

**Minutes of the Press Distribution Review Panel Held on Wednesday 26th March 2025.
Via conference call**

Present:	Steve Cripwell	Chair
	Brian Murphy	Retail Representative
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative
	Fiona Campbell	In Post Newstrade (IPN)
	Diane Sampson	NMA
	Trevor Hudson	PPA
	Paul Smith	Smiths News (SN)

Item	
1.0	Apologies for absence
	None
2.0	Minutes of previous meeting 29th January and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	There was a discussion on Voucher Processing and current retailer frustrations. SC to add discussion at the next meeting to identify specific VP issues and how The Charter provides for relevant service provision. GR and PV to share specific examples of VP issues with the PDRP in advance. NB. Added to these minutes is the current VP wording in The Charter. Actions: SC to include VP to next meeting agenda. GR/PV to share examples of specific VP issues in advance of next meeting.
4.0	Pre-Stage One update
	YTD data showed a significant reduction in pre formal complaints of 21%, notably due to the volumes reported by SN. Whilst SN volumes continue to exceed those of IPN, there is a better understanding within SN of the reasons for the differences. Actions: MD & SN to discuss differential and root causes in pre-stage one complaints and advice PRDP as soon as possible.
5.0	Retailer survey
	The 2025 survey will be issued ASAP and in a similar format but with a few cosmetic changes to hopefully improve response rates. The group discussed the survey given the reduced volumes and a wider discussion is to be held later in the year to consider the merits of an alternative approach and possibly a wider retail audience. Actions: SC to organise a 2025 ASAP, and add 2026 survey discussion to the PDRP agenda later in the year.

6.0	Charter / Service issues
6.1	Automation of online complaints to ensure that retailers provide all relevant information about their complaint prior to submission remains under review. Action: SC to update when relevant feedback is received.
7.0	Any Other Business
7.1	None

Voucher Processing

An effective system for processing and crediting vouchers.

Publishers and wholesalers will provide an easily administered system for the redemption of vouchers, allowing for swift confirmation, crediting and resolution of any queries. Retailers should receive credit no more than 14 days after submitting voucher claims, minimising the impact on cash flow. All voucher credits and rejections will be clearly detailed on the invoice.

7.1 The wholesaler will receive/ collect and credit vouchers on a weekly basis.

7.2 The wholesaler will send the retailer a Voucher Recall Note to be returned to the wholesaler or designated voucher handling agency.

7.3 All valid vouchers returned will be credited within 14 days of return.

7.4 Voucher Recall Notes will provide a facility to manually insert vouchers for return which are not pre-printed on the recall note.

7.5 The return date for vouchers will not be less than 28 days from the final cut-off date to customers for redemption.

7.6 All genuine voucher redemptions will be credited by the wholesaler. Wholesalers reserve the right to reclaim monies for vouchers found to be inaccurately redeemed.

7.7 Retailers who want to return vouchers for redemption using Royal Mail are advised to use Recorded Delivery as proof of receipt.