

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.

Time to Upgrade ?

Some of you have had your systems for a long time and now is a great time to be upgrading for the simple reason that:

Planned upgrades are better – 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.

We have made it easier to call our support line

We have installed a new IP phone system which means you can now ring our landline number for support on:

01332 293 193

Our standard operating hours are unchanged – as a reminder we operate:

Monday to Friday – 9am to 5pm

Saturday – 9am to 1pm

Sunday – 9am to 10am
(for emergencies ONLY)

Bank Holidays are treated the same as a Sunday, Christmas Day we are Closed.

Corona Virus and Operating procedures – Norcon staff will NOT attend on-site unless specifically required. Site attendance will be subject to the following:

1. Where social distancing, recommended hygiene practices and face mask wearing, is observed at all times
2. If a Norcon staff member feels unsafe on-site, then the customer will be advised by the Norcon staff member of his or her concerns. The customer will be given the opportunity to rectify the situation
3. In the event of not rectifying the issues advised of, Norcon staff members have been advised to abort the call-out and return to base.

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

Wed 23rd December – Staff Training Closure	12:30am – 2:30pm
Thu 24th December	9am-1pm
Fri 25th December	Closed
Sat 26 th December	9am-1pm
Sun 27 th December	9am-10am
Mon 28th to Thu 31st December	9am-1pm
Fri 1st January 2021	9am-10am
Sat 2 nd January 2021	9am-1pm
Sun 3 rd January 2021	9am-10am

Christmas Procedure for EPoS users

Please treat standard 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.