

are
direct

NEWSAGENT USER GUIDE

YOUR ONLINE PORTAL

Our website is your online portal that allows you to take control of your business:

www.aredirect.com.au

To login to your account, enter your **username** and **password** at the top-right corner of the website:



Your username is your **'send to'** account number.

If you are a *new* newsagent, you will receive your username and password via email once you have received your **first delivery as the new owner**. Please do not query your login details before this day, they will not be ready for you.

If you lose the email with your details, or forget your password, contact customer service on **02 9692 3374**, or contactus@aredirect.com.au.

RETAILERS MENU

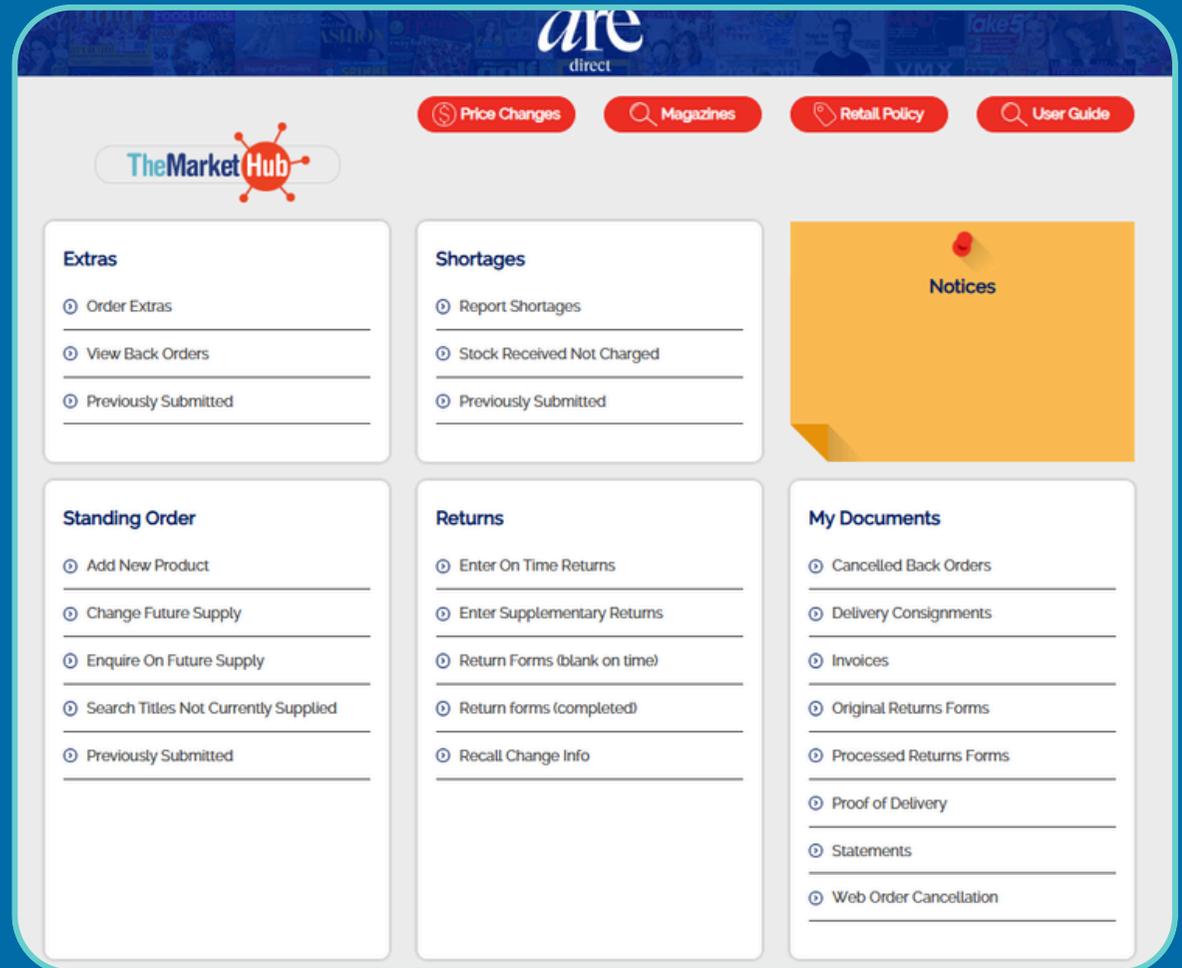
Once logged in, you will have a 'retailers' menu to select. The Retailers Menu will be your home for everything related to your business:

Use this menu to:

- order extras (incl. partworks)
- report shortages
- modify standing orders
- process returns, and
- access your documents.

From this page only, you can access our online store, '[TheMarketHub](#)'. If you would like to set up an account, please email:

themarkethub@aredirect.com.au



EXTRAS

Extras

Order Extras

View Back Orders

Previously Submitted

To order extra magazines, click the 'Extras' tab in the Retailers menu.

Search for the magazine you wish to order (you can do this by **title**, **title code**, or **barcode**) then select your desired issue from the drop-down list:

Submit Order

TIP:

To backorder partworks, you will need to tick the '*Partworks*' box before searching.

To order a magazine you do not usually stock, tick the '*Not Stocked*' box before searching.

The title you've selected will be shown in the line below the search field.

Enter your required quantity and click 'add'. To add another title, repeat the steps above.

Title Description	On Sale Date	RRP	Title Code	Issue Desc	Issue Code	Product Type	Supplied Qty	Qty To Order	
THATS LIFE	13/02/2025	4.50	20706	February 20	12570	Magazines	16	<input type="text"/>	Add Cancel

Submit Order

Click '**Submit Order**' when finished.

Wait for page to reload and display the '**successfully added**' message, before exiting.

EXTRAS

VIEW BACK ORDERS

To view your backordered Partworks, select '**View Back Orders**' under the **Extras** tab. Any partworks you have on backorder will be displayed on this page.

Account No		Page No					
700000		Page 1 of 1					
GG Reference ID	Customer Reference	Title Code	Title Description	Issue Code	Issue Cover Description	Order Placed Date	Quantity On Backorder
19282960-1	6053326	36477	AUSTRALIAN CARS THE COLLECTION	80	0008	02/01/2025	2
19400063-1	6071383	36477	AUSTRALIAN CARS THE COLLECTION	170	0017	08/02/2025	3
19400063-2	6071383	36477	AUSTRALIAN CARS THE COLLECTION	180	0018	08/02/2025	3

NOTE: BACKORDERS CANNOT BE CANCELLED ONLINE. PLEASE CALL OR EMAIL CUSTOMER SERVICE.

PREVIOUSLY SUBMITTED

When choosing the '**Previously Submitted**' tab, this menu displays Extra orders submitted by date (newest-oldest), and their order status.

Once the order has been reviewed, you will receive an automated confirmation email advising if we can/cannot supply you with the stock.

To view the details of each order, click on the order and the details will display below. Please note that these cannot be changed once submitted.

SHORTAGES

Shortages

- Report Shortages
- Stock Received Not Charged
- Previously Submitted

The shortages tab in the Retailers menu is used to claim magazines and/or parcels that are missing from the last 48 hours.

To report your shortage, click 'Select' next to the invoice. Once selected:

- scroll and select the missing title/parcel
- enter the quantity missing
- choose if you would like a credit or replacement
- click 'Submit Shortages'

	Invoice No	Invoice Description	Invoice Amount	Date Invoiced
Select	85286806	FEB24SEA	1289.57	24/02/2025
Select	85301505	FEB24SMN	317.83	24/02/2025

Parcel/Bulk	Title Code	Title Description	Issue Desc	Issue Code	Supplied Qty	Qty Short	Preference
▼ <input type="checkbox"/> Parcel Missing							
1	91400	TV WEEK METRO STANDARD TV WEEK METRO - MELBOURNE	March 1	5860	17	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
▼ <input type="checkbox"/> Parcel Missing							
2	12781	NEW IDEA	March 3	12530	14	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
2	88844	WHO	March 3	11290	1	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
2	91003	SPECTATOR THE	February 22	5670	2	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
2	91135	WOMANS DAY -STANDARD	March 3	5870	21	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
2	91876	ECONOMIST THE	February 22	5760	2	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace
2	97451	NEW SCIENTIST	February 22	5780	3	<input type="text"/>	<input type="radio"/> Credit <input type="radio"/> Replace

By submitting the above you are acknowledging that reported delivery discrepancies are true and correct

Submit Shortages

NOTE: IF YOU SELECT 'PARCEL MISSING', THE SYSTEM WILL AUTOMATICALLY DEFAULT TO REPLACE ALL MAGS IN THAT PARCEL.

SHORTAGES OUTSIDE OF THE 48 HOUR TIMEFRAME ARE NOT ACCEPTED.

SHORTAGES

STOCK RECEIVED, NOT CHARGED

The **Stock Received Not Charged** tab in the Shortages Menu is used to notify Are Direct of any stock you have received that is not on your invoice.

Click **'Select'** next to the current date, then **'Search Titles'** to find the title you've been oversupplied with. You can search for magazines by either Title Name, Title Code, or Barcode, then click **'Search'**.

A list of possible matches will appear, click the **'Add'** button next to the desired issue, to add to your list.

Enter the oversupplied amount in the **'Qty'** field.

To add more titles, click the **'back'** button to repeat the process.

When you are finished, click **'Submit'**.

Select	Branch	Order Date	Order Status
	Melbourne Office	26/02/2025	New

Title Search

THATS LIFE Begins With Contains

_____ OR _____

Title Code _____

_____ OR _____

Barcode _____

_____ AND _____

Search Partworks

Title Description	Issue Description	Title Code	Issue Code	Barcode	RRP	Frequency	
THATS LIFE	March 6	20706	12590	931300602623509	4.50	Weekly	Add
THATS LIFE BUMPER PUZZLE BOOK	0127	29428	1170	931300602637201	5.60	Quarterly	Add
THATS LIFE CRACK THE CODE	0099	27775	990	931300602639601	5.60	Quarterly	Add
THATS LIFE MEGA MONTHLY	March 2025	16503	740	931300602635803	5.60	Monthly	Add
THATS LIFE PUZZLER ON THE GO	0195	10278	1950	931300602636503	5.50	Monthly	Add
THATS LIFE WORDSEARCH	0078	80251	780	931300602638901	5.60	Quarterly	Add
THATS LIFE/ TAKE 5 FLD POSTER	March 6	120706	12590		0.00	Weekly	Add

Title Code	Issue Code	Title Description	Issue Description	RRP	Qty	
20706	12590	THATS LIFE	March 6	4.50	<input type="text"/>	<input type="button" value="Remove"/>

SHORTAGES

The **Previously Submitted** page is to locate the date and status of your reported shortages.

There are two statuses used to track the progress of your report; '*Submitted*' and '*Reviewed*'.

	Branch	Order Date	Status
Select	Brisbane Office	28/05/2025	Submitted
Select	Brisbane Office	20/03/2025	Reviewed

Submitted: You have reported a shortage, and it is currently under investigation with the couriers.

Reviewed: Your shortage has been reviewed by our team and couriers. You will receive an email confirmation stating if we are able to replace the stock, or if it has been credited.

NOTE: IF YOU DO NOT SEE YOUR SUBMITTED SHORTAGE ON THIS PAGE, PLEASE MAKE SURE YOU SUBMIT IT AGAIN TO RECEIVE A CREDIT / REPLACEMENT.

STANDING ORDERS

Standing Order

- ⌚ Add New Product
- ⌚ Change Future Supply
- ⌚ Enquire On Future Supply
- ⌚ Search Titles Not Currently Supplied
- ⌚ Previously Submitted

To add new titles you've not previously stocked, click '**Add New Product**'. You can search for titles three different ways (*title description*, *title code*, and *barcode*).

Add New Product

Title Description **1** From Date To Date **2**

Title Description	RRP	Title Code	Frequency	Reason Code	Qty To Order	
				<input type="text"/>	<input type="text"/>	Add

3

1. Type your search information. eg. 36477, *That's Life*, etc.
2. Add To Date (**From date:** will auto-set itself. **To Date:** do not exceed two [2] years from start date)
3. Enter quantity you wish to receive and click '**add**'
4. Repeat steps to update more titles, or click '**Submit**' to finish.

STANDING ORDERS

The **'Change Future Supply'** function allows you to change the quantity of a title that you currently receive or have previously received (this includes cancellations).

1. Search for the title using the drop box and search field. *Once you select your title; the supply, sales, and returns figures will be displayed.*

2. Enter the new quantity you wish to receive.

3. Select reason for change in supply.

4. Select a 'to date'.
(The date must be a minimum of 1 month, and no greater than 2 years.)

5. Click **'submit'** to save changes.

The screenshot shows the 'Change Future Supply' form. It includes a 'Title Description' dropdown menu (1), a 'New Quantity' input field (2), a 'Reason' dropdown menu set to 'Over Supply' (3), a 'From Date' field with a calendar icon (4), and a 'Submit Order' button (5). A 'Sales History' table is visible on the right, showing columns for Issue, Issue Code, Supply, Extras, Returned, and Actual / Forecast. The table currently displays 'There are no records to display.'

Issue	Issue Code	Supply	Extras	Returned	Actual / Forecast
There are no records to display.					

STANDING ORDERS

To find out how many copies of a title you will be receiving in the future, use one of the two search boxes to find your desired title.

Title Search

Begins With Contains

_____ OR _____

*Note: Must match exactly, i.e. 12781

Title Code	Title Description	Issue Code	Issue Description	Forecast Supply	Average Sale
36477	AUSTRALIAN CARS THE COLLECTION	260	0026	4	2.83

The '**Forecast Supply**' column shows the amount you are anticipated to receive. Please note that this amount is only a guide, only the invoice will have the correct number when the title is on sale.

STANDING ORDERS

You can search for titles that you may be interested in receiving by using any of the fields provided.

Once you click **'Search'**, a list of matching titles will appear.

If you wish to order any of these, please use the **'Add New Product'** link in the Retailers menu.

Title Search

Title Name Begins with Contains

Children's - Comics

Please select a Frequency

On Sale Date

In all these States:

ACT NSW NT QLD SA TAS VIC WA

Title Description	Title Code	Title Category	RRP	Frequency	Available	Portfolio	On Sale Date
ANIMAL FRIENDS	95552	Children's - Comics	9.99	Monthly	VIC,TAS	UK	23/01/2025
BEANO	33320	Children's - Comics	7.99	Weekly	VIC,TAS	UK	05/06/2025
BEANO and DANDY GIFT BOOK APPLIANCE OF SCIENCE 2025	41611	Children's - Comics	34.95	Annual	VIC,TAS	UK	07/11/2024
BEANO ANNUAL	41603	Children's - Comics	29.95	Annual	VIC,TAS	UK	07/11/2024
BEANO SPECIAL MINNIE THE MINX	36605	Children's - Comics	12.00	One Shot	VIC,TAS	UK	20/03/2025
BETTY and VERONICA JUMBO COMICS DIGEST	72143	Children's - Comics	23.99	Monthly	VIC,TAS	American	26/05/2025
BROONS and OOR WULLIE ANNUAL DOON MEMORY LANE 2025	41636	Children's - Comics	34.95	Annual	VIC,TAS	UK	07/11/2024
DANDY ANNUAL	41597	Children's - Comics	29.95	Annual	VIC,TAS	UK	07/11/2024
GLITTER PRINCESS	33409	Children's - Comics	9.99	Bi-Monthly	VIC,TAS	UK	15/05/2025
OCTONAUTS (UK)	34856	Children's - Comics	13.99	Monthly	VIC,TAS	UK	01/05/2025

1 2

RETURNS

Returns

- Enter On Time Returns
- Enter Supplementary Returns
- Return Forms (blank on time)
- Return forms (completed)
- Recall Change Info

On time returns are magazines that are due back in the current week.

Click '**Select**' next to the correct return week you need to submit.

Week Month	Due Date	Status	Action
22	04/06/2025		Select
21	28/05/2025	Submitted	Download PDF
20	21/05/2025	Submitted	

Once the page reloads, you will see a list of mags due back for that week. Fill out the 'Return Quantity' field for all applicable titles.

Title Description	Issue Description	Title Code	Issue Code	Trade Price Exc. GST.	Return Type	Supply Quantity	Returned To Date	Return Quantity
Partworks								
AUSTRALIAN CARS THE COLLECTION	0024	36477	240	\$17.04	COV	1	0	<input type="text"/>

Once all fields have been completed, press '**Submit**' at the bottom of the screen. A pop up box should appear asking if you wish to proceed; click '**OK**'.

NOTE: THE WEBSITE WILL LOG OUT AFTER A PERIOD OF INACTIVITY. WE ADVISE YOU TO PRESS THE 'SAVE' BUTTON EVERY 5 MINUTES TO PREVENT YOU FROM NEEDING TO START OVER AGAIN. SUBMITTING YOUR RETURNS MAY TAKE A FEW MINUTES TO LOAD BASED ON YOUR CONNECTION SPEED.

RETURNS

Supplementary returns are for magazines that you did not return on time.

As per all our search functions, you can search the title you require by title description, title code, or barcode in the search box.

Add New Product

Title Description

Title Description	Issue Description	Title Code	Issue Code	Supplied Quantity	Returned To Date	Quantity To Return	
						<input type="text"/>	Add

Enter quantity, and click '**Add**'

Repeat this process for more titles, or click '**Submit**'.

NOTE: IF A TITLE/ISSUE DOES NOT APPEAR IN YOUR SEARCH, A RETURN CANNOT BE PROCESSED. THIS IS DUE TO IT ALREADY BEING CREDITED AS A RETURN OR SHORTAGE, OR IT IS BEYOND THE RECALL DATE.

MY DOCUMENTS

CANCELLED BACK ORDERS:

View any backorders that have been cancelled.

DELIVERY CONSIGNMENTS:

View/print delivery notes to see what invoices were due.

INVOICES:

View/print invoices.

ORIGINAL RETURNS FORMS:

View/print original weekly return forms - this shows all titles due in the recall week

PROCESSED RETURNS FORMS:

View/print your previously submitted return forms.

PROOF OF DELIVERY:

View POD photos (more on this in next slide).

STATEMENTS:

View monthly statements with the option to pay online via credit card.

WEB ORDER CANCELLATIONS:

View any orders you have made that may have been cancelled.

My Documents

Cancelled Back Orders

Delivery Consignments

Invoices

Original Returns Forms

Processed Returns Forms

Proof of Delivery

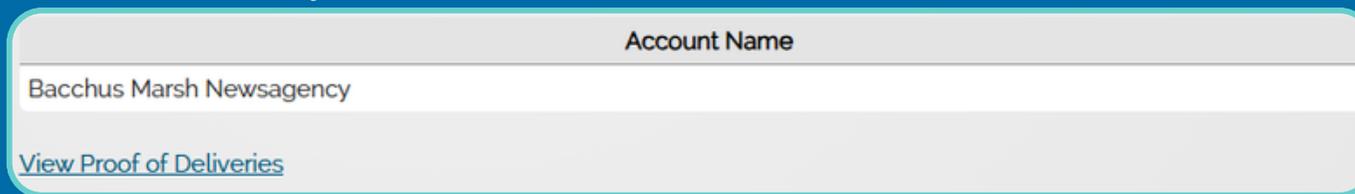
Statements

Web Order Cancellation

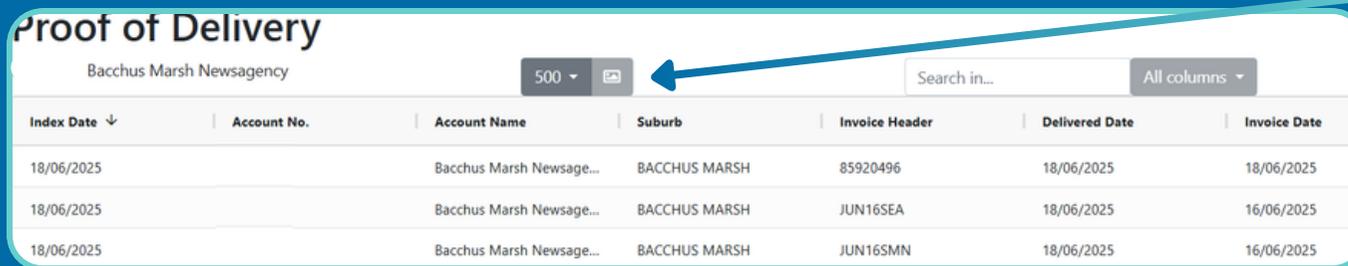
PROOF OF DELIVERY

In the Retailers menu under 'My Documents', some agents will now have a new tab for **Proof of Delivery** images. Proof of delivery is currently only in place for selected retailers who are delivered by NDS, and are on a weekly, daytime delivery schedule.

Once selected, you will see the below. Click '**View Proof of Deliveries**'.



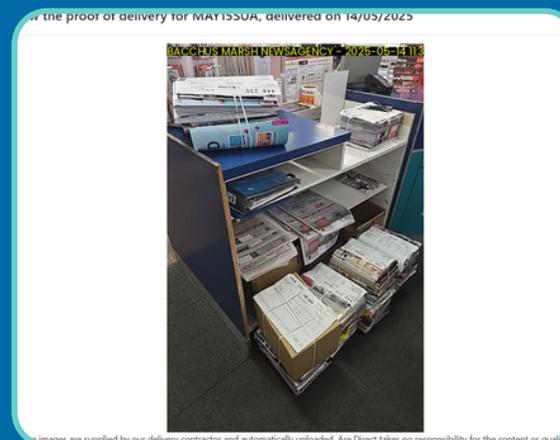
The below page will open. Select your required date/invoice, and click the image icon:



A screenshot of the 'Proof of Delivery' page for 'Bacchus Marsh Newsagency'. The page displays a table of delivery records with columns for Index Date, Account No., Account Name, Suburb, Invoice Header, Delivered Date, and Invoice Date. A search bar and a dropdown menu are visible at the top of the table.

Index Date ↓	Account No.	Account Name	Suburb	Invoice Header	Delivered Date	Invoice Date
18/06/2025		Bacchus Marsh Newsage...	BACCHUS MARSH	85920496	18/06/2025	18/06/2025
18/06/2025		Bacchus Marsh Newsage...	BACCHUS MARSH	JUN16SEA	18/06/2025	16/06/2025
18/06/2025		Bacchus Marsh Newsage...	BACCHUS MARSH	JUN16SMN	18/06/2025	16/06/2025

Proof of Delivery image pop-up with date and time will appear:



FREQUENTLY ASKED QUESTIONS

CAN I HAVE A LIST OF ALL THE TITLES + QUANTITIES I RECEIVE?

Yes. Please email contactus@aredirect.com.au

DO YOU HAVE A TITLE TRACKER?

No. You can search magazines via the Are Direct website, which will provide you with on sale dates. Please use only a keyword when searching.

Eg. if you are looking for 'Australian Motorcycle News', only type in 'News'.

I'VE JUST ORDERED EXTRAS BUT HAVE CHANGED MY MIND. CAN YOU CANCEL MY ORDER?

Unfortunately, once an order has been placed it cannot be cancelled. When you receive your items, you can process them for return. If you need to cancel an existing backorder, please contact Customer Service.

I'VE RECEIVED A DAMAGED PRODUCT.

If you have received a damaged item on your delivery day, please report this as a shortage. If it is a full bulk of magazines, partworks, or MarketHub items please ensure you email photos to our customer service team.

We cannot process a credit without proof of damage.

I HAVE AN ISSUE WITH MY THE MARKETHUB ORDER.

Please send an email to themarkethub@aredirect.com.au with your invoice number, and any related images.

We cannot process a credit without proof of damage

WHY HAS MY SUPPLY CHANGED WHEN I HAVE NOT AMENDED MY STANDING ORDER?

Our allocations team may increase/reduce your quantity of mags depending on previous sales and returns.

E.g. If you are returning a high number of mags, your supply maybe be reduced. If you are selling out, your supply may be increased to meet customer demand.

I NEED HELP WITH MY POS SYSTEM

For questions relating to your POS system (scanned sales, labels, etc.), please contact XChangeIT (**1300 551 212**), or your POS provider.

HOW CAN I GET ONTO THE NON-PHYSICAL RETURNS PROGRAM?

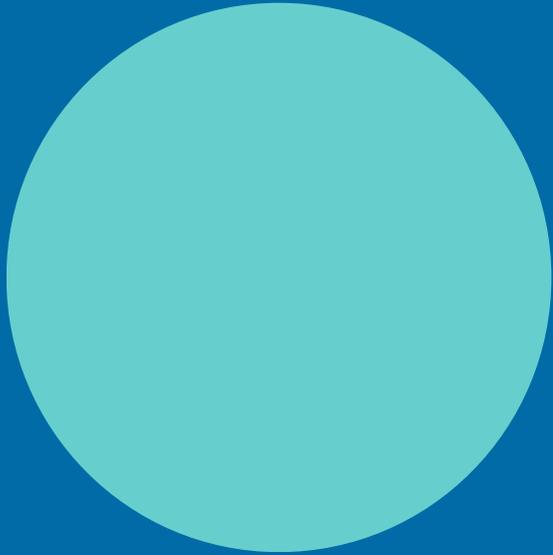
We offer a No Physical Returns program for agents who are reaching and maintaining Gold status on scanned sales and returns data through XChangeIT. You will receive quarterly updates advising of your progress.

I HAVE A QUESTION ABOUT MY STATEMENT/BALANCE.

Only Accounts can assist you with financial questions. Please contact them on **02 9692 3203**.

I NEED TO CHANGE MY BUSINESS DETAILS.

Please contact Accounts on **02 9692 3203**, or nationalcredit@aredirect.com.au



L4, 54 Park Street
Sydney, NSW 2000
02 9692 3374

www.aredirect.com.au
contactus@aredirect.com.au

ARE DIRECT