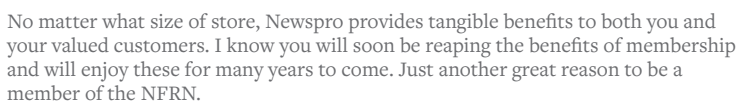




# Welcome to NEWSPRO

All the support  
you need to  
**Make** money  
**Save** money  
**Make** business easier





# CHAIRMAN'S WELCOME

## WELCOME TO NEWSPRO

With 1,000 retailers and annual sales of newspapers and magazines of £80 million, the Newspro Retail Group is now a major force within the industry. In terms of industry rankings, compared to the many multiple groups, Newspro now ranks number 9 and is growing rapidly.

Born out of a desire to make it easier for NFRN members to manage their news accounts, Newspro uniquely caters for all types and sizes of stores. We know the needs of each store is different so a one-size solution certainly does not fit all. That's why we tailor individual magazine ranges to optimise displays and to maximise sales.

At the same time, more proactive news retailers can enjoy far more control over the titles they receive than they have ever before, reducing unwanted copies of wholesaler "box-outs" and "penetration exercises".

**There really is no downside to becoming a member of the Newspro Retail Group.**

The Newspro team's only objective is to continue the NFRN's ethos of assisting members to **Make** money, **Save** money, and **Make** it easier to do business.



## MEET THE TEAM



**BRIAN MURPHY**  
HEAD OF NEWS

As Head of News, Brian oversees the Newspro service, ensuring that it delivers on members' expectations.

As a member of the NFRN's management team for 16 years, Brian's experience is invaluable.



**JERRY HAYES**  
NEWSPRO  
DEVELOPMENT  
MANAGER

Jerry's long-established track record of working on behalf of independent retailers for over 18 years in various roles now continues for Newspro members. Involved with Newspro since its inception, Jerry's remit is to develop the category.

His single goal is to provide the best possible offer for Newspro members.



**PETER WILLIAMSON**  
NEWS OPERATIONS  
MANAGER

Becoming part of the NFRN team in 2014, Pete brings great expertise, especially within the newspaper category and data management.

As such, he provides great insight to the Newspro team.



**ANDREW WILLIAMSON**  
CONNECT MANAGER

Having worked in the call centre environment since the age of 18, Andrew now heads up our contact centre.

Andrew and his team of call handlers are the first point of contact for members facing issues with their newspapers and magazines.



# BENEFITS

## BEING A VALUED MEMBER

As with the NFRN, Newspro's ethos is putting the member first and assisting you to **Make** money, **Save** money and **Make** business easier.

As a member of Newspro, you are much more than a customer number in the operating and allocation systems and can be assured that your membership remains free of all charges.



Among the benefits of membership are:

- **Increased cash flow** by having a core range that fits your display space and one that your customers would expect to see
- Being part of a rolling programme that **protects your regular sales** and prevents unwanted titles reaching your store
- The freedom to **order what you want when you want**, without the risk of other "me-too" titles arriving without permission
- Regular communications, **advising you of suitable new titles** that will grow your sales. These are pre-selected for you or for you to consider ordering
- Sensible allocations or **advice on great special editions** that you may want to add to your customer offer
- **Opportunities to earn more** from centrally agreed publisher backed sales promotions and initiatives
- **Raised awareness of your home news delivery service** if you offer one
- **Access to a team, 7 days a week** to help you with any of your needs and to offer advice to further improve profits from the news category.



CALL US ON  
0800 121 6376  
07563 024513

Whether your newspaper and magazine offer is big or small, and whatever the level of engagement you want to have with us, rest assured that the Newspro team is working for you so that you can **Make** and **Save** money and trade the news category more easily.

## WITHIN YOUR NEWSPRO MEMBERSHIP YOU ALSO GET NFRN BENEFITS FREE.



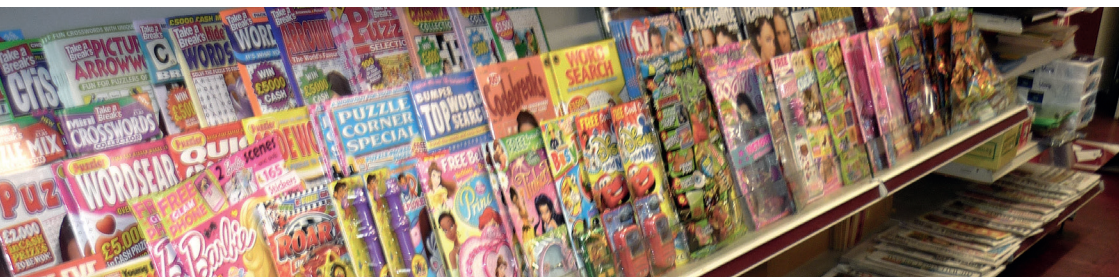
Average  
annual savings  
**£1,417**



Generate an  
extra  
**£1,000**



Free legal  
advice saves  
**£1,480**



When compared Newspro stores have better availability, higher sales and return less. - Source Smiths News September 2021

# HELP IS AT HAND

## 7 DAYS A WEEK

Continuing our mission to make business easier for members, Newspro provides support and advice 7 days a week, 364 days a year.

In the busy world of retail and with multiple demands on your time, Newspro can lighten the load. Everyone needs a helping hand from time to time, and it is great to know that the Newspro team has your interests at heart.

Equipped with a wealth of experience and resources, the team can provide a service that is second to none, assisting you when you most need it. Help is at hand in dealing with:

- **Late supplies**
- **Missing credits**
- **Advice on restitution**
- **Plus much more**



The team can be contacted by free phone or email.



**CALL US ON**  
0800 121 6376  
07563 024513



**EMAIL US AT**  
[newspro@nfrn.org.uk](mailto:newspro@nfrn.org.uk)

We can also pass you to a dedicated member of the team if your space has changed or is going to change in store.

So, if it's to escalate an issue with your news wholesaler, a range query or simply wanting to update your details, the team is ready and waiting to assist you.

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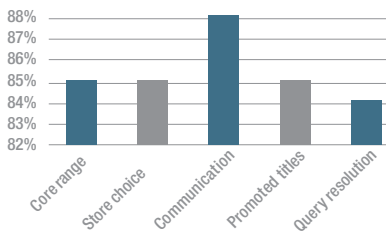
## WORKING TO THE HIGHEST STANDARDS

We work to an ethos of continual improvement at Newspro and delivering to our members' requirements is vital. Ensuring we are operating to the highest standards is key to member satisfaction. You may receive a call from a member of our team to gain your feedback on the core areas of service:

- **Core range**
- **Store choice**
- **Communication**
- **Promotions**
- **Query management**

We consistently return high survey scores from our members as illustrated to the right, however, we are always looking for ways to improve.

Member satisfaction rates



# TESTIMONIALS



**VINCE MALONE - TENBY**  
**MAKE MONEY**

"With Newspro helping set my range I have seen sales steadily grow since starting to sell magazines. I expect the category to deliver over £3,000 to my bottom line this year."



**JON MANKELOW - RUSTINGTON**

"Not only has Newspro helped with my range, but has helped me capitalise on opportunities. My profit from my sales of BBC Gardeners World (May) paid for my NFRN membership fees twice over."



**SHAKIL DHARAS - LEICESTER**

"After taking over my store, Newspro profiled my range removing the non-selling titles allowing me to gain the best return from my selling space, whilst also reducing time spent on the category. I would wholeheartedly recommend."



**JAI MARWAHA - GATESHEAD**  
**SAVE MONEY**

"Removing unwanted titles has improved my cashflow, display and saved me unnecessary time and resource in processing titles."



**SIRAZ CHADAT - BOLTON**

"We have a number of stores and all of them are Newspro members. This has saved us both time and money in terms of resources instore. The tailored ranges for all our stores have also helped us sell more magazines."



**SHAHID RAZZAQ - BLANTYRE**

“Since joining Newspro I have had the right titles for my space and customers, giving me the best return from my display with less resource.”



**CHRIS BRIDGETT - NEWARK**  
**MAKE BUSINESS EASIER**

“Every query raised with the Newspro team has been answered promptly and efficiently, providing a first-class service to my business”



**CARL PICKERING - HESKETH BANK**

“The Newspro service provides the extra support required to assist me in managing the magazine category.”



**CHRIS GUY - MORPETH**

“Newspro has ensured I have the right titles for my store including customer orders. I would highly recommend.”



**JUDY MERCER - BELFAST**

“Through regular range reviews and communication informing me of forthcoming sales opportunities Newspro has proved to be an asset to my business”

## FIND THE ANSWERS TO THE MOST COMMON QUESTIONS REGARDING YOUR MEMBERSHIP OR TO SPECIFIC ASPECTS OF NEWSPRO.



If you cannot find the answer to your query here, please do not hesitate to contact us.

The team can be contacted by free phone or email.



**CALL US ON**  
0800 121 6376  
07563 024513



**EMAIL US AT**  
[newspro@nfrn.org.uk](mailto:newspro@nfrn.org.uk)

- Is there a fee for membership of Newspro Retail Group?

No, this is a free of charge NFRN member benefit.

## RANGE

- Can I add titles if I believe there is a sales opportunity?

Yes. Contact your news wholesaler with your requirements.

- How do I process a request for a customer for a new title?

Simply contact your news wholesaler directly with your requirements.

- What should I do if I receive any titles that are outside my agreed range?

Contact the Newspro team via email or telephone and we will investigate.

- What if my selling space changes?

Contact us immediately, so that we can review your range in line with your new requirements.

- Does Newspro control the number of titles received?

Yes, the number of titles is made up of your core range plus your notified Store Manager's Choice.

- Does Newspro control title quantities?

No, quantities are managed by your news wholesaler, but you can make any changes in line with your requirements. These take precedent over your news wholesaler's changes.

- I keep selling out of titles, can you help?

Please contact a member of the Connect team who will look to resolve with your relevant wholesaler.

- What if I am concerned that the category is not performing?

Contact us as soon as possible so that we can review and advise of any remedial actions.

- I want help with my display, can I have a store visit?

As a general rule, store visits are not available; however, the team is on hand to help with lots of advice on best practice to assist you.

- Is there any promotional activity within Newspro group?

There is a schedule of promotional activity throughout the year. You will be informed of these through normal communication channels ahead of the promotions taking place.





## HOME NEWS DELIVERY

- Can Newspro support me if I operate a home news delivery service?

Yes, through the Store2Door element of Newspro. This includes support and advice, promotional activity, and discounts on delivery equipment such as delivery bags and trolleys.

- As I deliver, getting my papers on time is important. Can you assist if I believe my RDT is incorrect?

Please contact us detailing your reasons and the team will check with your news wholesaler.

- What if my voucher credits are incorrect?

Contact your wholesaler in the first instance, but if unresolved the team can escalate on your behalf.

- Can you assist with carriage charges?

Newspro cannot change your carriage charge as these are set by your news wholesaler, using a template incorporating a standard charge plus a percentage based on individual store sales volumes. However, we are in discussions with wholesalers about identifying ways to offset.

## COMMUNICATION

- What if I change my email address or contact details?

Please notify Newspro as soon as you can so that we can update our records to ensure you receive all the relevant communications.

- What aspects do I still need to engage with my wholesaler on?

Your relationship with your news and magazine wholesaler remains unchanged. Please continue to contact your wholesaler directly with any day to day queries, claims, credit queries, or order amendments.

- What aspects can the Newspro team assist on?

If you have queries around your range, unauthorised titles or are looking to develop the category, we would love to hear from you. You can contact us via email at [Newspro@nfrn.org.uk](mailto:Newspro@nfrn.org.uk) or by calling 0800 1216376 -7 days a week 364 days a year.

- I am unhappy with aspects of the service, who do I contact and is there an escalation process in place?

Contact Newspro in the first instance. We will take the details and attempt to resolve or escalate.



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## FUTURE PLANS

### NEWS IS THE FASTEST MOVING CONSUMER PRODUCT (FMCG) SO STANDING STILL IS SOMETHING WE NEVER DO.

Over the next year we will grow membership by at least 50% and, by working even closer with our partners, we have some ambitious plans to further support you to Make and Save money or Make trading in the news category easier.

Our plans include:

- Expanding our opening hours
- Further helping your cashflow by reviewing your early returns and working with supplier to reduce them
- More national promotions
- A new programme with newspaper publishers to both protect and grow counter and home delivered sales
- Benchmarking your news category performance to the space you give it and other categories
- Adding display solutions
- Expanding the number of suppliers that we work with
- Introducing a pre-order service for the best-selling collectables and their extended SKUs
- New communication methods, reaching you as and when you want to hear from us



*Designed by Freepik*



## MEMBER BENEFITS

For a full list of our member benefits and what they mean to you and your business, visit our website.

**Make** Money, **Save** Money, **Make** business easier.

[www.thefedonline.com/about/nfrn-member-benefits/](http://www.thefedonline.com/about/nfrn-member-benefits/)



## THE FED

Read The Fed magazine online or in print each month to keep up-to-date on the latest industry, political and NFRN news. You will receive a hard copy each month.

You can read the latest edition:

[www.thefedonline.com/the-fed-user/](http://www.thefedonline.com/the-fed-user/)

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## CONNECT WITH US

If you are in need of some one-to-one assistance.  
Our friendly and experienced membership advisors are  
available 7 days a week.



CALL US ON  
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EMAIL US AT  
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