

BIC INDUSTRY RETURNS INITIATIVE (IRI) REVIEW TASK & FINISH WORKING GROUP (T&FWG) MEETING – Minutes

Location: GoToMeeting / Conference Call

Date and time: Monday 11th June 2018, 10am

Minutes taken by: Alaina-Marie Bassett

Present

Alaina-Marie Bassett, BIC (AMB)
 Simon Edwards, Consultant (Deputy)
 Luisa Keep, Macmillan Distribution
 Jonathan King, Batch
 Simon Parker, Batch
 Karina Urquhart, BIC

Doug Culham, Penguin Random House
 Katherine Fry, Blackwell's
 Matt Griffin, Hachette
 Gareth Hardy, Blackwell's
 Andrew MacBeth, Waterstones (AM)
 Adam Miles, Pearson
 Alex Milne-White, Hungerford Bookshop (AMW)
 Peter Morley, Ingenta (Chair)
 Sophia Sophocleous, BIC
 Fraser Tanner, Batch

Apologies

Vincent Bull, Waterstones

1. Welcome and apologies

SE, as acting Chair, welcomed the Group to the meeting and the apologies were delivered.

2. Competition Law – Conduct Reminder

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

3. Deadline for project completion: June 2018 (as per item 7.2.8 of BIC's 2018 Strategy Implementation Plan)

KU reminded the Group that the deadline for completion of the IRI Review project is the end of June 2018, with a view to all promotional activity taking place by late December 2018.

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

The minutes from the previous meeting were approved. The actions were discussed as follows:

- Hachette's IRI process

- **ACTION CARRIED OVER:** MG to review this Group's documentation to ensure that it covers all IRI aspects from a publisher-distributor's point of view / Hachette's workflow and processes. MG to send any amendments / additions to PM, SE and KU, ASAP.

Post-Meeting Update: MG's feedback was incorporated into the final versions of each IRI document on Thursday 21st June 2018.

- IRI Benefits document

- **ACTION:** SE to write the IRI benefits document ASAP, adding it to Google Docs for this Group's review. SE should email the Group to let them know when this has been done.
- **ACTION:** ALL to review and sign off on the benefits document by Friday 15th June 2018.

- Revision of the OP Best Practice Guidelines document, where it relates to IRI
SE confirmed that the OP Best Practice Guidelines have been updated to make the information contained in the document more digestible. BIC will decide whether to pursue a project on this topic as part of the BIC Strategy Plan for 2019. This topic will be raised at the forthcoming BIC Physical Supply Chain Map workshop on Wednesday 18th July 2018: <http://www.bic.org.uk/159/BIC-Workshops/>
- IRI promotion
 - **ACTION:** AMB to add the promotion of IRI (deadline: December 2018) to the agenda of the BIC Training, Events & Communications Committee.
 - **ACTION:** AMB to produce a marketing plan for IRI promotion in due course.
 - **ACTION:** KU to liaise with VB and LK regarding IRI case studies ASAP.
 - **ACTION:** KU to liaise with the IPG and The Booksellers Association (BA) regarding the promotion of IRI to their members.

5. Review of the amended IRI documents, which were updated by the IRI Review Sub-Group on Monday 4th June 2018

- The revised IRI Rule Book
The Group signed off on this document during the meeting.
- IRI Workflow for Publishers & Distributors
 - **ACTION:** SE to add the outstanding links to this document, ASAP.
- An Introduction to IRI for Booksellers, Distributors & Publishers
 - **ACTION:** SE to re-format this document, numbering each of the sections, ASAP.
- EDI Implementation Guidelines
SE noted that the BIC Technical Implementation Clinic (TIC) is in the process of amending EDI Returns documents: R3, R4 and R5. This item is not strictly of relevance to this Group.
- Industry Returns Initiative process specifications
 - **ACTION:** When branding the documents, AMB to produce 2 process specification documents – one including the changes to the document (highlighted in red) and the other, a fully amended version.
 - **ACTION:** SE to add all the amended documents, listed above, to Google Docs for review by Wednesday 13th June 2018. SE to email the Group to inform them when this has been done.
 - **ACTION:** ALL to provide any feedback they may have on the documents listed above to PM, SE and KU by Friday 15th June 2018.

6. Exceptions to the IRI Rule Book

SP suggested that this Group should specify in the IRI documentation that organisations which implement exceptions to the IRI rules on a bilateral basis with full trading partner agreement,

will not be penalised for this practice by any of BIC's accreditation schemes. KU noted that this information should be included on the BIC landing webpage for IRI as well as in the OP section of the IRI Rule Book and Introduction to IRI for Booksellers, Distributors & Publishers documents.

- **ACTION:** SE to ensure that this is reflected in all relevant documents, plus the landing page for IRI on the BIC website.

7. Recommendations for future BIC work relating to IRI

Besides the revision of the OP Best Practice Guidelines document (see item 4, above), the Group did not have any other recommendations to put forward.

8. BIC Breakfast for IRI, Thursday 27th September 2018

AMB reported that VB and AMW have now agreed to speak at this event. The Group suggested that the event should cover the benefits of IRI for publishers; provide information about the third message and how it should be used to facilitate returns; explain the 3-15 month returns window; and provide an overview of what we have learnt from the BIC IRI Review T&FWG project. The Group agreed that obtaining a case study from a publisher would be advantageous. KU suggested that the title of the event should be along the lines of: "Think You Know about Book Industry Returns? Think Again."

- **ACTION:** AMB to approach a publisher-distributor and Batch about speaking at this event.

9. BIC Training, Events & Communications (TEC) Committee

- BIC Bite

- **ACTION:** SE to write the first draft of this BIC Bite by Tuesday 31st July 2018.
- **ACTION:** AMB to ensure that copies of the final BIC Bite and the IRI Benefits document are disseminated at the BIC Breakfast in September 2018.
- **ACTION:** AMB to ensure that copies of the final BIC Bite are provided to The BA for dissemination at its conference on Sunday 9th and Monday 10th September 2018.

- IRI toolkit

It was suggested that a toolkit could be produced after the BIC Breakfast, detailing how to get started with IRI. Alternatively, this information could be included in the BIC Bite.

- Promotional activities

- **ACTION:** KU to liaise with The BA, IPG and The PA ASAP regarding the possibility of their promoting BIC IRI documents to their respective members and/or disseminating copies of the IRI BIC Bite at their forthcoming conferences.

- Email campaigns

Information about the publication of the IRI documentation will be included in BIC's monthly *What's Happening?* e-newsletter.

- Case Studies
The Group agreed obtaining a bookseller / retailer case study would be of use.

10. A.O.B.

- IRI test scripts
 - **ACTION:** PM and SE to liaise regarding the completion of the IRI test script, with a view to the final version being published on the BIC website ASAP.
- BIC IRI training
It was agreed that a BIC IRI training course was not required.
 - **ACTION:** SE to incorporate a paragraph about IRI training in all relevant IRI documents by Wednesday 13th June 2018. This should include information regarding Batch's guidance for publishers, the documents available to distributors and the testing of IRI feeds.
- IRI Frequently Asked Questions (FAQ) document
JK reported that Batch has an FAQ page on its website: <https://www.batch.co.uk/returns/>.
 - **ACTION:** SE to write the BIC IRI FAQ document by Wednesday 13th June 2018.
 - **ACTION:** ALL to provide feedback on this document to SE and KU by Friday 15th June 2018.

11. Date of next meeting

It was agreed that another meeting of this Group is not necessary; the launch and promotion of IRI will now be managed by the BIC TEC Committee. KU thanked the members of this Group for their participation on, and dedication to, this project.

- **ACTION:** AMB to add the review cycle of IRI to the agenda for the next meeting of the BIC Physical Supply Chain Committee.