



*We're here to help*

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# Tower Systems Pet Shop POS Software Q&A.

Australian made. Australian supported.

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

When you are ready, we'd love to show you our Pet Shop POS 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 am with AIRR, can I load their catalogue into the software?* Yes.

*I am with Indepet, can I load their catalogue into the software?* Yes.

*Can I record the microchip numbers for family pets?* Yes.

*Does the software work with and easily load supplier provided electronic invoices?* Yes, including: Airr, Eastern Distributors, Premier Pet, Master Pet, Kongs and Pet Pacific.

*Can I target market to customers based on dog breed?* Yes.

*Can I track when a customer may need more worming or other date related products for their pets?* Yes.

*Can I sell items without a barcode?* Yes.

*Does the software track frequent shopper dog and cat food purchases, like what you see in coffee shops?* Yes.

*Can the software report on the free dog or cat food we give away, to get a supplier rebate?* 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 have a pet shopper friendly loyalty facility?* Yes, there are several options - you can choose the one that works best for your needs.

*I am part of a pet retail group that does catalogues. Does the software let me manage time-based catalogue pricing?* Yes.

*Can I sell at fractional quantities?* Yes. This works for selling by weight or by measure.

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

*Does the software have a facility for encouraging infrequent shoppers to spend more?* Yes, it's proven to work well at achieving this.

*I sometimes sell from away from the shop. Can the software do this?* Yes, our Retailer Roam™ option manages selling from anywhere.

*Can I sell gift cards for my business?* Yes.

*Can I set an age check on age restricted items?* Yes.

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

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

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

*I sell clothing, can I manage this by colour, size and style?* Yes.

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