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Tower Systems Antique Shop Software Q&A.

Australian made. Australian supported.

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

When you are ready, we'd love to show you our Antique 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 products on behalf of others. Can the software track this? Yes, the software can report on sales by those you carry antiques for in the business, enabling you to easily calculate your commission.

We carry items on consignment, can the software manage this? Yes, you can track consignment items and report on sales.

We rent access to part of our shop to people who display antiques here, can we charge for this through the software? Yes.

www.towersystems.com.au/antique

We do not barcode products, can we easily sell items without a barcode? Yes, you decide the level of tracking and reporting you require and that determines the best approach to recording sales.

Can we use the software to print barcodes for products if I want? Yes.

We sell very small items, does the software support barcode labels for these? Yes, we offer a fine butterfly label that you could use on a ring or fine bracelet.

Does the software track the purchase and sale of second-hand goods? Yes.

Can we produce a valuation certificate from the software? Yes. This software is also used by jewellers, who do valuations.

We repair antiques, can the software help in tracking this? Yes, the software has a repairs management facility built in, which tracks components and labour for you.

Can we market to members collector groups or clubs? Yes. You can tag customers as belonging to a club and target market to club members.

Can we track sales to club members to rebate the club as a fundraising opportunity? Yes.

Can you pass on product provenance or care information? 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 do this by text or email? Either, we support both.

Can we look-up historical servicing records for a specific customer? Yes.

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

Does the software track product serial numbers? Yes. You have a couple of different ways you can do this.

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

Can we integrate the software with our 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/antique.