



**TIPS IMAGES - MANUAL FOR DISTRIBUTOR'S STAFF
(July 1, 2008)**

We'd like to help you to get the services and information you require as quickly as possible. Contact us if this manual does not adequately answer your questions.

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CONTACT US

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Important Email Address:

Use **tipsagent@tipsimages.com** for all of the following matters:

- 1.Urgent matters, clearance requests
- 2.Image management questions, website problems, general questions
3. Account set up
- 4.Technical Issues



DOWNLOAD HI RES

1. Click on the link:

<http://administration.tipsimages.com/Dist-Admin/Distribution/Dologin.asp>

2. Insert your log in and password (if you don't have one, contact us at tipsagent@tipsimages.com)

3. Follow online instruction

Tips Distribution download site is not for use by your clients. It is only for use by your sales personnel and researchers.

REQUEST A HIGH RESOLUTION SCAN

Request hi resolution images from us only when the hi resolution size you require is not already available at Distribution download site.

Send the following information to tipsagent@tipsimages.com :

1. Tips image number.
2. A thumbnail of the image (so we can make sure it is the correct image).
3. The date and time (in your time zone) by which you require the scan.
4. File size required in megabytes (MB) and the actual print size required by your client. – we will yet you know if the bigger size is available.
5. The DPI (dots per inch)
6. The email address to receive the high resolution image.

Please, remember:

1. There is a scan fee for sizes larger than 50 MB.
2. Some scans may require more days, some photos are not available for rescan.
3. When the scan is complete we will send you an email stating that the image is available.
4. We expect to see the revenue from the images you requested in your sales report!



Send your scan or hi-res requests ONLY to tipsagent@tipsimages.com.
Tips Images will process most scans within a 24h / working days.

If you are unsure what megabyte size to specify use the chart below as a guide. For example, if it has been your practice to ask for an "A3 scan" you should request a 50 MB scan.

Scan Sizes & Fees: (updated 1 July, 2008)

Paper Sizes	Scan Dimension (mm)	FILE SIZE	FEE (in euros)
A0	841 X 1189	401 MB	€250
A1	594 X 841	201 to 400 MB	€150
A2	420 X 594	80 to 200 MB	€100
A3	297 X 420	50MB	NO FEE
A4	218 X 320	28 to 32 MB *	NO FEE

*A4 files may vary from 28 to 32 MB in size. All scans are compressed JPEG images at 300 dpi.

SEND A CLEARANCE REQUEST

When your client requires a rights-managed image for use outside your territory or for exclusive use anywhere, you must send a clearance request to tipsagent@tipsimages.com

Include the following information:

1. Tips Image number
2. Usage
3. Exclusive or Non-exclusive?
4. Industry
5. Territories
6. Start Date
7. End Date
8. Include a thumbnail of the image

For usages including only your territory we will respond in our business day.
For usages outside your country we will reply within 48 hours/working days.
If you have not heard from us you should NOT assume that the image is cleared.



TECHNICAL ISSUES

We will respond promptly to any technical problem. In order to reproduce and test the problem, please provide the information below :

Send the problem to: tipsagent@tipsimages.com. Our Tech people will contact you if necessary.

We need some information from you:

1. Brief description of the problem:
2. Your Username (if necessary)
3. Your Password (if necessary)
4. E-mail address
5. Telephone number with international prefix.
6. Browser & version number (i.e.: Internet Explorer, Netscape, etc) You'll see this information by clicking Help >>About, in your browser window
7. Operating System & version number – To find this info: For PCs Go to the Start Menu. Select Control Panel and click Help and About. For Macintosh OSX click on the Apple icon on the menu; then, select About This Mac. For Mac 9.x - click on the Apple icon on the menu; then select About This Computer
8. How to reproduce the problem (step-by-step)

We welcome your questions. If you don't find the answer above please contact us at tipsagent@tipsimages.com

During our office hours we will reply within 60 minutes

Thank you