

# NSA Connect Frequently Asked Questions

I have a Placement related issue; how do I reach out to NSA Media?

Submit a Vendor Request Form at <https://apps.nsamedia.com/nsaconnect/incidentform?id=1>

Can I continue to email the Placement email address I previously used when I had inquiries?

No. As of 5/13, the client specific placement mailboxes are no longer active and are not being monitored. If you send an inquiry to an old inbox, it will not be reviewed. All inquiries must be submitted via the easy to use Vendor Request Form found at <https://apps.nsamedia.com/nsaconnect/incidentform?id=1>

I submitted multiple requests; how do I know which request NSA Media is replying to?

You can see the form details and attachments in the body of the email. In addition, the email subject will list the Client & Issue Type.

What do I do if a client is not listed in the client dropdown selection?

Please select Other as your client and enter the name of the client in the client name box that appears.

My request is for multiple clients, do I need to submit multiple forms?

No, you can select multiple clients when submitting a form. A separate form is required for each issue type.

What info do I need to populate the Vendor Request Form?

The more information you can populate, the less back and forth we will have regarding the inquiry, allowing NSA to quickly resolve the issue

Required fields:

- Client
- Issue
- Contact Info (name, email and phone number)
- NSA ID
- Details
  - List a brief description regarding your inquiry

The remainder of the information is not required to submit a form but will be needed to resolve many issues. Providing as much information as possible on the front end will reduce the back and forth communication and allow for quicker resolution.

# NSA Connect Frequently Asked Questions

Where can I find the information to populate the request form?

The NSA ID can be found on all Insertion Order Reminder Emails. Please see below for details.

**From:** NoReply@nsamedia.com  
**Date:** Thursday, May 9, 2019 7:48 AM  
**To:** Doe, Mike  
**Subject:** IT Test - Attn: Mike Doe - Please review your April Insertion Order

You have an Insertion Order for IT Test.

Please log into IO Direct and view the following order(s).

NEW Preprint Order #711420 - NSA ID: 000018 - Decatur Daily → **NSA ID**

Thank you.

All requested information can be found on any Insertion Order. Please see below for details.

**nsa**

Order #: 711420 - 1 → Insertion Order #  
 Order Date: 5/9/2019 7:48:45 AM  
 Client: IT Test

**Preprint**

NSA ID: 000018 Phone: (630)729-7500 0 Fax: For Prompt Payment Send Invoices to: → **NSA ID**  
Decatur Daily → **Vendor Name**  
 Attn: Mike Doe  
 3025 Highland Parkway  
 Downers Grove, IL 60515-  
 mike.doe@nsamedia.com  
 NSA Media  
 3025 Highland Parkway  
 Downers Grove, IL 60515  
 nsa@nsamedia.com

NSA Media is an agent of IT Test for the purpose of issuing the insertion order. By accepting this order, you are extending credit only to IT Test and not to NSA Media. IT Test remains solely liable for payment of the media costs and Decatur Daily acknowledges and agrees that in no event shall NSA Media have any liability to Decatur Daily resulting from IT Test failure to pay.

It is the responsibility of Decatur Daily to confirm the shipping address for each event. By accepting this insertion order, Decatur Daily is confirming that the shipping address for IT Test is accurate for each event. If an incorrect shipping address is not modified, Decatur Daily is responsible for rerouting the inserts or for any charges incurred to reroute.

| Insertion Date  | Ad Number, Description, Comments, Other Charges  | Size/Billed Units | Rate    | Net Amount |
|---|--|-------------------|---------|------------|
| <span style="border: 1px solid red; padding: 2px;">4/14/2019 Sun</span> | <span style="border: 1px solid red; padding: 2px;">992673 - Decatur Daily (213) - Publication</span> |                   |         |            |
| PP  | 123456   |                   |         |            |
| BASE  | <span style="border: 1px solid red; padding: 2px;">April Spring Blowout Sale</span>                  |                   |         |            |
|   | 4 - Tab  | 5,000             | 70.0000 | 350.0000   |
|   | Shipping Address: NSA Media<br>3025 Highland Parkway<br>Downers Grove, IL 60515 United States        |                   |         |            |
|   | Delivery Deadline: 04/04/2019 04:00 PM   |                   |         |            |
|   | Test,Test  |                   |         |            |

→ Insertion Date  
 → Product Name & Product ID  
 → Event Name