



We're here to help

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Tower Systems Adult Shop Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our Adult Shop Software over the years

When you are ready, we'd love to show you our Adult Shop Software and through that show you answers to other questions you have.

Are you Australian based? Yes.

Do you make your software? Yes.

How do I contact your help desk? By phone or email. Our help desk is Australian based with one team member working from New Zealand.

When can I contact you for help? Weekdays: 7am through 6PM AEST, Saturdays 7:30am through 3PM AEST. After hours for urgent calls: 24/7.

What if I am unhappy with support? You can escalate to our Chief Operating Officer or our Managing Director – every customer is given their direct numbers and email addresses.

Can I run the software in the cloud? Yes.

Can I run the software on my desktop? Yes.

Can I backup to the cloud? Yes.

How long am I locked in with software rental? There is no lock-in. You can cancel rental at any time and billing stops immediately – once the current month is completed, there is no further charge.

We sell some products that are age-restricted. Can the software handle this? Yes, you can require age verification prior to purchase.

Does the software have a loyalty program that does not rely on capturing and storing customer details? Yes.

We are not in the business every day, can I track results and manage it from elsewhere? Yes.

We sometimes participate in events away from the business and want to sell products at these. Does the software handle this? The software, through Retailer Roam™ allows you to sell anywhere, anytime.

Can the software track special or one-off orders for customers? Yes, from the moment the order is placed.

We sell some items by colour, size and style, can the software handle this? Yes.

We offer some services. Can the software track the sale of these? Yes.

We buy and sell second-hand DVDs, does the software have a way this can be tracked and managed? Yes.

We carry some items on consignment, can the software handle this? Yes, the software can also report on consignment goods sales.

Can we group items together to sell in a pack or bundle? Yes, it's easy to create packs or bundles using the software.

Can you pass on product care and other documentation? Yes, you can load files, images, documents or PDFs for products (information sheets, advice, notices) and have them automatically included in emailed receipts.

Can we manage selling second-hand items? Yes.

Can we integrate the software with suppliers? Yes. We have many customers importing stock files and invoices. If you want to provide a supplier a data feed of sales of their product, our software can do this too.

Does the software connect with our website? We partner with Shopify, Magento and WooCommerce and offer direct links to these.

Can we email receipts? Yes.

Can we track where our customers come from? Yes.

Do we have to pay for software on additional computers in our business? No.

Does the software handle LayBys? Yes.

Can we connect with our EFTPOS terminal? Yes. We have a direct link to Tyro and through Linkly we connect to all major banks.

Can we use our existing hardware? Yes, as long as your hardware meets our minimum standards.

Can we use our existing data with the software? Yes. We'd like to check your data to be sure. We will advise what can be safely brought across.

Does it integrate with Xero? Yes.

Find out more at www.towersystems.com.au/adult.