



West Network

*My Account*

# USER MANUAL

2013

WEST AUSTRALIAN NEWSPAPERS LIMITED



VERSION 2

 [thewest.com.au](http://thewest.com.au)  
**The West Australian**



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## 2 INTRODUCTION

The login section of the West Network, My Account, enables Distributors and Independent Accounts to;

- view charges and payments;
- view routes and draw information;
- view route messages;
- enter single copy returns;
- use email to contact District Managers (Area Managers) and others, and;
- view, save and print route-related documents.

West Network is integrated with the Circulation system (DTI) so you have easy access to up-to-date information and the ability to perform some distribution-related tasks online.

## 3 SYSTEM REQUIREMENTS

### 3.1 HARDWARE & BROWSER

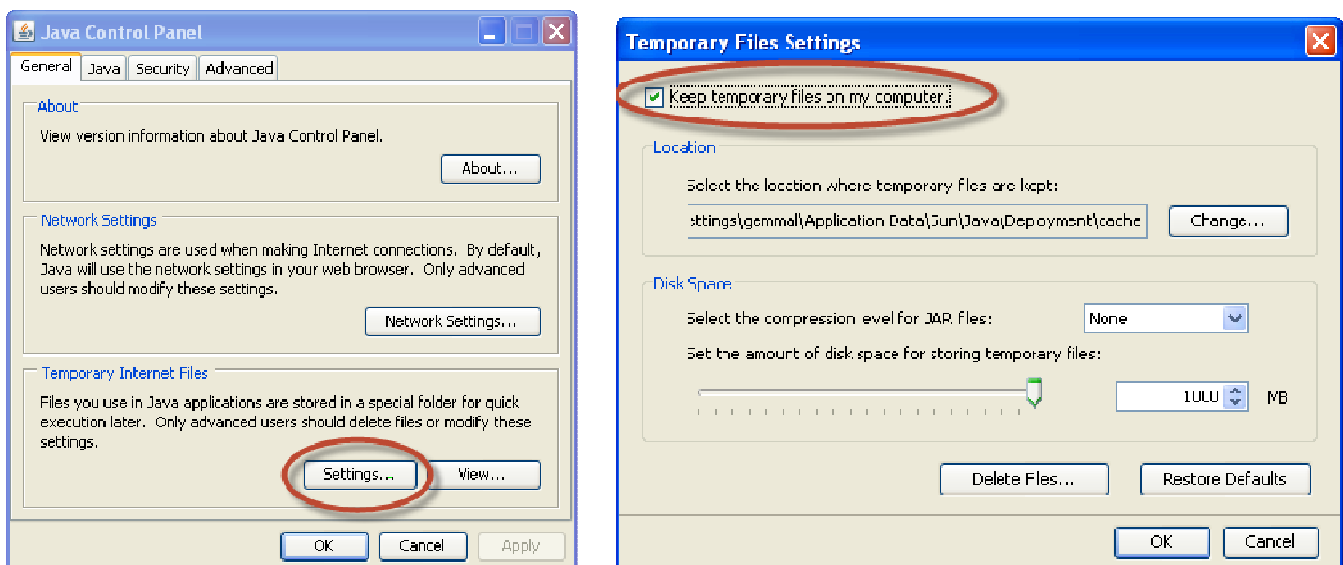
Any PC or MAC with a modern web browser can access West Network. Please note that the West Network login section will not work with Internet Explorer 6. Please visit <http://windows.microsoft.com/en-AU/internet-explorer/download-ie> to download the latest version. West Network web pages are designed to work with browsers that support CSS and require that JavaScript support be enabled. West Network web pages are designed for a minimum display resolution of 800 x 600. DTI recommends the following minimum hardware configuration:

- Processor: P4 2.4 GHz
- Memory: 1GB RAM
- Network enabled
- Video: card and monitor capable of 1024 x 768 resolution and 16-bit colour

### 3.2 JAVASCRIPT

To use the My Account on the West Network website, JavaScript must be enabled. This is a simple process that is detailed in the following steps:

- Click **Start** in lower left hand side of your screen
- Select Settings -> **Control Panel**
- Double Click on **Java**
- Click **Settings** in the “Temporary Internet Files” section
- Tick the box “**Keep temporary files on my computer**”
- Click OK to save



Please note the instructions above are for Windows XP and may vary slightly if you are using another version of Windows. Please contact us if you have difficulties.

## 4 REGISTRATION & LOGIN

### 4.1 REGISTRATION

All users will be required to register the first time they login to My Account on the West Network website.

1. Open a browser window and enter the following [www.westnetwork.com.au](http://www.westnetwork.com.au)
2. Click **My Account** in the top navigation bar and the Account Login page will appear.

The screenshot shows the 'Account Login' page. On the left is a vertical navigation menu with links: Home, Forgot Password, Contact Us, FAQs, and Privacy Policy. The main content area has a heading 'Account Login' and a prompt 'Please enter the following fields to login.' Below this are input fields for 'E-mail Address:' and 'Password:'. The 'Password:' field includes a 'Forgot Password' link. A 'Login' button is positioned below the password field. At the bottom of the main area is a link: 'Don't have a password? [Click here to register](#)'. On the right side, there is a light blue box containing 'Login Instructions:' (Enter a value in one of the fields in each of the two steps to the right and press login to access your account.), 'New User?' (Click the button below to register your account.), and a dark blue 'Register' button. The footer of the page includes a dark blue bar with navigation links (Home, Forgot Password, Contact Us, FAQs, Privacy Policy) and a 'Secure Connection' indicator.

3. Click the **Register** button or the **Click here to register** link to display the Account Registration page.

Account Registration

Help Us Find You

[Privacy Policy](#)

Please enter at least two pieces of information so we can find and update your account. If we can't find a match, please enter less information or a different combination of information. If we find too many matches, please enter more information or a different combination of information. (examples. 089999999 or 0499999999) An account activation e-mail will be sent to the e-mail address you enter below.

\* Account Number:

Phone Number:  (examples. 089999999 or 0499999999)

House Number:

Postal/Zip Code:

Last Name:

Create Your Password

\* Indicates a required field

An account activation e-mail will be sent to the e-mail address you enter below.

\* E-mail Address:

\* New Password:

\* Confirm Password:

Submit

Cancel

4. Complete the “Help Us Find You” section in the upper part of the page.



*Tip: It is recommended that you use your Account Number and the Post Code of the location where your papers are dropped.*

5. Complete the fields in the lower part of the page:

- Email Address—enter a valid email address. After completing registration, an email message containing an activation link will be sent to this address. You must activate your account by clicking the link before you will be able to log in to West Network.
- New Password—enter the password you would like to use. Your password can be up to 10 characters long, however must be a minimum of 6 characters long.



*Tip: It is recommended that you use a combination of letters and numbers and choose a password that would not be obvious to others.*

- Confirm Password—enter your password a second time to confirm it.

6. Click **Submit**. An email message will be sent to the address you provided. Follow the instructions in the message to activate your account.



*If you have multiple territories, you may use the same email address for each account however you must use different passwords otherwise you will create an “ambiguous login” and be unable to access either account.*

## 4.2 LOGIN

Once you've registered, you can log in to My Account on the West Network website.

1. Open a browser window and go to [www.westnetwork.com.au](http://www.westnetwork.com.au)
2. Click on **My Account**.

The screenshot shows the 'Account Login' page. On the left is a navigation menu with links: Home, Forgot Password, Contact Us, FAQs, and Privacy Policy. The main content area has a heading 'Account Login' and a prompt 'Please enter the following fields to login.' Below this are input fields for 'E-mail Address' (containing 'jandjcitizen@bigpond.com.au') and 'Password' (masked with dots). A 'Forgot Password' link is next to the password field. A 'Login' button is centered below the fields. At the bottom, there is a link: 'Don't have a password? Click here to register'. On the right, a blue sidebar contains 'Login Instructions' (telling users to enter values in two steps and press login), a 'New User?' section with a 'Register' button, and a 'Forgot Password' link.

3. Enter your email address and password.
4. Click **Login**. The account info page appears.

The screenshot shows the 'Account Info' page. At the top is a navigation bar with buttons: Account Info, Chg Acct, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, and Contact Us. The 'Account Info' section displays the user's details: Citizen JA & JB, 54 HASLER RD, OSBORNE PARK WA 6017. A box contains instructions: 'Click any button above to access additional information. Click the Change Account Info button to update account address information. Click the Contact Us button if you need further assistance.' Below this, contact and balance information is shown: Phone: 08 94823111 Preferred, Email: jandjcitizen@bigpond.com.au, Balance: \$-2,876.66, Current: \$-2,876.66, Last Payment: \$0.00, Received On: [blank]. A table titled 'Accounts' and 'Aging' follows, showing account details and aging periods. At the bottom, there is a 'Secure Connection' icon and a footer with links: Account Info, Change Account Info, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, Contact Us, Home, and Logout.

Accounts			Aging					
Account	Company	Bill Source	Balance	Current	Period 1	Period 2	Period 3	Period 4
6476	WA Newspapers Group	Reseller/Distributor Monthly	\$-2,876.66	\$-2,876.66	\$0.00	\$0.00	\$0.00	\$0.00
<b>Account Totals</b>			<b>\$-2,876.66</b>	<b>\$-2,876.66</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

## 4.3 FORGOTTEN PASSWORD

If you have forgotten your password, you can have it reset. Click the **Forgot Password?** link on the Account Login page to display the Forgot Password page.

Forgot Password

Please enter your Phone Number or E-mail Address:

We will email you a new password. If you do not receive an email from us, please check to see if it went to your spam folder.

Phone Number:

(ex. 999-9999999)

E-mail Address:

Submit

Cancel

Enter your email address and click **Submit**. A new password will be generated and sent to you via email.



## 5 NAVIGATING MY ACCOUNT

The My Account feature of the West Network website is organised by tabs which are described in the following table.

To view a page, click on the appropriate tab or use the links at the bottom of the page.

Tab	Tab Description	Page
Account Info	Click this tab to view the Account Info page.	9
Change Account Info	Click this tab to access the Change Account Information page. On this page, Distributors can update their phone number, email address, and password.	10
Invoices	Click this tab to access the Invoices page, where you can view detailed invoice, charge, and payment information. You can display invoices in Adobe PDF format.	11
Payments	Click this tab to access the Payments page, where you can view detailed payment information.	12
Routes	Click this tab to access the Routes page, which shows all of the Distributor's routes. This page also shows the route type, the District Manager, and the District Manager's phone number.	13
Draw	Click this tab to access the Draw page, which you can use to view draw figures by publication and route with a selected start date. This page shows the gross draw, adjustments, returns, and net draw for each day of the week.	14
Returns	Click this tab to access the Single Copy Returns page, where Distributors can enter returns for a selected publication, route, and week.	17
Reports	Click this tab to access documents eg. Daily Draw summaries and subscriber activity reports.	27
Messages	Click this tab to view messages sent by WAN.	28
Contact Us	Click this tab to access the Contact Information page and send email messages to District Managers and others.	29

## 6 ACCOUNT INFO

The Account Info page appears by default when you log in. To return to this page at any time, click the **Account Info** tab.

Account InfoChg AcctInvoicesPaymentsRoutesDrawReturnsReportsMessagesContact Us

Account Info

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click any button above to access additional information.  
Click the **Change Account Info** button to update account address information.  
Click the **Contact Us** button if you need further assistance.

Phone: 08 94823111 Preferred  
Email: jandjcitizen@bigpond.com.au

Balance: \$-2,876.66  
Current: \$-2,876.66

Last Payment: \$0.00

Received On:

Accounts			Aging					
Account	Company	Bill Source	Balance	Current	Period 1	Period 2	Period 3	Period 4
6476	WA Newspapers Group	Reseller/Distributor Monthly	\$-2,876.66	\$-2,876.66	\$0.00	\$0.00	\$0.00	\$0.00
Account Totals			\$-2,876.66	\$-2,876.66	\$0.00	\$0.00	\$0.00	\$0.00

Secure Connection

[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)

This page shows:

- The Account's name, address, preferred phone number and email address
- The Account's current balance and last payment information
- Aging balances

## 7 CHANGE ACCOUNT INFORMATION

The Change Account Information page enables Distributors and Independent Accounts to update basic information such as their phone number, email address and password.

To update this information:

1. Click the **Chg Acct** tab
2. To update preferred phone number or email address, type over the displayed information.
3. To receive email confirmations regarding your transactions, select the **Receive Email Confirmations** checkbox.
4. To change your password, complete the following fields:
  - Current Password – type your current password
  - New Password – type your new password
  - Confirm Password – Type your new password again to confirm it.
5. Click **Submit** to save the changes

**Account Info** **Chg Acct** Invoices Payments Routes Draw Returns Reports Messages Contact Us

### Change Account Information

**Account Information** [Help](#)

If you would like to update your name or address, please contact Customer Service.

**Name:** Citizen JA & JB  
**Address:** 54 HASLER RD  
OSBORNE PARK WA 6017  
**Phone:** 08 94823111 (ex. 999-9999999)  
**E-mail Addresses:** jandjcitizen@bigpond.com.au

If this option is checked, you will receive email confirmations regarding your transactions such as changing account info, etc.

☒ Receive E-mail Confirmations?

### Change Password

**Current Password:**   
**\* New Password:**   
**\* Confirm Password:**

Password must be at least 6 characters long and:  
include at least 0 uppercase letters and 0 lowercase letters  
contain 0 numbers (0-9) and 0 special characters(!,\*,\_, etc.)  
have no more than 3 consecutive repeating characters (e.g. 1111)

[Submit](#) [Cancel](#)

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)



*Tip: To change your name or address, please contact the Supply Department on 1800 800 001.*

## 8 INVOICES

On the Invoices page, you can view detailed invoice and payment information. The instructions are given on the top of the page in the text box. You can sort invoices by clicking on any underlined column heading.

To view invoice information, click the **Invoices** tab. All of your invoices, including their invoice numbers, dates, and amounts are displayed. Any invoices that are under dispute will have a red asterisk (\*) character next to them.

Account Info
Chg Acct
**Invoices**
Payments
Routes
Draw
Returns
Reports
Messages
Contact Us

**Invoices**

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click any **underlined column heading** to re-sort the invoices.  
Click the **'Next'** option or **select a specific page number** to see additional invoices.  
Click the **'Invoice'** field within the 'View' column to display an invoice as a PDF.

Showing items 1 - 1 of 1

	<u>Invoice Date</u>	<u>Invoice #</u>	<u>Due Date</u>	<u>Account</u>	<u>Company</u>	<u>Bill Source</u>	<u>Original Amount</u>	<u>Balance</u>	<u>View</u>
1	08/09/2012	351		6476	WAN	Monthly	\$-2,876.66	\$-2,876.66	<a href="#">Payments</a>

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)



Once subscriber migration occurs, the "Bill Source" will change to "Weekly".

In the **View** column, you can click on a specific **Payments** link to view payment details. Click the **Print** button to print the page.

**Invoice Payment Details**

**Invoice Date:** 26/01/2013  
**Due Date:** 28/01/2013  
**Invoice Number:** 51727  
**Account Number:** 6476

**Original Amount:** \$15,620.04  
**Balance Due:** \$0.00  
**Company:** WAN  
**Bill Source:** Monthly

Print
Close

Showing items 1 - 1 of 1

	<u>Payment Date</u>	<u>Type</u>	<u>Reference</u>	<u>Received</u>	<u>Applied</u>
1	28/02/2013	Cash		\$15,620.04	\$15,620.04

## 9 PAYMENTS

The Payments page shows your payment history, including dates, reference numbers, and amounts for the previous 12 month period. Click the **Payments** tab to view this information. A **Next** link on the right side of the page indicates that an additional page of payments exists.

[Account Info](#) [Chg Acct](#) [Invoices](#) [Payments](#) [Routes](#) [Draw](#) [Returns](#) [Reports](#) [Messages](#) [Contact Us](#)

### Payments

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click the 'Details' field within the 'View' column to view the related invoices.

Showing items 1 - 1 of 1

	<a href="#">Payment Date</a>	<a href="#">Type</a>	<a href="#">Reference</a>	<a href="#">Account</a>	<b>Amount Received</b>	<b>Unapplied Amount</b>	<b>View</b>
1	10/09/2012	Cash		6476	\$1,000.00	\$0.00	<a href="#">Invoices Paid</a>

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)

You can view the invoice details associated with a payment by clicking the **Invoices Paid** hyperlink in the **View** column.

### Payment Invoice Details

**Account ID:** 6476  
**Date Received:** 28/02/2013  
**Reference Number:**  
**Amount Received:** \$15,620.04  
**Unapplied Amount:** \$0.00

[Print](#) [Close](#)

Showing items 1 - 1 of 1

	<a href="#">Invoice Date</a>	<a href="#">Invoice #</a>	<b>Company</b>	<b>Bill Source</b>	<b>Original Amount</b>	<b>Amount Paid</b>
1	26/01/2013	51727	WAN	Monthly	\$15,620.04	\$15,620.04

## 10 ROUTES

The Routes page shows all of the Distributor's routes; note: every day of the week will always be ticked.

This page also shows the route type, the District Manager, and the District Manager's phone number. You can sort the list by publication, route, route type, or start date by clicking the appropriate column heading.

The District Manager's email address will be displayed as a hyperlink, allowing you to click the link and open a new email in your default email program, e.g. Outlook.

Account Info

Chg Acct

Invoices

Payments

Routes

Draw

Returns

Reports

Messages

Contact Us

Routes

Citizen JA & JB

54 HASLER RD

OSBORNE PARK WA 6017

Click any underlined column heading to re-sort route details.

Click any underlined district to send an email to the district manager.

Showing items 1 - 15 of 21

Publication

Type

Route

Description

Route Type

Start Date

Sun

Mon

Tue

Wed

Thu

Fri

Sat

District Manager

Phone

View

1

Countryman

Distrib

01234R01

Papercity News

Newsagent

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

2

Kalgoorlie Miner

Delivery

01238B01

JA & JB Citizen

Buffer Route for Distributor

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

3

Kalgoorlie Miner

Delivery

01238H01

JA & JB Citizen

Home Delivery

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

4

Kalgoorlie Miner

Distrib

01234R01

Papercity News

Newsagent

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

5

Quokka

Delivery

01238B01

JA & JB Citizen

Buffer Route for Distributor

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

6

Quokka

Delivery

01238H01

JA & JB Citizen

Home Delivery

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

7

Quokka

Distrib

01234R01

Papercity News

Newsagent

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

8

Quokka

Distrib

01235R01

IGA Newstown

Supermarket

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

9

Quokka

Distrib

01236R01

Coles Exp Papercity

Service Stations

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

10

Quokka

Distrib

01237R01

Newstown Deli

Deli / Lunch Bar

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

11

TABForm

Delivery

01238B01

JA & JB Citizen

Buffer Route for Distributor

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

12

TABForm

Delivery

01238H01

JA & JB Citizen

Home Delivery

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

13

TABForm

Distrib

01234R01

Papercity News

Newsagent

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

14

The West Australian

Delivery

01238B01

JA & JB Citizen

Buffer Route for Distributor

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

15

The West Australian

Delivery

01238H01

JA & JB Citizen

Home Delivery

01/01/1950

✓

✓

✓

✓

✓

✓

✓

Sample Aaron

04 99887766

Next

Secure Connection

Account Info

Change Account Info

Invoices

Payments

Routes

Draw

Returns

Reports

Messages

Contact Us

Home

Logout



The start date of 01/01/1950 is a default start date. This is to differentiate between the routes that were in the system before or at "go-live" and the routes that started after.



Independent Accounts may only see their own route displayed.

# 11 DRAW

Use the Draw page to view historical draw quantities by publication and route. The gross draw, adjustments, returns, and net draw are shown for each day of the week.



*The Draw tab will show historical information only. Please refer to your Daily Route Draw Export and your Pending Draw Report for any future draw information.*



*Tip: Adjustments and Returns are not displayed if they are zero.*

To view draw:

1. Click the **Draw** tab
2. Complete the following fields:
  - Publications – select a specific publication or choose *All Publications*
  - Routes – select a specific route or choose *All Routes*
  - Start Date – enter a start date, or click the calendar icon and select one from the calendar
  - End Date – enter an end date
3. Click **View Results** to display the draw figures on the page.



*For example: if you would like to view all of your routes that hold draw for The West Australian, choose **Publication:** The West Australian and **Routes:** All Routes.*

Account Info
Chg Acct
Invoices
Payments
Routes
Draw
Returns
Reports
Messages
Contact Us

## Draw

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54 HASLER RD  
OSBORNE PARK WA 6017

Click the **"View Results"** button after selecting a specific publication or route.  
 Click any **underlined column heading** to re-sort the draw details.

**Publication:** All Publications

**Start Date:** 17/12/2012

**Route:** All Routes

**End Date:** 22/12/2012

View Results

Showing items 1 - 15 of 16 [Next](#)

Publication	Route	Week Of	Type	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1 Countryman	01234R01	16/12/2012	Draw	0	0	0	0	5	0	0	5
2 Kalgoorlie Miner	01234R01	16/12/2012	Draw	0	1	1	1	1	1	5	10
3 Kalgoorlie Miner	01238B01	16/12/2012	Draw	0	0	0	1	0	0	0	1
4 Quokka	01234R01	16/12/2012	Draw	0	0	0	0	30	0	0	30
5 Quokka	01235R01	16/12/2012	Draw	0	0	0	0	19	0	0	19
6 Quokka	01236R01	16/12/2012	Draw	0	0	0	0	12	0	0	12
7 Quokka	01237R01	16/12/2012	Draw	0	0	0	0	13	0	0	13
8 Quokka	01238B01	16/12/2012	Draw	0	0	0	0	2	0	0	2
9 TABForm	01234R01	16/12/2012	Draw	0	5	0	6	0	10	0	21
10 TABForm	01238B01	16/12/2012	Draw	0	0	0	2	0	5	0	7
11 The West Australian	01234R01	16/12/2012	Draw	0	76	75	90	75	89	260	665
12 The West Australian	01235R01	16/12/2012	Draw	0	55	55	60	50	55	200	475
13 The West Australian	01236R01	16/12/2012	Draw	0	25	20	30	20	20	60	175
14 The West Australian	01237R01	16/12/2012	Draw	0	30	25	30	28	30	40	183
15 The West Australian	01238B01	16/12/2012	Draw	0	455	444	479	449	450	630	2907

[Next](#)

Secure Connection

[Account Info](#) | 
 [Change Account Info](#) | 
 [Invoices](#) | 
 [Payments](#) | 
 [Routes](#) | 
 [Draw](#) | 
 [Returns](#) | 
 [Reports](#) | 
 [Messages](#) | 
 [Contact Us](#)

[Home](#) | 
 [Logout](#)



*Independent Accounts may only see their own route displayed.*

---

## 11.1 DRAW MANAGEMENT

### 11.1.1 Draw Changes – Future

Draw will be managed for the most part by WAN through automatic draw optimisation functionality contained within DTI, coupled with the focus of a draw analyst. However, WAN recognises that Distributors are best positioned to react to local events or anomalies within their territories and therefore a joint approach will be adopted as long as all requests follow the correct procedure.

Any draw changes that appear to attempt to align with a typical bulk size will be rejected.

The purpose of this is to move to the draw optimisation model that is supported by DTI system functionality. The move to full optimisation will be staged with the first step being to establish formal request and approval processes. You must notify WAN of any draw change requests via the process detailed in section 11.1.3.

### 11.1.2 Draw Adjustments – Historical

Historical draw adjustment requests will no longer be accepted. Distributors must supply draw according to the values listed in the Daily Route Draw Export.

Instances where a draw adjustment will be considered are listed below.

- You were short supplied, e.g. your Daily Route Draw Export stated that you would receive a total of 500 papers, but you only received 490. Initially, you would follow standard procedure and contact security for immediate redelivery of the shortage. In the event that redelivery is not possible, you must contact Circulation to report the shortage. You must specify which route/s you short supplied as a result.
- You used your buffer route to top up another route, e.g. route 02345R01 was initially supplied 43 copies, they called you for extras and you delivered an additional 8 copies. In this case your buffer route will be reduced by 8 copies, and route 02345R01 will be increased by 8 copies.

In both of the examples above you must notify WAN via the process detailed in section 11.1.3.



### 11.1.3 Draw Management Communication Information

Any historic draw adjustment or future draw change requests must be submitted via the Excel forms that have been posted to West Network and can be found on the Resources page - <http://westnetwork.com.au/resources>

You must ensure that all fields are populated and the form is then emailed as an attachment to [circulation@wanews.com.au](mailto:circulation@wanews.com.au).

Please note that you should no longer forward requests to individual WAN staff members. All general enquiry calls should be directed to the main Circulation Administration number on 9482 9050 or 1800 800 001, rather than to any individual to ensure your query is answered promptly.

### 11.1.4 Future Draw Change and Historical Draw Adjustment Request Forms

Please ensure you complete all fields in these documents to ensure fast and accurate processing. When submitting a Historical Draw Adjustment Request Form, ensure that you enter the route the papers came from and the route the papers went to.

See examples below:

#### CORRECT

	A	B	C	D	E	F	G	H
1	Date	Product	Route	Reason	Old Draw	Change	New Draw	
2	Mon 7 Jan 2013	WST	01328B01 JA & JB Citizen	Shuffling between routes	600	-20	580	OK
3	Mon 7 Jan 2013	WST	01324R01 Papercity News	Shuffling between routes	100	20	120	OK

#### INCORRECT

	A	B	C	D	E	F	G	H
1	Date	Product	Route	Reason	Old Draw	Change	New Draw	
2	Mon 7 Jan 2013	WST	01328B01 JA & JB Citizen		600	-20	580	Please complete all fields
3	Mon 7 Jan 2013	WST	01324R01 Papercity News	Shuffling between routes	100	20	120	OK

### 11.1.5 Extras and Late Alterations

Any late alterations will be automatically charged to the Buffer Route. It is then up to the Distributor to submit a Historical Adjustment Request Form to credit the buffer and debit the affected routes if necessary.



*If you use the papers for your buffer route for home delivery before subscriber migration then you need take no action.*

## 12 RETURNS

Use the Returns page to add a batch of returns for your routes. Options on the Returns tab also allow you to modify, delete or submit draft batches. You can also print draft or submitted batches.

### 12.1 ENTERING A RETURNS BATCH

To enter a returns batch:

1. Click the **Returns** tab. Any existing returns batches entered are shown, along with the date entered, status, last modified date, and options for working with batches (delete, edit, submit, and print).

[Account Info](#) [Chg Acct](#) [Invoices](#) [Payments](#) [Routes](#) [Draw](#) [Returns](#) [Reports](#) [Messages](#) [Contact Us](#)

### Single Copy Returns

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click any **underlined column heading** to re-sort returns list.  
Click on **'Add Returns'** if you wish to create new returns.

**Existing Returns (within the last 7 days)**

<u>Entered</u>	<u>Week Starting</u>	<u>Publication</u>	<u>Route / Description</u>	<u>Status</u>	<u>Date Modified</u>	<u>Delete</u>	<u>Edit</u>	<u>Submit</u>	<u>Print</u>
14/01/2013	03/01/2013	Countryman	All Routes	Approved	16/01/2013 11:38:50				
14/01/2013	03/01/2013	Quokka	All Routes	Approved	16/01/2013 11:38:52				
14/01/2013	07/01/2013	Kalgoorlie Miner	All Routes	Approved	16/01/2013 11:38:53				
14/01/2013	07/01/2013	TABForm	All Routes	Approved	16/01/2013 11:38:54				
14/01/2013	07/01/2013	The West Australian	All Routes	Draft	14/01/2013 16:13:42				

Add Returns

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)

2. Click **Add Returns**. The Create Returns page appears.

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Enter your Publication, Route, and Start Date and click \*Continue\* to create returns.

**Create Returns (Step 1 of 2)**

**Publication:** The West Australian ▼  
**Route:** All Routes ▼  
**Start Date:** 07/01/2013

**Continue** **Cancel**

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
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3. Enter the following selection information:

- **Publication** – select a specific publication
- **Route** – choose *All Routes*
- **Start Date** – enter a start date or click the calendar icon and select one from the calendar



Alert: You must enter separate batches for each publication – one batch each for WST, TAB, KAL, QKA and CMN.



Alert: WST, KAL, TAB require a Monday date and CMN and QKA require the Thursday date the week prior to the Monday date used for the WST, KAL and TAB returns.

See examples below.

The left shows the QKA. It goes on sale on the 3<sup>rd</sup> and comes off sale on the 9<sup>th</sup>. The new edition goes on sale on the 10<sup>th</sup>. This edition is returned during the period of the 14<sup>th</sup> and 15<sup>th</sup> and the date used as the start date is the 3<sup>rd</sup>.

Also use this model for the CMN.

The right shows the WST. Copies go on sale everyday Monday to Saturday. The editions from 7<sup>th</sup> to the 12<sup>th</sup> are returned during the period of the 14<sup>th</sup> and 15<sup>th</sup> and the date used for the start date is the 7<sup>th</sup>.

Also use this model for KAL and TAB.

M	T	W	T	F	S	S	M	T	W	T	F	S	S
	1	2	3 QKA on sale	4	5	6		1	2	3	4	5	6
7	8	9 QKA off sale	10 New QKA on sale	11	12	13	7	8 WST on sale	9 WST on sale	10 WST on sale	11 WST on sale	12 WST on sale	13
14 Returns processed online for QKA dated 3rd	15 Returns processed online for QKA dated 3rd	16	17	18	19	20	14 Returns processed online for WST from 7th to 12th	15 Returns processed online for WST from 7th to 12th	16	17	18	19	20
21	22	23	24	25	26	27	21	22	23	24	25	26	27
28	29	30	31				28	29	30	31			

- Click **Submit**. The batch entry screen appears



*You cannot submit returns for Publication/Route combination where returns have already been lodged for that week.*

- Click **Edit All Days**. The returns fields will become active for entry.

Account Info Chg Acct Invoices Payments Routes Draw Returns Reports Messages Contact Us

### Single Copy Returns Entry

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click the 'Edit' button to enter your returns for individual days.  
Click the 'Edit All Days' button to enter data for the entire week.  
Then click the 'Save' button after you have finished entering your returns.

Week Of: 07/01/2013 Publication: The West Australian Route: All Routes  
\* Additional returns cannot be entered.  
# Truck sequence/department not found for that publication/route combination

< Back Print Batch Submit Batch **Edit All Days**

Seq	Publication	Route	Description	Mon 07/01		Tue 08/01		Wed 09/01		Thu 10/01		Fri 11/01		Sat 12/01		Sun 13/01		Week Totals
				Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	
1	The West Australian	01238B01	JA & JB Citizen	455	0	444	0	479	0	449	0	450	0	630	0	0	0	0
2	The West Australian	01237R01	Newstown Deli	30	0	25	0	30	0	28	0	30	0	40	0	0	0	0
3	The West Australian	01236R01	Coles Exp Papercity	25	0	20	0	30	0	20	0	20	0	60	0	0	0	0
4	The West Australian	01235R01	IGA Newtown	55	0	55	0	60	0	50	0	55	0	200	0	0	0	0
5	The West Australian	01234R01	Papercity News	76	0	75	0	90	0	75	0	89	0	260	0	0	0	0
Day Totals				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				Mon 07/01		Tue 08/01		Wed 09/01		Thu 10/01		Fri 11/01		Sat 12/01		Sun 13/01		Grand Total
																		0

< Back Print Batch Submit Batch **Edit All Days**

Secure Connection  
Account Info | Change Account Info | Invoices | Payments | Routes | Draw | Returns | Reports | Messages | Contact Us  
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- Enter returns as necessary for each day of the week. The week's totals are updated in the far-right column of the page as you enter returns.



*Tip: Use the "Tab" key to move throughout the entry screen as it will take you to the next route that allows returns.*

- Click **Save** when you have finished.



*Tip: Clicking **Clear** will remove any entries you have not saved. Use this button if you want to start over when entering returns.*

Account Info Chg Acct Invoices Payments Routes Draw Returns Reports Messages Contact Us

### Single Copy Returns Entry

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click the 'Edit' button to enter your returns for individual days.  
Click the 'Edit All Days' button to enter data for the entire week.  
Then click the 'Save' button after you have finished entering your returns.

Week Of: 07/01/2013 Publication: The West Australian Route: All Routes  
\* Additional returns cannot be entered.  
# Truck sequence/department not found for that publication/route combination

Save Clear

Seq	Publication	Route	Description	Mon 07/01		Tue 08/01		Wed 09/01		Thu 10/01		Fri 11/01		Sat 12/01		Sun 13/01		Week Totals
				Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	
1	The West Australian	01238B01	JA & JB Citizen	455	0	444	0	479	0	449	0	450	0	630	0	0	0	0
2	The West Australian	01237R01	Newstown Deli	30	0	25	0	30	0	28	0	30	0	40	0	0	0	0
3	The West Australian	01236R01	Coles Exp Papercity	25	0	20	0	30	0	20	0	20	0	60	0	0	0	0
4	The West Australian	01235R01	IGA Newtown	55	0	55	0	60	0	50	0	55	0	200	0	0	0	0
5	The West Australian	01234R01	Papercity News	76	0	75	0	90	0	75	0	89	0	260	0	0	0	0
Day Totals				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				Mon 07/01		Tue 08/01		Wed 09/01		Thu 10/01		Fri 11/01		Sat 12/01		Sun 13/01		Grand Total
																		0

Save Clear

Secure Connection  
Account Info | Change Account Info | Invoices | Payments | Routes | Draw | Returns | Reports | Messages | Contact Us  
Home | Logout

8. Click **Back** to return to the Existing Returns page. Note that as long as you clicked **Save** in the previous step, the information will be saved.
9. Once you are sure all returns are correct for that batch, submit your returns using the steps in section 12.4.
10. Repeat the process to create a new batch for each publication you receive.

The screenshot shows the 'Single Copy Returns' page. At the top is a navigation bar with tabs: Account Info, Chg Acct, Invoices, Payments, Routes, Draw, Returns (selected), Reports, Messages, and Contact Us. Below the navigation bar, the user's name 'Citizen JA & JB' and address '54 HASLER RD, OSBORNE PARK WA 6017' are displayed. A text box prompts the user to 'Enter your Publication, Route, and Start Date and click \'Continue\' to create returns.' Below this, the 'Create Returns (Step 1 of 2)' section contains three fields: 'Publication:' with a dropdown menu showing 'TABForm', 'Route:' with a dropdown menu showing 'All Routes', and 'Start Date:' with a date picker showing '07/01/2013'. Red arrows point from the text 'Individual batch for TAB' to the 'TABForm' dropdown and from 'Monday start date' to the '07/01/2013' date. At the bottom of the form are 'Continue' and 'Cancel' buttons. A 'Secure Connection' icon and a footer with links (Account Info, Change Account Info, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, Contact Us, Home, Logout) are also visible.

This screenshot is identical to the one above, showing the 'Single Copy Returns' page. The only difference is that the 'Publication:' dropdown menu now shows 'Kalgoorlie Miner' instead of 'TABForm'. The red arrows and other UI elements remain the same.

Account InfoChg AcctInvoicesPaymentsRoutesDrawReturnsReportsMessagesContact Us

Single Copy Returns

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Enter your Publication, Route, and Start Date and click 'Continue' to create returns.

Create Returns (Step 1 of 2)

Publication: Quokka

Route: All Routes

Start Date: 03/01/2013

ContinueCancel

Individual batch for QKA

Thursday start date

Secure Connection

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Account InfoChg AcctInvoicesPaymentsRoutesDrawReturnsReportsMessagesContact Us

Single Copy Returns

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Enter your Publication, Route, and Start Date and click 'Continue' to create returns.

Create Returns (Step 1 of 2)

Publication: Countryman

Route: All Routes

Start Date: 03/01/2013

ContinueCancel

Individual batch for CMN

Thursday start date

Secure Connection

[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)

[Home](#) | [Logout](#)

11. You should end up with a submitted batch for each publication you receive as shown below.

[Account Info](#) [Chg Acct](#) [Invoices](#) [Payments](#) [Routes](#) [Draw](#) [Returns](#) [Reports](#) [Messages](#) [Contact Us](#)

### Single Copy Returns

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click any **underlined** column heading to re-sort returns list.  
Click on **'Add Returns'** if you wish to create new returns.

**Existing Returns (within the last 7 days)**

<u>Entered</u>	<u>Week Starting</u>	<u>Publication</u>	<u>Route / Description</u>	<u>Status</u>	<u>Date Modified</u>	<u>Delete</u>	<u>Edit</u>	<u>Submit</u>	<u>Print</u>
14/01/2013	03/01/2013	Countryman	All Routes	Approved	16/01/2013 11:38:50				
14/01/2013	03/01/2013	Quokka	All Routes	Approved	16/01/2013 11:38:52				
14/01/2013	07/01/2013	Kalgoorlie Miner	All Routes	Approved	16/01/2013 11:38:53				
14/01/2013	07/01/2013	TABForm	All Routes	Approved	16/01/2013 11:38:54				
14/01/2013	07/01/2013	The West Australian	All Routes	Approved	16/01/2013 11:41:55				

Add Returns

Secure Connection  
[Account Info](#) | [Change Account Info](#) | [Invoices](#) | [Payments](#) | [Routes](#) | [Draw](#) | [Returns](#) | [Reports](#) | [Messages](#) | [Contact Us](#)  
[Home](#) | [Logout](#)

## 12.2 EDITING A RETURNS BATCH

To edit an existing batch of returns:



*You cannot submit returns for a Publication/Route combination where returns have already been lodged for that week.*

1. Click the **Edit** icon next to the batch on the Single Copy Returns page. The Single Copy Returns Entry page will appear.
2. Click **Edit All Days**. The Returns fields will become active for entry.
3. Enter returns as necessary for each day of the week. The week's totals are updated in the far-most column of the page as you enter returns.
4. Click **Save** when you have finished.



*Clicking **Clear** will remove any entries you have not saved. Use this button if you want to start over when entering returns.*

5. Click **Back** to return to the Single Copy Returns page.



## 12.3 PRINTING A RETURNS BATCH

To print a batch of returns:

1. Click the **Print** icon next to the batch on the Single Copy Returns page. The returns batch will appear in a separate page.
2. Click the **Print** button to print the page.

**Single Copy Returns**

Print

Close

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

**Week Of:** 07/01/2013 - ?  
**Publication:** The West Australian  
**Route:** All Routes  
**Status:** Draft

\* Additional returns cannot be entered.  
# truck sequence/departure not found for that publication/route combination

				Mon 07/01/2013		Tue 08/01/2013		Wed 09/01/2013		Thu 10/01/2013		Fri 11/01/2013		Sat 12/01/2013		Sun 13/01/2013		Week Total Returns
Seq	Publication	Route	Description	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	Draw	Returns	
1	The West Australian	01238B01	JA & JB Citizen	455	10	444	12	479	6	449	8	450	9	630	15	0		60
2	The West Australian	01237R01	Newstown Deli	30	3	25	2	30	1	28	1	30	3	40	1	0		11
3	The West Australian	01236R01	Coles Exp Papercity	25	2	20	3	30	2	20	2	20	3	60	3	0		15
4	The West Australian	01235R01	IGA Newtown	55	3	55	4	60	3	50	3	55	2	200	10	0		25
5	The West Australian	01234R01	Papercity News	76	4	75	5	90	4	75	4	89	3	260	10	0		30
<b>Day Totals</b>				22		26		16		18		20		39		0		141

Print

Close

## 12.4 SUBMITTING A RETURNS BATCH

To submit a batch of returns:

1. Click the **Submit** icon next to the batch on the Single Copy Returns page or the **Submit Batch** button on the returns entry page. You will receive a confirmation message.
2. Click **OK**. The Single Copy Returns page is displayed, and the returns batch you submitted is no longer available for editing.

Account Info Chg Acct Invoices Payments Routes Draw Returns Reports Messages Contact Us

### Single Copy Returns Entry

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click the **Edit** button to enter your returns for individual days.  
Click the **Edit All Days** button to enter data for the entire week.  
Then click the **Save** button after you have finished entering your returns.

Week Of: 07/01/2013 Publication: The West Australian Route: All Routes

\* Additional returns cannot be entered.  
# truck sequence/departure not found for that publication/route combination

< Back Print Batch **Submit Batch** Edit All Days

Seq	Publication	Route	Description	Mon 07/01	Tue 08/01	Wed 09/01	Thu 10/01	Fri 11/01	Sat 12/01	Sun 13/01	Week Totals							
1	The West Australian	01238B01	JA & JB Citizen	455	10	444	12	479	6	449	8	450	6	630	15	0	0	0
2	The West Australian	01237R01	Newtown Deli	30	3	25	2	30	1	28	1	30	3	40	1	0	0	0
3	The West Australian	01236R01	Coles Exp Papercity	25	2	20	3	30	2	20	2	20	3	60	3	0	0	0
4	The West Australian	01235R01	IGA Newtown	55	3	55	4	60	3	50	3	55	2	200	10	0	0	0
5	The West Australian	01234R01	Papercity News	76	4	75	6	90	4	75	4	89	3	260	10	0	0	0
Day Totals				22	20	16	19	20	39	0	0	0	0	0	0	0	0	0
Grand Total				141														

< Back Print Batch **Submit Batch** Edit All Days

Secure Connection  
Account Info | Change Account Info | Invoices | Payments | Routes | Draw | Returns | Reports | Messages | Contact Us  
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Account Info Chg Acct Invoices Payments Routes Draw Returns Reports Messages Contact Us

### Single Copy Returns

Citizen JA & JB  
54 HASLER RD  
OSBORNE PARK WA 6017

Click any underlined column heading to re-sort returns list.  
Click on **Add Returns** if you wish to create new returns.

Existing Returns (within the last 7 days)

Entered	Week Starting	Publication	Route / Description	Status	Date Modified	Delete	Edit	<b>Submit</b>	Print
14/01/2013	03/01/2013	Countryman	All Routes	Approved	16/01/2013 11:38:50				
14/01/2013	03/01/2013	Quokka	All Routes	Approved	16/01/2013 11:38:52				
14/01/2013	07/01/2013	Kalgoorlie Miner	All Routes	Approved	16/01/2013 11:38:53				
14/01/2013	07/01/2013	TABForm	All Routes	Approved	16/01/2013 11:38:54				
14/01/2013	07/01/2013	The West Australian	All Routes	Draft	14/01/2013 16:13:42				

Add Returns

Secure Connection  
Account Info | Change Account Info | Invoices | Payments | Routes | Draw | Returns | Reports | Messages | Contact Us  
Home | Logout

---

## 12.5 DELETING A RETURNS BATCH

To delete a batch of returns:

1. Click the **Delete** icon next to the batch on the Single Copy Returns page.
2. Click **OK** to confirm the deletion. The returns batch you deleted is no longer shown.

---

## 12.6 CUT OFF TIMES FOR RETURNS

The West Australian TABform Kalgoorlie Miner	Returns must be submitted via the West Network portal by 11:59pm each Tuesday for the previous week of supply using a Monday date.
Quokka Countryman	Returns must be submitted via the West Network portal by 11:59pm each Tuesday for supply pertaining to two weeks prior using a Thursday date.
Regional Publications	Unchanged – returns should continue to be submitted to the Bunbury office as per current practice.



*It is recommended that you have your returns in by 4pm that day in case of any errors or queries which must be managed by WAN.*

---

## 12.7 LATE RETURNS

As a general rule WAN will no longer accept late returns. In extreme circumstances, an account may apply for a once-off exception via their Area Manager and the request will be considered by the Sales Manager.

---

## 12.8 PHYSICAL HEADERS – REGIONAL ACCOUNTS ONLY

There is no change to this procedure. Continue to send your headers to GPO BOX D162, PERTH 6840 after the last Saturday of each month.

# 13 REPORTS

The Reports tab is where Distributors access documents provided by WAN, such as:

- Subscriber Activity Report
- Daily Sub Route Draw Export
- Part 2 Route Draw Export
- Pending Draw Report

Account Info Chg Acct Invoices Payments Routes Draw Returns Reports Messages Contact Us

Distributor Downloads

Publication: All Publications Start Date: 24/10/2012

Route: All Routes End Date: 24/10/2012

<input checked="" type="checkbox"/> Report Name	Report Description	Type	Favorite
<input type="checkbox"/> SubActivity	Subscriber Activity Report	?	★
<input type="checkbox"/> DailyDraw	Daily Route Draw Export	?	★
<input type="checkbox"/> Part2Draw	Part 2 Route Draw Export	?	★
<input type="checkbox"/> PendingDraw	Pending Draw Report	?	★

Submit Cancel

Secure Connection  
Account Info | Change Account Info | Invoices | Payments | Routes | Draw | Returns | Reports | Messages | Contact Us  
Home | Logout

## 13.1 VIEWING REPORTS

To view a report:

1. Select the checkbox next to the report. You can also use the Select All and Deselect All icons (next to Report Name) to simultaneously select or deselect all the reports in the list.
2. Click **Submit**. The document(s) that match the entered criteria are displayed.






*You do not have to enter any criteria into "Publication or "Route"*



*Generally, you will not need to enter any information in the start and end date field as this will usually default to the correct date.*

*If it is necessary, the date that needs to be entered is the date that the report is generated, not the date that the report is actually for; typically this is the default date except for Monday's publications where the Saturday date is needed. i.e. if you wanted the report for the 25/10/2012, you would enter the date that the report was generated which is 24/10/2012*

3. Select an action by clicking the appropriate icon    . You can open the document in your browser, save it to a folder, or print it.

## 14 MESSAGES

Broadcast messages can be sent from WAN to alert Distributors and Independent Accounts to important information.

After you log in, any applicable broadcast messages will be displayed, as shown below.

To dismiss the message and go to the Account Info page, click **Close**.

The screenshot shows the 'Account Info' page with a navigation bar at the top containing tabs: Account Info, Chg Acct, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, and Contact Us. The 'Account Info' tab is active. Below the navigation bar, the page displays account details for 'Citizen JA & JB' at '54 HASLER RD, OSBORNE PARK WA 6017'. A pop-up window titled 'Broadcast Messages' is overlaid on the page. The pop-up contains the following text: 'Product: The West Australian', 'Route: 01234R01, 01235R01, 01235R02, 01236R01, 01237R01, 01238B01, 01238H01, 01239P01', and 'IGA promotion this weekend 27-28 October 2012 - please check www.westnetwork.com.au for more details'. A 'Close' button is at the bottom of the pop-up. In the background, there is a table with columns 'Period 2', 'Period 3', and 'Period 4', all showing '\$0.00'. At the bottom of the page, there is a 'Secure Connection' indicator and a list of links: Account Info, Change Account Info, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, and Contact Us.

Once logged in, a Distributor can access these messages by clicking the **Messages** tab or via the link on the Account Info page.

The screenshot shows the 'Messages' page with the same navigation bar as the previous screenshot. The 'Messages' tab is active. Below the navigation bar, the page displays a list of messages. The first message is titled 'Shortage Entry' and contains the following text: 'Publication: The West Australian', 'Route: 01234R01, 01235R01, 01235R02, 01236R01, 01237R01, 01238B01, 01238H01, 01239P01', and 'Message: IGA promotion this weekend 27-28 October 2012 - please check www.westnetwork.com.au for more details'. The second message is titled 'Shortage Entry' and contains the following text: 'Publication: The West Australian', 'Route: 01234R01, 01235R01, 01235R02, 01236R01, 01237R01, 01238B01, 01238H01, 01239P01', and 'Message: Story Break & for all WST routes on 29th November 2012'. At the bottom of the page, there is a 'Secure Connection' indicator and a list of links: Account Info, Change Account Info, Invoices, Payments, Routes, Draw, Returns, Reports, Messages, and Contact Us.

## 15 CONTACT INFORMATION

The Contact Information page allows Distributors to send email messages to District Managers and WAN departments.

To send an email message:

1. Click the **Contact Us** tab to display the Contact Information page. This page contains links to District Managers or others who may need to be contacted by Distributors or Independent Accounts.
2. To send a message to someone in the list, click the appropriate hyperlink. A blank email form addressed to this person will open in your default email program e.g. Outlook.
3. Compose your email and send it as you normally would.
4. Once your email has been sent, the Contact Us page will be shown again where you can continue navigating.

