



Working with Menzies Distribution



Menzies
DISTRIBUTION



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Menzies Distribution Ltd is a company registered in England with company number 01430241 and has its registered office at 2 World Business Centre Heathrow, Newall Road, London Heathrow Airport Hounslow, TW6 2SF.

Introduction



By now, you have spoken to a Menzies Distribution advisor and your first delivery is on its way to you.

This handbook is a guide to what happens next; receiving your supplies, managing your display, returning unsold products, checking your invoice, managing your supplies and creating your display.

While this guide does not cover every detail of the workings of our wholesaling business, it will provide a broad understanding of what is involved in stocking Newspapers & Magazines.

Remember, we are only a phone call away and will be pleased to help you with any additional queries you may have.

Your Customer Service Centre number is:

Our Customer Service Centre is open during these hours to assist you with any queries:-

Mondays	06:00 until 17:00
Tuesdays	06:00 until 17:00
Wednesdays	06:00 until 17:00
Thursdays	06:00 until 17:00
Fridays	06:00 until 17:00
Saturdays	06:00 until 12:00
Sundays	06:00 until 12:00

What we do

Menzies Distribution is a marketing, logistics and delivery specialist, serving primary clients in the press, travel and tourism sectors.

In our capacity as a newspaper and magazine wholesaler, we deliver 5 million newspapers and 2.1 million magazines every day; for our travel sector customers we deliver 7.5 million brochures each month.

From humble beginnings John Menzies PLC has evolved into two thriving businesses – Menzies Distribution and Menzies Aviation.

With almost two centuries' experience in the newspaper trade we have the expertise and knowledge our customers demand, as well as the determination to innovate to ensure our business continues to thrive in the future.

Today, we are the UK's only truly national distributor with operations in Scotland, England, Wales, Northern Ireland and through a joint venture with our partners Easons, in the Republic of Ireland as well.

And although the scale of our activity has changed beyond recognition, the fundamentals of time critical logistics have changed very little – we get the right products to the right customers at exactly the right time.

Today our 29,500 retail customers range from independent retailers in towns, cities and the most remote villages to all the major supermarket chains including Tesco, Sainsburys, Asda, Marks and Spencer, Waitrose and Morrisons.

At Menzies Distribution our motto is 'going the extra mile' – something that applies to our staff, our customers, our business and our future.

For more information visit www.MenziesDistribution.com

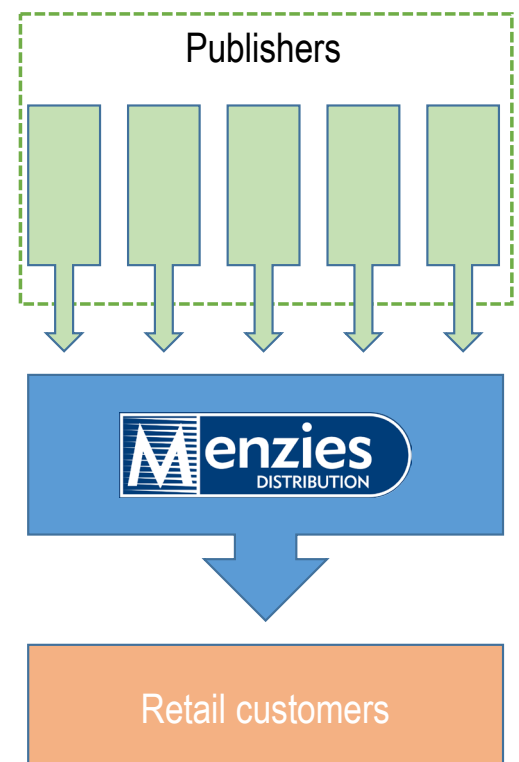
Our role in the Supply Chain

The supply chain begins with the editing, publishing and printing of Newspapers and Magazines.

Newspaper publishers appoint carriers who deliver the finished product to Menzies depots throughout the UK within an agreed time window (usually between 2am and 5am).

Newspapers are combined and packed into each customer order as quickly and accurately as possible. Magazines are generally received throughout the day and night (usually up to 11pm).

The Newspapers and Magazines are then loaded onto our vans to deliver to the relevant stores at the designated time and location. At the delivery point, returns from the previous day's Recall Note are collected.



Receiving your supplies

Making your delivery



Menzies Distribution operates a Track & Trace facility, which means your parcels will be scanned as they leave our warehouse and onto our vehicles, then scanned off the vehicles as they are delivered to your shop.

This process helps us to track the last known locations of our parcels and ensure that the right deliveries are made to the right businesses.

Under normal circumstances your daily delivery will arrive at a regular scheduled time, taking into account the opening time of your store.

It will be made to a mutually agreed place. If your shop is closed at the time of delivery you will need to consider how the parcels can be kept securely. We will be happy to provide advice on this.



What to do when your Delivery arrives

First, check that all of the parcels you have received are labelled clearly with your Customer account number. If you have received another retailer's parcel in error, please notify your Customer Service Centre.

Next, open your newspaper parcels and locate your Delivery Note for the day. If the note is missing, you can find the information on our website, i-Menzies.com or via our Smartphone App.

Customer: [REDACTED]		Delivery Note		Menzies Distribution							
Your Ref: [REDACTED]		TUESDAY, 07 January 2014									
Doc No: [REDACTED]											
Del Qty	Return Info/Qty	Title	Issue	Retail Price	Retail Value	Disc	Net	VAT Rate	VAT	Value (£)	Notes
News & Daily Collection Perio Charges											
11		EXPRESS M-S	07/01/2014	0.55	6.05	13.31p	4.59			4.59	
8		MAIL M-S	07/01/2014	0.60	4.80	13.92p	3.89			3.89	
35		MIRROR ENG M-S	07/01/2014	0.25	19.25	12.78p	14.75			14.75	
33		SHEFFIELD STAR	07/01/2014	0.65	21.45	14.63p	16.82			16.82	
13		STAR ENG	07/01/2014	0.40	5.20	24.17p	3.94			3.94	
34		SUN M-S	07/01/2014	0.40	13.60	9.28p	10.44			10.44	
		News & Daily Collection Perio			70.35					54.06	
Evening papers included in the above will be delivered later today											
Daily Collection Perio Recalls											
		NON LEAGUE PAPER	05/01/2014	1.50	37.50p						SUPPLY 3
All returns above for pick up on WEDNESDAY, 08 January 2014.											
Magazine Charges											
		ANGLING TIMES	07/01/2014	1.85	3.70	25.00p	2.77			2.77	
		BELLA	NO 4	0.80	2.99	25.00p	2.00			2.00	
		CLOSER	11/01/2014	1.50	4.50	25.00p	3.97			3.97	
		DEPT	11/01/2014	1.60	4.80	25.00p	3.71			3.71	
		OK BUMPER PACK	NO 512	2.40	4.80	25.00p	3.73			3.73	
		PARIS (THE SWISS) YORK NEAST	11/01/2014	1.00	2.40	25.00p	1.92			1.92	
		SHEFFIELD GOLDEN YEARS CALEN	2014	5.50	11.00	25.00p	7.15	20.00p	1.50	8.65	

Count your newspaper supplies and compare them to the totals on your Delivery Note. Each parcel will also be labelled with a note of its specific contents, which you can use as an additional check to make certain the correct supply has been delivered.

Once you have checked your newspaper supplies, do the same for any magazine parcels you have received.

If there are any discrepancies between the amounts detailed on your paperwork and those you have actually received, report them as soon as possible by using i-Menzies.com, our Smartphone App, or by calling your Customer Service Centre.

Newspaper discrepancies must be reported within 2 hours of opening your store or receiving your delivery. Magazine discrepancies must be reported by 4pm on the day of delivery.

You will be provided with a Claim Reference Number for any discrepancy you report. Take note of this number in case you need to refer to the claim in future dealings with us.

Any discrepancies you report will be noted on the following day's Delivery Note, for your records.

After your checks are completed, file your Delivery Note in a safe place - you'll need it to check your invoice at the end of the week. You should also keep the barcode labels which came with each parcel - you'll need them for making your returns.

Managing your display



Newspaper titles

If you accept Newspaper supplies from us, you'll receive a new issue of most titles every day, the exception being weekend-only and some local or regional titles.

Once you have received your delivery, checked it, and notified us of any shortages (as detailed on Page 5), it's time to place them on display.

If a title has accompanying supplements, insert them into each copy of the paper before placing them on display - this will create a quick and easy experience for your customer at the point of purchase.

Once the Newspapers are prepared, place them on your display shelving or stand, with the full face of each paper visible wherever possible - this arrangement will give each cover the best chance to make an impact on your customers and prompt impulse sales.

Replenish the display from your stock throughout the day.

At the end of trading, take all remaining copies of today's Newspapers, package and label them securely, then leave them for collection by our drivers.

Magazine titles

Magazine titles have longer periods of sale than Newspapers, are replaced more infrequently and arrive at different times of the week or month.

Once you have received your magazine delivery, again checking it and notifying us of any shortages, it's time to place them on display.

For each title, remove the existing issue from the display, put it aside for return, then insert the latest edition in its place. If the title is new to your display, place it in a location close to other magazines which cover similar subjects - this will increase the chance that your existing customers will pick it up as an additional purchase.

Replenish the display from your stock at key times throughout the day, week or month.

Prepare your Magazine titles for return at a convenient time, checking that there are no additional copies of the issues you removed from your display elsewhere in your shop - such as a stockholding area or tote boxes. Package and label them securely, then leave them for collection by our drivers.

The next section covers return of product in more detail.

Returning unsold products

The majority of Newspapers and Magazines are provided on a Sale or Return (SOR) basis: the copies you don't sell can be returned to us and we'll pass credit for them to your account.

In order to ensure that you receive full and prompt credit for your supplies, it's important to follow our returns procedure, which is outlined below.

Recall notes

Title Name	Issue	Final Price	Qty Sold	Qty Prd	Qty Ret	Stock	Title Name	Issue	Final Price	Qty Sold	Qty Prd	Qty Ret	Stock
ACT OF COURTESY TO LAUNCH	MART 72	2.27	0	0	0		FRIDAY G. GUYTON BEAMA CHOSEN	NO 9	2.10	14	0	0	
ACTRESS	12/21/2014	2.22	0	0	0		FRIDAY G. KELLY BRIDE	NO 422	2.10	0	0	0	
ACT UP AGAIN NY	NO 87	2.10	0	0	0		FRIDAY G. KOCK HANWELL COL.	NO 100	1.96	0	0	0	
ADRIAN MULLER	NO 22	2.10	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 58	1.96	0	0	0	
ADRIAN MULLER	MART 74	2.10	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 124	1.96	0	0	0	
ADRIAN MULLER	MART 75	2.10	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 125	1.96	0	0	0	
ADRIAN MULLER	NO 186	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 126	1.96	0	0	0	
ADRIAN MULLER	NO 187	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 127	1.96	0	0	0	
ADRIAN MULLER	NO 188	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 128	1.96	0	0	0	
ADRIAN MULLER	NO 189	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 129	1.96	0	0	0	
ADRIAN MULLER	NO 190	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 130	1.96	0	0	0	
ADRIAN MULLER	NO 191	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 131	1.96	0	0	0	
ADRIAN MULLER	NO 192	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 132	1.96	0	0	0	
ADRIAN MULLER	NO 193	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 133	1.96	0	0	0	
ADRIAN MULLER	NO 194	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 134	1.96	0	0	0	
ADRIAN MULLER	NO 195	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 135	1.96	0	0	0	
ADRIAN MULLER	NO 196	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 136	1.96	0	0	0	
ADRIAN MULLER	NO 197	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 137	1.96	0	0	0	
ADRIAN MULLER	NO 198	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 138	1.96	0	0	0	
ADRIAN MULLER	NO 199	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 139	1.96	0	0	0	
ADRIAN MULLER	NO 200	2.28	0	0	0		FRIDAY G. KOCK CHAMBERS COL.	NO 140	1.96	0	0	0	

Each week, we will issue you with a number of Recall Notes: documents which list the issues which are reaching the end of their sale period and are due to be returned.

Recall notes will feature details of the Magazine and Periodical titles due for return; Daily Newspaper titles should be returned as a matter of course at the end of each day.

Referring to your recall note as you remove older issues from your shelves and stockroom is an important safety check. If you only return titles of which new editions have arrived, you may miss those with irregular sale periods, or those of which you haven't been allocated new copies.

The recall process

When you are preparing your parcels for return at the end of each day's trading, please follow these simple steps:

Preparing Newspapers

- Take all copies of Daily Newspaper titles from your display and parcel them up.
- Place one of your old barcode labels, which arrived with supplies delivered by Menzies Distribution, on top of each parcel, then tie them securely with string.

Preparing Magazines

- Collect all copies of the Magazine issues which you removed from your display as you placed the new editions there.
- Compare them to your magazine recall note and record the quantities you'll be returning.
- Check your display for copies of any of the remaining issues listed on your recall note, then place them with the other copies you have collected. Record these quantities on your recall note too.
- Place all of the copies you have collected for return inside the empty tote boxes you received on your last magazine delivery, with one of your old barcode labels on top, then seal the tote box.
- If you don't have any totes, parcel the magazines up; place one of your old barcode labels on top of each parcel; then tie them securely with string.
- Make certain to keep your recall note for future reference.



Presenting returns for collection

- Check to ensure that all of your parcels are securely tied and clearly labelled; that Newspapers and Magazines are in completely separate parcels; that your totes of unsolds have clear labels inside and are securely sealed; and that none of your parcels or totes exceed 17kg in weight, which is the industry's recommended safety threshold.
- Place all parcels and totes containing unsolds at the agreed collection point. If you aren't sure of the collection point, contact your Customer Service centre to clarify.
- Over and above totes filled with unsolds, please present empty surplus totes for collection. In order to ensure we have enough totes to pack your products into, it's essential that we keep the maximum number in circulation.
- Our driver will collect all these parcels and totes when visiting your premises during the next distribution cycle.

Voucher returns

Menzies Distribution provides Voucher Returns envelopes to our customers, designed to offer a secure means of returning these high-value items for credit.

VOUCHER RETURNS ENVELOPE		Menzies DISTRIBUTION eM MENS DISTRIBUTION
Please complete the fields below prior to returning your vouchers		<p>To assist us with processing your vouchers accurately and efficiently;</p> <p>Please Do</p> <ul style="list-style-type: none"> • Always complete the information on your return envelope • Always include the voucher recall note • Group same vouchers together in small bags/elastic bands • Place your voucher returns inside a returning Tote Box <p>Please Do Not</p> <ul style="list-style-type: none"> • Use staples to secure vouchers • Return sheets of vouchers - they must be separated into individual vouchers • Return vouchers that have reached the expiry date <p>To view a full list of active vouchers please visit www.i-menzies.com</p>
Customer Number		
Trading Name		
Post Code		
Today's Date		
Total No. of Vouchers Enclosed		
Customer Signature		

A Voucher Returns envelope will be issued to you alongside a Voucher Recall Note, on a Tuesday, provided you have submitted Voucher returns in the previous week.

We recommend that you submit Voucher returns on a weekly basis, to improve your cashflow.

However, if you don't return weekly, please make sure you keep your Voucher Returns envelope and Voucher Recall Note in a safe place. The system is designed to replenish your envelope only once you have submitted the previous copy - so you won't automatically get a new set if the current one is lost or discarded.

The voucher recall process

To prepare your vouchers for return each week, please follow these simple steps:

- Begin the process each Wednesday evening, so that your vouchers are available for collection on Thursday morning.
- Collect all vouchers presented to you in payment throughout the week, storing them in a secure place.
- As you prepare the envelope, count your vouchers and record the quantities of each type on your Voucher Recall Note.
- Complete the fields displayed on the front of your Voucher Returns envelope.

- Place all your vouchers inside and seal the envelope.
- Select one of the totes in which you are returning unsold magazines, then put your completed envelope inside.

By including your vouchers within a sealed tote box, you will help us maintain the most secure route to redemption for these high-value items.

Returning tote boxes

It's easy for totes to be overlooked in your stockholding area, if other items are piled on top of them or if they're being used for temporary storage.

However, in order to ensure we have enough totes to pack your next wave of products into, it's essential that we keep the maximum number in circulation.

For this reason, we ask that over and above totes filled with your normal unsolds, you also present empty surplus totes for collection.

In the event that a tote has been issued to your store, but is not received back in our branch within 3 weeks, **we will apply a charge (currently set at £12) to cover the cost of replacing it.** Should you subsequently return the tote, this charge will be refunded.

Please help us to avoid both tote shortages and the necessity to levy charges by returning all your totes on a regular basis.



Checking your invoice pack

Final Delivery Note (for week)

Produced as necessary within weekly invoice pack, it provides a breakdown of:-

- Charges - details any extra copies of titles / issues delivered on Saturday after receipt of main Saturday delivery note.
- Adjustments – where an adjustment to a previously delivered title / issue (current issue) has been made, a costed charge or credit will appear in this section.
- Reps dockets, claims details & notes may also be included.

Credit Advice Note

Credits

This section will provide you with detail of all unsolds processed up to and including Saturday of the applicable invoice week. Titles will be listed alphabetically within category, ie. newspapers followed by magazines. Separate subtotals for newspapers / daily collection periods and magazines will be present.

Handling Allowance Recharges

- The handling allowance credited at the time of delivery will be recharged where credit for unsolds has been actioned.
- Provides alphabetically listed details of all vouchers processed for the applicable invoice week.
- The notes section provides detail of all messages which may apply to titles / issues detailed on a credit note.

Adjustments

Shows where an invoice query has been made against returns and processed. Please note, where credit was previously refused on a Credit Advice Note and then passed, the title / issue will be flagged with an 'E'.

Vouchers

This section provides you with detail of all messages which can apply to titles / issues detailed on a credit note.

Credit Summary

For convenience, a credit summary provides you with a breakdown, by category, of the credit advice note totals – Retail Value, Net, VAT and Charge.

Delivery Note

Each days delivery note total is carried forward to appear on your invoice. A total charge for your week's deliveries is provided and a total credit value will be noted for unsolds processed up to and including the Saturday.

Magazine Recall Note

Your recall note will consist of:

- A description of the item being recalled.
- It's issue, its RRP and the number of copies returnable.
- A column in which to record the quantity returned, as well as the RRP.
- Rows in which to record any titles that are being returned but do not appear on your recall note.

Each recall note will also indicate when you should make a title available for pickup.

A Customer Invoice Pack is produced weekly with the date and contents of each pack displayed on the front page. The following is a breakdown of the documents contained within your Customer Invoice Pack.

Invoice

Your invoice is split into 6 sections:

Delivery charges

Each days delivery note total is carried forward to appear on your invoice. A total charge for your week's deliveries is provided.

Credit for unsolds

A total credit value will be noted for unsolds processed up to and including the Saturday of the applicable week.

Adjustments

Where necessary, manual adjustments and their values will be present on the invoice. A default message applies to manual adjustments. However, your branch will provide you with 'manual' details and these will be attached to your invoice pack.

Sundries

The sundries section of your invoice will contain charges / credit values relating to the following items, where applicable: Vouchers, MSV, telephone charge refunds, levies and carriage service charge.

Invoice Total

Delivery note, credit note, adjustments and sundry totals will be added to provide an invoice total. The invoice total is carried forward to the invoice summary.

Invoice Summary

The invoice summary will provide:

- A breakdown of retail and net values relating to the details shown on the first page of your invoice.
- A breakdown of the calculation of VAT on carriage service charge, where applicable. VAT on CSC is calculated in direct proportion to the VATable content on delivered issues.
- A breakdown of charge where agreed newspaper minimum entry level (MSV) has not been achieved and a charge levied.
- A detailed breakdown of deferred charge values and due date for magazine and seasonal titles.
- A VAT summary for:-
 - 1) Goods for resale – will include values for Innzone and other items as applicable.
 - 2) Other charges – vouchers, MSV, telephone charge refunds, levies and carriage service charges.

Statement

Your weekly statement will provide the following information:

- Total balance brought forward from the last statement.
- News invoice total for period.
- Total charges for period.
- Total payment received for period.
- Deferred payment terms:-
 - Brought forward from last statement.
 - Deferred charges for period.
 - Deferred charges now due.
 - Deferred balance carried forward to next statement.
- Total due to date
- Details of values and the date of uplift from the bank will be noted at the bottom of the statement where payment is made via direct debit.

Managing your supply levels

Menzies Distribution use Allocation systems to manage your Newspaper, Magazine and Collectable supply levels.

Some questions are commonly asked about the systems by our customers, so we reproduced the most popular ones, below alongside the answers, as a reference tool:

Q What is the Allocation system?

A It's a computer programme which Menzies Distribution uses to work out how supplies of products should be distributed amongst our customers.

Q How does the Allocation system work?

A The system balances three different factors - **sales history**, **Publisher requirements** and **available supply** - to help calculate the best supply for each customer of a given product.

First, each customer's **sales history** of the product is examined and a base allocation figure is created, which aims to match the average level of sales recorded for each account.

Next, any special **Publisher requirements** for the distribution of supply are taken into account. This might, for instance, relate to a special promotion which they are running with certain stores - prompting those stores to be allocated more copies than normal.

Finally, the system incorporates the restrictions of the overall supply into its calculation. If the first two stages have not used all of the available copy, extra supplies will be distributed amongst the customers involved in the allocation; if they have created more demand than can be met with the copy available, the system will carefully trim supplies back until the allocation figure fits the **available supply**.

Q Why is this better than sending out fixed supplies?

A The allocation process allows sales patterns to be tracked and responded to over time. If your business is selling out of a particular title, the allocation system will gradually increase your supply to help grow that sale; if you are regularly sending unsolds back, the system will gradually reduce your supply to minimise wasted copies.

Q Can I change my supply levels?

A Yes. You can submit supply requests via the i-Menzies website, smartphone app, or by calling your Customer Service Centre. We are committed to honouring your requests for two issues, except in the most unusual circumstances where supplies are too limited for us to do so.

Q Why can't I just have as many copies as I want?

A While copies of most titles are offered on a Sale-or-Return (SOR) basis to our customers, unsold copies still cost their Publishers money. For that reason, Publishers are entitled to set supplies which they believe won't create unacceptable and costly amounts of waste - and to challenge supplies to retail customers which they believe are excessive.

Menzies Distribution uses the allocation process to balance **protecting sales for our retail customers** with **protecting our publishing clients from losses** due to wastage.

Q If my business has a large, fixed set of orders - like home delivery copies, for instance - can I protect those supplies?

A Yes. You can contact your Customer Service Centre and request that a constraint is applied within the allocation system.

A constraint acts as an instruction to the system not to allocate normally to a customer, but instead to obey a fixed rule such as **deliver this specific supply**.

Q Can I use constraints in other ways?

A Constraints offer a range of options for controlling your supplies. Contact your Customer Service Centre to discuss the options in more detail.

The screenshot displays the 'Customer Details' page in the Menzies i-Mag system. At the top, there are navigation tabs and a user login area. Below, the customer information for 'LOVE IT' is shown, including issue references and dates. A search bar and filter options are present. The main part of the page is a table with the following columns: Branch, Cust. No., Customer, [Eng. Code], HUB, Grade, NO 437, NO 438, NO 439, NO 440, NO 441, NO 442, Required Supply, Override, Quality Rate, Base, Alloc, Prom, Cess, and Adj. The table lists various newspaper titles and their associated supply figures across different branches and grades.

Promotion & Allocation Advice Note

This will be sent to you on a regular basis providing you with the information you need to make an informed decision about the number of copies you may require for promoted and / or new titles.

It consists of :-

- Concise text to explain the details of the promotion (e.g. Covermounted gift, TV advertising etc)
- Proposed supply figure
- Last 3 issues net sales history for each title
- For new titles and one shots – the market segment information to ensure you display the title in the correct category.

You will receive this a minimum of 48 hours prior to the delivery of the actual titles listed on it (unless there are special circumstances affecting the title).

What should I do if I do not want to receive some or all of the titles / additional copies?

Notify your Customer Service Centre immediately and cancel or reduce the supply figures. Please bear in mind that our Allocation System has been developed to target copy placement more effectively to customers who have the ability to sell more, whilst protecting their base net sale.

'Housekeeping' Your Display

Display Housekeeping Tips

- Stocking a good range means that the titles your customers want to buy are available in store.
- Keeping a tidy, well stocked display can help customers locate what they are looking for quickly and easily, whilst making it easier for you to merchandise the display.
- Having related titles positioned next to each other can lead to multiple and impulse purchase opportunities.
- You should replenish your display at key times during the day, depending on when your busy periods are.
- Remember to replenish your display from the stockroom.
- If you sell out of any titles or supplies are low – let your local Customer Service Centre know!
- If there are no extra copies available they will endeavour to increase your supply for the next issue.
- Keep the titles in your stockroom tidy and by category or in alphabetical order so that titles can be easily found for replenishment or recall.




i-Menzies

Built to adapt seamlessly to desktop, tablet or smartphone, the **i-Menzies platform** brings a host of **features to your mobile devices** for the first time.



The image shows the i-Menzies website header with navigation links: Home, Services, News, About us, Contact us, and a Register button. Below the header is a large banner with the text "Your Menzies Account Online" and a background image of a blue truck. Overlaid on the right is a "Login to i-Menzies" form with fields for customer reference number and password, a "Show password" checkbox, a "Forgotten password?" link, and a "Login" button. Below the banner is a call to action: "Start using i-Menzies today" and a "Register Now" button.



This section highlights four key user experience benefits, each with an icon and a descriptive paragraph:

- Great user experiences**
 Our customers told us that one thing mattered more than anything else: giving them an easy, welcoming experience when they logged into i-Menzies. We've created a site which does what you want, in a way that feels great to use.
- i-Menzies dashboard - your daily routine manager**
 Find all the essential tasks of the day in a single place: the new i-Menzies dashboard. Designed in collaboration with our customers, the dashboard makes managing your account fast, simple and effective.
- News, Messages and Offers**
 Our new system brings you industry news, product offers and messages specific to your business. Receive key information unavailable through any other channel, direct to your i-Menzies account.
- ...plus all the Key Features that matter**
 Standing order maintenance, delivery and credit queries, document retrieval and more are all available - but in a simpler, more user-friendly form than ever before.



Frequently Asked Questions

Q What if my full delivery is late?

A Contact your Customer Service Centre.

Q What if part of my Newspaper delivery is running late?

A This will be notified to you via a Manual Late Notice or through the Distribution Update which is available via the Customer Service Centre telephone network.

Q What should I do if my supplies are incorrect?

A If you are short or over supplied, receive titles not listed on your Delivery Note or receive titles which are not part of your range, contact your local Customer Service Centre. Ensure you obtain a Claim Reference Number.

Q How much time do I have to report Newspaper and / or Magazine supply discrepancies?

A Newspaper discrepancies need to be reported within 2 hours of receiving your delivery or of the store opening, whichever is the later. All Magazine supply discrepancies need to be reported by 4pm on the day of delivery.

Q What is a Claim Reference Number and when should it be used?

A It is the number you receive when you notify your Customer Service Centre of a supply discrepancy. It should be used in the event of any query relating to your claim.

Q What do I need to check the Invoice against?

A The Delivery Notes and the Credit Advice Notes.

Q What happens to titles that are not sold?

A Unsold titles supplied on a Sale or Return (SOR) basis will be credited to your account when returned in accordance with our Returns procedures and deadlines. These titles are then generally put to waste or recycled.

Q What happens if I am late in returning a title for recall?

A Contact your Customer Service Centre to find out if credit will be passed. If in doubt send the copies back. If we can pass credit we will do so.

Q What do I do if a title sells out?

A Contact your local Customer Service Centre. If there are no copies available we will endeavour to obtain copies and increase your standing order for the next issue. Remember we don't know whether you sell out on day 2 or day 28, so keep us informed!

Q What do I do if I am not receiving the correct amount of stock to match my rate of sale causing over or under stocks?

A Contact your local Customer Service Centre to request a TBC report. This will allow you to review the net sales history for the last 5 issues of each title to establish if you need to increase or decrease standing order levels.

Your daily checklist

This simple checklist summarises the procedures for handling your delivery and returns, which we've outlined over the last few pages.

Delivery actions AM

Receive your delivery from Menzies Distribution and bring the products to your workspace.

Check the quantities of your Newspaper supplies against the amounts noted on your Delivery Note and your parcel-specific contents notes.

Report any discrepancies you find to Menzies Distribution. You can make this report by calling your Customer Service Centre, or by using the i-Menzies service on your desktop computer/ smartphone.

It's important to make this report within 2 hours of opening your store or receiving your deliveries, as Newspaper products have a shorter window for claims than other products.

Prepare your Newspaper display, ensuring that each title is visible and that the front-pages can be easily read by customers.

Check the quantities of your Magazine supplies (and collectable or miscellaneous products) **against the amounts noted on your Delivery Note** and your parcel-specific contents notes.

Report any discrepancies you find to Menzies Distribution. You can make this report by calling your Customer Service Centre, or by using the i-Menzies service on your desktop computer/ smartphone.

Please make this report before 4pm on the day of delivery.

Prepare your Magazine display, giving popular titles and categories a full-facing display where you can. Where you replace old issues of a title with new ones, set the older versions aside.

Replenish your Magazine display at key trading times throughout the day.

Return actions PM

Take all copies of Daily Newspaper titles from your display and parcel them up for collection.

Please ensure your parcels have an old barcode label - with your account details clearly visible - on top and are tied securely with string.

Collect all the 'old issues' of Magazines which you set aside while updating your display.

Place these copies in an empty tote box (or boxes).

Check your display for copies of any of the remaining issues listed on your recall note.

Place them in tote boxes alongside the other copies you have collected.

Place an old barcode label inside each tote you have filled with unsolds, then seal them.

Place them in tote boxes alongside the other copies you have collected.

If you don't have any totes, parcel the magazines up, place one of your old barcode labels on top of each parcel, then tie them securely with string.

Perform a final check on your parcels. Are they:

- Securely tied or sealed?
- Clearly labelled?
- Within the recommended weight limit of 17kg?
- Clearly separating Magazine and Newspaper returns?

Place all parcels, empty surplus totes and totes containing unsolds at the agreed collection point.

Glossary

Annuals	Once a year publications
Axon	Menzies semi automated returns system for processing credit or unsolds
Bill Shows	Newspaper “headline” poster displayed outside newsagents
Box-Out	Promotional extras, over and above standing order, supplied on a Sale or Return basis
Claim Reference Number	This is a number that is given to you if you report discrepancies in your delivery. If you have to call again regarding the same problem, quote this number as it will enable your branch to pinpoint which supply discrepancy you are referring to. Enter on your Delivery Note for reference
Collections	Collectable series of stickers, albums & toys
Covermount	An item which is attached to the front cover of a title. This can be a free gift e.g. sweets, shampoo, balloon etc or can be part of a title e.g CD, DVD.
Customer Number	This important 6 digit number is used to identify your outlet / store. You should always quote this when contacting your local Customer Service Centre as it is unique to you
Dailies	Normally newspapers, published daily, Monday – Saturday
Extras	Request for additional supplies over and above standing order
Firm Sale	This means the title is non-returnable and credit will not be passed
Grade	For Multiples with a specific range applying to their size of display
H/A	Handling Allowance, payment made relating to the handling of a newspaper supplement or insert
HS	Menzies semi-automated packing system for periodicals and magazines
I-Mag	Menzies Magazine allocation system providing a structured approach to selling more copies, whilst protecting customer historical base net sales
Late Running	Secondary newspaper distribution of titles received after recognised cut-off
Levies	Charges made for items which are not for re-sale e.g. carriage, racking etc
Live News	Daily Newspapers received on the day of sale for immediate distribution
Multiple	A national chain of stores / outlets
MSV	Minimum Sales Value applicable to new outlets only. This is the minimum amount of newspapers you must purchase each week as a new retailer. These are supplied on a Sale or Return basis, however, where sales fall below the level a surcharge of the difference is applied

Net Sales	Supply less copies returned
NFRN	National Federation of Retail Newsagents
One Shots/ Specials	Undated publications, generally appearing only once
Partworks	Publications generally built up into a series of volumes with binders
Periodicals	Weekly or Fortnightly publications
Planogram	A plan of the magazine fixture, outlining where each title or category of titles should be positioned in order to maximise sales
RDT	Required Delivery Time as agreed between the Wholesaler and Retailer
SDT	Scheduled Delivery Time placed in accordance with the store opening time where an RDT cannot be agreed
SOR (Sale or Return)	Unsold copies (returns) of titles supplied on a Sale or Return (SOR) basis will be credited to your account when returned in accordance with our recall procedures
Standing Orders	The number of copies on file for each title / issue to be delivered
Sundays	Normally newspapers, published on a Sunday
Supplement	A separate section / magazine which is additional to the main body of the publication and generally needs to be inserted
Supply	Quantity of ordered titles
Time Sensitive	Titles to be packed at the branch immediately on receipt
Title Barcode	Identifies a title by issue for goods receiving, point of sale and returns processing
To Follow	When additional copies of a particular title will follow in the next available delivery to provide the required supply level
Totes	Plastic boxes used to deliver magazine product and return any unsold magazines for credit
Turns / Quires	The number of copies in a bale / bundle
URN	Unique Reference Number
Vouchers	Money-off Coupons

