

### Frequently Asked Questions

#### **Q What if my full delivery is late?**

Check for status updates on [Dashnewsdirect.co.uk](http://Dashnewsdirect.co.uk) or telephone your supplying Dash depot.

#### **Q What is the Status Line?**

This is a recorded message you can choose to listen to when calling us. It is recorded every morning by the night manager giving details of that day's distribution.

#### **Q What if part of my Newspaper delivery is running late?**

If a title is running late then there will be an information letter delivered with your main delivery. The late title will then be delivered on a re-run.

#### **Q What should I do if my supplies are incorrect?**

If you are short or over supplied or receive titles not listed on your Delivery Note you should contact Dash either via [Dashnewsdirect.co.uk](http://Dashnewsdirect.co.uk) or by telephone. All claims must be received by 09:00am on the day of supply.

#### **Q What do I need to check the invoice against?**

For this you should use the counterpart to the recall sheet.

#### **Q What happens to titles that are not sold?**

Unsold titles supplied on a Sale or Return (SOR) basis will be credited to your account when returned in accordance with our returns procedures and deadlines. These titles are always recycled.

#### **Q What happens if I am late in returning a title for recall?**

Always return the copies to Dash. If we are able to pass credit we will endeavor to do so.

#### **Q What do I do if I don't receive any paperwork?**

In the first instance check all bundles. If you still cannot find it blank recall sheets, voucher Returns notes & and your weekly invoice are all available to print from your account on [Dashnewsdirect.co.uk](http://Dashnewsdirect.co.uk).

#### **Q What is Dashnewsdirect.co.uk**

[www.dashnewsdirect.co.uk](http://www.dashnewsdirect.co.uk) is a dedicated website for our newspaper customers. The website has many features including, enabling you to check your estimated time of delivery for that day, re-print invoices, contact us & discuss any views you have on our retailer forum.

