



IMPORTANT AGENT ANNOUNCEMENT

Supplementary (Early & Late) returns now accepted via XChangeIT LINK

All agents who currently or are interested in submitting their Network returns via EDI (XChangeIT) need to be aware of the following announcement.

What's Happening? Supplementary Returns will be accepted on the New XChangeIT LINK

With the introduction of the new XChangeIT system (XChangeIT LINK) Network Services are pleased to announce improvements to their EDI returns service:

- ⦿ All returns accepted via EDI. For the first time, now includes Early & Late Supplementary returns
- ⦿ EDI agents receive instant confirmation via XChangeIT LINK from Network Services of returns received & credited. Any returns not accepted will be plainly visible
- ⦿ Credits are easily reconciled back to your credit summary

What's it mean to me? Faster credits. One process for all returns. Instant certainty on what's credited.

- ✓ Less labour & better cash flows. Supplementary (early & late returns) credited instantly. No delays. No keying into websites
- ✓ No waiting. No wondering, no follow up
- ✓ Instant confirmation of credit, including reference number, back through XChangeIT LINK.
- ✓ Completed returns form created for you by Network Services to include with your shipment of unsolds.

What's changing?

All EDI returns credits will be confirmed instantly!

You must use the confirmation forms provided by Network to receive credits!

To make the most of the new capabilities of XChangeIT LINK, there are some changes to the EDI returns process. Seven simple steps get you instant credit via EDI:

1. You must have access to the new XChangeIT system (XChangeITLINK)
2. Be approved for EDI returns to receive your EDI return form weekly
3. Create returns claim in your POS by scanning / entering unsolds
4. XChangeIT LNK instantly picks up returns claim file & sends it to Network Services
5. Network Services reviews and validates each returns submission. Results, feedback and confirmation documentation provided to the agent via XChangeIT LINK & email. All within 60 seconds
6. Agent prints returns confirmation document. Your account is credited. Confirmation document gives you
 - a. Results summary detailing any products or claims submitted but not credited including reasons
 - b. Completed returns form with reference number and barcode
7. Package up unsolds. Place our printed form in Box 1. Send to your local Network distribution centre within 28 days

Important: Do not send us your POS systems print outs with your physical returns. Only the Network Services Returns Confirmation Forms are valid.

If you want to be able to submit your returns via XChangeIT LINK, contact the XChangeIT team now to get your access to the new XChangeIT LINK