



I-MENZIES USER GUIDE

PREPARED FOR: MENZIES DISTRIBUTION CUSTOMER BASE & STAFF

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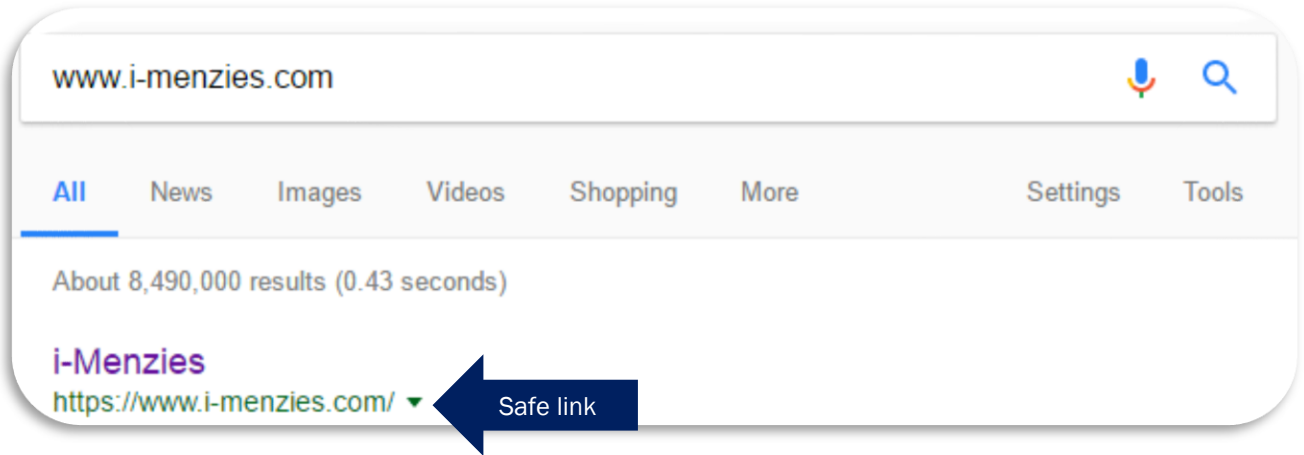
MAY 2021

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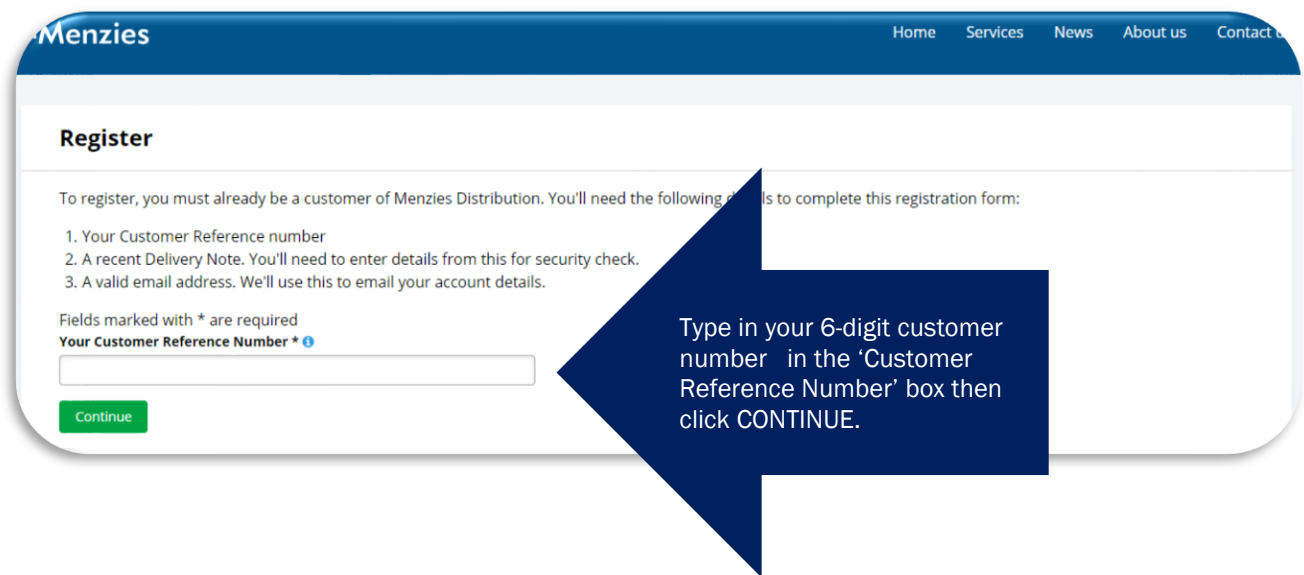
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HOW TO REGISTER FOR I-MENZIES

Enter www.i-menzies.com into your preferred search engine. The below or similar should appear.



Click on the above link which should take you to the Registration page (See below)



You should now have progressed to the next step.

To complete this stage, you will need a recent delivery note to hand, the current day's can be used. If you do not have this, please click on the drop-down arrow in the 'choose a delivery note date' box and select the appropriate date to match your document.

Register

Account Verification
For security purposes, we will need some information from one of the recent delivery notes.

Your customer reference number
153219

Choose a Delivery Note Date *

28/11/2018

Enter the Grand Total in your Delivery Note * ⓘ

Enter the document ID displayed on your delivery note * ⓘ

Continue

Add total from **VALUE** column.

Document ID is found at the top left-hand corner of delivery note.

Once you have entered all the necessary details please click 'continue' to progress to the next step.

Menzies Home Services News About us Contact

Register

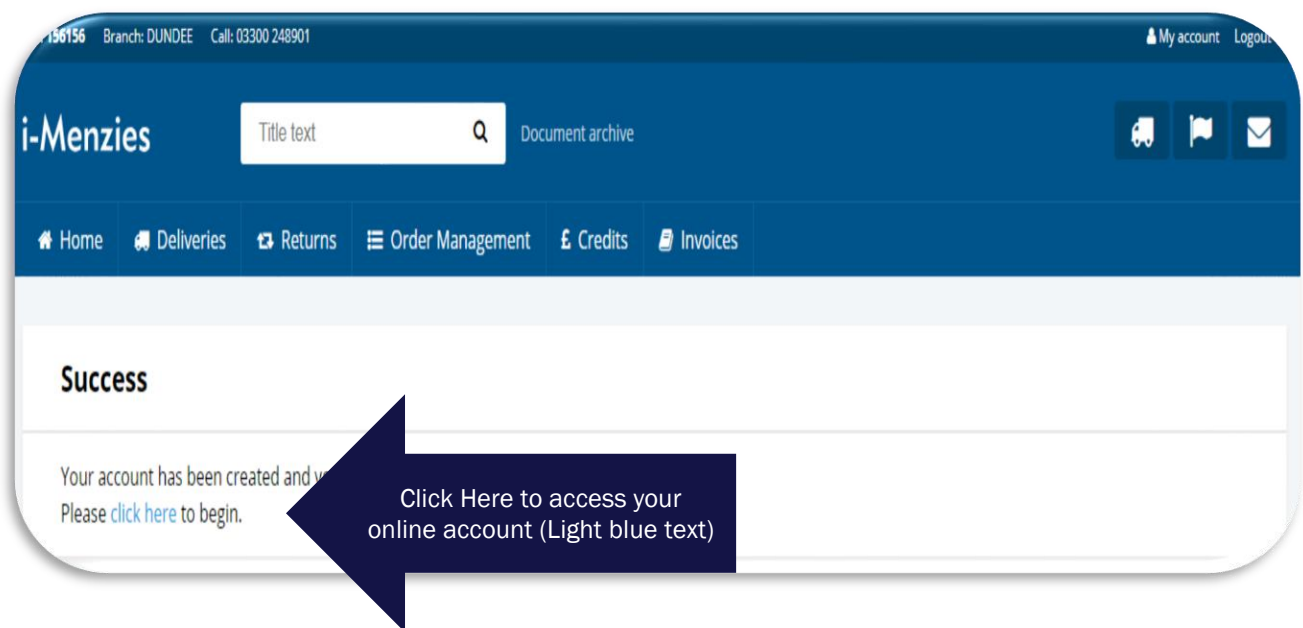
Great. We just need a few more pieces of information before we can log you in.

- Your Email Address * [REDACTED]
- First Name * [REDACTED]
The FirstName field is required.
- Last Name * [REDACTED]
The LastName field is required.
- Enter a Password for your Account * ⓘ [REDACTED] Password strength: Very Strong.

Show password

Create account

The 'Register' page needs a valid email address. This is used to help you change a forgotten password or to send important distribution and business updates. Please complete all sections in this stage then click 'Create Account' once complete.



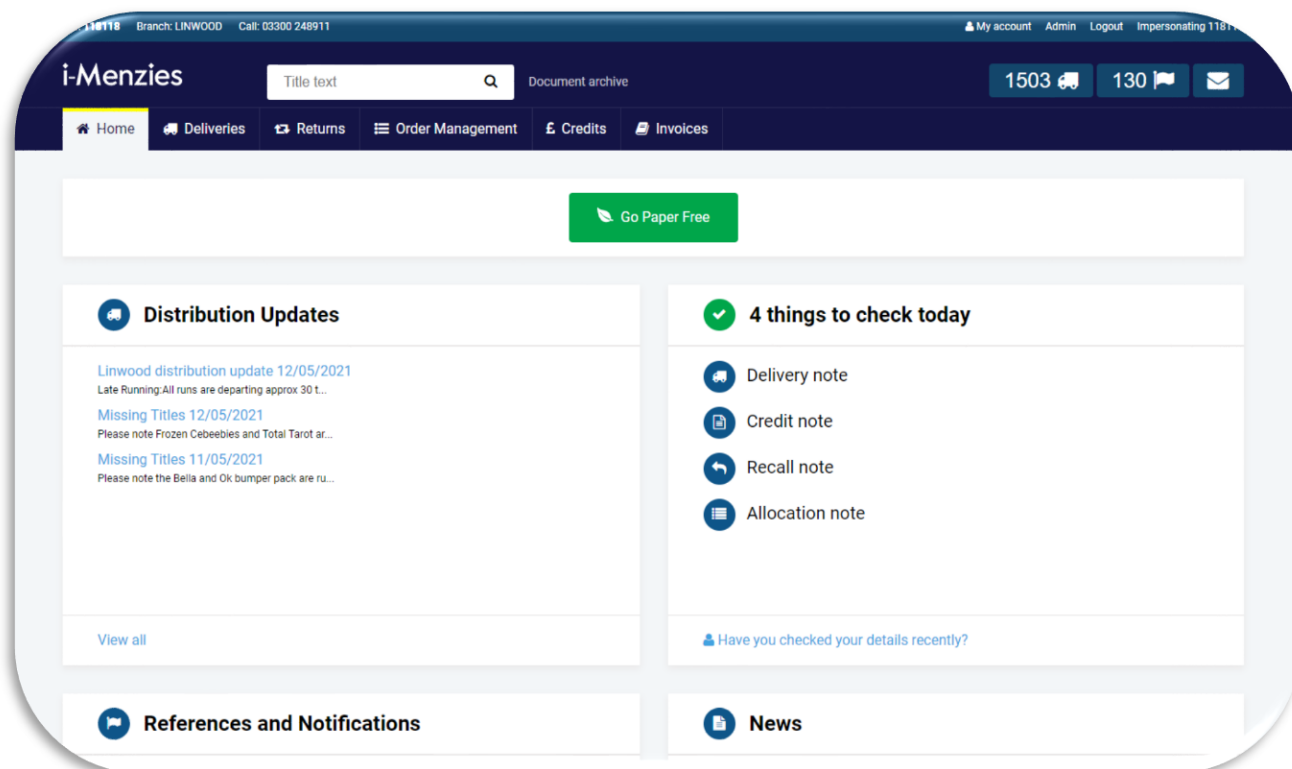
You have now successfully registered for an i-Menzies account.

SECURITY NOTICE

Please ensure to keep your log in details and password secure allowing only trusted personnel to access your i-Menzies account. We encourage all users to change their password on a regular basis and to report any unauthorised activity on your account.

To adhere with GDPR we will delete any i-Menzies accounts that are unused for 12 months + 1 day. To allow for continued access to our online portal please log in regularly to manage your account and access all of our self-service functions.

HOME



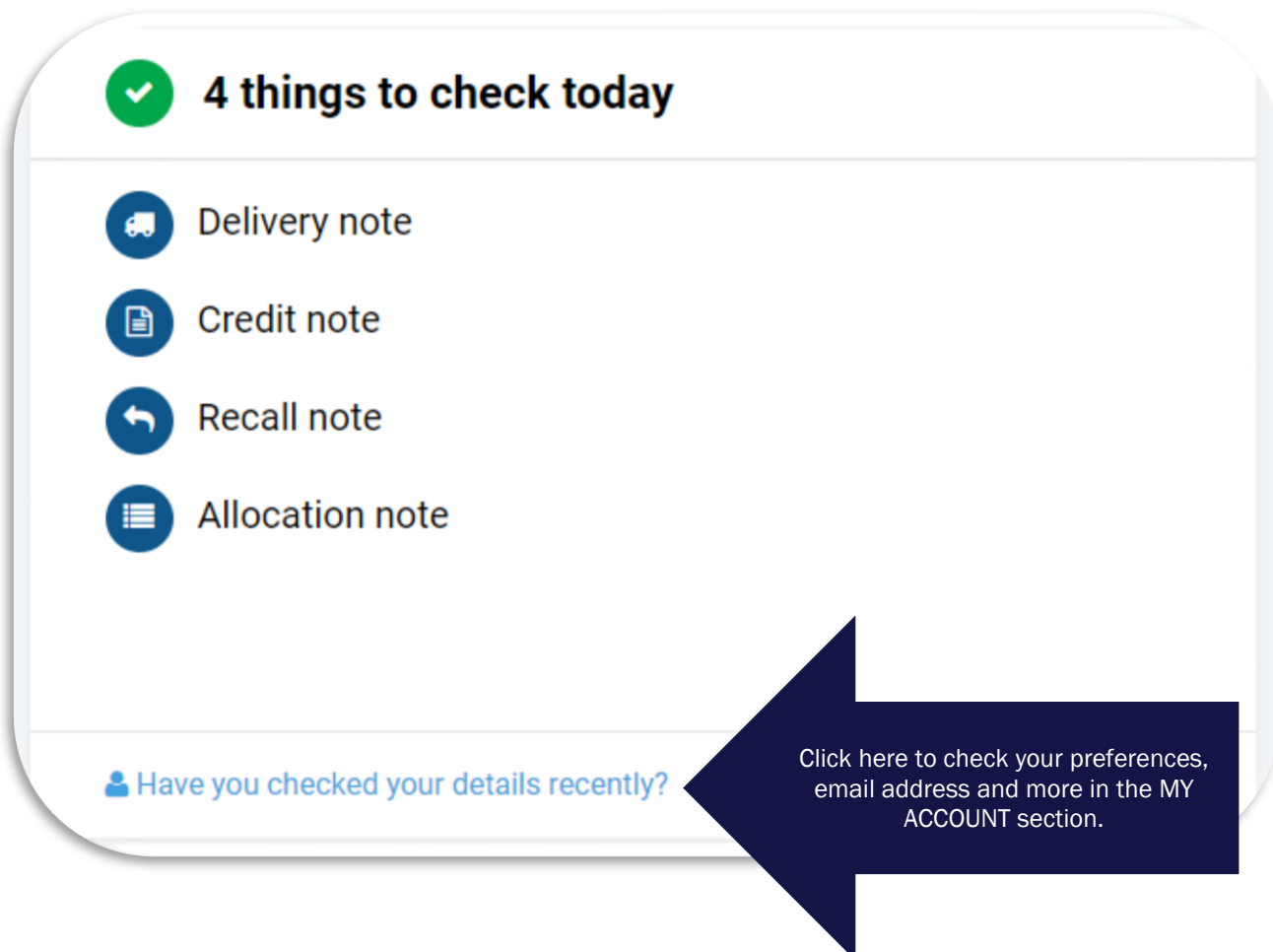
You can access all tabs and sections from the home page. Further detail follows in the user guide.

- **Ref**- this is your 6-digit Menzies / eM News Customer Number.
- **Branch** – This is your local supply branch.
- **Call** – This is the telephone number for the Customer Service Centre which identifies directly with your branch.
- **Title Text Search** – You can search any title held on the site and it will list here. Items will also list which are already on your order range and those which can be added if desired.
- **Document Archive** – This is where you can locate all historical documentation searching by document date, reference number and type.
- **My Account** – This is where you can access and update your account details and re-set your password and email address. You can amend your documentation preferences here in the ‘Go Paper Free’ option. You can also set your communication preference in this area.
- **Logout** – This will log you out of the website. It is important to log yourself out of the website when it is not in use to ensure no unauthorised access to your account.
- **Deliveries** – This is where you access your delivery screen to check off deliveries and make any necessary claims for shortages.
- **Returns** – This is where you record for your reference of the items you have returned for credit. You can also access your future recall notes and see items which are available for a last chance for credit.
- **Returns not collected today** – This is in the returns tab. It is a one click button which sends a direct notification to your delivery branch to arrange collection of your returns on your next delivery day.
- **Order Management**– This is where you amend your standing order figures for all Daily, Sunday, Magazine, Sticker, and confectionery items, You can also order extra supplies in this screen and remove items from your order. You can add items to your order if you wish to start receiving them. Your **Back-Order Book** is available to view and update from the bottom of this page. You can view your product **Net Sales History** in this are at issue level.





- **Credits** – This is where you can access your Credits screen and download your Credit Advice Notes. You can query credit shortages and add additional queries.
- **Invoices** – This is where you view your weekly invoice document. You can also download as a PDF.
- **Go Paper Free** – You can turn off your paper documentation by clicking this button. You can turn off one or all documents. Invoices and Statements remain mandatory currently.
- **Distribution Updates** – This shows all messages sent from branch which correspond with our Customer Service centre update information.
- **References and Notifications** – This shows all confirmation notifications to order changes, credits, claims etc. that you have carried out on the site. All notifications in blue indicate a successful transaction. Anything in red indicates that an error has occurred, and you must either repeat the action or contact the Customer Service Centre for further assistance.
- **Things to check today** – This highlight important transactional information that all customers should carry out on any given day. The amount of icons can change each day.
- **Updates** – This is another place where you can access your References and notifications. You can also access our News sections from here too.
- **Connect** – This tells you a bit about the company and how to contact us should you need our assistance.
- **Help** – This is where you can access links to some important online services, our feedback option and our FAQ documents to help you if you are having problems with any area of the site.
- **News** – Customer Newspaper and Magazine headlines are published here along with any promotional material and price change information we receive from publishers. To view them click on the News item to take you to the image and information.
- **Sitemap** – This gives you another way of accessing the same tabs available on the home screen.


DELIVERY NOTES AND CLAIMS

Each time you log into i-Menzies your HOME page will display 'things to check today'. The number will vary depending on what documentation has been scheduled for that day. It is good practice to check off your delivery first and submit any claims as these are time sensitive. To access any of the below simply click on the item and it will take you to the correct screen for processing.



✓ 4 things to check today

-  Delivery note
-  Credit note
-  Recall note
-  Allocation note

 [Have you checked your details recently?](#)

Click here to check your preferences, email address and more in the MY ACCOUNT section.

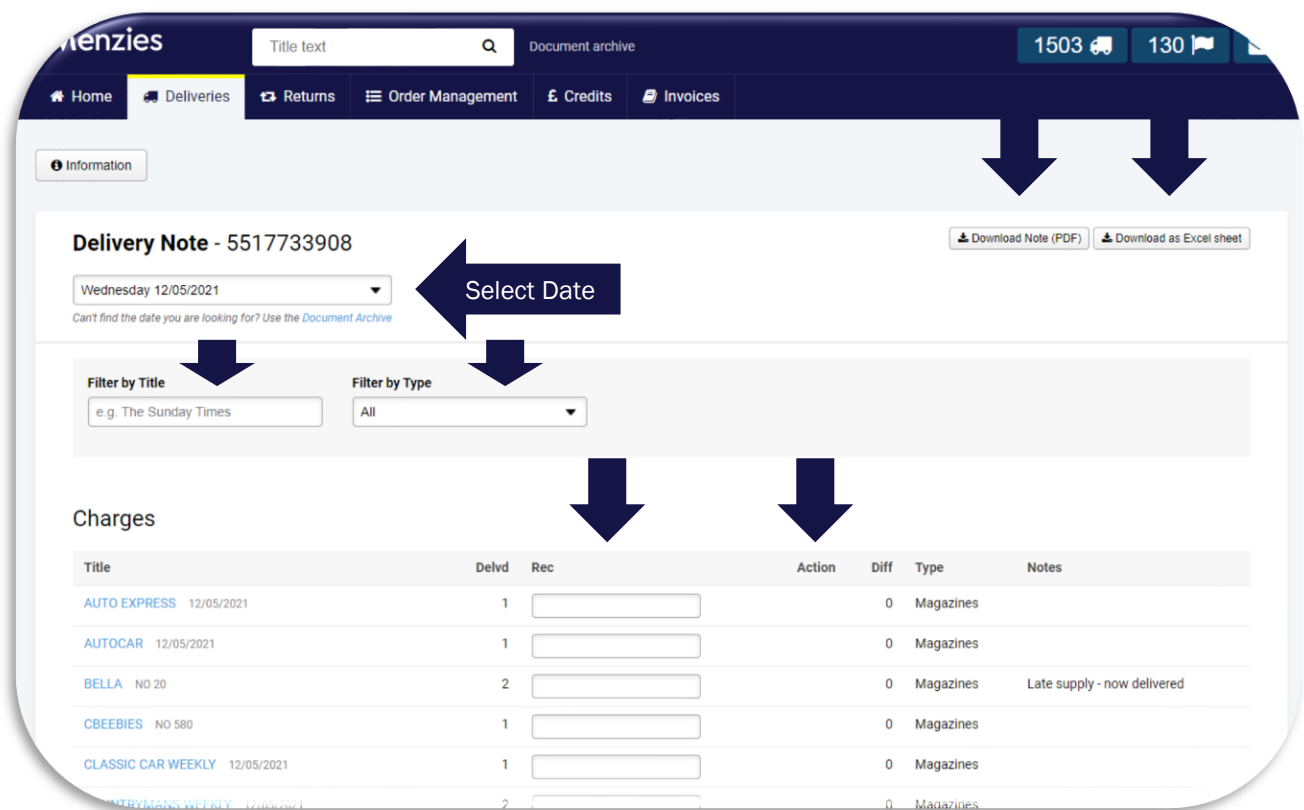
DELIVERY NOTE

Clicking on this icon will bring up your delivery titles for today. You can filter these either by title name alphabetically or by dailies (news) or magazines. You can also download your Delivery Note from this page by clicking on the orange icon in the top right-hand corner. You can choose either the PDF or Excel format. The Excel format is mainly for those customers using electronic till systems.

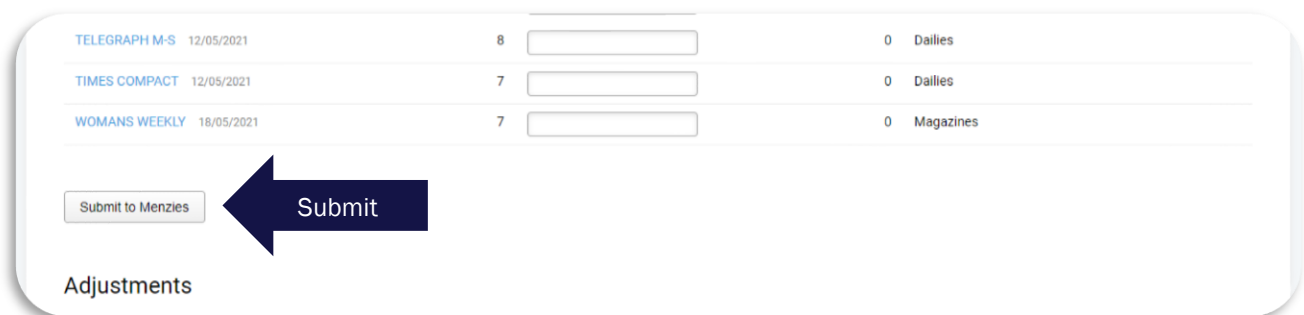
This is also where you make any claims for delivery shortages or over supplies. Once you have checked your delivery quantity received in store, you then key this into the received quantity box, abbreviated as 'rec'. It will then ask what action you would like to take. Please select if you would like the item to be replenished or credit request.

If you have been over supplied an automatic charge will be applied to the next day's delivery note. If the product is unsold, please return this for credit.

Please note if you have received the correct quantity of a title there is no need to take any action or key any information against this title on the delivery screen.



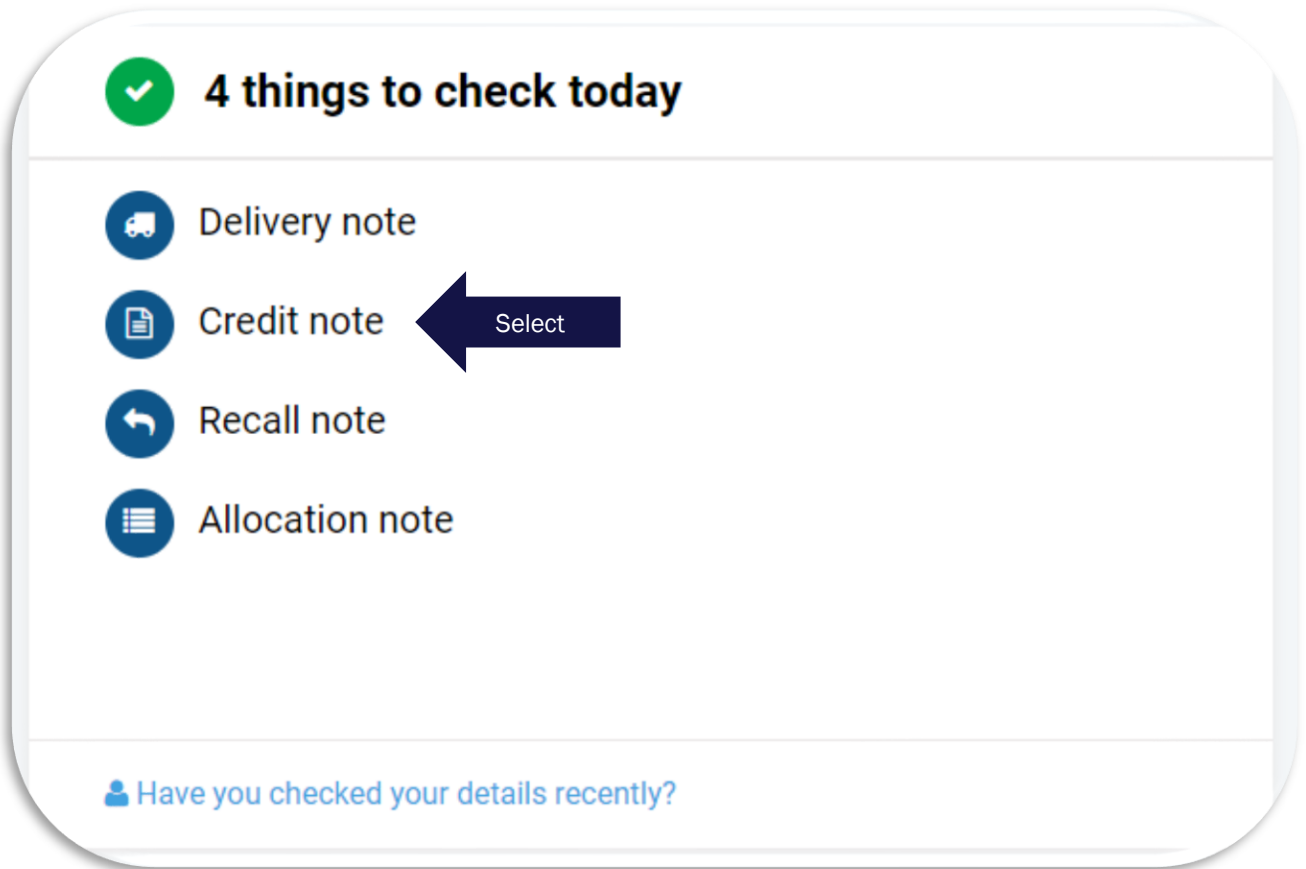
Once you are satisfied that you have checked all of your delivery and you have input any necessary information please click on the grey 'Submit to Menzies' button at the bottom of the delivery list.



Once you have done this a green bar will appear at the top of the page to advise that your claims have been submitted successfully, you will also receive a reference number which can be found in the 'References and Notifications' section. Please then click home to return to your home screen where you will find that the Delivery Note option has changed from a picture icon to a green ticked box to indicate you have completed this section. Please remember that the same conditions apply for claims made on i-Menzies as do if you are calling into our Customer Service Centre.

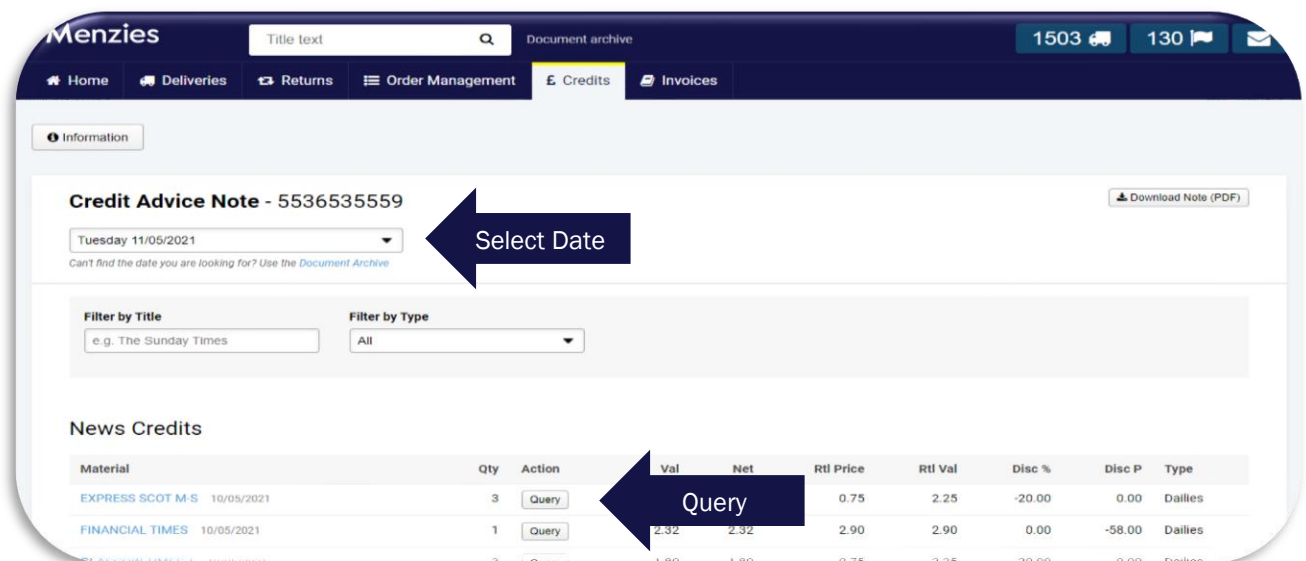
- All claims for missing newspapers should be made within 2 hours of receipt of your delivery or from your store opening, whichever is the later time.
- All claims for missing magazines should be made before 4pm on the date of delivery.

CREDIT NOTES AND CHECKING CREDITS



When you click on the **'Credit Note'** icon this will bring up the credit advice note included in today's document pack. This will have the Credit Advice Note number at the top which duplicates the number of the paper document sent with your delivery. It has the document date and again it has the option to download the document as a PDF in the top right-hand corner.

You can, like in the delivery screen, filter the titles alphabetically or by product type - dailies (news) then Magazines. Please note product type is the default listing like your printed documentation received in store.



If when checking your returns, you must report a shortage in your credits please use this screen to do so. Where you are missing credits please click the grey 'query' button next to the title and type a **comment** where appropriate. Use the small up and down arrow buttons to select the correct number of copies returned and click on the green **submit** button to submit your query. You can also cancel this if you have selected the incorrect title.

The screenshot shows a 'Submit a query' form. It has a 'Type your comment' text area containing '2 copies were missing the front cover and barcode.' with a 'Comment' callout. Below it is a 'Quantity you returned' dropdown menu with '2' selected and a 'Total Returned' callout. At the bottom are 'Cancel' and 'Submit' buttons, with a 'Submit' callout.

There is also a summary section at the bottom of the credits page which shows an overview of all of the credits included in this page.

Summary

Description	Retail Value	Net	VAT	Value (£)
News Credits	39.25	30.66	0.00	30.66
Handling Allowance Recharges	0.00	0.00	0.00	0.00
Magazine Credits	236.14	155.63	21.48	177.11
Adjustments	0.00	0.00	0.00	0.00
Credit Queries	0.00	0.00	0.00	0.00
Total	275.39	186.29	21.48	207.77
Vouchers	0.00	0.00	0.00	0.00

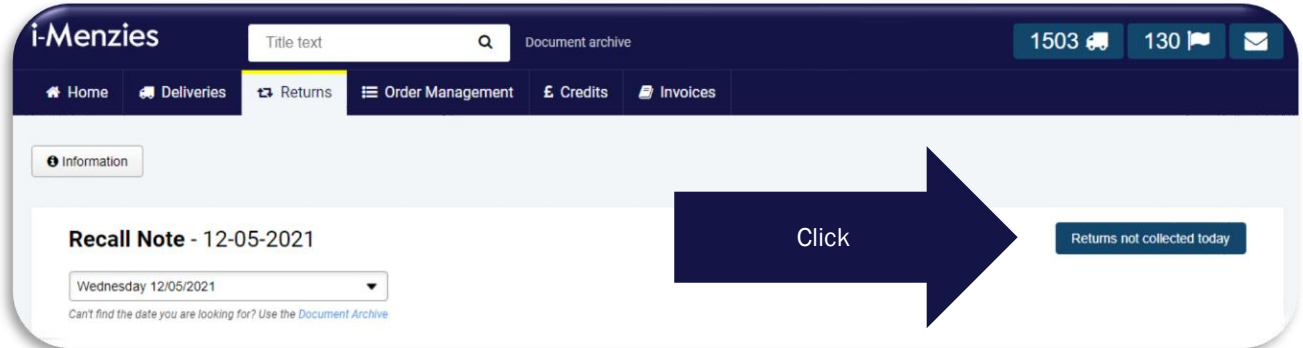
You can also change the date of the credit advice note you wish to view by changing the date in the drop-down box using the small arrow button (see below)

The screenshot shows the i-Menzies website navigation bar with 'Credits' highlighted. Below is a 'Credit Advice Note - 5536535559' section. A date dropdown menu is open, showing dates from Tuesday 04/05/2021 to Tuesday 11/05/2021. A 'Select' callout points to the dropdown arrow.

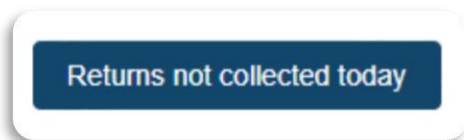
Once you have completed all transactions in relation to your credits you can click on the HOME button and your CREDIT icon will have changed colour to green as completed

RETURNS NOT COLLECTED TODAY

If your driver has not collected your returns when leaving your delivery, you can report this directly to your branch from the website.



At the top right of the returns screen there is a button marked 'Returns Not Collected Today'. If you have 1 day of returns, please click to generate an automatic notification advising your branch that collection is required. Branch will endeavour to collect your returns when making the next delivery.



Before submitting your collection request please ensure the following:

- Your returns are bundled securely in parcels no heavier than
- Your return parcels are clearly labelled with your MDL account number.
- Magazines should be returned in a tote box where you have one. Otherwise the parcels should be securely tied and clearly labelled.
- Your delivery / returns area is clear, well lit, and safe to access and egress.
- Your driver has the key or code to any secure drop / collection box.

IMPORTANT

If you have more than 1 day of returns still to be uplifted, please raise a 'New support Request' in the contact us section. Alternatively, you can call directly into the Customer Service Centre to report any issue with your returns.

RECALL NOTES & RETURNING UNSOLD ITEMS FOR CREDIT

Opening the Return TAB will give you access to your recall information, this outlines each title Menzies are asking you to return for credit. It is important that you check this each day to ensure you are not missing out on valuable refunds for any unsold SOR products. You can also access this page by selecting the 'Recall note' option in the 'Things to Check Today' section of the homepage.

The screenshot shows the Menzies Returns page for the date 12-05-2021. The page has a dark blue header with navigation tabs: Home, Deliveries, Returns (selected), Order Management, Credits, and Invoices. There are also status indicators for 1503 and 130. Below the header, there's an 'Information' button and a 'Recall Note - 12-05-2021' section. A dropdown menu shows 'Wednesday 12/05/2021' with a 'Select date' arrow pointing to it. Below this are filter options: 'Filter by Title' (e.g. The Sunday Times) and 'Filter by Type' (All). A 'Download Note (PDF)' button is highlighted with a 'Download PDF' arrow. Below the filters is a table titled 'Recall Note News - 6' with columns: Material, Delvd, Rtn, and Type. The table lists three items: EXPRESS SCOT M-S (12/05/2021, Delvd: 13, Rtn: [input], Type: Dailies), FINANCIAL TIMES (12/05/2021, Delvd: 2, Rtn: [input], Type: Dailies), and GLASGOW TIMES 1 (12/05/2021, Delvd: 7, Rtn: [input], Type: Dailies).

This returns page is for your reference only. You can keep an electronic record of all items you have returned to us for credit. **Please do not confuse this section with the credit's sections.**

You can download your recall note from here by clicking on the grey '**Download Note (PDF)**' button at the top of the page. This will enable you to print off a copy should this be missing from your daily document pack.

You can also reference your unique recall reference number which is of great assistance to our Customer Service Advisors should you have a need to call into our Customer Service Centre to further query any missing credits.

Like the previous delivery and credit pages this page can be filtered by title or by product type by selecting the category from the filter options above.

This page also gives you the delivery quantity of each title to show you the maximum number of items you would be able to return for credit. It also displays the issue date and the product type on each line with a space for you to fill with the number of items you returned.

You can also:

- **Add Additional query** – You can add a title here which you were returning early for credit which you had written by hand on a recall note.
- **Access future Recalls** – You can view future recalls up to 5 days in advance. You also have the option to download these documents for your records / reference.
- **Last chance for Credit** – You can view items where today is the last chance to return them for a credit. You can select either **Today, Tomorrow** or in **2 days**. The best way to ensure you do not miss out on any credits is to check your recalls daily.

- **Save for my reference** – This will save all the information you have keyed for your reference only. *This does not submit any information regarding credits.*

The screenshot shows a web interface with several sections. At the top, there are two buttons: 'Save for my references' and 'Add additional query'. A dark blue arrow points from the text 'Select to add query' to the 'Add additional query' button. Below this is a section titled 'Future Recalls' with a dropdown menu currently set to 'Today'. A dark blue arrow points from the text 'Select from menu' to the dropdown. To the right of this section is a button labeled 'Download Future Recalls (PDF)'. Below that is a section titled 'Last Chance for Credit' with a label 'Last chance to Return is:' and a dropdown menu currently set to 'Today'. A dark blue arrow points from the text 'Select from menu' to this dropdown. At the bottom of the interface, there is a table header with columns labeled 'Material', 'Retun by', and 'Delvd'.

Once you have completed this section you can return to the home page and the 'Recall' icon will have changed to green.

The screenshot shows a checklist titled '4 things to check today' with a green checkmark icon. The items are:

- ✓ Delivery note
- ✓ Credit note
- ✓ Recall note
- ☰ Allocation note

 At the bottom of the checklist area, there is a link with a person icon that says 'Have you checked your details recently?'.

INVOICES

In the invoice TAB you can access your current and previous invoices. The display will default to your most recent invoice however you are able to select the required date from the drop-down menu.

You can download a PDF for reference and can access the Document Archive for any invoice not available from the drop-down menu.

The screenshot shows the 'Invoices' tab in the i-menzies system. A yellow arrow points to the 'Invoices' tab in the top navigation bar, labeled 'Select Invoices TAB'. A dark blue arrow points to the 'Information' button, labeled 'Click 'information' button for guidance'. Below the navigation bar, there is a search bar and a 'Document archive' link. The main content area displays a 'Credit Advice Note - 5536535559' for 'Tuesday 11/05/2021'. A dark blue arrow points to the date dropdown menu, labeled 'Link to 'Document Archive''. To the right of the date, there is a 'Download Note (PDF)' button, with a dark blue arrow pointing to it labeled 'Click to download'. Below the date, there are filter options: 'Filter by Title' (with a text input 'e.g. The Sunday Times') and 'Filter by Type' (with a dropdown menu set to 'All'). At the bottom, there is a table titled 'News Credits' with columns: Material, Qty, Action, Val, Net, Rtl Price, Rtl Val, Disc %, Disc P, and Type. The table contains three rows of data for 'EXPRESS SCOT M-S', 'FINANCIAL TIMES', and 'GLASGOW TIMES 1', each with a 'Query' button next to the 'Qty' column.

IMPORTANT

There is no save or submit options on this page, this page is for viewing and downloading only.

ORDER MANAGEMENT

The Order Management TAB shows all available product categories registered to your account. In the example below there are 4 categories available with the option to 'Add to my order'. If your contract is set up for Confectionery and Partworks then these will display alongside the below.

This page will default displaying Dailies however by clicking on each category tab you can see lists of available titles for each. These can also be filtered alphabetically. You can also search by title.

The screenshot shows the 'My Current Orders' page in the i-menzies system. At the top, there is a navigation bar with tabs for Home, Deliveries, Returns, Order Management (highlighted), Credits, and Invoices. A search bar is present with the text 'Title text' and a magnifying glass icon. On the right, there are notification icons for 1503, 130, and a mail icon. Below the navigation bar, there is an 'Information' button. The main content area is titled 'My Current Orders' and features several tabs: Dailies (selected), Sundays, Magazines, Stickers, and Add to my order. Below the tabs, there is a search section with a text input field containing 'e.g. The Independent' and a 'Filter by Alphabet' dropdown menu set to 'All'. Two blue arrows point to the search input and the dropdown menu, labeled 'Search by title' and 'Sort A - Z' respectively. Below this, a table displays the current orders. The table has columns for Material, Mon, Tue, Wed, Thu, Fri, Sat, and Actions. The data is as follows:

Material	Mon	Tue	Wed	Thu	Fri	Sat	Actions
EXPRESS SCOT M-S	15	14	13	14	13	16	Edit Delete
FINANCIAL TIMES	2	2	2	2	2	3	Edit Delete
GLASGOW TIMES 1	9	7	7	8	7	0	Edit Delete
GUARDIAN M-S	1	0	2	2	1	3	Edit Delete
HERALD (THE)	34	30	31	33	35	45	Edit Delete
LDAILY M-S	4	3	5	4	4	4	Edit Delete

To amend any standing order quantities, click on the EDIT button for the title.

This screenshot shows the 'My Current Orders' page with a different set of orders. The search and filter options are the same as in the previous screenshot. The table data is as follows:

Material	Mon	Tue	Wed	Thu	Fri	Sat	Actions
DAILY POST WELSH WEST	2	0	0	1			Edit Delete
EXPRESS M-S	17	15	0	22	12	13	Edit Delete

A large blue arrow points from the text 'Click to edit' to the 'Edit' button for the 'DAILY POST WELSH WEST' title.

Daily titles should be amended by day. Sunday titles are listed on a separate TAB.

The screenshot shows a table with columns for days of the week (Mon, Tue, Wed, Thu, Fri, Sat) and an 'Action.' column. The values are: Mon: 2, Tue: 0, Wed: 0, Thu: 1, Fri: 0, Sat: 0. Below the table is a form titled 'Edit your supply levels' with a 'Close' button. The form has two radio buttons: 'Permanent' (selected) and 'One off'. Below this are input fields for each day: Thu (1), Fri (0), Sat (0), Mon (2), Tue (0), Wed (0). At the bottom are 'Cancel' and 'Submit' buttons. Three callout boxes with arrows point to the 'Permanent/One off' buttons, the input fields, and the 'Submit' button.

Click for PERMANENT or ONE-OFF change. (Will default to permanent)

Amend supply figures by day.

Submit to save changes.

Magazine titles have the same ONE-OFF and PERMANENT option.

The screenshot shows a form titled 'Edit your supply levels' with a 'Close' button. It has two radio buttons: 'Permanent' (selected) and 'One off'. Below is a 'Permanent' input field with the value '3'. At the bottom are 'Cancel' and 'Submit' buttons.

EXTRA COPIES

Magazines, Partworks, Stickers and collectables have the option to order extras.

The screenshot shows a table with columns for days of the week and an 'Action.' column. The values are: Mon: 3, Tue: 3, Wed: 3. Below the table is a form titled 'Edit your supply levels' with a 'Close' button. The form has two radio buttons: 'Permanent' (selected) and 'One off'. Below this is a 'Permanent' input field with the value '3'. At the bottom are 'Cancel' and 'Submit' buttons. In the top right corner, there are 'Extras', 'Edit', and 'Delete' buttons. A callout box with an arrow points to the 'Extras' button.

Click to order extra copies

Input the number of extra copies required and click SUBMIT.

The screenshot shows a form titled 'Request extras' with a 'Close' button. It has a 'Quantity' input field with the value '4'. At the bottom are 'Cancel' and 'Submit' buttons. A callout box with an arrow points to the 'Quantity' input field.

Input number of extra required then submit.

IMPORTANT

If you are making a large alteration to your supply, you will be prompted to enter a reason for this. Please provide as much detail as possible to allow our allocations team to process your request.

The screenshot shows a supply change interface with two tabs: 'Permanent' (green) and 'One off' (red). Below the tabs is a table of days with quantity input fields:

Thu	-	2	+
Fri	-	2	+
Sat	-	100	+
Mon	-	2	+
Tue	-	2	+
Wed	-	2	+

Below the table is a red message box: "Issued: 6164991, Message: Reason required for large quantity change". Underneath is a text input field with the placeholder "Please enter a reason with as much information as possible". At the bottom are "Cancel" and "Submit" buttons.

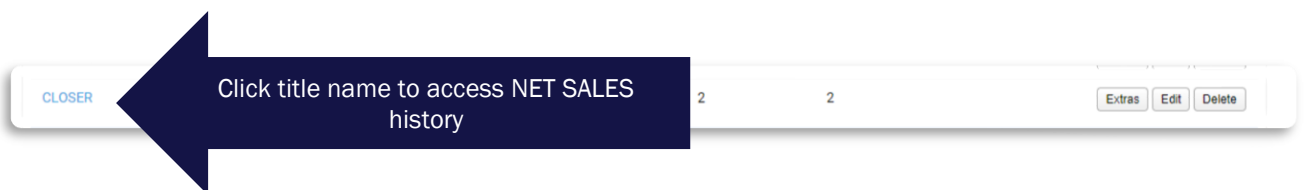
Callouts with arrows point to:

- The 'Sat' row: "Large change example."
- The text input field: "Provide details for change."
- The "Submit" button: "Submit for review."

Once you have submitted the reason for the large change your order will amend. If there is need for additional information one of our colleagues will be in touch. You will receive a reference notification for your change.

NET SALES HISTORY

The Net Sales History of any title allows you to review your supply needs. This can be viewed by clicking on any title. The page will expand to display the selected product details.



25 BEAUTIFUL HOMES


Type: Magazines
 Frequency: MONTHLY
 Category: HOME INTEREST
 Publisher: MARKETFORCE (UK) LTD (MAGAZINES)
 SOR: SOR

Current Issue

Issue	On Sale	Recalled	Price	Delivered	Sold	Returned	
JAN 19	06/12/18	03/01/19	£ 4.50	15	15	0	Back Orders

Previous Issues

Issue	On Sale	Recalled	Price	Delivered	Sold	Returned	Actions
DEC 18	01/11/18	06/12/18	£ 4.50	22	12	10	Back Orders Net Sales
NOV 18	04/10/18	01/11/18	£ 4.50	0	0	0	Back Orders Net Sales
OCT 18	06/09/18	04/10/18	£ 4.50	0	0	0	Back Orders Net Sales
SEP 18	02/08/18	06/09/18	£ 4.40	23	13	10	Back Orders Net Sales



Clicking on the 'Net Sales' box of each specific issue line will show you any delivery claims and return credit information.

The example below shows that:

- 22 copies charged and delivered on 01/11/2018
- 10 copies were credited on return and appeared on credit advice note dated 06.11.2018
- No delivery claims were registered against this issue.

Issue	On Sale	Recalled	Price	Delivered	Sold	Returned	Actions
DEC 18	01/11/18	06/12/18	£ 4.50	22	12	10	Back Orders Net Sales

Category	Description	Quantity	Status	Reject Reason	Created Date	Modified Date
Supply	Charged	22			01/11/2018	31/10/2018
Returns	Credited - Early Ret	-10			06/11/2018	-

The 'Net Sales' Box can be found next to any title. The box will hold sales information if you have been sent and charged the item by Menzies.

If you wish to delete the title from your supply, then you should click the **delete** button (see below). A message will appear asking you to tick as confirmation that you wish to delete this title on a permanent basis. If this is your desired action then tick this box, otherwise cancel the action.

BON APPETIT 3 2 2 Extras Edit Delete

Delete title

I want to permanently delete this title from my standing order.

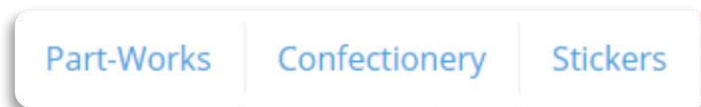
Delete Cancel



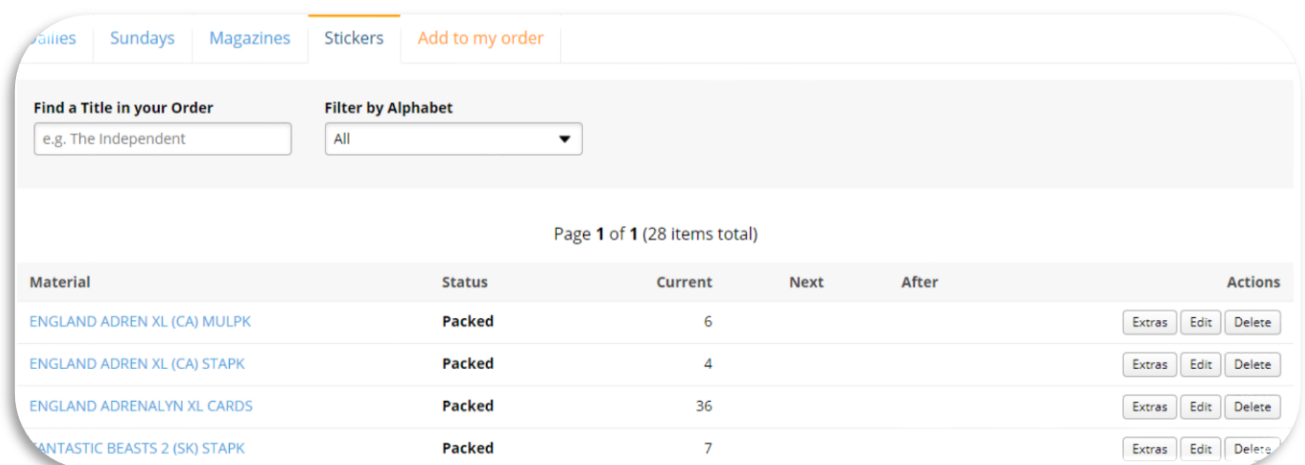
If you would like extra copies of a title you can click on the button which says **extras**. Using the + and - button select the amount of additional copies of the current issue you would like. If there is stock available, the title will be packed and sent out with your next available magazine delivery. If there is insufficient stock, you will be advised of this (See below) and asked if you wish to proceed with your order. The request will be placed in 'Back Order' until stock becomes available.



The **Part-Works**, **Confectionery** and **Stickers** tabs works in the same way. You can **edit** and **delete** on these tabs as well as **filter** and **search** titles. You can also **order back issues** of partworks and order extra supplies of stickers and collectables, Simply select the appropriate tab.



With **Stickers** and collectable items, the options are slightly different. The item shows as packed as it is classed as a 'one shot' title. You have the option of deleting the title from your order, ordering extras, or filtering the titles as before. You carry out these functions as you have done previously in the guide.



You can also **'Add to my order'**. This allows you the option of adding titles which do not show on your order list. Simply click on the 'Add to my order' button and this will allow you to search for and add any Daily, Magazine, Part-work, Confectionery item, or Sticker collection you may require. There are 3 filter types to choose from to assist in your search. **Title** of the product, **Type** and **Alphabet**.

To add the title to your order, click on the **'add'** button and use the (+) button to increase to your required amount before submitting your order. Remember you can go back at any time if you have not clicked on submit by clicking on 'cancel' and no order will be saved.

The screenshot shows the 'Add to my order' interface. At the top, there are tabs for 'Sundays', 'Magazines', 'Stickers', and 'Add to my order'. Below the tabs is the heading 'Add another title/product to your order'. The search area includes a text input for 'Find a Title in your Order' (containing '110%'), a dropdown for 'Filter by Type' (set to 'All'), and another dropdown for 'Filter by Alphabet' (set to 'All'). A blue arrow points to these filters with the text 'Use filter to search product'. Below the search area, it says 'Page 1 of 1 (1 items total)'. A table lists the search results:

Material	Type	Actions
110% GAMING	MAG	<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Extras"/> <input type="button" value="Delete"/>

A blue arrow points to the 'Add' button in the table with the text 'Select to Add or Order Extra copies'. Below the table is a modal titled 'Edit your supply levels' with a 'Close x' button. The modal contains the text 'We will honour your supply requests in all but the most exceptional circumstances.' and two radio buttons: 'Permanent' (selected) and 'One off'. A blue arrow points to the 'One off' button with the text 'Select one off order or permanent'. Below the radio buttons is a quantity input field with a minus sign, '0', and a plus sign. At the bottom of the modal are 'Cancel' and 'Submit' buttons. A blue arrow points to the 'Submit' button with the text 'Submit'.

BACK ORDER BOOK

You can view all items you have placed in 'Back Order'. This is located at the bottom of the Order Management tab. Scroll down past your orders to view this. Below is what it will look like depending on the titles on Back Order.

Back Orders

The following table shows your back orders for the past 12 months. Removing unwanted orders will ensure you do not receive any products you no longer require. It will also help to improve the performance of your order screen.

Material	Copy No	Transaction Id	Request Date	Quantity	Status	Action Date	Cancel
MAIL SCOTTISH M-S 10/04/2021	10/04/2021	2110003261	10/04/2021	10	No Replenishment	10/04/2021	<input type="button" value="Cancel"/>
OUR DOGS 02/04/2021	02/04/2021	3287603698	04/04/2021	2	Sent	07/04/2021	<input type="button" value="Cancel"/>
MAIL SCOTTISH M-S 27/03/2021	27/03/2021	2108601739	27/03/2021	48	Sent	27/03/2021	<input type="button" value="Cancel"/>
TELEGRAPH M-S 08/03/2021	08/03/2021	2106701389	08/03/2021	8	Sent	08/03/2021	<input type="button" value="Cancel"/>
TIMES COMPACT 08/03/2021	08/03/2021	2106701389	08/03/2021	9	Sent	08/03/2021	<input type="button" value="Cancel"/>
GLASGOW TIMES 1 12/02/2021	12/02/2021	2104301895	12/02/2021	8	Sent	12/02/2021	<input type="button" value="Cancel"/>
BEADWORK FEB-MAR	FEB-MAR	3271684380	10/02/2021	1	Sent	11/02/2021	<input type="button" value="Cancel"/>
HERALD ON SUNDAY 24/01/2021	24/01/2021	2102401592	24/01/2021	12	Sent	24/01/2021	<input type="button" value="Cancel"/>
WOMENS SPECIAL SERIES TAB SAVE 1	TAB SAVE 1	3257479057	27/12/2020	3	Main Pack	28/12/2020	<input type="button" value="Cancel"/>
AUTO EXPRESS 09/12/2020	09/12/2020	2034401717	09/12/2020	2	Sent	14/12/2020	<input type="button" value="Cancel"/>
CLASSIC CAR WEEKLY 25/11/2020	25/11/2020	3247098898	26/11/2020	1	Main Pack	26/11/2020	<input type="button" value="Cancel"/>
MOTOR CYCLE NEWS 25/11/2020	25/11/2020	3247098898	26/11/2020	1	Main Pack	26/11/2020	<input type="button" value="Cancel"/>
SUNDAY TELEGRAPH SCOT 22/11/2020	22/11/2020	2032701892	22/11/2020	10	Sent	22/11/2020	<input type="button" value="Cancel"/>
M ATTAX SPFL MEGA CARDS ONE SHOT	ONE SHOT		19/11/2020	24	Main Pack	24/11/2020	<input type="button" value="Cancel"/>
M ATTAX SPFL MEGA TIN ONE SHOT	ONE SHOT		19/11/2020	2	Main Pack	24/11/2020	<input type="button" value="Cancel"/>
M ATTAX SPFL MEGA CARDS ONE SHOT	ONE SHOT		03/11/2020	24	Main Pack	11/11/2020	<input type="button" value="Cancel"/>
M ATTAX SPFL MEGA TIN ONE SHOT	ONE SHOT		03/11/2020	2	Main Pack	11/11/2020	<input type="button" value="Cancel"/>

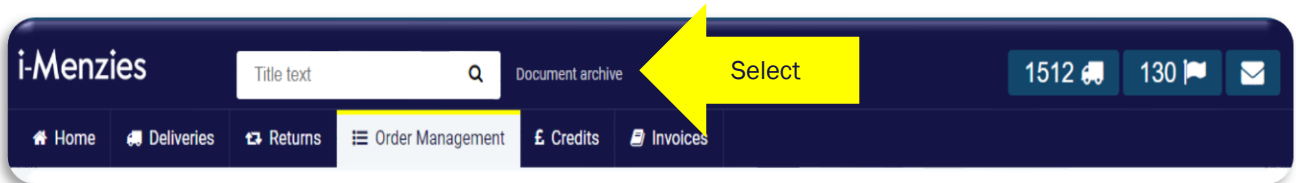
Some of the many benefits to retailers having this NEW function available are highlighted below:

- You can see the **order status of each product**.
- You can **cancel** any items which are no longer required reducing the risk of receiving items after recall and paying for an unwanted / unsellable item.
- You can **check that items have been ordered**. This helps to manage your own customers' expectations.

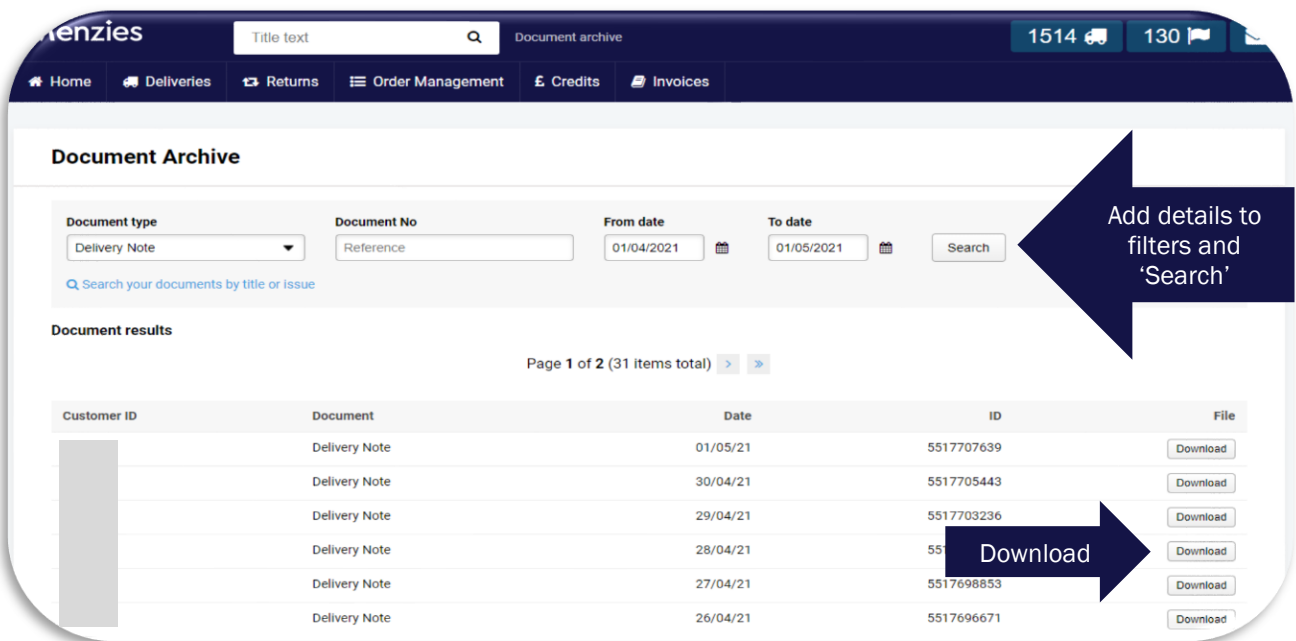
Self-managing your Back-Order Book allows you to control the flow of stock into your store and ensure duplicate orders are not being created. You can control any Part-Work orders with more accuracy ensuring orders are not wasted on these high value items.

DOCUMENT ARCHIVE

The Document Archive is located at the top of the page. This does not move and can be accessed no matter what TAB you may be using as this is part of the front-page header. To use this please click on the word 'Document archive' which will bring up screen number (2). This has 4 filters which help you search for the document you require.



(2)



You can search by either Document type, Document Number, or a date range. To use the filters, select from the drop-down menu on one or multiple filters to find the document you need.

To view any of documents click on the 'Download' button and these will load to your computer as a PDF. You can also print these for your records.

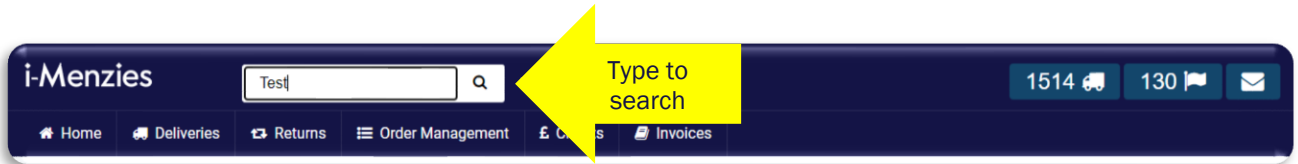
This archive saves, time, paper, and money when replacement documents are needed. All documents can be downloaded and stored electronically. You don't need to wait for replacement documents to be sent with your next delivery and there is no cost attached to viewing, downloading, or printing these documents in store or at home. Any missing paper documents should be reported on the expected day of delivery or the next day. Any document re-prints requested from Menzies will incur the below charges.

3rd day: **50p per document.**

4th day - 27th day: **£1.50 per document.**

28th day onwards: **£5.00 per document**

TITLE TEXT SEARCH



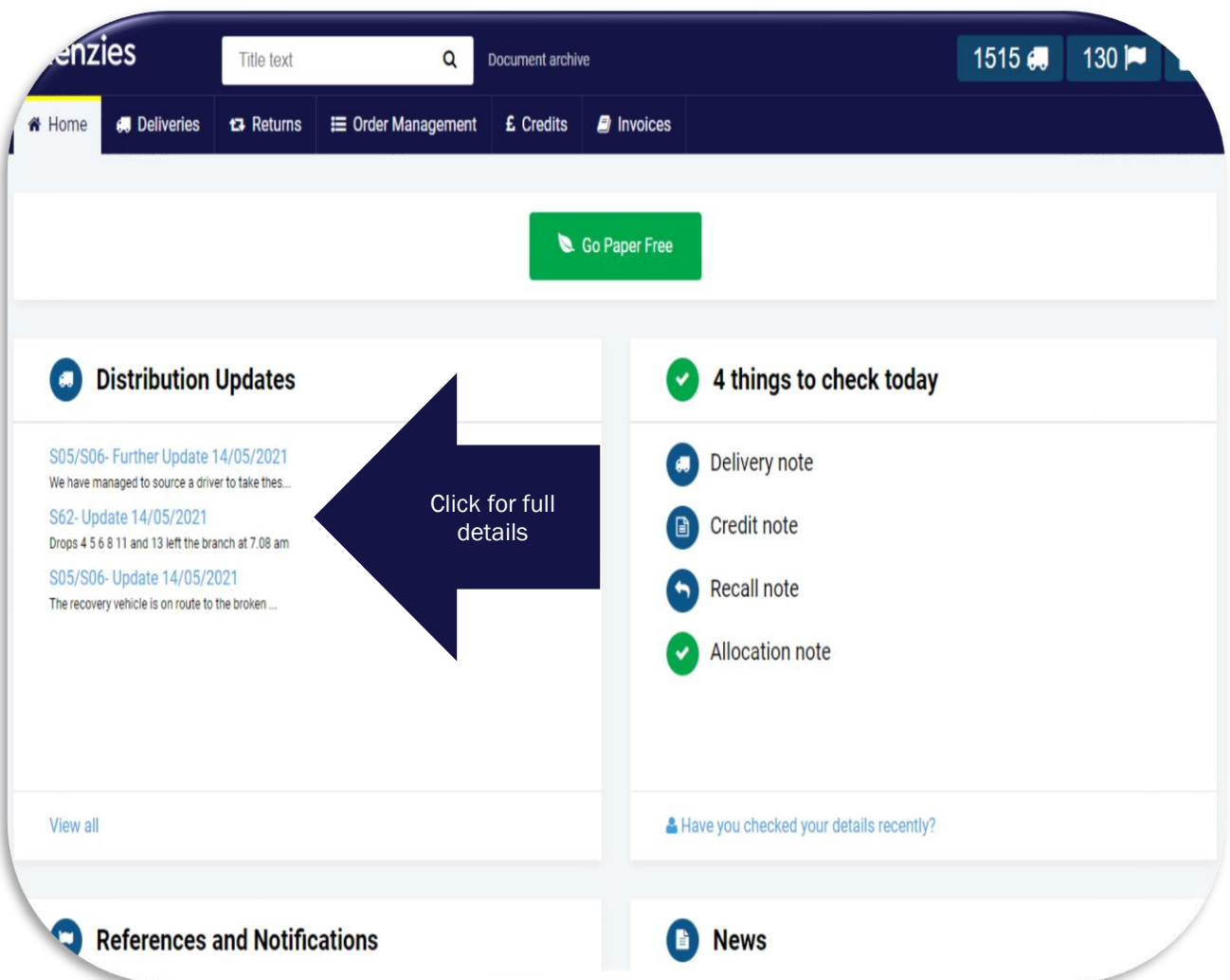
The Title search box is at the top of the main page. This is a quick search option for items you may wish to add to your order, edit your supply or request extra copies of a title. To use this simply type in the name of the product you wish to search for and click 'Search'.

Once the title or list displays you can manage your order as outlined previously in the guide.

The Title Search Option has no filter option.

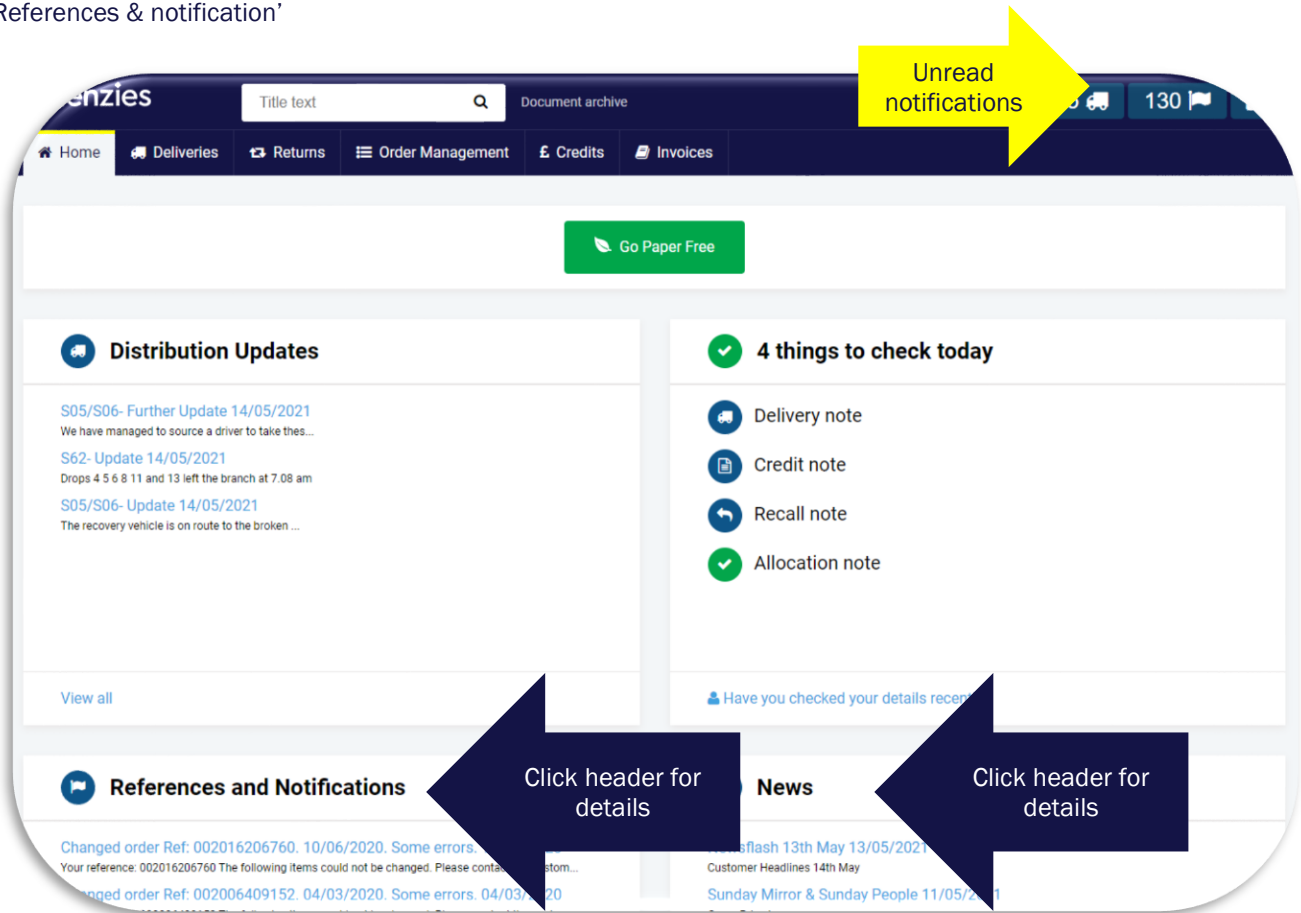
DISTRIBUTION UPDATES

This information is updated daily outlining any issues at your supply branch which may impact on your delivery time or the titles received. The information is displayed on the front page of i-Menzies in the 'Distribution Updates' quadrant.



REFERENCES & NOTIFICATIONS

Whenever you complete a transaction via i-Menzies a confirmation reference will be generated including details of what has been actioned. Similarly, if we have been unable to action your request or if an error has occurred a reference of failure will generate. References and notifications can be accessed from the front page in the 'References & notification'



NEWS

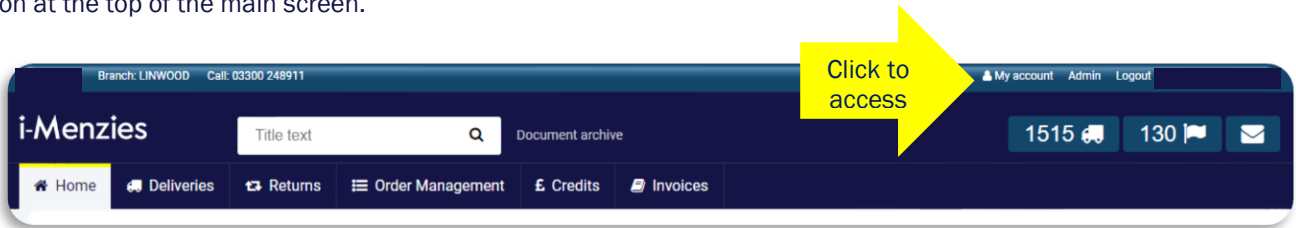
We publish a wide variety of information to our News section. These details can be accessed in the same manner as the other 3 quadrants. Published information includes:

- Customer Headlines
- Price change details / Barcode information
- New product details
- Promotional material
- Ceased title information
- Publication changes
- Service updates
- Any other details that will help you manage your account online.

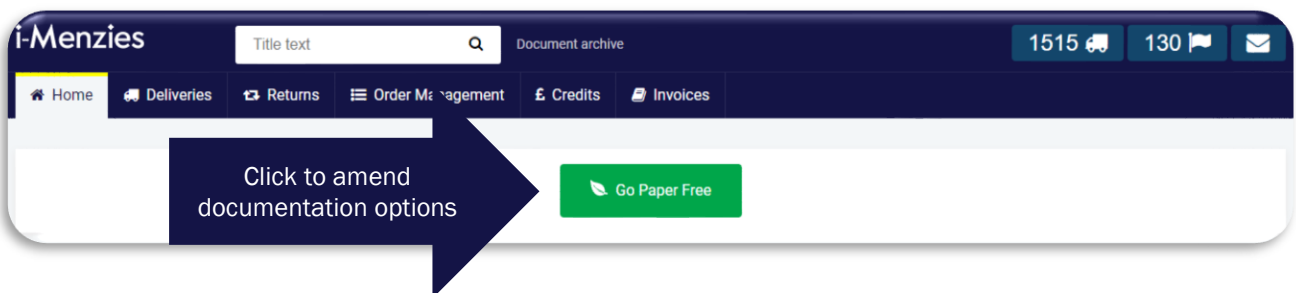
The above list is not exhaustive. Stay up to date by checking the News content regularly.

MY ACCOUNT

The My Account section is where all your details are stored. This can be accessed by clicking on the 'My Account' icon at the top of the main screen.

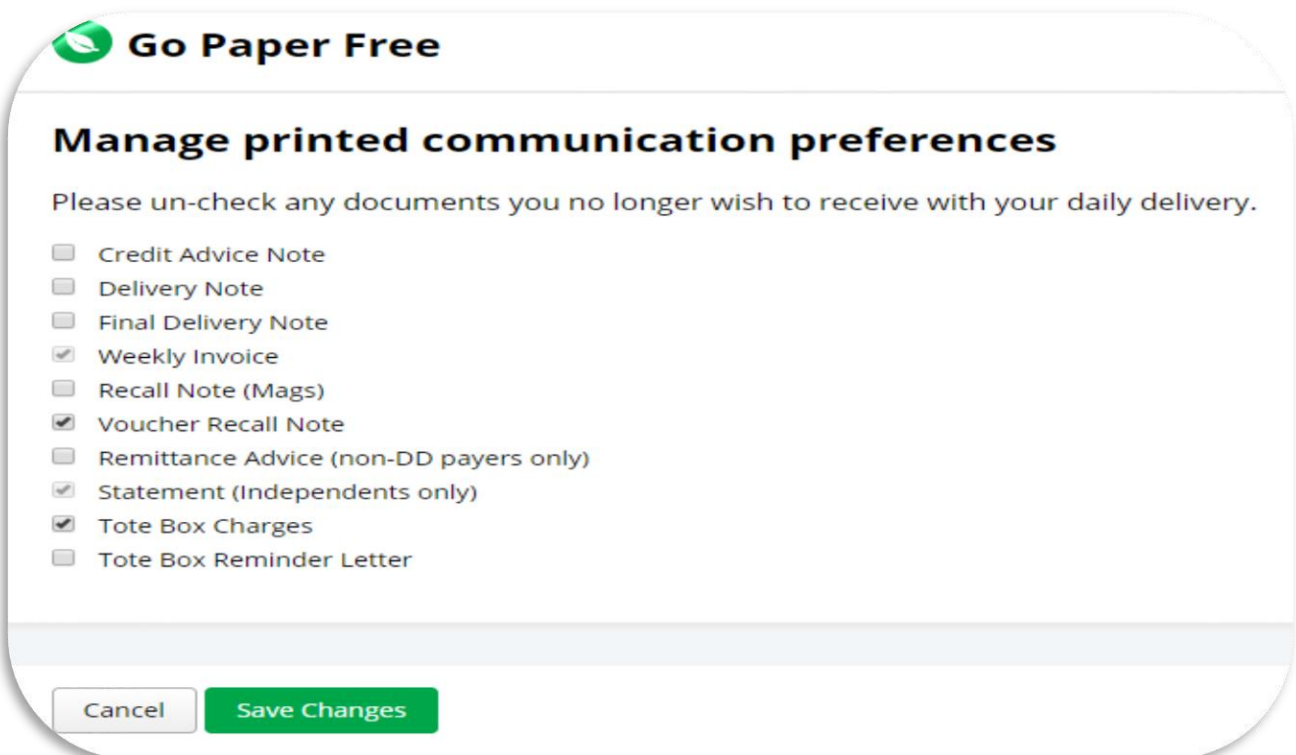


GO PAPER FREE



Updating the 'Go Paper Free' section helps you to responsibly manage the amount of paper used each day. You can turn off any / all documentation and chose to view all documents online only. Just tick the documents you no longer need in paper format and save these changes,

Please note Weekly Invoices and Statements cannot be turned off and will be sent to all customers in paper format.



In the My Account page you have the option to amend your email address and password. We encourage all customers to change their account password regularly and share only with trusted employees.

We also need a valid, up to date email address to send you password reset links and notifications if this option is selected.

Account Settings

First name

Last name

Menzies Distribution Branch
LINWOOD

Customer Reference Number

Username

This is what you use to log in

Email

This must be your valid email address

Password

Change Password ⓘ

Current Password

New Password

Once you have changed and submitted any new details the below message will display. Simply select 'Click Here' to return to the home page. This indicates your changes have been saved successfully.



HELP



The Help section can be found at the bottom of any page of the website. There are 2 options in this section.

- [Links](#)
- [FAQ](#)

You can access links to:

- [ANMW](#) (The Association of Newspaper and Magazine Wholesalers)
- [National Distribution Monitor](#)
- [NFRN](#) (National Federation of Retail Newsagents)
- [National Title File](#)
- [Menzies Distribution Customer Service Pledge](#)

Links

There are a number of industry bodies and professional organisations that can provide additional help and resources in getting your new title to market.

[ANMW](#)

The Association of Newspaper and Magazine Wholesalers (ANMW) is a trade association representing over 99% of wholesalers of newspapers and magazines in the United Kingdom.

[National Distribution Monitor](#)

National Distribution Monitor provides constantly updated information on national newspaper distribution throughout the UK.

[NFRN](#)

National Federation of Retail Newsagents (NFRN) helps the independent retailer compete more effectively in today's highly competitive market by providing practical help and assistance, commercial support, deals and buying opportunities, training, expertise and services.

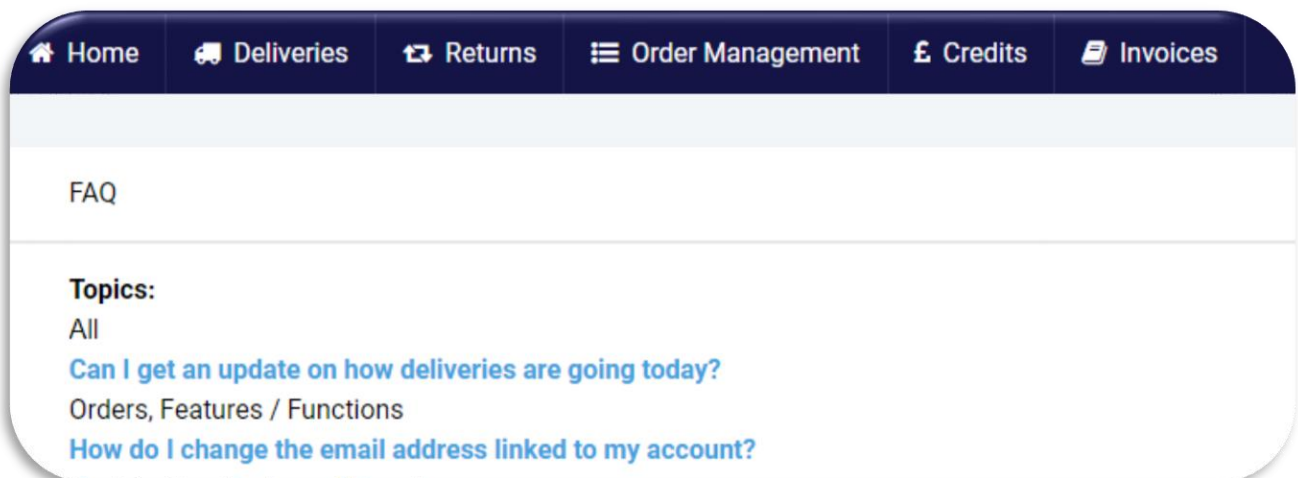
[National Title File](#)

The National Title File has been designed to provide the news industry with information about the magazine and newspaper titles handled by the UK newstrade.

[Menzies Distribution Customer Service Pledge](#)

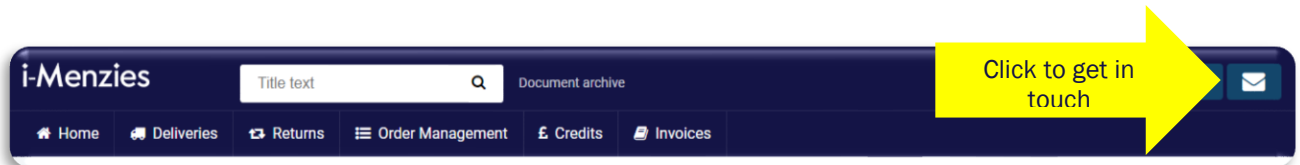
The Menzies Distribution Service Pledge is a collection of promises from us to our customers which represent the highest set of wholesale service standards in the industry.

Similarly, the FAQ section has several topics to help you navigate the website.

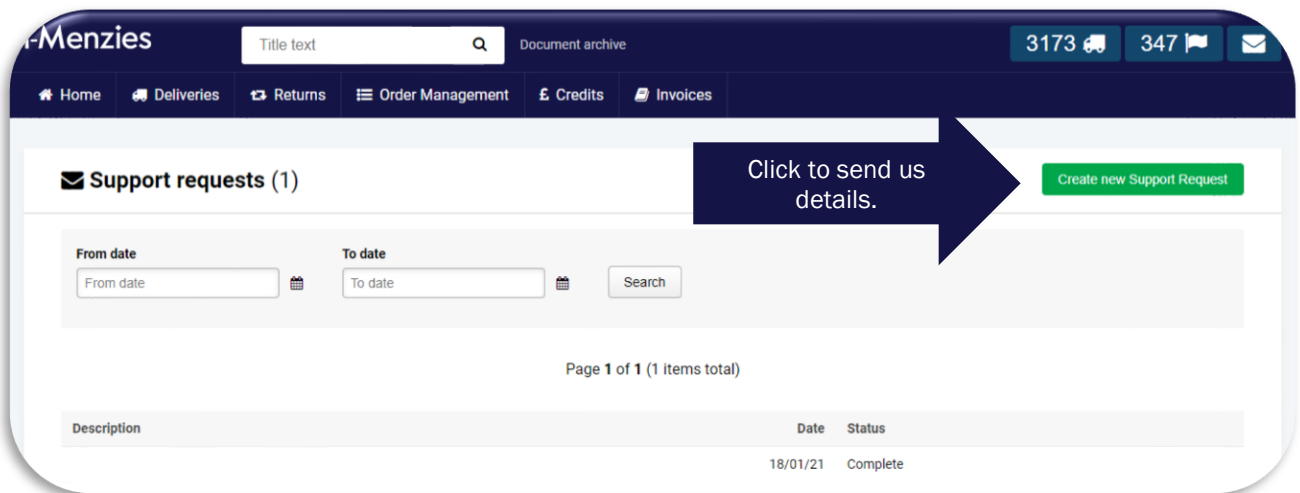


CONTACT US / SUPPORT REQUESTS

To get in touch with our team simply click on the letter icon at the top right-hand side of the page. This will open the Support Request page.



From her click on the Green 'Create New Support Request' button to submit details of your query.



Please provide us with your name, contact Telephone number and valid email address to help us manage your query.

Create a new support request

Title/description

Message

Test for I-Menzies User Guide.

We hope you are enjoying our new User Guide, we have tried to fill it with lots of hints and tips !

Mrs Menzies
0101 101 1010|
Thanks.

Once submitted all responses and historical messages will be listed below under the description header for reference.

NOTES

Colette Cameron V1.8 14th May 2021