

Dear Newsagent,

Coles Supermarket Returns Process Change

News Corp Australia and Coles Supermarkets have agreed to a change in the returns process. As the servicing distributor for Coles Supermarket in your territory we request your assistance and compliance with this new process.

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

The Courier-Mail, The Sunday Mail, Gold Coast Bulletin, The Townsville Bulletin,
The Cairns Post, The Australian, The Weekend Australian

This change takes effect from returns period week ending February 8th 2015 and continues indefinitely for the Coles/ Bi Lo Supermarket/s in your territory.

How does this affect you?

- From the effective date above you are no longer required to collect and process returns for the Coles Supermarket. Returns will be completed within the store environment by a third party chosen by Coles Supermarkets.
- The third party will manage the collection, processing and destruction of any returns. This commences from the above effective date. You no longer need to collect any returned newspaper copies from the above effective date and you are no longer required to collect the returns form nor process the returns figures in I-services.
- There is no change to the process you should follow for morning delivery. Delivery of the specified quantity delivered with the News Corp delivery docket (Cart Note) is required to continue as normal in all situations.

Why is this change occurring?

Coles Supermarkets recognise the complexity and challenges for both store staff and the servicing Newsagents. Appointing a third party enables one individual person the responsibility for the entire returns component thereby minimizing the risk of non-compliance. The appointed third party also brings a technological solution to eliminate paper forms, faxes, manual data entry, etc.

For all other customers other than Coles Supermarkets you will need to continue with their current returns process.

The good news for newsagents is that whilst the new process essentially means less work for you, there is no change to your distribution commission for Coles Supermarkets.

We thank you for your cooperation and ask that you contact your Area Customer Manager or ring our customer support team on 1800 639 700 if you have any questions.

Kind Regards,

News Queensland.