

**Minutes of the Press Distribution Review Panel Held on Wednesday 28<sup>th</sup> September 2022.  
Via conference call**

Present:	Steve Cripwell	Chair
	Gillian Scott	Menzies Distribution
	Anya Ahmad	Smiths News
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Brian Murphy	Retail Representative
	Graham Read	Retail Representative

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	Fiona Campbell (Menzies Distribution), Kaleigh Phillips-Marshall (Smiths News), Paresh Vyas (Retail Representative)
<b>2.0</b>	<b>Minutes of previous meeting 27<sup>th</sup> July 2022 and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
<b>3.1</b>	Stage 2 (ex 3) retailer feedback to be pursued post Q3. <b>Action: SC to progress with PDF and Linda Windsor</b>
<b>3.2</b>	Voucher processing: GR updated on a positive session with AA which had addressed immediate concerns. Broader issues remain on consistency of approach in voucher processing that are beyond the remit of PDRP, essentially an ANMW/NMA issue. <b>Action: AA to address with NMA</b>
<b>3.3</b>	Links to wholesaler operational guidelines within PDC website to be completed. Managed “auto credit” process remains under review within the PDF. <b>Actions:</b> <b>SC to update on website changes.</b> <b>BM to update on managed “auto-credit” with the PDF.</b>
<b>4.0</b>	<b>Pre-Stage One update</b>
<b>4.1</b>	Latest data was review, AA to investigate August increase in SN complaints. AT to consolidate RDTs for review to the end of September. <b>Actions:</b> <b>AA to review SN August volumes</b> <b>AT to feedback quarterly on consolidated RDT</b>
<b>5.0</b>	<b>Charter / Service issues</b>
<b>5.1</b>	PV to raise any specific call waiting and delivery issues with AA and FC. <b>Action: PV to raise specific issues with AA and FC</b>
<b>5.2</b>	PDF have agreed to provide monthly updates on size of the retailer universe via PDF website. <b>Action: SC update</b>

5.3	Restitution: PDF have agreed to review restitution clauses and claim timeframes via discussions between ANMW and NMA. FC recommended a 14-day time window is set. BM advised on several “grey areas” identified within the current restitution process that had been provided to the PDF and asked to be shared with PDRP. See attachment to minutes. <b>Action: SC to update.</b>
6.0	<b>Any Other Business</b>
6.1	Date of next meetings: 30 <sup>th</sup> November 2022 @ 1.00pm