.

### Site Name
The first item on the Environmental Settings line is the site name that has been assigned to your location.  In the examples shown, the Site Name is "KLONDIKE".

If you are in an organization that has multiple sites operating on the same server, a quick glance will ensure that you are where you mean to be.

### NEWZware Version Number
The next item on the Environmental Settings line, in this case, "6.0" is the version number NEWZware.

### Database Filesystem
The next item, "/usr1/newzware" in our example, indicates the file system on which the NEWZware data files reside.

### Company Number
Next, is the Company Number, which is "078", in our example.  The Company Number, along with the Business Unit will always be used to

identify the origin of the accounting activity resulting from the work completed within NEWZware.

### Business Unit

The Business Unit that has been assigned, in our example is "K41". You'll see this code often if you spend a lot of time working with the General Ledger system of NEWZware...not to mention within the Environmental Settings line.

### Printer

Finally, we get to the printer . In our GUI example, the printer is set as "preview". In the telnet version, the "filek01" is our currently designated printer. Printers can be confusing and it may take some time to get used to their sometimes cryptic names, but there is usually a pattern to their names, and once you are aware of that pattern, the names may even make sense. Refer to "Selecting A Printer" for more information.

### Menu Security

Initially, every user has access to every menu item. This is not usually the ideal situation, and for that reason, we can define groups of users, individual users, or a combination of the two, that are granted access to specific menus and/or menu items.

The main thing to remember about granting permissions is that once a user (or group) is defined to have access to a menu item, all other groups and users are not allowed to access that menu item unless they are also given access to that menu item.

## 1.4   Working in the NEWZware Data Screens

Here are a few guidelines for entering data for NEWZware Newspaper Management System:

The command or action that will commit any changes to the database is always displayed on a screen. Two of the different methods that may be displayed are;

- In a prompt (or question that asks for a response) that at any menu item ("Delete? Y/N")

- In the command at the top of the screen (Add: ESC adds new data, DEL discards it.)

Fields are set up for both numbers and letters, or just numbers, depending on the type of information they store. Telephone numbers

have no letters, but address lines have both numbers and letters. If you try to enter letters in fields that only accept numbers, you will receive an error message to that effect.

Most of the fields have an informational message that is displayed, at the bottom of the screen, while the cursor is in that field.

When you are uncertain as to what information a field is wanting, check for that message, or see if a pop-up list <F6> is available.

Use the combination of <CTRL> and <P> to duplicate information from a previous record. This reduces typing time as well as the possibility of making errors.

If you're having problems entering input into a field, check the very bottom of the NEWZware client window.  Any restrictions or error messages regarding regarding input will most often be displayed there. Always make certain that the entire NEWZware client window is visible when using NEWZware

Always write down any system errors you encounter and the keystrokes you performed that lead up to it. Whenever possible, print the screen. Give this information to your System Administrator for help in seeeking a resolution.

## Ring Menus

Ring Menus are the line at the top of the screen that displays your list of available commands.  Be aware that although there are a few mainstays, like "Query", "Bye" and "Help", but they do change and can often hold a clue as to how to do what you would like to do or even, if you are in the right place to do it.

At times, you may see an ellipsis ("…") included among your Ring Menu choices.  This indicates that there are so many commands available on the screen, that they could not all fit within the 80 or so columns allowed on the screen.  To see the other choices, click on the ellipsis or press the <spacebar> to step through all of the available choices.

As you step through the choices, notice the information line directly below the ring menu.  It changes to provide a little more information about what selecting this ring menu item will do.
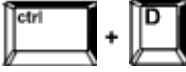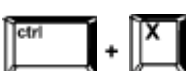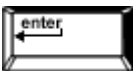
## Pop Up Lists
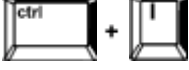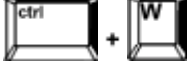
When entering data into a record, we can always type the information in, but if we don't know exactly what we want or we just want to pick from a list of available choices, we often have the benefit of selecting data from a Pop-Up list.

When a Pop-Up screen is available you will see the message "F6 to activate Pop-Up" at the bottom of your screen. Be aware that as you move through the fields on a screen, the message will come and go, depending upon which field your cursor is currently located.

## Special Keystrokes

The following list of keystrokes can be used during searching, editing or inputting data within any of the fields throughout the NEWZware screens. Some come and go while using the system but most are available during the input mode.

| *Keystroke* | *Description* |
|---|---|
| F6 | Display a list of valid entries for the current field. |
| ctrl + ins | Copy the highlighted text into the clipboard buffer (GUI). |
| shift + ins | Paste the text from the clipboard buffer into the current field (GUI). |
| ctrl + P | Insert (or paste) the previously displayed value shown in this field. |
| ctrl + A | Toggles in and out of character insertion mode. |
| ctrl + D | Clears data from the current cursor location, to the end of the field. |
| backspace | Move the cursor back a space (to the left) erasing any character it encounters. |
| ctrl + X | Deletes the character at the cursor's current position. |
| enter | Move to the next field. |

| Keystroke | Description |
|---|---|
| esc | Execute command. |
| ctrl + C | Abort the current process |
| del | Abort the command. No action is taken. |
| ctrl + R | Redraw the current screen – valuable when combating (phone) line noise. |
| ↓ | Move to the next field. |
| ctrl + I | Move cursor to the next field. |
| ctrl + J | Move cursor to the next field. |
| ← | Moves cursor to the left, if at the beginning of a field, it moves to the previous field. |
| ctrl + H | Move the cursor back a space (to the left) erasing any character it encounters. |
| → | Moves cursor to the right, if at the end of a field, it moves to the next field. |
| ctrl + L | Moves cursor to the right, if at the end of a field, it moves to the next field. |
| ↑ | Move backwards through the fields. |
| ctrl + K | Move cursor to the previous field. |
| ctrl + W | Display help message. |

## Master/Detail

At the heart of NEWZware lays a relational database.  The database consists of many different tables and they often relate to each other on a one to many, or master to detail basis.  If you see a "Detail" included among your Ring Menu choices, this indicates that the data on the current screen may have a master to detail relationship.

While in a master/detail screen, it can help to keep your bearings if you notice the informational line below the Ring Menu and how the "Table" changes as we go back and forth between the master and detail records.

Some screens (such as the Dealer screen) contain multiple master to dealer relationships. Select "Detail" once, and we move from the "dealer" table to the "draw_ret" table. The screen changes too, but that doesn't always happen. Sometimes we just move from one area of the screen to another. Select "Detail" again and the table changes to the "truck_load" table.

Select "Master" to change focus back to the Master table.

## Page X of Y

If you see a "Page 1 of 2" that indicates there are other screens (of data) associated with the current screen. To see another screen of data, press "S" or select "Screen" from the ring menu.

At times, you will see this (Page X of Y), but as you type "S" to step through the screens, the counter "X" skips a number. This is because there is nothing on that screen...well, nothing to see. One example of this would be the "Bill-To" screen of the Subscriber Record screen. If the subscriber does not have a Bill-To (billing name and address different than the subscriber) then there is no need to display the Bill-To screen.

## Searching

Of the Ring Menu choices available, "Query" is probably the most often used, because whenever a question arises, we search for an answer. We search by populating fields with the information we know about what we are seeking and then, select "OK" or pressing <ESC>. Sometimes, we know nothing specific about the data we are searching, or we want to find all of the data available. In that case, selecting "Query", then "OK" will find all of the available records for the current screen.

Whichever method you use, the number of records found will always be displayed at the bottom of the screen, along with the number of the record you are currently viewing.

If we are uncertain of what we are searching, we can use meta or wildcard characters. They are special characters, which can be used to assist when searching (Query) data. These special characters are

described in the next section, along with examples of how each are used.

When multiple records are returned, as a result of a search, the Zoom command (available from the Ring Menus) can be used to see many records at once, in a spreadsheet type format.

## Query Comparison Symbols

The following is list *wildcard* characters that have special meaning when conducting searches. Each is listed with an explanation and examples of their usage throughout NEWZware. Searches can be conducted by comparing values in one field, two fields, every field or none of the fields.

Whatever input is entered (during a query) that is the data that NEWZware will attempt to match when the search is executed.

If no search criterion is entered, then the system will assume that you wish to find all of the records within a database.

**Character:**       *
>       Used With:   Character Search
>       Description:   Used to match any number of unknown
>                characters.
>       Example 1:   SM*
>   Possible Results:   SMITH, SMOTHERS, SMUCKERS
>       Example 2:   A*E
>   Possible Results:   AVE, AVENUE

**Character:**    ?
>       Used With:   Character Search
>       Description:   Used to match a single unknown character.
>       Example 1:   SM?TH
>   Possible Results:   SMITH, SMYTH
>       Example 2:   A?E
>   Possible Results:   AVE

**Character:**    =
>       Used With:   Character Search
>       Description:   Used alone, it will match a field with no data.
>                You can use "=" in the subscriber first name
>                field to find those subscribers that have not had
>                their first name entered.

**Character:**    |
>       Used With:   Character, Date or Numeric Search

|  |  |
|---|---|
| Description: | Can be used to search for any number of different values. |
| Example 1: | BLACK\|WHITE\|GREEN |
| Possible Results: | BLACK, WHITE |
| Example 2: | 01/01/03\|01/02/03\|01/03/03 |
| Possible Results: | 01/02/03, 01/03/03 |
| Example 3: | 3\|4\|5 |
| Possible Results: | 3, 4 |

**Character:  >**

|  |  |
|---|---|
| Used With: | Character, Date or Numeric Search |
| Description: | Finds a value greater than the entered value. If letters are used within a field, the order a letter comes within the alphabet is usually proportional to their value. |
| Example 1: | >1 |
| Possible Results: | 2, 47, 100 |
| Example 2: | >02/02/1998 |
| Possible Results: | 02/03/1998, 01/01/2000 |
| Example 3: | >SH |
| Possible Results: | THOMAS, WASHINGTON, YELBA |

**Character:  <**

|  |  |
|---|---|
| Used With: | Character, Date or Numeric Search |
| Description: | Finds a value less than that entered. |
| Example 1: | <100 |
| Possible Results: | 0, 33, 89 |
| Example 2: | <12/31/1998 |
| Possible Results: | 05/08/1998, 11/18/1998 |
| Example 3: | <SH |
| Possible Results: | GEORGE, OFFICE, SAMUEL |

**Character:  >=**

|  |  |
|---|---|
| Used With: | Character, Date or Numeric Search |
| Description: | Will find values greater than or equal to the value entered. |
| Example 1: | >=1 |
| Possible Results: | 1, 30, 73 |
| Example 2: | >=07/03/1998 |
| Possible Results: | 07/03/1998, 01/01/2000 |
| Example 3: | >=SH |
| Possible Results: | THOMAS, WASHINGTON, YELBA |

**Character:  <=**

|  |  |
|---|---|
| Used With: | Character, Date or Numeric Search |
| Description: | Will find values less than or equal to the value entered. |
| Example 1: | <=100 |

**14**           General Information

Possible Results: 1, 30, 73
Example 2: <=07/03/1998
Possible Results: 07/02/1998, 07/03/1998
Example 3: <=SHANE
Possible Results: GEORGE, OFFICE, SAMUEL, SHANE

**Character:　　:**
Used With: Character, Date or Numeric Search
Description: Specify a range of values to find, setting the low and high values.
Example 1: 3:10
Possible Results: 3, 4, 7, 9, 10
Example 2: 01/01/1998:12/01/1998
Possible Results: 01/01/1998, 06/03/1998
Example 3: S:TZ
Possible Results: SAMUEL, SHANE, THOMAS

**Character:　　<blank>**
Used With: Character, Date or Numeric Search
Description: No comparisons are made to blank (query) fields when searching the database.
Example 1: Query, followed by Escape (with no other search criterion).
Possible Results: Finds all records within a database.

## 1.5　Printing

Whenever you request a report or anything to print, before you receive any output you will usually be presented with a NEWZware Report Launch Dialog message box. This box provides you with many opportunities regarding both the object being printed and it's destination.

### NEWZware Report Launch Dialog

When you request a report, after you have responded to the prompts associated with the requested report, you will be asked "Run Report Now?"
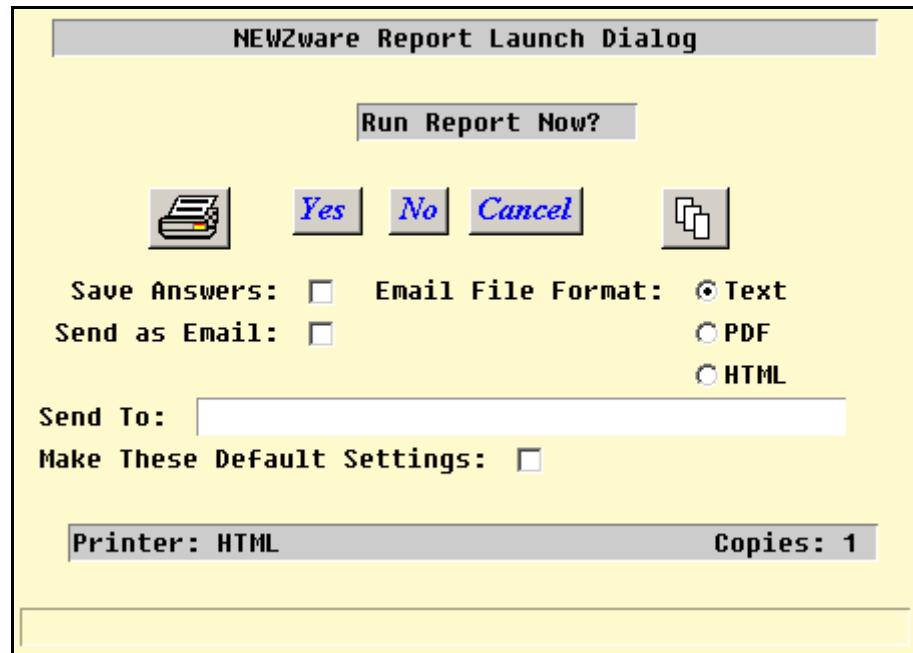
"Yes" will start the report, sending the report to your current default printer. In this case, the "HTML" printer.

"No" will clear the answers you just provided to the report and restart its prompts. This gives you the opportunity to correct a typo without having to wait for a report with information you don't want.

"Cancel" (or "Quit") will exit the screen and return you back to the previous menu without printing anything.

So, do you want the report or not? But wait! Before you answer that question, lets examine the other options of this dialog box, to be certain the report is going to end up where you want it, in the format you that you want it.

Select the printer icon if you decide you want the report to go to a printer other than the printer displayed in the dialogue box.

Select the pages if you want to change the number of copies.

If the report is not for yourself, but someone else, you can have it sent directly to their email address. Simply check "Send as Email", populate the "Send To" field with recipients emaill address and indicate the desired format for the file (standard text, an HTML or PDF). At that point, select "Yes" and the report will be generated and sent out as an email.

The launch dialog box also presents you with the opportunity to save the current answers and settings.

### Selecting A Different Printer

Click on the printer icon or select "Options", then "Printer" while in a menu.  You will be presented with a list of the available printers.

```
NEWZware Default Printer Selection.  Current Printer: HTML
EXCEL            Microsoft Excel            Your PC
HTML             Display Report in PC Browser   PC Web Browser
WORD             Microsoft Word             Your PC
filek01          File Queue (Disk)          /usr1/newzware/lp/*
hp661132k00      LaserJet Landscape 132     Controller Office
hp661132k21      LaserJet Landscape 132     Circ Bus. Off.
hp661132k71      LaserJet 4100 Landscape    Advertising Office
hp661160k00      LaserJet Landscape 160     Controller Office
hp661160k21      LaserJet Landscape 160     Circ Bus. Off.
hp661160k71      LaserJet 4100 Landscape 160 Co Advertising Office
```

You will notice that 3 columns of information is displayed regarding the available printers.  The information contained in the columns are as follows;

• The name the server uses to identify the printer.

• A description of the printer and the print format it will use.

• The physical location of the printer.

If you look to the right of the list of printers, you should no have 3 Action Buttons available; [Select], [Cancel] and [Test Print].

You can either double-click the printer you would like to select, or highlight it and select [Select] from the displayed action buttons.

If you are not sure if the printer you have hightlighted is the printer you really want to select, press the [Test Print] button and a small report will be sent to that printer.  This could also a be used as quick test to ensure a printer is functioning as it should.

If you are using the GUI version, you will be prompted with "Do You Want This Setting Saved For Your Next Session?"  Respond by clicking "Yes" or "No", whichever is appropriate.

### Printing to File

Printing to file (or your web browser), affords you the opportunity to produce a report without wasting paper if you don't need a hardcopy of the report.

It also comes in handy if there are huge (or many) reports printing to the printer that you normally use.

To have reports sent to a file on the NEWZware server, select "Spool To Disk File" as your printer.. When reports have been sent to file, you can then view them by selecting "View Files". If you do need a hard copy of the report, you can then print it from this screen.

The "View Files" will also provide you with the opportunity to [Archive Files] and/or [Share] your reports, to keep them around for as long as you'll need them or share them with as many people that need them.

Reports sent to file will remain on your server's hard drive for a limited amount of time (usually days). If you wish to save an electronic copy, for future use, they can be stored in your archive (via [Archive Files]) or brought to your local PCs hard drive through the use of an FTP application.

### *Viewing Reports Sent to the NEWZware Server*
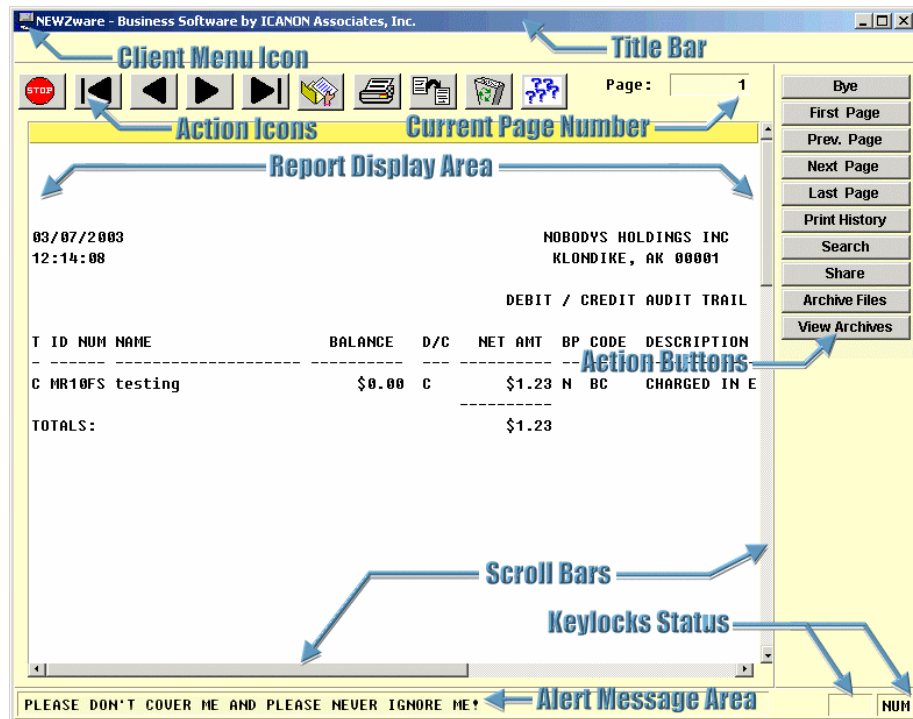
### Action Icons

The following icons are available while viewing reports sent to the "preview" printer, reports previously sent to the "file queue" printer..

| | | | |
|---|---|---|---|
| | Exit the viewer and return to the menus | | View another file |
| | Move to the first page of the current document | | Print the current file, page or screen to hardcopy |
| | Move to the previous page of the current document | | Rename the files currently available for viewing |
| | Move to the next page of the current document | | Remove a file (or files) |
| | Move to the last page of the current document | | Show the help screen for the current location |

## Printing to HTML

For the same reasons as "Printing to File", sending reports to your HTML Web Browser can save a lot of paper.

Different from "Printing to File", printing to HTML doesn't save a copy of your report on the NEWZware server. However, NEWZware does save the report to your PC. These files can be found in the "C:\" directory, with a file name begining with "lp" and ending in ".htm". A typical file would be named something like "lp15450.htm".

### HTML Text Size

If the text displayed within the HTML browser window is too large (and you are using Microsofts Internet Explorer) you can quickly reduce the text's size by selecting "View", "Text Size", "Smallest" from the web browers menu bar. Be sure to remember where you changed it, just in case you find the text to be too small when you go surfing the World Wide Web.

### Saving NEWZware Reports Printed to HTML

If you have a report that you decide you would like to keep, you could try to locate it among the many other files created on your local hard drive, but here is an easier way; With the report you want to save currently in the browser window, select "File", "Save as..." from the web browers menu bar. You will then be presented with a standard save dialog message box. You can use this box to move the file to an appropriate directory and provide it with a more fitting name.

### Cleaning The HTML File Directory

Another difference from "Printing to File" the files produced by printing to HTML will remain on your PC until they are removed. If HTML is your printer of choice, try to remember to remove unwanted reports on a regular basis. Once ever other month will usually suffice.

If printing to HTML is your usual print method and it suddenly stops working, it's probably because you've reached your PC's file count limits. Remove any unnecessary "lp" files from the "C:\" directory. Afterward you should be able to print to your web browser again.

*Some operating systems will require you to reboot your PC before it actually starts printing again.*

## Viewing Active Print Jobs

Sometimes, you request a report to go to your nearby printer, and you've waited ample time for the report to generate, but still nothing happens on the printer. If this happens, or rather, doesn't happen, here a few quick things to check.

- Is the printer powered on?
- Is the printer plugged in, both to a power outlet and network cable (or a computer)?
- Are there any indications of a printer error? Things flashing or beeping are a dead giveaway.
- Does the printer need paper or ink?
- Is the printer online?

If you've run through the list above, and still, your report is not printing, you can use the System Administration Menu to see which print jobs are printing or waiting to print.

Selecting "UNIX System Commands", "Printer Status" will bring up a lot of information, but what we are interested in is at the bottom, and looks something like this;

```
sf5c47-341894  gnc            1867        May 31 13:25on sf5c47
sf5c47-341898  gnc           23232        May 31 13:37
```

The information displayed here is as follows;

- The first column is the UNIX print job number.
- The second column is the user that is printing the report.
- The third column is the size of the job.

- The fourth column indicates the date and time UNIX originally received the print request.

- The fifth column indicates the status of the print job. "on sf5c47" tells us that the job is currently printing. Nothing in that column lets us know that the print job is waiting to print.

If you have requested a report, but don't see it here, it may be that the report is still generating. Check "Show Status" and see if you can find your report generating.

If you do see items listed here, yet nothing is printing, it could be that the print jobs need a little nudge. You can do this by select "Enable Printer" from the same "UNIX System Commands" menu. Select "All" printers and the printers will be enabled when you exit the screen. Don't worry that you are "enabling" printers that are working. Enabling an already enable printer will not cause any harm.

If, at this point, the printer is still not working, please contact your local IT support person.

## Canceling Print Jobs

Use the System Administration Menu to cancel print jobs that are printing but you do not want.

"UNIX System Commands", "Cancel Print Requests" will display the print jobs printing and waiting to print. "Select" those you wish to cancel and they will be cancelled when you leave the selection screen.

After you have cancelled the print jobs, the printer will continue to print until it has printed all of the data in its memory.

## Picking From Selection Lists

There are many situations within NEWZware when any number of possible selections are displayed and you are asked to pick which items you would like to act upon. A few examples of when this would be is when you are selecting which print jobs to cancel, which reports you would like to archive or for which carriers you would like to have a route list printed.

The following image is an example of a screen you would encounter during this selection process and, while the screen may differ slightly, depending on the situation, the selection process is the same.

```
MENU  Select  All  Clear  nOne  Query  Next  Prev  First  Last  Dn-page  Up-page  Bye
Move to next row.


                     Select Files(s) To Archive Permanently
        1              acc.0218
        2              acc.0226
        3              acc.0228
        4              acc.0304
        5              bw_pr.err                                        *
        6              cs.0303.15:36:19.31031
        7              cs.0303.16:08:32.31705
        8              cs.0303.16:10:35.31802                           *
        9              daily_draw.0110.14:31:19.2163
        10             dbcr.0307.12:12:51.13773
        11             imaint.0107.14:09:45.3523                        *
        12             imaint.0107.14:10:38.3559
        13             imaint.0305.17:38:05.27469
        14             NEWZware.0303.15:14:17.30450
```

An asterisk indicates that the item has been selected.

| *Command* | *Description* |
| --- | --- |
| Select | Select the current item. |
| All | Select all of the items within the list. |
| Clear | Remove the currently highlighted line from the selection list. |
| nOne | Remove all items from the selection list. |
| Query | Enter query mode.  Use this to pare down the available selections. |
| Next | Move to the next line. |
| Prev | Move to the previous line. |
| First | Move to the first available selection. |
| Last | Move to the last group (page) of available selections. |
| Dn-page | Move to the next group of available selections. |
| Up-page | Move to the previous group of available selections. |
| Bye | Leave the selection window and carry along any selections made back to whatever process we go to (or return to) next. |

## 1.6   Reporting Timesavers

In this section you will be introduced to report macros, which can be used to save you from repeatedly answering with the same questions with the same replies.  To take it one step beyond that, once you've met Report Macros, then it's time to learn about Automatic Report Scheduling.  The Automatic Report Scheduling feature has the ability

to launch reports on a schedule or as a result of another application running in *NEWZware*.

## Creating a Report Macro

In any report, the user may save the responses to the various prompts in what is called a **report macro**. When the user reaches the report launch dialog (shown below), there is a checkbox labeled **Save Answers**. Checking this box, or clicking on the `Save Answers (F9)` button on the right side of the screen,

```
                 NEWZware Report Launch Dialog

                          Run Report Now?


          🖨        Yes   No   Cancel        🗍

      Save Answers:  ☐   Email File Format:  ○ Text
      Send as Email: ☑                       ◉ PDF
                                             ○ HTML
      Send To:   support@icanon.com
      Make These Default Settings:  ☐

      Printer: filek01                       Copies: 1

```
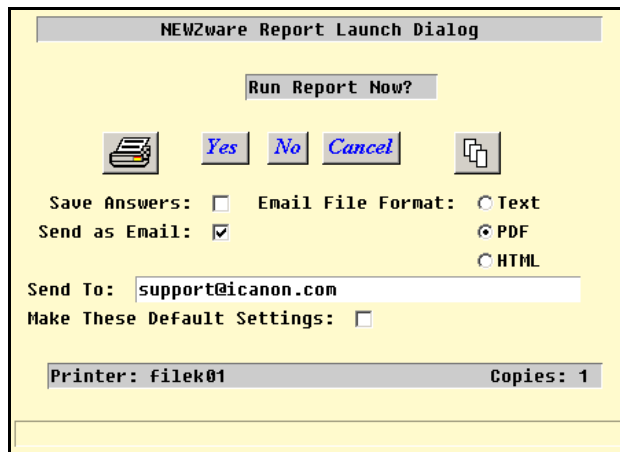
will cause the screen labeled **Save Report Responses** (shown below) to appear.  In this screen, the user may type in a name for this report macro that can be used to select it the next time it is run. To change the current settings for an existing macro, select that macro from the pull down list.

```
                    SAVE REPORT RESPONSES

      You may save many different combinations of responses for this
      report in a "report macro." If you will have more than one macro
      for this report, enter a description to identify this one easily.
      If this will be the only combination you will use, just hit enter
      to save your responses. To change an existing macro to the current
      prompt settings, select that macro from the pull-down list.


      Macro Title:   todays circulation cash - edition KDN    ⬥

   Give these responses a title for next time
```

Once the macro name has been typed in or selected from the pull down list, hitting **Enter** or **Esc** will return the user to the report launch dialog. The user may elect to run the report or not at that point – the macro has already been saved. Canceling the report will not affect the saved macro.

## Selecting a Report Macro

At any point while answering the prompts of a report, the user can select from one of the following new buttons show on the right hand side of the window. Clicking on the Select Macro (F7) button will show the usera list of available macros for the current report. If there is only one, the macro will automatically be selected. Once a macro is selected, the dialog box shown below will be displayed to the user. Answering **Yes** to this dialog means skip all of the remaining prompts and proceed
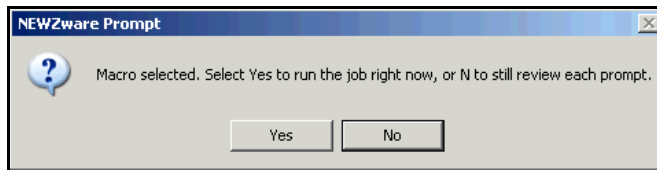


directly to the Report Launch Dialog box. Answering **No** to this prompt means that although the macro is selected the user still wishes to see and review each prompt in turn.

If the user elects to still review each prompt by saying no to this dialog, then the new default for each prompt will be the saved answer from the selected macro. This overrides any of the standard defaults from the program. All the user needs to do to select the default is hit **Enter** through each prompt in turn. If the user does wish to override the macro default value for any given prompt, this may be done. As the user proceeds through the prompts, the macro default value for that prompt will be shown in red text in the lower right hand corner of the screen.

When the end of the prompts are reached, if the user changed answers to some of the prompts, the new macro definition can be saved under the same or a different name as described above.

## Removing a Report Macro

If the user would like to remove a report macro, clicking on the Edit Macro (F10) button will show the user a list of available macros for the current report. Select the desired macro to remove it from the system.

### Date Abstraction Language

Since many *NEWZware* reports are date sensitive, the report macro functionality would be severely limited if the user had to save a specific date or date range as part of a macro. The date range would no doubt need to be changed almost every time the report was run. Therefore, a date abstraction language has been designed that provides the user a way to tell the system that the report should be run (for example) from the beginning of the calendar month to the end of the calendar month – whatever that month may be. This means that the user can save the appropriate responses for a report (or several different variations of a report), with a date range that will stay current as time goes on.

At any prompt for a date, the user can manually type in a date abstraction or select one from the pick list available by pressing the Date Language (F8) button on the right hand side of the screen.

A sample of the date macro language pick list is shown below, followed by a list of the avaiable abbreviations and their meanings.

```
                    Select Date Macro Abbreviation

                    DESCRIPTION
TODAY – TODAY'S DATE
BOW – BEGINNING OF CURRENT WEEK
EOW – END OF CURRENT WEEK
BOCM – BEGINNING OF CURRENT CALENDAR MONTH
EOCM – END OF CURRENT CALENDAR MONTH
BOPCM – BEGINNING OF PREVIOUS CALENDAR MONTH
EOPCM – END OF PREVIOUS CALENDAR MONTH
BONCM – BEGINNING OF NEXT CALENDAR MONTH
EONCM – END OF NEXT CALENDAR MONTH
BOCY – BEGINNING OF CURRENT CALENDAR YEAR
```

### *Date Macro Language Abbreviation Codes*

| | | | |
|---|---|---|---|
| **TODAY** | Today's Date | **BONCY** | Beginning Of Next Calendar Year |
| **BOW** | Beginning Of Current Week | | |
| **EOW** | End Of Current Week | **EONCY** | End Of Next Calendar Year |
| **BOCM** | Beginning Of Current Calendar Month | **BOFM** | Beginning Of Current Fiscal Month |
| **EOCM** | End Of Current Calendar Month | **EOFM** | End Of Current Fiscal Month |
| **BOPCM** | Beginning Of Previous Calendar Month | **BOPFM** | Beginning Of Previous Fiscal Month |
| **EOPCM** | End Of Previous Calendar Month | **EOPFM** | End Of Previous Fiscal Month |
| | | **BONFM** | Beginning Of Next Fiscal Month |
| **BONCM** | Beginning Of Next Calendar Month | **EONFM** | End Of Next Fiscal Month |
| | | **BOFY** | Beginning Of Current Fiscal Year |
| **EONCM** | End Of Next Calendar Month | | |
| **BOCY** | Beginning Of Current Calendar Year | **EOFY** | End Of Current Fiscal Year |
| | | **BOPFY** | Beginning Of Previous Fiscal Year |
| **EOCY** | End Of Current Calendar Year | | |
| **BOPCY** | Beginning Of Previous Calendar Year | **EOPFY** | End Of Previous Fiscal Year |
| | | **BONFY** | Beginning Of Next Fiscal Year |
| **EOPCY** | End Of Previous Calendar Year | **EONFY** | End Of Next Fiscal Year |

## Automatic Report Scheduling and Generation

Once some macros have been designed, it is then possible to schedule reports to be automatically generated according to the macro criteria. Reports may be scheduled to run either when certain major processes are executed (e.g. calculate draw, or advertising billing), or based on a variety of date/time scheduling. The user may schedule a report by selecting the `Schedule    (F11)` button on the right hand side of the report window.

Clicking this button will display the **Report Macro Automatic Scheduler** screen. This is a standard data entry screen in which the user can schedule different macros to run automatically at different times or during different processes.

```
 MENU  Query  Previous  Add  Update  Remove  Output  Bye  Help
 Table: rpt_schedule: Shows the previous row in the current list
                    Report Macro Automatic Scheduler


  Unique ID:              2
   Macro ID:        6 ↧   AD CATEGORY TABLE
 Schedule Active:  Y              User:  jim                    ↧
     Output Type:  E     Output Destination
      support@icanon.com                                            ↧
 Schedule Type:  P
 Program:        1 ↧   ADVERTISING DAILY BILLING
        Minute:
          Hour:
  Day of Month:
 Month of Year:
   Day of Week:




                         2 of 2
```

The **Unique ID** field is simply a unique ID identifying the current
schedule. It is automatically generated by the system. The **Macro ID**
field is the unique ID of the macro that is being scheduled. The
available macros are shown in the pull-down list for this field. The
macro description is shown to the right of the **Macro ID** field.

The **Schedule Active** field is a **Y** or **N** flag. Normally it should be **Y**,
but if the schedule should not be run for some time (for example, if the
recipient is going on vacation), setting this to **N** will cause the schedule
to be inactivated until it is changed back to **Y**.

The **User** field specified the user ID who is scheduling the report. Also
if the specified output destination is the file queue, this is the user who
will receive the scheduled report in their file queue.

The **Output Type** field should be an **E** to send the report to a list of
email addresses, or a **P** to send it to a printer. Note that the email output
will not work unless your system has been configured for this. If it is
not, please have your IT administrator send an email to
support@icanon.com to give us the SMTP gateway IP address and an
email account that will appear to be the source of the emailed report. In
the example above, the report is to be sent to a single email address.
The report can be sent to multiple email addresses by specifying each
in turn with a comma in between each address. In the example below,
the report is to be sent to the print queue named **filenwz**. Since this is
the file print queue for this server, it will be sent to the file queue for the

**User** specified here as **jim**. If the **Output Destination** is a printer, the list of available printers can be found in the pull-down list for that field.

```
 MENU Query Next Add Update Remove Output Bye Help
 UPDATE: ACCEPT changes data. CANCEL discards changes.   ARROW keys move cursor.
                         Report Macro Automatic Scheduler


   Unique ID:            1
    Macro ID:       7 ±  DAILY CASH RECEIPTS MACRO
 Schedule Active: Y                   User: jim                         ±
     Output Type: P    Output Destination
    filenwz                                                               ±
 Schedule Type: S
 Program:      ±
         Minute: 29
           Hour: 17
   Day of Month:
   Month of Year:
    Day of Week: 1,2,3,4,5



 Specify macro ID
                                               (F6 to activate Pop-Up)
```

The **Schedule Type** field defines when the report should be automatically generated. The options are **P** to run the report every time another program is run, or **S** to scheduled it at certain dates/times. If the choice is **P**, the program should be selected from the pull-down list for the **Program** field.

When scheduling for a date and time, it is important to stagger very large/long-running reports.

Setting many complex reports to run simultaneously can cause even a powerful server to be slowed down to the point where it affects other users activities. It is also good to schedule big reports to run early in the morning or late at night so they are processed when the server is mostly idle. When doing this, it is a good idea to find out from the system administrator what time the nightly backup is run, the nightly cleanup, and any other processes you may wish to avoid interfering with.

The following scheduling syntax is valid for all the scheduling fields (**Minute**, **Hour**, **Day of Month**, **Month of Year**, **Day of Week**):

• Single values – just enter one appropriate value for that field

• List of values - Comma delimited list of values.

- Range of values – beginning and ending of range separated by a dash.

- Any combination of the above

**Minute**: valid values are 0-59.
**Hour**: valid values are 0-23
**Day of Month**: valid values are 1-31
**Month of Year**: valid values are 1-12
**Day of Week**: valid values are 0-6 (Sunday through Saturday)

Leaving **all** fields blank will cause the report to never run.

At least one **minute** must be specified for the report to run. If only minutes are specified and no other fields are specified, this means that macro will be run every hour on each of those minutes. Please do not do this unless you really mean it!

Unless the report is to be run once or more every hour, the hour(s) of the day the report should be run should be specified. The appropriate values for hour are 0-23, which corresponds to 12 AM – 11PM.

If the report should be run only on certain days of the month, specify those days in the **Day of Month** field. Appropriate values are 1-31. However, if you specify 31 as the value for day of month, please keep in mind that the report will only be run in months that have 31 days! If the report should be run daily, or on certain days of the week regardless of what day of the month it is, this field should be left blank.

If the report should only be run in certain months of the year (for example, quarterly), this should be specified in the **Month of Year** field. Valid values for this field are 1-12.

If the report should be run on certain days of the week, specify that in the **Day of Week** field. Valid values are 0-6, corresponding to Sunday through Saturday.

## Examples

These schedules both mean run at 5:29 PM every Monday through Friday.

| | |
|---|---|
| Minute: | 29 |
| Hour: | 17 |
| Day of Month: | |
| Month of Year: | |
| Day of Week: | 1,2,3,4,5 |

| | |
|---|---|
| Minute: | 29 |
| Hour: | 17 |
| Day of Month: | |
| Month of Year: | |
| Day of Week: | 1-5 |

This schedule means run at 1 minute after the hour, every hour:

| | |
|---|---|
| Minute: | 1 |
| Hour: | |
| Day of Month: | |
| Month of Year: | |
| Day of Week: | |

This schedule means run at 6:56 AM and 4:56 PM on the 1st and 15th of each month.

| | |
|---|---|
| Minute: | 56 |
| Hour: | 6,16 |
| Day of Month: | 1,15 |
| Month of Year: | |
| Day of Week: | |

## Samples Uses

- Automatically print carrier route list after every calculate draw

- Email ad director an updated Revenue Forecast Report after every billing

- Schedule Booked Ads Report to be printed every morning before users arrive

- Schedule ABC report to be emailed to circulation director after every draw

- Email a District Manager the Carrier Route Lists for all carriers in district

- Email General Ledger Report to CFO

- Automatically email mid-month performance reviews and targets to salesreps

- Email a memo-to-carrier report directly to carrier

### Basic System Administration

The following series of topics may not be applicable to your daily activities, but you it may be helpful to be familiar with them. And while you, yourself, may not be executing backup routines, you can be certain, that at some point in the future, when you call for NEWZware

support, an engineer is going to ask some version of the question "Have you made a recent backup?"

### Show Status

This item will display the processes currently running for yourself or everyone.

Select "Show Status" (or press "S" from a non-GUI interface) and you will be asked "Do you want to see all processes?". Answer "Yes", and you will see all system and user processes currently running. If you answere "No", you will see only those programs which you are currently running. This can be useful to track things that happen in the background, like a Calculate Draw, which returns you back to your menu, but keeps running in the background.

### Locks

Locks are a kind of placeholder that let any new processes or programs know which files are currently in use before the new process begins. Some processes are willing to share the files, but others, are more intense and need exclusive access to the file (or files). If both the current process and the new process are willing to share, then there is no problem, but, if either the current process or the new process declares that it needs an "exclusive" lock, the new process will not be able to start, until the current process has finished (an removed it's associated lock).

You can view the locks in place, at any time, by selecting the action buttons [Options], then [Locks] from any NEWZware menu

### Clearing stuck users

Occasionally, users do get stuck in a process and the computer stops responding. Sadly, if you are a Windows user, you probably know this all too well. When 'dumb terminals' are hung (usually because of a network 'hiccup'), the menu item "UNIX System Commands", "Log Off Hung Terminal" will kill the associated processes and reset the terminal.

### Backups

Performing backups should be part of our regular routines. They should be done before doing anything processor or data intensive. They assure us a safe way back should anything unfortunate happen during the midst of our processing or if we have to return our data to a previous state.

Template Backups

Template Backups store data to the hard drive and are used to save data short term.  You should perform a template backup prior to any major processes, such as a calculate draw, distributor invoicing, producing renewal cards or transmitting to the General Ledger.  Using the Template Backup you can either choose to backup a small, predefined group of files, associated with the process at hand, or all Circulation data files.  The smaller group is, of course, faster, but with the leaps and bounds data storage and I/O speed have taken, many people prefer to backup all of the data files in Circulation, using Template #24

Template Sets Available

1 CALC DRAW
2 CIRCULATION INVOICING
4 CIRCULATION TRANSMIT TO GL
5 ADVERTISING TRANSMIT TO GL
6 ADV. PREPARATORY PROCESSING
7 GENERAL LEDGER PRE-PROCESS
8 GENERAL LEDGER POST
10 ACCOUNTS PAY TRANSMIT TO GL
11 ACCOUNTS PAYABLE PRINT CHECKS
12 FRIDAY BACKUP
13 PAYMENTS/TRANSFERS
15 RENEWAL NOTICES
17 ADVERTISING DAILY BILLING
18 ADVERTISING INVOICING
19 ADVERTISING PAYMENTS
20 DEBIT/CREDIT ADJUSTMENT TEST
21 AMORTIZATION
22 LINAGE MONTH CONTROL TOT ROLL
23 SA FULL
24 CIRCULATION ALL FILES
25 ADVERTISING ALL FILES
26 GENERAL LEDGER ALL FILES
27 ACCOUNTS PAYABLE ALL FILES
28 PAYROLL COMPLETE

Tape Backups

Backups to the tape drive are used to save data long term.   Typically, at the end of the month (accounting period) data is backed up to tape and archived.  Tape backups store all data files in a module, by default, as opposed to template backups which backup the set of files indicated by the templates description.

Restoring Backups

Beware of getting too comfortable with restorals.  If you feel the need to restore, please call us, at least initially.  There may be another solution.  If not, we can walk you through the restoral process.

FTP (File Transfer Protocol)

An FTP program can be used, along with printing reports to file, to save permanent copies of your important information.

## Nightly Cleanup

This happens automatically and a status report is waiting on the printer when the first person arrives in the morning.  The report should state that the nightly cleanup routine has completely successfully.  If not, it may say that it couldn't lock a file because it was in use, and that the cleanup didn't complete.  Check to see if any users were logged in over night.   Typically, this error happens because a user's screen went into power saving mode and they didn't realize they were still logged into NEWZware when they left, at the end of the day.

## System Messages

You might think of the computer as a "thing" without life, and it is, but it does respond to the information you type.  You may notice as you use the NEWZware Newspaper Management System, that it sends you messages.  These messages let you know when you have successfully completed a process or when it requires more information.  For example, every time you add a record, you see a message confirming "Record(s) added."  This is a system message that confirms that the computer has incorporated the information you have, into its database.

Error messages display in a highlighted block on the last line of a screen.  You might see an error message if one of the following occurs:

- You have entered invalid information into a field that is set up to accept limited combinations of numbers and/or letters.  For example, you may see a message "Invalid Zip Code" if you try to enter only 4 numbers ("1234").  This is because the "Zip Code" field was set up to accept only 5 numbers and no letters.  Any other combination results in an error message.

- You have entered valid information incorrectly into a field. This may result if, for example, you begin the zip code field with a space ("12345"). This means that the zip code field was set up to accept only a number in the first space, not a blank.

- You have not entered any information into a required field. This may occur, for example, if you press <RETURN> to skip the "State" field when typing the address. The "State" field is required for all complete addresses.

When you see these types of messages, correct the entered information as is necessary. Refer to the section on "Field Editing Keys" for editing tips.

System Errors occur when you try to perform a task that is not allowed the system.

For example, you receive a system error when you try to access a menu item for which you have not been granted security rights.

When you are unable to perform a given task because of a system error, you may need to report it to your System Administrator. Refer to the section titled "When to Report a System or Error Message."

### Error Reports

Error reports may be printed during certain processes. You'll know them when you see them. Examine the report to see if you can find a resolution. If you can't please call...or if you would just like to discuss them, please call.

### Error Logs

Errors do not always go to a printer. If something isn't functioning properly, you can check the error logs for errors and other information.

The last entry in the error log is always at the end of the file, so if you are looking for a recent error, it usually works best to jump to the end of the file and step backwards through the screens, until you reach the beginning of the file.

When you display the error logs, you will also have the opportunity to print and clear them. Please never clear them. The logs are cleared on a monthly basis, so there is no need to worry that they are growing too large.

## 1.7    What to Do When You Need Help

When you encounter a problem with the system, you should consult the following sources of information, in this order:

Step 1. Check this manual. Helpful information is available in all sections of the manual. Check the Index and the Table of Contents for sections that might explain a topic or application with which you're having trouble.

Step 2. Check with Online Help. Online Help Information is available by selecting Help from the NEWZware menus or from a ring menu. Online Help can give you help specific to your current location within the NEWZware system.

Step 3. Check with your immediate supervisor. Your department supervisor may be able to provide you with added insight into the problem and offer suggestions and practical help for resolving your situation.

Step 4. Contact your System Administrator.  Your System Administrator should be the last source of information you should consult.  He or she will advise you about resolving the problem and, if additional assistance is needed with the system, has access to ICANON Associates Inc. Software Support.

## 1.8    When to Report a System or Error Message

Encountering a system or error message is bothersome, but you can learn important information from them.

Some error messages simply indicate that you have entered incorrect information in the field or have forgotten to enter information for a required field. You do not have to report these kinds of error messages.

You will need to report a system error to your System Administrator.

System errors are easily recognized, because you see a highlighted message at the bottom of the screen. Some examples of the system errors are:

"Your ID is not permitted to access this menu item," which happens when your security level is not set up for you to use the selected menu item.

When a system error happens, print or write down the error as well as all keystrokes you made prior to seeing the error. Be sure to include the application you were using, and what menu item you were trying to access or perform. This will help determine the origin of the error as well as the possible solution.

After you have recorded the error on paper, press <B> until you return to the System Main Menu and the login prompt. Report the error to System Administrator for help.

In the simplest of terms, if an error message is displayed on the screen, which can not be resolved or understood, seek help. Whether that help is a nearby coworker, a supervisor, your system administrator or the NEWZware help desk, somewhere there lies a solution.

# 2　Subscriber Tasks

This section of the Circulation User Guide contains subscriber-related tasks.  These tasks include adding, suspending, or canceling a subscription; entering or transferring a subscriber payment; adding, updating, or removing records related to change of address information for a subscriber; issuing or reprinting subscription renewal notices; and recording missed deliveries for a subscriber.  This section does not include tasks related to maintenance of subscriber or the non-subscriber files.  Tasks related to file maintenance can be found in Section  of this Reference guide, "Master File Management Tasks".

## 2.1　Customer Service Screen

A great deal of effort has been devoted to helping you provide access to all pertinent information about your subscriber and non-subscriber database. Improving customer relations is the philosophy behind the revisions made to the Customer Service Screen. Shown below is the Graphical User Interface (GUI) version NEWZware Circulation Customer Service Screen.  This screen looks very similar to the former "Memo To Carrier" screen in previous releases of NEWZware, however this screen has many new features making your job easier. This document introduces the features and functions of the Customer Service Screen on a command by command basis.

### Screen Layout

The screen is broken into two major sections with several pop-up windows and pop-up selection lists.

The top section of the screen focuses on the customer or subscriber. Information like the subscriber's name, title, telephone number, address are searched, displayed, entered and updated in this section.  Once a record is displayed in the top section, an action command can be executed.  Quite often you want to process subscription information.

The second section, which is concerned with subscription processing is the area that identifies editions, issues, type of service, and rate and time frame information.   Once this is populated, optional promotional information can be entered.   The specifics of each action command are described in the Ring Menu section below.

Subscriber / Non Subscriber Information Section

Subscription Information
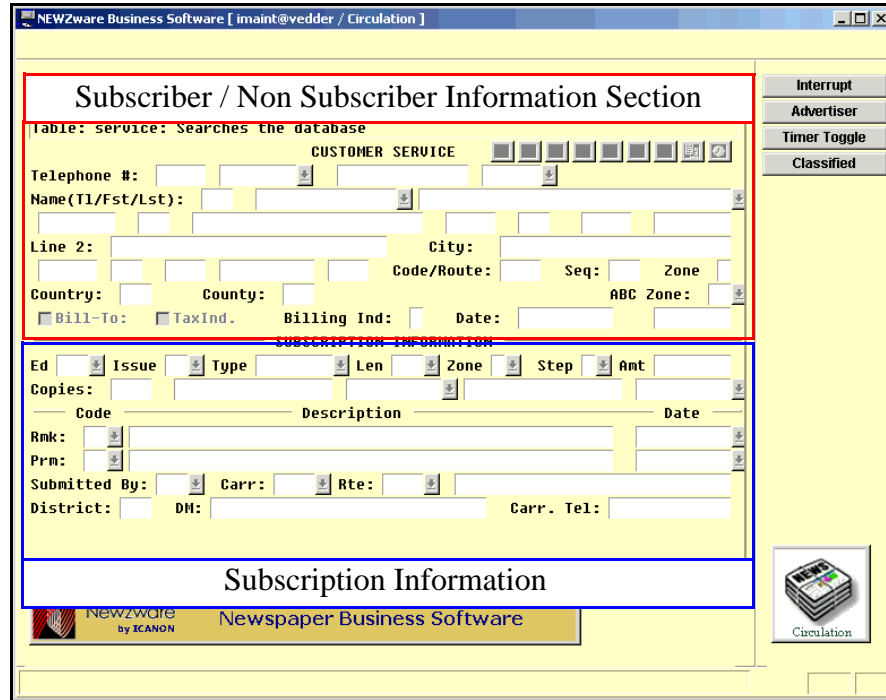
## Ring Menu

The commands on the ring menu can be executed by clicking them with your mouse, or typing the command letter on the keyboard like 'a' for Add.   Some commands are not available unless a current record is displayed in the upper portion of the screen.

Depending on the action command, there are several fields that must be visited to complete the action.  In most cases, the fields are automatically populated with default values that can be quickly over-typed.

Screen behavior depends on what options are enabled.   For example, if the automated address correction software is enabled (a.k.a. Postalsoft' ACE), the address will be automatically corrected, standardized, assigned a carrier route and complete postal encoding.  This is true for both US and Canadian installations.   If the address is ambiguous, suggestions will be displayed in a pop-up list.  The "Mail Bag" screen is not displayed for mail subscriptions if the automated address correction is enabled.   If the routing facility is enabled, and a Start action is being performed, then the correct carrier route for that address is automatically populated, along with the associated district manager.

The action commands are:

| Command | Description |
|---------|-------------|
| Query | Allows user to enter search criteria. When the user hits [ESC] key, subscriber (subscr) and non-subscriber (nonsub) tables will searched for records matching search criteria. |
| Next | Displays the next record in the current query list. |
| Previous | Displays the previous record in the current query list. |
| Update | Allows changes to be made to the subscriber/non-subscriber record currently displayed on the screen. The user can change the subscriber phone number, name, or address information. |
| Add | Adds a new subscriber record. The user must supply the subscriber phone number, name and address. The subscriber number will be system generated. |
| Dispatch | Allows for dispatch processing for the subscriber record currently displayed. Dispatch processing allows input into the following fields: edition, issue, copies, remark code, remark description, remark date, and submitted by. |
| General | Allow for general message processing for the subscriber record currently displayed. General message processing allows input into the following fields: edition, issue copies, remark code, remark description, remark date, and submitted . |
| Service | Allow for service message processing for the subscriber record currently displayed. Service message processing allows input into the following fields: edition, issue, copies, remark code, remark description, remark date, and submitted by. |
| Start | Allows for start processing for the subscriber record currently displayed. Start processing allow input into the following fields: edition, issue, pay type, length, zone, step, amount, copies, begin date, end date, remark code, remark description, remark date, promo code, promo description, promo date, submitted by, carrier, route, abc zone, tax indicator, carrier route, postal sequence, postal zone, directions indicator, bill-to indicator, and billing indicator. |
| Stop | Allows for stop processing for the subscriber record currently displayed. Stop processing allows input into the following fields: edition, issue, end date, remark code, remark description, remark date, and submitted by. |
| Shortage | Performs distributor look-up based on phone number, if no match is found it will look up distributor based on distributor number. Once the distributor is identified, shortage processing allows input into edition, issue, copies, remark code, remark date, and submitted by. The user is then prompted to see if the distributor is to be billed. |

| *Command* | *Description* |
|-----------|---------------|
| Vacation | Allows for vacation processing for the subscriber record currently displayed.  Vacation detail processing allows the user to add/update one or more vacation frames for the current subscriber. Commands Query/Add/Update/Next/Previous are available for the user to navigate through the current subscriber's vacation detail records. |
| Zoom | Converts current list into browse format so user can choose subscriber then view detailed information about the subscriber selected.  The data which can be viewed is as follows: Carrier:  View the carriers and carrier history for current customer. Directions:  View the directions to a customer's home. Subscrip:  View customer subscription history. Remarks:  View customer remark history. Notices:  View customer renewal notice history. Payments:  View customer payment history. Vacations:  View customer vacation history Moves:  View subscriber move history and future moves. Audit Trail:  (future release) View complete history of account |
| Output | Prints screen image to the users current printer, or to a selected printer or disk file. |
| Bye | Exits application back to invoking menu.  Good-bye! |
| Help | Provides NEWZware on-line screen help. |
| Directions | During START processing, when the user enters a "Y" in this field, the "Directions to Household" input screen will be displayed, allow the user to enter freeform directions to the subscribers house. |
| Bill-To | During START processing, when the user enters a "Y" in this field, the "Bill-To Information" input screen will be displayed, allowing the user to enter an alternate will be displayed, allowing the user to enter an alternate subscription. |

## Status Indicators

The status indicators are icons located at the right of the display window, just below the ring menus.  The icons become "colorized", when appropriate, to provide "at a glance" information about the subscriber currently displayed, and/or their subscriptions.

| | | | |
|---|---|---|---|
|  | The subscriber displayed is also an advertiser. |  | The subscriber displayed is also a classified advertiser. |
|  | This indicates a non-subscriber, a stopped subscriber or a subscriber in their grace period. |  | This icon indicates that the subscriber is approaching the end of a frame. |

| | | | |
|---|---|---|---|
| 🟢 | The subscriber has a Carrier Collect or paid PIO subscription. | | This icon indicates that this customer has had recent dispatches or remarks. |
| **V** | The subscription is currently on a vacation stop. | | There are notes available for this subscriber. |
| ⊘ | Not related to the subscriber. Indicates that Customer Service Follow-Up has been enabled. | | |

## POP Up Screens

The second section, which is concerned with subscription processing is the area that identifies editions, issues, type of service, and rate and time frame information. These areas are supported with POP Up screens which provide valid choices for data. Pop Up Screens are activated by either depressing the F6 key or double clicking on the menu. Below are the Pop Up screens for edition, issue and rate fields. Note that both are displayed as scrolling arrays.

**Edition Code PopUp**

```
            EDITION CODE POP-UP SELECTION MENU

     CODE           DESCRIPTION
    FLY            SOUTHERNMOST FLYER
    FP             FREE PRESS
    KWC            KEY WEST CITIZEN
    MF             MARATHON FP
    SH             SOLARESHILL
    SKW            FIRST CLASS MAIL
    WSJ            WALL STREET JOURNAL
```

**Issue Code
PopUp**

```
             ISSUE CODE POP-UP SELECTION MENU

     CODE          DESCRIPTION
    DS            DAILY
    FS            FRIDAY, SATURDAY, SUNDAY
    SO            SUNDAY ONLY
    SS            SATURDAY, SUNDAY
```

**Rate Code
PopUp**

```
              RATE POP-UP SELECTION MENU

   CODE                  DESCRIPTION
  333         KWC   DS   2   1   M   A   0      9.00
  334         KWC   DS   2   1   M   B   0      8.50
  337         KWC   DS   2   1   M   D   0      9.17
  343         KWC   DS   2   1   M   G   0     12.00
  273         KWC   DS   2   1   M   K   0     13.00
  272         KWC   DS   2   1   M   P   0     12.00
  274         KWC   DS   2   2   M   K   0     26.00
  285         KWC   DS   2   2   M   P   0     24.00
  344         KWC   DS   2   3   M   G   0     30.00
  275         KWC   DS   2   3   M   K   0     33.00
```

The final section,  providing entry fields for Remarks and Promotional Information are also supported with Pop Up screens.  The remarks field is transaction sensitive. Initially all remarks will be available , however you can change the remarks table to categorize the existing remarks by transaction.

**Remarks Code**
**PopUp**

```
            REMARKS CODE POP-UP SELECTION MENU


     CODE           DESCRIPTION
    NS              NEW START PLEASE DELIVERY
    PD              PLEASE THROW PAPER IN DRIVEWAY!!!!!!
    PF              PLEASE THROW PAPERS OVER THE FENCE!!!!
    PO              PLEASE THROW THE PAPER OUTSIDE THE FENCE/YARD!!!
    PP              PLEASE THROW PAPER ON THE PORCH!!!!
    PY              PLEASE THROW THE PAPER IN THE YARD!!!!!
    R3              $  .   1 MO REV (3 MO FOR PRICE OF 2 MO)
    RE              RESTART 10.00 4WKS REV
    RF              REFUND REQ   /  $
    RS              PLEASE, RESTART DELIVERING THE PAPER!!!
```

**Submit Code**
**PopUp**

```
            SUBMIT CODE POP-UP SELECTION MENU


     CODE           DESCRIPTION
    0               UNSOLICITED
    1               CUSTOMER
    2               CARRIER
    3               UNIDENTIFIED
    PAY             PAYMENTS
```

**Carrier & Route**
**PopUp**

```
            CARRIER NUMBER POP-UP SELECTION MENU


     CODE           DESCRIPTION
    C001            PALOMINO
    C002            MIRABAL
    C003            FERNANDEZ
    C006            LOPEZ
    C007            LOPEZ
    C011            FERNANDEZ
    C013            MIRABAL
    C014            AMADOR
    C015            CAMPBELL
    C026            MIRABAL
```

**Postal Zone
Code PopUp**

```
                    POSTAL ZONE POP-UP SELECTION MENU

     CODE                    DESCRIPTION
    ┌─────────────┐ ┌─────────────────────────┐ ┌──────────────────┐
    │ 1           │ │ 330                     │ │ 333              │▲
    │ 1           │ │ 340                     │ │ 341              │
    │ 2           │ │ 334                     │ │ 334              │
    │ 2           │ │ 339                     │ │ 339              │
    │ 2           │ │ 349                     │ │ 349              │
    │ 3           │ │ 326                     │ │ 329              │
    │ 3           │ │ 335                     │ │ 338              │
    │ 3           │ │ 342                     │ │ 347              │
    │ 4           │ │ 284                     │ │ 284              │
    │ 4           │ │ 290                     │ │ 292              │▼
    └─────────────┘ └─────────────────────────┘ └──────────────────┘
```

## Productivity Enhancements

Several productivity enhancements are included in the system such as:

- A default area code is always displayed for telephone number searches and entries.

- This value is parameter driven, and can be typed over when exceptions arise.

- The top portion of the screen is query by form that supports full relational operators and wild-card searching.

- The top portion of the screen can search both subscribers and non-subscribers.

- A Zoom feature allows you to view more than one record at a time.

- A View Menu enhancement empowers you with fast access to multiple levels of information.

### Query By Form

Query by form allows searching for both subscribers and non-subscribers by telephone number, account number, name, and address. Any field can be populated with search criteria to narrow your search. Wildcard searches such as 'WIL*' in the last name field will return all records with the first three letters of the last name that match 'WIL'. These include 'WILSON', 'WILLIAMS', etc. Once the criteria is entered, clicking the OK button or pressing [ESC] will start the search. When the search is complete, the first record returned is displayed on the screen, along with the record count at the bottom of the screen.

Searches can be conducted on any data field, however, the most effective searches are run on Telephone #, Subscriber #, Name and/or Address.

**The results set has retrieved 42 possible matches.**



### Zoom View of Records

When a query returns more than one record, you can save time by viewing several records at one time.

The Zoom command supports this feature by providing a scrolling array of records returned by the query.

To activate this screen simply type Z or click on the Zoom option.  You can quickly identify subscribers by scrolling through the array. Use arrow keys to select the appropriate  row and hit [ESC].



### The View Menu

Another time saving addition to this screen is the View Menu.  Making the new Customer Service Screen an even more powerful tool. Once a search has been completed,  a subscribers history can be viewed, the vieW option is displayed from the CUSTOMER SERVICE SCREEN. Simply click on the View Option (or type W)

Once selected the VIEW Menu provides the ability to view specific and detailed information to help you better service your customers.



The following displays the various View Menu options.  To select the desired view type the letter for example

Carrier, D - Directions etc., or use mouse and double click the desired view.

**Audit View**

# NEWZware

## ICANON ASSOCIATES, INC.

**Carrier View**

VIEW MENU | Next | Prev | First | Last | dn-paGe | Up-page | View | Output | Bye

Output screen image to printer

CUSTOMER:  000137   RICHARD      DALEY

| BEG-DATE | END-DATE | CA-NUM | CA-FNAME | CA-LNAME | CA-PHONE |
|---|---|---|---|---|---|
| 09/06/2002 |  | KC0100 | SAMUEL | MOTT | (305)295-2779 |
| 08/15/2002 | 09/05/2002 | KC0102 |  | OFFICE | (305)292-7777 |
| 03/29/2000 | 08/14/2002 | KC0101 | ANTHONY | VETRANO | (305)292-6073 |

**Directions View**

VIEW MENU | Next | Prev | First | Last | dn-paGe | Up-page | View | Output | Bye

Move to next row.

CUSTOMER:  000137   RICHARD      DALEY

DIRECTIONS

HEAD WEST, TURN RIGHT AT LAKE MICHIGAN, THEN LEFT AT THE CHICAGO
RIVER, AND LEFT AGAIN AT JORDAN'S.

**Dispatch View**

VIEW MENU | Next | Prev | First | Last | dn-paGe | Up-page | View | Output | Bye

Move to next row.

CUSTOMER:  000137   RICHARD      DALEY

| STS | EFF DATE | CALLED | DISPATCH | DRIVER |
|---|---|---|---|---|
| D | 10/28/2002 | 10:32:49 | 10:45:02 | Mark Walker |
| D | 09/28/2002 | 10:14:59 | 10:33:51 | Mark Walker |
| D | 09/20/2002 | 08:23:46 | 10:49:26 | Mark Walker |
| D | 09/17/2002 | 07:35:46 | 10:59:41 | Mark Walker |
| D | 10/03/2001 | 08:49:45 | 09:03:42 | Mark Walker |

**Subscription
View**

```
VIEW MENU  Next  Prev  First  Last  dn-paGe  Up-page  View  Detail  Output  Bye
Move to next row.


CUSTOMER:    022416    GEORGETTE         MAYOR
   BEG-DATE      END-DATE     EDN  IS  T ACT   CAN-DATE   IND   COL-DATE   IND CPY
                                       _
   05/29/2003    03/28/2004   KWC  DS  2 N                 N               N   1
   03/29/2003                 KWC  DS  1 N    05/29/2003   Y    04/19/2003 Y   1
```

**Remarks View**

```
VIEW MENU  Next  Prev  First  Last  dn-paGe  Up-page  View  Output  Bye
Move to next row.


CUSTOMER:    000137    RICHARD         DALEY
TYP  RMK-DATE     TIME              REMARK DESCRIPTION

  B  02/24/2003              Stop Delivery
  B  12/31/2002              Re-start after vacation
  B  12/18/2002              VACATION STOP
  R  12/18/2002              VACATION STOP
  R  10/29/2002              MISSED DELIVERY ON MONDAY, PLEASE DELIVER DAILY!!!
  B  10/29/2002              MISSED DELIVERY ON MONDAY, PLEASE DELIVER DAILY!!!
  R  10/28/2002              MISSED DELIVERY ON MONDAY, PLEASE DELIVER DAILY!!!
  B  10/26/2002              Re-start after vacation
  B  10/15/2002              VACATION STOP
  R  10/15/2002              VACATION STOP
```

**Notices View**

```
VIEW MENU  Next  Prev  First  Last  dn-paGe  Up-page  View  Output  Bye
Move to next row.


CUSTOMER:    000137    RICHARD         DALEY
   BEG-DATE      END-DATE     EDN  IS   PAY-DATE     NOTICE DATETIME    TYPE

   04/25/2001    06/18/2002   KWC  DS   04/05/2001   2002-06-07 10:21   2  1
   04/25/2001    06/18/2002   KWC  DS   04/05/2001   2002-05-28 14:31   1  1
```

**Payments View**

```
VIEW MENU | Next | Prev | First | Last | dn-paGe | Up-page | View | breaKdown | Detail | Output | Bye

Move to next row.


CUSTOMER:    022416     GEORGETTE          MAYOR
   BEG-DATE     PAY-DATE   PAY-AMT  RECEIPT  PROMOTION DESCR   REMAINING D/A

   05/29/2003  04/13/2003   110.0            Unsolicited       304      83.77
   03/29/2003                 0.0            Unsolicited
```

**Payments View
(Breakdown)**

```
AMORT-DETL MENU | Next | Prev | First | Last | Dn-page | Up-page | Bye

Move to next row.


CUSTOMER:    022416     GEORGETTE          MAYOR
      Date              Amount        Typ    Type Descrip     Disc


   03/29/2003          $15.02         P      PAPER            VO
   04/19/2003          $11.21         C      CARRIER          VO
   05/29/2003          $83.77         S      SUBSCRIBER       VO
```

**Payments View
(Detail)**

```
MENU | Query | Update | Zoom | Master | Detail | File | Screen | Output | Export | Bye | Help

Table: subscrip: Searches the database
                  SUBSCRIPTION RECORD GENERAL INFORMATION         Page 3 of 9
Subscriber Number:   022416    Edition:  KWC   Issue:  DS   Pay Type:  2
NameT          First GEORGETTE        Last/Bus MAYOR
Route #/Type  C01300 / C       # of Copies     1      Zone  K    Active Ind  N


Subscription Start Date  05/29/2003    Subscription End Date    03/28/2004
Amortized Amount             $0.00     Total Subscription Rate     $83.77
Last Payment Amount        $110.00     Last Payment Date        04/13/2003
Last Payment Chk/Recpt                 Notice Indicator         0
Step Discount Value            0       Last Amortized Day Count            0
Prior Expiration Date    05/29/2003    Orig. Subscr. Start Date 03/29/2003
Cancellation Date                      Date Turned Carr. Coll.
Last Adjusted Date                     Number of Papers Missed     0
Days Delivered Total           0       This Month    0   Daily Rate    $0.28
Promotion  U      Date   03/29/2003    Termination      Date
Promo:  Unsolicited                    Term:


                         1 of 1
```

**Vacations View**

```
┌──────────────────────────────────────────────────────────────────┐
│ VIEW MENU │Next│ Prev│ First│ Last│ dn-paGe│ Up-page│ View│ Output│ Bye│ │
│ Move to next row.                                                  │
│                                                                    │
│ CUSTOMER:     000137    RICHARD         DALEY                       │
│   VAC-BEG          VAC-END        TYP   DAYS                        │
│                                                                    │
│   12/18/2002       12/31/2002      S     13                         │
│   10/15/2002       10/26/2002      S     11                         │
│   08/08/2002       08/30/2002      S     22                         │
│   02/28/2002       03/14/2002      S     14                         │
│   12/19/2001       12/29/2001      S     10                         │
│   10/11/2001       10/28/2001      S     17                         │
│   08/22/2001       09/05/2001      S     14                         │
│   12/03/2000       01/05/2001      S     29                         │
│   10/27/2000       11/09/2000      S     11                         │
│   03/08/2000       04/06/2000      S     25                         │
│                                                                    │
└──────────────────────────────────────────────────────────────────┘
```

## The Bill To Entry Screen

The NEWZware system fully supports a "bill to" and "send to" option. This screen is activated when the user 'Queries' up a subscriber and then selects the 'UPATE' option from the ring menu, and then the 'bill-To' option from the sub menu. Original Renewal notices are sent to the original Bill to customer.  If by the second notice no renewal is made notification is sent to the subscriber.

## Credit Card Entry

NEWZware supports credit card payment and automatic debit for renewal.

## The Directions Entry Screen

Full and complete directions can be entered and will automatically be included on the bundle top.

This information is retained and can be included at any time in the future.

## The Update Menu

The UPDATE MENU is a new way of modifying existing customer information.  To enter into this menu selection from the main ring menu, the user must have a subscriber record displayed on the screen. Select UPDATE and a window will open, displaying a new set of options in the ring menu.  The user now has the option of updating a particular portion of the subscriber's information.  Those options are

Subscriber, Address, Issue, bill-To, Payment method, Directions and, of course, Bye.

### Subscriber Update

Selecting Subscriber from the ring menu will display the subscriber information in the fields that are highlighted, depending on the settings of your PC or terminal. At this point, the user can update the subscribers phone number, Title, First Name and Last Name. You will notice that there is an option to hit F6, doing so will bring up a POP-Up Screen, which will contain a listing of the valid choices the user has to choose from.

Hitting <ESC> or OK on the menu will enter the changes into the system. The user can CANCEL at anytime, at which point the old information will be restored. Below is a sample:



### Address Update

Selecting Address from the ring menu will display the address information that is currently in the system and which pertains to the subscriber in focus. Standard NEWZware menu functionality is the same for this selection. The user will have the ability to update all of the highlighted fields including, but not limited to, Street Name, House/ Apt. Number, City, State, Zip, Country and County. Below is a sample:

### Address Attributes Update

Selecting Address Attributes from the ring menu will display the information regarding the addresses physical attributes. These values are set automatically if you have CDS (Carrier Delivery Sequenced) addresses provided by the post office.  Update will allow you to change the information at the lower portion of the screen. Master will return you to the previous window. Below is a sample:



### Issue Update (Frequency of Delivery)

Selecting Issue from the ring menu will allow the user to change the frequency at which the subscriber receives his or her paper delivery. Again, standard NEWZware menu options are available when indicated on the screen. If the user select an 'Issue Code' from the Pop-

Up menu that is currently associated with the subscription in focus, the user will be taken back to the Update Menu, the system will assume that no changes are to be made, else, the user will be prompted will a new screen, example below, asking for information pertaining to the new subscription information as if the user were performing a new start.



## Bill-To Update

If the subscription is a gift or the payee has a different address than the current address attached to the subscription, the bill-To menu selection is where you would modify or add this information.  The subscriber information, including Title, First Name, Last Name and Subscriber Number will be displayed in the top portion of the screen.  The bill-To information will be entered into the text boxes in the lower portion.  Depending on you PC or terminal settings, the required fields will be highlighted.  Standard NEWZware menu conventions apply to this screen, as well.

Note: If the subscriber in focus already has gift or payee information entered in the system, the user will automatically be placed in UPDATE mode when selecting thebill-To from the ring menu.

```
Bill To Menu  Update  Delete  Bye
Update Current Bill-To Information
                         BILL-TO INFORMATION
Subscriber
 First Name:   RICHARD        Last/Bus:    DALEY
 Number:       000137


Bill-to Information
  Title:         []     First Name:   []
  Last/Bus:    OFFICE OF THE MAYOR          Telephone:  (312)744-8000

   Number    Dir    Street Name           Suffix  Dir   Unit   Number

    121      N      LASALLE                 ST    []    []     []
 Address2    [                           ]
 City        CHICAGO
  State:     IL            Zip:   60602    []         Country:  []
```

## *Payment Method Update*

NEWZware supports credit card payment and automatic debit for renewal.  After selecting Payment method from the ring menu, the 'Billing Indicator' (Billing Ind., on screen) will be highlighted.  There will also be a message displayed at the bottom of the screen listing the possible choices, which are:  (B) ank-Billed, (C) redit-Card, (D) onation or (N) one.  Enter the appropriate choice in the field.

Note:  If the choice entered has not changed from the original information already in the system, nothing will happen, unless, if (C)redit-Card is selected, the user will be presented with the Credit Card Information screen.  If it is a new selection, the user will automatically be in Add mode, else, he or she will automatically be placed in Update mode.   There is a validation program in place to ensure that the number entered, the card type and expiration date are valid.   There is an example below:

```
                        CREDIT CARD INFORMATION

     First:  RICHARD            Last/Bus: DALEY

     Subscriber #:   000137

     Credit Card Type:    VISA

     Credit Card Number:  0101010101010101010   Verify:  0101010101010101010

       Expiration Date:   01/04

               Status:    C

              Gratuity:      $0.00


  Valid status codes: C)harge or O)ne-time
```

### *Directions Update/Entry Screen*

Full and complete directions can be entered and will automatically be included on the bundle top.

This information is retained and can be included at any time in the future.

```
                        DIRECTIONS TO HOUSEHOLD

     Subscriber Number:   000137
     Directions:
         HEAD WEST, TURN RIGHT AT LAKE MICHIGAN, THEN LEFT AT THE CHICAGO
         RIVER, AND LEFT AGAIN AT JORDAN'S.




     <ESC> to add/update directions
     <INTERRUPT> to abort add/update
```

## 2.2  Add a New Subscriber

When you add a new subscriber, you must enter information on the Memo to Carrier screen. The screen is divided into five sections.

• Subscriber section

- Subscription Section

- Remarks Section

- Carrier Section

- Delivery Section

Information that you enter in the delivery section may cause you to receive an additional screen that you will be required to complete.

Step 1. Press or highlight 1. Customer Service & Maintenance from the Circulation Main Menu and press <RETURN>.  You will see the Customer Service Screen.

Step 2. Press Add on the main Customer Service ring menu.  This will put you in input mode, where you can begin to enter information pertaining to the new subscriber.

Proceed to the next section in this document: Completing the Subscriber Information Section.

## Completing the Subscriber Section

Adding a new subscriber is a rather simple task.  Follow the instructions below to complete.

Step 1. Enter the subscriber phone number, beginning with the area code and then the 7-digit number.  Press <RETURN> or press <TAB> to move the cursor on the screen to the next field.

Step 2. Enter the subscriber name, including Title, first Name, Last Name.

Step 3. Type in the subscriber address and press <RETURN> or <TAB> after each field entered.  Note:  the address is broken down into separate components. They are:  Street Number, Fraction (if needed), Street Pre-Directional, Street Name, Street Suffix, Street Post Directional, Unit Number, State, Zip Code and, finally, alternate address information.  It is important to note that the more complete you fill out the address section, the easier it will be to specifically identify this subscriber in the future.

Step 4. Check the subscriber information on the screen.

Step 5. After checking the information for correctness, you can press <OK> or hit the <ESC> key on your keyboard to accept the data into the system.

There is a screen shot of the Customer Service Screen on the next page that illustrates this process.

```
MENU Query notEs Next Previous Update Add Dispatch eXtensions General serviCe bundLe-msg ...
ADD: ACCEPT adds new data.  CANCEL discards it.  ARROW keys move cursor.
                              CUSTOMER SERVICE      ▦ ▦ ▦ ▦ ● ▦ ▦ ▦ ▨
Telephone #: (   )            ±   Subscriber #:          ±  ACTIVE/PIO(4737)
Name(Tl/Fst/Lst):                       ±                                  ±
  
Line 2:                                  City:
  State:        Zip:                   Code/Route:      Seq:       Zone
Country:          County:   010                          ABC Zone:  10 ±
  □ Bill-To:   □ TaxInd.    Billing Ind: N   Date:
                         SUBSCRIPTION INFORMATION
Ed    ± Issue   ± Type    ± Len   ± Zone  ± Step  ± Amt
Copies:                START Date:       ± Stop Date:                    ±
  ─── Code          Description                              Date ───
Rmk:   ±                                                                ±
Prm:   ±                                                                ±
Submitted By:   ±  Carr:   ± Rte:   ±
District:      DM:                     Carr. Tel:
  
                                         (F6 to activate Pop-Up)
```

| Field Name | Description |
| --- | --- |
| Telephone | Phone number (10 digits) |
| Name Title: | Title of subscriber, if necessary |
| First: | First name of subscriber |
| Last/Business | Last name of subscriber or full business name |
| No. | House number |
| Frac | Fractional address |
| Dir | Directional  (N, S, E, W, A -NE, B-NW, C-SE, D-SW) |
| St | Name of Street |
| ID | Abbreviation for Street (St.), Road (Rd), Avenue (Av) |
| Unit | Apartment number, if applicable |
| Line 2 | Additional address information, if needed |
| City | City |
| State | State |
| Zip Code | Zip Code |
| Country | Country |
| County | County |

## Starting a New Subscription

This section is where you will perform a Start Transaction. The typical NEWZware menu and screen options are available to the user in this section (i.e. Control-P, F6).

Step 1. Type in the Edition and Issue or hit <F6>, for a Pop-Up of valid codes. Press <RETURN> or <TAB> after each field.

Step 2. Enter Pay Type, Len (Length of the Subscription), Zone and Step (if required). The user can utilize the Pop-Up Screen, <F6> as indicated in the lower right corner of the NEWZware Screen to select from an array of valid choices. Each of these fields relates to each other in some way, therefore, as you move from left to right, hitting the Pop-Up or <F6> will narrow your choices based on the previous information entered in the fields.

Step 3. Enter the number of copies desired in the Copies field.

Step 4. Enter the desired start date for the new subscription in the Start Date field. At this point, the system will calculate a Stop Date and display it in the appropriate field based on the subscription length entered previously.

Proceed to the next section of this document, Completing the Remarks Section



| Field Name | Description |
| --- | --- |
| Ed | Edition Code |
| Issue | Issue Code |

| *Field Name* | *Description* |
|---|---|
| Pay Type | 1 = CC (Carrier Collect)    5 = Mail/Military<br>2 = PIO (Paid in Office)    6 = Mail/Other<br>3 = Mail    7 = Mail/Complimentary<br>4 = Mail/Student    8 = Complimentary (Carrier) |
| Len | Subscription Length (0-99) & Length Type (W, M or Y only) ("6M" indicates a six month subscription frame, and "1Y" would indicate a one year subscription frame.) Does not apply to Carrier Collect subscriptions |
| Zone | Retail Rate Zone.  Check Retail Rates Table.  Applies to all PIO and Complimentary subscriptions. |
| Amt | Cost of the subscription, provided by the system. |
| Copies | Number of copies requested (Default is 1). |
| START Date | Next available delivery date or some date in the future, after the last calculate draw. |
| STOP Date | The last delivery date associated with the current subscription frame.  It is system provided, but will remain blank of the subscription is Carrier Collect. |

## Completing the Remarks Section

The computer will try to fill out the remarks section of the screen for you by using the information it has stored in tables. You type in a one- or two- letter code, and the computer displays its description. For example, a typical remarks code might be "BD" for "Leave at Back Door" You don't have to type the description-- the computer will place it on the screen for you. It will also display the date when the remarks should be printed on bundle tops.

The computer will also fill in a description and date for the promotion code field. Because most subscriptions are unsolicited, it places "U" in the promotion code field for you. You may accept it or type a different code over it. A typical promotion code is "TS" for "Telephone Sales." If you type "TS" over the "U" on the screen, the computer will place "Telephone Sales" in the description field for you.

Step 1. Enter the Remarks Code <F6> and press <RETURN>. You will see the remarks description and remarks date. Press <RETURN> to accept each or change them by typing over them.

Step 2. Accept the Promotion Code <F6> default by pressing <RETURN> or type a different promotion code over it. You will see the promotion description and promotion date. Press <RETURN> to accept the promotion date or change it by typing a new date over it.

Proceed to the next section Completing the Carrier Section.

| Field Name | Description |
| --- | --- |
| Rmk: Code | Remark Code |
| Rmk: Description | Remarks Description, can be considered a template which can be edited or added to, as appropriate. |
| Rmk: Date | Date the remark should be printed |
| Prm: Code | U = Unsolicited (Default)<br>Check Promotion code table for other valid codes |
| Prm: Description | Promotion Description |
| Prm: Date | Date of promotion |

## Completing the Carrier Section

You will fill out the carrier section to inform the system that a carrier submitted a new start, to provide the identity of that carrier, and identify the route associated with the subscription.

Step 1. Type the Submitted By code and press <RETURN>.

Step 2. If necessary, type the carrier number in the Credit to Carrier field and press <RETURN>.

Step 3. If necessary, enter the active carrier's number in the Carrier Route <F6> field and press <RETURN>. You should see the name of the carrier and the carrier's telephone number.

Step 4. Proceed to the next section: Completing the Delivery Section.

| *Field Name* | *Description* |
|---|---|
| Submitted By | 1 = Customer<br>2 = Carrier |
| Carr. | Blank if submitted by the active route carrier<br>Carrier number if submitted by the other carrier<br>Not applicable if submitted by customer |
| Rte | Carrier Number of the active route carrier<br>Not applicable for a mail subscription |
| District | System Supplied |
| DM | District Manager's Name from DM Table |

```
MENU  ...  Start  sTop  shoRtage  Vacation  vieW  Zoom  Moved  mIssed  Output  Bye  Help
ADD: ACCEPT adds new data.  CANCEL discards it.  ARROW keys move cursor.
                                CUSTOMER SERVICE    ■ ■ ● ■ ■ ■ ■  ▓ ▨
Telephone #: (555)  555-1212 ±  Subscriber #:  036960 ±  INACTIVE
Name(Tl/Fst/Lst):       RICK           JAMES                                  ±
  107              SUPERFREAK              LN
Line 2:                                   City:  FUN
  State:  TX   Zip:  00001           Code/Route:      Seq:  0   Zone
Country:         County:  010                              ABC Zone:   0 ±
  □ Bill-To:   □ TaxInd.   Billing Ind:  N   Date:  08/14/2003    02:04:03
                          SUBSCRIPTION INFORMATION
Ed KWC ± Issue DS ± Type PIO  ± Len 12M ± Zone G ±  Step 3 ± Amt   $75.00
Copies:     1          START Date:  03/28/2003 ±      STOP Date:            ±
   — Code —                 — Description —                      — Date —
Rmk:     ±                                              03/28/2003 ±
Prm:  U  ±                                              03/28/2003 ±
Submitted By: 1  ±  Carr:     ± Rte:      ±
District:        DM:                           Carr. Tel:
Enter step number (ONLY FOR STEP-UP RATES).
                           1 of 1
```

| Field Name | Description |
|---|---|
| ABC Zone | ABC Zone for the subscription (automatically provided unless it is mail subscription) |
| Postal | Type of postal route |
|   Route Code | Route number associated with the subscriber's zip code |
|   Route | Postal carrier sequence number |
|   Seq | Code for postal handling assigned for this subscriber |
|   Zone | |
| Bill to Different Address? | "N" is default |
| | "Y" if subscriber will be billed at different address |
| Bill to Credit Card? | "N" is default |
| | "Y" if subscriber is paying via credit card |

## Completing the Delivery Section

Entries that you make in the Delivery section of the screen may cause the computer to provide you with additional screens to complete.

Step 1. Press <RETURN> to accept the ABC Zone for this subscription or, if necessary, enter the ABC Zone <RETURN>.

Step 2. If the subscription is a mail subscription, type in the Route Code, Route, Seq, and Zone fields, pressing <RETURN> for each field

Step 3. Check all displayed information for accuracy. If necessary, use the backspace key to move you cursor into any field for correction. When all information is correct, add the record by pressing <ESC>.

Step 4. The computer will briefly display the subscriber number. Note this number and mark it on your source document.

Step 5. If you receive the Mail Bag screen, go to the next section, Completing the Mail Bag Screen. If you have successfully completed the Add New Subscriber task, the system will present a message at the bottom of the Customer Service Screen, in the message section.

## Completing the Mail Bag Screen

In certain cases the computer will require you to fill in an additional screen as part of the process of adding a new subscriber. The additional screen is the Mail Bag screen and it is brought in when the new subscriber is a mail subscription and there is no mail bag entry for the subscriber's postal route and zip code.

Step 1. Type the mail bag number in the Bag # <F6>  and press <RETURN>.

Step 2. Enter in the appropriate Zip Code and Postal Carrier Route.  Hit <ESC> to accept the data if the information is correct.

```
MENU Query Next Previous Add Remove Master File Screen Output Export Bye Help
Table: mail_bags: Shows the previous row in the current list


                       MAIL BAG DEFINITION TABLE



                       MAIL BAG DESCRIPTION

     Bag #:   430     Bag Description:  DIS CHICAGO IL 606


==============================================================================

                       MAIL BAG DEFINITION

          Zip Code:  60601              Postal Carr. Route:   99



                          46 of 50
```

| Field Name | Description |
|---|---|
| Bag # | Mail bag number |
| Bag Description | New description for new bag |
| Add to Mail Bag? | "Y" to add a detail record for this entry<br>"N" to return to Circulation Main Menu |

**64**                    Subscriber Tasks

## *NEWZware*      **ICANON** *ASSOCIATES, INC.*

### 2.3   Cancel a Subscription



| *Field Name* | *Description* |
|---|---|
| Telephone | Phone Number (10 digits) |
| Subscriber # | Subscriber Number |
| Address Information | Includes No./Frac, Dir, St, ID, Unit, Line 2 and City |
| Ed | Edition |
| Issue | Issue Code |
| Cancel Date | The first date the subscriber will not receive a paper |
| Remarks Code | Enter if needed (Remarks associated with a subscription cancellation will be printed on bundle tops) |
| Remarks Description | Enter if needed |
| Remarks Date | Enter if needed |

This task should be performed when you are making a permanent stop and cancellation of a subscription. Temporary delivery stops or interruptions in service should never be entered by means of this task.

If you do not have the subscriber number for the subscription you wish to cancel, refer to Display Multiple Subscriber Records in Section 8,

Master File Maintenance Tasks. This task is useful for finding a subscriber number by querying the subscriber file.

Step 1. Press or highlight Customer Service & Maintenance on the Circulation Main Menu and press <RETURN>. You will see the Customer Service Screen.

Step 2. Press <RETURN> to position your cursor into the Subscriber # field. Enter the subscriber number and press <RETURN>. If you receive a "no records found" message, the subscriber number you entered was incorrect or it was removed from the system.  Try again to verify.

Step 3. If you have successfully retrieved and displayed the record, you should see the current subscription information displayed in the Subscription Information section of the Customer service screen.  VERIFY THAT THIS SUBSCRIPTION IS THE ONE YOU WISH TO CANCEL

Step 4. After making sure you wish to cancel this subscription, Press Stop on the ring menu.

Step 5. The system will present you with a dialog box asking the question "Do you wish to cancel all current/future frames (Y/N)?".  If you wish to remove ALL subscriptions for this subscriber, select YES, if you wish to CANCEL ONLY THE CURRENT ACTIVE SUBSCRIPTION, press NO.

Step 6. The next calculate draw date will appear in the CANCEL Date field. Accept it by pressing <RETURN> or type a later stop date over it and press <RETURN>. Enter the remarks code, description, and date, if necessary, pressing <RETURN> after each entry. You will receive this prompt: "Hit ESC to execute transaction!" Press <ESC> to complete the Cancel a Subscription task. If successfully completed, the system will display "Stop Transaction Complete" at the bottom of the Customer Service screen.

## 2.4   Suspend a Subscription (Vacation Stop)



| Field Name | Description |
| --- | --- |
| STOP Delivery | The first date the subscriber will not receive a paper |

| Field Name | Description |
|---|---|
| Re-START Deliv | Date when delivery resumes |
| Type | (N) IE – Newspapers In Education – donation<br>(S) uspend – no delivery – this will extend their subscription end date<br>(C) arrier Hold – Carrier holds the paper<br>(H) old – Office hold |
| Days | Total number of days to suspend |
| Remarks Information | Enter if needed |

You perform this task in order to suspend delivery of a newspaper while the subscriber is away or on vacation.

If you do not have the subscriber number for the subscription you wish to suspend, refer to Display Multiple Subscriber Records in Section 8, Master File Maintenance Tasks. This task provides useful steps for querying the subscriber file in order to obtain the subscriber number.

Step 1. Press or highlight Customer Service & Maintenance on the Circulation Main Menu and press <RETURN>.

Step 2. Press <RETURN> to position your cursor into the Subscriber # field. Enter the subscriber number and press <ESC> or <OK>.

Step 3. After making sure that the information pertaining to the subscriber and subscription you wish to suspend for vacation are correctly displayed on the screen fields, press Vacation on the Customer service ring menu.

Step 4. A new window will appear, prompting the user or a Stop Date, Restart Date, Type Total Number of Days and, if necessary, a Remark Code entry.

If the Re-start date is unavailable, it may be entered at a later date.

Remarks associated with a subscription suspension will be printed on bundle tops. Enter remarks code, description, and date, if necessary, pressing <RETURN> after entry. You will receive this prompt: "Hit ESC to execute transaction!" Press <ESC> to complete the Suspend a Subscription task.

A short message will appear at the bottom of the Customer service Screen if the Vacation Stop was processed successfully.

## 2.5   Subscriber Payments Screen

Shown below is the Graphical User Interface (GUI) version NEWZware Circulation Subscriber Payments Screen. This document

explains how to apply payments to subscribers as well as detailing
precisely how payment will affect the NEWZware database.

```
MENU Add Reapply/Recover Lock-Box Payments Credit Card Payments Output Bye Help
ADD: ACCEPT adds new data. CANCEL discards it.   ARROW keys move 1 of 9999

Post Date: 01/23/2003   # of Receipts:        1  Total Amount:       $132.00
Cash Acct:  1
  ID #        Name        Ed.   Iss.  Len  Zn  Recpt #  Full Amt  Paid Amt  Code

  000137  DALEY          KWC   DS   12M   G           $102.00   $132.00  O




                                    Batch Totals:      $102.00      $132.00
Balance:     $0.00  Last Paid:  06/25/2002  Type:  2  Tax-Exempt: N  Grace:  1
Specify code to give full subscription, blank to let system change end date.
 (F9 to Insert)  (F10 to Delete)                     (F6 to activate Pop-Up)
```

| Field Name   | Description                                                                                                                                                                                     |
| ------------ | ----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------- |
| Post Date    | Date of Payment posting                                                                                                                                                                          |
| # of Receipts | Number of checks in this batch                                                                                                                                                                  |
| Total Amount | Total amount for this batch                                                                                                                                                                     |
| ID #         | Subscriber number                                                                                                                                                                              |
| Ed           | Edition Code                                                                                                                                                                                   |
| Iss          | Issue Code                                                                                                                                                                                     |
| Len          | Subscription Length                                                                                                                                                                           |
| Zn           | Zone                                                                                                                                                                                           |
| Recpt #      | Check number or other payment identification (Includes CASH, MORDER, VISA, MCARD)                                                                                                              |
| Amount       | Amount paid                                                                                                                                                                                    |
| Code         | "O" indicates overpayment "S" indicates short paid amount "CC" indicates Conversion Cash (See Promotion Code Table for value if payment is received under a promotion start)                     |

## Screen Layout

The screen is broken into three major sections with several pop-up windows and pop-up selection lists. The top section of the screen is entered only once and is applicable to all of the subsequently entered payments. In this section, the user must enter the effective date of the entered payments, the total number of payments to be applied in this batch, as well as the total amount of the entered payments. These last two numbers are there solely to provide a check on the number and amount of payments entered. The second part of the screen is the screen array where each payment is entered on a line-by-line basis. The second-to-last line on the screen keeps a running total of the entered payments and the total value of the subscriptions being paid for. The last line on the screen displays pertinent information about the current subscriber, such as last payment date and any current balance.

## Ring Menu

The ring menu for the subscriber payments screen is very simple. The possible actions are:

| *Command* | *Description* |
| --- | --- |
| Add | Enter a batch of payments. The screen will be in this mode by default when it is launched. |
| Undo Payment | Remove a payment from a frame, reversing all activity asscociated with the payment. |
| Reapply-Payments | Re-apply a previously entered batch of payments. |
| Lock-Box Payments | Automatically apply a batch of payments read in from an electronic file provided by a bank (a huge time-saver). |
| Credit-Card Payments | Automatically apply a batch of credit card payments for credit card payers. (Another great way to improve efficiency). |
| Output | Prints screen image to the user's current printer, or to a selected printer or disk file. |
| Bye | Exits application back to invoking menu. Good-bye! |
| Help | Provides NEWZware on-line screen help. |

## Standard Payment Application

The most common case for subscriber payments is a payment sent in by a Paid-In-Office (PIO) or a temporary carrier collect subscriber for the exact amount of the subscription. This standard payment application has changed very little from previous releases of NEWZware, but it

will be beneficial to detail precisely what happens when such a payment is entered into the system.

- If the current subscription is already paid for, then a new subscription frame will be created, beginning the day after the expiration of the current subscription. If the current subscription is not paid for, then the entered payment amount will be applied to the current subscription.

- If the current subscription is in the temporary carrier collect phase, it will be returned to PIO, and a bundle top message is created to inform the carrier that the subscriber is now PIO. (Note: It is now possible to generate a bundle-top message for every payment entered. This is a site-specific parameter). Back PIO credits (inv_detl records) are created for the days that the carrier delivered the paper while the subscription was in the temporary carrier collect phase. If the site is tracking PIO credits, an sp_detl record is created for each PIO credit given.

- If the payment amount is not equal to the subscription amount, then the taxes associated with the subscription (specified by rrate_params and rtail_rate) are pro-rated for the new amount. The user is forced to enter a promotion discount code. Pending G/L transactions are created for the difference and applied to the G/L account tied to the entered promotion code. A type 'P' amort_detl record is created for the discount amount, and if the subscriber is tax-exempt, a type 'S' amort_detl record is created for the untaxed amount. Finally, if the discount code is given is "GT" (for Gratuity), the carrier's balance will be adjusted by the differential, and an inv_detl record will be created to mark this transaction.

- Each of the six possible taxes will have an amort_detl record created if the tax amount is non-zero. The types will be 'U' through 'Z' for taxes one through 6, respectively.

## Short/Overpayment Subscription Modifications

Occasionally a subscriber will send in a payment for slightly more or less than the exact amount of the subscription. In previous releases of NEWZware, the user would have to enter the payment, apply the difference to some promotion discount code, and then enter a number of missed papers to make up the difference on the length of the subscription.  Now, when a user enters a payment amount, a default discount promotion code will be placed in the discount code field on the screen, just as in earlier releases. However, the user now has the option to blank out this promotion code and leave it blank. When the batch of payments is applied, any payments with no promotion code that are not equal to the subscription amount will be shortened or

lengthened by the appropriate number of delivery days. Note that the number of delivery days can have little to do with the number of calendar days! There will typically be some residual amount left over, and this will be applied to either the Over or Short payment discount code.

Example: Suppose a $15 payment is sent in for a one-month, Daily/Sunday subscription with a rate of .30 cents Monday through Saturday, and $1 on Sunday. Further suppose the normal subscription amount is $11.20.  The system will apply the residual $3.80 cents to extend the subscription. The number of days the subscription will be extended is dependent on where the original end date of the subscription falls. If the original end date is a Monday, then the subscription will get 9 more daily days (through the next Thursday) and one more Sunday paper. This is an additional value of  $3.70 and the residual ten cents will be applied to the Short payment discount code.  If the original end date was a Saturday, the subscriber would get two additional Sundays and six additional dailies, for an exact value of $3.80. In this case, there would be no residual amount, satisfying both the subscriber and the newspapers obligation to deliver the services paid for.

### Applying Payment To Permanent Carrier Collect Subscriptions

Previous releases of NEWZware disallowed payments to permanent carrier-collect subscriptions. (A permanent carrier-collect subscription is a pay type 1 with no subscription end date). This is no longer the case. Now, if a subscriber number is entered which has only one valid subscription, a permanent carrier-collect subscription, a new screen will pop up asking the user to enter three dates, a new pay type (only 1 or 2 is allowed here), and a payment amount. What follows is an explanation of the requested information.

**Subscription Begin Date:** The first day of this subscription. This will default to sp_beg.

**Back PIO Credits Begin:** The first day the carrier should receive back PIO credits. This should be the day the subscription went temporary carrier collect. At that time the carrier began delivering the paper and ostensibly collecting money directly from the subscriber, thus no PIO credits would be issued by calculate draw. However, this person has now paid to the office, and the carrier must be issued credits for the delivered papers.

**Back PIO Credits End:** The last day for which the carrier should be given PIO credits. This should probably the date up to which calculate draw has been run.

**New Subscription Pay Type:** The new subscription can either become a PIO (type 2) or remain carrier-collect (type 1). Typically, the subscription will become PIO.

**Payment Amount:** Enter the full amount of the payment. The system will take this amount and take out as much as necessary for the back PIO credits, and apply the rest to the subscription. *Note: If the user does NOT wish to enter back PIO credits, leave the PIO credit fields blank.* In this case, no back PIO credits will be issued.

Upon application of the batch, the system will adjust the carrier balance by the credit given for the entered date range. The residual amount will be applied to the subscription. Any discrepancy between the subscription amount and the subscription rate will result in the subscription being shortened or lengthened, depending on the specific instance. Note that this is somewhat different than the way temporary carrier collect payments are handled. Temporary carrier collect payments mimic the action of calculate draw, creating inv_detl records for each delivery day (true back PIO credits), and waits for invoicing to run to actually apply the credits to the carrier balance. Permanent carrier-collect payments will actually credit the carrier's balance on the spot and create only one inv_detl record for the credit amount. Incidentally, the process will create a bundle top message informing the carrier that the subscriber has paid and is now PIO.

## Step-Up Discount Rates

The idea is to start a subscriber at some discounted rate, and then "step" them up gradually to a full-value subscription. Setting up the discounted rates is done through the Retail Rates Date Entry Screen. Once these are set up, and a subscription start is entered through the Customer Service Screen at the step-up rate, the subscription will be on the step discount program. When a payment is entered the subscription will either be entered at the current step rate (if the current subscription is not yet paid) or the next step discount rate if the current subscription is paid. The transition to the full rate is similarly seamless. Note that most discount codes are disallowed on stepped subscriptions to avoid a discount on discount situation.

## Arrears-Billed Subscriptions

These are pay type 9. The payment application will be handled precisely the same from the user's point of view. Instead of a subscription rate being displayed after the subscriber number is entered, the subscriber's A/R balance is shown. The only additional database transactions will be the creation or update of the sb_ar record

associated with the subscriber, and the insertion of an sb_ar_detl record to mark the payment. The circulation system parameters ARREARS A/R ACCOUNT and ARREARS CASH ACCOUNT are user-definable. These stipulate to what chart of accounts slots arrears payments should be applied. (The cash account is debited and the A/R account credited, naturally).

## Partial Payment Cash Transfers

This is actually accomplished via the Customer Service Screen. When a new start is created for an existing subscriber, the clerk entering the start will have the option to swap the money remaining on the old subscription to the newly created unpaid frame. This swap will take effect when draw is run for the date the old subscription is canceled. For more information see documentation on the Subscriber Payment Swap program.

## Undo Payment

This feature will allow you to remove a payment from a subscription frame. This can be very helpful in the case of a payment that has mistakenly been double-posted or was returned for insufficient funds.

Once in this screen, select Undo Payment and enter the subscriber number. You will be provided with a list of the subscriber's frames that have had payments applied to them. Use Next and Previous to move to the desired frame, then Select that item. You will be prompted for confirmation of the payment removal and, if you answer Yes, all activity related to the payment will be removed. If there was a carrier credit applied as a result of the payment, a debit adjustment will be applied to the carrier to offset the original credit.

## Product Upgrades/Swaps

This feature allows clerks to change the type of service on the fly at payment time. Simply enter the issue now desired by the customer, and once the subscription term and retail rate zone have been entered, the correct retail rate will be shown. A warning message will be generated at the bottom of the screen. Note that if the customer in question has some other subscription frame with the new issue, the payment will be applied to that frame rather than to the desired subscription. The method for circumventing this is to use the <F6> key to bring up a pick list of subscriptions. The <F6> key will show all the existing subscriptions for the subscriber on the current line. Selecting a subscription from this list ensures that the payment will be applied to

that subscription frame.  This can be used on any payment, not just issue upgrades.

## Credit Card Payments

NEWZware provides the ability to automatically apply payments for credit card subscribers. This is accomplished via a 4-step process:

Step 1. Run Renewal Notices – This marks credit card payers due to pay up again.

Step 2. Run Automated Credit Card Application – This creates file for payment application

Step 3. Transmit electronic file to merchant bank – Only if site is automatically debiting subscriber's credit card – otherwise, card must be processed manually.

Step 4. Subscriber Payments Screen – select Credit Card Payments from the Ring Menu and select the appropriate file to apply (file is created in step 2). Use F10 key to delete cards that were rejected, then apply batch

Note that this process also supports recurring gratuities. The amount of the gratuity can be entered in the Subscriber Maintenance Screen in the credit card screen.

## Lock Box Payments

*NEWZware* provides the ability to automatically apply lock-box payments. This is another great time saver that is similar to the Credit Card payments applied above. An electronic file that contains a batch of payments is received from the bank. After transferring this file to the NEWZware server, select Lock Box Payments from the Ring Menu. Select the desired file and apply the batch.

## Applying Payments to Canceled Subscriptions

NEWZware provides the ability to apply payments to unpaid subscriptions that were canceled but had some service prior to cancellation. This has the effect of reducing lost revenue. The process is very intuitive. Whenever the user enters a subscriber who has subscriptions who fall into this category, the following screen will appear:

```
              Payments For Service On Cancelled Subscriptions

         ┌─Full Payment Amount:  $100.00        000469
         │Residual For Future Service:  $82.32   JANE BYRNE

     ┌────────────────────────────────────────────────┐  ┌──────────┐
     │ Ed    Iss  Pay  RR   Start      Cancel    Days of  Daily │  │ Payment  │
     │ Code  Code Type Zn   Date       Date      Service  Rate  │  │ Amount   │
     │ KWC   DS   2    G    11/20/2002  02/24/2003   44    $0.30 │  │ $13.20   │
     │ KWC   DS   2    G    05/25/2002  06/08/2002   14    $0.32 │  │ $4.48    │
     │                                                  │  │          │
     └────────────────────────────────────────────────┘  └──────────┘

                                       Totals:    58        $17.68
```

**(1)** The user should enter the total amount of the payment given here.

**(2)** Any money left over from the payment after the service on cancelled subscriptions has been paid for, will be calculated, displayed here, and applied to the subscriber's account for future service.

**(3)** The data is automatically provided for the user from the cancelled subscription(s).

**(4)** The default payment amount for each subscription will be calculated for the user based on days delivered times the daily rate for that subscription. The user has the opportunity to override the default with a value greater than or equal to zero.

After the information in this screen has been reviewed and is correct, hitting the Esc key will return the user to the main payments screen.

Upon returning to the main payments screen, the user will see slightly different behavior, based on the subscriber. The subscriber can be in four different states:

**No active frame, no residual amount left.** In this case, payments will be applied to the specified canceled subscriptions. No new subscription will be created, and the subscriber will remain inactive. On the main screen, the user will not be required to enter any retail rate information,

since none is applicable. The line on the payment screen will look similar to this:

| ID # | Name | Ed. | Iss. | Len | Zn | Recpt # | Full Amt | Paid Amt | Code |
|---|---|---|---|---|---|---|---|---|---|
| 036959 | JORDAN | KWC | DS | 6M | P | | $54.00 | $45.00 | |

**Active frame, no residual amount left.** This case is similar to case 1. Since there is no residual amount to apply to future service (i.e. the entire payment was used up paying for service on canceled subscriptions), the current, active frame will continue to go on unpaid. The payment will be applied to the specified canceled subscription.

**No active frame, residual amount left.** In this case, the residual amount will be used to create a new, active paid frame for this subscriber. The retail rate information will be defaulted from the most recent canceled subscription, but the user will have the opportunity to override it. An example is show below:

| ID # | Name | Ed. | Iss. | Len | Zn | Recpt # | Full Amt | Paid Amt | Code |
|---|---|---|---|---|---|---|---|---|---|
| 036959 | JORDAN | KWC | DS | 6M | P | | $54.00 | $45.00 | |

The $40.95 is the full retail value for a 3-month subscription in zone C to the MHN edition and D6 issue. The $14.46 is the residual amount left over from the payment after applying money to canceled subscriptions. Assuming that the retail rate has been set up properly and no discount code is used, the new subscription will automatically be shortened so that the service days match the entered payment. The user will not have the opportunity to override the residual payment amount, since it is calculated based on the full payment amount specified in the pop-up window.

**Active frame, residual amount left.** In this case, the program behaves as if this was a normal payment. The only difference is that the user will not be allowed to override the residual amount calculated from the pop-up window.

The accounting for all of this is straightforward. For each of the payments applied to canceled subscriptions, there will be a debit to cash and a credit to lost revenue up to the amortized value of the subscription (since this is the amount that has already been applied to lost revenue by the amortization process). For any amount above the amortized amount, the debit will still be to cash but the credit goes directly to revenue, not lost revenue. Any residual amount will be the usual debit to cash, credit to prepaid liability, plus the usual complications of discount codes, gratuities and so on.

### Separate Gratuities

This modification to NEWZware was prompted by sites that often have subscribers pay odd subscription amounts (i.e. not the correct retail value of the subscription, and simultaneously send in a gratuity for the carrier. In order to give the customer the correct service based on their payment amount, the user would have to enter a debit/credit adjustment for the gratuity separately.  This was because the system automatically assumed that the differential between the payment amount and the retail value of the subscription was the gratuity amount! This modification handles this more smoothly. In order to maintain backwards compatibility with sites who do not want to enter the gratuity separately, this feature is controlled by a site-specific parameter "PAYS SEPARATE TIP".  This feature is best illustrated by an example. Suppose we have a $50 payment on a subscription valued at $40.95, and a gratuity of $5. The user would enter $50 in the payment amount field, and then GT in the discount code field. At this point the following screen will pop up:

At this point, the user can enter the gratuity amount, and hit the Enter key to return to the main screen.

Incidentally, there has been another parameter created to help avoid clerical errors when entering gratuities. This parameter is called "PAYS TIP LIMIT". It can be specified as a hard dollar value or a percentage of the retail value of the subscription. The user will get a warning if a tip is entered that exceeds the specified threshold.

### Transfer a Subscriber Payment

You perform the Transfer a Subscriber Payment task when you need to correct posting errors. The task allows you to apply a payment to the correct subscriber number.

Step 1. Select 3. Enter Payments from the Circulation Main Menu. You will see the Enter Payments menu.

Step 2. Select Subscriber Cash Transfer Screen from the Enter Payments Menu.

Step 3. Enter the subscriber number of the subscriber who was credited with the payment in the From ID # <F6> field. You will see Edition <F6>, Issue <F6>, Len, and Zone information based on current active subscription information for the subscriber. You will see full and paid amounts displayed, indicating that this subscriber is credited with a payment.

Step 4. Enter the subscriber number of the subscriber who should be credited with the payment in the To ID # <F6> field. You will see full and paid amounts displayed, indicating that this subscriber has not been credited with a payment.

Step 5. Type "Y" in the Process Transfer field. You have completed the Transfer a
Subscriber Payment task.

```
MENU Add Output Bye Help
ADD: ACCEPT adds new data.  CANCEL discards it.   ARROW keys move cursor.


                    ──── SUBSCRIBER PAYMENTS - TRANSFERS ────

       ID #        Name        Ed.   Iss.  Len  Zn  Recpt #  Full Amt  Paid Amt  Code

    From:
       000137  DALEY           KWC   DS    12M   G   ck1302   $102.00   $102.00


    To:
       000469  BYRNE           KWC   DS    12M   G            $102.00   $102.00

                          Process Transfer?  Y
```

| Field Name | Description |
| --- | --- |
| ID # (From) | Subscriber number of subscription credited as paid |
| ID # (To) | Subscriber number of subscription not credited |
| Ed | Edition Code |
| Iss | Issue Code |
| Len | Subscription Length |
| Zn | Zone |
| Recpt # | Check number or other payment identification |
| Code | (O, S, CC, or promotion code) |
| Process Transfer? | "Y" if you want to transfer the payment<br>"N" if you do not want to transfer the payment |

## 2.6    Product Upgrades

When a subscriber wishes to change either the publication or type of
service they receive, very often there is some residual amount of
service that has not yet been provided by the paper. NEWZware
provides a mechanism by which a clerk may

- Stop the old service,

- Start the new service,

- Transfer the residual balance from the old service to the new service.

All at the push of a button!

## Screen Layout

The data entry aspect of product upgrades is trivial. As the clerk enters the new start in the Customer Service Screen, the program will recognize that this customer has a different type of active service. Upon execution of the start, the clerk will be asked if a swap is desired. If the response is "Y", the transfer of money will be arranged for the next draw date. Hereafter the old type of service will be referred to as the source and the new type of service as the target.

The following rules are enforced:

- Transfers can only be between two different types of service (i.e. different edition and/or issue)

- The date of transfer will be the next draw date for the old type of service.

## Database Transactions

The actual transfer of money between the source and target will take place when draw is run for the date specified.

Step 1. All paid current and future frames for the source will be marked as canceled and refunded (so the subscriber is not issued a refund on money that has been transferred to the target), and the unamortized value of these subscriptions will be accumulated for subsequent transfer to the target.

Step 2. All unpaid current and future frames for the source will be marked as inactive and cancelled.

Step 3. The target subscription will be issued a payment in the amount accumulated from the (possibly multiple) source(s). The receipt field of the target subscription will be set to "SWAP". The payment date of the target date is set to the draw date.

Step 4. If necessary, the target subscription length will be shortened or extended appropriately to match the amount swapped on to the target. If there is some differential between the amount coming from the source and the amount delivered to the target (due to a non-integral number of service days) the difference will be applied to the General Ledger appropriately.

Step 5. If both the source and target are on the same carrier route, only one bundle message will be generated, warning the carrier of the change of service. This message will be printed on the bundle top on the cancellation date of the source or the start of the target, whichever comes first.

Step 6. If the source and the target are on different routes, a stop message will be generated on the source route and a start message will be generated on the target route.

Step 7. Amort_detl records are created to mark the swap amount. These can be identified by an "SW" in the discount code.

## 2.7    Issue Renewal Notices

Renewal Notices are generated by subscriber number. You perform the Issue Renewal Notices task in order to produce renewal notices for Paid in Office (PIO) subscribers. At the very least, notices should be generated weekly.

Before you begin the task, you should load the correct paper in the special forms printer. Check to be sure the paper is properly aligned.

Step 1. Select Renewal Notices / Invoices from the Circulation Main Menu. You will see the Renewal Notices / Invoices Menu.

Step 2. Select Select Renewal Notices from the menu. You will see the Subscription Renewal Notices screen.

Step 3. If you do not need to test alignment go to Step 4. Type "Y" in the test alignment field. You will see a "Test Renewal Notice Printed" message. Examine the test notice and make printer adjustments, if necessary. Repeat Step 3 to repeat the test.

Step 4. Type "N" in the test alignment field.

Step 5.  Accept the default value, "ALL", which will produce renewal notices for subscribers of all editions, press <RETURN>.  To choose a specific edition, enter the edition's code or use the pop-up list <F6> to make your selection.

Step 6. Enter the Payment Due Date.  This will tell the system which subscriptions to include when running the process to print Renewal Notices.

Step 7. Renewal Notices, Advanced Notices and Current Notices.  Enter a "Y" or "N" in the appropriate fields to signify which type of notices you wish to include in the process.

Step 8. If you want to proceed with printing the notices go to Step 7. Cancel the task by pressing <DEL>.

Step 9. Press <ESC>. You will see a message stating that the renewal notices will now be processed. You will also receive a message to press <RETURN> when the correct paper is in the printer.

Step 10. Press <RETURN>. You have completed the Issue Renewal Notices task.

```
                    SUBSCRIPTION RENEWAL NOTICES

              Do you wish to test alignment?  N

              Produce Renewals for Edition:   ALL

              Payment Due Date:       03/01/2003

              Renewal Notices: 1 Y   2 Y   3 Y

            Advanced Notices: 1 Y

             Current Notices: 1 Y   2 Y   3 Y

        Hit <ESC> or click OK to generate Renewal Notices, Interrupt to abort!

    Enter the due date for display on the invoice
```

| *Field Name* | *Description* |
| --- | --- |
| ID # (From) | Subscriber number of subscription credited as paid |
| Do you wish to test alignment? | "Y" if you wish to test alignment<br>"N" if you do not wish to test alignment |
| Produce Renewals for Edition: | Accept the default "ALL" or enter <F6> a specific Edition Code |
| Do you wish to proceed with printing notices | Press <ESC> if Yes<br>Press <DEL> if No |

## Reprint Renewal Notices

You perform the Issue Renewal Notices task in order to reprint some or all of the renewal notices previously printed. Before you begin the task, you should load the correct paper in the special forms printer. Check to make sure the paper is properly aligned.

Step 1. Select Renewal Notices / Invoices from the Circulation Main Menu. You will see the Renewal Notices / Invoices Menu.

Step 2. Select 3. Reprint renewal Notices from the menu. You will be with a Printer Selection List. Select the appropriate printer. You will then see the Reprint PIO Renewal Notices screen.

Step 3. Bar Code Printing Specifications – enter print pitch

Step 4. Designated Lines per Inch – enter the appropriate value

Step 5. Accept or Decline the Bar Code Parameters – select Yes or No

Step 6. After accepting the Bar Code Parameters, you will enter the "File Name" of the Renewal Notice Information.  You can use <F6> to search the file system for the file if you do not know the path of the file, meaning where it resides on the server.

Step 7. "Do you wish to Test Alignment" – enter "Y" or "N" depending on department policies or preferences.

If you want to proceed with printing all notices, type "Y" in the Reprint all field. Go to Step 11. Else type in the appropriate Edition Code in the Edition Code field.

Step 8. Type "N" in the Reprint all field and enter the subscriber number of the first notice you want reprinted in the Starting Number field.

Step 9. If you wish to reprint all of the notices from the Starting Number through the end of the renewal notices, type "Y" in the Print to end field. Go to Step 11.

Step 10. Type the subscriber number of the last notice you want reprinted in the Ending Number field.

Step 11. If you want to proceed with printing the notices go to Step 12.  To stop here, without printing anything, cancel the task by pressing <DEL>.

Step 12. Press <ESC>. You will see a message stating that the renewal notices will now be processed. You will also receive a message to press <RETURN> when the correct paper is in the printer. Press <RETURN>. You have completed the Reprint Renewal Notices task.

```
                    ┌─────────────────────────────┐
                    │  REPRINT PIO RENEWAL NOTICES │
                    └─────────────────────────────┘

        File Name:  rn.0924.094115                    ▼

        Do wish to test alignment?   N

        Reprint all?      N      Edition:  ALL ▼

        Starting Number:      054030

        Print to end?        Y

        Ending Number:

               Hit ESCAPE to reprint, DEL to abort!


(Y)es , (N)o
```

| Field Name | Description |
| --- | --- |
| File Name | Select the file containing the renewal notices you would like to reprint |

| Field Name | Description |
|---|---|
| Do you wish to test alignment? | "Y" if you wish to test alignment<br>"N" if you do not wish to test alignment |
| Reprint all? | "Y" if you wish to reprint all of the renewal notices<br>"N" if you wish to reprint a range of subscribers |
| Starting Number | Lowest subscriber number in range |
| Print to end? | "Y" if you wish to print to end<br>"N" if you do not wish to print to end |
| Ending Number | Highest subscriber number to be printed |

## 2.8   Record Missed Deliveries

You perform this task in order to enter the number of days a subscription was not delivered. The computer then extends the subscription by the number of days missed. Because missed delivery information cannot be updated or removed, you must be careful to enter all data accurately. If you make an error in entering the data see your system administrator.

Step 1. Select Subscriber/ Non Subscriber Transactions from the Circulation Main Menu.  You will see the Subscriber Transactions Menu.

Step 2. Select Missed Deliveries from the menu. You will see the Subscriber Missed Deliveries screen.

Step 3. Enter the Subscriber Number. You will see the Subscriber name and Address information on the screen

Step 4. Type the Edition <F6> and Issue codes <F6>.

Step 5. Type the Number of Days Missed the subscription was not delivered.

Step 6. Check the information you entered on the screen. If necessary, move to any fields that need to be corrected, and correct them.

Step 7. When all the information is correct, add the record by pressing <ESC>. You will see a "processing missed delivery" message. You have completed the Record Missed Deliveries task. Type "B", for Bye, to return to the Subscriber Transactions Menu.

```
MENU Add Output Bye Help
ADD: ACCEPT adds new data.  CANCEL discards it.   ARROW keys move cursor.
_____

                       SUBSCRIBER MISSED DELIVERIES

Subscriber #:  000137          Edition:  KWC          Issue:  DS

Name: First: RICHARD         Last/Bus: DALEY
     Phone #: (312)744-8000

   Number   Dir    Street Name              Suffix  Dir   Unit   Number
   _____   ___    _____              _____  ___   ____   _____

   121       N      LASALLE                  ST            ROOM   507

        Number of Days Missed:    1


Optional Remark For Carrier:
   Code:  MS ± Date:  03/17/2003     MISSED DELIVERY ON SUNDAY,PLEASE DELIVER
_____
Enter date on which to send remark.
```

| Field Name | Description |
|---|---|
| Subscriber # | Subscriber number |
| Edition | Edition code |
| Issue | Issue code |
| Number of Days Missed | The number of days the subscription was not delivered |

## 2.9   Customer Service Case Studies

### 1. Carrier Collect Subscription:

² **Changing Issue Code (Frequency of Delivery)**

In Customer Service, select Update, Issue.

² **Changing Address**

Enter a Move

² **Changing to PIO:**

Do a Start (no need to do a stop as well)

² **Changing to Mail:**

Do a Start (no need to do a stop as well)

² **Changing Number of Copies:**

In Customer Service, select Update, Copies.

### 2. PIO Subscriptions (In Grace)

² **Changing Delivery Method**

To change to carrier collect or mail, either do a Stop and then a Start, or do a Move.

² **Changing Issue Code (Frequency of Delivery)**

If there is an unposted payment in hand, the user posting payments can overtype old issue with new.  If not, in Customer Service, select Update, Issue.

² **Changing Retail Rate Zone**

If there is an unposted payment in hand, the user posting payments can overtype old retail rate zone with new. If not, in Customer Service, select Update, Issue.

² **Changing Subscription Length**

If there is an unposted payment in hand, the user posting payments can overtype old subscription length with new. If not, in Customer Service,

select Update, Issue.

² **Changing Step**

In Customer Service, select Update, Issue.

² **Changing Address**

In Customer Service, enter a Move.

² **Changing Number of Copies:**

In Customer Service, select Update, Copies.

## 3. PIO Subscriptions (Currently Paid):

² **Changing Delivery Method**

If changing to Mail, do a Move. In 6.1 release and later, if you wish
subscription end date to be adjusted after the move based on the new rate,
check off the box on the move screen to do this.

If changing to carrier collect, stop the PIO and start the carrier collect. The
remaining money will come out on the subscriber refund report.

² **Changing Issue Code (Frequency of Delivery)**

If there is an unposted payment in hand, the user posting payments can
overtype old issue with new. If not, in Customer Service, select Update,
Issue. Transaction will process during next draw.

² **Changing Retail Rate Zone**

If there is an unposted payment in hand, the user posting payments can
overtype old retail rate zone with new. If not, in Customer Service, select
Update, Issue. Transaction will process during next draw.

² **Changing Subscription Length**

If there is an unposted payment in hand, the user posting payments can
overtype old subscription length with new. If not, in Customer Service,
select Update, Issue. Transaction will process during next draw.

² **Changing Step**

In Customer Service, select Update, Issue. Transaction will process during
next draw.

² **Changing Address**

In Customer Service, perform a Move.

² **Changing Number of Copies:**

In Customer Service, select Update, Copies.

² **Transferring Remaining Balance to Another Account**

In release 6.1 and later, simply do a subscriber payment transfer from the old
account to the new (or to the new subscription on the same account). In
earlier releases, stop current subscription. Note amount on refund report. Do

not refund, but post to other account as a conversion cash payment (i.e. post the payment with the CC discount code). If desired, accountant can make a journal entry to make net effect of transaction zero – debit chart of accounts slot 23 (or account specified by the SUB_CANC_REF_ACCT) and credit slot 26 for the amount of the transaction.

# 1. Mail Subscriptions (In Grace):

**²  Changing Delivery Method**

To change to carrier-delivered, do a Move, or Stop the mail subscription and then Start a PIO or carrier-collect subscription.

**²  Changing Issue Code (Frequency of Delivery)**

If there is an unposted payment in hand, the user posting payments can overtype old issue code with new. If not, in Customer Service, select Update, Issue.

**²  Changing Retail Rate Zone**

If there is an unposted payment in hand, the user posting payments can overtype old retail rate zone with new. If not, in Customer Service, select Update, Issue.

**²  Changing Subscription Length**

If there is an unposted payment in hand, the user posting payments can overtype old subscription length with new. If not, in Customer Service, select Update, Issue.

**²  Changing Step**

In Customer Service, select Update, Issue.

**²  Changing Address**

In Customer Service, perform a Move.

**²  Changing Number of Copies:**

In Customer Service, select Update, Copies.

# 2. Mail Subscriptions (Currently Paid):

**²  Changing Delivery Method**

If changing to carrier-delivered PIO, do a Move. In 6.1 release and later, if you wish subscription end date to be adjusted after the move based on the new rate, check off the box on the move screen to do this.

If changing to carrier collect, stop the Mail subscription and start the carrier collect. The remaining money will come out on the subscriber refund report.

**²  Changing Issue Code (Frequency of Delivery)**

If there is an unposted payment in hand, the user posting payments can overtype old issue with new. If not, in Customer Service, select Update,

Issue. Transaction will process during next draw.

² **Changing Retail Rate Zone**

If there is an unposted payment in hand, the user posting payments can overtype old retail rate zone with new. If not, in Customer Service, select Update, Issue. Transaction will process during next draw.

² **Changing Subscription Length**

If there is an unposted payment in hand, the user posting payments can overtype old length with new. If not, in Customer Service, select Update, Issue. Transaction will process during next draw.

² **Changing Step**

In Customer Service, select Update, Issue. Transaction will process during next draw.

² **Changing Address**

In Customer Service, perform a Move.

² **Changing Number of Copies:**

In Customer Service, select Update, Copies.

² **Transferring Remaining Balance to Another Account**

In release 6.1 and later, simply do a subscriber payment transfer from the old account to the new (or to the new subscription on the same account). In earlier releases, stop current subscription. Note amount on refund report. Do not refund, but post to other account as a conversion cash payment (i.e. post the payment with the CC discount code). If desired, accountant can make a journal entry to make net effect of transaction zero – debit chart of accounts slot 23 (or account specified by the SUB_CANC_REF_ACCT) and credit

slot 26 for the amount of the transaction.

## 2.1    Automated Credit Card Payments

*NEWZware* now provides the ability to automatically apply credit card payments. This document will explain how this three step process works.

**Renewal Notices –** This process has not changed from prior iterations of *NEWZware*. The steps of this process will vary depending on some site configuration issues, including whether or not your site is running Postal Presort, whether the renewal notices are barcoded, and whether or not the actual printing of the renewal notices will be outsourced rather than on-site. See help documents on Running Renewal Notices for help in this area.

During the renewal notice process, new starts and subscribers who are due for renewal and are credit card payers will be marked as awaiting charge. A report listing these people along with their card numbers, charge amount and any applicable gratuity will be printed to the user's default printer.

To run the renewal notices, go to the main Circulation menu, select the *Renewal Notices/ Invoices* submenu, and then select the *Renewal Notices* menu option.

 **Automated Credit Card Billing –** This process is new in *NEWZware 5.1*. It is simple to run, simply making sure the user actually wants to launch the process (responding "**Y**" to the prompt launches the process). This process generates a transaction for each subscriber marked as due for payment in step one. The process marks each of these people as pending payment. It creates two files on the server. The first file is intended for transmittal to the credit card bank server for card authorization and billing. This file is created under the sites root *NEWZware* path and the directory /acc. (The root *NEWZware* path is usually /usr1/newzware – if your site is in a hub-satellite configuration and your site is one of the satellites it will be different).

The second file created is read by the subscriber payments screen to automate the payment application aspect of the process. This is described in detail in step three.

```
 ┌──────────────────────────────────────────────────────────────────┐
 │ Circulation                                         NEWZware (TM)  │
 │                                                                    │
 │              Automated Credit Card Authorization & Application     │
 │                                                                    │
 │                                                                    │
 │   This program will create a file for batch authorization of credit card │
 │   payments for subscribers. This file can then be sent to the credit card │
 │   merchant for authorization. If the system parameters are set properly, │
 │   the program will also attempt to contact the merchant server, transmit │
 │   the request files, and retrieve and process authorized payments. │
 │                                                                    │
 │                                                                    │
 │   Charge subscribers within how many days of expiration (Default is 5) 10 │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │                                                                    │
 │   Would you like to run this process in TEST mode? |               │
 │                                                                    │
 │              Type Response and Press <Enter> To Continue           │
 │                                         (Hit F7 To Select Macro)   │
 └──────────────────────────────────────────────────────────────────┘
```

Note that if your newspaper is large enough to make it worthwhile, steps 2 and 3 can be run automatically by the system on a periodic basis. For many sites that will typically only perform this process once a week this is not worth the trouble.

To launch this process, go to the main Circulation menu, select the *Enter Payments* submenu, then select the *Automatic Credit Card Authorization and Billing* menu item. The screen shown above will appear. The user will be asked to tell the program how far in advance of expiration customers should be charged. The default value is five days.

**Payment Application** – This process actually applies the payment to the subscriber's account. From the main circulation menu select the *Enter Payments* submenu, then select the *Subscribers* menu item.

The Subscriber Payments screen will be displayed. One of the ring menu options will be Credit Card Payments. Select this option. A list of files will be displayed, in the format acc.mmdd.hhmmss. Select the file that is of an appropriate date and time. The entire batch will be read from the selected file. The user will have the opportunity to remove any subscribers whose card was rejected for any reason. Clicking on the OK button or pressing the Esc key will cause the payments to be applied

## 2.2    Easy Payment Programs

This document is intended to help you set up automatic bank debit and/
or automatic credit card billing in your *NEWZware* Circulation
module.

### Bank Debiting Subscribers

This section describes how to set up subscribers so that when their
subscription has run out, their bank account is automatically charged.
Note that most American banks support the ACH format for electronic
fund transfers (EFT). If your bank does *not* support the ACH standard,
and *NEWZware* does not currently support your bank's custom file
specifications, you must arrange to have *NEWZware's* standard
electronic file output converted into the format that your bank will
accept. Typically, ICANON performs this service fro a fee.  If you have
programming staff that can perform this service for you, ICANON will
provide the specifications for our standard file upon request.

Once a file of billing information that your bank can process has been
produced, the last step that remains is to transfer the file to the bank. It
is the site's responsibility to set up the necessary telecommunications
infrastructure that is needed to do this. *Usually*, this is simply a PC with
a modem that can dial up your bank's bulletin board system (BBS), and
possibly some software from the bank that will help the user negotiate
the bank's BBS. Note that for sites with a heavy volume of these types
of transactions, it is possible to automate the solution entirely, and have
*NEWZware* create the EFT file, transfer it to the bank, process any
charges rejected by the bank, apply payments, and produce an audit
trail, all without intervention from the end user. Again, because there is
no standard way to negotiate a bank's BBS, ICANON must write a
custom program to do this for your bank, and will charge for this
service. If the volume of transactions justifies it, however, the return on
investment for this automation is very rapid.

If you decide that you would like ICANON to do the necessary
programming to either create the EFT file in your bank's non-ACH
format, and/or create a customized script to automatically navigate
your bank's BBS, you must procure your bank's technical
documentation for these matters and send it to ICANON. It can be
emailed to support@icanon.com or couriered. Also, the name and
number of your bank liaison is usually helpful.

Here is a data-flow diagram that shows how the process works.

```
                        ┌ ─ ─ ─ ─ ─ ─ ┐
                          EFT File
                        │ Generation  │
   ┌──────────────────┐   Process        ┌──────────────────────┐
   │ NEWZware Circulation │ ─ ─ ─ ─ ─ ─ ┘   │ EFT File created on server │
   │     System       │ ──────────────► │      hard drive      │
   └──────────────────┘                 └──────────────────────┘
          ▲                                         │
   ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐      ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
     User enters exceptions into auto-        User uses FTP to
   │ matic payments module and applies │    │ retrieve file from server │
     payments to subscribers account in      onto client PC
   │        NEWZware            │      └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
   └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘                │
                                                 ▼
   ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐      ┌──────────────────┐
     Bank returns batch process report,  │    User's PC    │
   │ stating success or failure on the batch │ └──────────────────┘
     as a whole and individual transactions         │
   └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘      ┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
          ┌──────────────┐              User uses PC software to
          │  Bank ETF    │            │ transmit file to the bank's │
          │ Transfer System │ ◄──────── ETF receiving system. Can
          └──────────────┘            │ be dial-up modem, secure │
                                        high-speed Internet connec-
                                      │        tion, etc.      │
                                      └ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
```

## Setting Up Subscribers

Now that you have the general overview of how this process works, let's move on to the specifics of setting up *NEWZware* to perform bank debits. The first step is to find the bank-billing submenu. You can do this by selecting **Enter Payments** from the main Circulation menu

Then select the **Subscriber Bank Debits** submenu.

At this point, you will see the following menu:

```
.... Previous Menu ... Subscriber Bank Debits
   1    Subscriber Bank Maintenance
   2    Bank Debit Parameters
   3    Charge Bank Debits
   4    Apply Automatic Payments
   5    Maintain Automatic ACH Schedule
```

This is the submenu where most of the bank processing takes place.

### Bank Parameters Screen

Select the **Bank Debit Parameters** option from the menu. If you are in the U.S.A you will see the following screen that will enable you to set up ACH parameters. Your bank should provide these parameters.

```
MENU Query Add Update Remove Output Export Bye Help
Table: achparams: Updates current row


                    ACH PARAMETERS ENTRY
                    _____


        IMMEDIATE ORIGIN DFI: 012345678    NAME  FIRST BANK OF ICE
   IMMEDIATE DESTINATION DFI: 987165432    NAME  FBI-KLONDIE
               COMPANY NAME: OUR COMPANY
                COMPANY EIN: 00-0000000


        WEEKLY DELIVERY DAYS: 0
          DEFAULT DEBIT RATE:    $0.00
          AVERAGE DAILY RATE:       0


              NEXT FILE ID:    46
         BILLING LAST RUN ON: 04/06/2002



This row has been changed
                         1 of 1
```

When you first enter the screen, select Query and Escape to check to
see if there is already a record in the table. **Do not add another record
if one already exists.** Just update the record in place. Only if your
initial query returns no results, add a new record.

The same restrictions apply regarding only one record, and again, the
bank should supply the client number, reporting ID, and client name.

### Subscriber Bank Maintenance
After completing the bank parameters entry screen, you are ready to
begin adding and updating bank information for subscribers.

```
MENU Query Add Update Remove Output Export Bye Help
Table: ach_sub: Adds a new row to the database

                    ACH SUBSCRIBER DATA ENTRY


              SUBSCRIBER NUMBER:  000137        ACTIVE CHARGES: Y
                                  RICHARD
                                  DALEY

              DEBIT DAY OF MONTH:  15        ACCOUNT TYPE:  C
           SUBSCRIBER BANK DFI:  123940    (CHECK DIGIT):  *
           SUBSCRIBER ACCOUNT#:  01010101

                  PAID THROUGH:
                MISSED CREDITS:       $0.00
              VACATION THROUGH:
         MAXIMUM/EXPECTED CHARGE AMOUNT:    $0.00   GRATUITY:    $0.00
      PRE-NOTIFICATION PASS NEXT BILLING:  N
This row has been added

                        1 of 1
```

It is important to clearly understand how these fields should be used. See the section on variations.

When the bank information is set up, the user must also go to **Subscriber Master File Maintenance** to change the billing indicator to a **B** so that the system knows that this person should be bank-billed. **Note very well: changing the billing indicator to a B on a subscriber record <span style="color:red">turns off grace processing as well as renewal notices for that subscriber.</span>** The system assumes that a payment will be applied in a timely manner and that sending a renewal notice or stopping a subscription for late payment would be an error.



```
MENU Query eXtensions Export Address Attributes Update Zoom Detail File Screen Output Bye Help
Table: customers: Updates current row
SUBSCRIBER              GENERAL CUSTOMER INFORMATION         Page 1 of 9
Subscriber #:   000137                    Telephone #:  (312)  744-8000
NameT          First RICHARD       Last/Bus DALEY
   Number    Dir    Street Name         Suffix  Dir    Unit    Number

                                ST              ROOM    507


                        Country         County   087
                  Tax Exempt:                    N
                  Vac. Re-start Date:   12/31/2002
                  Postal Carrier Sequence:       0

                  Billing Indicator:             B
           INFORMATION
      :                   Alternate Route:
      :      Termination Date:
This row has been changed
                        1 of 1
```

The value in this field must be set to B for this subscriber to be bank-billed. Also, the active billing indicator in the subscriber bank information must be set to Y. Likewise, when a subscriber goes off bank-billing the user must set the billing indicator to N here, and go to the subscriber bank information screen and either change the active indicator to an N or delete the bank information record altogether.

### Running the Charge Process

Select the **Charge Bank Debits** option from the **Subscriber Bank Debits** submenu. The program will ask you two things before begin processing. The first thing it needs to know is what is the charge through date. This is the date that the subscriber should be paid through after the charge is processed and the payment applied.

```
 Circulation                                            NEWZware (TM)

                      ACH-DEBITED SUBSCRIPTION CHARGES


      This process will bill ACH subscriptions through the specified date.
      Charges Have Already Been Processed Thru:

      Charge Through To What Date? 04/30/2003
      Bill Subscribers on Particular Debit Day(1-28, default 0 means all)? 0






      Run in test mode only? Y or N |

                    Type Response and Press <Enter> To Continue
                        (F6-Calendar,F8-Date Language)(Hit F7 To Select Macro)
```

The second prompt is to ask whether or not to run in test mode. This is how you can create test files for the bank while you are still setting up your easy-pay program. It is also a good idea to run this job in test mode once each time before running it for real, so that you can review the audit trail produced and check for any errors.

When the process is done, an audit trail will be sent to your default printer. This will list the charged subscribers, their amount, and grand totals for the batch. This audit trail should be compared to the audit trail for the payments that are eventually applied to the system. There should be no discrepancy, other than people who were eliminated from the payment batch because the charge did not go through.

On the header section of the report, the location and name of the created EFT file will be given, as shown below.

```
        ACH-DEBITED SUBSCRIPTIONS REPORT
                 FOR: Mar 31/01

   Bank File: /usr1/newzware/ci/data/tmp/22030839.ach
```

This is the file that should be transferred to the bank. It can be acquired from the server by using FTP (File Transfer Protocol), or often it is possible to set up Windows so that it can "see" the UNIX file system as a shared hard drive, in which case the file can be copied off the server simply by using Windows Explorer.

## Applying Bank Payments to Subscribers

Select the **Apply Automatic Payments** option from the bank sub-menu. The following screen will be displayed. Enter begin and end dates of the payment period you wish to process. The count and amount will be automatically calculated by the system retrieving outstanding payments in that time period.

Then, in a process that may be somewhat counter-intuitive, the user should enter **exceptions**. In other words, enter those subscribers whose bank account was **not** successfully debited, whether it be due to lack of funds, wrong account information, what have you. Information about problems with transactions in the ETF file should be obtained from the bank **before** processing payments, so that this opportunity to eliminate bad payments can be taken. It is easier, cleaner and less work to process the exception beforehand, than taking an improperly applied payment out of the system.

```
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cursor.
────────────────ENTER SUBSCRIBER AUTO-PAYMENT EXCEPTIONS────────────────

    BEG DATE      END DATE     APAY COUNT       APAY AMOUNT
   12/01/2000    12/25/2000         1             $24.00

   SUBSCR      SUBSCRIBER NAME      SUBSCRIBER ACCT-#   AMOUNT   GRATUITY
   310108    JEPSON                 717109232          $25.00    $0.00




                                                 (F6 to activate Pop-Up)
```

In the example above, there were 2 payments in the ETF file sent to the bank, for a total of 49 dollars. However, the $25 charge for JEPSON was rejected for some reason, the user entered his account number as an exception, and the system will not process that payment at this time. The batch totals at the top are automatically reduced by the number and amount of payments entered as exception.

If at some point in the future the payment from JEPSON is successfully processed, the user can come back to this screen, enter the appropriate date range, and process the remaining, unprocessed, payment(s), using the same procedure.

When ready, the user should hit Escape or click on the OK button. The payments will be applied, and an audit trail produced. This audit trail should be compared to the original produced from the charge process. Any discrepancies should be investigated and cleared before proceeding.

## Variations

There are a few system-wide parameters that can control variations to the bank-billing process.

| Parameter Name | Values | Effect |
|---|---|---|
| BB USE PARTIALS | Y,N | Allow system to determine how much to charge based on remaining paid time on subscription, daily rate etc. Some sites use this because they feel that people react better if less is taken out of their account if they are on vacation for 2 weeks. Other sites do not like any variation in the charge amount, because they feel that causes phone calls. |
| BB USER-DEF AMOUNTS | Y,N | Allow the user to enter a debit or credit amount in the charge amount column on the bank information screen. This amount will be added onto the amount the subscriber is to be charged on the next run, and zeroed out (so it is not a recurring charge, just one time). So if the value entered is negative it acts as a credit, and if positive as a debit. |
| BB FORCE ONE MONTH | Y,N | Force all bank-billed subscriptions to be on one-month cycles, i.e. do not allow a 3-month cycle for a bank-billed person. |

## Charging subscriber's credit cards

This section describes how to set up subscribers so that when their subscription has run out, their credit card is automatically charged. Unfortunately, there is currently no standard for EFT files for credit cards. If *NEWZware* does not currently support your bank's custom file specifications, you must arrange to have *NEWZware's* standard electronic file output converted into the format that your bank will accept. Typically, ICANON performs this service fro a fee.  If you have programming staff that can perform this service for you, ICANON will provide the specifications for our standard file upon request.

Once a file of billing information that your bank can process has been produced, the last step that remains is to transfer the file to the bank. It is the site's responsibility to set up the necessary telecommunications infrastructure that is needed to do this. *Usually*, this is simply a PC with a modem that can dial up your bank's bulletin board system (BBS), and possibly some software from the bank that will help the user negotiate the bank's BBS. Note that for sites with a heavy volume of these types of transactions, it is possible to automate the solution entirely, and have *NEWZware* create the EFT file, transfer it to the bank, process any charges rejected by the bank, apply payments, and produce an audit trail, all without intervention from the end user. Again, because there is no standard way to negotiate a bank's BBS, ICANON must write a custom program to do this for your bank, and will charge for this service. If the volume of transactions justifies it, however, the return on investment for this automation is very rapid.

If you decide that you would like ICANON to do the necessary programming to either create the EFT file in your bank's format, and/or create a customized script to automatically navigate your bank's BBS, you must procure your bank's technical documentation for these matters and send it to ICANON. It can be emailed to support@icanon.com or couriered. Also, the name and number of your bank liaison is usually helpful.

There is a data-flow diagram in Section 1.1 that shows how the process works.

## Setting Up Subscribers

A subscriber can be set up for credit card processing either while processing a start in **Customer Service**, or through **Subscriber Master File Maintenance.** The last line of the customer service screen looks like this:

```
☑ Bill-To:     ☐ TaxInd.      Billing Ind:  B
```

If, while processing a start, the user changes the billing indicator from
any value other than **C**, to a **C**, the following screen will appear:

```
                        CREDIT CARD INFORMATION

   First:  RICHARD          Last/Bus: DALEY

   Subscriber #:  000137

   Credit Card Type:    AMEX

   Credit Card Number:  0123012301230123   Verify:  0123012301230123

     Expiration Date:   08/06

             Status:   B

            Gratuity:     $0.00

 Enter credit card number without dashes (typing will not appear)
```

Similarly, in Subscriber Master File Maintenance, the user can change
the Billing Indicator field on the main screen to a **C**, and then select **D**
for detail from the ring menu, until the following credit card
information screen appears:

```
 MENU Query Add Update Master Detail unScramble File Output Export Bye Help
 UPDATE: ACCEPT changes data. CANCEL discards changes.  ARROW keys move cursor.
                        CREDIT CARD INFORMATION
                                                    Page 6 of 9

   First:  RICHARD         Last/Bus: DALEY

   Subscriber #:  000137

     Credit Card Type:   AMEX

   Credit Card Number:  0123012301230123   Verify:  0123012301230123

     Expiration Date:   08/06

         Card Status:   B

            Gratuity:     $0.00

 Enter C)harge, P)ending, R)ejected, B)illed, O)ne-Time or D)one.
```

Most of the information is straightforward. The only field that needs some explanation is the credit card status field. You can see the comment on the bottom of the screen that lists the valid values for this field.

```
Enter C)harge, P)ending, R)ejected, B)illed, O)ne-Time or D)one.
```

These status codes exist to indicate what stage this customer is at in the billing life cycle.  Essentially, there are two different life cycles that can be used - an auto-recurring cycle, or a once and done.

An auto-recurring cycle indicates that the subscriber's card should be charged automatically when their current subscription term is close to expiration. A once and done cycle means just that – charge the card once, and then never again unless there is some manual intervention by a user.

So if a user takes a new subscriber who says they want to pay by credit card, but **not** be automatically recharged at the end of the subscription, the user should enter the card information with a Card Status of **O**. This tells the system to charge the card one time, and then change the value to **D** for done – where it will rest until changed manually by a user.

If a new subscriber wants to be on auto-renewal, the Card Status should typically be set to C if the current subscription is not paid for, and **B** if the current subscription **is** paid for. The system will automatically change them to a **C** when they would normally get their first renewal notice.

So the once and done life cycle goes from **O -> D**.  The auto-recurring life cycle is a little more complicated. It goes like so:

> **B** – Bill – while current subscription is paid
> **C** – Charge – when subscription is unpaid, or is coming up for renewal
> **P –** Pending – card has been charged (sent out in EFT file), but payment has not yet been applied
> **R –** Rejected – if card is rejected during EFT processing for any reason

Otherwise, the status is changed back to **B** again when the payment is applied, to begin the cycle anew.

### Charging the credit cards

Once there are some subscribers in the system that are ready to be charged via credit card, the next step is to create the EFT file. Before doing this for the first time, ICANON needs to be provided with the site's merchant name and merchant ID (from the credit card vendor). These need to be installed in a parameters table to which users do not have access. Once that has been done, running the credit card billing process is easy.  From the main circulation menu, select **Enter Payments.**

Then select **Automatic Credit Card Authorization and Billing**.

You will then see this screen:

```
 Circulation                                          NEWZware (TM)

              Automated Credit Card Authorization & Application


   This program will create a file for batch authorization of credit card
   payments for subscribers. This file can then be sent to the credit card
   merchant for authorization. If the system parameters are set properly,
   the program will also attempt to contact the merchant server, transmit
   the request files, and retrieve and process authorized payments.


   Charge subscribers within how many days of expiration (Default is 5) 10




   Would you like to run this process in TEST mode? |

              Type Response and Press <Enter> To Continue
                                         (Hit F7 To Select Macro)
```

Any subscriber within the specified number of days of expiration, who is PIA, a valid credit card subscriber, and the card status is **C**, will be charged in the generated file. (The renewal notice process takes notice when someone who is a credit card subscriber comes due for their first renewal and changes the card status from a **B** to a **C** – more on this later).

An audit trail listing the accounts and charges will be sent to the user's default printer. This audit trail should be compared to the batch report returned from the merchant bank as well as the audit trail from the posted batch of payments. Any discrepancies should be investigated immediately.

The ETF file is created in the same directory. This directory is at the root of the *NEWZware* file system, usually /usr1/newzware – the directory name is autocc. The filename will follow the form acc.MMDDYY.HHMMSS – transfer that file off of the server using FTP or some similar protocol, and transmit it to the merchant bank.

Upon receipt of the job report from the merchant bank, go to processing the payments in *NEWZware*.

## Processing Credit Card Payments

Once an EFT file has successfully been transferred to the merchant bank, and the job report from the bank has been returned to ascertain success or failure of individual transactions, payments may be processed. You do this by going to the **Subscriber Payments screen**, which appears like so:



Select the credit card payments option from the ring menu. From the presented list, choose the file that corresponds in time, number of payments and amount to the batch you wish to post. The list of subscribers and their payments will be read into the screen just as if someone was manually typing them in. Verify that your batch totals match what is expected. Go through the batch and delete any rows that correspond to payments that were for rejected charges. Hit Escape or click OK to process the payments. Compare the produced audit trail to the expected figures. Investigate any discrepancies immediately.

## Security Considerations

If desired, NEWZware can encrypt card numbers and bank account numbers via a public-private key encryption algorithm. This adds another layer of security to protect the sensitive financial information of your clients. Even if the database server is hacked and information is stolen, the thieves would need to crack the encryption in order to make use of the information.

## 2.3    Arrears Invoicing For Subscribers

This program will create invoices for all arrears-billed subscribers. Draw charges will be assessed up to and including the date specified in the program launch screen (see below). Note that all adjustments and payments that have not shown up on a prior invoice **will** show up on the invoice, since these transactions will already have affected the subscriber's balance.

If your newspaper would like to outsource the task of invoice printing and distribution, the program can create an ASCII unload file for electronic transmission to a vendor that provides such a service. The layout of the generated file is provided below.

**<u>Menu Location:</u>**
    **Circulation**
        **Subscriber/Non-Sub. Transactions**
            **Arrears Billed Subscribers**
                **Subscriber Invoices**

Usage:

Enter program from the **Circulation** menu, **Subscriber/Non-Sub Transacts.**

Enter into **Arrears Billed,** then **Subscriber Invoices.**

Select an edition and issue to invoice.

Specify a date through which draw is to be invoiced.

Choose to generate an electronic billing file or actually print invoices.

If printing invoices, select a printer.

At user's discretion,  run a test invoicing run before the actual.

```
Circulation                                        NEWZware (TM)

                      Invoice Subscribers In Arrears


    This program will generate invoices for subscribers in arrears.

    Enter Edition Code ('ALL' For All Editions): ALL
    Enter Issue Code ('ALL' For All Issues): ALL
    Invoice Draw Through What Date? 07/31/2003




    Generate (I)nvoices or (A)SCII Unload File? I

               Type Response and Press <Enter> To Continue
                    (F6-Calendar,F8-Date Language)
```

**Setup Issues:** Some circulation parameters will need to be set up prior to running subscriber invoicing.

ARREARS A/R ACCOUNT:  G/L Account to debit for arrears subscriber billing

ARREARS REVENUE ACCOUNT: G/L Account to credit for arrears subscriber billing

ARREARS MISC CHARGE: Debit A/R and credit this account for miscellaneous charges

ARREARS MISC CREDIT: Credit A/R and debit this account for miscellaneous credits

ARREARS MISC CH DESC: Description of miscellaneous arrears charges.

ARREARS MISC CR DESC: Description of miscellaneous arrears credits

**Electronic File Format:** The file generated will be a pipe-delimited file using the ASCII characters set.

| Column Name | Data Type | Length/Format |
|---|---|---|
| Subscriber Number | Character | 6 |
| Edition | Character | 3 |
| Issue | Character | 3 |
| Retail Rate Zone | Character | 1 |
| Subscriber Title | Character | 3 |
| Subscriber First Name | Character | 15 |
| Subscriber Last Name | Character | 34 |
| Subscriber Phone Number | Character | 13 |
| Address Line 1 | Character | 50 |
| Address Line 2 | Character | 30 |
| City, State, Zip | Character | 40 |
| Country | Character | 4 |
| Days Delivered | Short Integer | N/A |
| Subscription Rate | Double Precision Floating Point | N/A |
| Draw For This Charge | Integer | N/A |
| Balance At Start of Period | Double Precision Floating Point | N/A |
| Current Balance | Double Precision Floating Point | N/A |
| Last Invoicing Date | Date | MM/DD/YYYY |
| Last Payment Date | Date | MM/DD/YYYY |
| Last Adjustment Date | Date | MM/DD/YYYY |
| Miscellaneous Charge | Double Precision Floating Point | MM/DD/YYYY |
| Miscellaneous Credit | Double Precision Floating Point | MM/DD/YYYY |
| Transaction Date | Date | MM/DD/YYYY |
| Transaction Type | Integer | N/A |
| Transaction Description | Character | 40 |
| Transaction Amount | Double Precision Floating Point | N/A |

| Column Name | Data Type | Length/Format |
|---|---|---|
| Unpaid Amount This Item | Double Precision Floating Point | N/A |
| Unpaid Amount This Item At Start of Period | Double Precision Floating Point | N/A |
| Payment ID Number | Integer | N/A |

**See Also:** *Customer Service Screen, Subscriber Maintenance, Subscriber Payments*

## 2.4    Customer Service Followup

The battle to retain clients is won or lost with customer service.   A great customer service experience can make the difference in almost any sales environment.  It is no different with newspapers.   Sometimes it's the small things - like a follow-up call to ensure that a new subscriber received their paper - that can make the difference between a happy customer and a no-pay.   Keeping track of those small things that make a difference can be an overwhelming task.  Until now!

User defined events such as starts, stops, cancellations, etc. automatically accumulate in a follow-up work queue.   A customer service rep can choose to process the queue manually or be reminded automatically during in-coming call idle time.



Each event is detailed at the bottom of the screen.

A rep can close out a follow-up event, and add notes for later reference or reporting.

Each note is tracked by user id, date and time.

# 3    Distributor-Related Tasks

This section of the Circulation User Guide contains distributor-related tasks. These tasks include issuing and reprinting invoices for distributors or carriers; entering distributor payments; making debit or credit adjustments; processing deposit refunds for carriers or dealers, entering service and bundle top remarks; entering samples and returns data, and writing off carriers or dealers.

This section does not include tasks related to maintenance of the carrier, dealer, or vending box files. Tasks related to master file management are in Section  of this User Guide, "Master File Management Tasks."

## 3.1   Issue Distributor Invoices

You perform the Issue Distributor Invoices task in order to produce invoices for carriers, dealers, and employees. Before you begin the task, you should load the correct paper in the special forms printer. Check to make sure the paper is properly aligned.

Step 1. Select Renewal Notices / Invoices from the Circulation Main Menu. You will see the Renewal Notices / Invoices Menu.

Step 2. Select Distributor Invoices from the menu. You will see the Distributor Invoices screen.

Step 3. Before you reach the Distributor Invoices screen, you will be prompted with a few printing options.  Usually, the default response is the correct response. Pitch refers to the number of characters printed, on one line, within the space of an inch.

Step 4. If you do not need to test alignment go to step 5. Type "Y" in the test alignment field. You will see a "Test invoices printed" message. Examine the test invoice and make any necessary printer adjustments.  Repeat this step until alignment is correct, using the backspace key to position the cursor in the test alignment field.

Step 5. Type "N" in the test alignment field. Accept or change the Billing Period Ending Date.  Accept or change the Edition code.  Enter the Enter Group. "Y" or "N" for the Display draw fields.

Step 6. Enter a Sort Specification and, if necessary, the truck loading information.  A truck load sequence can be used to allow the delivery of invoices along with a days newspaper draw.

Step 7. If you want to proceed with printing the invoices go to Step 8. If you do not want to print, cancel the task by pressing <DEL>.

Step 8. Press <ESC>. You will see a message stating that the invoices will now be processed.

```
                    DISTRIBUTOR INVOICES

        Do you wish to test alignment?          N

        Billing Period Ending Date:             01/31/2003

        Distributors for:
          Edition:  KWC      Group:            Method:

                    Include Distributors        Display Draw
        Auto/Carriers?              Y                 N
        Dealers?                    Y                 N
        Employees?                  Y                 N

        Sort Specification?                     I
             Truck Fleet: Edition:
                       Day-of-the-week:

'I' = District/ID#,  'D' = District/Truck,  'T' = Truck
```

| Field Name | Description |
|---|---|
| Do you wish to test align-ment? | "Y" if you wish to test alignment<br>"N" if you do not wish to test alignment |
| Billing Period Ending Date | Accept the date on screen or enter a different date |
| Distributors for Edition | Accept the default Edition Code, enter a different code, or enter "ALL" for all editions. |
| Distributors for Group | Enter a specific Group Code or "ALL". |
| Display Draw for Auto/Car-riers | "Y" if you wish to print the daily draw counts on invoices<br>"N" if you do not wish print the daily draw counts on invoices |
| Display Draw for Dealers | "Y" if you wish to print daily draw on invoices<br>"N" if you do not wish print daily draw on invoices |
| Display Draw for Employees | "Y" if you wish to print daily draw on invoices<br>"N" if you do not wish print daily draw on invoices |
| Sort Specifica-tion | "I" Distributor ID within the District Order<br>"D" Truck Number within the District Order<br>"T" Truck Number order only |
| Edition | Edition that the truck delivers |
| Day-of-the-week | Day of the week that the truck delivers |

## 3.2    Reprint Distributor Invoices

You perform the Reprint Distributor Invoices task in order to reprint some or all of the distributor invoices previously printed. Before you begin the task, you should load the correct paper in the special forms printer. Check to make sure the paper is properly aligned.

Step 1. Select Renewal Notices / Invoices from the Circulation Main Menu. You will see the Renewal Notices / Invoices Menu.

Step 2. Select Reprint Distributor Invoices from the menu. You will see the Reprint Distributor Invoices screen.

Step 3. Type in the name of the file in File Name <F6> field.  Use the date and (military) time displayed to be sure that we are reprinting the correct file.

Step 4. If you do not need to test alignment go to step 5.  Type "Y" in the test alignment field.  You will see a "Test invoices printed" message. Examine the test invoice and make printer adjustments, if necessary. Repeat Step 4 until alignment is correct, using the backspace key to position the cursor in the test alignment field.

Step 5. Type "N" in the test alignment field.

Step 6. If you want to reprint all the invoices, type "Y" in the Reprint all field. Go to Step 10.

Step 7. Type "N" in the Reprint all field and enter the invoice number of the first invoice you want reprinted in the Starting # field.

Step 8. If you wish to reprint invoices through the last invoice number, type "Y" in the Print to end field and proceed to Step 9.  If you do not want to print all of the remaining invoices, type "N" in the Print to end field and enter the last invoice number to print in the Ending # field.

Step 9. If you are ready to start reprinting the invoices, go to Step 10. If you have decided that you do not want to reprint the invoices, cancel the task by pressing <DEL>.

Step 10. Press <ESC>. You have completed the Reprint Renewal Notices Task. You will be returned to the Renewal Notices/ Invoices Menu.

```
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│                                                               │
│                   ┌─────────────────────────────┐             │
│                   │ REPRINT DISTRIBUTOR INVOICES │             │
│                   └─────────────────────────────┘             │
│                                                               │
│           File Name:  inv.0131.200344              ▲          │
│                                                    ▼          │
│                                                               │
│           Do wish to test alignment?   N                      │
│                                                               │
│                                                               │
│           Reprint all?        Y      Edition:  ALL ▼          │
│                                                               │
│           Starting Number:         ┌──────────┐               │
│                                    └──────────┘               │
│                                                               │
│           Print to end?            □                          │
│                                                               │
│                                                               │
│           Ending Number:           ┌──────────┐               │
│                                    └──────────┘               │
│                                                               │
│                  Hit ESCAPE to reprint, DEL to abort!         │
│                                                               │
│                                                               │
├───────────────────────────────────────────────────────────── │
│ Enter Edition Code or 'ALL'                                   │
└───────────────────────────────────────────────────────────────┘
```

| *Field Name* | *Description* |
| --- | --- |
| File Name | Invoices Run Earlier (Name includes the day, month, military time) |
| Do you wish to test alignment | "Y" if you wish to test alignment<br>"N" if you do not wish to test alignment |
| Reprint all? | "Y" if you wish to reprint all<br>"N" if you wish to reprint a range of invoices |
| Starting Number | Lowest invoice number in range |
| Print to End? | "Y" if you wish to print to end of file<br>"N" if you wish to print to a specific invoice number |
| Ending Number | Highest invoice number in range |

## 3.3   Issue Distributor Memo Invoice

You perform the Issue Carrier Memo Invoice task in order to produce a test, or sample, invoice for a carrier.  The computer will not actually invoice the carrier.  The Memo Invoice is strictly a way for checking the current information on the carrier's account.  The invoice can be printed on standard paper (no special form required) and as often as necessary.

This is an excellent tool to use to verify that any adjustments and/or new wholesale rates have been entered correctly.

Step 1. Select Renewal Notices / Invoices from the Circulation Main Menu. You will see the Renewal Notices / Invoices Menu.

Step 2. Select Distributor Memo Invoices from the menu. You will see the Carrier Memo Invoices screen.

Step 3. Enter the Distributor Number <F6> for the invoice. Check the scheduled Billing Date <F6>. If you wish to print daily draw information on the invoice, type "Y" in the Display Draw field. If you do not wish to print daily draw information on the invoice, type "N" in the Display Draw field. Press <RETURN>.

Step 4. Check the information displayed on the screen. If you do not want to change anything, go to Step 5. If you wish to correct any information, move to the field and enter the correct information over the displayed information. Press <RETURN>.

Step 5. If you do not want to print the invoice, cancel the task by pressing <DEL>. If you do want to print the invoice, press <ESC>. You will receive a "report will be processed" message. You have completed the Issue Carrier Memo Invoice task. You will be returned to the Renewal Notices / Invoices Menu

```
Circulation                                          NEWZware (TM)

                        DISTRIBUTOR MEMO INVOICES


              Distributor Number:   C00100    Type:  C

              Name:  MIGUEL           PALOMINO

              Billing Period Ending Date:    01/05/2003

              Display draw?                  Y


              Hit ESCAPE to produce Memo Invoice, DEL to abort!
```

| Field Name | Description |
|---|---|
| Distributor Number | Distributor Number |
| Type | Distributor Type |
| Billing Period Ending Date | Accept the default date or enter the new date |

| *Field Name* | *Description* |
|---|---|
| Display draw? | "Y" if you want to print daily draw on invoices |
| | "N" if you don't want to print daily draw on invoices |

## 3.4    Enter Distributor Payments

Before you enter distributor payments on the computer, you should organize the payment checks in one or more batches. Make sure that subscriber payments are not included with a distributor batch. For each batch, you should count the number of payments and calculate the total payment amount.

Step 1. Select Enter Payments from the Circulation Main Menu. You will see the Enter Payments Menu.

Step 2. Select Carriers/Dealers/Auto Delivery/Employees from the Enter Payments Menu. You will receive the Enter Payments - Carriers/Auto Delivery/ Dealers/Employees screen. The screen will be in ADD mode.

Step 3. Enter the date you want to be printed on the cash sheet in the Post Date field. Accept the default (today's) date or change it, as necessary.  Type the number of checks in the batch in the # of Receipts field.  Enter the total payment amount in the Total Amount field.

Step 4. Type the distributor number in the ID # column. You will see the name of the distributor. If it is incorrect, check the distributor ID and re-enter it if necessary. Enter the distributor Type.  Enter a Description or leave it blank to have the message "Payment -- Thank you" appear along side the payment on the distributor's next invoice.  Enter B/P, Rec#, and Amount.

Step 5. Repeat Step 4 for each check in the batch. If screen fills, computer will start a new page. To return to previous page, place your cursor in the first field on the screen and press the backspace key. To go to the next page, place your cursor in the last field on the screen.

Step 6. -- If the amounts do not agree, place the cursor in the field that needs correcting, then correct the data.
-- If the amounts agree, press <ESC> to add the record. You will see a "processing checks" message. You have completed the Enter Distributor Payments Task. You will be returned to the Enter Payments Menu.

```
ADD: ACCEPT adds new data.  CANCEL discards it.   ARROW keys move cursor.

    ──────ENTER PAYMENTS − CARRIERS/AUTO DELIVERY − DEALERS − EMPLOYEES──────
                                               Cash Account   1
Post Date  01/30/2003  # of Receipts        3  Total Amount      $230.00

   ID #        Name       Typ    Description      B/P  Recpt Sub.Num    Amount
  C00100    PALOMINO       C                                           $100.00





                                  Batch Total Verification Amount:     $100.00
  DIST#    CURRENT     BP 1     BP 2     BP 3     BP 4     BP 5      BP 6
  C00100    $0.00     $0.00    $0.00    $0.00    $0.00    $0.00     $0.00


                                                )  (F6 to activate Pop-Up)
```

| Field Name | Description |
|---|---|
| Post Date | Date of cash sheet on which you are working |
| # of Receipts | Number of checks in this batch |
| Total Amount | Total Amount for this batch |
| ID # | Distributor Number |
| Typ | Type of Distributor<br>"C" if Carrier<br>"A" if Auto Delivery<br>"D" if Dealer<br>"E" if Vending Box Employee |
| Description | Defaults to "Payment - Thank you" if blank |
| B/P | Billing Period<br>BLANK for default<br>"0" if current billing period<br>"1", "2", "3", "4", or "5" for 1st, 2nd, 3rd, 4th or 5th periods (respectively)<br>"6" if 6th and previous billing periods |
| Recpt # | Check number or other payment information |
| Sub.Num | If payment is coming from a subscriber on a down (or open) route, enter the subscriber number here so subscriber is properly credited for payment. See documentation on down-route billing for more information. |
| Amount | Amount paid |

## 3.5    Global Dealer Vacations

This document is intended to help you set up vacations (or store closings) for an individual dealer or an entire set of dealers. In the **Dealer Master File Maintenance Screen**, there is an option called '*Vacations*' on the ring menu. Query up one of the dealers you wish to put a vacation if for. Select the *Vacations* option from the ring menu. A screen similar to the one below will appear.



You can browse the current dealer's list of vacations, and see them going back into the past. The number of vacations is unlimited. To change the start or stop dates of a vacation, highlight the vacation to be changed, click **Update** and make the necessary modifications.

To add a new vacation, click on **Add**, enter the edition code, the begin and end date, and an appropriate description. Then click **Ok**, or hit the **Esc** key. You will see the following prompt:
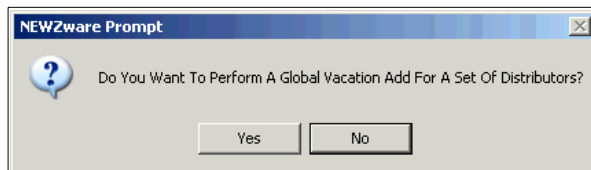


If you click **No**, you are finished, and the vacation is entered for just the one current dealer. Otherwise, you will see the following window:

```
                    GLOBAL DISTRIBUTOR VACATION SELECTION

Current          ○ All Distributors
Group :   NIE    ◉ Group of Distributors
                 ○ Billing Account / Umbrella Account


                 ☑ Active              ☐ Inactive

             Enter Selection Values and Click OK or Press ESC
Enter a 'Y' for Active Distributors.
```

With this selection window, you can choose which dealers should will receive the same vacation period.  The group you choose can include all distributors, a group determined by billing group id or a group determined by an umbrella account.  The billing group NIE is the group that will be used (in our example) because that is the Group ID of the dealer we had on screen when the vacation was entered.

Once you've chosen the group to place on vacation, you then have the opportunity to select whether both (currently) active and inactive distributors are affected.  It may seem strange to be asked whether an inactive dealer should be placed on vacation, but it may very well be that the dealer is inactive now, but will be active when the vacation begin date arrives.

You should answer Yes or No as desired to each one. Then, you will see the following screen:

This screen will tell you based on the criteria entered, how many distributors will be affected by this global vacation add (or update).

```
Enter Distributor ID(s) or 'ALL' (21 Found, Default 'ALL')  [          ]


                    (Hit F6 For Pop-Up List)      (Hit F7 To Select Macro)
```

If you want to fine-tune the vacation add even further (down to the individual dealer level), you can now click on the **F6** button or hit the **F6** key, and you will see the following screen.

```
MENU Select All Clear nOne Query Next Prev First Last Dn-page Up-page Bye
Mark ALL rows for selection.


                        Distributor Pop-up List
    BS10      CORAL SHORES HIGH SCHOOL LIBRARY                    *
    NIE1      SIGSBEE ELEM.                                       *
    NIE11     SUGARLOAF SCHOOL                                    *
    NIE13     KEY WEST HIGH SCHOOL                                *
    NIE21     KEY WEST HIGH SCHOOL                                *
    NIE22     KWHS READING PROGRAM                                *
    NIE23     KWHS/ESE PROGRAM                                    *
    NIE24     KEY WEST HIGH SCHOOL                                *
    NIE25     KEY WEST HIGH SCHOOL                                *
    NIE29     KEY WEST HIGH SCHOOL                                *
    NIE31     KEY WEST HIGH SCHOOL                                *
    NIE32     KWHS/ESE PROGRAM                                    *
    NIE33     KEY WEST HIGH SCHOOL                                *
    NIE34     KEY WEST HIGH                                       *
```

Select or de-select individual dealer records as desired. Be sure to use the **All** and **None** options as time savers here! When you are finished, click on **Bye**. You will see a prompt similar to the following, telling you how many distributors you are about to affect.



NEWZware Prompt

All Distributors Selected. Do You Want To Continue With This Operation?

Yes    No
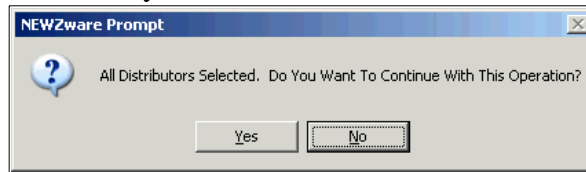
If your changes are correct, click **Yes**, and you should see a prompt similar to the following:



NEWZware: Message

21 Other Distributors Affected By This Operation!

OK

This tells you that the vacation has been inserted or changed for all the specified dealers. A **test calculate draw** should reflect the changes made to the draw for the specified dates and publications.

122

## 3.6   Distributor Bank and Credit Card Billing

This document explains how to utilize automatic bank debit or credit card charging facilities in NEWZware to provide an automated electronic payment mechanism for distributors. You can enter this screen by choosing the following three options from the Circulation Main Menu:

- Master File/Table Maintenance

- Master File Maintenance

- Distributor Bank/Credit Info

Shown below is the Distributor Bank and Credit Card Information Screen.  This screen has all of the standard options: Query, Add, Update, Remove and so on.



①    Specify the distributor's account number, and the type - carrier, autoroute, dealer or employee.

②    Set the Charge Type to B if the distributor's bank account is to be debited, or C if the distributor's credit card is to be charged.

③　Tells the system whether or not to use this information. If this value is set to N, distributor will not be automatically debited or charged.

④　Information about the bank account to be debited. These data are usually obtained from a voided check.

⑤　Information about the credit card to be charged. The expiration date should be entered in MM/DD format. The card type is Visa, MasterCard and so on.

⑥　These fields are used when the United States' banking industry's ACH standard is being used. If it is not being used, entering a zero ('0') in each of these fields will allow the record to be inserted/updated.

Adding an active record in this screen is all that needs to be done to put a distributor on the automated billing method. To take a distributor off this billing method, update the active indicator to "N", or remove the record completely.

The user may enter both credit card and bank information for the same distributor. The billing method to be used is determined by the Charge Type indicator. If you elect to use a credit card billing method, there may be a charge associated with writing an interface to your credit card vendor's billing system. (Unfortunately, the credit card merchants have not yet adopted a standard; so some programming must be done to make the file generated by NEWZware compliant with your vendor's specification. Contact technical support to see what costs may be incurred).

When distributor invoicing is run, a file will be generated with an entry in it for each distributor with an active record entered in the Distributor Bank/Credit Information screen and a balance greater than zero. The file created will be in the ${NEWZWARE}/ci/data/tmp directory, where ${NEWZWARE} is the base path to your NEWZware system (if your site is not in a hub-satellite configuration, this is usually /usr1/ newzware). If there are some distributors, which are bank-billed, and some, which are credit card billed, two files will be created. Files created for bank debits will be of the form DDMMHHMM.bd, so a file created on February 1st at 2:13 PM would be named 01021413.bd. Files created for credit card charges will be named similarly, but will end in .cd. These files should be transmitted to the bank or credit card merchant for billing.  Note that the distributor will still get their normal invoice printed, detailing the charges and credits that make up the bill.

Actually giving credit for the payment in NEWZware is easy. There is a new option on the ring menu of the Distributor Payments screen called Auto-Payments (since the screen starts up in batch entry mode when it is launched, the user must cancel out of entry mode to get to the ring menu). This option will bring up a list of files that were created during invoicing. They will follow the same DDMMHHMM naming convention as the other files created by this process. Select a file to be applied. The program will read the file and display the payments on the screen. At this point the user can navigate the screen as if it were a normal batch of distributor payments, and eliminate any payment records that should not be applied. Some reasons for this might be an expired credit card or an overdrawn bank account.

## 3.7　Enter Debit/Credit Adjustments

You perform the Enter/Debit Adjustments task in order to enter financial information other than regular payments and invoice charges. This task enables you to update distributor accounts for charges or credits that occur outside the normal billing and payment processes.

Step 1. Select Enter Debit/Credit Adjustments from the Circulation Main Menu. You will see the Enter Debit/Credit Adjustments Screen.

Step 2. Enter the Type of Payee.  Input is limited to four choices; the three main distributor types ("C"arrier, "D"ealer and "E"mployee) and "B"(as in Bye) to exit.

Step 3. Enter the distributor ID number <F6>.  If you receive a "no record exists" message, check the distributor ID and return to Step 2, if necessary.  When the record is found you will see a display of it on you screen.  Check the screen to verify that the payee is correct. If it is not, repeat Step 3.

Step 4. Enter D (for a debit) or C (for a credit).  Then, enter the Date, debit/credit Code <F6>, Description, Amount, and Apply to B/P Number, as necessary.

Step 5. Check to see that the information on screen is correct. If you do not want to process the data on the screen, type "N" in the Process Debit/Credit field. If you want to process the data in the screen, type "Y" in the Process Debit/ Credit field. You will receive a "processing transaction" message.

Step 6. The cursor will return to the Type of Payee field. Continue entering information for this payee or enter a new distributor ID to create adjustments for another distributor.

Step 7. Repeat Steps 2-6 to continue entering adjustments, or type a "B", while in the Type of Payee field, and press <RETURN> to return to the Circulation Main Menu.  You have completed the Enter Debit/Credit Adjustments task. Pressing <DEL>, at any time, will also return you to the previous menu.

Note: The system will automatically apply credit amounts to any combination of outstanding billing balances that equal separately or in total to that credit amount.  If no combination of outstanding billing balances is found, the credit is applied to the oldest balance.

```
                    ── ENTER DEBIT/CREDIT ADJUSTMENTS ──


 Type of Payee: C)arrier/Auto Delivery, D)ealer, E)mployee, BU)lk, B)ye?:  C


  ID Number:  C00100        Previous ID Number:          Amount:       $0.00
 Name: First  MIGUEL             Last/Bus:  PALOMINO


 Next Bill Date/Cycle: 01/05/2003 / W  Balance:      $0.00  B/P TD:      $0.00
 Current:       $0.00   1 BP:     $0.00   2 BP:     $0.00    3 BP:      $0.00
                        4 BP:     $0.00   5 BP:     $0.00   6+ BP:      $0.00


 D)ebit or C)redit?:  D        Date:  01/05/2003


 Code:           SC           Description:    SUPPLIES CHARGE
 Amount:          $2.00                             Session Total
 Apply to B/P Number:  N      Process Debit/Credit:  Y          $0.00

 N = Not Invoiced, 0 = Current, 1=BP1, 2=BP2, 3=BP3, 4=BP4, 5=BP5, 6=BP6
```

| Field Name | Description |
|---|---|
| Type of Payee | "C" if carrier<br>"D" if dealer<br>"E" if vending box employee<br>"B" Bye, to exit |
| ID Number | Distributor number |
| Debit or<br>Credit | "D" if debit<br>"C' if credit |
| Date | Accept the default adjustment date or enter another |
| Code | Debit or Credit code |
| Description | Accept the standard description or enter another |
| Amount | Debit or credit amount |
| Apply to B/P<br>Number | "N" = Not Yet Billed<br>"0" = Current Billing Period<br>"1" = 1st Billing Period<br>"2" = 2nd Billing Period<br>"3" = 3rd Billing Period<br>"4" = 4th Billing Period<br>"5" = 5th Billing Period<br>"6" = 6th and Previous Billing Periods |
| Process Debit/<br>Credit | "Y" if Yes<br>"N" if No |

## 3.8　Importing Distributor Adjustments (Debit / Credits)

You are able to import debit / credit adjustments in the Circulation system.　The file you import from has to be in a specific format, and located in a specific directory on the server.　Typically the file is created by a spreadsheet, or some other portable collection device, converted to a delimited text file and transferred to the NEWZware server.

### Import File Location:

The files need to live in "**/usr1/newzware/ci/data/import**" and have the characters "ADJ" as their prefix.　Note:　If you are running on a multiple universe NEWZware server, the "**/usr1**" component may be something different.　See you system administrator for details.　You can use an FTP (File Transfer Protocol) software tool to transfer the file.　This is not covered in this document.

### File Format / Layout:

The file layout is a tab or pipe (|) delimited line for each record (a line terminated by a linefeed character is a record).　The format of each record is as follows:

Distributor number (character 6 spaces)

Distributor qualifier (1 space D-dealer, E-employee, C-carrier, A-auto)

Transaction date (mm/dd/yyyy - must be in current period)

Debit or Credit (D-debit, C-credit)

Aging Bucket (N=not invoiced, 0=current, 1=Billing Period 1, 2=BP2, ...,6=BP6)

Adj. Charge/Credit Code (2 spaces - must be a valid Charge or Credit Code in NEWZware)

Adjustment Description (20 spaces)

Amount (Dollar amount with decimal point and 2 digits to the right of the decimal)

### Sample Import File:

B04300|E|07/31/2001|D|0|DT|NEW INV ADJ. CB00043|67.2|
B04900|D|07/31/2001|D|0|DT|NEW INV ADJ. CB00049|72.76|
B05000|D|07/31/2001|D|0|DT|NEW INV ADJ. CB00050|34.82|
B05100|D|07/31/2001|D|0|DT|NEW INV ADJ. CB00051|15.16|
B05200|D|07/31/2001|C|0|MC|NEW INV ADJ. CB00052|101.54|
B05300|D|07/31/2001|D|0|DT|NEW INV ADJ. CB00053|105.64|
B05400|D|07/31/2001|C|0|MC|NEW INV ADJ. CB00054|61.15|

## Importing the File:

In the Debit/Credit Adjustments screen (sample shown below), and enter "**I**" for import in the first field.   A window will appear displaying the import screen.

```
                    ENTER DEBIT/CREDIT ADJUSTMENTS

Type of Payee: C)arrier/Auto Delivery, D)ealer, E)mployee, BU)lk, B)ye?:  I

  ID Number:  [      ]      Previous ID Number: [      ]   Amount:    [  $0.00 ]
Name: First   [           ]        Last/Bus: [               ]

Next Bill Date/Cycle: [        ] / [ ]  Balance: [       ]   B/P TD: [       ]
Current: [       ]      1 BP: [      ]     2 BP: [      ]     3 BP: [       ]
                       4 BP: [      ]     5 BP: [      ]    6+ BP: [       ]

D)ebit or C)redit?:  [ ]      Date: [        ]

Code:          [   ]      Description:  [            ]
Amount:   [        ]      Tax:    [ $0.00 ]           Session Total
Apply to B/P Number:  N   Process Debit/Credit:  Y       [  $0.00 ]

   GENERATING INVOICE NUMBER LIST -- PLEASE WAIT
```

Once the import screen appears, choose the **Read Import** option.   A sample screen is shown below:

```
 MENU Add Read-Import Output Bye Help
 Table: imp_dbcr: Adds a new row to the database
 ────────── IMPORT DB/CR ADJUSTMENTS - CIRCULATION DISTRIBUTORS ──────────
 Total Count:  [    ]        Total Debit Amount:  [        ]   Page #: [  ]
 Net Amount:   [      ]       Total Credit Amount: [        ]

    ID #   Type     Date      D/C  BP  G/L   Description            Amount
   ┌────┐ ┌────┐ ┌────────┐  ┌──┐┌──┐┌──┐  ┌──────────────┐     ┌────────┐
   │    │ │    │ │        │  │  ││  ││  │  │              │     │        │
   │    │ │    │ │        │  │  ││  ││  │  │              │     │        │
   │    │ │    │ │        │  │  ││  ││  │  │              │     │        │
   │    │ │    │ │        │  │  ││  ││  │  │              │     │        │
   └────┘ └────┘ └────────┘  └──┘└──┘└──┘  └──────────────┘     └────────┘

 Distributor Name: [                    ]      Balance: [        ]
```

As the **Read Import** option is selected, a pop-up selection window will appear listing the files you transferred to the *NEWZware* server.   A sample s shown below:

```
                    IMPORT FILES AVAILABLE FOR ADJUSTMENTS

      CODE          DESCRIPTION
    ┌─────────┐   ┌──────────────────────────────────────────────┐
    │ADJ.0807 │   │DISTRIBUTOR ADJUSTMENTS: FILE-ADJ.0807         │
    │ADJ.JOE  │   │DISTRIBUTOR ADJUSTMENTS: FILE-ADJ.JOE          │
    │         │   │                                              │
    │         │   │                                              │
    │         │   │                                              │
    │         │   │                                              │
    │         │   │                                              │
    └─────────┘   └──────────────────────────────────────────────┘
```

Once you've selected the desired file, the data will load into the previously empty screen, like so;

```
MENU Add Read-Import Output Bye Help
ADD: ACCEPT adds new data.  CANCEL discards it.   ARROW keys move cursor.
───────────── IMPORT DB/CR ADJUSTMENTS - CIRCULATION DISTRIBUTORS ─────────────
 Total Count:     128          Total Debit Amount:      $14098.62  Page #:   1
 Net Amount:      $14098.62  Total Credit Amount:         $0.00

   ID #    Type    Date      D/C  BP  G/L   Description               Amount

   B04300   E    03/31/2003   D   0   DT   NEW INV ADJ. CB00043        $67.20
   B04900   D    03/31/2003   D   0   DT   NEW INV ADJ. CB00049        $72.76
   B05000   D    03/31/2003   D   0   DT   NEW INV ADJ. CB00050        $34.82
   B05100   D    03/31/2003   D   0   DT   NEW INV ADJ. CB00051        $15.16
   B05200   D    03/31/2003   C   0   MC   NEW INV ADJ. CB00052       $101.54
   B05300   D    03/31/2003   D   0   DT   NEW INV ADJ. CB00053       $105.64
   B05400   D    03/31/2003   C   0   MC   NEW INV ADJ. CB00054        $61.15
   B05500   D    03/31/2003   D   0   DT   NEW INV ADJ. CB00055       $287.38
   B05900   E    03/31/2003   D   0   DT   NEW INV ADJ. CB00059       $123.70



Distributor Name:                                        Balance:

Okay to continue? (Y/N)
```

You'll notice at the prompt "Okay to continue?" at the bottom of the screen.  If you answer with a **Yes**, the adjustments will be processed just as they are, but if you answer **N**o, your adjustment screen enters the edit mode, and you are placed on the first imported item. From there, you can make any changes, deletions or additions necessary, then select **OK** to process the batch.

If you requested an audit trail, it should print shortly, confirming your debit and credit adjustments.

## 3.9 Enter Deposit Refunds - Carriers

You may enter deposit refunds for carriers if they have funds on deposit. You must check the amount being held. You may then designate a portion of that amount to be refunded.

Step 1. Select Enter Deposit Refunds from the Circulation Main Menu. You will see the Distributor Deposit Refunds Screen.

Step 2. Press highlight 1. Auto Routes/Carriers from the Distributor Deposit Refunds Screen. You will see the Carrier Deposit Refunds Screen.

Step 3. Type "Q" in order to retrieve a record.

Step 4. Type the Carrier Number and press <ESC>. You will see the carrier name displayed and the amount of the carrier's deposit. If the name is correct, proceed to Step 5. If the name is incorrect, return to Step 3.

Step 5. Press "U" to begin the UPDATE process.

Step 6. Type the Refund Amount.
-- Check to see that information on screen is correct.
-- If you do not wish to submit the screen for processing, press <DEL> to cancel task.
-- If you wish to proceed with carrier refund, press <ESC>. You will see a "record has been changed" message. You have completed the Enter Deposit Refunds -- Carrier task.

Step 7. To update the appropriate records and create the necessary accounting transactions, you must execute the function that prints the Refunds Due to Distributors report. Refer to Section : Reports Tasks, Print Refunds Due to Distributors.

```
MENU Query Output Bye Help
Table: carrier: Searches the database

                    CARRIER DEPOSIT REFUNDS

    Carrier Number:  [      ]

             Name:  [          ]  [                    ]


Current Deposit Amount:  [        ]
        Interest Amount:  [        ]
                         _____
         Total Deposit:  [        ]

         Refund Amount:  [        ]
```

| Field Name | Description |
|---|---|
| Carrier Number | Number of the carrier to receive refund |
| Refund Amount | Amount to be refunded to the carrier |

## 3.10  Enter Deposit Refunds - Dealers

You may enter deposit refunds for dealers if they have funds on deposit. You must check the amount being held. You may then designate a portion of that amount to be refunded.

Step 1. Select Enter Deposit Refunds from the Circulation Main Menu. You will see the Distributor Deposit Refunds Screen.

Step 2. Select Dealers from the Distributor Deposit Refunds Screen. You will see the Dealer Deposit Refunds Screen.

Step 3. Type "Q" to enter the search (Query) mode.

Step 4. Type the Dealer Number and press <ESC>. You will see the dealer name displayed and the amount of the dealer's deposit. If the name is correct, proceed to Step 5. If the name is incorrect, repeat Steps 3 & 4.

Step 5. Press "U" to begin the UPDATE process.

Step 6. Type the Refund Amount. DO NOT refund more than the Current Deposit Amount.

Step 7. Check to see that information on screen is correct.
-- If you do not wish to submit the screen for processing, press <DEL> to cancel task.

-- If you wish to proceed with dealer refund, press <ESC>. You will see a "record has been changed" message. You have completed the Enter Deposit Refunds -- Dealer task

```
MENU Query Add Output Bye Help
Table: dealer: Searches the database


                        DEALER DEPOSIT REFUNDS

      Dealer Number:  [      ]


              Name:  [          ]  [                        ]



Current Deposit Amount:  [        ]


        Refund Amount:  [        ]

           Hit ESCAPE to Update Pending Refund Amount, DEL to abort!


```

| *Field Name* | *Description* |
| --- | --- |
| Dealer Number | Number of the dealer to receive refund |
| Refund Amount | Amount to be refunded to the dealer |

## 3.11   NEWZware Carrier Credit to GL/AP Interface.

This document describes the *NEWZware* PBM/PIO Carrier Credit to General Ledger/Accounts Payable interface guidelines.   In the context of this document, Carriers that receive credits and accumulate credit (i.e. negative A/R) balances against draw charges are considered vendors or suppliers when they are entered into an Accounts Payable system.

### The Credit Transfer Process – An Overview

The transfer process consists of clearing out the carrier credit balances for carriers that are designated as eligible for automated transfer.   A parameter table controls the minimum amount required for the transfer, and the associated account.  The process is initiated from the *NEWZware* Circulation menu.

As each carrier credit is processed, an record is written to an intermediate ASCII file on the *NEWZware* server called ${NEWZWARE}/ci/data/tmp/ap_xfer.{mmdd}.{hhmmss}.  The ${NEWZWARE} is the directory path to the *NEWZware* database (eg. **/usr1/newzware**), and {mmdd} is the **month** and **day,** and {hhmmss} is the time (i.e. **hours, minutes** & **seconds**).   This intermediate file is optionally processed by the *NEWZware* Accounts Payable system. The file remains on the *NEWZware* server until it is purged (35 days after it is created).   A report is produced during the process showing each carrier and the associated credit amount that is being processed.

If your business is not running the *NEWZware* Accounts Payable (A/P) System, you can still use the automated carrier credit transfer to perform all the accounting work for you.   All you need to do is capture the intermediate ASCII file (via FTP or other file transfer software) from the *NEWZware* server.   Note:  The parameter in the **ci.parameters** table called "**CI_AP_XFER_LOAD_AP**"  controls whether the A/P invoice creation process is run.  If the **pm_value** = "Y", then A/P processing will be performed, otherwise, it will not be performed.

Finally, the system can also be configured to create a file for electronic funds transfer (direct deposit). If this option is selected, any carrier who has a active bank record in the Distributor Bank and Credit Card Information (bank_dist) table, will receive an electronic payment instead of being transferred to the Accounts Payable system. If your bank does not conform to ACH specifications, a filter may need to be written to produce a file that your bank can handle. To set the system up for direct deposit set the parameter called "**DIRECT_DEPOSIT**"

to "Y", and the "**BB_CREDIT_FILTER**" to the appropriate filter program.

Once created, the direct deposit file created will also be found in ${NEWZWARE}/ci/data/tmp – and the file name will be of the form dd.${mmddyy}.hhmmss

## Menu and Screen Samples

### Carrier Credit Balance Transfer to AP Process Menu

Shown below is the menu option "**Carrier Credit Balance Transfer to AP Process**". This option is on the **"Enter Payments"** menu from the main "**Circulation Menu**".

```
.... Previous Menu ... ENTER PAYMENTS
    1    Subscribers
    2    Subscriber Cash Transfer Screen
    3    Carriers / Dealers / Auto Delivery / Employees
    4    Credit Card Billing Transfer To Diskette
    5>    Subscriber Bank Debits
    6    Distributor Credit Balance Transfer to AP Process
    7    Automatic Credit Card Authorization and Billing
    8    Pro-Rated Tip Management
```
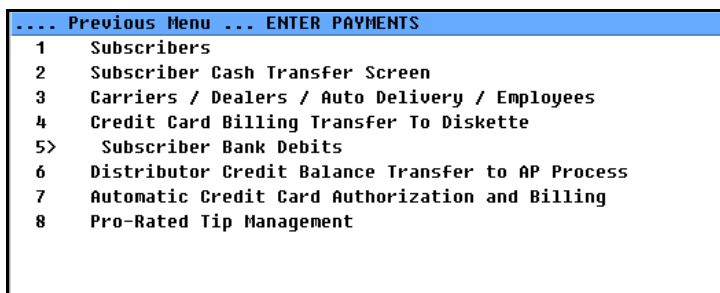
### Carrier Credit Balance Transfer to AP Process Screen

Shown below is the transfer exception screen.   You select which carrier balances you want to transfer, and which ones you do not want to transfer.   Typing an '**N**' means that you do not wish to transfer a particular carrier's balance.

```
        TRANSFER OF DISTRIBUTOR CREDIT BALANCES TO ACCOUNTS PAYABLE

Effective Date  04/13/2003

Trans. Dist. #      Name           Supplier #   Tax ID #      Credit Amount
  Y    MR1000       testing         087004                          $1.23
















Process Batch (Y/N) ? y
      TOTALS:    Number of Transfers  |   1    Transfer Amount  |     $1.23
Transfer Credit Balance TO A/P: (Y)es or (N)o
                                  CTRL<O> To Print Preliminary Report
```
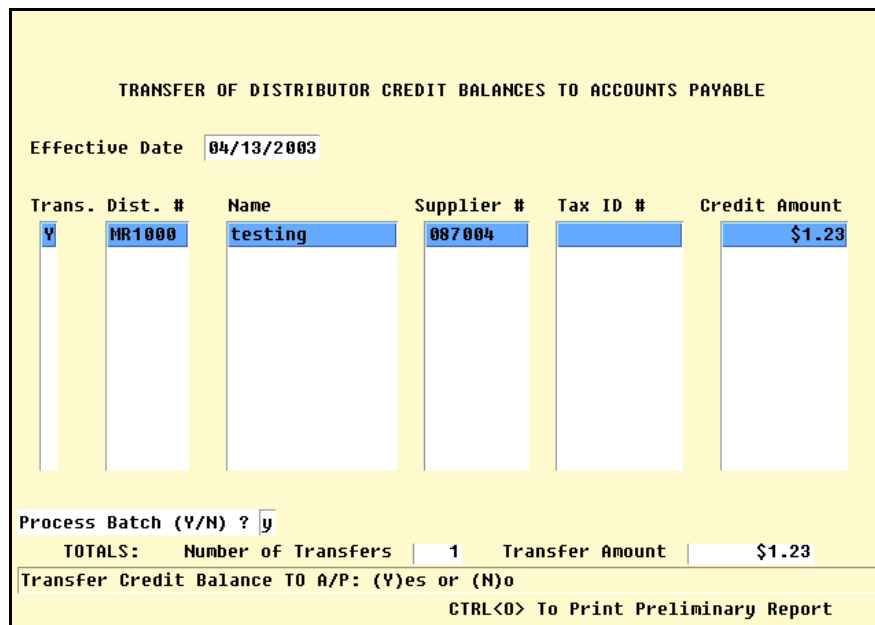
When the processing is complete, you will be presented with a message box indicating where the ASCII intermediate file is located. Write this file pathname down, if you want to copy it to another AP system.

**NEWZware: Message**

Data In ASCII File '/usr1/newzware/ci/data/tmp/ap_xfer.0814.032900'

OK
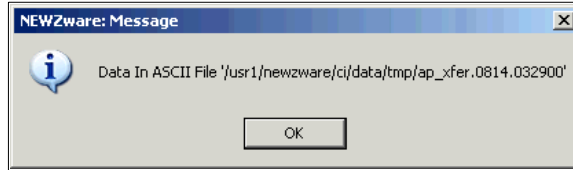
### *Carrier Credit Balance Transfer Report*

When the processing is complete, the report is sent to the default printer. Shown below is an example report.

```
                                                        imaint

                   AUDIT TRAIL - DISTRIBUTOR CREDIT BALANCE TRANSFER

Posting Date: 04/13/2003
Number of Credit Transfers: 1


Trans.  Dist. #  Name           Supplier # Tax ID #       Credit Amount
------  -------  --------------- --------- -----------    -------------
  Y     MR1000   testing         087004                        $1.23
                                               Total:          $1.23
```

## The ASCII File Format

The ASCII file consists of a single header record followed by several detail records. Each record is delimited by the ASCII vertical bar character "|".

### *Header Record Format*

There is only header record, and it is on the first line. The header record consists of the following fields:

- Date (mm/dd/yyyy)
- Company code (3 digits)
- Business unit code (3 digits)
- Department code (3 digits)
- Account code (5 digits)
- Product code (4 digits)
- Number of records (variable number of digits)
- Total amount of the records (variable number of digits, decimal point, 2 digits)

### *Example Header Record*

Shown below is an example of the header record:

```
01/08/1998|025|C41|000|34010|0101|409|21562.01|
```

### Detail Record Format


There are several detail records in the ASCII file, one for each carrier that is processed.  The detail record format is:

- • Issue a Check Flag (Y/N),

- • Carrier Route Number (6 characters – 1-4 are the route, 5-6 are the generation number),

- • Carrier Name (last name, up to 34 characters)

- • Accounts Payable Supplier Number (9 characters)

- • Carrier Tax ID/Number or Social Security Number (11 characters)

- • Carrier Address Line

- • Carrier City

- • State or Province

- • Zip or Postal Code

- • Amount of Transfer  (variable number of digits, decimal point, followed by 2 digits)

### Example Detail Records

Shown below are some example detail records:

```
Y|028100|MICHELLE BERTOVICH|028100  |189-58-2469|413 LARK TREE CIR||BRIDGEVILLE|PA|150171506|250.00|
Y|028600|RICHARD CANNON|028600  |          |1957 ROUTE 481||MONONGAHELA|PA|150633543|540.00|
```

## 3.12  Enter Service Remarks

You perform this task in order to enter remarks about service. These service remarks will then be printed in the Circulation Managers Service report. The service remarks will not appear on the carrier bundle tops.

Step 1. Select Customer Service & Maintenance from the Circulation Main Menu. You will see the Customer Service Screen.

Step 2. Use the Query feature to find the subscriber's current information.  The Telephone # or Subscriber # are used most often, but the subscriber's name and address can also be used, and all fields may be used alone or in any combination with the other fields.

Step 3. If no records were found, return to Step 2, and try again.  If a second attempt is not successful, consider conducting your search using alternate fields.

Step 4. Check the subscriber information on the screen.
-- If it completely matches your information, proceed to Step 5.
-- If the information is not correct, use Next or Previous to step through the records until we find or subscriber (or exhausted all possibilities – in that case, return to Step 2, and try again).

Step 5. Select serviCe from the ring menu.

Step 6. Type in the edition and issue codes and press <RETURN> after each field.

Step 7. Type the Rmk Code. If necessary, replace the default remarks Description and Date fields. You will see an "Execute transaction" message.

Step 8. Check to see that the information on the screen matches your information. Press <ESC> to complete the Enter Service Remarks task.  Press "B" if you wish to return to the Circulation Main Menu.

```
MENU Query notEs Next Previous Update Add Dispatch eXtensions General serviCe bundLe-msg ...
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cursor.
─────────────────────────── CUSTOMER SERVICE ───────────────────────────
Telephone #: (312)  744-8000 ▼    Subscriber #: 000137 ▼ ACTIVE/PIO(4696)
Name(Tl/Fst/Lst):       RICHARD        ▼ DALEY                              ▼
 121        N    LASALLE                      ST         ROOM    507
Line 2:                                 City:  CHICAGO
 State:  IL   Zip:  60602         Code/Route: R002   Seq:   0   Zone   1
Country:         County:   087                            ABC Zone:   39 ▼
  □ Bill-To:    □ TaxInd.    Billing Ind:  N   Date:  05/07/2003    21:33:40
─────────────────────── SUBSCRIPTION INFORMATION ───────────────────────
Ed KWC ▼ Issue DS ▼ Type PIO    ▼ Len 12M ▼ Zone G ▼  Step 0 ▼ Amt  $102.00
Copies:    1           START DATE: 04/01/2003 ▼      STOP DATE: 03/31/2004 ▼
──── Code ────────────── Description ──────────────────── Date ────
Rmk:  MI ▼ PLEASE PUT PAPER ON PORCH ON RAINY DAYS            03/29/2003 ▼
Prm:     ▼                                                             ▼
Submitted By: 1  ▼  Carr:      ▼ Rte: KC01 ▼   SAMUEL MOTT
District:   1   DM: Bob Timmerman                Carr. Tel: (305)295-2779
```

| Field Name | Description |
|---|---|
| Telephone | Phone Number (10 digits) |
| Subscriber # | Subscriber number |
| Address Information | Includes No./Frac, Dir, St, ID, Unit, Line 2, City, State, Zip, Country and County |
| Ed | Edition Code |
| Issue | Issue Code |
| Rmk Code | Predefined system code used to identify activity and provide a default description value |
| Descr. | Service Remarks Description |
| Date | Date of the service remark |

## 3.13  Enter Bundle Top Remarks

You perform this task in order to enter remarks that will then be printed on bundle tops. You must then specify the date for the remarks to be printed.

Step 1. Select Customer Service & Maintenance from the Circulation Main Menu. You will see the Memo to Carrier Screen.

Step 2. Use the Query feature to find the desired subscriber's current information. The Telephone # or Subscriber # are used most often, but the subscriber's name and address can also be used, and all fields may be used alone or in any combination with the other fields.

Step 3. If no records were found, return to Step 2, and try again.  If a second attempt is not successful, consider conducting your search using alternate fields.

Step 4. Check the subscriber information on the screen.
-- If it completely matches your information, proceed to Step 5.
-- If the information is not correct, use Next or Previous to step through the records until we find or subscriber (or exhausted all possibilities – in that case, return to Step 2, and try again).

Step 5. Type "L" or choose bundLe-msg from the ring menu.

Step 6. Enter the edition and issue codes and press <RETURN> after each field.

Step 7. Enter the Rmk Code.  Accept the default Description. and Date values or enter a different bundle top message and date. You will see an "Execute transaction" message.

Step 8. Check to see that the information on the screen matches your information.  Press <ESC> to complete the Enter Bundle Tops Remarks task.  Press "B" if you wish to return to the Circulation Main Menu.
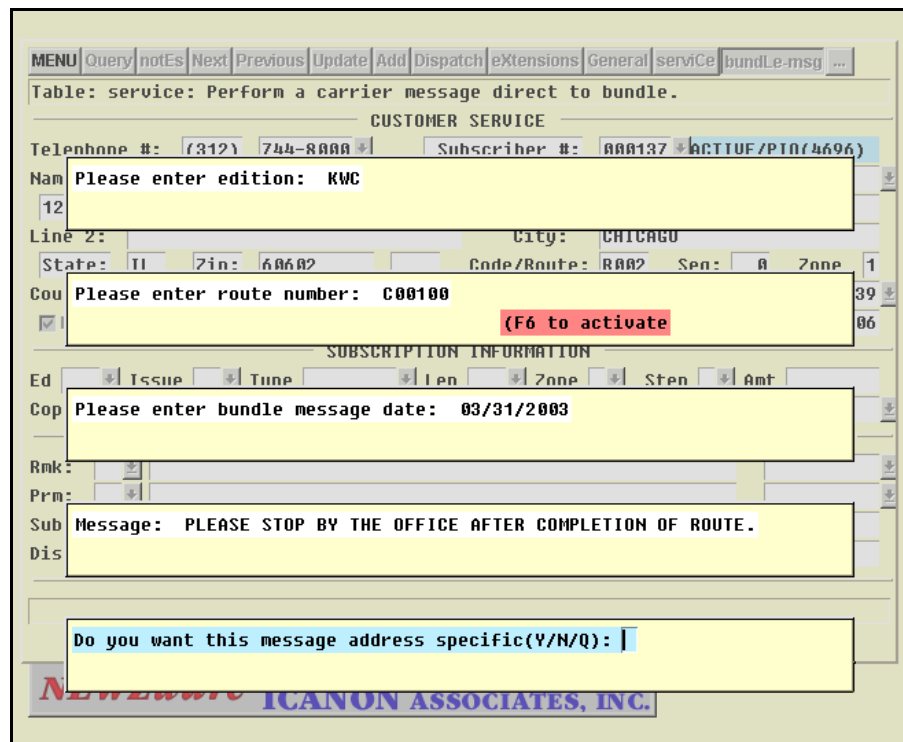


## 3.14  Enter Weekly Samples

You perform the Enter Weekly Samples task as a quick method of providing any number of carriers with sample papers over a period of time.  The number of samples per carrier is entered on an individual basis, but the start and end dates for the samples will be the same for all carriers entered within a single session.  Sample start date and sample

end dates are inclusive and any date range greater than two weeks will produce a cautionary message.

Step 1. Select Enter Weekly Samples from the Circulation Main Menu. You will see the Circulation Samples Menu.

Step 2. Select Weekly Samples Screen.

Step 3. Enter the Samp Start Date and Samp End Date for the samples.  Type the # of Samples.  This number (of samples) will be used as the default number used when specifying each individual route.

Step 4. Enter the carrier route number in Route #.  You will see the name of the carrier for this route. Accept the # Samples shown on the screen or type the correct number of samples for this route.

Step 5. Check the data on the screen.  If it is not correct, move to the field that needs to be changed.  Correct the error by typing over the data shown on the screen.

Step 6. If you have additional entries to make, move to the next blank line and return to Step 4.

Step 7. Press <ESC>. You have completed the Enter Weekly Samples task. Press "B" if you wish to return to the Circulation Main Menu.

```
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cu4 of 500

▨ ▨ ▨ ▨ ▨ ▨ ▨ ▨ ▨
                          ─── WEEKLY SAMPLES ───
Default Edition: KWC
Samp Start Date: 04/01/2003  Samp End Date: 04/30/2003  # of Samples:      3
Route #       First                            Last              # Samples
_____       _____                        _____          _____

C01300    HERMENEGILDO        MIRABAL                                   3
C02600    HERMENEGILDO        MIRABAL                                   3
C03300    ALICIA              FERNANDEZ                                 3
```

| Field Name | Description |
| --- | --- |
| Sample Start Date | The date that samples should begin |
| Sample End Date | The last date that samples will be provided |

| Field Name | Description |
|---|---|
| # of Samples | Default Number of samples of each route |
| Route # | The number of the route selected to receive the samples |
| # Samples | The number of samples for this route. Accept the default or enter another value. |

## 3.15 Enter Returns

You perform the Enter Returns task in order to record the number of newspaper copies returned by dealers and vending box employees for a specified date and edition.

Return information is used to credit to distributing accounts (during invoicing) and in Audit Bureau of Circulation reporting.

It is possible to enter returns for a date and distributor, more than once, if they need to be adjusted (sometimes, they trickle back).

Step 1. Select Enter Returns from the Circulation Main Menu. You will see the Enter Returns - Dealers/Vending Boxes Screen.

Step 2. Select Enter Returns By Date.

Step 3. Accept the default Date or enter another. Entering the proper date for returns will keep your ABC information accurate and make certain that returns are credited at the proper rate, whether the rate is a standard or premium rate.

Step 4. Enter the sum of the returns that will be entered, during this session, in the Total Returns field.

Step 5. Designate which Aging Bucket these returns will credit, the Current (this calendar month) or a Previous billing period.

Step 6. Enter the distributor ID # <F6> and Type. You will see the name of the dealer or employee on the screen. If the name is not the one you were expecting, repeat this step.

Step 7. Type in the Ed. <F6> and Iss. <F6> codes, and # of Returns for this distributor. As you enter returns, notice the value in Batch Total increases by the number of returns entered for each distributor.

Step 8. If you have additional entries to make, move to the next blank line and return to Step 6.

Step 9. If you have entered all of your returns and the number in Batch Total does not equal the number entered in Total Returns, we'll need to check a few things; -- Step back through your entries to make certain that the number of returns entered for each distributor is correct. – Verify that the number originally entered in Total Returns is correct. Correct any errors and continue.

Step 10. When the total returns entered matches the number in the Total Returns field, the system will ask, "Okay to apply batch?"

-- If the message came up before you entered all of your returns, answer "N" and follow the suggestions listed in Step 9.

-- If you have entered all of your returns, answer "Y" to process the returns.

Step 11. After you apply the returns, an audit trail report will be sent to your printer and a message will flash (on the terminal) reminding you of this.

Step 12. Finally, you will be asked if you would like to "Add another batch?" Answer "Y", to add more returns, or "N" to return to the previous menu.

```
                                            12                    1 of 1
Aging Bucket:  C
  ID #/Type   Theft          Dealer/Vendor Name         Ed.   Iss.    Returns

   ASP400    D    R    ALL STAR PIZZA                    KWC    DS         4




Draw:            0    Returns:          0          Batch Total:        0
```

| Field Name | Description |
| --- | --- |
| Date | Date of Returns |
| Total Returns | Total number of returns in this batch |
| Aging Buckets | "C" = Current<br>"P" = Previous |
| ID # | Dealer or vending box number |
| Type | "D" = Dealer<br>"V" = Vending Box |
| Ed | Edition Code |
| Iss | Issue Code |
| # of Returns | Number of returns for this date, edition and issue |

## 3.16   Importing Returns

This document is intended to help you import returns and distributor payments from some external source like a spreadsheet. To get to the import returns screen described below, select the ***Import Returns From Worksheet*** option in the ***Enter Returns*** menu.

### Import Returns Screen

Here is a snapshot of the import returns screen.



Selecting the Read-Import button will show you a list of the files that have been in place in your ***NEWZware*** universes' ci/data/import directory and begin with the letters DR. That list is shown in a screen like the following:

```
                    IMPORT FILES AVAILABLE FOR RETURNS/DRAW

         CODE           DESCRIPTION
        DR030303.t      DISTRIBUTOR RETURNS: DATE-03/03/2003; EDITION-REP
        DR040303.t      DISTRIBUTOR RETURNS: DATE-04/03/2003; EDITION-REP
```

Highlight and select the record you want, and the information in the file
will be read into the screen for you.

```
Data Source File Database Bye
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cursor.
                    ——— IMPORT RETURNS - DEALERS/VENDING BOXES ———
   Date:  04/03/2003     Aging Bucket:  C                    Page #:   1

   ID #   Type Ed. Iss. D/R    Sun     Mon     Tue     Wed     Thu     Fri     Sat

   1004    D   REP  DS   D        20      25      10       5      50      45      30
   1004    D   REP  DS   R        23       5      46       5       5      15       2
   1005    D   REP  DS   D         0       0       0       0       0       0       0
   1005    D   REP  DS   R         0       0       0       0       0       0       0
   1007    D   REP  DS   D        11      11      10      13      10       0      10
   1007    D   REP  DS   R         0       0       0       0       0       0       0
   1009    D   REP  DS   D        80      85      80      85      95     115      80
   1009    D   REP  DS   R         0       0       0       0       0       0       0
   1010    D   REP  DS   D        38      40      40      42      42      50      38

                                                   Paid Total:      $0.00
   Distributor Name:                                Draw Total:         0
            Draw:              Returns:            Return Total:        0

   Okay to continue? (Y/N)
```

At this point, you can go through the batch and correct, add or delete
any entries. Click OK to post the batch.

The file to be imported must be in the format described in the next
section, followed by an example of the spreadsheet.

## Single Copy Import Layout

### General Notes

- File must be tab (ASCII 9) or pipe (|) delimited

- All dates are in the format MM/DD/YYYY

- The first line of the file must be as specified below. Following that, lines can be in any order.

- Draw, returns and theft are imported to the appropriate day of the week based upon the week ending date specified in the first line. For example, if the specified week ending date is a Thursday, Day One on the Draw/Returns/Theft Lines is the previous Friday. If the week ending date is a Saturday, then Day One is the previous Sunday, and so on.

### First Line of File:

| Edition Code | Char(3) | NEWZware Edition Code |
|---|---|---|
| Week Ending Date | Date | Date Week Ended (mm/dd/yyyy) |

### Payment Lines:

| Line Type | Char(1) | "P" – for payment |
|---|---|---|
| ID Number | Char(6) | Distributor Account ID |
| ID Type | Char(1) | Distributor Type (D-Dealer, V-Vending Box) |
| Payment Amount | Money | Payment Amount, No Dollar Sign |

### Draw/Returns Lines:

| Line Type | Char(1) | "D" – Draw, "T" – Theft, "R" - Returns |
|---|---|---|
| ID Number | Char(6) | Distributor Account ID |
| ID Type | Char(1) | Distributor Type (D-Dealer, V-Vending Box) |
| Day 1 | Integer | Sum of Draw or Returns or Theft for first day of week |
| Day 2 | Integer | For second day of week |
| Day 3 | Integer | Third day of week |
| Day 4 | Integer | Fourth day of week |

| Day 5 | Integer | Fifth day of week |
|---|---|---|
| Day 6 | Integer | Sixth day of week |
| Day 7 | Integer | Seventh day of week |
| Issue Code | Char(2) | NEWZware Issue Code for this draw/returns/ theft line |

Example Of An Import Returns Spreadsheet

## 3.17  Update Write Off Status Carriers/Auto/Dealers

You perform this task in order to update write-off status information for distributors.  This process will not write off any distributors.  It is used to identify those distributors being considered for a write off and produce a report that will be used for a final evaluation and approval (usually by the comptroller) to continue with the write off process. You may print up to nine copies of the report.

Step 1. Select Write-Offs from the Circulation Main Menu. You will see the Write-offs Menu. Select Carriers/Auto/Dealers from the Write-Offs Menu.

Step 2. Press "Q" to request existing information for carrier/dealer.

Step 3. Enter a "C", "A" or "D", for carrier, auto route or dealer write offs.

Step 4. Enter the Number <F6> for the inactive distributor.

Step 5. If no record is found you will see an "invalid value" message.  Repeat Step 3. If a record is found, you will see name, address, and balance information for the carrier/dealer.

Step 6. Press <ESC> to leave the query mode and enter the Update mode.

Step 7. If a write off is not allowed for this carrier/dealer, you will receive a message stating why and the cursor will remain in the distributor Number field. Return to Step 2. If a write-off is allowed, the cursor will be in the Write Off? field.

Step 8. We intend to write-off the distributor, enter a "P" in the Write Off field.

Step 9. If the distributor was previously being considered for a write-off, and their write-off indicator was changed to a "P", but we no longer wish to write them off, enter an "N" in the Write Off field.

Step 10. If you have more write-offs to enter, go to Step 2.

Step 11. When you exit the screen you will receive a prompt asking how many copies of the Pending Write off report would like. Enter the number. You will see a "producing pending write-off reports" message. You will then be returned to the Write-Offs Menu. You have completed the Pending Write Off Carriers/ Dealers task.

```
MENU Query Update Output Bye Help
Table: carrier: Updates current row

                    WRITE OFF DISTRIBUTOR

Distributor Type:  D            Number:  BS-83

Name: First:                Last/Bus:  B.L. Airwich

        Address:  17 E ROOSEVELT RD         Active:  N

           City:  CHICAGO
          State:  IL            Zip:  60612

        Balance:  $2182.71      Amount of GST to back out:   $0.00

     Write Off?:  P



This row has been changed
                          1 of 1
```

| Field Name | Description |
|---|---|
| Distributor Type | "A" = Auto Route <br> "C" = Carrier <br> "D" = Dealer |
| ID Number | Carrier/Dealer number |
| Write Off | "N" = No (cancel the proposed write off) <br> "P" = Proposed <br> "Y" = Yes (the distributor has been written off) |

## 3.18  Update Write Off Status (Final)

You perform this task to permanently write off all balances for carriers/ dealers whose write off status is "P", as discussed in the previous task. You must have approval from authorized personnel before running this task.

Step 1. Select Write-Offs from the Circulation Main Menu.  You will see the Write-offs menu.

Step 2. Select Process Pending Write-Offs from the Write-offs Menu.  You will see a message stating that the process will permanently write off all balances for carriers/dealers with a write-of status of "pending".

Step 3. You will receive this prompt: "Proceed with Process ?[y/n]"

Step 4. If you wish to start the task, go to Step 5.  If you do not wish to perform this task, type "N".  You will receive a "Write Offs Will Not Be Processed" message.  Go to Step 7.

Step 5. Type "Y".  You will see this prompt: "How many copies of the report do you want to print? (1-9)"

Step 6. You may request up to nine copies of the report.  Type the desired number of copies.  You will see a "producing final write off report" message.

Step 7. Press <RETURN> to return to the Write-Offs Menu.

## Print Pending Write Off Report

The Pending Write-Off report identifies which distributor balances are about to be written off.  All carrier/dealer records with a write off status of "P" (pending) are printed.

Step 1. Select Write-offs from the Circulation Main Menu.  You will see the Write-offs menu.

Step 2. Select Pending Write-Off Report from the Write-offs Menu.  You will see a prompt asking you how many copies of the report you wish to print.

Step 3. You may request up to nine copies of the report.  Type the desired number of copies.  You will see a message telling you how many copies of the report are being processed.

Step 4. You have completed the Print Pending Write-Off Report task. You will be returned to the Write-Offs menu.

## Print Final Write Off Report

The Final Pending Write-Off report identifies carriers/dealers balances that have been written off.  All of the records written off between the date range given will be printed.

Step 1. Select Write-offs from the Circulation Main Menu.  You will see the Write-offs menu.

Step 2. Select Final Write-Off Report from the Write-offs Menu.  You will see the Circulation Final Write-Off Report Screen.

Step 3. Enter the Starting Dates and Ending Dates, and the number of copies to be printed.

Step 4. After you have responded to all of the prompts, you will be asked; "Run Report Now (Y/N/Q)?"  Enter a "Y" to start the report, or a "N" to clear the current entries and restart this process, or "Q" to quit the process completely, returning to the previous menu.

Step 5. You have completed the Print Final Write-Off Report task. You will be returned to the Write-Offs menu.

```
Circulation                                         NEWZware (TM)

                         FINAL WRITE-OFF REPORT


   This report will produce a list of distributors who were written-off
   during the specified time frame.

   Enter Starting Date (e.g. 05/08/2003): 01/01/2003
   Enter Ending Date (e.g. 05/08/2003): 05/08/2003




   How Many Copies Should Be Printed (1-9)? 1

                 Type Response and Press <Enter> To Continue
                      (Hit F6 For Calendar Pop-Up)
```

| *Field Name* | *Description* |
|---|---|
| Enter Starting Date | The beginning date of our search range. |
| Enter Ending Date | The last date of our search range. |
| How Many Copies Should Be Printed? | The number of copies you would like to have printed. |

## 3.19   Down Route Billing

This document explains how to set up *NEWZware* to produce invoices
and manage the accounts receivable for carrier collect subscribers who
are on down routes. (Down routes are routes where the carrier has quit
and a replacement has not yet been found).

### Marking Carriers as Down

The first step in the process is telling the system what carriers are
down. This is done in Carrier Master File Maintenance.  There is a field
labeled **Down Date**. It is usually blank – but when a carrier quits, it
should be populated, with the date the carrier **last collected payment
from the carrier collect subscribers on the route.**

The route is considered back "up" when a new carrier is entered into
the system on the same 4-digit route. The time the route was down
should be from the Down Date entered for the carrier who left to the
start date of the replacement carrier. For example, suppose we have a
route 'XXYY'. Carrier XXYY00, John Doe, starts on January 1$^{st}$, 2000
and quits on February 10$^{th}$, 2000.  The route is down for 6 weeks until a
replacement is found. That carrier, Jane Doe, starts on March 24$^{th}$,
2000. The John Doe carrier, XXYY00 becomes carrier XXYY08 (or
whatever the next available number is for route XXYY), and the new
carrier Jane Doe becomes the XXYY00 carrier. At this point, the
information should look like so:

| *Number* | *Name* | *Start Date* | *Down Date* |
|---|---|---|---|
| XXYY08 | John Doe | January 1$^{st}$ 2000 | February 10$^{th}$ 2000 |
| XXYY00 | Jane Doe | March 24$^{th}$ 2000 | --- |

This indicates to the system that the subscribers should be billed for
every paper they received between February 10$^{th}$ and March 23$^{rd}$ 2000.

### Billing Subscribers on Down Routes

Under the Renewal Notices/Invoices menu, there is a Down Route

```
Circulation                                          NEWZware (TM)

                        DOWN-ROUTE BILLING


   This report will generate charges for each subscriber on a down route.

   Enter 4-Digit Down Route Number ('ALL' For All Down-Routes): ALL
   Enter Beginning of Date Range (e.g. 08/13/2003): 03/01/2003
   Enter Ending of Date Range (e.g. 08/13/2003): 03/13/2003
   Enter Amount Due At Which to Cancel Subscription (default = $20.00):




   Run in test mode only (Y or N)? |

                Type Response and Press <Enter> To Continue
                    (F6-Calendar,F8-Date Language)(Hit F7 To Select Macro)
```

Invoicing option. This program will create draw charges for all the
specified routes and produce a report detailing the charges by
subscriber and route. It will also automatically cancel any subscriber
whose balance exceeds the specified maximum. This program should
be run in test mode and the report reviewed before running it for real.
As always, a backup should be made before this kind of mass-update
process is run.  Please see section 1.5 for a more detailed description of
the algorithm that generates the draw charges. ***Please note****: Before
running invoicing, a retail rate record must be entered for each edition
and issue combination that can be billed, for pay type "1" (carrier
collect) – this is how the system determines the rate to be used.*

### Producing Invoices for Subscribers on Down Routes

After the down-route billing process described in step 1.2 is complete,
the charges are created and stored in the database tables *sb_ar* and
*sb_ar_detl*. These two tables can be used as the basis of a Crystal
Report that produces invoices in the desired format. **ICANON** has a
Crystal report available at no charge that produces a typical invoice.
This can be customized by anyone with some knowledge of Crystal
Reports, of course.

### Accounts Receivable Management

Down routes are an odd situation – the accounts receivable balance
normally collected from the carrier is now being collected directly from
the subscriber. Thus, it is necessary to maintain two discrete sets of

detail transactions for one A/R balance. In other words, there will be detail transactions associated with a subscriber's A/R balance as well as the carrier's A/R balance, but in truth, the subscriber's A/R balance is simply *a portion of* the carrier's A/R balance. So ideally, the sum of the balances for subscribers on a given route should equal the carrier balance. In practice, this will rarely be true, due to miscellaneous debits and credits and so on. This peculiarity should be kept in mind when working with the down-route management portion of the system.

## Applying Payments to Down Route Subscribers

Payments on down-route subscribers are actually entered in the **Distributor Payments** program. Since the payment from the subscriber is effectively paying for some or perhaps all of a carrier's balance, the payment information is entered just as if the carrier had sent in a payment. The one additional step is that since this carrier is marked with a **Down Date**, the payments program will allow the cursor into the subscriber number field, allowing the user to enter the subscriber's account number and credit their account and the carrier account simultaneously. *It is important to recognize that this only creates one credit to Accounts Receivable.* See the **Distributor Payments** document for more information.

## Applying Debit/Credit Adjustments to Down Route Subscribers

A screen to perform a debit or credit adjustment to a down-route subscriber's account can be found under Subscriber/Non-Subscriber Transactions, Arrears Billed Subscribers/Arrears Subscribers Adjustments. This program was originally written for arrears subscribers only, but the functionality needed is so close that it was adapted to handle down-route billed subscribers as well. Usage is exactly the same, and very similar to the distributor debit-credit adjustment screen as well. The only difference is that no financial transactions are created for down-route billed subscribers, whereas they are for arrears billed subscribers. (This is a good time to note that the way to differentiate between the two subscriber types is the Type field, which can be seen on the Subscriber Master File maintenance screen (described in section 1.4.3) is set to "A" for Arrears billed subscribers and "D" for down-route billed subscribers). Also the Debit/Credit Adjustments Journal and the Arrears Subscriber Aged A/R found under this same menu will include down-route subscribers.

### Inquiry About Down-Route Subscribers

Detailed information about a subscriber's balance can be found in the **Subscriber Master File Maintenance Screen**. The last of the detail screens to be found (shown below) contains this information.

```
MENU Query Add Master Detail File Screen Output Export Bye Help
Table: sb_ar: Searches the database
                     ARREARS BILLING INFORMATION              Page 9 of 9

  Subscriber: [    ]  [        ]  [                    ]
  Month Beginning Balance: [        ]      Current Balance: [        ]
    Type: [ ]                            Miscellaneous
    Last Invoice   Last Payment  Last Adjustment   Charge      Credit
    [        ]     [        ]    [        ]      [        ]   [        ]

  ==========================================================================
                           CHARGES DETAILED

          Unique ID [        ]   Invoice Number [        ]   G/L Account
   Transaction Date [        ]             Type [        ]       [ ]
        Description [                    ]
             Amount [        ]      Unpaid Amount [        ]   Payment ID
                            Month Beginning Unpaid [        ]   [        ]
```

### Draw Charge Calculation

The draw charges for down route subscribers can be calculated on a per-copy or averaged basis. For simplicity and accuracy, we strongly recommend the per copy arrears method. If desired, the averaging method can be implemented by setting the circulation parameter *DR_AVERAGING* to the value "Y".

Neither billing method accounts for subscriber vacations at this time. Furthermore, note that the calculations can get tricky when there are multiple down carriers on the same route, with breaks in between. Be careful to recognize this when trying to understand why the system charged the amount that it did.

### Draw Charges using Per Copy Method

In this method, the system calculates the number of publishing days between the first and last date needed and multiples that by the specified retail rate for that edition, issue and day of the week, to get the draw charge.  The "first" date is defined as the **maximum** of:

• the start date entered by the user in the invoicing launch screen

- the subscription begin date
- the last invoiced date on the subscriber record
- the down date on the route

The "last" date is defined as the **minimum** of

- The end date specified by the user in the invoicing launch screen.
- The cancellation date of the subscription (there is no such thing as an end date for a carrier collect subscription, of course).
- The first start date on the same route that is AFTER the down date for the current route (i.e. the start date of the carrier who picked up the route after first carrier left).

Any holidays, or non-publishing days for that edition and issue, are not included in the tally.

## Draw Charges using Averaging Method

In this method, the system defines the beginning and ending date using the same criteria as section 1.5.1. Instead of summing up the number of publishing days between the beginning and the end, the system calculates the number of days between the two dates. Then it divides that number by 27 to get an approximate (integer) number of months, and multiplies that value by the retail rate for the current edition and issue to produce the draw charge. This has the effect of producing similar charges from invoice to invoice. Some people feel that the averaging method causes fewer questions from subscribers, others feel that per copy arrears causes fewer questions. We decided to implement both and let each site pick their own method.

## 3.20   Routing Facilities

This document introduces the Circulation Routing Facilities within *NEWZware.*

The Routing Facility is a powerful and timesaving tool.  It may take some time to setup the routing facility correctly, but the payoff is enormous.  The facility is comprised of several elements including:

### What is the Routing Wheel

The Routing Wheel is:

A collection of route segments records in the **rte_wheel** table.

A facility for entering and maintaining route segments in the **rte_wheel** table.

An automated routing option for the **Customer Service Screen** that assigns routes based on the route segments in the **rte_wheel** table for a given edition code.

An automated routing option for the **Nonsubscriber Household Screen** that optionally assigns routes based on the segments in the **rte_wheel** table for the **"TMC"** edition code.

A batch processing module that will optionally visit all subscribers, or nonsubscriber addresses and route them to the correct route (based on the segments in the **rte_wheel** table).

Each element is described in more detail below.

### Routing Wheel Parameters

#### *ci.params variables*

**cp_memo_rw:**   "C" or "B" (enables route wheel) any value other than A (disables route wheel)

**cp_rw_addr2**:  "Y" checks addr2 when routing "N" does NOT check addr2 when routing

**cp_rw_revdir**:  "Y" checks pre/post directionals when routing "N" does NOT check pre/post directionals when routing

### ci.parameters variables

**CS_RW_OVERRIDE**:  "Y" Allows a start when current address is not routed "N" Does NOT allow a start when current address is not routed

**CS_WARN_RW_RTE**:  "Y" Warns if routed route differs from last subscription route "N" Does NOT warn if routed route differs from last subscription  route

### Routing Wheel Segments Table screen

To get to the routing segments table from the Circulation Main Menu, choose **Master File / Table Maintenance,  Table Maintenance, Carrier Routing Information,  Routing Wheel Table.**

```
 MENU Query Next Add Update Remove Output Export Bye Help
 Table: rte_wheel: Shows the next row in the current list
                       ROUTING WHEEL MAINTENANCE

     Edition:   KWC   Carrier Route:  C033   PIA Only? Y   Household Type:  H


                       House #/P.O.Box Range
                       Low      to     High           Odd/Even
                       _____            _____

                      215      -   515                  |_|
         Pre                                   Post    Apartment
         Dir.          Street Name      Suff.  Dir.   Low  to   High
         ____          _____      ____   ____   ____     ____

         |_|   AMELIA                    ST     |_|    |__|  -  |__|


                   Line 2:  _____
                   ZIP:  33040        City:  KEY WEST

              Segment Statistics: Houses:        0    Draw:        0
         _____

                              1 of 39
```

Shown above is the Routing Wheel Table screen.  Each record in the table represents a segment of a street that is a delivery area for a given route.  Each Edition can have a set of routing wheel segments, and the carriers for that edition are assigned new subscribers that live on those street segments.

The screen is Postal Correction aware, so if you are running postal correction software the street, city, state and zip codes are corrected and standardized if possible.  Each valid city and zip must be entered in the City/Zip table in order for street segments to be entered in the Routing Wheel table.

Once all segments are entered or updated, you can either run the Routing Facility, or just let new customers be assigned to the correct routes.   The following screens are affected by the Routing Wheel if it

is enabled:  Customer Service, Subscriber Moves, Non-subscriber.
The Non-subscriber by default uses the "TMC" edition to identify it's
routing wheel segments.

## 3.21   Routing Facility

The Routing Facility is what assigns routes to subscribers.  It will visit
some or all subscribers or non-subscribers, analyze their address and
update the new route if the route assignment has changed.  It is a
powerful tool so you must be careful when running it.   For example if
you want to perform a route split, or add a new route and re-assign
existing segments, you can on run it for a few routes (the source
routes).  The addresses and ultimately the subscribers that are on these
source routes will be assigned to a new route if applicable.  This way
you can be specific about your route changes.  As always, it is
advisable to print a route list before and after so that they can be given
to the carrier(s).

Options:   You can run the Routing Facility and perform silent route
assignments (this is good if you are expecting to print and issue route
lists to all of your carriers), or you can generate Re-route messages
using the Subscriber move facility of Calculate Draw.  This way the
start/stop messages are produced on the carrier's bundle topper
automatically.   The message reads "**Subscriber Switched To Another
Route – Stop Delivery**".   You can also run the Routing Facility in test
mode.  This is good for testing the impact of your route changes.

To get to the Routing Facility from the Circulation Main Menu, choose
**Master File / Table Maintenance,  Table Maintenance,  Carrier
Routing Information,  Routing Wheel Subscriber Processing.**

Shown below is a typical invocation of the Routing Facility:

```
 Circulation                                        NEWZware (TM)

                       ROUTING WHEEL - ROUTER


  This Program Will Apply Route Changes For Given Routes.
  It Finds Addresses Currently On The Given Route
  And Re-routes Them To The Correct Route

  Carrier Route Selection ('ALL' for All Carriers): ALL
  Do You Want To Process Subscribers (S) or Nonsubscribers (N)? S
  Do You Want Move Transactions (Yes) or Silent Updates (No)? Y




  Is This A Test Run (Yes or No ) ? [                    ]

              Type Response and Press <Enter> To Continue
                                      (Hit F7 To Select Macro)
```

When the process is running, a message is displayed for each address processed, and running statistics are displayed about how many addresses where routed, stayed the same, or could not be routed.  A report is also produced showing what was changed, and what could not be routed.  This report can get quite big, so it is sometimes better to send it to the file printer queue.

# 4   Period End Tasks

This section of the Circulation User Guide contains period end tasks. These tasks include calculating daily, weekly, and year-end processing, amortizing subscriptions; transmitting and re-transmitting batches to General Ledger; and processing for period end and period close.

For a list of the usual Month End Procedures that can serve as a check list, please refer to the Circulation Month End Procedures in the appendix.

## 4.1   Daily Processing

While still available to run manually, this function happens automatically as a part of other operations, such as distributor invoicing. The Daily Processing tasks verify the accuracy of checksums in various tables used by the computer system.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Daily Processing from the menu. You will see a message from the computer.

Step 3. Daily Processing checks information concerning retail rates, wholesale rates and carrier allowances

Step 4. If the message indicates that an error was found, the computer will identify the error. Correct any reported error(s) by running Update ALL Checksums from the Circulation System Administration menu or contact you system administrator.

Step 5. If you receive a "no Error encountered" message, you have completed the Daily Processing task. Press <RETURN> to return to the Day/Week/Period - End Processing Menu.

## 4.2   Week End Processing

The Week End Processing task is necessary to perform routine maintenance functions. The computer automatically removes certain inactive records, marks others for deletion, and rebuilds certain files.

At one time, this program would take hours (sometimes days) to run and it was suggested that it only be run during long periods of inactivity – such as the weekend, thus, it's name.

Thanks to advances in technology, this is now a process that runs automatically, each night, with the exception of a few days, at month end (specifically, the 28th through the 1st).  There is no longer a need to

run this process manually, but it can be executed using the following instructions.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Week End Processing from the menu. You will see a message from the computer indicating the week end processing may take several hours. You will also see this prompt: "Proceed with process? (y/n)"

Step 3. If you wish to proceed, type "Y". You will receive another message when the processing is complete, indicating the completion of the Week End Processing task. Press <RETURN> to return to the Day/Week/Period - End Processing Menu.

Step 4. If you do not wish to proceed, type "N". You will receive a message that Week End Processing will not be executed Press <RETURN> to return to the Day/ Week/Period - End Processing Menu.

## 4.3   Amortize Subscriptions

You perform the Amortize Subscriptions task at times when you wish to amortize subscriptions but won't be transmitting batches to the General Ledger.

Amortization is run automatically, every time the Transmit Batch to General Ledger process takes place.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Amortize Subscriptions from the menu. You will see a message from the computer that amortization is complete. You have completed the task. You will be returned to the Day/Week/Period - End Processing Menu.

## 4.4    Bond Deductions, Interest and Refunds Processing

This document discusses the distributor bond (deposit), and refund facility.

### Overview

The bond facility is a flexible and powerful tool that involves several processes:

• Setup of Deduction Amounts, and Limits

• Automated Deduction Processing by the Distributor Invoicing Facility

• Optional Interest Calculation and Reporting

• Refund Processing

This document provides insight to these processes.

### Carrier Master File

Shown below is the second screen of the Carrier Master file. This is where initial Bond Deduction Amounts, Minimum Balance, Maximum Balance, and Billing Period Counter are entered.

```
MENU Query eXtensions Add noTes Zoom Detail tmC xref route adJ Vacation File Screen Output ...
Table: carrier: Toggle between screens
                    CARRIER RECORD GENERAL INFORMATION              Page 2 of 3

Bill-To DM ID/Bal:      [    ] [↓] [        ]      BP's Toward 50% Bond Reduction:  [    ]


Billing Cycle:                      [    ]      Bill Cycle End Date:         [        ]
Bond Deposit Limit:     [        ]              Bond Deposit Deduction:      [        ]
Bond Deposit Balance:   [        ]              Bond Interest Balance:       [        ]
Bond MTD Balance:       [        ]              Min. Quarterly Bond Bal.:    [        ]
Discount Sub. Credit:   [        ]              Carr DRAW/PIO Bill Meths:    [  ]/[  ]

Insurance Deduction:    [        ]              Grace Period: Type: [  ]  Days: [    ]
                                                              Extension Days: [    ]
Allowances:  Route: [      ]   Trans: [      ]   Misc: [      ]
Debits:     Amount: [      ]     Acct: [↓]
Resale Goods:  Track?: [  ]  Current Year: [        ]   Previous Year: [        ]
Retain Credit Balance: [  ]
Bundle Wrap Type: [  ]   Deliv. Zip: [        ]    Insert/Holiday Credits? [  ]
```

## Bond/Allow/Insurance Update Screen:

You can initially setup the Bond Balance, Deduction and Upper Limit from the **Bond/Allow/Insurance Update** screen. To access this screen during an initial system conversion, from the **Circulation Main Menu** select **Reports, Financial Reports, More Financial Reports, Bond/Allow/Insurance Update**. Shown below is the **Bond/Allow/Insurance Update** screen.

```
 MENU Query Next Previous Update Output Export Bye Help
 Table: carrier: Shows the next row in the current list

                  CARRIER BALANCES UPDATE SCREEN
          *****************************************



     Route #:   C04000        District #:      1         Active Ind:  Y

   Name: First:  SOLESE           Last:   NATTA



   Bond:       Balance:   $470.00     Amount:    $5.00     Limit:   $500.00

   Allowances:   Route:   $150.00     Trans.:    $0.00     Misc.:     $0.00

    Insurance Deduction:     $0.00




                              8 of 16
```

You do not use this screen once your system is up and running. This screen should be secured so that only a privileged user can access it. Use the **Carrier Master File** screen instead to modify all deduction and allowance amounts.

### Circulation Parameters Screen:

```
 MENU  Update  Output  Export  Screen  Bye  Help
 Table: params: Toggle between screens
                      CIRCULATION SYSTEM PARAMETERS              Page 1 of 4

 Bond Deposit Interest Rate:   .150000     Bond Dep. Interest Period:        M

 Carr DRAW/PIO Billing Methods: A / A      Lines per Mail Label:             6
                                           Mail Label Tolerance:             0

 TMC Delivery Rate:              .0000     TMC Check Indicator:              Y

 Distributor Sales Tax Rate:     .0750     Decimal Places/Average Invoices:  4
                                           Display Carr DM Info on Invoice?  N
 Default Dealer Billing Cycle:      M      Bond Balance Displayed on Inv?:   Y

 Special Forms Printer Name:  sflk41       Summarize G/L Transactions?:      Y
               Printer Speed:   19200

 Carrier Draw Sales Tax Indicator:  Y   BP's Req. 50% Bond Reduction:     99

                             1 of 1
```

The Circulation Parameters Screen is where Bond Interest Amount, Bond Deduction Billing Period Count, and the Bond Interest Calculation Interval { (M)onthly, (Q)uarterly }are maintained. Shown above is the Circulation Parameters Screen.

### Circulation Invoicing:

The Circulation invoicing process is responsible for automatically processing bonds. If a bond deduction is setup for a carrier, and they have not reached their bond limit, then the deduction amount will be added to their bond balance, and thus their invoice. The bond deduction will be cut in half (when the carrier reaches a number of billing periods worth of deductions) until it goes below the bond minimum. This billing period counter is stored in the Circulation Parameters table.

### Bond Interest Calculation and Report:

To run the **Bond Interest Calculation and Report** , from the **Circulation Main Menu** select **Day/Week/Month Processing**, then **Assess Bond Interest** This is an update process when not run in test mode. This should run either monthly or quarterly depending on what your Interest Calculation parameter is set to in the **Circulation Parameters** table.

This Process allows you to run in test mode, and to provide a cut-off date for restricting which carriers receive interest based on their start date.

### Sample Interest Report:

```
09/14/1998                                                   Page:   1 of 1
21:14:02
                   DISTRIBUTOR BOND INTEREST CALCULATION (TEST RUN ONLY!!!)

                     CUT-OFF DATE FOR INTEREST (BEFORE 01/01/1981)

CARRIER  DEPOSIT BALANCE  INTEREST BALANCE  MIN. QUARTERLY BAL.  INTEREST  START DATE
-------  ---------------  ----------------  -------------------  --------  ----------
BN2900       $631.67           $15.84            $631.67          $4.74   01/01/1980


                             Total Interest Assessed:      $4.74
```

```
 Circulation                                            NEWZware (TM)

                        ASSESS BOND DEPOSIT INTEREST


     This process will assess bond deposit interests on all carriers.

     Show Interest Assessed For EACH Carrier? (Y/N) Y






     Do You Want To Run In Test Mode ? (Y/N - Default) y

                 Type Response and Press <Enter> To Continue
                                          (Hit F7 To Select Macro)
```

### Distributor Refunds:

Distributor Refunds are a two step process. First you enter the amount you want to refund for either Carriers or Dealers. From the **Circulation Main Menu** select **Enter Deposit Refunds**, **either Auto Routes/Carriers, or Dealers**.

The amounts entered are placed in a pending area and will be processed later when you run the **Distributor Refund Report** shown a little later. The two screens are shown below.

### *Carrier Deposit Refunds Entry*

```
MENU Query Output Bye Help
Table: carrier: Searches the database


                      CARRIER DEPOSIT REFUNDS

    Carrier Number: [      ]


              Name: [            ]  [                        ]



  Current Deposit Amount: [      ]
         Interest Amount: [      ]
                          _____
           Total Deposit: [      ]

          Refund Amount:  [      ]
```

### *Dealer Deposit Refunds Entry*

```
MENU Query Add Output Bye Help
Table: dealer: Searches the database



                        DEALER DEPOSIT REFUNDS

    Dealer Number: [      ]


             Name: [            ]  [                        ]


  Current Deposit Amount: [      ]


          Refund Amount:  [      ]

          Hit ESCAPE to Update Pending Refund Amount, DEL to abort!
```

You sill need to run the **Distributor Refunds** report to affect the change.

### *Distributor Refunds Report:*

```
Circulation                                               NEWZware (TM)

                    REFUNDS DUE TO DISTRIBUTORS REPORT


This report will update bond balances for carriers and deposit refund
amounts for dealers.












Print a Test Run Only (Y/N)? [                    ]

              Type Response and Press <Enter> To Continue
                                        (Hit F7 To Select Macro)
```

To run the **Distributor Refunds** process, from the **Circulation Main
Menu** select **Reports**, **Financial Reports, Refunds Due Distributors**.
This is an update process when not run in test mode.

### *Distributor Refunds Sample Report Output:*

```
09/14/1998                        THE REPOSITORY                      Page   1 of 1
21:48:26                         CANTON, OH 192912

                    CARRIER/DEALER/AUTO DELIVERY REFUNDS DUE REPORT
                                   (Dealer section)

                                                                       Bond
                                             Date of    Outst.   Deposit   Refund
Number    Name                     Address   Inactive   Balance  Balance   Amount
------    -----------------------  -------   --------   -------- --------- ---------
-----------------------------------
Total Refunded Amount:

                              Successful Test Only!
                 Nothing Will Be Committed to Database - Distributor
                 Refunds Report Must Be Run Again In Non-Test Mode For
                             Changes To Take Effect.
```

## 4.5    Transmit Batch to General Ledger

You perform the Transmit Batch to General Ledger task in order to send transaction batches from the Circulation system to the General Ledger.  We suggest that you run this process at least twice a month and that the data in circulation is backed up prior to this process.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu. Select Transmit Batch to General Ledger from the menu. You will see a prompt from the computer, asking you if you wish to proceed with the process.

Step 2. If you do not wish to proceed, type "N" and go to Step 8. If you wish to proceed with the transmission task, type "Y".

Step 3. The computer checks to see that the General Ledger and Circulation are open for the same period. If you receive a "G/L is not open for the same period" message, you cannot complete the task. Contact the system administrator to check when the G/L will be open for the same period. Press <RETURN> and go to Step 8.

Step 4. If both systems are open for the same period, the computer will perform three file synchronization checks. If there are no errors, you will see an "outstanding transactions will now be transmitted" message. Go to Step 7.

Step 5. If errors occur during file synchronization, you will see an error display on the screen (which may be accompanied by a printed report).  You will then receive this message: "Enter 'y' to Override, 'n' or 'Return' to Exit:". Whether you choose to ignore the errors or not, please report any errors to your support staff, even if it is just to send a fax of the error report.

Step 6. Type "Y" if you wish to transmit the batch. Go to Step 7.
Type "N" if you do not wish to transmit the batch. Go to Step 8.

Step 7. If the transmission is successful, the computer will assign a batch number to the transactions.  The batch number is shown in the Circulation Subledger Report, which is automatically printed.  You will see a "linkage file was transmitted to G/L" message.  If transmission is not successful, you will see a "linkage file was NOT transmitted to G/L" message.  You must find out why the transmission was not successful.  Check the error logs and/or see your system administrator.  The batch must be transmitted successfully after error is corrected.

Step 8. Press <RETURN>. You will see the Day/Week/Period - End Processing Menu. You have completed the task.

## 4.6    Resend Batches

You perform the Resend Batches task in order to resend transactions that were previously transmitted to General Ledger.  You must check the Circulation Subledger Report before performing this task in order to obtain the batch number of the batch that is being resent.  This process is very rarely required,  but is available should General Ledger run into problems while preprocessing a batch.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Resend Batches from the menu. You will see the Resend Transaction Batch to G/L Screen.

Step 3. The computer checks to see that the General Ledger and Circulation systems are open for the same period.

Step 4. Type the number of the batch to be resent in the Batch Number <F6> field. You will see a message to press <ESC> to resend this batch.

Step 5. If you wish to cancel the task, press <DEL> and then press "B". Go to step 8. If you wish to proceed with the task, press <ESC>. The computer will re-send the batch of transactions.

Step 6. If the transmission is successful, you will see a "Specified batch has been sent to G/L" message. If transmission is not successful, you will see a "specified batch" was NOT re-sent to G/L! Contact System Administrator before attempting to re-send again" message.

Step 7. Press <RETURN>. You will be returned to the Day/Week/Period - End Processing Menu. You have completed the Resend Batches to General Ledger task

## 4.7    Period Close

You perform the Period Close task when all activity for a reporting period has been entered.  This process will verify that all activity, for the current period, has been sent to and incorporated into the General Ledger system.  This process will 'close' the current period, disallowing any new activity to be posted to the current period.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Period Close from the menu. You will see a prompt from the computer, asking you if you wish to proceed with the process?.

Step 3. If you do not wish to complete the period close task, type "N" and go to step 8. If you wish to proceed with period close Processing, type "Y".

Step 4. You will see a "process will continue" message. The system will check to see that the Circulation System is not already closed.

Step 5. If the system is already closed, you will receive a "system is already closed" message. Go to Step 8. If the system is not already closed, you will receive a "closing Circulation sub-system" message, followed by a "verifying posted totals" message.

Step 6. You will see the Audit Bureau of Circulation Report screen. You may or may not chose to request the report. If you request the report you will see a "month end report generation complete" message.

Step 7. You will see a "Circulation Sub-System is closed" message.

Step 8. Press <RETURN>. You will return to the Day/Week/Period - End Processing Menu.
   You have completed the Period Close task.

The current period and status of the system can be determined by using System Status function of the General Ledger Main Menu.

## 4.8   Period Open

You perform the Period Open task in order to begin using the Circulation System after a period close.

Step 1. Select Day/Week/Period - End Processing from the Circulation Main Menu. You will see the Day/Week/Period - End Processing Menu.

Step 2. Select Period Opening from the menu. You will see a prompt from the computer, asking you if you wish to "proceed with the process?"

Step 3. If you do not wish to complete the period open task, type "N" and go to step 6. If you wish to proceed with period open Processing, type "Y".

Step 4. You will see a "process will continue" message. The system will check to see that the Circulation System is not already open.

Step 5. If the system is already open, you will receive a "system is already open" message. Go to Step 6. If the system is not already open, you will receive a "opening sub-system" message, followed by a "verifying posted totals" message.

Step 6. You will be returned to the Day/Week/Period - End Processing Menu. You have completed the Period Open task.

## 4.9    Circulation Mid-Month Closing Procedures:

This document discusses the procedures for closing the *NEWZware* Circulation system at mid-month.

### Overview

This document lists some of the steps that you may want to perform during month-end processing in the Circulation system.   Not all the steps are necessary depending on your configuration.  For example, if you do not use the carrier bond feature of the system, you will not need to run the Bond Interest Calculation feature.

**Note Well: Before beginning month-end procedures, a full, verified circulation backup must be made so that restoring the system to its current state is possible. This should be done after entering payments and debit-credit adjustments and the like, but before beginning month-end processing such as running financial reports, invoices and so on. Additionally, making this backup at the beginning does not preclude making more backups during the month-end process. Backups should always be made before running major processes such as draw and invoicing. In case of a problem, having a backup can save the user hours upon hours of work.**

### *Backup Procedure:*

Log in to *NEWZware*. Traverse the following menu tree:

6. System Administration

2. System Backup/Restore

2. Backup Options

2. Backup to Disk

2. Backup By Template To Disk

After traversing this menu path, you should see a screen title *BACKUP TODISK VOLUME*. Hit the letter 'Q' for Query, enter a '24' in the field labeled **'Serial:'** and hit escape (the **Esc** key). This should retrieve one record, and the Template name should be '**CIRCULATION ALL FILES**'. **NO OTHER TEMPLATE BESIDES 'CIRCULATION ALL FILES' WILL DO THE JOB. IF THE TEMPLATE YOU HAVE QUERIED UP DOES NOT SAY 'CIRCULATION ALL FILES', STOP AND CALL SUPPORT.**

Press the space bar or the arrow keys until the option **Backup** is highlighted at the top of the screen. When it is, hit the **Enter** key to

select this option. The menu at the top will change so that it reads:
**Backup This Volume:   Yes   No**

Hit the letter 'Y' to select Yes.

The program will then try to lock all of the circulation tables it needs to back up. If anyone is in the system at this point, the process will fail – it will complain of a lock error, and say that it cannot lock such-an-such a table. If this happens, make sure everyone is out of the system. If no one is in the system and the lock error still occurs, retreat to any menu and hit the letter 'L' to enter the *Lock Maintenance Screen*. Query up the offending lock records and delete them. Then return to step one and continue.

Once all files have been successfully locked, the program will ask you to **Enter a Descriptive Volume Label:** - I suggest the date and a description of why you are making the backup, like so:   07/22/00 – Mid-Month Pre-Sale Close – Full Backup. Hit the **Enter** key when the label is entered.

Once you enter the label, the system will  begin the backup. You will see an estimated per cent complete line at the bottom of the screen. When the backup is complete, the screen will return to the *BACKUP TO DISK VOLUME* screen.

**AT THIS TIME, YOU SHOULD CHECK YOUR DEFAULT PRINTER FOR A ONE PAGE STATUS REPORT ON THE BACKUP. IF IT DOES NOT SAY** 'Operation Successful' **DO NOT CONTINUE. TRY THE BACKUP AGAIN. IF IT STILL FAILS, CALL SUPPORT.**

Once you have the status report that indicates a successful backup, you may proceed with the normal month-end procedure described below.

The following table lists the processes and their *NEWZware* menu numbers you may want to perform **prior** to closing the month and opening for the next month. Once you have finished the mid-month close and produced all required reports, you will need to restore your system to the backup you have just made. This process is described at the end of this document. **YOU MUST HAVE A FULL CIRCULATION BACKUP IN ORDER TO DO PROCEED.**

| *Process Name* | *NEWZware Menu Numbers* |
| --- | --- |
| Distributor Payments | 3+ Enter Payments<br>3. Carriers / Dealers / Auto Delivery / Employees |
| Subscriber Payments | 3+ Enter Payments<br>3. Subscriber Payments. |
| Renewal Notices **\*\*** | 9+ Renewal Notices / Invoices<br>2. Renewal Notices |
| Debit Credit Adjustments | 4. Enter Debit/Credit Adjustments |
| Post Dispatch Processing | 2 Calculate Draw<br>4. Post-Dispatch Processing |
| Distributor Returns | 7+ Enter Returns<br>Either<br>1. Enter Returns By<br>Or<br>2. Enter Returns By Week |
| Assess Carrier Bond Interest | 10+ Day/Week/Period-End Processing<br>8. Assess Bond Deposit Interest |
| Distributor Invoicing (Dealer, Carrier, Vending Boxes, NIE, etc.) **\*\*** | 9+ Renewal Notices / Invoices<br>2. Distributor Invoices |
| Aged Accounts Receivable Report | 13+ System Reports<br>3+ Financial Reports<br>1+ A/R Reports<br>1. Aged A/R By Month |
| Carrier Credit Transfers | 3+ Enter Payments<br>6. Carrier Credit Balance Transfer to AP Process |
| Calculate Draw (Advance Draws) **\*\*** | Calculate Draw<br>1. Daily |
| Refunds Due Subscribers (Report/ Process) **\*\*** | 13+ System Reports<br>3+ Financial Reports<br>7. Refunds Due for Subscription Cancellations |
| Refunds Due Distributors (Report/ Process) **\*\*** | 13+ System Reports<br>3+ Financial Reports<br>10. Refunds Due To Distributors |
| Cash Receipts Journal - Summary | 13+ System Reports<br>3+ Financial Reports<br>3. Daily Cash Receipts Journal - Summary |
| Transmit Pending General Ledger Transactions **\*\*** | 10+ Day/Week/Period-End Processing<br>4. Transmit Batch to General Ledger |

| *Process Name* | *NEWZware Menu Numbers* |
|---|---|
| Pre-paid Amortization Report | 13+ System Reports<br>3+ Financial Reports<br>5. Prepaid Amortization Report |
| Preprocess Circulation Transactions (General Ledger Installations Only) | See General Ledger Menu |
| Post Circulation Transactions (General Ledger Installations Only) | See General Ledger Menu |
| Close the Current Period | 10+ Day/Week/Period-End Processing<br>6. Period Close |
| Open the Next Period  ** | 10+ Day/Week/Period-End Processing<br>7. Period Opening |

All of the processes marked with a "**" should be preceded with a backup of the entire Circulation system to either disk or tape.

## Distributor Payments

Distributor payments should be applied so that the Accounts Receivable Balance for the distributors reflect any payments that have been received.  This will make the distributors happy, and eliminate costly customer service calls, and invoice disputes.

## Debit and Credit Adjustments

This is just as important as distributor payments (**Distributor Payments**), especially if the credit will reduce the amount owing for a particular distributor.   If you are charging the carrier because of dispatch or service problems that occurred during the billing period, then you will also want these to appear on the invoice too.

## Post Dispatch Processing

If a dispatch function is performed from the **Customer Service** module and the carrier is charged for the paper, then a transaction is pending for the carrier charge. The carrier has not officially been charged until the Circulation Manager has reviewed and approved the **Dispatch Report**, and the **Post Dispatch Process** is performed. The **Post Dispatch Process** gathers all the carrier charges for a given day and creates a charge invoice detail that will be selected and applied during invoicing. You must run the **Post Dispatch Process** for every publishing day you want to pickup carrier charges.   Typically you will want to run this process as part of your daily procedure,  but it is listed here as a reminder.

### Subscriber Payments

You will want to post any payments to subscribers that you want to be included in the current period.   If you are planning on performing any advanced draws (**Calculate Draw**), or sending out renewal notices (**Renewal Notices**) a subscription marked without a payment may cause the grace period to expire, or may cause an additional renewal notice to be printed unnecessarily.   Keep this in mind when deciding to hold cash until the next period, or posting it immediately.

### Renewal Notices

The renewal notices are not a necessary step for month-ending, however, you may want to perform them regularly (say weekly), and include them as part of your month-ending procedures.

### Distributor Returns

Typically you are always behind on posting returns.   You can always post returns back to the previous period so this is not a concern if you don't have all the returns for a given period in the system when you close out the current period.  You will want to post as many returns as possible before you run distributor invoicing (**Distributor Invoicing**) so that the distributors are credited in a timely manner.   You can post them using one of two screens.   By Date, or by Distributor on a weekly calendar basis.

### Assess Carrier Bond Interest

This process will calculate any interest that is due on bond money (deposits and bond deductions) that is associated with a carrier/route. You will typically run this on a monthly or quarterly basis depending on you local policy and configuration.   This may not be run every month if you are either calculating interest on a quarterly basis, or not at all.

### Distributor Invoicing

Distributor Invoicing is the processes of accumulating all distributor activity for the given billing cycle, and producing statements (bills/ invoices).   Since this is an update job, you will want to perform a backup prior to running it.  If you recently changed **Wholesale Rates** then you will want to perform a **Memo Invoice** to make certain that the rate change produces the desired affect for a given distributor.
**NOTE:**:  You can calculate draw into the next period for as many days as you need to operationally.   The system keeps track of this advance

draw automatically.   If you are invoicing on either weekly, bi-weekly or monthly cycle, then you will want to include all the draw days in your current billing cycle regardless of which period the days are in.

No other users can be in the system when invoicing is running.   You will want to make sure your default printer is selected to a printer that can support a large report because the **Billing Summary Report,** and the **Carrier PIO Credit Summary Report** are sent to your default printer following the Invoice processing.  Thus, you can be printing on more than one printer: 1) Invoices are printing on the "Special Forms Printer", and 2) the Summary Reports on the default printer.

**NOTE:**  The A/R Aging Process by Billing Period is performed by the **Distributor Invoicing Process**, and the A/R Aging Process by Monthly Periods is performed by the **Month Open Process** (a.k.a. **The Open Next Period Process**).

### Aged Accounts Receivable Report

You should run two versions of this report (2 copies each), 1) **A/R By Billing Period Buckets**, and 2**) A/R By Monthly Aging Buckets**. Immediately following distributor invoicing, before balances can be changed by payments, or debit/credit adjustments, run these reports. Give one set to the Accountant, and the other set is given to the Circulation Manager and later filed.   Remember, the A/R picture can change quickly by posting payments or debit/credit adjustments.

### Carrier Credit Transfers

If you are running the *NEWZware* Accounts Payable System or another Accounts Payable (A/P) system that can accept electronic input of carrier payment requests, then you will want to run this process following invoicing, and prior transmitting to the General Ledger. Only if you consistently pay carriers because of a high count of PIO subscriptions on their route(s), is this feature necessary.   In any event, this process clears any credit balance for those carriers that qualify, and creates an ASCII import file to load into an A/P system as invoices to be paid by check.

**WARNING:**  This is an update process that modifies carrier balances and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

### Calculate Draw

This process is typically performed daily.  However, if you are planning on closing the period you may want to run draws in advance so that all activity for your distributors is in the system for invoicing.  **NOTE**: this step might be performed prior to invoicing up through the last day of the billing cycle.  Draws performed for days beyond the billing cycle are not included in distributor invoicing until the next billing cycle.  You can perform draws into the next period safely, and the system will support this just fine.  Keep in mind that you can only perform advance draws up to seven (7) days without destroying your ability to run mail labels, or bundle toppers.   This information is stored in temporary files which are over-written on a seven day cycle.

### Refunds Due Subscribers

When a PIO Subscriber cancels their subscription and there is an unused balance on their account, they will be selected when the **Refunds Due Subscriber** process/report should be run.  **WARNING:** This is an update process that marks subscriptions as being refunded and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

A report is produced showing which subscriber you want to refund, their address, and the amount of the refund.

### Refunds Due Distributors

When distributor becomes inactive, and they have a deposit or bond balance that needs to be returned, the **Refunds Due Distributors** process/report should be run.  **WARNING:**  This is an update process that modifies the distributor balance (**carrier** or **dealer**) and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

A report is produced showing you the distributor, their address, and the amount refunded.

### Cash Receipts Journal - Summary

Although you should be running the **Daily Cash Receipts Journal** at the end of each day to balance out your payment audit trail reports, you can run them all at the end of the month (one for each day of operation that is).  In general, the total of all the **Daily Cash Receipts Journals** should equal the Grand Total on the **Cash Receipts Journal – Summary.**   This should be visually verified, and when running the

**Summary** report, make sure you enter the correct date ranges, and do not include days from a previous period, or a data that is too far in advance. You should give copies of these reports to the accountants. Use this report to compare and balance to the **Sub-ledger Report** that is printed as a result of the **Transmit Process** (below).

## Debit and Credit Adjustments Journal

You should be running a **Debit and Credit Adjustments Journal** every day that you post debit and credit adjustments. The report should be run for the range of dates that defines the current period. Use this report to compare and balance to the **Sub-ledger Report** that is printed as a result of the **Transmit Process** (below).

## Transmit Pending General Ledger Transactions

Every business transaction in the Circulation System often produces an associated accounting transaction. Since *NEWZware* is a double-entry system, two (2) transactions, or a transaction pair are produced to match the business transaction. A simple example is a subscriber payment. Here the pair: **Debit** to **"Cash",** and **Credit** to **"Prepaid Liability"** are produced. All of these transaction pairs are staged until they are **Transmitted (or *Released*) to the General Ledger**. As part of the transmit process, some system integrity checks are performed, and subscriptions are amortized. Two reports are produced: 1) the **Amortization Report**, and 2) the **Sub-ledger Report.** You will want to keep both of these reports and give them to the Accountant. Although you can transmit as often as you like, most newspapers perform this task once a week or once a month.

**WARNING:** This is an update process, so remember to perform a backup prior to running the process.

## Pre-paid Amortization Report

Following the **Transmit Pending General Ledger Transactions**, all pre-paid subscriptions are amortized. This is an excellent opportunity to report on the amount of remaining liability and unearned revenue. This report will list every subscriber and subscription that has an unused balance along with the type of service and the projected end date.

You can run this report at any time during the month, but it is only meaningful following the **Amortization Process**, or following the **Transmit Process** (which includes the **Amortization**) process.

## Preprocess Circulation Transactions

Following the **Transmit Pending General Ledger Transactions**, an ASCII export file is created containing all the information that is shown on the **Sub-ledger Report**.   If you are lucky enough to be running the *NEWZware* General Ledger module, then this ASCII file can be loaded into the General Ledger by running the **Preprocess Circulation Transactions Process**.  If you are not running the *NEWZware* General Ledger, you can skip this process and the **Post Circulation Transactions Process** as well.

## Post Circulation Transactions

Following the successful run of the **Preprocess Circulation Transactions Process**.   You can *Post* the transactions to the General Ledger automatically.  This is where the rubber meets the road, so you will want to perform a backup of the General Ledger system prior to performing this task.    If you are not running the *NEWZware* General Ledger, you can skip this process.

## Close Current Period

This build-up to running this process was certainly impressive.  This process is not as critical as its name would imply.    It simply makes sure that all pending General Ledger transactions have been **Transmitted**, and that the transaction integrity is in order.   Even with such a benign list of tasks, however, you still need to run this process.  As a side-effect, the system is transitioned from an open state to an closed state.   No processing can take place in a closed state, so you'll want to perform an open soon after performing the **Close Process.**

## Open Next Period

This is the process that performs all the magic.   You will want to perform a full Circulation backup prior to running this process.  It is recommended that the backup be run to tape.    Following the **Open Next Period Process**, you may want to run an **Aged A/R Report** this time choosing **Monthly Period** Display instead of **Billing Period** Display of the Aging Buckets.  This only applies if your billing periods are weekly or bi-weekly.

**NOTE:**  This is a major process, so no users can be in the system when it is being performed.

### Restoring the Circulation Sub-System

Before restoring the system to the backup that was made before the month-end process was begun, we **strongly** recommend that **another** full backup of the circulation system in its current state be made. This way, if a report was missed or you ever need to return to this state to check on something, it can be done without re-doing hours and hours of work. Use the same backup procedure described at the beginning of this document.

Once a backup of the current state has been made, you may begin restoring the system.

Log in to *NEWZware*. Traverse the following menu tree:

**System Administration**
    **System Backup/Restore**
        **Restore Options**
            **Restore from Disk**
                **Restore Archived Volume**

After traversing this menu path, you should see a screen titled *RESTORE FROM DISK VOLUME*. Hit the letter 'Q' for Query, enter a '24' in the field labeled **'Serial:'** and hit escape (the **Esc** key). This should retrieve one record, and the Template name should be '**CIRCULATION ALL FILES**'. **NO OTHER TEMPLATE BESIDES 'CIRCULATION ALL FILES' WILL DO THE JOB. IF THE TEMPLATE YOU HAVE QUERIED UP DOES NOT SAY 'CIRCULATION ALL FILES', STOP AND CALL SUPPORT.**

Hit the letter 'R' for Restore. A new pop-up window should appear, listing all the backups that have been made under this template. You should be able to tell which backup is the one that was made prior to beginning month-end, based on the *Creation Date/Time* column shown on the far left and the *Note* column on the far right. Use the Next and Previous options on the menu to highlight the backup you want, then hit the letter 'S' for Select.

The pop-up window will disappear and the program will ask you, **Restore This Volume: YES  NO** – if you selected the right backup, hit 'Y' for Yes.

You will get a screen similar to what you saw when the backup was being made, the word Restore in large letters, and a Please Wait message at the bottom. When the restore is complete, the screen will return to the *RESTORE FROM DISK VOLUME* screen.

At this point, **check your default printer for a restore status report.** It is a one-page report and it should say 'RESTORE' in large letters, and 'Operation Successful' at the bottom. **If you do not get this report stop immediately and call support.**

Once the restore is successfully completed, the system will be in exactly the same state as it was when the backup was made. Work may continue from that point.

# 5    Draw-Related Tasks

This section of the Circulation User Guide contains Draw-Related Tasks. These tasks include calculating daily and TMC draw; changing draw for carriers without list; changing draw by stops and starts; and changing dealer or dealer or vending box draw and test daily draw.

```
                        CALCULATE DRAW


           Date:            03/31/2003

           Edition:         KDN    KLONDIKE DAILY NEWS


           Execute Now?

           Time:



      Hit ESCAPE to execute Calculate Draw, DEL to abort!

```

| *Description* | *Field Name* |
| --- | --- |
| Date | Edition date of Press order |
| Edition | Edition code |
| Execute Now? | "Y" if draw should be calculated immediately, "N" if draw calculation should be displayed |
| Time | Time of day when draw should be calculated |

## 5.1    Calculate Daily Draw

You perform the Calculate Daily Draw task to initiate the processing required to generate a press order for any edition on a specified day. You must have an entry in the editions table in order to perform this function.

Step 1. Press or highlight Calculate Draw from the Circulation Main Menu and press <RETURN>. You will see the Calculate Draw Menu.

Step 2. Press or highlight Daily from the menu and press <RETURN>. You will see Calculate Draw Screen.

Step 3. If the screen is not in the UPDATE process, type "U", or press Update on the ring menu, to begin the UPDATE process.

Step 4. Type the Date and Edition Code, press <RETURN> after each entry to move the cursor to the next field.

Step 5. If you do not wish the draw calculation to be processed now, go to step 6. If you wish the draw calculation to be processed now, type "Y" in the Execute now field. Go to step 7.

Step 6. Type "N" in Execute now field and press <RETURN>. Enter the time for processing to begin in the Time field. Time should not be entered in 24-hour military format. It should be entered in 12-hour format, using "am" and "pm". Follow the examples shown at the bottom of the screen.

Step 7. Check the information on the screen. If you wish to correct a field, use the backspace key to move your cursor into the field. Overtype the data with the correct information.

Step 8. If you want to cancel the Calculate Daily Draw task, press <DEL>. You will be returned to the Calculate Draw Menu. If you wish to proceed with the Calculate Daily Draw task, press <ESC>. You will receive a "calculate draw entered" message and you will be returned to the Calculate Draw Menu. You must watch your screen to be sure the system is locking. If there is another task being performed you will see a "Circ sys currently in use" message. The Calculate Draw task will not be performed while the system is in use and you may have to perform the task again.

## 5.2     Automating Day-End Processes

Shown below is the *NEWZware* Circulation Automatic Day-End Processor. This process allows users to perform a series of day's end tasks at the punch of a button!

```
              BATCH PROCESS DAILY TASKS

Use Configuration:  DAILY           Draw Date:  08/23/2001   Edition:  KWC


                   Run?   Printer
Circulation Backup:  Y   hp661132k41   Disk or Tape:   D  Template:       24
   Memo-To-Carrier:  Y   hp661132k41   From:  08/22/2001    To:  08/22/2001
 Daily Draw Report:  Y   hp661132k41
       Bundle Tops:  Y   sflk41        Paper/Bundle:   100   Tolerance:   25
                                       Generate Wrappers For Inserts?  Y
                                       Skip Wrappers Without Messages?  N
                                       Display: Messages?  Y  Directions?  Y
   Driver Manifest:  Y   hp661132k41   Assume Bundle Type:  N

 Save-Only Mode:  [ ]     Run These Processes Now?  Y      Time:
 Save This Configuration?  Y   New Configuration Name:  DAILY

 Enter Date For Which Draw Will Be Calculated And Reports Run.
```

### Daily Tasks

The tasks that can be launched from this screen are standard daily activities for most sites. This program will perform precisely the same activities as if a user entered each job individually. The only difference is that now all of these jobs can be configured and launched in one location all at the same time, freeing the user's mind and fingers for other tasks! The processes available are:

- Circulation Backup (Recommended)

- Calculate Draw (Required)

- Bundle Top Formatting And Printing (Optional)

- Memo-To-Carrier Report (Optional)

- Daily Draw Report (Optional)

- Driver's Manifest (Optional)

The output associated with each of these processes can be sent to a different printer if that is what the user desires. This is particularly useful since, although the processes will run sequentially, the printing

of the output (always the most time-consuming part of the process) can be done in parallel.

The processes will run in the order listed above. If either the circulation backup or calculate draw fails, the subsequent processes will **not** be run. In this case, an error message will be sent to the error log as well as the printer associated with the failed process.

### Configuration Name

To keep repetitive data entry to a minimum, different configurations can be saved and re-used as desired. When the user wishes to enter a different configuration than has ever been used before, typing '*NEW'* in the configuration name field will allow this. To alter or simply use an existing configuration, just type in the name that configuration is saved under. At the end of the process (at the bottom of the screen) the user can choose to save the current configuration or not. If this is a 'new' configuration, the user should enter the new configuration name. If it is an existing configuration, any changes will be saved under that configuration name.

### Draw Date And Edition

This information is applicable to virtually all of the circulation processes run subsequently. It is very simply the edition and date for which draw is to be calculated, and all other processes as well.

### Circulation Backup

This is the same process as if the user went to the system administration menu and performed a backup from there. If for some reason a backup is not desired, entering an 'N' under the *Run?* field will cause this process to be skipped. Otherwise, choose a printer for any possible error messages to go to, specify a medium 'D'isk or 'T'ape, and if backing up to the hard disk, choose a template ID (Circulation All Files is the recommended one).

### Calculate Draw

Calculate draw is not an option – it must be run. Thus it does not appear on the screen at all. The press order and other reports will go to the user's current default printer. Calculate draw will be run after the backup (if applicable) but before any other processes. Note that if this date and edition are supposed to be merged, that calculate draw will be run for both the entered edition and its merge partner.

### Memo-To-Carrier Report

The Memo-To-Carrier report is sent to the specified printer. The criteria used are the specified draw date and edition, the starting and ending

date entered on this screen, and it is run for all carriers. Entering 'N' in the *Run?* field will cause this report to be skipped.

### Daily Draw Report

The Daily Draw report will be run to the specified printer with the specified draw date and edition as report criteria. Entering 'N' in the *Run?* field will cause this report to be skipped.

### Bundle Tops

Bundle Tops will be sent to the specified special forms printer. Note that this printer will be locked for the duration of the print job. Further note that if the printer is already locked, the bundle tops will **not** be run. Also, if this is a merged edition and day of week, the merged bundle tops will be printed. The user will be required to enter the maximum size of a bundle as well as a tolerance for loose papers. The rest of the criteria are concerned with formatting specifications for the bundle tops. These criteria are the same as can be entered on the bundle top launch screen. Finally, entering 'N' in the *Run?* field will cause the bundle tops to be skipped.

### Driver's Manifest

The driver's manifest will be sent to the specified printer. The bundle size and tolerance used will be the same as are entered on the bundle top section of the screen. Furthermore, the user can select what type of bundles are desired. Entering 'N' in this field will cause the manifest to simply use the bundle type associated with each distributor. Again, this is the same information that can be entered on the normal driver's manifest launch screen. Entering 'N' in the *Run?* field will cause the manifest to be skipped.

### Run Now or Later

Entering 'Y' in the *Run Now?* field will cause the job to be spooled up immediately. Otherwise, the user will be required to enter a time at which the job will be started.

## 5.3   Calculate TMC Draw

Calculate TMC Draw is the screen used to configure the parameters that are to be included when compiling the information for your TMC. The screen is broken down into two sections, master and detail. The master section will define the Edition, Date, Market Zone, if necessary and a brief description of TMC Definition. The detail section will list the TMC Parameters you wish to include in this definition and their corresponding values.

```
MENU Query Previous Add Update Remove Launch TMC Output Bye Help
Table: tmc_def: Shows the previous row in the current list
                        TMC Definiton Description
 SATURDAY TMC PRODUCT
 Date for TMC    05/24/2003      Edition    KDN ±   Market Zone    ALL

                     DETAIL OF TMC DEFINITION
            PARAMETER                              VALUE
  Create TMC Credits                           N
  Invoices: DETAIL or SUMMARY                  DETAIL
  Address must have insert code                N
  # of Wedgewood Pages (1/16 inch)             14.71
  Multiple Entry Point Mailings                Y
  Edition for Marriage Mail
  Address NEEDS walk sequence                  Y
  Show only resident on the TMC                Y
  Check for Subscribers on Vac.                Y
  Eliminate Duplicate Addresses                Y
  Edition for bw & ml file creation


                          2 of 2
```

| Field Name | Description |
|---|---|
| Description | Brief description of the TMC Definition |
| Date | Edition date of Press order |
| Edition | Edition code |
| Market Zone | Code for market zone for referencing non-subscribers to be included in the press order. |

Step 1. Press or highlight Calculate Draw from the Circulation Main Menu and press <RETURN>. You will see the Calculate Draw Menu.

Step 2. Press or highlight TMC's For Carriers/Dealers from the menu and press <RETURN>. You will see TMC Calculate Draw Screen.

Step 3. At this point, the user can Query, Add or Update one or many TMC Definitions.

Step 4. To Add a definition, press Add on the ring menu. First enter a brief description of the TMC definition, Date, Edition Code and Market Zone (if

required or desired). Hit <ESC> to accept the data, if it is correct. At this point the cursor should be in the bottom section of the screen, the detail portion. Here, you will select the parameters in the first column and their corresponding values in the second column. Make use of the <F6> or Pop-Up function to see a list of current parameters available. Click here for Demographic Configuration information.

Step 5. To Update a TMC definition, press Query on the ring menu, or type "Q". You can include one or all of the fields in the query, the more fields you include, the narrower the search will be. Hit <ESC> of <OK> when complete. The system will return all possible matches, if they exist. If you have a successful match, you can press Update on the ring menu or type "U" to begin an Update. The Update function will first allow you to select which section of the definition you want to update. The choices are TMC Master, TMC Detail and TMC Demographics. Choose accordingly. If you wish to remove a record, press Remove on the ring menu and it will be removed from the system.

Step 6. After an Update, Add or Query, you can begin to run the TMC Draw process by pressing the Launch button on the ring menu. It is important to note that the process will be run with the TMC Definition that is currently being displayed on the screen, so be sure you have the correct one displayed before proceeding.

## Specify Demographic Criteria

```
┌─────────────────────────────────────────────────────────────┐
│ UPDATE MENU  TMC Master  TMC Detail  Configure Demographics  Bye │
│                                                                 │
│        SUBSCRIBER / NON-SUBSCRIBER DEMOGRAPHIC SELECTION CRITERIA │
│         HOME Owner: │               Has Pet:  ▢               │
│        DRIVES TRUCK ▢               GEO CODE:  ▢               │
│     Hunting License: ▢     Number of Children: ▭              │
│   Has Home Computer: ▢         Number of Cars: ▭              │
│           Has Pool:  ▢          Years In Home: ▭              │
│                                                                 │
│      Annual Income: ▭          Funds Invested: ▭             │
│        Home Value:  ▭          Mortage (Home): ▭             │
│                                                                 │
│   Date Moved To Area: ▭     Birth Date Husband: ▭           │
│      Birth Date Wife: ▭     Birth Date Youngest: ▭          │
│       Long Distance:  ▭                                       │
│      Type of Heating: ▭                                      │
│                       ▭                                       │
│                       ▭                                       │
│           (Hit ESCAPE to continue, DEL to abort!)             │
│                                                                 │
└─────────────────────────────────────────────────────────────┘
```

The Demographic Criteria Screen is automatically placed on your screen if you selected the **Use Demographic Query Criteria** parameter in defining the specific configuration for this TMC and entered a "Y" in the Value field in the Calculate TMC Draw screen. When you receive the Specify Demographic Criteria screen, the

demographic information available for households in your system will
be displayed.

Step 1. Enter the demographic criteria desired for this TMC product, pressing
<RETURN> after each entry.

Step 2. Once you have specified the demographic criteria, press <ESC> to complete
the TMC Calculate Draw Screen. If you do not wish to continue with the
Calculate TMC Draw task, press <DEL>.

## 5.4  TMC Target Marketing Module

NEWZware's TMC Marketing module consists of a series of relational database tables that allow you to target your piece to specific households based on ABC Zone (a list of ABC Zones), Carrier Route Zone (a list of Carrier Route Zones), ZIP Code Zone (a list of ZIP Code Zones) or specific household demographics.

You can further filter out addresses that are marked as Business or Government, Carrier Delivered, or Mail Delivered.   Once your TMC calculates the draw, either Bundle Tops are produced for carrier delivered pieces, or Presorted Mail Labels are produced.

### Non-Subscriber Household Screen

The screen below is the nonsubscriber or household  master file maintenance, inquiry screen.   Using this screen, you can **Search**, **Add**, **Maintain** (**Update, Delete**) Non-subscriber **household** records.   Each address is automatically corrected and encoded using the optional Postalsoft® module.

```
MENU Query eXtensions opTions Address Attributes Next Add Update Remove Detail File Screen ...
UPDATE: ACCEPT changes data. CANCEL discards changes.  ARROW keys move cursor.
─────────────────── NON-SUBSCRIBER RECORD ───────────────────Page 1 of 2
Unique Number:            33003      Telephone #:   (305)555-0000
Subscriber Num:
Name  First:                    Last/Bus:  Resident

Carrier Route:  MR03   ABC Zone:  21   TMC Indicator:  C   TMC Route:

   Number    Dir    Street Name              Suffix  Dir    Unit    Number

    124               TORTUGA                 LN
   Address2
   City        SUMMERLAND KEY
    State      FL            Zip:   33042    4233        Country:

Postal Carrier Route:   R012              Postal Carrier Sequence:      0
Postal Zone Code:       1
Termination Code:       MO               Termination Date:
Enter M)ail, C)arrier, B)usiness, G)Government, N)one, D)o Not Deliver
                                              (F6 to activate Pop-Up)
```

### Non-Subscriber Household Demographic Screen

Shown below is the Demographics screen.   Each household can have a set of dynamically assigned demographics associated with it.   Each demographic has a user defined label and value set.

```
MENU Query Add Master Detail File Screen Output Export Bye Help
Table: demog: Searches the database
                   ────NON-SUBSCRIBER DEMOGRAPHICS────          Page 2 of 2
Nonsub        33003
   HOME Owner:          Y          Has Pet:              Y
   DRIVES TRUCK         Y          GEO CODE:
   Hunting License:                Number of Children:           3
   Has Home Computer:   Y          Number of Cars:               2
   Has Pool:                       Years In Home:                7

   Annual Income:                  Funds Invested:
   Home Value:           500000.00 Mortage (Home):

   Date Moved To Area:             Birth Date Husband:
   Birth Date Wife:                Birth Date Youngest:
   Long Distance:      CARROT TOP BELL
   Type of Heating:



                              1 of 1
```

**Demographic Label Definition Screen 1**

Shown below is the Demographic Label Definition screen.  Here, you can define the type and name for each demographic you want to store about your Subscribers, or Households.    Define Boolean, and integer fields for later user inquiry.

```
MENU Update Screen Output Export Bye Help
Table: demog_tags: Updates current row
                   DEMOGRAPHIC FIELD DESCRIPTIONS
                                                    Page 1 Of 3
Label                 Label Length    Type    Offset   Length   Status
   HOME Owner:           X                                        Y
   DRIVES TRUCK         X                                         Y
   Hunting License:     X                                         Y
   Has Home Computer:   X                                         Y
   Has Pool:            X                                         Y
   Has Pet:             XX                                        Y
   GEO CODE:            XX                                        Y
   Number of Children: 999999                                     Y
   Number of Cars:     999999                                     Y
   Years In Home:      999999                                     Y




                              1 of 1
```

### Demographic Label Definition Screen 2

Define floating point fields, and date fields for later user inquiry.

```
┌─────────────────────────────────────────────────────────────────┐
│ MENU Update Screen Output Export Bye Help                        │
│ Table: demog_tags: Toggle between screens                        │
│                 DEMOGRAPHIC FIELD DESCRIPTIONS                    │
│                                              Page 2 Of 3          │
│ Label               Label Length      Type    Offset  Length  Status │
│   Annual Income:     9999999999999999.99                      Y  │
│   Funds Invested:    9999999999999999.99                      Y  │
│   Home Value:        9999999999999999.99                      Y  │
│   Mortage (Home):    9999999999999999.99                      Y  │
│   Date Moved To Area: mm/dd/yyyy                              Y  │
│   Birth Date Husband: mm/dd/yyyy                             Y  │
│   Birth Date Wife:   mm/dd/yyyy                               Y  │
│   Birth Date Youngest: mm/dd/yyyy                           Y  │
│                                                                  │
│                           1 of 1                                 │
└─────────────────────────────────────────────────────────────────┘
```

### Demographic Label Definition Screen 3

Define character string fields for later user inquiry.

```
┌─────────────────────────────────────────────────────────────────┐
│ MENU Update Screen Output Export Bye Help                        │
│ Table: demog_tags: Toggle between screens                        │
│                 DEMOGRAPHIC FIELD DESCRIPTIONS                    │
│                                              Page 3 Of 3          │
│ Label               Label Length      Type    Offset  Length  Status │
│   Long Distance:     XXXXXXXXXXXXXXXXXXXX                     Y  │
│   Type of Heating:   XXXXXXXXXXXXXXXXXXXX                     Y  │
│                      XXXXXXXXXXXXXXXXXXXX                     N  │
│                      XXXXXXXXXXXXXXXXXXXX                     N  │
│                                                                  │
│                           1 of 1                                 │
└─────────────────────────────────────────────────────────────────┘
```

### Market, (ABC, Carrier Route, or ZIP Code) Zone Definition Screen

Shown below is the Market Zone Definition screen.  You can add as many market zones based on ABC Zone,  Carrier Route Zone, City Name, Demographic Information, Truck Load Information, Routing Wheel Segments or ZIP Code Zone.   Each Zone can be referred to on the TMC Calculate Draw Launch Screen to filter the households that are selected.

```
 MENU Next Previous Add Update Remove Output Export Bye Help
 Table: zip_market: Shows the next row in the current list
                      MARKET ZONES BY POSTAL CODE AND SEQUENCES

           Market Zone:       10    BOONIES


                   Carrier  Walk Sequence            Carrier  Walk Sequence
      Postal Code  Route    Lower    Upper   Postal Code  Route    Lower    Upper
      00132        R            0        0    14632        R            0        0
      606                       0        0

                        1 of 1 Zones (1 of 3 Zip Codes)
```

### Postal Mailing Parameters Screen.

Shown below is the Postal Mailing Parameters screen.   Each parameter is shown as the default Postal parameter when the mailing is performed.  You can type over the default to supply more appropriate values for each particular mailing.

```
MENU Query Previous Add Update Remove Output Export Bye Help
Table: ps_params: Shows the previous row in the current list
                    POSTAL MAILING PARAMETERS


    Mailing Piece Name:      TMC
    Piece Width:                     11.0
    Piece Height:                     7.0
    Sample Count:               5
    Sample Weight:                  20.15
    Sample Thickness:                 0.5
    Processing Category:     AUTOMATED FLAT
    Payment Method:          PERMIT
    Mailing Class:           STANDARD A
    Advertising Percentage:          0.0
    Issue Frequency:         Periodically
    Permit Number:           54294
    Permit City:             KEY WEST      State: FL  Zip: 33040
    Permit Description:      SHOPPER


                          5 of 5
```

**TMC Calculate Draw Launch Screen**

Shown below is the TMC Calculate Draw screen where you can filter
out addresses that are marked as Business or Government, Carrier
Delivered, or Mail Delivered.

```
MENU Query Previous Add Update Remove Launch TMC Output Bye Help
Table: tmc_def: Shows the previous row in the current list
                    TMC Definiton Description
  SATURDAY TMC PRODUCT
  Date for TMC    05/24/2003    Edition   KDN    Market Zone   ALL

                    DETAIL OF TMC DEFINITION
             PARAMETER                          VALUE
    Create TMC Credits                    N
    Invoices: DETAIL or SUMMARY           DETAIL
    Address must have insert code         N
    # of Wedgewood Pages (1/16 inch)      14.71
    Multiple Entry Point Mailings         Y
    Edition for Marriage Mail
    Address NEEDS walk sequence           Y
    Show only resident on the TMC         Y
    Check for Subscribers on Vac.         Y
    Eliminate Duplicate Addresses         Y
    Edition for bw & ml file creation


                          2 of 2
```

### TMC Calculate Draw Demographic Criteria Screen

```
UPDATE MENU  TMC Master  TMC Detail  Configure Demographics  Bye


          SUBSCRIBER / NON-SUBSCRIBER DEMOGRAPHIC SELECTION CRITERIA
           HOME Owner:  Y                    Has Pet:  Y
          DRIVES TRUCK                      GEO CODE:
      Hunting License:            Number of Children:
    Has Home Computer:               Number of Cars:
             Has Pool:               Years In Home:


        Annual Income:  [        ]     Funds Invested:  [        ]
           Home Value:  [        ]     Mortage (Home):  [        ]


   Date Moved To Area:  [        ]  Birth Date Husband:  [        ]
       Birth Date Wife:  [        ]   Birth Date Youngest:  [        ]
         Long Distance:  [        ]
       Type of Heating:  SOLAR

                         (Hit ESCAPE to continue, DEL to abort!)
```

Then, you can further filter out addresses by specifying demographic
criteria.   Once the TMC calculates the draw, either Bundle Tops are
produced for carrier delivered pieces, or Presorted Mail Labels are
produced.

### TMC Mail Label Launch Screen 1

**Screen 1 (identify Date, Edition and Tolerance)**

**TMC Mail Label Launch Screen 2**

Screen 2  Enter Postal Processing Parameters (Piece Size, Type, Class, Name)



**TMC Mail Label Launch Screen 3**

Screen 3 Postal Presort Report and Output Selection

```
                    POSTAL PRESORT REPORT SELECTION

        Presort Job Summary:                        N
        Mail Sort Listing:                          N
        Postal Qualification Report If Applicable:  N
        CASS Certification Report                   N

        Postage Statement 3600 (First Class Only):  Y
        Postage Statement 3541 (Periodical Only):   N
        Postage Statement 3602 (Standard A Only):   N

        Zone Listings Report If Applicable:         N

        Produce Mailing Piece Output:               Y
        Produce Mailing Container Label Output:     N

  Enter 'Y' To Print This Report If Applicable
```

After all data is entered on the three screens (above).   The presort processing will take place and you will be asked to select and secure the special forms printer.   When the printer is secure, the mail pieces are formatted and printed.

## 5.5    Target Market Insert Management

This document addresses the *NEWZware* Target Market Insert Management Module.   More specifically, it shows the data entry screens for maintaining the Inserts (what you want to deliver) and the Markets (where you want to distribute them).

In *NEWZware* an Insert Package consists of a set of inserts and their wrapper (if any) that is targeted at a particular Market or Market Zone. We are interested in entering the details of each insert, and when a set of inserts is targeted at the same Market Zone, *NEWZware* combines them into a package.   Each insert is "*zoned*" individually to possibly multiple market zones.  This allows for many different package combinations to be created

An insert can be targeted to multiple market zones by associating a set of Insert Market records that name a market zone.  Each market zone in-turn can be either a set of **{ Postal or ZIP Codes** and **Postal carrier Routes**,  or *NEWZware* **Carrier Routes,** or  *NEWZware* **ABC Zones,** or  *NEWZware* **Carrier Routing Segments,**  or *NEWZware* **Demographics }.**

The Market Zones can be defined once, and then referenced when creating Inserts.   This method is designed to minimize data entry.

When the Calculate Draw or TMC Draw runs, and Insert records exist for the entered **Date** and **Edition**,  the Insert records and the Insert Market form insert packages.   Credits, Weights and Pages are combined into Market-specific packages.   It is these packages that are assigned to routes, and bundled.

### The Insert Maintenance Screen

Shown below is the Insert Maintenance screen.   The top portion shows the insert description.  You may have 10-20 of these records per day. The bottom portion of the screen is an array that identifies what market zone you want the insert to be distributed to, along with distributor type indicators and per-piece credit amounts.   Depending on the market zone, you may only want to distribute to subscribers or non-subscribers, or only mail or carrier delivered households.    These control what type of draw counts a distributor or postal route receives.

```
MENU Query Add Update Listing Remove Detail Output Export Bye Help
Table: ins: Searches the database
┌─────────────────── INSERT MAINTENANCE ──────────────────────┐
Package ID:            1   Description:  CITYWIDE
Date:         03/31/2003▼  Edition:      KDN▼KLONDIKE DAILY NEWS    Recurr: ☐
Run Code:     A            Customer:     DOLLAR STORE
Carr Cr:      0.03         Pages:              0  Required Pieces:            0
Auto Cr:      0.03         Weight:           0.5     Total Draw:
Deal Cr:      0.0          Ad Number:                  Received: ☑  03/29/2003
Vend Cr:      0.0          Bundle Size:      100  Received Pieces:        12500▼
┌─────────────────── MARKET ZONE DETAIL ──────────────────────┐
Market Zone: ┌──┐ ┌──────────────────────────────┐    -SB-  -NS-
             └──┘ └──────────────────────────────┘    C  M   C  M
Market Zone  Draw         Auto     Carr     Deal     Vend   C  M   C  M
KWC Sunday ▼   12200      ☐        ☑        ☐        ☐      ☑  ☐   ☐  ☐
           ▼              ☐        ☐        ☐        ☐      ☐  ☐   ☐  ☐
           ▼              ☐        ☐        ☐        ☐      ☐  ☐   ☐  ☐
           ▼              ☐        ☐        ☐        ☐      ☐  ☐   ☐  ☐
           ▼              ☐        ☐        ☐        ☐      ☐  ☐   ☐  ☐
           ▼              ☐        ☐        ☐        ☐      ☐  ☐   ☐  ☐

                    1 of 1                    1 Market Zone(s)
```

The distributor indicator values initially default from the Market zone
master record (shown below), and the credit amounts initially default
from the Insert master record (top portion of the screen).  This behavior
is designed to minimize data entry.

## The Market Zone Definition Screen

Shown below is the Market Zone Definition screen.   This screen
describes the market zone, and allows you to enter the default
distributor selections for each market zone.   Once the Market master
record is entered, you can choose the "**Zone Definition**" options to
define sets of either **{ Postal or ZIP Codes** and **Postal carrier Routes**,
or **City Names**, or **Trucks and Sub-Trucks**, or or *NEWZware*
**Carrier Routes,** or  *NEWZware* **ABC Zones,**  or  *NEWZware*
**Carrier Routing Segments,**  or *NEWZware* **Demographics }.**

```
MENU Query Next Add Update Statistics Refresh Remove Zone Definition Output Export Bye Help
Table: mkt_master: Searches the database
                         MARKET ZONE DEFINITIONS
     Market Zone:        10                      Effective Date:  01/01/2000
     Zone Description:  BOONIES
                         MARKET DEFAULTS
 Distributed By:  ☑ Auto-Carrier    ☑ Carrier    ☑ Dealers    ☑ Racks
 Distributed To: Subscribers:           ☑ Mail        ☑ Carrier Delivered
                 Non-Subscribers:       ☑ Mail        ☑ Carrier Delivered
 Bundle Size:        50 Tolerance:          5
 Non-Subscriber Day Of Week:  0                    Insert Code:  S
                         MARKET STATISTICS
 Runs:          1    No. Subs.    No. Nonsubs.   No. Routes    Draw Count
 Mail.:                     0            0                            0
 Carrier.:              11200            0             1          11200
 Dealers:                                             1              1
 Racks.:                                              1              1
 Auto Delivery:                                       1              1
 Totals:                11200            0             1          11200

                          1 of 10
```

### The Market Zone By Postal Code Screen

The following screen shows the market zone detail of Postal/ZIP Codes and Postal Carrier Routes.    The screen is a scrolling array that alows unlimited input.   If a Carrier Route is left blank, then all Carrier Routes in the Postal/ZIP Code are included.

```
MENU Next Previous Add Update Remove Output Export Bye Help
Table: zip_market: Shows the next row in the current list
                  MARKET ZONES BY POSTAL CODE AND SEQUENCES

        Market Zone:      10    BOONIES

             Carrier  Walk Sequence            Carrier  Walk Sequence
 Postal Code Route   Lower    Upper   Postal Code Route  Lower    Upper
 00132       R           0        0   14632       R          0        0
 606                     0        0



                   1 of 1 Zones (1 of 3 Zip Codes)
```

### The Market Zone By Carrier Route Screen

Shown below is the Market Zone By Carrier Route screen.   This screen allows you to include a set of *NEWZware* Carrier Routes, Dealers, or Vending Boxes.

```
MENU Query Add Update Remove Output Export Bye Help
Table: rte_market: Searches the database

                    MARKET ZONES BY CARRIER ROUTE

      Market Zone:      10    BOONIES

   Route    Route    Route    Route    Route    Route    Route    Route
   C03200   C03300   C03600   C03700




            1 of 1 Zones (1 of 4 Carrier Routes)
```
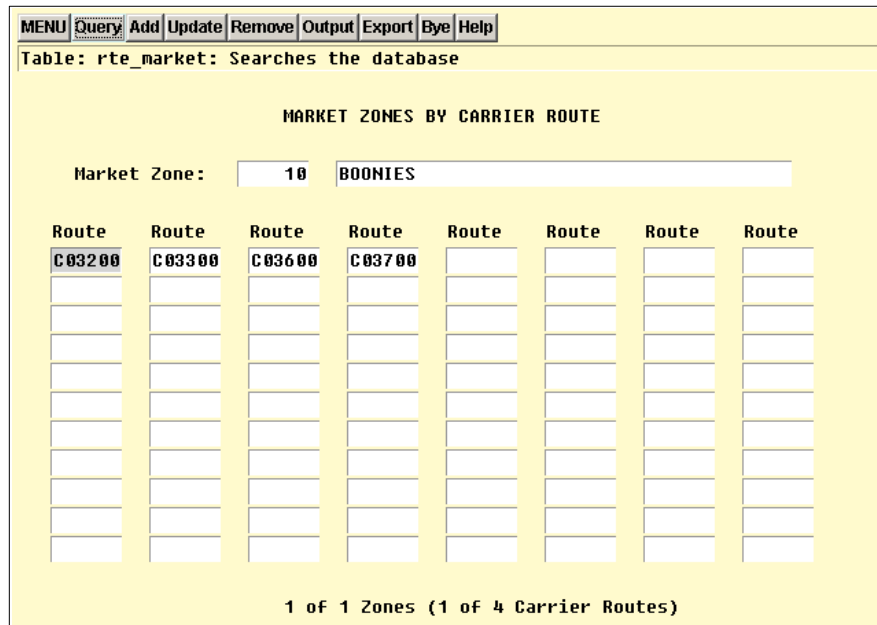
Your can select the routes by typing the distributor numbers into each field or by selecting them from a pop-up list, or through using a combination of both.

### Market Zone By Routing Wheel Segment

It is possible to define a market down to the household by using *NEWZware* Routing Wheel Segments or Demographics.   Shown below is the Routing Wheel Segment definition screen.  Each Segment ID defines a descrete street / city segment by address ranges.  These same Routing Wheel Segments are used by the *NEWZware* Routing Facility.

```
 MENU  Query  Add  Output  Export  Bye  Help
 Table: rtw_market: Adds a new row to the database


                   MARKET ZONES BY ROUTING WHEEL SEGMENT

         Market Zone:        10

       Segment ID    Segment ID    Segment ID    Segment ID    Segment ID    Segment ID
          1074          1077          1075          1076          1078








 This row has been changed
```

### Market Zone By User-Defined Demographics

Shown below is an example of the User-Defined Demographics when
used as a Market Zone.  Here we are referencing three user-defined
demographic database fields (dg_demog_1_1 is used to represent
whether the person owns their home, dg_demog_1_2 is for Married or
Single, and dg_decimal_de1 is their annual income).

```
 MENU  Query  Add  Output  Export  Bye  Help
 Table: dem_market: Adds a new row to the database


                        MARKET ZONES BY DEMOGRAPHICS
         Market Zone:

 U Time:                          C Time:                    Count:
 SQL Stmt:
```

### Market Zone By ABC

Shown below is an example of using ABC Zones to define a Market Zone.

```
MENU│Next│Previous│Add│Update│Remove│Output│Export│Bye│Help
Table: abc_market: Shows the next row in the current list
                    MARKET ZONES BY ABC ZONE

      Market Zone:        10    BOONIES


       ABC Zones       10   11
       Included In
   This Market Zone




                   1 of 1 Zones (1 of 2 ABC Zones)
```

### Market Zone By City Name

Shown below is an example of using City Names to define a Market Zone.

```
MENU│Next│Previous│Add│Output│Export│Bye│Help
Table: cit_market: Adds a new row to the database

                   MARKET ZONES BY CITY

      Market Zone:        10    BOONIES

   City                            City
   FROSTBITE FALLS                 ICE MOUNTAIN
   GLAZED HAVEN                    CHILLY HILL












This row has been changed
```

### Market Zone By City Name

Shown below is an example of using a combination of **Master and**

**Sub Truck Numbers** to define a Market Zone.

```
MENU  Next  Previous  Add  Update  Remove  Output  Export  Bye  Help
Table: trk_market: Shows the next row in the current list


                    MARKET ZONES BY TRUCK


     Market Zone:        10     BOONIES


   Truck        Description           Sub Truck       Description
      0   PLACEHOLDER FOR NO MASTER TR     10    TRUCK DESCRIPTION
      0   PLACEHOLDER FOR NO MASTER TR     55    TRUCK DESCRIPTION













                        ( 1 of 2 Trucks )
```

## 5.6    Change Draw -- Carriers Without Lists

```
Draw Change By Distributor
Enter Distributor Number, Type, Edition, Issue, and Draw        1 of 2000


   ID #/Type    Name      Ed./Iss.  Sun    Mon    Tue    Wed    Thu    Fri    Sat









   Enter Distributor Number (Dealer, Vendbox, Carrier)
```

| *Field Name* | *Description* |
|---|---|
| Route # | Carrier route number |
| Sun, Mon...Sat | Draw counts, Sunday through Saturday |
| Process Page | "Y" to submit entire screen, "N" to correct screen entries. |

You perform the Change Draw for Carriers Without Lists in order to change the draw for any carrier for any day of the week. This task lets you batch the draw changes so that several carriers can be handled on a single screen.

Step 1. Press or highlight Draw Changes from the Circulation Main Menu and press <RETURN>. You will see the Draw Changes Menu.

Step 2. Press or highlight Carriers/ Auto Delivery Without Lists from the menu and press <RETURN>. You will see the Enter Carrier Without List Draw Changes Screen.

Step 3. If the screen is not in the UPDATE process, press "U" to begin the UPDATE process.

Step 4. Enter the carrier route number <F6> and press <RETURN>. You will see the carrier's name. Enter the Edition Code <F6> and Issue Code <F6> or accept the default values. Accept or type over the draw amount for each day of the week. Press <RETURN> after each entry.

Step 5. If you do not have a carrier requiring draw changes or if the screen is full, go to Step 6. If you have a carrier requiring draw changes, go to Step 4.

Step 6. If the cursor is not in the Process Page field, press <RETURN> until it is. Check the data displayed on the screen. If it is correct, go to Step 7. If it is not correct, type "N" in Process Page and press <RETURN>. Position the cursor to the appropriate field. Overtype it with the correct information and press <RETURN>.

Step 7. Accept or type "Y" in Process Page and press <RETURN>. You will see a "processing draw changes" message. You will receive a new Enter Carrier Without List Draw Changes Screen. If you have more data to enter, go to Step 4. If you have completed the task, press <DEL>. You may then enter "B" to return to the Draw Changes Menu.

## 5.7   Change Carrier Draw by Starts/Stops

```
          CARRIER WITHOUT LIST DRAW CHANGES (With START/STOP processing)

Carrier Number: |    |  |          Issue:  |  |          Edition: |  |

      Name: First: |          |     Last: |                        |

Number of STARTS: |    |       STOPS: |    |       Net Change: |    |

   Current Draw:  Sun      Mon      Tue      Wed      Thu      Fri      Sat

                 |    |   |    |   |    |   |    |   |    |   |    |   |    |

      New Draw:   Sun      Mon      Tue      Wed      Thu      Fri      Sat

                 |    |   |    |   |    |   |    |   |    |   |    |   |    |

Process Page:  Y
|                                                                          |

                                                   (F6 to activate Pop-Up)
```

| *Field Name* | *Description* |
| --- | --- |
| Carrier Number | Carrier route number |
| Issue | Issue Code |
| Number of STARTS | The number of new subscriptions for this carrier |
| STOPS | The number of canceled subscriptions for this carrier |
| Process Page | "Y" to submit entire screen, "N" to correct screen entries |

You perform the Change Carrier Draw by Starts/Stops in order to change the draw for an individual carrier.

Step 1. Press or highlight Draw Changes on the Circulation Main Menu and press <RETURN>. You will see the Draw Changes Menu.

Step 2. Press or highlight Carrier/Auto (w/o list) Start/Stop/Draw Changes on the menu and press <RETURN>. You will see the Carrier Without List Draw Changes (With Start/Stop processing) Screen.

Step 3. If the screen is not in the UPDATE process, type "U", or press Update on the ring menu, to begin the UPDATE process.

Step 4. Enter the carrier number <F6>  and issue code <F6>, pressing <RETURN> after each entry. You will see the carrier's name.

Step 5. Type the number of STARTS and STOPS, pressing <RETURN> after each entry. You will see net change and new draw information.

Step 6. Check the data displayed on the screen. If it is correct, go to Step 7. If it is not correct, type "N" in the Process Page and press <RETURN>. Position the cursor to the appropriate field. Overtype it with the correct information and press <RETURN>.

Step 7. Accept or type "Y" in Process Page and press <RETURN>. You will see a "processing draw changes" message. You will receive a new Enter Carrier Without List Draw Changes (With Start/Stop processing) Screen. If you have more data to enter, go to Step 4. If you have completed the task, press <DEL>. You may then enter "B", or hit Bye on the ring menu, to return to the Draw Changes Menu.

## 5.8   Change Dealer and Vending Box Draw

You perform the Change Dealer and Vending Box Draw in order to change the draw for any dealer or vending box employee for any day of the week. This task lets you batch the draw changes so that several dealers or employees can be handled on a single screen.

```
Draw Change By Distributor
Enter Distributor Number, Type, Edition, Issue, and Draw        1 of 2000


           ID #/Type    Name    Ed./Iss.  Sun   Mon   Tue   Wed   Thu   Fri   Sat




















Enter Distributor Number (Dealer, Vendbox, Carrier)
```

| Field Name | Description |
|---|---|
| ID # | Dealer Number or vending box employee number |
| Type | "D" if dealer, "V" if vending box employee |
| Ed | Edition Code |
| Iss | Issue Code |
| Sun, Mon...Sat | Draw counts, Sunday through Saturday |
| Process Page | "Y" to submit entire screen, "N" to correct screen entries. |

Step 1. Press or highlight Draw Changes on the Circulation Main Menu and press <RETURN>. You will see the Draw Changes Menu.

Step 2. Press or highlight Dealers / Vending Boxes on the menu and press <RETURN>. You will see the Enter Dealer /Vending Box Draw Changes Screen.

Step 3. If the screen is not in the UPDATE process, type "U", or press Update on the ring menu, to begin the UPDATE process.

Step 4. Enter the ID #/ Type <F6> information and press <RETURN>. You will see the name of the dealer or vending box employee. Type the edition <F6> and issue codes <F6> for draw changes being entered, pressing <RETURN> after each entry. Accept or type over the draw amount for each day of the week. Press <RETURN> after each entry.

Step 5. If you do not have a dealer or employee requiring draw changes or if the screen is full, go to Step 6. If you have a dealer or vending box employee requiring draw changes, go to Step 4.

Step 6. If the cursor is not in the Process Page field, press <RETURN> until it is. Check the data displayed on the screen. If it is correct, go to Step 7. If it is

not correct, type "N" in Process Page and press <RETURN>. Position the cursor to the appropriate field. Overtype it with the correct information and press <RETURN>.

Step 7. Accept or type "Y" in Process Page and press <RETURN>. You will see a "processing draw changes" message. You will receive a new Dealer/ Vending Box Draw Changes (With Start/Stop processing) Screen. If you have more data to enter, go to Step 4. If you have completed the task, press <DEL>. You may then enter "B" to return to the Draw Changes Menu.

## 5.9   Test Daily Draw

You perform the Test Daily Draw task to initiate the processing required to generate a press order for any edition on a specified day. You must have an entry in the editions table in order to perform this function. This task will not update any database data.

```
                        TEST CALCULATE DRAW




                Date:       03/23/2003


                Edition:       KWC    KEY WEST CITIZEN









           Hit ESCAPE to execute Calculate Draw, DEL to abort!

```

| *Field Name* | *Description* |
| --- | --- |
| Date | Edition date of Press order |
| Edition | Edition code |

Step 1. Press or highlight Calculate Draw on the Circulation Main Menu and press <RETURN>. You will see the Calculate Draw Menu.

Step 2. Press or highlight Test Daily Draw on the menu and press <RETURN>. You will see Test Daily Draw Screen.

Step 3. Type the Date and Edition Code <F6>, pressing <RETURN> after each entry.

Step 4. If you do not wish the test draw calculation to be processed now, go to step 6.

Step 5. Check the information on the screen. If you wish to correct a field, use the backspace key to move your cursor into the field. Overtype the data with the correct information.

Step 6. If you want to cancel the Test Daily Draw task, press <DEL>. You will be returned to the Calculate Draw Menu. If you wish to proceed with the Test Daily Draw task, press <ESC>. You will receive a  "Test calculate draw in progress" message and you will be returned to the Calculate Draw Menu. You must watch your screen to be sure the system is locking. If there is another task being performed you will see a "Circ sys currently in use" message. The Test Daily Draw task will not be performed while the system is in use and you may have to perform the task again.

## 5.10   Creating and Maintaining Carrier Samples

Create sample papers for the carrier force to distribute at individual carrier's discretion. There are three programs that can be used to set up carrier samples. Entering weekly samples will create samples on a route-by-route basis for the same date range and number of papers.

```
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cu 4 of 500

██ ██ ██ ██ ██ ██ ██ ██ ██
                          ─────── WEEKLY SAMPLES ───────
Default Edition: KWC
Samp Start Date: 04/01/2003  Samp End Date: 04/30/2003  # of Samples:        3
Route #        First                        Last                   # Samples

 C01300   HERMENEGILDO          MIRABAL                                  3
 C02600   HERMENEGILDO          MIRABAL                                  3
 C03300   ALICIA                FERNANDEZ                                3
```

Bulk updates to carrier samples will allow the user to specify a date range and a number of papers. When the program is run, it will create samples for every route for that date range and number of papers.

```
 Circulation                                        NEWZware (TM)

                         Bulk Sample Entry

         This program will create samples for all active carrier routes.




















         Enter Number Of Samples: 1


                 Type Response and Press <Enter> To Continue
                                           (Hit F7 To Select Macro)
```

 The Samples data entry screen is like any other *NEWZware* data entry
screen - it will allow the user to view, modify and remove existing
samples as well as add new ones.

```
 MENU Query Next Add Update Remove Output Export Bye Help
 Table: sample: Searches the database
                                                         NEWZware
                         SAMPLE DATA ENTRY SCREEN

         Carrier Route:  C00100
                         MIGUEL              PALOMINO
         Number of Samples:      5

     Sample Starting Date: 12/07/2000   Sample Ending Date: 08/30/2002









                               1 of 119
```

## 5.11   Automated Returns Adjustment

This section discusses the **Automated Returns Adjustment** facility. This is a powerful facility for single copy management. I'm not just saying that because I am writing this. With the **ARA** – the short name – you can use historical return trends to set and adjust future draw for some or all of your distributors. It works for any distributor (**dealer** or **vendbox**) that maintains draw in the **draw_ret** table, and has the "**Automated Returns**" flag set to "**Y**".

### Warning

This process can really mess up your draw if you do not use some common sense when choosing the options when running this process. It is always good to do a backup prior to running this process.

```
.... Previous Menu ... CALCULATE DRAW
   1    Daily
   2    TMC's For Carriers/Dealers
   3    Enter Non-System ABC Information
   4    Post-Dispatch Processing
   5    Automatic Returns Processing
   6    Reprint Press Order
   7    Test Daily Draw
   8    Batch Process Daily Tasks




   KLONDIKE 6.0:/usr1/newzware Company:078 Business:K41 Printer:filek01
```
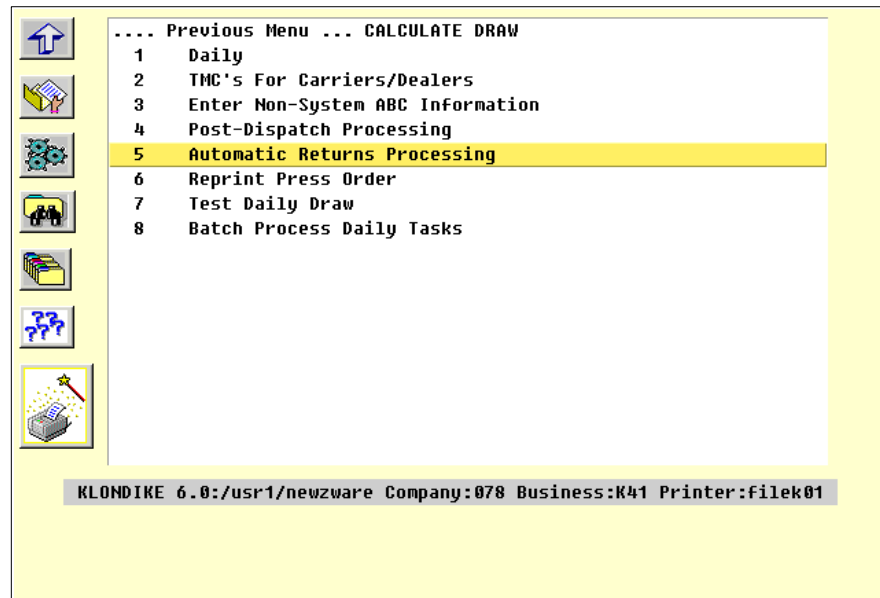
### How It Works

The **ARA** is available on the **Calculate Draw** menu. It spins through the **inv_detl** table looking for return records for each single copy account for the desired date range. Depending on how returns are entered into the system (i.e. per day or per week on a specified day), it calculates the **Daily** average or the **Weighted Average** only for days having returns (i.e. not across all possible publishing days). It then compares the **Average** returns against two parameters: the **Returns High Water Mark**, which determines if a distributor has too many returns, and the **Returns Low Water Mark,** which determines if a distributor has too few returns and is close to selling out consistently.

### Draw High and Low Water Marks

If the **Average** draw is between the **Draw Low Water Mark** value, and the **Draw High Water Mark** value, then the distributor is selected for draw adjustment analysis.  Otherwise the distributor is skipped. These two values allow you to select what class of distributor you want to perform analysis and potential adjustment against.  For example, if you choose a value of **10** for your **Draw Low Water Mark**, and a value of **500**  for your **Draw High Water Mark**, then only those distributors that have an average draw between these two numbers are selected for analysis and adjustment.

### Returns High Water Mark

If the **Average** returns are higher than the **Returns High Water Mark** value, then the **Subtract Decrement** is subtracted from the draw for that day.   Both the **Returns High Water Mark** and the **Subtract Decrement** are under your control and show you the default values of **4** for the **Returns High Water Mark**, and **2** for the **Subtract Decrement.**  See also the parameters **ARA_HI_RETURN_DEFAULT,** and **ARA_DRAW_DECR** to permanently change the default values.

### Returns Low Water Mark

If the **Average** returns are lower or equal to the **Returns Low Water Mark** value, then the **Add Increment** is added to the draw for that day. Both the **Returns Low Water Mark** and the **Add Increment** are under your control and show you the default values of **4** for the **Returns Low Water Mark**, and **2** for the **Add Increment.**  See also the parameters **ARA_LO_RETURN_DEFAULT,** and **ARA_DRAW_INCR** to permanently change the default values.

```
 Circulation                                        NEWZware (TM)

                      AUTOMATIC DRAW ADJUSTMENT


 This Program Adjusts Single Copy Draw Using Previous Return Values.

 Process (D)ealers, (V)ending Boxes, (C)arriers, (A)uto Routes or (ALL D
 Edition Code Selection 'ALL' for All Editions (Default 'KWC'): ALL
 District Number Selection 'ALL' for All Districts (Default 'ALL'): ALL
 Group Code Selection 'ALL' for All Groups (Default 'ALL'): ALL
 Enter Begin Date. Last Run Was 12/23/1999 (Default: 12/24/1999)
 Enter End Date (Default: 01/22/2000)
 Enter Distribution Date(s) 'mm/dd/yyyy' To Skip: 01/01/2000
 Enter Draw Low Water Limit (Default: is '10')
 Enter Draw High Water Limit (Default: is '1000')
 Percentage or Fixed Trigger Numbers ( 'P' or 'F' ) (Default is 'P'): [     ]

            Type Response and Press <Enter> To Continue
                                    (Hit F7 To Select Macro)
```

```
 Circulation                                        NEWZware (TM)

                      AUTOMATIC DRAW ADJUSTMENT

 Percentage or Fixed Adjustment Numbers ( 'P' or 'F' ) (Default is 'P'
 Average By Day or Week ( 'D' or 'W' ) (Default is 'D'):
 Enter Return Low Water Trigger (Default: is '4')
 Enter Return High Water Trigger (Default: is '4')
 Enter Adjustment To Add If Returns <= 4.00% (Default: is '2.00%')
 Enter Adjustment To Subtract If Returns > 4.00% (Default: is '2.00%')
 Do You Want To Show Detail ('Y' or 'N' - Default is 'Y') ?
 Include Bulk Draw Increases In Calculation (Y/N - Default N):




 Is This A Test Run ('Y' or 'N' - Default is 'Y') ? [            ]

            Type Response and Press <Enter> To Continue
                                    (Hit F7 To Select Macro)
```

Both of these values can be fixed numbers or percentages.  Both
**Increments** and **Decrements** will be rounded to the nearest whole
number, and the result of the **Addition** or **Subtraction** will be a whole
number.

### Distributor Type, Editions, & Distributor Group Prompting

You can filter what distributors are selected by **Distributor Type:**
(**Dealer**, **Vending Box**, or **Both**), the **Edition Code(s)** or **ALL**, and any

of the user-defined **Distributor Group(s)** or **ALL**.  Each of these prompts provides you with a default value, and a pop-up list where you can optionally select multiple values.

### Date Ranges

The **ARA** uses a set of date ranges: the **Begin Date**, and the **End Date**.  The **End Date** of each run is stored in the system to help remind you when you ran it last.  These dates are also shown on the header of the change summary report.  It is important that you do not run the **ARA** using overlapping date ranges.  That is, running it for say **January 1, 1998** through **March 1, 1998** and updating the draw, then running it at a later date for say **February 1, 1998** through **April 1, 1998**.  This will lead to and over-correction of the draw based on the overlapping dates.  You will have to use common sense and discipline when planning when you are going to run the **ARA**, and for what date range you will analyze.

### Skip Days

Quite often you want to use a date range that includes days that are not representative of your average draw and return activity.  This could be because of bad weather, holidays, or some other phenomenon.  You can skip specific days within the selected date range.  Each day you select will be eliminated from the average calculation for that day of the week.

### Test Mode

Because the **ARA** is an update job that has a potentially huge impact on your business, it is recommended that you perform a backup prior to running it.  You can also run in test mode to see the potential changes to the draw.

### Summary Report

The summary report shows you what changes are taking affect so that you can adjust your **High** and **Low Water Marks** or **Add** and **Subtract** values.  This also is a document of what changes the **ARA** did to the draw on a particular **ARA** run.   You can optionally show return averages and number of days for each distributor by selecting the **Show Detail** option.   Each district is subtotaled for easy draw impact analysis by district.

```
04/03/1999                              MORRISTOWN NEWSPAPERS INC.
01:43:29                                 PARSIPPANY, NJ 070540217
                                     From 11/29/1998 Through 12/29/1998
                     Options: High Water(4), Subtract(2), Low Water(4), Add(2), Averaging(D)

                                        AUTOMATIC DRAW ADJUSTMENT
```

```
District Distrib. Ed. Is.    Sun   Mon   Tue   Wed   Thu   Fri   Sat   Total
----------------------------------------------------------------------------------
   39   3470   D JJ  D6        0     2    -2     0     2     2     0       4
                Returns:       0     2    10     0     4     4     0
                Days:          0     2     2     0     2     2     0
                Avg:                 1     5                 2     2
----------------------------------------------------------------------------------
District #   39 Net Change     0     2    -2     0     2     2     0       4


                              Sun   Mon   Tue   Wed   Thu   Fri   Sat   Total
----------------------------------------------------------------------------------
Grand Total Net Change         0     2    -2     0     2     2     0       4
```

## Summary

The **ARA** can be a powerful addition to the tools that a Circulation Manager has at his/her disposal.  With a little planning and the **ARA**, the single copy can manage itself.

## 5.12 Bulk Draw Change Facility

This document addresses the *NEWZware* Bulk Draw Change Facility. It shows the data entry screen for maintaining the bulk draw templates, and describes the process of the bulk draw facility.

***NOTE****

The bulk draw change will only take place if the dl_bdc indicator on the dealer record is set to a 'Y'.

A Bulk Draw change can be targeted to multiple market zones by associating a set of Insert Market records that name a market zone. Each market zone in-turn can be either a set of **{ Postal or ZIP Codes** and **Postal carrier Routes**, or *NEWZware* **Carrier Routes,** or *NEWZware* **ABC Zones,** or *NEWZware* **Carrier Routing Segments,** or *NEWZware* **Demographics }.**

The Market Zones can be defined once, and then referenced when creating Bulk Draw records. This method is designed to minimize data entry.

When the Calculate Draw or TMC Draw runs, and Insert records exist for the entered **Date** and **Edition**, the Insert records and the Insert Market form insert packages. Credits, Weights and Pages are combined into Market-specific packages. It is these packages that are assigned to routes, and bundled.

### The Bulk Draw Change Screen



Shown above is the Bulk Draw Change screen.   The top portion shows the insert description.  You may have 10-20 of these records per day. The bottom portion of the screen is an array that identifies what market zone you want the insert to be distributed to, along with distributor type indicators and per-piece credit amounts.   Depending on the market zone, you may only want to distribute to subscribers or non-subscribers, or only mail or carrier delivered households.    These control what type of draw counts a distributor or postal route receives.

When the **Calculate Draw** process runs it examines the bulk draw record and if a distributor qualifies, it adds or subtracts the draw appropriately.  In the case of a Single Copy distributor (Dealer, Vending Box), individual draw records are created in the invoice detail table (**inv_detl**) so that you can see the original draw, and the increase broken out using the **Distributor On-line Inquiry** screens.

This is a POWERFUL feature!

## 5.13 Bundle File ASCII Files.

One of the files that the **calculate draw** is the ASCII bundle file.  This file drives the **bundle topper** report as well as the **driver manifest** report.   All of the data can optionally be stored in a database file called "**bw**" so it is available for tools such as **Crystal Reports**.   Other programs such as the various **stacker filters** may utilize this file along with some other parameters such as **bundle size** and **bundle tolerance** data.

### Bundle File Naming Conventions:

The ASCII files live in the **NEWZware** universe directory typically **"/usr1/newzware/ci/data/tmp".**  The files have a prefix of "**bw**", followed by the edition code (for example the Daily News edition code might be "**DN**").  Further, each day of the week will be designated by a single number suffix from 0 to 6 (where 0=Sunday, 1=Monday, 2=Tuesday, 3=Wednesday, 4=Thursday, 5=Friday, 6=Saturday).  So a file for Monday's bundle toppers for the Daily News would be called "**bw.DN.1**".  With an FTP (file transfer program) you can copy these files to another system (perhaps your PC) to feed into stacker control software.

### Bundle File Record and Field Layout:

Each distributor record is represented by a single line.  The fields within the record are delimited by the ASCII pipe symbol "|".  The layout of the bundle file is as follows:

| Field Name | Description | Format or Valid Values |
| --- | --- | --- |
| Master Truck Number | Master Truck Number | 5 digits or –1 if missing |
| Sub Truck Number | Sub Truck Number | 5 digits or –1 if missing |
| Load Sequence Number | Truck Load Sequence Number | 5 digits or –1 if missing |
| Delivery Sequence Number | Truck Delivery Sequence Number | 5 digits or –1 if missing |
| Distributor Number | | 6 alphanumeric digits |
| Distributor Qualifier | | A, C, D, V  (Auto, Carrier, Dealer, Vending Box) |
| Draw | Number of Paper Copies (Draw) | 1 or more digits as necessary |

| Field Name | Description | Format or Valid Values |
|---|---|---|
| Samples | Number of Sample Paper Copies (Draw) | 1 or more digits as necessary |
| First Name | Distributor's First Name | Any Characters up to 25 places |
| Last Name | Distributor's Last Name | Any Characters up to 35 places |
| Remark | Drop Remark | Any Characters up to 35 places |
| Drop Address | Distributor's Drop Address | Any Characters up to 45 places |
| Drop Description | Distributor's Drop Description | Any Characters up to 45 places |
| Drop City Name | City Name of Distributor's Drop | Any Characters up to 25 places |
| Drop Zip Code / Postal Code | Postal Code / ZIP Code | Any Characters up to 10 places |
| Drop Telephone | Distributor's Drop Telephone Number | Any Characters up to 14 places |
| Bundle Type | Bundle Type Code | K, S, I, L  (Key, Single, Individual, Label) |
| Insert Package List | Insert Package List | Alphanumeric package codes separated by colon ":" characters if there are more than one package (e.g. "**A1:B15**", or "**A5**") up to 80 places. |
| Bulk Draw Description | What caused the draw to change from the standard draw for this day. | Any Characters up to 30 places |

## Bundle File Record Example

Shown below is an example listing of a bundle file from a Canadian newspaper:

```
00001|00002|00050|00050|364A00|A|1 |0 | |MANYBERRIES MOTOR ROUTE ||3257 DUNMORE RD SE|PUT WITH MANYBERRIES ESSO BUNDLE|MEDICINE HAT |T1A
7E6|5271101|K|A1|
00001|00011|00010|00010|390D22|D|7 |0 | |PHARMASAVE #406 ||PO BOX 1680 |SWIFT CURRENT - VIA GREYHOUND |SWIFT CURRENT|S9H 4G6|7737261|K|A1|
00001|00011|00020|00020|390D23|D|4 |0 | |CANADA SAFEWAY #355 ||1 SPRINGS DR|SWIFT CURRENT - VIA GREYHOUND |SWIFT CURRENT|S9H 3X6|7736325|K||
00001|00011|00040|00040|390D57|D|3 |0 | |SOUTHSIDE CO-OP GROCERY ||1150 CENTRAL N AVE|SWIFT CURRENT - VIA GREYHOUND |SWIFT CURRENT|S9H
0G1|7788800|K|A1|
00001|00011|00040|00040|390D33|D|4 |0 | |PIONEER CO-OP STATION #2||1150 CENTRAL N AVE|SWIFT CURRENT - VIA GREYHOUND |SWIFT CURRENT|S9H
0G1|7788893|K|A1|
00001|00011|00045|00045|390D39|D|2 |0 | |HAVA JAVA ||1 SPRINGS DR|VIA GREYHOUND - SWIFT CURRENT |SWIFT CURRENT|S9H 3X6|7780716|K|A1|
00001|00011|00050|00050|390D36|D|4 |0 | |7 ELEVEN FOOD STORE #27345||720 SOUTH SERVICE RD|SWIFT VURRENT - VIA GREYHOUND |SWIFT CURRENT|S9H
3X6|7733711|K|A1|
```

```
00001|00011|00051|00051|390D50|D|1 |0 |  |PRAIRIE POST OFFICE ||PRAIRIE POST OFFICE |VIA GREYHOUND |SWIFT CURRENT|S0N 1N0|7737379|K|A1|
00001|00011|00100|00100|390D08|D|2 |0 |  |PROKANEE SPORTS MARKETING ||1150 CENTRAL AVE N|WHEATLAND MALL LOTTERY KIOSK|SWIFT CURRENT|S9H
3X9|7783335|K|A1|
00001|00012|00005|00005|391A00|A|1 |0 |KURT |WESTON||3257 DUNMORE RD SE|VIA GREYHOUND FOR KURT WESTON |MEDICINE HAT |T1A 7E6|7411465|K|A2|
00001|00012|00010|00010|390D35|D|4 |0 |  |PIONEER CO-OP SERVICE STATION ||7 2 ST|VIA GREYHOUND BUS TO TOMKINS|TOMKINS|S0N 2S0|6222242|K|A2|
00001|00012|00010|00010|390D47|D|5 |0 |  |J & C CONVENIENCE STORE LTD.||PO BOX 2017 |GULL LAKE - VIA GREYHOUND |GULL LAKE|S0N 1A0|6723090|K|A2|
00001|00012|00020|00020|390D25|D|3 |0 |  |GULL LAKE ESSO||PO BOX 808|GULL LAKE - VIA GREYHOUND |GULL LAKE|S0N 1A0|6723250|K|A2|
00001|00012|00040|00040|390D44|D|5 |0 |  |EAST END CONVENIENCE||BOX 632 |RJM ENTERPRIZES VIA GREYHOUND GULL LAKE |EAST END |S0N 0X0|2953364|K|A2|
00001|00012|00050|00050|390D56|D|5 |0 |  |GAT CONVENIENCE ||PO BOX 248|RJM ENTERPRIZES VIA GREYHOUND GULL LAKE |SHAUNAVON|S0N 2M0|2973377|K|A2|
00001|00012|00050|00050|390D45|D|5 |0 |  |MITCHELL'S SHOP EASY||PO BOX 344|RJM ENTERPRIZES VIA GREYHOUND GULL LAKE |SHAUNAVON|S0N
2M0|2972631|K|A2|
00001|00012|00100|00100|390D48|D|4 |0 |  |HEGGESTAD BROS. ||PO BOX 210|GULL LAKE - VIA GREYHOUND |FRONTIER |S0N 0W0|2962012|K|A2|
```

# 6     ABC Tasks

This section of the Circulation User Guide contains Audit Bureau of Circulation tasks. These tasks include adding, updating and displaying non-system ABC information.

## 6.1    Add Non-System ABC Information

You perform the Add Non-System ABC information task in order to enter ABC information that is not automatically stored on the computer.

The screen you will receive is separated into two sections:

- Pre-Draw section
  This section is on the top half of the screen. It must be completed before calculate draw is done.

- Post-Press Run section
  This section is displayed on the bottom half of the screen. You use it to enter information after the press run.

Step 1. Select Calculate Draw from the Circulation Main Menu. Select 3. Enter Non-System ABC Information from the Calculate Draw Menu. You will see the Non-System ABC Information Screen.

```
MENU Query Add Export Detail Output Bye Help
Table: abc: Searches the database

                    NON-SYSTEM ABC INFORMATION          Page 1 of 3

Edition:                 [  ] ↓   Date:                        [        ]
Office Use/Files:        [  ]      Publisher's Counter Sales:  [  ]
Bulk Sales:              [    ]    Employee Copies:            [  ]

Gross Press Run:         [    ]    Copies Spoiled in Printing: [    ]

Net Press Run:           [   ]     Left Overs/Spoiled After Printing: [  ]

Lbs. of Paper Opened:    [   ]     Lbs. of Waste:              [    ]

Pages:                   [   ]     Total Service Copies:       [    ]

Total Other Unpaid:      [   ]     Copies Unaccounted For:     [  ]

```

| *Field Name* | *Description* |
| --- | --- |
| Edition | Edition Code |
| Date | Edition date |
| Pre-Draw Section | |
| Office Use/ Files | Number of copies required for office use/archiving |
| Publisher's Counter Sales | Number of copies required for sale at the counter |
| Bulk Sales | Number of copies required for bulk sales |
| Employee Copies | Number of employee copies required |
| Post-Press-Run Section: | |
| Gross Press Run | The total number of copies run |
| Copies Spoiled in Printing | The number of copies spoiled |
| Net Press Run | The net number of copies produced |
| Left Overs/ Spoiled After Printing | Number of copies that were left over or spoiled |
| Lbs. of Paper Opened | Total pounds of paper opened for the run |

| *Field Name* | *Description* |
|---|---|
| Lbs. of Waste | Total pounds of paper wasted during the run |
| Pages | The total number of pages printed during run |
| Total Service Copies | The number of service copies |
| Total Other Unpaid | The number of miscellaneous unpaid copies |
| Copies Unaccounted For | The number of copies not accounted for |

## Activity 1: Completing the Pre-Draw Section

Step 1. Press "A" to begin the ADD process.

Step 2. Type the Date and Edition Code <F6>.

Step 3. Type the number of copies required for office use and files, counter sales, bulk sales, and employee use.

Step 4. Check the information on the screen. The numbers that you enter here will be included in the press order report generated after Calculate Draw task. If you wish to correct a field, move your cursor to that field and replace the data with the correct information.

Step 5. Press <ESC> to add the record.

Step 6. If you receive a message stating that a "record with a duplicate unique key exists already," correct the information you typed in the Date or Edition Code fields (in Step 2), or if it is correct, use the "Query" feature to find and examine the record previously created.

Step 7. If you receive a "record added", you have completed this activity successfully. After the record has been added, you must "Update" this record information.

```
MENU Query Add Export Detail Output Bye Help
Table: abc: Searches the database

                    NON-SYSTEM ABC INFORMATION          Page 1 of 3

Edition:                  ↓     Date:
Office Use/Files:               Publisher's Counter Sales:
Bulk Sales:                     Employee Copies:


Gross Press Run:                Copies Spoiled in Printing:


Net Press Run:                  Left Overs/Spoiled After Printing:


Lbs. of Paper Opened:           Lbs. of Waste:


Pages:                          Total Service Copies:


Total Other Unpaid:             Copies Unaccounted For:
```

| *Field Name* | *Description* |
| --- | --- |
| Edition | Edition Code |
| Date | Edition date |
| Pre-Draw Section | |
| Office Use/ Files | Number of copies required for office use/archiving |
| Publisher's Counter Sales | Number of copies required for sale at the counter |
| Bulk Sales | Number of copies required for bulk sales |
| Employee Copies | Number of employee copies required |
| Post-Press-Run Section: | |
| Gross Press Run | The total number of copies run |
| Copies Spoiled in Printing | The number of copies spoiled |
| Net Press Run | The net number of copies produced |
| Left Overs/ Spoiled After Printing | Number of copies that were left over or spoiled |
| Lbs. of Paper Opened | Total pounds of paper opened for the run |

| *Field Name* | *Description* |
| --- | --- |
| Lbs. of Waste | Total pounds of paper wasted during the run |
| Pages | The total number of pages printed during run |
| Total Service Copies | The number of service copies |
| Total Other Unpaid | The number of miscellaneous unpaid copies |
| Copies Unaccounted For | The number of copies not accounted for |

## Activity 2: Completing the Post-Press Run Section

Step 1. Press "Q" to request the record you created in Activity 1 of this task.

Step 2. Type the Edition Code <F6> and Date, then press <ESC>.

Step 3. If you receive a "no records satisfying the conditions" message, check the date and edition code and begin again at Step 1.

Step 4. When you have found the correct record, press "U" to place the screen in "Update" mode.

Step 5. Move your cursor to the Gross Press Run field.

Step 6. Type in the remaining information, pressing <RETURN> after each field entered. If you do not have the information for a field for this press run, you may leave it blank.

Step 7. Check the information on the screen and correct any information necessary.

Step 8. Press <ESC> to accept the updates. You will receive a "record has been changed' message. Press "B" to return to Calculate Draw Menu.

```
MENU Query Add Export Detail Output Bye Help
Table: abc: Searches the database

                    NON-SYSTEM ABC INFORMATION          Page 1 of 3

Edition:                  ↧        Date:
Office Use/Files:        [  ]      Publisher's Counter Sales:   [  ]
Bulk Sales:             [  ]       Employee Copies:             [  ]

Gross Press Run:        [  ]       Copies Spoiled in Printing:  [  ]

Net Press Run:          [  ]       Left Overs/Spoiled After Printing: [  ]

Lbs. of Paper Opened:   [  ]       Lbs. of Waste:               [  ]

Pages:                  [  ]       Total Service Copies:        [  ]

Total Other Unpaid:     [  ]       Copies Unaccounted For:      [  ]
```

| *Field Name* | *Description* |
| --- | --- |
| Edition | Edition Code |
| Date | Edition date |
| Pre-Draw Section | |
| Office Use/ Files | Number of copies required for office use/archiving |
| Publisher's Counter Sales | Number of copies required for sale at the counter |
| Bulk Sales | Number of copies required for bulk sales |
| Employee Copies | Number of employee copies required |
| Post-Press-Run Section: | |
| Gross Press Run | The total number of copies run |
| Copies Spoiled in Printing | The number of copies spoiled |
| Net Press Run | The net number of copies produced |
| Left Overs/ Spoiled After Printing | Number of copies that were left over or spoiled |
| Lbs. of Paper Opened | Total pounds of paper opened for the run |

| Field Name | Description |
|---|---|
| Lbs. of Waste | Total pounds of paper wasted during the run |
| Pages | The total number of pages printed during run |
| Total Service Copies | The number of service copies |
| Total Other Unpaid | The number of miscellaneous unpaid copies |
| Copies Unaccounted For | The number of copies not accounted for |

## 6.2   Update the Non-System ABC Information

You perform the Update Non-System ABC Information task in order to include information that was not available to you earlier. You would also perform this task to correct any data that was entered incorrectly when you added the record originally.

Step 1. Select Calculate Draw from the Circulation Main Menu. Select 3. Enter Non-System ABC Information from the Calculate Draw Menu.  You will see the Non-System ABC Information Screen.

Step 2. Press "Q" to request the record created in Add Non-System ABC Information.

Step 3. Type the Edition Code <F6> and Date, then press <ESC>.

Step 4. If you receive a "no records satisfying the conditions" message, check the date and edition code and begin again, at Step 1.

Step 5. When you have found the correct record, press "U" to place the screen in "Update" mode.

Step 6. Move to the field(s) that require updating and enter the new values.  Fields that you are not allowed to change are protected and you will not be able to move your cursor to them.

Step 7. Check the information on the screen and make any adjustments necessary.

Step 8. Press <ESC> to accept the updated information.  You will receive a "record has been changed' confirmation message.  Press "B" to return to Calculate Draw Menu.

```
MENU Query Add Export Detail Output Bye Help
Table: abc: Searches the database

                    NON-SYSTEM ABC INFORMATION              Page 1 of 3

Edition:                  [  ↓]    Date:                          [      ]
Office Use/Files:         [   ]    Publisher's Counter Sales:     [   ]
Bulk Sales:               [   ]    Employee Copies:               [   ]

Gross Press Run:          [   ]    Copies Spoiled in Printing:    [   ]

Net Press Run:            [   ]    Left Overs/Spoiled After Printing: [   ]

Lbs. of Paper Opened:     [   ]    Lbs. of Waste:                 [   ]

Pages:                    [   ]    Total Service Copies:          [   ]

Total Other Unpaid:       [   ]    Copies Unaccounted For:        [   ]
```

| *Field Name* | *Description* |
|---|---|
| Edition | Edition Code |
| Date | Edition date |
| Pre-Draw Section | |
| Office Use/ Files | Number of copies required for office use/archiving |
| Publisher's Counter Sales | Number of copies required for sale at the counter |
| Bulk Sales | Number of copies required for bulk sales |
| Employee Copies | Number of employee copies required |
| Post-Press-Run Section: | |
| Gross Press Run | The total number of copies run |
| Copies Spoiled in Printing | The number of copies spoiled |
| Net Press Run | The net number of copies produced |
| Left Overs/ Spoiled After Printing | Number of copies that were left over or spoiled |
| Lbs. of Paper Opened | Total pounds of paper opened for the run |

| Field Name | Description |
|---|---|
| Lbs. of Waste | Total pounds of paper wasted during the run |
| Pages | The total number of pages printed during run |
| Total Service Copies | The number of service copies |
| Total Other Unpaid | The number of miscellaneous unpaid copies |
| Copies Unaccounted For | The number of copies not accounted for |

## 6.3    Display Non-System ABC Information

You perform the Display Non-System ABC Information task in order to display draw and return information for non-system ABC records already on file.  Draw and Return totals are displayed for each ABC Zone.  The information is displayed on two screens: ABC Zone Draw Totals and ABC Zone Return Totals.

Step 1. Select Calculate Draw from the Circulation Main Menu. Select 3.  Enter Non-System ABC Information from the Calculate Draw Menu.   You will see the Non-System ABC Information Screen.

Step 2. Press "Q" to request the record created in Add Non-System ABC Information.

Step 3. Type the Edition Code <F6> and Date, then press <ESC>.

Step 4. If you receive a "no records satisfying the conditions" message, check the date and edition code and return to Step 2.

Step 5. If you would like to view another record, return to Step 2 and "Query" the next record.

Step 6. You have completed the Display Non-System ABC Information task. Press "B" to return to Calculate Draw Menu.

```
MENU Query Add Export Detail Output Bye Help
Table: abc: Searches the database

                    NON-SYSTEM ABC INFORMATION        Page 1 of 3

Edition:              [    ]⬇    Date:                    [        ]
Office Use/Files:     [   ]      Publisher's Counter Sales: [  ]
Bulk Sales:           [    ]     Employee Copies:          [  ]

Gross Press Run:      [    ]     Copies Spoiled in Printing:  [  ]

Net Press Run:        [   ]      Left Overs/Spoiled After Printing: [ ]

Lbs. of Paper Opened: [   ]      Lbs. of Waste:            [  ]

Pages:                [   ]      Total Service Copies:     [  ]

Total Other Unpaid:   [   ]      Copies Unaccounted For:   [  ]
```

| *Field Name* | *Description* |
| --- | --- |
| Edition | Edition Code |
| Date | Edition date |
| Pre-Draw Section | |
| Office Use/ Files | Number of copies required for office use/archiving |
| Publisher's Counter Sales | Number of copies required for sale at the counter |
| Bulk Sales | Number of copies required for bulk sales |
| Employee Copies | Number of employee copies required |
| Post-Press-Run Section: | |
| Gross Press Run | The total number of copies run |
| Copies Spoiled in Printing | The number of copies spoiled |
| Net Press Run | The net number of copies produced |
| Left Overs/ Spoiled After Printing | Number of copies that were left over or spoiled |

| *Field Name* | *Description* |
| --- | --- |
| Lbs. of Paper Opened | Total pounds of paper opened for the run |
| Lbs. of Waste | Total pounds of paper wasted during the run |
| Pages | The total number of pages printed during run |
| Total Service Copies | The number of service copies |
| Total Other Unpaid | The number of miscellaneous unpaid copies |
| Copies Unaccounted For | The number of copies not accounted for |

# 7    Report Tasks

Many reports are available in the Circulation System of the Newspapers Management System. Most of these can be found by selecting System Reports from the Circulation Main Menu.

These reports fall into one of a dozen categories:

- Circulation Reports
- Draw Reports
- Financial Reports
- General Reports
- Master File Reports
- Table Reports
- Postal Zone Reports
- Promotion Analysis
- Subscriber Reports
- Non-Subscriber Reports
- Labels
- Local-Site Reports

For each of these categories, a quick reference is provided in order to assist you in printing reports. In addition, detailed step by step instructions are provided by means of the tasks contained in this section.

Some reports cannot be accessed by selecting the System Reports menu entry and are not included in this section. For example, the task to print write off reports is in section , Distribution-Related Tasks. Other printer tasks are covered elsewhere. The task of printing renewal notices is in Section , Subscriber Tasks. Instructions for printing invoices for distributors and carriers are in section . Printing error log and lock file information are included in Section, System Administration Tasks.

## 7.1    Quick Reference: Circulation Reports

There are eight reports available from the Circulation Reports Menu. The procedure for printing any of the reports is summarized in the Quick Reference chart on the previous page. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>.

### Table 7-1: Circulation Reports Quick Reference

| | *Name of Report* | *Fields to Enter* |
|---|---|---|
| 1. | Audit Bureau of Circulation | Edition Code<br>Beginning Code<br>Ending Code<br>Format Code ("0" if standard, "1" if exception)<br>Day (only if exception format specified)("0" if Sunday, "1" if Monday, "2" if Tuesday, "3" if Wednesday, "4" if Thursday, "5" if Friday, "6" if Saturday) |
| 2. | Canceled List - Stops by Route | District number or ALL<br>Start Date<br>End Date |
| 3. | Circulation Promotion Activity | |
| 4. | Circulation Managers Service | Start Date<br>End Date |
| 5. | Driver Manifest | Date<br>Edition Code<br>Truck Number<br>Max. Papers/Bundle<br>Pap/Bundle Tolerance |
| 6+ | Bundle Tops | Date<br>Edition Code<br>Max Papers/Bundle<br>Pap./Bundle Tolerance<br>Global Remarks<br>Print Now? ("Y" or "N") |
| 7+ | Memo to Carrier | Edition Code<br>Start Date<br>End Date<br>Carrier Route/All |
| 8+ | Mail Labels | Date<br>Edition<br>Starting at(for Reprint only) |
| 9. | Dispatch By District | Report Date<br>Edition<br>District Number |

**Table 7-1: Circulation Reports Quick Reference**

| *Name of Report* | | *Fields to Enter* |
|---|---|---|
| 10. | Market Penetration | City<br>Zip<br>Route<br>Street |
| 11. | Cancelled Mail Subscriptions | |
| 12. | Start/Stop Analysis Report | |

## Print Audit Bureau of Circulation Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Audit Bureau of Circulation Report from the Circulation Reports Menu and <RETURN>. You will see the Audit Bureau of Circulation Report Screen.

Step 3. Type the Edition code <F6>, Beginning date, and Ending date.
If you want the standard report format, type "0" in the Format field and press <RETURN> and when the cursor is in the Day field, press <RETURN>.
If you want the exception day report format, type "1" in the Format field. Then enter the code for the exception day in the Day field. Use "1" for Sunday, 2 for Monday, and son on.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Cancellation List - Stops by Route

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Cancellation List -Stops by Route from the Circulation Reports Menu and <RETURN>. You will see the Cancellation List -Stops by Route Screen.

Step 3. If you wish the report to include all districts, type "ALL" in the District number field. If you wish the report to include a single district, type its number in the District number field. Type the Start date, and End date, pressing <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Circulation Promotion Activity

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select 3. Circulation Promotion Activity from the Circulation Reports Menu and <RETURN>. You will see the Circulation Promotion Activity Screen.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Circulation Managers Service Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Circulation Managers Service Report from the Circulation Reports Menu and <RETURN>. You will see the Circulation Managers Service Report Screen.

Step 3. Type the Start Date and End Date, pressing  <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Driver Manifest

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Driver Manifest from the Circulation Reports Menu and <RETURN>. You will see the Drivers Manifest Screen.

Step 3. Type the Date and the Edition Code <F6> , pressing <RETURN>, after each entry. If the report should include all trucks, type "0" in the Truck # field. If the report should include just one truck, type its number in the Truck # field. Type in the Max. Papers/Bundle, and Pap/Bundle Tolerance fields.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Bundle Tops

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Bundle Tops from the Circulation Reports Menu and <RETURN>. You will see the Bundle Tops Report Menu. If you wish to print Daily Bundle Tops, Select Daily from the Bundle Tops Menu. If you wish to print TMC Bundle Tops, Select 3. TMC's for Carriers/Dealers from the Bundle Tops Menu. You will see the Bundle Tops Screen.

Step 3. Type the Date and the Edition Code, Max Papers/Bundle, Pap/Bundle Tolerance, and Global Remarks fields, pressing <RETURN>, after each entry. If printing should start immediately, type "Y" in the Print Bundle Tops Now field. If bundle tops should be printed after Calculate Draw, type "N" in the Print Bundle Tops Now field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Reprint Bundle Tops

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Bundle Tops from the Circulation Reports Menu and <RETURN>. You will see the Bundle Tops Reports Menu. If you wish Daily Bundle Tops, Select Daily Reprint from the Bundle Tops Menu. If you wish TMC Bundle Tops, Select TMC's for Carriers/Dealers - reprint from the Bundle Tops Menu. You will see the Reprint Bundle Tops Screen.

Step 3. Type the carrier, auto route, dealer or vending box ID number from which to reprint in the ID number field. Enter the ID Qualifier. Type the Date and the Edition Code, Max Papers/Bundle, Pap/Bundle Tolerance, and Global Remarks fields, pressing <RETURN>, after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Memo to Carrier Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Memo to Carrier Report from the Bundle Tops Reports Menu and <RETURN>. You will see the Memo to Carrier Report Screen.

Step 3. Type the Edition Code, Start Date and End Date. If you wish report for a single carrier route, enter the carrier route number in Carrier Route/All field. If you wish report for all routes, enter "ALL" in Carrier Route/All field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel

the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Print Mail Labels

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Mail Labels from the Circulation Reports Menu and <RETURN>. You will see the Mail Labels Menu. If you wish to print Mail Labels, Select Daily from the Mail Labels Menu. If you wish to print TMC Mail Labels, Select 3. TMC from the Mail Labels Menu. You will see the Mail Labels Screen.

Step 3. Type the Date and Edition Code, pressing  <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Reprint Mail Labels

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Mail Labels from the Circulation Reports Menu and <RETURN>. You will see the Mail Labels Menu. If you wish to reprint Mail Labels, Select Daily -Reprint from the Mail Labels Menu. If you wish to print TMC Mail Labels, Select TMC - Reprint from the Mail Labels Menu. You will see the Mail Labels Screen.

Step 3. Type the Date, the Edition code and the Starting at ID Number fields, pressing <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Dispatch By District

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Dispatch By District from the Circulation Reports Menu and <RETURN>.

Step 3. Type the Report Date, the Edition code <F6> and the District Number fields, pressing  <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel

the task by pressing <DEL>. You will be returned to the Circulation Reports Menu.

## Market Penetration

The Market Penetration module allows you to generate reports which break down the number of subscribers, nonsubscribers, households (households = subscribers + nonsubscribers) and % penetration of the market by city, zip/postal code, route, and/or street.

### When to Use

A Penetration report will identify which segments the market have been captured and where the greatest opportunities for making new sales are. This information can be used to direct marketing efforts to those areas where they can be most productive.

### The Main Launch Screen

The main launch screen is shown below. The user can choose to generate a report based on all households or only on those households in specific cities, zip/postal codes, routes, and/or streets. The selected data may be broken down into groups and displayed by city, zip/postal code, route, and/or street. If a threshold is specified, groups with fewer than the specified number of households will be omitted from the report. Finally the user may choose to sort the groups in ascending or descending order of # of subscribers, # of nonsubscribers, # of households, or % penetration; by default the groups are sorted in alphabetical order.

```
                    MARKET PENETRATION REPORT

                         SPECIFIC-OR-ALL      DISPLAY
                 CITY          A                N
                 ZIP           A                N
                 ROUTE         A                N
                 STREET        A                N


                     EDITION
                     THRESHOLD


     SORT CRITERION:
                 SUBSCRIBERS   NON-SUSCRIBERS   HOUSEHOLDS   PENETRATION
         ASCENDING
         DESCENDING
                                               (F6 to activate Pop-Up)
     Enter S(pecific), or A(ll)
```

### Pop-Up lists

To restrict the report to a specific set of Cities, the user should hit <F6> when in the City/Specific-or-All field on the Main launch screen. At this time the City Pop-Up list will appear; it is shown below. The upper list shows all Cities the user can choose from and the lower list shows those cities the user has selected.

```
SUPERSET MENU Select Query Next Prev First Last Dn-page Up-page Jump Bye
Jump down to list of selections.
                        Available Cities
                    ANACORTES
                    ANADARKO
                    ANAHEIM
                    ANAMOSA
                    ANCHORAGE
                    ANDERSON
                    ANDOVER
                    ANGOLA
                    ANGWIN
                    ANITA BEACH


                     Selected Cities
                    ALBUQUERQUE
                    ALTADENA

                                              .
```
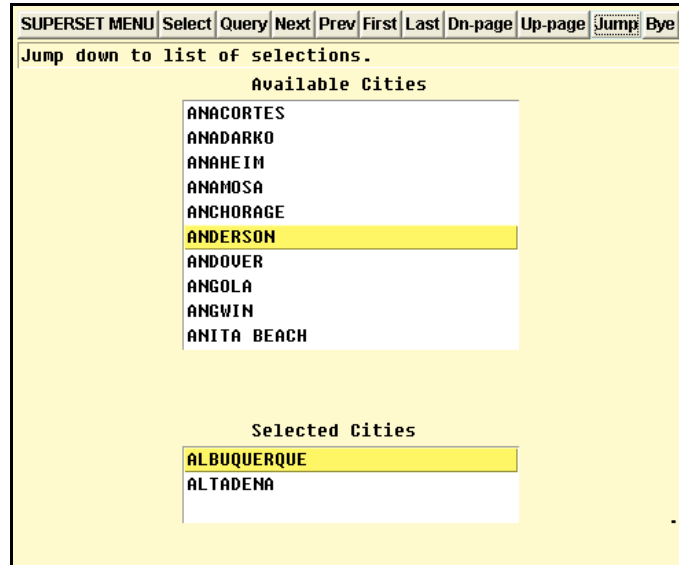
Pop-Ups for specifying Zip/Postal Codes, Routes, and Streets exist and work analogously to the City Pop-Up list.

## 7.2   Quick Reference: Draw Reports

There are six reports available from the Draw Reports Menu. The procedure for printing any of the reports is summarized in the Quick Reference chart above. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>.

**Table 7-2: Draw Reports Quick Reference**

| | Name of Report | Fields to Enter |
|---|---|---|
| 1. | Daily Draw | Date<br>Edition Code |
| 2. | Dealer Returns | |
| 3. | Promotional Starts By Carrier | Promotion Code |
| 4. | Samples | |
| 5. | Starts and Stops By Carrier | |
| 6. | Weekly Draw | Edition Code |
| 7. | Weekly Draw by District | |
| 8. | Weekly PIO Credit Report | |
| 9. | Dealer/Vending Box Returns Worksheet | |
| 10+ | Paragraph 3 Reports | |
| 11. | Weekly Returns Report | |

## Print Daily Draw Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Select Daily Draw from the Draw Reports Menu and <RETURN>. You will see the Daily Draw Menu.

Step 3. Type the Date and Edition Code <F6>.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

## Print Dealer Returns

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Select Dealer Returns from the Draw Reports Menu and <RETURN>. You will see the Daily Draw Menu.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

## Print Promotional Starts by Carrier

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Select 3. Promotional Starts by Carrier from the Draw Reports Menu and <RETURN>. You will see the Memo to Carrier Report Screen.

Step 3. Type the Promotion Code <F6>, press <RETURN>.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

## Print Samples

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Select Samples from the Draw Reports Menu and <RETURN>. You will see the Samples Screen.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

## Print Start and Stops by Carrier

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Draw Reports from the System Reports Menu. You will be placed on the Draw Reports Menu.

Step 2. Select Starts and Stops by Carrier from the Draw Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

### Print Weekly Draw

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Circulation Reports from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Select Weekly Draw from the Draw Reports Menu and <RETURN>. You will see the Weekly Draw Report Screen.

Step 3. Type the Edition Code and the Week Ending date, press <RETURN> after each entry. Please be sure that the week ending date is a Saturday.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Draw Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Draw Reports Menu.

## 7.3   Quick Reference: Financial Reports

There are fifteen reports available from the Financial Reports Menu. The procedure for printing any of the reports is summarized in the Quick Reference chart on the facing page. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu

Step 2. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>.

### Table 7-3: Financial Reports Quick Reference

|  | *Name of Report* | *Fields to Enter* |
|---|---|---|
| 1+ | Aged A/R | |
| 2. | Circulation Daily Cash Receipts | Report Date |
| 3. | Circulation Daily Cash Receipts Journal – Summary | Report START Date Report END Date |
| 4. | Monthly Deposit Status Report | |
| 5. | Prepaid Amortization Report | |
| 6. | Prepaid Amortization Report- Subscription Period Recap | |
| 7. | Refunds Due for Subscription Cancellations | |
| 8. | Refunds Due for Subscription Cancellations - Reprint | |

### Table 7-3: Financial Reports Quick Reference

| *Name of Report* | *Fields to Enter* |
|---|---|
| 9. TMC Payments Draw | |
| 10. Refunds Due to Distributors | |
| 11. Refunds Due Distributors - Reprint | |
| 12. Unpaid Subscription List | |
| 13. Inactive Carrier Outstanding Balances | |
| 14. Debit/Credit Adjustments Journal | Report START Date<br>Report END Date |
| 15. More Financial Reports | |
| 1. Allowance and Deduction Report | |
| 2. Bond/Allow/Insurance Update Screen | |
| 3. Lost Revenue Report | |
| 4. Inactive Carrier Balances by District | |
| 5. Inactive Carriers with Bond Balances | |
| 6. Carrier Collect Payments | |
| 7. Carrier Collection Letters | |
| 8. Subscriber Bad Debt Report | |

## Print Aged A/R Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu. Select A/R Reports.

Step 2. Select Aged A/R from the A/R Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Aged A/R by District Manager

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu. Select A/R Reports.

Step 2. Select District Manager A/R Report from the A/R Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Circulation Daily Cash Receipts Journal

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select 3. Circulation Daily Cash Receipts Journal from the Financial Reports Menu and <RETURN>. You will see the Circulation Daily Cash Receipts Journal Screen

Step 1. Type the Report Date.

Step 2. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Circulation Daily Cash Receipts Journal - Summary

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Circulation Daily Cash Receipts Journal - Summary from the Financial Reports Menu and <RETURN>. You will see the Circulation Daily Cash Receipts Journal Type of Payments Summary Screen.

Step 3. Type the Report START and END Dates and press <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Monthly Deposit Status Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Monthly Deposit Status Report from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Prepaid Amortization Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Prepaid Amortization Report from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Prepaid Amortization Report - Subscriptions Period Recap

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Prepaid Amortization Report - Subscription Period Recap from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Refunds Due For Subscription Cancellations

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Refunds Due for Subscriptions Cancellations from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Reprint Refunds Due For Subscription Cancellations

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Refunds Due for Subscriptions Cancellations -Reprint from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Reprint TMC Payments Due

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select TMC Payments Due from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Refunds Due to Distributors

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Refunds Due to Carriers/Dealers/ Auto Delivery from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Reprint Refunds Due to Distributors

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Refunds Due to Carriers/Dealers/ Auto Delivery from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Unpaid Subscription List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Unpaid Subscription List from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Inactive Carrier Outstanding Balances

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Inactive Carrier Outstanding Balances from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## Print Debit/Credit Adjustments Journal

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select 3. Financial Reports from the System Reports Menu. You will be placed on the Financial Reports Menu.

Step 2. Select Debit/Credit Adjustments Journal from the Financial Reports Menu and <RETURN>.

Step 3. Type the Report START and the Report END Dates and press <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Financial Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Financial Reports Menu.

## 7.4    Quick Reference: General Reports

There are six reports available from the General Reports Menu. The procedure for printing any of the reports is summarized in the Quick Reference chart above. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>.

### Table 7-4: General Reports Quick Reference

| | *Name of Report* | *Fields to Enter* |
|---|---|---|
| 1. | Complimentary Subscriptions | |
| 2. | PIO Subscriptions within 7 Days of Expiration | |
| 3. | Prepaid/Vacation Extension | Report START Date<br>Report END Date |
| 4. | Subscriber Service Remarks | |
| 5. | Telephone Follow-up List | |
| 6. | Subscribers on Vacation | Number of Days |
| 7. | ABC Zone Exceptions | |
| 8. | PIO's within 'X' Days of Expiration | |
| 9. | General Messages Report | |
| 10. | New Start Report | |
| 11. | One-Line Listing Active Carriers | |

## Print Complimentary Subscription Report

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select Complimentary Subscriptions from the Financial Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

## Print PIO Subscriptions within 7 Days of Expiration

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select PIO Subscriptions within 7 Days of Expiration from the General Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

## Print Prepaid/Vacation Extension

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select 3. Prepaid/Vacation Extension from the General Reports Menu and <RETURN>.

Step 3. Type the Report START date and the Report END date and press <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

## Print Subscriber Service Remarks

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select Subscriber Service Remarks from the General Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the

General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

### Print Telephone Follow-up List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select Telephone Follow-up List from the General Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

### Print Subscribers on Vacation

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select General Reports from the System Reports Menu. You will be placed on the General Reports Menu.

Step 2. Select Subscribers in Vacation from the General Reports Menu and <RETURN>.

Step 3. Type the Number of Days and press <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the General Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the General Reports Menu.

## 7.5   Quick Reference: Master File Reports

There are ten reports available from the Master File Reports Menu. The procedure for printing any of the reports is summarized in the Quick Reference chart above. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File from the System Reports Menu. You will be placed on the Circulation Reports Menu.

Step 2. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>.

### Table 7-5: Master File Reports Quick Reference

| | *Name of Report* | *Fields to Enter* |
|---|---|---|
| 1. | Active Carrier List | District number (or "ALL) |

**Table 7-5: Master File Reports Quick Reference**

| | *Name of Report* | *Fields to Enter* |
|---|---|---|
| 2. | Auto Delivery List | District number (or "ALL) |
| 3. | Non-Subscriber List by Route | Route Number |
| 4. | Subscriber List by Route | Carrier Number |
| 5. | Dealer/Vendor List | District number (or "ALL) |
| 6. | Inactive Carrier/Dealer/Auto Delivery List | |
| 7. | Inactive Subscriber List | |
| 8. | Mail Galley List | Date<br>Edition |
| 9. | PIO Subscriber List | All Routes<br>Route Number |
| 10. | Subscriber Credit Card List | |
| 11. | Carrier Agreement Forms | |

## Print Active Carrier List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Active Carrier List from the Master File Reports Menu and <RETURN>. You will see the Active Carrier List Screen.

Step 3. If you wish a report for all districts, type "ALL" in the District Number field. If you wish to report for one district only, type its number in the District Number field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Auto Delivery List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Auto Delivery List from the Master File Reports Menu and <RETURN>. You will see the Active Carrier List Screen.

Step 3. If you wish a report for all districts, type "ALL" in the District Number field. If you wish to report for one district only, type its number in the District Number field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Circulation Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Non-Subscriber List By Route

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select 3. Non-Subscriber List By Route from the Master File Reports Menu and <RETURN>. You will see the Active Carrier List Screen.

Step 3. Type the Route number <F6>.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Subscriber List By Route

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Menu.

Step 2. Select Subscriber List By Route from the Master File Reports Menu and <RETURN>. You will see the Subscriber List by Route Screen.

Step 3. If you wish a report for all carriers, type "ALL" in the Carrier Number field. If you wish to report for one carrier only, type its number in the Carrier Number field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Dealer/Vendor List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Dealer/Vendor List from the Master File Reports Menu and <RETURN>. You will see the Active Dealer/Vendor List Screen.

Step 3. If you wish a report for all districts, type "ALL" in the District Number field. If you wish to report for one district only, type its number in the District Number field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the

Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Inactive Carrier/Dealer/Auto Delivery List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Inactive Carrier/Dealer/Auto Delivery List from the Master File Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Inactive Subscriber List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Inactive Subscriber List from the Master File Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print Mail Galley List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Mail Galley List from the Master File Reports Menu and <RETURN>. You will see the Mail Galley List Screen.

Step 3. Type in the Date and Edition code, pressing <RETURN> after each entry.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## Print PIO Subscriber List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select PIO Subscriber List from the Master File Reports Menu and <RETURN>. You will see the Paid in Office Subscriber List Screen.

Step 3. If you wish a report for all carrier routes, type "Y" in the All Routes field. You will see the word "ALL" in the Route Number field. Go to Step 5. If you wish a report for one carrier route only, type "N" in the All Routes field. Then type the number of the desired route in the Route Number field.

Step 4. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

### Print Subscriber Credit Card List

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Master File Reports from the System Reports Menu. You will be placed on the Master File Reports Menu.

Step 2. Select Subscriber Credit Card List from the Master File Reports Menu and <RETURN>.

Step 3. Press <ESC> to generate the report. You have completed the task when you receive the "report will be processed" message. You will be returned to the Master File Reports Menu. If you do not want to generate the report, cancel the task by pressing <DEL>. You will be returned to the Master File Reports Menu.

## 7.6   Print a Table Report

There are fourteen tables that may be printed by means of the Table Reports Menu. The procedure for printing any of the tables is summarized in the Quick Reference chart on the facing page. In order to use the chart, you should always begin the Circulation Main Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Table Reports from the System Reports Menu. You will be placed on the Table Reports Menu.

Step 2. Select the desired custom report from the Table Reports menu by pressing or highlighting the number shown on the Quick Reference chart and pressing <RETURN>.  Enter information for the fields shown on the chart

Step 3. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>. You will be returned to the Custom Circulation Menu.

### Table 7-6: Table Reports Quick Reference

*Name of Report*

1.    Chart of Accounts

**Table 7-6: Table Reports Quick Reference**

*Name of Report*

2.    Credit Code

3.    Debit Code

4.    Edition

5.    Non-Publishing Days

6.    Issue

7.    Mail Bag

8.    Market Zone

9.    Promotion

10.    Remarks

11.    Retail Rates

12.    Truck Load

13.    Wholesale Rates

14.    Postal Zone Table

15.    Bulk Draw Changes

16.    Insert Package Code Table

17.    Insert Distribution Table

18+    Routing Wheel Reports

19.    Street Suffixes Tables

20.    City/ZIP/PC

21.    Street/Provinces Table

22.    Truck/Zone Table

## 7.7    Print a Custom Circulation Report

Custom Circulation Reports, if available, may be printed from the Custom Circulation Reports Menu.

Step 1. Select System Reports from the Circulation Main Menu. You will see the System Reports Menu. Select Custom Circulation Reports from the System Reports Menu. You will be placed on the Custom Circulation Reports Menu.

Step 2. Select the desired custom report from menu by pressing or highlighting the number associated with the report, and pressing <RETURN>.

Step 3. If necessary, enter any additional information needed for printing the report.

Step 4. Press <ESC> in order to generate the report. If you do not want to print the report, cancel the task by pressing <DEL>. You will be returned to the Custom Circulation Menu.

## 7.8    Subscriber Reports Quick Reference

### Table 7-7: Subscriber Reports Quick Reference

*Name of Report*

1.    Alpha List of ALL Subscribers

2.    Alpha List of Subscribers by Route

3.    Active Subscriber Report - Alpha

4.    Active Subscriber Report - Address

5.    Alpha List of PIO's for ALL Routes

6.    PIO Subscribers by Routes

7.    Inactive Subscribers with Phone #

8.    Subscriber List with Phone #

9.    Subscriber Zip Count Report

10.   Unidentified Subscriber Report

11.   Vacation w/o Restart Dates

12.   Subscriber Renewal Letters

13.   Maintain Discount Card Formats

14.   Generate Discount Club Cards

15.   Mail Subscribers by Edition

16.   Expiring Credit & Bank Subscriptions

## 7.9  Non-Subscriber Reports Quick Reference

**Table 7-8:**

*Name of Report*

1.   Nonsub List by TMC Type

2.   Nonsub List by City

3.   Nonsub List by Address

4.   Nonsub Zip Count Report

5.   Nonsub List by Alt. Route

## 7.10  Labels Quick Reference

**Table 7-9:**

*Name of Report*

1.   Numeric Carrier Mail Labels

2.   Active Carrier Mail Labels

3.   "To The Parents of" Labels

4.   Active Dealer Labels

5.   Non-Subscriber Labels By
     Type

6.   Special Mail Labels

7.   Subscriber Labels By Route

8.   Customized Label Mainte-
     nance

9.   Customized Label Printing

10.  CC/PIO Subscriber Labels

# 8    Master File Management Tasks

This section of the Circulation User Guide contains tasks related to master file management tasks. These tasks include adding, updating, and removing records in the employee, non-subscriber and vending box employee files; adding and updating records in the carrier and dealer files; updating records in the subscriber/subscription file; and bulk updating subscription records when a carrier changes.

## 8.1    Carriers

### Add a Carrier Record

When you add a new carrier record, you must enter information on a succession of screens.

- General Information (Screens 1 and 2)

- Draw and Remarks Information Screen (Screen 3)
  *For carrier's not filing lists.*

- Truck Load Sequencing Information

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Carriers / Auto Delivery from the Menu.  You will see the Carrier Record General Information Menu.

Step 2. Press "A" to begin the ADD process.

Step 3. Type the information needed to identify the carrier, including the Route #, ID #, type, and Edition <F6> delivered by this carrier. Press <RETURN> after each entry, then type the carrier's name, address, and phone number. Go to "Enter General Information (Screen 1)" on page 274.

## Enter General Information (Screen 1)

```
┌──────────────────────────────────────────────────────────────────────┐
│ MENU │Query│eXtensions│Add│noTes│Zoom│Detail│tmC xref│route adJ│Vacation│File│Screen│Output│...│
│ Table: carrier: Searches the database                                  │
│                CARRIER RECORD GENERAL INFORMATION          Page 1 of 3 │
│                                                                        │
│ Carrier Route #: [      ]      Type: [ ]      AP Supplier #: [      ]▼ │
│          New #: [      ]    Edition: [ ]▼  Issue: [ ]▼ Group Code: [  ]▼│
│ Name:Title [ ]  First [          ]      Last [              ]           │
│       Soc. Sec. No. [          ]                                        │
│    Number   Dir   Street Name              Suffix  Dir   Unit   Number  │
│                                                                        │
│   [     ] [    ] [              ]        [     ] [   ] [    ] [      ]   │
│   Address2 [              ]              Invoice Type: [ ]              │
│   City     [              ]                     Fax #: [         ]      │
│    State: [   ]        Zip: [       ]     Telephone #: [         ]      │
│ Email: [                    ]            Birthdate: [         ]         │
│ Start Date: [       ]   Carrier List: [     ]     Zone: [  ]▼           │
│ Active Ind: [ ]         Date of Inactive: [      ]  Write Off: [ ]      │
│ District #: [    ]▼     ABC Zone: [      ]▼        Sales Tax: [ ]       │
│ Down Date: [       ]    Allow Bulk Draw Change: [ ]  GST Exempt: [ ]    │
└──────────────────────────────────────────────────────────────────────┘
```

To complete the first General Information screen, you need to enter further information about the carrier, including the district and zone numbers associated with the route. Above, you will find an example of this screen. Please refer to "Carrier Record Fields, General Information (Screen 1)" on page 280, for a description of each of the fields displayed.

*Tip: When replacing a carrier, query the current carrier before selecting "Add" so you can take advantage of the "ditto" feature.*

Step 1. Type the carrier's Start Date, the Carrier List code, and the Zone code. Replace the Active Ind. default of "N" with "Y". Accept the Write Off default of "N".

Step 2. Type in the District # and ABC Zone for the carrier. Type the appropriate code for the Sales Tax field. The GST Exempt field is not applicable in the United States and will be blank. Press <RETURN> to skip out of it. You will see the second General Information Screen.

Step 3. Go to "Enter General Information (Screen 2)" on page 275.?

### Enter General Information (Screen 2)

```
MENU  Query  eXtensions  Add  noTes  Zoom  Detail  tmC xref  route adJ  Vacation  File  Screen  Output  ...

Table: carrier: Toggle between screens
                     CARRIER RECORD GENERAL INFORMATION            Page 2 of 3

Bill-To DM ID/Bal:    [    ][±] [        ]     BP's Toward 50% Bond Reduction:  [   ]

Billing Cycle:                 [  ]    Bill Cycle End Date:        [        ]
Bond Deposit Limit:    [        ]      Bond Deposit Deduction:         [      ]
Bond Deposit Balance:  [        ]      Bond Interest Balance:          [      ]
Bond MTD Balance:      [        ]      Min. Quarterly Bond Bal.:       [      ]
Discount Sub. Credit:  [        ]      Carr DRAW/PIO Bill Meths:    [ ]/[ ]

Insurance Deduction:      [        ]   Grace Period: Type: [ ]  Days: [   ]
                                                       Extension Days:  [   ]
Allowances:  Route: [      ]    Trans: [      ]    Misc: [      ]
Debits:     Amount: [      ]      Acct: [   ][±]
Resale Goods:  Track?: [ ]   Current Year: [        ]   Previous Year: [        ]
Retain Credit Balance: [ ]
Bundle Wrap Type: [ ]    Deliv. Zip: [        ]    Insert/Holiday Credits? [ ]
```

The second Carrier General Information screen requires you to enter information about the carrier's bond deposit, how the carrier will be billed, and allowance amounts permitted. Please refer to "Carrier Record Fields, General Information (Screen 2)" on page 282, for a complete list of fields and descriptions.

Step 1. Type in the information shown on the facing page, including the billing cycle code and end date, and bond deposit limit and deduction amounts.

Step 2. Enter the insurance deduction amount. If the global grace period applies to PIO subscribers for this carrier, enter "G" in Grace Period Type field, then press <RETURN> twice. If an individual grace period applies to PIO subscribers for this carrier, enter "I" in the Grace Period Type field and the number of days in the Days field.

Step 3. Type the route, transportation and miscellaneous allowance amounts for the carrier. If IRS 1099 forms have to be issued to this carrier for tax purposes, type "Y" in the Resale Goods Track field. If the carrier will not be issued 1099 forms, type "N" in the Resale Goods Track field.

Step 4. Go to Enter Draw and Remarks Information.

### Enter Draw and Remarks Information

| MENU | Query | eXtensions | Add | noTes | Zoom | Detail | tmC xref | route adJ | Vacation | File | Screen | Output | ... |

Table: carrier: Toggle between screens

```
                        CARRIER RECORD DRAW AND REMARKS INFORMATION        Page 3 of 3


Last BP's Daily Totals:            Draw: [        ]        PIO's: [        ]
Last BP's Sun. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Mon. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Tue. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Wed. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Thu. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Fri. Premium Totals: Draw: [        ]        PIO's: [        ]
Last BP's Sat. Premium Totals: Draw: [        ]        PIO's: [        ]


   No List      Sun.     Mon.     Tue.     Wed.     Thu.     Fri.     Sat.
Carrier Draw: [   ]    [   ]    [   ]    [   ]    [   ]    [   ]    [   ]


Remarks:         Code              Description                    Date
   General:     [  ]±    [                            ]    [          ]
   Termination: [  ]±    [                            ]    [          ]
```

You use the Draw and Remarks Screen to enter each day's draw for a carrier that doesn't file a list and to enter any general remarks that apply to the carrier. Please refer to "Carrier Record Fields, Draw & Remarks Information (Scr. 3)" on page 284, for a list and descriptions of the fields.

Step 1. If the carrier maintains a subscriber list with the newspaper, go to Step 2. If this carrier does not file a list, enter the No List Carrier Draw charge, for each day of the week, in the Sun. through Sat. fields.

Step 2. Type the code for the General Remarks that applies to this carrier, if any. You will see a description of the remark. Accept the Description or type over it. Type the Date the remark should be printed. Press <RETURN> to space through the termination remarks fields. You will see the first Carrier Record General Information Screen.

Step 3. Check all information on the screen. If you wish to correct a field, position you cursor in the field, then replace the data with the correct information. If you wish to go to a later screen, position your cursor in the last field on the screen, and press <Return>. To go back to an earlier screen, position your cursor in the first field on the screen and press the backspace key.

Step 4. Press <ESC> to add the record. You will receive a "truck load record does not exist" message and you will be taken to the Truck Loading Screen.

### Completing the Truck Loading Screen

```
MENU Query Next Add Update Remove eXtensions Output Export Bye Help
Table: truck_load: Searches the database

            TRUCK LOADING SEQUENCE AND DROP DESCRIPTIONS TABLE
                                                          SMTWTFS
Route #:   000000 ⊻ D        Edition:  KWC ⊻    Days of the Week: XXXXXXX
                      Truck #  Master #      Load     Deliv.      Collect
 Delivery   Trucks:      1 ⊻       0 ⊻Sequences:    1        1          1
 Collection Trucks:      1 ⊻       0 ⊻Date of Change:

    Number    Dir    Street Name           Suffix  Dir    Unit    Number

    1200             DUVAL                  ST
 Address2
 City            KEY WEST
   State:        FL            Zip:   33040

       Name:                                  Tel #:
 Description:


                          1 of 734
```

You use the Truck Loading Screen to enter the edition of the paper that will be loaded, the specific days of the week that papers will be loaded for the carrier, and the address at which the papers will be dropped off for the carrier. A complete list of the fields used can be found at "Truck Loading Sequence Fields" on page 285.

Step 1. Type the edition code in the Edition <F6> field.

Step 2. Place an "X" under each day (SMTWTFS) that papers should be loaded for this carrier in the Days of Week field. Enter the Drop Address information for the carrier. Enter the Truck # that delivers this distributor's paper. Enter the Master Truck # if this truck receives bundles from another truck. Order in which bundles are loaded is entered in the Load Sequence field, press <RETURN>. Enter the date when this information becomes effective.

Step 3. Press <ESC> to add the record. You will receive a "record added" message. Press "F" for file, and then type "1S" to return to Screen 1 of the Carrier General Information Screen.

### Entering TMC Route Cross References

```
MENU Update Output Bye Help
Table: tmc_xref: Output screen information

                    TMC ROUTE CROSS-REFERENCE

   TMC Route:   KL10      SHANE              OFFICE

              MAINSTREAM ROUTES THIS TMC ROUTE DELIVERS

    KW03   C037   C011   C030   C036

This row has been changed
```

This screen is designed to allow TMC routes to service one or more of the regular publication routes. To enter the cross-reference information, query up the TMC route in question, and then look for this button in the ring menu at the top of the screen. Select it, and the following screen should appear:To enter the main publication routes to be serviced by the current TMC Route, select the update button in the ring menu at the top. Enter the 4-digit route and hit <Enter> to move to the next field. One method for speeding up this process is to use the pop-up window to select all the routes you need. When you are done, press the <Esc> key or click Ok to process the new routes. Then enter B for Bye to return to the main screen and move on to the next TMC route. To delete routes from an existing cross-reference table, go into Update mode, move the cursor into the record you want to delete, and click on the Delete button on the right hand side of your screen.

## Update a Carrier Record

When you update an existing carrier record, you may change information displayed on any of the four screens associated with the record. If you wish to update more than one carrier record, refer to Display Multiple Carrier Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen.  Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Carriers / Auto Delivery from the Menu.  You will see the Carrier Record General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Type the carrier's Route #  <F6> and press <ESC>. You will see the information for the carrier. If you do not know the carrier's route and ID numbers, refer to Display Multiple Carrier Records. Use the procedures described to display the record you wish to update, then return to Step 4 of this task.

Step 4. Press "U" to start the UPDATE process.

Step 5. Position your cursor over any field you wish to change, then type over the data displayed on the screen. If you wish to go to a later screen, position your cursor in the last field on the screen, and press <Return>.  To go back to an earlier screen, position your cursor in the first field on the screen, and press the backspace key.

Step 6. Press <ESC> to update the record.  You will receive a "record has been changed" message.  You have completed the task. Press "B" and you will be returned to the Master File Maintenance Menu.


*Note:  To retry the bulk update at a later time, you will have to update the carrier record twice. Follow the steps described above to change carrier status from "active" to "inactive" and then "active". When you receive the Bulk Update screen, go to Step 1.*

## Display Multiple Carrier Records

You perform this task in order to display all carrier records or a group of carrier records. You may update any record that you display.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Carriers / Auto Delivery from the Menu.  You will see the Carrier Record General Information Menu.

Step 2. Press "Q" to request an existing record. If you wish to look at all the carrier records on file, press <ESC>, and go to Step 4.

Step 3. Move your cursor to the appropriate field(s) and type in the any values you would like to find.
EXAMPLE:
-- To find all of the auto route carriers, type "A" in the Carrier Type field.
-- To find all carriers in district 17, type "17" in the District # field.
-- To find all of the auto route carriers in district 17, enter an "A" in the Carrier Type field and "17" in the District # field.
To advance to a later screen, position your cursor in the last field on the screen, and press <Return>.  To go back to an earlier screen, position your cursor in the first field of the screen and press the backspace key.
Press <ESC> after entering all search criteria.

Step 4. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary, change the search criteria entered in Step 3.

Step 5. If you receive a "records found" message, you will see the first record of the group.
To update the record, refer to Update a Carrier Record.

Step 6. To see the next carrier record, type "N"(Next). To see the previous carrier record, type "P" (Previous). To exit the carrier screens, type "B" (Bye). You will be returned to the Master File Maintenance Menu.

## Carrier Screens and Field Descriptions

Within this section you will find examples of the screens you may encounter while working with carriers. Each screen will be followed by list of that screen's fields and a description of that fields contents.

### *Carrier Record Fields, General Information (Screen 1)*

```
MENU Query eXtensions Add noTes Zoom Detail tmC xref route adJ Vacation File Screen Output ...
Table: carrier: Searches the database
                    CARRIER RECORD GENERAL INFORMATION              Page 1 of 3

Carrier Route #:  [     ]        Type: [ ]      AP Supplier #: [      ] ⬍
         New #:  [     ]      Edition: [ ]⬍  Issue: [ ]⬍  Group Code: [ ]⬍
Name:Title [ ]  First [          ]      Last [          ]
        Soc. Sec. No.  [          ]
   Number    Dir    Street Name          Suffix  Dir    Unit   Number

   [      ] [    ] [            ]        [    ] [    ] [    ] [    ]
   Address2 [            ]              Invoice Type: [ ]
   City     [            ]                      Fax #: [        ]
   State: [    ]        Zip: [        ]    Telephone #: [        ]
Email: [              ]                   Birthdate: [        ]
Start Date: [      ]      Carrier List: [    ]        Zone: [ ]⬍
Active Ind: [ ]          Date of Inactive: [    ]    Write Off: [ ]
District #: [ ]⬍         ABC Zone: [    ]⬍           Sales Tax: [ ]
Down Date: [      ]      Allow Bulk Draw Change: [ ] GST Exempt: [ ]
```

| *Field Name* | *Description* |
|---|---|
| Carrier Rte # | Route Number for this carrier. |
| Type | Type of carrier; "C" if Regular Carrier or "A" if Auto Route. |
| AP Supplier # | The Accounts Payable number assigned to this carrier. |
| New # | The new (route) number that should be assigned to this carrier. Used when redefining carrier routes. |
| Edition | Edition code for the publication delivered by this carrier. |
| Issue | Issue code for the carrier (if the carrier doesn't file a list). |
| Group Code | Grouping code used to identify a related set of carriers. |
| Name | Title (if appropriate), then the first and last names of carrier. |

| *Field Name* | *Description* |
|---|---|
| Soc. Sec. No./ Soc. Ins. No. | The carriers tax ID number. Social Security Number, in the USA. In Canada, the Social Insurance Number. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| Invoice Type | What is the delivery method of the invoice? Normal, Email or Fax |
| Fax # | The carrier's fax telephone number. |
| Telephone # | The carrier's 10 digit phone number. |
| Email | Email address of the carrier. |
| Birthdate | The carrier's birth date. |
| Start Date | Date that carrier started delivering this route. |
| Carrier List | "Y" if carrier maintains list of subscribers. "N" if carrier does not maintain list of subscribers. |
| Zone | Up to 3 character Wholesale Rate Zone code. |
| Active Ind | Whether the carrier is actively delivering the route. Y or N. |
| Date of Inactive | If the carrier is not active, the date the carrier became inactive. |
| Write Off | "N" for No Write off for new carriers. |
| District # | Carrier's district number. |
| ABC Zone | Carrier's ABC (Audit Bureau of Circulations) Zone. |
| Sales Tax | Is this carrier's activity subject to taxes? Y or N. |
| Down Date | If this is a down route, as of what date was it down? |
| Allow Bulk Draw Change | Should this carrier's route be affected by bulk draw changes? |
| GST Exempt | Is this carrier GST ( Goods and Services Tax) exempt? Y or N. |

## Table: Non-Standard Ring Menu Choices

| *Command* | *Description* |
|---|---|
| Link | Used to establish a link between carriers. |
| tmc Xref | Can be used to assign regular carrier routes to an alternate carrier for the delivery of the TMC product. |

### Table: Non-Standard Ring Menu Choices

| *Command* | *Description* |
|---|---|
| route adJ | Use this to add any number of recurring debit/credit adjustments to a carrier. With this you are no longer limited to the adjustments (3 allowances and 1 debit) built into the carrier record. |
| Vacation | Assign a carrier's route to another carrier while the first carrier is on vacation. Draw charges and PIO credits can be given to the alternate carrier or left on the original route. There is also the ability to adjust the truck load information to have the bundles dropped off at the replacement carrier's drop location. |

## *Carrier Record Fields, General Information (Screen 2)*

```
MENU Query eXtensions Add noTes Zoom Detail tmC xref route adJ Vacation File Screen Output ...
Table: carrier: Toggle between screens
                        CARRIER RECORD GENERAL INFORMATION           Page 2 of 3

Bill-To DM ID/Bal:      ±                 BP's Toward 50% Bond Reduction:


Billing Cycle:                           Bill Cycle End Date:
Bond Deposit Limit:                      Bond Deposit Deduction:
Bond Deposit Balance:                    Bond Interest Balance:
Bond MTD Balance:                        Min. Quarterly Bond Bal.:
Discount Sub. Credit:                    Carr DRAW/PIO Bill Meths:    /


Insurance Deduction:                     Grace Period: Type:    Days:
                                                    Extension Days:

Allowances:  Route:           Trans:           Misc:
Debits:      Amount:          Acct:     ±
Resale Goods:  Track?:    Current Year:          Previous Year:
Retain Credit Balance:
Bundle Wrap Type:        Deliv. Zip:             Insert/Holiday Credits?
```

| *Field Name* | *Description* |
|---|---|
| Bill-To DM | If the balances are to be transferred to the District Manager. |
| BP's Toward 50% Bond Reduction | The number of billing periods this carrier has already completed toward 50% of the bond circulation. |
| Billing Cycle | "W", "B" or "M", indicating whether the carrier will be billed weekly, bi-weekly or monthly. |
| Bill Cycle End Date | Ending date for first bill cycle for this carrier. |
| Bond Deposit Limit | Maximum bond deposit amount for this carrier. |
| Bond Deposit Deduction | Amount to be applied to carrier's bond deposit for each billing period. |

| Field Name | Description |
|---|---|
| Bond Deposit Balance | The sum of all the Bond Deposit Deductions (less any bond refunds). |
| Bond Interest Balance | The amount of bond interest applied. |
| Bond MTD Balance | The current period's bond activity. |
| Min. Quarterly Bond Bal. | A minimum amount of bond deposit deduction during a quarter. |
| Discount Sub. Credit | System Controlled. |
| Carr DRAW/ PIO Bill Meths | "A", "V", "E" or "S" - Indicate the billing methods for the draw charges and paid-in-office credits for the carrier. A=Arrears/ Per Copy, V=Arrears/Avg., E=Est./Per Copy, S=Est./Avg. |
| Insurance Deduction | Amount of insurance to be applied for each billing period |
| Grace Period Type | "G", "I", "R" or "A" - G=Global (use system wide settings), I=Individual (defined at this carrier level), R=Retail Rate (Set at retail rate level), A=Arrears (use payment in arrears billing). |
| Days | If the Grace Period Type is "I". The number of days grace a new subscriber should receive. |
| Extension Days | If the Grace Period Type is "I". The number of days grace a continuing subscriber should receive. |
| Allowances | Includes Route, Transportation, and Miscellaneous allowances, which will be applied at every carrier invoicing. |
| Debits: Amount | The amount to debit this carrier during invoicing. |
| Debits: Acct | The account code which should be affected by the debit. Leave this blank to accept the default debit account code. |
| Resale Goods Track | Should this carriers resale goods be tracked, in preparation to produce tax documents? |
| Current Year | The current year's resale goods total |
| Previous Year | The previous year's resale goods total |
| Retain Credit Balance | If this carrier has a credit balance, should that balance be zeroed out and an invoice submitted to the accounts payable (if used in conjunction with an account payable system). |
| Bundle Wrap Type | Type of bundle wrap to produce for the carrier. "I" Individual; "K" Key; "L" Label, "S" Single |
| Deliv. Zip | Zip Code of the area where carrier delivers |

| *Field Name* | *Description* |
|---|---|
| Insert/Holiday Credits | "Y" if credits for holiday draw should be given<br>"N" if credits for holiday draw need not be given |

### Carrier Record Fields, Draw & Remarks Information (Scr. 3)

```
MENU Query eXtensions Add noTes Zoom Detail tmC xref route adJ Vacation File Screen Output ...
Table: carrier: Toggle between screens
                     CARRIER RECORD DRAW AND REMARKS INFORMATION        Page 3 of 3


Last BP's Daily Totals:           Draw: [        ]   PIO's: [        ]
Last BP's Sun. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Mon. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Tue. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Wed. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Thu. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Fri. Premium Totals: Draw: [        ]   PIO's: [        ]
Last BP's Sat. Premium Totals: Draw: [        ]   PIO's: [        ]


   No List      Sun.    Mon.    Tue.    Wed.    Thu.    Fri.    Sat.
Carrier Draw:   [  ]    [  ]    [  ]    [  ]    [  ]    [  ]    [  ]


Remarks:        Code                 Description              Date
   General:     [ ▼]   [                        ]   [        ]
   Termination: [ ▼]   [                        ]   [        ]
```

| *Field Name* | *Description* |
|---|---|
| Last BP's | These are the carriers last billing period (draw/PIO) totals. |
| Carrier Draw (Sun. - Sat.) | The number of papers this carrier should get each day, Sunday through Saturday (providing the carrier does not file a list). |
| General Remarks | Code, Description and Date of the remark. |
| Termination Remarks | Code, Description and Date provided at the termination of the carrier. |

### Truck Loading Sequence Fields

```
MENU Query Next Add Update Remove eXtensions Output Export Bye Help
Table: truck_load: Searches the database

              TRUCK LOADING SEQUENCE AND DROP DESCRIPTIONS TABLE
                                                              SMTWTFS
Route #:   000000 ▼ D      Edition:  KWC ▼     Days of the Week:  XXXXXXX
                        Truck #  Master #      Load    Deliv.      Collect
 Delivery   Trucks:      1 ▼       0 ▼Sequences:    1        1           1
 Collection Trucks:      1 ▼       0 ▼Date of Change:

    Number     Dir     Street Name              Suffix  Dir    Unit    Number


    1200              DUVAL                      ST
 Address2
 City      KEY WEST
    State:    FL              Zip:   33040


       Name:                                         Tel #:
 Description:


                            1 of 734
```

| Field Name | Description |
|---|---|
| Route # | The distributor's ID number. |
| {unnamed field} | The distributor's type. A=AutoRoute, C=Carrier, D=Dealer, V=Vending Box. |
| Edition | Edition Code of the publication the truck will be delivering. |
| Days of Week SMTWTFS | Use X's, under the appropriate letter, to indicate the day(s) of week that this record will apply. |
| Delivery Truck # | The number of the (sub) truck that delivers this distributor's bundles. |
| Master # | Master truck number (if this truck receives it's bundles from another truck). |
| Load Sequence | The order in which this distributors bundles should be loaded on the truck. |
| Deliv. Sequence | The order in which this distributors bundles will be delivered. |
| Collect Sequence | The order in which collections will be made from this distributor. |
| Date of Change | Last modification date for the truck record |
| Drop Address | The address at which bundles are dropped for the carrier |

## 8.2　Dealers

### Add a Dealer Record

When you add a new dealer record, you must enter information on a succession of screens.

- General Information (Screens 1 and 2)

- Draw and Remarks Information Screen (Screen 3)

- Truck Load Sequencing Information

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen.  Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu.  Select Dealers from the Menu.  You will see the Dealer Record General Information Menu.

Step 2. Select "A" to begin the "Add" process.

Step 3. Type the information needed to identify the dealer, including the Dealer #, ID #, Telephone number, name, and address information, pressing  <RETURN> after each entry.

Step 4. If there is any contact information, type the contact name and address information. Type the contact phone number.

Step 5. If there is no contact information, press <RETURN>. Press <RETURN> until you cursor is in the Sales Tax field and type "Y" or "N" to indicate whether Sales Tax should apply.

Step 6. The GST Exempt field is not applicable in the United States. Press <RETURN>to move to page two. You will see the second General Information Screen. Go to "Enter General Information (Screen 2)" on page 275.

*Note: To enter dealer vacations, select Vacation while viewing the desired dealer.*

### *Enter General Information (Screen 1)*

```
MENU Query eXtensions Add nle route adJ noTes Zoom Detail File Screen Output Export Bye Help
Table: dealer: Searches the database
              DEALER RECORD GENERAL INFORMATION            Page 1 of 2
Dealer #: [    ]   Telephone #: [         ]   Sales Tax: [ ] GST Exempt: [ ]
Name:T [ ]  First [          ]   Last/Bus [              ]
   Number   Dir    Street Name            Suffix  Dir    Unit    Number

   [     ] [    ] [              ]      [     ] [    ]  [     ] [     ]
   Address2 [                     ]
   City     [                 ]
     State: [     ]     Zip: [         ]       Group Code: [ ] ↓
CONTACT: E-Mail: [                   ]
  Name: Tl [ ]  First [          ]   Last [              ]
   Number   Dir    Street Name            Suffix  Dir    Unit    Number

   [     ] [    ] [              ]      [     ] [    ]  [     ] [     ]
   Address2 [                     ]
   City     [                 ]
     State: [     ]     Zip: [         ]     Telephone #: [         ]
```

The first Dealer General Information screen consists mainly of information provided to you by the dealer. Due consideration should be given to the dealer number and (billing) group code. Please refer to "Dealer Record Fields, General Information (Screen 1)" on page 292, for a description of each of the fields displayed.

### Enter General Information (Screen 2)

```
MENU Query eXtensions Add nle route adJ noTes Zoom Detail File Screen Output Export Bye Help
Table: dealer: Toggle between screens
              DEALER RECORD GENERAL INFORMATION            Page 2 of 2

   Start Date:    [         ]     BP End Date:         [         ]
   Bundle Wrap Type: [ ]          Billing Cycle:       [ ]
   Active Ind:    [ ]             Date of Inactive:    [         ]
   Deliv. Zip:    [       ] ↓     Central Loc. Bill-to ID: [ ] ↓
   Misc. Debit:   [       ]       Allow Bulk Draw Change: [ ]
   Debit G/L Account: [     ]     Fax Number:          [         ]
                                  Carr DRAW/PIO Bill Meths: [ ]/[ ]
   Write Off: [ ]     Zone:    [    ] ↓   Deposit Amt:   [     ]
     Dist. #: [ ] ↓   ABC Zone: [   ] ↓  Invoice Seq.:  [     ]
    TMC Draw: [    ]  YTD Returns: [   ]  Invoice Type:  [ ]
   BP To Date: [    ]  Un-Inv.: [      ]    30 Day: [     ]
     60 Day:  [      ]   90 Day: [      ]   120 Day: [     ]
    150 Day:  [      ]  180 Day: [      ]
      Resale Goods: Track?: [ ]            Tax ID:  [         ]
           Current Year: [      ]   Previous Year: [      ]
```

The second Dealer General Information screen requires you to enter information about various dates applicable to this dealer as well as numerical zone codes associated with the dealer. Please refer to "Dealer Record Fields, General Information (Screen 2)" on page 293, for a description of each of the fields displayed.

Step 1. Type the dealer's start date and the BP end cycle date. Enter the Billing Cycle code. Accept the Active Ind. default of "Y" by pressing <RETURN>. Accept the Write Off default of "N".

Step 2. Enter the amount of the deposit received from the dealer in the Deposit Amt. field. Then enter the Zone, Dist. #, ABC Zone, and Market Zone for the dealer. Then enter the TMC draw amount, the Resale Goods Track code, and the dealer's Tax ID, if necessary. Press <RETURN> after each entry.

Step 3. Check all information on the screen. If you wish to correct a field, position your cursor in the field, then overtype the data with the correct information. If you wish to go to a later screen, position your cursor in the last field on the screen. To go back to an earlier screen, position your cursor in the first field on the screen and press the backspace key.

Step 4. Press <ESC> to add the record. You will receive a "record added" message.

Step 5. If you wish to add remarks to the Dealer record go to Enter/Draw Remarks Information.

Step 6. If you do not wish to add remarks to the Dealer record press "B" and you will be returned to the Master File Maintenance Menu. You have completed the Add a Dealer record task.

### Enter Draw/Remarks Information

You obtain the Dealer Record Draw/Remarks Information Screen from the second Dealer General Information screen after pressing <ESC> and seeing the "record added" message. You use the screen to enter draw and returns information for the dealer, and enter any general remarks that apply to the dealer. Please refer to "Dealer Record Fields, Draw/Remarks Information" on page 295, for a list and descriptions of the available fields.

Step 1. Press "D" to obtain the Dealer Record Draw/Remarks Information Screen.

Step 2. Press "A" to add remarks. You will see the Dealer record Draw/Remarks Information Screen. Type the Edition <F6> and Issue <F6> codes and the Start Date. Enter Holiday Draw/Enable and Allow Automatic Returns Processing. Enter the dealer's draw for each day of the week in the Sun. through Sat. fields.

Step 3. Type the code for the General Remark <F6> that applies to this dealer, if any. You will see a description of the remark. Accept the Description or type over it. Press <RETURN>. Type the Date the remark should be printed.

Step 4. Check all information on the screen. If you wish to correct a field, position your cursor in the field, then replace the data with the correct information.

Step 5. Press <ESC> to add the draws/remarks information for this dealer. You will receive a "record added" message. You have completed this option of the task. Press "B" and you will be returned to the Master File Maintenance Menu.

### *Completing the Truck Loading Screen*



You use the Truck Loading Screen to enter the edition of the paper that will be loaded, the specific days of the week that papers will be loaded

for the dealer, and the address at which the papers will be dropped off for the dealer. A complete list of the fields used can be found at "Truck Loading Sequence Fields" on page 285.

Step 1. Type the edition code in the Edition <F6> field.

Step 2. Place an "X" under each day (SMTWTFS) that papers should be loaded for this carrier in the Days of Week field. Enter the Drop Address information for the carrier. Enter the Truck # that delivers this distributor's paper. Enter the Master Truck # if this truck receives bundles from another truck. Order in which bundles are loaded is entered in the Load Sequence field, press <RETURN>. Enter the date when this information becomes effective.

Step 3. Press <ESC> to add the record. You will receive a "record added" message. Press "F" for file, and then type "1S" to return to Screen 1 of the Dealer General Information Screen.

## Update a Dealer Record

When you update an existing dealer record, you may change information displayed on any of the three screens associated with the record. It you wish to update more than one dealer record, refer to Display Multiple Dealer Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu. You will see the Master File Maintenance Menu. Select Dealer from the Menu. You will see the Dealer Record General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Identify the dealer by typing in the Dealer # <F6> and pressing <ESC >.

Step 4. Press "U" to start the UPDATE process.

Step 5. Position your cursor over any field you wish to change, then type over the data displayed on the screen. If you wish to go to a later screen, position your cursor in the last field on the screen, and press <Return>. To go back to an earlier screen, position your cursor in the first field on the screen, and press the backspace key. If you wish to update the Draw/Remarks information contained in the record go to Update the Draw/Remarks Information.

Step 6. Press <ESC> to update the record. You will receive a "record has been changed" message. You have completed the task. Press "B" and you will be returned to the Master File Maintenance Menu.

For examples of the available screens and descriptions of the fields on each, please refer to "Dealer Screens and Field Descriptions" on page 292.

## Update Draw/Remarks Information

You obtain the Dealer Record Draw/Remarks Information Screen from the detail file for the dealer record. You use this screen for changing any draw, returns, or remarks information associated with the dealer.

Step 1. Press "D"(Detail) to obtain the Draw/Remarks screen for this dealer. You will see the Draw/Remarks Information Screen.

Step 2. Press "U" to start the UPDATE process.

Step 3. Position your cursor over any field you wish to change, then type over the data displayed on the screen.

Step 4. Press <ESC> to update the record. You will receive a "record has been changed" message. You have completed the task. Press "B" and you will be returned to the Master File Maintenance Menu.

## Display Multiple Dealer Records

You perform this task in order to display all dealer records or a group of dealer records. You may update any record that you display.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Dealers from the Menu.  You will see the Dealer Record General Information Menu.

Step 2. Press "Q" to request an existing record. If you wish to look at all the dealer records on file, press <ESC>, and go to Step 4.

Step 3. Move your cursor to the appropriate field(s) and type in the any values you would like to find.
EXAMPLE:
-- To find all dealers in district 11, type "11" in the Dist. # field.
To advance to a later screen, position your cursor in the last field on the screen, and press <Return>.  To go back to an earlier screen, position your cursor in the first field of the screen and press the backspace key.
Press <ESC> after entering all search criteria.

Step 4. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary, change the search criteria entered in Step 3.

Step 5. If you receive a "records found" message, you will see the first record of the group.
To update the record, refer to Update a Dealer Record.

Step 6. To see the next carrier record, type "N"(Next).  To see the previous carrier record, type "P" (Previous).  To exit the carrier screens, type "B" (Bye).  You will be returned to the Master File Maintenance Menu.

### Display Draw/Remarks Information

You obtain the Dealer Record Draw/Remarks Information Screen from the second General Information screen for the dealer.

Step 1. Press "D"(Detail) to obtain the Draw/Remarks screen for this dealer.

Step 2. Press  "M" (Master) to returned to the Dealer General Information screens.

Step 3. Position your cursor over any field you wish to change, then type over the data displayed on the screen. You have completed this option of the Display Multiple Dealers task.

### Dealer Screens and Field Descriptions

Within this section you will find examples of the screens you may encounter while working with carriers.  Each screen will be followed by list of that screen's fields and a description of that fields contents.

### *Dealer Record Fields, General Information (Screen 1)*



| Field Name | Description |
| --- | --- |
| Dealer # | The identification number assigned to this dealer. |
| Telephone # | The dealer's 10 digit phone number of dealer. |
| Sales Tax | Is this dealer's activity subject to taxes?  Y or N |
| GST Exempt | Is this dealer GST ( Goods and Services Tax) exempt?  Y or N |
| T | Title of dealer. |

| *Field Name* | *Description* |
|---|---|
| First | Dealer's first name. |
| Last/Bus. | Dealer's last name or business name. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| Group Code | Invoicing Group Code. |
| E-mail | The Email address of the contact person for the dealer. |
| Name: Tl, First, Last | The dealer's contact title, first and last name - if different from above. |
| Address | The contact person's address - if different from above. |
| Telephone # | The contact's 10 digit phone number. |

## Dealer Record Fields, General Information (Screen 2)

```
MENU Query eXtensions Add nle route adJ noTes Zoom Detail File Screen Output Export Bye Help
Table: dealer: Toggle between screens
                    DEALER RECORD GENERAL INFORMATION              Page 2 of 2

    Start Date:          [        ]     BP End Date:          [        ]
    Bundle Wrap Type:    [ ]            Billing Cycle:        [ ]
    Active Ind:          [ ]            Date of Inactive:     [        ]
    Deliv. Zip:          [      ]↓      Central Loc. Bill-to ID: [ ]↓
    Misc. Debit:         [      ]       Allow Bulk Draw Change: [ ]
    Debit G/L Account:   [ ]            Fax Number:           [      ]
                                        Carr DRAW/PIO Bill Meths: [ ]/[ ]

    Write Off: [ ]      Zone:      [ ]↓    Deposit Amt:  [      ]
      Dist. #: [ ]↓     ABC Zone:  [ ]↓    Invoice Seq.: [      ]
     TMC Draw: [ ]      YTD Returns: [   ]  Invoice Type: [ ]
   BP To Date: [     ]   Un-Inv.:  [     ]       30 Day:  [     ]
       60 Day: [     ]    90 Day:  [     ]      120 Day:  [     ]
      150 Day: [     ]   180 Day:  [     ]
        Resale Goods: Track?: [ ]         Tax ID:  [      ]
            Current Year: [      ]   Previous Year: [      ]
```

| *Field Name* | *Description* |
|---|---|
| Start Date | Date that dealer became active. |
| BP End Date | The dealer's next invoicing date. |
| Bundle Wrap Type | Type of bundle wrap to produce for the carrier. "I" = Individual; "K" = Key; "L" = Label, "S" = Single |
| Billing Cycle | "W", "B" or "M", indicating whether the dealer will be billed weekly, bi-weekly or monthly. |
| Active Ind | Use a "Y" indicates that dealer is active. |

| Field Name | Description |
|---|---|
| Date of Inactive | The date when the dealer became inactive. |
| Delivery Zip | Zip Code of the area where the dealer operates. |
| Central Loc. Bill- to ID | Umbrella account #, if the balances are to be transferred to an umbrella account. |
| Misc. Debit | Amount to be debited at each invoicing. |
| Allow Bulk Draw Change | Should this dealer be affected by bulk draw changes? Y or N |
| Debit G/L Account | The account code which should be affected by the debit.  Leave this blank to accept the default debit account code. |
| Fax Number | The dealer's fax telephone number. |
| Dealer Draw (PIO) Bill Methods | "A", "V", "E" or "S" - Indicate the billing methods for the draw charges and paid-in-office credits for the carrier. A=Arrears/ Per Copy, V=Arrears/Avg., E=Est./Per Copy, S=Est./Avg. |
| Write Off | Indicates if the dealer has bee writen off. Yes, No or Pending. |
| Zone | Dealer's wholesale rate zone code. |
| Deposit Amt. | Dealer's deposit amount. |
| Dist # | Dealer's district number. |
| ABC Zone | Dealer's ABC zone. |
| Invoice Seq. | Used to specify the order in which invoices will be printed. |
| TMC Draw | Number of copies that dealer receives for TMC. |
| YTD Returns | The year-to-date total of this dealers returns. |
| Invoice Type | What is the preferred delivery method of the dealer's invoice? "N" = Normal, "E" = Email, "F" = Fax or 2 through 9, to indicate the number (normal) of copies. |
| Dealer balances by billing period. | Including aged totals of BP To Date, Un-Inv, 30 Day, 60 Day, 90 Day, 120 Day, 150 Day and 180 Day |
| Resale Goods: Track? | Should this dealers resale goods be tracked, in preparation to produce tax documents? |
| Tax ID | Tax Identification number. |
| Current Year | This years total resale goods activity. |
| Previous Year | Last years total resale goods activity. |

## *Dealer Record Fields, Draw/Remarks Information*

```
MENU >>> <<< Query Add Toggle history Master Detail File Output Export Bye Help
Table: draw_ret: Searches the database
              DEALER RECORD: DRAW/REMARKS INFORMATION
Dealer #:        ▼   Edition:    ▼  Issue:    ▼    Start Date:
Group:       Dist. #         Holiday Draw:     /     Auto.        Returns
Active Draw:    Sun.     Mon.     Tue.     Wed.     Thu.     Fri.     Sat.
History:
                 D
                 R
                 D
                 R
                 D
                 R
                 D
                 R
                 D
                 R
    General Remark:      ▼                              Date:
    Termination Remark:  ▼                              Date:
```

| *Field Name* | *Description* |
|---|---|
| Dealer # | The dealer's ID number. |
| Edition | Edition code for this draw record. |
| Issue | Issue code for this draw record. |
| Start Date | Date the dealer began distribution of this publication. |
| Group: | Billing Group ID for this dealer. |
| Dist, # | The district number for the dealer. |
| Holiday Draw/ Enable {unnamed} | The draw count the dealer should receive for a holiday draw  "Y" if dealer should be included in holiday draw  "N" if dealer should be not included in holiday draw |
| Auto. | Allow automatic draw adjustments (based on returns) to be enabled for this dealer?  "Y" or "N" |
| Returns | Should returns be accepted from this dealer? |
| Sun - Sat | The number of papers this dealer should receive each day, Sunday through Saturday |
| History | The history of this dealers draws and returns, on a weekly basis. |
| General Remarks | Code, Description and Date of the remark. |
| Termination Remarks | Code, Description and Date provided at the termination of the carrier. |

## 8.3    Employee & Umbrella Accounts

Employee (Umbrella) accounts differ from carrier and dealer accounts mainly in that the draw an employee receives is not attached to the employee record.  An employee's draw is determined at a vending box level.  When a vending box is created, it is assigned a draw, a truck load seqence and the employee that will be responsible for that vending box. An employee can be responsible for any number of vending boxes.

### Add an Employee Record

You add an employee record in order to maintain information on vending box employees. Also used to create the billing information for centrally Billed Carriers/Dealers.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select 3. Employees from the Menu.  You will see the Dealer Record General Information Menu.

Step 2. Select the ADD process.

Step 3. Type the Number of the employee, their billing Group Code, Name and BP End Date.  Enter the Billing Cycle, Sales Tax, GST Exempt status, Address information, Resale tracking information code and the Tax ID, if necessary.

Step 4. Check all information on the screen. If you wish to correct a field, position your cursor in the field and overtype the data with the correct information.

Step 5. Press <ESC> to add the draw information for this employee. You will receive a "record added" message. You have completed the Add an Employee task. Press "B" and you will be returned to the Master File Maintenance Menu.

### *Employee Record Fields, General Information*

```
MENU Query eXtensions nle noTes route adJ Zoom Add Vacation Output Export Bye Help
Table: employee: Searches the database
                    EMPLOYEE RECORD GENERAL INFORMATION
Number:  [      ]                                    Group Code:  [   ]↧
Name:T [   ]   First [          ]        Last [              ]
BP End Date [        ]      Billing Cycle [  ]   Sales Tax [  ]   GST Exempt [  ]
E-Mail:  [                                                      ]
   Number    Dir    Street Name          Suffix  Dir    Unit    Number

   [      ]  [    ] [              ]     [    ]  [    ] [    ]  [      ]
   Address2 [                            ]
   City     [                            ]
   [State]  [    ]         Zip: [         ]
   Telephone #: [        ]          Debit Amount: [      ]   Acct: [   ]
        Fax #: [        ]                    Invoice Type: [   ]
BP/TD: [      ]    Cur: [      ]    1: [      ]   2: [      ]   3: [      ]
   Resale Goods: Track?: [   ]                   Tax ID: [        ]
   Current Year: [        ]                    Previous: [        ]
   Keep Credit Bal.: [   ]              Supplier Number: [        ]
```

| Field Name | Description |
| --- | --- |
| Number | The identification number assigned to this employee. |
| Group Code | The Billing Group ID of this employee. |
| T | Title of employee. |
| First | The employee's first name. |
| Last | The employee's last name. |
| BP End Date | The next billing date for this employee. |
| Billing Cycle | "W", "B" or "M", indicating whether the employee will be billed weekly, bi-weekly or monthly. |
| Sales Tax | Is this employee's activity subject to taxes? Y or N |
| E-Mail | This employee's email address. |
| GST Exempt | Is this employee exempt from GST ( Goods and Services Tax) exempt? Y or N |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| Telephone # | The employee's 10 digit telephone number. |
| Debit Amount | Amount this employee should be debited at each invoicing. |
| Acct | The account code that should be affected by the debit. Leave this blank to accept the default debit account code. |
| Fax # | This employee's fax number. |

| Field Name | Description |
|---|---|
| Invoice Type | What is the delivery method of the invoice? "N" = Normal, "E" = Email or "F" = Fax |
| BP/TD, Cur, 1, 2, 3 | Un-invoiced, current, 1st, 2nd and 3rd billing period totals (respectively). |
| Resale Goods Track? | Should the employee's resale goods be tracked (in preparation to produce tax documents)?  Y or N |
| Tax ID | The employee's tax identification number. |
| Current Year | The total of resale goods for the current year. |
| Previous | The previous year's resale goods total. |
| Keep Credit Balance | Whether a credit balance is held from one period to the next. |
| Supplier Number | The (accounts payable) supplier number assigned to this employee. |

## Update an Employee Record

When you update an existing employee record, you may change information displayed on the screen. If you wish to update more than one employee record, refer to Display Multiple Employee Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select 3. Employees from the Menu.  You will see the Employee Record General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Identify the employee by typing in the employee number in Number and pressing <ESC>. You will see information for the employee. If you do not know the employee number refer to Display Multiple Employee Records. Use the procedures described to display the record you wish to update, then return to Step 4 of this task.

Step 4. Press "U" to start the UPDATE process.

Step 5. Position your cursor over any field you wish to change, then type over the data displayed on the screen.

Step 6. Press <ESC> to update the record. You will receive a "record has been changed" message. You have completed the task. Press "B" and you will be returned to the Master File Maintenance Menu.

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## Display Multiple Employee Records

You perform this task in order to display all employee records or a group of employee records. You may update any record that you display.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select 3. Employees from the Menu.  You will see the Employee Record General Information Menu.

Step 2. Press "Q" to request an existing record.  To find all of the employee records, press <ESC> and go to Step 4.

Step 3. Press <ESC>. You will see the first employee record. Go to Step 6.

Step 4. Move your cursor to the appropriate field(s) and enter the search criteria. EXAMPLE:
-- To find all employees in the same zip code, enter the zip code in Zip field Press <ESC> after entering all search criteria.

Step 5. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary, change the search criteria entered in Step 3.

Step 6. If you wish to update the record, refer to Update a Employee Record.

Step 7. If more than 1 record was found, to see the next employee record, type "N". To see a previous record, type "P".  To exit this screen, type "B".  You will be returned to the Master File Maintenance Menu.

## Remove an Employee Record

You perform this task in order to remove the record of a vending box employee.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select 3. Employees from the Menu.  You will see the Employee Record General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Type the Number of the employee and press  <ESC>. You will see the information for the employee. Go to Step 4. If you do not know the employee number refer to Display Multiple Employee Records. Use the procedures described to display the record you wish to remove, then return to Step 4 of this task.

Step 4. Press "R" to remove the record. You will see a "Delete: (Y or N)" message.

Step 5. Check all information on the screen. If you do not wish to remove this record, press "N" to cancel this task.

Step 6. Press "Y" to remove the record. You will receive a "record deleted" message. You have completed Remove an Employee Record task. Press "B" and you will be returned to the Master File Maintenance Menu.

## 8.4 Vending Boxes

When you add a new vending box record, you must enter information on a succession of screens.

- General Information
- Draw and Remarks Information Screen
- Truck Load Sequencing Information

### Add a Vending Box Record



You add a new vending box record when new vending boxes are placed into service. Please refer to "Vending Box Record Fields, General Information" on page 305, for a description of each of the fields displayed.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu. You will see the Master File Maintenance Menu. Select Vending Boxes from the Menu. You will see the Vending Box Record General Information Menu.

Step 2. If the screen is not in the ADD process, press "A" to begin the ADD process.

Step 3. Type the Vending Box Number and Employee Number <F6>. You will see the name of the employee. Enter the Address information to identify the location of the vending box. Accept the Active Indicator default of "Y" and enter the ABC Zone, District <F6>, and Zone <F6> fields. Enter the GST Exempt code, Bundle Wrap Type, Deliv. Zip and Allow Bulk Draw Changes.

Step 4. If you wish to add draw information to the Vending Box record go to Enter Draw Information. If you do not wish to add draw information, go to Step 5.

Step 5. Check all the information on the screen.  If you wish to correct a field, position your cursor in the field and replace the data with the correct information.

Step 6. Press  <ESC> to add the draws/remarks information for this dealer.  You will receive a "record added" message.  You have completed Add a Vending Box task. Press "B" and you will be returned to the Master File Maintenance Menu.

## Enter Draw Information



You obtain the Vending Box Draw Information Screen from the Vending Box General Information Screen. You use the screen to enter draw and returns information for the vending box. Please refer to "Vending Box Record Fields, Draw Information" on page 306, for a description of each of the fields displayed.

Step 1. Press "D" (Detail) to obtain the Draw Information Screen. You will see the Vending Box Record Draw Information Screen.

Step 2. Press "A" to add draw information.  Enter the Edition, Issue, Start Date, Holiday Draw/Enable and Allow Auto Returns Processing.  Enter the vending box's draw for each day of the week in the Sun. through Sat. fields.

Step 3. Check all information on the screen.  If you notice any input errors, please correct the information before continuing.

Step 4. Press  <ESC> to add the draw information for this vending box. You will receive a "record added" message. You have completed this option of the task. Press "B" and you will be returned to the Master File Maintenance Menu.

### Update a Vending Box Record

When you update an existing vending box record, you may change information displayed on either of the screens associated with the record. If you wish to update more than one vending box record, refer to Display Multiple Vending Box Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu, followed by 6. Vending Boxes from the Menu. You will see the Vending Box General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Identify the vending box by typing in the Vending Box Number and pressing <ESC>.  You will see the information for the vending box.  If you do not know the vending box number refer to Display Multiple Vending Box Records to located the desired record.

Step 4. Press "U" to start the UPDATE process.

Step 5. Position your cursor over any field you wish to change, then type over the data displayed on the screen.  If you wish to update the Draw/Remarks information contained in the record go to Update the Draw/Remarks Information.

Step 6. Press <ESC> to update the record.  You will receive a "record has been changed" message. You have completed the task.  Press "B" and you will be returned to the Master File Maintenance Menu.

### Update Draw Information

You obtain the Draw Information Screen from the General Information Screen.  You use this screen for changing any draw information associated with the vending box.

Step 1. Press "D" (Detail) to obtain the Draw Information Screen.  You will see the Vending Box Record Draw Information Screen.

Step 2. Press "U" to start the UPDATE process.

Step 3. Position your cursor over any field you wish to change, then type over the data displayed on the screen.

Step 4. Press <ESC> to update the draw information for this vending box.  You will receive a "record has been changed" message.  You have completed this

option of the Update a Vending Box task. Press "B" and you will be returned to the Master File Maintenance Menu.

## Display Multiple Vending Box Records

You perform this task in order to display all employee records or a group of vending box records. You may update any record that you display.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Vending Boxes from the Menu.  You will see the Vending Box Record General Information Menu.

Step 2. Press "Q" to request an existing record.  If you would like to find all of the vending box records on file, press <ESC> and go to Step 4.

Step 3. Press the <RETURN> key to position your cursor to the appropriate field(s), and then type in the search criteria.
EXAMPLE: If you wish to look at the records for all the vending boxes in the same zip code, enter the zip code in Zip field.
Press <ESC> after entering all search criteria.

Step 4. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary, change the search criteria entered in Step 3.

Step 5. If you receive a "records found" message, the first vending box record will be displayed on the screen.

Step 6. If you wish to update the record, refer to Update a Vending Box Record.  To remove the record, refer to Remove a Vending Box Record.

Step 7. If you wish to look at the draw information for the vending box, go to Display Draw Information.

Step 8. To view the next employee record, type "N" (Next).  To view a previous employee record, type "P" (Previous).  To exit, type "B" (Bye). You will be returned to the Master File Maintenance Menu.

## Display Draw Information

You obtain the Draw Information Screen from the General Information Screen.  You may update or remove the draw or returns information associated with the vending box.

Step 1. Press "D" (Detail) to obtain the Draw Information Screen. You will see the Vending Box Record Draw Information Screen.

Step 2. Press "M" (Master) to return to the Vending Box General Information Screen.

## Remove a Vending Box Record

You perform this task in order to remove the record of a vending box.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu. You will see the Master File Maintenance Menu. Select Vending Boxes from the Menu. You will see the Vending Box Record General Information Menu.

Step 2. Press "Q" to request an existing record.

Step 3. Enter the Vending Box Number and press <ESC>.

Step 4. You will see the information for the vending box. If you do not know the vending box number refer to Display Multiple Vending Box Records, to locate the desired record.

Step 5. Verify that the correct vending box record is displayed on the screen. To remove draw information before removing this record, please refer to Press "R" to remove the record. You will see a "Delete: (Y or N)" message.
   – Press "Y" to remove the record
   – Press "N" to keep the record intact

Step 6. Press "B" and you will be returned to the Master File Maintenance Menu.

## Remove Draw Information

To remove the draw information for a vending box record, you must first obtain the Draw Information Screen from the General Information Screen.

Step 1. Press "D" (Detail) to obtain the Draw Information Screen. You will see the Vending Box Record Draw Information Screen. The Vending Box Number will be shown as well as the Employee Number.

Step 2. Verify that the correct draw information record is displayed on the screen. Press "R" to remove the record. You will see a "Delete: (Y or N)" message.
   – Press "Y" to remove the record
   – Press "N" to keep the record intact

Step 3. You have completed this option of the task. You will be returned to the Vending Box General Information Screen. Go to Step 5 of Remove a Vending Box Record.

## Vending Box Screens and Field Descriptions

Within this section you will find examples of the screens you may encounter while working with vending boxes. Each screen will be followed by list of that screen's fields and a description of that fields contents.

### *Vending Box Record Fields, General Information*

```
MENU Query noTes eXtensions Add Detail Table Vacation Output Export Bye Help
Table: vendbox: Searches the database
              VENDING BOX RECORD GENERAL INFORMATION

Vending Box Number: [      ]        Master Billing Number: [    ] ⬇

Name:Title [  ]  First [              ]       Last [                    ]

    Number    Dir    Street Name              Suffix  Dir    Unit    Number

   [     ]  [   ]   [              ]          [   ]  [   ]  [   ]  [     ]
   Address2 [                      ]
   City     [                      ]
   [State]  [   ]        Zip: [        ]

Active Indicator: [ ]    ABC Zone: [ ]    District: [    ]    Zone: [ ]

GST Exempt:       [ ]    Bundle Wrap Type: [ ]    Deliv. Zip: [        ]
Allow Bulk Draw Change: [ ]
```

| *Field Name* | *Description* |
|---|---|
| Vending Box Number | The identification number assigned to this vending box. |
| Master Billing Number | The identification number of the employee responsible for this vending box. |
| Title | Title of vending box. |
| First | The vending box's first name. |
| Last | The vending box's last (or business) name. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| Active Indicator | "Y" indicates that vending box is active. |
| ABC Zone | Vending box's ABC zone. |
| District | Vending box's district number. |
| Zone | Vending box's wholesale rate zone code. |
| GST Exempt | Is this vending box exempt from GST (Goods and Services Tax) exempt?  Y or N |
| Bundle Wrap Type | Type of bundle wrap to produce for the vending box. "I" Individual; "K" Key; "L" Label, "S" Single |
| Delivery Zip | The zip code where the vending box is located. |

| Field Name | Description |
|---|---|
| Allow Bulk Draw Change | Should this vending box be affected by bulk draw changes?  Y or N |

### Vending Box Record Fields, Draw Information

```
MENU Query Add Toggle history Master Detail Output Export Bye Help
Table: draw_ret: Searches the database
                    VENDING BOX DRAW INFORMATION            Page 2 of 2
Vending Box #:  [    ]     Master Billing #:  [    ]
Edition: [  ] ↧  Issue:  [  ] ↧  Start Date:  [        ]
Name First: [          ]          Last: [                  ]
Group: [  ]    Dist. # [  ]    Holiday Draw: [  ] / [  ]  Auto. [ ]  Returns [ ]
Active Draw:    Sun.   Mon.   Tue.   Wed.   Thu.   Fri.   Sat.
History:
           [    ]  D  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
                   R  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
           [    ]  D  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
                   R  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
           [    ]  D  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
                   R  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
           [    ]  D  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
                   R  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
           [    ]  D  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
                   R  [ ]   [ ]   [ ]   [ ]   [ ]   [ ]   [ ]
```

| Field Name | Description |
|---|---|
| Vending Box Number | The identification number assigned to this vending box. |
| Master Bill-ing Number | The identification number of the employee responsible for this vending box. |
| Edition | Edition code for this draw record. |
| Issue | Issue code for this draw record. |
| Start Date | Date the vending box began stocking the edition. |
| Holiday Draw/ Enable {unnamed} | The draw count the vending box should receive as a holiday draw - "Y" if vending box should be included in holiday draw. "N" if vending box should be not included in holiday draw. |
| Auto. | Allow automatic draw adjustments (based on returns) to be enabled for this vending box?  "Y" or "N" |
| Draw | Draw for each day of delivery for edition/issue |
| Returns | Should returns be accepted from this vending box? |
| Sun - Sat | The number of papers this vending box should receive each day, Sunday through Saturday |

| *Field Name* | *Description* |
| --- | --- |
| History | The history of this vending box - draws and returns, on a weekly basis. |

## 8.5   Non-Subscribers

The Non-Subscriber table consists of people in your database that are currently subscribing to your publication.  The people in the non-subscriber file may be ex-subscribers (who where moved from the subscriber file after some period of inactivity), people input manually or names acquired through the purchased from an outside source.

### Add a Non-Subscriber Record

The non-subscriber file may contain records of former subscribers, and names obtained from mailing lists and/or promotional activities.  You use this task in order to add new records to the file.

A unique number is used to identify each non-subscriber record.  The computer automatically assigns this number when you add the record.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. Then Select Master File Maintenance followed by 4. Non-Subscribers.  You will see the Non-Subscriber Record Screen.

Step 2. Select "A" to begin the ADD process.

Step 3. Type the non-subscriber's Telephone #, Name, Carrier Route, ABC Zone, TMC Indicator, TMC Route and address information.  Enter the Postal information for the non-subscriber.  Press <RETURN> after each field is typed in.

Step 4. Check all the information on the screen.  If you wish to correct a field, position your cursor in the field, then overtype the data with the correct information.

Step 5. Press  <ESC> to add the non-subscriber record.  You will receive a "record added" message.  You have completed the Add a Non-Subscriber Record task.  Press "B" and you will be returned to the Master File Maintenance Menu.

```
MENU Query eXtensions opTions Address Attributes Add Detail File Screen Output Export Bye Help
Table: nonsub: Searches the database
────────────────────NON-SUBSCRIBER RECORD────────────────Page 1 of 2
Unique Number: [          ]        Telephone #: [          ]
Subscriber Num: [     ]
Name  First: [          ]        Last/Bus: [                    ]

Carrier Route: [   ]    ABC Zone: [  ]   TMC Indicator: [ ]   TMC Route: [   ]

    Number    Dir    Street Name              Suffix  Dir   Unit   Number

   [        ] [    ] [                  ]     [    ] [    ] [     ] [      ]
    Address2 [                    ]
    City     [                    ]
    [ State ] [    ]        Zip: [      ] [    ]         Country: [  ]

Postal Carrier Route:   [    ]        Postal Carrier Sequence: [    ]
Postal Zone Code:       [ ]
Termination Code:       [  ]          Termination Date: [      ]
```

| Field Name | Description |
|---|---|
| Unique Number | System Generated ID for this non-subscriber. |
| Telephone # | Phone number (10 digits) of non-subscriber. |
| Subscriber Num | If this is an ex-subscriber, this field should hold what was their subscriber number. |
| Name | Includes first and last names of the non-subscriber. |
| Carrier Route | The carrier route number for this non-subscriber. |
| ABC Zone | The ABC Zone of the non-subscriber |
| TMC Indicator | "M" = Mail, "C" = Carrier, "G" = Government, "N" = None, "D" = Do not deliver. |
| TMC Route | TMC Route number if the TMC is delivered by someone other than the regular route carrier. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| Dir | Directional (N, S, E, W, NE, NW, etc.) |
| Street Name | Name of Street |
| Suffix | Street Type Abbreviation (ST, AV, RD, etc.) |
| Unit | Apartment Number, if applicable |
| Address2 | Additional address information, if needed |
| City, ST, Zip | City, State, and Zip Code |

| Field Name | Description |
|---|---|
| Postal Data | Includes Postal Carrier Route, Sequence and Zone Code |
| Termination Code | If an ex-subscriber, the code indicating why the subscription was stopped. |
| Termination Date | If an ex-subscriber, the date the subscription was stopped. |

## Demograpic Information

The fields on this page can be changed to suit each location's individual preferences.  The screen below displays some of the possibilities in using demographic information.

```
MENU Query Add Master Detail File Screen Output Export Bye Help
Table: demog: Searches the database
                    NON-SUBSCRIBER DEMOGRAPHICS                  Page 2 of 2
Nonsub
  HOME Owner:                      Has Pet:
  DRIVES TRUCK                     GEO CODE:
  Hunting License:                 Number of Children:
  Has Home Computer:               Number of Cars:
  Has Pool:                        Years In Home:


  Annual Income:                   Funds Invested:
  Home Value:                      Mortage (Home):


  Date Moved To Area:              Birth Date Husband:
  Birth Date Wife:                 Birth Date Youngest:
  Long Distance:
  Type of Heating:
```

**Directions**

```
MENU Query Add Master Detail File Output Export Bye Help
Table: directions: Searches the database

                    Directions to Non-Subscriber Address

Unique Non-Subscriber Number:  [          ]

Directions:

          ┌──────────────────────────────────────────┐
          │                                          │
          │                                          │
          │                                          │
          │                                          │
          │                                          │
          └──────────────────────────────────────────┘
```

| *Field Name* | *Description* |
| --- | --- |
| Unique Non-Subscriber Number | System Generated ID for this non-subscriber. |
| Directions | Direction to delivery location - use as many lines as necessary. |

## Update a Non-Subscriber Record

Use this procedure when you need to change any of the information contained in a non-subscriber record. If you wish to update more than one non-subscriber record, refer to Display Multiple Non-Subscriber Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. Then Select Master File Maintenance, followed by 4. Non-Subscribers. You will see the Non-Subscriber Record Screen.

Step 2. Press "Q" to request an existing record.

Step 3. Enter the Unique Number of the non-subscriber and press <ESC>. You will see the information for the non-subscriber. If you do not know the unique number of the non-subscriber, please refer to Display Multiple Non-Subscriber Records to locate the desired record.

Step 4. Press "U" to start the UPDATE process.

Step 5. Position your cursor over any field you wish to change, then type over the data displayed on the screen.

Step 6. Press <ESC> to update the record.  You will receive a "record has been changed" message.  You have completed the task. Press "B" and you will be returned to the Master File Maintenance Menu.

## Display Multiple Non-Subscriber Records

You perform this task in order to display all non-subscriber records or a group of non-subscriber records. You may update or remove any record that you display.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Non-Subscribers from the Menu.  You will see the Non-Subscribers Record General Information Menu.

Step 2. Press "Q" to request an existing record. If you wish to look at all the non-subscriber records on file, press <ESC> and go to Step 4.

Step 3. .Move your cursor to the appropriate field(s), and type in the search criteria. EXAMPLE: If you wish to look at the records for all the non-subscribers on Bridge Street, type "BRIDGE" in the Street Name field. Press <ESC> after entering all search criteria.

Step 4. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary change the search criteria.

Step 5. If you receive a "records found" message, the first record found will be displayed on the screen.  If you wish to update the record, refer to Update a Non-Subscriber.  If you wish to remove the record, refer to Remove a Non-Subscriber Record. To view the draw information for the vending box, go to Display Draw Information.

Step 6. To see the next non-subscriber record, type "N".  To see a previous non-subscriber record, type "P".  If you do not wish to look at any more records, type "B". You will be returned to the Master File Maintenance Menu.

## Remove a Non-Subscriber Record

You perform this task in order to remove the non-subscriber record from the file.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu.  You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu.  You will see the Master File Maintenance Menu. Select Non-Subscribers from the Menu.  You will see the Non-Subscriber Record Screen.

Step 2. Press "Q" to request an existing record.

Step 3. Type the Unique Number of the non-subscriber and press <ESC>.

Step 4. You will see the information for the non-subscriber. If you do not know the unique number refer to Display Multiple Non-Subscriber Records. Use the procedures described to display the record you wish to remove.

Step 5. Verify that the correct record has been found. Press "R" to remove the record. You will see a "Delete: (Y or N)" message.
– Press "Y" to remove the record
– Press "N" to leave the record intact

Step 6. You have completed the Remove a Non-Subscriber Record task. Press "B" and you will be returned to the Master File Maintenance Menu.

## 8.6   Subscribers

This section will focus on the subcribers and the tasks that may be necessary in maintaining their information and providing them with optimal service.

As the Customer Service screen is constantly growing (in it's abilities), more and more of the items covered here may also be accomplished through the customer service screen.

You may have noticed that there is no "Add" on the ring menu. This is because an addition of a new subscriber should always be made through the Customer Service screen.

### Update a Subscriber Record

You use this procedure when you need to change any of the information contained in a subscriber record. Information is displayed to you on a succession of up to eight screens. This series of screens can display information for both subscribers and non-subscribers. If you wish to update more than one subscriber record, refer to Display Multiple Subscriber Records.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu. You will see the Master File Maintenance Menu. Select Subscribers from the Menu. You will see the Subscriber General Information Menu.

Step 2. Press "Q" to enter the query mode.

Step 3. You will receive a subsequent menu; "CUSTOMER:  Subscriber  Non-subscriber"  Choose "S" to tell the computer that we are searching for a subscriber record.

Step 4. Identify the subscriber by typing in the Subscriber # field and pressing <ESC>. You will see the information for the subscriber. If you do not know the subscriber number refer to Display Multiple Subscriber Records. Use the procedures described to display the record you wish to update.

Step 5. Press "U" to start the UPDATE process.

Step 6. Position your cursor over any field you wish to change, then type over the data displayed on the screen.

Step 7. If you wish to update a later Subscriber/Subscription screen, go the .

Step 8. Press <ESC> to update the record.  You will receive a "record has been changed" message.  You have completed the task.  Press "B" and you will be returned to the Master File Maintenance Menu.

| MENU | Query | eXtensions | Export | Address Attributes | Zoom | Detail | File | Screen | Output | Bye | Help |

Table: customers: Searches the database

GENERAL CUSTOMER INFORMATION                    Page 1 of 9

Subscriber #:                              Telephone #:

NameT        First                Last/Bus

Number    Dir      Street Name              Suffix   Dir    Unit    Number

Address2

City

State          Zip:              Country        County

ABC Zone:                        Tax Exempt:

Vac. Start Date:                 Vac. Re-start Date:

Postal Carrier Route:            Postal Carrier Sequence:

Postal Zone Code:

Bill To:                         Billing Indicator:

—NON-SUBSCRIBER INFORMATION—

Non-Sub ID:             Route Number:            Alternate Route:

TMC Indicator:          Termination Code:        Termination Date:

| *Field Name* | *Description* |
|---|---|
| Subscriber # | The subscriber's identification number. |
| Telephone # | The subscriber' 10 digit phone number. |
| Name | Includes first and last (or business) name of the subscriber. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |
| ABC Zone | The subscriber's ABC (Audit Bureau of Circulations) Zone. |
| Vac. Date | The begin date of this subscriber's current, nearest future or most recent vacation period.  No paper delivered on this date. |
| Vac. Re-start Date | The return date of this subscriber's current, nearest future or most recent vacation period. Paper willbe delivered on this date. |
| Postal Data | Refer to "Address Components" on page 325. |
| Bill-to | Indicates that someone other than the subscriber is paying for the subscription. |

| *Field Name* | *Description* |
|---|---|
| Billing Indicator | Used to indicate a pre-arranged payment method. ("B" = bank-billed, "C" = credit card, "D" = donation or "N" = None) |
| Non-Sub ID | ID for a non-subscriber. |
| Route Number | The carrier route number for a non-subscriber. |
| Alternate Route | Route number if the TMC is delivered by someone other than the regular route carrier. |
| TMC Indicator | "M" = Mail, "C" = Carrier, "G" = Government, "N" = None, "D" = Do not deliver. |
| Termination Code | If this is an ex-subscriber, the code indicating why the subscription was stopped. |
| Termination Date | If this is an ex-subscriber, the date the subscription was stopped. |

## General Customer Information (Screen 2)

```
 MENU Query Zoom Detail File Screen Output Bye Help
 Table: customers: Searches the database
                   ADDITIONAL SUBSCRIBER INFORMATION          Page 2 of 9
 Subscriber
  Number:        [      ]
  First Name:    [        ]     Last/Bus:  [                    ]

   Name Prefix:  [           ]
   Name Suffix:  [           ]
    Work Phone:  [      ]        Fax Number:  [       ]
        E-Mail:  [               ]

   Number    Dir    Street Name          Suffix  Dir    Unit    Number

   [      ]  [  ]   [           ]        [   ]   [   ]  [   ]   [   ]
   Address2  [                ]                     Postal Zone: [ ]
   City      [             ]            Postal Rte: [   ]   Seq: [   ]
   [ State ] [  ]   Zip: [      ]        Country: [   ]  County: [   ]
```

| *Field Name* | *Description* |
|---|---|
| Subscriber # | The subscriber's identification number. |
| Name | Includes first and last (or business) name of the subscriber. |
| Name Prefix | Any prefix which should precede the subscribers name. |
| Name Suffix | Any suffix which should follow the subscribers name. |
| Work Phone | The subscriber's work telephone number. |
| Fax Number | The subscriber's fax number. |

| *Field Name* | *Description* |
|---|---|
| E-Mail | The subscriber's email address. |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |

### Subscription General Information (Screen 3)

You use this screen when you need to change any of the subscriptions general information or you need to access another subscriber/ subscription record screen.

Step 1. Press "D" (Detail) to request the next screen. You will see the Subscription Record Information Screen.

Step 2. Select "Next" or "Previous" to step through the available subscription records. Examine the subscription pay type, start date and end date, to be certain you are working with the desired record.

Step 3. Press "U" to start the UPDATE process. Position your cursor over any field you wish to change, then type over the data displayed on the screen. Fields that should not be updated via this screen are protected, and you will not be able to position your cursor within them.

Step 4. If you wish to update a later Subscriber/Subscription screen, go to Update Subscriber Bill-to Information.

Step 5. You can avoid making any changes by pressing <DEL> (Cancel) at any time before moving to the next step.

Step 6. Press <ESC> to accept the updated information for this subscription. You will receive a "record has been changed" message.

Step 7. You have completed this option of the Update a Subscription Record task. Press "B" and you will be returned to the Master File Maintenance Menu.

```
MENU Query Zoom Master Detail File Screen Output Export Bye Help

Table: subscrip: Searches the database
                  SUBSCRIPTION RECORD GENERAL INFORMATION      Page 3 of 9
Subscriber Number: [    ]    Edition: [   ]    Issue: [  ]   Pay Type: [ ]

NameT [  ]   First [              ]      Last/Bus [                    ]
Route #/Type [     ] / [ ]     # of Copies [     ]     Zone [ ]     Active Ind [ ]


Subscription Start Date  [        ]   Subscription End Date   [        ]
Amortized Amount         [        ]   Total Subscription Rate [        ]
Last Payment Amount      [        ]   Last Payment Date       [        ]
Last Payment Chk/Recpt   [        ]   Notice Indicator        [ ]
Step Discount Value      [        ]   Last Amortized Day Count [        ]
Prior Expiration Date    [        ]   Orig. Subscr. Start Date [        ]
Cancellation Date        [        ]   Date Turned Carr. Coll.  [        ]
Last Adjusted Date       [        ]   Number of Papers Missed  [ ]
Days Delivered Total     [        ]   This Month [  ]    Daily Rate [        ]
Promotion [ ]   Date     [        ]   Termination [ ]    Date    [        ]
Promo: [                 ]            Term: [                ]
```

| *Field Name* | *Description* |
|---|---|
| Subscriber Number | The subscriber's identification number. |
| Edition | The Edition Code used to identify the subscription's publication. |
| Issue # | The Issue Code used to identify the delivery schedule of this subscription. |
| Pay Type | Indicates the payment/subscription type;<br>1 = Carrier Collect/Carrier Delivered<br>2 = Paid In Office/Carrier Delivered<br>3 = Regular Mail<br>4 = Student Mail<br>5 = Military Mail<br>6 = Email<br>7 = Complimentary Mail<br>8 = Complementary/Carrier Delivered<br>9 = Paid in Arrears/Carrier Delivered |
| Name | The title, first and last (or business) nameof the subscriber. |
| Route #/Type | The route number and type of carrier route for the subscription. |
| # of Copies | The number of copies requested. |
| Zone | The Retail Rate Zone Code of the subscription. |
| Active Ind. | The frames Active Indicator - Yes, No, Back-paid, or Refunded. |
| Subscription Dates | Start and End Dates of the subscription (inclusive). |

| Field Name | Description |
|---|---|
| Amortized Amount | Total activity amortized for this subscription (as of the last transmit to GL). |
| Total Subscription Rate | The cost of the subscription frame. |
| Payment Data | Amount, date, and check number of last payment |
| Last Payment Amount | The payment amount applied to this frame. |
| Last Payment Date | The payment date of this frame, or the last date a payment was made, prior to this frame. |
| Last Payment Chk/Recpt | The check or receipt number of this payment. |
| Notice Indicator | Indicates the last renewal notice that was sent out for this frame;<br>0 = No notices have been sent out for this frame<br>1 = This frames first renewal notice was the last to be sent<br>2 = This frames second renewal notice was the last to be sent<br>3 = This frames third renewal notice was the last to be sent<br>P = This frames Payup renewal notice was the last to be sent |
| Step Discount Value | The number of the "Step" discount this frame received. |
| Last Amortized Day Count | The number of days that this frame has been amortized. |
| Prior Expiration Date | The date that this subscriber's most recent frame (prior to this frame starting) expired. |
| Orig. Subscr. Start Date | The begin date of this subscriber's first subscription frame. |
| Cancellation Date | The date of this frame's cancellation. |
| Date Turned Carr. Coll. | If this frame started out as a PIO but has gone carrier collect, the date it turned Carrier Collect will be noted here. |
| Last Adjusted Date | The last date that this frame was modified in some way. |
| Number of Papers Missed | Total number of missed deliveries report during the life span of this frame. |
| Days Delivered Total | The total number of days that this subscription frame has been delivered. |
| This Month | The number of days during the current month that this subscription frame has been delivered. |

| Field Name | Description |
|---|---|
| Daily Rate | The calculated daily cost (to the subscriber) of this frame. |
| Promotion Information | This frame's promotion code, date and description. |
| Termination Information | This frame's termination code, date and description. |

### Subscriber Bill-To Info (Screen 4)

You use this screen when you need to update subscriber bill-to information or you need to proceed to the subscriber credit card screen.

Step 1. Press "D" (Detail) to request the next screen. You will see the Subscription Record Bill-To Information Screen.

Step 2. Press "U" to start the UPDATE process. Position your cursor in any field you wish to change, then type over the data displayed on the screen. Fields that can not be changed, via this screen, are protected, and you will not be able to position your cursor within them.

Step 3. Press <ESC> to update the record.

Step 4. To update the subscriber credit card information, go to Update Subscriber Credit Card Information.

Step 5. To return to the Subscription Record General Information Screen, press "M" (Master).



| Field Name | Description |
|---|---|

Subscriber

| *Field Name* | *Description* |
|---|---|
| Name | The first and last (or business) name of the subscriber. |
| Number | The subscriber's identification number. |
| Bill-to Information | |
| Name | Title, first and last or business name of bill-to party |
| Telephone | Phone number of bill-to party |
| Address | Refer to "Address Components" on page 325, for a detailed explanation of this section. |

### Subscriber Credit Card Info (Screen 5)

You use this screen when you need to change credit card information for a subscriber.

Step 1. Press "D" to request the next screen.  You will see the Subscriber Record Credit Card Information Screen.

Step 2. Press "U" to start the UPDATE process.  Position your cursor over any field you wish to change, then type over the data displayed on the screen.  Fields that are not allowed to change, via this screen, are protected and you will not be able to position your cursor in them.

Step 3. Press <ESC> to update the record.

Step 4. Press "M" to return to the Subscriber Bill-To Information Screen. Go to Step 4 of Update Subscriber Record Bill-To Information.

```
┌────────────────────────────────────────────────────────────┐
│ MENU Query Add Update Master Detail unScramble File Output Export Bye Help │
│ UPDATE: ACCEPT changes data. CANCEL discards changes.  ARROW keys move cursor. │
│                    CREDIT CARD INFORMATION                     │
│                                          Page 6 of 9          │
│                                                               │
│   First:  RICHARD          Last/Bus: DALEY                    │
│                                                               │
│   Subscriber #:  000137                                       │
│                                                               │
│     Credit Card Type:  AMEX                                   │
│                                                               │
│   Credit Card Number: 0123012301230123   Verify: 0123012301230123 │
│                                                               │
│      Expiration Date:  08/06                                  │
│                                                               │
│         Card Status:  B                                       │
│                                                               │
│            Gratuity:     $0.00                                │
│                                                               │
│ Enter C)harge, P)ending, R)ejected, B)illed, O)ne-Time or D)one. │
└────────────────────────────────────────────────────────────┘
```

| *Field Name* | *Description* |
| --- | --- |
| Name | The first and last (or business) name of the subscriber. |
| Subscriber # | The subscriber's identification number. |
| Credit Card Type | The type of credit card (e.g., VISA, MC, AMEX or DIS). |
| Credit Card Number | The credit card's number. |
| Verify | To help avoid keying errors, enter the credit card number again. |
| Expiration Date | The expiration date of the credit card in MM/YY format. |
| Card Status | Credit Card Status; C = Charge, P = Pending, R = Rejected, B = Billed, O = One-Time, D = Done |
| Gratuity | Amount of gratuity to give to the carrier per credit card billing. |

### Display Multiple Subscriber Records

You perform this task in order to display all or a group of subscriber records.  You may update or remove any record that you display.

Subscriber information is displayed on one of eight screens.

To move from screen to screen, you can select Detail, Master or File. Press "D" or "F" to go from Screen 1 to Screen 2, Screen 2 to Screen 4, Screen 4 to Screen 5, Screen 5 to Screen 6, Screen 6 to Screen 7, Screen

7 to Screen 8. To go from Screen 2 to Screen 3, position the cursor in the last screen field.

You can go directly to a screen by pressing a number before a "D" or "F". For Instance, type "1F" and you will go directly to Screen 1 of 8. The table below can be used as a quick road map.

| Keystrokes | or Keystrokes | Will take you directly to this screen |
|---|---|---|
| 1F | M | General Customer Information |
| 2F | 1D | Subscription Record General Information |
| 3F | 2D | Bill-To Information |
| 4F | 3D | Credit Card Information |
| 5F | 4D | Demographic Information |
| 6F | 5D | Directions to Household |
| 7F | 6D | Arrears Billing Information |

Press "M" to go from Screen 8 to Screen 7, Screen 7 to Screen 6, Screen 6 to Screen 5, Screen 5 to Screen 4, Screen 4 to Screen 1, Screen 2 to Screen 1. To go from Screen 3 to Screen 2, position the cursor in the last screen field and press <RETURN>.

Step 1. Select Master File / Table Maintenance from the Circulation Main Menu. You will see the Master File / Table Maintenance Screen. Select Master File Maintenance from the Menu. You will see the Master File Maintenance Menu. Select Subscribers from the Menu. You will see the Subscriber Record General Information Menu.

Step 2. Press "Q" to request an existing record. If you wish to find all of the subscriber records on file, press <ESC> and go to Step 4.

Step 3. Press the <RETURN> key to position you cursor to the appropriate field(s), and then in the search criteria.
EXAMPLE: If you wish to look at the records for all subscribers named O'Brien, type "O'BRIEN" in the Last/Bus Name field.
Press <ESC> after entering all search criteria.

Step 4. If you receive a "no records satisfying the conditions" message, return to Step 2 and, if necessary, change the search criteria entered in Step 3.

Step 5. If you receive a "records found" message, you will see the first record of the group.

Step 6. If you wish to update the record, refer to Update a Subscriber Record.

Step 7. If you wish to look at the next subscriber record, type "N" (Next). If you wish to look at a previous subscriber record, type "P" (Previous). If you do not wish to look at any more records, type "B" (Bye) . You will be returned to the Master File Maintenance Menu. You have completed the task.

# NEWZware                    ICANON *ASSOCIATES, INC.*

## 8.7   Subscription Supervisor Menu

This document introduces the Subscription Supervisor menu on the General Customer Information Screen (Subscriber - Subscription/Bill-To/Credit Card).   You can enter this screen by choosing 15, 1, 5 from the Circulation Main Menu.

```
MENU Query eXtensions Export Address Attributes Update Zoom Detail File Screen Output Bye Help
Table: customers: Updates current row
SUBSCRIBER                 GENERAL CUSTOMER INFORMATION              Page 1 of 9
Subscriber #:  000137                         Telephone #:  (312)  744-8000
NameT       First RICHARD          Last/Bus DALEY
   Number    Dir    Street Name              Suffix  Dir    Unit    Number

   121       N      LASALLE                   ST            ROOM    507
   Address2
   City      CHICAGO
   State     IL        Zip:  60602            Country        County  087
ABC Zone:              39        Tax Exempt:                          N
Vac. Start Date:  12/18/2002     Vac. Re-start Date:    12/31/2002
Postal Carrier Route:  R002      Postal Carrier Sequence:            0
Postal Zone Code:      6
Bill To:               Y         Billing Indicator:                 B
                      NON-SUBSCRIBER INFORMATION
Non-Sub ID:            Route Number:          Alternate Route:
TMC Indicator:        Termination Code:    Termination Date:
This row has been changed
                            1 of 1
```

 Only those users that are members of the group "progs", "super", or the group named by the Circulation's parameters "SUPERVISOR GROUP" can view this menu.    When you are on the second screen (2 of 7), and select the UPDATE command, the following question box is displayed.

```
NEWZware Prompt                    [X]
  (?)   Do You Want The Supervisor Menu?

          [ Yes ]    [ No ]
```
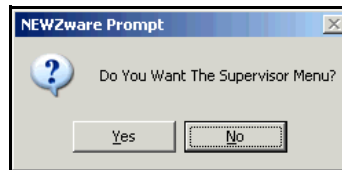
If you select No, then you are thrown into normal update mode where you can only update the route number, the receipt number or the promotion and termination codes.  If you select Yes, then you are placed into the SUPERVISOR menu.   From this menu you can SAFELY  perform a few popular transactions without compromising system integrity.   The menu is shown on the screen below.

# NEWZware

# ICANON ASSOCIATES, INC.

## Menu Options

With this menu, you can perform the following actions on a given subscription:

```
SUPERVISOR  Credit  Debit  Restart  Uncancel  Prior  reMove  remArks  Zone  Output  Bye  Help
Table: subscrip: Add days of service by dollar amount
                    SUBSCRIPTION RECORD GENERAL INFORMATION        Page 3 of 9
Subscriber Number:  000137   Edition:  KWC   Issue:  DS   Pay Type:  2
NameT          First RICHARD            Last/Bus DALEY
Route #/Type  KC0100 / C     # of Copies     1      Zone  G      Active Ind  Y

Subscription Start Date  04/01/2003   Subscription End Date    03/31/2004
Amortized Amount              $0.00   Total Subscription Rate     $102.00
Last Payment Amount         $102.00   Last Payment Date        01/23/2003
Last Payment Chk/Recpt      ck1302    Notice Indicator             0
Step Discount Value             0     Last Amortized Day Count      0
Prior Expiration Date    02/17/2003   Orig. Subscr. Start Date 06/28/1990
Cancellation Date                     Date Turned Carr. Coll.
Last Adjusted Date       12/30/2002   Number of Papers Missed       0
Days Delivered Total            0     This Month     0    Daily Rate   $0.41
Promotion   U      Date  03/29/2003   Termination       Date
Promo:  Unsolicited                   Term:

                               4 of 5
```

| Action | Description |
|---|---|
| Credit | Increase a paid subscription's remaining service by a number of dollars. This will present the remaining dollar amount, and days of service, and allow the entry of a dollar amount, and calculate the corresponding days that the subscription will be increased by. *Note: The revenue of the original subscription value will still be realized, however only the subscriber's service will be increased. Essentially more papers for same money. Only paid, non-canceled subscriptions are eligible.* |
| Debit | Reduce a paid subscription's remaining service by a number of dollars. This will present the remaining dollar amount, and days of service, and allow the entry of a dollar amount, and calculate the corresponding days that the subscription will be reduced by. *Note: The revenue of the entire subscription will still be realized, however only the subscriber's service will be reduced. Only paid, non-canceled subscriptions are eligible.* |
| Restart | Change the start date of a future dated subscription frame. This will allow you to change the start date, for a given subscription, and all future frames will have their date boundaries rippled up or down. Any remarks for the original start date are changed to the new start date. Only unprocessed subscriptions (i.e. no service delivered yet) are eligible. |

| Action | Description |
|--------|-------------|
| Uncancel | Allow you to remove a cancelation date altogether, or change it to another future date. Only an unprocessed canceled subscription can be uncanceled (i.e. sp_canc_ind not marked with a "Y"). |
| Prior | Remove the Prior Expiration Date value. This will effectively treat a given subscription like it is a new subscription with no previous frames. A NULL Prior Expiration Date indicates that the front-end grace period will be used instead of the renewal - usually shorter - grace period. |
| reMove | This completely removes every trace of the currently displayed subscription frame from NEWZware. No messages will be sent to a carrier, and all audit and remark messages related to the frame will be removed. Only unpaid frames can be removed. |
| remArks | Remove remark messages. This will allow the removal of any mistakenly entered remark messages. Only remark messages that have not been processed can be removed. |
| Zone | Update a frame's (retail rate) Zone. Updating the zone will (usually) affect the subscription rate of a frame. It will not rate of a paid frame, but it will affect future renewal notices and frames. |

A few examples will be shown here:

### Subscriber Credit

When performing a credit, you will be increasing the amount of service a subscriber receives, but still only charging them original price, and realizing that revenue. This is useful for customer credits or incentives or other creative reasons you want to give service to a customer. Shown below is the credit amount and days entry screen.

```
                    SUBSCRIBER DEBIT/CREDIT ADJUSTMENT

 Debit/Credit Amt: |    $0.00   Days:        0


 Remaining Amt:        $149.65  Days:      365   Day Rate:    $0.41
|Enter Amount To Be Debited/Credited
```

### Subscriber Debit

When performing a debit, you will be reducing the amount of service a subscriber receives, but still charging them full price, and realizing the revenue. This is useful for NIE donations, or gratuities or other

creative reasons you want to take service away from a customer. Shown below is the debit amount and days entry screen.

```
              SUBSCRIBER DEBIT/CREDIT ADJUSTMENT

Debit/Credit Amt: |      $0.00   Days: |          0


Remaining Amt:         $149.65  Days:       365   Day Rate:  |  $0.41
Enter Amount To Be Debited/Credited
```

### *Uncancel*

When performing an Uncancel, you must update the subscription before the Calculate Draw processes it and marks is canceled for good. Any remarks setup for this subscription are also either removed or moved to the new cancel date if necessary. Shown below is the new date entry screen.One last note:   Use this menu with care.

```
                  SUBSCRIPTION DATE CHANGE


      New Cancel: |              |


      Cur. Cancel: | 04/01/2003 |
Enter New Date
```

## 8.8   Address Components

While the positioning of the fields within an address may change, the parts of an address will always be the same. Below is an example of how a typical address might appear in any screen, along with an explanation of it parts.

```
Name(Tl/Fst/Lst): |      | RAY          | ↧ | BOLGER     |
| 4      | ①  | ② | GAUGHTEN         |  ③  | DR ④ | ⑤ |      | ⑥ |      | ⑦ |
Line 2: |                            |      City:  | TWISTER   |
State: | KS |  Zip: | 01939     |  4750 | Code/Route: | C073 |  Seq: | 99 |  Zone | 6 |
Country: |    |     County: | 013 |
```

| Field Name | Description |
| --- | --- |
| Name: Tl | A person's title. |
| Fst | The person's first name |
| Lst | The persons surname or name of the business. |
| Number① | House number of the address. |

| *Field Name* | *Description* |
|---|---|
| Dir ② | Prefix directional of the address. |
| Street Name ③ | The street name of the address. |
| Suffix ④ | Suffix indicating the street type. |
| Dir ⑤ | Suffix directional of the address. |
| Unit ⑥ | Unit designator for the address. |
| Number ⑦ | Unit value for the address. |
| Address 2 | Supplemental information related to the address. |
| City | City where the address located. |
| State / Province | State or Province (whichever is appropriate) for the address. |
| Zip | The zip/postal code of the address. |
| +4 Code | The 4 digit extender to zip codes. |
| Code/Route | The postal carrier route code. |
| Seq | The postal carrier's sequence for this address. |
| Zone | The postal zone. |
| Country | The country code; for example "CAN", "MEX" or "USA". |

If you have the benefit of having an address correction utility (such as Postalsoft) as part of your NEWZware application, not only will it ensure that you have more accurate address information, but it can also save you some work. Enter the entire street address into the "Street Name" field and, when you move to the next field, the address will split into it's separate components and each piece will be placed into it's proper field location.

# 8    Table Maintenance Tasks

The NEWZware System uses thirty tables for processing Circulation System Information. These tables fall into one of four groups:

- Group 1 tables include ABC Zone Definitions, Chart of Accounts, Edition Codes, Issue Codes, Non-Publishing Dates, Demographic Fields, District Manager, System Parameters.

- Group 2 tables include Mail Bag Definitions, Promotion Codes, Remarks Codes, and Retail Rate Zones, Insert Package.

- Group 3 tables include Credit Codes, Debit Codes, Market Zones, Retail Rates, Trucking Loading Sequence, Wholesale Rates, Truck/ Zone, Down Route/Truck/District Messages.

- Group 4 tables include Street Suffix, City/Zip/PC , State/Province, Routing Wheel

For each of these groups, a quick reference is provided in order to assist you in adding or updating individual table records.

## 8.1    A Few Ground Rules

Before we continue to describe each of the tables available, and in an attempt to save time, paper and redundancy, the basic command functions available during the table maintenance (and most other) screens, will be identified here, with an explanation of their use.

### Ring Menu Commands

While all of the following may not be available, at any given time, those that are, will always be displayed within the ring menus, at the top of each screen.  Notice that the ring menu is dynamic and changes to reflect the current data conditions.

| *Command* | *Description* |
| --- | --- |
| Query* | Searches through data records to find records matching any search criteria entered.  If no search criterion was entered, all records within a table will be found |
| Next | Displays the next available record |
| Previous | Displays the preceding record |
| Add* | Used to add a record in the current table |

| Command | Description |
|---------|-------------|
| Update* | Used to update the current record.  You will not be able to move the cursor to any fields that are not allowed to be updated (via the current screen). |
| Remove | Will delete the record currently displayed, after receiving an affirmative response to "DELETE:  No  Yes" -- Even though "Remove" may be available from the ring menu, there may still be restrictions that disallow the removal of specific records in order to maintain data integrity |
| Output | Sends a copy of the current screen, including the displayed data, to the printer of your choice |
| Bye | Exits the current screen and returns to the previous menu |
| Help | Will display any help available from the current screen |
| … | Indicates that there are more ring menu choices available (through the ellipsis) |

* Any function that moves your cursor within the fields displayed on a screen, require that you 'execute' the function before any search begins, or entries and/or additions are incorporated into the NEWZware system.  This is accomplished, by pressing <ESC> or "OK".  To cancel a function before execution, press <DEL> or "Cancel".

## Pop-Up Menu Commands

Whenever the message "(F6 to activate Pop-Up)" is displayed on a screen, you have additional assistance available.  This message indicates that you can either type in your data or press the function key <F6> to produce a Pop-Up box of available entries.

If you choose to take advantage of the Pop-Up box, but find the number of choices overwhelming, you can use the ring menu within the Pop-Up box, to narrow and/or navigate the list of available choices.  The availability of the <F6> feature can change from screen to screen, and field to field.  The "(F6 to activate Pop-Up)" appears most often during data entry or retrieval.

| Command | Description |
|---------|-------------|
| Select | Return to the previous data entry screen, copying the information from the highlighted line of the Pop-Up box into the field from which the Pop-Up box was accessed. |
| Query | Searches through data records to find records matching any search criteria entered. |
| Next | Highlights the next available choice |

| *Command* | *Description* |
|---|---|
| Previous | Highlights the previous choice |
| First | Moves to (highlights) the first line of the first page of available choices |
| Last | Moves to (highlights) the first line of the last page of available choices |
| Dn-page | Moves to (highlights) the first line of the next page of available choices |
| Up-page | Moves to (highlights) the first line of the previous page of available choices |
| Bye | Return to the previous data entry screen, without passing any information to that screen |

| *Name of Table* | *Fields to Enter* |
|---|---|
| ABC Zone Definitions | ABC Zone<br>Zone number<br>Zone Description |
| Chart of Accounts | G/L Account Code<br>Account Code Description<br>G/L Company Code<br>G/L Business Unit Code<br>G/L Department Code<br>G/L Account Code<br>G/L Product Code |
| System Parameters | (There are about 50 fields in this table) |
| Edition Codes | Edition Code<br>Frequency Type<br>Edition Description<br>Product Code<br>Publishing Days<br>Premium Days<br>Distributor Type |
| Issue Codes | Issue Code<br>Delivery Days<br>Description |
| Non-Publishing Dates | Date<br>Edition<br>Description<br>Charge/Credit Indicator |
| District Manager | District Number<br>District Manager Name |
| Demographic Fields | (There are 21 fields in this table) |

## 8.2   Group 1 Tables Quick Reference

There are eight tables in Group 1.  Fields contained in the first six tables are listed in the Quick Reference chart on the previous page.  The steps below summarize the procedure for adding a record to a table using the Quick Reference chart.  In order to use the chart, you should always begin from the Circulation Main Menu.

If you wish to update a table record, you should follow the step by step procedures contained in the Display/Update/Remove task for that table.  You may still find it of value to consult the Quick Reference chart for checking names of fields in the table.

Step 1. Select Master File /Table Maintenance from the Circulation Main Menu.  You will see the Master File /Table Maintenance Menu.  Select Table Maintenance from the System Reports Menu.  You will be placed on the Table Maintenance Menu.

Step 2. Select the desired table from the Table Maintenance menu by pressing or highlighting the number shown on the Quick Reference chart and pressing <RETURN>.  If necessary, place the screen in the ADD process by pressing "A".  Enter the information for the fields shown on the chart.

Step 3. Press <ESC> to add the table record.  You have completed the task when you receive the "record added message.

## ABC Zone Definition Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **ABC Zone Definitions**

This table defines the ABC zones and titles that will be used when reporting the Audit Bureau of Circulation information.  It is limited to three records with the ABC Zones of "CITY", "RTZ" and "AOZ.  Each the ABC Zones have a set of ten Zone Numbers and Descriptions.  "CITY" uses the Zone Numbers 10 through 19, "RTZ" – 20 through 29, and "AOZ" – 30 through 39.



| Field Name | Description |
| --- | --- |
| ABC Zone | Code used to identify a group of 10 ABC Zones |
| Zone Number | Number assigned to an ABC Zone |

| Field Name | Description |
|---|---|
| Description | Description or label that will be when reporting ABC information |

## Chart of Accounts Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Chart of Accounts**

The Chart of Accounts table defines the accounting codes used in the Circulation system.  A two character G/L Acct Code will identify account activity and then expand it into a five part account code required for use within the General Ledger.

```
MENU Query Next Add Update Remove Export Output Bye Help
Table: ca_coa: Searches the database

                         CHART OF ACCOUNTS

                 G/L ACCT           ACCOUNT CODE
                   CODE             DESCRIPTION
                 _____           _____

                   01              Revenue

         COMPANY    BUSINESS UNIT    DEPARTMENT    ACCOUNT    PRODUCT
          CODE          CODE           CODE        NUMBER      CODE
         _____     _____      _____     _____    _____

          078           K41            000         34010       0101



                           1 of 40
```

| Field Name | Description |
|---|---|
| G/L Acct Code | Two character code used to identify this account in the circulation system |
| Account Code Description | Description for this account |
| Company Code | Three character code used to identify the company |
| Business Unit Code | Three character code used to identify the business unit |

| Field Name | Description |
| --- | --- |
| Department Code | Three digit code used to identify the department |
| Account Code | Five digit code used to identify the account |
| Product Code | Four digit code used to identify the product |

Note:  G/L Acct Codes 01 through 26 are required for use in the Circulation system, and cannot be removed.

## Edition Codes Table

**Master File / Table Maintenance**
   **Table Maintenance**
      **Code Tables**
         **Edition Codes**

The Edition Codes Table is used to define a publication and it's publishing cycle.  This screen is composed of three data entry sections: Edition, Specific Dates and Premium Days.

| | |
| --- | --- |
| *Edition (Master):* | Nearly every process in the circulation system requires knowledge provided by the Edition Code Table.  Once entered, a unique 'Edition' code can be used to relate any data entry or activity back to its originating publication.  When a unique Product Code is used, it maintains an edition's relationship, to its accounting activity, after it has been transmitted to the general ledger. |
| *Specific (Detail):* | Data entry is required here only when we have chosen an Edition Type of 'SDT' or 'SMD'. |
| *Premium (Detail):* | If an edition has any Premium Days, they should be entered in this portion of the screen.  Premium Days can only be entered for an Edition Type of 'DOW'. |

```
MENU Query Next Previous Add Update Remove Detail File Screen Output Export Bye Help
Table: edition_tbl: Shows the previous row in the current list


                        EDITION CODES TABLE

   Edition:  KWC   Type:  DOW   Description:  KEY WEST CITIZEN
   Product Code:   0101


           Weekly Frequency              Monthly Frequency
   Publishing  SMTWTFS      Week 1   Week 2   Week 3   Week 4   Week 5
      Days:    XXXXXXX


   Specific Dates:              OR  Specific Months:     Specific Day:


   Premium     SMTWTFS
      Days:    X           Distributor Type:  D




                           4 of 8
```

| Field Name | Description |
|---|---|
| Edition | Three character code used to identify this publication throughout the circulation system |
| Type | Predefined code used to define the edition's publishing frequency<br>DOW-Day of Week; represents a publication produced at least once a week, on the same day(s) of every week<br>DOM-Day of Month; indicates a publication produced on the same date(s) of every month<br>SDT-Specific Date; is used when a publication has no specific cycle and each publishing date needs to be entered individually<br>SMD-Specific Month/Day; can be used for those publications that are produced on the same dates (month and day) from year to year |
| Description | Description, usually the name, of the publication. |
| Product Code | Four digit code used to identify the product |
| Publishing Days | |
| Weekly Frequency | When Type is DOW, place an X under the letter representing each publishing day |
| Monthly Frequency Weeks 1 through 5 | When Type is DOM, place an X under the letter representing each publishing date.  Each week represents a calendar week.  Regardless of on what day that month begins, "Week 1" always represents the first through the seventh of the month |
| Specific Dates | When Type is SDT, enter the specific dates on which an edition will be produced.  Input from one to any number of dates |

| *Field Name* | *Description* |
|---|---|
| Specific Months | When Type is SDT, enter the month of the date the edition is published from year to year |
| Specific Day | Used in conjunction with 'Specific Months', enter the specific day of the month that this edition will be published from year to year |
| Premium Days | |
| SMTWTFS | Place an X under the letter representing a premium day |
| Distributor Type | Identifies the distributor types (A, C, D, V) subject to premium rates |

## Issue Codes Table

**Master File / Table Maintenance**
> **Table Maintenance**
>> **Code Tables**
>>> **Issue Codes**

Issue codes can identify any combination of delivery days available to subscribers. For example, SO typically is the code indicating that deliveries are made on Sunday Only.

Multiple records are displayed on the screen. When you enter this screen, the first record is highlighted, indicating that any action chosen from the ring menu will affect this (the highlighted) entry. To move to the next record use "Next". You will notice that the second line is now highlighted and the first line is not. Also, the message indicating the number of records changes to indicate that we are now at record "2 of" whatever number of issue code records are available.

The data in the table is listed within a space of 10 lines, however, you are not limited to 10 entries. "Next" through the records shown on the screen, to access any record that might be hidden from our current view.

```
MENU Query Next Add Update Remove Output Export Bye Help
Table: issues_tbl: Searches the database


                    ISSUE CODES TABLE


    Issue        Delivery Days
    Code           SMTWTFS                      Description


    DS           XXXXXXX            DAILY
    F                  X            FRIDAY
    FS           X     XX           FRIDAY, SATURDAY, SUNDAY
    MF           XXXXXXX            MONDAY - FRIDAY
    SO           X                  SUNDAY ONLY
    SS           X      X           SATURDAY, SUNDAY
    W               X               Wednesday Free Press




                    1 of 7
```

| Field Name | Description |
|---|---|
| Issue Code | Two character code used to identify an issue (delivery cycle) |
| Delivery Days SMTWTFS | Place an X under the letter representing each delivery day |
| Description | Description of the issue (delivery days) |

## Non-Publishing Dates Table

**Master File / Table Maintenance**
> **Table Maintenance**
>> **Non-Publishing Dates**

This table is used to tell the system that we will not produce a calculate draw for a publication on a date that would normally fall within it's publishing cycle.  One example of this, could be if a publication is not produced on a holiday, such as New Year's Day.  Specific dates must be entered and they do not carry over from one year to the next.  If we do not publish on New Year's Day of every year, that date must be entered every year.  Non-Publishing Dates should be entered with at least one calculate draw remaining prior to the non-publishing date.

```
MENU Query Add Update Remove Output Export Bye Help
Table: holidays: Searches the database


                     NON-PUBLISHING DATES TABLE


          Date:                        01/01/2004
          Edition:                     KDN
          Description:                 New Years Day

          Still Charge/Credit Carriers?   N




                              1 of 1
```

| Field Name | Description |
|---|---|
| Date | Non-Publishing Date |
| Edition | Enter a specific edition code or leave blank if this applies to all editions |
| Description | Event or reason the publication will not be produced |
| Still Charge/ Credit Carriers | Whether to apply the draw charges and PIO credits for this date, as though the draw had taken place (Y/N) |

## Demographic Fields Description Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Demographic Tables**
            **Demographic Fields Descriptions**

This table is used to define the fields displayed within the subscriber and non-subscriber demographic information screens.  The field names and formats can be defined locally to track the specific information desired.

```
MENU Update Screen Output Export Bye Help
Table: demog_tags: Updates current row
                DEMOGRAPHIC FIELD DESCRIPTIONS
                                             Page 1 Of 3
Label                  Label Length   Type    Offset   Length   Status
  HOME Owner:          X                                          Y
  DRIVES TRUCK         X                                          Y
  Hunting License:     X                                          Y
  Has Home Computer:   X                                          Y
  Has Pool:            X                                          Y
  Has Pet:             XX                                         Y
  GEO CODE:            XX                                         Y
  Number of Children:  999999                                     Y
  Number of Cars:      999999                                     Y
  Years In Home:       999999                                     Y




                          1 of 1
```

| Field Name | Description |
|---|---|
| Label | Description of the information being tracked |
| Label Length | Length and formatting that the field will have within the data entry screen<br>An X represents any character, a 9 represents any number, mm/dd/yyyy represents a date |
| Type | Data type |
| Offset | Number representing the offset |
| Length | Length of the data to be stored (although the field length may be smaller) |
| Status | Whether the field should be displayed on the demographics screen |

## District Manager Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **District Manager Table**

This table is used to associate a district manager's name with his district number.

```
MENU Query eXtensions Add Update Remove Output Export Bye Help
Table: dm: Searches the database


                    DISTRICT MANAGER NAME TABLE



          District Number:        1


          District Manager Name:  Bob Timmerman








                         1 of 1
```

| *Field Name* | *Description* |
|---|---|
| District Num-ber | Number assigned to a district |
| District Man-ager Name | District manager name or other identifying information |

## System Parameters Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Parameters Tables**
            **System Parameters**

The Circulation System Parameters Table can be considered a central storage area.  It contains general information essential to the circulation system, but of a small scope, not warranting its own table.

```
MENU Update Output Export Screen Bye Help
Table: params: Toggle between screens
                     CIRCULATION SYSTEM PARAMETERS          Page 1 of 4

Bond Deposit Interest Rate:   .150000    Bond Dep. Interest Period:    M

Carr DRAW/PIO Billing Methods:  A / A    Lines per Mail Label:         6
                                         Mail Label Tolerance:         0

TMC Delivery Rate:            .0000      TMC Check Indicator:          Y

Distributor Sales Tax Rate:   .0750      Decimal Places/Average Invoices: 4
                                         Display Carr DM Info on Invoice? N
Default Dealer Billing Cycle:     M      Bond Balance Displayed on Inv?:  Y

Special Forms Printer Name:  sflk41      Summarize G/L Transactions?:  Y
              Printer Speed:  19200

Carrier Draw Sales Tax Indicator:  Y     BP's Req. 50% Bond Reduction:  99

                               1 of 1
```

| Field Name | Description |
| --- | --- |
| Bond Deposit Interest Rate | Amount of interest provided for bond deposits |
| Bond Dep. Interest Period | The frequency at which bond deposit interest is assessed |
| Carr DRAW/ PIO Billing Methods | A – Arrears per copy<br>E – Estimated per copy<br>S – Estimated averaging<br>V – Arrears averaging |
| Lines per Mail Label | Lines per mailing label, 6 though 9 |
| Mail Label Tolerance | Print another header mail label after printing this number of mail labels (within a group).  0 turns this feature off. |
| TMC Delivery Rate | Amount to credit an account for each TMC delivered |
| TMC Check Indicator | |
| Distributor Sales Tax Rate | Tax percentage rate |
| Decimal Places/Average Invoices | When performing calculations, use this number of decimal places (0 to 4) |
| Display Carr DM Info on Invoice | Whether to display the carrier's district manager information on their invoices |

| *Field Name* | *Description* |
|---|---|
| Default Dealer Billing Cycle | Default billing cycle (which can be changed while entering distributor info) |
| Bond Balance Displayed on Inv | Whether to display the bond information on carrier invoices |
| Special Forms Printer Name | Printer usually used for printing invoices, renewal card, etc. |
| Printer Speed | The baud rate at which the printer can receive data from the server |
| Summarize G/L transactions | Whether to total account activity before transmitting it to the General Ledger or to send individual records |
| Carrier Draw Sales Tax Indicator | Whether to apply sales tax to carrier draws |
| BP's Req. 50% Bond Deduction | The number of billing periods at which a carrier' |

```
MENU Update Screen Output Export Bye Help
Table: params: Updates current row
                    CIRCULATION SYSTEM PARAMETERS              Page 2 of 4

   Memo-to-Carrier default: Edition:  KWC                Issue:  DS
                            City:     KEY WEST           State:  FL


   Unpaid Subscription Grace Periods:        New Start      Extension
       PIO turn to Carr. Coll.:                27            14    Days.
       MAIL Stop:                              27            14    Days.


       PIO/CC Apply to Lost Revenue Period:      27    Days.

   Remove Inactive Records After        400   Days.
   Erase Nonsub. Name After             100   Days.


   Subscrip. Renewal Notice Periods  (1st, 2nd, 3rd)   30 , 15 ,  3   Days.
   Resale Goods Level:  $5000.00
   Retail Subscription            Rate:    7.5     Account:  04

                           1 of 1
```

| *Field Name* | *Description* |
|---|---|
| Default | |
| Edition | Edition code that will appear as the default edition (leave blank for none) |

| *Field Name* | *Description* |
|---|---|
| Issue | Issue code that will appear as the default issue (leave blank for none) |
| City | City that will appear as the default city (leave blank for none) |
| State (or Province) | State (or Province) that will appear as the default (leave blank for none) |
| Unpaid Subscription Grace Period – New Start or Extension | |
| PIO turn to Carr. Coll. | Number of days a PIO subscriber will receive a publication and the carrier will receive a PIO credit – subscription becomes temporary Carrier Collect |
| Mail Stop | Number of days a mail subscriber will receive a publication before their subscription halts |
| PIO/CC Apply to Lost Revenue Period | Number of days a PIO subscriber will receive a publication before their subscription becomes permanent Carrier Collect |
| Remove Inactive Records After | Number of days an ex-subscriber must be an ex-subscriber, before their information is moved from the subscriber file to the non-subscriber file |
| Erase Non-sub. Name After | Number of days an ex-subscriber should be in the non-subscriber file before we replace their name with "Resident" |
| Subscrip. Renewal Notice Periods (1st, 2nd, 3rd) | Number of days before the end of a PIO subscription, that we will send out a renewal notice – A 0 indicates that no notice will be sent |
| Resale Goods Level | Amount of activity that must be met before (tax) reporting is required |
| Retail Subscription | |
| Rate | Retail subscription tax rate (6.0 = 6 percent) |
| Account | Account code to use for retail subscription taxes (from circ chart of accts) |

```
MENU Update Screen Output Export Bye Help
Table: params: Updates current row
                    CIRCULATION SYSTEM PARAMETERS            Page 3 of 4
Dispatch Screen Access:       D          Dispatch Read Interval:        0
Post-Dispatch:
 Process 'Dispatch-Only' Dealers?  N     Automatic Returns Processing:

ROUTING WHEEL PROCESSING: Memo-to-Carr  C      Check Address Line 2:     N
                                               Check Reverse Directionals: Y
Bundle Wrap Format Type:               S
Bundle Odds To Truck '0' Method:
Generate ROLL Bundle Wraps?            N    (When Single Type Draw < Min)
Calculate Equal Bundle Counts?              (For Single Bundle Types)
Display Subscr Phone #: Bundle/Report:  B
     Driver Manifest Summary Flags:        'M' = Display on (M)anifest Page
                                           'S' = Display on (S)ummary Page
          Master-Truck Summary Flag:       'B' = Display on (B)oth
              Sub-Truck Summary Flag:      ' ' = Don't summarize!



                             1 of 1
```

| Field Name | Description |
|---|---|
| Dispatch Screen Access | Dispatch Screen Access (Exclusive or District) |
| Dispatch Read Interval | Number of seconds between which the dispatch screen will update automatically (3 through 99, or 0 to wait for keystroke) |
| Post-Dispatch | |
| Process 'Dispatch-Only' Dealers | Y/N |
| Automatic Returns Processing | Daily Averaging/Weekly Averaging |
| Routing Wheel Processing | |
| Memo-to-Carr | Address Validation, Carrier Lookup, Both, or blank=none |
| Check Address Line 2 | Y/N |
| Check Reverse Directionals | Y/N |
| Bundle Wrap Format Type | Individual, Key, Label, Single |
| Bundle Odds To Truck '0' Method | Y/N |

| Field Name | Description |
|---|---|
| Generate ROLL Bundle Wraps | Y/N |
| Calculate Equal Bundle Counts | Y/N |
| Display Sub-scr Phone #: Bundle/Report | Y/N |
| Driver Manifest Summary Flags | |
| Master-Truck Summary Flag | Manifest Page, Summary Page, Both or blank |
| Sub-Truck Summary Flag | Manifest Page, Summary Page, Both or blank |

```
MENU Update Screen Output Export Bye Help
Table: params: Updates current row

              CIRCULATION SYSTEM PARAMETERS            Page 4 of 4


      Exception PIO Subscriptions:


          INITIAL Subscription Grace Period:        0     Days.

          Subsequent Subscription Grace Periods:    0 /

          Always End Subscription At Month End?




                              1 of 1
```

| Field Name | Description |
|---|---|
| Exception PIO Subscriptions | |
| INITIAL Subscription Grace Period | INITIAL Subscription Grace Period |

| Field Name | Description |
|---|---|
| Subsequent Subscription Grace Period | Subsequent Subscription Grace Period |
| Always End Subscription At Month End | Always End Subscription At Month End (Y/N) |

## Customer Service Submit Codes Table

**Master File / Table Maintenance**
   **Table Maintenance**
      **Code Tables**
         **Customer Service Submit Codes**

The Customer Service Submit Codes Table is used to declare any party that might initiate some activity that would be entered by a Customer Service Representative.  This table controls the items available within the "Submitted By" Pop-Up list of the Customer Service screen.

```
MENU Query Next Previous Add Update Remove Output Export Bye Help
Table: sp_submit: Shows the previous row in the current list

                 CUSTOMER SERVICE SUBMISSIONS

   Submission Code:     CAR

   Description:         CARRIER




                         3 of 5
```

| Field Name | Description |
|---|---|
| Submission Code | Three character code used to identify the party that initiated an activity. |
| Description | Description of  the party initiating the activity. |

### Subscriber Transaction Codes Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Code Tables**
            **Subscriber Transaction Codes**

Whenever an action is taken within the Customer Service screen, the codes within this table are used to indicate the type of activity that took place. These codes are most often seen when accessing the "vieW", "Audit" feature of the Customer Service screen.

```
 MENU  Query  Next  Previous  Add  Update  Remove  Output  Export  Bye  Help
 Table: sp_trans: Shows the previous row in the current list


                   SUBSCRIPTION TRANSACTION CODE TABLE


        Transaction Code:     PXR      Number:        26

        Description:          PAYMENT TRANSFER RECIPIENT SUBSCRIPTION




                              4 of 11
```

| *Field Name* | *Description* |
|---|---|
| Transaction Code | Three character code used to identify the activity. |
| Number | An internal number used by NEWZware. |
| Description | A plain English description of the activity that took place. |

## 8.3  Group 2 Tables Quick Reference

| *Name of Table* | *Fields to Enter* |
|---|---|
| Mail Bag Definitions | Bag Number |
| | Bag Description |
| | Postal Carrier Route Number |
| | Zip code |
| Promotion Codes | Promotion Code |
| | Promotion Description |
| | G/L Account ID of the promotion |
| | Promotion Start Date |
| | Promotion End Date |
| | Subscription Length |
| | Subscription Amount (Before Discount) |
| | Subscription Amount (After Discount) |
| Remark Codes | Remark Code |
| | Transaction Indicator |
| | Remark Description |
| Zone | Postal zone |
| | Lower range of zip code |
| | Upper range of zip code |
| Insert Package | Description |
| | Date |
| | Edition |
| | Insert Package Code |
| | Customer |
| | Weight |
| | Pages |
| | Max Pieces |
| | Insert Credits |
| | Bundle Size |
| | Bundle Size Minimum |
| | Bundle Size Maximum |
| | Market Zone Detail Data |

There are five tables in Group 2. Fields contained in these tables are listed in the Quick Reference chart on the previous page. The steps below summarize the procedure for adding a record to a table using the Quick Reference chart. In order to use the chart, you should always begin from the Circulation Main Menu.

If you wish to update a table record, you should follow the step by step procedure contained in the Display/Update/Remove task for that table. You may still find it of value to consult the Quick Reference chart for checking names of fields in the table.

Step 1. Select Master File /Table Maintenance from the Circulation Main Menu. You will see the Master File /Table Maintenance Menu. Select Table

Maintenance from the System Reports Menu. You will be placed on the Table Maintenance Menu.

Step 2. Select the desired table from the Table Maintenance menu by pressing or highlighting the number shown on the Quick Reference chart and pressing <RETURN>. If necessary, place the screen in the ADD process by pressing "A". Enter the information for the fields shown on the chart.

Step 3. Press <ESC> in order to add the table record.

## Mail Bag Definition Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Mail Bag Definitions**

The Mail Bag Definition Table is used to assign postal or zip codes to specific mailbags in order to facilitate the postal service in the delivery our publication. The use of Postalsoft can make this feature unnecessary.

This screen is composed of two data entry sections: Mail Bag Description and Mail Bag Definition. The Mail Bag Description section is used to define the mailbag and the Mail Bag Definition section is used to place any number zip code/postal carrier route combinations into the mailbag.

```
MENU Query Next Previous Add Remove Master File Screen Output Export Bye Help
Table: mail_bags: Shows the previous row in the current list


                    MAIL BAG DEFINITION TABLE
                    _____


                      MAIL BAG DESCRIPTION

       Bag #:   430      Bag Description:  DIS CHICAGO IL 606

=================================================================

                      MAIL BAG DEFINITION

           Zip Code:  60601          Postal Carr. Route:   99



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```

*Field Name*    *Description*

Mail Bag Description (Master)

| Field Name | Description |
|---|---|
| Bag # | Number assigned to the bag |
| Bag Description | Description to identify the bag (usually its destination) |
| Mail Bag Definition (Detail) | |
| Zip Code | Zip Code to be assigned to the (Master) Bag # |
| Postal Carr. Route | Postal Carrier Route to be assigned to the (Master) Bag # |

## Promotion Codes Table

**Master File / Table Maintenance**
   **Table Maintenance**
      **Code Tables**
         **Promotion Codes**

The Promotion Codes table is used to create promotional discounts, available to subscribers.

Each field populated within a Promotion Codes adds another requirement that a subscription must meet before if becomes eligible for that promotion.

At this point in time, promotions are used to record activity related to promotions, such as starts and payments. Full rates are displayed on the Customer Service screen and when subscriber invoices (or renewal cards) are produced.

```
MENU Query Add Output Export Bye Help
Table: pc_table: Searches the database
                    PROMOTION CODES TABLE


          Unique Promotion ID: [        ]    Active Indicator: [ ]
    Promotion Code/Description: [  ] [                        ]
    Amortize Expense to G/L Acct: [▼] [                     ]
      Active Dates:   Start/End: [        ]      [        ]
         Use As A Start Package Item In Customer Service: [ ]
              Priority Start Level In Customer Service: [   ]


                    PROMOTIONAL START PACKAGE DETAIL
    Key     Step Type  Ed  Iss  Length Zone   Description
    [▼]     [▼]  [ ]   [ ] [ ]  [   ]  [ ]    [              ]
    [▼]     [▼]  [ ]   [ ] [ ]  [   ]  [ ]    [              ]
    [▼]     [▼]  [ ]   [ ] [ ]  [   ]  [ ]    [              ]
    [▼]     [▼]  [ ]   [ ] [ ]  [   ]  [ ]    [              ]
    [▼]     [▼]  [ ]   [ ] [ ]  [   ]  [ ]    [              ]
```

| Field Name | Description |
| --- | --- |
| Promotion Code | Two character code used to identify the promotion |
| Promotion Description | Name or description of the promotion |
| Amortize Expense to G/L Acct | Account code to apply the promotion activity toward – defaults to "Circ Promo Expense" |
| Active Dates: Start | First date that the promotional rate is available (may be left blank) |
| Active Dates: End | Final date that the promotional rate is available (may be left blank for an infinite promotion – or updated later) |
| Target Product: Edition | Edition Code associated with the promotional rate. |
| Target Product: Issue | Issue Code associated with the promotional rate. |
| Target Product: Length | Quantity of time frame or term, as indicated in the next field. |
| Target Product: Term | The term (Weeks, Months, Years) at which the subscription frame is measured.| |
| Package Products | Fields definitions are the same as the Target Products.  A Target Product can contain multiple Package Products to provide a multi-edition discount. |
| Zone | Retail rate zone eligible for the discounted rate. |

| *Field Name* | *Description* |
|---|---|
| Step | The number of the Step Up rate eligible for the discounted rate. |
| DiscPct | The percentage at which the standard rate is discounted, as a result of this promotion. |

## Remarks Code Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Code Tables**
            **Remark Codes**

The Remark Code table is used to create predefined remarks, which can then be applied in a multitude of situations throughout NEWZware.

```
 MENU  Query  Next  Previous  Add  Update  Remove  Output  Export  Bye  Help
 Table: rmk_table: Shows the previous row in the current list


                              REMARK CODES TABLE




          Code:    WP     Transaction:     SER

          Descr:   WET PAPER PLEASE BAG




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```

| *Field Name* | *Description* |
|---|---|
| Code | Two character code used to identify the remark |
| Transaction | Transaction code used to identify on which processes this remark should be made available (see table below) |
| Descr | Default remark message that will be entered whenever this remark is used |

**Table 8-1: Transaction Codes and Descriptions**

| | |
|---|---|
| ALL All Transactions | CAN Cancellation |
| CC   Carrier Collect | CST Change Start Date |
| DEB Debit Transaction | DP   Damaged Papers |
| DSP Dispatch | GEN General Message |
| RST Re-Start | SER Service Message |
| SHT Shortage Information | STP  Stop |
| STR New Start | UNC Uncancel Subscription |
| VSP Vacation Stop | VST Vacation Re-Start |

## Zone Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Postal Tables**
            **Postal Code Zone Table**



| Field Name | Description |
|---|---|
| Zone | Zone code |
| Lower Range | Low number prefix in the range of zip or postal codes |

| Field Name | Description |
| --- | --- |
| Upper Range | High number prefix in the range of zip or postal codes |

## Insert Package Table

**Master File / Table Maintenance**
　　**Table Maintenance**
　　　　**Market/Insert Maintenance**
　　　　　**Insert and Market Zoning**

This table is used to define insertions and see that the proper distributors receive the insertions, along with the credit for delivering them.

This screen consists of two data entry sections; Insert Maintenance and Market Zone Detail.

| Insert Maintenance (Master): | This area is used for information about the insertion. |
| --- | --- |
| Market Zone Detail (Detail): | This portion of the data entry screen is used to identify those areas to which the insert will be delivered |

```
MENU Query Add Update Listing Remove Detail Output Export Bye Help
Table: ins: Move to detail screen
                           INSERT MAINTENANCE
Package ID:           1   Description:  CITYWIDE
Date:        03/31/2003   Edition:      KDN  KLONDIKE DAILY NEWS    Recurr: 
Run Code:    A            Customer:     DOLLAR STORE
Carr Cr:       0.03       Pages:              0   Required Pieces:          0
Auto Cr:       0.03       Weight:           0.5      Total Draw:         12200
Deal Cr:        0.0       Ad Number:               Received:          03/29/2003
Vend Cr:        0.0       Bundle Size:      100   Received Pieces:        12500
                           MARKET ZONE DETAIL
Market Zone:      15   KWC Sunday                            -SB-   -NS-
Market Zone   Draw      Auto      Carr      Deal      Vend    C M   C M
KWC Sunday       12200                                           
                                                               
                                                               
                                                               
                                                               
                                                               
Row(s) updated successfully
                           1 of 1                 1 Market Zone(s)
```

| Field Name | Description |
| --- | --- |
| Package ID | System assigned ID code |
| Description | Description for the insertion |
| Date | Date the insertion will be delivered |
| Edition | Edition the insertion will accompany |
| no label | Indicates whether this is a recurring zone |
| Code | Insert package code |
| Customer | Insertion customer name |
| Weight | Weight of a single insert, in ounces |
| Pages | Number of pages within the insert |
| Max Pieces | Maximum number of pieces within a single insert package |
| Auto Cr | Amount of credit a auto route is given per insertion |
| Carr Cr | Amount of credit a carrier is given per insertion |
| Deal Cr | Amount of credit a dealer is given per insertion |
| Vend Cr | Amount of credit a vending box is given per insertion |
| Bundle Size | Standard bundle size |
| Min | Minimum bundle size |
| Max | Maximum bundle size |
| Market Zone | Market Zone code |

| *Field Name* | *Description* |
| --- | --- |
| Auto pt1 | Whether auto route carriers should be included |
| Auto pt2 | Amount of credit a auto route is given per insertion |
| Carr pt1 | Whether carriers should be included |
| Carr pt2 | Amount of credit a carrier is given per insertion |
| Deal pt1 | Whether dealers should be included |
| Deal pt2 | Amount of credit a dealers is given per insertion |
| Vend pt1 | Whether vending boxes should be included |
| Vend pt2 | Amount of credit a vending box is given per insertion |
| SB – C | Whether carrier delivered subscribers should be delivered the insertion |
| SN – M | Whether mail subscribers should receive the insertion |
| NS – C | Whether carrier delivered non-subscribers will receive the insertion |
| NS - M | Whether mail delivered non-subscribers will receive the insertion |

| Name of Table | Fields to Enter |
|---|---|
| Debit Codes | Credit Code |
| | Credit Description |
| | G/L Account Code |
| | |
| Credit Codes | Credit Code |
| | Credit Description |
| | G/L Account Code |
| | |
| Truck Loading Sequence | Distributor Number |
| | Distributor Identifier |
| | Edition Code |
| | Days of the Week |
| | Truck Number |
| | Master Truck Number |
| | Load Sequence |
| | Delivery Sequence |
| | Date of Change |
| | Drop Address |
| | Name and Phone of Drop Contact |
| | Description |
| | |
| Market Zones | Market Zone Number |
| | ABC Zone (if "1") |
| | Carrier Route Number (if "2") |
| | Zip Code (if "3") |
| | Postal Route (if "3") |
| | |
| Retail Rate | Description |
| | Edition Code |
| | Issue Code |
| | Delivery Type |
| | Length |
| | Length Type |
| | Retail Rate Zone |
| | Effective Date |
| | Net Rate |
| | Tax Rate |
| | |
| Wholesale Rate | Description |
| | Billing Cycle |
| | Delivery Type |
| | Edition Code |
| | Issue Code |
| | Daily or Premium? |
| | Draw Change or PIO Credit |
| | Distributor Zone |
| | Rate Zone Code |
| | Effective Date |
| | Rate |
| | Taxable Rate |

|  |  |
|---|---|
| Truck/Zone | Zone |
|  | Truck Number |
|  |  |
| Down Rte/ Truck/ District | Date |
| Messages | Edition |
|  | Carrier Number |
|  | District |
|  | Truck # |

## 8.4   Group 3 Tables Quick Reference

There are eight tables in Group 3.  Fields contained in these tables are listed in the Quick Reference chart on the facing page.  The steps below summarize the procedure for adding a record to a table using the Quick Reference chart. In order to use the chart, you should always begin from the Circulation Main Menu.

Step 1. Select Master File /Table Maintenance from the Circulation Main Menu. You will see the Master File /Table Maintenance Menu. Select Table Maintenance from the System Reports Menu. You will be placed on the Table Maintenance Menu.

Step 2. Select the desired table from the Table Maintenance menu by pressing or highlighting the number shown on the Quick Reference chart and pressing <RETURN>. If necessary, place the screen in the ADD process by pressing "A". Enter the information for the fields shown on the chart.

Step 3. Press <ESC> in order to add the table record.

### Debit & Credit Codes Tables

**Master File / Table Maintenance**
    **Table Maintenance**
        **Code Tables**
            **Debit/Credit Codes**
                **Debit Codes**
                **Credit Codes**

While there are two different screens in this section, they are mirror images in all respects except for the words debit and credit.

These screens are a mechanism to provide easy to remember two character codes when entering debit and/or credit adjustments to distributors.  These codes expand to make default descriptions available and attribute the resulting activity to the correct general ledger codes.

```
MENU Query Next Previous Add Update Remove Output Export Bye Help
Table: crcode_tbl: Shows the previous row in the current list

                        CREDIT CODES TABLE


            Credit Code:          CA
            Credit Description:   CREDIT ADJUSTMENT
            G/L Account Code:     01 ▼


                    ───── 1099 USAGE (USA ONLY) ─────


                1099 Activity              Report Adjustments on 1099s?
            ──────────────────────         ──────────────────────────

        Non-employee compensation?                  N
        Direct Resale Goods?                        N




        ┌──────────────────────────────────────────────────────┐
        └──────────────────────────────────────────────────────┘
                              4 of 18
```

| *Field Name* | *Description* |
| --- | --- |
| Debit/Credit Code | Two character debit/credit code |
| Debit/Credit Description | Description for the debit/credit adjustment |
| G/L Account Code | General ledger code defined in Circulation's Chart of Accounts |

## Market Zones Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Market / Insert Maintenance**
            **Market Zone Definitions**

A market zone defines an area based upon geographic or delivery information.  That market zone can then be targeted as a delivery area for insertions, etc.  Market zones can be created to include any combination of ABC Zones, Route Numbers and/or Zip/Postal Codes. To create or expand a market zone, add a record with a Market Zone code and an appropriate value.  You can enter as many items (of each type) as is necessary, to define a market zone.

When you enter this screen, you will receive the following menu;

As the screen suggests; select 1 to work with ABC Zones, 2 for Route Numbers, 3 for Zip/Postal Codes or B to return to the previous menu. See the following page for examples of these screens and their field lists.

```
┌──────────────────────────────────────────────────────────────────┐
│ MENU│Query│Next│Previous│Add│Update│Statistics│Refresh│Remove│Zone Definition│Output│Export│...│
│ Table: mkt_master: Shows the previous row in the current list      │
│                    MARKET ZONE DEFINITIONS                         │
│    Market Zone:        15              Effective Date: 01/01/2000   │
│    Zone Description:  KWC Sunday                                    │
│                       MARKET DEFAULTS                              │
│ Distributed By: ☑Auto-Carrier    ☑Carrier    ☑Dealers    ☑Racks    │
│ Distributed To: Subscribers:          ☑Mail       ☑Carrier Delivered│
│                 Non-Subscribers:      ☑Mail       ☑Carrier Delivered│
│ Bundle Size:       50 Tolerance:       5                            │
│ Non-Subscriber Day Of Week: 0                  Insert Code: S       │
│        ─────────────────── MARKET STATISTICS ───────────────────   │
│ Runs:          1   No. Subs.   No. Nonsubs.  No. Routes  Draw Count │
│ Mail.:            12200           0                           0     │
│ Carrier.:         12200           0              1        12200     │
│ Dealers:                                         1            1     │
│ Racks.:                                          1            1     │
│ Auto Delivery:                                   1            1     │
│ Totals:           12200           0              1        12200     │
│                                                                    │
│                        3 of 10                                     │
└──────────────────────────────────────────────────────────────────┘
```

| *Field Name* | *Description* |
| --- | --- |
| Market Zone | Number assigned to identify the market zone |
| ABC Zone | ABC zone to be included in the market zone |
| Route Number | Carrier route to be included in the market zone |
| Zip/Postal Code | Zip code (or postal code) to be included in the market zone |
| Postal Route | Postal Route to be included in the market zone |

## Retail Rate Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Rate Tables**
            **Retail Rates**

The Retail Rate Table is used to establish the publication's subscription rates. Ther are four screens associated with this table. The first three screens refer to the (master) Retail Rate Table and the fourth screen is used to enter any Step-Up Discount information.

Insert Retail Rates Screen

| *Field Name* | *Description* |
|---|---|
| Description | Description of the rate |
| Edition | Edition code |
| Issue | Issue code |
| Delivery Type | Delivery type (2 – PIO, 3 – Mail, 4 – Mail/Stu, 5 – Mail/Mil, 6 – Mail/Oth, 7 – Mail/Comp, 8 – Comp, 9 – Arrears) |
| Length | Length of subscription - number of weeks, months or years (w/ below) |
| Length Type | Indicates whether the above refers to weeks, months or years (W, M or Y) |
| Zone | Retail rate zone |
| Effective Date | Date when this rate will (or did) go into effect |
| Net Rate | Net rate of this subscription period and delivery area |
| TAX | Accept or replace tax amount (determined by |
| Gross Rate | Calculated total of rate and taxes |

Insert Retail Rates Screen

| *Field Name* | *Description* |
| --- | --- |
| Description | Description of the rate |
| Edition | Edition code |
| Issue | Issue code |
| Delivery Type | Delivery type (2 – PIO, 3 – Mail, 4 – Mail/Stu, 5 – Mail/Mil, 6 – Mail/Oth, 7 – Mail/Comp, 8 – Comp, 9 – Arrears) |
| Length | Length of subscription - number of weeks, months or years (w/ below) |
| Length Type | Indicates whether the above refers to weeks, months or years (W, M or Y) |
| Zone | Retail rate zone |
| Effective Date | Date when this rate will (or did) go into effect |

Descriptions continue on following pages

Insert Retail Rates Screen

| Field Name | Description |
|---|---|
| *Field Name* | *Description* |
| Unpaid Subscription Grace Period – New Start or Extension Page 2 | |
| PIO to Temporary Carrier Collect | Number of days a PIO subscriber will receive a publication and the carrier will receive a PIO credit – subscription becomes temporary Carrier Collect |
| PIO to Permanent Carrier Collect | Number of days a PIO subscriber will receive a publication before their subscription becomes permanent Carrier Collect |
| Mail Stop | Number of days a mail subscriber will receive a publication before their subscription halts |
| Renewals for this Rate – Curr, Adv, 1st, 2nd, 3rd | |
| Active | If active a renewal card will be sent for this renewal period |
| Days | The number of days after a subscriptions start or before its end that a renewal card will be sent to the subscriber (if active contains a "Y") |
| Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday Page 3 | |
| Net | Net rate per copy per day |
| TA | Tax per copy per day |
| Gross | Calculated total of rate and taxes |
| Step Number | Step number indicating when this rate becomes available - Page 4 |

| *Field Name* | *Description* |
| --- | --- |
| Normal, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday | |
| Net | Net rate per copy per day |
| T | Tax per copy per day |
| Gross | Calculated total of rate and taxes |

## Truck Loading Sequence

**Master File / Table Maintenance**
  **Table Maintenance**
    **Trucks & Drivers**
      **Truck Loading Sequence**

The truck loading sequence is used to set the order in which the bundles for distributors will be loaded and delivered. More often than not, these records are created through the distributor screens when new distributors are added to the circulation system, but when the need arises to update truck loading information, this is the most direct route.

```
MENU Query Next Add Update Remove eXtensions Output Export Bye Help
Table: truck_load: Searches the database


            TRUCK LOADING SEQUENCE AND DROP DESCRIPTIONS TABLE

                                                          SMTWTFS
Route #:   000000 ▼ D       Edition:  KWC ▼   Days of the Week:  XXXXXXX
                      Truck #  Master #      Load   Deliv.    Collect
  Delivery   Trucks:    1 ▼      0 ▼Sequences:    1       1          1
  Collection Trucks:    1 ▼      0 ▼Date of Change:

   Number    Dir    Street Name           Suffix  Dir    Unit    Number

    1200           DUVAL                  ST
  Address2
  City      KEY WEST
   State:   FL           Zip:   33040

       Name:                              Tel #:
  Description:

                         1 of 734
```

| *Field Name* | *Description* |
| --- | --- |
| Route # | Distributor number and type (A, C, D, V) |
| Edition | Edition code |
| Days of the Week | Place an X under the corresponding deliver days |

| *Field Name* | *Description* |
|---|---|
| Truck # | Number of the truck that delivers this distributor's bundles. |
| Master Truck # | Master truck number if this truck receives bundles from another truck |
| Load Sequence | Order in which bundle's are loaded |
| Deliv. Sequence | Order in which bundle's are delivered |
| Date of Change | Last modification date for the truck record |
| Drop Address | The address at which bundles are dropped for the carrier |
| Name | Name (may differ from distributor information) |
| Tel # | Telephone number (may differ from distributor information) |
| Description | Any descriptive information available |

## Wholesale Rate Table

**Master File / Table Maintenance**
   **Table Maintenance**
      **Rate Tables**
         **Wholesale Rates**

The wholesale rate table is used to set the rates that the different distributors will be charged for the draw they receive and any credits the carriers will be given for delivering papers to our prepaid subscribers.

The invoicing process will seek to match the information related to any incidence of draw charges, credits or penalties, to the values stored in the billing criteria area of the Wholesale Rate Table. If a match of all the fields occur, that is the rate that will be used. If no exact match is made with all of the billing criteria fields, invoicing will attempt to make a match with a wholesale rate code that has a blank Issue code and/or Retail Rate Zone, but still matches the remaining fields. If no match is made at this point, an error will occur stating that a required wholesale rate could not be found.

Whenever a rate changes, the new rate should be added to the Wholesale Rate Table, with the appropriate effective date. After the rate is added, choose any distributor affected by the new rate and produce a Distributor Memo Invoice for them. This simple test will

ensure that the rate appears as expected and save us from any
unpleasant surprises during the actual invoicing.

```
MENU Query Next Previous Add Update Remove View Output Export Bye Help
Table: whole_rate: Shows the previous row in the current list


                        WHOLESALE RATE TABLE

          Description:          CITY CARRIER

          Billing Cycle:        W
          Delivery Type:        C
          Edition:              KDN
          Issue:

          Daily or Premium?     D    Draw charge, Credit, or Penalty?  D
          Distributor Zone:     CIT
          Retail Rate Zone:


          Effective Date:       01/01/2003
          Rate:                    0.3725
          Taxable Rate:            0.3725


                             4 of 5
```

| *Field Name* | *Description* |
|---|---|
| Description | Description or title for this rate information |
| Billing Cycle | Billing Cycle to which this rate applies (Weekly, Bi-Weekly, Monthly) |
| Delivery Type | Distributor delivery type (Auto-Route, Carrier, Dealer, Vending box) |
| Edition | Edition code to which this rate applies |
| Issue | Issue code or leave blank to apply this rate to activity that doesn't have a specific issue code defined within the wholesale rate table |
| Daily or Premium | D is a standard (daily) rate or P for a premium rate. If multiple premium rates, they can be specified as P0, P1, P2, P3, P4, P5 & P6. P0 represents premium Sunday, P1 = Monday, P2 = Tuesday, P3 = Wednesday, etc. |
| Draw charge, Credit, or Penalty | Draw charge, PIO Credit or Penalty |
| Distributor Zone | Distributor's delivery zone |
| Retail Rate Zone | Retail rate zone or leave blank to apply this rate to activity that doesn't have a specific retail rate zone code defined within the wholesale rate table |

| Field Name | Description |
| --- | --- |
| Effective Date | The date this rate goes into effect |
| Rate | Rate per piece or subscription (determined by billing methods) |
| Taxable Rate | Accept default or enter the new value |

## Truck/Zone Table

**Master File / Table Maintenance**
　　　**Table Maintenance**
　　　　　**Trucks & Drivers**
　　　　　　　**Truck/Zone Table**

```
MENU Query Next Previous Add Update Remove Output Export Bye Help
Table: truck_zone: Shows the next row in the current list


                      TRUCK / ZONE TABLE



              Zone:            9


              Truck Number:     900




                         2 of 4
```

| Field Name | Description |
| --- | --- |
| Zone | ID assigned to this zone |
| Truck Number | Truck number to associated with this zone |

## Down Route/Truck/District Messages Table Record

**Master File / Table Maintenance**
　　　**Table Maintenance**
　　　　　**Trucks/Drivers**
　　　　　　　**Down Rte/Truck/District Messages**

```
MENU Query Add Update Remove Output Export Bye Help
Table: down_route: Searches the database

                    DOWN ROUTE / TRUCK / DISTRICT MESSAGES


                            Date:           03/31/2003


                            Edition:        KDN


                            Carrier Number: C00100

                            District:         10

                            Truck #:         900

            Message:  Please note:  Down route C001



                               1 of 1
```

| Field Name | Description |
| --- | --- |
| Date | Date for the message |
| Edition | Edition code associated |
| Carrier Number | Carrier number |
| District | District number |
| Truck # | Truck number |
| Message | Any message you wish to have printed on the bundle wrap |

## 8.5   Group 4 Tables Quick Reference

There are four tables in Group 4. Fields contained in the four tables are listed in the Quick Reference chart on the previous page.. In order to use the chart, you should always begin from the Circulation Main Menu.

Select Master File /Table Maintenance from the Circulation Main Menu. You will see the Master File /Table Maintenance Menu. Select Table Maintenance from the System Reports Menu. You will be placed on the Table Maintenance Menu.

| Name of Table | Fields to Enter |
|---|---|
| Street Suffix | Suffix |
| | Description |
| City/State/PC | City |
| | Zip or Postal Code |
| State/Province | State Name |
| | State Abbreviation |
| Routing Wheel | Edition |
| | Carrier Number |
| | PIA Only |
| | House Number Range |
| | Odd/Even |
| | Pre-Direction |
| | Street Name |
| | Suffix |
| | Post Direction |
| | Apartment Number Range |
| | Address Line 2 |
| | Zip or Postal Code |
| | City |

## Street Suffix Table

**Master File / Table Maintenance**
**Table Maintenance**
**Address Component Tables**
**Street Suffixes Table**

This table is used to define the type of street for an address.  Some examples of the things it might refer to are street (ST), avenue (AV), lane (LN), road (RD), and circle (CI).  Well over 100 of these come predefined on the NEWZware system, but there seems to be no end to the available possibilities.  Therein lies the need to grant our users the ability to define any type of street that might be needed.

```
MENU  Query  Next  Previous  Add  Update  Remove  Output  Export  Bye  Help
Table: suffixes: Shows the previous row in the current list



                       STREET SUFFIX TABLE
                       ===================


                          Suffix:  AVE



                     Description:  AVENUE






                          7 of 1133
```

| *Field Name* | *Description* |
| --- | --- |
| Suffix | Two character abbreviation for the type of street |
| Description | Full description or name to identify the meaning of the suffix |

## City/State/Postal Code Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Address Component Tables**
          **City/Zip/PC Table**

This table is a mechanism to associate a zip code with a city and state. These records are required when entering distributor Delivery Zip information.

```
MENU Query Next Previous Add Update Remove Output Export Bye Help
Table: city_zip: Shows the next row in the current list



                      CITY / ZIP TABLE
                      ================




                 State:  PA

                  City:  BLUE BELL

                  ZIP:  19422




                      7238 of 8448
```

| *Field Name* | *Description* |
|---|---|
| State (Province) | Standardized abbreviation for the state (or province) |
| City | City name |
| ZIP (PC) | Zip (or postal) code to assign to this area |

## State/Province Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Address Component Tables**
            **State/Province Table**

This table is used to associate an abbreviation with its state or province. Abbreviations for the Canadian provinces and United States (including Puerto Rico) come predefined within this table.  Records can be added or changed as becomes necessary.

```
 MENU  Query  Next  Add  Update  Output  Export  Bye  Help
 Table: states: Shows the next row in the current list
                              STATES TABLE
                              ============


                        State:  FL


                  Description:  FLORIDA




                              1 of 2
```

| *Field Name* | *Description* |
|---|---|
| State (Province) | Abbreviation for the state, province, etc. |
| Description | Full name of the state, province, etc. |

## Routing Wheel Table

**Master File / Table Maintenance**
    **Table Maintenance**
        **Carrier Routing Information**
            **Routing Wheel Table**

The routing wheel can be used to insure that new subscribers are added to the proper carrier route.

If fields are left blank, no restrictions will be set concerning those fields when trying to place a new subscriber on a carrier route.  For example, if a street is identified in the routing wheel, and the High or Low numbers are left blank, and there are no other routing wheel entries for the street, this record will apply to every house on the street.

If partial information is entered, comparisons will made with the information available.  For instance, a "R7B" in the PC field will match every postal code that begins in "R7B", regardless of what follows.

```
MENU Query Next Add Update Remove Output Export Bye Help
Table: rte_wheel: Shows the next row in the current list
                    ROUTING WHEEL MAINTENANCE

    Edition:   KWC   Carrier Route:  C033  PIA Only? Y   Household Type:  H

                    House #/P.O.Box Range
                    Low      to    High            Odd/Even


                    215    -   515                  [ ]
         Pre                                  Post    Apartment
         Dir.        Street Name      Suff.   Dir.   Low  to  High

         [ ]    AMELIA                ST      [ ]    [   ] - [   ]

                    Line 2:  [                        ]
                 ZIP:  33040        City:  KEY WEST

         Segment Statistics: Houses:  [      0]    Draw:  [      0]

                          1 of 39
```

| Field Name | Description |
|---|---|
| Edition | Edition code to which this set of guidelines will apply |
| Carrier Route | Carrier route number (4 digits) |
| PIA Only | Does this apply to paid in advance subscribers only? |
| House #/ P.O.Box Range | |
| Low | Lowest number to which this will apply |
| High | Highest number to which this will apply |
| Odd/Even | If this only applies to only odd or even numbered addresses, enter an 'O' or an 'E'. If it applies to every number between the low and high (inclusive) leave this field blank |
| Pre Dir. | Directional indicator preceding the street name |
| Street Name | Street name |
| Suff. | Street suffix (ST, AV, etc) |
| Post Dir | Directional indicator following the street name |
| Apartment | |
| Low | Lowest apartment number to which this will apply |
| High | Highest apartment number to which this will apply |
| Line 2 | Enter any information necessary |
| ZIP (or PC) | Zip or postal code to which this rule will apply |

| *Field Name* | *Description* |
| --- | --- |
| City | City name |

## 9.1    Renewal Notice Format Table

Shown below is the four screens that control the renewal notice format (or layout).  There is also an ASCII file that can optionally contain an overlay of text or background data on each renewal notice.  This file is located in ${NEWZWARE}/ci/data/rn_blk.txt.  Any field you leave as zero (0) for the row position essentially disables the display of that information.

```
MENU  Query  Add  Update  Screen  Output  Export  Bye  Help
Table: rnwformat: Searches the database
        Country:  USA              RENEWAL FORMAT              1 of 7
        Edition Code:     ALL                 Taxes to be Displayed:  N
        Number of Rows:   34              Tax/Gross Separator Line:   N
        Number of Columns:   61      Instance 1              Instance 2
                                   Row    Column        Row      Column
        4-Line Notice Block:        2      25
        Subscription Begin Date:    0       0            0         0
        Subscription End Date:      9      12           13        50
        Full Subscription Desc:    12       7
        Subscriber Name:           16      37
        Subscriber Number:         29       9           13        38
        Subscription Type:          0       0
        Carrier Route Number:       9      41
        Edition/Issue Codes:        0       0
        Delivery Point Bar Code:   32      35
        Address Endorsement:       14      35   Permit:   2        41
        Tax Message:                0       0   Piece:   15        35

                                   1 of 1
```

Each of 4 rates can be selected by Weeks, Months, Years, etc., and with discounts shown.

```
MENU  Query  Add  Update  Screen  Output  Export  Bye  Help
Table: rnwformat: Toggle between screens
   Country  USA                  RENEWAL FORMAT                2 of 7

              Row     Column   Term Units Discounts
              ___     _____

   Renewal Rate:    0        0                        Inv. Date:   0       0
   2nd Instance:    0        0                        Gen. Mesg:   0       0
   Rate 1:         16        7       3   M       0.0
   Rate 2:         16       17       6   M       0.0
   Rate 3:          0        0       9   M       0.0
   Rate 4:         16       20      12   M       0.0
                                          User Selected Notices & Strings
   Display Month Count:   N               Ind  1st Line    2nd Line
                                  1st Notice:   N
   Show Expiry Date:   Y           2nd Notice:   N
   Bill-To "In payment of" Name    3rd Notice:   N
     Row:   0   Col:    0        Current Notice:  Y   DUE UPON    RECEIPT
                                Advance Notice:

                                   1 of 1
```

Custom defined notice text can be selected and entered.

Any rate and tax descriptions for any of the taxes can be displayed independently.

```
 MENU  Query  Add  Update  Screen  Output  Export  Bye  Help
 Table: rnwformat: Toggle between screens
 Country  USA                    RENEWAL FORMAT                    3 of 7

 Rate Description Locations:

              1 Row:  Col:    2 Row:  Col:    3 Row:  Col:    4 Row:  Col:
    Net:          0      0        0      0        0      0        0      0
    Tax1:         0      0        0      0        0      0        0      0
    Tax2:         0      0        0      0        0      0        0      0
    Tax3:         0      0        0      0        0      0        0      0
    Tax4:         0      0        0      0        0      0        0      0
    Tax5:         0      0        0      0        0      0        0      0
    Tax6:         0      0        0      0        0      0        0      0
    Gross:        0      0        0      0        0      0        0      0




                                1 of 1
```

Any rate and tax amounts can be displayed independently

```
 MENU  Query  Add  Update  Screen  Output  Export  Bye  Help
 Table: rnwformat: Toggle between screens
 Country  USA                    RENEWAL FORMAT                    4 of 7

 Rate Amount Locations:

              1 Row:  Col:    2 Row:  Col:    3 Row:  Col:    4 Row:  Col:
    Net:          0      0        0      0        0      0        0      0
    Tax1:         0      0        0      0        0      0        0      0
    Tax2:         0      0        0      0        0      0        0      0
    Tax3:         0      0        0      0        0      0        0      0
    Tax4:         0      0        0      0        0      0        0      0
    Tax5:         0      0        0      0        0      0        0      0
    Tax6:         0      0        0      0        0      0        0      0
    Gross:       17      9       17     17        0      0       17     25




                                1 of 1
```

```
MENU Query Add Update Screen Output Export Bye Help
Table: rnwformat: Toggle between screens
 Country  USA                   RENEWAL FORMAT                    5 of 7

                       Renewal Notice Address Alignment:


                                           Row           Column
              Name and Address Placement     0              0
              Due Date Placement (1)         0              0
              Due Date Placement (2)         0              0
              Text Overlay Starting at:      1              1
              Delivery Name and Address(1)   1              1
              Delivery Name and Address(2)   1              1






                              1 of 1
```

These items reflect the number of calendar days before the end of a paid subscription the first, second and third renewal notices are generated, respectively. A zero in a field means that notice will not be generated.

These items reflect the number of calendar days before the end of a paid subscription the first, second and third renewal notices are generated, respectively. A zero in a field means that notice will not be generated.

```
MENU Query Add Update Screen Output Export Bye Help
Table: rnwformat: Toggle between screens
 Country  USA                        RENEWAL FORMAT                    6 of 7

                          Notice Frequency Information:


         Days until first notice:                      30
         Days until second notice:                     15
         Days until third notice:                       3
         Days prior to end of
              Subscription for Advanced Notice:         5
         Days until first Pay Reminder:                10
         Days until second Pay Reminder:                0
         Days until third Pay Reminder:                 0
         Minimum Days Gap Between Notices:               0
         Are addresses Presorted? (Y/N):                Y




                             1 of 1
```

The Pay Reminders are similar to the renewal notices, but are produced during the grace period on either a new start or unpaid extension. The number of days is the number of calendar days from the start of the new subscription or unpaid extension before generating the Pay Reminder notice.

"Advanced Notice" is to generate a notice in advance for a future start. Rarely used.

The minimum number of days between notices is to make sure subscribers do not receive several bills in close proximity.

The last field "Are addresses Presorted" applies if Postalsoft is being run on the invoice file.

MENU Query Add Update Screen Output Export Bye Help

Table: rnwformat: Toggle between screens

Country USA                    RENEWAL FORMAT                    7 of 7

Promotion Behavior and Display

Calculate Promotion and Replace Full Price:    N

|                        | Row | Col | Row | Col |
|------------------------|-----|-----|-----|-----|
| Promotion Code:        | 0   | 0   | 0   | 0   |
| Promotion Amount:      | 0   | 0   | 0   | 0   |
| Promotion Description: | 0   | 0   | 0   | 0   |

1 of 1

## 9.2    Retail Rates Data Entry Screen

The retail rates screen controls the adding of a new retail rate to the system. By retail rate, we mean the amount that a subscriber is charged for getting the paper. This amount is based on the publication received, the frequency of delivery, the length of the subscription term, the method of delivery, as well as an arbitrary grouping factor that is left up to the circulation manager's discretion. Shown below are the screens that comprise the retail rates data entry module.

### Screen Layout

The screen is broken into four pages with several pop-up windows and pop-up selection lists. The first three pages concern the master retail rate, and the fourth page concerns step-up discounts only. The 1st screen provides the basic information about the rate, the second screen is information about renewal and grace periods, and the third screen allows the user to specify daily values for the rate.

### Adding A New Rate

```
MENU Query Previous Add Update Remove Purge Screen Master Detail File Output Export Bye Help
Table: rtail_rate: Shows the previous row in the current list
                        RETAIL RATE TABLE                  Page 1 of 4

        Description:         HOME DELIVERY/PIO CITY

        Edition:             KWC              Issue:    DS
        Delivery Type:       2    Length/Length Type:   7 / M
        Zone:                P          Effective Date: 03/05/2001
        Active Indicator:    Y            Inactive Date:

        Net Rate:                63.0

        = Gross Rate:            63.0

                            29 of 29
```

The screen shown above is the first screen of the retail rates data entry module. The main aspects of the rate are entered here.

     • **Description** of the rate is typed in, usually describing the publication, frequency of delivery, method of delivery and retail rate zone.

• **Edition** specifies the publication.

• **Issue** typically means frequency of delivery.

• **Delivery type** can be any digit from '2' to '8'. The following table defines what the delivery types mean:

| *Delivery Type* | *Description* |
|---|---|
| 2 | Carrier Delivered, Paid-In-Office Subscription (a.k.a. Paid-In-Advance) |
| 3 | Regular Mail |
| 4 | Student Mail |
| 5 | Military Mail |
| 6 | Other Mail |
| 7 | Complimentary Mail |
| 8 | Complimentary Carrier Delivered |
| 9 | Arrears Billed Subscriber (Carrier Delivered) |

Note that the pay type '1' is for carrier collect subscribers, and will therefore not be used in this screen.

• **Length and length type** are the next fields to be entered on the screen. This merely states the subscription term, providing the circulation director the opportunity to sell longer subscriptions at cheaper rates. These are typically entered in terms of weeks (e.g. **13W**), months (**3M**) or years (**2Y**).

• **Zone** is the retail rate zone. This provides an arbitrary grouping factor to the circulator. Any alphanumeric character can be entered here, so subscribers can be given different rates for whatever methodology can be devised. For example, many sites give a discount rate to senior citizens under a retail rate zone of 'S', or to bank-billed subscribers under a zone of 'B'.

• **Effective Date** is the day on which this rate becomes effective. All new starts and extensions with a start date on or after this date will use this rate.

• **Net Rate** is the **net** amount of the subscription (retail value less tax). If tax is charged on a subscription it is important to provide the correct information here or the system will not account for tax properly.

• **Tax Fields (1 through 6)**. *NEWZware* provides for up to six different taxes. Only those tax fields that have been turned on in the sites' **retail rates parameters** table will be shown here. In the example shown above, a tax called **'GST'** has been specified as the first and only tax field. (The name of the tax can be specified differently at each site).

• **Gross Rate** is the full retail rate value of the subscription. This is what the subscriber is charged for the subscription. This field should be equal to the sum of the net rate plus all the taxes, if applicable.

When a new start comes in, the clerk entering the new start is forced to enter all of the pieces of the retail rate described above (except for car-

rier collect subscriptions, naturally). By the time the delivery type, edition, issue, length, zone and start date have been specified, there is one and only one applicable rate for the new start. The retail value of that subscription (the gross rate) will be shown to the clerk on the screen during the start.

This is the primary portion of the retail rates screen. However, there are some additional features that circulation directors can optionally use that are described below.



```
 MENU  Query  Previous  Add  Update  Remove  Purge  Screen  Master  Detail  File  Output  Export  Bye  Help
Table: rtail_rate: Toggle between screens

                          RETAIL RATE TABLE                    Page 2 of 4

        Description:        HOME DELIVERY/PIO CITY
        Edition:            KWC                  Issue:   DS
        Delivery Type:      2       Length/Length Type:   7 / M
        Zone:               P              Effective Date: 03/05/2001
        Active Indicator:   Y              Inactive Date:

        Unpaid Subscription Grace Periods:      New Start       Extension
            PIO to Temporary Carrier Collect:    27 /  2         27 /  2
            PIO to Permanent Carrier Collect:    27              27
            MAIL Stop:                            7               7

        Renewals for this Rate:      Curr    Adv    1st    2nd    3rd
                       Active:        Y       Y      Y      Y      Y
                         Days:       10       5     30     15      3

                            29 of 29
```

Shown above is the second screen of the retail rates data entry module. Note that the first four lines of the screen (up to effective date) are merely repeated from the first screen, so the user can easily see what rate they are currently working on. This screen allows for two pieces of additional functionality: **rate specific grace periods and rate specific renewal notices**.

**Rate specific grace periods** are intended to allow circulation directors the ability to group subscribers into groups who are more and less likely to pay on time (or indeed at all). When a rate is set up for a likely-to-pay group, the grace periods will be longer, and naturally they will be shorter for groups of subscribers who are less likely to pay. This will have the effect of reducing lost revenue for non-payers. Different grace periods can be specified for an extension rather than a new start, hence the two columns, **"New Start"** and **"Extension"**.

      • **PIO To Temporary Carrier Collect Grace Periods** – allows the user to specify the number of **calendar** days (i.e. **not** delivery days) from the start of the sub-

scription that the subscription will be automatically turned into a carrier collect sub-scription**.** The field after the '/' for both the new start and extension subscriptions is the **warning** field. This tells the system to print a warning message to the carrier on the bundle top that this subscriber is about to go temporary carrier collect.

• **PIO To Permanent Carrier Collect** – the number of **calendar** days (i.e. **not** delivery days) from the start of the subscription that the subscription will be auto-matically turned into a permanent carrier collect subscription. (Causing any PIO cred-its issued for this subscriber during the temporary carrier collect phase of the subscription to be written off to lost revenue). Note that the term 'permanent carrier collect' subscription has become something of an misnomer as in *NEWZware* ver-sions 5.0 and higher, the system will accept a payment beyond the period specified here. However, the term is still useful insofar as it delineates the period between a subscription going carrier collect, and the PIO credits for that subscription being writ-ten off as lost revenue.

• **Mail Stops** – simply specify the number of days a mail subscription is allowed to run unpaid before it is automatically canceled.

**Rate Specific Renewal Notices** allow the circulation director to decide when and how many renewal notices to send to a particular group of subscribers. If a group is considered to be good payers, the circulation director may save postage costs by sending out fewer renewal notices than for other groups.

Also, different renewal periods may be more reasonable for some sub-scription terms than for others.

For each type of notice, entering a 'Y' in the Active field will cause the notice to be printed, and a 'N' will cause it to not be printed. The num-ber of days determines when the renewal notice will be printed – that many days before or after the subscription begin or end date, depending on what type of renewal it is.

• **Current Notices** – A "pay up" notice for a currently active, unpaid subscrip-tion.

• **Advance Notices** – An advance notice for a soon-to-be-active subscription.

• **1st Notice** – First notice sent for expiring subscriptions.

• **2nd Notice** – Second notice sent for expiring subscriptions.

• **3rd Notice** – Third notice sent for expiring subscriptions.

```
MENU Query Previous Add Update Remove Purge Screen Master Detail File Output Export Bye Help
Table: rtail_rate: Toggle between screens
                          DAILY RETAIL RATES                   Page 3 of 4

         Description:      HOME DELIVERY/PIO CITY
         Edition:          KWC                  Issue:    DS
         Edition DOW:      XXXXXXX          Issue DOW:    XXXXXXX
         Delivery Type:    2        Length/Length Type:   7 / M
         Zone:             P            Effective Date:   03/05/2001
         Active Indicator: Y            Inactive Date:

         Sunday     Monday    Tuesday  Wednesday  Thursday  Friday    Saturday

  Tax 6
  Gross    0.39      0.39      0.39      0.39      0.39      0.39      0.39
                              29 of 29
```

Shown above is the third screen of the retail rates data entry module. This screen allows the user to specify what the subscriber is charged for each day of the week, as well as breaking out the net value from the taxes. As on the first screen, the sum of the net plus all the taxes should equal the gross. Most of the values on this screen will be pre-calculated based on the first amount entered in the net field, and the tax percentages specified for each tax in the **retail rates parameters** table. Note the user will only be allowed to enter information for the delivery days for the current edition and issue (the example above happens to be a two day a week publication). So if the paper is worth more on Sunday because of additional sections or greater demand, that variance can be specified here. This information makes it possible for NEWZware to provide new features such as auto-extension (or shortening) of subscriptions on over (or short) payments, arrears subscription billing, and step-up discount rates, among other things. This is the last aspect of the master portion of the retail rates. The fourth and final screen described below is only useful to those sites that wish to use **step-up discounts**.

```
MENU Query Previous Add Update Remove Purge Screen Master Detail File Output Export Bye Help
Table: rtail_rate: Toggle between screens
                          RETAIL RATE TABLE                    Page 4 of 4
                        STEP-UP DISCOUNT DETAILS
        Description:        HOME DELIVERY/PIO CITY        Date:  03/05/2001
        Edition:           KWC        Issue (Master Rate):  DS
        Edition DOW:       XXXXXXX            Issue DOW:   XXXXXXX
        Step Number:                   Next Step Number
        Delivery Type:                  Issue (Step):
        Length/Length Type:      /       Zone:
          Normal   Sunday   Monday  Tuesday   Wed.   Thursday  Friday  Saturday
   Net

   Gross
```

Shown above is the fourth screen of the retail rates data entry module. Like the second and third screens, the top half of the screen (up to the effective date) is copied from the first screen, just to let the user know what the current rate is. To make step discounts happen, all that need be entered is the step number (described further below), and the net, taxes and full retail value of the stepped subscription, both in total and for each day of the week. Under the **Normal** category, the user should enter the amounts for the entire subscription term. In the above example, the subscriber would be charged $14.00 for a 6-month subscription on step 3. The paper would be worth $1.25 on Sundays and $0.50 on Saturdays.

The **step number** is a digit from 1 to 9. The steps should go from 9 up to 1, with 9 being the cheapest subscription, and the lowest digit carrying the most expensive step. After the last step, the next renewal notice will automatically be the full retail value of the subscription entered in the master portion of the screen.  Note that there is no need to use all nine steps – 5-3-1 is a perfectly valid step sequence. In the table below is a sample step discount program.

| *Step Number* | *Subscription Value* | *Step Number* | *Subscription Value* |
|---|---|---|---|
| 0 (Full Value) | $102.00 | 2 | $85.00 |
| 1 | $95.00 | 3 | $75.00 |

When you perform a start from the **Customer Service** screen, you choose which step level you want to start the subscription with.  The rate pop-up provides you with the different steps available from the rate table (if the edition, issue, delivery type, length and zone have step rates).   Shown below are the **Customer Service** screen and the step pop-up screen.

```
MENU  ...  Start sTop shoRtage Vacation vieW Zoom Moved mIssed Output Bye Help
ADD: ACCEPT adds new data. CANCEL discards it.  ARROW keys move cursor.
                              CUSTOMER SERVICE     ■ ■ ● ■ ■ ■ ■  ▦ ⊘
Telephone #: (555)  555-1212 ⬇  │ Subscriber #: 036960 ⬇  INACTIVE
Name(Tl/Fst/Lst):        RICK           ⬇ JAMES                          ⬇
 107            SUPERFREAK                 LN
Line 2:                              City:  FUN
 State: TX   Zip: 00001           Code/Route:      Seq:  0   Zone
Country:        County:  010                        ABC Zone:    0 ⬇
 □ Bill-To:   □ TaxInd.     Billing Ind: N   Date: 08/14/2003    02:04:03
                         SUBSCRIPTION INFORMATION
Ed KWC ⬇ Issue DS ⬇ Type PIO    ⬇ Len 12M ⬇ Zone G ⬇  Step 3 ⬇ Amt   $75.00
Copies:    1          START Date: 03/28/2003 ⬇        STOP Date:          ⬇
 ── Code ──            Description ───────────────────        Date ──
Rmk:    ⬇                                                  03/28/2003 ⬇
Prm: U  ⬇                                                  03/28/2003 ⬇
Submitted By: 1  ⬇  Carr:     ⬇ Rte:     ⬇
District:      DM:                           Carr. Tel:

Enter step number (ONLY FOR STEP-UP RATES).
                              1 of 1
```

When you hit **F6** for the pop-up, you get a list of available step up rates to choose from.  If a rate is stepped, we can see a number other than 0 in the step column on the right-hand side.

```
                    RATE POP-UP SELECTION MENU

  CODE                     DESCRIPTION
 346       KWC  DS  2  12  M  G  0 HOME DELIVERY PIO (DS) 12  102.00
 346       KWC  DS  2  12  M  G  1 HOME DELIVERY PIO (DS) 12  95.00
 346       KWC  DS  2  12  M  G  2 HOME DELIVERY PIO (DS) 12  85.00
 346       KWC  DS  2  12  M  G  3 HOME DELIVERY PIO (DS) 12  75.00
```

Step rates are that simple. One page of information entered perhaps once a year, and one keystroke on the part of a clerk entering starts.

# 10  Postal Reports, Procedures and NEWZware Relationships

## 10.1  CASS Report:

Whenever an Automated Mailing (one that has bar-coded addresses) is performed, it must be accompanied with an associated CASS Report. The CASS Report is like a certificate that proves that the addresses used in the Automated Mailing are in the correct format, and have the correct components.

Each CASS Report is good for up to 3 months.   That is you only have to generate one every three months, although you must provide a freshly signed and dated copy (photo-copy will do) with each mailing. You should have three CASS Reports if you routinely mail your daily paper, mail renewal notices, and mail a TMC.

CASS Report generation is performed by running the "CASS Certification Report" from the "Postal Zone Reports" sub-menu in the Circulation sub-system.   Run menu numbers:   13, 7, 2.

### CASS Report Launch Screen:

```
                    CASS REPORT SCREEN

            CASS Rept Printer:    filek01

         Produce Exception Rept:  X
            Exception Printer:    preview

                    Subscriber:        Edition Code:     KDN
                          Mail:   X     KLONDIKE DAILY NEWS
                      Non-Mail:
                           PIO:
                       Non-PIO:
                Non-Subscriber:        Market Zone:
                          Mail:
                      Non-Mail:
                       Bill-to:
                 All Addresses:        Mail File:

Mark row(s) with "X", then hit ESCAPE to select row(s).
```

When running the CASS Report, you can specify which addresses to select and certify.   For example:  You only want **Mail Subscribers** for the list of addresses to mail your daily newspaper.   You will want **PIO Subscribers** for the list of addresses to mail your PIO Renewal Notices.    You will want **Mail Nonsubscribers** for the list of addresses to mail your TMC product.    You should also filter by Edition code if there are more than one Edition and Periodical Mailing for Subscribers,

and by Market Zone for different TMC mailings to different Route, ABC, or Zip Market Zones.   The CASS Report is also available for Advertising mailings that are automated (such as First Class Invoice Statements).

### Exception Report For Incorrect Addresses:

If your CASS Report does not show 100%, then you will want to correct the addresses that did not pass the certification test.   To identify these addresses, the CASS Report provides an exception report that lists these addresses.

## 10.2  Cleaning and Correcting Incorrect Addresses:

There are two methods for Cleaning and Correcting Addresses.   The first is interactive, where you type in an address and the system corrects and encodes the address automatically.   The other is Bulk, where all addresses are analyzed and corrected by a program one after the other. The bulk cleansing is only good if there are no decisions to make about the addresses.

As a rule of thumb, it is best to run the bulk cleanser first, and correct the exceptions interactively.

### Batch Address Correction:

The bulk address correction facility is located on the System Administration Menu under number 8. NEWZware Address Correction Facility.  The **Bulk Address Cleanser** is the first option on this menu. That is what you want.   You can process either the Circulation Address Table, or the Advertising Address Table.  Whichever one you choose, all users must be out of the system to run this facility.  It is recommended that you perform this task during non-production hours.

It may take several hours to perform depending on the number of addresses you are processing and the speed of your hardware.

When you choose the Bulk Address Cleanser you will be presented with a series of prompts including:

NEWZware: Message

> SCRUB ADDRESS FILE This program will compare addresses currently stored in the NEWZware database against the most current PostalSoft database. All invalid data will be scrubbed, and some formerly valid addresses may be invalidated. This process locks most of the critical tables in circulation for its duration.

[ OK ]
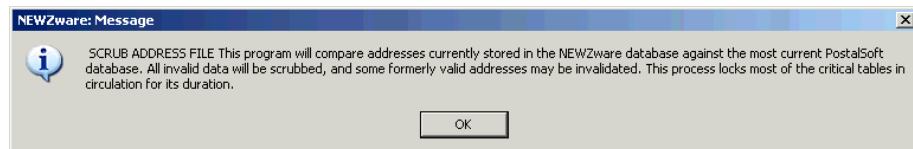
It will then prompt you for whether you want to process the
Advertising or the Circulation Database.

### Advertising or Circulation

```
Scrub (A)dvertising or (C)irculation Addresses?  [          ]
```

### Clean or Dirty Addresses

```
Clean (A)ll addresses or only (D)irty (invalid) addresses?  [          ]
```

### Interactive or Bulk

```
(I)nteractive Mode or (B)ulk Cleanse?  [          ]
```

You can even send a CASS Error Report of those addresses that could
not be corrected to your default printer.  Note: that this report is a 132
column report
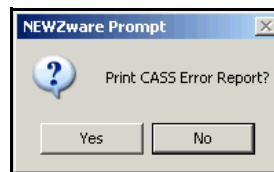
After one last prompt;
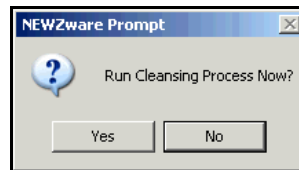
The Bulk Cleanser then goes about cleaning addresses, and the CASS
report is produced at the end.

## 10.3  Interactive Address Correction:

The following screens are Postal Aware, in that they will interactively
correct addresses or offer you suggestions if a clear correction cannot
be made automatically:

- The Customer Service Screen
- The Subscriber Move Screen
- The Subscriber Master/Bill To Screen
- The Non-Subscriber Master Screen
- The Carrier Master Screen
- The Dealer Master Screen
- The Employee / Agent Screen
- The Routing Wheel Screen
- All of The Detail Truck Load Address Screens
- The Stand-Alone Truck Load Screen.

Shown below is a session with a subscriber, and the suggestion list that appears when a street is misspelled badly enough to require a human to make a judgement call.

## Customer Service/Query/Update/Address.

```
UPDATE SUBSCRIBER MENU Subscriber Address Issue bill-To Payment method Directions Bye
Update Address, City, State, Zip, etc..
                        ─ CUSTOMER SERVICE ─
Telephone #:  (312)  744-8000       Subscriber #:   000137
Name(Tl/Fst/Lst):           RICHARD          DALEY
 121          N      LASALLE                    ST        ROOM    507
Line 2:                                 City:   CHICAGO
 State:  IL      Zip:   60602          Code/Route:   R002      ABC Zone   39
Country:          County:              Seq:                    Zone:   1
 □Bill-To:     □TaxInd.    Billing Ind:  N    Date:   05/07/2003    16:19:53

                                               (F6 to activate Pop-Up)


Enter street number.
```

We first **Query** the database for the subscriber/non-subscriber we want to correct, Perform an **Update** of the record and immediately press **<ESC>.** You will be presented a suggestion list of streets and zips from which to choose from. An example is shown below:

```
MENU Select Next Prev Bye
Select the highlighted row.

                 Address Suggestion Screen


**********KEEP ORIGINAL INPUT**********
        100        199|  |ASH|LN||  |18707|B
         86        199|  |ASH|ST||  |18702|B
         83         85|  |ASH|ST||  |18702|B
         18         82|  |ASH|ST||  |18702|B
         36         38|  |ASH|ST||  |18704|E
          1         17|  |ASH|ST||  |18702|B
          1         99|  |ASHLEY|LN||  |18702|B
        200        299|  |ASHLEY|ST||  |18702|B
        127        199|  |ASHLEY|ST||  |18702|B

                    1 of 16
```

Remember, you can always keep the original if you don't see any choices that seem to match what you're looking for. The **"KEEP ORIGINAL INPUT"** option is the first option in the list.

## 10.4  Directory Updates:

At the time of this writing, all Postal Directories are valid in the US for three months.  To provide an overlapping period from when the old directories are still valid, and the new directories can be shipped and installed, a two month frequency cycle has been established to provide timely directory updates, and in compliance with Postal Regulations.  In Canada, directory updates are performed monthly.

The directory updates are large files (over 600 Megabytes), and are sent on either CD-ROM or Cassette Tape.  The CD-ROM is typically more manageable, and actually installs much faster than tape, but that is another discussion.

When the directory update arrives, it is usually accompanied by a letter that informs you of any special instructions that you need to perform.  In general though, you must have all users off of the system when these directories are installed.  The old directories are too big to keep around for most configurations

The process will control your session while it is loading the directories.  It is important not to turn off your terminal, or close your terminal emulation window.

## 10.5  Computerized Delivery Sequence (CDS) Loading

The CDS Load facility will take an ASCII file of addresses that are in the US Postal Service (USPS), Computerized Delivery Sequence (CDS) format.  For every address it encounters, it either adds an address to the **addr** table, or updates and existing **addr** record with the current walk sequence, and vacation/vacant indicator.  For every address that is added, a corresponding **nonsub** record is added with a **"RESIDENT"** value assigned as the last name.

You should have everyone out of the Circulation system with this process runs.  It will generally take about 8 minutes to load 20,000 addresses on a Pentium Class PC with a fast disk sub-system.

The screens below show you what to expect.  You will need to provide a default City, State, and the ASCII Filename that contains the CDS addresses.  You can also run this in a test mode to see how many addresses would be updated or inserted.

```
Circulation                                          NEWZware (TM)

                  LOAD ADDRESSES FOR MARKET SATURATION


      This program will read addresses from a fixed-format ASCII file and
      add them to the NEWZware database. If the address does not already
      exist in NEWZware, the program will also add a non-subscriber record
      attached to the new address.

      Enter ZIP Code (Default from CDS File): 60601
      Enter City (Default Read From city_zip Table): CHICAGO
      Enter State Abbrev. (Default Read From city_zip Table): IL
      Clear Walk Sequences For ZIP '60601' Y/N (Default = Y) Y
      Is This A Test Run (Y/N)? Y

      Enter File Name: /tmp/CDS60601.txt


                  Type Response and Press <Enter> To Continue
                                          (Hit F7 To Select Macro)
```

Note the full path to the file name.

## 10.6   Renewal Notice First Class Mailing Reports:

The following reports are required for a renewal notice mailing.

| 3600 Report<br>First Class | Postal Qualifications<br>Report | PIO Subscribers<br>CASS Report |
|---|---|---|

### Renewal Notice Parameters:

- Date of Mailing,
- Edition Code (optional or ALL)
- Special Forms Printer
- Horizontal Pitch/Vertical Pitch

## 10.7   Daily Newspaper (Mail Labels) Periodical Class Reports:

The following reports are required for a daily newspaper mailing:
Note:  More than one 3541 report may be produced depending on the
quality of the addresses, and the level of sortation that can be achieved.

| 3541 Report Periodical Class | Mail Sort Listing Report | Mail Subscribers CASS Report |
| --- | --- | --- |
| | Container/Sack Labels | |

### Daily Newspaper Parameters:

- Date of Mailing,
- Edition Code (optional or ALL)
- Thickness of Piece (with inserts)
- Weight of Piece (with inserts)
- Percentage of Advertising
- Special Forms Printer
- Horizontal Pitch/Vertical Pitch

## 10.8  TMC Product (Mail Labels) Standard A Class Reports:

The following reports are required for a TMC or shopper mailing:
Note:  More than one 3602 report may be produced depending on the quality of the addresses, and the level of sortation that can be achieved. Before running the TMC Mail Labels, you may want to select the desired label format (1 UP Pressure Sensative Labels "Gum Labels", or 4 UP Cheshire Labels ).

| 3602 Report First Class | Mail Sort Listing Report | Mail NonSubscribers CASS Report |
| --- | --- | --- |
| | Container/Package/ Sack Labels | Postal Qualifications Report |

### TMC Product Parameters:

- Date of Mailing,
- Edition Code (optional or ALL)
- Thickness of Piece (with inserts)
- Weight of Piece (with inserts)
- Percentage of Advertising
- Special Forms Printer
- Horizontal Pitch/Vertical Pitch

## 10.9  Sack Label Procedure:

This purpose of this document is to describe the **Sack Label** procedure when using the *NEWZware* system in combination with Postalsoft Data Label product.

The Presort process on the UNIX server generates the information used to print the sack labels.  Immediately following the Presort process, you must copy the information, or the next Presort process may overwrite it.   The sack label printing is performed on a PC.  Therefore you will have to copy the data from the UNIX server to the PC in order to print sack labels.  This can be performed with a program like **ftp** (file transfer protocol) or **doscp** (DOS copy)**.**  We assume the reader knows the address/name of the UNIX server, and how to use **ftp**.

The sack label programs are located on the PC in **C:\PW\DLB.**   The label information is located in a file called **mlcont.out** in the **/usr1/ newzware/ci/data/ps/ml** directory.  Therefore, a user using **ftp** would first bring up a DOS window and change directory to **C:\PW\DLB** by typing:   **CD C:\PW\DLB**.  Then you need to type **ftp {unix-server-name}**, login to the UNIX server, and type:  **cd /usr1/newzware/ci/ data/ps/ml**.  Then type: **get mlcont.out** to transfer the file to the current directory.

Once the file transfer completes, you will need type **quit** at the **ftp>** prompt, and exit the DOS window.   Now that the file has been transferred, you can run the sack label process by loading the sack label printer stock into the HP laser printer, and clicking on the **NEWZware Sack Label** icon.   This process will run the sack label print process and send the output to the printer.

## 10.10 Circulation Stacker ASCII File

When an automated stacker is used in the distribution area (or mail room), and needs to be fed by an ASCII file as to the trucks, insert package, routes and bundle sizes for the press run, the stacker file needs to be produced.

When running the stacker program from the **Reports, Circulation Reports, Generate Stacker ASCII File** option, the output is stored in **"/usr1/newzware/ci/data/ tmp/stacker.asc"** (Note: the **/usr1/newzware** pathname may be different depending on your configuration).   Note:  This file gets overwritten during the "**Generate Stacker ASCII File**" process.

**Options:**

When the first character of the **truck_load.tr_drop_descr** (the drop description) is a dash character '-', this route/draw will not appear in the stacker file, but it will appear on the manifest.

An effective method for showing these distributors in the stacker file on some days of the week, and not on others, is to have a separate **truck_load** record for each day of the week.

Example.

```
TI100-1C?
RNDREC33   ?BQ001?SS010?SC01?
RNHT0300   ?BQ001?SS014?SC01?
RNAO1900   ?BQ001?SS013?SC01?
RNHT1900   ?BQ001?SS021?SC01?
RNLP3100   ?BQ001?SS016?SC01?
RNRB1900   ?BQ001?SS007?SC01?
RNWR1700   ?BQ001?SS018?SC01?
RNWR2900   ?BQ001?SS018?SC01?
RNRB1300   ?BQ001?SS008?SC01?
RNML1300   ?BQ001?SS005?SC01?
RNSS1100   ?BQ001?SS012?SC01?
RNHT0100   ?BQ001?SS012?SC01?
RNHT1400   ?BQ001?SS011?SC01?
RNHT0800   ?BQ001?SS023?SC01?
RNLP2900   ?BQ001?SS020?SC01?
RNRB1800   ?BQ001?SS005?SC01?
RNBK1400   ?BQ001?SS017?SC01?
RNLP1700   ?BQ001?SS017?SC01?
RNDREC26   ?BQ001?SS010?SC01?
RNDREC33   ?BQ002?SS020?SC01?
RNHT0300   ?BQ002?SS020?SC01?
RNAO1900   ?BQ002?SS020?SC01?
```

Note:  All of the Key bundles are delivered first, followed by the Bulk bundles.  If a route only has 1 bundle, then it will appear in the Key bundle area.   The "**?**" character serves as a field delimiter.

The "**TI**" = truck indicator and "**100**" is the master truck number, "**1**" is the sub-truck number and "**C**" is the market zone description.  The "**TI**" will always be constant on the Truck Indicator record.

The "**RN**" followed by the 6 digit distributor number in this case: "**DREC33**" in the first record.  "**BQ**" is the number of bundles.   The "**SS**" is the size of the bundle(s).  The "**SC**" is the number turns that must be made so that the bundle is not lopsided.

The file is sorted by master truck, truck number and load sequence number.

# 11   Dispatch Module

The Dispatch module is actually a monitor screen that is updated every few seconds with information relating to subscriber, carrier or dealer shortages.  The monitor is fed by the Customer Service screen.  Whenever a shortage remark code is entered, a shortage record is created and passed on to the monitor that is watching that edition for that date.   Several Dispatch Monitors can be running simultaneously depending on the volume of customer service calls and dispatch requirements.

## 11.1  When to Use

It is envisioned that during peak customer service times, the bulk of Customer Service Representatives (CSRs) are receiving calls from subscribers, carriers, and other distributors, and entering transactions into the Customer Service screen.  Since the volume of calls can be high, the CSR doesn't have the time to act on solving the paper shortage problems immediately, a dedicated individual(s) is monitoring the Dispatch screen and calling truck drivers that are already mobilized in each district.   The Dispatch monitor is only concerned fulfilling shortages or other CSR entered problems that may arise with the distribution force.

## 11.2  Main Monitor Screen

The main Dispatch Monitor screen is shown below.  The side-by-side display can list up to 26 districts in summary form.  To view the detail for each district, a second screen is provided (shown later).

Insert Dispatch Screen Here

The current date and time is updated with each refresh interval, and newly arriving data is placed in the appropriate district.   The Districts with the most outstanding papers, and the earliest (oldest) arrival times are  shown first.  This is the sorting and display order.  The left side of the screen is considered page 1 and the right side is considered page 2.

## Main Screen Commands

The main monitor screen has four menu options:  Dispatch, Output, Bye, and Help.  The application starts out in Dispatch or monitoring mode.  This is normal operation.  If for any reason you exit monitoring mode, you can return by selecting the Dispatch option by pressing 'd'.

## Main Screen Fields

The fields that must be populated in order to arm and then activate the monitor, are the Date and the Edition fields.   The Date specifies the date for the product (Edition) being delivered.  It may be the current date, yesterday, tomorrow or the next.   The Edition is the actual product being delivered.  This must be a valid edition for the date requested.

These two fields determine which dispatch messages are received by the monitor.  By allowing the user to select these two qualifiers, multiple dispatch monitor screens can be run, each for separate products.

The third field is the district selection field. Two types of data can be entered in this field. If a 'B' is entered followed by a carriage return, then the monitor is deactivated, and returns to the Main screen commands of Dispatch, Message, Output, Bye, and Help.

If a district number is entered followed by a carriage return, then the detail is displayed for that district.

Insert Dispatch Screen Here

## 11.3  District Detail Screen

Shown below is the district detail screen. Only the information from the selected district, the selected date, and the selected edition are shown. Each line item shows a customer complaint that could originate from a customer call, or a distributor call. The line items are sorted in increasing order by entry time.

Insert Dispatch Screen Here

## District Detail Screen Commands

The available commands on the ring-menu are:

| *Command* | *Description* |
| --- | --- |
| Disp | Dispatch the selected line item. |
| Cancel | Cancel the call on the current line item. |
| High | Highlight the current line item. |
| Remove | Remove the current line item from the display. |
| Ignore | Ignore any previously entered commands such as Dispatch, or Cancel, and return to the Main Dispatch Screen. |
| Exec | Execute any previously entered commands such as Dispatch, or Cancel, and return to the Main Dispatch Screen. |
| Next | Move the highlight line to the next line item, making it the current line item. |
| Prev | Move the highlight line to the previous line item, making it the current line item. |
| Up-Pg | Move the display up one page or screen full. |
| Dn-Pg | Move the display down one page or screen full. |
| First | Move to the top of the item list (beginning of display and list). |

| Command | Description |
|---------|-------------|
| Last | Move to the bottom of the item list (end of list). |
| Goto | Goto a specific item line number. |
| Output | Output the screen to a file, printer, or other program. |
| Bye | Exit the District Detail Screen and return to the Main Dispatch Screen. |

## Dispatching Events

When the Disp (Dispatch) command is entered, the current line item is dispatched to a particular driver.  The pop-up screen shown below allows a user to specify the Driver ID.  Simply hitting the <ESC> key will choose the default Driver ID.  The default is initially Driver ID "DIS" for dispatch.  When a Driver ID other than DIS is entered, then that becomes the new default Driver ID.   The Dispatch Drivers table: ddrivers contains the drivers you want to be able to send dispatches to.  Each dispatch code is three characters.  The first letter must be a "D", and the second and third characters can be alphabetic or numeric.

Insert Dispatching Window Here

## Driver ID Pop-up List

If you are unsure of the available Driver IDs, a pop-up list is available for easy selection.  Pressing the <F6> key will display this pop-up list. Shown below is the Driver ID pop-up list.By selecting the correct driver by double-clicking with your mouse, or moving with your arrow

keys and pressing <ESC>, you can choose the desired driver.  The
screen below shows our selected driver.After events are dispatched, the
status column displays the Driver ID.  If an event is canceled, it will
display "-C-" in the status column.

Insert Dispatch Driver PopUp Here

By selecting the correct driver by double-clicking with your mouse, or
moving with your arrow keys and pressing <ESC>, you can choose the
desired driver.  The screen below shows our selected driver.

Insert Dispatch Driver PopUp Here

After events are dispatched, the status column displays the Driver ID.
If an event is canceled, it will display "-C-" in the status column.

Insert Dispatch Driver PopUp Here

## Dispatch Execution

By entering the Exec or Execute command, the events that were
processed (Dispatched, Canceled or Removed) are permanently
processed.  You will then return to the Main Dispatch Screen.

## Ignoring the Dispatch

By entering the Ign or Ignore command, the events that were processed
(Dispatched, Canceled or Removed) are reversed and not processed.
You will then return to the Main Dispatch Screen.

Following a successful dispatch or pending event cancel, the main
dispatch screen will reflect what action was taken.  The screen below
illustrates that district 35 has dispatched 3 papers.  It has a remainder of
32 papers.  The display is sorted by number of papers outstanding, and
then by earliest time.

Insert Dispatch Driver PopUp Here

## 11.4  Dispatch Report

The Dispatch Report allows the selection of dispatch and shortage events for a given date, edition, and time range, district, and subscriber directions.  The following prompts are presented, and an example of the report is shown below.

### Dispatch Report Launch Screen

Insert District Dispatch Report

You can select a specific edition, a range of dates and times, and a specific or all districts. Finally, you can choose to print subscriber directions if they are available.

## Dispatch Report Example

Shown below is an example of a dispatch report for all districts.

```
04/22/1998                                  Daily Record                              Page
10 of 11
12:22:06                                  Parsippany, NJ 07054

                                   CIRCULATION DISTRICT DISPATCH REPORT
                        DAILY RECORD - 1998-04-22 03:00:00 To 1998-04-22 12:21:35

                                        District: 35


Carr.# Typ Act Drv  Oper.   Entrd Dsptd ID #/Type         Name                    Address
Cop.
------ --- --- --- -------- ----- ----- -------- ----------------------------- ------------------------
----------- ----
DN2000 DSP     D35 amy      09:08 10:09 097156/S JOHN(10%) MILLS       44 OVERLOOK AVE
1
       MISSED DELIVERY                                          (973)366-7577    DOVER
DN2500 DSP     D35 stephani 07:02 07:23 187178/S MARGARET JANNROZ      45 BASSETT HWY APT 312
1
       MISSED DELIVERY                                          (973)361-6144    DOVER
DN2500 DSP     D35 stephani 07:05 07:23 163700/S JOSEPHINE FERRONE     45 BASSETT HWY APT 309
1
       MISSED DELIVERY                                          (973)366-8608    DOVER
RD2000 DSP     D35 stephani 08:21 08:52 065486/S PETER SCIMENES        27 QUAKER AVE
1
       MISSED DELIVERY                                          (973)366-0405    RANDOLPH
WR0300 DSP MSG D35 amy      09:10 10:09 045895/S FRANK BONGIORNO       180 BAKER AVE
1
       MISSED DELIVERY                                          (973)366-8893    WHARTON
WR0300 DSP MSG D35 stephani 08:45 08:52 181927/S F R HOOPER           22 E STERLING ST
1
       MISSED DELIVERY                                          (973)361-5734    WHARTON
WR0300 DSP     D35 stephani 08:28 08:52 040915/S KATHRYN EMMANS        111 E CENTRAL AVE
1
       MISSED DELIVERY                                          (973)366-2747    WHARTON
WR0300 DSP     D35 stephani 07:30 07:36 201561/S ROBERT E.TRIMMER SR.  128 FERN AVE
1
       MISSED DELIVERY                                          (973)366-7935    WHARTON
WR4900 DSP MSG             11:51        185945/S DIANE CAHILL          532 MOUNT HOPE RD
1
       MISSED DELIVERY                                          (973)989-8886    WHARTON
DN2500 STG     D35 stephani 06:20 07:23 DN2500/A SHARON KERSEY         5 BYRAM AVE
4
       MISCOUNT MAILROOM DEL: 302,309,316,317 BASSETT HWY                        DOVER
WR0300 STG     D35 stephani 06:14 07:23 WR0300/A EARL DINULOS          30 TULANE TRL
13
       MISCOUNT MAILROOM SEE DISP 13 ADDRESS                                     HOPATCONG

                                                                                        -
-----
District Total Dispatched: 9       Shortages: 17   Cancelled: 0                          District
Total:    26


======
Grand Total Dispatched:   55       Shortages: 165  Cancelled: 0                          District

Total:    220
```

## 11.5  Post Dispatch Processing

A Customer Service representative performing a dispatch has the option to charge the carrier. When a carrier is charged, it simply marks the shortage record with a type that indicates that the carrier should be charged. The carrier is not automatically charged unless the post dispatch processing is run. The Post Dispatch Processing actually

creates charges against the carrier in the inv_detl table.  These charges will appear on the next invoicing run.  If your site is using the dispatch module to charge carriers, they you must run the Post Dispatch Processing for every publishing day.

When the report runs, any dispatches that are marked as carrier charge are converted to inv_detl records that will appear on the next invoice

# 12 System Administration Tasks

This section of the Circulation User Guide contains System Administration tasks. These tasks include listing, printing, or removing error log information, sub-system and system lock information; linking to the General Ledger System; updating all checksums; and adding, updating, or removing custom report menu entries.

## 12.1 Display/List/Remove the Error Log

The error log contains errors, as the name indicates, but it may also contain information pertaining to the day to day operations of the circulation system. The date and time of the occurrence will always precede any information available including the process name (or program) that generated the error log message.

The error log is automatically cleaned (at 11:30PM on the 21st of) every month and shouldn't be removed manually without the approval of the system administrator.

Step 1. Select Circ. System Administration, then 1. Error Log Maintenance from the Circulation Main Menu.

Step 2. You will receive a message asking if you want to display the error log.
-- If you wish to display the log on your screen, type "Y". You will see the error log information. Use the functions available from the ring menu to move about the error log
--If you do not wish to display the log on your screen, type "N".

Step 3. You will receive a message asking if you want to print the error log.
-- If you wish to print the error log, type "Y". The error log will be printed.
-- If you do not wish to print the error log, type "N".

Step 4. You will receive a message asking if you want to remove the error log.
-- If you wish to remove the error log, type "Y". The error log will be removed.
-- If you do not wish to remove the error log, type "N".

Step 5. You will be returned to the Circulation System Administration Menu.

## 12.2 Display/List/Remove the Lock File Information

This menu item remains available to ensure backward compatibility. The Lock File Maintenance screen can be accessed from any menu by pressing 'L' or selecting "Locks" from the right side of a GUI display.

Step 1. Select Circ. System Administration from the Circulation Main Menu. You will see the Circulation System Administration Menu. Select Lock File Maintenance from the menu.

Step 2. No locks are displayed initially, select "Query" to start the display process.

Step 3. You will be asked if you wish to use a filter (to avoid displaying all lock information).  Enter 'U' to search for a specific 'User ID', 'L' to search for a specific 'Lock Name' or 'N' to view all records.

Step 4. If you entered a 'U' or 'L' , you will be asked to enter the ID or name you would like to see.

Step 5. Finally you will be asked how you would like to sort the resulting information, your choices are 'U' – User ID, 'L' Lock Name, and 'T' - Time.

Step 6. The lock screen is limited to displaying, at most, thirteen lines per screen.  Use the ring menu (displayed at the top of the screen) to navigate through the different screens to view all of the existing locks.

Step 7. You may also use the ring menus to remove any obsolete locks, search for more locks (using different filters) or exit the lock screen, returning to the previous menu.

Extreme care should be taken when removing locks.

Never remove locks just to gain entry into a menu item whose access is being prevented by another user's activity.  Wait until they are finished.  The purpose of locks is to prevent processes, which share the same data files from colliding and corrupting data.

The removal of locks may be necessary, when locks were left in place, but the process that created them is no longer in use.  This might happen after network problems or a power outage knocked a user off of NEWZware.

## 12.3  Link to General Ledger

This process should not be confused with the Transmit to General Ledger.  This is a function that introduces the circulation system to the General Ledger and should only be run during the initial installation of the circulation system.

It is not uncommon for this menu item to be removed from the menus, but when in place, it can be found at 16. Circ. System Administration, then 3. Link to General Ledger.

## 12.4  Reset Checksum Values

Checksums are used to monitor any changes in the rate and distributor tables.  These numbers are verified during certain processes and, if there is an inconsistency, we will be warned that checksum values do not match (which most often happens during distributor invoicing).  This process will put those totals back into alignment.

Step 1. Select Circ. System Administration from the Circulation Main Menu, then 4. Update ALL Checksums.

Step 2. You will receive the "Updating checksums" message.  Press <RETURN> to start the update.

Step 3. After the values have been reset, you will see the message "Clearing lock files".

Step 4. Press <RETURN>. You will be returned to the Circulation System Administration Menu.

## 12.5  Custom Reports Menu Maintenance

This menu item allows you to add previously created custom reports to the Custom Reports menu.  It could also be used to group a number of commonly used menu items together or to create another appearance of a menu item using local terminology within the menu description.

This menu item can be found at 16. Circ. System Administration of the Circulation Main Menu and then, 4. Custom Report Menu Maintenance.

This screen provides the standard ring menu options, including; Query, Add, Update & Remove

When assigning menu numbers, the lowest number entered will always appear as the first choice and numbered "1".  For example, if there is only one custom report menu item and the Report Number entered was "17".  That menu item would be displayed as choice "1", with the Report Name entered.  Each of subsequent menu items will be number "2" through whatever number of entries, regardless of the numbers entered in Report Number.

| *Field Name* | *Description* |
|---|---|
| Report Number | Menu number to assign to this item. |
| Report Name | The name of the custom report |
| Program to Run | The name of the program that runs the custom report |

# 13　Appendix

## 13.1  Amortization Detail Types

The amortization detail (amort_detl) table stores payment and amortization activity for each paid frame. A frame may have one or more amort_detl records. Each record is associated with a different type of business activity. The purpose of this document is to list the different kinds of amort_detl records and describe the activity they represent. Using this information, you can create detailed reports about the liability and payment information of your (paid) subscriptions.

| *Type (am_type)* | *Code (am_disc_code)* | *Module* |
|---|---|---|
| *Meaning* | | |
| Blank | 0 (zero) | Mon_aging.4ge |
| Meaning: This is the differential between sp_amt and sp_amort_amt during monthly aging | | |
| A | A | Amort |
| Complimentary subscription; (Draw has been run beyond end of subscription frame or subscription end is null) and cancel date is greater than end of subscription and draw has been run up to or beyond cancel date); amount is how much money is being amortized on this amortization run. | | |
| A | GT | Autopays.4ge |
| Gratuity amount accepted by autopays; used by file_synch.4ge and sub_canc.4gr | | |
| B | A | Amort |
| Complimentary subscription; subscription has not yet ended or the cancel date is less than the end of the subscription and draw has been run up to or beyond cancel date; amount is how much money is being amortized on this amortization run. | | |
| C | A | Amort |
| Complimentary subscription; subscription is not cancelled or cancel date is greater than last draw date; amount is how much money is being amortized on this amortization run. | | |
| D | A | Amort |
| Paid subscription; (Draw has been run beyond end of subscription frame or subscription end is null) and cancel date is greater than end of subscription; amount is how much money is being amortized on this amortization run. | | |
| E | A | Amort |
| Paid subscription; subscription has not yet ended or the cancel date is less than the end of the subscription; amount is how much money is being amortized on this amortization run. | | |

| Type (am_type) | Code (am_disc_code) | Module |
|---|---|---|
| *Meaning* | | |
| F | A | Amort |
| Paid subscription; types D and E do not apply; amount is how much money is being amortized on this amortization run. | | |
| G | A | Amort |
| Complimentary subscription; subscription has been canceled, and draw has been run up to or beyond cancel date, and types A and B do not apply; amount is how much money is being amortized on this amortization run | | |
| H | A | Amort |
| Lost Revenue; Paid amount is greater than the given amount. Given amount is the lesser of the subscription amount and the days delivered times the subscription rate. Given amount less amount already amortized on this subscription is inserted into amort_detl. | | |
| I | A | Amort |
| Lost Revenue; Paid amount is strictly less than the given amount. Given amount is the lesser of the subscription amount and the days delivered times the subscription rate. Given amount less amount paid on this subscription is inserted into amort_detl. | | |
| I | PG | Gratuity.4ge |
| Pro-rated gratuity amount applied to carrier balance | | |
| J | A | Amort |
| Lost Revenue; Paid amount is strictly less than the given amount. Given amount is the lesser of the subscription amount and the days delivered times the subscription rate. Given amount less amount already amortized on this subscription is inserted into amort_detl. | | |
| K | A | Amort |
| Lost Revenue; No payment received; Amount inserted into amort_detl is the lesser of the subscription amount and the days delivered times the daily rate. | | |
| U | | Pays.4ge, Autopays.4ge |
| Tax 1 amount on subscriber payment | | |
| V | | Pays.4ge, Autopays.4ge |
| Tax 2 amount on subscriber payment | | |
| W | | Pays.4ge, Autopays.4ge |
| Tax 3 amount on subscriber payment | | |
| X | SW | Sp_swap.4ge |
| Total Amount swapped | | |

| Type (am_type) | Code (am_disc_code) | Module |
|---|---|---|
| *Meaning* | | |
| X | | Pays.4ge, Autopays.4ge |
| Tax 4 amount on subscriber payment | | |
| Y | | Pays.4ge, Autopays.4ge |
| Tax 5 amount on subscriber payment | | |
| Z | | Pays.4ge, Autopays.4ge |
| Tax 6 amount on subscriber payment | | |
| P | GT | Pays.4ge |
| Carrier gratuity on subscriber payment | | |
| P | | Pays.4ge, Autopays.4ge |
| Differential between retail rate and payment amount; OR if no promotion code is entered and retail rate has valid daily rates entered, differential between calculated subscription value after decrease/increase in subscription value, and the payment amount. Note: there is currently no way to differentiate between short and over payments with a promotion code of 'S' or 'O' and a dynamically shortened or extended subscription. | | |
| S | SW | Sp_swap.4ge |
| Differential between amount swapped from and amount swapped to, because of dynamic subscription shortening; amount swapped to is less than amount swapped from | | |
| O | SW | Sp_swap.4ge |
| Differential between amount swapped from and amount swapped to, because of dynamic subscription extension; amount swapped to is greater than amount swapped from | | |
| X | SW | Sp_swap.4ge |
| Subscription swaps, total amount swapped | | |
| D | STEP DISCOUNT DEBIT | Pays.4ge |
| Step Discount Differential | | |
| 2 | 05 | Sub_canc.4gr |
| Amount refunded from canceled subscription | | |
| 3 | pc_gl_acct | Sub_canc.4gr |
| Amount discounted during initial payment, payment now being refunded. | | |
| 4 | Rrp_t1_glacct | Sub_canc.4gr |
| Tax 1 amount being refunded | | |

| Type (am_type) | Code (am_disc_code) | Module |
|---|---|---|
| *Meaning* | | |
| 5 | Rrp_t2_glacct | Sub_canc.4gr |
| Tax 2 amount being refunded | | |
| 6 | Rrp_t3_glacct | Sub_canc.4gr |
| Tax 3 amount being refunded | | |
| 7 | Rrp_t4_glacct | Sub_canc.4gr |
| Tax 4 amount being refunded | | |
| 8 | Rrp_t5_glacct | Sub_canc.4gr |
| Tax 5 amount being refunded | | |
| 9 | Rrp_t6_glacct | Sub_canc.4gr |
| Tax 6 amount being refunded | | |
| P | VO | Pays.4ge |
| Split-payment – money going to paper. | | |
| C | VO | Pays.4ge |
| Split payment – money going to carrier | | |
| S | VO | Pays.4ge |
| Split payment – money going to subscriber | | |
| C | CP | Pays.4ge |

Payment on cancelled subscription – difference between payment amount and service rendered (negative if payment amount < service rendered)

## 13.2   Bundle Wrap Types Examples

### Basic Types

| Bundle Code | Type | Description |
|---|---|---|
| I | Individual | One bundle top per distributor |
| K | Keyed | Only even/full bundles get bundle tops (i.e. do not produce bundle top for odd bundle) |
| S | Singles | One bundle top per bundle |
| L | Label | Dramatically different appearance – see below for samples |

```
MENU Update Screen Output Export Bye Help
Table: params: Updates current row
                    CIRCULATION SYSTEM PARAMETERS            Page 3 of 4
Dispatch Screen Access:      D          Dispatch Read Interval:      0
Post-Dispatch:
  Process
                    In the Circulation System Parameters table, the column 'cp_do_roll' now indicates
                    whether S-types that don't have at least one full bundle should be rolled onto a single
  ROUTING W         summary sheet at the end of the current truck.

                                                 CHECK REVERSE DIRECTIONALS:
Bundle Wrap Format Type:                    S
Bundle Odds To Truck '0' Method:
Generate ROLL Bundle Wraps?                 N      (When Single Type Draw < Min)
Calculate Equal Bundle Counts?                     (For Single Bundle Types)
Display Subscr Phone #: Bundle/Report:      B
     Driver Manifest Summary Flags:                'M' = Display on (M)anifest Page
                                                   'S' = Display on (S)ummary Page
          Master-Truck Summary Flag:               'B' = Display on (B)oth
              Sub-Truck Summary Flag:              ' ' = Don't summarize!


                                1 of 1
```

### Sample Bundle Tops

#### *Single, Bulk and Keyed Bundles*

These bundle types all *appear* basically the same. They differ only in when/how often they are printed, as described in the table above. Shown below is a picture of such a bundle top. This look can be controlled to some degree through Extensible System Parameters.

Each of the examples below is a representation of how a bundle top would appear with a draw of 68 papers, using bundle sizes of 25 and a tolerance of 5 papers.

Bundle Type S - Keyed

```
******************************************************KEY WEST CITIZEN*****************************************************
* 00001-00000                               Thursday Aug 14/03                                                          *
* 08/14/2003                                KLONDIKE, AK 00001                          LOADING SEQUENCE:      1  *
* 20:55:47  PAGE:     1 NIE68      63/     0 INSERTS: [ ]                                                               *
*           DEALER NUMBER:                                       MASTER-TRUCK         #            SUB-TRUCK           *
* #    #   ###  ####### #####  #####                                  #                               ###   *
* ##   #   #   #       #   # #    #                                  ##                              #   #  *
* # #  #   #   #       #   #   #    #                                # #                             #     # *
* #  # #   #   #####  ######  #####                                  #                              #     # *
* #   ##   #   #       #   # #    #                                  #                              #     # *
* #    ##  #   #       #   # #    #                                  #                               #   #  *
* #     #  ###  ####### #####  #####                                #####                             ###   *
*                                                                                                                      *
******************************************************* KEY BULK *******************************************************
                                          NUMBER OF BLANKS:     NUMBER OF PAPERS THIS BUNDLE:

                                                                                #    #####
                                                                               ##        #
                                                                              # #        #
                                                                               #      ####
                                                                               #        #
                                                                               #        #
                                                                             #####   #####

******************************************************************************************************************
DRAW: 63                        TOTAL PAPERS:  63        BUNDLE NUMBER: 1 OF 3

******************************************************KEY WEST CITIZEN*****************************************************

        NAME:    MR12                              DROP: 104801 OVERSEAS HWY
        ------------------------------------------------    -----------------------------
        DESC: DROP @ KEY LARGO SCHOOL                       KEY LARGO
******************************************************KEY WEST CITIZEN*****************************************************

        MIKE HUGHES (KEY LARGO SCHOOL)
^L
******************************************************KEY WEST CITIZEN*****************************************************
* 00001-00000                               Thursday Aug 14/03                                                          *
* 08/14/2003                                KLONDIKE, AK 00001                          LOADING SEQUENCE:      1  *
* 20:55:47  PAGE:     1 NIE68      63/     0 INSERTS: [ ]                                                               *
*           DEALER NUMBER:                                       MASTER-TRUCK         #            SUB-TRUCK           *
* #    #   ###  ####### #####  #####                                  #                               ###   *
* ##   #   #   #       #   # #    #                                  ##                              #   #  *
* # #  #   #   #       #   #   #    #                                # #                             #     # *
* #  # #   #   #####  ######  #####                                  #                              #     # *
* #   ##   #   #       #   # #    #                                  #                              #     # *
* #    ##  #   #       #   # #    #                                  #                               #   #  *
* #     #  ###  ####### #####  #####                                #####                             ###   *
*                                                                                                                      *
******************************************************* KEY BULK *******************************************************
                                          NUMBER OF BLANKS:     NUMBER OF PAPERS THIS BUNDLE:

                                                                             #####  #######
                                                                             #      #  #
                                                                                    # #
                                                                             #####  ######
                                                                             #           #
                                                                             #      #    #
                                                                             ####### #####

******************************************************************************************************************
DRAW: 63                        TOTAL PAPERS:  63        BUNDLE NUMBER: 2 OF 3

******************************************************KEY WEST CITIZEN*****************************************************
        NAME:    MR12                              DROP: 104801 OVERSEAS HWY
        ------------------------------------------------    -----------------------------
        DESC: DROP @ KEY LARGO SCHOOL                       KEY LARGO
******************************************************KEY WEST CITIZEN*****************************************************

        MIKE HUGHES (KEY LARGO SCHOOL)
^L
******************************************************KEY WEST CITIZEN*****************************************************
* 00001-00000                               Thursday Aug 14/03                                                          *
* 08/14/2003                                KLONDIKE, AK 00001                          LOADING SEQUENCE:      1  *
* 20:55:47  PAGE:     1 NIE68      63/     0 INSERTS: [ ]                                                               *
*           DEALER NUMBER:                                       MASTER-TRUCK         #            SUB-TRUCK           *
* #    #   ###  ####### #####  #####                                  #                               ###   *
* ##   #   #   #       #   # #    #                                  ##                              #   #  *
* # #  #   #   #       #   #   #    #                                # #                             #     # *
* #  # #   #   #####  ######  #####                                  #                              #     # *
* #   ##   #   #       #   # #    #                                  #                              #     # *
* #    ##  #   #       #   # #    #                                  #                               #   #  *
* #     #  ###  ####### #####  #####                                #####                             ###   *
*                                                                                                                      *
******************************************************* KEY BULK *******************************************************
                                          NUMBER OF BLANKS:     NUMBER OF PAPERS THIS BUNDLE:

                                                                             #####  #######
                                                                             #      #  #
                                                                                    # #
                                                                             #####  ######
                                                                             #           #
                                                                             #      #    #
                                                                             ####### #####

******************************************************************************************************************
DRAW: 63                        TOTAL PAPERS:  63        BUNDLE NUMBER: 3 OF 3

******************************************************KEY WEST CITIZEN*****************************************************
        NAME:    MR12                              DROP: 104801 OVERSEAS HWY
```

```
            --------------------------------------------------    ------------------------------
            DESC: DROP @ KEY LARGO SCHOOL                         KEY LARGO
******************************************************KEY WEST CITIZEN*********************************************************

            MIKE HUGHES (KEY LARGO SCHOOL)
^L

DRAW: 18                        TOTAL PAPERS:  18        BUNDLE NUMBER: 1 OF 1
```

## Bundle Type K - Bulk

```
******************************************************KEY WEST CITIZEN*********************************************************
*  00001-00000                                     Thursday Aug 14/03                                                       *
*  08/14/2003                                       KLONDIKE, AK 00001                       LOADING SEQUENCE:       1      *
*  21:02:21  PAGE:     1 NIE68       63/    0 INSERTS: [ ]                                                                   *
*           DEALER NUMBER:                                           MASTER-TRUCK   #               SUB-TRUCK               *
*  #     #   ###  ####### #####  #####                                         #                                  ###      *
*  ##    #   #    #       #   # #     #                                       ##                              #   #        *
*  # #   #   #    #       #       #   #                                       # #                             #       #    *
*  #  #  #   #    #####   ######  #####                                       #                               #       #    *
*  #   # #   #    #       #   # #                                             #                               #       #    *
*  #    ##   #    #       #   # #     #                                       #                               #   #        *
*  #     #   ###  ####### #####  #####                                      #####                                 ###      *
*                                                                                                                          *
****************************************************** ***** BULK ***** ******************************************************

                                              NUMBER OF BLANKS:      NUMBER OF PAPERS THIS BUNDLE:

                                                    #####                        #     #####
                                                   #     #                       ##        #
                                                         #                       # #       #
                                                    #####                        #     ####
                                                   #                             #         #
                                                   #                             #         #
                                                   #######                       #####  #####

******************************************************************************************************************************

DRAW: 63                        TOTAL PAPERS:  63        BUNDLE RECAP: KEY BUNDLE -  13   *** 2 BLANK BUNDLE(S) OF 25

******************************************************KEY WEST CITIZEN*********************************************************

            NAME:     MR12                              DROP: 104801 OVERSEAS HWY
            --------------------------------------------------    ------------------------------
            DESC: DROP @ KEY LARGO SCHOOL                         KEY LARGO
******************************************************KEY WEST CITIZEN*********************************************************

            MIKE HUGHES (KEY LARGO SCHOOL)
```

## Bundle Type I - Bulk

```
******************************************************KEY WEST CITIZEN*********************************************************
*  00001-00000                                     Thursday Aug 14/03                                                       *
*  08/14/2003                                       KLONDIKE, AK 00001                       LOADING SEQUENCE:       1      *
*  21:07:42  PAGE:     1 NIE68       63/    0 INSERTS: [ ]                                                                   *
*           DEALER NUMBER:                                           MASTER-TRUCK   #               SUB-TRUCK               *
*  #     #   ###  ####### #####  #####                                         #                                  ###      *
*  ##    #   #    #       #   # #     #                                       ##                              #   #        *
*  # #   #   #    #       #       #   #                                       # #                             #       #    *
*  #  #  #   #    #####   ######  #####                                       #                               #       #    *
*  #   # #   #    #       #   # #                                             #                               #       #    *
*  #    ##   #    #       #   # #     #                                       #                               #   #        *
*  #     #   ###  ####### #####  #####                                      #####                                 ###      *
*                                                                                                                          *
****************************************************** SINGLES ***** ********************************************************

                                              NUMBER OF BLANKS:      NUMBER OF PAPERS THIS BUNDLE:

                                                    #####  #####
                                                   #     #     #
                                                   #           #
                                                   ######  ####
                                                   #     #     #
                                                   #     #     #
                                                    #####  #####

******************************************************************************************************************************

DRAW: 63                        TOTAL PAPERS:  63

******************************************************KEY WEST CITIZEN*********************************************************

            NAME:     MR12                              DROP: 104801 OVERSEAS HWY
            --------------------------------------------------    ------------------------------
            DESC: DROP @ KEY LARGO SCHOOL                         KEY LARGO
******************************************************KEY WEST CITIZEN*********************************************************

            MIKE HUGHES (KEY LARGO SCHOOL)
```

## Bundle Type L - Label

```
KWC - Thu. Aug 14/03
TRUCK #:  000-000        #      #####
LOAD SEQ: 000           ##          #
DEALER #: NIE68         # #         #
```

```
    MR12              #      ####
104801 OVERSEAS HWY    #            #
Total Draw: 63         #            #
Bundle: 1 of 3       #####   #####



KWC - Thu. Aug 14/03
TRUCK #:  000-000    #####  #######
LOAD SEQ: 000        #      # #
DEALER #: NIE68             # #
    MR12             #####  ######
104801 OVERSEAS HWY #             #
Total Draw: 63       #       #     #
Bundle: 2 of 3       #######  #####



KWC - Thu. Aug 14/03
TRUCK #:  000-000    #####  #######
LOAD SEQ: 000        #      # #
DEALER #: NIE68             # #
    MR12             #####  ######
104801 OVERSEAS HWY #             #
Total Draw: 63       #       #     #
Bundle: 3 of 3       #######  #####
```

## 13.3  Credit Card Export Layout

The default *NEWZware* export for credit card billing information is a pipe-delimited ('|') ASCII file. The file layout is as follows.

| Column | Description | Data Type |
|---|---|---|
| | Card Type (Visa, Mastercard etc) | Character |
| | Card Expiration Date (MM/YY) | Character |
| | Card Number (may include dashes "-") | Character |
| | Gratuity | Money |
| | Last Name | Character |
| | First Name | Character |
| | Street Address | Character |
| | City | Character |
| | State | Character |
| | Postal Code | Character |
| | Zip + 4 (N/A for non-US sites) | Character |
| | Charge Amount | Money |
| | Unique Subscription ID | Integer |
| | Account Number | Character |
| | Edition Code | Character |
| | Issue Code | Character |
| | Subscription Length | Integer |
| | Length Type (M,W,Y – Month, Week, Year) | Character |
| | Subscription Retail Rate Zone | Character |
| | Subscription Begin Date (MM/DD/YYYY) | Date |
| | Subscription End Date (MM/DD/YYYY) | Date |
| | Phone Number | Character |

NOTES:

Money fields contain a decimal point – for example, one hundred dollars and fifteen cents is represented as 100.15

Dates are always in the format MM/DD/YYYY

All number fields are left-justified

## 13.4  Mail Label ASCII File Format

This document describes the format of the Circulation Mail Label ASCII File Format should you need to export it and use it in another program.

### Overview

The Circulation Mail Label ASCII File contains a line for each mail label record.   The records are delimited by an ASCII new line character (a.k.a. LF), and the fields are delimited by the ASCII pipe character ( '|' ).  The files are located in the *NEWZware* Circulation temporary directory (typically "**/usr1/newzware/ci/data/tmp**") and are named "**ml.{uppercase-three-letter edition code}.{day-of-week-number}**".   For example, the file containing mail labels for **Sunday** for the **Guardian** edition "**GD**" would be located in the file:  "**/usr1/ newzware/ci/data/tmp/ml.GD.0**, and for **Tuesday** for the Daily **Evening Item** edition "**EI**", the file is "**/usr1/newzware/ci/data/tmp/ ml.DEI.2**.   Monday is 1, Wednesday is 3, and so forth.  Saturday happens to be 6.

These files are easily copied from the *NEWZware* server via FTP or other file-sharing facilities to a PC.

### Data Sources

There are two processes within *NEWZware* Circulation system that create an ASCII Mail Label file.  They are the **Calculate Draw** and the **TMC Calculate Draw.**   Each time either Calculate Draw runs, the mail label files are overwritten.   This is important, because if you are running a daily or weekly publication, the files are overwritten each week.  So unless you save these files with a backup to tape, or copy then to another location, they will be overwritten, and all the data in them gone, over, removed!  Remember this.

### Format

The format is as follows:

| *Number* | *Field Description* | *Maximum Length* | *Format* |
|---|---|---|---|
| 1 | Sack or Bag Number | 5 | ##### (numeric) |
| 2 | Zip/Postal Code | 9 | (alphanumeric) |
| 3 | Zip4 Code | 4 | #### or blank |

| Number | Field Description | Maximum Length | Format |
|---|---|---|---|
| 4 | Delivery Point Bar Code | 2 | ## |
| 5 | LOT (line of travel) | 4 | #### or blank |
| 6 | LOT Order | 1 | A or D |
| 7 | Postal Route Number | 5 | #### |
| 8 | Postal Walk Sequence | 4 | #### |
| 9 | Postal Carrier Route | 5 | (alphanumeric) |
| 10 | Market Zone ID | 80 | (alphanumeric) |
| 11 | First Name | 20 | (alphanumeric) |
| 12 | Last Name | 30 | (alphanumeric) |
| 13 | Address Line 1 | 35 | (alphanumeric) |
| 14 | Address Line 2 | 35 | (alphanumeric) |
| 15 | City | 25 | (alphanumeric) |
| 16 | State/Province | 5 | (alphanumeric) |
| 17 | Country Code | 3 | (alphabetical) |
| 18 | Subscriber or Non-subscriber ID Number | 10 | (alphanumeric) |
| 19 | Expiration Date | 10 | MM/DD/YYYY or blank |
| 20 | Subscriber Indicator | 1 | Y or N |

Note: The Sack or Bag Number may be negative one "-1" if a mail bag lookup fails. If the site is running Postalsoft, all bag numbers are set to one "1".

## Data Sample

The following two lines offer a sample of Mail Label data.

```
1|07452   |1708|19|8|D|63|0|C063 ||INC.        |MULTI MEDIA ADV.|219 ROCK RD              ||GLEN
ROCK            |NJ  ||153282|06/06/1999|Y
1|34606   |7201|50|8|A|32|0|C032 ||            |LYNCH ARTHUR|7450 BAYWOOD FOREST CIR       ||SPRING
HILL            |FL  ||186714|07/28/1998|Y
```

## 13.5  Month End Procedures

This document discusses the procedures for month-end for the *NEWZware* Circulation system.

### Overview

This document lists some of the steps that you may want to perform during month-end processing in the Circulation system.   Not all the steps are necessary depending on your configuration.  For example, if you do not use the carrier bond feature of the system, you will not need to run the Bond Interest Calculation feature.

The following table lists the processes and their *NEWZware* menu numbers you may want to perform prior to closing the month and opening for the next month.

| *Process Name* | *NEWZware Menu Numbers* |
|---|---|
| Distributor Payments | 3+ Enter Payments<br>3. Carriers / Dealers / Auto Delivery / Employ-<br>ees |
| Subscriber Payments | 3+ Enter Payments<br>3. Subscriber Payments. |
| Renewal Notices   ** | 9+ Renewal Notices / Invoices<br>2. Renewal Notices |
| Debit Credit Adjustments | 4. Enter Debit/Credit Adjustments |
| Post Dispatch Processing | 2 Calculate Draw<br>4. Post-Dispatch Processing |
| Distributor Returns | 7+ Enter Returns<br>Either<br>1. Enter Returns By<br>Or<br>2. Enter Returns By Week |
| Assess Carrier Bond Interest | 10+ Day/Week/Period-End Processing<br>8. Assess Bond Deposit Interest |
| Distributor Invoicing (Dealer, Carrier, Vending Boxes, NIE, etc.)  ** | 9+ Renewal Notices / Invoices<br>2. Distributor Invoices |
| Aged Accounts Receivable Report | 13+ System Reports<br>3+ Financial Reports<br>1+ A/R Reports<br>1. Aged A/R By Month |

| Process Name | NEWZware Menu Numbers |
|---|---|
| Carrier Credit Transfers | 3+ Enter Payments<br>6. Carrier Credit Balance Transfer to AP Process |
| Calculate Draw (Advance Draws) ** | Calculate Draw<br>1. Daily |
| Refunds Due Subscribers (Report/Process) ** | 13+ System Reports<br>3+ Financial Reports<br>7. Refunds Due for Subscription Cancellations |
| Refunds Due Distributors (Report/Process) ** | 13+ System Reports<br>3+ Financial Reports<br>10. Refunds Due To Distributors |
| Cash Receipts Journal - Summary | 13+ System Reports<br>3+ Financial Reports<br>3. Daily Cash Receipts Journal - Summary |
| Transmit Pending General Ledger Transactions ** | 10+ Day/Week/Period-End Processing<br>4. Transmit Batch to General Ledger |
| Pre-paid Amortization Report | 13+ System Reports<br>3+ Financial Reports<br>5. Prepaid Amortization Report |
| Preprocess Circulation Transactions (General Ledger Installations Only) | See General Ledger Menu |
| Post Circulation Transactions (General Ledger Installations Only) | See General Ledger Menu |
| Close the Current Period | 10+ Day/Week/Period-End Processing<br>6. Period Close |
| Open the Next Period ** | 10+ Day/Week/Period-End Processing<br>7. Period Opening |

All of the processes marked with a "**" should be preceded with a backup of the entire Circulation system to either disk or tape.

## Distributor Payments

Distributor payments should be applied so that the Accounts Receivable Balance for the distributors reflect any payments that have been received.  This will make the distributors happy, and eliminate costly customer service calls, and invoice disputes.

### Debit and Credit Adjustments

This is just as important as distributor payments (**Distributor Payments**), especially if the credit will reduce the amount owing for a particular distributor.   If you are charging the carrier because of dispatch or service problems that occurred during the billing period, then you will also want these to appear on the invoice too.

### Post Dispatch Processing

If a dispatch function is performed from the **Customer Service** module and the carrier is charged for the paper, then a transaction is pending for the carrier charge. The carrier has not officially been charged until the Circulation Manager has reviewed and approved the **Dispatch Report**, and the **Post Dispatch Process** is performed. The **Post Dispatch Process** gathers all the carrier charges for a given day and creates a charge invoice detail that will be selected and applied during invoicing. You must run the **Post Dispatch Process** for every publishing day you want to pickup carrier charges.   Typically you will want to run this process as part of your daily procedure,  but it is listed here as a reminder.

### Subscriber Payments

You will want to post any payments to subscribers that you want to be included in the current period.   If you are planning on performing any advanced draws (**Calculate Draw**), or sending out renewal notices (**Renewal Notices**) a subscription marked without a payment may cause the grace period to expire, or may cause an additional renewal notice to be printed unnecessarily.   Keep this in mind when deciding to hold cash until the next period, or posting it immediately.

### Renewal Notices

The renewal notices are not a necessary step for month-ending, however, you may want to perform them regularly (say weekly), and include them as part of your month-ending procedures.

### Distributor Returns

Typically you are always behind on posting returns.   You can always post returns back to the previous period so this is not a concern if you don't have all the returns for a given period in the system when you close out the current period.  You will want to post as many returns as possible before you run distributor invoicing (**Distributor Invoicing**) so that the distributors are credited in a timely manner.   You can post

them using one of two screens. By Date, or by Distributor on a weekly calendar basis.

### Assess Carrier Bond Interest

This process will calculate any interest that is due on bond money (deposits and bond deductions) that is associated with a carrier/route. You will typically run this on a monthly or quarterly basis depending on you local policy and configuration. This may not be run every month if you are either calculating interest on a quarterly basis, or not at all.

### Distributor Invoicing

Distributor Invoicing is the processes of accumulating all distributor activity for the given billing cycle, and producing statements (bills/invoices). Since this is an update job, you will want to perform a backup prior to running it. If you recently changed **Wholesale Rates** then you will want to perform a **Memo Invoice** to make certain that the rate change produces the desired affect for a given distributor. **NOTE::** You can calculate draw into the next period for as many days as you need to operationally. The system keeps track of this advance draw automatically. If you are invoicing on either weekly, bi-weekly or monthly cycle, then you will want to include all the draw days in your current billing cycle regardless of which period the days are in.

No other users can be in the system when invoicing is running. You will want to make sure your default printer is selected to a printer that can support a large report because the **Billing Summary Report,** and the **Carrier PIO Credit Summary Report** are sent to your default printer following the Invoice processing. Thus, you can be printing on more than one printer: 1) Invoices are printing on the "Special Forms Printer", and 2) the Summary Reports on the default printer.

**NOTE:** The A/R Aging Process by Billing Period is performed by the **Distributor Invoicing Process**, and the A/R Aging Process by Monthly Periods is performed by the **Month Open Process** (a.k.a. **The Open Next Period Process**).

### Aged Accounts Receivable Report

You should run two versions of this report (2 copies each), 1) **A/R By Billing Period Buckets**, and 2**) A/R By Monthly Aging Buckets**. Immediately following distributor invoicing, before balances can be changed by payments, or debit/credit adjustments, run these reports. Give one set to the Accountant, and the other set is given to the

Circulation Manager and later filed.   Remember, the A/R picture can change quickly by posting payments or debit/credit adjustments.

## Carrier Credit Transfers

If you are running the *NEWZware* Accounts Payable System or another Accounts Payable (A/P) system that can accept electronic input of carrier payment requests, then you will want to run this process following invoicing, and prior transmitting to the General Ledger. Only if you consistently pay carriers because of a high count of PIO subscriptions on their route(s), is this feature necessary.   In any event, this process clears any credit balance for those carriers that qualify, and creates an ASCII import file to load into an A/P system as invoices to be paid by check.

**WARNING:**  This is an update process that modifies carrier balances and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

## Calculate Draw

This process is typically performed daily.  However, if you are planning on closing the period you may want to run draws in advance so that all activity for your distributors is in the system for invoicing.  **NOTE**: this step might be performed prior to invoicing up through the last day of the billing cycle.  Draws performed for days beyond the billing cycle are not included in distributor invoicing until the next billing cycle. You can perform draws into the next period safely, and the system will support this just fine.  Keep in mind that you can only perform advance draws up to seven (7) days without destroying your ability to run mail labels, or bundle toppers.   This information is stored in temporary files which are over-written on a seven day cycle.

## Refunds Due Subscribers

When a PIO Subscriber cancels their subscription and there is an unused balance on their account, they will be selected when the **Refunds Due Subscriber** process/report should be run.  **WARNING:** This is an update process that marks subscriptions as being refunded and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

A report is produced showing which subscriber you want to refund, their address, and the amount of the refund.

## Refunds Due Distributors

When distributor becomes inactive, and they have a deposit or bond balance that needs to be returned, the **Refunds Due Distributors** process/report should be run. **WARNING:** This is an update process that modifies the distributor balance (**carrier** or **dealer**) and creates General Ledger transactions, so you may want to run it is test mode, and review the report prior to running it in live "update" mode.

A report is produced showing you the distributor, their address, and the amount refunded.

## Cash Receipts Journal - Summary

Although you should be running the **Daily Cash Receipts Journal** at the end of each day to balance out your payment audit trail reports, you can run them all at the end of the month (one for each day of operation that is). In general, the total of all the **Daily Cash Receipts Journals** should equal the Grand Total on the **Cash Receipts Journal – Summary.** This should be visually verified, and when running the **Summary** report, make sure you enter the correct date ranges, and do not include days from a previous period, or a data that is too far in advance. You should give copies of these reports to the accountants. Use this report to compare and balance to the **Sub-ledger Report** that is printed as a result of the **Transmit Process** (below).

## Debit and Credit Adjustments Journal

You should be running a **Debit and Credit Adjustments Journal** every day that you post debit and credit adjustments. The report should be run for the range of dates that defines the current period. Use this report to compare and balance to the **Sub-ledger Report** that is printed as a result of the **Transmit Process** (below).

## Transmit Pending General Ledger Transactions

Every business transaction in the Circulation System often produces an associated accounting transaction. Since *NEWZware* is a double-entry system, two (2) transactions, or a transaction pair are produced to match the business transaction. A simple example is a subscriber payment. Here the pair: **Debit** to **"Cash",** and **Credit** to **"Prepaid Liability"** are produced. All of these transaction pairs are staged until they are **Transmitted (or *Released*) to the General Ledger**. As part of the transmit process, some system integrity checks are performed, and subscriptions are amortized. Two reports are produced: 1) the **Amortization Report**, and 2) the **Sub-ledger Report.** You will want to keep both of these reports and give them to the Accountant.

Although you can transmit as often as you like, most newspapers perform this task once a week or once a month.

**WARNING:** This is an update process, so remember to perform a backup prior to running the process.

### Pre-paid Amortization Report

Following the **Transmit Pending General Ledger Transactions**, all pre-paid subscriptions are amortized. This is an excellent opportunity to report on the amount of remaining liability and unearned revenue. This report will list every subscriber and subscription that has an unused balance along with the type of service and the projected end date.

You can run this report at any time during the month, but it is only meaningful following the **Amortization Process**, or following the **Transmit Process** (which includes the **Amortization**) process.

### Preprocess Circulation Transactions

Following the **Transmit Pending General Ledger Transactions**, an ASCII export file is created containing all the information that is shown on the **Sub-ledger Report**. If you are lucky enough to be running the *NEWZware* General Ledger module, then this ASCII file can be loaded into the General Ledger by running the **Preprocess Circulation Transactions Process**. If you are not running the *NEWZware* General Ledger, you can skip this process and the **Post Circulation Transactions Process** as well.

### Post Circulation Transactions

Following the successful run of the **Preprocess Circulation Transactions Process**. You can *Post* the transactions to the General Ledger automatically. This is where the rubber meets the road, so you will want to perform a backup of the General Ledger system prior to performing this task. If you are not running the *NEWZware* General Ledger, you can skip this process.

### Close Current Period

This build-up to running this process was certainly impressive. This process is not as critical as its name would imply. It simply makes sure that all pending General Ledger transactions have been **Transmitted**, and that the transaction integrity is in order. Even with such a benign list of tasks, however, you still need to run this process. As a side-effect, the system is transitioned from an open state to an

closed state.   No processing can take place in a closed state, so you'll want to perform an open soon after performing the **Close Process.**

## Open Next Period

This is the process that performs all the magic.   You will want to perform a full Circulation backup prior to running this process.  It is recommended that the backup be run to tape.    Following the **Open Next Period Process**, you may want to run an **Aged A/R Report** this time choosing **Monthly Period** Display instead of **Billing Period** Display of the Aging Buckets.   This only applies if your billing periods are weekly or bi-weekly.

**NOTE:**  This is a major process, so no users can be in the system when it is being performed.

## Conclusion

The system is now open for the next period, and normal processing can resume.

## 13.6  Nightly Cleanup Parameters

Shown below are the parameters for controlling the nightly cleanup process.

| Parameter Name: | Days | Description | Site Value |
|---|---|---|---|
| DAYS_SB_TO_NS => pv_days_sb_to_ns => | 21 | Days to wait for changing an inactive subscriber to a nonsubscriber | |
| DAYS_MOVE_GRACE | 10 | Clearing the subscriber number on a nonsubscriber record that was created as a result of a move. | |
| DAYS_BUNDLE | 180 | Days to keep bundle messages before purging. | |
| DAYS_START_STOP | 180 | Days to keep start / stop records before purging. | |
| DAYS_SHORTAGE | 180 | Days to keep dispatch/shortage records before purging | |
| DAYS_INSERT_PKG | 180 | Days to keep insert and insert packages before purging. | |
| DAYS_ML | 36 | Days to keep database level mail label records before purging | |
| DAYS_BW | 36 | Days to keep database level bundle count records before purging | |
| DAYS_SB_AR_DETL | 720 | Days to keep Arrears subscribers AR before purging. | |
| ARREARS_SUB_BILLING | 1 | Is Arrears Enabled 1 = Yes, 2 = No for purging consideration | |
| DAYS FOR INV_DETL ARCHIVING | 35 | Days for invoice detail archiving to the hist_inv_detl table (distributors) | |
| DAYS FOR HIST_INV_DETL PURGING | 1825 | Days for hist_inv_detl purging (distributors) | |
| cp_nonsub_grace => ns_grace => | 730 | Days to clear orphaned subscriptions from old subscribers, and to clear names from nonsubscribers (changing them to "Resident") | |
| cp_clean_grace => grace => | 730 | Days to purge old / inactive carriers, old / inactive dealers, old / inactive vending boxes, Also: Days to delete old active subscriber history., | |

The site will need to have a system default printer that can receive landscape printing for the report that shows the activity each night. Some nights at the beginning of the month or the end of the month are skipped to accommodate monthly processing windows.

## 13.7  Renewal Notice Parameters

This document discusses the various parameters controlling renewal notices for the *NEWZware* Circulation system.  The various permutations of these parameters make it possible to tailor the generation and format of renewal notices to each *NEWZware* client's needs.

**CREDCARD PIO INV**

This is a tertiary state variable. The possible values are *SKIP ALL*, *SKIP FIRST*, and *FIRST ONLY.* These values are applicable only to credit-card billed subscribers. *SKIP ALL* means no renewal notice will be generated for a credit card subscriber.  *SKIP FIRST* means skip only the first renewal notice that would otherwise have been sent out. *FIRST ONLY* means send out the first renewal notice, but no subsequent ones.

**COMP_RENEW_STRATEGY**

This is also a tertiary state variable. The three possible are *PIO*, *COMP*, and *STOP.* These parameters control how *complimentary* subscriptions have renewal notices generated, and how these subscriptions are extended/renewed. *PIO* means that at the end of the current complimentary frame, a normal PIO subscription is created, and renewal notices are sent in a normal PIO fashion. *COMP* means that the complimentary subscription will renew itself as a complimentary (ad infinitum, until stopped!), and no renewal notices will be generated. Finally, *STOP* indicates that at the end of the current complimentary subscription, no extension of any kind will be created. Renewal notices will be generated as if a PIO extension were going to occur.

**CI_RN_MIN_DAY_DELAY**

This variable is the number of days after the start of an unpaid subscription a "pay-up" notice will be generated. Setting this variable to a value beyond the drop dead cancellation date for non-payers means a pay-up notice will never be sent. The default value for this variable is ten (10).

**CI_RN_ADV_DAYS**

This variable is the number of days prior to the beginning of a future dated unpaid frame that an advance notice will be generated. The default value for this variable is five (5).

**CI_RN_USE_RR_RENEW**

This variable should be set to *Y* or *N*. It indicates whether the renewal program should use rate-specific periods for renewal notices. If it is set to *N*, the global parameters specified in the circulation parameter table will be used to determine the proper renewal periods. If it is set to *Y*, the renewal periods specified on each individual retail rate will determine if a renewal notice is generated and when (if the value is set to *Y*, but a particular rate does not have periods set, the renewal periods default back to the global level).

### RN_MIN_GAP_DAYS

This variable controls the minimum allowed elapsed days between renewals. The intention is to avoid "flooding" a subscriber with renewal notices. The system will not send out a renewal for a subscriber if their last renewal date + this many days is greater than or equal to today. The default value for this variable is ten (10) days.

### RN_EXTRA_PAYUP_ONE

This variable controls whether or not to send out a second payup notice, and if so, the number of days from the start of the subscription to wait before sending it. A value of zero (0) indicates do not send it.

### RN_EXTRA_PAYUP_TWO

This variable controls whether or not to send out a third payup notice, and if so, the number of days from the start of the subscription to wait before sending it. A value of zero (0) indicates do not send it.

### RN_LB_SCAN_LINE_POS

Format is <row>, <column>. This variable controls whether or not a scan line for lock box payments is printed on the renewal form, and if so, where. A value of –1,-1 will cause the scan line to not be printed. Otherwise, the scan line will print starting at the specified row, column position.

### CIRCULATION SYSTEM-WIDE PARAMETERS ("params" table)

*cp_sp_notice_1* – is the number of days prior to the end of the current subscription the first renewal notice will be generated.

*cp_sp_notice_2* – is the number of days prior to the end of the current subscription the second renewal notice will be generated. A value of zero ('0') indicates no second notice will be generated.

*cp_sp_notice_3* – is the number of days prior to the end of the current subscription the third renewal notice will be generated. A value of zero ('0') indicates no third notice will be generated.

**RATE SPECIFIC RENEWAL PERIODS ("rtail_rate" table)**

**(\* These values are only used if CI_RN_USE_RR_RENEW is set to *Y* \*)**

*rr_rn_curr* – Generate current renewal notice, *Y* or *N*.
*rr_rn_adv*– Generate advance renewal notice, *Y* or *N*.
*rr_rn_1st*– Generate first renewal notice, *Y* or *N*.
*rr_rn_2nd*– Generate second renewal notice, *Y* or *N*.
*rr_rn_3rd*– Generate third renewal notice, *Y* or *N*.

*rr_rn_curr_days* – Number of days for current notice. Overrides **CI_RN_MIN_DAY_DELAY**.

*rr_rn_adv_days* – Number of days prior to beginning of subscription to print advance notice. Overrides **CI_RN_ADV_DAYS**.

*rr_rn_1st_days* – Number of days prior to end of current subscription to print first renewal notice. Overrides *cp_sp_notice_1*.

*rr_rn_2nd_days*– Number of days prior to end of current subscription to print second renewal notice. Overrides *cp_sp_notice_2*.
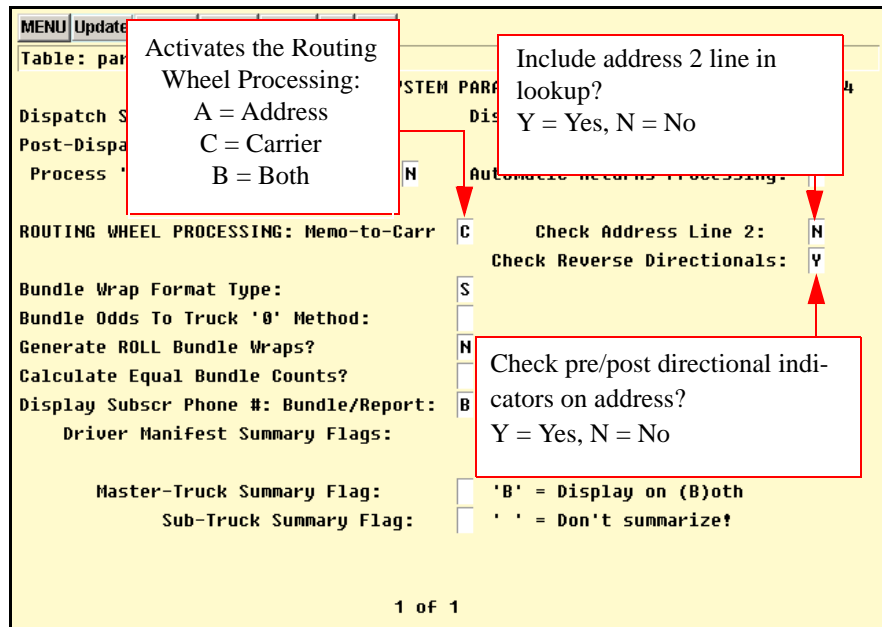
*rr_rn_3rd_days* - Number of days prior to end of current subscription to print third renewal notice. Overrides *cp_sp_notice_3*.

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## 13.8   Routing Wheel Parameters

This document describes the Routing Wheel Facility in *NEWZware*. Throughout this document, the following conventions are used to emphasize certain aspects of the *NEWZware* system:

### ci.params Table Values



The circulation params table variables shown above, and described below, activate and control the behavior of the routing wheel facility.

**cp_memo_rw:**       "A" or "C" or "B" (enables routing wheel)  any other value disables routing wheel.

```
IF (params.cp_memo_rw = "A") THEN
    Verify subscriber addresses
ELSE
   IF (params.cp_memo_rw = "C") THEN
        Verify carrier route info
   ELSE
      IF (params.cp_memo_rw = "B") THEN
       Verify subscriber address/carrier route
      ELSE
           Do not verify subscriber address or carrier route
      END IF
   END IF
END IF
```

**cp_rw_addr2:**          "Y" checks addr2 when routing

"N" does NOT check addr2 when routing

**cp_rw_revdir**:     "Y" checks pre/post directionals when routing (eg.  N = North, NE = Northeast)

"N" does NOT check pre/post directionals when routing

## ci.parameters Table Values

```
MENU Query Previous Add Update Remove Listing Output Bye Help
Table: parameters: Shows the previous row in the current list
  Circulation                                              NEWZware
                    SYSTEM PARAMETERS MAINTENANCE

     Parameter Name     Data Type          Parameter Value
  CS_RW_OVERRIDE          C         Y
  CS_WARN_RW_RTE          C         Y
  NONSUB_RW_EDITION       C
  NONSUB_RW_RT_REPLACE    C         Y




                            4 of 4
```

**CS_RW_OVERRIDE:**    "Y" Allows a start when current address is not routed
                       "N" Does NOT allow a start when current address is not

routed

**CS_WARN_RW_RTE:**    "Y" Warns if routed route differs from last sub-
scrip.sp_rtnum_mail

                       "N" Does NOT warn if routed route differs from last sub-

scrip.sp_rtnum_mail.

## 13.9  Subscriber Cancellation Refunds Report ASCII

This document discusses the ASCII export format for the Subscriber Cancellation Refund report.  This ASCII export file can be imported into other financial systems to help issue refund checks with minimal keying.

When you run the Subscriber Cancellation Refunds Report a series of prompts will appear asking you:

- • 1 Do you want an ASCII export file.  (y/n)
- • What is the name (default: ${NEWZWARE}/ci/data/tmp/ sc.mmdd.hhmmss)
- • Minimum amount to export per subscriber (default:  5.00 or MIN_SUB_CANC)

The reference to ${NEWZWARE} above, is the actual pathname of the *NEWZware* directory, and the "**sc.mmdd.hhmmss**" is the file name that has the literal "**sc**" followed by the month, day, hour, minute, and second of when it was created.  This is to help you identify it from other files created – say – the last time you ran this process.

When the report completes, the ASCII export file contains the following layout:

**Header Record:** (date, number of records, total amount of records)

**Detail Record:**  (subscriber #, subscription unique #, begin date, end date, edition, issue, last name, first name, subscription amount, refund amount, address 1, address 2, city , state, zip, date, phone)