

Press Distribution Charter



Quarterly Report April to June 2018

Executive summary

In the period April to June 2018 a total of 106 completed Stage 2 complaint forms were submitted generating 107 breaches to PDC standards. This represents a very significant increase in volumes when compared to the same period in 2017.

The greatest increases have been in Delivery Timeliness, Delivery Quantity and Voucher Processing.

There has also been a significant increase in the number of complaints escalated to Stage 3, which at 26 is not only the highest quarterly level ever recorded, but also exceeds previous full year Stage 3's.

| | Q2 2017 | Q2 2018 |
|---|---------|---------|
| Number of completed Stage 2 forms | 31 | 106 |
| Number of Stage 2 Breaches | 37 | 107 |
| Number of complaints escalated to Stage 3 | 3 | 26 * |

* Includes 2 currently WIP at time of writing report

This period had also seen several inconsistencies arising in the Stage 3 process including incorrect documentation and non-completion of Stage 2 prior to progressing to Stage 3. These inconsistencies need to be addressed as it has resulted in rejected retailer complaints and increased levels of administration.

It is worth noting that the complaints originated from 32 wholesale houses compared with 17 in the corresponding 2017 period. There were no complaints made against the NMA or PPA.

The majority of Stage 2 complaints were completed within the preferred 14-day timescale; however, 5 complaints were completed after the 28-day time limit.

Of the 26 Stage 3 complaints, 15 were not adjudicated within the 14-day period. However, 7 of these were due to incorrect paperwork resulting in delays and 1 was referred to a secondary adjudication.

The next section of this report shows summary data for breaches by standard, association and timeliness. Detailed information by wholesale branch is included in Appendix 1.

Summary Data

1. In period breaches by Standard

| Totals | Standard | | | | | | | | | | |
|------------------|--------------------|---------------------|-------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quantity | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Apr - Jun 18 | 0 | 29 | 22 | 6 | 2 | 3 | 25 | 0 | 14 | 6 | 107 |
| Apr - Jun 17 | 0 | 17 | 7 | 1 | 2 | 3 | 1 | 0 | 6 | 0 | 37 |
| Difference + / - | 0 | 12 | 15 | 5 | 0 | 0 | 24 | 0 | 8 | 6 | 70 |

2. In period breaches by Association.

| Association | Standard | | | | | | | | | | |
|---------------------|--------------------|---------------------|-------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|------------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quantity | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Apr - Jun 18 | | | | | | | | | | | |
| Menzies | 0 | 7 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 12 |
| News UK/DTR | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| Smiths News | 0 | 22 | 21 | 6 | 2 | 3 | 23 | 0 | 14 | 2 | 93 |
| NMA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 29 | 22 | 6 | 2 | 3 | 25 | 0 | 14 | 6 | 107 |
| Apr - Jun 17 | | | | | | | | | | | |
| Menzies | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| News UK/DTR | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Smiths | 0 | 15 | 5 | 1 | 2 | 3 | 1 | 0 | 6 | 0 | 33 |
| NMA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 17 | 7 | 1 | 2 | 3 | 1 | 0 | 6 | 0 | 37 |

3. Timeliness of Stage 2

Apr - Jun 2018

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| DTR London | 2 | 0 | 1.5 |
| Menzies Distribution | 12 | 0 | 12.8 |
| Smiths News | 92 | 5 | 9.1 |

Apr - Jun 2017

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| DTR London | 2 | 0 | 11 |
| Menzies Distribution | 2 | 0 | 11.5 |
| Smiths News | 27 | 0 | 5.9 |

Appendix 1

Breaches by branch April – June 2018

| Wholesale Location | Terms & | Delivery Timeliness | Delivery Quantity | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
|------------------------|---------|---------------------|-------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-------|
| Ashford | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Birmingham | 0 | 2 | 7 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 12 |
| Crawley | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Croydon | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Dalgety Bay | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| Gloucester | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Hammersmith | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Hemel Hempstead | 0 | 3 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 7 |
| Hornsey | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Lancing | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| Leicester | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Linwood | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 3 |
| Maidstone | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Milton Keynes | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 4 |
| Newbridge | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Newcastle | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Newport | 0 | 0 | 2 | 0 | 0 | 1 | 3 | 0 | 3 | 0 | 9 |
| News UK London DTR | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| Nottingham | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 6 |
| Oxford | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Peterborough | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Preston | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Reading | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Slough | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Southampton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Stevenage | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Stockport | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Swindon / Sales Centre | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Wakefield | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Warrington | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Wednesbury | 0 | 1 | 0 | 1 | 0 | 0 | 18 | 0 | 1 | 1 | 22 |
| Yeovil | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 29 | 22 | 6 | 2 | 3 | 25 | 0 | 14 | 6 | 107 |

Appendix 1 cont.

Breaches by branch April – June 2017

| Wholesale Location | Standard | | | | | | | | | | |
|--------------------|--------------------|---------------------|-------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quantity | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Birmingham | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 |
| Borehamwood | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Gloucester | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 4 |
| Hammersmith | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Hornsey | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Leicester | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Linwood | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Newport | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| News UK London DTR | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Nottingham | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Peterborough | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Reading | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 5 |
| SEL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Slough | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Stevenage | 0 | 3 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 |
| Stockport | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| Wednesbury | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 17 | 7 | 1 | 2 | 3 | 1 | 0 | 6 | 0 | 37 |