

A high-angle photograph of two business professionals shaking hands over a desk. The desk is cluttered with office supplies: a blue mug, a laptop, a blue folder with the 'intergo GROUP' logo, and a document with a bar chart. The lighting is soft and professional.

2026

BILLING DIRECTORY

CODES, CHARGES & DESCRIPTIONS

A BREAK DOWN OF CHARGES FROM THE INTERGO GROUP

BILLING DIRECTORY

DISTRIBUTION & FULFILMENT

DISTRIBUTION & FULFILMENT TERMS USED ON INTERGO GROUP'S STATEMENTS & INVOICES.

BILLING TYPE	SERVICE	DESCRIPTION
Chiller Energy Usage	Distribution & Fulfilment	The chiller energy costs reflects the provision of chiller units provided to clients for temperature controlled storage units
Generic Admin Cost	Distribution & Fulfilment	These are general administrative charges that cannot be assigned to a specific order. This can include license fees or warehouse management fees. For further information, please see backing documentation for you invoice.
Goods In	Distribution & Fulfilment	The warehouse goods in charge relates to the process of receiving receiving, checking and booking in products ready for putaway and storage.
Haulage	Distribution & Fulfilment	Used for transporting stock to our warehouse from a manufacture/supplier or to another location that isn't attached to a specific order.
Intersend Warehouse API	Distribution & Fulfilment	Integrated API interface with InterSend warehouse management system
Invoice Admin	Distribution & Fulfilment	This is the order processing fee, which is a flat rate regardless of order size or complexity.
Invoice Splitting Fee	Distribution & Fulfilment	Agreed Fee to manually split all charges by Brand - agreed with finance team when commenced.
Manual Admin Charge	Distribution & Fulfilment	Miscellaneous fee - additional information provided in comments section.
Manual Postage Charge	Distribution & Fulfilment	Postage charges applied outside the standard automation - mostly used for one-off unique client shipments.
Manual Reworking	Distribution & Fulfilment	Charge for miscellaneous manual work in warehouse.
Manual Storage Charge	Distribution & Fulfilment	Manual addition of a storage charge - used for ad hoc storage charges, refunds/credits for storage.
Mintsoft License	Distribution & Fulfilment	The charge for accessing Mintsoft as a client.

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BILLING TYPE	SERVICE	DESCRIPTION
Overseas Postage	Distribution & Fulfilment	International postage charges
Packaging Cost	Distribution & Fulfilment	This cost relates to the physical packaging used for a group of orders that have been processed in a bulk batch
Pallets Out	Distribution & Fulfilment	The charge for shipping out pallets. This is more ad-hoc shipments.
Picking Cost	Distribution & Fulfilment	This cost relates to the physical picking of items for despatch to customers
Postage Cost	Distribution & Fulfilment	Direct mail to UK postal addresses. All UK posted includes VAT.
Rework Cost	Distribution & Fulfilment	Rework charges relate to any form of product adjustment or alteration to products that have been undertaken, plus manual physical work like collating stock being wasted. This also includes packaging charges for orders that have been processed on a customer by customer basis, not via a bulk batch process
Shipping Duties & Taxes	Distribution & Fulfilment	Customs duties & taxes levied against shipments into overseas destinations
Storage Cost	Distribution & Fulfilment	Products stored within our warehouse are charged out on a per week basis across three types of storage. Either pallets, eCommerce locations or pick faces each of which carry different pricing models.
Vat Free Postage	Distribution & Fulfilment	International postage charges.
Wastage (Calculated Via Per 1000 Kg)	Distribution & Fulfilment	Charges for the physical disposal of stock.
Yuzu Insert	Distribution & Fulfilment	Marketing insert in e-commerce order via the Yuzu platform.

BILLING DIRECTORY

NEWSSTAND

NEWSSTAND TERMS USED ON INTERGO GROUP'S STATEMENTS & INVOICES.

BILLING TYPE	SERVICE	DESCRIPTION
ABC Management	Newsstand	Consultancy fee to manage ABC submission and audit process.
AUS Fuel Levy	Newsstand	The Australian fuel levy refers to the federal fuel excise tax on petrol and diesel. The federal excise is a general revenue tax that the Australian government collects and is excluded from any costs associated in distributing into the Australian territory from the UK.
Barcode Charges	Newsstand	Charge to provide visual barcode file for inclusion on magazine covers.
Brexit Clearance	Newsstand	Management of customs paperwork for customs clearance to EU territories.
Canada Ecotax	Newsstand	EcoTax is a carbon pricing system which includes a federal charge on fossil fuels (fuel charge) and a system designed to reduce greenhouse gas pollution.
Carriage Fee	Newsstand	The cost associated with the transportation of goods from the central distribution hub to the wholesale network.
Export Stickers	Newsstand	Costs for barcode stickering is relevant for selected overseas territories, as well as any correction to UK barcodes.
French Legal Fees	Newsstand	Legal registration fees are a mandatory cost for published products in France.
Fuel Surcharge	Newsstand	When there is an increase in the base fuel price, a surcharge is applied based on the tonnage for the month in question.
Heated Pallets	Newsstand	Heat treated pallets are pallets that have undergone a process known as heat treatment (HT). This involves treating the timber by heating it to a specific temperature for a certain period of time. The main aim of this is to sterilise the wood, remove pests and ensure the pallet meets strict ISPM standards. They are stamped with a mark to show they meet these international shipping regulations and are mandatory for exporting goods across borders, including printed matter.

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NEWSSTAND

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BILLING TYPE	SERVICE	DESCRIPTION
Irish Brexit Charges	Newsstand	The cost associated with the distribution of publications into Ireland
Low Sulphur AUS	Newsstand	A low sulphur surcharge (LSS) is a fee shipping companies charge to cover the higher cost of using low-sulphur fuel to comply with regulations, such as the IMO 2020 rule. This surcharge is passed on to customers to compensate for the more expensive, refined fuel needed to reduce sulphur dioxide emissions and improve air quality. The LSS amount varies by carrier and route and is an additional cost on top of standard freight charges.
Niche Outlets	Newsstand	The distribution costs associated with the supply of magazines to non traditional retail outlets, reflecting the drop cost to specialist retailers.
Retail Trade Marketing	Newsstand	Retail promotional costs relate to any listing agreements or promotional activity put in place on the clients behalf.
Shipping Surcharge AUS	Newsstand	The Australian shipping surcharge is an extra fee added to the base shipping cost for services in or related to Australia, often to cover specific costs like oversized packages, port congestion, or fuel. These surcharges are applied by our shipping carrier and are based on the service, shipment size, weight, packaging, and current market conditions.
Shipping Surcharge NZ	Newsstand	Shipping to New Zealand includes a "shipping surcharge" owing to carriers having to levy extra fees above the base postage or freight cost to cover variable costs, demand-driven pricing, and operational challenges specific to that route.
Unsold Retention	Newsstand	The cost associated with the retaining of unsold copies as required by a clients. This reflects the operational changes required to avoid wasting.
Unsold Beta Press	Newsstand	Beta Press charge separately for the processing of unsold copies from the Netherlands supply chain.
US Copy Charge	Newsstand	The costs imposed by the US supply chain which reflects a per copy handling fee and is separate to the cover price margin delivered back to publishers for every copy sold.

BILLING DIRECTORY

SUBSCRIPTION

SUBSCRIPTION TERMS USED ON INTERGO GROUP'S STATEMENTS & INVOICES.

BILLING TYPE	SERVICE	DESCRIPTION
Additional Online Portal	Subscription	Additional e-commerce site for any additional brands.
API Feed	Subscription	Automation and integration with third party interface.
Call Charge	Subscription	Call costs are related to the contracted rate for managing inbound customer calls from subscribes and are charged at the prevailing contracted rate.
Competition Management	Subscription	Management of competition prize entry processing.
DD Collections	Subscription	The direct debit collection fee is the fee charged in relation to cost of the payment service provider for processing automated payments taken directly from a customer's bank account.
DD Set Ups	Subscription	The Direct Debit set up fee is a one-time charge applicable for the payment service provider to create the ability to collect Direct Debit payments.
Dedicated Email Address	Subscription	Provision of dedicated email inbox.
Dedicated Landline Number	Subscription	Provision of dedicated local UK based telephone line.
Email Charge	Subscription	Email send are an integral part of the subscription management process and relates to any emailed communication to customers which is charged back to clients at the contracted rate.
Gocardless Integration	Subscription	Provision of integration and interface with GoCardless payment processing platform.
Inbound Call at Contact Centre	Subscription	Charge for calls answered by the Intermedia Call Centre Agents.
Inbound Email at Contact Centre	Subscription	Charge for Emails received by the Intermedia Call Centre Agents.

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BILLING TYPE	SERVICE	DESCRIPTION
iSubscribe API	Subscription	Integrated API interface with iSubscriber Agent website for orders into the Myriad platform.
Label Splits	Subscription	Charge to create a split in the subscription label data as requested and required by the mailing house.
Letter Mailing - Overseas	Subscription	Letter mailing is an integral part of the subscription management process and relates to any welcome letters or renewal efforts applied and directly mailed on the clients behalf.
Letter Mailing - UK	Subscription	Letter mailing is an integral part of the subscription management process and relates to any welcome letters or renewal efforts applied and directly mailed on the clients behalf.
Letter Mailing Extension	Subscription	Integrated API interface with letter mailing house to automate mailing despatch for customer letter communications.
Loqate License	Subscription	Automated address finder software integration.
Magazine.co.uk API	Subscription	Integrated API interface with Magazine.co.uk subscription Agent website for orders into the Myriad platform.
Management Fee	Subscription	Regular fee for management of subscription services.
Merchant Charges	Subscription	Transaction charge per credit/debit card payment at contracted percentage rate % of payment value.
Merchant Facility Charges	Subscription	Fixed contracted monthly fee to utilise Intermedia Merchant Facility.
Merchant Transaction Charge	Subscription	Credit/Debit Card/BACS processing fee.
Myriad Management	Subscription	Charge for the provision of Myriad software.

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BILLING TYPE	SERVICE	DESCRIPTION
Online Portal	Subscription	The single issue page website relates to the online web portal which InterMedia hosts on the clients behalf to facilitate subscription orders and payments.
Pocketmags API	Subscription	Integrated API interface with Pocketmags digital subscription application for real time authentication of user entitlement.
Power BI	Subscription	Provision of Power BI subscription reporting software license.
Refund Admin Fee	Subscription	A cost applied to the management and processing of refunds to subscribers.
Returns	Subscription	Returns processing charges relate to ingesting product back on our clients behalf, processing, registering and taking the required action with the returned item.
Stripe Integration	Subscription	Provision of integration and interface with Stripe payment processing platform.
Subscription Management	Subscription	The cost associated in managing the subscription file charged at a cost per active subscriber per issue.
Touch Tree Hosting	Subscription	Hosting of the Touchtree digital content provision.
User Licenses - Per Myriad Login	Subscription	Charge per User license for Myriad subscription management platform.
Virtual Desktop Provision	Subscription	Provision of virtual desktop for Myriad Access

BILLING DIRECTORY

MISCELLANEOUS

MISCELLANEOUS TERMS USED ON INTERGO GROUP'S STATEMENTS & INVOICES.

BILLING TYPE	SERVICE	DESCRIPTION
Bank Account Hosting	Miscellaneous	Hosting of Bank Account on behalf of individual clients.
Broadband Provision - One Month In Advance	Miscellaneous	Provision of Broadband services.
Mezzanine Accommodation - One Month In Advance	Miscellaneous	The costs associated with the rental of space accommodation.
Office Accommodation - One Month In Advance	Miscellaneous	The costs associated with the rental of office accommodation.

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