



Minutes of a Meeting of the Press Distribution Review Panel held on Thursday 7th July 2016, at the PPA Offices, Second Floor, 35 – 38 New Bridge Street, London, EC4V 6BW at 1:00pm

Present:	Neil Robinson Trevor Hudson Andy Smith Linda Gardner Mark Gilhespie Graham Read Paresh Vyas	Chairman PPA SN MD NMA Independent Retailer Independent Retailer
In Attendance:	Dorothy King	PDRP Administrator

1. Apologies for Absence and Welcome

1.1 Steve Archer and Raj Chotai.

2. Minutes of Last Meeting – 31st March 2016

2.1 The minutes of 31st March 2016 were adopted.

3. Matters Arising

3.1 PR Sub Group

"AS to internally enquire as to Smiths News's protocol when a retailer requested his RDT or STD."

AS informed the panel that he had forwarded an email to them on the way to the meeting confirming SN's position.

The formal response is "Smiths News will advise customers of their RDT's, SDT's and ADT's on request from the customer. Customers can call the Contact Centres or put their request in writing."

SN is considering including this information on its SNAP AP, which is currently going through the development stage, due to be launched within a few weeks, but this has been postponed due to security bug issues.

When it revised the RDT/ SDT's of its retailers, News UK called the retailer's around London holding informal discussions on opening times and HND requirements. From collating the information it enabled retail delivery times to be revised earlier or later. More importantly it supplied News UK with the key data for route planning.

News UK gained a small proportion of time by carrying out the exercise, but little after everything has been netted off.

MD, previously wrote to retailers and found the response was very poor, with the information received often inaccurate. It decided that speaking direct to retailers appeared to achieve a better response, however trying to speak to 29,000 retailers represented a massive task.

Over the years shops change their opening times which may require a reconsideration of RDTs or STDs. When there is a change of ownership to the store, it is a good time for the incoming retailer to review his RDT or SDT and have this agreement provided in writing by the supplying wholesaler.

It was agreed that NR and DK prepare a press release and circulate via the various trade press and associations as to how retailers are able to obtain the RDT and SDT times.

3.2 Standards Sub Group

AS confirmed that he had spoken to the Central Logistics team at SN, who have quarterly reviews with publishers. He advised that nothing is expected to be resolved with the bunching issue outside contract negotiations.

Both wholesale houses confirmed that they will deal with the bunching issues as they occur and do everything they can to off load the wagons, pack and distribute the titles as soon as possible with the aim of minimising any disruptions.

The PDRP noted that bunching is becoming a greater problem as the industry is consolidating wagons and distribution houses. Overnight roadworks have also caused bunching, with more of the main roads carryout their maintenance work over night, closing roads and re-routing traffic.

LG stated the issue of bunching had been discussed at the NFRN Summit end of April.

It was recognised that communications to retailers is important when deliveries are late due to exceptional circumstances. Retailers then have an option with their own contingency plans rather than waiting, not knowing what is happening and getting frustrated. This also assists with the call centres call rates, if retailers are aware of what is happening they will not be phoning and blocking telephone lines every few minutes looking for updates.

3.3 AS advised that SN has set a deferred payment mark up for 1 week for the initial distribution of stickers and collectables. This has been communicated via Your Round Up if the customer requests a miscellaneous order, payment is not deferred.

This provision is now within SN terms and conditions and can be included within the revised PDC standards.

PV advised the panel that some of the retailers within the Northwest NFRN did not understand the term deferred payment and he had visited them to explain only to discover that they did not want it.

NR suggested that it may be helpful if the standards explained that retailers have the option to opt out of deferred payments.

NR also suggested that it would benefit retailer to have a glossary of terms published at the back of the standards, so that they can have a clearer understanding of the trade jargon.

- 3.4** AS advised the panel that, in theory, the 7 day period for crediting vouchers is fine, but is dependent on when number 1 starts. SN wished to continue with the 14 days, however, if the customer submits their envelope on a Sunday, they will be credited on the following Saturday. However, if it is not completed on the Sunday the original 14 days will apply.

If retailers submit the vouchers, Sunday, Monday or Tuesday, they will receive credits on the following Saturday, so within 7 days. Vouchers submitted after Wednesday will miss the cut off and the probability would be that the credits will be issued the following week and therefore the 14 days applies.

NR to look at AS email responses to the above actions points and undertake the final edit of the Standard Review Document.

- 3.5** NR to write to the PDF when the final copy is ready for their consideration.

3.6 Regional Press Alignment with Restitution Process

NR had corresponded with Mike Newman, Chairman of PDF, with reference to the regional press being aligned to the Charter and its complaints process.

DK advised the panel that there had been communication with the NMA and she will request that MN formally respond back to NR with the conclusion.

3.7 Open Letter from Brian Murphy NFRN

NR reported that he had responded back to BM's letter regarding inbound deliveries. BM responded by inviting NR to attend the NFRN Summit on inbound deliveries, which unfortunately NR was unable to attend.

LG attended the summit representing MD, and stated that it was a constructive meeting. The key thing noted was that the action points from the previous summit had not been allocated to anyone and therefore had not been undertaken.

From the recent meeting in April the action points were allocated to the appropriate people.

Most of the discussion was focused on bunching and arrival times.

The meeting was well attended with approximately 30 attendees.

3.8 PDC Complaints Process

Although there has been no formal feedback or completed on-line questionnaires returned to the PDRP there had been some feedback from retailers who have engaged within the complaint process and have taken the time to email to say thank you.

It was agreed to consider publishing unsolicited future communications on a page of the website.

NR and DK were asked to prepare a press release 'Please Help Us to Help You, Your Industry Needs Your Feedback on the PDC Complaints Process!' and distribute to the trade press.

4.0 Stage 2 Complaints Audit

4.1 Due to the lack of retailer participation in completing and returning the electronic survey the Panel concluded that retailers are happy with the PDC complaint process.

4.2 DK raised the fact that there appears to be more complaints via the Helpline concerning lateness of magazines and availability, frequently with the on sale dates being missed.

AS responded by saying that he had not heard much regarding on sale dates, but product allocation is becoming an issue on some titles.

LG advised that part works give a lot of administration issues due to back orders.

The distributors and wholesalers have organised an industry working group looking at the issues of part works in particular.

5.0 Fulfilment of Objectives

5.1 NR voiced his concern that the PDRP objectives are not being fulfilled, especially with the disbanding of the PR Group.

When the PR Group was formed it discussed attending trade shows and generally promoting the PDC and its complaints process. The Chairman expressed his concern that this vital promotional work is no longer being undertaken.

The group had comprised Andy Smith, Steve Archer and Graham Read and they had held an initial meeting regarding press releases and trying to gain better involvement with the NFRN, but the action appeared to drop off. AS stated that he had taken on a lot of new roles within his position in SN, and did not feel that he has the ability to take on the PR role within the PDRP. He nominated Marie Kirven from SN's Newcastle Depot to take his place. She assists with the Stage 2 and Stage 3 complaints processes.

Graham Read stated that to attend trade shows the PR Group would require a budget.

It was agreed to reassemble the PR Group with Marie Kirven supporting Andy Smith, Graham Read, and Steve Archer. They will present a budget and plan of events for NR to present to the PDF Board.

6.2 DK stated that for the recent PDF Retailer Round Table she had prepared a handout pack for all attendees, within the pack was:

- The PDC Charter
- Complaints Resolution Flyer
- Guidance Notes for Retailers
- HND Flyer
- HND Contact names and numbers - publishers
- HND Tips
- Frequently Asked Questions
- Retailers Guide to magazine Coupons and Vouchers
- Feedback Form on Event

The retailers who attended the Round Table and since made contact with the Helpline have referred to the handout and keep it to hand as a reference aid and contact list when there is an issue.

7.0 Report on Complaints Resolved Via PDRP Help Line

7.1 The PDRP Administrator stated that all the complaints handled by the PDRP Help Line are conducted in the nature of a Stage 2 Customer Complaint; she informed the panel that there had been:

50 complaints received and 128 breaches between 01/04/2015 – 30/06/2016.

	Complaints	Breaches
Smith's News	25	69
Menzies	16	40
DTR	8	18
NMA	0	0
PPA	1	1

Breached of Standards – 128 Breaches

T&C	DT	Del Q	OSM	RM	Inv	VP	Sub R	C/S	C/C
8	15	22	13	7	18	7	0	36	2

7.2 A decrease of 21 complaints from previous meeting.

SN complaints increased by 2.
MDL complaints decreased by 8
DTR complaints decreased by 12
PPA complaints received 1 complaint

7.3 Customer Service saw a decrease of complaints by 15, but Delivery Timeliness complaints had increased by 13, Returns Management complaints escalated by 15 and Invoicing increased by 6 complaints.

8.0 Any Other Business

8.1 NR aired his concern that the supply of monthly Stage 2 and Stage 3 Statistics was slipping behind, and he is considering raising his concerns with the PDF Board.

DK advised the Panel that she had raised the issue with the PDF Board earlier today. MN was comfortable to refer the issue to the NMA if required.

MG stated that the internal issues within NUK regarding statistics correlation had been resolved on 06/07/2016.

DK advised that June's statistics are required on time for readiness of preparing the PDRP 2nd Quarterly Report.

Accuracy and consistency of the presentation is an issue. For example entering date 01.01.2016 when the spreadsheet is set up as 01/01/2016 and split cells are also an issue.

8.2 PV raised an issue regarding the Racing Post which is now being delivered direct to bookmakers with retailers losing the sales. AS advised that he will investigate and respond back formally to PV.

The retailers supplied this product 7 days a week, without delivery charge, and always resolved any issues, then suddenly they are advised the account is closed as they are being supplied direct.

Meeting closed at 2:45pm with thanks to the Chairman.

Date of Next Meeting

The next meeting will be held on Thursday 1st September 2016 at 13:00.

MEETING 7th July 2016 SUMMARY OF ACTIONS

Item	Action	By Whom
3.1	NR and DK to organise and circulate a press release across various trade associations and trade press how retailers can obtain their RDT and SDT times.	NR/ DK
3.4	NR to consider AS email submission for outstanding action points, re-edit and submit final draft of the Standards Document back to the Panel.	NR
3.5	NR to write a letter to the PDF regarding the PDRP Standards Review	NR
3.6	MN to respond to NR re NMA, Regional Press becoming aligned with the restitution process.	MN
3.8	Press release Kitchener style – 'Your Industry Needs Your Feedback on the PDC Complaints Process!'	NR/DK
6.1	Reassemble the PR Group with Marie Kirven representing Andy Smith, Graham Read and Steve Archer Sub Group to propose a budgeted plan for further consideration of the PDRP.	AS/GR/SA
8.2	Racing Post being supplied direct to bookmakers with the consequence of retailers losing the accounts. AS to formally respond.	AS

Dates for Meetings 2016

01/09/2016 1pm PPA Offices, Second Floor, 35 – 38 New Bridge Street, EC4V 6BW
06/12/2016 1pm Marketforce Offices, 5 Churchill Place, Canary Wharf, EC14 5HU