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Newspaper Publisher/ Wholesaler Standards and Best Practice Agreement

ANMW

Association
of Newspaper
and Magazine
Wholesalers

ANR

Association
of News
Retailing

BRC

British Retail
Consortium

NFRN

National
Federation
of Retail
Newsagents

NPA

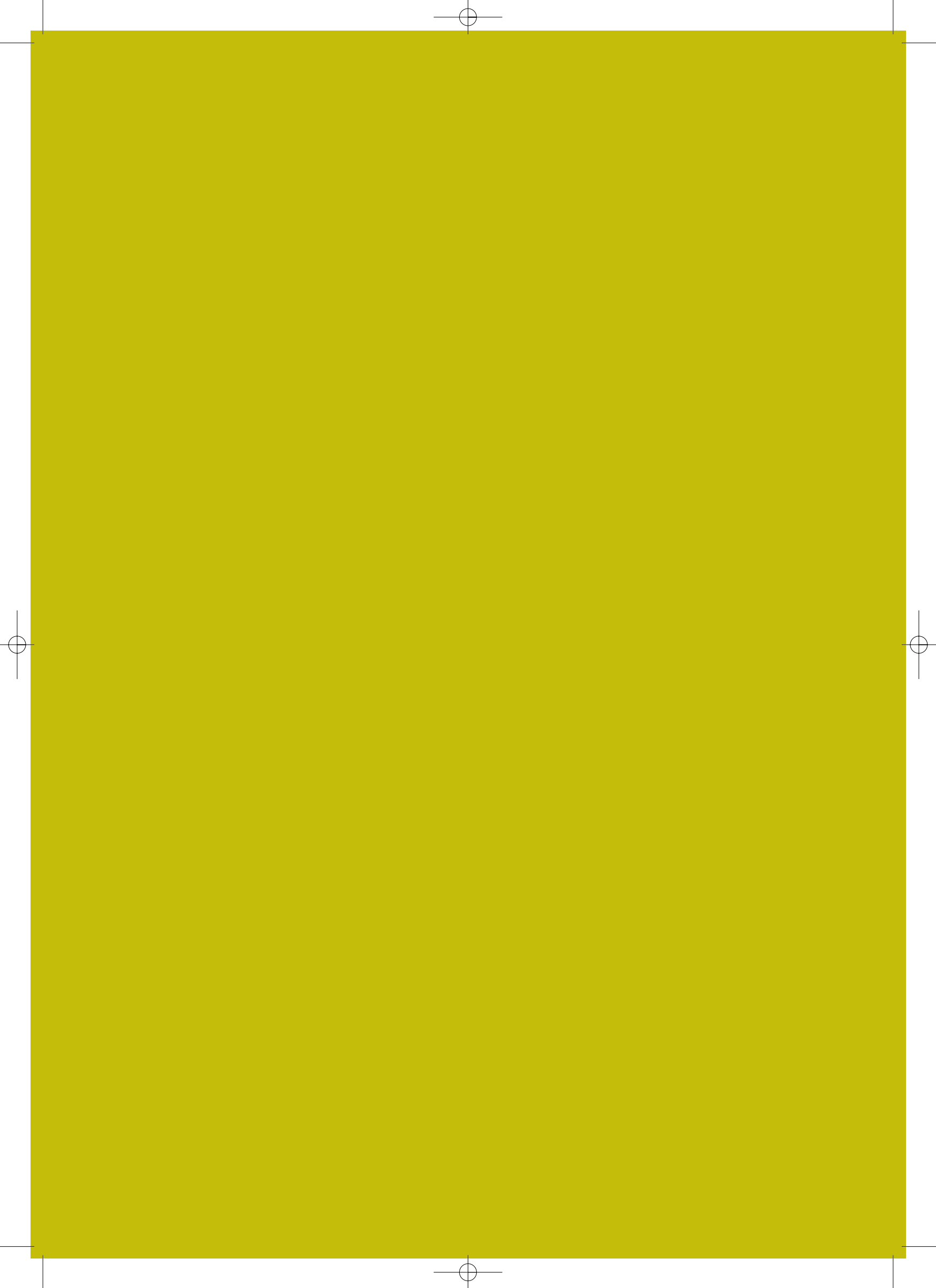
Newspaper
Publishers
Association

NS

Newspaper
Society

PPA

Periodical
Publishers
Association



Introduction

This Standards and Best Practice Agreement, which takes effect from January 2004, details the Standards of service that newspaper publishers and wholesalers will provide. It also contains statements of best practice intent. These are items that all members shall aspire to, but may be unable to consistently deliver at this time. It has the full agreement of all the industry associations represented on the Joint Industry Group (JIG).

The objective of this initiative is to provide a level of service from newspaper publishers to wholesalers that will enable wholesalers to provide their retail customers with improved levels of service. These are detailed in the Industry Standard Service Agreement (ISSA), an industry agreement first published in 1996. The content of this Agreement details the minimum service newspaper publishers and wholesalers will provide. It is recognised that due to the complex nature of UK newspaper publishing and distribution, it may not always be possible for all publishers and wholesalers to achieve full compliance.

It should be noted that the standard relating to delivery does not cover the late delivery of newspapers as a result of late breaking news, which is deemed by publishers to be important to readers. It is recognised by publishers that supplies arriving at wholesale houses after the delivery deadline time may be subject to double running and that bunching of arrivals may also delay delivery to retailers.

All JIG members and the companies that they represent are committed to further improving the service given for the ultimate benefit of retailers and consumers.

This Standards and Best Practice Agreement will be reviewed not less than annually by the JIG Industry Service Standard Group (ISS), and updated subject to industry agreement.

Where a publisher/distributor has in place a legally binding contract with a wholesaler, the terms and clauses of that contract will take precedence over this Standards Agreement. Future contracts will embrace the principles of these minimum standards.

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Delivery

Objectives

- To facilitate an effective goods-in process and the standardisation of primary distribution practices which will allow the maximisation of newspaper sales in part through the achievement of 100% RDTs/SDTs.
- To facilitate standardisation of administration, communications and transparent performance measurement.

Publisher Standards		Wholesaler Standards	
1a	Delivery will not be later than the agreed deadline time. Achievement of this will guarantee full normal distribution to retailers.	1a	Accurate records will be maintained of the time vehicles arrive at the wholesaler's address and of the time at which off-loading commenced.
1b	Newspapers and/or supplements and sections will be delivered to the wholesaler's invoice address, or other mutually agreed address.	1b	Supplies, including component sections, will be checked, confirmed and signed for on all publishers' manifests where they are detailed.
1c	A schedule will be agreed for delivery of all non-inserted supplements and sections.	1c	A record of publisher pallet transactions will be maintained by the wholesalers, (hauliers will also maintain a record).
1d	Live news will be delivered wrapped on a pallet or other mutually agreed format.	1d	The handling of live daily newspapers and all component parts will not be delayed by the handling of magazines, periodicals or other products.
1e	Supplements and sections will be delivered wrapped on a pallet or other mutually agreed format.	1e	Any claim for shortages in relation to the supply detailed on the Point of Delivery (POD) will be reported in line with individual publisher deadlines. Where specific deadlines are not set by a publisher a claim will be made by no later than 10:00hrs on the day of delivery.
1f	All product will be supplied in a manner that is safe, secure and labelled clearly for ease of identification.	1f	Accurate records of wholesale vehicle departure times from the depot will be maintained and delivery times logged for each retailer.
1g	All products will arrive with a delivery note detailing by title (including supplements and sections); Title, Total Supply and Number of Bundles.	1g	A mileage record for individual vehicles used for primary and secondary distribution will be maintained and available for inspection by publishers.
1h	Pack size (turns and bundles) may vary by print site, but will be consistent within an individual wholesaler load.	1h	Any double run claims will be reported in line with individual publisher deadlines. Where specific deadlines are not set by a publisher a claim will be made by no later than 10:00hrs on the day for which the double run claim is being made.
1i	Details of product destined for Non Standard Delivery/Bulk Sale, which is not part of a wholesale order, will be identified on the delivery note as a separate item.		
1j	Late amendments to the supply of a title will be notified to the wholesaler before the product leaves the print centre.		

Delivery

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Publisher

Standards

- 1k All drivers, whether new to a route or not, will be provided with specific detailed delivery instructions that will include routing information and relevant contact numbers.
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- 1l All product formats and weights, whether inserted or not, together with inserts by house, will be available to an agreed timetable.
-
- 1m All double run claims and shortage claims will be given a unique reference number.
-
- 1n Publishers will supply product in a manner that complies with Health & Safety regulation guidelines. (see Appendix 1)
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Best Practice

- 1a.1 Publishers should deliver all live news product by the agreed Scheduled Arrival Times. This will be the time used for the setting of RDTs/SDTs. An amendment to a Scheduled Arrival Time set by a publisher will take into account the wholesaler's views and the requirements of the FODI Up-Channel process. Scheduled Arrival Times will not be amended without consultation with the wholesaler.
-
- 1b.1 Vehicles should be styled and appropriately sized for the delivery location to enable time efficient off-loading.
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- 1c.1 Where product is not published or not supplied, notification should be given no later than the delivery scheduled departure time from the print centre and in advance of the collection time for those wholesalers who collect. Where product is not published, not supplied or delayed or has left a print centre late or been delayed en-route to such an extent that the scheduled arrival time will not be met, the publisher and/or its representative should contact the wholesaler to advise a revised estimated time of arrival (ETA) once established. For wholesalers that collect from a print centre, advice should be provided by the publisher in advance of the collection time for such wholesalers.
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- 1d.1 All publisher carriers and wholesalers that collect from print centres should be contactable en-route and be supplied with contact numbers for their delivery locations.

2

Communications

Objective

- **Effective communication between Publisher and Wholesaler.**

Publisher Standards	
2a	Publishers will have communication systems that include e-mail for all personnel detailed within the contact lists.
Best Practice	
2a.1	Details of relevant circulation and distribution personnel should be provided to the Head Offices of the multiple wholesale groups and direct to independent wholesalers. Changes to these details should be notified as soon as possible.

Wholesaler Standards	
2a	Wholesalers will have communication systems that include e-mail for all personnel on the contact lists.
Best Practice	
2a.1	Details of relevant wholesale contacts should be provided. Changes to these details should be notified as soon as possible.
2b.1	Wholesalers should provide web access in order that their relevant delivery staff can obtain product information.

3

Order and Supply Management

Objective

- **Ordering of supplies to achieve optimisation of sale whilst operating within publisher guidelines.**

Publisher Standards	
3a	If supplies are not allocated by the publisher, wholesalers' orders will be fulfilled providing they are in line with individual publisher's guidelines. Where supply revisions are accepted they will be actioned within individual publisher's deadlines.
Best Practice	
3a.1	Every effort will be made for complete newspapers to be supplied unless specifically advised or pre inserted.

Wholesaler Standards	
3a	Copy, including any alterations to a previously agreed/advised supply, will be apportioned according to individual publisher's criteria.
Best Practice	
3a.1	Supply revisions by retailers should be fulfilled providing that they are in-line with the publisher's guidelines.

Unsold



Objective

- Effective and accurate unsold management.

Publisher Standards

- 4a The main product covers will carry an accurate 15 digit barcode (in accordance with the e-centre), an issue date and a clear cover price. [See Appendix 2]
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- 4b Product or associated gifts agreed for retention will be collected within 10 days from the end of the credit claim period. The relevant carrier will provide collection documentation.
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- 4c The publisher/carrier will assume responsibility for the security of the product after collection from the wholesaler.
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- 4d Wholesalers will be notified of any unsolds which are ineligible for credit and the reason why they are ineligible.
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- 4e Unsolds will be credited on the next possible summary/invoice or credit note.

Best Practice

- 4a.1 Newspaper unsolds (including supplements, inserts, wrapping, gifts etc.) should be collected in line with agreements reached between recycling companies (or agents) acting on behalf of publishers.
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- 4b.1 Electronically transmitted affidavit claims should be acknowledged electronically by return.

Wholesaler Standards

- 4a Newspaper unsolds will be collected and processed in line with contractual requirements.
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- 4b Full access will be allowed for the publisher or agreed nominated representative to audit all stages of the process.

Best Practice

- 4a.1 Newspaper unsolds should be collected on the day immediately following a publication's issue date(s).

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Invoicing

Objective

- To ensure maximum clarity and accuracy of invoicing.

Publisher Standards		Wholesaler Standards	
5a	A clear and accurate invoice and/or credit note (hard copy or electronic) detailing all charges and credits will be supplied to the agreed address.	5a	Invoices for additional activity (eg special distribution, retention of copies, bill shows etc) will be clear, accurate and submitted promptly after the work is completed.
5b	Only that product which has been delivered to wholesale depots or other mutually agreed delivery points will be invoiced.	5b	Account queries will identify the invoice number, date of invoice, date of issue, title and nature of query and be submitted no later than 1 month after receipt of the invoice.
5c	Invoice queries raised by wholesalers will be resolved and, where relevant, corrected on the next possible summary invoice/credit note.		
5d	Where a publisher/distributor identifies an error, adjustments to all affected wholesalers will be actioned on the next possible summary invoice/credit note.		
5e	Additional services, for which charges have been agreed, will be credited/paid on the next available invoice/or by the payment date of the invoice and will clearly identify the date, service and value.		
Best Practice			
5a.1	Each issue should be identified separately, detailing the quantity supplied and credited.		
5b.1	Where a product is deemed subject to VAT, full details of the VAT breakdown should be provided in advance of publication.		
5c.1	Insertion and handling payments (including voucher credits where applicable) should be credited and should show the title and issue to which they refer.		
5d.1	Voucher credits should be settled in accordance with publisher/wholesaler agreements.		

Voucher Processing



Objective

- Accuracy of claims by wholesalers.
- Prevention by wholesalers of error / fraud at retail level.
- Timeliness of data sent to publishers.
- Minimisation of queries and administrative burden.
- Timeliness of credits from publishers to wholesalers.
- Uniformity of voucher format and wholesaler / publisher procedures.

Publisher Best Practice	Wholesaler Best Practice
6a.1 The publisher should ensure that each voucher will conform to the following: <ul style="list-style-type: none">• Minimum size 46mm x 64mm• Maximum size 92mm x 128mm• Display a 13 digit EAN• Apply to one publication only (as long as it does not limit it to issues of a publication)	6a.1 100% scanning or counting of all vouchers should be carried out, either by the wholesaler or an external agency.
6b.1 Voucher details should be advised to wholesalers before being put into the market place using the agreed Voucher Notification Form.	6b.1 The Claim issued to the publisher should equal the total of scanned or counted voucher returns.
6c.1 The value of the voucher should stand in the event of product price reductions.	6c.1 Claims should be submitted on a weekly basis and within 7 days of receipt of retailer claim.
6d.1 Consumer redemption expiry should be a minimum of 2 months after the issue on sale period.	6d.1 Claims should be broken down by type of voucher and by wholesale branch.
6e.1 Wholesaler redemption expiry should be a minimum of 5 months after the consumer redemption date.	6e.1 Supporting information should be made available to publishers, electronically where possible, detailing claims by voucher type.
6f.1 Affidavit and fully electronic claims for vouchers should be accepted where wholesalers can demonstrate accuracy and provide an audit trail.	6f.1 Where the physical return of vouchers is requested, these should be sent weekly to the publisher or nominated agent no later than the date of transmission of claim, in line with contractual agreements.
6g.1 Publishers should notify wholesalers of any vouchers that are ineligible for credit with the reason for their ineligibility.	6g.1 Vouchers not requested for return should be disposed of securely.
6h.1 Publishers/handling agencies should credit returned vouchers or voucher claims and the relevant handling allowances.	6h.1 Full access should be allowed for the publisher or agreed nominated representative to audit all stages of the process.
6i.1 Vouchers should be clearly identified and credited on the next available publisher's/distributor's invoice.	
6j.1 Where a wholesaler provides additional services for the publisher, charges for which have been agreed by the publisher, payment should be made within 30 days of receipt of the invoice.	

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Self-Governance

Alleged Non-compliance by Publisher(s)/ Distributor(s)

In the event that a publisher(s)/distributor(s) fail(s) to meet one or more of the Standards of service listed within this document, and the wholesaler affected wishes to raise a complaint, the following procedure should be followed:

- a In the first instance the wholesaler must raise the issue with the publisher(s)/distributor(s) directly. It is expected that all parties will make every effort to resolve the issue satisfactorily and permanently at this stage.
- b If the issue remains unresolved, the wholesaler will submit an ISS complaint to the publisher(s)/distributor(s) (using standard submission forms with copies sent to the ISSA administrator). The publisher(s)/distributor(s) must resolve the situation within 28 days, to the satisfaction of the wholesaler, otherwise the matter will be referred to the ISS Chairman for determination.
- c All complaints raised in this way to the ISS will be collated and published by the ISS Chairman.

Alleged Non-compliance by Wholesaler

In the event that a wholesaler fails to meet one or more of the Standards of service listed within this document, and the publisher(s)/distributor(s) affected wish(es) to raise a complaint, the following procedure should be followed:

- a In the first instance the publisher(s)/distributor(s) must raise the issue with the wholesaler directly. It is expected that all parties will make every effort to resolve the issue satisfactorily and permanently at this stage.
- b If the issue remains unresolved, the publisher(s)/distributor(s) will submit an ISS complaint to the wholesaler (using standard submission forms with copies sent to the ISSA administrator). The wholesaler must resolve the situation within 28 days, to the satisfaction of the publisher(s)/distributor(s), otherwise the matter will be referred to the ISS Chairman for determination.
- c All complaints raised in this way to the ISS will be collated and published by the ISS Chairman.

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Appendix 1 Health & Safety Guidelines

To provide for safe handling:

1. Bundles will not exceed 17kg in weight.
2. Bundles will not have any sharp protrusions.
3. Bundles and boxes will be securely strapped and suitably positioned to secure the package.
4. Broken or obviously damaged pallets will not be used.
5. Pallets will not be stacked to above 1.8m in height with the load suitably secured (e.g. shrink-wrap).
6. The weight of a pallet inclusive of the load will not exceed 1 tonne.

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Appendix 2 Barcode Guidelines

Publishers should first contact the ISSN UK Centre at the British Library to register the publication and obtain an ISSN number.

Newspaper barcodes should be constructed in the following way:

- The first 3 digits are 977 (these are the prefix for any periodical publication).
- The next 7 digits are the first 7 digits from the ISSN.
- The next 2 digits are 00 (these are called the sequence variant and the first moves up by 1 to reflect any price change, the second indicates day of week [1 to 7= Monday to Sunday]).
- The next digit is called the 'check' digit (it is derived from a calculation of the previous 12 digits and is completed by dedicated software).
- The final 2 digits are the 'add-on' numbers and show which publication the barcode relates to. (1-52 reflects weeks of the year).

Publishers should follow the criteria outlined in PPA's Best Practice Guidelines for Barcoding which are available from PPA on request. The guidelines recommend the ideal magnification, sizing, positioning and colour of barcodes.

