

From: **newsagentenquiries** newsagentenquiries@bauer-media.com.au
Subject: Network Services Update 3
Date: 17 February 2016 3:12 pm
To: Green, Julie JGreen@bauer-media.com.au



Thank you for your continued support during this transition period. This week's communication will cover further information on refunds and returns. Please read carefully to ensure you f

REFUNDS

- Please refer to the email sent to you from Garry Hunn on 10 February 2016, for full details on the process to follow for refunds. For specific queries on this process, write to ARDept@netonline.com.au
- Thank you to those newsagents who have provided us with your bank account details. If you have not already done so, there is a simple form for you to complete hosted on www.NetO.com.au **details ASAP to allow us to refund you any outstanding amounts.**

Bank Guarantee Return process

- For those newsagents that have a bank guarantee, Network Services will be returning your bank guarantee via express post during April (provided you have paid your Network Services account)
- Attached to the bank guarantee will be a letter advising your bank that Bauer Media Pty Limited has no further interest in the bank guarantee and requesting that the bank guarantee be returned to you
- Once you receive this guarantee, you will need to return the bank guarantee and letter to your bank as soon as possible.

RETURNS

There is a simple rule of thumb to remember:

- In general, any issues that have been distributed by Network Services must be returned to Network Services. This can be either via a returns form or supplementary return on Network Services
- Any issues distributed by Gordon and Gotch will appear on the Gordon and Gotch returns forms and must be returned via their normal process.
- Gordon and Gotch will be contacting you this week regarding changes to the physical returns process.

Exceptions – 'Transition' issues

- There are up to 150 issues that have a longer shelf life which are an exception to the rule above – these are referred to as the 'Transition' issues.
- These 'Transition' issues distributed by Network need to be returned to Gordon and Gotch from 1 March 2016.
- You can refer to the list hosted at www.netonline.com.au and www.gordongotch.com.au/ggweb/XITChangeover.aspx for a full index of these issues and their recall date to Gordon and Gotch
- There is no action for you at this point in time; this is for your information only.

XchangeIT – 'Transition' issues

- For those of you that utilise XchangeIT they have been working closer with POS providers on developing a seamless solution within the POS, which will minimise any manual input
- You will be receiving communications from them today in regards to how they are managing these 'Transition' issues on your behalf. Please refer to this email for your update.

Non-XchangeIT – 'Transition' issues

- For those of you that do not utilise XchangeIT you will be required to refer to the 'Transition' issues list hosted on either distributor's website.
- Please ensure your systems are updated from this list, so that these 'Transition' issues are returned to Gordon and Gotch.

Future communications you will receive are:

Date	What you will be told	Channels of Communication
Wednesday 24 February 2016	<ul style="list-style-type: none">· Information on change of Network bi-pads to GGA title codes	Email and
Wednesday 2 March 2016	<ul style="list-style-type: none">· Actions to get ready for GGA's 3 March 2016 first delivery date· Channels of communication for future use	www.netonline.com.au and
Wednesday 9 March 2016	<ul style="list-style-type: none">· You are now up and running with your Gotch account· Key information regarding your account	- www.gordongotch.com.au

Key points:

- **If you have not yet done so please go directly to www.netonline.com.au and provide us with your bank account details to allow us to refund you any outstanding amounts.**
- Network Services planned last delivery date will be Monday 29 February 2016. GGA will commence deliveries from Thursday 3 March 2016.

Should you have any queries please do not hesitate to contact me at newsagentenquiries@bauer-media.com.au and either myself or one of my team will respond as quickly as possible.

Kind regards
Julie E. Green

National Channel Manager – Newsagents
Bauer Media

