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Welcome to Simulmedia Order Manager

Increase order processing transparency and save time with Simulmedia Order Manager, a centralized application for all Simulmedia transactions.

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Orders	103)									🗹 View on	ly active campaig
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With Order Manager, users can:



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Track order progress

Accept and reject orders

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Upload flowcharts

Communicate with the Simulmedia Team

Processing Orders

FYII: SM-012286	5-003 / Social	Finance, LLC	C / Stu	ident Loa									
Orders > SM-0122865-	-003 @ FYI										•	Con	tact Us
Order Info			Order Notes					Order Summary					
Statas		Confirmed	• 11	hough we know it is	s not always possible,	70/70							
Order ID:			• 0	f at least an hour be hits must be sched	etween spots. Juled as ordered. Cha	nges to units date/dayp	sart must	D D DEVEN					510,0
Advertiser:		and Property Ltd.	b	e approved by Simi orresponding netw	ulmedia via email or p ork flow. Units that d	latform corresponden: o not adhere to order/fl	ce with a low will		TED				
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Flight Dates:	ates: 05/27/2024 - 06/30/2024												
HH Impressions:		3,328,000											
Budget		\$18,847											
Duration(s):		15,:30											
Order Date:		05/22/2024											
Last Newsion Date:	0	1/06/2024 (Ver 3)											
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Accepting Orders

The homepage displays all network family orders in an easy-to-navigate list, and each order has a corresponding Order ID. Users can filter to see only their designated network by selecting from the dropdown in the upper right-hand corner of the screen.

Users can navigate to the Order Details page, which outlines the specifics of the order, by simply clicking on one of the Order IDs on the homepage.

Simulmedia requests specific day-date-dayparts on behalf of our clients, which enables users to accept or reject orders at the spot level. Spots are listed as **Open** until they are accepted or rejected. If a spot is available and booked, **users should mark it as Accepted**.

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An accepted order will progress through four status states:



OPEN - The user must fully process all spots requested in the order.

FLOW PENDING - The user has accepted an order but still needs to upload the corresponding flowchart. (Flowchart upload directions below)



IN REVIEW - The flowchart has been submitted and is pending review by the Simulmedia Ops team.



CONFIRMED - This is a fully processed order. All units have been processed, and the flowchart has been uploaded and reviewed by Ops.

If needed, users can export a copy of both the original order and the final accepted one to **Excel** for their records.

		Order						Spots		Budget	
	Status	Order ID	Advertiser	Order Name	Flight Dates	Network	Accepted	Requested	Cleared ↑	Total	Order
OPEN	- 3	54-0110117-001	Advertiser	Name	09/14/2020 - 09/27/2020	LIFE	1	2	\$717	\$1,434	09/22/2020
FLOW PENDING			Advertiser	Name	09/28/2020 - 10/31/2020	FYI	5	5	\$1,020	\$1,020	09/22/2020
IN REVIEW		-	Advertiser	Name	09/28/2020 - 10/31/2020	AETV	1	1	\$1,237	\$1,237	09/22/2020
CONFIRMED	0	344-0110-19-002	Advertiser	Name	09/28/2020 - 10/31/2020	History	3	3	\$1,422	\$1,422	09/22/2020
REJECTED	8		Advertiser	Name	09/08/2020 - 09/27/2020	AETV	2	2	\$1,550	\$1,550	09/22/2020
CANCELED	8	544-0110276-001	Advertiser	Name	09/23/2020 - 09/27/2020	VICELAND	15	15	\$1,764	\$1,764	09/22/2020
EXPIRED	0		Advertiser	Name	09/09/2020 - 09/27/2020	History	2	2	\$1,794	\$1,794	09/22/2020

Rejecting Individual Spots

If a spot is not available, **it should be marked as Rejected**. Once rejected, users must provide the reason for rejection and communicate actual availability to ensure that the Simulmedia Ops team can quickly reallocate funds.

Orders that are not accepted or rejected eventually become **Expired** or **Canceled**. If an order status is **Expired**, it was not addressed by the flight start date. If an order status is **Canceled**, Simulmedia has canceled the request.

Reason for rejection:

Please select one reason only

Selection entered	× •
No Availability	
Limited Availability	
Campaign Not Approved	
Data Entry Error	
Other	



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Communicate with the Simulmedia Team

Users can quickly contact the Simulmedia team by using the feedback mechanism directly in the application. Existing business email threads will continue to be preserved, and users can respond to them. The Ops team will respond as soon as possible.

Upload Flowcharts

After a user accepts a spot, the status state changes to **Flow Pending**. This status indicates that a flowchart must be uploaded to continue the process. The flowchart should be the most accurate source of truth for the whole order as often as possible.

The Simulmedia Ops team will receive the flowchart immediately upon upload, and the order status state will then switch to **In Review**. Once Ops reviews the flow chart, users will receive an email relaying whether it was accepted or rejected. If rejected, the status state will revert to **Flow Pending** and should be updated and resubmitted.



For technical questions feel free to email <u>partner-support@simulmedia.com</u> directly.