



**DISTRIBUTION DEPARTMENT**  
**- MANUAL FOR DISTRIBUTOR SALES STAFF -**  
(September 1, 2008)

**We'd like to help you to get the services and information you require as quickly as possible. Contact [agent@photolibrary.com](mailto:agent@photolibrary.com) if this manual does not adequately answer your questions. This document is confidential and is intended only for members of the Photolibrary Distribution network**

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**CONTACT US**

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**Important Email Address:**

**Use [Agent@photolibrary.com](mailto:Agent@Photolibrary.com) for all of the following matters:**

- Urgent matters, scan requests, clearance requests
- Image management questions, website problems, general questions
- Index Open (RF Subscription) Account set up
- Technical Issues

## **SEARCH IMAGES & DOWNLOAD HI RES**

**You can search image subjects and retrieve hi resolution files for all digital images from your agent area at [www.photolibrary.com/agents](http://www.photolibrary.com/agents)**

### **How To Search Images:**

- Go to [www.photolibrary.com/agents](http://www.photolibrary.com/agents)
- Enter your Agent Code and Password.
- If you do not have an agent code and password please request one at [agent@photolibrary.com](mailto:agent@photolibrary.com).
- Select the radio button that says “United Kingdom.”
- Search either an image subject or a Photolibrary image number. You can also search model released, RM or RF, and you can search for newly added images.

### **How To Get A Hi Res Image From Your Agent Area:**

- Click on the [High Res / Create License](#) link below the thumbnail size image you wish to download.
- In the “Image Download” box choose the appropriate Download Method, Date, Industry, and Countries information. Also choose the reason for the download: To create an Exclusive License, to create a Non-Exclusive License or, to create a 7 day reservation of the image.
- Click the “Download Image” button.
- Click the link for the file size you need in the lower left corner of the “Image Delivery Advice” box.
- After the full image file appears click on the image to see the menu for downloading options.
- [www.photolibrary.com/agents](http://www.photolibrary.com/agents) 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 Photolibrary only when the hi res size you require is not already available at [www.photolibrary.com/agents](http://www.photolibrary.com/agents)**

Send the following information to [agent@photolibrary.com](mailto:agent@photolibrary.com):

- Photolibrary Image number.
- A thumbnail or web size of the image (so we can make sure it is the correct image).
- The date and time (in your time zone) by which you require the scan.
- File size required in megabytes (MB).
- The DPI (dots per inch)
- The medium (paper, billboard, etc), and the actual print size required by your client.
- The email address to receive the high resolution image.

### **A Few Things to Remember About Photolibrary Hi Resolution Image Scans:**

- There is a scan fee for sizes larger than 50 MB.

- Some scans may require a next day turnaround.
- When the scan is complete the Scanning Department will send you an email stating that the image is available.
- DO NOT use “Urgent” or “Emergency” in your hi res requests
- Send your scan requests ONLY to [agent@photolibrary.com](mailto:agent@photolibrary.com). Photolibrary will process most scans within four hours during the business day of the office providing the scan.
- We expect to see the image requested in your sales report!

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. Similarly, if you would like a scan dimension of 23 x 33 inches, you should request a 200 MB file.

#### Scan Sizes & Fees: (updated June1, 2008)

| A' Series of Trimmed paper Sizes | Scan Dimension (mm) | Scan Dimension (Inches) | FILE SIZE     | FEE (in US dollars) | FEE (in British pounds) |
|----------------------------------|---------------------|-------------------------|---------------|---------------------|-------------------------|
| A0                               | 841 X 1189          | 33.1 X 46.81            | 401 MB        | \$250               | £130                    |
| A1                               | 594 X 841           | 23.39 X 33.11           | 201 to 400 MB | \$150               | £75                     |
| A2                               | 420 X 594           | 16.54 X 23.39           | 101 to 200 MB | \$100               | £50                     |
| A3                               | 297 X 420           | 11.69 X 16.54           | 51 to 100 MB  | \$25                | £15                     |
| A4                               | 218 X 320           | 8.5 X 12.5              | 28 to 50 MB * | NO FEE              | NO FEE                  |

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

### ROYALTY FREE PRICES

**Below are suggested Royalty Free Prices and discounts. Choose the appropriate currency for your market.**

#### 81a RF Single-Image fees by size (September 1, 2008):

| Size  | Format | Print Size | Fee (British Pounds) | Fee (Euros) | Fee (US Dollars) |
|-------|--------|------------|----------------------|-------------|------------------|
| 2 MB  | RGB    | Web        | £99.00               | € 129.00    | \$129.00         |
| 10 MB | RGB    | A5         | £199.00              | € 259.00    | \$219.00         |
| 30 MB | RGB    | A4         | £249.00              | € 309.00    | \$299.00         |
| 50 MB | RGB    | A3         | £299.00              | € 379.00    | \$399.00         |

#### Photolibrary RF Single-Image fees by size (September 1, 2008):

| <u>Size</u> | <u>Format</u> | <u>Print Size</u> | <u>Fee (British Pounds)</u> | <u>Fee (Euros)</u> | <u>Fee (US Dollars)</u> |
|-------------|---------------|-------------------|-----------------------------|--------------------|-------------------------|
| 2 MB        | RGB           | Web               | £65.00                      | € 80.00            | \$129.00                |
| 10 MB       | RGB           | A5                | £110.00                     | € 139.00           | \$209.00                |
| 30 MB       | RGB           | A4                | £179.00                     | € 229.00           | \$349.00                |
| 50 MB       | RGB           | A3                | £199.00                     | € 249.00           | \$399.00                |
| 70 MB       | RGB           | A2                | £259.00                     | € 329.00           | \$499.00                |

**Suggested Discount Prices (Bundle Pricing):**

| <b>Number of Images in the Sale:</b> | <b>Percent to Discount</b> |
|--------------------------------------|----------------------------|
| 2 images                             | 5%                         |
| 3 to 4 images                        | 10%                        |
| 5 to 7 images                        | 15%                        |
| 8 to 15 images                       | 20%                        |
| 16 to 20 images                      | 25%                        |
| 21 or more images                    | 30%                        |

**Virtual RF CD Pricing:**

|                       | <b>Fee<br/>(British<br/>Pounds)</b> | <b>Fee<br/>(Euros)</b> | <b>Fee<br/>(US Dollars)</b> |
|-----------------------|-------------------------------------|------------------------|-----------------------------|
| Containing 100 images | £449.00                             | €569.00                | \$899.00                    |

**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 [agent@photolibrary.com](mailto:agent@photolibrary.com)**

Include the following information:

- Photolibrary Image #
- Brief description of the image
- Usage
- Exclusive or Non-exclusive?
- Industry
- Territories
- Start Date
- End Date
- 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.

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:** [agent@photolibrary.com](mailto:agent@photolibrary.com). Our Tech people will contact you if necessary.

Tell us the following:

- Brief description of the problem:
- Your Username
- Your Password
- E-mail address
- Telephone #
- Browser & version number (i.e.: Internet Explorer, Netscape, etc) You'll see this information by clicking Help >>About, in your browser window
- Best time to for us to call you
- 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
- How to reproduce the problem (step-by-step)

## **FREQUENTLY ASKED QUESTIONS**

**We welcome your questions.**

**If you don't find the answer below please contact us at [agent@photolibrary.com](mailto:agent@photolibrary.com).  
During our office hours we will reply within 60 minutes**

**Q: Why was I told that I cannot have an image that my customer saw on your site?**

A: Not all images seen on the home page of [www.photolibrary.com](http://www.photolibrary.com) can be licensed in your territory. Only images seen at [www.photolibrary.com/agents](http://www.photolibrary.com/agents) with your Agent Code and Password can be licensed in your territory.

**Q: I saw an image on my agent area that I was later told I could not license. Why is this?**

A: Please report the image number to [agent@photolibrary.com](mailto:agent@photolibrary.com). We will investigate it and reply to you as quickly as possible.

**Q: Why did I not get a reply to my hi res request?**

A: We will process your requests as quickly as possible. It takes up to four hours to complete a 50 MB scan, longer for larger scans

**Q: We made a 50 MB scan request and did not receive a scan the next day.**

A: Some email filters may block our email notification to you. Please notify us and we'll find another way to deliver your image.

**Q: What does Photolibrary Charge for Royalty Free images?**

A: See information above under Royalty Free Prices above.

**Q: I cannot find the answer to my question.**

A: Please write to us at [agent@photolibrary.com](mailto:agent@photolibrary.com). We'll be happy to assist you.

*Thank you from Photolibrary*

