SUBMISSION SUMMARY AND ERROR MESSAGE EMAILS

You should get a submission summary email from books-donotreply@mediasourceinc.com with the subject: "Virtual Bookroom Submission Summary." You may instead get a separate error message email, explained further below. The submission summary email will list all titles that were processed successfully, as well as any that were not processed due to errors. Below is an example of a submission summary email and a list of potential error messages and the most common ways to fix them.

Example of a submission summary email:

Thank you for using the Virtual Bookroom. Below is a summary of titles uploaded from your recent submission: **Sample Submission** using the Excel file **Sample Submission.xlsx**

The following titles were processed successfully:
1: 1234567891011, Book Title 1

The following titles were NOT processed. Errors are listed to the right:
2: 1234567891012, Book Title 2, Error: *Missing PDF file or file name does not exactly match what is listed in Excel template*
3: 1234567891013, Book Title 3, Error: *Missing author name*
4: 1234567891014, Book Title 4, Error: *Missing or invalid publication date*
5: 1234567891015, Book Title 5, Error: *Invalid section*

Error: *Missing PDF file or file name does not exactly match what is listed in Excel template*

You either did not upload the PDF for the record OR the file name listed on the submission template does not EXACTLY match the file name of the uploaded PDF. For a missing PDF(s), please upload the PDF(s) **AND** reupload the submission template. If you got this error message and you have uploaded all the PDFs in the submission template, likely the file name listed on the submission template does not EXACTLY match the file name of the uploaded PDF. Please correct the file name in the submission template (we recommend copying and pasting directly from the PDF record). Common discrepancies include missing underscores, spaces, version number, etc. You do NOT need to add .pdf to the file name. After correcting the file names, reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing ISBN*

You did not enter an ISBN on the submission template. Please fill in the ISBN and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing or Invalid PDF type*

Either you did not select a PDF type from the dropdown menu OR you entered in an option that was not on the menu. Please select an option from the dropdown menu and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing or invalid e-Galley link*

You selected Link for media type and did not provide an e-Galley link OR provided an invalid link. Please correct the media type or provide an e-Galley link and reupload the submission template.

Error: *Missing PDF file name*

You did not enter a PDF file name on the submission template. Please fill in the PDF file name and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing book title*

You did not enter a book title on the submission template. Please fill in the book title and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing author name*

You did not enter the author name on the submission template. Please fill in the author name and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing publisher name*

You did not enter the publisher name on the submission template. Please fill in the publisher name and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing or invalid publication date*

You did not enter a publication date OR you did not enter the date in MM/DD/YYYY format. Please correct the publication date and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing or invalid subject/genre*

Either you did not select a subject/genre from the dropdown menu OR you entered in an option that was not on the menu. Please select an option from the dropdown menu and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *Missing or invalid section*

Either you did not select a section from the dropdown menu OR you entered in an option that was not on the menu. Please select an option from the dropdown menu and reupload the submission template. If you correct the error within 48 hours of receiving the email, you do NOT need to reupload the PDF.

Error: *ISBN already exists*

You entered an ISBN that already exists for a previously submitted manuscript PDF or previously submitted e-Galley link. You cannot resubmit a manuscript PDF or an e-Galley link. However, you can append a record with either a Review Copy or Print Ready PDF. Simply submit your PDFs and matching submission template Excel file and, if the record already exists and is lacking a Review Copy or Print Ready PDF, the record will be appended with the new PDF and new contact information.

ADDITIONAL ERROR MESSAGE EMAILS

If you do not receive a submission summary email, you may receive a separate error message, also from **books-donotreply@mediasourceinc.com** with the subject line: "Virtual Bookroom Error Notice." Each of these emails contains specific instructions on how to fix the error and resubmit your titles.

You should receive a submission summary email OR an error notice, **IF YOU DO NOT RECEIVE EITHER WITHIN ONE BUSINESS DAY AFTER YOUR SUBMISSION ATTEMPT**, please contact **BookRoomHelp@mediasourceinc.com** for further assistance.