



**VINCENT JENNINGS,**  
chief executive officer,  
CSNA

#### OPINION

## CSNA against 'firm sale' of *Retail Newsagent* title

The Irish convenience trade is very well served by a number of extremely professional trade magazines. Retailers receive copies of *ShelfLife*, *Checkout*, *Retail News* and *Ireland's Forecourt & Convenience Retailer* free of charge either through a news wholesaler such as Newsprint or EM News or through the post. These titles are relevant to the Irish sector.

An English publication, *Retail Newsagent* is also provided to a number of retailers in the country through EM News. Their modus operandi is very different; many would consider their model to be bordering upon the unethical in so far as the title is provided for a short time as sale or return (S.O.R) and then becomes a 'firm sale' at a cost of €3.52.

Retailers who do not want this title quite frequently find themselves having credits refused and by the time they actually manage to cancel the order, as many as three issues of this UK-orientated title have been charged to their EM account.

*Retail Newsagent* is published by Newstrade Publishing Ltd, a wholly owned subsidiary of NFRN holdings which in turn is wholly owned by the Benefits Fund of the National Federation of Retail Newsagents (NFRN).

We note that this organisation has been sending out press releases regarding the decision of UK voters to exit the EU, claiming the Brexit decision as a victory for their members. These would, one presumes, include their members in the Republic of Ireland and Northern Ireland.

Our organisation came into existence because we believed the NFRN did not (and never could) reflect the commercial needs of their Irish members. Almost 30 years later, we believe this remains the case.

## An Post postage stamps increased on 21 July

Members are most likely aware that the government-appointed regulator for the postal and telecommunications service, Com Reg approved the increase in the cost to consumers of a postage stamp by 2c, bringing the price to 72 cent (previously 70 cent) for the ordinary letter/postcard. An Post has stated that it will not be rounding downwards the price charged in post offices for single stamps. Members are advised that they are perfectly entitled and legally justified to charge 72 cent for the item without incurring or providing for a costly discount.

PostPoint has also advised the association that any retailers with stock of 70c stamps (or other denominations) can request the provision of a labelled envelope from PostPoint to return stock for credit any time after 21 July for a three-month period, without cost.

You may recall that PostPoint had originally suggested that returns would have to be made via (retailers-provided) registered post. We appreciate this welcome and customer-friendly change of heart.

## CSNA excited to announce new credit/debit card solution



The CSNA is excited to announce that in recent weeks our members will have been made aware by post of a new credit/debit card solution which will save money on existing contracts.

We have outlined some of the benefits of this new solution below:

- No PCI compliance
- No additional payment for cash back
- Free terminal rolls

## Retailer pays heavy price for not checking for I.D.

We note a court report regarding the conviction of a retailer (not a CSNA member) in Co. Kildare recently. He was fined €500, ordered to pay prosecution costs of €1,250 and a two week ban on selling cigarettes was also imposed. He will also have to pay his own solicitor.

He sold a packet of cigarettes to a 15 year old girl without asking for I.D.

The publicity and cost (in excess of €2,000) makes this a very expensive lapse of judgement.

This is why the Show Me I.D. programme is so important – if it helps you to avoid similar penalties it's worth being involved in.

HSE Officer, Claire Kenny, outlined how a 15- year-old girl, with the consent of her parents, served as a 'test purchaser.' Ms Kenny said this protocol of using 14- 17 - year-old minors to order cigarettes in random stores, results in up to 15 convictions annually.

## CSNA Sub Committees 2016-2017

### Newspapers & Magazines

Carmel Felle [carmelfelle@hotmail.com](mailto:carmelfelle@hotmail.com)  
 Marcella O'Neill [maoneillfoodfair@eircom.net](mailto:maoneillfoodfair@eircom.net)  
 Joe Tierney [joetierney898@gmail.com](mailto:joetierney898@gmail.com)

### Services

Peter Gaughan [gaughan68@gmail.com](mailto:gaughan68@gmail.com)  
 Carmel Felle [carmelfelle@hotmail.com](mailto:carmelfelle@hotmail.com)  
 Joe Tierney [joetierney898@gmail.com](mailto:joetierney898@gmail.com)

### Tobacco & Alcohol

Andy Kelly [eurospar\\_f@hotmail.com](mailto:eurospar_f@hotmail.com)  
 Ann Martyn [mountrath@centra.ie](mailto:mountrath@centra.ie)  
 Joe Mannion [mannonnewsagents@gmail.com](mailto:mannonnewsagents@gmail.com)

### PR & Marketing

Joe Tierney [joetierney898@gmail.com](mailto:joetierney898@gmail.com)  
 Denis O' Flynn [eifhb1@gmail.com](mailto:eifhb1@gmail.com)  
 Peter Gaughan [gaughan68@gmail.com](mailto:gaughan68@gmail.com)  
 Laura Fogarty [info@csna.ie](mailto:info@csna.ie)

### Deals

Gus O'Hara [gusohara@gmail.com](mailto:gusohara@gmail.com)  
 Andy Kelly [eurospar\\_f@hotmail.com](mailto:eurospar_f@hotmail.com)  
 Noel Kelly [kellysnewsagent@gmail.com](mailto:kellysnewsagent@gmail.com)

### AGM

Joe Tierney [joetierney898@gmail.com](mailto:joetierney898@gmail.com)  
 Carmel Felle [carmelfelle@hotmail.com](mailto:carmelfelle@hotmail.com)  
 Laura Fogarty [info@csna.ie](mailto:info@csna.ie)

### Lobbying

Peter Gaughan [gaughan68@gmail.com](mailto:gaughan68@gmail.com)  
 Denis O' Flynn [eifhb1@gmail.com](mailto:eifhb1@gmail.com)

### Operations/Membership

Ann Martyn [mountrath@centra.ie](mailto:mountrath@centra.ie)  
 Joe Mannion [mannonnewsagents@gmail.com](mailto:mannonnewsagents@gmail.com)  
 Marcella O'Neill [maoneillfoodfair@eircom.net](mailto:maoneillfoodfair@eircom.net)  
 Amy Ryan [amy@csna.ie](mailto:amy@csna.ie)

### Lottery

Carmel Felle [carmelfelle@hotmail.com](mailto:carmelfelle@hotmail.com)  
 Joe Tierney [joetierney898@gmail.com](mailto:joetierney898@gmail.com)

## A Kerry blue

In the heart of Kerry, in the town of Cahirciveen, the embodiment of all that is good in local retailing can be found.

Coleman Quirke has owned his store for over 30 years and has seen very significant changes in that time. One thing that has not changed is



### Quirke's of Cahirciveen has built up a loyal custom base by providing excellent, friendly service

the need to listen to your customers and to continually surprise them. Whether it was a surprise to the locals that Coleman repainted his store three years ago to the exact pantone colour of his beloved Chelsea F.C is unknown, but it is the quality and service that

they experience when inside the busy store that continues to command return visits.

Coleman is passionate about the need to source and supply locally-manufactured goods, whether they are fancy goods or confectionary and foods.

As a CSNA founding member, Coleman has always been quick to recommend the association to any prospective newcomer and is always on hand to give assistance to newcomers. ■

## CSNA CONTACT DETAILS

If you have any queries regarding CSNA services or membership please contact the office on Naas Road, Dublin 22 on **045-535050** or by email to [info@csna.ie](mailto:info@csna.ie)/[www.csna.ie](http://www.csna.ie)