



*We're here to help*

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## Tower Systems Health Food / Wholefoods Shop Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our Health Food / Wholefoods Shop Software over the years

When you are ready, we'd love to show you our Health Food Shop / Wholefoods 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.

*Does the software let me sell at a special price to gym members or members of other local clubs?* Yes.

*Does the software let me share health tips and advice on receipts?* Yes.

*Can I sell products by weight?* Yes.

*Does the software connect to scales?* Yes.

*Can I use the software to offer bulk purchase pricing?* Yes.

*Can I label my own products?* Yes.

*Can I track purchases by people recommended to my shop?* Yes.

*I buy some items in bulk and re-package them for retail. Can the software manage this?* Yes.

*Does the software let me track customers based on what they purchase?* Yes.

*Can I include product care information on receipts?* Yes.

*Can I look-up historical 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.

*Can I create a quote for a customer and manage this?* Yes.

*Can I track / manage quotes?* Yes.

*Can I manage selling second-hand items?* Yes.

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

*I sell items with colour, size and style, can the software handle this?* Yes.

*Can I integrate the software with my 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 my website?* We partner with Shopify, Magento and WooCommerce and offer direct links to these.

*Can I email receipts?* Yes.

*Can I track where my customers come from?* Yes.

*Do I have to pay for software on additional computers in my business?* No.

Does the software handle LayBys? Yes.

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

*Can I use my existing hardware?* Yes, as long as your hardware meets our minimum standards.

*Can I use my 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/healthfood](http://www.towersystems.com.au/healthfood).