



NEWSAGENT TECHNOLOGY NEWS

DECEMBER 2009

LIFE IS GOOD WITH TOWER.

2009 CUSTOMER SERVICE SURVEY

Tower Systems management focuses on delivering the best customer service. One that delivers accurate and timely advice. Every day we monitor calls by type, consultant, stage-closed, logged, investigated, and more.

Included with this newsletter is our 2009 Customer Service Survey. Please take a moment and provide us your feedback. From after hour support, training, to advice and value, we really want to know what our customers think.

CURRENT SOFTWARE RELEASE

The latest release of our software is 2.2.14B. This displays on the top right hand corner of your screen.

TIPS

We send out tips weekly by email.

SHelf LABELS MAKE YOUR SHOP LOOK GOOD

Not all point of sale systems print professional shelf labels. Ours does. Use these to show customers the price of items. Present a professional front for your business. Help staff organise shelves. Advice sheet G32.2 can help you set these up. We sell shelf label stock – at our website.

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 Fletcher
0418 554 759 Gavin Williams
0403 189 379 Tim Batt
0417 568 148 Nathan Morrison

WHY WE RECOMMEND TRAINING VIDEOS

We will recommend a training video in a support call if we are certain that this video will answer the query. While we could personally train you over the phone, videos are better because they provide approved consistent advice and because they show rather than tell. This is a better way to learn.

The training videos are also a great way for all of your team to learn how to use parts of our software. This is better than them learning second hand or fumbling through without training.

With more than 33% of all support calls being over the phone training of new staff and new owners, the training videos provide an opportunity to help us better manage our support costs, which in turn, helps keep your support fees low.

At the time of writing, we have 19 videos on our website. These are accessed from our website by clicking on Support, How To Videos. Access is for supported users only. If you have topics you would like to see covered with a video please email support@towersystems.com.au.

MORE ONLINE TRAINING AVAILABLE

On the back page of this newsletter is a list of live online training workshops we are running this month. Access to these is free for supported users. Online training is another great way to learn. You and your staff are welcome to attend as often as you would like. These workshops are 100% FREE. We even pay for the phone call for the audio content.

200+ SUPPORT CALLS A DAY

We process more than 200 support calls a day. Some days this can be up by 50%. For example, a problem with XchangeIT will see our calls rise by 50% even though the issues have nothing to do with us. We receive more calls in the afternoon, usually late in the day, than in the morning. If you can call in the morning, you will be served faster.

THE OLD XchangeIT SHUTS DOWN THIS MONTH

The original version of XchangeIT shuts down this month. If you want to receive electronic invoices for magazines and submit your returns electronically, you will need to migrate to XchangeIT Link. The latest version of XchangeIT Link is 1.0.40. The version of Retailer you will need to run this is Retailer 2.2.14B. If you are not supported you will need reinstate support to access the updates. Go to the XchangeIT website for details on installing XchangeIT Link. If you need help installing XchangeIT Link please call XchangeIT on 1300 551 212. If you need help on the Tower software specifically, please call 03 9524 8000.

SOFTWARE UPDATE

Retailer 2.2.14B was released to supported users mid last month. This update contains some nice enhancements and a couple of solutions for user reported issues. The update have been well accepted. This update is available from our website for supported users. We'd encourage you to get this update loaded ASAP as this is the version our support team is trained to support.

LAST CALL: 50% TAX BREAK

The tax break for small business ends December 31, 2009. If you turn over less than \$2 million a year the tax break can be used to reduce your tax liability through purchasing approved items such as computers and services associated with installing these. We can help you with good hardware, software upgrades and service.

WINDOWS 7

While we have users happily running Retailer under Windows 7, we have not completed testing of this. XchangeIT has not yet tested their software with Windows 7. For these reasons, Windows 7 is not currently a supported operating system.

CHRISTMAS HOURS

We will close at 2pm on Thursday December 24 and reopen Tuesday December 29. We will also be closed New Years day. Our Saturday support will rest between December 26 and January 23. Our after hours phones will operate all through this period.

DON'T MISS A SINGLE SALE THIS CHRISTMAS

Integrating your Tower Point of Sale with a Tyro broadband EFTPOS terminal allows you to serve more customers, more quickly. Integration means you don't re-enter sale amounts into the EFTPOS terminal. The information is sent automatically from your register to the terminal and the transaction is completed via broadband in less than 4 seconds.

CHRISTMAS GREETINGS

For all of us here at Tower Systems to you and your team, we wish you a Happy, Safe and Memorable Christmas. Thank you for supporting us this year. We appreciate this. All the best for a wonderful 2010!

Daily news for newsagents
www.newsagencyblog.com.au

Is this news to you?

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