

## Guide to using the professional website <a href="https://pro.uni-presse.fr/fr/">https://pro.uni-presse.fr/fr/</a>

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#### User guide for representatives

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#### I. Presentation of the professional website

#### 1. Objectives of the site

As part of our ongoing drive to improve the quality of our service, we have created a website dedicated exclusively to professionals.

#### The site enables:

- Easy exchange and sharing of information
- Fast processing of complaints
- Order tracking
- Price list consultation

#### In just a few clicks you can:

- Access to over 7000 French press titles
- Place new orders and/or renew subscriptions
- Consult your subscriber database
- View the status of your past and current orders
- Draw up quotes, print them out and send them by e-mail
- Send comments and complaints to customer service

#### We've added new features that allow you to:

- Download invoices in PDF format
- Place orders on the Chorus platform
- Market subscriptions in 100% digital format
- Send a contact form to subscribers
- Send guotes by email directly from the site
- Send reminder emails to re-subscribe your individual subscribers

#### 2. The users

This site has been designed to make it easier to manage the subscription portfolios of our representatives' customers, who are present in over forty countries around the world.

Subscribers who have taken out subscriptions in 100% digital format can also log on to the site to read and consult their magazines via the UNI-Presse digital library. An English version of the site is available for non-French-speaking customers.

#### 3. Presentation of the public interface

You can access different pages of the site without logging in with your login details.

These pages allow you to

- See the key figures for the association
- Find out more about our missions and services
- See the map of our representatives around the world
- Download our catalogues in PDF format
- Access the digital library for subscribers who have taken out a 100% digital subscription

#### UNI-Presse, a subscription agency at your service throughout the entire world.

UNI-Presse offers a service that simplifies subscription and subscription management by centralising the process: 1 contact person, 1 invoice. UNI-Presse has two main activities:



#### Managing subscription portfolios:

In order to facilitate the management of public authorities and large administrations, UNI-Presse centralises the subscriptions taken out by institutions in France and abroad.

UNI-Presse manages periodical subscriptions (French and foreign press) on various media (print, digital, and print + digital) and of all types: dailies, magazines, specialised press, directories, collections, databases, and memberships to scholarly societies.

### UNI-Presse subscriptions agency, can help you optimise the management of your magazines subscriptions

Thanks to our subscription management services and solutions, our institutional customers benefit from :

- Simplified management of their subscription portfolio: one invoice, one contact.
- A team on hand to guide them and respond quickly. The analysis and search for a solution is systematically carried out by a team of professionals who liaise and follow up directly with the publishers. They then respond quickly and provide personalised technical assistance. Our teams are available and ready to help you from Monday to Friday, 10am to 12am and 2.30pm to 5pm.
- Access to our catalogue of over 7,000 subscriptions to newspapers and magazines, in France and the
  rest of the world.







#### A large selection of newspapers, magazines and journals

Youth: Pomme d'Api, Disney Girl, Le Journal de Spirou, Le Monde des ados...

News: Le Canard enchaîné, Le Monde, Le Journal du dimanche, L'Express...

Lifestyle: Elle, Cuisine et vins de France, Architectural Digest, L'Officiel

Culture and leisure: Beaux arts magazine, Géo, Première, Sport auto. Photo...

Specialised press: Économie & politique, Le Moniteur des travaux publics, Droit et société, Vie et Milieu...

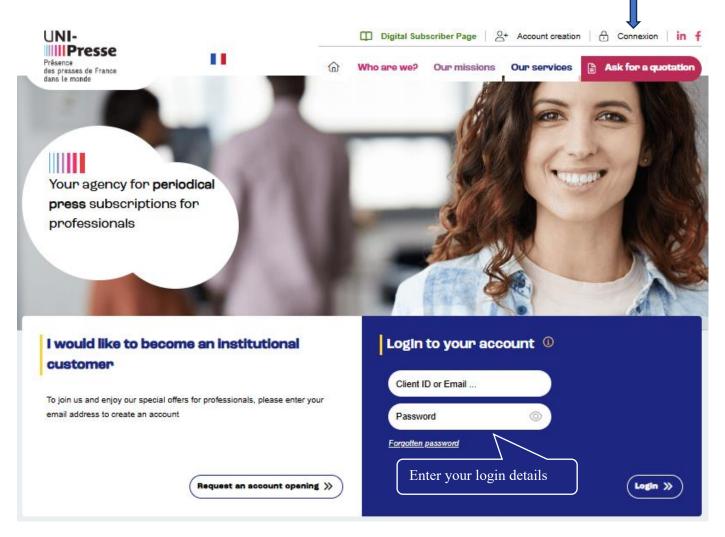
Medical press: Infirmière magazine, Le moniteur des pharmacies, Soins cadres, Le Point vétérinaire...

#### II. Detailed description of functions

#### 1. The connection stage

You can log in using your login details:

- By clicking on the login tab on the home page (top right),
- Or directly from the blue block on the home page:

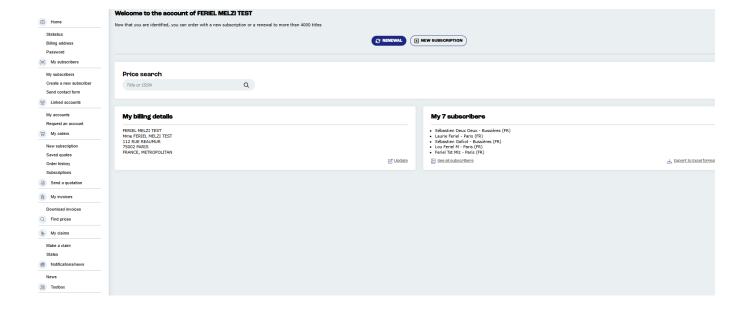


Once you have logged in, the dashboard is displayed, allowing you to:

- Select a related account
- Search for rates
- View the number of subscribers and export them in PDF format
- View billing details
- Create a new subscription or re-subscribe

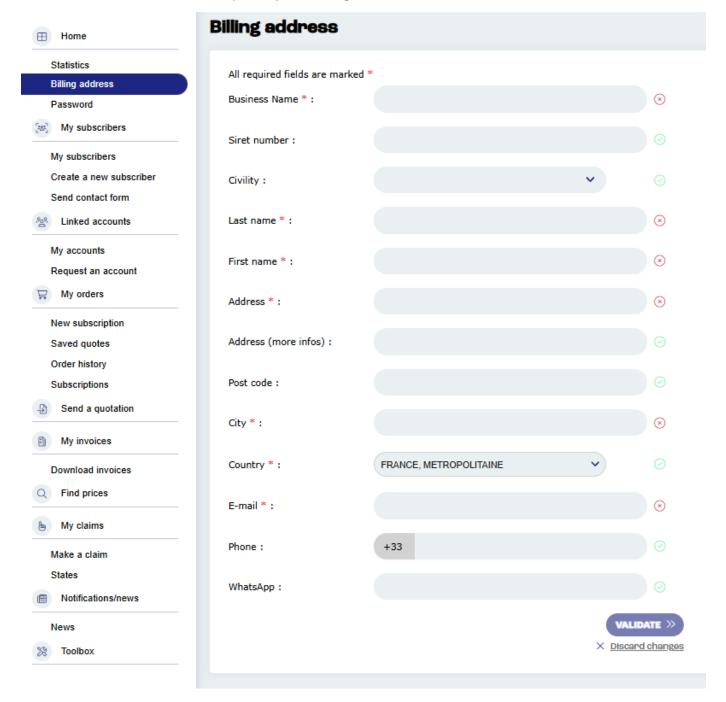
You'll also find a side menu on the left, listing all the categories on the site:

In the following pages, we will explain the details of each section and the different functions.



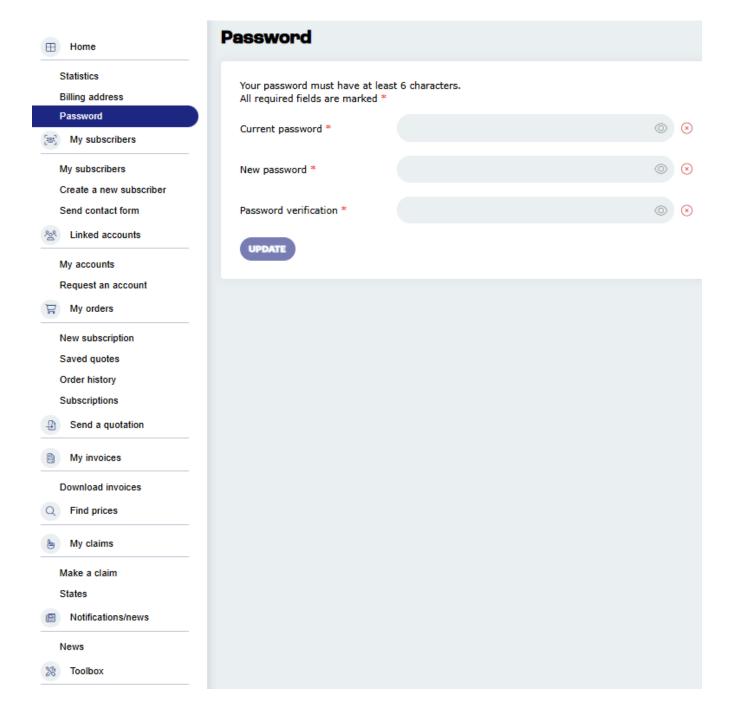
#### 2. Invoice address

You can use the form to update your billing address details



#### 3. Password

You can change your password in the password section.



#### 4. My subscribers

#### 4.1. My subscribers

In this sub-category you will find all your subscribers. From this page you can:

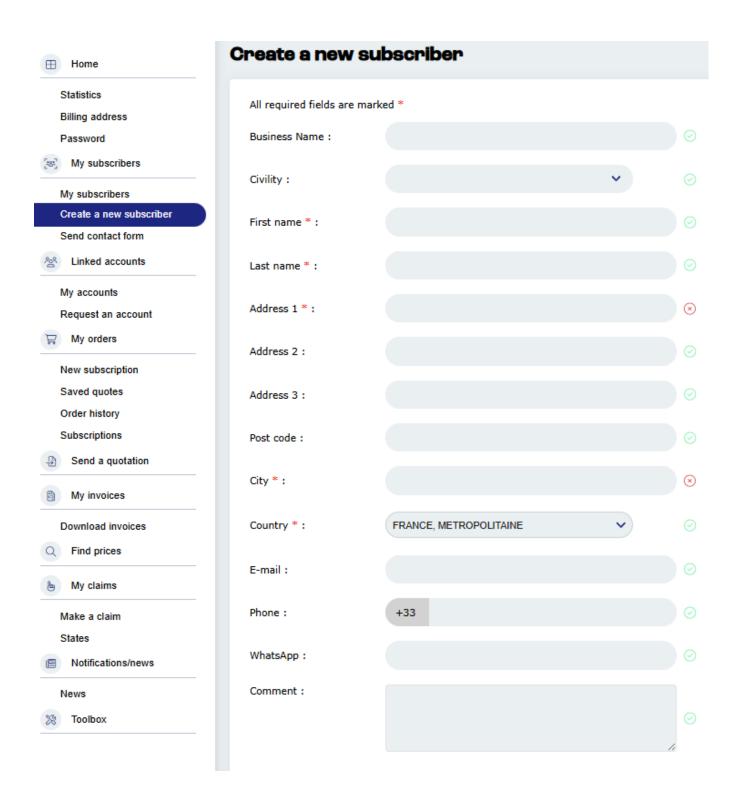
- Export the list of your subscribers
- Modify or archive a subscriber
- View the subscriber's subscriptions
- View complaints concerning the subscriber's subscriptions

Any change to any of this information will be automatically transferred to and taken into account by Customer Services.



#### 4.2. To create a new subscriber

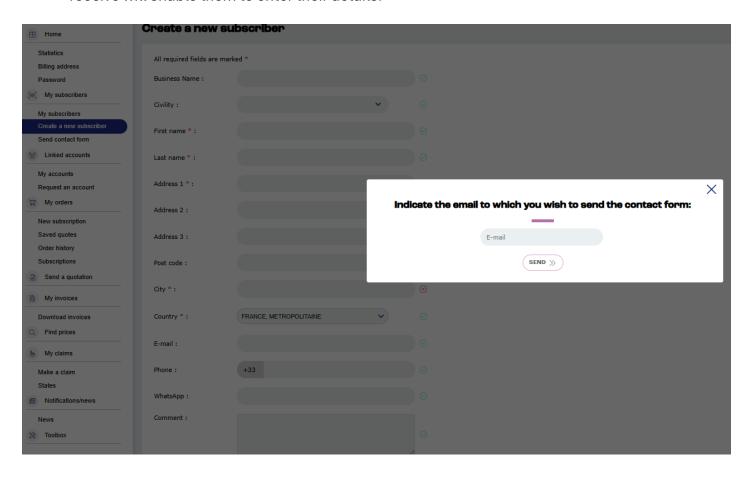
To create a new subscriber, simply fill in their details in the "Create a new subscriber" form.



#### 4.3. Send the contact form

Another option for creating a subscriber is to send a form to your future subscriber so that they can enter their details themselves.

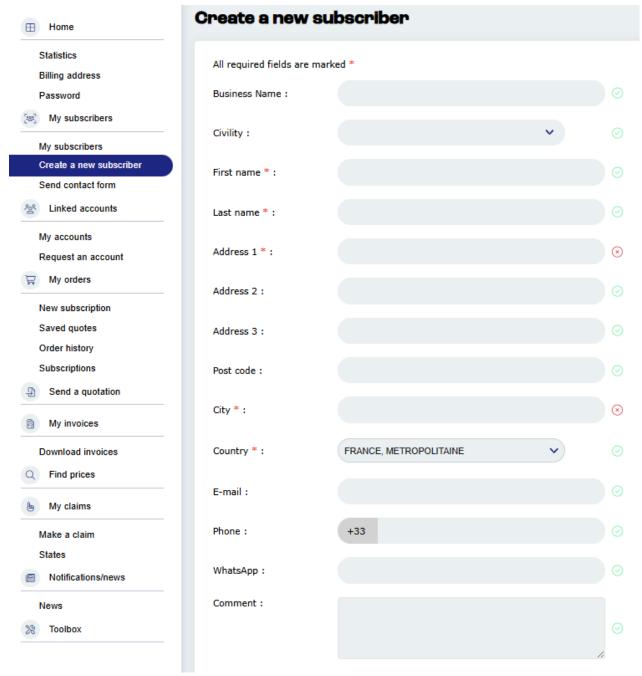
All you need to do is enter the email address of your future subscriber. The email they receive will enable them to enter their details.



#### The e-mail received by the subscriber:



The form that subscribers receive and must complete.

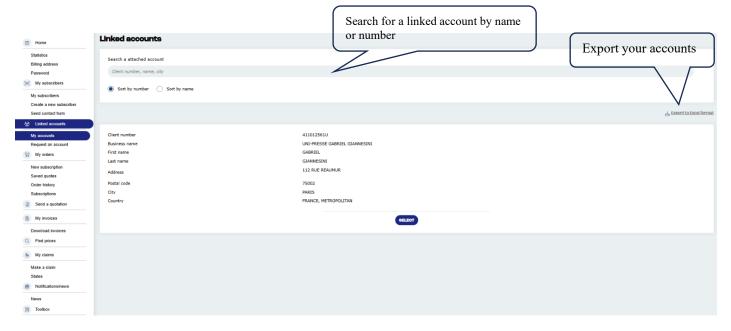


Once the form has been validated, the subscriber is created. You can find it in the "My subscribers" category.

#### 5. Related accounts

#### 5.1. My accounts

This category contains all your related accounts.



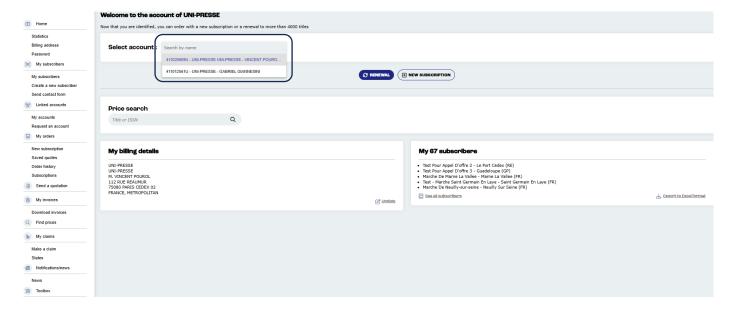
To select an attached account, simply enter the following in the search bar:

Name or customer number

Or

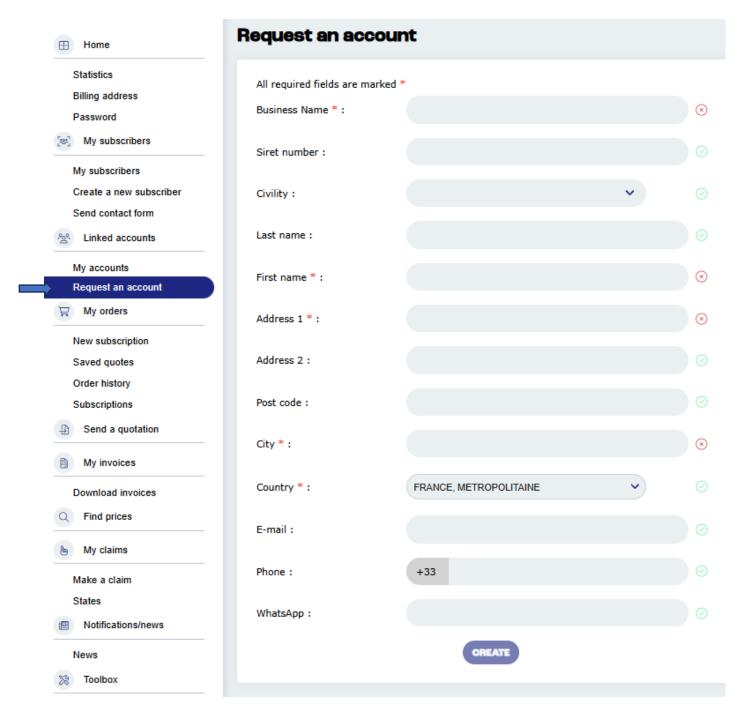
■ The name of the institution

You can also select a linked account from your dashboard. This allows you to change accounts easily, thanks to the search bar that appears in the drop-down menu.



#### 5.2. Apply to open an account

To apply to open an attached account, click on the 'Apply to open an account' category and fill in the application form.



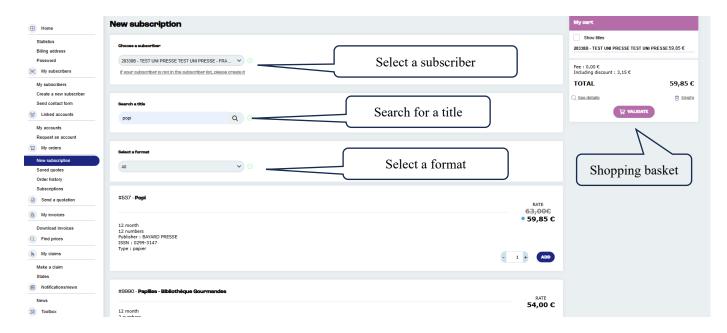
#### 6. Order management

#### 6.1. New subscription

To create an order:

- Select a subscriber
- Search for a title
- Select a format (optional)
- Add the title to the basket
- Confirm the basket

NB: It is necessary to *validate* a step before moving on to the next one.



As soon as you add a new title to the basket, a pop-up window appears:

## #537 - **Popi**RATE 63,00€ • 59,85 € ( CONTINUE SHOPPING VALIDATE MY CART >>

Your product has been added to the cart

#### Once you have validated your basket, you can:

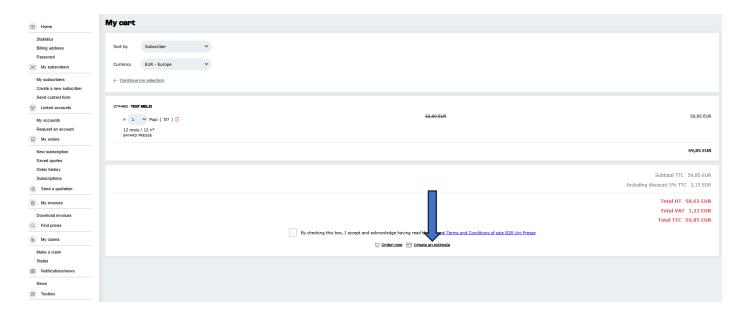
Create a quote

Or

Proceed to payment

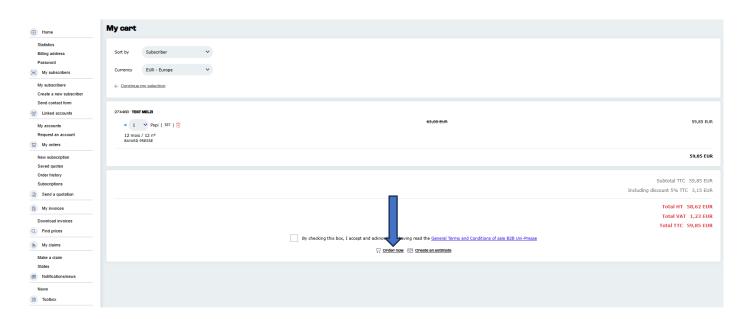
#### To create a quote:

Click on "Create a quote":



Once you have created an estimate, you can find it in the "My saved estimates" section.

#### To order directly:



Click on 'Order now' on the basket page, and select the payment method that suits you best

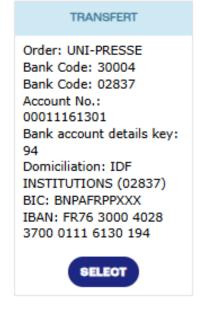
#### Choose your payment method

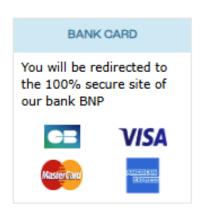
Thank you for your trust.

We now invite you to choose your payment method.

When sending payment by check or transfer, please indicate your order number.

# Order: UNI-PRESSE Mail address: UNI-Presse, Service abonnements, 112 rue Réaumur 75080 Paris Cedex 02 FRANCE





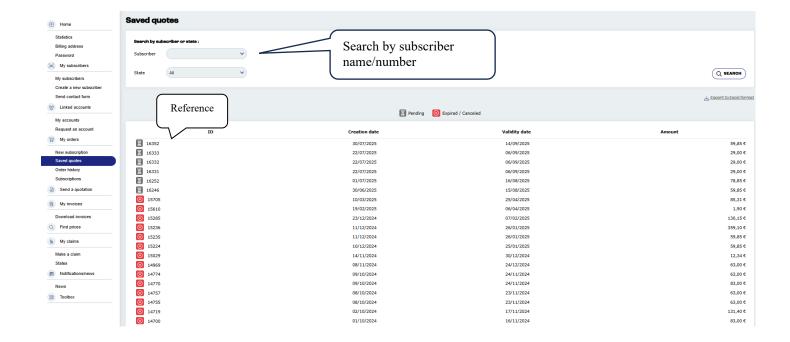


#### 6.2. My saved quotes

This category contains all the quotes you have created.

You can search for the quote by:

- Number, name of subscriber
- Status of the quote (pending, expired)



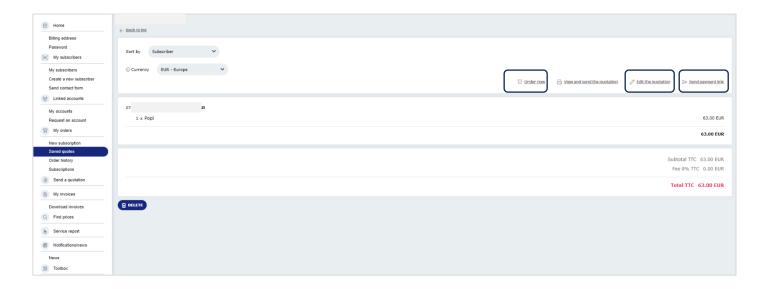
This page allows you to

- View a saved quote
- Resume the quotation to validate or modify it

#### • Preview of the details of a saved quote:

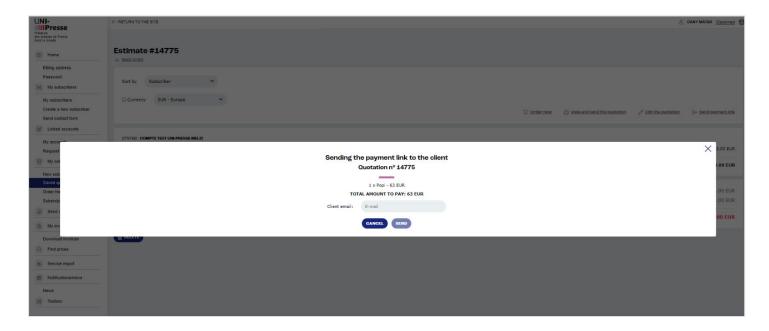
When you click on a saved estimate, you can:

- Send it by email
- Pay for the quote
- Send a payment link
- Modify it
- Delete it



#### Send payment link

You can send a payment link to your subscriber so that they can pay by credit card. Click on 'Send a payment link' and enter the subscriber's email address.



Subscribers will receive an e-mail containing a link to pay for their order by credit card.

• View and send quote function

This function allows you to:

- Preview and print the quote
- Send quote by email

#### **ESTIMATE** N°14719

Customer ID: 411020609U

Date of issue: 02/10/2024

Valid until: 17/11/2024

#### **UNI-PRESSE UNI-PRESSE**

112 RUE REAUMUR

75080 PARIS CEDEX 02 FRANCE, METROPOLITAN

Ref	Designation	Qty	Unit Price	Pre-Taxe Price	Price Inc VAT				
1740B - TEST POUR APPEL D'OFFRE 2 - REUNION - FRANCE									
4632	Paris Match 12 mois / 52 n° PARIS MATCH	1	130.03€	130.03€	131.40 €				
Management fee									
				TOTAL excl. VAT	130.03 €				
				VAT 1.05%	1.37 €				
				TOTAL incl.	131.40 €				

Téléphone : 01 42 78 37 72
Courriel : servicepro@uni-presse.fr
Site : www.uni-presse.fr/pro

Adresse : 112 rue de Réaumur 75080 Paris cedex 02

75080 Paris cedex 02 France N° Siret: 44879427100024 N.A.F: 911A N° intracommunautaire: FR30 448 794 271

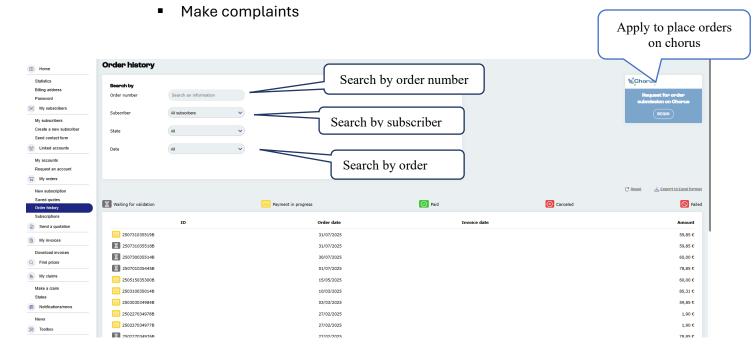




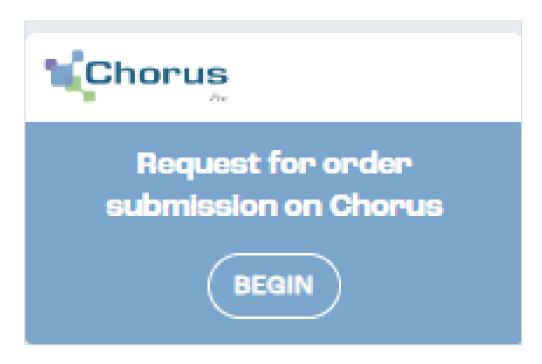
#### 6.3. Order history

This category allows you to:

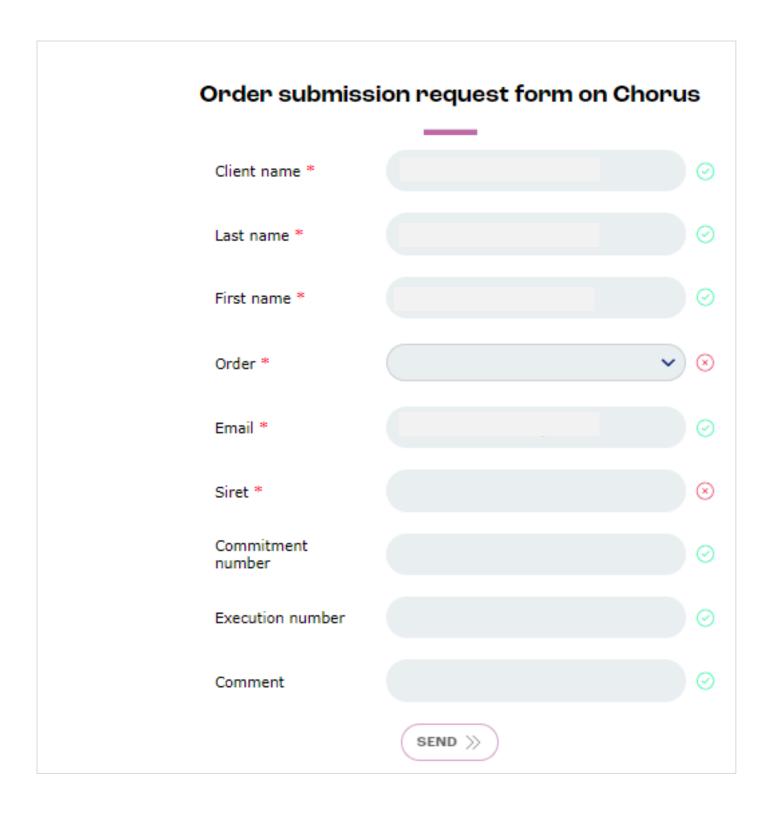
- Keep complete track of your orders
- Request the submission of orders on the Chorus platform
- Export all orders in Excel format



• To request a order submission on Chorus:



Click on "Start" in the blue "Chorus" block and fill in the application form.

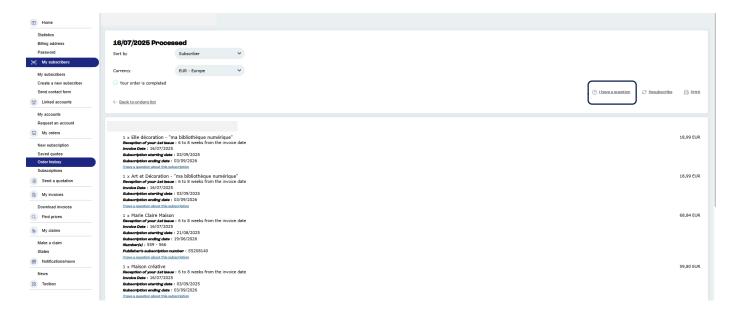


Nb: This is a request to place an order on the Chorus platform. Customer Services will then deposit the invoices on this platform.

#### Making a claim

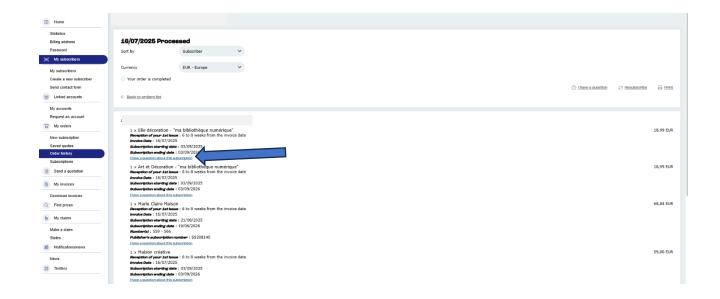
#### To make a complaint about an order:

- Click on the order you wish to complain about
- Click on "I have a question"
- Select the subject of your complaint
- Enter your message/complaint and click on send



#### ⇒ If your claim concerns a security belonging to the order

- Click on the order you wish to complain about
- Click on "I have a question about this subscription"
- Type your message/complaint and click on send



#### 6.4. Tracking renewals

This category allows you to:

- Detailed monitoring of renewals
- Produce an Excel export showing the start and end dates of subscriptions
- Send a re-subscription reminder email to individual subscribers whose email address is entered in their subscriber record



The colour code on the left means:

- Green: the subscription has not yet expired
- Orange: the expiry date is approaching
- Red: the subscription has expired

You can send a reminder email to your individual subscriber by clicking on the send reminder email button.

The subscriber will receive an email and will contact you to re-subscribe.



Once the subscriber has been reactivated, the words reactivated on \*\*/\*\*/\*\*\* will be displayed on this page.

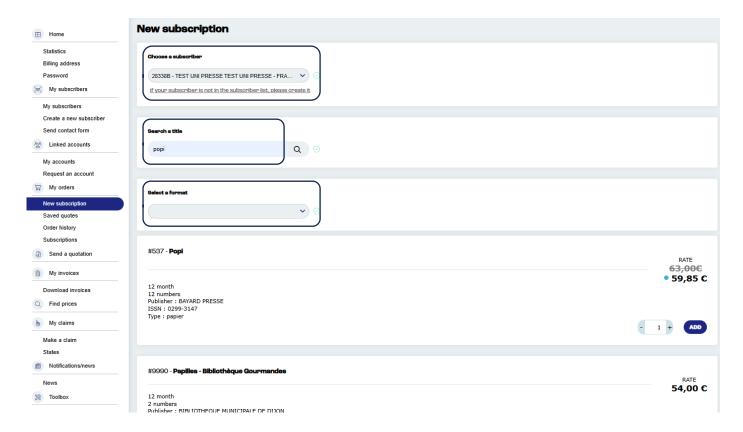
#### 7. Send a quote

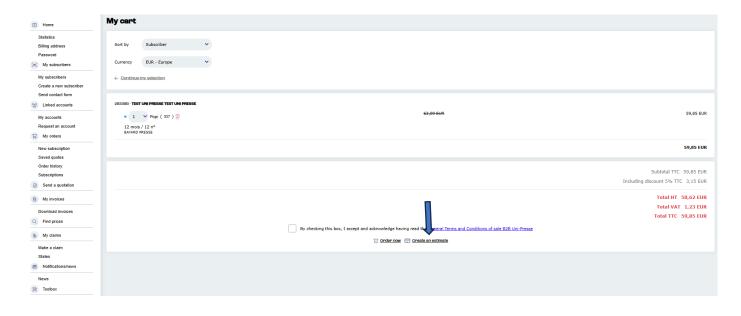
You can send your quote from the "New subscription" page, or from the 'Send a quote' page.

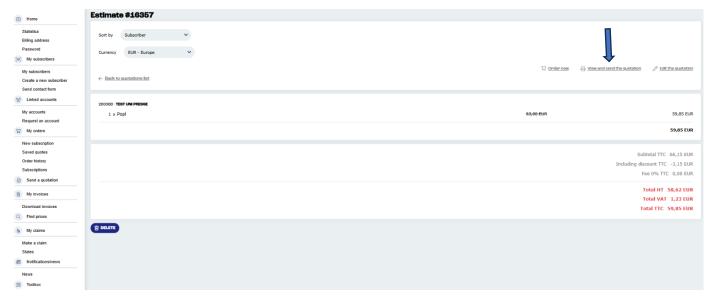
All you have to do is:

- Select a subscriber
- Search for a title and select the format (optional)
- Add it to the basket
- Click on create a quote

NB: These are the same steps as for creating a new subscription







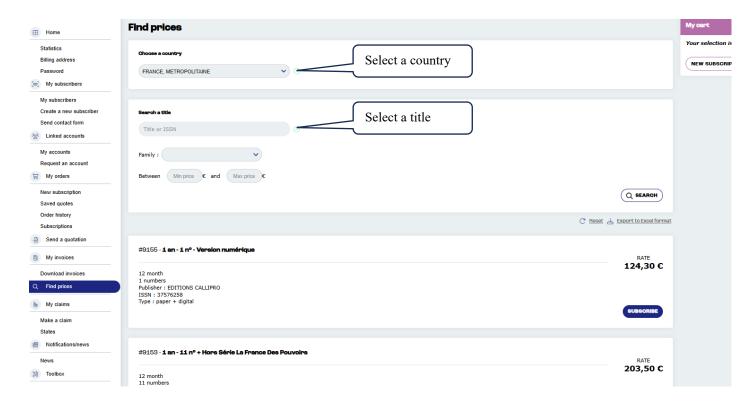
#### 8. My invoices

From this category you can download invoices in PDF format.



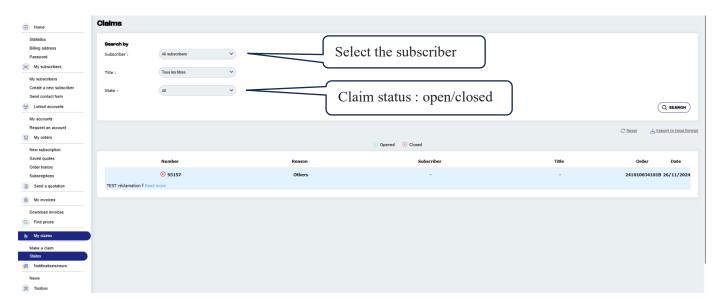
#### 9. Rate search

If you wish to consult our tariffs, click on the "Search for tariffs" category.



#### 10. Service status

This category allows you to keep track of your complaints and other messages.

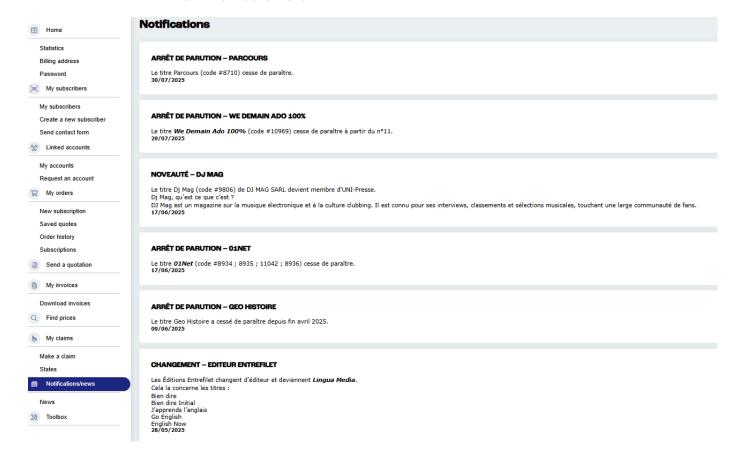


Click on "Read more" to access the exchanges with Customer Services.

#### 11. Notifications/news

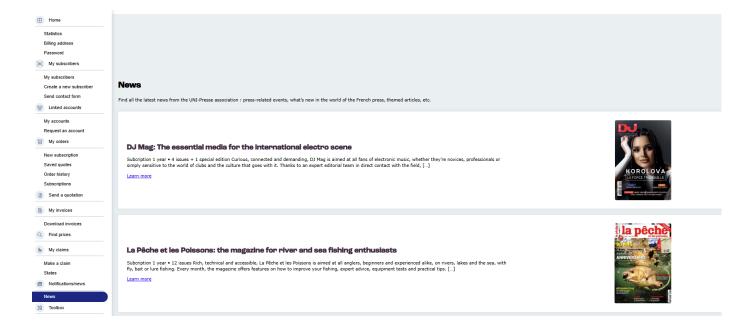
This page contains all the information you need, such as:

- What's new in the catalogue
- Discontinued publications
- New members...etc



#### 11.1. News

This page shows all the latest news from the association.



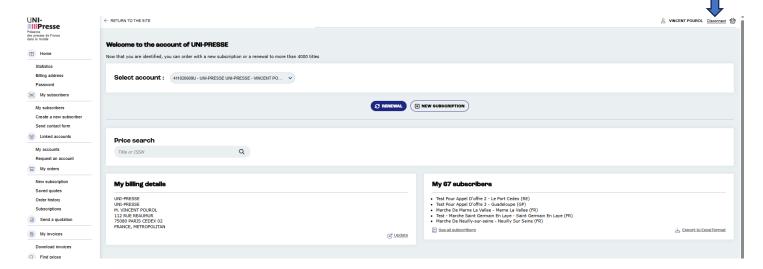
#### 12. Toolbox

You'll find all sorts of useful documents in the toolbox:

- Download catalogues e PDF
- Invoice template
- Sample letter for prospecting

#### 13. Log out

To log off the site, click on the "Log off" tab in the top right-hand corner.



#### **Customer service contact details:**

Email: <a href="mailto:servicepro@uni-presse.fr">servicepro@uni-presse.fr</a>

Phone: +33 (0)1 42 78 37 72 Monday to Friday, 10:00 a.m. to 12:00 p.m. and 2:30 p.m. to

5:00 p.m. (UTC/GMT +2 hours)