

**Minutes of the Press Distribution Review Panel Held on Wednesday 30th November 2022.
Via conference call**

Present:	Steve Cripwell	Chair
	Gillian Scott	Menzies Distribution
	Fiona Campbell	Menzies Distribution
	Kaleigh Phillips-Marshall	Smiths News
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Brian Murphy	Retail Representative
	Peter Williamson	Retail Representative

Item	
1.0	Apologies for absence
	Anya Ahmad Marshall (Smiths News), Graham Read (Retail Representative), Paresh Vyas (Retail Representative)
2.0	Minutes of previous meeting 29th September 2022 and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
3.1	Stage 2 (ex 3) retailer feedback to be pursued. Action: SC to progress with PDF and Linda Windsor and provide updates
3.2	Voucher processing: Broader issues remain on consistency of approach in voucher processing that are beyond the remit of PDRP, an issue for ANMW/NMA.
3.3	Links to wholesaler operational guidelines within PDC website to be completed. Managed "auto credit" process remains under review within the PDF. Actions: SC to update on website changes. BM to update on managed "auto-credit" with the PDF. SUBSEQUENT FEEDBACK VIA BM IS THAT THIS WILL NOT BE PROGRESSED AT THIS TIME.
4.0	Pre-Stage One update
4.1	Latest data to end of October was reviewed, KPM updated on a cross functional project team to review root cause of recent SN increases Actions: AA/KPM to update on SN activities as appropriate
	MD, NUK, SN to provide update on total retailers supplied to provide more up to date reportage (links to 5.1). Action: FC/GS/AT/AA/KPM
5.0	Charter / Service issues
5.1	PDF have agreed to provide monthly updates on size of the retailer universe via PDF website. Action: SC update
5.2	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.

	Action: SC to update.
5.3	For info, FC updated that inbound call volumes had seen a significant YOY reduction over November.
5.4	SC reminded wholesalers of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints.
6.0	Any Other Business
6.1	<p>Suggested dates for 2023 meetings are as follows:</p> <p>25/1/23 22/3/23 – note not the last Weds of month 31/5/23 26/7/23 27/9/23 29/11/23</p> <p>As before meetings will be at 1.00 pm</p> <p>Proposed date of next meeting: 25th January 2023 @ 1.00pm</p> <p>Action: SC to send Teams invites for 2023 meeting</p>

