

Industry jargon

Allocation – retailers' allocated newspaper and magazine supply.

Box-in – a reduced supply of newspapers.

Box-out – an increased supply of newspapers.

Cage – trolley used in the houses to load vehicles with deliveries.

Claims – reported copy shortages by a retail customer.

Collectables – a variety of merchandise, which includes partworks, stickers and sticker albums.

Content notes – delivery details sent to our retail customers.

Contractor – a person who is contracted to work for Smiths News.

Credits – refunds given by Smiths News to retail customers.

Customer alterations – amendments made by retailers to supplies either using www.connect2u.co.uk or by telephone or fax.

Connect2U – our website which allows retailers to manage their orders online.

Daily newspaper – a newspaper produced from Monday-Saturday.

Delivery Service Charge (DSC) – the cost to have newspapers and magazines delivered to a retailer.

Daily Priced Delivery Note (DPDN) – providing information for retailers on deliveries.

Development/Territory Manager (DTM) – a Smiths News representative who can help retailers grow their businesses.

Due book – records kept by houses of titles on order for retail customers.

Early returns – a facility to return product that is not selling or required to the wholesaler before the official recall date.

Exceeds supply – returns volume that exceeds original invoice supply.

Firm sale – copies that cannot be returned to the wholesaler for credit.

Full facing – a magazine displayed so the full cover is on view.

Half facing – a magazine displayed behind others so the top half of the cover is on view.

Home News Delivery (HND) – where newspapers and magazines are delivered directly to consumers' homes.

House – warehouse, the alternative name for a distribution centre.

Minimum Entry Level (MEL) – a minimum amount that retailers must pay on their news bills to secure supplies. No longer applies to Smiths News customers.

Magazine Sales Centre (MSC) – responsible for allocating copies of magazines to all our retail customers.

Newspaper Sales Centre(NSC) – responsible for allocating copies of newspapers and regional press publications to all our retail customers.

Smiths News National Accounting Centre (NAC) – manages retailer invoices.

Net Sale – calculation of copies supplied taking away copies returned.

Net Sales Volume (NSV) – quantity of copies sold.

National Federation of Retail Newsagents (NFRN) – trade association for independent retailers.

Not published – where a title is not published for an issue.

One-shot or Special – one-off publication e.g. World Cup, Royal Wedding.

Overpack – more copy than advised on the Delivery Note (DPDN).

Overstock – copies left in the house after the initial packing has been made.

Packing bench – moveable benches used for packing newspapers in the house.

Partworks – publications produced in parts or issues to form a set or collection e.g. James Bond cars.

Periodicals – weekly and fortnightly magazines.

Planogram – a plan that guides you where to put magazines on a display.

Point of Sale (PoS) – flyers and posters that advertise magazines.

Query Management – a computer based system used by our customer service teams. The system captures queries and escalates them to senior managers if they are not resolved within a certain timeframe.

Rascal – our returns checking solution.

Required Delivery Time (RDT) – for supplies.

Recall note – a document informing the customer of the titles to be returned for credit.

Re-run – when a late-arriving newspaper title into the house is sent out on a second delivery run to customers.

Retail Sales Value (RSV) – the value of total copies sold.

Returned too late – titles which are returned past their recall date and therefore not eligible for credit.

Run/Round – delivery route.

Salespoint – a document sent to retailers daily which confirms order alterations and advises of amendments. It also includes information about new launches and promotions.

SAP - the computer system used which supports the daily distribution process.

Scanning – the use of barcode readers to record information.

Scan gun – reader device used by drivers to record to deliveries.

Shop-save – keeping magazines or newspapers behind the counter for customers.

Shrink – lost newspapers or magazines not accounted for through sales, returns or stockholding. The common causes of shrink include theft and disposal. Shrink does not include late return outside of the sale or return period – this is known as waste.

Sale or return (SOR) – if the product is not sold it can be returned for credit.

Stock cage – secured storage area located within houses.

Supplement – publication sent in addition to either a newspaper or magazine.

Text messaging – free service for registered retailers providing timely, accurate delivery and title information by round.

Tote – re-useable plastic box used to deliver magazines at some Smiths News houses, (not Blackpool and Carmarthen).

Turns – newspaper batch quantities supplies by the publisher.

TWI – machinery used to pick and pack magazines.

Unsold – unsold items returned to wholesalers by retailer customers.

Vouchers – a discount voucher that consumers can use against the purchase price of a newspaper or magazine.

Waste – product for which a sale or credit cannot be made.

Weekly summary Invoice (WSI) – a summary of the previous weeks deliveries. Sent out with supplies every Tuesday.