

NEWSAGENT TECHNOLOGY NEWS

OCTOBER 2009

BETTER SOFTWARE. BETTER SERVICE. SINCE 1981.

CURRENT SOFTWARE RELEASE

The latest release of our software is 2.2.13B. This displays on the top right hand corner of your screen.

TIPS

We send out tips weekly by email.

FIXING YOUR NETWORK CONNECTION

If you get the message NO RETAILER DATA FOUND ON THE MAIN COMPUTER, try this before calling support: Click on Retailer backup; click on Settings, Click on database settings; Click on the button Engine Settings. On the top right hand side, click on Server and then move the cursor down to Activate all modules and click on this.

Close out of all screens and open Retailer.

This resets the database engine. It is a good step to take as it checks things for you. It will fix the problem 75% of the time.

There is no bug which causes the drop out. It can occur in the instance of a blackout or some other hardware related issue.

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

NEW! A SOFTWARE FUNCTION: THE EASY WAY TO ADJUST GOTCH BASE DELIVERY

In exclusive partnership with Gordon and Gotch, we have developed an easy way for you to adjust your base quantity for a title from the counter or anywhere in the business. Using the Alt/T function, you can quickly generate an email in a Gotch approved format and have this sent by our software to Gotch on your behalf. You get to enter the required new base quantity. This new facility is in the latest update of the software, Retailer 2.2.14. This new facility came about as a result of our own work in our newsagencies.

NEW! FIVE ADVICE SHEETS

We have published five advice sheets in the last week to the support pages of our website. The new advice sheets are: Backup, Archiver, Receipt Logos, Inactive Stock and Stock Price Sensitivity. Advice sheets are available for Tower Advantage™ customers.

XChangeIT SETTLES DOWN

The latest update to the new XChangeIT Link has settled down issues experienced by newsagents over the last six weeks. In addition to improved XChangeIT software, they have improved their help desk service. This is reducing the XChangeIT calls we get. Hopefully this continues. If you are considering installing the new link we say go for it! The new version of XChangeIT only works with the latest version of Retailer.

FREE CROSSWORD PROMOTION POSTER



Our creative team has created this A3 poster to promote crosswords. You can download it from our website. We do have limited stocks available for you which we will post if you email support@towersystems.com.au. We have developed this artwork as another way of demonstrating our assistance for newsagents beyond providing good software.

MORE ONLINE TRAINING

At our website, under support/user meetings, you will see a new list of free online training available. These sessions are a great way to learn.

NEW HELP DESK ROLE

We are bringing a new team member to our national help desk. We will finish interviews around the time this newsletter is mailed. Please be gentle with the newbie. We will not have them taking calls until we are certain they are ready.

NEW! FREE TRAINING VIDEOS

We have launched at our website the first of a range of new training videos. You can access and play these at any time from any computer. All you need is your Tower Advantage™ log in. The training videos are being developed to provide consistent training on common support questions. We will point help desk callers to these rather than stepping through the same advice each time. This frees up help desk people and helps us better contain help desk costs. We will announce the release of new training videos via this newsletter and at the Tower blog which you can access from the home page of our website.

TYRO PASSES 200!

More than 200 Tower Newsagents have switched to Tyro integrated broadband eftpos. It's faster and cuts mistakes.

SAVE MONEY ON HARDWARE UPGRADES

The Federal Government's investment allowance ends in three months. Upgrade your hardware prior to December 31 and get the 50% tax break if your turnover (less lotteries) is under \$2 million a year. Don't miss out!

POS SOLUTIONS COURT CASE UPDATE

POS Solutions has commenced legal action against us in the County Court, claiming that comments on the Tower blog have caused them to lose customers. There was a hearing on October 1 where they sought to get a summary judgement order against us. They lost this application and had costs awarded against them. The case now moves to the next step.

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

Is this news to you?

We email news weekly. Sign up now:

retailer-users-subscribe@yahoo.com