Minutes of the Press Distribution Review Panel Held on Wednesday 28th October 2026.
Via conference call

Present:	Steve Cripwell	Chair
	Brian Murphy	Retail Representative
	Diane Sampson	NMA
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative
	Paul Smith	Smiths News (SN)
	Ryan Waterhouse	In Post Newstrade (IPN)

Item	
1.0	**Apologies for absence**
	Trevor Hudson (PPA)
2.0	**Minutes of previous meeting 29th July and matters arising**
	The previous minutes were agreed.
3.0	**Update on actions from previous minutes**
	SC will collate results from individual surveys from retailers going through the Stage One complaints process and include in full year report. Discussion on a further survey to "Arbitration" retailers remains to be concluded with Mark Farris. SC to discuss with Mark Farris. **Action: SC to summarise surveys received to date and discuss Stage 2 option with MF.**
4.0	**Pre-Stage One update**
	SC shared Q3 2026 data that showed a YoY reduction of 10.8% in pre formal complaints, however highlighted an increase for the period June – September. Discussion focused on network changes, printer consolidation and events (The World Cup for example) as likely causes. Further assessment will be undertaken and reported in the full year report.
5.0	**Retailer survey**
5.1	The PDF has decided not to issue a press release, instead opting for a broader update with Retail Newsagent. Guidance on future surveys is to be sought from PDF as the feedback was that the value of undertaking surveys is questionable if the results are not shared and actions are not taken on the findings. **Action: SC to follow up for further discussion.**
6.0	**Charter / Service issues**

6.1	**Voucher Processing** The PDF is to discuss the Voucher Processing section of the Charter in January 2027. This will include an assessment of the impact of digital vouchers and consider broader process issues highlighted by the PDRP, as below: *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:* 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.* • After the meeting BM commented that as E-vouchers are not currently referenced within the Charter, that minimum payment processing times, should be incorporated. BM to raise at PDF meeting in January. **Actions:** **BM to raise issue at PDF meeting in January** **SC to update following feedback from the PDF**
7.0	**Any Other Business**
7.1	After the meeting Trevor Hudson contacted SC to update that he was leaving Marketforce and therefore the PDRP. On behalf of the PDRP I would like to thank Trevor for his support and input over the many years of his involvement and wish him well for the future. **Action: SC to approach the PPA for a replacement for the PDRP.**