

# WELCOME TO **RetailWeek**

Your guide to getting started with your corporate subscription



# WELCOME TO YOUR **RetailWeek** CORPORATE SUBSCRIPTION

Thank you for joining Retail Week, we're pleased that you have chosen us to provide you with business critical information.

Your corporate subscription provides you and your colleagues with 24/7 access to market-leading news and insight so you can be sure you have the knowledge you need to make informed decisions and drive your business forward with confidence.

"Retail Week is the retail industry's leading resource for breaking news, insight and intelligence. Delivered weekly in print, and daily by mobile, tablet app and online, it has an unrivalled reputation for delivering the news, analysis and research that ensures its readers are the most informed in the sector."

**Chris Brook-Carter,**  
Editor-in-Chief, Retail Week

## **FIVE WAYS TO GET WHAT YOU NEED FROM RETAIL WEEK:**

1. Online at Retail-Week.com
2. Tablet app for iPad and Android
3. Mobile site at m.Retail-Week.com
4. Weekly Magazine
5. Retail Week Knowledge Bank

## **YOUR ACCOUNT MANAGER:**

If you have any problems or questions regarding your corporate subscription, please don't hesitate to contact your account manager

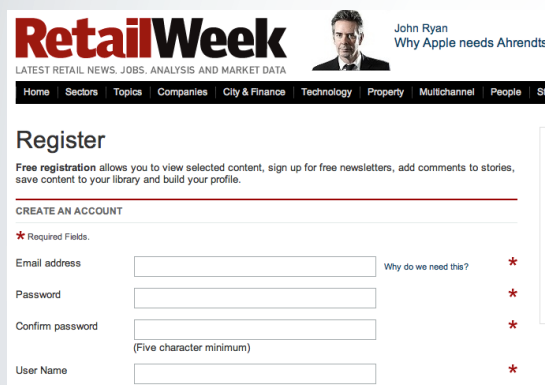
**Lars Fiddy**  
**Lars.fiddy@emap.com**  
**0203 033 2953**

# GETTING STARTED WITH RETAIL WEEK

To access Retail-Week.com you will firstly need to ensure you have registered on the website.

## HOW TO REGISTER

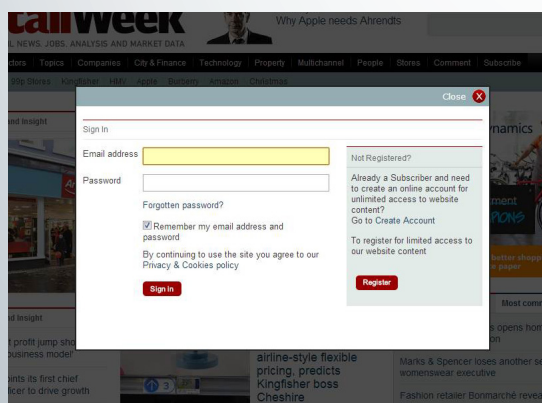
1. Go to [www.retail-week.com/register](http://www.retail-week.com/register)
2. Complete the short form to register your details



The screenshot shows the RetailWeek website header with the logo and navigation menu. Below the header is the 'Register' section. It includes a sub-header 'CREATE AN ACCOUNT' and a list of required fields: Email address, Password, Confirm password (with a note '(Five character minimum)'), and User Name. Each field has a red asterisk indicating it is required. There are also links for 'Why do we need this?' and 'Remember my email address and password'.

## HOW TO SIGN IN

The sign in link can be found on any webpage on the top right hand side corner, highlighted in red. You will need your email address and password you registered with.



The screenshot shows the RetailWeek website with a sign-in modal window open. The modal has fields for 'Email address' and 'Password'. There is a checkbox for 'Remember my email address and password' and a link for 'Forgot your password?'. A 'Sign in' button is at the bottom left. On the right side of the modal, there is a 'Not Registered?' section with a 'Register' button and a link to 'Go to Create Account'.

## SIGN UP TO NEWSLETTERS

1. Visit [Retail-Week.com/my-account/my-newsletters](http://Retail-Week.com/my-account/my-newsletters)
2. Select your choice of newsletters from the following
  - Daily News
  - Breaking News
  - Store Design & Visual Merchandise
  - Property
  - Technology
  - Fashion & Department Stores
  - Grocers & Supermarkets
  - Retail Week Knowledge Bank
  - Careers and People

# RETAIL WEEK ANYTIME ANYWHERE

The Retail Week app for both iPad and Android is open for business.

The app gives you access to comprehensive insight and detailed analysis on the move. Plus, you can interrogate footfall, trading and e-commerce data as well as keep tabs on the latest store designs with high-res, full-screen store galleries.

## HOW TO DOWNLOAD THE APP

1. Visit the App Store or Google Play Store and search for 'Retail Week'
2. Follow the onscreen instructions to install the app on your device
3. Tap the icon on our home screen and log in using the same username and password that you use at Retail-Week.com

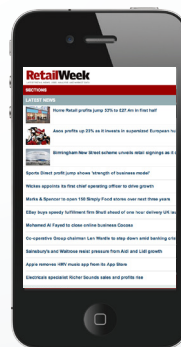
Keep up-to-date with all the latest digital developments at [Retail-Week.com/choices](http://Retail-Week.com/choices)



## DISCOVER THE MOBILE SITE

Visit [m.Retail-Week.com](http://m.Retail-Week.com) from your smartphone

Sign in with the same username and password as you use at Retail-Week.com



## ANY PROBLEMS?

Our customer service team will be happy to assist you with any online, tablet or mobile access problems.

Call **0203 033 2626** or email [customerservices@retail-week.com](mailto:customerservices@retail-week.com)

# MAKE THE MOST OF RETAIL-WEEK.COM

Over 70% of all our content is delivered online first, if not exclusively. Every day we explain and analyse the news, with exclusive online commentators for technology and the city.

## NEWS EVERY DAY

Keep in the know with specialist newsletters delivering the latest breaking news direct to your inbox seven days a week.

## NEWS

Keep up-to-date with all the crucial issues affecting your business. Get unrivalled analysis and commentary on what the latest developments mean to you, the future of your business and the retail sector as a whole.

## INSIGHTS BY SECTOR

Get a complete picture of the retail industry with news from all sectors including food, fashion, electricals, entertainment, health & beauty, home & DIY, department stores and general merchandise.



## SEE INSIDE STORES

See inside the latest stores without leaving your desk with a stores gallery giving you a comprehensive round-up of the latest openings.

## KEEP PACE WITH TECHNOLOGY

View in-depth features on the latest products and innovations in retail technology. Giving you a deeper understanding of how emerging technologies perform, ensuring you are always at the cutting-edge.

## UNDERSTAND MULTI-CHANNEL SHOPPING

Access exclusive news about home shopping including online retail, e-tail and e-commerce, catalogues, TV shopping and mobile shopping.

# INSIDE THE RETAIL WEEK KNOWLEDGE BANK

Exclusive to Retail Week subscribers, Retail Week Knowledge Bank delivers intelligence on all of the top 230 UK retail companies in greater detail.

## GET AHEAD OF YOUR COMPETITION

Maintain your advantage and understand what your competitors are aiming to achieve by analysing their strategies.

## GROW YOUR KNOWLEDGE

Get an overall view of the business of retail from shop-floor to board level with performance statistics across all retail sectors.

## INCREASE PROFITABILITY

Benchmark companies using the adaptable tools to help anticipate sector expansion and access new markets.

## COMPANY INFORMATION AT YOUR FINGERTIPS

Take an inside look into the plans and performance of the top 230 public and privately-owned UK retailers with access to company profiles.

## UNDERSTAND THE MARKET

View sector profiles in full with more than five years' worth of store level data, including sales densities.



# RENEWING YOUR CORPORATE SUBSCRIPTION

Your account manager will contact you up to three months prior to your corporate subscription's expiry date to start the renewal process. This will ensure it is quick and easy and that there is no interruption to your service.

They will look at the success of the current corporate subscription package and discuss any additional features that are suitable for your business. You will then be sent a list of current subscribers giving you the chance to make any amendments or additions by editing it and sending it back.

Once the subscriber list has been agreed your account manager will organise a quote and seek confirmation to proceed with invoicing for the renewal.

# ADDING SUBSCRIPTIONS

You can add further subscriptions to your corporate subscription at any time via your account manager. Requesting to add subscribers is easy. You simply fill in a 'new member' form provided by your account manager containing the specified details of the new subscribers.

Your account manager will then pro-rata the subscription(s) to match the common expiry date of the entire membership. Any additional subscriptions or online-only accounts will then be invoiced and sent to your nominated account handler.



# CORPORATE SUBSCRIPTION FAQs

## **HOW DO SUBSCRIBERS GET ONLINE?**

Please see page 2 of this brochure for instructions of accessing your online account.

## **HOW MANY PEOPLE CAN USE ONE ONLINE ACCOUNT?**

Unless your subscription is IP, an online account is solely accessible for the named subscriber of the subscription; it will be automatically locked out if the account is accessed by more than one user. If you require extra subscriptions or online only accounts please contact your account manager.

## **CAN WE HAVE ONLINE-ONLY ACCOUNTS?**

Yes, you can discuss this with your account manager.

## **WHAT IS MY SUBSCRIBER NUMBER?**

Your subscriber number is a 10-digit number that is used to identify both you and your subscription. It can be found on any written correspondence or email that has been sent or on the label/wrapper of your magazine. If you cannot find your subscriber number please contact your account manager.

## **CAN I ORDER A SUBSCRIPTION FOR DELIVERY TO AN ADDRESS OUTSIDE OF THE UK?**

Yes. As the magazine is dispatched from the UK, the subscription price is higher to cover additional delivery costs. You can discuss rates with your account manager.

## **CAN I CHANGE AN ADDRESS?**

Yes. To change one or multiple addresses please contact your account manager who will arrange the amendments to the delivery address.

## **WHAT IF AN ISSUE DOESN'T ARRIVE?**

Simply contact your account manager. They will organise a replacement issue and investigate the delivery problems to resolve further issues.

## **WHEN WILL I RECEIVE MY FIRST ISSUE?**

You should receive your first issue approximately two weeks after the invoice date but your online and app access is available immediately.



# CONTACT US

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