



IMPORTANT NOTICE – LEVEL 2 FROM 8TH SEPT

Dear Magazine Retailer,

As announced yesterday, you move to Level 2 from 8th Sept and as such you are able to re-open. With this in mind we have removed the TEMP HOLD on your account which will allow deliveries to re-start from Monday 13th Sept onwards.

Some reminders for you:

- Processing of Standard Returns dates has been extended, details below.

Standard online Returns Date	Standard Close off date	Extended Close off date
2 nd August, 2021	23 rd August, 2021	20 th September, 2021
9 th August, 2021	30 th August, 2021	20 th September, 2021
16 th August, 2021	6 th September, 2021	27 th September, 2021

Please email thecallcentre@ovato.co.nz if you require an excel copy of the past date claims.

- MASS CREDITS have been processed for the 19th, 23rd & 26th August and these are available online for you.
 - If some of these deliveries have been dropped off in your store during lockdown and you wish to place them onsale, please advise your invoice & outlet number via email and we will reverse the credit for you to allow the original invoice to stand (no part crediting of invoices please – all or none).
- We are working to process extra sales orders for titles you missed while closed and will start to supply these from next week.
- We have a number of titles/issues that were 100% held back from invoicing/dispatching and we are working on a timetable to get these back on track. A full list of titles will be available soon.
- Auckland remains at Level 4, so our offices are closed, and the Call Centre team is available via email only (thecallcentre@ovato.co.nz).
- We are experiencing delays with into store deliveries due to Courier Post overload – we ask that you please be patient whilst they work through returning to normal volumes.

Stay well, keep safe and be kind,

Regards,

The team at Ovato Retail Distribution