



Press Distribution Charter

Quarterly Report 01/04/2016 – 30/06/2016

During the three month period between 1st April 2016 and 30th June 2016 a total of 50 completed PDC Stage 2 complaint forms were submitted generating 76 breaches of PDC standards. The complaints originated from 25 wholesale houses and 10 DTR London. There were no complaints made against the NMA or PPA.

During this period 3 complaints were escalated to Stage 3 although one of these was commenced and adjudicated on at Stage 2 in 2015.

During the period under review there were in excess of 50 complaints resolved via the PDF helpline. During the corresponding period last year there were 16 telephone resolutions.

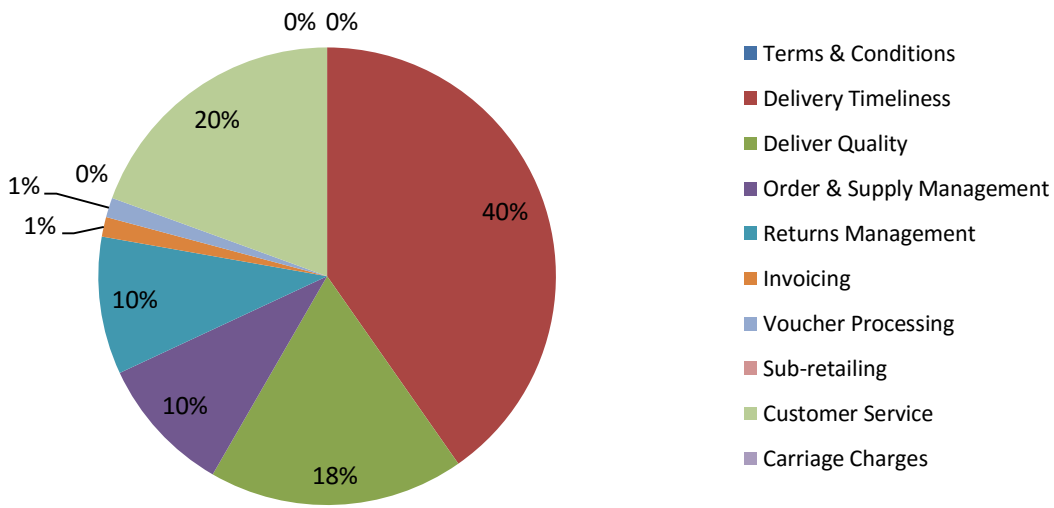
In the corresponding period last year there were a total of 26 PDC Stage 2 complaints that generated 37 failures to meet PDC standards. The complaints originated from 17 wholesale houses, 1 News International Distribution and 2 from the News Media Association. There were no complaints made against the PPA.

Complaints by Standard

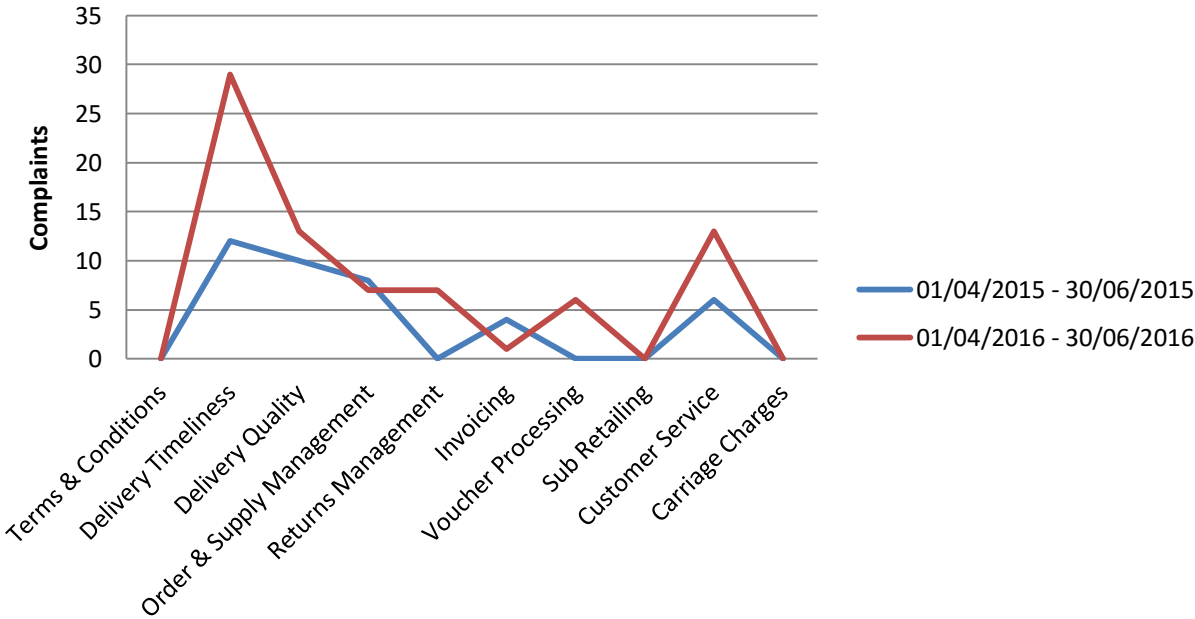
Of the 76 breaches that were reported 0 related to Terms & Conditions, 29 Delivery Timeliness, 13 Delivery Quality, 7 Order and Supply Management, 7 Returns Management, 1 Invoicing, 6 Voucher Processing, 0 Sub-retailing, 13 Customer Service and 0 Carriage Charges.

Between 01/04/2015 and 30/06/2015 of the 37 failures, 0 related to Terms & Conditions, 12 Delivery Timeliness, 10 Delivery Quality, 8 Order & Supply Management, 0 Returns Management, 4 Invoicing, 0 Voucher Processing, 0 Sub-retailing, 3 Customer Services and 0 Carriage Service.

Complaints by Standard 01/04/2016 - 30/06/2016



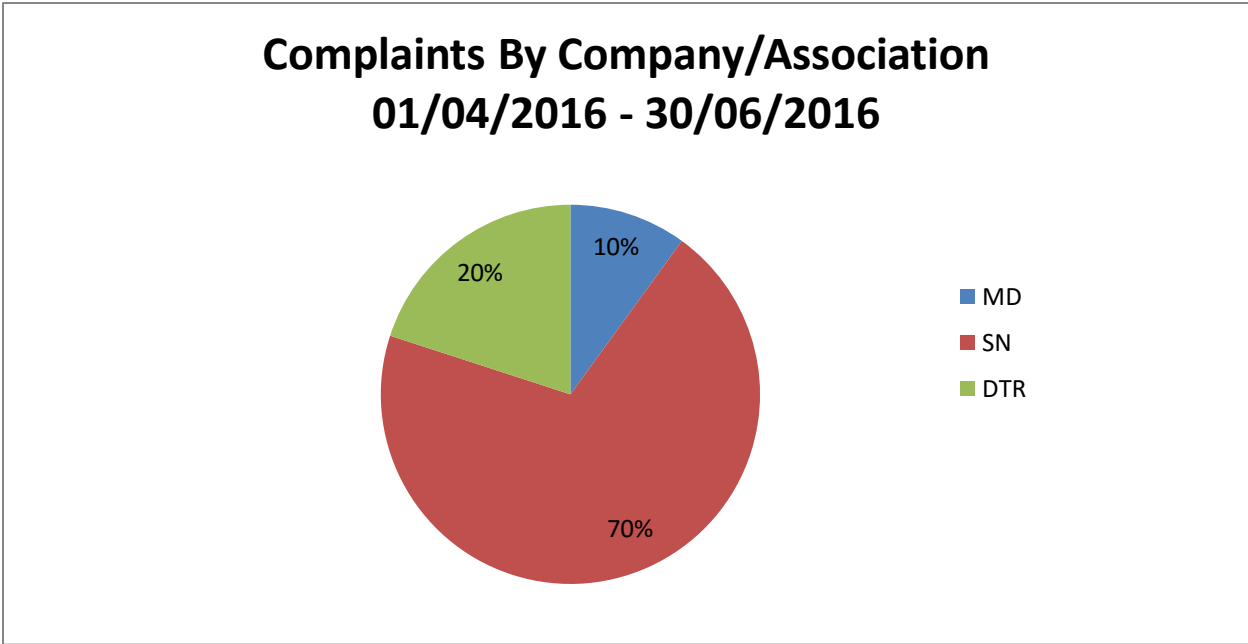
Complaints Year on Year



Complaints by Company/Association

Menzies Distribution dealt with 5 Stage 2 complaints and Smiths News 35. There were 10 complaints made against DTR London. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 2 Stage 2 complaints made against them, Smiths News 21, News International Distribution 1 and the NMA 1. There were no complaints recorded against the PPA.



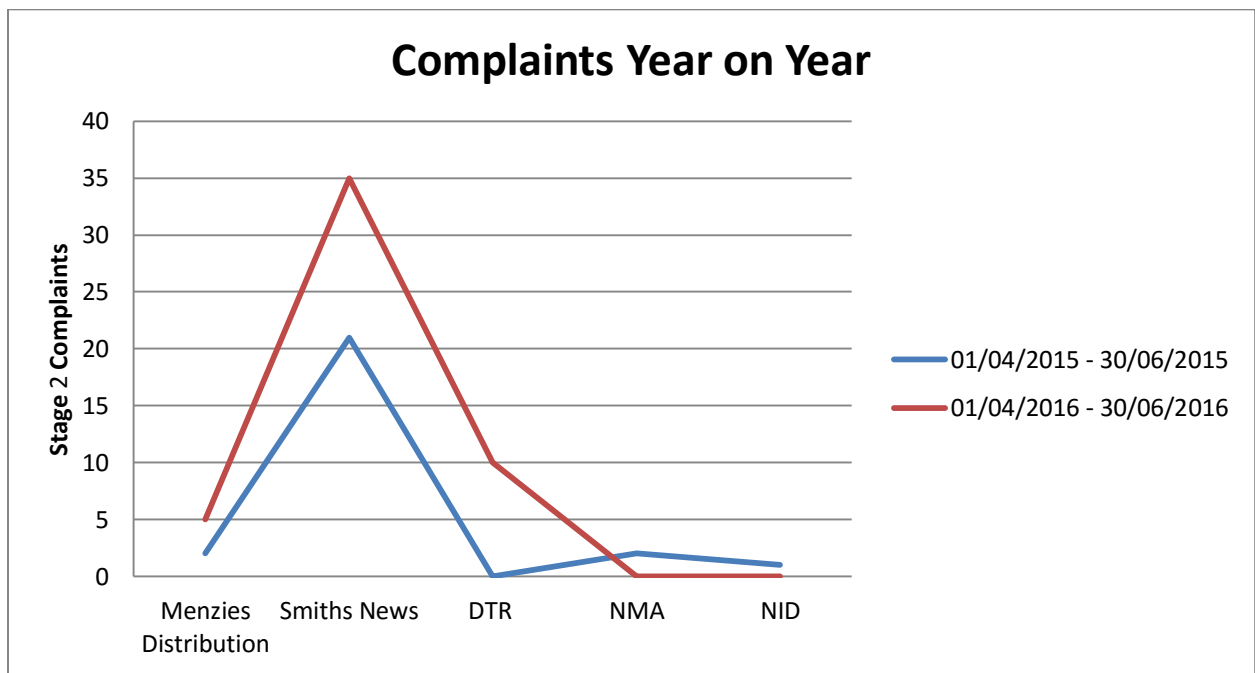


Figure 1

Type of Complaint by Branch

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies Dist.	Linwood		1								
	Maidstone		1								
	Rhyl		1								
	Sheffield		1	0							
	York			1							
	TOTAL		0	4	1	0	0	0	0	0	0
Smiths News	Birmingham		3	2							
	Borehamwood				1	1					
	Bristol				1						
	Croydon		1	1			1			1	
	Gloucester					1					
	Hornsey					1		1			
	Leicester										1
	Liverpool				1						
	Milton Keynes		1			1				1	
	Newcastle								1		1
	Newport		2	3		1				1	
	Oxford		7	4	1						3
	Peterborough					1					
	Plymouth						1		1		
	Reading			2							2
Slough			1		1						

	Southampton									1	
	Stockport		1								
	Wednesbury							1			
	Yeovil		1	1	1					2	
	TOTAL	0	19	11	7	6	1	4	0	13	0
	DTR London	0	6	1	0	1	0	2	0	0	0
	TOTALS	0	29	13	7	7	1	6	0	13	0

*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints.

The corresponding table for the period 01/04/2015 - 30/06/2015 is as follows:

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Maidstone				1						
Dist.	Sheffield		1								
Smiths	Barnstable				2						
News	Borehamwood				1						
	Bournemouth			1			1			1	
	Bristol				1						
	Hammersmith		4	2			2			1	
	Liverpool			1						1	
	Newport		1				1				
	Oxford		1								
	Peterborough		1								
	Plymouth		1	1							
	Redruth				1						
	Slough			1							
	Stockport		1	2	1						
	Swindon				1						
	Yeovil			1							
NMA			2								
NID				1							
	TOTALS		12	10	8	0	4	0	0	3	0

*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints

Timeliness of Stage 2 Process

The Press Distribution Charter provides that Stage 2 complaints should normally be completed within 14 days, but no longer than 28 days. The table below records the average time it took for completion of Stage 2 Complaints.

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
DTR London	10	6	25.80
Menzies Distribution	5	0	18.40
Smiths News	35	3	8.57

Timeliness for last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	2	0	1.00
News Media Ass.	2	0	16.50
NID	1	0	10.00
Smiths News	21	1	11.90

Comment

Trends

Complaints made in the second quarter of 2016 show a dramatic increase year on year with 50 completed PDC Stage 2 complaint forms issued against 26 in 2015. Those complaints related to 76 breaches of PDC standards against 37 in 2015.

Much of the increase in complaints relates to timeliness of delivery which, as a category, show a 141.67% increase year on year. Furthermore, timeliness of delivery has shown a 81.25% increase over the 01/01/2016 - 31/03/2016 quarter.

The issues surrounding timeliness of delivery have been discussed at length by all interested parties and it is to be hoped that solutions can be found to this problem in the near future.

Returns Management and Voucher Processing complaints have resurrected since last year's Quarterly Report when they both had zero complaints. Whilst last year's figures were somewhat unusual and may be regarded as a 'blip', the PDRP still notes the category increases with a degree of concern.

The PDRP welcomes the fall in invoicing complaints.

Customer Service complaints showed a 333% increase year on year. Retailing newspapers and magazines is difficult and the PDRP is aware of the countless day-to-day issues that wholesalers help with thereby easing the burden. It is therefore disappointing to see large numbers of customer service complaints. Unfortunately, some of the complaints originate simply on the basis that a decision by the wholesaler didn't go the retailer's way.

Press Distribution Review Panel Activities

Quality Assurance Questionnaire

In September 2015 the PDRP launched a short on-line survey to enable retailers to provide feedback regarding their experience of the Press Distribution Charter and its complaints process. The survey sought to find out:

- How easy or hard it was for the retailer to use the process.
- Did the parties involved respond in a timely and efficient manner?
- How satisfied the retailer was with the overall process.
- Any further comments or recommendation.

The PDRP hoped to be able to assess the effectiveness of the Charter and the complaints process with a view to determining any necessary amendments. Through this process operational standards and customer service could be improved.

Since the launch, although we have continued to receive and resolve complaints on retailer's behalf, it is disappointing that we have not yet had any questionnaires completed.

By providing feedback, retailers can help improve the complaints process.

The link to the questionnaire is:

<http://www.pressdistributionforum.com/complaint-questionnaire/index.html>

Press Distribution Forum Help Line

Statistics are:

01/04/2016 - 30/06/2016

T & C	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
8	15	22	13	7	18	7	0	36	2

T & C - Terms and Conditions
 Del. T. - Delivery Time
 Del. Q. - Delivery Quality
 O.S.M. - Order & Supply Management
 R.M.- Returns Management

Inv. - Invoicing
 V.P. - Voucher Processing
 Sub R. - Sub Retailing
 Cus. S - Customer Service
 C.C. - Carriage Charges

Publicity

The PDRP is firmly of the opinion that a lot of retailers are unaware of the Press Distribution Charter and its complaints process. With this in mind, it is in the process of considering various activity to bring the Charter to the attention of retailers. A Sub Group has been formed to co-ordinate the initiative and it is to be hoped that publicity and displays will soon be promoting the Charter in a pro-active way.

RDTs and SDTs

The Press Distribution Charter sets out the minimum service standards that a retailer can expect from the supply chain and offers solutions when things go wrong.

Every retailer should receive on time delivery of newspapers and magazines for the day of sale. Indeed Standard 2.1 provides that "the wholesaler will deliver all titles and their appropriate sections, no later than the Retailer Delivery Time (RDT) or Scheduled Delivery Time (SDT), for the day of sale."

The RDT is the time agreed by the wholesaler and retailer as the latest time by which it is operationally feasible for the retailer to receive his newspaper delivery and an SDT is the time given to a retailer where an RDT could not be agreed. The SDT is the time by which the wholesaler is able to deliver to the retailer, based on current arrival times to the wholesale house.

The wholesaler will only ever be deemed to be late if it fails to deliver before the RDT or SDT, therefore it is essential for every retailer to be aware of their SDT or RDT.

The PDRP believes that a lot of retailers are not aware of their RDT or SDT.

Every retail outlet will have received its RDT or SDT in writing sometime in the past, but with changes in ownership and circumstances that vital piece of paper may have gone astray.

If a retailer is unaware of his RDT/SDT he should request the same from his wholesaler immediately.

The PDRP is pleased to see that News UK has started to print RDTs and SDTs on its paperwork and it is to be hoped that other wholesalers will follow suit.

Issues

Data capture remains a problem. Wholesalers and publishers are required to submit their complaints data by 21st of the succeeding month, but this has not been happening. The situation improved considerably with the June data coming in near enough on time.

Neil Robinson
Chairman – Press Distribution Review Panel
30/07/2016