



## COVID-19 LEVEL 4 ALERT UPDATE

---

Dear Magazine Retailer

Firstly, we hope you and your families continue to be safe & well. As you are no doubt aware, at 3.30pm on Tuesday 31<sup>st</sup> March the supply of Magazines was deemed as a 'Non-Essential Service' and as such we will be closing our business, effective immediately.

However, we have been given permission to deliver all titles printed prior to 1st April to 'Essential Services' stores, so these stores will receive a delivery Thursday 2<sup>nd</sup> for North Island or Friday 3<sup>rd</sup> for South Island and then our last delivery on Monday 6<sup>th</sup> April.

If your store remains open as an 'Essential Service' you are allowed to keep magazines on sale and we ask that you continue to complete your weekly online returns &/or Supplementary processing to ensure you are credited for all 'Offsale' unsold copies.

If your store is closed as a 'Non-Essential Service' we should by now have put in place a 'Temporary Closure' for your account and you will need to complete your returns either as a normal online return each week or by processing a Supplementary return.

Whichever scenario you fall into [Essential or Non-Essential], we need to reiterate the importance of ensuring you pay your Account as normal to Ovato to ensure supplies can continue past the COVID-19 Lockdown for your store.

**We do not require any covers or auditing process during this time, therefore please destroy all magazines appropriately.**

Our Call Centre will **NOT** be operating past **April 6<sup>th</sup>** for the rest of the closure, so we will not be able to respond to any emails or calls until such time as we are back in operation and we do sincerely apologise for this.

If you have any issues with deliveries or returns processing/supplementaries over the coming weeks, we ask that you take the following steps.

**FOR ESSENTIAL SERVICE STORES:**

- Any delivery shortages/damages, please process these using the supplementary return form via your online access where possible, otherwise email us
- For oversupplies to your invoice, please email us

**FOR NON-ESSENTIAL SERVICE STORES**

- If you are experiencing problems submitting returns or supplementaries, or cannot access your store to complete this process, please email us with a brief message of your problem so we can be made aware of your situation and assist when we re-open

When emailing us regarding delivery issues - credits/debits, please supply the following details, so we can action your request as quickly as possible when we re-open.

OUTLET #	OUTLET NAME	TITLE NAME	OVATO TITLE CODE	ISSUE DESCRIPTION	OVATO ISSUE CODE	QTY TO CREDIT	QTY TO CHARGE

As soon as we are given the all clear from the Government and can continue supplying magazines again – we will be in touch with an update for you.

Stay well & keep safe,

Regards,

The team at Ovato Retail Distribution