



# NEWSAGENT TECHNOLOGY NEWS

AUGUST 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 corner of your screen.

## TIPS

We send out tips weekly by email.

## HOW TO REPRINT YOUR END OF SHIFT

Reprinting your end of shift reports is easy. Our software keeps a copy on the computer in case you need to do this. Go to the computer on which you did your end of shift. Select Reports. Go down to restore archived reports. Select the EOS reports for the date you want them reprinted. Click on load file. The report will appear on the screen. Click on print to print the report.

## 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](http://www.newsagencyblog.com.au). Currently attracting over 1,500 visitors a day.

## EZIPASS FRONT SCREEN

We are reconfiguring the products on the front screen of eziPass and will issue a separate announcement to you in the next week about this.

## HELP FOR NEWSAGENTS

We have a structured process for helping newsagents experiencing business difficulties. This includes looking at the business and providing guidance to improve sales and efficiency. This is another free service from Tower Systems. To enquire about the please email [mark@towersystems.com.au](mailto:mark@towersystems.com.au).

## TRADE SHOW SCHEDULE

We have a busy trade show schedule over the next two months. The team on our stand is there to sell our newsagency software – if you know of a colleague attending please introduce them to us. Our growth is another reason we have been able to reduce support fees.

State	Trade Show	Date	Stand No.
Sydney	GNS Market Fair	15-16 August	107
Perth	GNS Market Fair	30 August	N/A
Brisbane	GNS Market Fair	12-13 Sept	41-42

## XchangeIT CHANGES

You need the latest software to get the benefits from the new XchangeIT platform. Support coverage is now essential. We will be releasing regular updates to ensure that your software works with the changes. Software which is not up to date will not be compliant and this may impact your returns credits – this is a policy set by the magazine distributors.

## SATURDAY SUPPORT

Our office is open Saturday between 7.30am and 3 pm. Call 03 9524 8000 for support. While our mobile numbers are also available – the office number is better for Saturday coverage. We mention this again because of the calls last month from people who did not know.

## YOUR PASSWORD TO ACCESS ADVICE SHEETS

Many of our advice sheets are password protected – access is for supported users. If you have lost the password we mailed out a couple of months ago, please email support and we will send it to you.

## MAGAZINE LABEL COSTS

The best way to purchase magazine labels is through our online store. We sell 1,000 labels for \$143.00 delivered. Prepaid orders only please.

## ONLINE TRAINING

With this newsletter is a copy of our online training schedule for the next couple of months. Online training is the BEST way to learn more about your Tower software. Access is free. All you need is a computer with broadband and a phone for the audio – you call a toll-free number. Newsagents who have participated in our online training love it. You and your staff are most welcome to participate.

## FREE MOBILE RECHARGE POSTER



We have developed this poster for your use to promote mobile phone recharge sales. Please email us if you would like a copy for you to print locally. We do have limited stock available to send if you are unable to print in colour. This marketing collateral is another free service from Tower Systems.

## TYRO HELPS YOU SELL MORE

As the recent lottery jackpots have shown, having a faster eftpos link helps you better serve customers and sell more. The Tyro interface with our software is brilliant. If you switch to Tyro now, we will provide the Retailer software / Eftpos link for free. We have been able to offer this thanks to support from the folks at Tyro. Tower newsagents are their fastest growing community at the moment.

## UPGRADE YOUR HARDWARE AND SAVE!!! 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. 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.

## Is this news to you?

We email news weekly. Sign up now:  
[retailer-users-subscribe@yahoo.com](mailto:retailer-users-subscribe@yahoo.com)