eREPORTS USER GUIDE

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OVERVIEW

Inmar Promotions - Canada eReport User Guide was created to aid with accessing and using eReports. This electronic reporting service is flexible and easy-to-use. Online invoices and eReports have replaced paper copies in order to improve the speed of delivery of the information. Using the Internet as the delivery vehicle, invoices are e-mailed along with a hypertext link to the Inmar Promotions - Canada web location where reports can be picked up.

The eReport looks the same as the paper report. The only difference is that it's delivered to you via our website. If you do require a hard copy of your report, you have the flexibility to print just the pages you need from our website.

In order to view reports online, Inmar Promotions - Canada has chosen Adobe® Reader®. The software is easy to use and offers search features to find specific offers within the report quickly, even without the offer number.

SYSTEM REQUIREMENTS

In order to view eReports you will need the following:
- An Internet connection
- A web browser (Internet Explorer or Firefox, or other)
- Adobe® Reader® (version 4.0 or higher)

In order to print eReports clients will need the following:
- A printer connected to their PC, or as part of the network they share
- A properly configured print drive

eREPORT CONTACT

Inmar Promotions - Canada requires the name of a single contact that will assume the responsibility for the following:
- Notify Inmar Promotions - Canada of changes to email addresses and individuals who should be receiving invoices and/or reports (e.g. If an individual leaves your company or department and should no longer be able to access reports or invoices)
- Coordinate the distribution of information regarding eReports to others within the company.
- Channel any problems using eReports to Inmar Promotions - Canada

SECURITY

When information is transmitted electronically there is the potential that others who are online may view the information. This may happen unless precautions are taken to limit this possibility. Inmar Promotions - Canada ensures your security with a client ID, a User Name, a Password and 128 bit encryption of data while you view your eReports. Most browsers will not have any problems with this level of encryption, but if you should encounter any trouble accessing the site, please contact your Inmar Promotions - Canada Account Manager.

OBTAINING OR CHANGING YOUR PASSWORD

All requests for passwords or changes are to be sent directly to the eReport Administrator. There are two ways to contact the Administrator in order to obtain or change a user id and/or password:
- Telephone: Call us at (506) 799-7336 Monday through Friday, 8:00 AM to 4:00 PM EST. Please provide us with the details of your request.
- E-mail: Send your request to ereports@promo-trak.com

When requesting a password or change, please provide the name of your company, your name and position along with your email address and telephone number. You will be contacted within 24 hours with your password.

ADOBE® READER

In order to view reports, Inmar Promotions - Canada has chosen Adobe® Reader®. Adobe's Portable Document Format (PDF) has become the de facto standard for electronic documents. The Reader software is free and can be acquired through a link from the Inmar Promotions - Canada site. Please follow the steps on the Adobe® Reader® website to download a copy of the Adobe® Reader®. If you require assistance, please contact your IT department.
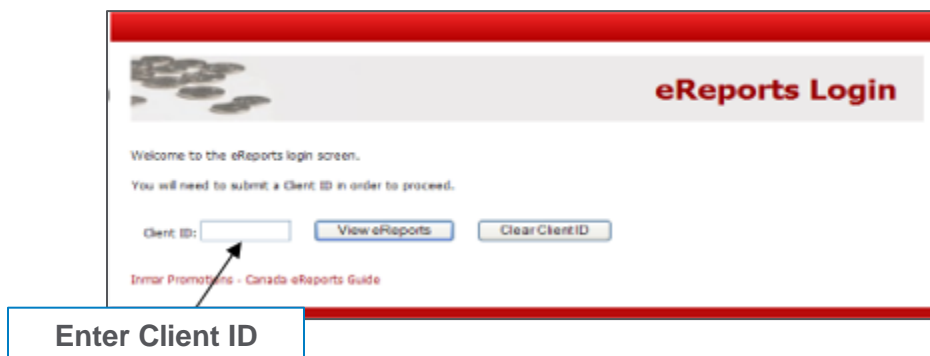
ACCESSING eREPORTS

Step 1

Go to the Inmar Promotions - Canada Main Menu of online services at b2b.inmar.ca. Then click on eReports from the list available.
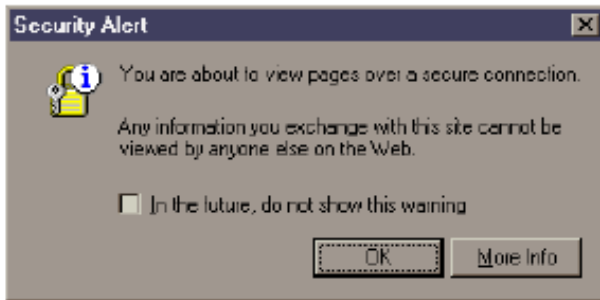

Step 2

The next screen will start the eReport Login sequence. Enter your Client ID (3-digit client number) and then click on View eReports

Step 3

You will then be requested to accept our security feature (128 bit encryption). Click "OK

Step 4

You will then be required to provide the Username and Password that has been assigned to you by Inmar Promotions - Canada. The Username and Password are case sensitive and will always be in lowercase. Please ensure you use the login information exactly as it is assigned.
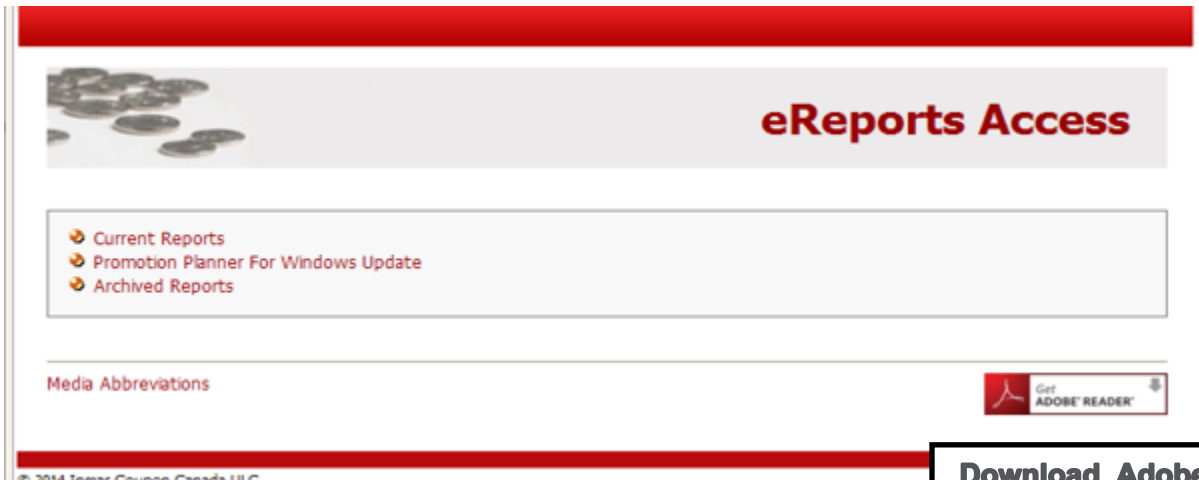
If you don't have a Username and Password or have forgotten or lost your existing one, please go to page 4 and read Obtaining or Changing Your Password. Once you have entered the required information, click "OK".

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Step 5

You will now see a report menu which you may choose from to access and view your Coupon Reports. In order to view these reports, you must have Adobe® Reader®. If you need to download Adobe® Reader®, click on the icon at the bottom of the screen.
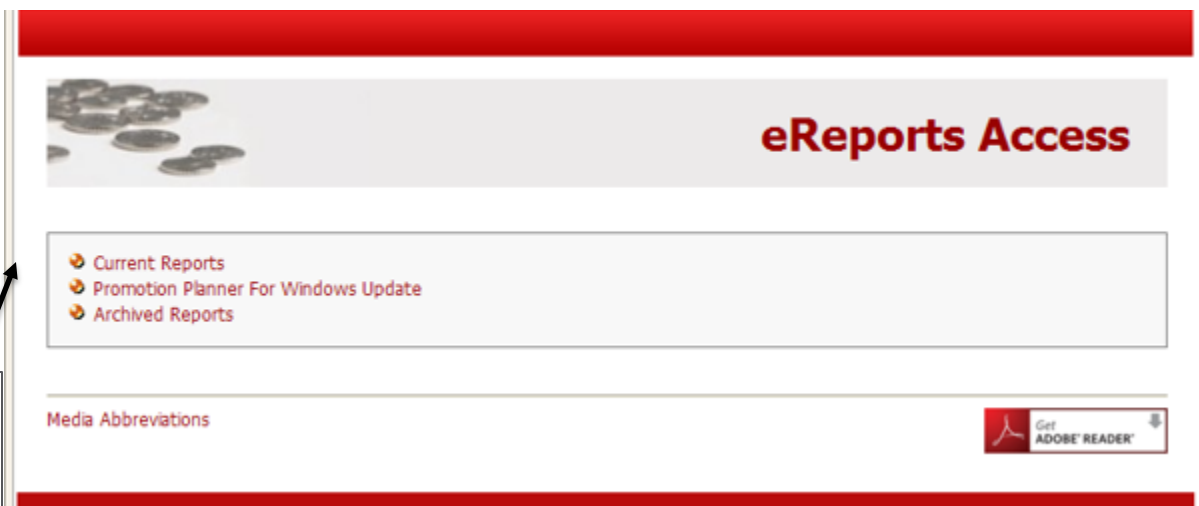
This will take you to the Adobe® Reader® website where you can download the most recent version of" Adobe® Reader®.

eReports Access

- Current Reports
- Promotion Planner For Windows Update
- Archived Reports

Media Abbreviations

Get ADOBE® READER®

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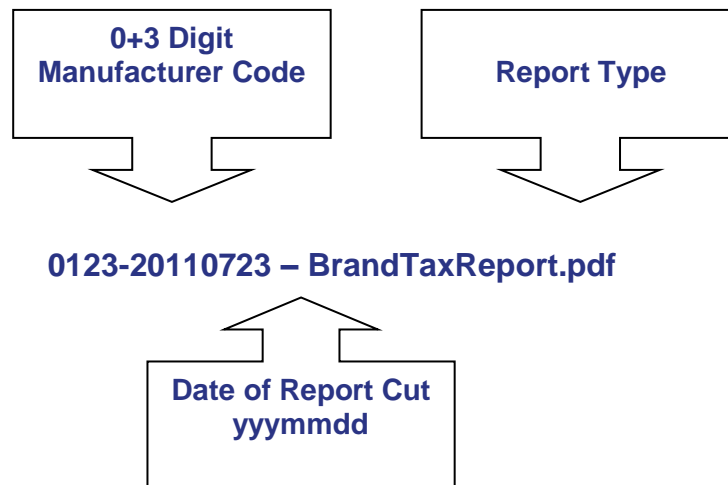
Download Adobe® Reader®

Step 6

Make your choice from our report menu. For your most current eReports click on "Current Report". If you would like to view previous reports, just click on "Archived Reports" (Note: Reports will be archived online for 12 months.)

eReports Access

- Current Reports
- Promotion Planner For Windows Update
- Archived Reports

Media Abbreviations

Get ADOBE® READER®

This month's report

REPORT NAMING CONVENTION

Looking for a report you may find the names very cryptic. This section is intended to help you understand the logic that has been used for naming these files.

0+3 Digit Manufacturer Code	Report Type

0123-20110723 – BrandTaxReport.pdf

| Date of Report Cut yyymmdd |
|---|

REPORT TYPES

There are currently 5 standard reports available on the Inmar Promotions - Canada website:

1. **Brand Tax Report** - breaks out the taxes from your redemption dollars
2. **Coupon Liability Report by Province** - the standard monthly detailed redemption report which breaks out redemption by offer and region
3. **Exception Report** - this report flags offers that are:
   - forecast to redeem 20% higher/lower than budget
   - offers with no profile
   - offers without budget dollars
   - offers where forecasted redemption exceeds the distribution
   - offers that have started redeeming before the given launch date
   - offers that are going to be expiring next month
4. **Non-Standard Report -** this report shows the Hard-to-Handle offers that will be billed to your invoice. These include any coupons issues that require additional unplanned handling, e.g. sticky coupons, too small, duplicate code, etc.
5. **Summary Coupon Liability Report -** is a condensed version of the monthly coupon activity report.

NAVIGATING THROUGH THE REPORT

There are many options on the Adobe® Reader® toolbar that help you to navigate through your report. Here are some of the most popular tools.

Viewing the Page

Actual size
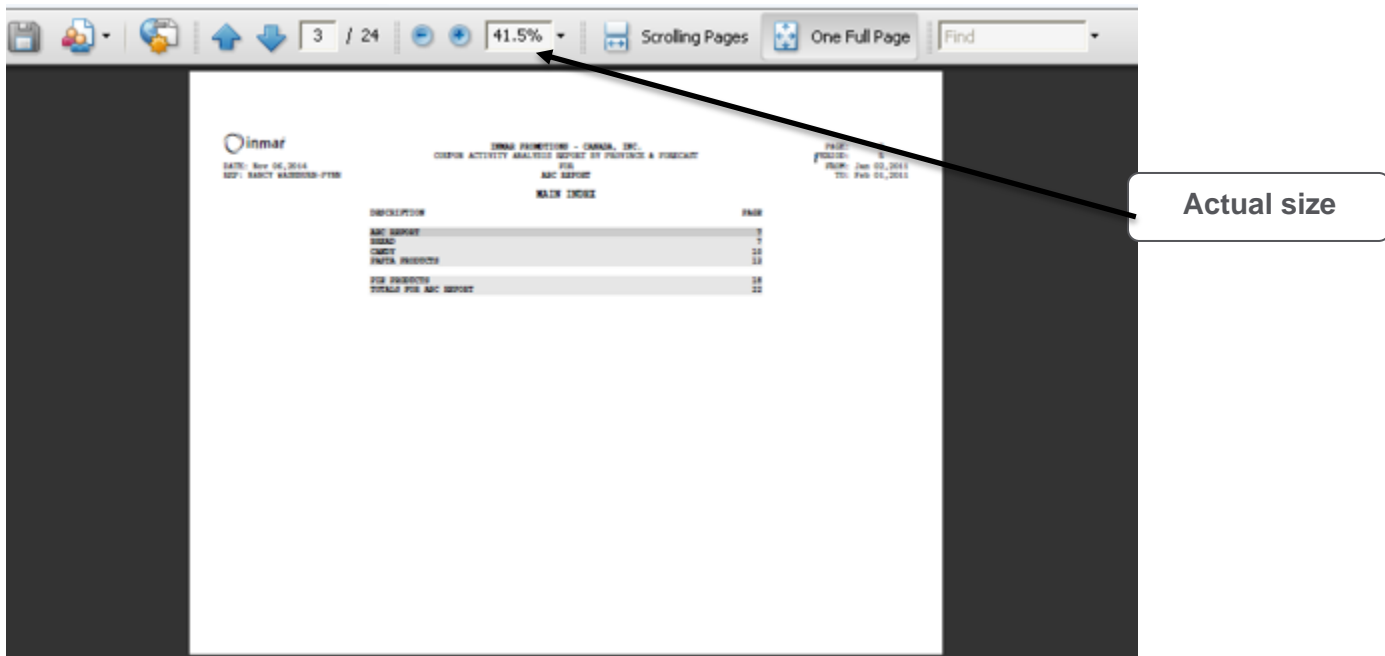
Zoom

Some of the reports contain a great deal of information and depending on the size of your monitor and the resolution that you are using it may be difficult to read the reports, the way that they are presented. You can "get closer" to the page by zooming in on a selected area on the page. To do this click on the magnifying glass icon, move your cursor over the area that you want to look at and left click over that area. You will see that area of the report in larger print on your screen. To return to the original view you can left click on the "Go to Previous View" arrow that is located on the menu at the top of the page.

Zoom
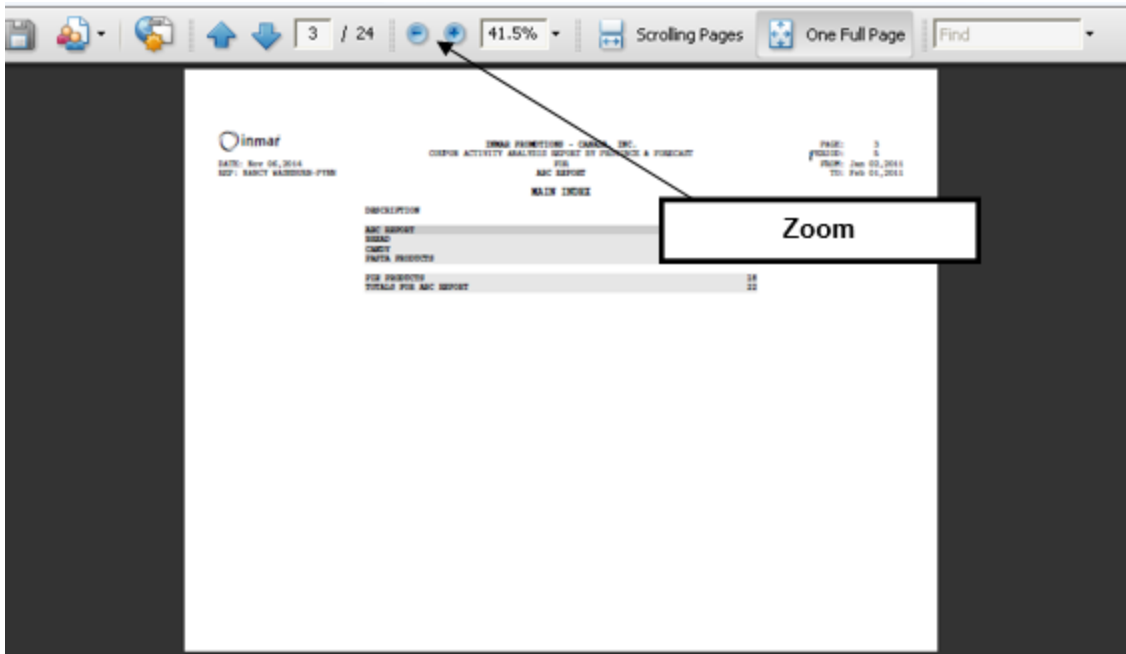
Searching

All the information within the report can be searched to find specific words or numbers. Be careful to ensure that you enter exactly the information that you need to find. It is worth noting that you are also able to search on partial strings, but you may also get "hits" on other information that includes the same partial string. (e.g. If you do a find on "123" and you have numerous offers that include these three digits you will find each of them, as well as the page number 123.)
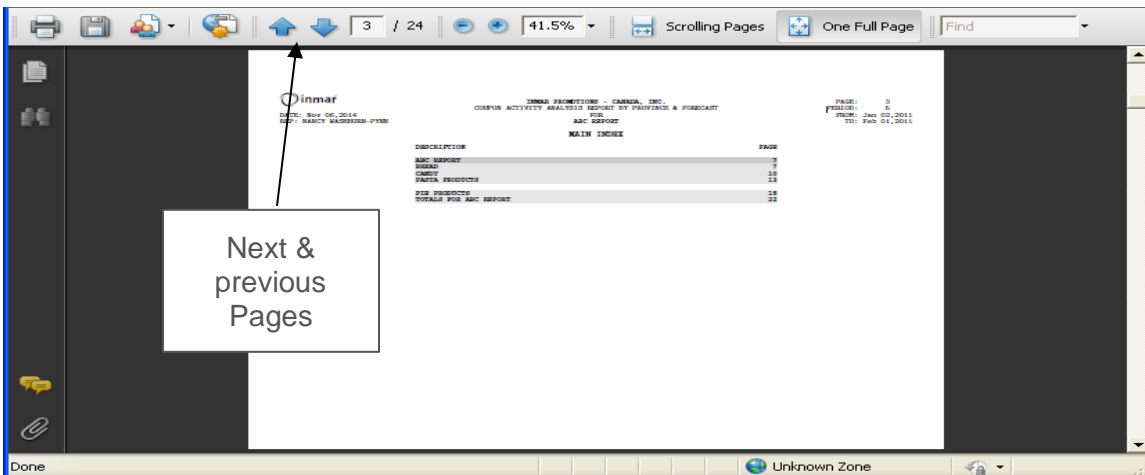

Find
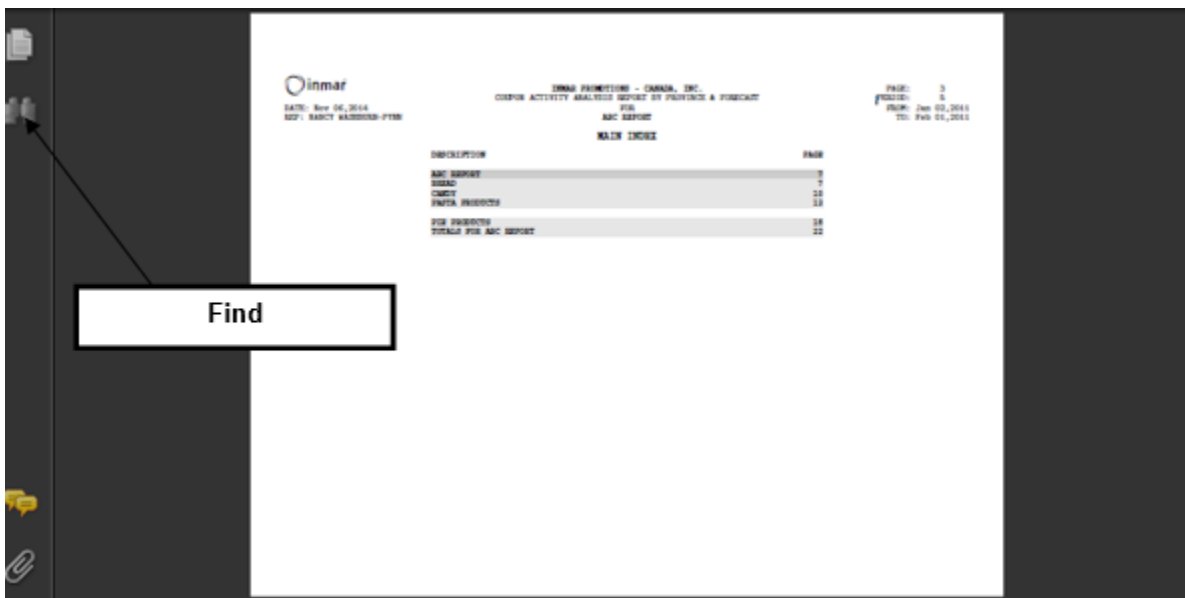
Printing

Click on the printer icon and choose the number of copies or pages.

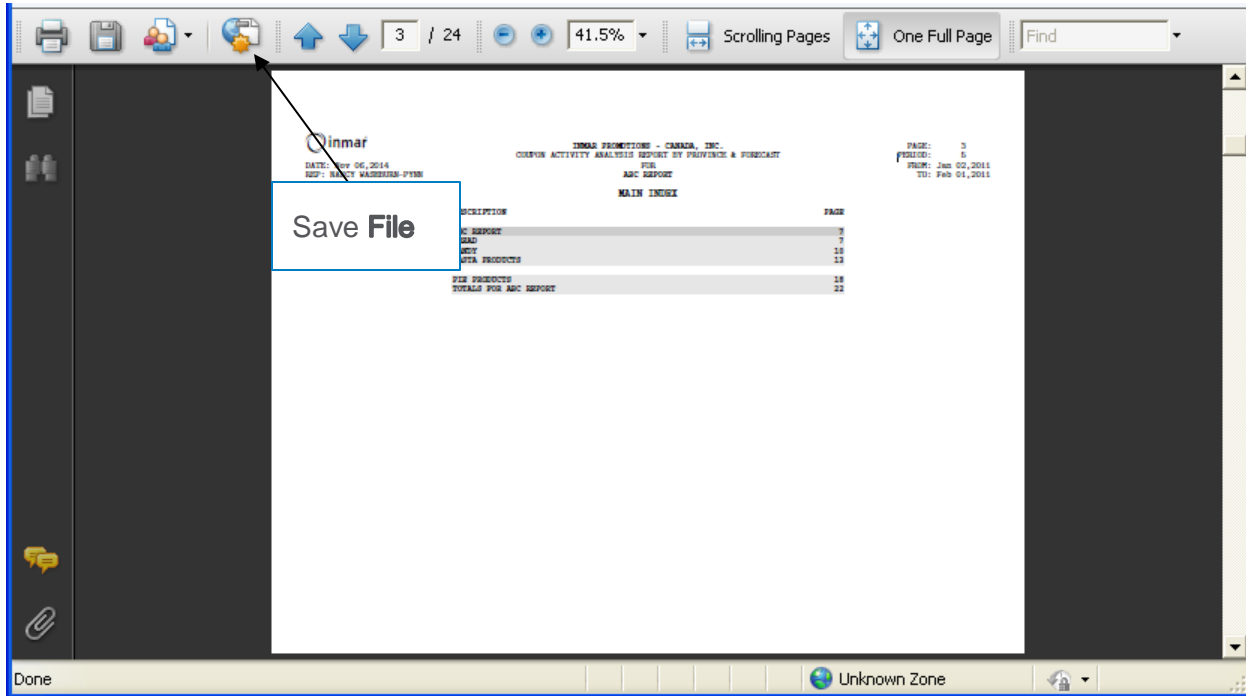
Type in Page #

Scrolling

Next & previous Pages
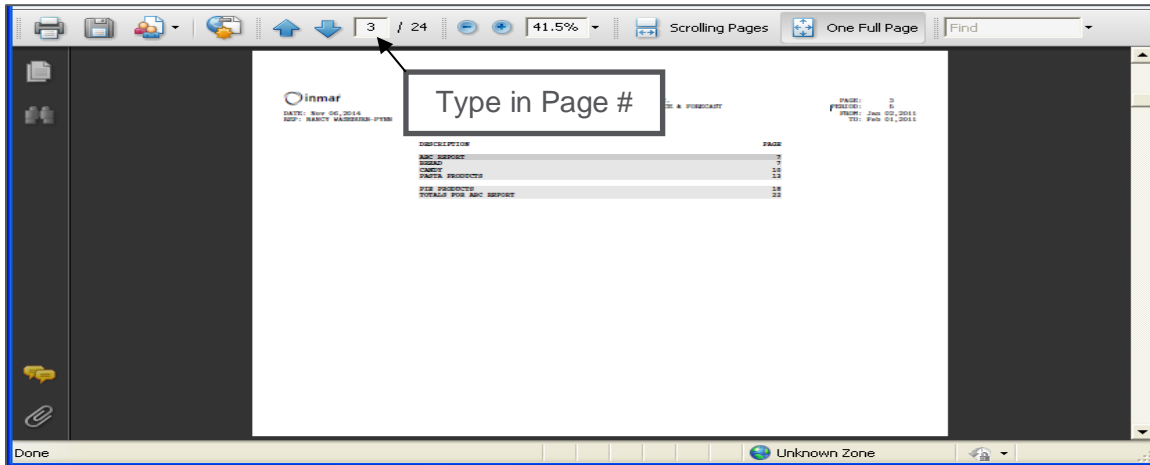
Saving the Report

Click the Save icon and save the file to a drive available to you.

TROUBLESHOOTING

I can't get to the web site. The Internet, by design, is very good at dealing with problems that arise as a result of things failing. However, there are times when servers fail, or they are taken down to perform routine maintenance, that will prevent access to eReports. We will make every effort to minimize these kinds of interruptions. If you should encounter problems accessing your data, try waiting and then try again later in the day. If you still cannot access your data, or if you require your information immediately contact us at (506) 799-7336 to determine if there are any major network problems, or to see if we can provide alternate solutions.

Text is missing from the report when I view it on the screen. All reports are vigorously tested before they are transmitted. If you are unable to see information on the screen check to ensure that the version of Adobe® Reader® that you are using is 4.0, or higher.

Text is missing from the report when I print it. Although we check the reports online, we are unable to re-create every possible printer setup. As a result, there may be anomalies that occur in printing. If this is the case, please check to ensure that the version of Adobe® Reader® that you are using is 4.0, or higher. Print a test page from another document that is not from the web site to ensure that your printer is working properly

Note: In order to check which version of Adobe® Reader ® you have installed on your computer, open the Reader and while it is loading, the version number can be noted on the opening screen. Otherwise, when you are in Adobe® Reader ® go to help on the main menu and choose About Adobe® Reader®. This will display the version number of the Reader you have on your computer.

PROBLEMS? CONTACT INFORMATION

While everything should work as described in this manual, we recognize that problems may still occur. If you need assistance you can contact us in one of three ways:

- Telephone: Call us at (506) 799-7336 Monday through Friday, 8:00 AM to 4:00 PM ATL.
- E-mail: send your request to ereports@promo-trak.com. An Inmar Promotions - Canada representative will contact you within 24 hours.
- Inmar Promotions Account Rep: If you do not have the contact information for your rep, call (844) 587-2865 and select from the directory.