



CONVENIENCE STORES  
& NEWSAGENTS ASSOCIATION

SERVING THE COUNTRY

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## Newsletter February 2008

### Dear Member,

As you are aware, a number of significant changes have occurred during January that affect your business.

#### Easons

EM News have begun to operate in the Republic taking over the wholesaling of newspapers and magazines from Eason & Son Wholesale. There were a number of meetings held between the Association and the management of EM News prior to the 28<sup>th</sup> January to allow a streamlined transfer of business from the old to the new. We were satisfied that EM would be able to provide a far better, more efficient level of service to their customers, particularly in the area that we all knew were failings in the Easons model, namely Customer Service, box-outs, customer invoicing and credit procedures.

Whilst we are concerned that the promised brochures and training manuals have not arrived in many shops, and are also perturbed to learn that the additional personnel hired to respond to customer queries are not, at certain times, sufficient to cope with the needs of retailers, we do believe that the paperwork and 48 hour advance notification is a welcome indication of listening to customer requirements. Furthermore, the website when available, is written in a user-friendly format, much improved from the old Easons website.

We are however concerned in two main areas, firstly the letters sent to many customers inviting them to forward a new bank guarantee (or increase the amount covered

by the old one). We must advise our members that they are under no obligation to sign a bank guarantee in favour of EM News if they had not previously given one to Easons. They are also not obliged to increase their guarantee from the amount given to Easons under the old regime. We have the assurance from Ireland Manager Barry Harvey, and Republic of Ireland Manager Craig Skelton, that there are to be no changes in the financial terms and conditions in the new EM News contract that would be different to the old Easons contract.

Secondly, the increases in carriage charges were inserted by Easons as an implementation of the second phase of an increase proposal in August 2007. The CSNA had managed to delay the full implementation pending further discussion as to alternative methods of financing the cost of delivery and collection. These discussions have not yet concluded and we consider that the implementation of these changes to be carried out in bad faith. The Board of EM News are currently in consideration of a suggestion from the Association that would have the effect of reducing charges to their customers, and having an agreed formula to apply to any future proposal increases. We will inform you when these deliberations have concluded.

#### Newsread

Independent Newspaper have appointed Newsread as their wholesalers, with effect from Jan 28<sup>th</sup> 2007. There are a number of important matters that the retailer must be assured of.