

# REMINDER

New return labels and credit forms are supplied to you each week with your new delivery and are tied in together with the last bundle or box of your order. The last bundle or box of the order can be identified as the “INVOICE/DOCUMENTS ENCLOSED” bundle/box.

These documents are matched by reference number and must only be used together.

To ensure that you receive proper credit for your return, you must make sure that the return form and the labels supplied to you has your store name and account number printed on them. Do not use labels from previous weeks as they will not have accurate information and you may not receive your full credit.

**All unused labels MUST be thrown away!**

In the event that you need to use a blank credit form or blank labels you must ensure that your information is filled out clearly and accurately and that the information on the credit form matches the information on the label. If you are using your colored labels but do not have the matching credit form, please print the reference number recorded on the label on the blank claim form. You will do the same if you are using blank labels but have a credit form. In the unlikely event that you have neither the prefilled colored labels nor credit claim, you can leave the reference number blank and a system generated reference number will be assigned to your return during processing.

If your credit form is damaged or missing, you can make a copy of the attached version and just transfer the reference number from your labels. If you don't have labels then leave the number blank and an NC number will be applied during processing.

If your labels are damaged or missing you should write the reference number from your credit claim form on the blank label and fill out the rest of the information clearly and accurately.

# **Instruction for Claiming Return Credit**

The products you wish to return to us, which are eligible for credit, must be securely packaged, labeled and accompanied by an accurately filled out **“Credit Claim Form”** which is supplied to you along with pre-printed return claim labels that coincide to the Credit Claim Form. Ensure you are returning only off sale product and we recommend that in addition to the product listed on the call-in notice, you always return the previous issue when the new one arrives. **Steps 2-6 are optional steps that are completed based on your company’s required procedures.**

1. Separate product by **category (magazines and books)** and **use a separate credit form for each category** as the discounts may differ.
2. Sort product by price and enter the quantity in the appropriate price point section of the form. While most common price points are pre-printed for your convenience, others can be entered manually. (Repeat on the opposite side of the form)
3. Extend the product in the **“Amount”** section, then add the extended amounts together and enter the total in the **“Total Retail”** section of the form. (Repeat on the opposite side of the form)
4. Calculate the proper discount and enter it in the **“Discount”** section of the form, then deduct it from the **“Total Retail”** to arrive at the **“Net Credit”** (Repeat on the opposite side of the form)
5. Calculate the appropriate taxes and enter the amount in the **“Tax”** section of the form. Add the **“Net Credit”** and **“Tax”** amounts together to calculate the **“Total Credit”**. (Repeat on the opposite side of the form)
6. Add the units and record the quantity in the box labeled **“Total Units”**. (Repeat on the opposite side of the form)
7. Count the number of boxes/cartons/bundles the return consists of, and enter it in the box marked **“Total Cartons”** in the lower section of the claim form. (Repeat on the opposite side of the form)
8. Sign the form in the box marked **“Customer’s Signature”**.
9. **Label each and every box** with the pre-printed category (magazine or book) return labels provided to you. The claim form reference number will match the pre-printed return label reference number.
10. On the return label enter the box number and total boxes returned for your return. Ensure that all the boxes are sealed and clearly identified with your account number, cartons returned and the reference number of the return.
11. Discard excess return labels after completing your return. New pre-printed return labels and credit claim form is provided in your main magazine and book order ‘Invoice/Documents Enclosed’ bundle each week.
12. **The driver must sign and date both sides of your “Credit claim form”, leave the right side copy with you and affix the left side copy to the securely packaged return boxes.**
13. **Ensure that each Box/Carton does not exceed 20kg/45lbs.** (note that a standard banana box completely filled with magazine returns can weigh up to 32kg/70lbs. Do not fill a standard banana box above side handles.)

Please note that the return is subject to recount and verification by the supplier. Ensure that the credit claim form is legible and filled out accurately. **Any intentional misrepresentation of information will be considered fraudulent and credit will not be issued.**

To ensure accurate and timely processing of your return the driver responsible for checking and picking up your return is required to refuse a return pickup when:

- Claim form has not been completed with the total cartons returned and store signature, or
- When return labels are not complete with account number, claim credit number, and total boxes being returned or
- Should the box (s) used for the returns not be securely sealed and/or weigh more than 20 KG's / 45 LBs.

When a return is refused, please correct the return. The driver will pick up the returns on your next regularly scheduled return pick up day. If you have any questions please contact customer service.