



We're here to help

TOWER SYSTEMS INTERNATIONAL (AUST) PTY. LTD.
ABN 61 007 009 752
HEAD OFFICE 3A Lynch Street, Hawthorn VIC 3122
Ph 03 9524 8000 Fax 03 9524 8099
info@towersystems.com.au towersystems.com.au

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Tower Systems Produce / Farm Supply Business Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our Produce / Farm Supply Business Software over the years

When you are ready, we'd love to show you our Produce / Farm Supply 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 you sell by fractional quantities? Yes, by weight or by measure.

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

We sell on the road, is there a mobile version? Yes, our Retailer Roam™ option is perfect for selling from anywhere.

Does the software work with and easily load supplier provided electronic invoices? Yes, including: Airr, Eastern Distributors, Premier Pet, Master Pet, Kongs and Pet Pacific.

Can you manage breaking up bulk product and selling at smaller quantities? Yes, you can receive product in bulk and break it into smaller selling packs.

Can you manage creating your own custom feed bags using multiple products whilst keeping track of qty on hand figures? Yes, you can take a number of items, mix them and then bag up your own product made from them.

Can you set specific pricing for special groups of customers ie trade customers? Yes.

Can you manage quotes? Yes, you can create quotes and then turn them into sales if they proceed.

Can you manage deliveries? Yes, the software has a couple of ways of doing this.

Will the system print picking slips for local deliveries? Yes.

Are the stock labels the system produces weatherproof? Yes, as long as you purchase our weatherproof label stock.

Can you handle repairs and servicing of machinery like mowers etc? Yes, repairs facilities included with the software track repairs, parts used, labour used and advising the customer the item is ready to collect.

Can you reach back out to customers you remind them of previous seasons they purchased in? Yes, you can select customers for marketing past on a range of criteria, including past purchases.

Does the system handle account customers? Yes, you can setup and manage customer accounts.

Does the system produce invoicing and statements? Yes, these can be printed or emailed.

Can I offer a special price to members of a club? Yes.

Can I share local information such as seasonal crop care? Yes, on receipts.

Can I remind customers about equipment servicing? Yes.

Can I do this by text or email? Either, we support both.

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

I sell clothing, can I manage this by colour, size and style? 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.

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/produce.