

The official publication of the Associated Food Dealers of Michigan

**AUGUST/SEPTEMBER 2004** 

#### Just In

#### AFD's Accounting Firm, Follmer Rudzewicz, Becomes UHY Advisors MI

Follmer Rudzewicz Advisors, Inc. recently announced a name change to UHY Advisors MI, Inc.

Bryan Besco, Senior Marketing
Associate said, "We have been
providing financial and business
consulting services to family owned,
middle market companies for over
36 years. As a result of this merger,
we now operate under one brand
name with 20 offices nationally and
148 offices globally in 50
countries."

The CPA firm represents the Associated Food Dealers of Michigan and some of its members. Pat Gregory, one of the firm's accountants, was featured in the June AFD Food & Beverage Report. For more information, call Besco at 1248) 355-1040 ext. 590.

#### Inside

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#### Liquor Tax Won't Die

Despite repeated commitments to protect small businesses, a liquor tax increase remains part of the budget discussions taking place between the Governor and legislative leadership. Several other tax increase proposals are being discussed as well including increasing the tax on casinos. AFD has remained vigilant in opposing the liquor tax proposal unless it fundamentally addresses retailers' profit margin. We need your help to keep up the pressure. Please contact the offices below to register your opposition to raising the liquor tax:

Gov. Jennifer Granholm – (517) 373-3400 Speaker of the House Rick Johnson – (517) 373-1747 Senate Majority Leader Ken Sikkema – (616) 534-3464



## The Heat Was on for the AFD Foundation Golf Outing!





AFD golfers took over the beautiful Fox Hills in Plymouth on Thursday, July 22, in order to raise funds for foundation scholarships and enjoy some friendly competition on the course. Left: Kevin Yousif of Nine Mile & Hilton Market in Ferndale hits a great drive. Above: The "Joe Sarafa Integrity Award" for honestly counting every stroke, went to the great guys in red from Coke!

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## Michigan Center for Public Policy issues report about electric market restructuring

Though the state's electric market restructuring program needs some changes, it may not need the overhaul proposed in a recently-introduced Senate package, according to a report issued by the Mackinac Center for Public Policy.

Gongwer News Service reported

that electric utilities have argued that the reforms under PA 141, 2000, were going to cost electric customers more in the long run and have been predicting large rate increases when all rate freezes are

Electric Market, continued on page 12.



#### Chairman's MESSAGE

#### EXECUTIVE COMMITTEE

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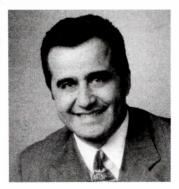
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## Associated Food Dealers Joins in **Emergency Preparedness Education**



By Ronnie Jamil AFD Chairman

If an intentional food contamination incident occurred, would you as a grocery store owner or manager know what to do?

The Associated Food Dealers of Michigan is working with organizations and individuals in

Michigan and around the nation to coordinate emergency preparedness and food security efforts in this

An important part of this continuing education effort came on May 21, when over 120 individuals from around the nation participated in a daylong emergency preparedness event held at the Kellogg Center in East Lansing. The Associated Food Dealers along with other Michigan food industry associations and governmental agencies were in attendance. AFD Vice President Dan Reeves sits on the Michigan Food & Agricultural Protection Strategy Steering Committee, which hosted the event.

The committee was joined by personnel from law enforcement. public health, outbreak investigation, food regulation, emergency management, health care, and public

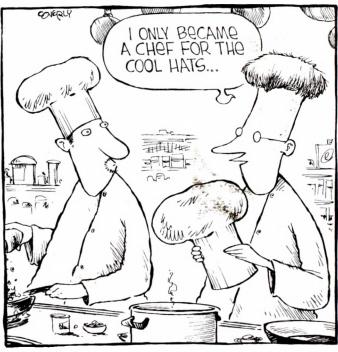
communication/media relations. Those attending represented the full range of organizations that store owners/managers might be working with while responding to an intentional food contamination

The conference centered around a "tabletop exercise" which simulated an emergency situation that allowed participants to walk through existing response procedures to test emergency preparedness. This tabletop exercise highlighted the importance of store owners/managers knowing the following:

- · How to contact response agencies 24 hours a day, 7 days a week, and
- The role and responsibilities of key response agencies like local public health, law enforcement, and food regulators, and
- · Protection of your business and livelihood involving more than physical protection such as bars on the windows or locked doors.

For further information about emergency preparedness, contact Dan Reeves at AFD's new office (248) 671-9600.

## The Grocery Zone



#### **USDA Labels French** Fries as Fresh Vegetables

Eating your vegetables can now include french fries, according to the U.S. Department of Agriculture (USDA) and a federal judge in Texas.

The Chicago Tribune reports that U.S. District Judge Richard Schell endorsed little-noticed changes by the USDA to federal regulations that govern what defines a fresh vegetable. The French-fry industry had recommended the changes, and spent the past five decades pushing for revisions to the Perishable Agricultural Commodities Act, known as PACA. Congress passed PACA in 1930 to protect fruit and vegetable farmers in case their customers went out of business without paying for their produce.

#### Government**Profile**

## Attorney General Mike Cox Protects the People and the State

By Kathy Blake

As Michigan's 52nd Attorney General, Mike Cox is sworn to protect the people of Michigan. He also must protect the interests of the state of Michigan. "Anything the state touches, must be protected legally. We defend every state agency," asserts Cox. "I have two jobs, I'm the lawyer for all of the state government and I'm the protector of the people."

His position has been called "watchdog" in the past, though Attorney General Mike Cox would rather take action than watch and wait. "I am committed to resolving old problems of child support collection, as well as the new epidemic of identity theft. And my office is striking back against the corruption and cons of today, while not forgetting about the 'cold cases' of yesterday, and bringing the guilty to justice," he proclaimed.

Cox oversees 280 lawyers plus an additional 195 staff members. The attorney general's main office is in Lansing, with branch offices in Detroit, Petoskey, Grand Rapids and Escanaba. He spends two to three days at his office in Lansing, and travels to the other offices and meetings the rest of the work week.

Though he's in a position of power, Cox says his focus is on protecting Michigan's most vulnerable residents-children and senior citizens. A Republican, Cox was elected to his four-year term which began in January of 2003. He said he likes his new position, adding that being able to help people through change is what makes the job rewarding. "Because it touches every part of state government, it's also very interesting," said Cox.

As chief law enforcement officer for the state of Michigan, his duties include representing the State and the Governor, protecting consumer's rights, protecting consumer's pocketbooks against fraud and unfair prices and rates, protecting the environment, overseeing the 83 elected county prosecutors



throughout Michigan and directing criminal policy.

In light of the growing problem of identity theft, he and his staff drew up a grant proposal. The U.S. Department of Health and Human Services granted \$300,000 for the Michigan attorney general's office to start up a program to protect senior citizens from identity theft and credit card fraud.

Called "It's MI Identity" the program is the first in the nation and may serve as a model for other states. "We want to develop a program that can be reproduced, nationally," Cox said.

The program is designed to uncover identity theft of seniors living in adult resident care facilities as well as raise public awareness about the threat of identity theft.

"We are working with AARP to help seniors. We're collecting statistical research to reach 10 percent of Michigan's seniors and compare it with their credit history," explained Cox. If there's any discrepancies, the attorney general's office will investigate, he said.

He said the Federal Trade Commission reported that \$53 billion was stolen through identity theft last year and of that, \$48 billion was stolen from businesses.

Attorney General Cox said, "Ultimately we want to come up with three prongs for 'It's MI

Identity': (1) Educate consumers on how to avoid being victims; (2) Protect consumers from identity theft from store employees when using credit cards at stores; (3) Help police and prosecutors to better investigate and prosecute these crimes."

He said he has started a statewide cooperative campaign with law enforcement to provide training and investigative techniques to officers and staff, adding that frontline law enforcement also helps raise public awareness about ID theft.

Cox says his biggest change for the attorney general's office has been going after deadbeat parents for child support. He pioneered the creation of a Child Support Division to collect millions of dollars of unpaid support owed to Michigan's children. "More than 630,000 kids don't get regular child support, 400,000 don't get any child support. We drew up bills for child support that are in the House and Senate,"

Cox graduated from Catholic Central High School in Detroit and then served in the Marine Corps. After completing his service, he went on to graduate from the University of Michigan Law School in 1989. He went to work at the Oakland County Prosecutor's office for a year before becoming a prosecutor for the Wayne County Prosecutor's office in Detroit.

In Wayne County, he tried more than 125 jury trials and hundreds of bench trials with more than a 90 percent conviction rate. His cases ranged from organized crime to public corruption to drug and gangrelated homicides. He was appointed Director of the Wayne County Prosecutor's Homicide Unit in 2000, which prosecutes approximately two-thirds of all homicides in Michigan. "Working as a prosecutor, we come in contact with people when they're at their worst; grieving. By solving the

Mike Cox, continued on page 11.

#### Calendar

September 12-15

National Beer Wholesalers Association Annual Trade Show San Diego, CA (800) 300-6417 info@nbwa.org

September 21-22

AFD Holiday Beverage Show **Burton Manor** Livonia MI (248) 671-9600

September 27

Beverage Retailing Summit 2004 Orlando, FL (646) 654-7452 jfriedman@vnubuspubs.com

October 15-19

Food Marketing Institute Productivity Conference & Expo Dallas, TX

www.fmi.org

October 17-20 The NACS Show 2004 Las Vegas, NV (703) 684-3600

#### Statement of Ownership

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## Hiram Walker Retiree, Art Robbie Inducted to Hall of Fame

Art Robbie was one of two recipients of the 2004 National Polish-American Sports Hall of Fame award in recognition of his countless contributions to his community.

He received the award at the 2004 Induction Banquet held at the

American Polish Cultural Center in Troy in June.

Art Robbie turned a successful amateur boxing career into a successful business career at Hiram Walker, Inc. where he worked for 34 years. He advanced to the position of Executive Relations Manager,

reporting directly to the chairman and president of the company. In his role, Robbie oversaw the distribution of millions of dollars in monetary product and service donations to a number of charitable organizations and causes in Michigan.

He began boxing at age 10 in the Kosciusko school program. He continued through to Hamtranck High School, where he was class president and graduated in 1947.

He distinguished himself by serving in all four of the armed services. Beginning in 1944, he first served in the U.S. Navy Reserve. then the U.S. Marine Corp Reserve followed by the U.S. Army and finally the U.S. Air Force Association Strategic Army Command, from 1952-1954.

While he was in the army, his amateur boxing career flourished. In 1950, he was the Ft. Riley (Kansas) Middleweight Champion. In 1951 he earned the Ft. Sill (Oklahoma) Light Heavyweight Championship Robbie finished his Army boxing career in 1952 as an undefeated middleweight. His army boxing career record was 47 wins and only one loss: and his overall boxing record was 80 wins and four losses. He was never KO'd in his career.

From 1960-63, he served as Hamtramck's Civil Service Police and Fire Commissioner. In 1970. received a civilian citation from the Detroit Police Department for apprehending a dangerous armed

During his career, he received ov 40 awards for athletics, civic duty and business accomplishments. including the Hiram Walker "Cord Man of the Year" and the Associat. Food Dealers of Michigan "Distinguished Service Award." would often appear at charitable functions as a guest gourmet cook

### 7UP Goes Low-Cal With Vitamin C

Beverage Digest reports that Cadbury Schweppes will introduce low-calorie version of 7UP fortified with vitamin C and calcium. To be called 7UP Plus, the timing and formulation of the drink are still being finalized, however, it is said lihave 15 calories per 12-ounce serving and may be introduced as berry- or multi-flavored. Cadbury Schweppes reportedly did not confirm nor deny the information Dow Jones



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## Michigan Food Products to be Showcased Worldwide

Michigan food and agriculture ompanies have a bigger and better pportunity to expand their export markets at one of the largest and most prestigious food shows to be held next spring, announced Dan Wyant, director of the Michigan Department of Agriculture (MDA). Wyant explained that MDA is again sponsoring a Michigan Pavilion at the U.S. Food Export Showcase (USFES) of the Food Marketing Institutes' Supermarket Industry Exposition, held in Chicago annually the first week in May. The FMI Supermarket Expo is North America's largest food show with about 20,000 domestic food buyers and 6,000 international buyers from nearly 100 countries. For the first time ever, USFES and the state's pavilion will be in a prime and highly coveted spot right near the show's main front entrance.

Exports continue to be an integral component of the viability and success of Michigan agriculture as ahout one-third of everything we grow is sold to overseas markets," Wyant added. "Opportunities like this are especially helpful in hallenging and lean budget times. USFES has proven to be instrumental and cost effective in helping small and medium-sized Michigan companies and rganizations highlight their products and tap new markets or ncrease their sales. We are onfident that this new location and posure will be a tremendous renefit to our Michigan companies and better showcase our safe, high quality food products."

There are 20 available spaces in the Michigan Pavilion, each offered at 12200. Additionally, past exhibitors referring new companies that exhibit he Michigan Pavilion will receive 15100 discount. MDA must receive ill registration forms and payments by 5 p.m. on Oct. 1, 2004.

The tens of thousands of buyers at the show represent supermarkets, hotels, restaurants, institutional and ctail stores who travel to the show to note new products and make purchasing decisions. In the past ouple of years, the show has led to more than \$1 million in sales for

Michigan companies.

Organized annually by the National Association of State Departments of Agriculture in conjunction with the U.S. Department of Agriculture's Foreign Agricultural Service, USFES attract

a significant interest throughout Asia and the Americas. In particular, large delegations of buyers are expected from China, Brazil, Japan, Nicaragua, Taiwan, Canada and Russia.

For more information on the show,

or to receive other export assistance for Michigan food and agriculture products, contact Jamie Zmitko in MDA's Agriculture Development Division at 517-241-3628, e-mail at zmitkoja@michigan.gov or visit www.mdainternational.com.



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## The Associated Food Dealers of Michigan Welcomes These New Members Who Joined April Through June

A & S Liquor Store Alpine BP Ammo-Ponderosa #1012 Avery's Family Restaurant Blue Light Market Canton Party Store Cheers Liquor & Deli

Clawson Steak House D I's IGA Ellie's Country Kitchen Food Lane Market G's Pizzeria & Deli Imperial Party Shoppe Jim's Foodmart

Johnson Oil Co. Jones Soda Co. **Kwicky Party Store** Liquor Castle Inc. MarQuis Food Service McDonald's Restaurant Metro D Sales

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#### News**Notes**

#### **Detroit's Snack Industry Weathers** Atkins "fad"

Detroit-area snack makers say they see life effect from the low-carb diet trend, and they won't introduce reduced-carb snacks like the national brands. "There is no such thing as a low-carb chip," says Uncle Ray's CEO "Uncle Ray" Jenkins. The president of Better Made Snack Foods agrees, calling the Atkins craze a fad that will pass. Detroit-and snackers consume an average of 7 pounds of potato chips per person annually, nearly double the national average. -The Detroit News

#### Retailers May Pass Along Coffee **Price Hikes**

Coffee producers are keeping track of rising coffee bean prices worldwide, noting in lim a nearly 20% increase in costs. While Procter & Gamble and Sara Lee are increasing their prices up to a quarter per pound, Kraft and Nestle have not made # decision and are watching for further developments. Analysts expect retail prices to increase by as much as 10% -Newsday

#### **Dutch Company Begins Marketing** Low-Carb Potato

HZPC Holland cross-bred two existing strains of potatoes to create a new breed with one-third fewer calones and proportionately fewer carbs. The breed has been planted in small crops around the U.S. and the first retail crop is expected next year -Duluth News Tribune

Zero to legend in no time flat. Budwais E **NASCAR** 

#### Member**Profile**

## Nash Finch Caters to the Independent Retailer

By Michele MacWilliams

"Performance Driven" is the slogan that Nash Finch uses on their advertising, on company literature, their website and business cards. The company is dedicated to this slogan, and reinforces it with products and services designed for its independent retail customers.

Nash Finch Company is one of the leading food retail and distribution companies in the United States, with nearly \$4 billion in fiscal 2003 annual revenues. The company owns and operates a base of over 80 retail stores, principally supermarkets under the Econofoods, Family Thrift Center and Sun Mart trade names. These corporate-owned stores are located primarily in the upper midwestern states of Iowa, Minnesota, Nebraska, North Dakota, South Dakota and Wisconsin.

In addition to its retail operations, Nash Finch Company concentrates on its food distribution business, which serves independent retailers and military commissaries in 27

states, the District of Columbia. Europe, Cuba, Puerto Rico and Iceland.

Nash Finch began in 1885 and today is one of the largest wholesalers in the country, employing approximately 10,000 associates. Nash Finch is publicly traded on the NASDAQ under the symbol "NAFC" and is a Fortune 500 business. The company's corporate retail operations focus on trade areas where Nash Finch stores command a number one or number two market share position. Corporate stores range from local, conventional stores in rural trade areas to large, modern supermarkets in growing urban markets.

"In Michigan, our independent retailer base is primarily in the eastern half of the state, from the Upper Peninsula to Detroit," says Thomas R. Welsh, Nash Finch merchandising manager.

Their main Michigan facility is located in Bridgeport. Built in 1980, the building has since seen several additions, growing as customer base

"Nash Finch aims to develop strong and profitable independent retail customers," says Welsh. "To this end, our wholesaling operation is sales driven and relentlessly focused on delivering premier customer service and low cost."

Through its food distribution segment, Nash Finch Company distributes and sells a full line of food products, including dry groceries, fresh fruits and vegetables, frozen foods, fresh processed meat products and dairy products. The company also distributes a variety of non-food items, such as health and beauty aids, paper products as well as cleaning supplies and small household items.

Most products are nationally advertised brands, although the company also sells several unbranded items, mostly meats.

In addition, the Nash Finch Company distributes and sells private label products using its own



trademarks and brand names including Our Family, IGA, and Value Choice. The Our Family and IGA brands our designed to offer consumers high quality items at significant savings when compared to national brands. The Value Choice label is positioned to compliment the other brands and is geared to the shopper who demandprice value.

In addition to a variety of products Nash Finch also offers services geared to assist with store

Nash Finch, continued on page 11.



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Nash Finch, continued from page 10.

management. Utilizing the Internet, Vash Finch retailers can key into vashnet, where a host of services make managing a store easier and faster. New item listings, special Promotions and eReports (invoices, tatements, price books, deal reports) and PlanOGrams (a shelf pace managing system) are wailable online.

#### Research services

In today's environment, with new ompetitors and supercenters rapidly intering new markets, understanding how shoppers view a store is critical. Nash Finch Market Research Services offers a menu of telephone and in-store consumer research programs to help retailers gain the knowledge they need to succeed. The company also offers mapping and analysis services, geographic nformation systems and demographic reporting. The services allow a retailer to accurately define trade areas, screen markets, review demographic esearch and develop a competitive analysis

#### Real Estate and Supermarket Design Services

Success for any retail establishment starts with choosing the right store location and understanding the potential sales for that site. For over 20 years, Nash Finch Market Research Services has coordinated site location research for ts customers using an independent, experienced site location analyst.

We believe that the selection and development of that real estate are lwo of the most important keys in the success of a grocery store," Welsh asserts. The Nash Finch Store Development Group can provide the entire process from site location, real estate negotiations, store design, construction management, and even equipment purchasing to grand opening.

The trend in the 1990's was to buy anywhere, regardless of the competition, just to add scale. Today major national chains are reevaluating individual stores, exiting those locations where they are less competitive, and opening the door for quality independent operators," states Nash Finch CEO Ron Marshall. To that end, Nash Finch Company is positioned and ready to assist and serve Michigan independent retailers.

Mike Cox, continued from page 4.

murders, we help them find a sense of justice," said Cox. He learned a little about the retail business working on cases of convenience store murders.

"Many times, the way the store was run played an important part of the case, establishing that it was premeditated," Cox said. He recounted three different cases in which the merchant was alone and one case

where the store made a bank drop at precisely the same time every day. Cox said he believes there are some tactics retailers can use to decrease the likelihood of crime at their store.

"Mike Cox and his office have been extremely accessible and responsive to small business concerns," stated AFD President Mike Sarafa. "We've enjoyed a great working relationship and look forward to continuing to work with

To contact the Attorney General's office for information, call 517-373-1110, for consumer complaints, call toll free: 1-877-765-8388 or write to Consumer Protection Division, P.O. Box 30213, Lansing, MI 48909. The attorney general's website is www.michigan.gov/ag.





## **NEWS**

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Better Business Bureau



## Miller Appoints New Senior Director-Convenience Stores

Miller Brewing Company announced that Bob Littlefield has been appointed senior director convenience stores. Mr. Littlefield comes to Miller Brewing Company with more than 25 years of sales and marketing experience, most recently as vice president of retail sales at Veryfine Products, Inc.

Mr. Littlefield spent ten years with Veryfine Products, Inc., where he led the introduction and continued growth of the Fruit 20 brand and the development of convenience programs to compete with direct store delivery juice programs. He later helped enable the very profitable sale of Veryfine to Kraft Foods. He has also held several significant positions at Tropicana Products, Inc., and Maxwell House Coffee Division of General Foods Corporation.

"Mr. Littlefield has extensive knowledge of both national chain and smaller beer-centric c-store chains

and will serve Miller well as we execute our c-store strategy and operational plan." said Regenia Stein, vice president - Strategic Accounts & Category Management. "His hire is

an example of Miller's commitment to bringing in performance-driven people who are fundamental to our capability to grow and sustain our competitive advantage."

Electric Market, continued from page 1.

lifted in 2006. Utility officials say the only way to ensure a reliable electric market without increasing rates is to pass the Senate Package.

But Theodore Bolema, author of the Mackinac center report, 'Assessing Electric Choice in Michigan' said the competition already introduced into the market would largely prevent those increases.

Kelly Rossman-McKinney, spokesperson for The Michigan CLEAR (Citizens for Long-Term Energy Affordability and Reliability) Coalition said the report leaves out some key needs of the state's utilities and their customers.

"We are encouraged that the

Mackinac Center's policy briefing on electric deregulation acknowledges some of the disparities of PA 141, and even supports some of the key legislation currently introduced to fix those disparities," she said. "At the same time, we are disturbed at the Mackinac Center's willingness to support immediately eliminating the rate cap, which would instantly cause Michigan's residential and small business electric rates to skyrocket. We are also concerned by their lack of support for sharing responsibility for a fund that calls on

all Michigan citizens to help low-

income residents."

#### Producers Find Novel Ways to Get More Omega-3s Into Eggs

While researchers agree omega-3 fatty acids are heart-healthy, the varieties found in fish - DHA and EPA - are more easily absorbed into the body. Those found in oils and nuts - the short-chained ALA-mus first be converted into the longchained variety. Some egg producers are beginning to raise hens on food, high in DHA and EPA and are touting their eggs as being an alternative source of the most healthy form of omega-3s for those who don't like fish. -San Francisco Chronicle

#### Diets Filled with "Empty Calones

Despite the popularity of low-carb diet crazes, snack foods such as soda and chips still make up about one third of the typical U.S. diet, according to new research. The study of 4,700 adults showed high levels of consumption of foods such as soft drinks and pastries, with sweets, desserts and alcoholic beverages accounting for nearly 25% of all calories consumed by Americans, and salty snacks and fruit-flavored drink adding another five percent. -MSNBC/Reuters

## 2 New and Exciting Retailer programs for 2004 from FRITO LAY!









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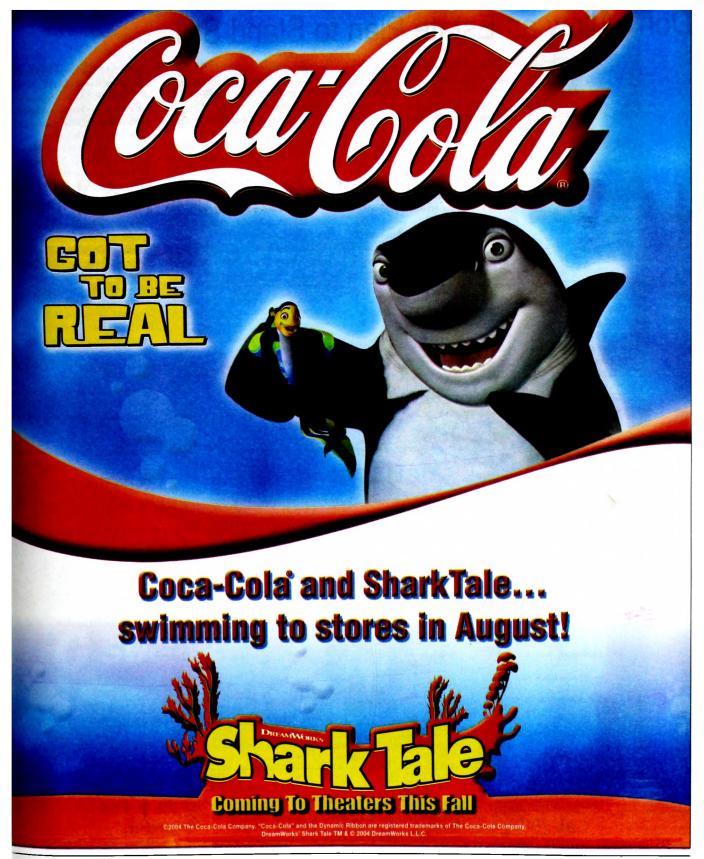


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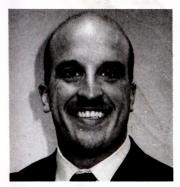
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## Don't Allow an Estate Plan to Stand Still



By: Randall A. Denha, Esq. Cox, Hodgman & Giarmarco Attorney at Law

Is life exactly the same as it was one year, five years or ten years ago? Of course not. Life is constantly changing and evolving, whether one wants it to or not. The same thing holds true about an estate plan. This is not a document one should place in a drawer or save and forget about until a crisis arises. An estate plan should be a work in progress that reflects changing circumstances.

It's a good idea to review the various components of an estate plan - or at the very least, a will - every few years to ensure that the provisions continue to meet current needs and desires. After the review, a need to simply modify a will can be met by a codicil drafted with the necessary revisions, or if the review suggests, a will can be completely overhauled. In either event, the time spent reviewing an estate plan will be time well spent.

When does an estate plan need to be updated? Ask the following questions. If the answer to any one of them is "yes", it's likely that the plan should be revised:

- · Has there been a marriage, remarriage, divorce or separation?
- · Have any children or grandchildren been born or children adopted?
- · Have any children gone to college or moved out of the home?
- · Have any beneficiaries died or become incapacitated?
- · Has the executor named in the will or a trustee died or

become incapacitated?

- · Has there been a significant change in the medical condition of a family member?
- · Has a business been acquired or
- · Have major assets such as real estate, stock or a home been acquired or sold?
- · Has the state of residence changed?
- · Have business, financial or personal circumstances changed in any significant manner?
- · Have the federal or state tax laws changed in a manner that may affect the existing estate plan? Note that a review of an estate plan could be especially significant if there has been a remarriage and there are children from a prior marriage. If appropriate, one can revise a plan to preserve the current spouse's lifestyle while providing for the eventual distribution of assets to one's children.

Tax advisory: If an estate plan has not been reviewed since 2001, this should not be put off any longer.

Under the Economic Growth and Tax Relief Reconciliation Act of 2001 (EGTRRA), the federal estate tax system has been modified and various new provisions could affect estate planning decisions. Furthermore, the federal estate tax will be repealed in 2010 under EGTRRA, but the tax will be reinstated under pre-EGTRRA law in 2011 unless Congress takes further action.

Randall A. Denha of Cox, Hodgman & Giarmarco is an attorney specializing in the areas of estate planning, wealth transfer planning and asset protection planning for high net worth individuals. Mr. Denha is an instructor at Oakland University's Certified Financial Planning Program. He is a frequent lecturer for various associations such as the Michigan Association of Certified Public Accountants (MACPA). Michigan Association of Osteopathic Family Practitioners (MAOFP). banks, life insurance companies and brokerage firms.

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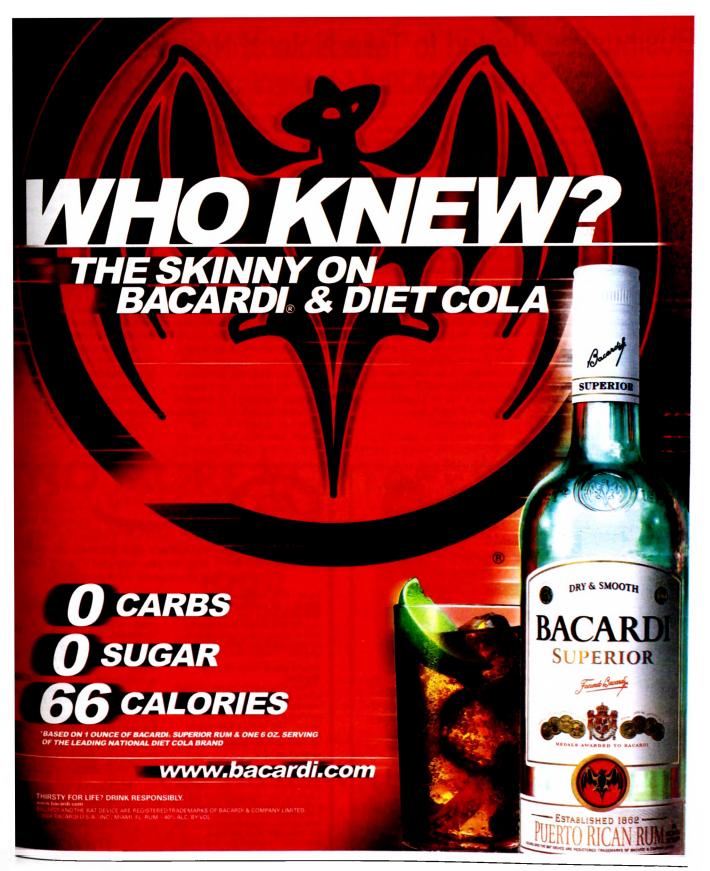
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to order.



## Businesses Alerted to Take Note of New \$50 Bill

The new patriotic-themed \$50 bill will enter circulation on Sept. 28.

The redesigned Series 2004 \$50 notes feature subtle background colors of blue and red, images of a waving American flag and a small metallic silver-blue star.

The U.S. government said that banks and businesses should make final preparations for the new notes. For some businesses, preparations include training cash-handling employees on how to use the notes' security features, for others it entails making technical adjustments to ATMs or machines with cash receptors, such as vending or automated checkout machines.

When the redesigned \$20 note was issued in October 2003, some machines designed to accept cash in self-checkout lines had trouble handling the new bill.

"The enhanced security features in this series of notes help ensure that U.S. currency will continue to represent the trust, value and confidence that people all over the world have grown to rely on and expect," said Federal Reserve Board Governor Mark Olson. "As always, all new notes will co-circulate with the older designs. All notes are good for good."

Tom Ferguson, director of the Treasury's Bureau of Engraving and Printing, said, "The objective of the new currency program is a safer, smarter and more secure currency and its smooth transition into daily commerce. To that end, we have been working with the appropriate machine manufacturers for nearly two years to ensure they have the information they need to make their equipment compatible with each newly redesigned note that is introduced into circulation."

The redesigned \$50 note is the second in the Series 2004 new currency designs, following the redesign of the \$20. The Treasury also plans to redesign the \$100 note. A decision has not been made on whether the \$10 and \$5 notes will be redesigned, but the \$1 and \$2 designs will not change.

#### **Public education**

The government is undertaking a worldwide public-education program

mvarney@afdom.org

to help ensure that people all over the world know the new currency is coming, and to help them recognize and use the security features.

The outreach includes cashhandlers, merchants, business and industry associations, and the media. There is nearly \$700 billion in circulation worldwide, and as much as two-thirds of U.S. currency is held outside the United States.

A variety of training materials-including posters, training videos and brochures--is available in 24 languages. The materials can be downloaded or ordered at www.moneyfactory.com/newmoney.

#### Security features

service from NPS

Chase has relationships with Visa,

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Check Services to support your entire

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processing needs for your business.

The new \$50 design retains three important security features that were first introduced in the 1990s and are easy for consumers and merchants alike to check:

- 1. Watermark: A faint image, similar to the portrait, which is part of the paper itself and is visible from both sides when held up to the light.
- 2. Security thread: Also visible from both sides when held up to the light, this vertical strip of plastic is

embedded in the paper and spells out the denomination in tiny print.

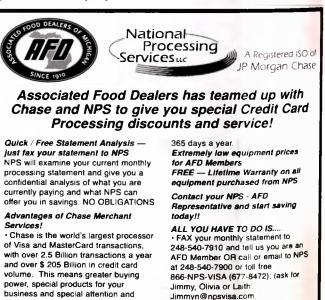
3. Color-shifting ink: The numeral in the lower right corner on the face of the note, indicating its denomination. changes color from copper to green when the note is tilted.

#### **Evolution of counterfeiting**

Counterfeiting has been kept at low levels through a combination of improvements in security features, aggressive law-enforcement and education efforts to inform the public about how to check their currency, said the government. About one out of 25,000 \$50 notes is a counterfeit, according to the Federal Reserve Board.

However, since 1995, digitally produced counterfeit notes have increased from 1 percent of all counterfeits detected in the United States to 40 percent. To stay ahead of counterfeiters as advances in technology make digital counterfeiting of currency easier and cheaper, the government said it expects to redesign the currency about every seven to 10 years.





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#### otteryLowdown

## "Casino Millions" Instant Game Makes Holt Man an Instant Multi-Millionaire



By Commissioner Gary Peters

The Michigan Lottery helped gear up race fans at Brooklyn's Michigan International Speedway (MIS) when n held the "Casino Millions" \$2,000,000 grand-prize drawing just prior to the start of the DHL® 400 NASCAR® Nextel® Cup series race on June 20, 2004.

Five finalists had been chosen out

of more than 800 qualified entries. These five finalists participated in a trackside event in the midst of victory lane at MIS. Each finalist chose a covered tube containing either a green flag or a red flag. The two finalists with the green flags moved on to the final drawing for the \$2,000,000 grand-prize. The finalists then made their way through winner's circle toward two Chevrolet Malibus, and then the finalist whose vehicle started was the grand-prize winner.

Holt resident James Rutledge was the lucky finalist whose vehicle roared when he turned the key.

The 46-year-old said he is "thrilled" about winning the \$2 million grand prize. He is still unsure what he is going to do with his winnings.

"The whole experience was unbelievable," he said. "When I heard that car start, I was so happy!" In his free time, Rutledge enjoys restoring old bicycles and going to his cabin up north.

Rutledge purchased the \$1,000 winning ticket that entered him into the finalist drawing at Northside Party Store, 1601 Cooper St., in Jackson.

MEGA MILLIONS JACKPOT SOARS. Recently, Michigan Lottery players came down with a case of jackpot fever! The Mega Millions jackpot reached a whopping \$294 million for the July 2 drawing - setting a new jackpot record for the Mega Millions game.

For the entire jackpot run, when it started at \$10 million on May 11 to when it reached \$294 million on July 2, Michigan Lottery players wagered \$48,552,378 on Mega Millions tickets.

One jackpot-winning ticket was

sold in Massachusetts for the Friday, July 2 drawing. The Michigan Lottery had its share of happy Mega Millions winners as well. Among the 10 Mega Millions states, there were 18 Michigan ticket-holders who matched the first five numbers to win second-tier prizes of \$175,000.

The enthusiasm for the growing jackpot shown by Michigan Lottery retailers, coupled with players' excitement about the nine different ways to win, has made Mega Millions a huge success here in Michigan. This game's popularity has steadily grown since it debuted in September 1996 as The Big Game.

Congratulations to all of our retailers on increased Mega Millions ticket sales. Your patience and courtesy with customers is a big reason Lottery players keep coming back. Thank you for a job well done!



## Electronic Age Verifier has New Paycheck Cashing Application

For those merchants who provide paycheck cashing service for their customers, Scan Technology can help combat the risk of fraud due to counterfeit paychecks.

The new 2000P/M-1 and 2000P/MB-3 Electronic Age Verifiers will offer a simple and convenient means to assist the effort to track down those individuals who commit check fraud of this nature. The additional feature expands the

functional capability of these units beyond the ability to assist merchants in detecting fraudulent ID and helping to prevent the sales to minors of tobacco products and alcoholic beverages.

The new models have a stored memory capability that allows the immediate or delayed hardcopy retrieval of the swiped cardholder's identification. The merchant may either attach the verifier unit directly

to a serial printer, or the data can be uploaded to a PC for future retrieval on demand. To accomplish the data separation and isolation of paycheck customers from conventional ID card swipes for age sensitive product sales, the merchant will be supplied with "Marker Cards."

The merchant has the ability to reference his card swipe data on the corresponding date and time and

provide law enforcement personnel with the information to aid in apprehension, prosecution and possible recovery. Merchants, who are interested in either the conventional age verification application or the new paycheck cashing application, are invited to call D. J. King & Associates at (989) 777-7550 or (800) 781-5316 for additional information.

## Michigan Ups Cigarette Tax to \$2 Per Pack

On July 1, Michigan's cigarette tax climbed to \$2 per pack, giving the state the second-highest tax after New Jersey at \$2.05 a pack.

Michigan Gov. Jennifer Granholm said that the state's poor health status could be bolstered by increasing the current cigarette tax of \$1.25 per pack by 75 cents.

However, others say that the tax hike will hurt small businesses and drive smokers to purchase cigarettes on the Internet or across state borders. Some Michigan cigarette

vendors fear they will have to close their doors

"It's too much. This will put me out of business," Goran Erdelean, owner of Smoke House II told the Lansing State Journal.

One of Erdelean's regular customers, Georgia Vroman, said she will drive 90 minutes to Indiana in order to save about \$12 on a carton of Eve Lights.

"It's worth the drive. I don't like the idea of hurting local businesses, but this tax is ridiculous," said Vroman.

According to Gov. Granholm, the tax increase will garner \$97.1 million in the current fiscal year ending on September 30. The State Senate gave final approval to the tax increase on June 24. It is part of Granholm's plan to balance Michigan's budget, which is facing an estimated \$1.2 billion deficit in the fiscal year which begins on October 1, reports the Journal.

The Michigan Business Alliance for Fair Taxes, which consists of groups including the Associated

Food Dealers of Michigan, Michigan Chamber of Commerce, and the Michigan Retailers Association, contends that the increased cigarette tax will result in job losses for small and midsize retailers.

"This is not a good idea," Tricia Kinley, director of tax policy and economic development for the Michigan Chamber of Commerce told the Journal. "Michigan businesses will suffer."



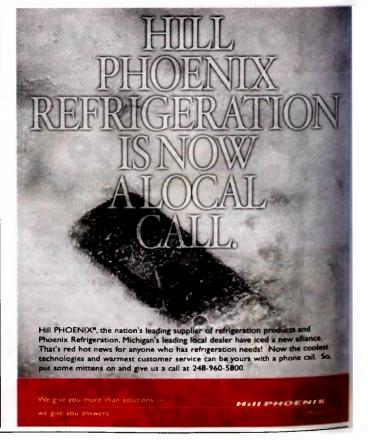




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## Meet the AFD 2004 Scholars

On July 22, at the AFD Foundation Golf Outing, the following students were each awarded \$1,500 scholarships. AFD is proud to award these deserving students with scholarships and gives thanks to the sponsoring companies for their financial support



Chelsea Acho Submitted by: 5 Star Market Sponsored by: 7 UP Bottling Group Chelsea plans

to attend the University of Michigan-Dearborn as a freshman majoring in Athletic Administration and Physical Education. She is a graduate of Belleville High School in Belleville where she served on the student council, was a member of SADD, and played basketball. She and her older sister will be playing basketball for U of M-Dearborn.



Bradley Armstrong Submitted by: Value Center Market Sponsored by:

Anheuser-Busch

Bradley will be a freshman at Michigan State University in East Lansing. He plans to major in Mathematics. He is a graduate of Lee M. Thurston High School in Redford, where he played golf, varsity tennis and was captain of the hockey team. He received a scholar athlete award, an academic letter, Michigan Competitive Scholarship, Phi Beta Kappa award, and Michigan Merit Award.



Sarah Atcho Submitted by: Polly Market Sponsored by: Kowalski Sarah is a junior

at Madonna University in Livonia majoring in Television Communications with a minor in Speech Communications. She is secretary of the Broadcast Club at the university. She graduated from Hazel Park High School in Hazel Park. She received a Taiwanese Scholarship Award and participated in Drama Club in which she was honored Thespian of the Year. She was a member of the National Honor Society, Debate Club and Broadcast Club.



Chantel Bahoura Submitted by: Liberty Food Center Sponsored by: **Allied Domecq** 

Chantel will be a freshman at the University of Detroit Mercy in Detroit studying Law and Political Science. Chantel is a graduate of Walled Lake Western High School in Walled Lake where she received the Number One Student Award, the highest honor roll. She worked on the yearbook and participated in junior varsity soccer, Spanish Club, Positive Peer Influence and Chaldean youth groups.



Jeffrey Balthazor Submitted by: Van's IGA Sponsored by: Sagemark Consulting, Inc.

Jeffrey will be a freshman majoring in radiology at the Northeast Wisconsin Technical College in Marinette Wisconsin. He graduated from Menominee High School in Menominee. While in high school, he was in the National Honor Society and participated in track. Jeffrey also received the Michigan Merit Award.

> Darwin Beacham, Jr. Submitted by: NAACP Sponsored by: Farmer Jack

Darwin will attend Michigan State University in East Lansing studying accounting. He graduated from St. Martin DePorres High School in Detroit where he received academic honors, and was on the baseball and football teams. His football team was state champions in 2001 and 2003. Darwin also traveled to Australia and played with the U.S. Baseball Stars.



Michael Brown Submitted by: Sherwood Food **Distributors** Sponsored by: Central Distributors of Beer Inc.

Michael Brown Jr. of Detroit will be a freshman at Lawrence Tech University studying computer engineering. He graduated from Cass Tech High School in Detroit with a 3.9 grade point average. He received the Principal's Award and the Detroit Public School Award of Excellence.



Scott Caddy Submitted by: Holiday Market Sponsored by: DTE Energy Scott is a sophomore at

Eastern Michigan University in Ypsilanti majoring in English. He graduated from Dondero High School in Royal Oak. Scott participated in marching band, jazz band and symphony band. He also participated in track and was Most Valuable Player his senior year in cross-country.



Veronica Dallo Submitted by: In N' Out Food Store Sponsored by: Eastown Veronica will be

a freshman at Oakland University in Rochester studying marketing. She graduated from Mercy High School in Farmington Hills. Veronica was on the National Honor Society and was a creative communications contestant.



Kimber Ebels Submitted by: Country Fresh Sponsored by: **North Pointe** Insurance Kimber is a

sophomore at Redeemer University College in Ancaster, Ontario studying History, English and Missions. She graduated Valedictorian from Northern Michigan Christian High School in McBain. Kimber was student council vice president, participated in the band, track, chapel committee, helped disabled adults in a bible

class and traveled on mission trips to Chicago, Mississippi, and the Dominican Republic.



Kimberly Edsall Submitted by: Mel's Food & Beverage Sponsored by: Brown-Forman Beverage Co.

Kimberly is a senior at Aquinas College in Grand Rapids pursuing a Bachelor of Science degree in chemistry and biology. She graduated Valedictorian from Roger-High School in Wyoming. She is currntly a member of the Aquinas Cheer Team and belongs to Beta Beta Beta in which she served as a senate representative. She was elected president of the Aquinas Chemical Society. While in high school, she was co-president of the SADD council, secretary of the Key Club and co-president of the drama club. She was a cheerleader every year and received All-Conference Honorable Mention for golf



Lauren Eriks Submitted by: Spartan Stores Inc. Sponsored by Kar Nut Lauren will be a freshman at

Hope College in Holland, Michigan majoring in English. She graduated from Forest Hills Central High School in Grand Rapids She was editor of the high school newspaper band field commander, National Merit Scholarship finalist, and was student youth group leader



Michael Haisha ubmitted by: Pelzers onsored by: Interstate rands-Wonder Bread Hostess

Michael will be a freshman at the University of Michigan in Ann Arbor majoring in Business He

Scholars, continued on page 23. Cholars, continued from page 22

naduated from Belleville High school in Belleville. Michael was in the High Honor Roll and received National Merit Scholarship. He unicipated in tennis, marching and symphony band. French and spanish clubs.



Vincent Haisha Submitted by: Pelzers Sponsored by: People's State Bank Vincent plans to attend University

fichigan—Ann Arbor as a freshman studying political science. He graduated from Belleville High school in Belleville. Michael was on the Honor Roll and received a National Ment Scholarship. He participated in tennis, marching and symphony band. rench and Spanish clubs.



Meredith Immen bmitted by: S Systems Group ponsored by: & B Grocers Wholesale

Meredith plans to attend James Madison College at Michigan State Iniversity in East Lansing. She will be a treshman majoring in political tience and international relations. Meredith graduated Magna cum Laude at Mercy High School in Farmington Hills. She was senior his secretary of the student council. She is a member of Phi Beta Kappa and participates in competitive dance A Noretta Dunworth School of Dance in Dearborn. She is employed at the Henry Ford Museum.



Submitted by: Miller's Party Store onsored by: milip Morris USA Brandon is a

rophomore at Wayne State University in Detroit studying accounting. He graduated Magna cum Laude from De La Salle Collegiate High School in Warren He was a member of SADD and Focus Hope.



studies and history for secondary education at Central Michigan University in Mt. Pleasant. She

graduated Valedictorian in 2001 from Standish-Sterling Central High School in Standish. She received a Good Citizen award, participated in cross-country, was on the student council and is a member of Daughters of the American Revolution. In college, she served an internship at Walt Disney World Resort in Orlando. She is in the Honors program in college and serves as a resident assistant.



Joseph Krystyniak bmitted by: eron's Short Stop onsored by: eneral Wine & Liquor

Joseph as a sophomore at Michigan State University in East Lansing studying accounting. He

Scholars, continued on page 24.



Scholars, continued from page 23.

graduated Summa cum Laude from Chippewa Valley High School in Clinton Township. He played varsity soccer three years and was captain in 2002. Joseph is involved in many volunteer activities in college such as mentoring, VITA, and Honor's college.



Jeffrey Lemons Submitted by: Spartan Stores Inc. Sponsored by: Miller Brewing Company Jeffrey will be

a freshman at the University of Michigan in Ann Arbor majoring in chemistry. He graduated from Portage Northern High School in Portage where he received highest honors. He made Academic All-State Soccer, Academic All-Conference Big 16, and Academic All-Conference Football Big 16. He is a board member for the "Be There Foundation," a non profit organization that feeds the needy youth of the world. He also volunteered for the Special Olympics, March of Dimes, and mission trips to Jamaica and El Salvador.



Rita Michlitsch Submitted by: Fortino'S Sponsored by: Melody Farms Rita is a junior at Purdue

University in West Lafayette majoring in mechanical engineering. She graduated from Grand Haven High School in Grand Haven. She was president of the Grand Haven Youth Foundation, German Student of the Year, and Girl's State Academic All- state Golf. At Purdue, she is on the Dean's list and interned at Abbott Laboratories. She is a member of the Society of Women Engineers and the Alpha Phi Omega Service Fraternity.

> Congratulations to all AFD Foundation 2004 Scholarship Winners!



Jeffrey Najor Submitted by: Fraser Dollar Store Sponsored by: Nash Finch Companies

Jeffrey is a

sophomore at Albion College in Albion majoring in biology, premed. He graduated from Brother Rice High School in Bloomfield Hills where he was on the A honor roll, received awards for excellence in history and physics, track and cross-country. In college, he is a member of the Albion Arab Club, the American Medical Student Association and is on the Dean's list.



**Thomas** Pavlak Submitted by: Coca Cola **Bottling** Company Sponsored by: Coca Cola

**Bottling Company** 

Thomas will be a sophomore at the University of Notre Dame majoring in aerospace engineering. He graduated Co-Valedictorian from DeWitt High School in DeWitt. He was Student Council class secretary and National Honor Society Treasurer. He played on the 1st Team All-Ingham County League Soccer and participated in varsity track. In college, he was on the Dean's list his freshman year.



Lashonda Pope Submitted by: **Great Giant** Supermarket Sponsored by: Pernod Ricard Lashonda is a

freshman attending Mott Community College in Flint, majoring in business management. She graduated from Beecher High School in Flint in the top 10 of her class. She was student government vice president and a student council member. Lashonda received the student of the month award. She started a group to help teenage girls with low self-esteem and she has started a local chapter of Beta Beta.

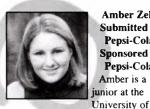


**Brittany Weiss** Submitted by: Foods for Living Sponsored by: Standard Federal Bank

Brittany is a sophomore at Michigan State University in East Lansing majoring in International Relations and Arabic. She graduated from Waverly High School in Lansing. She played in the orchestra, received the Outstanding Senior Award and several departmental awards.

#### Aisha Wells Submitted by: NAACP Sponsored by: National Wine & Spirits Corp.

Aisha will attend Oakland University in Rochester studying nursing. She graduated from Northwestern High School in Detroit where she was a member of Business Professionals of America, Pommerate, the yearbook staff and a dance company.



Amber Zelley Submitted by: Pepsi-Cola Sponsored by: Pepsi-Cola Amber is a junior at the

Michigan in Ann Arbor majoring in English and History. She graduated from Grand Blanc High School in Grand Blanc. She was top ten in her class, received the Academic Award of Excellence and was student council secretary during her junior and senior years. In college, she is on the Dean's list, participated in Alternative Spring Break in 2003 and 2004 and is active in the St. Mary's student parish.

> Jason Dzierzawski Submitted by: Western Michigan University Sponsored by Petitpren

Jason is a senior in the Food Marketing program at Western Michigan University, (WMU). He is a member of the Food Marketing Association and Sigma Phi Omega Fraternity. Jason was chosen for the scholarship by WMU for his outstanding academic record.

### Classified

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## Researchers Discover Why Wine Antioxidant Helps Fight Cancer

A recent discovery could explain · how the antioxidant resveratrol, found in red wine, helps to control heart disease, arthritis, autoimmune disorders and atherosclerosis. Marty Mayo, assistant professor of nochemistry and molecular genetics at the University of Virginia, and his team reported that the compound helps to starve cancer cells by inhibiting the action of a key protein that feeds them.

"We used physiologically relevant doses of resveratrol and found dramatic effects on human cancer cells," Mayo told FoodNavigator.com. He added that the total amount of resveratrol in one glass of wine three or four times a week is the right amount to block the protein from feeding cancer cells. However, Mayo warned that drinking more than that would hinder that effect and may actually lead to a greater

Resveratrol is found in a number of plants, including grape skins, raspberries, mulberries and peanuts. Its job in nature is to fight fungus during the rainy season, and it is especially prevalent in grapes used in making red wine.

## Put Some Umph in Your Drink

Many people rely on a caffeineluden cup of joe to jumpstart their day or give them a jolt of energy in the afternoon. For those coffee unkers who brew a pot just for the raffeine and not to savor the flavor and aroma, there is a now a tablet that can give them a similar energy

The new Umph effervescent energy tablet dissolves in any cold beverage (fruit juice, sports drinks, ced teas, sodas, etc.) to create an instant energy drink, according to Frontsiders, LLC.

Umph contains about as much raffeine as a cup of coffee. In

addition, the tablet features vitamin B6 to help the body metabolize energy naturally and Panax Ginseng, which has been used for centuries to fight fatigue and help ease stress, said Frontsiders. Each 5-calorie tablet has a gram of carbs and is free of sugar, aspartame and ephedra.

One customer quoted by Frontsiders said, "I used to need three cups of coffee in the morning and one in the afternoon just to get through the day. Now, I get more energy on less caffeine with Umph-and I'm not staining my teeth anymore."

## Oscar Mayer Wienermobile Hits the Road for Charity

Retailers shouldn't be surprised if they see a giant hot dog heading down the road this summer. The iconic Oscar Mayer Wienermobile is traveling the nation's highways to collect wishes from kids of all ages.

The inaugural Oscar Mayer "Oh I Wish" contest prizes include the chance to win the use of the Wienermobile for a day and up to \$5,000 to make a wish come true.

Oscar Mayer joined Big Brothers/Big Sisters to help celebrate their 10th anniversary and to raise money to help make wishes come true for thousands of young people. At Wienermobile events across the country, Oscar Mayer will collect wishes and donations to Big Brothers/Big Sisters, as well as hold an eBay online auction for a Wienermobile experience. Oscar Mayer will match the amount from the highest auction bid and all donations collected up to \$100,000.

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## **Unique Marketing Programs Make Loyal Cloverleaf Customers**

By Michele MacWilliams

Located on Northwestern Highway and Inkster in Southfield, Cloverleaf Market is a spirits and wine shop surrounded by upscale stores and restaurants. Within a two mile radius, the shopping and dining options are so numerous that they're exhausting. Art galleries, home design centers, clothing boutiques, discount stores, drug stores, and restaurants with just about every cuisine you could desire are only minutes away. With all these shopping options what makes customers choose to buy their wine and liquor at Cloverleaf Market?

Tom Natoci, operating partner, thinks it is a combination of elements that make the store successful

"Our customers could go a lot of places to buy their wine," says Natoci. 'lt's more convenient to go to Nino Salvaggio's, where you can also get produce and grocery items with one stop." Natoci says that Cloverleaf must be savvy in their marketing so that customers choose to make an additional stop at their store.

"All of us that work here have been in the business for quite a while. We're passionate about what we do and what we sell," Natoci insists. With the exception of major brands, we taste everything in here before it goes on the shelf," he adds. "If we don't like it, it's not here."

Natoci and his employees, Putnam Weekley and Nathir Dawood, are the real reason for Cloverleaf's success. Customers come in for selection sure - with over 500 different liquors and over 3,000 wines - the choices are mind boggling. But picking the nght wine for a particular menu is not only an art... to understand the buances of all these wines is truly a labor of love. Cloverleaf's customers realize this and trust its staff to help them choose that perfect bottle. They come back because the choice was right. Cloverleaf Market benefits from its started in 1961 by the Lutfy bmily, the store built a reputation for its knowledgeable staff, good

prices, and wide selection of wine.

Originally located at the southwest corner of Telegraph and 12 Mile Roads, Cloverleaf drew customers from across Metro Detroit. Over the years, Cloverleaf frequently partnered with the Golden Mushroom Restaurant to offer wine dinners where patrons could sample wines paired with food created by Master Chef Milos Cihelka. These special events served to distinguish Cloverleaf from its competitors and start a local customer base.

Realizing the value of the real estate that the market sat on, in 1998 the Lufty family moved Cloverleaf's beer, wine and liquor business in order to develop the land. They then sold the business to Natoci and his partners.

Natoci's love for wine and the retail business began with his first job at Cloverleaf Market in 1975.

Family obligations took him away from retail and into automotive tooling and design for 13 years. But when the opportunity to purchase Cloverleaf arose, he jumped at the chance. That was six years ago and he has never looked back.

Since purchasing Cloverleaf, Natoci and his crew have implemented a number of novel marketing programs that have proved quite successful. The first was their weekly sale update newsletter. "At first we would fax the newsletters but it took so long for the fax program to run that some customers complained that their fax line rang in the middle of the night." They turned to email next, first through a host company and later, with the urging of Putnam, they bought the email list from the host company and started sending the weekly newsletters themselves.

Cloverleaf's weekly emails talk about everything wine. They may promote a special wine that Cloverleaf was able to acquire. Sometimes they talk about wines in the \$80 dollar range and sometimes the \$8 bottles. "Putnam likes to change it around, to give people variety," says Natoci. He adds that they often talk about wines in







Clockwise from top left, Putnam Weekley, Tom Natoci and Nathir (Nick) Dawood

general, not promoting anything in particular, but rather providing education about a region, a varietal or anything else that may be of interest. Putnam Weekley is the email newsletter author and list manager of over 1,500 email addresses. His knowledge of wines and computers makes him a valuable asset.

"In our weekly meetings, we review the newsletters of a few weeks earlier, to track sales and see what worked. and what didn't," says Natoci.

The store's shelf talkers are created in-store and are written by the staff. Each employee offers his opinions and wine picks. Cloverleaf's other major marketing program is its

frequent shopper plan. Customers receive points for purchases. No card is necessary; all records are kept in the register's computer. Customers get discounts from 5% to 15% depending upon the amount spent. "It doesn't matter how much they buy, one bottle or a case, they get the discount on all wine," states Natoci, adding that the program encourages return visits.

So what are the ingredients for Cloverleaf's success? A mix of frequent shopper incentives, an enormous selection of wine and liquor and expert advice from knowledgeable, friendly staff!

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