



## Are Direct No Physical Returns (NPR) Program

NPR began as a pilot in 2017 and its success has seen the program grow from 399 stores to over 1200 stores, now saving significant time and money.

NPR is a collaboration between Are Direct and XchangeIT.

Once on the program, stores are no longer required to send back the physical magazines, saving freight costs and time spent packaging up physical copies to be returned to Are Direct.

It should be noted that Partworks and some Trading Cards are not included in the NPR program and will still need to be physically returned.

**How does a store become eligible for NPR?** All XIT Gold stores are eligible for NPR. Every three months, Are Direct conducts a review of the XIT Gold Stores list, and checks for additional criteria. If met, a store is invited to join the NPR program via an email from Are Direct.

**How does a store become an XIT Gold Status Store?** A store that passes all the XchangeIT performance tests each month for 3 months becomes an XIT Gold status store.

**What happens if an NPR store maintains its XIT Gold Status?** Are Direct revisits the NPR program every three months. If a store maintains the XIT Gold status it simply receives an email from Are Direct confirming that it will remain on the NPR program.

**What happens if an NPR store loses its XIT Gold Status?** When Are Direct performs the quarterly NPR review, if a store has not maintained the Gold status, a store will be kept on the program for another three months and remain under review. This allows time to get back on track to becoming Gold. If this isn't achieved in the timeframe, a store will go back to submitting physical returns.

**How are returns submitted on the NPR program?** In order to be on the NPR program, returns must be submitted via XIT EDI. If a store submits returns via the web, they will need to switch to XIT EDI returns.

**How long must an NPR store keep hold of the physical copies before they can be disposed?** The physical magazines should be kept by every NPR store for two business days after EDI returns have been submitted, and then they are to be disposed by the store, so they cannot be resold. During this two-day timeframe, a small number of stores will be selected for audit.

**What happens if my store is selected for an audit?** XIT take care of this audit process, and will notify each store selected in a given week. A selected store will be required to send back physical returns to Are Direct for the week of the audit. Any discrepancies are investigated.

**Where should a store contact for further information?** Please contact:

- Are Direct Contact Centre on **1300 650 666** re the NPR program.
- XchangeIT on **1300 551 212** on becoming a member, XIT Gold Class status, store performance and audit questions.

- All newsagents need to be XIT customers to be considered for the NPR program
- No more freight returns costs
- Less time spent packaging up returns
- Efficient magazine management



*'We have been using the program for a few months now and are very satisfied with the program. It saves us a lot of time and effort now in terms of management. It also helps us save on labor costs. I would highly recommend this program to any newsagent.'*

**Woodlands Newsagency and Lotteries**



*'The cost saving of not having to return magazines physically has been amazing, it saves time +cost.'*

**Bondi Junction Newsagency**

