

ABC Returns System: FAQs



Setting the standard

What is ABC Returns System?

ABC Returns System is the new online system for submitting return data. This data will appear on your ABC certificate and be audited.

What is your return?

Your return (or claim) is the data you submit prior to getting your certificate.

Why has ABC decided to replace eReturns with ABC Returns System?

We wanted to make it easier for members to submit their return and enable all sectors to do so via the web. The new system has faster processing speeds, a quicker data submission process and can also be changed quickly to support rule changes.

When can I access ABC Returns System?

All members who submit returns can use ABC Returns System from June 2014. We will notify the Forms contact when you have been transferred to the new system.

How do I access ABC Returns System?

ABC Returns System is available via <https://submitdata.abc.org.uk>

Where can I find my password for ABC Returns System?

When you visit ABC Returns System for the first time, click on the link “Forgotten your password or do not yet have a password?” Once you have submitted your email address an email will be sent to you enabling you to set your own password.

Can I nominate someone to enter return data into ABC Returns System on my behalf?

Yes. The Forms Contact can setup sub users via the welcome page of ABC Returns System. Sub users can then enter data on your behalf.

Who is the Forms Contact?

The Forms Contact is the person flagged on our database as responsible for completing the online form and checking the resulting certificate.

How do I change the Forms Contact?

If you want to change the Forms contact please contact your [Account Manager](#).

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What browsers can I access ABC Returns System on?

ABC Returns System can be accessed through all modern browsers including:

1. Mac OS X running Safari, Chrome and Firefox
2. Windows XP, Vista and 7 running Internet Explorer v7, v8 and v9, Safari v5 and later, Firefox 3.n and 4.0 and Google Chrome v10 and later

Will I need training to use ABC Returns System?

ABC Returns System has been designed to be intuitive. Instructions on how to use the system are shown on screen. Further information can be found in our [User Guide](#) and [video guides](#).

eReturns sent me automatic reminders for submission deadlines. Will ABC Returns System do the same?

Yes. ABC Returns System will send you automatic reminders for submission deadlines.

I submit some of my data in spreadsheets, will I continue to do this?

With ABC Returns System, you submit all your data online. You can download Excel templates for tabular data, and upload the completed Excel spreadsheet into ABC Returns System.

Can I submit my product logo and other images?

Products logos and other images can be submitted via ABC Returns System so they can appear on your ABC certificate.

Can I save and exit my return and complete it at a later date?

Yes. Changes aren't saved automatically so please ensure you save your data before you exit ABC Returns System.

I am submitting more than one return; do I access them all from the same place?

Yes. You can access all of your returns together using one password.

What happens if I get stuck when I am completing my return?

If you need assistance when using ABC Returns System, please ring ABC Operations on 01442 200736 or contact your [Account Manager](#).

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How soon after I have submitted my return will I get my certificate?

Consumer Magazines, National Newspapers, Regional Publications and Bulk Distribution members will get an immediate acknowledgment that their data has been submitted, and will receive their ABC certificate on the agreed release dates.

Other sectors will receive a draft certificate within a few minutes of submitting their data.

Can I access my return once I have submitted it?

Some sectors have an agreed checking period, during which you will be able to view and amend the data. If there is no agreed checking period, or that period has ended, you will be able to view the data but will not be able to make changes.

If I notice a mistake after submitting my return can I change it?

If your submission is within an agreed checking period, you will be able to amend the data. If there is no agreed checking period or that period has ended, you will not be able to make changes.

Where do I submit my supporting audit data (e.g. mailing lists, log files)?

Mailing lists should be emailed to mailinglists@abc.org.uk. Digital log files should be submitted in the usual way to your FTP account by you or your analytics provider.