



*We're here to help*

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## Tower Systems Toy Shop Software Q&A.

Australian made. Australian supported.

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

When you are ready, we'd love to show you our Toy Shop 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 have multiple shops, does the software handle this?* Yes.

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

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

*Can the software manage special orders for customers?* Yes.

*Can I report on past sales monthly for a year to help work out what to order?* Yes.

*Can I pre-sell items?* Yes.

*Does the software handle club member pricing?* Yes, this can be a great marketing tool, getting local community or school 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.

*Does the software let me buy in bulk and break up to retail packs?* Yes.

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

*Does the software manage time-based catalogue pricing?* Yes.

*Can I include product use instructions on the receipt?* Yes.

*Does the software track where I have stored packaging for an item?* Yes.

*I have similar items from several suppliers. Can I compare suppliers?* Yes.

*Does the software handle LayBys?* Yes.

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

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

*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.

*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.

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