



*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 Vape Shop Software Q&A.

Australian made. Australian supported.

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

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

*I have multiple shops, can the software handle this?* Yes.

*Can I set the software to force an age check by product purchased?* Yes.

*Does the software track customer details for items purchased if required?* Yes.

*Does the software let me sell at a special price to club members of a group?* Yes.

*Does the software let me share product care tips on receipts?* Yes.

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

[www.towersystems.com.au/vape](http://www.towersystems.com.au/vape)

*I sometimes sell away from the shop, can the software handle this?* Yes, our Retailer Roam™ product lets you sell from anywhere, anytime.

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