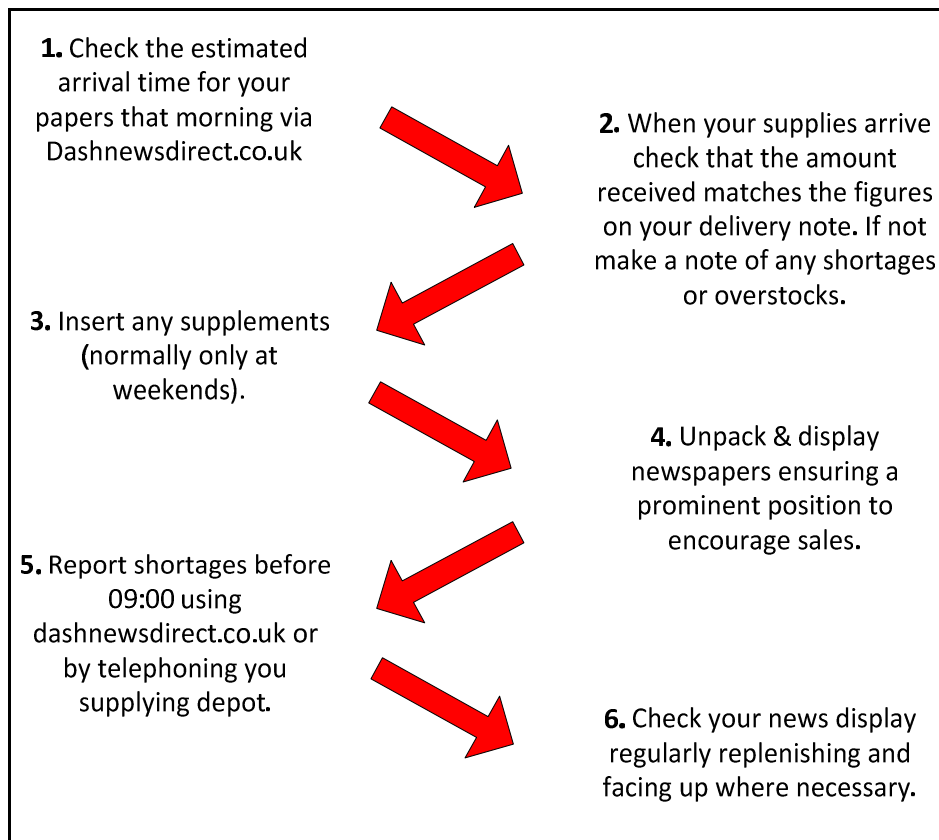


In the Morning

Below is a flow chart showing some of the basic procedures that should be completed when your newspapers arrive.



When my papers arrive

Once supplies have been delivered, these should be checked off using the attached delivery note. Please check the figure against the 'Total Supply'.

When collecting your supplies from the delivery point and taking them in store, please just check that your previous day's returns have been collected. If for any reason they are still with you, please contact us by 09:00am to ensure that credit is passed. If our driver has been unable to collect your returns for any reason they will leave you a note with the reason for non-collection or stamp your delivery note.

Discrepancies in your Supply?

In the unlikely event that the supplies you receive do not match the figures on your delivery note, either over or under supplied, or you have damaged copies, please notify us before 09:00 on the day of supply. You will then be supplied with replacement stock or issued with a credit.

When a title is running late

If a title is very late in arriving at our depot, it may need to be re-run. This means that all titles will be delivered as usual excluding the late title(s) which will then be delivered via a second delivery run.

