



# **CUSTOMER SERVICE PLEDGE**

**FOURTH EDITION**

# A COMMITMENT TO CUSTOMER EXPERIENCE

Our [Customer Service Pledge](#) contains our service promises to you, outlining the ways we want to [work with you](#) and the millions of customers we jointly serve.

Delivering an [excellent customer experience](#) remains a key focus for Menzies Distribution Limited, and keeping our Service Pledge enables us to do just that.

I am pleased to introduce the 4th Edition of the pledge. We have taken on board your feedback, particularly about the ongoing development of our i-Menzies self-service platform. More and more of our customers manage their business through self-service, and our [fast, efficient and easy to use](#) digital platform enables you to do this.

Our overall aim is to work with our customers to have a [successful partnership](#) that drives sustainable growth and benefits everyone. We want to provide a service you can count on: both [efficient and effective](#), with [clear standards](#) and a simple system for resolving any difficulties which may arise.

We believe that our Service Pledge meets those needs. With this document as a common starting point, we mean to [strengthen the relationship](#) between us, ensuring that as few barriers as possible exist to the success of our category.

News and Magazines have many [profitable](#) years ahead. We look forward to providing the kind of [service which makes it easy](#) for you to prosper from them.

A professional headshot of Greg Michael, a middle-aged man with short, dark hair, wearing a dark blue suit jacket, a light blue shirt, and a dark blue tie. He is looking directly at the camera with a neutral expression.

**GREG MICHAEL, MANAGING DIRECTOR**

# OUR PLEDGE ON DELIVERIES

## TIMELINESS

Once you have formally agreed your Retailer Delivery Times (RDTs) with us, we will deliver to you by the RDT each day. If we haven't made an agreement, we will deliver by our nominated Scheduled Delivery Times (SDTs).

Once an RDT or SDT is set, we will not change it without your prior agreement.

If you inform us that the dynamics of your business have changed, we will review your RDT with a view to amending this accordingly where possible.

We will deliver to you all product which reaches us on schedule in sufficient time to meet its on-sale date.

Whenever we need to make second deliveries to you, we will do so without undue delay.

## JARGON BUSTER

### RDT — RETAILER DELIVERY TIME

An RDT is the mutually agreed time we will deliver your supplies. It's based on a number of factors such as your opening time, your home delivery needs and your busy periods.

### SDT — SCHEDULED DELIVERY TIME

An SDT is a time set if an RDT can't be reached.

### TRACK & TRACE

Track & Trace is a barcode monitoring system.

Our drivers use handheld Track & Trace devices to scan each parcel as it is loaded onto a van, and again when it is delivered giving us accurate time records.

If a parcel is loaded onto the wrong van or delivered to the wrong business, the handheld device alerts our driver.



# OUR PLEDGE ON DELIVERIES

## QUALITY

Subject to publisher inbound deliveries to us, we will deliver all titles and their appropriate sections and supplements no later than the RDT or SDT on the day of sale.

We will deliver all product to you in a secure, saleable condition – and in a Tote Box where appropriate. The product will be clearly labelled with identifying details.

We will employ a Track & Trace process, which verifies delivery of parcels using barcode scanning.

Wherever available, and with your agreement, we will use secure delivery space provided by you to deposit your product. We can arrange to provide details of how to install a security box at your store.

Information can be obtained via [www.i-Menzies.com](http://www.i-Menzies.com) or by calling your Customer Service Centre.

If we are short-supplied a particular product, every effort will be made to protect your net sales when we calculate retail supply reductions.

If you have been short supplied a product, or if you have received damaged supplies of that product, we will offer replacements if copies are available – and if it is practicable to deliver them to you.

We will keep a record of parcel quantities delivered to you. This information will be available on request.

## JARGON BUSTER

### SECOND DELIVERIES / “DOUBLE RUNS”

We have agreements with newspaper publishers which require them to deliver supplies to us by certain cut-off times each morning.

If a publisher misses this deadline, we will typically proceed with our deliveries to customers, carrying all the products which did reach us on time. This way, we ensure that our customers have the majority of their products to put on sale at the normal time.

Once the late delivery arrives, we will conduct a second round of deliveries to bring it to our customers.

Second deliveries are conducted on each delivery route only once the first round of deliveries is complete – and only when the publisher(s) concerned have agreed to cover the cost of the additional work.



# OUR PLEDGE ON DOCUMENTS

We will make available to you the following documents for current and future reference:

- **Allocation Advice Note** – detailing the quantity, in advance, of promoted non-newspaper products we intend to deliver to you.
- **Parcel Contents Note** – detailing the numbers of product we are delivering to you by individual parcel.
- **Costed Delivery Note** – detailing the numbers of product for the delivery as a whole, any supplements and/or other insertions you are required to make on behalf of the publisher and the handling allowances applicable to those items.
- **Magazine Recall Note** – detailing the issues of titles being recalled for credit on a daily basis at least 24 hours before we intend to collect them. This document will also include a space for you to add details of any other products you are returning early. All Daily and Sunday Newspapers should be returned the day after going on sale.
- **Voucher Recall Note** – detailing those voucher products due for recall and when they should be returned. This document will also include a space for you to add details of other vouchers you are returning, even if they are not listed. It will only be supplied if you have submitted a voucher return in the previous week.
- **Credit Advice Note** – detailing the newspaper credit amounts passed to your account each day, and the magazine credit amounts passed to your account a minimum of four a week.
- **Invoice Pack** – detailing the balance of charges and credits on your account, plus an invoice total for each week.
- **Final Delivery Note** – collecting and detailing miscellaneous transactions from across the week for your reference.

Visit our website [www.i-Menzies.com](http://www.i-Menzies.com) for access to electronic documentation.



We will maintain consistent details for all of our products across all of our documents.

We will provide advance notice of price changes, as soon as such information has been shared with us, unless the Publisher has placed an embargo on its communication before a specific date and time.

All documentation is available for viewing and printing through our website [www.i-Menzies.com](http://www.i-Menzies.com). On the website you can also 'opt-out' of receiving any paper format documentation.

# OUR PLEDGE ON CLAIMS

We will accept **newspaper claims** from you, for missing or short supplied product, on the day the product should have been supplied, until:

- Two hours after your delivery arrives, or
- Two hours after your business opens (whichever is later)

We will accept **magazine and other non-newspaper claims** from you, for missing or short supplied product, on the day the product should have been supplied, until 4pm.

We will provide you with a unique reference number for each call during which you make claims, or each group of claims made online or via the smartphone app.

All claims which we accept will be noted as adjustments on your Final Delivery Note for the week (which is included in your Invoice Pack).



# OUR PLEDGE ON RETURNS

## UNSOLD PRODUCTS

We will make unsold newspaper collections on a daily basis, and unsold magazine collections at least four times each week – unless we have agreed to do otherwise.

Your unsold product will be collected at the same time as your delivery is made provided the returns have been made available for uplift this time.

Once we have collected your returns parcels, we will assume responsibility for their security.

Please note that Magazine returns should be placed in a tote box if you have one, or securely tied and clearly labelled if you don't.

We will process all newspaper returns on the day of collection, provided they are not returned in a tote box, and credits will appear on your next Credit Advice Note. We will process all magazine returns received by Thursday before close of business on Saturday, and in time for them to appear on your next Credit Advice Note.

If you have been provided with replenishment copies, after reporting a shortage or damaged supply, you will be able to return the copies for full credit.



# OUR PLEDGE ON RETURNS

## UNSOLD PRODUCTS (CONTINUED)

If copies are presented late for collection, we will still credit them provided they were supplied on **Sale-or-Return (SOR)** terms and can be scanned before the credit deadline.

We will notify you of:

- Newspaper credits we are passing to your account, via your Credit Advice Note, within one day of the unsold product being collected.
- Magazine credits we are passing to your account, via your Credit Advice Note, on a minimum of four days per week.
- In circumstances where returned product does not qualify for credit, we will give similar notification and provide the reason for non-credit.

If you wish to query our decision not to provide credit for a returned product, we will provide a facility to do so via our Customer Service Centre or [www.i-Menzies.com](http://www.i-Menzies.com).



## VOUCHER PRODUCTS

The return date which we specify for your vouchers will be at least 28 days before the final deadline for credit.

We will pick up vouchers which are presented for collection on at least a weekly basis. For added security please always return your vouchers in a tote box if one is available.

We will endeavour to pass credit to your account for all valid vouchers collected by a Wednesday on the next possible invoice or credit note. Where this is not possible, credit will be passed within 14 days of receipt of the vouchers. Information regarding any delays to scanning will be available via [www.i-Menzies.com](http://www.i-Menzies.com) or by calling your Customer Service Centre.

# OUR PLEDGE ON SUPPLIES

We will fulfil your orders for product, provided that they are in line with individual publishers' guidelines on sales promotion and unsolds.

We will apply any newspaper and magazine supply revisions you make before 3pm, to the next available issue of each title involved.

We will honour any change you make to a **Newspaper** Standing Order value for the **next two issues** corresponding to **that day of the week**; or to a **Magazine** Standing Order value for the **next two issues**. Such changes will not be honoured if it is impossible to do so within our supply constraints.

If we can't meet your order for any reason, we will be able to explain why and address any additional questions you might have.

We will advise you 48 hours in advance on your Allocation Advice Note (AAN) – via [www.i-Menzies.com](http://www.i-Menzies.com) – of any magazine launch or promotional allocations which are to be dispatched to you, where the publisher has notified us in sufficient time to do so. You will then have an opportunity to make amendments to these figures if you wish.

If we need to make late changes to your Newspaper orders for any reason, such as a late breaking news story, we will send you a notification where possible.

## JARGON BUSTER

### NEXT AVAILABLE ISSUE

When we talk about applying your changes to the 'next available' issue, that's not always the one that arrives next at your shop, as that issue might have already been packed or reserved for packing.

### CONSTRAINTS

A constraint is an instruction to our allocation system which allows you to have greater controls over your supply levels.

Constraints can vary from simply 'Don't change standing order figures', to more complex sets of instructions across different titles or market sectors for varying periods of time.

Constraints are only suitable when active management of supply is exercised by the Retailer and within Publisher tolerances.

If you're interested in using constraints on your account, one of our specialist Customer Service Advisors will be able to find the right solution for your business.

# OUR PLEDGE ON SUPPLIES

## (CONTINUED)

We will not make changes to your orders in respect of Firm Sale titles. If we are short supplied such a title, however, we may be obliged to cut back customer supplies. If you receive additional copies of a Firm Sale title you did not request, for any reason, we will offer full SOR on those copies.

Any product that is short supplied and the re-supply is made after the recall date will be on a Sale or Return (SOR) basis, including Firm Sale product.

If you request back issues of Partworks, or if we cannot supply your full order of such copies for the original onsale date, we will supply the additional copies within 14 days provided the publisher can make them available to us. In instances where the publisher cannot make them available on request, we will supply the additional copies as quickly as possible.

If for any reason, your sale of a title is temporarily affected – for instance, if roadworks have affected your passing trade – you can make us aware and we will remove the issue involved from your sales history. This means that we won't use the data when we are calculating your future allocations.

If you request the ability to control your own supply levels, we will discuss your needs and a constraint will be applied to your account appropriate to the level of control required. We will periodically review constraints – and in certain cases they may be removed, for instance where a customer is regularly exceeding waste allowances, or regularly selling out titles entirely.



# OUR PLEDGE ON INVOICING

We will make your invoice available to you every Monday morning; it will contain a summary of all charges, accepted claims and credits processed in the seven days leading up to and including the previous Saturday. If for some reason you do not receive a paper copy of the invoice, it is available on [www.i-Menzies.com](http://www.i-Menzies.com).

To ensure that your account is simple and transparent, we will list the supply, credit and pricing details of each issue separately on your Costed Delivery and Credit documentation.

When we supply you with copies of a magazine title, we will invoice it in the week it is delivered to you. If the title is subject to deferred payment, we won't require actual payment until the deferred amount falls due.

If there is any dispute between us regarding invoice queries, we will resolve them on the next possible invoice, delivery note or credit advice note.

Where we discover that there has been an error in our invoicing process, we will correct the error on the next possible invoice or credit note.

If the need arises to action retrospective adjustments to your account for an issue more than four weeks old, we will provide notice and a full explanation at least 14 days in advance.



# OUR PLEDGE ON COMMUNICATION

We will provide you with contact details and hours of operation for our Customer Service Centre, which will handle all of your queries and issues in the first instance. In the event that these details are to change, for instance on bank holidays, we will advise you in advance of the new or temporary arrangements.

We will endeavour to answer your telephone calls at our Customer Service Centre within an average of 35 seconds. You will be offered a unique reference for each call.

Sometimes, you will raise an issue which requires further investigation on our part. We will commit to handling those issues as follows:

## Telephone calls

If we can't resolve your query within your first call, we will pass it to a suitable team within the company for further attention.

We will call you back within 48 hours with a resolution, or an update, to your query.

If your query is classed as 'time sensitive', that call back will come within two hours of your first call to us.

## JARGON BUSTER

### TIME SENSITIVE ISSUES

Examples of 'time sensitive' issues which merit a response within two hours include:

Your entire delivery has not arrived within 15 minutes of the expected time (RDT or SDT).

Your delivery is missing entire bundles of product, or missing copies of multiple different products.

Your delivery is missing essential copies for your Home News Delivery (HND) rounds

You have received deliveries for another business.

Your returns parcels have not been collected for two or more days.



# OUR PLEDGE ON COMMUNICATION

## (CONTINUED)

### Emails

If you email us with a query, we will acknowledge receipt by email within two working days. You can contact us by email on [enquiries@menziesdistribution.com](mailto:enquiries@menziesdistribution.com) or via the Feedback function on [www.i-Menzies.com](http://www.i-Menzies.com)

### Letters

If you write to us with a query, we will acknowledge receipt in writing within five working days.

Whatever means are used to raise your query, in the event that we cannot resolve it at the point of our first response we will pass it to a suitable team within the company for further action and we will contact you within ten working days with a full response.

Whenever you speak to a representative of Menzies Distribution they will be polite, courteous and helpful. If you have a different experience, we will investigate the incident, where you alert us by submitting feedback. Equally, we pledge to our employees that they have the

right to work in an environment that is free from any form of abuse.

Whenever a Newspaper or Magazine title is late, or has not been published, we will advise you, where practicable, in a clear and simple manner.

We will make customer information documents available on [www.i-Menzies.com](http://www.i-Menzies.com) on a weekly basis, which will provide updates on Newspaper and Magazine product – plus industry news, events and sales opportunities.



You will be able to leave a message for us during the hours when your Customer Service Centre is not in operation via the Feedback function on [www.i-Menzies.com](http://www.i-Menzies.com).

We will update your customer details as new information is made available to us. We encourage you to notify us as soon as possible of any changes, to ensure that we can maintain accurate information regarding your account.

You may request at any time, and we will provide, copies of any information about your business which we hold on record.

# OUR PLEDGE ON I-MENZIES

For customers who prefer to manage their account online, we offer a wide range of services at [www.i-Menzies.com](http://www.i-Menzies.com). Registering is easy and you can manage your account any time of day or night.

Our range of services includes:

- A daily agenda dashboard to ensure you've addressed the most important account actions each day
- View and print all of your documentation
- Register delivery claims and financial queries
- View and update your Newspaper and Magazine orders
- Download delivery and pricing information direct to your Electronic Point-of-sale (EPOS) system
- Receive messaging and news updates, with your Customer Headlines published here each week
- Access to online help and coaching
- Updates and information about your daily delivery, including any potential issues that could impact delivery times
- Ability to provide instant feedback and suggestions for continued development of the system, ensuring you have a voice in the future of i-Menzies

i-Menzies is available via traditional desktop and laptop computers, tablets and mobile smartphones.

To register please go to [www.i-Menzies.com](http://www.i-Menzies.com) with your 6-digit customer number and a recent delivery note.

## Your Menzies Account Online



Start using i-Menzies today

[Register Now](#)

## Reasons to Join

The quickest, easiest way to do business with Menzies Distribution.



### Make claims and queries online

Claim directly from your delivery note. Raise queries directly from your credit advice note.



### Manage Your Orders

Update your range and request specific quantities by issue.



### Access all your documents

Your daily documents at your fingertips. Easily search through your older documents.

# OUR PLEDGE TO NEW CUSTOMERS

Menzies Distribution operates a national **Minimum Sales Value (MSV)** for national daily and Sunday newspapers. MSV takes no account of other products, such as magazines or collectables. **We undertake to supply** a new customer **anywhere within our area of coverage**, provided that they meet our MSV and successfully pass any required credit checks.

We will offer all new customers SOR terms, subject to them meeting MSV, and passing any required credit check, for their first 12 weeks of trading. Customers subject to MSV whose net weekly account for newspapers falls below the required level will be subject to a surcharge, equal to the difference.

Our national MSV is currently £235.32 for full Newspaper delivery; however, we may opt to supply below this level in exceptional circumstances – such as those in which a retailer is the sole outlet in a rural community – and in such cases no surcharge will be levied. Where we are not

contracted to supply all newspapers in a particular area the MSV level is amended accordingly.

After six weeks of trading, we will contact each new customer to review their performance, aiming to help them to boost sales with advice on ranging, display and other areas.

In the 13th week of trading, we will review each new customer's sales level and determine the best possible solution for continuing and maintaining the most viable supply option eg. firm sale / **sub-retailing**. If they are exceeding their MSV on a regular basis, we will move them to permanent SOR trading, subject to periodic review.

All our MSV levels will be reviewed on an annual basis.

## JARGON BUSTER

### MINIMUM SALES VALUE (MSV)

MSV is a condition of supply for customers opening new accounts/taking over those already subject to MSV.

We use MSV to ensure all accounts are financially viable. It represents a national minimum level of performance for an account (**currently set at £235.32**). If the net trade value of your newspaper sales exceeds the MSV, it will have no effect.

However, if the net trade value of your newspaper sales falls below MSV, we will apply a charge to your account equal to the difference. e.g. if your sales are £200 (cost) in a given week, we would apply a charge of £35.32.

### SUB-RETAILING

Sub-retailing is a process by which one retailer sells supplies on to another. In such cases, only the supplying retailer has an account with Menzies Distribution.



# OUR PLEDGE ON BUSINESS ARRANGEMENTS

## FINANCIAL MATTERS

Each new customer, who meets the minimum financial criteria, will be required to make a deposit, currently equal to three times our National MSV (for newspapers) and an amount between £350 and £600 (for magazines).

Each customer who is assuming ownership of an existing account, and who meets the minimum financial criteria, will be required to make a deposit equal to twice that account's average weekly invoice value, or three times our National MSV (for newspapers) and an amount between £350 and £600 (for magazines) whichever is the higher. We will retain your deposit for a period of our discretion, which will be at least 11 months of trading. Provided that we are satisfied with your payment history, we will refund your deposit after that period.

We will set a **Carriage Service Charge (CSC)**, calculated on the basis of relevant distribution costs and unique to the performance of your business. We will provide six weeks' notice of any changes to your CSC, or to the method by which it is calculated, before applying them.

We will provide deferred payment on Stickers and Collectable items for a period of one week, so you can stock these profitable items without an adverse impact on your cashflow. If you prefer not to receive deferred terms on these items, we will remove them at your request.

We will apply small administration charges in a fair and transparent manner – and only in those specific situations listed in our terms and conditions or notified in subsequent updates to our customers.

## JARGON BUSTER

### CARRIAGE SERVICE CHARGE (CSC)

CSC is levied to help cover the cost of transporting your supplies to your premises and returning products to our depots. It's unrelated to other aspects of your service.

It's based on the overall costs of distribution and is reviewed annually.

If distribution costs have changed, we will generally amend the charging structure in line with those changes - although we may choose to waive increases in whole or in part.

The charging structure is composed of a basic payment, which is the same for every account, plus a charge which reflects the specific sales levels of your business.

You'll be provided with a breakdown of the charging structure when we write to inform you of changes - although you can also request a copy of the information from us at any other time.



# OUR PLEDGE ON BUSINESS ARRANGEMENTS

## SUB-RETAILING

We will support you in sub-retailing to other businesses, in whatever way we can, if you wish to do so.

We will not normally place any limits on your ability to sub-retail, so long as you do not supply outside our contracted area of operation.

We ask that you make us aware of any sub-retailing you engage in, so that we can support your business accordingly.

## ADDITIONAL SERVICES

We will support your business with a team of experienced and knowledgeable Retail Development Advisors, from whom you can request visits to discuss magazine display, procedural queries, or anything else which is important to your magazine and newspaper business, including in-store racking solutions.

We will offer a Sales Based Replenishment service to all customers whose EPOS supplier can provide us with accurate and consistent EPOS data in an agreed format - which will help to enhance sales by allowing us to react to selling trends as they happen.

# JARGON BUSTER

## SALES-BASED REPLENISHMENT (SBR)

Sales Based Replenishment (SBR) is a process by which we send additional supplies of titles to our customers, if we can see that those titles are selling well for their business.

To qualify for SBR, a customer must:

- Arrange for their EPOS sales data to be delivered to us through their EPOS provider - and the provider must do this in an agreed format.
- Meet certain thresholds for sales: typically, if a customer sells five or more copies of a title, they will be eligible for replenishment.

Please note that we can only replenish product of which we have stock available.





# OUR PLEDGE ON COMPLAINTS

If you wish to raise an issue with us, just follow our simple, three-step process:

## 1 INFORMAL DISCUSSION

If you have a concern about any aspect of the service we provide you, contact us by phone or email and bring it to our attention. In the vast majority of cases, we can resolve our customers' issues at this stage, and aim to do so within 5 days of the issue being brought to our attention.

## 2 SUBMIT A CUSTOMER COMPLAINT FORM

If you aren't satisfied with the outcome of our informal discussions, you believe we have failed to achieve one of our Service Pledge standards and that failure is serious or persistent, you can submit an official complaint using our form (which appears on the page opposite).

You can submit a form by emailing a scan to [servicepledge@menziesdistribution.com](mailto:servicepledge@menziesdistribution.com); posting a copy to 'Service Pledge Complaints' to the address shown on the back cover; or advising your Customer Service Advisor that you wish to make a verbal submission which they will do on your behalf. We will respond to your submission on receipt and resolve the issue within a maximum of 28 days.

## 3 REFER YOUR COMPLAINT TO AN ARBITRATOR

If you still aren't satisfied with the outcome of our complaints process, you can consider referring the issue to an independent arbitrator. To qualify for arbitration, your complaint must be about a subject covered by the industry regulation process, details of which can be found in the Press Distribution Charter (PDC). The Service Pledge does cover some issues which aren't included in the PDC, and these don't fall under the jurisdiction of the arbitrator. The arbitrator will ask for submissions from you and from Menzies Distribution, before reaching a decision within 14 days.

You can also raise your complaint via the Press Distribution Charter. Details of how to do this can be found on [www.pressdistributionforum.com](http://www.pressdistributionforum.com)

# CUSTOMER COMPLAINT FORM



THIS IS YOUR MASTER FORM. USE IT TO MAKE COPIES WHENEVER YOU WANT TO SUBMIT A CLAIM

## YOUR DETAILS

NAME

CUSTOMER NO.

SERVING BRANCH

ADDRESS

TELEPHONE NO.

EMAIL

## DESCRIPTION OF COMPLAINT

If you require more space, please feel free to attach a separate note of description

## WHICH PART OF OUR SERVICE PLEDGE HAS BEEN COMPROMISED?

- |  |                                   |  |  |
|--|-----------------------------------|--|--|
| <input type="checkbox"/> Deliveries (Timeliness) | <input type="checkbox"/> Claims   | <input type="checkbox"/> Invoicing     | <input type="checkbox"/> New Customers         |
| <input type="checkbox"/> Deliveries (Quality)    | <input type="checkbox"/> Returns  | <input type="checkbox"/> Communication | <input type="checkbox"/> Business Arrangements |
| <input type="checkbox"/> Documents               | <input type="checkbox"/> Supplies | <input type="checkbox"/> i-Menzies     |  |

SIGNATURE

PRINT NAME

POSITION (EG. OWNER, MANAGER)

PLEASE COMPLETE AND RETURN THIS FORM TO [SERVICEPLEDGE@MENZIESDISTRIBUTION.COM](mailto:SERVICEPLEDGE@MENZIESDISTRIBUTION.COM)

OR MAIL IT TO SERVICE PLEDGE COMPLAINTS AT THE ADDRESS ON THE BACK PAGE

# NOTES:

We appreciate your loyalty to Menzies Distribution and we are committed to working in partnership with you into the future.

MY CUSTOMER NUMBER:

MY SUPPLYING BRANCH:

MY CUSTOMER SERVICE CENTRE CONTACT NUMBER:

MY I-MENZIES.COM PASSWORD:

GENERAL NOTES:





SERVICE PLEDGE COMPLAINTS, MENZIES DISTRIBUTION, EAST AVENUE, PAISLEY, PA1 2FD