

Christmas Letter

A Merry Christmas and a Happy New Year to all our customers

Direct Debit (DD) Support

Many of you are still paying your monthly support by standing order. Although this is a good way to pay for support, you can now switch to monthly DD payments. The big advantage is that you will receive a monthly VAT invoice for your support automatically by email with the direct debit option

Remember to call the correct support number

If you call Norcon Computers for support call 08456 432 431, however, if you have a calls package which allows free calls to UK landlines you can use 01332 293193 during office hours Monday to Friday. **Do not call this number at the weekend as it will not be answered.**

Time to upgrade ?

Some of you have had your systems for a long time and now is a great time to upgrading for 2 main reasons.

- a. **Planned upgrades** – a planned upgrade prevents unnecessary angst when units come to the end of their life. Planned upgrades mean a more relaxed changeover to suit you.
- b. **4 Months Interest Free** – buy a new **Response EPoS Till** by paying four monthly direct debit payments. Your new till will be delivered after the second payment.

Call Wayne Graves today on 08456 432 431, to discuss any of these new opportunities.

'EVER READY' to support you

You may not have seen it yet but Norcon support staff are now able to use our first electric support car. The new Nissan Leaf has a range of 120+ miles on a single charge and produces ZERO emissions.

We are also adding to our green credentials as the car can be charged, when not in use during the day, from our own solar panels.



Support Hours over the Holiday Period (normal hours on all other days)

Friday 21 st December (staff training)	Closed 12:30am-3pm
Monday 24 th December	9am-1pm
Tuesday 25 th December	Closed
Wednesday 26 th December	9am-10am
Thursday 27 th December	9am-1pm
Friday 28 th December	9am-1pm
Saturday 29 th December	9am-1pm
Sunday 30 th December	9am-10am
Monday 31 st December	9am-1pm
Tuesday 1 st January 2019	9am-10am

Christmas Procedure for EPoS users

Please treat normal Double Issue magazines as normal magazines with a price change. Christmas magazines treat as above except where there are two editions of the same title being sold in the same week, which normally means TV listing magazines. To ensure that these Christmas magazines can be sold at your till you will need to create them in the EPoS software as opposed to News Slave for Windows. The same way you would create a new chocolate bar. Add each Christmas magazine, BUT when entering the barcode it is best to type the barcode (rather than scan it), be careful NOT to add the issue number (separate two digits). If you still have last year's Christmas magazines in your system just change their barcodes and prices rather than creating new ones. Check that you have typed the barcode accurately. DO NOT SCAN with the scanner, as this may add the issue digits that are not needed and will upset the system. Following this process will ensure that two different issues of the same magazine can be sold in the same week and that the Christmas magazines can be sold over a two week period.

Remember! This procedure should be performed in the EPoS database ONLY. Remember! Type the numbers when entering the Christmas magazine barcodes.

Important - For Home News Delivery Account Customers with these magazines, make sure that you do not accept delivery of these titles early, they must be entered on their 'normal' delivery day otherwise the tills will not accept both issues. With electronic downloads **do not accept** the price changes/update for these titles. You then have a choice as to how to charge your HND customers, either enter a price change with the due date of the normal delivery day or alter the price on that date. You will then need to remember to globally credit these products the following week when there is no delivery. This is done through Maintenance/Titles – select titles, click on the Pricing tab and in the middle bottom of this form is the Global Product Credit button.

Christmas Day Routine – Found in the Set-Up section of News Slave for Windows. You can credit all Daily (or Sunday) titles when you are NOT going to deliver on that day. **Remember, you must CREATE the delivery rounds before you can credit the daily titles using the Christmas Day routine.** Please ONLY run this for the days you wish to credit. Do not assume it has NOT been done as some customers have run this multiple times giving credit over many days. If in doubt, check with the support team.