Royalty Solutions for a Digital World

RoyaltyShare User Guide

Sales File Management Process for eBooks

A step-by-step guide to uploading and processing sales files for digital aggregated output files.

Last Updated: July 22nd, 2010

Contents

Introduction to the Sales File Management Process

Sales data in the digital age can be overwhelming. Online services selling your content provide their own specialized sales files, all in different formats, all on different schedules. You need your sales data consolidated for royalty processing, and you need to report sales on your own schedule.

RoyaltyShare's Digital Advantage platform makes processing digital sales easy. In a few simple steps, you can create a sales period with all the files you need to process – for the month, for the quarter, for the year – and close the sales to create versatile reports for your royalty purposes.

Included in this update are some simple step-by-step instructions you can follow to create and close a sales period. We've included some helpful tips along the way, as well as our best suggested practices for a final review before you close your sales period.

If you have any additional questions, please feel free to contact us by emailing support@royaltyshare.com. We look forward to hearing from you!

~ The RoyaltyShare Support Team

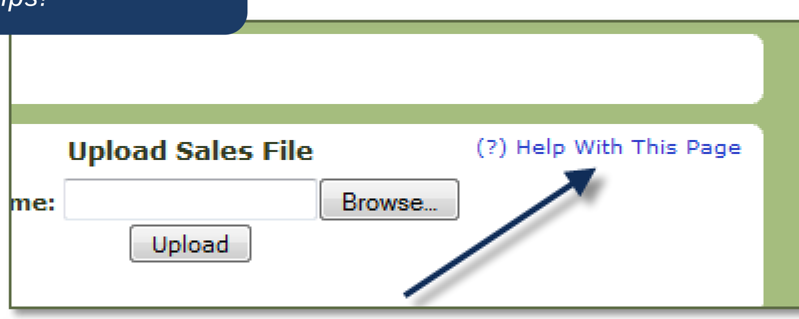
Help Pages on your RoyaltyShare Website

Additional information about the Revenue tab and other areas related to sales file management can be found in your RoyaltyShare site in our help pages.

You can access help for any page by clicking on the "(?) Help With This Page" link located at top right of the page you are viewing.

In our help pages, you'll find detailed definitions and descriptions of page elements, along with more in depth descriptions of system functionality.

Help pages are updated as new features are added to our system, so you'll always have the latest information at your fingertips!

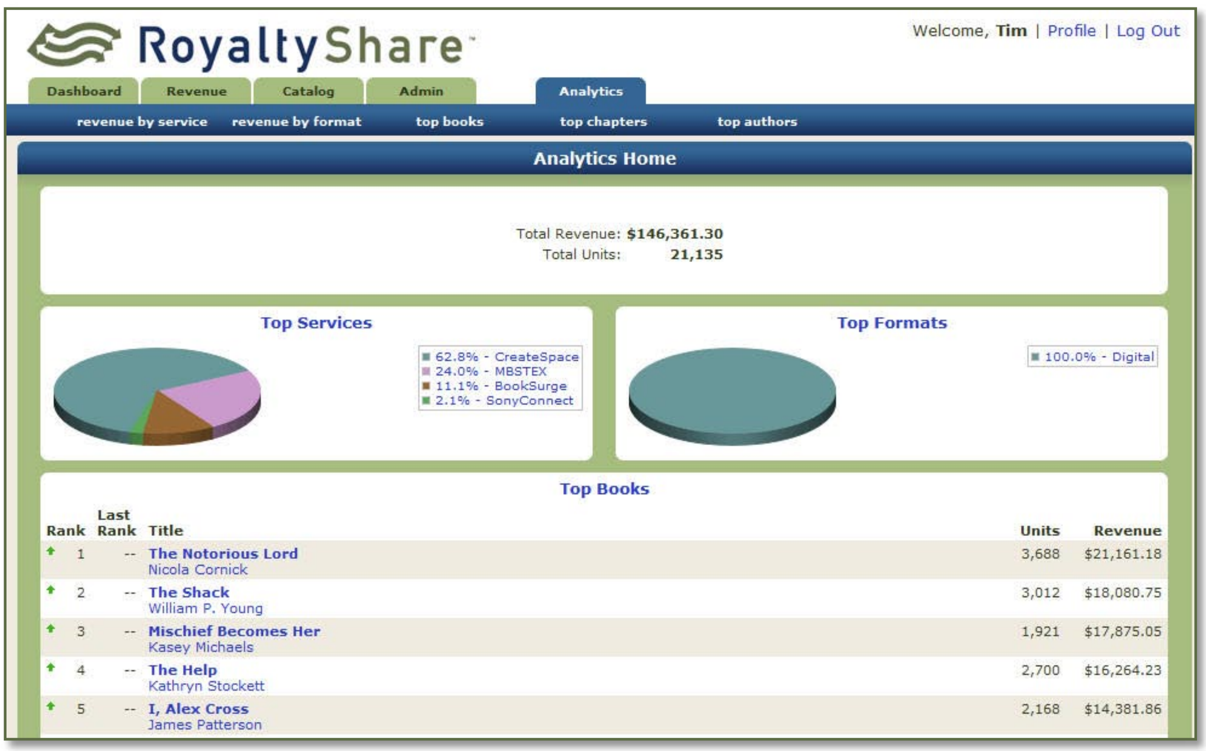


1. Add Sales Information

Uploading and processing sales files is the first step to populating your sales period with the information you need to create a digital aggregated output file.

RoyaltyShare supports a wide variety of sales files formats, allowing you to easily upload and process your sales. Our import system is based on the specifications of files as created by services and distributors, and does not allow for manual entry of additional fields. In addition, RoyaltyShare provides a standard templates for importing digital sales, available on request.

Digital Advantage also provides you with analytics information based on the sales you process. The Analytics tab in your RoyaltyShare website is updated every day with all sales information uploaded from the last 24 hour period.



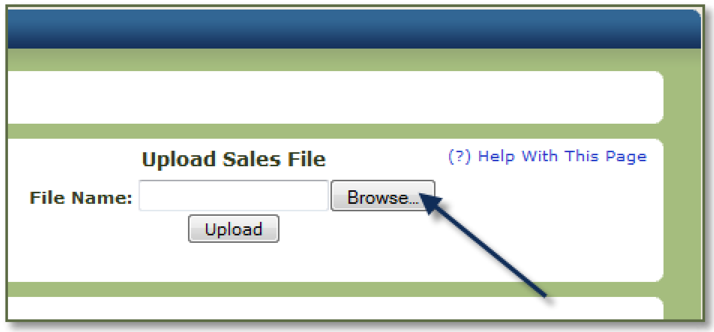
For these charts and graphs to display the most current information, and to ensure that you have time to review all sales files information before any deadlines, we encourage you to upload your sales files as soon as they are available.

1.1 Upload Sales Files

To upload sales files:

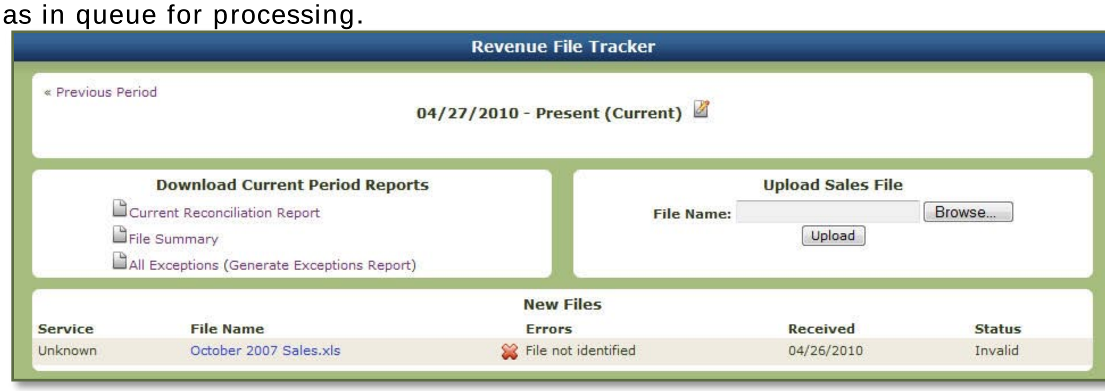
1. Go to the Revenue tab of your RoyaltyShare website.

2. The 'Upload Sales File' section appears at the top right. Click 'Browse' to locate the sales file you want to upload.



Sales files in text (.txt, .csv, .tsv) and Excel (.xls, .xlsx) formats can be uploaded. Summary files of any kind as well as detailed sales files in PDF, Word, zipped folders, or any other file type cannot be processed and are automatically rejected by the system.

3. Click "Upload" once the file is selected. The file will appear in the New Files section as in queue for processing.

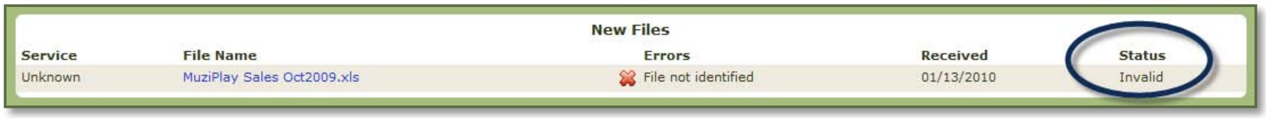


Service	File Name	Errors	Received	Status
Unknown	October 2007 Sales.xls	File not identified	04/26/2010	Invalid

4. Continue uploading additional sales files, or refresh the page to see the progress of the file. Once all records have processed, the file will move to the Open Files section, and its sales become eligible for closing in the current period.

Service	File Name	Notes	Received	Units	Revenue	Records	Exceptions Initial	Exceptions Left	Status
eBook	Nov09.csv		04/27/2010	212	$3,422.70	234	139	139	Finish
Amazon	3_DigitalEBooksPaymentReport_20091201-20100101.xls		04/27/2010	4,666	$26,569.00	660	649	649	Finish
Amazon	1_DigitalEBooksPaymentReport_20100101-20100201.xls		04/27/2010	9,983	$9,983.00	797	538	538	Finish
Amazon	Demo_DigitalEBooksPaymentReport_20100101-20100201.xls		04/27/2010	4,233	$4,233.00	341	335	335	Finish
CreateSpace	CreateSpace POD Sales Summary Dec 2009.xls		04/27/2010	79	$2,251.11	37	4	4	Finish

1.2 Invalid Sales Files



If your sales file appears as "Invalid" in the New Files section you have uploaded a sales file format that RoyaltyShare currently does not support, or a format that has recently changed.

1. First, check to see that you have uploaded the original sales file from the service or distributor, and you have not manually altered the file in anyway. Because RoyaltyShare creates the importing process for sales files based on specification directly from services and distributors, we cannot accept altered files.

2. If your file is still invalid, you can notify us by sending an inquiry to support@royaltyshare.com.

1.3 Verify Unit and Revenue Totals

We recommend that you review all unit and revenue totals for all files after they are uploaded. If you were given a summary statement, or if the service provided any other information to you about payment to process, review the totals to ensure you are processing the revenue and units you expected.

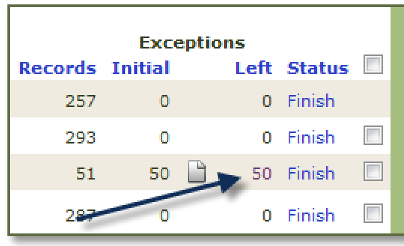
To review unit and revenue totals for all files available in the Open Files section, download the Current Reconciliation Report from the Download Current Reports section of the tracker page.

For a quick review of files that have not yet been finished for the first time, download the File Summary report from the Download Current Period Reports section.

2. Match Exceptions

When sales files are processed, your RoyaltyShare site automatically matches sales records to your catalog data based on the information provided by the service or distributor. Occasionally, the information provided by services differs slightly from catalog data due to misspelled words or altered identifiers. If this occurs, you will need to resolve these exceptions by viewing the sales record and choosing the best available product from your catalog data.

1. On the Revenue tab in the Open Files section, locate a sales file that shows a number greater than zero (0) in the "Exceptions / Left" column. This number shows the current exceptions for the file.



2. Click on this number link in the "Exceptions / Left" column to go to the Resolve Exceptions page for the file.

3. At the top of the Resolve Exceptions page, you will see information about the sales file, followed by a record of sales data that could not be automatically matched to your catalog.

4. Select a product from the 'Suggested Book Matches' section, or search your catalog data to find the best match. The search function at the bottom of the Resolve Exceptions page allows you to more deeply explore your catalog.

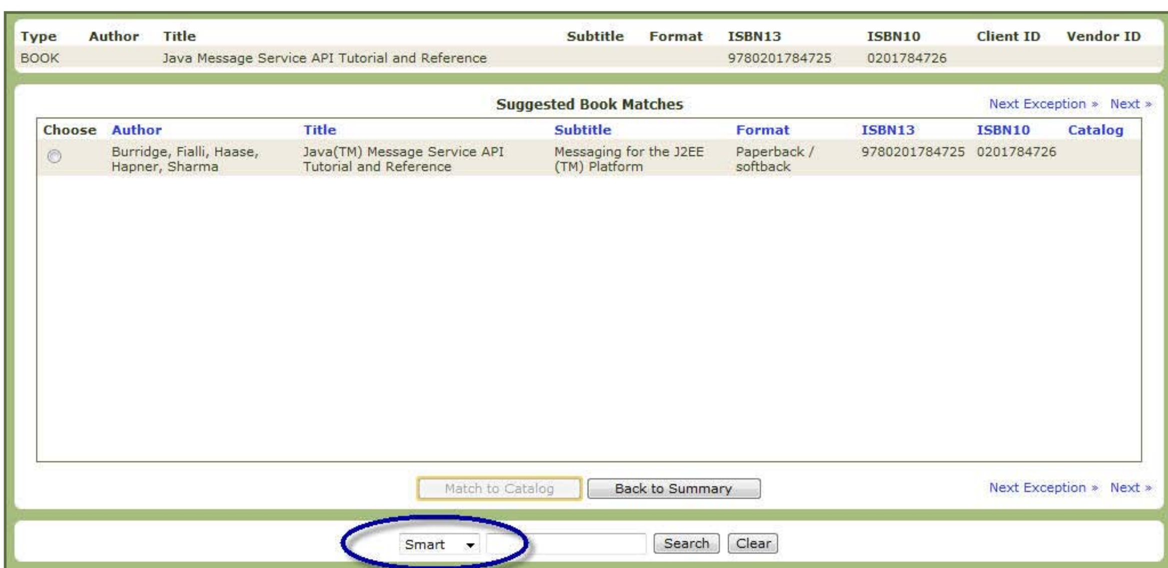
Note that exceptions may also be an indication of missing catalog data in your RoyaltyShare website. Be sure to add any missing data through the Catalog tab.

5. Once you've selected a product to match the sales record to, click the 'Match to Catalog' button.

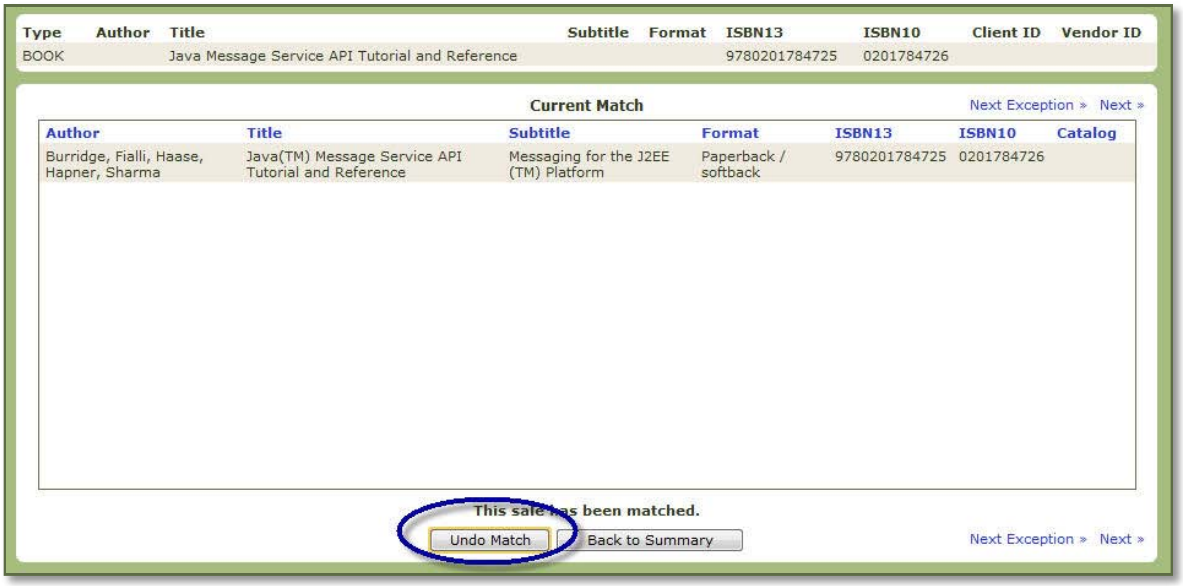
6. Resolving an exception will move you forward to the next exception in the sales file, or you can skip to the next exception by clicking the 'Next Exception' link.

Matching FAQs

What is a "Smart" search? A Smart search restricts the search to fields where the text appears in the sales line. For example, if the sales line contains data in the Title and Subtitle fields, a smart search for "blue" will show any book that contains "blue" in the Title field, the Subtitle field, or both.



Can I undo a match? Yes. Click the ‘previous’ link to go back to the matched record you would like to undo. At the bottom of the page, you will see a message that says "This sale has been matched" and a button that says Undo Match. Click this button to undo your work.



Note that only manual matches can be undone, and they can only be undone on the day they were originally matched.

What are remembered matches? Once a sales line is manually matched, the association made between the combination of sales information and catalog data is remembered by the RoyaltyShare system. All other sales lines with that exact information will be automatically matched to the catalog when new files are imported moving forward.

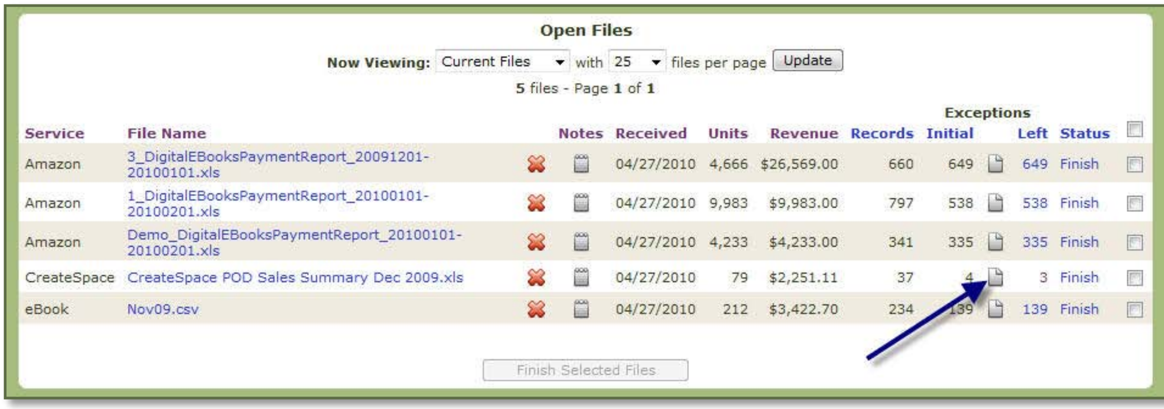
Remembered matches are at the service level, meaning, for example, that matches made for Apple do not affect matches made for Amazon. Each service has a unique reporting format, and to ensure accuracy, similar matches may have to be made against multiple services.

Remembered matches are automatically applied to all files currently uploaded to the Royalty Status Tracker, usually reducing the overall number of exceptions during a nightly process.

Why are my matches not remembered? Matches are remembered as long as the sales transaction shows a minimum amount of information. For matches to be remembered, services must report a title and either Author or one ISBN (10 or 13). Most services report this amount of information and more.

Should a sales line not contain enough information to be remembered, the match will have to be made again each time the service or distributor reports. However, revisions to reporting may be improved by the service over time and lead to more accurate and remembered matches at a later date.

Where can I find reports on my outstanding exceptions? Reports for exceptions can be found on the Royalty Status Tracker. You can download a text file of all exceptions for a given file by clicking on the page icon in the “Exceptions” field.



A complete report of all exceptions on the Royalty Status Tracker can be generated from the "Download Current Reports" section of the Royalty Status Tracker.

Before downloading, click the "Generate Exceptions Report" link to ensure the report is up-to-date and excludes any recent matching activity.

Once downloaded, you can use the report to better understand your exceptions. You can analyze unmatched data by service, author, title, or even by revenue pending for each exception, allowing you organize exceptions from highest revenue to lowest.

	L	M	N						V
1	isbn13	isbn10	imprint	title	subtitle	author	units	total_revenue	currency
2	9780132461696			Canadian Cases in Business Law		Deborah Meredith	1	$38.43	USD
3	9780132463362			Creating Inclusive Classrooms		Spencer J. Salend	1	$63.00	USD
4	9780135069103			Introduction to Materials Management		J.R. Tony Arnold, Stephen N. Chapman, Lloyd M. Clive	1	$73.00	USD
5	9780135074992			Medical Law and Ethics		Bonnie F. Fremgen, Ph.D.	1	$21.00	USD
6	9780136077954			Integrated Advertising, Promotion, and Marketing Communications		Kenneth E. Clow	1	$63.75	USD
7	9780136077961			Business Law		Henry R. Cheeseman	1	$107.25	USD
8	9780136095514			Computer Networking		James F. Kurose, Keith W. Ross	1	$58.88	USD

3. Update Revenue Information

To accurately reflect revenue received from services, you may need to update the revenue information for sales files uploaded to your RoyaltyShare site. Below are the options available to users to enter or update revenue information for sales files on the revenue tab.

3. 1 Enter a Revenue Total

Certain digital services produce sales files that detail only unit information by product, providing a separate summary of information showing lump sum payments by file. This most commonly occurs with streaming sales, where a publisher can be paid not by individual download, but by their percentage of overall activity for a service.

When a sales file does not contain revenue information in the detail, you will be required to enter a revenue amount for the file before it can be finished.

1. Locate the sales file in the Open Files section of the Royalty Status Tracker. If no revenue is present in the detail of the sales file, the Revenue field will appear as a link for "$0.00."

By selecting the link you will be taken to the "Input Revenue" page. You will see details from the sales file displayed, including file name, service, and the number of units in the file. At the bottom of the page, you will see a field to enter revenue in the base currency of your site.

2. Enter the total revenue amount in your base currency for the file. The revenue amount entered will be allocated evenly across all payable sales in the file (i.e., those not categorized by the service as "free"), based on the units associated with each record.

3. After you have entered the total revenue for the file, click the "Update Revenue" button to save and return to the Royalty Status Tracker.

3.2 Conversion Rates

The base currency of our RoyaltyShare website is based on the currency you operate in for paying royalties. Statements appear in this currency, as well as aggregated output files and reconciliation reports.

Certain digital services may operate and report in a currency different from your base currency, causing them to appear without a final revenue amount on the Royalty Status Tracker when uploaded. These files require you to enter a conversion rate to fully process the sales.

1. Locate the file you need to update in the Open Files section of the Royalty Status Tracker. If a conversion rate is needed, the foreign revenue amount will appear in parentheses in the Revenue field, next to a link for a base currency amount of "$0.00."

2. By selecting the link you will be taken to the "Currency Conversion" page. You will see details from the sales file displayed, including file name, service, and the number of units in the file. At the bottom of the page, you will see a section called "Set conversion rate."

3. Choose from one of three methods to set the conversion rate for the file:

   a. Enter the total payment received for the sales file in the base currency of the site.

   b. Enter a conversion rate for the currency in the sales file to the currency of the site.

   c. Enter a conversion rate for the base currency of the site to the currency in the sales file.

4. Once an entry has been made in one of the three available conversion fields, the "Apply" button will be available. Click "Apply" for the system to derive the value of the unpopulated fields.

5. Once a rate has been applied to all three fields, the "Update Rate" button will be available. Click this button to save changes and return to the Royalty Status Tracker.

3.3 Distribution Fees

Fees for digital distribution are often taken as a percentage of sales, and most digital distributors operating today clearly show this information in the detail of the sales files they produce. However, you may be working with a distributor who takes fees as a lump sum off your final payment, or have historical sales files that did not include the appropriate revenue deductions.

Having the appropriate percentage deducted from sales information can be crucial to avoid overpayment, and RoyaltyShare provides a solution for managing these additional fees through Royalty Status Tracker.

1. Locate the file you need to update with a distribution fee in the Open Files section of the Royalty Status Tracker. If the service is a recognized distributor, a link will be available in the "Dist. Fee" field, initially appearing as the word "none."

2. By selecting the link you will be taken to the "Distribution Fee Entry" page. You will see details from the sales file displayed, including file name, service, and the number of units in the file.

3. Enter the percentage of revenue that needs to be taken from the revenue total.

4. Finish Sales Files and Close

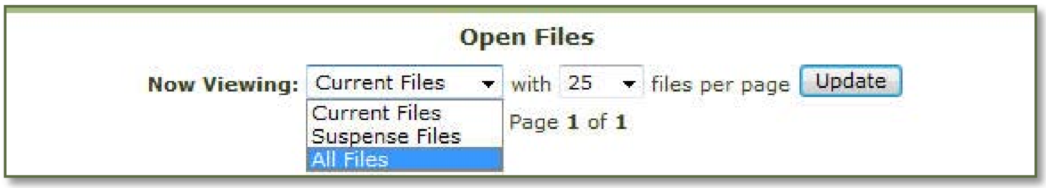
Sales files have to be finished in order to be associated with a closed sales period, and additionally, you cannot close the current period until at least one file has been finished.

4.1 Finish Sales Files

Follow these steps to successfully finish all files needed for your aggregated digital output file and your next royalty run:

1. Resolve all exceptions for your sales files (recommended). Files can be split if exceptions remain, but resolving exceptions before finishing a file helps to avoid building up a backlog of sales in suspense.

2. Check the "Now Viewing" filter at the top of the Open Files section to ensure that you are viewing the files you want to finish.

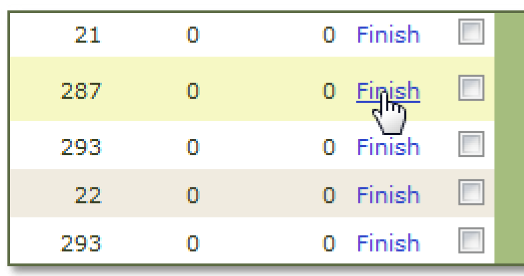


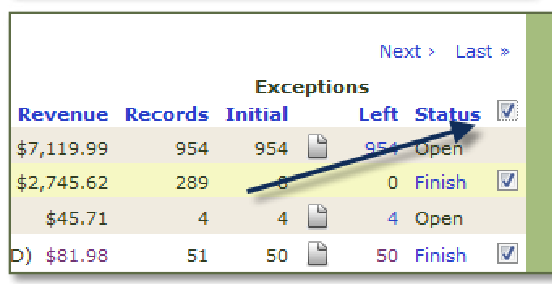
Selecting "All Files" will show all available files. If you have a large number of files on the tracker page, you may need to adjust the number of files you view per page. If you have multiple pages of files, you will need to navigate to each separate page in order to finish all files.

3. Finish the files you want to close for the sales period. There are two ways to finish sales files:

   a. Finish each file individually. In the "Status" column in the Open Files section, click the "Finish" link. You will be able to review a summary of the file before you finish importing the file.

   b. Finish all files, or a selection of files, at once. A checkbox in the far right column of the Open Files section allows you to select multiple files to finish, or check the top box to finish all files viewable on the screen. The 'Finish Selected Files' button will be available at the bottom of the 'Open Files' section once files have been selected.





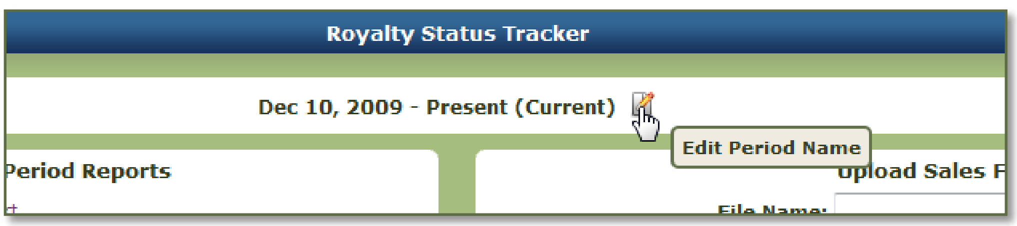
Remember, you can only close files that you are viewing, so if you have multiple pages of files, be sure to navigate to each individual page to finish all files.

4. Once you finish a file, all matched records will move to the Finished Files section of the Royalty Status Tracker. If there are still unmatched records in a sales file when it is finished, a split file will be created. The file with Matched records will move to the Finish Files section retaining the name of the file. The unmatched records will be remain in the Open Files section with the original name of the file having (1) added to it. A file can be split multiple time with the file number incrementing with each split.

5. If you did not intend to finish a file, you can reopen it in the Finished Files section by clicking on the green arrow next to the file name. Note, however, that if the file was split, you will see both the "-a" and "-b" portions of the file in the Open Files section.

4.2 Rename the Current Sales Period

If you have not already done so, rename the sales period (recommended). The default name of the sales period is the date range from when the last sales period was closed to present, but you may want to rename it so the associated reports reflect a more meaningful title. For example, if you are only finishing sales files from the third quarter of 2009, you may want to rename the period to "Q3 2009."



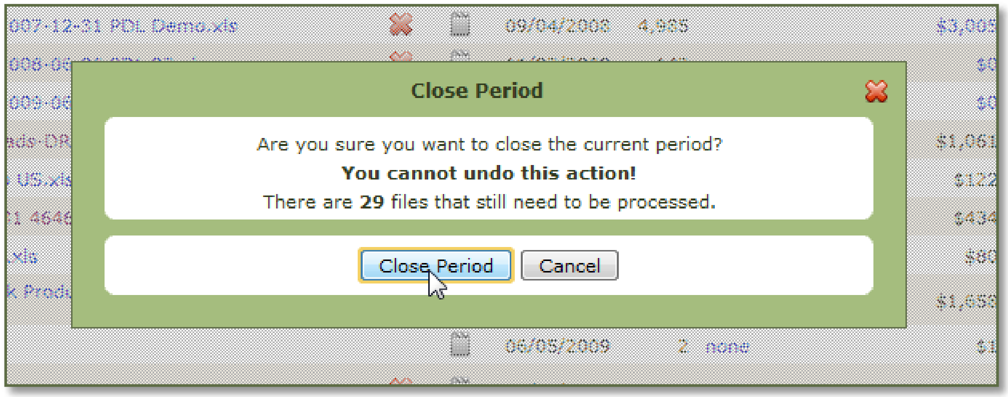
4.3 Close the Current Sales Period

The final step in a reporting cycle is to close the current sales period. Be sure that you have finished all files that you would like to have included in the closed period before proceeding with this process.

Remember, **you cannot undo this action!**

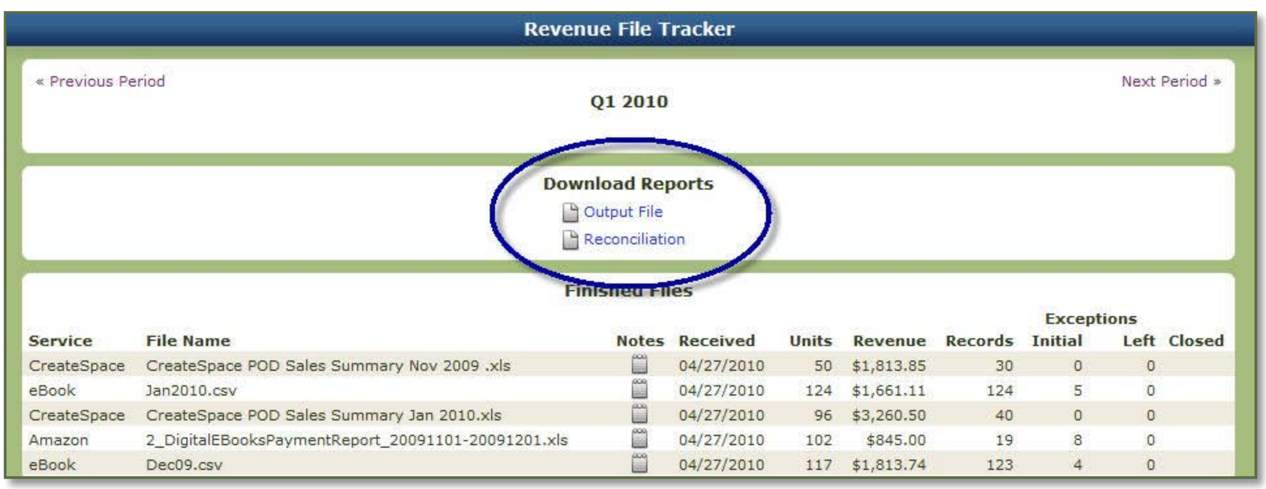
1. Go to the 'Finished Files' section at the bottom of the Royalty Status Tracker page. Be sure that the files in this section are only those you intend to be part of the closed period. Only close sales files in a period if you intend to include them in the closed period's aggregated output file.

2. Click the ‘Close Current Period’ button. You will be asked to confirm your choice to close the period, and will be notified of files that have not been finished.



3. Confirm the period close by clicking the ‘Close Period’ button in the dialogue window.

When a period is closed, the aggregated digital output file will begin generating, along with a reconciliation report for the closed period. These reports will appear in the ‘Download Reports’ section of the closed period page when they are ready.



Sales File Management Checklist

Once you are familiar with the sales files processing functions of your RoyaltyShare site, this simple checklist can be used as a one-sheet reference when managing your sales files.

1. Add Sales Information

- ☐ 1.1. Upload all sales files to the Royalty Status Tracker on the Revenue Tab.
- ☐ 1.2 Report any invalid sales files to support@royaltyshare.com.
- ☐ 1.3 Verify unit and revenue totals being processed for all sales files.

2. Match Exceptions

- ☐ Note: Add missing catalog, as needed, to resolve additional exceptions

3. Update Revenue Information

- ☐ 3.1 Enter a revenue total for any sales files missing revenue information.
- ☐ 3.2 Enter conversion rates for sales not reported in your base currency.
- ☐ 3.3 Enter distribution fees for files where deductions are not in the sales detail.

4. Finish and Close

- ☐ 4.1 Finish sales files for your aggregated digital output file.
- ☐ 4.2 Rename the current sales period.
- ☐ 4.3 Close the current period.