

Dear Newsagent,

Coles Express Returns Process Change - Reminder

News Corp Australia and Coles Express have agreed to a change in the way returns are processed, which will affect you as the Distribution Agent.

This change relates to the following publications (where they are ranged) in the Coles Express outlets you deliver to on our behalf:

- Herald Sun / Sunday Herald Sun
- Geelong Advertiser / Weekend Geelong Advertiser
- The Weekly Times
- The Australian
- The Weekend Australian

What is changing?

- You will no longer be required to collect the physical returns of newspapers from Coles Express outlets.
- You will no longer be required to process returns on iServices on behalf of Coles Express outlets.

When is this change effective from?

- **The last week you will be required to process returns for Coles Express outlets will be for week ending 24/09/17.**
- **This means you will still need to collect the physical returns on Monday 25/09/17 and submit them by processing into iServices by no later than the regular cut off time of midday Tuesday 26/09/17.**
- **Week ending 01/10/17 will be the first week where this process will no longer apply.**

What are the benefits of this change?

- No admin associated with returns for Coles Express stores.
- No admin for Newsagents processing returns into iServices on behalf of Coles Express.
- Reduction of paper based returns forms, faxing and manual data processing.
- One less trip for the Newsagents to make to collect physical returns from Coles Express outlets.

What remains the same?

- Deliveries of required quantities of newspaper titles to Coles Express outlets with the inclusion of the delivery docket (cart note) from News Corp.
- Your commission payment associated with servicing the Coles Express outlets in your territory.

Why is this change occurring?

Coles Express recognises the complexity and challenges for both store staff and the servicing Distribution Agent. News Corp Australia has entered into an arrangement with Coles Express that will utilise a technological solution that eliminates paper forms, faxes, and manual data entry, but maintains audit integrity in processing sales and returns.

We thank you for your cooperation and ask that you contact your Area Distribution Manager or Area Customer Manager if you have any questions.

Kind Regards,

News Corp Australia.