

BIC PHYSICAL SUPPLY CHAIN COMMITTEE MEETING – Minutes**Location:** CILIP Building, 7 Ridgmount Street, London WC1E 7AE**Date and time:** Thursday 29th June 2017, 2pm**Minutes taken by:** Sophia Sophocleous

Present

Vivienne Clay, HarperCollins
Vicky Ellis, Clays (delegate)
John Garrould, Bertrams
Matt Griffin, Hachette
Sue Kelly, Publiship
Karina Luke, BIC (Acting Chair)
Gina Lyons, Clays
Andrew MacBeth, Waterstones (AM)
Simon Parker, Batch
Sophia Sophocleous, BIC
Fraser Tanner, Batch
Chris Wood, HarperCollins

Apologies

Paul Almeroth, Woodland Media
Alaina-Marie Bassett, BIC (AMB)
Amelia Douglas, Clays
Russell Evans, Simon & Schuster
Gareth Hardy, Blackwell's
Matthew Hogg, Macmillan Distribution
Mike Levaggi, HarperCollins Publishers Ltd
Stephen Long, Nielsen
Simon Pallant, Gardners
Peter Skone, Penguin Random House

Now resigned from the Group

Alison Lewis, Ingram Content Group
Kate McFarlan, Clays

1. Welcome and apologies

The Group were welcomed to the meeting by KL and the apologies were delivered. KL noted that she will be acting as Chair until a volunteer comes forward.

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. Choosing a new Chair for this Committee

KL noted that there had been no nominations or volunteers for the role of Chair. FT noted that the issue (for him at least) is being able to dedicate enough time to the role. He suggested an alternate format of co-Chairs. The Group agreed that this would be a good idea. FT and MG volunteered to co-Chair.

➤ **ACTION:** FT and MG to co-Chair this Group going forwards taking it in turns.

4. Presentation on the BIC *Realtime* Implementation Guide

KL noted that the link to apply to receive a copy of the BIC *Realtime* Implementation Guide is available via the BIC website, on the following page: <http://www.bic.org.uk/152/BIC-Realtime/>

JG presented the Group with an overview of the Implementation Guide, noting that it is

aimed at two audiences: business executives and developers. JG projected the Guide and talked through it with the Group.

AM asked how *BIC Realtime* differs from what Batch provides. SP stated that Batch's turnaround in relation to returns can be between 45 minutes to 1 hour whereas *BIC Realtime* takes just seconds.

CW asked whether *BIC Realtime* could be used via a broker / aggregator. JG noted that it can be used both ways. JG informed AM that Waterstones would need to discuss implementation with their suppliers.

JG noted that *BIC Realtime* is international as it is based on EDItX. He encouraged the Group to email him should they have any further questions relating to *BIC Realtime*.

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

The Group speculated whether there had been any follow up from Foyles regarding the issues raised at the last meeting. SP noted that Batch had taken up the issue of paperless invoices as raised by Foyles and had received positive feedback from them. FT suggested adding this topic as a watching brief agenda item for this Group and the Group agreed. KL noted that issues raised by Foyles concerning events stock are being looked at by the BIC IRI Task & Finish Working Group (T&FWG)

- **ACTION:** AMB to add issues regarding paperless invoices as a Watching Brief to forthcoming agendas of this Group.

Regarding item 6 on the last set of minutes, it was noted that HarperCollins do still use CubiScan, contrary to what has been noted from the last meeting of the Group. SS agreed to amend the minutes to reflect this.

- **ACTION:** SS to amend the minutes from the last meeting of this Group regarding HarperCollins' use of CubiScan.

JG noted that EDItX vs UBL is contentious and something to be aware of, but not necessarily compared as there is a need for both. KL noted that this should be a conversation to be had by this Committee, not only the *BIC Realtime* Task & Finish Working Group.

KL noted that the BIC Breakfast on *Realtime* was a success and asked the Group if they thought there was any merit in hosting another similar event. AM stated that Waterstones representatives would be interested in attending another *BIC Realtime* event. JG suggested inviting those who have downloaded the Implementation Guide from the BIC website as well and also suggested running a Plugfest.

- **ACTION:** KL to consider running another BIC Breakfast and/or a Plugfest on the topic of *BIC Realtime*.

6. How does the book industry adopt new standards / best practices?

- **Gaining feedback on the adoption process and the time involved.**

KL noted that BIC generally, is looking to follow up with stakeholders after the publication of new BIC standards and best practices, in order to monitor uptake/adoption and to address any potential issues/queries. KL noted that BIC are also looking to include reference new standards in BIC accreditation schemes (i.e. the Supply Chain Excellence Award (SCEA) Accreditation Scheme), hoping that this will raise awareness for them.

AM noted that there is also a responsibility for retailers to encourage suppliers etc. to follow BIC guidelines and best practice (e.g. concerning the Industry Returns Initiative), and for suppliers to encourage publishers and retailers similarly, (e.g. concerning BIC *Realtime*). JG highlighted the need to be conscious of organisations' budgeting cycle and added that accreditation is a powerful way of promoting new standards and best practice. JG suggested publicising any new questions for the SCEA and KL agreed.

- **ACTION:** AMB to add 'publicising new questions in the SCEA Application Form' to the agenda of the next meeting of the BIC SCEA Review T&FWG.

7. Update on Weights and Dimensions

KL noted that Simon Edwards' (BIC Consultant) (SE) analysis of the weights and dimensions sample data (using data provided Waterstones, MDL and TBS) revealed an exact match of less than 11%. KL agreed to share these findings with the Group, noting that a follow up call to further refine the results with SE, AM and MH has been scheduled for the end of July 2017. She noted that the Group should bear in mind that only one retailer had been focused on in this trial. KL noted that it may be decided whether a Task & Finish Working Group is necessary following the call at the end of July 2017, or a decision may be reached that a deeper dive into the data needs to be done first.

- **ACTION:** KL to share the information collated by KL, SE, AM and MH regarding weights and dimensions with the Group.

8. New legal requirements for the physical supply chain

JG raised the issue of the General Data Protection Regulation (GDPR) that will be made law in May 2018 and speculated what would be affected. FT stated that the GDPR will affect data sharing, data processing and JG added that it will also affect BIC, for example BIC's mailing list. The Group agreed that BIC should spread awareness of the GDPR. FT suggested taking the topic to the BIC Operational Board. JG suggested that this should be a topic at the BIC New Trends in Publishing Seminar on 5th September 2017.

- **ACTION:** AMB to add GDPR to the agenda of the next meeting of the BIC Operational Board.
- **ACTION:** KL to consider adding GDPR as a topic to the BIC New Trends in Publishing Seminar.

Post meeting update from KL: this topic is now on the BIC New Trends in Publishing seminar programme.

9. Educating / raising awareness about EDI ordering within smaller organisations

- **How are publishers and distributors promoting EDI services to their customers?**

KL noted that a general issue of knowledge, expertise and training in this area (EDI) for libraries had been raised by the BIC Libraries Committee, and speculated whether there is a requirement for any focussed training on this topic in the trade. JG noted that workflows are fairly more consistent in the trade sector than they are in the library sector. It was agreed no specific need for EDI training was evident in the trade sector.

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

There was some confusion as to where this agenda item had come from and what it was trying to address, since the differences between these two areas are generally well known. KL noted that she will ask the BIC Price & Availability T&FWG for more information regarding this issue, since it came from that group.

➤ **ACTION:** KL to liaise with the Price and Availability T&FWG regarding this agenda item.

11. Industry Returns Initiative (IRI)

- Managing retros (retro credit notes) – agreeing a date for which retros should be excluded from IRI

The Group unanimously agreed that this issue is 100% commercial and BIC should therefore not be involved: no specific date should be referenced in the IRI guidelines. The guidelines already clearly state that retros should be excluded.

The Group strongly agreed that the purpose of this IRI project is to clarify the guidelines – not to rewrite them, nor to re-write the rules.

➤ **ACTION:** KL to feed the Group’s decision on this agenda item to the IRI T&FWG.

- Governance of Industry Returns Initiative (IRI)

KL speculated whether, as BIC *Realtime* falls within the governance of the BIC Technical Implementation Clinic, IRI should fall within the governance of this Group. The Group agreed.

❖ **DECISION:** The Group agreed that the BIC Physical Supply Chain Committee should be the governance group for IRI.

12. Serial Shipment Container Code (SSCC)

KL read out information Peter Morley (PM) of Ingenta had sent regarding Amazon’s use of SSCC and possible solutions. The Group discussed this, agreeing that the topic is too commercially sensitive for BIC to be involved with. KL agreed to let PM know the decision from this Group. KL speculated whether a general goods-in standard should be explored. The Group discussed the pros and cons of this but essentially ran out of time, agreeing to add it to the agenda for the next meeting.

➤ **ACTION:** KL to get back to Peter Morley regarding Amazon’s use of Serial Shipment Container Codes (SSCC), explaining that the topic is commercially sensitive and as such BIC cannot get involved.

➤ **ACTION:** AMB to add “Goods-in Standards” to the agenda for the next meeting of this

Group.

13. Issues affecting shippers and freight forwarders

SK noted that Brexit will affect shippers and freight forwarders but that any more information on this will not be available until the end of the year.

14. A.O.B.

The Group approved the application of Caroline Summers (CS) of Emerald Publishing to join the membership of this Group.

KL informed the Group that BIC had attended a meeting with the Publishers Green Network (PGN) and had discussed the possibility of a collaborative event in October / November 2017. KL noted that she would like to draw this Group's attention to support and publicise a future event, and stated that any suggestions on topics would be appreciated.

- **ACTION:** ALL to provide KL with any ideas regarding potential topics for a BIC/PGN event.

15. Date of next meeting

Thursday 16th November 2017.