

eClips International

Ireland FAQ

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1. Why can I not find the article in the hard copy?

A publisher may decide that an article should move page or change headline or be completely removed. That is a valid editorial change, so receiving all editions of a paper is necessary in order to provide the most valuable information.

A check is carried out before loading any later edition articles, which compares its contents to those on the same page of the earlier editions. If the two are identical then the new article is marked as a duplicate and not loaded, and if anything has changed then it is loaded and distributed as normal.

A change is defined as a new value in any of the following fields:

Page, Headline, Sub Headline, Byline, Author, Body Text, Word Count, Article Position on page.

2. What is the number of pages in the PDF document, can this information be provided in the XML?

We don't currently have this information because an article can appear on one page in the paper but we might need to lay it out over 2 or 3 pages on the A4 size we use. There is no easy way for us to put that value into the xml at the moment. But there are 3rd party tools available that can read a PDF & report how many pages it contains, etc. And you can use such tools if you wish.

3. What time is the latest delivery?

You will be sent a full set of articles per region (1st edition), per title etc from 6am GMT each morning. It will take 5-10 mins approx to pull from the FTP. 2nd editions will be available from 7am GMT.

4. Are the pm deliveries of XML put in the same folders as the am?

Yes.

5. When is content on my FTP deleted?

The purge of content takes place at 14:00pm GMT.

6. What will be sent in the FTP directories?

Top Level/FTP Root - Generic versions of papers

Eire - ROI versions of all papers

Ulster - NI versions of all papers

7. Is there a predefined pattern to the XML file names?

An example of a file name could be 20090804_Belfast Telegraph Evening_Reg-null_Sup-null_Ed-02_26224553.XML

Each filename will be of the format **tttt yyyyymmdd_REG-null_SUP-null_ED-1_nnn.XML**

yyyyymmdd is the publication date in year, month, day format

tttt is the full name of the newspaper

REG indicates the regional edition with the edition name following the hyphen (NULL is used to represent the default primary edition)

SUP indicates the supplement (or other non-core book component) with the name following the hyphen (NULL is used where the article is from the main newspaper book)

ED indicates the edition with the number following the hyphen

nnn is a number uniquely assigned to each article

This pattern will never change under normal circumstance.

8. I am missing articles that exist in my paper hard copy, why?

If you do not receive an article XML, there are two possible reasons this *may* be missing:

- a) It appeared in all editions **except** the edition you have in front of you. To check the edition, there will be two letters



i.e. 'SC' (Scottish Edition) on the banner above indicates the edition of that article.

- b) It may not have been clipped and is therefore **missing**; this needs to be reported to Ninestars. You should email details to missingcontent@nla.co.uk . Click [here](#) for more information on Escalation Procedures.

NOTE: The target completion time for reprocessing requests is set to a rolling hour. E.g. If you send a request at 01:10 London time it should be completed by 03:00 London time, or if sent at 04:50 London time it should be completed by 06:00 London time, etc.

The length of time it takes generally depends on the complexity of the request. Average turnaround times are generally from 5-30 minutes.

The only exception to target completion times is from 04:00-23:00 London time on Sundays. Our production facility is unstaffed during these hours so any request sent during this time will be reprocessed from 23:00 London time onwards

9. Is there anything on an article level I should expect NOT to receive?

Yes. Please refer to the Clipping Guidelines for detail by going to <http://blog.nla-eclips.com/support-documentation/>

Briefly, you should not expect to receive the following:

- Advertisements
- Puzzles unless a competition
- Weather charts and maps
- TV and Radio Listings
- Newspaper contact details
- Some league tables / Share prices /Section heads



newspaper licensing agency

10. Why does the article not appear as I expected?

There are general clipping rules we apply to our content. For full details, please refer to [Clipping Guidelines – General Treatment Rules](#)

11. Branding - what do we have to do?

Please [click here](#) and it will open up a PDF doc for our Branding specification. It has all the detail for the process and options that can be applied to the PDFs you will be sending out to your respective client list.