



*We're here to help*

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January 2023

# Tower Systems Music Shop Software Q&A.

Australian made. Australian supported.

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

When you are ready, we'd love to show you our Music 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.

*Can we offer a special price to members of a club or students of a teacher or school?* Yes.

*Can we market to members of clubs or teachers or schools?* Yes.

*Can we track sales to club or school members to rebate as a fundraising opportunity?* Yes.

*Can you pass on product care 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 promote local music groups on receipts?* Yes.

*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 instrument servicing?* 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 bike 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 buying and selling second-hand items?* Yes.

*Can we group items together to sell in a pack or bundle like an instrument, music stand and case?* Yes, it's easy to create packs using the software.

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

*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/music](http://www.towersystems.com.au/music).