



Newspaper Publisher/Wholesaler Standards & Best Practice Agreement

1st March 2007

| ANMW | ANR | BRC | NFRN | NPA | PPA |
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| Association of Newspaper and Magazine Wholesalers | Association of News Retailing | British Retail Consortium | National Federation of Retail Newsagents | Newspaper Publishers Association | Periodical Publishers Association |

1. DELIVERY

Publisher Standards

- 1.a. Publishers will supply product by pallet, or mutually agreed format and in a manner that complies with guidelines and regulations as set out by the Health & Safety Executive and as mutually agreed between the ANMW and the NPA. (See Appendix 1)
- 1.b Delivery will be scheduled to be no later than the time bi-laterally agreed between the wholesaler and publisher.
- 1.c Newspapers and/or supplements and sections will be delivered to the wholesaler's invoice address, or other mutually agreed address.
- 1.d The newspapers and live news supplements will be delivered in a saleable condition.
- 1.e A record of pallet transactions with each wholesaler will be maintained by the publisher or publishers' haulier, and an acceptable regular collection or exchange process agreed with the wholesaler.
- 1.f Time sensitive supplements will be packed separately from non-time sensitive and clearly identified on both product and the delivery document. Publisher vehicles will be loaded in such a way to facilitate the unloading of live news first.
- 1.g Accurate records of publisher vehicle departure times from print plants will be made available to each wholesale location as soon as possible on the carriers' web sites, where available.
- 1.h The publisher/distributor will provide for each title (including supplements and sections) on the delivery documentation, the Title Name, Number of Bundles, Bundle Size, Total Supply, and Issue Date.
- 1.i Details of product destined for Non Standard Deliveries/Bulk Sales, which are not part of a wholesale order, will be identified on the delivery note as a separate item, packed separately and/or clearly identifiable within the load.
- 1.j All drivers will be provided with specific detailed delivery instructions that will include routing information and relevant contact numbers.
- 1.k Publishers will keep records of all sections attracting payment under the Third Party Insert Scheme and provide the details to all wholesalers in accordance with the agreed quarterly payment frequencies.

Wholesaler Standards

- 1.a Accurate records will be maintained of the time publisher delivery vehicles arrive at the wholesalers' depots and when the unloading process has been completed.
- 1.b Supplies, including component sections, will be checked, externally by pallet and layer for the correct number of bundles confirmed and signed for on all publishers' manifests where they are detailed.
- 1.c The handling of live daily newspapers and all component parts scheduled for distribution that day, will not be delayed by the handling of magazines, periodicals, live news sections delivered in advance, or other products delivered in advance.
- 1.d Any claim for shortages in relation to the supply detailed on the 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 10:00 hours on the day of delivery.
- 1.e Accurate records of wholesale vehicle departure times from the depot will be maintained.
- 1.f A mileage record for individual vehicles used for primary and secondary distribution will be maintained and made available for publishers.
- 1.g All products will be clearly labelled with customer number, name & address and run number, and the master bundle will indicate the total number of copies by title in the consignment.
- 1.h 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 10:00 hours on the day for which a Double Run Claim is being made, or by 10:00 hours on a Monday for weekend deliveries.
- 1.i All wholesalers that collect from print centres will be contactable en-route and be supplied with contact numbers for their collect locations.
- 1.j Special deliveries to retailers requiring POD confirmation will not be undertaken within the live news run.
- 1.k Where specific publisher pallets are used, they will be returned to that publisher.

1.l All Double Run Claims and Shortage Claims will be given a unique reference by return to the wholesale location.

1.m The main product cover, will carry a barcode, which must be presented on the outside cover, be visible, scannable and conform to the industry standard for bar coding (See Appendix 2), and have an issue date and clearly marked cover price.

1.n The supply of promotional material such as loose CDs/inserts/cover mounts will be delivered to the wholesaler in secure, manageable and identifiable packaging.

Best Practice

1.a Non-time sensitive copy should not be delivered on Live News vehicles except by prior agreement, i.e. supplements, magazines or periodicals.

1.b All publisher carriers that collect from print centres should be contactable en-route and be supplied with contact numbers for their delivery locations subject to the law and Health & Safety Regulations.

1.c Polybagged product will be packed in such a way as to leave the live news barcode visible to facilitate scanning, or the poly-wrapping will be bar-coded.

1.d Pack size (turns and bundles, where bundles are applicable), may vary by print site, but turns within bundles must all be equal and the same from the same site. Where different print sites are supplying the same wholesale branch on any one day, and the turns and bundles differ, then the publisher will advise accordingly in advance.

1.e Where possible publishers will record all departure times of vehicles on their websites and wholesalers should check this for real time information. Where there is no web site and product is not going to be published or supplied due to unforeseen circumstances, notification should be given to each relevant wholesaler location as soon as possible. Where product has left a print centre later than the normal departure time, or been delayed en-route to such an extent that the scheduled arrival time will not be met, the publisher and/or its representative will contact the wholesale branch as soon as possible to advise a revised ETA. For wholesalers that collect from a print centre advice will also be provided by the publisher as soon as possible.

1.l Newspapers and supplements will be delivered to retailers in a saleable condition.

Best Practice

1.a When wholesalers are collecting supplies from print centres their vehicles should be styled and appropriately sized for the delivery location to enable time efficient off-loading.

1.b The actual delivery times will be recorded for each retailer every day.

1.c Publishers will be informed, currently through the NDM, on which delivery its titles were distributed.

1.f Publishers will provide advance notification of the expected bundle and turn size during normal working hours of the preceding day to wholesaler head offices. Late amendments to the supply or configuration of a title, whether it is copy total, turn or bundle size will be notified to the wholesaler location before the product leaves the print centre.

1.g A time window will be advised to each wholesale location for the delivery of all non inserted supplements and sections.

2. COMMUNICATIONS

Publisher Standards

- 2.a Publishers will have communication systems that include e-mail for all personnel detailed within the contact lists, including the night contacts before, during and after the publishing process.
- 2.b Details of relevant circulation and distribution personnel will be provided to the Head Offices of the Multiple Wholesale Groups and direct to independent wholesalers. Changes to these details will be notified as soon as possible.

Best Practice

- 2.a Publishers/Hauliers to ensure website(s) are accurately maintained and accessible. The sites should also accurately reflect PODs and print centre movements of Loads/Vehicles and collects.
- 2.b Publishers will confirm supplies to be received by all wholesalers prior to delivery either by provision of a Night Circulation contact number or via a suitable web site

Wholesaler Standards

- 2.a Wholesalers will have communication systems that include e-mail for all personnel on the contact lists including the night operation, before and during the packing process.
- 2.b Details of relevant wholesale contacts details will be provided to all publishers. Changes to these details will be notified as soon as possible.
- 2.c Wholesalers will provide web access in order that its relevant branch staff can obtain product information.

Best Practice

3. ORDER & SUPPLY MANAGEMENT

Publisher Standards

- 3.a If supplies are not allocated by the publisher, wholesalers' orders will be fulfilled providing they are in line with individual publishers' guidelines. Where supply revisions are accepted they will be actioned within individual publisher's deadlines, and confirmation given to the relevant wholesale location.
- 3.b Complete newspapers in terms of all relevant component parts/sections will be supplied unless specifically advised or pre inserted.
- 3.c Publishers will clearly identify any age restricted promotional item included within the package so that it is clearly visible to the purchaser at the point of sale and must advise the wholesaler of such age restrictions prior to the publication's on sale date.

Best Practice

- 3.a Publishers will provide a standard message to retail in the event of late box-out causing a mismatch of 'colour' supplies to black and white and subsequent retailer supplement supply shortages.

Wholesaler Standards

- 3.a Copies, including any alterations to a previously agreed/advised supply, will be apportioned to all retailers according to individual publisher's criteria.

Best Practice

- 3.a Supply revisions by retailers will be fulfilled up to 16:00 hours, providing that they are in-line with the publisher's guidelines.

4. UNSOLDS

Publisher Standards

- 4.a Product or associated gifts agreed for retention will be collected from wholesale locations within 10 days from the end of the credit claim period. The relevant carrier will provide collection documentation and issue the wholesaler with a copy.
- 4.b The publisher/carrier will assume responsibility for the security of product after collection from the wholesaler.
- 4.c Wholesalers will be notified of any unsolds, which are ineligible for credit and the reason why they are ineligible.
- 4.d Newspaper unsolds (including supplements, inserts, wrapping, gifts etc.) will be collected in-line with agreements reached between recycling companies (or agents) acting on behalf of publishers.

Best Practice

- 4.a Where utilised, electronically transmitted affidavit claims will be acknowledged electronically by return.

Wholesaler Standards

- 4.a Full supervised access will be allowed for the publisher or agreed nominated representative to audit all stages of the process.

Best Practice

- 4.a All newspaper unsolds returned from retailers will be scanned by individual copy.
- 4.b Newspaper unsolds will be collected on the day immediately following a publication's issue or on sale date(s), which ever is the later, subject to retailers making them available at a pre-agreed time and place of collection. If a retailer does not make unsolds available then the wholesaler will contact the retailer to establish the unsolds figure(s) and to arrange for a collection.

5. INVOICING

Publisher Standards

- 5.a 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.
- 5.b Only that product which has been delivered to wholesale depots or other mutually agreed delivery points will be invoiced.
- 5.c Invoice queries raised by wholesalers will be resolved and, where relevant, corrected on the next possible summary invoice/credit note.
- 5.d Where a publisher or distributor identifies an error, adjustments to all affected wholesalers will be actioned on the next possible summary invoice/credit note.
- 5.e 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.
- 5.f Every issue of a publication either newspaper (or magazine where applicable) will be identified separately on the invoice, detailing the quantity supplied and/or credited.
- 5.g Insertion and handling payments will be credited and show the title and issue to which they refer.
- 5.h Vouchers will be credited on publishers documentation and show the wholesaler's claim reference details.
- 5.i Where a product is to be subject to VAT the publisher will advise wholesalers of the fact and the VAT percentage involved, as soon as practicable.

Best Practice

- 5.a Voucher pin scanning payments will be credited and show the wholesaler's claim reference details.

Wholesaler Standards

- 5.a Invoices for additional activity (e.g. special distribution, retention of copies, bill shows etc) will be clear, accurate and submitted within 14 days of the work being completed.
- 5.b Account queries will identify the invoice number, date of invoice, date of issue, title and nature of query and be submitted not later than 1 month after receipt of the invoice.

Best Practice

6. VOUCHERS

Publisher Standards

- 6.a Accurate Voucher details will be advised to wholesalers before appearing in the market place using the agreed Voucher Notification Form.
- 6.b New mail shot vouchers will be advised prior to the commencement of the mail shot as redemption may commence immediately for consumer/home delivery requirements
- 6.c Affidavit and fully electronic claims for vouchers will be accepted where wholesalers can demonstrate accuracy and provide an audit trail.
- 6.d Publishers will notify wholesalers of any vouchers that are ineligible for credit with the reason for their ineligibility.
- 6.e Publishers/handling agencies will credit returned vouchers or voucher affidavit claims and the relevant handling allowances.
- 6.f Vouchers will be clearly identified and credited on the next available publisher's/distributor's invoice.
- 6.g Where a wholesaler provides additional voucher scanning services for the publisher, charges for which have been agreed by the publisher, payment will be made on the next available publisher's/distributor's invoice.

Best Practice

- 6.a The Publisher will ensure that all vouchers will conform to the Industry Standard agreed "Guidance on the design, production and processing of vouchers within the News industry" (see Appendix 3)
- 6.b The value of the voucher will stand in the event of title price reductions unless specifically stated on the voucher – not to be used in conjunction with any offer.
- 6.c Consumer redemption expiry will be a minimum of 2 months after the issue on sale period, unless specifically advised otherwise.
- 6.d Wholesaler redemption expiry will be a minimum of 5 months after the consumer redemption date, unless specifically advised otherwise.

Wholesaler Standards

- 6.a 100% scanning or counting of all vouchers will be carried out, by either the wholesaler or the external agency.
- 6.b The Claim issued to the publisher will equal the total of scanned or counted voucher returns.
- 6.c Claims will be submitted to the publisher on a weekly basis and within 7 days of receipt of retailer claims or by other contractual arrangement made with the individual publisher.
- 6.d Claims will be broken down by type of voucher and by wholesale location.
- 6.e Supporting information will be made available to publishers, electronically where possible, detailing claims by voucher type.
- 6.f Where the physical return of vouchers is requested, these will be sent weekly to the publisher or nominated agent no later than the date of transmission of claim, in line with contractual agreements.
- 6.g Full supervised access will be allowed for the publisher or agreed nominated representative to audit all stages of the process
- 6.h The wholesaler will send their retailers a weekly recall note (claim form) to be returned to the wholesaler or the designated handling agency.
- 6.i Voucher recall notes will have a facility to manually insert details of vouchers that are not pre printed on the recall note.

Best Practice

- 6.a Vouchers not requested for return or to be held pending audit will be shredded or disposed of securely.

7 Self-Governance

Alleged Non-compliance by Wholesaler

- 7a. 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:
- 7b. 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.
- 7c. 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.
- 7d. All complaints raised in this way to the ISS will be collated and published by the ISS Chairman.

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

- 7a. 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:
- 7b. 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.
- 7c. 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.
- 7d. All complaints raised in this way to the ISS will be collated and published by the ISS Chairman.

Appendix 1

Health and Safety Guidelines

Guidelines and regulations as set out by the Health & Safety Executive and as mutually agreed between the ANMW and the NPA. These may be subject to change in legislation from time to time, so the latest version in place supersedes the details below.

Where flat packed bundles are used:

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

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:

EAN Newspaper Bar-coding Standards

Newspaper EAN barcodes are formulated in the following standard as agreed between EAN International and the International Centre for the Registration of Serial Publications (ISDS).

Daily Publications

The standard for the representation of the ISSN number on daily papers is as follows:

977 SSSSSSS P D C WW

977 is the prefix allocated by EAN International for ISSN numbers.

SSSSSSS is the ISSN number minus its check digit.

P is used to indicate a change in price. A price change is indicated by a change in the digit.

D is used to indicate the day of the week. The day number runs sequentially from one through to seven. Monday is the first day of the week.

C is the standard EAN-UCC check digit.

WW is the week number and is represented by a two digit add-on symbol.

Weekly Publications

The standard for the representation of the ISSN number on weekly papers is as follows:

977 SSSSSSS PP C WW

977, SSSSSSS, C & WW is the same as the standard for Daily Publications.

PP is used to indicate a change in price. A price change is indicated by increasing the value of the digit by one. A change to the retail price must be reflected by a change in the PP section of the number to ensure the customer is charged the correct price at the point of sale.

Issue Numbering

Issue numbering is controlled by the publisher who should ensure correct use according to the following standard.

The week number is the International Standards Organisation (IOS) week number. Week 1 is the first week containing 4 or more days in the New Year. Weeks are numbered sequentially (from 1 to 52 or 53) and the cover date will relate to this number.

Publishers should follow the criteria as per the British Library Guidelines.

Appendix 3

Guidance on the design, production and processing of vouchers within the News industry.

Access to the latest version of this document can be made through the ANMW website using the links below.....

www.anmw.co.uk/jig_voucher.html