



We're here to help

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Tower Systems Garden Centre Software Q&A.

Australian made. Australian supported.

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

When you are ready, we'd love to show you our Garden Centre 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 products by weight with this software? Yes.

Can sell at fractional quantities? Yes.

Can I handle re-potting, a plant that is larger now is worth more than when it was smaller? Yes.

Do you have weatherproof labels for items outdoors? Yes.

Can I include plant care information on receipts? Yes.

Can the software handle selling products by colour and size? Yes.

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

I sometimes sell away from the shop at an event or on the road. Can the software do this? Yes, our Retailer Roam™ option manages selling from anywhere.

Does the software handle garden club member pricing? Yes, this can be a great marketing tool, getting local community group members support the business and fundraising at the same time.

Does the software track frequent shopper purchases, like what you see in coffee shops buy 9 and get your 10th free? Yes.

Can the software report on frequent shopper purchase items we give away, to get a supplier rebate? Yes.

Does the software have a loyalty facility? Yes, there are several options - you can choose the one that works best for your needs.

Does the software let me manage my own time-based catalogue pricing? Yes.

Can I sell gift cards for my business? Yes.

I buy products in bulk and re-bag them to retail size. Can the software handle this? Yes.

I buy several products in bulk to mix to create my own brand of feed. can the software handle this? Yes.

Does the software produce WAS / NOW price labels? Yes.

Can you reach out to customers based on past purchases? 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.

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/garden.