

Friday 12 July 2019

---

## **IMPORTANT DISTRIBUTOR COMMUNICATION**

### **WAN Shortage Delivery Process**

---

Dear Distributor

We've recently had some queries from the network regarding shortages and redeliveries and then who to contact in case assistance is required. To ensure WAN can help you as soon as possible, please follow the below process to ensure minimal impact is caused to distributors and retailers.

1. As soon as you receive papers off the truck and you are certain you have a shortage within your shed, or directly to your business, you must contact the Night Distribution Officer. By doing this we can send out a vehicle to assist you as soon as possible.
2. If Production has finished and you cannot reach the Night Distribution Officer, you must contact HPC Security. They will organise a vehicle to deliver the missing newspapers between 03:00am and 07:00am Monday to Friday or between 7am and 8:30am Saturday & Sunday. Papers can be delivered to you either at the shed or to one (1) of the retailers in your area prior to their opening time, where possible.

When	Who to call	Numbers
During Production	Night Distribution Officer	<b>9482 9964</b>
Outside of Production Hours	HPC Security - 24 Hours	<b>9482 9939</b> or <b>9482 9959</b>

Our Circulation department can take phone calls during office hours however, please note the Extras Delivery Service only operates as per the times listed below. If you choose not to follow the correct shortage procedure above and use the Extras Delivery Service, a fee of \$25 will be charged for deliveries to more than one (1) retailer as this service is not designed for shortages.

Circulation Hours	
Monday to Friday	08:00am – 17:00pm
Saturday	07:00am – 15:00pm
Sunday	07:00am – 12:00pm
Extras Delivery Service	
Monday to Friday	10:00am – 14:00pm
Saturday	07:00am – 16:00pm
Sunday	07:00am – 13:00pm

If you have any queries please do not hesitate to contact either Gaye Roman or myself to discuss further.

Kind regards,

**Ann Tobias**  
**Logistics Manager – Circulation & Distribution**