

**Minutes of the Press Distribution Review Panel Held on Wednesday 30th July 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)
	Selina Rothwell	Smiths News (SN)
	Diane Sampson	NMA
	Trevor Hudson	PPA

Item	
1.0	Apologies for absence
	Anya Ahmed (SN)
2.0	Minutes of previous meeting 28th May and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
	Unfortunately, Voucher Processing was not discussed due to the cancelled PDF session, however it is to be added to the agenda at their next meeting.
4.0	Pre-Stage One update
	YTD data showed a reduction in pre formal complaints of 31.9%, notably due to the volumes reported by SN which are down by 47%. IPN volumes have increased by 11% YoY. Both wholesalers reported a reduction in retailer calls with a shift to online query resolution. IPN highlighted a 29% increase in website users since January 25. The Fed also reported a significant reduction in calls of 27% YoY.
5.0	Retailer survey
	SC updated on the results of the recent 2025 retailer survey and will circulate the presentation pack. The recommendation to move to individual surveys for those retailers going through the complaints process is to be pursued. A wider survey, later in 2025 was discussed targeting all independent retailers via IPN, SN and The Fed. <ul style="list-style-type: none"> • A single survey would be sent through each organisation, conscious of the timing of other (similar) activities to avoid retailer confusion. • The need for a consistent process to ensure easy assimilation is essential. • The survey could be sent via email or via websites. • An outline survey to be produced including purpose and suggested questions to be circulated by SC.

	<ul style="list-style-type: none"> • SC to liaise with MF at PDF to discuss mechanics/options (Teams/google etc.) and feedback to group. <p>Actions: SC to circulate 2025 survey. SC to produce outline scoping document and discuss survey mechanics with MF. SC to contact Mark Farris & PDF about individual surveys and the incentivising the retailers to respond.</p>
6.0	Charter / Service issues
6.1	<p>Voucher Processing Original notes will remain on minutes:</p> <p>There was a useful discussion exploring current retailer frustrations with the processing of Vouchers. The group considered if the current wording in the Charter actually sets out the minimum service standards that retailers should expect in processing Vouchers. It is clearly a contentious issue to some extent amplified by changes in voucher practices and the introduction of electronic vouchers. The following areas were discussed:</p> <ol style="list-style-type: none"> 1. Improved Voucher processing documentation for retailers; Creation of some form of rolling “accounting” statement for retailers summarising credits given, credits due etc. 2. An improved escalation process that avoids the need to open a formal complaint, notably given the wholesaler and publisher responsibility to provide accurate and speedy feedback to queries (therefore improved QA in available records). 3. Reconsider the response to late vouchers received when due to consumer issues as numerous late claims are often rejected. <p>Actions: SC to update following feedback from the PDF.</p>
7.0	Any Other Business
7.1	Graham/Selina/Anya to follow up regarding an opportunity for Graham to review Voucher process and potential visit at EAV.