



We're here to help

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Tower Systems Mobility Scooter Business Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our Mobility Scooter Business Software over the years

When you are ready, we'd love to show you our Mobility Scooter Business 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.

Can we offer a special price to members of a club or community group? Yes.

Can we market to members of clubs or community groups? 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 a club or community as a fundraising opportunity? Yes.

Can I find all items in-stock that serve a specific physical or medical need? Yes, through tags, our software offers a horizontal view of products based on needs you enter.

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

Can we group items together to sell in a pack or bundle like the scooter, a weather shield and a storage area add-on? Yes, it's easy to create packs or bundles using the software.

Can you pass on manuals 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 use the software to manage repairs? Yes. You can track jobs, parts and labour. Plus, communication with customers is streamlined.

Can we remind customers about servicing requirements? Yes.

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 we create a quote for a customer and manage this? Yes.

Can we track / manage quotes? Yes.

Can we track using parts from our shop and labour to make a scooter or other product? Yes.

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

Can we manage selling second-hand items? Yes.

I sell some items by colour, size and style, can the software handle 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/mobilityscooter.