

NSA Connect Frequently Asked Questions

How do I reach out to NSA Media regarding an order?

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

Can I continue to email the client specific NSA Media email address previously used when I had inquiries?

No. The client specific NSA mailboxes are no longer active and are not being monitored.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
- Last Date Published – only required for the No Longer Publishing issue type
- Details
 - List a brief description regarding your inquiry
 - For a Circulation Update issue type, a circulation file is required to be attached to the incident before submitting.

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.

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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 → NSA ID
 Decatur Daily → Vendor Name
 Attn: Mike Doe
 3025 Highland Parkway
 Downers Grove, IL 60515-
 mike.doe@nsamedia.com

Phone: (630)729-7500 0 Fax: For Prompt Payment Send Invoices to:
 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
4/14/2019 Sun	992673 - Decatur Daily (213) - Publication ---			
PP	123456			
BASE	April Spring Blowout Sale			
	4 - Tab	5,000	70.0000	350.0000

Shipping Address: NSA Media
 3025 Highland Parkway
 Downers Grove, IL 60515 United States

Delivery Deadline: 04/04/2019 04:00 PM
 Test,Test

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

NSA Connect Frequently Asked Questions

On the buysheet, you can find the NSA ID and Vendor name. Please see below for details.

Buy sheets
CURRENT Sunday

Placed By: IT Test
 Effective: 10/8/2023
 Vendor: 002505 - Traverse City Record-Eagle → NSA ID & VENDOR NAME
 Product: Traverse City Record-Eagle - AM
 Vendor City: Traverse City
 Vendor State: MI
 Drop Day: Sunday
 Spoilage: 1.00%
 Uses Single Zip: Yes

Distribution Pattern: NONPEAK
 Comments:

Store Number	Store Distance	ZIP	Translated ZIP	HD	HD Zone	HD Delivery Versi Code	SC	SC Zone	SC Version	SC Delivery Code	MX	MX Zone	MX Version	MX Delivery Code
171	2.17	49601									X	FULL	CAD	CAD
236	13.16	49612									X	FULL	TCY	TCY
279	13.38	49614									X	FULL	TCY	TCY

Within the IO Direct system, you can find the Buysheet Number. Please see below for details.

INSERTION ORDERS | **BUYSHEETS** | HELP

View Buysheets

Refresh (9/27/2023 10:05:06 AM)

Client	Job Number	Job Name	Vendor Name	Product Name	Distribution Pattern	File Version
Mejer	5449	Mejer NONPEAK Buysheet - Effective 10.08.23	Traverse City Record-Eagle	Traverse City Record-Eagle	NONPEAK	1

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Buysheet Number

NSA Connect Frequently Asked Questions

On the buysheet email, you can find the buysheet number and Product ID. Please see below for details.

From: buysheets@nsamedia.com <buysheets@nsamedia.com>

Sent: Tuesday, September 26, 2023 12:00 PM

To: Arroyo, Erin <Erin.Arroyo@nsamedia.com>

Subject: Buysheet (Job: 4955) Notification → **Buysheet Number**

You have a Buysheet for IT Test. Please log into IO Direct and view the following Buysheet(s) for Current Test.

Your Buysheet(s) identifies the exact ZIP Codes IT Test wishes to distribute to with your publication. Please do not deviate from the requested ZIP Codes listed on the Buysheet(s). If the quantity is incorrect (short or over) for the requested ZIP Codes, please modify your Insertion Order with the correct quantity, and then alert the IT Test Analysis team immediately at jennifer.johnson@nsamedia.com.

Please review the Buysheet(s), verify ZIP Code selection and accept.

If you have any questions or concerns with the Buysheet(s), please address them to jennifer.johnson@nsamedia.com.

Thank You

<https://test.nsamedia.com/applicationlogin/login.aspx?AppID=56>

It is your responsibility to accept or contact the IT Test Analysis team with modifications where necessary. If you do not accept or modify by the end of 3 business days from the time you log in and view the buysheet(s) you are accepting responsibility to run in the ZIP Codes listed.

Vendor: Adel Dallas County News Product ID: 97381 Product: Dallas County Today - AM DistPat:
BASE

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Product ID