



Member Services Report

ALSA Board Meeting – June 26th, 2016

Partnerships

Moneris New Contract:	3 years (Rebate)
Hub Insurance:	1 year (No more Rebate)
Westmount:	1 year
Coke (pending):	2 years (Rebate)
ISS Insurance:	1 year
Liberty Security (pending):	1 year
Cultivated Solutions:	No
Profitek (pending):	1 year
Purolator:	Rates changed due to low business levels
Park 'n Fly:	Continued

New to 2019

Ultralite Shutters:	1 year
Tigerclaw Supplies:	1 year
Loop Insights:	1 year

Activities and Themes

North

Renewals: Renewals are nearly completed. One large chain has yet to renew but have indicated that they will comeback. There 521 stores in the original invoices. There have been 339 renewals to date. There are a number of stores which have been sold and the new owner is not interested in renewing membership. Another large number of member stores have closed including a few with some of our chains.

Overall 42 stores have closed since Jan 1, 2019 of which we are aware. Nearly half are former Solo Stores. Some Solo stores have been sold prior to being closed. A few have been re-opened under new ownership since the license has lapsed.

New Members: At this writing we have had 14 new members since Jan 1, 2019

Cannabis: No calls or emails since last report



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Travel –Concentrated effort in Greater Edmonton contacting new stores and/or new owners of old stores and especially stores slow in renewing. Next quarter will expand territory to the neighbouring Counties. Grande Prairie plans have been shelved as too expensive this year especially with the new Alberta Made promotions proceeding.

South

Renewals: We have been in touch with our members for 2019 renewals via phone calls and store visits. A number of stores chose not to renew this year due to economic hardship. On the other, there are a store that joined to receive discounts.

Elections AB: Visited a number of constituents in Calgary area and introduced the Association to the new candidates.

Tasting Issue: Sierra Springs Liquor in Airdrie, our member store, was visited by AGLC inspector in May while following up on a complaint on ticketed events. They were using agents to do the pouring, which according to the AGLC inspector is not allowed. According to the Licensee handbook, agents and experts can be involved in ticketed events. The store contacted us for help and Ivonne is following up with AGLC on this.

Partnership Updates for 2019

Moneris has started to help with our marketing to stores using Moneris but not members as well as member stores using Moneris but not on the ALSA rates. We have a new recruitment from that must be returned to us before going to Moneris. We confirm membership and pass it along. We hope to minimize stores getting our rates and not being members.

HUB has introduced new coverages including cyber crime coverage.

Westmount Store Fixtures has returned this time with very strong discount program for stores. They are offering a 3% cash back program without any limitations on the amount of purchase not rules preventing using a reward program credit card.

ISS Insurance continues to find benefit packages for small businesses featuring Blue Cross and other insurers.

Coca Cola continues to offer prices that are very competitive. This is renewal year for their contract in May, so we will be reviewing in the coming weeks.

Profitek is back and will continue and will market and sponsor ALIC as they have done for the last 2 years. They are also offering a premium rate on lease to purchase.



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Purolator has not been used to the level setting the original rates. We will discuss a continuing relationship, but initial rates may not be valid without more volume.

New for 2019

Ultralite Shutters who attended ALIC as an introduction to ALSA have come on as a marketing partner and have a brochure in all member packages.

Tiger Claw Supplies is out of BC but have an agreement with AGLC to ship out of the warehouse some common products.

Loop Insights is a Vancouver based company with a new product to assist with marketing with store customers. They have been delayed starting with us due some personnel changes but have no signed a contract for the rest of the year and will plan on attending ALIC.

Highlights from Moneris ALSA Business Review 2018

Moneris provided ALSA Business Review for 2018 in June. According to the report, we have concluded a total volume of \$213.2M (up 12.6M since 2017) from our registered member accounts. 60% of the total volume was through debit, while VISA and MasterCard were 23% and 17% respectively. American Express results in a little over \$100K in volume, Others category includes Union Pay, Discover and JCB cards in the table below.

Card Type	Volume (\$)	# Transactions	Average Transaction Size
Other	\$ 2,651.00	84	31
Amex	\$ 101,890.00	2064	49
MasterCard	\$ 36,117,961.00	735008	49
VISA	\$ 48,669,237.00	901822	54
Debit	\$ 128,295,999.00	3877651	33



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Volume by Card Type - \$



Volume by Card Type - %

