

BIC PHYSICAL SUPPLY CHAIN COMMITTEE MEETING – Minutes

Location: CILIP Building, 7 Ridgmount Street, London WC1E 7AE

Date and time: Thursday 16th November 2017, 2pm

Chaired by: Fraser Tanner

Minutes taken by: Sophia Sophocleous

Present

Paul Almeroth, Woodland Media
 Matt Griffin, Hachette (Co-Chair)
 Gareth Hardy, Blackwell's
 Adam Hewson, RHS (Guest)
 Matthew Hogg, Macmillan Distribution
 Stephen Long, Nielsen
 Karina Luke, BIC
 Andrew MacBeth, Waterstones (AM)
 Sophia Sophocleous, BIC
 Caroline Summers, Emerald Publishing
 Fraser Tanner, Batch (Co-Chair)

Apologies

Alaina-Marie Bassett, BIC (AMB)
 Amelia Douglas, Clays
 Russell Evans, Simon & Schuster
 John Garrould, Bertrams
 Sue Kelly, Publiship
 Mike Levaggi, HarperCollins Publishers Ltd
 Simon Pallant, Gardners
 Peter Skone, Penguin Random House

1. Welcome and apologies

The Group were welcomed to the meeting by FT and the apologies were delivered. FT welcomed Caroline Summers of Emerald Publishing to the membership of the Committee and Adam Hewson of the Royal Horticultural Society (RHS) Bookshop as a guest.

2. Competition Law – Conduct Reminder

The Group were reminded about BIC's Competition Law Policy – for more information regarding this policy, click here: <http://www.bic.org.uk/149/BIC-Competition-Law-Policy/>

3. Review minutes and follow up on actions from the last meeting

- *BIC Realtime*

KL informed the Group that *BIC Realtime* Plugfest has been scheduled for January 2018, though there has been difficulty in securing a venue which has the necessary technical capabilities. SL offered to help find a suitable venue. KL noted that BIC will consider running a BIC Breakfast on *BIC Realtime* in 2018.

➤ **ACTION:** KL to provide SL with the room requirements for the *BIC Realtime* Plugfest in order for SL to look for a suitable venue.

Post-meeting update: It has been necessary to reschedule the BIC Realtime Plugfest due to the absence of a sponsor or a suitable venue (with the required technical capabilities) for the event. The Plugfest will be rescheduled to a date in March 2018.

- New legal requirements for the physical supply chain

KL informed the Group that the General Data Protection Regulation (GDPR), which will come into effect in May 2018, had been a topic at BIC's New Trends in Publishing Seminar which took place on 5th September 2017.

- Educating / raising awareness about the difference between Print on Demand (POD) and Digital Short Run (DSR)

KL stated that there had been some confusion regarding this agenda item, and following a discussion with Gabrielle Wallington (GW), Chair of the BIC Price & Availability Task & Finish Working Group (T&FWG), they had agreed to remove this from forthcoming agendas.

4. Watching brief on paperless invoice issues

FT informed the Group that he has met with Foyles representatives since they raised this issue at the meeting of this Group on 16th February 2017. FT noted that they still have issues, such as matching what is in a delivery package and what is on the invoice. AH agreed that many independent bookshops are facing issues with paperless invoices and stated that a delivery note does not provide sufficient information (e.g. discount information, invoice number etc). SL stated that there are different types of delivery notes and GH noted that the gaps and differences are an issue. PA noted that paperless invoices can also cause delays on international exports (e.g. if there is no paper invoice to declare customs information). MG stated that although a delivery number and an invoice number cannot be merged (the two must remain separate), it is necessary to bridge the gap between the two/include both.

The Group discussed setting best practice for invoices but agreed this may not be helpful as organisations have different approaches. The same was agreed for including the issue in BIC accreditation schemes. KL and FT agreed that this should be discussed by the BIC Technical Implementation Clinic (TIC).

- **ACTION:** AMB to add discussion of paperless invoice issues to the agenda of the next meeting of the BIC Technical Implementation Clinic on 11th January 2018.
- **ACTION:** SS to invite AH to the next meeting of the BIC Technical Implementation Clinic.

5. Update on BIC Task & Finish Working Groups (T&FWGs)

- BIC Industry Returns Initiative (IRI) Review T&FWG
KL reported that the BIC IRI T&FWG last met on 24th August 2017. KL noted that the T&FWG is dealing with many issues the main one being a refresh of the IRI Rule Book, in order to make it clearer and easier to understand. This revised rule book will hopefully be signed off by this T&FWG in early 2018. KL noted that the BIC Physical Supply Chain Committee had been concerned that the BIC IRI T&FWG were focussing too much on reinvention of the whole standard, rather than a revision. KL reported that the T&FWG is now keeping to the Project Brief.

- Weights and Dimensions

KL noted that she had circulated the latest findings from weights and dimensions analyses to this Committee and noted that the results reveal a large amount of issues and discrepancies. SL offered to investigate the numbers further with Nielsen and liaise with Simon Edwards (SE), BIC Consultant, regarding weights and dimensions issues.

- **ACTION:** SS to invite SL to the next conference call discussing weights and dimensions.

KL noted that she has failed to notice a particular area where errors are more abundant (e.g. hardbacks, paperbacks). MH suggested that there are potentially 3 sources of data, which could be causes: old CubiScan data, new CubiScan data, and data taken from manual measurements. MH noted that efficiency is dependent on consistency. AM noted that tolerances help with certain issues. The Group discussed next steps. KL suggested that best practice guidelines should be created based on the findings, and findings can be used as case studies. The Group agreed that best practice guidelines would be beneficial and the project would not be long term. KL added that weights and dimensions will also be covered by the BIC Metadata Map Project.

6. Update on the BIC SCEA Accreditation Scheme Review T&FWG

- Standards for printers (there are not any BIC standards for printers currently)

KL speculated whether an award for printers is necessary and if so what the Committee would be looking for. The Group agreed on creating a non-prescriptive form to begin with. KL informed the Group that the T&FWG has discussed modularising the questionnaire. It was suggested that BIC should provide a feedback loop to all organisations applying for accreditation highlighting areas for improvement. It was suggested this be done face to face, however KL reminded the Group of the huge impact this would have on BIC's limited time, resources and budget.

- Security and privacy – are organisations sending insecure EDI / e-trading message formats? (Related to the SCEA questionnaire, Section C)

The Group agreed that questions relating to security and privacy should not be included in the SCEA questionnaire as answers to these types of questions may in themselves contravene security best practices for the applying organisations.

7. Goods in standards – BIC Bite for Serial Shipment Container Code (SSCC) required?

As discussed at the last meeting of this Committee, the Group agreed that issues relating to Serial Shipment Container Code (SSCC) are definitely out of scope for BIC due to the potential for commercial implications, and are instead, the responsibility of each organisation. It was agreed that a BIC Bite is therefore not required and the item should be removed from the agenda going forwards.

- **ACTION:** AMB to remove 'goods-in standards' from the agenda of the BIC Physical Supply Chain Committee going forwards.

8. New Legal requirements for the physical supply chain

MH noted that as a result of the GDPR coming into effect in May 2018, there will be stronger data retention policy, relating to what data an organisation is holding and for what purpose.

9. A.O.B

SL noted that the Committee requires new representatives. CS stated that BIC's work is important and raising awareness is crucial. AH agreed that many organisations in the book industry are still unaware of BIC. SL suggested that BIC organise regional events to promote their work and noted that Nielsen could work in collaboration with BIC. CS also suggested BIC could attend regional events, which would be more cost effective.

- **ACTION:** KL to consider running a regional event collaboratively with Nielsen, as suggested by SL.
- **ACTION:** KL to consider BIC staff attending regional events, in order to raise awareness of BIC regionally.

10. Next meeting of this Group

Thursday 8th March 2018.

KL invited the Group to provide ideas for potential guest speakers at the next meeting of this Group.

- **ACTION:** ALL to provide KL with any suggestions for guest speakers ahead of the next meeting of this Group.