



***Gordon & Gotch***

# GotchConnect

# Instruction Manual

Version No:	1.0
Date:	20 February 2012

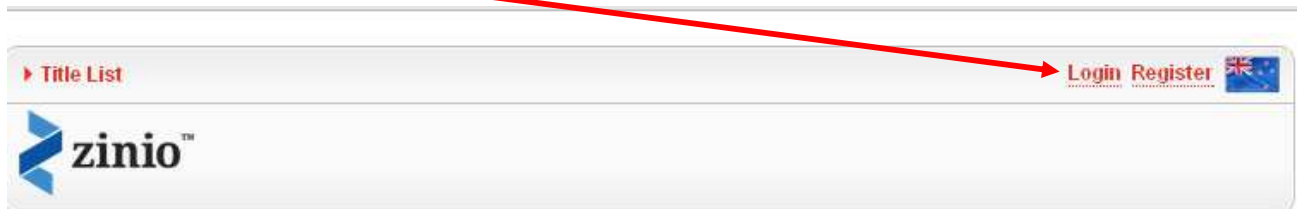
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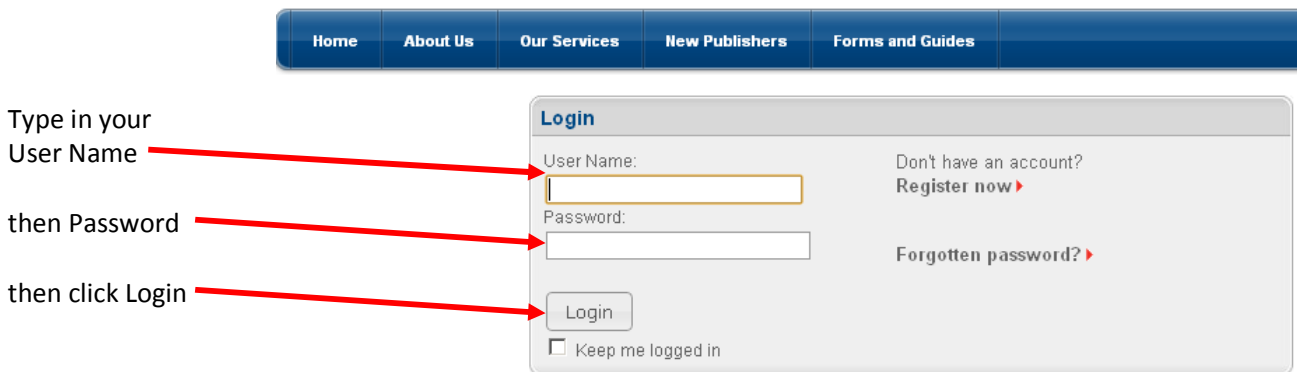
## HOW TO LOG ON TO GOTCHCONNECT

Go to the web URL (address) of: [www.gordongotch.co.nz](http://www.gordongotch.co.nz)

Click on Login



The login screen will appear



If you don't have an account click on Register now (you will need to wait 24 hours after registration to log returns, shortage, extra copies online)

Once you have logged into the Website you will be able to:

- ✓ Enter your Standard Returns (You will need to Opt In first)
- ✓ Enter any Supplementary Returns (You will need to Opt In first)
- ✓ Report any Shortages
- ✓ Request Extra Copies of Magazines
- ✓ Get Copies of your Invoices or Credits
- ✓ Get Copies of your Monthly Statements

## HOME PAGE

### Introduction

The Home Page gives you a quick access to log a shortage, enter a return or to request extra copies of a magazine.

## Welcome to GotchConnect

Getting started or need help?  
[Click here](#) ▶

**Action a task online ...**

<a href="#">Request extra magazines copies</a> ▶	<a href="#">Report a delivery shortage</a> ▶	<a href="#">Generate your 13/02/2012 return's pick list</a> ▶
<a href="#">View extra magazine requests</a> ▶	<a href="#">Report delivery received but not invoiced</a> ▶	<a href="#">Enter your 13/02/2012 return now (it will expire on 5/03/2012)</a> ▶
	<a href="#">View submitted shortages</a> ▶	<a href="#">View all outstanding returns</a> ▶
		<a href="#">Enter a supplementary return</a> ▶

**View recent documents ...** [View documents history](#) ▶

Invoices (\$ incl. GST)			Statement	
<a href="#">15433659</a> ▶	28/02/2012	\$65.32	<a href="#">31/01/2012</a> ▶	
<a href="#">15675214</a> ▶	24/02/2012	\$148.50	<a href="#">1/01/2012</a> ▶	
<a href="#">15675838</a> ▶	23/02/2012	\$1,600.06	<a href="#">31/12/2011</a> ▶	
<a href="#">15675680</a> ▶	23/02/2012	\$303.61		
<a href="#">15433657</a> ▶	20/02/2012	\$68.18		
Credit Notes (\$ incl. GST)			Returns (\$ excl. GST)	
<a href="#">73561130</a> ▶	7/02/2012	-\$24.76	<a href="#">7/02/2012</a> ▶	-\$21.52
<a href="#">73557853</a> ▶	2/02/2012	-\$1,481.97	<a href="#">2/02/2012</a> ▶	-\$284.46
<a href="#">73556856</a> ▶	2/02/2012	-\$47.22	<a href="#">30/01/2012</a> ▶	-\$1,288.69
<a href="#">73557925</a> ▶	2/02/2012	-\$327.14	<a href="#">27/01/2012</a> ▶	-\$18.59
<a href="#">73553823</a> ▶	27/01/2012	-\$21.38	<a href="#">26/01/2012</a> ▶	-\$43.66

All the options on the Home Page, requests, report delivery shortages, viewing documents can also be found under the Retailer Task menu.

Retailer Tasks	About Us
<a href="#">Requests</a> ▶	
<a href="#">Returns</a> ▶	
<a href="#">Shortages</a> ▶	
<a href="#">View Documents</a>	

Requests, Returns and Shortages will take you to another drop down menu

Requests to:	Returns to:	Shortages to:
<a href="#">Extra Magazines</a>	<a href="#">Returns</a>	<a href="#">Report Shortages</a>
<a href="#">View Submitted</a>	<a href="#">Supplementary Return</a>	<a href="#">View Submitted</a>



## Requests

This section will give you access to Request Extra Copies of an already received magazines.

## Returns

This section will give you access to Generate Pick Lists, Enter Returns, Enter Supplementary Returns  
(Note: You must have "Opted In" to access this section)

## Shortages

This section will give you access to report any magazine shortages, either by individual title or by missing Bundles. You can also report any magazines you have received in error.

## View Documents

This section will give you access to view all documents, Return Sheets, Invoices, Credits and your Monthly Statements.

You can select to use the "More Info" [More info ▶](#) in each section or use the top drop down menu list to get further details or information.

## RETURNS

### Introduction

Once you have Registered and “opted in” to process your Returns online, provided you ‘opt in’ before 5pm on a Tuesday, the following Monday Return sheet will be available online. Supplementary Returns can be processed the next day.

### Process

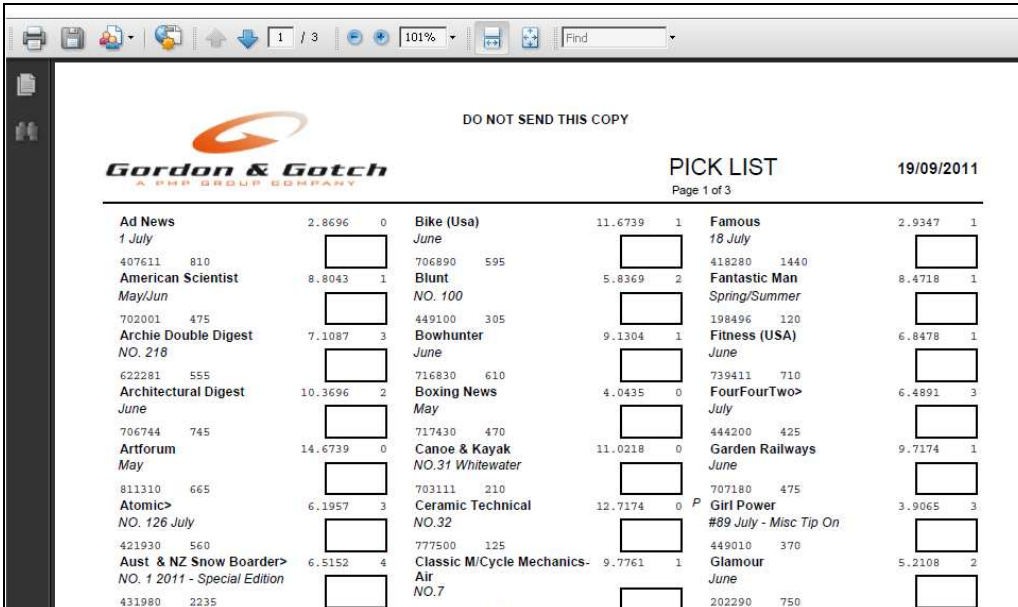
1. Login to the GotchConnect Website
2. From the Home Page or Go to Returns page and Generate Pick List for your Outstanding Returns
3. Pick the magazines, using the Pick List, write in your returning quantities
4. On the Website click on Enter Return
5. Type in your returning quantities
6. Click on Confirm Return to view the Confirmation Page (this shows you the credit value)
7. Click on Submit Return
8. Print the PDF Return Claim Summary and Return the tops or full copies as you would normally

### How to Log a Return

From the Home Page, click on Generate pick list

[Generate your 20/02/2012 return's pick list ▶](#)  
[Enter your 20/02/2012 return now \(it will expire on 12/03/2012\) ▶](#)  
[View all outstanding returns ▶](#)  
[Enter a supplementary return ▶](#)

Print the PDF document. This is used to assist you in picking the magazines off your shelves. Do not send this with your magazine/mastheads/covers, this is for your use only



DO NOT SEND THIS COPY

**Gordon & Gotch**  
THE GROUP COMPANY

PICK LIST  
Page 1 of 3  
19/09/2011

<b>Ad News</b> 1 July	2.8696	0	<b>Bike (Usa)</b> June	11.6739	1	<b>Famous</b> 18 July	2.9347	1
407611 810	<input type="text"/>		706890 595	<input type="text"/>		418280 1440	<input type="text"/>	
<b>American Scientist</b> May/Jun	8.8043	1	<b>Blunt</b> NO. 100	5.8369	2	<b>Fantastic Man</b> Spring/Summer	8.4718	1
702001 475	<input type="text"/>		449100 305	<input type="text"/>		198496 120	<input type="text"/>	
<b>Archie Double Digest</b> NO. 218	7.1087	3	<b>Bowhunter</b> June	9.1304	1	<b>Fitness (USA)</b> June	6.8478	1
622281 555	<input type="text"/>		716830 610	<input type="text"/>		739411 710	<input type="text"/>	
<b>Architectural Digest</b> June	10.3696	2	<b>Boxing News</b> May	4.0435	0	<b>FourFourTwo</b> July	6.4891	3
706744 745	<input type="text"/>		717430 470	<input type="text"/>		444200 425	<input type="text"/>	
<b>Artforum</b> May	14.6739	0	<b>Canoe &amp; Kayak</b> NO.31 Whitewater	11.0218	0	<b>Garden Railways</b> June	9.7174	1
811310 665	<input type="text"/>		703111 210	<input type="text"/>		707180 475	<input type="text"/>	
<b>Atomic</b> NO. 126 July	6.1957	3	<b>Ceramic Technical</b> NO.32	12.7174	0	<b>Girl Power</b> #89 July - Misc Tip On	3.9065	3
421930 560	<input type="text"/>		777500 125	<input type="text"/>		449010 370	<input type="text"/>	
<b>Aust &amp; NZ Snow Boarder</b> NO. 1 2011 - Special Edition	6.5152	4	<b>Classic M/Cycle Mechanics</b> Air NO.7	9.7761	1	<b>Glamour</b> June	5.2108	2
431980 2235	<input type="text"/>			<input type="text"/>		202290 750	<input type="text"/>	





The Confirmation Web Page will appear for you to check and then confirm



**Return Confirmation**

**Instructions**

- Please review Return Claim Summary quantities below.
- Once you are happy and all return quantities are correct, click on 'Submit Return' button.
- The Return Claim cannot be modified once submitted for processing.
- A printable PDF Return Claim Summary will be displayed shortly following submission.
- Print out a hardcopy and send it in with any return copies or covers.

**Return Claim Summary**

Return Date: 19/09/2011      Expiry Date: 10/10/2011

Title	Issue	Title Code	Issue Number	Trade Price	Returned	Value
Ad News	1 July	407611	810	2.8696	0	\$0.00
American Scientist	May/Jun	702001	475	8.8043	0	\$0.00
Archie Double Digest	NO. 218	622281	555	7.1087	1	\$7.11
Architectural Digest	June	706744	745	10.3696	2	\$20.74
Artforum	May	811310	665	14.6739	0	\$0.00
Atomic>	NO. 126 July	421930	560	6.1957	0	\$0.00
Aust & NZ Snow Boarder>	NO. 1 2011 - Special Edition	431980	2235	6.5152	0	\$0.00
Aust Creative	Jun/Jul	463320	2495	4.6957	0	\$0.00
Aust Tennis	June	416100	185	5.4782	1	\$5.48
Aust Woodworker	NO. 157	410230	475	7.0435	0	\$0.00
Aviation History	July	702101	480	11.0218	0	\$0.00
Bead Unique	June	721980	240	12.3261	0	\$0.00
Beadwork Special	NO.61 Buyers Guide Beads	792460	290	11.6739	0	\$0.00
Beano	7 May	113240	2545	2.6087	0	\$0.00

Click on Submit Return if all correct, or click on Adjust Return Quantities to correct

Wired - Air~	July	899592	760	13.0435	0	\$0.00
Wonderland	Apr/May	708489	165	9.7174	0	\$0.00
Word Seek Puzzle	NO.370	683330	745	7.5000	0	\$0.00
WWE Magazine	June	872350	410	10.3696	1	\$10.37
XXL Worldwide - Air	August Juicy	898630	505	13.0435	0	\$0.00
<b>Totals</b>					<b>61</b>	<b>\$545.00</b>

Submit Return      Adjust Return Quantities

Note: Your credit value(Excluding GST)

Adjust Return Quantities will take you back to the quantities entry page, make any adjustments click on Submit Return to come back to the Confirmation page, repeat as many times as necessary.

A Printable copy of the return sheet will now appear, print and return with any Full Copy or Mastheads to Gordon and Gotch.

**Gordon & Gotch**  
A PHP GROUP COMPANY

ONLINE RETURN 4/04/2011  
Page 1 of 7

Title	Issue	Trade Price	Return Qty	Credit	
2020 BMX Mag	NO. 38 December	411778 125	8.4457	0	
3D World	January	258770 770	15.7826	1-	\$15.78-
4 Wheel & Off Road	March	742961 775	11.0218	1-	\$11.02-
Acne Paper	NO.11 Winter	198405 145	9.7174	4-	\$38.87-
Ad News	11 March	407611 770	2.8696	2-	\$5.74-
P Aero	NO. 29 Jan/Mar	448180 110	7.5000	0	
Air Classics	V47 - 2	710390 720	14.6087	3-	\$43.83-





### View Recently Submitted Returns

To view any recently submitted returns go to the View Recently Submitted Returns on the Returns Home Page and click on **View ▶** next to the return line you wish to view.

Recently Submitted Returns						
Return Date	Type Of Return	Submitted Date	User	Total	Status	View ▶
19/09/2011	Standard	6/10/2011		-\$545.00	Submitted	<b>View ▶</b>
26/08/2011	Supplementary	26/08/2011		-\$118.89	Completed	View ▶
24/08/2011	Supplementary	24/08/2011		-\$260.33	Completed	View ▶
22/08/2011	Standard	25/08/2011		-\$3,310.54	Completed	View ▶
18/08/2011	Supplementary	18/08/2011		-\$24.62	Completed	View ▶
17/08/2011	Supplementary	17/08/2011		-\$99.57	Completed	View ▶

View History ▶

This will bring up a PDF of the Return Sheet, see sample below.

Gordon & Gotch A PRR GROUP COMPANY		ONLINE RETURN 4/04/2011				
		Page 1 of 7				
Title	Issue		Trade Price	Return Qty	Credit	
2020 BMX Mag	NO. 38 December	411778 125	8.4457	0		
3D World	January	258770 770	15.7826	1-	\$15.78-	
4 Wheel & Off Road	March	742961 775	11.0218	1-	\$11.02-	
Acne Paper	NO.11 Winter	198405 145	9.7174	4-	\$38.87-	
Ad News	11 March	407611 770	2.8696	2-	\$5.74-	
P Aero	NO. 29 Jan/Mar	448180 110	7.5000	0		
Air Classics	V47 - 2	710390 720	14.6087	3-	\$43.83-	
Amer Woodworker	NO.54 Winter 20 Furniture Proj	701272 535	17.2826	3-	\$51.85-	
Anglers Almanac	2011	411792 105	3.5869	0		
Animals & You	NO. 123	178950 805	5.8043	0		
Arabian Horse News	V44-4 December	414125 125	5.8369	1-	\$5.84-	
Archie Digest Mag	NO. 3	622011 590	7.3696	1-	\$7.37-	
Arsenal	V9 - 5	222050 480	8.4782	2-	\$16.96-	
Art In America	January	800140 695	15.6522	2-	\$31.30-	
Arthritis Today	February	715400 250	7.3696	2-	\$14.74-	



## Supplementary Returns

This is to be used when returning magazines that are:

- Late returns
- Returns not yet due for Recall

Click on Enter Supplementary Return this will bring up the Supplementary Return page.

Generate your 20/02/2012 return's pick list ▶  
 Enter your 20/02/2012 return now (It will expire on 12/03/2012) ▶  
 View all outstanding returns ▶  
 Enter a supplementary return ▶

To search for a title

- by barcode, type in the barcode in the Barcode Search or
- by title description, type in the description in the Title Description Search.

**Supplementary Return**

- To start, enter either the bar code for the magazine on the left hand box or enter the title on the right hand box
- Enter the quantity you wish to return and click Add, it will then show up on the table below
- Click on the title in the table if you want to remove it from the return
- After you have entered all the returns, click on Confirm Return button and it will take you to a confirmation page

Barcode Search

Title Desc.	Issue Desc.	Title Code	Issue No.	Trade Price	Inv. Qty	Credited Qty
NZ Womans Weekly 22 August						
NZ Womans Weekly 1 August						
NZ Womans Weekly 15 August						
NZ Womans Weekly 22 August						
NZ Womans Weekly 25 July						

Select the required magazine from the list, the title will then populate the details and default the Return Qty to 1, type in your returning quantity and click Add.

**Supplementary Return**

- To start, enter either the bar code for the magazine on the left hand box or enter the title on the right hand box
- Enter the quantity you wish to return and click Add, it will then show up on the table below
- Click on the title in the table if you want to remove it from the return
- After you have entered all the returns, click on Confirm Return button and it will take you to a confirmation page

Barcode Search

Title Description Search

Title Desc.	Issue Desc.	Title Code	Issue No.	Trade Price	Inv. Qty	Credited Qty	Avail. Qty	Return Qty
NZ Womans Weekly	29 August	572220	395	2.6739	4	0	4	<input type="text" value="1"/>

Add



This will then add the line to the Supplementary Details, which shows the Claim Value (Excluding GST). Click on Confirm Return, or Remove Selected Return if not correct.

**Supplementary Details**

Supplementary Date: 6/10/2011

Remove Selected Return Confirm Return

Title Desc.	Issue Desc.	Title Code	Issue No.	Trade Price	Inv. Qty	Credited Qty	Avail. Qty	Return Qty	Claim Value
Ad News	26 August	407611	830	2.8696	2	0	2	1	\$2.87
NZ Womans Weekly	29 August	572220	395	2.6739	4	0	4	1	\$2.67
								<b>2</b>	<b>\$5.54</b>

Confirm Return will bring up the Return Confirmation page, if all correct click on Submit Return

**Return Confirmation**

**Instructions**

- Please review Return Claim Summary quantities below.
- Once you are happy and all return quantities are correct, click on 'Submit Return' button.
- The Return Claim cannot be modified once submitted for processing.
- A printable PDF Return Claim Summary will be displayed shortly following submission.
- Print out a hardcopy and send it in with any return copies or covers.

**Return Claim Summary**

Return Date: 6/10/2011

Title	Issue	Title Code	Issue Number	Trade Price	Returned	Value
Ad News	26 August	407611	830	2.8696	1	\$2.87
NZ Womans Weekly	29 August	572220	395	2.6739	1	\$2.67
<b>Totals</b>					<b>2</b>	<b>\$5.54</b>

Submit Return Adjust Return Quantities

To adjust any quantities click on Adjust Return Quantities, this will take you back to the supplementary details where you can change the quantities, then click on Confirm Return again to bring you back to this page.

## EXTRA MAGAZINE REQUEST

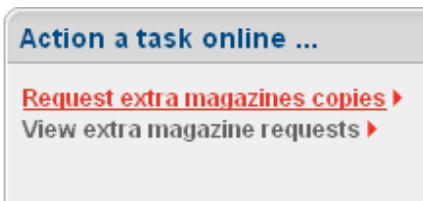
### Introduction

Once you have Registered you will be able to log a request for more copies of an already received magazine, or request Wises Maps (if you stock them) all on-line.

### To Request More Copies of Magazines

**Note:** You can only request Extra Copies of magazines you have already been supplied, to request any New Magazines please contact the Gordon and Gotch Call Centre.

From the Home Page screen click on Request extra magazine copies



Or Click on Retailer Tasks, then Requests, then click on Extra Magazines



**Step 1:** Type in the Title number, part of the description or barcode in the “Select Title” box

**Order Extra Magazine Copies**

Select Title:

Title Code	Title Description	Issue Code	Issue Description	On Sale Date	Recall Date	RRP	Supplied Quantity	Order Quantity	Reason
									Add >



**Step 2:** Click on your required title from the drop down list

**Order Extra Magazine Copies**

Select Title:

Title Code	Title Description	Issue Code	Issue Description	On Sale Date	Recall Date	RRP	Supplied Quantity	Order Quantity	Reason	
	New Idea 1 August (571410) 9771170581019									
	Rugby News (NZ) V42-23 (572891) 9415234398945									<b>Add ▶</b>

Your selected title will then populate into the Request Extra Magazine copies area for you to type in your required Extra Quantity

**Order Extra Magazine Copies**

Select Title:

Title Code	Title Description	Issue Code	Issue Description	On Sale Date	Recall Date	RRP	Supplied Quantity	Order Quantity	Reason	
572891	Rugby News (NZ)	1885	V42-23	19/09/2011	3/10/2011	\$5.99	6	<input type="text"/>	Sold Out	<b>Add ▶</b>

*Supplied Quantity = the quantity we have already supplied to you*

**Step 3:** Type in your required Quantity and select your Reason for the extra copies,

**Order Extra Magazine Copies**

Select Title:

Title Code	Title Description	Issue Code	Issue Description	On Sale Date	Recall Date	RRP	Supplied Quantity	Order Quantity	Reason	
572891	Rugby News (NZ)	1885	V42-23	19/09/2011	3/10/2011	\$5.99	6	<input type="text" value="3"/>	Sold Out	<b>Add ▶</b>

**Step 4:** Click on 

This will then populate in the Request Details section,

**Request Details**

Title	Issue
Christchurch Street Directory (W031B)	2011 (105)

If you have added a title incorrectly then click the incorrect row and click on Remove Selected Issues.



**Step 5:** Repeat Steps 1 to 4 to select more titles.

**Step 6:** Check your list, if all correct click on Submit Order

Submit Order - Up until 5:30pm you can go back and change this request by going to View Submitted to make changes, after 5:30pm up will need to contact the Gordon and Gotch Call Centre.

Cancel Order - This will cancel the Request

After you click on Submit Order the screen will return to the Home Page.

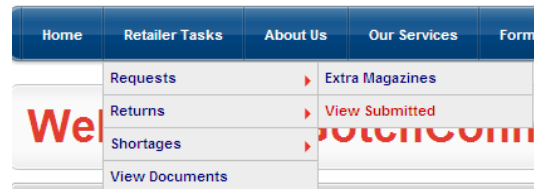
## View Extra Magazine Requests

**Action a task online ...**

- Request extra magazine copies ▶
- [View extra magazine requests](#) ▶
- Report a delivery shortage ▶
- Report delivery received but not invoiced ▶
- View submitted shortages ▶

To view any Extra Magazine Requests to see the status or edit them by clicking on View extra magazine requests from the Home Page

or go to the Retailer Tasks, then down to Requests then View Submitted



To Edit a recently submitted request click on Edit, this will take you back to your request screen to add another magazine or delete lines. To alter a quantity you will need to delete the row and re-add with the new quantity.

**Place a Request**

Click [here](#) to request Extra Copies of already received magazines

---

**Request History**

Enter Title, Title Code, Order Number in the search field to find previously submitted requests.

Show **10** entries \*Order Qty column shows Requested, and Fulfilled quantities Search:

Request No.	Title	Issue	Recall Date	R.R.P	Order Qty*	Status	Invoice No.
42 (Edit) ▶	Rugby News Special (612350)	Super Rugby Special Edition (2265)	2/04/2012	\$9.95	2	Submitted	
31 (Edit) ▶	Aust Ironman (411810)	V19-1 February (1395)	12/03/2012	\$10.95	2	Submitted	
9 (Edit) ▶	Rugby News Special (612350)	Super Rugby Special Edition (2265)	2/04/2012	\$9.95	5	Submitted	
9 (Edit) ▶	Women's Health (542580)	February (300)	12/03/2012	\$7.90	2	Submitted	
5	Womans Day Amer (859641)	November 17 (1025)	5/03/2012	\$8.90	10	Processing	
5	Country Style> (421241)	February (755)	12/03/2012	\$8.99	7	Processing	
4	Car And Driver (713490)	February (785)	12/03/2012	\$13.70	2	Processing	
4	Tattoo Revival (413060)	Vol 28 (195)	16/04/2012	\$14.40	3	Processing	
3	Astronomy (708344)	February (325)	12/03/2012	\$12.90	2	Processing	
3	Trends New Homes> (611191)	V28 -1 (2035)	16/04/2012	\$10.95	2	Processing	

Showing 1 to 10 of 11 entries First Previous Next Last

**Request History**

Enter Title, Title Code, Order Number in the search field to find previously submitted requests.

Show **10** entries \* The Qty column shows requested, and fulfilled quantities Search:

Request No.	Title	Issue	Recall Date	R.R.P	Qty*	Status	Invoice No.
81	Gonatural (NZ Naturist) (579630)	NO. 220 March (375)	14/05/2012	\$8.50	6	Order reduced	15433691
80	Gonatural (NZ Naturist) (579630)	NO. 220 March (375)	14/05/2012	\$8.50	3	Order completed	15433691
80	Beaded Wheels (573491)	Feb/Mar #314 (495)	16/04/2012	\$6.95	2	Order completed	15433691
80	Aust Men's Health (452560)	March (545)	2/04/2012	\$9.90	5	Order completed	15433691
80	NZ Guns & Hunting (581544)	Mar/Apr (170)	16/04/2012	\$8.90	5	Order reduced	15433691
79	NZ Listener (571110)	10 March (535)	12/03/2012	\$0.00	10	Order reduced	
78	NZ Guns & Hunting (581544)	Mar/Apr (170)	16/04/2012	\$8.90	2	Order completed	15433690
78	Aust Men's Health (452560)	March (545)	2/04/2012	\$9.90	2	Order completed	15433690
78	NZ Womans Weekly (572220)	12 March (535)	12/03/2012	\$0.00	4	Order completed	15433690
78	Gonatural (NZ Naturist) (579630)	NO. 220 March (375)	14/05/2012	\$8.50	2	Order completed	15433690

Showing 1 to 10 of 10 entries First Previous Next Last

Status describes where and what has happened to your request. Once it has been invoiced to you the Invoice Number will populate and you can click on the number to open the invoice copy.

## SHORTAGES

### Introduction

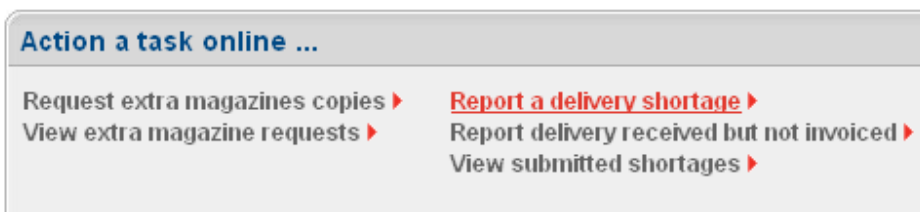
Once you have Registered on the Gordon and Gotch web portal you will be able to log any Shortages of magazines you have not received, these can be logged in two ways:

- A missing magazines or
- A missing Bundle of magazines

### To Log a Single Magazine Shortage

Log on to the Gordon and Gotch website using your username and password ([www.gordongotch.co.nz](http://www.gordongotch.co.nz))

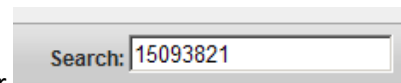
From your Home page click on Report Shortages



Or Click on Retailer Tasks, then Shortages, then Report Shortages

Find the Invoice that contains the Shortage in several ways:

- by clicking on the Search and typing in the invoice number



The screenshot shows a search input field with the text "Search:" followed by a text box containing the number "15093821".





- or clicking on the Title, Code or barcode box and typing in the Title, Title description if known, and clicking on the required title

**Shortages**

Instructions:  
Find invoice by entering invoice number here

or filter the list by entering

Show  entries

Invoice	Invoice
15077474 ▶	Vogue UK - Air!~ (899410) 9771368254602
15083187 ▶	Vogue Espana (243751) 8413042772705
15085047 ▶	Vogue India - Air (989898) 9770973964012
	Vogue Australia> (418060) 9312966801005
	Vogue Australia> (418060) 9312966801005

- or clicking on one of the required invoice showing

Show  entries

Invoice No.	Date
15077474 ▶	19/09/2011
15083187 ▶	18/09/2011
15085047 ▶	22/09/2011
15089391 ▶	23/09/2011
15090162 ▶	22/09/2011
15093383 ▶	19/09/2011

After selecting the right invoice or title the screen will bring up your selected title(s),

- type in the Quantity you are short,
- select your Preference (Replace = we will send you copies of the magazines if we have them in stock or Credit = we will credit you these copies)

	Title	Issue	Supplied Qty	Qty Short	Preference	Reason
Bundle 1 (Tick if entire bundle is missing) <input type="checkbox"/>						
1	NBR Rich List (571802)	NBR Rich List 2011 (90)	7	<input type="text" value="3"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Short Delivered ▼
<input type="button" value="Cancel"/>						

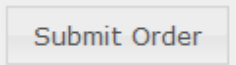
- Select the Reason for the Shortage from the drop down list,

Search

Preference

Credit

- Damaged - Print Error
- Bundle Missing
- Stolen Magazines
- Short Delivered
- Transport Error Missing Bundle
- Damaged - Intransit
- Short Delivered ▼

- then click on Submit  You will be taken to the Home Page

## To Log a Bundle Shortage

Log on to the Gordon and Gotch website using your username and password ([www.gordongotch.co.nz](http://www.gordongotch.co.nz))

From your Home page click on Report Shortages



**Action a task online ...**

- Request extra magazines copies ▶ [Report a delivery shortage ▶](#)
- View extra magazine requests ▶ [Report delivery received but not invoiced ▶](#)
- [View submitted shortages ▶](#)

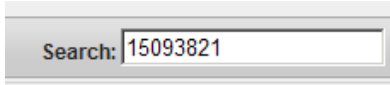


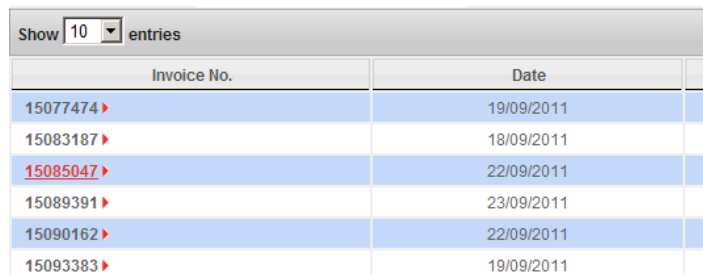
Home | **Retailer Tasks** | About Us | Our Services | Forms

- Requests ▶
- Returns ▶
- Shortages ▶ Report Shortages**
- View Documents | View Submitted

Or Click on Retailer Tasks, then Shortages, then Report Shortages

Find the Invoice that contains the Shortage in several ways:

- by clicking on the Search and typing in the invoice number 
- or clicking on one of the required invoice showing



Invoice No.	Date
15077474 ▶	19/09/2011
15083187 ▶	18/09/2011
<b>15085047 ▶</b>	22/09/2011
15089391 ▶	23/09/2011
15090162 ▶	22/09/2011
15093383 ▶	19/09/2011

After selecting the required Invoice the screen will show all magazines for the selected invoice



Click on the Bundle that is missing, in the below example Bundle 2 is missing

Bundle 2 (Tick if entire bundle is missing) <input type="checkbox"/>						
2	Stereophile (832371)	July (785)	2	<input type="text"/>	<input type="radio"/> Replace <input type="radio"/> Credit	<input type="text"/>
2	Find & Circle Large Print (673671)	September (220)	2	<input type="text"/>	<input type="radio"/> Replace <input type="radio"/> Credit	<input type="text"/>
2	Outdoor Photographer (791932)	July (720)	3	<input type="text"/>	<input type="radio"/> Replace <input type="radio"/> Credit	<input type="text"/>

After ticking Bundle 2 the screen will update the Quantity Short to be the same as Quantity Supplied, the Preference will default to Replace (we will replace based upon stock availability, if no stock we will credit) and the Reason will default to Bundle Missing.

1	RC Driver (804860)	August (555)	2	<input type="text"/>	<input type="radio"/> Replace <input type="radio"/> Credit	<input type="text"/>
Bundle 2 (Tick if entire bundle is missing) <input checked="" type="checkbox"/>						
2	Stereophile (832371)	July (785)	2	<input type="text" value="2"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Bundle Missing <input type="text"/>
2	Find & Circle Large Print (673671)	September (220)	2	<input type="text" value="2"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Bundle Missing <input type="text"/>
2	Outdoor Photographer (791932)	July (720)	3	<input type="text" value="3"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Bundle Missing <input type="text"/>
2	WPT Poker (777842)	July (215)	2	<input type="text" value="2"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Bundle Missing <input type="text"/>
2	Harvard Bus Review (808101)	Jul/Aug (720)	3	<input type="text" value="3"/>	<input checked="" type="radio"/> Replace <input type="radio"/> Credit	Bundle Missing <input type="text"/>

**Submit Order**

Click on Submit. You will be taken to the Home Page

## Stock Received Not Charged

This is where you can advise Gordon and Gotch you have received a magazine that you have NOT ordered or been invoiced or you have received more copies than you ordered.

Log on to the Gordon and Gotch website using your username and password ([www.gordongotch.co.nz](http://www.gordongotch.co.nz))

From your Home page click on Received Not Charged

**Action a task online ...**

Request extra magazines copies ▶	Report a delivery shortage ▶
View extra magazine requests ▶	<b>Report delivery received but not invoiced ▶</b>
	View submitted shortages ▶

Click on Not ordered or Received > ordered (You have received more copies than you ordered)

Find the title, by typing in the title code, description or barcode, select the correct title/issue

**Stock Received and not Invoiced**

Remove Selected Lines

Over Supply Reason	Title	Quantity Received	Keeping?	Regular Order?
<input checked="" type="radio"/> Not ordered <input type="radio"/> Received > ordered	New <input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
	New York Review of Books - Air (897680) June 9 - 22,2011 1185 New York Review of Books - Air (897680) May 26 - June 8,2011 1180 New York Review of Books - Air (897680) May 12 - 25,2011 1175 New York Review of Books - Air (897680) March 24 - April 6,2011			<input type="button" value="Cancel"/>

Type in the Quantity Received.

Click on Yes if you wish to Keep the copies, we will process another Invoice for the quantity, or No if you do not wish to keep them, we will contact you to advise what we would like you to do with the copies.

Click on Yes if you want to keep them and would like to have a regular order (add to your standing order) or click No if you do not want a regular order

Click on Submit when completed

This will automatically email the Gordon and Gotch Call Centre who will be in contact.



### To View Submitted Shortage Requests

Go to View Submitted Shortage box from the Home Page

**Action a task online ...**

- Request extra magazines copies ▶
- View extra magazine requests ▶
- Report a delivery shortage ▶
- Report delivery received but not invoiced ▶
- View submitted shortages ▶**

This shows a list of all shortage requests you have submitted via the website, it shows the Status, any credit numbers or replacement order numbers.

**View Submitted Shortage Requests**

Show  entries Search:

Invoice No.	Title	Issue	Supplied Qty	Qty Short	Status	Document Number	Submitted
15701922	Who Weekly (480470)	12 March (940)	10	3	Requested		9/03/2012
15701922	Animals' Voice (581161)	Autumn (200)	4	2	Requested		9/03/2012
15701922	NZ Rodder (564622)	NO. 108 (375)	4	2	Requested		9/03/2012
15701922	In Business (581686)	Mar/Apr (135)	3	2	Requested		9/03/2012
15701922	GQ US - Air~ (896392)	March (785)	2	2	Requested		9/03/2012
15701922	Animals' Voice (581161)	Autumn (200)	4	2	Replaced partially	15433689 ▶	9/03/2012
15701922	NZ Rodder (564622)	NO. 108 (375)	4	2	Replaced fully	73495199 ▶	9/03/2012
15701922	GQ US - Air~ (896392)	March (785)	2	2	Replaced fully	73495199 ▶	9/03/2012
15701922	In Business (581686)	Mar/Apr (135)	3	2	Replaced fully	15433689 ▶	9/03/2012
15701922	Who Weekly (480470)	12 March (940)	10	3	Replaced fully	15433689 ▶	9/03/2012

Showing 1 to 10 of 27 entries ⏪ ⏩

**Available Statuses**

- Submitted Yet to be actioned by G&G. To make changes click on Edit.
- Requested Yet to be actioned by G&G. No changes are allowed.
- Replaced Fully A replacement order has been created. You will not be credited or charged for the replacement copies.
- Credited A credit has been processed and will appear on your monthly statement.

**Note:** At this point in time the document number is not linked to the PDF or copy of the document.

## VIEW DOCUMENTS

Through this web page you will be able to view:

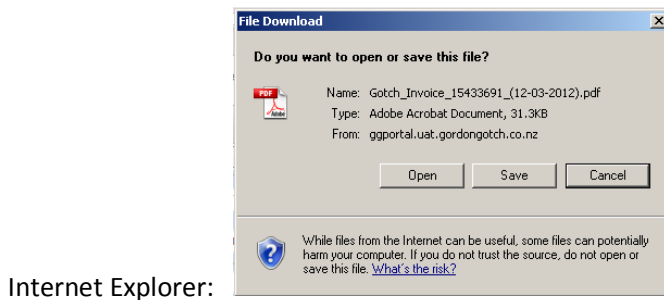
- Copies of Return Sheets
- Copies of Invoices
- Copies of Credit Notes
- Copies of Statements

View recent documents ...			View documents history ▶	
<u>Invoices (\$ incl. GST)</u>			<u>Statement</u>	
15641498 ▶	13/02/2012	\$527.21	31/01/2012 ▶	
15636468 ▶	10/02/2012	\$44.55	1/01/2012 ▶	
15637339 ▶	9/02/2012	\$862.72	31/12/2011 ▶	
15632004 ▶	9/02/2012	\$3,400.88		
15623596 ▶	6/02/2012	\$557.89		
<u>Credit Notes (\$ incl. GST)</u>			<u>Returns (\$ excl. GST)</u>	
73561137 ▶	7/02/2012	-\$24.75	7/02/2012 ▶	-\$99.78
73561138 ▶	7/02/2012	-\$114.75	7/02/2012 ▶	-\$21.52
73560979 ▶	7/02/2012	-\$869.63	6/02/2012 ▶	-\$756.18
73557929 ▶	2/02/2012	-\$52.05	2/02/2012 ▶	-\$45.25
73556833 ▶	2/02/2012	-\$10.27	30/01/2012 ▶	-\$1,446.63

Click on the Date, or Number to link to the PDF or other software that you use to view documents.

You will be prompted to download or save, depending upon your browser.

Examples below





View document history **View documents history** will take you to the full list of Invoices/Credits>Returns where you can search for a particular document.

**View Documents**

Show  entries Search:

Document Type	Reference	Date	Value
Invoice	15134496	6/10/2011	3260.20
Invoice	15137493	6/10/2011	656.12
Invoice	15141559	6/10/2011	455.46
Invoice	15124477	3/10/2011	793.24
Invoice	15123937	3/10/2011	431.74
Invoice	15130118	2/10/2011	11.99
Invoice	15118384	30/09/2011	44.55
Invoice	15123731	30/09/2011	31.23
Invoice	15119265	29/09/2011	600.82
Invoice	15113630	29/09/2011	3036.17

Showing 1 to 10 of 353 entries

*Click to go Next / Previous*