



NEWSAGENT TECHNOLOGY NEWS

JULY 2009

BETTER SOFTWARE. BETTER SERVICE. SINCE 1981.

CURRENT SOFTWARE RELEASE

The latest release of our software is 2.2.10B. This displays on the top right hand portion of your screen. Using the latest software is important.

TIPS

We send out tips weekly by email. If you do not receive these, please let us know.

STOCK ITEM REPORT

by Tony Smith, Customer Support
Doing At+T from anywhere in the software gives you the option to do stock enquiry. From here you can also do a stock item report which gives a detailed report of the item. Options that can be selected are: Sales Period, Arrivals and Returns, Sold with (lets you see what other products are sold with them item), Catalogue information, Manufactured Goods Information. This is a brilliant time saving facility.

AFTER HOURS SUPPORT:

0418 554 963
0418 528 577
0419 842 334

If you're calling on a Saturday, call 03 9524 8000 as we run the help desk Saturdays.

If it's an absolute emergency and you cannot get through on one of the above numbers, please try:
0418 321 338 Mark Flethcer
0418 554 759 Gavin Williams
0403 189 379 Tim Batt
0417 568 148 Nathan Morrison

For news and commentary of interest to newsagents go to www.newsagencyblog.com.au. Currently attracting over 1,500 visitors a day.

CITYLINK, FISHING LICENCES COMING TO EZIPASS

We have successfully negotiated necessary arrangements to bring Citylink and Fishing Licences to eziPass if you are running ePay. This will work by bringing Touch products which are not available on ePay – so you have access to products from both companies. We will send out more details about this in the next week or so.

GIFT CARDS COMING TO EZIPASS

We have negotiated to bring the Blackhawk range of gift cards to the eziPass platform. There will be a more detailed announcement provided to eziPass users in the next two weeks about timing and the process for arranging stock.

TRACKING SALES BY POSTCODE

Users are providing excellent feedback to us on this facility quietly launched last month. By entering a postcode for each sale you are able to track the reach of your marketing and word of mouth. It is a significant enhancement to our software and another way you are able to drive value from your IT and marketing investments. We have an excellent advice sheet which explains how to use this new facility.

HOME DELIVERY PAYPOINT SOFTWARE ENHANCED

Our paypoint software – used by distribution newsagents who partner with retailers for collection of home delivery payments – has been enhanced following feedback from some of our users and publishers. The new release is already in the field and feedback is excellent. This software makes it easy to provide good customer service while without your own retail business.

ONLINE TRAINING – A GREAT OPPORTUNITY FOR YOUR EMPLOYEES TO LEARN

We are thrilled that more employees of newsagencies where our software is being used have participated in online training. Our online workshops are free and can be accessed from any computer with a broadband connection.

Please check in at our website: support/user meetings for a list of online training. This is updated regularly. Anyone wanting to participate can book online. We know from feedback that those who participate in training will call support less frequently.

VIRUS WARNING

Calls which relate to problems caused by a virus (or viruses) will be billed. We have recently spent hours on several virus caused problems – the cost in time is high and impacts on other users. The best way to avoid a virus problem is to ensure that you have up to date virus software and definitions loaded and that you scan regularly for viruses. Do this and you will not need to call about a virus problem.

HOW NEWSAGENTS ARE SAVING MONEY ON EFTPOS

Newsagents who have switched to our Tyro broadband eftpos solution are thrilled with the time they are saving and the benefits of fewer mistakes. "I love Tyro" said John Stein of newsXpress Goulburn a newsagent of 30 years standing. "It really does help us improve customer service – it is amazing how fast Tyro is!". To find out more about switching to Tyro and saving time and money on eftpos processing please email support@towersystems.com.au. The interface is free.

TAX BREAK – AVAILABLE TO DECEMBER 31

If your business turns over less than \$2 million, the 50% tax break has been extended to December 31, 2009. This was announced in the budget. Our team can help with hardware and other quotes:
NSW/ACT/TAS: Nathan Morrison 0417 568 148;
VIC/SA: Tim Batt 0403 189 379;
QLD/NT: Luke La 0434 072 417;
WA: Joe Bredice: 0412 899 013;
Or email: sales@towersystems.com.au.

SMALL BUSINESS TAX BREAK BOOST

"The Rudd Government will provide another major boost to its highly successful Small Business and General Business Tax Break, providing vital stimulus to support jobs and help small businesses doing it tough in the global recession.

Small businesses will now be able to claim a bonus tax deduction of 50 per cent – up from 30 per cent previously of the cost of eligible assets acquired between 13 December 2008 and 31 December 2009, and installed by 31 December 2010."

Media Release, 12 May 2009
JOINT MEDIA RELEASE
The Hon Wayne Swan MP and the Hon Dr Craig Emerson MP

CUSTOMER SERVICE

If we let you down on a support issue, please contact Rohan Genn, our Customer Service Manager at rohang@towersystems.com.au or by phone on 03 9524 8000. Rohan will assess your concerns and come back to you.

Is this news to you?

We email news weekly. Sign up now:
retailer-users-subscribe@yahoo.com

TOWER SYSTEMS ONLINE TRAINING JULY-AUGUST '09



BOOK NOW. IT'S FREE.
HERE ARE THE DATES:

Subject	Date	Time
Retail Stock Management - Configuration & Maintenance	Tuesday, 21 July 2009	11am
Retail Stock Management - Reordering	Tuesday, 21 July 2009	2pm
XIT Compliance	Thursday, 23 July 2009	11am
General Q & A Session	Thursday, 23 July 2009	2pm
Home Deliveries and Customer Management	Tuesday, 28 July 2009	11am
Magazine Management Workshop	Tuesday, 28 July 2009	2pm
Point Of Sale Training	Thursday, 30 July 2009	11am
Former POS Users - Helping Ease the Transition	Thursday, 30 July 2009	2pm
Magazine Management Workshop	Tuesday, 4 August 2009	11am
New Staff Member Training	Tuesday, 4 August 2009	2pm
Former POS Users - Helping Ease the Transition	Thursday, 6 August 2009	11am
Retail Stock Management - Configuration & Maintenance	Thursday, 6 August 2009	2pm
Retail Stock Management - Reordering	Tuesday, 11 August 2009	11am
Retailer Security	Tuesday, 11 August 2009	2pm
Business Reporting	Thursday, 13 August 2009	11am
Magazine Management Workshop	Thursday, 13 August 2009	2pm

BOOK NOW!

ONLINE: www.towersystems.com.au (select support and then user meetings)

EMAIL: bookings@towersystems.com.au OR FAX: 03 9524 8099

BUSINESS: _____ LOCATION: _____

NAME: _____ NUMBER ATTENDING: _____