



News Bulletin

September, 2008 Issue



SCOTTISH PRESIDENT GIVES BULLETIN ALL THE LATEST NEWS



"I am very impressed with the set-up" was how Scottish President, John Currie, replied when asked by the Bulletin for his impressions after his first six months in Office. He went on to explain that everyone seemed to know what was required of them and filled their role with energy and enthusiasm. This was true for all the appointed staff and for the Scottish Executive members too. He was amazed that many of them were filling full time hours in their businesses and still managed to devote many hours on the Federations behalf and he hoped there would be no detrimental effect on their shops.

All of the sub-committees of SEC had been working hard towards improving things for the membership and none more so than the Legal and Parliamentary Group who had spared no endeavour to make MP's and MSP's aware of the position of the NFRN regarding the pending legislation on Tobacco and Alcohol. As well as a number of written submissions they had actively participated in joint meetings and forums.

Mr Currie also found that Branch Officials had been most helpful when he had visited and the good will extended by all was perhaps not properly appreciated.

The President was looking forward to the forthcoming Roadshow meetings in three Branch areas and was very pleased at the support offered by suppliers such as A.G.Barr, Menzies Distribution and some of the Publishers.

When asked about trading conditions in the present economic climate the President believed that Newsagents could be spared the worst effects if they kept vigilant in running their businesses.

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He welcomed the long overdue increase in some of the "Quality" dailies and hoped the tabloids would follow suit. This trade was fortunate in that it relied on selling relatively small priced items and that cash rather than plastic was predominant.

On a lighter note, John had attended the Media Training Seminar organised for Scottish Officials and presented by Sofia Gkiousou, the Public Affairs Manager from Head Office. This was not just fun it was highly informative and useful, but he does not expect any future stars of the TV or Radio to emerge from it!

National Federation of Retail Newsagents

LETTER TO THE EDITOR

I have just been reading the article on packaging with regard to John Menzies. There is no mention of the properly packed returns which are picked up by the driver who then drops them resulting in the packaging becoming loose and contents spilt. These are left where they have been dropped and not returned, the poor trader, like ourselves, are lucky that we can rectify and hand to the second delivery driver. If no second delivery then just bin them as, if you phone up and advise Menzies, invariably you are told you missed the returns and therefore not credit.

We have many disputes on returns and the latest is magazines. For the last 10 years at least, the shop has been returning the covers only, as requested by the branch depot. When we do the weekly check and ask why these have not been credited we are told they are lost possibly due to not returning the full magazine. Next person you speak with gives you a completely different story. Another reason given is that we are returning the incorrect bar coded labels with the incorrect business name. We pointed out to Menzies on start up the new name of the business had changed and the labels they were sending were incorrectly named, the answer we were given was that these labels had been printed for previous owners and once finished they would use the new ones—8 months down the line and still using the old ones—how many did they pre-print?

We took over the business and did not set up a direct payment agreement with them therefore payment was by cheque. The first week payment was due, John Menzies direct debited the previous owners account, who quite rightly closed the account and cancelled all direct debits. The direct debit was refused and John Menzies charged us £15 refused direct debit charge which we have been trying to get credited back to us. We even

eventually got the Scarlet Pimpernel (Menzies Rep) to visit who said this would easily be sorted—now 8 months down the line and 2 months after the visit from the rep we are still waiting.

Carrying on from this, when Menzies had under-charged for certain newspapers, they claimed back to prior to our taking ownership, this again was a battle and when asked how this happened, the answer was “will get the supervisor to call you back” - still waiting 6 months down the line.

If we, as a business, make a mistake and undercharge we have to accept the cost. How can Menzies recover this cost from you when they have made the mistake and go back to when the mistake had been made. If you dispute, all they will do is say that they didn't get any returns from you and offer no credit.

They at times credit you for papers that you never ordered or received which they are quick at rectifying on the next invoice. However, when it comes to the small trader, just continue to watch your phone bill rise and your lost credits.

Douglas Young

EDITORS NOTE:

The aim of the News Bulletin is to reach the members, inform them and advise them where possible.

As soon as Mr Young's letter was received it was passed on to the Scottish NFRN staff and Branch Officials to enable them to do what they could to improve his circumstances.

It was raised with Menzies and the £15 surcharge was credited to Mr Young's Account and the NFRN will continue to monitor the services levels he receives from Menzies.

LICENCE RENEWAL DATE - REMINDER

As we prepare for another series of off-licence renewals for October and January to protect our “grandfather rights”, the NFRN would like remind its Scottish members that applications for licences under the new law are made in the **month not year** of renewal. The next phase of licence renewals for the years 2008, 2009 and 2010 and 2011 are as follows:-

- **October 2008, 2009, 2010—must be made before 3 October, 2008**
- **January 2009, 2010 and 2011—must be made before 16 January, 2009**

If you would like any further information, please contact the NFRN Helpline on 0845-601-5818.

COURSES AVAILABLE

For those of you still to complete the course, we have listed below the forthcoming dates. The courses are offered at the exclusive rate of £90 if you are self-funding, however, should you be eligible for an ILA Account the course would cost you only £10.

26 September Aberdeen Scottish Personal Licence Holders

30 September Paisley Scottish Personal Licence Holders

Staff courses are also available and the dates we have on offer are as follows:

7 October Paisley Servewise Staff Certificate for Working in an Off Licence

21 October Edinburgh Servewise Staff Certificate for Working in an Off Licence

23 October Alloa Servewise Staff Certificate for Working in an Off Licence

29 October Aberdeen Servewise Staff Certificate for Working in an Off Licence

Should you wish to participate in any of the above courses, please call the NFRN Helpline on 0845-601-5818 to register.

NFRN SUPPORTS PPA SCOTLAND'S SCOTTISH SCHOOL MAGAZINE COMPETITION

The National Federation of Retail Newsagents (NFRN) in Scotland pledged support for the Scottish School Magazine Competition for 2008 & 2009. Scottish President, John Currie said: "The NFRN is proud to be sponsoring the PPA Scottish School Magazine Competition for 2008 and 2009. Schoolchildren are key customers so we are delighted to have the opportunity to reward those showing flair and creativity."

PPA Scotland chairman David Riddell welcomed THE NFRN to the growing number of industry suppliers who have become involved with this important competition which aims to encourage youngsters to consider the magazine publishing industry as a career choice.

David Forbes, Vice President of the NFRN in Scotland attended the event, which was held at Holyrood, to make the presentation to the winners of the Best Commercial Strategy category who were St Margaret's High School in Airdrie.



Around 200 magazine publishers, suppliers, MSP's and pupils from all over Scotland attended the ceremony. Twelve entries successfully reached the shortlist from the 60 schools that registered and six schools finally walked off with the top prizes.

THE WINNERS in the 2008 Scottish School Magazine Awards were:

- 1. Best Commercial Strategy**
St Margaret's High School, Airdrie
- 2. Best Design & Layout**
Boclair Academy, Bearsden / *Boclair School Magazine '08*
- 3. Best Editorial Content & Team**
Coatbridge High School, Coatbridge / *Rare Beast*
- 4. Best Feature Article**
Annie Gray, Queensferry Community High School, South Queensferry / *QHM*
- 5. Best Magazine Cover**
Coatbridge High School, Coatbridge / *Rare Beast*
- 6. Best Online Presence**
Lawside Academy, Dundee / *Breakout*
- 7. Best Original Artwork / Photography**
Lauren Craig, Douglas Academy, Milngavie / *Say What???*
- 8. Outstanding Individual**
Liam Smith, Lawside Academy, Dundee / *Breakout*
- 9. Scottish School Magazine of the Year 2008**
Coatbridge High School, Coatbridge / *Rare Beast*

Our congratulations are extended to all the winners—you never know, they may be customers in your shops!!

TRIBUTE TO SANDY SCOTT

Everyone connected with the Federation in Scotland and beyond is shocked by the sudden death of Sandy Scott, the Retail Development Manager for Eastern Scotland.

Aged 44, Sandy has left behind his wife May and two teenage sons, Calum and Kyle. The thoughts and heartfelt sympathies of everyone goes out to them.

Before he started work with the NFRN, Sandy had worked as a shop manager for MWL Convenience and News Stores and later as an Area Sales Manager for the Falkirk Kilt Co. A keen sportsman, Sandy took part in basketball, volleyball and five-a-side football—helping locally with boys five-a-side.

He began his career with the Federation in 2001 and adapted readily to the Field Operations changes when they took place, showing an ability to deal sensitively with a wide range of people.

Last year when members were experiencing difficulties with Menzies Distribution over incorrect credits, Sandy spent many hours patiently helping them with their invoices and seeing the grievances righted. More recently he had been involved in new member recruitment and has been integral in helping Scotland to achieve the best figures for the whole of the UK.

“Where one man can help another thank God for such a birthright brother.” Sandy was probably unaware of our Motto before he joined the Federation, but he will be remembered for his dedication to the spirit of it throughout his career.

May he rest in peace.

LEGAL & PARLIAMENTARY REPORT

The main subjects covered since the last Bulletin has centred around:-

- Tobacco Legislation
- Alcohol
- Packaging
- Planning
- Business Rates

David Woodrow and Jim Maitland have been invited to meetings with Scottish Government Officials and Ministers on the subject of tobacco and alcohol. These meetings have proved to be well worthwhile and we have been consulted in a fair manner allowing us to put our case and be allowed to respond back to them.

There is no doubt that the NFRN are now recognised by Holyrood as a body to consult with where appropriate.

With this in mind, please respond and take action to the recent letter sent out by our Scottish President requesting you to consult with your MSP. This can only help our cause hopefully attract more of the MSP's to our forthcoming reception at Holyrood on 28 October, 2008.

COMPETITION RESULTS

Unfortunately, no correct answers were submitted to the last competition. The answer was:

David Woodrow for the Scout International Group

One partial entry was received by Ron Ramsay and he will receive a consolation prize of £25.00

Keep an eye out for our Christmas Competition—you could win a Turkey!!!

NFRN MET WITH MENZIES ON 19 AUGUST 2008

Menzies Carriage Charge Increase

Grant Jordan said that Menzies had used the John Hall Transport Industry formula to revise its carriage charge template. He said the sole driver for the increase was fuel. He demonstrated a graph showing fuel purchased at 77p per litre at July 2007 and 1.04p per litre in July 2008. (excluding VAT) - An average 33.5% increase year on year.

Abdul Qadar said that the price of oil has come down half a dollar per day and decreases were set to continue as China would no longer be purchasing reserves of oil due to the Olympics being almost over plus America was not purchasing oil due to the recession. Abdul Qadar asked if such decreases in oil prices would be calculated within the template to reflect same?

Abdul Qadar continued to call on Menzies to recoup its losses back through the Publisher, rather than at the retailer end, due to the retailer not being able to pass such cost to the consumer. He called on Publishers to raise their cover prices in a bid to recoup rising costs. He compared News International doing the opposite in its marketing bid to help consumers as preposterous.

Grant Jordan said he would pass the concerns of the NFRN to his Senior Line Manager who in turn would feedback to Menzies Board of Directors and respond accordingly.

Change in terms and conditions in checking dailies on invoice reduced from 7 days to 2 days

Margaret McCloskey said the NFRN were very annoyed with Menzies in the way it tabled a draft letter at the last joint Menzies/NFRN meeting in March 08. She said Menzies withheld the most important paragraph in the letter, pertaining to a change in terms and condition for retailers but there was a total different emphasis on the body of the letter when some retailers received it within 48 hours. She said that a number of retailers were unaware of the change in procedures up to a month after the communication was sent out – this information was derived from one to one visits and at Scottish Conference. She called for the procedure to be rescinded.

John Currie said that retailers in effect have 24 working hours to check dailies on receipt of invoice and it was very difficult to meet such procedures due to the number of other roles a retailer carries out. He asked for the procedure to be rescinded.

David Woodrow said in light of the number of man hours it takes to reconcile a Menzies invoice due to the number of credit errors, it was too difficult to meet the procedure. He sighted his own personal experience of £70 per week errors in the last 4 week invoices. This naturally developed into the A, B and C keycodes (within the invoice) as reasons why credit queries cause time management problems for retailers (checking, double checking, carrying queries over a number of invoices, etc).

Grant Jordan said the procedure would not be rescinded but asked the committee if they had evidence of retailers being refused credit. Margaret McCloskey said that whilst credit may not be refused – credit queries not claimed on or before Wednesday was still at the discretion of the house manager.

Grant Jordan said that Menzies have a commitment to collect and credit up to Friday's daily returns (and sometimes Saturdays) for next available invoice.

Margaret McCloskey asked Grant Jordan to outline the wholesaler's crediting clearance schedule with Publishers and the point when retailers' credit claims drop into wholesaler wastage costs.

Monday through to Sun – charges—Monday invoice

Cut off for Wholesaler to get Issue specific Files to Publishers Wednesday – this includes credit queries on dailies on Monday invoice.

Friday-to-Sunday credits are sent to Publishers by 1pm Tuesday

In conclusion Grant Jordan recognised that human error causes time delays in meeting the new procedure but he was not prepared to rescind the procedure but said that the new daily invoice through SAPs would be more transparent.

Allocation Issues on Standing Orders

Margaret McCloskey said that Allocation Issues was a collective issue across all wholesale houses presently. Undersupply, no supply and trying to stop magazines examples were tabled. She referred to key code B – "SOR Quantity exceeded" and said that retailers had their standing order for key selling magazines threatened by such human error.

continued overleaf/.....

MENZIES MEETING CONTINUED

Grant Jordan said that this would not be the case as allocation is based on history detail but she cited the Chat history sale (above) as an example when this does happen.

Grant Jordan said that more Publishers were taking autonomy for their own product allocation. David Woodrow asked who is managing retailer's accounts? As a pro-active retailer when he tried to increase his standing order due to good sales – he was cut by 5 copies – he asked that allocation be addressed as an important issue with immediate effect for all retailers. Grant Jordan said that Allocation sits outside SAP's. In terms of resolving the problem on undersupply all Menzies wholesale houses are committed to making good the shortage on the next day delivery.

John Currie said that Menzies houses needed to speed up shortages as he had been made aware from a Publisher that a Menzies house had copy but it took Cambuslang up to 4 days to fulfil the order. Grant Jordan said this needed to be reported when such incidences arise.

With respect to requests for Firm Sale orders – Grant Jordan said it takes up to 3 issues to fulfil the retailer order. Margaret McCloskey asked that such information be cascaded to the retailer when he continues to request the same title consistently due to same not being honoured. Grant Jordan agreed to speak with the Contact Centre regarding same.

Grant Jordan said that requests for high value product eg High School Musical, Match Attack, Ben Ten could be delayed due to the product being scanned back from returns into sales.. This information also answered the reason why credit is delayed for these products.

David Woodrow said that it was important that retailers received training to understand the new SAP system when it is introduced. Grant Jordan agreed and said that Menzies had already appointed the Communications Manager in a bid to develop transparent transmissions.

Credits

John Currie said that "Credits" was another important collective issue the NFRN wanted to raise with Menzies. He cited the following evidence:

- "A" – "too late for credit" on invoices even though credit was still within the crediting period - it was accidental that Family Criss Cross Summer 2008 was mentioned in stereo by John Currie and David Woodrow in a bid to demonstrate such current issues.

- Trawling back through invoices to ensure "A" too late for credit is given at the next invoice causes ongoing time management problems for retailers.

- David Forbes said that Contact Centre staff often said that credit was allowed on their screens but the retailer's physical invoice copy on the same date, did not marry with the credit being queried.

Dundee wholesale house magazine credits being cut off on a Tuesday was being experienced by all retailers in the North of Scotland and action required.

Grant Jordan took on board the NFRN concerns but said that Menzies reports suggested that credit issues were being actioned quicker than in recent months.

He took the example of the key code "A" and said he would investigate same as part of the overall collective issues.

Communication

Fax template. Grant Jordan agreed to work on a fax template to help retailers complete the information required to respond to queries, eg box number etc. He said that credit responses would be via the invoice though.

No call back from Contact Centre on queries raised – Contact Centre is for inbound calls only. Communication would be via the retailer's wholesale house within the 3 hour deadline unless it was the night manager that needed to resolve the query.

SAP introduction and documentation changeover - Menzies were passed the blueprint stage and were now at the building phase for the SAP introduction. Time scale January 09 for the finance part, first branch within United Kingdom – May 09 (albeit this date could drift slightly), rollout to all wholesale houses – towards end of 2009. Communication via David Woodrow would happen with respect to retailer needs on invoice documentation.

HELP KEEP YOUR BUSINESS SAFE FROM FIRE

As we approach Bonfire Night and the Festive Season, the Scottish Business Crime Centre and Central Scotland Fire & Rescue Service have joined forces to provide advice to businesses both large and small to help reduce the possibility of accidental fire or deliberate fire-raising affecting your premises.

Although good physical security measures are important in protecting your business against thieves, vandals and fire-raisers there are a number of measures that you can put into place to reduce the risk of any fire occurring at all.

What is your responsibility?

In any shop, store or business, the owner/occupier, employer and manager have a legal responsibility for fire safety.

It is particularly important to remember the danger time for your premises is all year round when your premises are closed and unoccupied.

It is a fact that most deliberately set fires affecting shops, stores and businesses start outside the building. The culprits are often vandals with no motive other than to damage premises and cause trouble.

The high tariff times on the run up to Bonfire night and the Festive Season are of particular relevance. Risks are greater during this period especially where fireworks are often set off with no intention to cause fire or distress, but simply as an act of high spirits – sometimes with disastrous consequences. How easily could this happen to you? A few simple steps can stop your business becoming a fire statistic?

They light fires with anything readily to hand - waste, packaging, rubbish in open skips and plastic trays etc. The list is endless.

Steps to protect your business from fire:

Fire needs heat, fuel and air to develop and a fire-raiser needs access and opportunity to start the fire,. The following simple steps will prevent access to fuel and therefore minimise opportunity and help prevent a fire.

Deal with the waste and rubbish threat:

- No packaging, waste or rubbish should be left to accumulate anywhere on th premises or immediately outside.
- Any skips should, if possible, be positioned at least 8 metres from the building and be provided with a non-combustible cover.
- Packaging, waste and rubbish should be removed regularly to a safe storage area.
- Safe storage means metal bins with closed lids, preferably locked away in their own compartment.
- Arrange regular/frequent collection of refuse/waste by a local authority or contractor.



**The advice contained in this newsletter is designed to provide basic guidance.
It is not a complete authoritative statement.**

FIREWORKS, RETAILERS AND THE LAW

THE LAW

There have been strict controls on the sale and storage of fireworks for many years. This factsheet is designed to help you comply with the law below:

- the supply to the general public of certain powerful fireworks is banned, including: aerial shells, aerial maroons, shells-in-mortar and maroons-in-mortar fireworks with erratic flight, all bangers, mini-rockets and air bombs
- the splitting of retail boxes is not permitted
- packets of sparklers must carry a warning - "Not to be given to children under 5 years of age"
- fireworks intended for public use must comply with BS7114 and be marked as such
- all fireworks not suitable (as defined in the Regulations) for use by the general public must bear a warning to that effect.
- it is illegal to sell fireworks to anyone under 18 years of age

The maximum penalty for selling fireworks to persons under the age of 18 is now a £5,000 fine. Note that the previous defence that the person seemed to be over 18 has been removed. If the buyer is under 18 and you sell fireworks to them, you will be liable to be prosecuted.

REGISTRATION

To store fireworks (except for private use) your premises must be registered with your local council. Please contact your nearest Trading Standards office for advice. Find the nearest Trading Standards office to your post code at www.tradingstandards.gov.uk

SAFETY PRECAUTIONS

- Keep all passages and stairways clear so that, if a fire should occur, escape is not hampered. See that doors are not obstructed.
- Do not store fireworks in passageways or under stairs.
- Keep water-type fire extinguishers handy and see that they are properly maintained (buckets of water and sand are a useful stand-by).
- Label the containers: 'Fireworks Highly Flammable', and keep them closed;
- Keep all fireworks in a dry place;
- Disconnect from the electricity supply any electrical fitting inside a display case while the case is being used for displaying fireworks;
- See that there is no smoking at or near the stands or counters where fireworks are being sold or displayed. Put up 'NO SMOKING' notices.

SALES

It is illegal to offer, supply or sell fireworks outside of the following periods:

- First day of Chinese New Year and 3 days prior
- Diwali and 3 days prior
- Between 15th October and 10th November
- Between 26th and 31st December unless you have been granted a special licence by the Trading Standards Service. Licences cost £500.

All retailers must display an A3 size notice with minimum print size 16 mm which states:

"It is illegal to sell adult fireworks or sparklers to anyone under the age of eighteen, and it is illegal for anyone under the age of eighteen to possess adult fireworks in a public place."

Firework Resources on the web: Firework Industry Website - www.fireworksafety.co.uk/
Fire Safety Legislation - www.infoscotland.com/firelaw

Thanks to Central Scotland Fire & Rescue Service and Stirling Council Trading Standards for their support in preparing this bulletin.

Produced by the Scottish Business Crime Centre, Unit 10 Alpha Centre, Stirling University Innovation Park, Stirling FK9 4NF

NFRN GOLF OUTING



Our annual golf outing this year was once again held at Auchterarder Golf Course on Thursday, 14 August. Unfortunately, we some call offs, however still had a good turnout of 20 players who took apart and enjoyed a successful day. For four days previous it poured down but the sun was splitting the greens for us.

We would like to take this opportunity to thank Imperial Tobacco for their sponsorship of the whole event. Winners on the day were:

Scratch:

1st John Davie (Imperial Tobacco) 77
2nd Billy McCall (Glasgow) 80

Handicap:

1st Ian Stewart (Aberdeen) 85-18 = 67
2nd Billy McCall (Glasgow) 80—11 = 69

Stableford Team:

Winners: Dave Forbes (Dundee), Ian Stewart, Billy McCall & Scott Lister (Telegraph) with 107 points (Best 3 scores)

Runners up: Ian Shaw (Glasgow), John Davie (Imperial Tobacco), Douglas Flockhart, Brian Scrimgeour (Dundee)

Longest Drive: Ian Steel (Daily Record)

Nearest the pin:

4th Hole—Dave Forbes
10th Hole—Ian Steel

If you missed out on this year's event, keep an eye in the Bulletin for details of next year's one. You don't have to be a scratch golfer, only one who enjoys a good day out. We'd love to welcome you and have more members along to enjoy a fantastic day.

WHEN THE GOING GETS TOUGH!!!

Its unlikely that any of our members have the physique or prowess of "Arnie" but, nevertheless, at times like these we have got to "tough it out"

Trading was difficult enough before but the Chancellor's doom predictions did not make him a darling in anyone's eyes and have probably worsened the situation.

This is a time when it is difficult to survive and well nigh impossible to thrive, but a bit of diligence can make a big difference. Beware of Reps with great "Bargain Offers" they are often not what they seem to be. It is hard enough to sell the tried and tested, without experimenting on new lines. No matter how competitively priced an item may be its not a bargain when it remains on your shelf.

It is also especially important to keep a wary eye on home delivered accounts. If a bill is allowed to escalate The customer is more likely to stop their delivery and the sale is lost

There are many other things to be considered such as vigilant stock rotation to prevent waste, reducing part-time staff or the hours they are employed, increased delivery charges for home news delivery, the use of heating and lighting. It is better to look at economies such as these than have to face a crippling overdraft or worse – a closed door.

The Good, The Bad & The Ugly!



The Good: At last Daily newspaper price increases



The Bad: The increase in Carriage Charge—will the distributors reduce them if the price of oil falls?



The Ugly: The latest unwieldy plastic wrapped packages from the M.O.S.



SNIPPETS CORNER

The Sun goes Polish!

The Sun became the first national newspaper to publish a Polish-language edition. Selling at the higher cover price of 50p, 70,000 copies of each of six issues were distributed through 3,000 selected retailers during the Euro 2008 soccer competition. Around 70% of the editorial content was made up of exclusive Polish news stories and interviews.

Shortlist revised ABC figure

Free weekly men's magazine, Shortlist, had to revise its published circulation figure as it was including undistributed copies in its ABC. Previously, free titles could claim for each full bundle supplied to distributors whether they were handed out or not on the street. Tighter ABC rules now exclude undistributed copies.

News Mags closes in NI restructure

Changes are afoot within News International :

- The closure of News Magazines marks the end of Murdoch's second attempt to create a significant magazine publishing operation in the UK. Established in 2005, News Magazines operated for over two years, but its latest accounts showed that it was losing £10m on a £12.2m turnover. Its one remaining paid-for title, Love It, is up for sale. The Sunday Times Travel Magazine and BSkyB's Skymag are being brought back into the main NI newspapers division.
- James Murdoch has stated that the loss-making free newspaper division which publishes the London paper is not marked for closure.
- The management structure of the NI UK newspaper division has seen a radical restructuring which breaks down some of the walls between the different newspaper brands in a move that is a mix of streamlining and cost-cutting.

More retailer magazines

Retailers are increasingly using magazines to drive sales and raise brand profiles, as Next announces that it will launch a customer magazine in the Autumn...

- Online retailer Asos has achieved growth in average basket size through its magazine. Customers who receive the 450,000 circulation magazine have grown their average basket spend to £133 in contrast to the non-

magazine customers' £61 basket.

- The Co-op has launched a 500,000 copy distribution customer magazine to be published initially twice a year. Copies will be given away free through its 4,500 outlets and will also be mailed to members.
- Future has published a gaming magazine, Hot Summer Games, on behalf of Tesco. The quarterly has a print run of 1m copies and is being distributed free in 425 of the grocer's largest stores and with online purchases from the Tesco Entertainment website.

Times uses direct vendors

News International upset London retailers (again) by using 50 street vendors to sell The Times at targeted high-footfall areas in Central London. NI has used the same tactic with The Sun over the last year with 100 vendors being put on the streets initially: that number has reportedly dropped to 12. The moves are largely to create a stronger street presence to counter the free newspapers' distribution operations.

Magazine Week digital showcase

Periodical Publishers Associations (PPA) consumer website for Magazine Week will be launched during August and is offering publishers a unique opportunity to show case their titles free of charge in the form of a digital edition. A fully interactive directory of magazines will be available giving consumers the chance to browse and sample titles at their leisure. Magazine Week 2008 (29 Sept to 5 Oct) celebrates the range and diversity of the UK's magazine industry and one of its aims is to prompt consumers to step outside their normal repertoire and to trial new magazines. The digital editions for a key element of the sample process.

The consumer website allows publishers to convert their titles into digital editions free of charge. The aim is to create a fully interactive directory showcasing each of the magazines titles available.

All of the above extracts from Circulation Briefing produced by Wessenden Marketing Ltd.

DATES FOR YOUR DIARY

Angus Branch Meeting:

Wednesday, 8 October—12.00pm—2.00pm

The Park Hotel, 61 John Street, Montrose, DD10 8RJ

Attending will be Menzies Distribution, D C Thomson, Palmer & Harvey & Newpower.

Give yourself the opportunity to win a Drinks Cooler kindly donated by A G Barr.

Meeting open to non-members.

Dumbartonshire Branch Meeting:

Tuesday, 21 October, 2008—12.00pm—2.00pm

The Regent Hotel, Corran Esplanade, Oban, PA34 5PZ

Meeting will be attended by Menzies Distribution, Palmer & Harvey & Newpower.

Give yourself the opportunity to win a Mountain Bike kindly donated by A G Barr.

Meeting open to non-members.

NFRN Awards Dinner:

Wednesday, 22 October, 2008

Riverbank Plaza Hotel, London

If you wish to make nominations, forms are available from the Scottish Office

Tel: 01259-721738

NFRN Curling Evening:

Saturday, 7 February, 2009 at 6.15pm

Green Hotel Ice Rink, Kinross

This is purely a social evening with beginners and experienced curlers all being welcome. It will also be followed by a meal in the bar afterwards.

Scottish Council Meeting:

Wednesday, 15 October, 2008, 10.45am

Lovat Hotel, Perth

Parliamentary Reception:

Tuesday, 28 October, 2008—6.00pm—8.00 pm

Scottish Parliament, Edinburgh

Please come along to support your Executive and encourage your local MSP's to attend.

Stirling Branch Meeting:

Tuesday, 11 November, 2008— 7.00pm—9.00pm

Express by Holiday Inn, Springkerse Business Park, Stirling, FK7 7XH

Attending will be Menzies Distribution, Booker Cash & Carry, Palmer & Harvey & Newpower. Give yourself the opportunity to win a Mountain Bike kindly donated by A G Barr. **Meeting open to non-members**

Scottish Conference:

15-17 March, 2009, Westerwood Hotel, Cumbernauld

Please register your interest now

INDEPENDENT ARBITER APPOINTED TO MONITOR THE NEWSPAPER PUBLISHER FAST TRACK RESTITUTION SCHEME

Graeme Thomson has been appointed as the Independent Arbiter for the New Newspaper Publisher Fast Track Restitution Scheme that launched on Monday.

Recent articles in Retail Newsagent detailed the new scheme in which publishers will deal directly with claims and this new scheme will replace the existing scheme administered by ISSA.

In case you missed the Fast Track Publisher contact details, they are as follows:-

| Publication | Telephone Number | Email address |
|--------------------|--------------------------------|----------------------------------------------------------------------------------|
| Guardian | 0207-134001 0207-134131 | circdept@guardian.co.uk |
| Financial Times | 0161-834-9381 0161-832-9248 | fasttrackclaims@ft.com |
| Mirror Group | 0207-293-3015 | Mgfasttrack.mailbox@mgn.co.uk |
| Independent | 0207-293-3015 | No email given |
| Mail Newspapers | 0845-084-1001 | fasttrack@dailymail.co.uk |
| Telegraph | 0800-316-9886 | distribution@telegraph.co.uk |
| News International | 0203-060-1650 | nifasttrack@newsint.co.uk |

The new publisher fast track restitution scheme retains the persistency qualification and cap on payouts from the previous scheme. Late deliveries only qualify for restitution if a daily is late three times in a fortnight or if a Sunday is late three times in six weeks. Payouts are capped at £30 per retailers and £3,000 per instance of late delivery.

If you need further information, please contact the NFRN Helpline on 0845-601-5818.

WHAT'S MISSING??

Mr Rashid's shop (pictured right) is missing something very important. He has just had a complete refit and is looking for a new name for his shop to go with it. The shop has been part of the west end of Glasgow for many years and is well known as "The Window to Watch" by students and locals alike.



His window is given over to adverts for students rents and has been featured by the local west end newspaper and the local University "rag". The shop name should conjure up all these features and Mr Rashid invites members to think of an apt name for his shop. Please call your entries in to the Scottish Office on 01259-721738 by Friday, 3rd October and they will collate all suggestions and forward them to Mr Rashid who will provide a winning prize.

GREAT NEW MONEY SAVING DEALS FROM THE ALLIANCE & LEICESTER COMMERCIAL BANK

The Alliance & Leicester Commercial Bank have put together a new package for NFRN members giving a reduction on their usual lending rates. The package offers members a full 1% reduction on A&LCB's usual lending rates which replaces a variable package previously offered.

The deal

- 1% reduction on usual tiered rates
- Business loans between £3,000 and £25,000
- Repayment available between 1 and 5 years
- Discounted arrangement fee (minimum of £150 reduced to £100)

Target market





- Businesses with a turnover of less than £1m
- Businesses borrowing less than £25,000 on an unsecured basis

The comparison table below gives the tiered lending rates available to NFRN members and demonstrates the competitiveness of the NFRN deal versus other high street banks.

| Pricing points | Alliance & Leicester Commercial Bank (standard offering) | Alliance & Leicester Commercial Bank (Affinity new offering) | Bank Of Scotland, Barclays Bank, Nat West & Lloyds TSB | Co-op Bank | HSBC |
|-------------------|----------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------|------------|-------------------|
| £0 - £5,000 | 11.90% | 10.90% | Negotiable | 10.57% | 10.9 to 17.9% |
| £5,0001 - £10,000 | 10.90% | 9.90% | Negotiable | 10.57% | 7.9 to 14.9% |
| £10,001 - £15,000 | 9.90% | 8.90% | Negotiable | 9.57% | 7.9 to 14.9% |
| £15,001 - £20,000 | 8.90% | 7.90% | Negotiable | 9.57% | 6.9 to 14.9% |
| £20,001 - £25,000 | 8.90% | 7.90% | Negotiable | 9.57% | 6.9 to 14.9% |
| Arrangement Fee | 1.5% minimum £150 | 1% minimum £100 | Variable | 1% | 1.75% minimum £75 |

The financing of store re-developments and equipment can often be costly and in many cases requires the need for borrowing. With the introduction of this tiered business loan package, members have access to a very competitive lending solution not available outside of their Federation membership.

We would also like to draw your attention to the table below showing the deal available to NFRN members from the A&LCB using their Free Business Current Account (Issue 2).

| Bank | Account | Charge for cash deposits | Charge for cheques deposited | Cheques issued | Direct Debits | Standing orders | Automated credits | Pay in and withdraw at any Post Office* |
|--------------------------------------|-----------------------------------------|-------------------------------------------|------------------------------|--------------------|--------------------|--------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Alliance & Leicester Commercial Bank | Free Business Current Account (Issue 2) | £4,000 FREE every month then 30p per £100 | FREE and UNLIMITED | FREE and UNLIMITED | FREE and UNLIMITED | FREE and UNLIMITED | FREE and UNLIMITED |  (Plus at any Alliance & Leicester branch deposit machine) |
| Bank of Scotland | Business Current | 65p per £100 | 25p | 53p | 34p | 45p | 30p |  |
| Clydesdale Bank | Current Account | 65p per £100 | 25p | 53p | 30p | 30p | 30p |  |
| Lloyds TSB | Business Extra | 55p per £100 | 28p | 60p | 30p | 30p | 15p |  |
| RBS (Scottish Customers) | Business Current | 50p per £100 | 25p | 53p | 34p | 40p | 28p |  |

Competitor information source: Business Moneyfacts, April 2008

A WARM WELCOME TO NEW MEMBERS OF THE NFRN

We are delighted to announce that 42 members joined the NFRN during July & August and extend them a very warm welcome. If you find any of the members are in your area, why don't you pay them a visit to say hello and offer your assistance if required.

Mr M Ackrim, Glasgow
Mr Ahmed, Edinburgh
Mr B Ahmed, Kilmarnock
Mr N Ahmed, Dumfriesshire
Mr M Ali, Glasgow
Mr M Anwar, Dunfermline
Mr M Arshad, Aberdeen
Mrs N Aslam, Glasgow
Mr K Ather, Edinburgh
Mr K Bashir, Mauchline
Mrs J Brady, Gairloch
Mr S Butt, Glasgow
Mr R Butt, Ayrshire
Mrs S Chaudhry, Cumbernauld
Mr R Cheshire, Isle of Arran
Mr J Din, Forfar
Mr S R Ghinda, Renfrewshire
Mr S Ghulam, Edinburgh
Mrs A Healy, Broxburn
Mr M Hussain, Glasgow

Mr M Islam, Johnstone
Mr H Lal, Paisley
Mrs C Longmore, Aberlour
Mrs J Mackinnon, Isle of Skye
Mrs E MacWhirter, Banff
Mrs D Mair, Aviemore
Mr S McFadyen, Renfrew
Mr R A Mohammad, Clydebank
Mr C Qadar, Dundee
Mr A Rasheed Nadeem, Glasgow
Mr M Rashead, Kilmarnock
Mr A Rauf, Glasgow
Mr A Razzak, Edinburgh
Mrs J Ross, Inverness
Mr S G Shah, Perth
Mr J Singh, Glasgow
Mr I U H Syad, Glasgow
Mr G Walker, Banchory
Mrs J Whyte, Angus
Mrs L Wilshaw, Falkirk

DO I NEED A PRS MUSIC LICENCE?

Who needs a Performing Rights Society (PRS) licence?

- Any location or premises where music is played and can be heard by the public.
- Any premises outside the home, from clubs to concert halls, disco's to dentists' waiting rooms and trains to take-aways.
- Usually the proprietor/manager of the premises is responsible for obtaining a PRS Music Licence.

Is a PRS Music Licence required by law?

Yes

- The Copyright, Designs and Patents Act 1988 means that if you use copyright music in public, you must first obtain permission from every writer or composer whose music you intend to play. In the UK, we represent these copyright owners, so a PRS Music Licence gives you the legal permission to play just about any copyright music in the world repertoire. A PRS Music Licence is required regardless of the ownership of any other type of licence.

For further information please call 0207-580-5544 or visit www.mcps-prs-alliance.co.uk

THE FACTS CONCERNING TODAY'S NEWSPAPER AND MAGAZINE COVER PRICES



FACT ONE

Today, a combination of fixed cover prices, publisher-determined margins, increased retailer operating costs and, especially, ever-escalating wholesaler-imposed carriage charges, means that average small retail newsagents with a weekly news account of £350, or less, are operating at a loss. Small retailers' competitiveness and future survival is under threat as a result of being forced to premium price non-price marked, non-news goods to survive. Already many thousands have gone to the wall and many more are on the brink.

FACT TWO

The printed cover price on newspapers and magazines is a Recommended Retail Price (RRP). Whilst the law allows Maximum Retail Pricing, this restriction is not allowed if the ultimate selling price denies retailers the opportunity to make a reasonable profit. An RRP means that today, anyone, including the major supermarkets, can individually decide to sell newspapers and magazines either at a discounted price, or at a price higher than the RRP.

FACT THREE

There is no desire seek the removal of cover prices. Many newsagents do not wish cover prices to be removed and this is fully understood. Equally, newsagents are not being encouraged to increase the price of newspapers and magazines. Retailers are merely being reminded that, with a Recommended Retail Price (RRP), they have ALWAYS had the individual freedom to determine their own ultimate selling price, which may be above, below or at the printed RRP. Publishers and wholesalers are encouraged to engage in meaningful talks concerning the impact of financial decisions by the supply chain on retail newsagents, specifically a freeze and reduction of carriage charges in the future.

If you require any further information, please contact the NFRN Helpline on 0845-601-5818 and they will be able to pass your enquiry on to the relevant department.

TRAINING COURSES TO SUIT YOUR BUSINESS

We appreciate that you are all busy retailers, however, there comes a time when you need to update your skills or learn new ones to help your business run smoothly or more profitably. With that in mind, we have identified courses that are run by Business Gateway throughout Scotland. The venues and durations vary and all the courses are **free of charge**, so it might be worth your while considering which would suit you.

Detailed below are those available during October & November of this year and should you require any further information, please call Business Gateway on 0845-609-6611 or alternatively access their website which is www.bgateway.com where you will find a full list of seminars and workshops on offer.

| Seminar/Workshop Title | Date & Venue |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advertising & Promotion | 9 Oct—Dunfermline, 16 Oct—Aberdeen, 16 Oct—Dalkeith, 11 Nov—Livingston, |
| Bookkeeping | 23 Oct—Eyemouth, |
| Cash Flow | 4 Oct—Glasgow, 21 Oct—Edinburgh, 20 Nov—Haddington, |
| Credit Control | 13 Nov—Dalkeith, 14 Nov—Glasgow, |
| Customer Care 1 | 1 Oct—Cupar, 21 Oct—Dunfermline, 23 Oct—Aberdeen, 30 Oct—Dalkeith, 24 Nov—Glasgow, 25 Nov—Livingston, |
| Financial Records | 2 Oct—Glasgow, 8 Oct—Aberdeen, 30 Oct—Aberdeen, 6 Nov—Haddington, Aberdeen. 20 Nov— Aberdeen, 25 Nov—Glasgow, |
| Funding the Business | 14 Oct—Aberdeen, 18 Nov—Aberdeen, 18 Nov—Edinburgh, 20 Nov—Cupar, |
| Get Real Results from Your Website | 14 Oct—Livingston, 20 Oct—Glasgow, 21 Oct—Aberdeen, 5 Nov—Glenrothes, 10 Nov—Glasgow, 13 Nov—Aberdeen, 20 Nov—Edinburgh, |
| Get the Most out of your People | 28 Oct—Dunfermline, 5 Nov—Aberdeen, 19 Nov—Glasgow, |
| HMRC—Self Assessment for the Self Employed | 10 Oct—Glenrothes, 13 Oct—Aberdeen, |
| Improve your Search Engine Ranking | 15 Oct—Aberdeen, 28 Oct—Glasgow, 28 Oct—Livingston, 12 Nov—Glasgow, 19 Nov—Glenrothes, 25 Nov—Aberdeen, 27 Nov—Edinburgh |
| IT for Business—Start Up Workshop | 1 Oct—Glasgow, 10 Oct—Aberdeen, 16 Oct—Glasgow, 20 Oct—Grangemouth, 22 Oct—Glasgow, 6 Nov—Glasgow, 13 Nov—Glasgow, 24 Nov—Grangemouth, |
| Making Your Business More Profitable | 7 Oct—Aberdeen, 10 Nov—Glasgow, 11 Nov—Edinburgh, 12 Nov—Dunfermline, 13 Nov—Cupar, |
| Marketing Your Business | 1 Oct—Dunfermline, 9 Oct—Haddington, Aberdeen. 21 Oct—Glasgow, 29 Oct—Aberdeen, 4 Nov—Livingston, 11 Nov—Aberdeen, Grangemouth. 26 Nov—Aberdeen, |
| Mastering Selling Skills | 1 Oct—Aberdeen, 7 Oct—Glasgow, 14 Oct—Dunfermline, 21 Oct—Grangemouth, 23 Oct—Haddington, 18 Nov—Livingston, 19 Nov—Aberdeen, |
| Negotiating Skills | 4 Nov—Aberdeen, 14 Nov—Glasgow, |
| Networking Skills | 7 Nov—Glasgow, |
| Resource Planning & Management | 6 Oct—Glasgow, Edinburgh. 9 Oct—Eyemouth, 14 Oct—Dunfermline, 15 Oct—Aberdeen, 16 Oct—Glenrothes, 16 Oct—Dundee, 20 Oct—Inverurie, 20 Oct—Aberdeen, 21 Oct—Perth, 23 Oct—Edinburgh, 23 Oct—Grangemouth, 27 Oct—Edinburgh, 28 Oct—Glasgow, 29 Oct—Peterhead, 30 Oct—Glasgow, 4 Nov—Aberdeen, 7 Nov—Glasgow, 10 Nov—Inverurie, 10 Nov—Livingston, 12 Nov—Dundee, 13 Nov—Glasgow, 15 Nov—Aberdeen, 17 Nov—Edinburgh, 18 Nov—Kirkcaldy, 20 Nov—Cupar, 24 Nov—Glasgow, 25 Nov—Peterhead, Dundee. |
| Time Management | 2 Oct—Edinburgh, 31 Oct—Glasgow, 25 Nov—Edinburgh, |
| Trading Online | 7 Oct—Livingston, 8 Oct—Glasgow, 22 Oct—Aberdeen, 28 Oct—Grangemouth, 4 Nov—Haddington, 4 Nov—Glasgow, 12 Nov—Glenrothes, 13 Nov—Edinburgh, |
| VAT | 6 Oct—Aberdeen, |

METAL THEFT ALERT

The Scottish Business Crime Centre has been advised by the largest milk supplier in Scotland that they and many of their competitors are now experiencing a serious problem in relation to the theft of thousands of empty high tensile steel **MILK TROLLEYS** (See pictures below) from Scotland and other parts of the UK.. The thefts in the main take place from the rear of shops/shopping centres where milk products are sold. As there appears to be very limited awareness of this aspect of metal theft it is appropriate that it be formally recorded at this time.

The trolleys, which display details of the milk supplier on at least two locations on the frame, are wholly owned by the suppliers and it would be they alone who would arrange to have them scrapped. The trolleys are manufactured in Finland and are valued at £100 each with a scrap value of approximately £10.

As the trolleys are in constant use in Scotland together with the rest of the UK and form part of the milk distribution system, such losses have the potential to cause considerable disruption to the milk supply chain together with a high level of financial loss.

Information to date suggests that these items are stolen in small numbers for ease of handling and transported in vehicles such as transit vans and pick up trucks.

Should such items be found under suspicious circumstances and proof of ownership be required please contact the following company representatives who should be able to assist:

Suppliers:

Robert Wiseman Dairies: Philip Allen 07720-071707
 John Copeland 07795-234789
 Careline Mobile 07920-825935 Care@wiseman-dairies.co.uk
 (The Careline mobile is also a blackberry 24/7)

ARLA: 07989-990500
 Robin Smith 07967-585632

Dairy Crest: Ricky Ford 07725-829734

D.F.O.B.: 07774-686129

Industry Organisation:

Dairy U.K.: Andy Walsh 07767-824104

Side View



Front View



| |
|----------------------------------------------------------------------------|
| External dimensions Height 1298mm Length 663mm Width 420mm |
|----------------------------------------------------------------------------|