



*We're here to help*

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## Tower Systems Bike Shop Software Q&A.

Australian made. Australian supported. Rent now for a few dollars a day.

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

When you are ready, we'd love to show you our very latest Bike Shop Software and through that show you answers to other questions you may 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.

*Does the software connect with Bike Exchange?* Yes.

*Does the software connect with Bike Chaser?* Yes.

*Does the software connect with Specialised?* Yes.

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

*Does the software help me manage fundraising for community groups and charities?* Yes.

*Can I market to members of bike 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 you pass on bike 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 I promote local bike paths and other local information of interest to cyclists on receipts?* Yes.

*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 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 bike quote for a customer and manage this?* Yes.

*Can I track / manage quotes for bikes?* Yes.

*Can I track using parts from my 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 I manage selling second-hand items?* Yes.

*Can I group items together to sell in a pack or bundle like bike, helmet and gloves?* 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 shoes and 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.

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