

## Vendor Users - Viewing Your Orders

Updated 03.13.19



Client Support  
AEMS.Support@Quad.com

The following document will walk you through viewing your orders for the MyIO (Manage your Insertion Order) software. There will be a breakdown of what type of information is housed on the Order. As well as how to set up filters, managing fields, and the various sorting methods available to you.

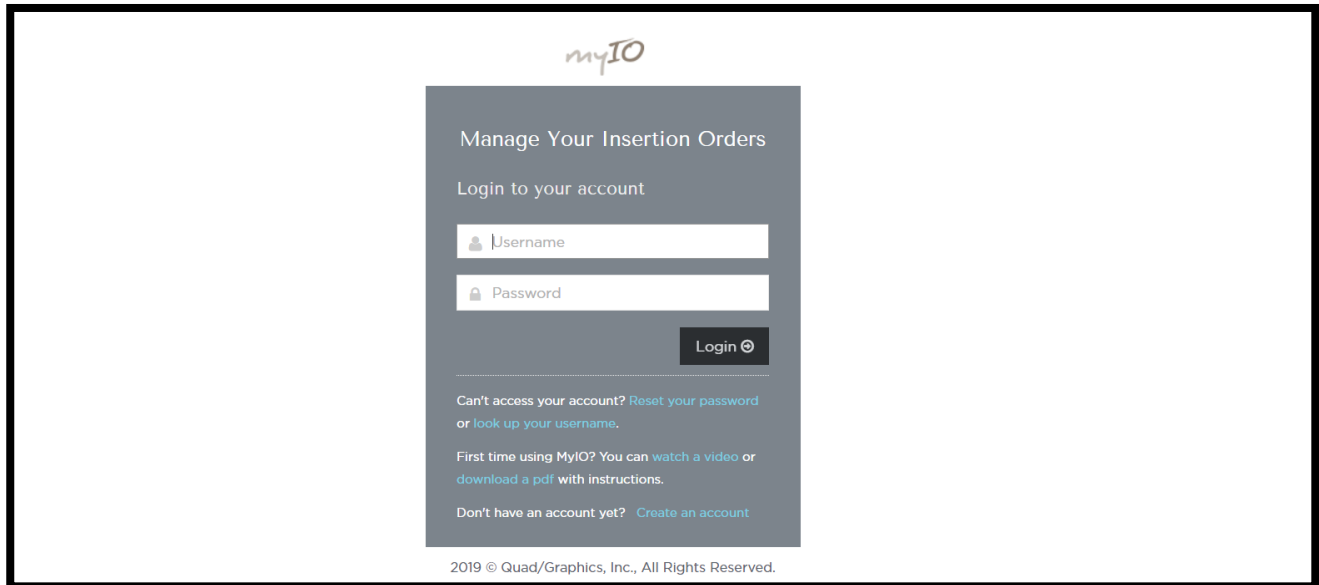
## TABLE OF CONTENTS

Creating Your Account .....	2
Receiving Your Orders .....	4
Viewing Your Orders in MyIO .....	5
Sections of the Order .....	8
Order Information .....	8
Order Details .....	8
Order Contact Information .....	9
Advertiser/Agency Information .....	9
Line Item Details .....	10
Rejected Line Items .....	11
Placement Description .....	12
Submitting Orders .....	12
Order History .....	13
Managing your Order List .....	13
Experiencing an Issue? .....	14

# CREATING YOUR ACCOUNT

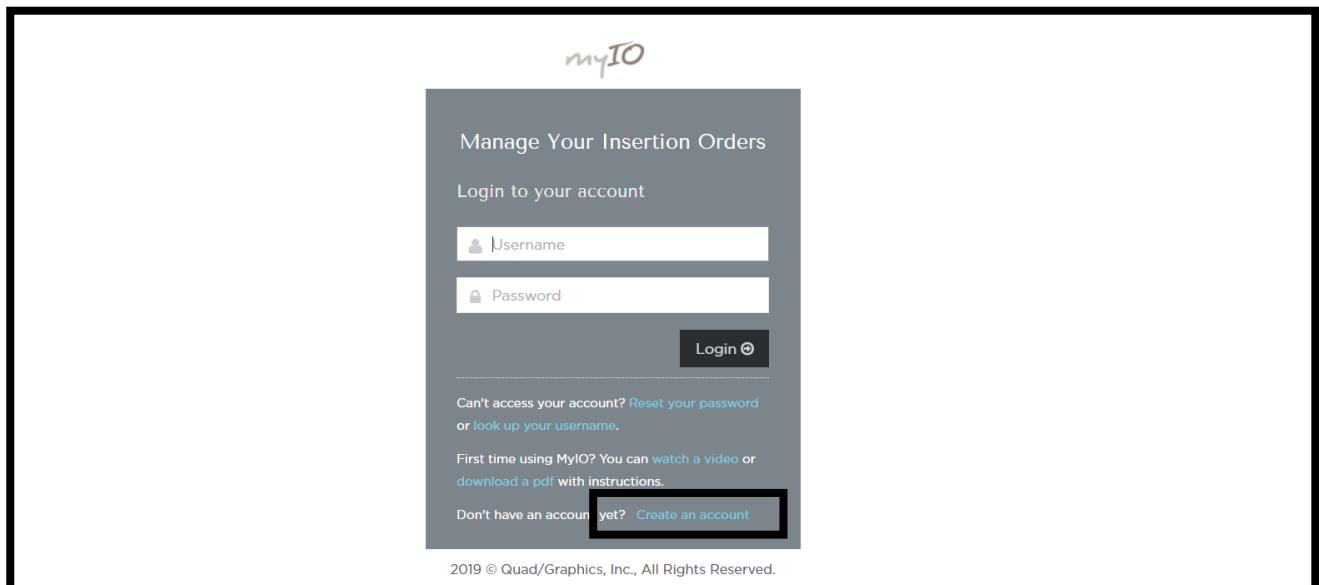
The following section will walk you through creating your user account for the MyIO software.

Navigate to the MyIO website.



MyIO Login Screen

Click where it says Create an account.



MyIO Login Screen – Create Account

You will be presented with the following Sign Up screen. **Please note the section labeled “Enter your account details below” will be where you set up your username and password for MyIO. You will need to remember these details.**

myIO

### Sign Up

Enter your personal details below:

✉ First Name [Required]

✉ Last Name [Required]

✉ Email for Order Retrieval [Required]

A Company Name

A Phone Number [Required]

Enter your account details below:

👤 Username [Required]

🔒 Password [Required]

✓ Re-type Your Password [Required]

I agree to the [Terms of Service](#)

⬅ Back      Sign Up ➡

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### MyIO – Account Creation Options

Once your account has been created, you will get a notification letting you know that your account has been created and needs to be verified. An email will be sent to the email you provided in the steps above.

myIO

### Manage Your Insertion Orders

Login to your account

User account created successfully. Please check your inbox to verify your email address.

👤 Username

🔒 Password

Login ➡

Can't access your account? [Reset your password](#) or [look up your username](#).

First time using MyIO? You can [watch a video](#) or [download a pdf with instructions](#).

Don't have an account yet? [Create an account](#)

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### MyIO – Account Created Notification

If you try to log in without verifying your account you will get the following screen.

myIO MCSolutions-aems@dq.com

## Your email address has not been verified

Before you can access your orders, you first need to verify your email address. Please check your email box for the verification message and follow the instructions there.

If you would like log into a different account, click the 'Return to the login page' link below. If you would like us to re-send the verification email, please click the 'Resend verification email' link below.

- [Return to the login page](#)
- [Resend verification email](#)

From this page you can request to resend the verification email if you need it sent again.

myIO Matthew.Wills@blue-soho.com

## Verification email sent

Please check your email box for the verification message.

- [Return to the login page](#)

Below is an example of what the email from MyIO will look like.

**Verify Your Email Address**

Dear sample user,

Thank you for registering for an account with BlueSoho. We look forward to working with you!

Please verify your email address by clicking [this link](#) or entering the address below into your web browser:

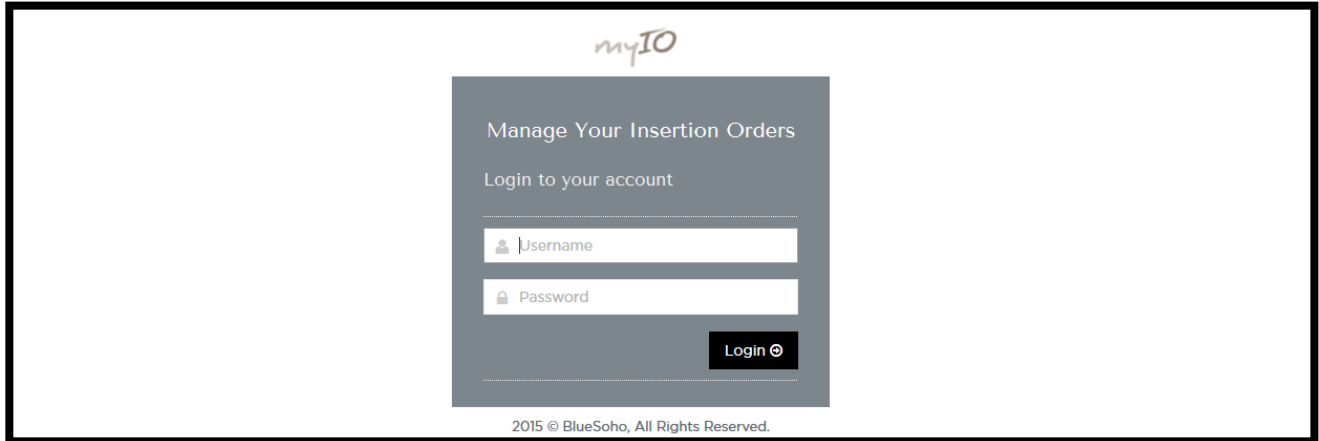
Once your account has been verified you can log into MyIO and start reviewing orders.

## RECEIVING YOUR ORDERS

Users will receive an email once orders are available for viewing. This email will either have an individual order listed on it, or it will be our Digest email which contains all of the open orders that are available for you. This digest email will also contain information such as if an order is overdue and requires immediate attention. If you receive an email informing you that you have orders available, but do not see them when logging into MyIO, please contact your Quad contact, as this might have been an issue with the Email provided and the email used to create your account not matching.

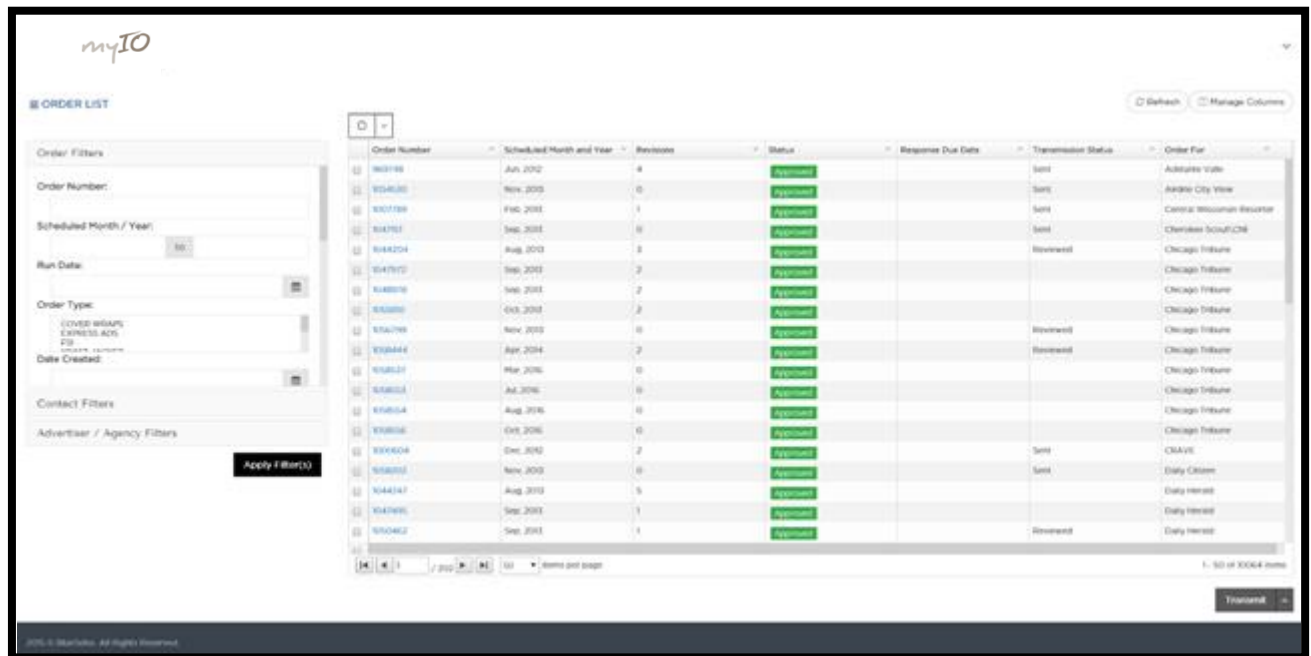
# VIEWING YOUR ORDERS IN MYIO

Login to the MyIO website.



MyIO Login Screen

You will be brought to the Order List page, and all of your orders will be displayed. This list will also show the current status of your orders in a color coded column. You can quickly determine which orders are new, approved, rejected, or even cancelled.



MyIO – Order List

You can view a particular order by clicking on the Order Number link

The screenshot shows the 'myIO ORDER LIST' interface. On the left, there are filter sections for 'Order Filters', 'Order Number', 'Scheduled Month / Year', 'Run Date', 'Order Type', 'Date Created', 'Contact Filters', and 'Advertiser / Agency Filters'. An 'Apply / Filter' button is located below these filters. The main area is a table with the following columns: Order Number, Scheduled Month and Year, Revisions, Status, Response Due Date, Transmission Status, and Order For. A red box highlights the 'Order Number' column, which contains links to individual orders. The table lists various orders with their respective details.

Order Number	Scheduled Month and Year	Revisions	Status	Response Due Date	Transmission Status	Order For
909188	Jun 2002	4	Approved		Sent	Adaptive Video
924630	Nov 2005	0	Approved		Sent	Andler City View
930789	Feb 2005	1	Approved		Sent	Central Wisconsin Recreator
934791	Sep 2005	0	Approved		Sent	Cherokee Scout/CM
944204	Aug 2003	3	Approved		Revised	Chicago Tribune
947970	Sep 2003	2	Approved			Chicago Tribune
948916	Sep 2003	2	Approved			Chicago Tribune
950890	Oct 2003	2	Approved			Chicago Tribune
956799	Nov 2003	0	Approved		Revised	Chicago Tribune
958444	Apr 2004	2	Approved		Revised	Chicago Tribune
958821	Mar 2006	0	Approved			Chicago Tribune
959053	Jul 2006	0	Approved			Chicago Tribune
959054	Aug 2006	0	Approved			Chicago Tribune
959056	Oct 2006	0	Approved			Chicago Tribune
990604	Dec 2002	2	Approved		Sent	CB&I
990803	Nov 2002	0	Approved		Sent	Daily Column
944247	Aug 2003	5	Approved			Daily Herald
944295	Sep 2003	1	Approved			Daily Herald
950462	Sep 2003	1	Approved		Revised	Daily Herald

Clicking on a particular order will open it up.

Current Details Order History

**Order Information**

Order Number: 1058574  
 Order Type: PSI  
 Scheduled Month / Year: 02/2017  
 Date Created: May 07, 2015

**Initial Order Details - 05/07/2015 11:26 AM EDT** Download PDF

Internal Tracking Number: N/A  
 Status: Open  
 Response Due Date: May 15, 2015  
 Transmission Status: Reviewed  
 Transmission Count: 5  
 Date of last modification: May 07, 2015  
 Line Item Count: 2

**Order Contact Information**

Order For: The News  
 ID Contact: Jane Doe  
 Phone Number: (518) 585-2030  
 Email: blueshotest@gmail.com  
 Vendor Code: AA\_IL  
 Fax: (774) 261-8095  
 General Phone Number: (847) 395-4444  
 General Fax Number: (847) 395-2814  
 Address: 236 Rt 173, Antioch, IL 60002, US

**Advertiser / Agency Information**

Agency  


Agency Name: Quad/Graphics  
 Advertiser: Matts Electronics - Insert  
 Contact: Matthew Willis  
 Phone Number: (606) 465-0876  
 Email: Matthew.Willis@agg.com  
 Client Account Code: MATA0001  
 Office Code: MAT  
 Fax: (414) 566-9774  
 Remit Invoices to: 855 Route 146, Ste. 150, Clifton Park, NY 12065, United States  
 Sales Representative: Matthew Willis

**Line Item Details**

Expand All Collapse All

Line No	Run Date	Size/Type	Qty (M)	Charge Type	Rate	Charge	Fee %	Fee Amt	Subtotal	Line Item Total	Approved / Rejected
1	02/05/2017	4 Std PAID	17.829	Net CPM	\$21.00	\$376.51	\$0.00	\$0.00	\$376.51	\$376.51	<span>📄</span> <span>🗑️</span>
<p>Alt Vendor Name: The News</p> <p>Day Of Week: Sunday                      Product: The News                      PD Number: N/A                      Shipping Address: 707 S Worth Street Burlington NC 27215                      Shipping Comments: Non returnable skids less than 4ft high, need inserts by 3pm Thursday prior                      Zone: Version:GA: 27215 (27215) includes sc: 27217 (27217) includes sc: 27253 (27253) includes sc: 27256 (27256) includes sc: 27349 (27349) includes sc:</p> <p>Line Item No: 1 <span style="float: right;">Line Item Total: \$376.51</span></p>											
2	02/12/2017	6 Std PAID	17.829	Net CPM	\$1.23	\$22.05	\$0.00	\$0.00	\$22.05	\$22.05	<span>📄</span> <span>🗑️</span>
<p>Alt Vendor Name: The News</p> <p>Day Of Week: Sunday                      Product: The News                      PD Number: N/A                      Shipping Address: 707 S Worth Street Burlington NC 27215                      Shipping Comments: Non returnable skids less than 4ft high, need inserts by 3pm Thursday prior                      Zone: Version:GA: 27215 (27215) includes sc: 27217 (27217) includes sc: 27253 (27253) includes sc: 27256 (27256) includes sc: 27349 (27349) includes sc:</p> <p>Line Item No: 2 <span style="float: right;">Line Item Total: \$22.05</span></p>											
<b>Order Total</b>										<b>\$398.56</b>	

**Placement Description**

lorem ipsum

Ads will NOT be scheduled due to:  
 Credit Hold  Other

Any revisions to this order should be made via the rejection process by line item. If you have any questions or additional feedback please contact your agency representative by clicking here or calling (800) 465-0876.

In the event of non-payment by the advertiser, Quad/Graphics is liable only for the fee portion stipulated in this order. Publication will not be past until Quad/Graphics receives full payment from advertiser.

Invoices will not be processed without signed orders and billsheets. Please reference Order Number on invoice.

Submit Order

# SECTIONS OF THE ORDER

## Order Information

This is where you will find the Order Number, order type (FSI, ROP), when it was created, and the scheduled month and year for the order.

Order Information	
Order Number:	1058574
Order Type:	FSI
Scheduled Month / Year:	02/2017
Date Created:	May 07, 2015

## Order Details

This section will change and update throughout the cycle of the order. It will start out showing “Initial Order Details – Date Time” and will show when the order was created. It will update to show if an order has been revised, and if so, it will replace Initial Order Details with the revision count and date of revision.

Initial Order Details - 05/07/2015 11:26 AM EDT
Revision #1 - 05/27/2015 12:17 PM EDT

This section will house the IO Status (Approved, Rejected, New, and Revised), Response Due Date, Transmission Status and Count, Date of last Modification, and the Line Item Count. Additionally, this section will contain the Download PDF link that allows you to save a copy of the IO to your computer.

Initial Order Details - 05/07/2015 11:26 AM EDT		Download PDF ▾
Internal Tracking Number:	N/A	
Status:	New	
Response Due Date:	May 15, 2015	
Transmission Status:	Reviewed	
Transmission Count:	5	
Date of last modification:	May 07, 2015	
Line Item Count:	2	

Once you have submitted and returned an order, you will also have the following fields listed here. Submitted By, Submitted On, Signature.



## Revision #1 - 04/27/2015 12:17 PM EDT

Internal Tracking Number:	N/A
Status:	Approved
Submitted by:	Jane Doe
Submitted on:	May 4, 2015 at 11:21 AM EDT
Signature:	Nik
Response Due Date:	N/A
Transmission Status:	Reviewed
Transmission Count:	1
Date of last modification:	May 04, 2015
Line Item Count:	2

## Order Contact Information

This section will contain your (Vendor) information for an order. It will house the Paper Name, and then your (Vendor) Name, Phone, Email, and Fax, as well as a generic Phone, Fax, and Address for the paper.

### Order Contact Information

Order For:	The News
IO Contact:	Jane Doe
Phone Number:	(518) 588-2030
Email:	test@gmail.com
Vendor Code:	AA_IL
Fax:	(774) 261-8095
General Phone Number:	(847) 395-4444
General Fax Number:	(847) 395-2814
Address:	236 Rt 173, Antioch, IL 60002, US

## Advertiser/Agency Information

This section of the order will be about the sender of the order. It will have the Agency Name, Advertiser Company, Contact Name, Phone, and Email. Additionally, it will contain the Client Account Code, the Office Code, and where to remit invoices to.

## Advertiser / Agency Information



**Agency Name:** Quad  
**Advertiser:** Matt's Electronics - Insert  
**Contact:** Matthew Wills  
**Phone Number:** (606) 465-0876  
**Email:** [MWills@Quad.com](mailto:MWills@Quad.com)  
**Client Account Code:** MATA0001  
**Office Code:** MAT  
**Fax:** (414) 566-9774  
**Remit Invoices to:** 855 Route 146, Ste. 150, Clifton Park, NY 12065, United States  
[apinvoices@Quad.com](mailto:apinvoices@Quad.com)  
**Sales Representative:** Matthew Wills

## Line Item Details

In the line item details section you will see the info for each line, such as Run Date, Size, Quantity, DOW, Product, Address and Zones. You will also see a section called approved/rejected. This is where you (Vendor) will need to indicate with a Thumbs up, or Thumbs down whether or not line is Approved or if it is Rejected.

Line No	Run Date	Size/Type	Qty (M)	Charge Type	Rate	Charge	Fee %	Fee Amt	Subtotal	Line Item Total	Approved / Rejected
1	02/05/2017	4 Std PAID	17,929	Net CPM	\$21.00	\$376.51		\$0.00	\$376.51	<b>\$376.51</b>	
<b>Alt Vendor Name:</b> The News <b>Day Of Week:</b> Sunday <b>Product:</b> The News <b>PO Number:</b> N/A <b>Shipping Address:</b> 707 S Worth Street Burlington NC 27215 <b>Shipping Comments:</b> Non returnable skids less than 4ft high; need inserts by 3pm Thursday prior <b>Zone:</b> Version-JGA: 27215 [27215] (includes sc), 27217 [27217] (includes sc), 27253 [27253] (includes sc), 27258 [27258] (includes sc), 27349 [27349] (includes sc) Net to Newspaper Rate: \$21.00 Line Item No: 1 <span style="float: right;">Line Item Total: \$376.51</span>											
2	02/12/2017	6 Std PAID	17,929	Net CPM	\$1.23	\$22.05		\$0.00	\$22.05	<b>\$22.05</b>	
<b>Alt Vendor Name:</b> The News <b>Day Of Week:</b> Sunday <b>Product:</b> The News <b>PO Number:</b> N/A <b>Shipping Address:</b> 707 S Worth Street Burlington NC 27215 <b>Shipping Comments:</b> Non returnable skids less than 4ft high; need inserts by 3pm Thursday prior <b>Zone:</b> Version-JGA: 27215 [27215] (includes sc), 27217 [27217] (includes sc), 27253 [27253] (includes sc), 27258 [27258] (includes sc), 27349 [27349] (includes sc) Net to Newspaper Rate: \$1.23 Line Item No: 2 <span style="float: right;">Line Item Total: \$22.05</span>											
<b>Order Total</b>										<b>\$398.56</b>	

Line Item Details											
Expand All Collapse All											Approved / Rejected
Line No	Run Date	Size/Type	Qty (M)	Charge Type	Rate	Charge	Fee %	Fee Amt	Subtotal	Line Item Total	
1	02/05/2017	4 Std PAID	17.929	Net CPM	\$21.00	\$376.51		\$0.00	\$376.51	\$376.51	<input type="checkbox"/> <input type="checkbox"/>
Alt Vendor Name: The News											
2	02/12/2017	6 Std PAID	17.929	Net CPM	\$12.3	\$22.05		\$0.00	\$22.05	\$22.05	<input type="checkbox"/> <input type="checkbox"/>
Alt Vendor Name: The News											
Order Total										\$398.56	

Additionally, if you receive an order had been approved or rejected but was changed, the Order will indicate that a line has been revised as well as show the status check boxes for approval again.

Line Item Details											
Expand All Collapse All											Approved / Rejected
Line No	Run Date	Size/Type	Qty (M)	Charge Type	Rate	Charge	Fee %	Fee Amt	Subtotal	Line Item Total	
1	01/05/2017	4 Std PAID	17.929	Net CPM	\$21.00	\$376.51		\$0.00	\$376.51	\$376.51	<input type="checkbox"/> <input type="checkbox"/>
Alt Vendor Name: The News											
2	01/12/2017	6 Std PAID	17.929	Net CPM	\$12.34	\$221.24		\$0.00	\$221.24	\$221.24	<input type="checkbox"/> <input type="checkbox"/>
Alt Vendor Name: The News											
<b>Day Of Week:</b> Thursday <b>Product:</b> The News <b>PO Number:</b> N/A <b>Shipping Address:</b> 707 S Worth Street Burlington NC 27215 <b>Shipping Comments:</b> Non returnable skids less than 4ft high; need inserts by 3pm Thursday prior <b>Zone:</b> Version-JGA: 27215 [27215] (includes sc), 27217 [27217] (includes sc), 27253 [27253] (includes sc), 27258 [27258] (includes sc), 27349 [27349] (includes sc)										Net to Newspaper Rate: \$12.34	
Line Item No: 2										Line Item Total: \$221.24	
Order Total										\$597.75	

## Rejected Line Items

If a line item needs to be Rejected, you (Vendor) must indicate why the line is being rejected, as well as list the reason in the text box. This will show up on the order.

Reject Line Item ✕

You have selected to reject the line item. Please provide a reason for this rejection below and click 'Reject Line' to complete this operation.

<input type="checkbox"/> Incorrect Quantity	Proper quantity
<input type="checkbox"/> Incorrect Rate	Correct rate
<input type="checkbox"/> Incorrect Run Date	Correct run date
<input type="checkbox"/> Credit / Payment Concerns	Please explain
<input type="checkbox"/> Zoning / Zip Codes	Please explain
<input type="checkbox"/> Other	Please explain

Please enter corrections for this line item.

Cancel
Reject Line Item

Line Item Details												
<input type="checkbox"/> Expand All <input type="checkbox"/> Collapse All												
Line No	Run Date	Size/Type	Qty (M)	Charge Type	Rate	Charge	Fee %	Fee Amt	Subtotal	Line Item Total	Approved / Rejected	
1	08/05/2016	4 Std PAID	17.929	Net CPM	\$21.00	\$376.51		\$0.00	\$376.51	\$376.51	Approved	
Alt Vendor Name: The News												
2	08/12/2016	6 Std PAID	17.929	Net CPM	\$12.34	\$221.24		\$0.00	\$221.24	\$221.24	Rejected	
<div style="border: 2px solid red; padding: 5px;">           Alt Vendor Name: The News            Rejection reason(s):  <ul style="list-style-type: none"> <li>Incorrect rate, should be: s/b 12.34</li> </ul> </div>												
Day Of Week: Friday      Net to Newspaper Rate: \$12.34 Product: The News PO Number: N/A Shipping Address: 707 S Worth Street Burlington NC 27215 Shipping Comments: Non returnable skids less than 4ft high; need inserts by 3pm Thursday prior Zone: Version-JGA: 27215 [27215] (includes sc), 27217 [27217] (includes sc), 27253 [27253] (includes sc), 27258 [27258] (includes sc), 27349 [27349] (includes sc)												
Line Item No: 2											Line Item Total: \$221.24	
<b>Order Total</b>											<b>\$597.75</b>	

If you need to indicate that and order will not be scheduled due to either Credit Hold, or Other reason, you can indicate in this section at the bottom of the IO.

Ads will NOT be scheduled due to:  
 Credit Hold     Other

Any revisions to this order should be made via the rejection process by line item. If you have any questions or additional feedback please contact your agency representative by [clicking here](#) or calling (606) 465-0876.

In the event of non-payment by the advertiser, Quad/Graphics is liable only for the fee portion stipulated in this order. Publication will not be paid until Quad/Graphics receives full payment from advertiser.

*Invoices will not be processed without signed orders and tearsheets. Please reference Order Number on invoice.*

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If your order was rejected for a credit hold or other reason, that information will be displayed as well. This section will go to the top of the order to get the media buyer's attention.

**Schedule Hold Information**

Ads will NOT be scheduled due to:  

- Credit Hold

Comments:

## Placement Description

There is a field where the Agency users (media buyers) are able to add in comments. This section is called Placement Description. We recommend always checking this section. It is located at the bottom of an order.

Placement Description

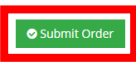
lorem ipsum

## Submitting Orders

Once all of the lines have been marked as Approved, Unapproved, or Revised you can click on the submit order button at the bottom of the page to send your order back to the Media Buyer. When you click Submit, you will see a popup notification asking you to enter your electronic signature.

We would like to stress that the buyer will NOT see your approval or rejection response until the order has been submitted.

Any revisions to this order should be made via the rejection process by line item. If you have any questions or additional feedback please contact your agency representative by [clicking here](#) or calling (606) 465-0876.  
In the event of non-payment by the advertiser, Quad/Graphics is liable only for the fee portion stipulated in this order. Publication will not be paid until Quad/Graphics receives full payment from advertiser.



## Order History

At any time, users can click the section called Order History at the top of an order to get a detailed timeline view of all changes that have occurred with the order.

**ORDER #1058565** Back

Current Details **Order History**

**ORDER #1058565** Back

Current Details Order History

Show:  Order Status Items  Transmission Status Items

- Revision 1 Approved by user: Jane Doe**  
05/04/2015 3:21 PM UTC
  - Signature: Nik
- Revision 1 Transmitted by user: eostest@ap.org**  
04/28/2015 8:33 PM UTC
- Revision 1 Revised by user: jrjones@vertisinc.com**  
04/28/2015 8:20 PM UTC
- Initial Order Details Rejected by user: John Doe**  
04/28/2015 8:10 PM UTC  
Rejection Reasons:
  - Incorrect rate, should be: 12.34
  - Signature: rich OBO jane doe
- Initial Order Details Rejected by user: John Doe**  
04/28/2015 8:10 PM UTC  
Rejection Reasons:
  - Incorrect rate, should be: 12.34
  - Signature: rich OBO jane doe
- Initial Order Details Transmitted by user: eostest@ap.org**  
04/28/2015 7:47 PM UTC
- Initial Order Details Created by user: jrjones@vertisinc.com**  
04/27/2015 4:17 PM UTC

## Managing your Order List

Users have the ability to search for orders by setting filters on the left hand side of the Order List. To find the options, users simply expand one of the criteria options: Order Filters, Contact Filters, or Advertiser/Agency Filters.

These filters contain: Order Number, Scheduled Month/Year, Run Date, Order Types, Date Created, Ad ID, Revision Count, Internal Tracking Number, Order Status, Response Due Date, Revision Date, Transmission Status, Transmission Count, Contact Information (Contact, Vendor Code, Vendor Email), and Agency Information (Advertiser, Contact, Client Account Code, Office Code).

ORDER LIST Refresh Manage Columns

Order Filters

Contact Filters

Advertiser / Agency Filters

Apply Filter(s)

Order Number	Scheduled Month and Year	Status	Response Due Date	Order For
1058565	May, 2016	Approved		The News
1058562	Feb, 2016	Rejected		The News
1058568	Aug, 2016	Rejected		The News
1058569	Sep, 2016	Rejected		The News
1058573	Jan, 2017	Revised	May 10, 2015	The News
1058574	Feb, 2017	New	May 15, 2015	The News

Users can select the Manage Columns option from the top right hand corner of the Order List, and set which columns they do or do not want to see visible.

Manage Columns ✕

Customize the columns you would like to display in the Order List by selecting the column(s) and clicking the right arrow to add them or the left arrow to remove them from the view.

**Available Columns**

- Additional Reps Receiving Order
- Additional Reps Receiving Order Email
- Advertiser
- Agency Contact
- Agency Contact Address
- Agency Contact Email
- Agency Contact Phone
- Agency Name

Add →

← Remove

**Displayed Columns**

- Order For
- Order Number
- Response Due Date
- Scheduled Month and Year
- Status

Cancel Save

*Note\* these changes are per user, and are remembered. Each time you log into MyIO, the same columns will be displayed until you select otherwise.*

## Experiencing an Issue?

If you are experiencing an issue with MyIO, or you have some questions, please reach out directly to your Quad Media contact person.