



Greetings

All too often summer draws to a close far too quickly and this year is no exception. The holidays are mainly over and Bank Holidays are now finished until the Christmas break, so it's heads down and on with work.

Every print business is looking for that extra edge and it may well be that the forthcoming Print Show being held at the NEC, Birmingham from the 18th until 21st September will provide many opportunities. From the information to hand, not only is it a sell out event but there will be an array of new products and services.

On the subject of events, this month, Kall Kwik celebrates its 40th birthday, which is why they have a feature in this month's Bulletin. Like all companies it has had its ups and downs but in common with all print businesses it is resilient. They are to be congratulated on reaching this hallmark and the BAPC wishes them continued success. It is understood that they have some exciting plans for the future, let's hope they continue to thrive.

Another company celebrating longevity is specialist print finishers Reflections who have been operating for a quarter of a century and the BAPC wishes them well.

If you have a success story that you would like to share simply e-mail info@bapc.co.uk

Nothing stands still in this great industry, there are a host of events, open houses all created to widen the perspective of business owners and managers. Award ceremonies such as those organised by PrintWeek, Digital Printer and Solutions are ideal platforms to garner information from contemporaries and competitors. If you have missed the opportunity to submit entries for assessment then at least make every effort to attend those most entertaining and enjoyable occasions.

In this issue:-

- **Message from Mike**
- ***Business news***
- ***Tips from Nigel Toplis***
- ***Printing Charity***
- ***Antalis Academy***
- ***Happy birthday***
- ***Twenty-five years of service***

- *Looking forward*

Message from Mike



August tends to be a quiet month and during such periods it is easy to feel somewhat downhearted. I came across the following poem which contains a very relevant message.

Don't Quit!

When things go wrong as they sometimes will,
When the road you're trudging seems all up hill
When the funds are low and the debts are high,
And you want to smile, but you have to sigh.
When care is pressing you down a bit,
Rest if you must, but DON'T YOU QUIT.
Life is difficult with its twists and turns,
As everyone of us sometimes learns,
And many a failure turns about,
When he might have won had he stuck it out.
Don't give up though pace seems slow,
You may succeed with another blow.
Success is failure turned inside out,

The silver tint of the cloud of doubt,
It may be near when it seems so far.
So stick to the fight when you're hardest hit,
It's when things seem worst that you MUST NOT QUIT!
So as the old song says "*Keep right on to the end of the road*"

Mike

Mike Moradian is BAPC Deputy Chair and CEO of Print Express, London

Business News

Making tax digital for VAT

The government has published information on **Making Tax Digital for VAT (MTDfV)**. The notice sets out additional details of the MTDfV regime, which will ultimately require taxpayers to move to a fully digital tax system.

The new rules will mean that businesses with a taxable turnover in excess of the VAT threshold (currently £85,000) will be required to keep digital records for VAT purposes using 'functional compatible software' and provide the VAT returns to HMRC through an application programming interface.

The formal notice explains :-

The digital records businesses must keep and the ways to record transactions digitally in certain special circumstances.

What is classed as "functional compatible software" and when software programs do and do not need to be digitally linked where a combination of programs are used.

The new rules will come into effect from 1st April 2019, where a taxpayer has a 'prescribed accounting period' which begins on that date. Otherwise from the date of a taxpayers first prescribed accounting period after 1st April 2019.

It is recommended that in order to ascertain how the changes affect members in particular that they consult with their accountants.

Further information can be obtained from WWW.GOV.UK.MTD

Tips from Nigel Toplis



Your customers buy you!

Being a successful print business owner or manager is about becoming the 'first port of call, the supplier of choice' for customers. You are the competitive advantage of your business so demonstrating your expertise is paramount.

The fact that you can print, design, provide promotional products, create and manage web sites and a heap of other 'stuff' is almost irrelevant. What customers want to hear is how can you add value to and enhance their business.

Ask yourself 'what it is that gives your business a competitive advantage in the marketplace?'

It is up to you to demonstrate product knowledge, market intelligence and apply your intellect and build relationships. Succeed here and you really will have critical competitive advantages.

In most cases you will know more about the products than your customers but you must position yourself as an expert in all aspects of graphic communication.

The range throughout is vast, so you need to know what's possible, what's sensible and most importantly what's right for the customer - you need to be the expert in producing, sourcing and supplying the appropriate product at the right price.

In today's world quality of print is taken for granted, but it is the quality of the supplier that counts and that's where you come along.

Nigel

Nigel Toplis is CEO of the Bardon Group

Printing Charity Annual Luncheon



The ever-popular and often over-subscribed Annual Luncheon will take place on **Thursday 22nd November** at its regular venue, Stationers' Hall. This year's guest speaker, is the charity's 2018 President, Lionel Barber, Editor of the Financial Times.

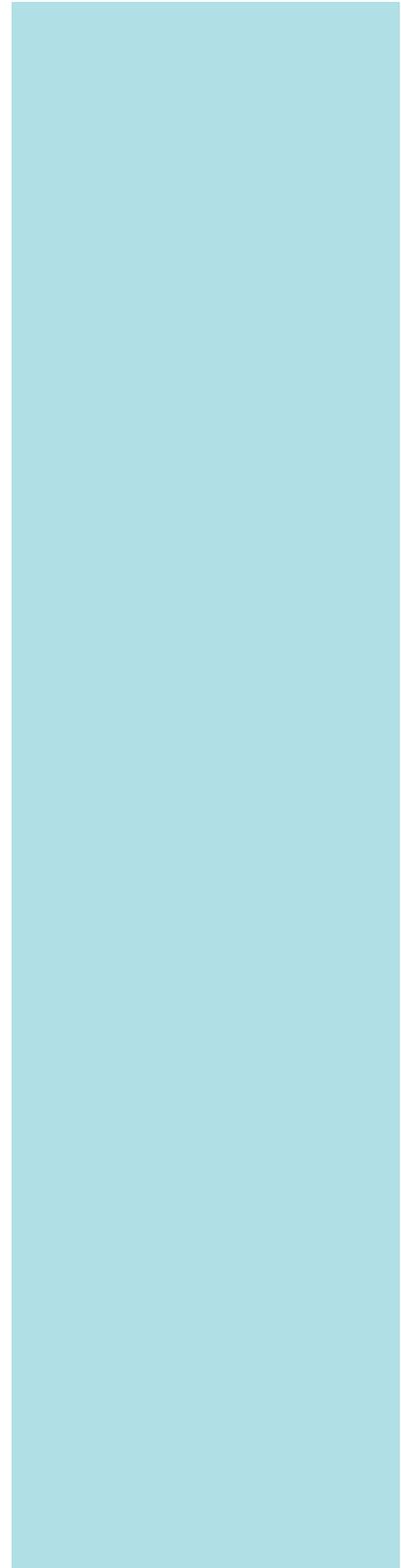
This great event provides those present an opportunity to share with friends and colleagues alike, and is a most popular fixture within the printing industry's calendar. Those attending are guaranteed a great time in wonderful surroundings. Tickets are priced at £99.50 each and are now on sale.

For tickets and information visit www.theprintingcharity.org.uk

Additional dates for workshops with the Antalis Academy.

Antalis have announced their autumn schedule of workshops. For details simply visit <https://www.digital2business.co.uk/antalis-academy/>

Happy 40th Birthday!



The Secret to Kall Kwik's Enduring Success

For forty years Kall Kwik has led the way for high street printing and associated business services.

As other brands disappeared, Kall Kwik has maintained its market-leading presence by adapting to the ever-changing market trends, staying at the forefront of technology and delivering outstanding customer service which is why it has been named a Business Superbrand.

The business operates on an award-winning franchise model, with each centre wholly owned by the franchisee who receives outstanding ongoing support and mentoring from head office.

Whilst many of its competitors got left behind in the digital age, Kall Kwik continuously evolved ensuring it could always meet the challenging needs of their customers.

Established in the UK in 1978 by Moshe Gerstenharber, Kall Kwik revolutionised the print market. It's hard to remember - or believe - those days when print jobs took forever and anything bigger than basic letterheads or leaflets had to be outsourced to specialist production houses. At that time rush jobs were only affordable for large corporates. Those with smaller budgets had to 'like it or lump it' accepting the timescales dictated to them by their printer's production schedule.

Said Kall Kwik managing director Nigel Toplis; *"Kall Kwik turned the 'norm' on its head. By recognising a gaping hole in the market, we became the champion of customers, making it our business to ensure all of their varying needs were met.*

"Customers simply had to come first - no ifs or buts - so we deliberately set out to position ourselves not as manufacturers like a traditional printer, but as a service provider to truly serve the customer."

It introduced the concept of print on demand as the new 'norm', in quantities from just one upwards with quick delivery. Timescales that had previously been quoted in terms of weeks became just days or even hours for Kall Kwik customers.

By being able to produce marketing and communication literature in smaller quantities, to time critical deadlines and realistic prices on a local level, Kall Kwik opened up the print market for the first time to everyone and competitors quickly began to copy this exciting new model.

As technology progressed, Kall Kwik was one of the first to adopt and promote colour printing and digital production. When large format arrived on the scene Kall Kwik centres were early adopters and excellent relationships have been built with all of the industry's major manufacturers and suppliers.

The company's research and development division continues to keep a constant watch on emerging technologies and changing business trends, listening to centres and anticipating customer demands.

This customer service ethos has been the constant driver for Kall Kwik and is probably one of the main reasons for its longevity and continuing dominance within its marketplace and why many of its regional centres have been voted BAPC Business of the Year.

Today Kall Kwik's aim is to provide one-stop design, print and on-line solution for businesses who want to make sure they communicate the right message whenever they talk to their market. Many of its centres across the UK also offer web design and email marketing services alongside their more traditional design and print offer. Significant investment in a network-wide new online print ordering system enables Kall Kwik's corporate customers to order and re-order from the comfort of their offices - 24/7 - in the full knowledge that however many of their staff or offices order they are assured of retaining brand integrity and consistent quality.

Kall Kwik's customer base is drawn from all aspects of British business and society. Local Kall Kwik centres serve major multinational companies all the way through to educational establishments, hotel chains, car dealerships, SMEs and start-ups. Many of these relationships are long standing where the local Kall Kwik team is considered to be almost a part of the in-house marketing team.

The internet may offer bargain basement prices and the facility to source anything you want online, but there's no substitute for customer service and the added value and common sense an experienced print and design specialist can bring to the table. It is often a Kall Kwik customer services person who will introduce new technology or new product to a customer before they even realised it existed.

Quality is everything to Kall Kwik. Quality of product combined with quality of service is why the company is the UK's leading business design and print network.

Twenty five years of service

Reflections – Specialist Print Finishers

A family run business, founded in 1993, by Richard Hastings, Reflections has served and supplied the paper and board Commercial Print and Print Packaging sectors for 25 years! Initially pioneering the use of "Thermal Lamination" technology, it enabled our first laminating machine to process up to 10,000 sheets per hour. A second line, added in 1995, established the company as London's No1 Laminator! Spot UV was going together with lamination, especially as the only competitor was lacking speed, and this led to a Sakurai SC102A Spot Varnishing machine being installed in 1996.

In 2000, Cutting and Creasing was added, and we moved from a small facility in Deptford, East London, to a 1,850m² building just around the corner. A first water - based laminator was installed the same year, increasing the variety of creative coatings and decorative finishes. Night shifts were introduced, Die Cutting and Folder Make-Up services were added, and in 2001 a B1 Bobst Die Cutter was installed in the by now firmly established Finishing Department. This

increased speed, took production to new levels and further enhanced the company's reputation!

In 2002, Richard Hastings retired, transferring ownership to sons Luke and Paul, who soon added a UV Coating Line! In 2003 and 2005, Reflections Kent and Essex sites opened, using the proven template of one laminator, swiftly followed by Spot UV! Foil Blocking led to production reaching its highest level and the company started manufacturing its own glue! The economic downturn of 2008 led to research into new products and repositioning the company, and in 2009 Reflections launched a fabric substrate, the Soft Touch Range, offering a "luxury" feel to laminates, and One Hit Wonder, which enabled Spot UV to be added to especially porous materials.

Focusing on capacity and turnaround times, Luke and Paul have invested in state-of-the-art machinery, including a Heidelberg CD102 Speedmaster Coater, capable of up to 15,000 sheets per hour and a Vega Carton Gluing and Folding Line that can glue 4/6 corner and produce Crash Lock Boxes. In 2016, the company acquired another specialist finisher, J. Muir Bookbinders Ltd, founded in 1897, who moved from East London to our 35,000 sq. ft site in Kent, in 2017. Here, we employ over 60 staff, including machine operators, customer service, finance, a sales team, marketing, and industry leading Die-Cutting, Foiling and Lamination departments!

Case Making, Hardback, PUR & Perfect Binding, further increased the range of specialist finishes we offer at one site, all under one roof, saving customers time, money and collection/delivery worries! A new B1 Foiler installed in 2018, enabled more continuous production over long runs, and is especially suitable for Carton & Packaging work. Reflections is customer centric, adapts to market conditions and has a simple mantra *"If a client wants something that looks like leather, feels like sandpaper and smells like oranges we will come up with a way to do that!"*

www.reflections.co.uk

Diary of Events

Date - 12th September 2018

Event - **Heidelberg Versafire Event**

Venue - Heidelberg Brentford

Details - heidelberg.com/global/en/products/press/digital_printing/dp_events/versafire_event_brentford/event_uk_registration.jsp

Date(s) - 12th - 13 September 2018

Event - **Packaging Innovations 2018**

Venue - Olympia London

Details - www.easyfairs.com/PI-London

Date(s) - 18th - 20th September 2018

Event - **The Print Show**

Venue - NEC, Birmingham
Details - www.theprintshow.co.uk

Date - 22nd October 2018
Event - **Printweek Awards**
Venue - Grosvenor House, Park Lane, London
Details - www.printweekawards.com

Date - 6th November 2018
Event **Power of Print Seminar**
Venue - Stationer's Hall, London
Details - www.powerofprint.info

Date - 13th November 2018
Event - **Solutions Awards**
Venue - Cafe de Paris, London
Details - www.earthisland.co.uk

Date - 15th November 2018
Event - **Digital Printer Awards**
Venue - Marriott Hotel, Grosvenor Square London W1
Details - www.paperandprint.com

Date - 22nd November 2018
Event - **Printing Charity Annual Luncheon**
Venue - Stationers' Hall, London
Details - E-mail lucy@theprintingcharity.org.uk or call 01293 649367

Date - 2nd-4th April 2019
Event - **Sign & Digital UK 2019**
Venue - NEC, Birmingham
Details - www.signanddigitaluk.com

Finally.....

Please remember the BAPC exists to provide help and support. If you have an issue that needs to be addressed simply pick up the phone