

ISSA

GUIDANCE NOTES FOR RETAILERS

The Industry Standard Service Agreement (ISSA) provides a minimum set of service standards that newspaper and magazine wholesalers will provide to retailers. These Guidance Notes are designed to help retailers wishing to make use of the ISSA Complaints and Arbitration mechanism and provides a clause by clause guide on the evidence you will need to provide to support your ISSA complaint.

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1 BACKGROUND TO ISSA

ISSA was created following an investigation into National Newspaper Distribution in England and Wales by the Monopolies and Mergers Commission (MMC) in 1992/93. Whilst the MMC felt that exclusive wholesale distribution provided a cost-effective route to market for the benefit of consumers, it also recognised that a lack of wholesaler choice for retailers could create problems for retailers in terms of quality of service.

The MMC, therefore, recommended that Newspaper Publishers should take more note of the quality of service provided to retailers by their appointed wholesalers, to develop a mechanism for recording retailer complaints and to take those complaints into account when awarding future wholesale contracts.

The news industry responded to that recommendation by developing ISSA and, at the same time, expanded its remit to cover magazines as well as newspapers and its geographical coverage to embrace all newspaper and magazine wholesalers throughout the United Kingdom.

ISSA members include the Newspaper Publishers Association, the Periodical Publishers Association, the Association of Newspaper and Magazine Wholesalers, the British Retail Consortium, the Association of News Retailing and the National Federation of Retail Newsagents.

The first ISSA agreement was published in October 1996, since when it has been expanded and refined by the inclusion of additional clauses, a facility for retailers to claim financial restitution for direct losses resulting from breaches of the ISSA standards and, with the publication of ISSA Version 7 in October 2002, a fully independent arbitration mechanism.

UPDATE February 2003

In order to bring a complaint to a speedy conclusion the industry has agreed to limit to 2 months the length of time that can be considered on an ISSA Complaint. Although a complaint can contain numerous breaches of standards the maximum number of **each** breach of the standards broken will be limited to 7. The maximum number of days that the complaint refers to will also be limited to 7 during the 2 month period.

2 THE ISSA PROCESS EXPLAINED

ISSA is designed to resolve serious or persistent breaches by the wholesaler of one or more of the clauses contained in the agreement. It should not be used as the first resort for occasional service blips where a simple phone call or fax to the wholesaler's Customer Service department can easily resolve the matter. Neither does ISSA replace the need to have a constructive working relationship with your wholesaler. However, even the best of relationships sometimes break down and ISSA provides the means for both parties to resolve disputes with the assistance of third-party independent arbitration.

- STEP 1 -** Identify the clause in the ISSA agreement that has been breached. Contact your wholesaler and state that you wish to make an ISSA Complaint. Give the wholesaler sufficient detail so that he knows what you are complaining about and what remedy you are seeking. The wholesaler has 24 hours to respond to you. If there is no response, or if the response is unsatisfactory, you may then move to Step 2.
- STEP 2 -** Contact the ISSA Administrator to request an ISSA Complaint form:
Tel: 020 8953 8694
The ISSA Administrator will ask you for details of the complaint, to ensure that it falls within the clauses of the ISSA Agreement and will ask you to confirm that you have carried out Step 1 above. The ISSA Administrator will then post an ISSA Complaint Form to you with instructions for completion.
- STEP 3 -** Once you receive the ISSA Complaint form you have 7 days in which to complete and forward it to your wholesaler, with a copy to the ISSA Administrator. You will need to state on the complaint what happened, relevant dates, names of persons concerned, any relevant figures and the solution you are seeking. In addition, you should attach documentary evidence as necessary as proof of your complaint. If you are claiming financial restitution you must say so on the form and include a breakdown of the amount you are claiming and include supporting evidence.
- NOTE: IF YOU DO NOT RESPOND WITHIN THE TIME-FRAMES ALLOWED BY ISSA IT WILL BE DEEMED THAT YOU DO NOT WISH TO CONTINUE WITH THE COMPLAINT AND YOUR COMPLAINT WILL LAPSE.**
- STEP 4 -** On receipt of your complaint form the wholesaler has 18 days from the date of issue to resolve your complaint and send their response to you (copy to the ISSA Administrator).
- STEP 5 -** If you are happy with the wholesaler's response, complete and sign the 'complaint resolved' section on the ISSA complaint and forwarded it to the wholesaler (with a copy to the ISSA Administrator). If your wholesaler has not responded, or you are not happy with the response, you will need to decide whether to pursue your complaint through the ISSA Arbitration Mechanism. In this case complete and sign the Section of the ISSA Complaint 'complaint not resolved' and return it to the ISSA Administrator within 7 days of the date of the wholesaler's resolution. Signing the form means that you have read the declaration and agree to the appointment of an Arbitrator to adjudicate on the dispute.
- STEP 6 -** The ISSA Administrator will appoint a Chartered Institute of Arbitrators trained independent ISSA Arbitrator to consider the evidence provided by both the retailer and the wholesaler and make an adjudication within 14 days.
- NOTE - If the arbitrator or ISSA Administrator requires you to supply more information, you will have 7 days in which to respond, otherwise the Arbitrator may conclude his adjudication on the evidence that is available. It may, therefore, prejudice your case if you do not provide the facts requested within the 7 days allowed.**
- STEP 8 -** Once the Arbitrator has made adjudication you will be sent a further part of the ISSA Complaint form communicating the decision (with a copy sent to your wholesaler.) You will then need to act as in Step 5 above, except that, in the case of dissatisfaction with the Arbitrator's decision, this will be referred to a panel of independent arbitrators appointed by the Joint Industry Group (JIG).
- STEP 9 -** The Final Stage Arbitration Panel will give their adjudication within 28 days and communicate this to you, the wholesaler and the ISSA Administrator. The Arbitration Panel's decision is final.
- NOTE: At no stage does the ISSA Process affect your statutory rights.**

3 What Evidence do I need to submit?

1 Terms and Conditions of Supply	Retailers Necessary information
<p>1.1 The wholesaler will issue their own Terms and Conditions of Business in order to maintain an individual trading relationship with their customers. Changes to these Terms and Conditions will be communicated to retail customers in writing, giving not less than 6 weeks' notice.</p>	<ol style="list-style-type: none"> 1. Details of any substantial changes to the wholesaler's terms and conditions that have not been communicated in writing. 2. A copy of any correspondence from the wholesaler, detailing substantial changes to terms and conditions, but which gives less than 6 weeks notice of implementation. 3. If financial restitution is claimed, as a result of the wholesaler's failure to communicate substantial changes to the terms and conditions, with 6-weeks notice, the amount claimed for any direct losses, including a detailed breakdown and any supporting documentation.
<p>1.2 The minimum criteria forming the Industry Standard Service Agreement will be incorporated by each wholesaler into their Terms and Conditions of Business. These standards will not be negated by the Terms and Conditions of Business or by publishers' existing or future wholesale contracts.</p>	<ol style="list-style-type: none"> 1. A copy of the wholesaler's terms and conditions of business, highlighting any conflict with the clauses in the ISSA agreement. 2. If financial restitution is claimed, as a result of the wholesaler's terms and conditions being in conflict with the ISSA agreement, the amount claimed for any direct losses, including a detailed breakdown and any supporting documentation.
2 Delivery - Timeliness	Retailers Necessary information
<p>2.1 The wholesaler will deliver all titles and their appropriate sections and supplements in time for the day of sale.</p>	<ol style="list-style-type: none"> 1. A 7-column list showing: Title name, quantity, cover price of each title, day of sale, day/time of receipt, what was missing, quantity not received or unsaleable. 2. If claiming financial restitution for unsold copies, a summary of the amount claimed, a copy of the Returns Note showing the titles/number of copies returned on the subject date and a copy of the last 3 previous Returns Notes for the equivalent day.
<p>2.2 Delivery will be no later than the Retail Delivery Times (RDTs) or the Scheduled Delivery Times (SDTs) which have been determined in accordance with the Focus on Distribution Initiative (FODI) process.</p>	<ol style="list-style-type: none"> 1. A copy of the RDT/SDT form showing the required delivery time or scheduled delivery time. 2. A 5-column list for each date that is the subject of the claim, showing: title name, quantity, cover price, RDT/SDT time, actual arrival time. 3. If claiming financial restitution for unsold copies, a summary of the amount claimed, a copy of the Returns Note showing the titles/number of copies returned on the subject date and a copy of the last 3 previous Returns Notes for the equivalent day. 4. If claiming financial restitution as a result of other direct costs, (e.g. to re-run home delivery rounds) a breakdown showing actual additional costs incurred. Any loss relating to HND must be proved to the satisfaction of the arbitrators.
<p>2.3 Delivery times will not be amended without prior agreement.</p>	<ol style="list-style-type: none"> 1. As for 2.2 above, including any notification of changed delivery time from the wholesaler that has not been agreed.
<p>2.4 The wholesaler will keep a record of the time of delivery to each retail outlet and retailers will have access to their own information.</p>	<ol style="list-style-type: none"> 1. A copy of the written request to the wholesaler asking for time of delivery information. 2. A copy of the wholesaler's response or a statement of non-response if not received within 7 days of the request.
<p>2.5 Second deliveries, when necessary, will be carried out promptly.</p>	<ol style="list-style-type: none"> 1. Provide 5-column list showing, date, title, quantity, RDT/SDT and actual arrival time. 2. Attach a copy of the RDT/SDT form 3. If claiming financial restitution for excessive unsolds, attach returns note for the title for the day affected, and copy of last 3 equivalent returns notes. 4. If claiming financial restitution for additional costs directly associated with the late delivery, provide detailed breakdown of additional direct costs incurred.

3 Delivery - Quality	Retailers Necessary information
<p>3.1 On each day titles are published the wholesaler will supply newspapers and/or magazines to the customer's invoice address, or other mutually agreed address.</p>	<ol style="list-style-type: none"> 1. A copy of any correspondence between yourself and the wholesaler, notifying/agreeing the address for deliveries. (NB: If deliveries are required to be placed in a security box or secure area, the precise location should be given in the notified delivery address). 2. Details of any misplaced deliveries (i.e. failure to deliver to correct address, or failure to deliver to secure area/box). 3. If financial restitution is claimed, a statement of the amount claimed resulting from direct losses, including a list of any titles not received showing title name, quantity and cover-price of each copy.
<p>3.2 The wholesaler will keep a record of the number of parcels delivered and collected.</p>	<ol style="list-style-type: none"> 1. A copy of the written request to the wholesaler asking for information on the number of parcels delivered and collected. 2. A copy of the wholesaler's response or a statement of non-response if not received within 7 days of the request.
<p>3.3 Supplies will be delivered in a saleable condition and placed in a security box or in an agreed secure area where possible. Security boxes for deliveries and unsolds will be offered for sale by the wholesaler.</p>	<ol style="list-style-type: none"> 1. A 5-column list for each date that is the subject of the claim, showing: title name, quantity, cover price, unsaleable quantity, reason (e.g. wet, damaged, incomplete). 2. If claiming financial restitution for unsold copies, a summary of the amount claimed, a copy of the Returns Note showing the titles/number of copies returned on the subject date and a copy of the last 3 previous Returns Notes for the equivalent day.
<p>3.4 Supplies will be packed in a secure manner and clearly identified.</p>	<ol style="list-style-type: none"> 1. Details of failure to pack parcels/failure to identify parcels, including date, number of parcels and titles involved. 2. If claiming financial restitution as a result of unsaleable copies arising from the wholesaler's failure to securely pack parcels, see clause 3.3 above.
<p>3.5 Supplies must include a delivery note detailing the quantities of each title being delivered.</p>	<ol style="list-style-type: none"> 1. Details of failure to provide delivery note with supplies. 2. If claiming financial restitution for missing supplies, see clause 2.2, guidance note 1 above and clauses 3.6/3.7 below.
<p>3.6 In the case of newspapers, any discrepancies between the contents of a parcel and the delivery note will be reported to the wholesaler within 2 hours of delivery or of the retailer opening, whichever is the later.</p>	N/A
<p>3.7 In the case of magazines, any discrepancies between the contents of a parcel and the delivery note will be reported to the wholesaler within 8 hours of delivery or of the retailer opening, whichever is the later.</p>	N/A
<p>3.8 The wholesaler will clearly identify on their documentation all supplements and insertions required by the publisher, together with the relevant handling allowances where appropriate.</p>	<ol style="list-style-type: none"> 1. Details of wholesaler's failure to provide agreed information with appropriate supporting documents.
<p>3.9 When the wholesaler is short supplied, any necessary reductions in retailers' supplies will be made to protect the retailer's net sale.</p>	<ol style="list-style-type: none"> 1. Provide 5-column list showing, date, title, order quantity, average net sale (based on last 3 issues) and quantity supplied. 2. Attach copies of relevant last 4 delivery notes and returns notes showing previous quantities ordered/delivered/unsold of titles affected.
<p>3.10 Unsaleable and short supplied copies will be offered for replacement when in the supply chain and where practicable. If this is not possible then credit will be passed on the next possible invoice/credit note. In the event that a claim for a delivery discrepancy is not accepted, the retailer will be advised within 72 hours.</p>	<ol style="list-style-type: none"> 1. Provide 6-column list showing, date, title, quantity supplied, quantity unsaleable/short supplied, quantity re-supplied after request to wholesaler – alternatively indicate quantity credited by wholesaler. 2. If claiming financial restitution for non-supplied/non-credited copies, attach relevant supply notes and invoices. 3. Provide details, including date of claim, title affected and quantity of any non-credited delivery discrepancy not notified within 72 hours.
<p>3.11 Unsold copies resulting from an initial shortage of supply and subsequent replenishment will be on full Sale or Return.</p>	<ol style="list-style-type: none"> 1. Provide details (date, title, quantity) of unsold titles supplied late after initial shortage and quantity of returns credited. 2. If claiming financial restitution, attach relevant supply and returns notes and invoices showing details of credits not given.
<p>3.12 All claims will be given a unique reference number.</p>	<ol style="list-style-type: none"> 1. Provide details of any claims where unique reference number is not given. Attach any relevant documentation.

4 Order and Supply Management	Retailers Necessary information
<p>4.1 The wholesaler will fulfil retailers' orders, providing they are in line with individual publishers' sales and unsolds guidelines.</p>	<ol style="list-style-type: none"> 1. Provide a 6 column list showing: title ordered, price, quantity ordered, date ordered, quantity supplied, number of actual sales missed following sell out (if applicable). 2. Attach a copy of the relevant last 3 returns notes showing quantity unsold.
<p>4.2 The wholesaler will notify retailers of quantities of all magazine launch and promotional allocations at least 48 hours in advance of supply. Retailers may make amendments to the proposed supply quantities of these titles to amounts agreed with the wholesaler.</p>	<ol style="list-style-type: none"> 1. Provide a 4-column list showing: title supplied, quantity supplied, date supplied, whether 48 hours notice given. 2. Attach copy of notice if received late. Show date of receipt. 3. If quantity amendment requested but not actioned, provide a 6 column list showing: title supplied, quantity requested, date/time 48 hours notice received, date/time amendment requested, quantity received. 4. If claiming financial restitution for short supplies, add a further column to 3 above showing number of actual sales missed following sell out.
<p>4.3 In the event that a retailer's order cannot be met, the retailer will be provided with an explanation when requested.</p>	<ol style="list-style-type: none"> 1. Provide details of date/titles affected from order shortfall, details i.e. time/date/method that an explanation was requested, whether explanation given. 2. Attach any relevant documentation.
<p>4.4 Late amendments to newspaper supplies made by the wholesaler will be notified to the retailer.</p>	<ol style="list-style-type: none"> 1. Provide details showing: title, date, order requested, amount supplied following wholesaler amendment and whether notified by the wholesaler.
<p>4.5 Newspaper and magazine revisions received by 1500 hours will be actioned for the next available issue.</p>	<ol style="list-style-type: none"> 1. Provide details showing: Title, price, quantity ordered, date/time, revised supply quantity notified/method of notification, issue date of title requested, quantity supplied. 2. If claiming financial restitution for short supply, show number of actual sales missed following sell out. Attach a copy of the relevant last 3 returns notes showing quantity unsold/returned.
<p>4.6 Firm sale titles will be supplied based on the retailer's order.</p>	<ol style="list-style-type: none"> 1. Provide details of title, price, issue date, quantity ordered, quantity supplied. 2. If claiming financial restitution for firm sale titles supplied in excess of order, add details to 1. above showing number of copies unsold.
<p>4.7 Retailers may on request see details of their information held on the wholesaler's supply management and order processing systems.</p>	<ol style="list-style-type: none"> 1. Provide details of any refusal by the wholesaler to see your details held on his supply management and order processing system. 2. Attach any relevant documentation.
<p>4.8 If a retailer's sale is temporarily affected these issues will not be taken into consideration in the wholesaler's reallocation systems. The retailer will notify the wholesaler which issues have been affected.</p>	<ol style="list-style-type: none"> 1. Provide details showing, title, date, price, quantity supplied, quantity unsold, why supply temporarily affected (i.e. unsaleable copies, late delivery etc), date/time/method by which wholesaler notified, quantity supplied if next order affected. 2. If claiming financial restitution for short supply, attach copies of relevant supply and returns notes for affected issue and last 3 issues.
<p>4.9 Where agreement is reached that a retailer can manage his newspaper supplies within publisher guidelines, the individual publisher will authorise the wholesaler to exclude that retailer from the supply management systems relating to that publisher's titles. In the event that a retailer fails to meet the agreed standards the facility will be withdrawn.</p>	<ol style="list-style-type: none"> 1. Provide copies of correspondence with respective publishers requesting permission to manage own supplies and their responses. 2. Attach copies of last 4 respective supply and returns notes.
<p>4.10 The wholesaler will classify each retailer according to the ANMW retail classification scheme and identify each retailer by the specified unique retail number.</p>	<ol style="list-style-type: none"> 1. Attach details of any correspondence with the wholesaler relating to claim of incorrect classification.
<p>4.11 The wholesaler will not supply any unsolicited non-news product without giving prior notice to enable retailers to amend quantities if they wish.</p>	<ol style="list-style-type: none"> 1. Provide details of any unordered non-news items supplied, showing item description, quantity and price.
<p>4.12 When available within the supply chain, publishers will supply back issues of partworks within 21 days otherwise SOR will apply.</p>	<ol style="list-style-type: none"> 1. Provide details showing, title, price, partwork issue number, date ordered, quantity ordered, date supplied, whether SOR granted for unsold copies supplied later than 21 days from order. 2. If claiming financial restitution give details of quantity unsold as a result of delivery after 21 days/customer cancellation if SOR not granted.
<p>4.13 Wholesalers will record retailer supply revisions for committed orders and specific sales opportunities when submitted in writing a minimum of 7 days before the on sale date of the relevant issue, with the appropriate justification. Wholesalers will fulfil such requirements subject to supply availability from the publisher/distributor.</p>	<ol style="list-style-type: none"> 1. Provide details of the supply revision made to the wholesaler showing: title, date requested, date of issue affected, justification for revision, normal average supply quantity, quantity requested, quantity received, quantity/value of lost sales due to shortage.

5 Unsold Management	Retailers Necessary information
<p>5.1 Unsolds will be collected on a minimum of two designated days per week, and daily where publishers' contracts require this facility.</p>	<ol style="list-style-type: none"> 1. Provide details showing, normal collection dates and whether returns collected or not. 2. If claiming financial restitution as a result of wholesalers refusal to credit unsolds ("too late for credit") as a result of failure to collect unsolds, provide details showing: Title, price, quantity not credited, off-sale date, date collected. 3. Attach copies of relevant returns notes showing quantity returned.
<p>5.2 Unsolds will be collected by a time agreed by the retailer and wholesaler.</p>	<ol style="list-style-type: none"> 1. Provide copy of written evidence showing details of agreement on unsolds collection time. 2. Provide details showing time/date of actual collection. 3. If claiming financial restitution for refusal to credit as a result of late collection, follow 2. and 3. in 5.1 above.
<p>5.3 The wholesaler will assume responsibility for the security of returns parcels after collection from the retailer. The returns parcels must be securely tied and clearly identified. The number of parcels on the recall note must correspond with the number of parcels collected and logged by the wholesaler.</p>	<p>N/A</p>
<p>5.4 Where a sale or return title is returned late, the wholesaler will credit the title provided it is prior to the wholesaler's final unsolds claim to the publisher.</p>	<ol style="list-style-type: none"> 1. If claiming financial restitution for refusal to credit unsolds ("too late for credit"), provide details showing, title, price, quantity returned, off-sale date, date returned. 2. Attach a copy of the relevant returns note. 3. Attach a copy of relevant correspondence from the wholesaler.
<p>5.5 Retailers will be given at least one week's notice in writing of any changes to existing unsold collection arrangements.</p>	<ol style="list-style-type: none"> 1. Provide details of any failure to give one weeks notice in writing of change to existing unsold collection arrangements. 2. Give details of existing and new unsold collection arrangements, including date of implementation. 3. Attach a copy of any correspondence from the wholesaler.
<p>5.6 The wholesaler will provide the retailer with documentation, which clearly identifies the titles due for return at least 24 hours in advance of collection.</p>	<ol style="list-style-type: none"> 1. Provide details showing failure to provide returns note including date/time of collection and date/time returns note received. 2. If claiming financial restitution for refusal to credit unsolds ("too late for credit") as a result of late/non- receipt of returns note, follow 5.4 above.
<p>5.7 The unsolds documentation will identify each title by name and issue. All specific product descriptions will be consistent throughout the life-cycle of the product and within the documentation supplied to retailers.</p>	<ol style="list-style-type: none"> 1. Provide details, including relevant wholesaler documentation, showing any inconsistency in the product description. 2. If claiming financial restitution for missed returns/credits as a result of the above, in addition to 1. above give details of title, price, quantity unsold and not credited.
<p>5.8 The wholesaler will include on their unsolds documentation the quantity of each title supplied.</p>	<ol style="list-style-type: none"> 1. Provide details, including copies of unsold documentation that does not show the quantity supplied.
<p>5.9 The unsolds documentation will also identify each title's cover price and the maximum quantity eligible for credit. Agreed credit will appear on the next possible summary invoice/credit note within a maximum of 14 days of receipt of the claim.</p>	<ol style="list-style-type: none"> 1. Provide details, including copies of any documentation that does not provide the detail required by this standard. 2. Provide details showing title, price, quantity returned, date returned, date credit shown on summary invoice/credit note (if later than 14 days).
<p>5.10 The retailer will be notified of any unsolds which are ineligible for credit, and the reason why they are ineligible.</p>	<ol style="list-style-type: none"> 1. Provide details of any failure to notify reasons for refusal to credit.
<p>5.11 In the case of a wholesaler going into receivership or voluntary liquidation, the retailer shall retain ownership of titles which he has paid for and returned for credit but upon which credit has not been passed.</p>	<p>N/A</p>

6 Invoicing	Retailers Necessary information
6.1 The wholesaler will supply a clear and accurate daily or weekly invoice/credit note detailing all charges and credits to the invoice address specified by the customer.	1. Provide copies of any invoices that do not meet the requirements of this standard. Clearly indicate where there are errors or inaccuracies.
6.2 Insertion or handling payments will be clearly identified along with the title and issue date to which they refer.	1. Provide copies of any invoices that fail to provide the information required by this standard.
6.3 In the event of more than one cover price applying to the same newspaper in a single week (Saturday issues for example) that issue will be separated and the relevant unit price shown.	1. Provide copies of any invoices that fail to show separate relevant unit prices where the cover price of the same title varies in a single week.
6.4 Weekly magazine titles supplied to the retailer will be invoiced in the week appropriate to the first day of sale.	1. Provide details, including relevant delivery notes and invoices showing: Title, price, quantity, date supplied, on-sale date, when invoiced.
6.5 Any disputes relating to invoice queries will be resolved by the wholesaler and corrected on the next possible invoice/credit note.	1. Provide details of any failure to resolve invoice disputes by the next possible invoice/credit note. Provide copies of relevant invoices and any correspondence.
6.6 When wholesaler systems errors are detected, correction will be actioned on the next possible summary invoice/credit note and a register will be kept of such occurrences.	1. Provide details of any failure (including dates) to take corrective action by the next possible invoice/credit note. Provide copies of any relevant correspondence/ documentation.
6.7 Where it is necessary to apply a retrospective invoice adjustment to a retailer's account on an issue more than 4 weeks old, the wholesaler will supply full supporting details 14 days in advance of the adjustment.	1. Provide details of any failure to give 14 days notice or full supporting details prior to the wholesaler taking retrospective adjustment action on accounts on issues that are more than 4 weeks old. 2. Provide copies of any relevant correspondence/ documentation.

7 Voucher Processing	Retailers Necessary information
7.1 The wholesaler will receive/collect and credit vouchers on a weekly basis.	1. Provide details (including dates of return/collection/credit) of any failure to receive/collect or credit vouchers on a weekly basis. 2. Attach details of any relevant correspondence/ documentation.
7.2 The wholesaler will send the retailer a claim form each week to be returned to the wholesaler or designated voucher handling agency.	1. Provide details of any failure to provide a voucher claim form on a weekly basis.
7.3 All valid vouchers returned will be credited on the next possible invoice/credit note.	1. Provide details of any failure to credit vouchers on the next possible invoice/credit note. Include details of date returned, value and date credit given.
7.4 Voucher Recall Notes will provide a facility to manually insert vouchers for return which are not pre-printed on the recall note.	1. Provide details (including copies of relevant documentation) where voucher recall notes fail to achieve this standard.
7.5 The return date for vouchers will not be less than 28 days from the final cut off date to customers for redemption.	1. Provide details of vouchers where the final return date is less than 28 days from the final cut off date to customers. 2. In the case of refusal to credit vouchers that have been returned to the wholesaler/handling agency within 28 days of the final cut off date for customers, provide details showing: title, date of issue to which the voucher applies, cut off date for customer redemption, date returned to the wholesaler/handling agency, voucher value and quantity returned.

8 Customer Service	Retailers Necessary information
8.1 The wholesaler will provide retailers with details of wholesale branch operating times, management and staff including a named Customer Service contact.	1. Provide details of any failure to supply the information required by this standard. Include date information requested and copies of any relevant correspondence.
8.2 The wholesaler will provide retailers with detailed information regarding any changes to trading hours eg Bank Holidays.	1. Provide details of any failure to supply the information required by this standard.
8.3 The wholesaler will pass on notices as directed from publishers.	1. Provide details of any failure to pass on publisher notices.
8.4 90% of telephone calls will be answered within 8 rings during the wholesaler's normal published working hours.	1. Provide a 4 column list, compiled over a maximum of 7 days showing: Date, Time of call, length
8.5 The wholesaler will provide an 'after hours' answerphone and 24 hour fax service.	1. Provide details of any failure to provide the facilities required by this standard.
8.6 Correspondence received via the Royal Mail or facsimile will be acknowledged within 7 days of receipt.	1. Provide details of any failure to comply with this standard including dates of correspondence/faxes and date of response. 2. Attach copies of relevant correspondence.
8.7 The wholesaler will produce a detailed print-out of any retailers' orders within 24 hours on request.	1. Provide details of any failure to provide a print out of order within 24 hours of request. 2. Attach any relevant correspondence.
8.8 The wholesaler will provide on request a list of best selling titles within the retailer's area, in rank order and by interest group.	1. Provide details of any failure to provide the information required by this standard. 2. Attach any relevant correspondence.
8.9 The wholesaler will advise retailers of forthcoming publishing events.	1. Provide details of any failure to provide the information required by this standard.
8.10 The wholesaler will have the facility to hold development meetings with retailers.	N/A