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CSNA

Scam alert!



Be alert against fraudsters who request a 'Trial or Test voucher'

Members are reminded to train your staff, particularly those that are recently employed with you, to be aware of the attempts made by people telephoning stores, pretending to be from the merchant service provider; companies such as Payzone, Visa etc.

They will ask to print a 'Trial or Test voucher' and call out the serial number; they only have to be "lucky" once a day to return a profit for their endeavours; remind your staff to be alert against this potential threat.

Do not entertain these fraudsters.

Association responds to Tánaiste's comments on vaccinations

Some members may be aware that An Tánaiste Leo Varadkar recently chose to use the medium of a radio interview with Pat Kenny to suggest that those employers that were placing conditions or refusing permission to their staff to attend a vaccination appointment should be "named and shamed". He also expressed an opinion that such actions were petty and mean-minded.

For the avoidance of doubt, all retailers should welcome the opportunity to have their staff vaccinated; the CSNA alongside other representatives and trade unions had pleaded with the Tánaiste to allow them to be treated as frontline essential staff.

There is a clear distinction between asking someone who is scheduled to receive their 'jab' during working hours to repay the time away,



Members of the public queuing outside the Croke Park vaccination centre in Dublin

as opposed to docking their pay. We suggest that you facilitate the earliest opportunity of vaccination and secure the agreement of your employees that any time away from scheduled rostered work due to their travel and attendance will be paid, but that the time will be worked back within an agreed period.

Online Lottery sales the big winner in 2020

The annual report of Premier Lotteries Ireland (PLI) showed that sales for the totality of products increased in 2020 when compared with the previous (2019) year. However, when examined more closely, the CSNA found that all of the increase was accounted for by the very substantial growth of the online offering.

The sales attributed to in-store agents actually recorded a reduced level of sales, both in terms of turnover (-€23m) which was 2.85% less than 2019, and in respect of the share of sales versus online. Shops accounted for 85.2% of sales, down from 90.9% the previous year.

	2019	2020	
Sales In-Store	€806.1m	€783.1m	(€23m) (2.85%)
Sales Online	€80.7m	€135.8m	+€55.1m +68.3%
Total Sales	€886.8m	€918.9m	+€32.1m +3.62%

The annual report also noted that an additional 130,051 players had registered to play online in 2020, an increase of almost 42%, bringing the total number of PLI online players to 441,735.

What we considered most interesting was the very (+18.7%) significant increase in the average



National Lottery in-store sales accounted for 85.2% of total sales in 2020, down from 90.9% the previous year

play per online player, when compared to 2019. The 312k players collectively spent almost €81m in 2019, an average annual spend of €259 per player. However, last year the 442k players splurged almost €136m, a figure that equates to €307 per head, almost one euro per week extra.

With bingo halls and physical bookmakers' shops closed for a substantial portion of the period, coupled with the possible boredom experienced from people being in lockdown, it would appear PLI has managed to reap the rewards of a changed environment. We can only hope that the sensational growth in online will taper backwards before it makes further dents in retail agents' sales.



John Player deliveries will now carry a UPS label with all the relevant delivery information

UPS will now deliver John Player products following Nightline acquisition

We have been made aware that from 13 August 2021, all John Player deliveries to your store will be provided by UPS following its recent acquisition of Nightline. There will be no change to the delivery process. All deliveries will continue with the same personnel and equipment as you currently experience.

Please note that all deliveries will now have a UPS label which carries all the relevant delivery information. This ensures full visibility and notifications on all shipments that you receive. If you have any questions, please call your local John Player sales representative or the customer services team at 01 2434800.

Test purchase alert: Ensure all staff follow policy on age-restricted products



All young people should be asked for photo ID when purchasing age-restricted products

During the summer months, those charged with ensuring compliance by retailers, agents and licensees regarding the sales of age-restricted products, have a large pool of minors and young people from whom they can select to assist them in carrying out test purchases.

The simplest and most effective way of preventing a sale of an age-restricted product to a minor is to seek photo ID.

The penalties for not adhering to the law are substantial; not only financially but also in terms of your reputation.

Please take five minutes to remind all your staff of the store policy on sales of age-restricted products, namely alcohol, Lottery and tobacco purchases. It will be time well spent if it prevents a loss of licence or agency.

CSNA meets with government to discuss sick pay scheme

The association recently met with senior officials from the government department charged with designing the bill providing for the introduction of a Statutory Sick Pay Scheme (SSPS).

The Department for Enterprise, Trade and Employment is preparing the Bill for pre-legislative scrutiny by the relevant Joint Oireachtas Committee (chaired by Sinn Féin TD Maurice Quinlivan).

The association was anxious to ensure that elements of the bill we suggested in the consultation process would not be watered down, and that certification of illness would be required and presented in an agreed format and timeframe. The association will be making further representations to both Revenue and the Department of Social Protection regarding employers' PRSI and repayments. ■



The CSNA is continuing to represent retailers' interests regarding the proposed Statutory Sick Pay Scheme (SSPS)

CSNA CONTACT DETAILS

If you have any queries regarding CSNA services or membership please contact the office in Naas, Co. Kildare on **045-535050** or by email to info@csna.ie/www.csna.ie



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