May 2023

Tower Systems Fashion Software Q&A.

Australian made. Australian supported.

Here are answers to some of the questions we have been asked about our POS software for fashion and apparel retailers.

Does the software handle products by colour, size and style? Yes.

Can I report on sales by supplier? Yes.

Can I track product performance by brand, which may be different to supplier? Yes. Through tags in our software you have considerable reporting flexibility.

Can I track time and materials for alternations? Yes.

Can I include product care information on receipts? Yes.

Can I use the software to track and manage items we make? Yes.

Does the software let me track customers by occasion? Yes.

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

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

Can I group items together to sell in a pack or bundle? Yes, it's easy to create packs using the software.

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

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

Can I manage selling second-hand items? Yes.

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

How long am I locked in with software rental? No. You can cancel at any time.

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.

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/fashion.