



*We're here to help*

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## Tower Systems Pool Supplies 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 Pool Supplies Software. We got into this space when a sales prospect told us our bike shop software was ideal for these businesses.

When you are ready, we'd love to show you our 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 we use the software to track parts and labour for a product we make?* Yes.

*We do repairs. Can we use the software to track repairs?* Yes. You can track parts and labour, and advise the customer when the repair is ready.

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

*Can we track / manage quotes?* Yes.

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

*Can we market to community groups?* Yes. You can tag customers as belonging to a group and target market to club members.

*Can we track sales to charities and community groups as a fundraising opportunity?* Yes.

*Can you pass on 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 we remind customers about servicing?* Yes.

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

*Can we look-up historical servicing records for a specific customer?* Yes.

*Can we group items together to sell in a pack or bundle like computer, screen and keyboard?* 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.

*We sell items by size and style. Can the software manage this?* Yes.

*Can we integrate the software with our 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 our website?* We partner with Shopify, Magento and WooCommerce and offer direct links to these.

*Can we email receipts?* Yes.

*Can we track where our customers come from?* Yes.

*Do we have to pay for software on additional computers in our business?* No.

*Can we connect with our EFTPOS terminal?* Yes. We have a direct link to Tyro and through Linkly we connect to all major banks.

*Can we use our existing hardware?* Yes, as long as your hardware meets our minimum standards.

*Can we use our 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/pool-supplies-software](http://www.towersystems.com.au/pool-supplies-software).