



NEWSAGENT TECHNOLOGY NEWS

JUNE 2009

BETTER SOFTWARE. BETTER SERVICE. SINCE 1981.

CURRENT SOFTWARE RELEASE

The latest release of our software is 2.2.9b. 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.

10 X 10 STOCK ITEM REPORT

By reporting on what sells with what and how often an item is sold alone you are able to make good business decisions to build a healthier business. Our 10x10 report lists the top selling items and what sells with them. It also lists the times these items are sold alone. You can report on items or departments. You can also report on items from only selected departments. Items sold alone are inefficient. By knowing your level of inefficiency you can work at resolving this. The 10x10 report can help you build a healthier business. If you need help with the 10x10 report, please call support.

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.

WELCOME!

Hello and welcome to our newly formatted monthly newsletter. We hope you like the new design! Please share this newsletter with everyone on your team who uses our software.

EXCLUSIVE PROMOTION WITH ACP

We were invited by ACP to put together a promotion to run exclusively through their Connections program to encourage non EDI compliant Connections members to engage. This campaign commenced in the this week of May. It is the first time ACP has supported a newsagency software package. We are grateful for the ACP support as it will help grow our user community.

SATURDAY SUPPORT

Our Help desk operates on Saturdays between 7:30am and 3pm out of our Melbourne office on 03 9524 8000. Please call here first before trying an after hours number. Our office-based team has more resources available with which to help. There is no extra charge for this service.

MANDATORY SUPPORT – NOT HERE

Support coverage with Tower Systems is NOT mandatory. We have been asked recently because two other software companies have made it mandatory that support is paid for the software to continue running. We do not do this.

XchangeIT COMPLIANCE ADVICE

We have revised our written XchangeIT compliance advice in May following the most recent changes by the magazine distributions. We are providing copies of this at our user meetings. If you are covered by support and would like a printed or electronic copy please email us at support@towersystems.com.au.

MAKE THE MOST OF THE 50% TAX BREAK

If your hardware can use an upgrade, now is the time!

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

FREE ONLINE TRAINING

Enclosed is a list of free online training we have planned for June. You can access this from any computer with broadband access. You will also need a phone for a toll free call – yes, we have thought of everything to make this training low cost for you and your staff.

Tower Newsagents who make use of our free online training make fewer support calls. We like this because it helps us keep support fees lower.

FACE TO FACE TRAINING AND USER MEETINGS

Please turn over for a list of face to face user meetings and free group training for newsagents in June. We have added sessions in Gippsland, the Sunshine Coast, Melbourne and Sydney due to popular demand. If you want to pay they least amount possible for XchangeIT access and get your returns credits as quickly as possible then we urge you to attend one of these free sessions: Book at our website.

HELP FOR POS SOLUTIONS USERS

We have offered the 300 or so POS Solutions DOS software users to come and join our user community and thereby avoid higher XchangeIT charges. We've put together special pricing and an upgrade offer to make it easier.

As the XchangeIT note on May 13 indicates, there is no future for the DOS software from POS Solutions.

BROADBAND EFTPOS – FASTER, EASIER

We use Tyro broadband EFTPOS in our retail stores. It's faster, saves keystrokes and is easy to balance at the end of the day. For more information on the Tyro offer please email info@towersystems.com.au and we will send details to you.



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 AUTUMN 2009 USER MEETING TOUR

Learn about the new XchangeIT standards
and how Tower Systems can help you.



2009 will see the biggest shake-up of magazine distributor IT links with your newsagency. We are ready to help.

With three times more newsagents than any other software company we have the resources to make this work for you. BOOK NOW for one of these sessions. Knowing what you need to do could save you money and time.

Pay the least amount possible for XchangeIT. We will show you how. It is easy with Tower Systems.

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

Location	Date	Time
Hobart	Tuesday, 26 May 2009	10am
Launceston	Wednesday, 27 May 2009	11am
Canberra	Tuesday, 2 June 2009	10am
Albury	Wednesday, 3 June 2009	11am
Sunshine Coast	Thursday, 4 June 2009	1pm
Mildura	Friday, 12 June 2009	11am
Sydney	Tuesday, 16 June 2009	10am
Wollongong	Tuesday, 16 June 2009	2:30pm
Gippsland	Thursday, 18 June 2009	1pm
Brisbane	Tuesday, 23 June 2009	11am
Darwin	Wednesday, 24 June 2009	2pm
Melbourne	Thursday, 25 June 2009	2pm

In order to fit additional locations in, we have had to use some less than ideal days like Wednesdays. If you can get five businesses together, we will add locations if a session is not being conducted in your area.

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:

All bookings will be confirmed in writing with location and parking details.