

## **Frequently Asked Questions (FAQs)**

### **Switching from the Daily Manila Shimbun Paper edition to the Digital edition**

**I would like to subscribe to the Daily Manila Shimbun (DMS) digital edition beginning January 2022, but I still have an existing subscription to the DMS paper edition. What will the remaining balance of my subscription be after switching over to the DMS digital edition in January 2022?**

The remaining balance of your existing paper subscription will depend on how many months you have consumed less than the duration of your subscription.

#### **Sample computation:**

If you don't subscribe to the DMS digital edition, the unconsumed remaining balance will be refunded.

#### **Sample table only**

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
One year hard copy subscription price	Monthly Cost	5 months consumed	Remaining balance (7 months)	<b>Option 1:</b> Cost of new digital subscription (1 year at Php 1,200 monthly)	If 1-year digital subscription (additional payment)	<b>Option 2:</b> Cost of new digital subscription (6 months at Php 1,200)	If 6 months digital subscription (refund amount)
18,500	1,542	7,710	10,792	14,400	3,608	7,200	3,592

In the example above:

1. In column 1 - the subscriber has a hard copy subscription duration of 12 months (1 year) amounting to Php 18,500.
2. In column 2 - the amount Php 1,542 represents the monthly cost of the subscription.
3. In column 3 - The subscriber has consumed 5 months which is equal to 7,710 (Php 1,542 x 5).
4. In column 4 - The subscriber has a remaining balance of seven (7) months that's equal to Php 10,792.

The Php 10,792 is the difference of the 12 months subscription (Column 1) less the 5 months consumed (column 3) - (Php 18,500 less Php 7,710 equals Php 10,792).

5. In column 5 - the cost of a new digital subscription for 1 year is Php 14,400.
6. In column 6 - Option 1: IF the subscriber prefers to continue and subscribe to a new digital subscription with a one (1) year duration amounting to Php 14,400 - the subscriber will add Php 3,608. (Php 14,400 less Php 10,792).
7. In column 7 - the cost of a new digital subscription for 6 months is Php 7,200.

8. In column 8: **IF** the subscriber prefers to continue and subscribes to a new digital subscription with a six (6) month duration amounting to Php 7,200 - the subscriber will get a refund of 3,592 (Php 10,792 (column 4) less Php 7,200 (column 7).

If you are undecided on whether you should subscribe to the Daily Manila Shimbun Digital or not, we can offer you a **FREE 15-day trial period.**

Please send an email to [jpdesk@manilashimbun.com](mailto:jpdesk@manilashimbun.com) or [circ@manilashimbun.com](mailto:circ@manilashimbun.com) to request it. Once we receive the email request, we will reply within 2 hours, providing you with a username and password.

**As an existing paper subscriber, I have decided not to shift/subscribe to the Daily Manila Shimbun (DMS) digital edition after December 31, 2021. Can I get a refund of the remaining balance of my DMS paper subscription fee?**

Yes, we will refund the remaining balance of the DMS paper subscription depending on how many months you have consumed less than the duration of your subscription.

To request the refund, please send us an email to [jpdesk@manilashimbun.com](mailto:jpdesk@manilashimbun.com), with the subject '**Request for DMS Refund-hard copy**'. Please specify the following:

1. Name of the bank
2. Account holder's name
3. Account number
4. Account type, e.g., savings, checking, etc.

## About Subscribing to the Daily Manila Shimbun

### **Does a subscriber need an internet connection to access DMS?**

Yes, DMS is available via its website only. You cannot browse the articles offline.

### **I want to try DMS before I subscribe. Is it possible?**

Yes, we offer you a 15-day free trial period. Please send an email to [jpdesk@manilashimbun.com](mailto:jpdesk@manilashimbun.com) or [circ@manilashimbun.com](mailto:circ@manilashimbun.com) to request it. Once we receive the email request, we will reply within 2 hours, providing you with a username and password.

### **I wish to subscribe to DMS but belong to a company. Is it possible for me (us) to subscribe?**

Yes, corporate subscribers are possible. Please call us at 8807-8918, 8551-8238, 0917-6396983. Email us at [jpdesk@manilashimbun.com](mailto:jpdesk@manilashimbun.com) or [circ@manilashimbun.com](mailto:circ@manilashimbun.com) for inquiries. The person in charge of corporate subscriptions will contact you shortly to discuss the partnership.

## **How much does it cost to subscribe to DMS?**

A one-month subscription to DMS is worth Php 1,200. If the payment is made in the Japanese Yen or other foreign currencies, prevailing foreign exchange rates will apply. The amount due will be computed automatically upon checkout.

[https://www.manila-shimbun.com/info/buy\\_online.html](https://www.manila-shimbun.com/info/buy_online.html)

## **How do I pay for my DMS subscription(s)?**

For the DMS subscribers (individuals and corporations) based in the Philippines, we provide the following payment channels for your convenience; Bank Transfer and Credit Card.

### **BANK TRANSFER**

Bank : Banco De Oro (BDO)

Bank Address: 832 Arnaiz Avenue, Barangay San Lorenzo, Makati City

Account Name: STEP JP PRINTING SERVICE INC.

Account Number: 008720041204

Swift Code: UBPHPHMM

Bank Union Bank of the Philippines

Bank Address: 7th Avenue G / F corner 24th St., McKinley Bldg., Taguig City

Account Name: STEP JP PRINTING SERVICE INC.

Account Number: 001940003079

Swift Code: UBPHPHMM

We accept Philippine-issued credit cards (Not debit cards). However, the currency of settlement is in Japanese YEN.

Please send us proof of transaction details, e.g., bank transfer receipt, deposit slip, etc., via email to

jpdesk@manilashimbun.com or circ@manilashimbun.com.

## **I am a subscriber, based in Japan. How can I pay the subscription fee?**

For the Japanese Subscribers based in Japan, we accept all major credit cards such as Visa, Mastercard, JCB, and American Express.

## **When can I start reading the DMS after paying the subscription fee?**

Upon authentication and confirmation of your subscription payment, you will receive an email containing your login credentials and password, usually 24 to 48 hours later. Once logged in, you may start using your account details to access your DMS subscription.

## **How do I access the DMS articles as a subscriber?**

You can access the DMS as follows:

1. Go to <https://www.manila-shimbun.com>
2. On the right side of the top page of the website, click LOG IN
3. Enter your USERNAME and PASSWORD in the log-in window and click SUBMIT.
4. Once your credentials have been authenticated, you can now access all the articles.

## **How many devices can I use to access my subscription?**

If you are an individual subscriber, you may access the DMS on one (1) device: a laptop/desktop or a mobile phone.

Your access to the DMS is on one (1) device per subscriber for the corporate subscriber.

## **What time are the DMS articles released online daily? Does the DMS have press holidays ?**

The DMS articles are released every day around 4:00 am (Philippine Time) once the current issue is available.

Yes, DMS has press holidays for two (2) days a month.

## **On the expiration and cancellation of the subscription**

### **What if my subscription expires?**

An expired subscription prevents you from accessing the DMS.

To remind you to renew your subscription, you will receive an email from the DMS two (2) weeks before the expiration date. If you renew your subscription before the contract ends, you can continue to access the DMS.

To regain access to the DMS, please sign up for a new subscription after the expiration date.

### **Can I cancel my existing digital subscription and request a refund?**

Unfortunately, you cannot cancel your subscription or request a refund after paying the subscription fee.

However, you may transfer your access to another person or institution of your choice by following the steps below:

- 1 On the website, log in to your account.
- 2 Go to the “MY PAGE” section.
- 3 Change the NAME and EMAIL ADDRESS to the individual or company of your choice. You can also change the PASSWORD of the account.
- 4 Click SAVE.
- 5 Once done, please inform us of the changes at [jpdesk@manilashimbun.com](mailto:jpdesk@manilashimbun.com) or [circ@manilashimbun.com](mailto:circ@manilashimbun.com).