



*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

January 2023

## Tower Systems Sewing / Fabric / Haberdashery Shop Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our Sewing / Fabric / Haberdashery Shop Software over the years

When you are ready, we'd love to show you our Sewing / Fabric / Haberdashery 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 I sell by measure?* Yes.

*Can I sell by fractions?* Yes.

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

*Can I market to members of sewing and crafts clubs?* Yes. You can tag customers as belonging to a club and target market to club members.

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

*Can I promote local clubs and groups on receipts?* Yes.

*Can you pass on patterns, sewing machine manuals and other documentation?*

Yes, you can load files, images, documents or PDFs for products (information sheets, advice) and have them automatically included in emailed receipts.

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

*Can I remind customers about sewing machine servicing?* Yes.

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

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

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

*Can I track / manage quotes?* Yes.

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

*Can I group items together to sell in a pack or bundle?* 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.

*I sell some items by 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/sewing](http://www.towersystems.com.au/sewing).