

CSYRETAILSYSTEMS

EPOS Solutions for Retail & Hospitality



CSY RETAIL SYSTEMS



Sell smarter with a tailored retail EPOS and ecommerce solutions from CSY Retail Systems

CSY Retail Systems was established in 1988 and has been providing EPOS systems to retailers ever since. The requirements of retail have changed in recent times and we have changed, embracing multi-channel retailing and offering it to all our customers.

Our customers include garden centres, farm shops, hospitality, charities, tile and flooring, hardware stores, department stores, delicatessens, specialist food stores (such as Kosher supermarkets), pharmacies, builders merchants and cook shops.

CSY's broad customer base has become one of our major strengths. We have been able to take good practice from one type of retail and use it in another. Time after time, our customers have recognized this valuable asset.

All of our services are provided in-house from our offices in Nottingham. This means we can ensure and monitor their quality of those services. We write our own software and listen to our customers who help drive its ongoing development.

Support

CSY provide a 7 day helpdesk service, including bank holidays, so you can have access to a Vector expert when you need them. Our remote access tools mean that we can swiftly resolve any questions or problems that you might have.

We provide a 'box-swap' maintenance service meaning that if your equipment was to fail, we will have a replacement to you the following working day.

At CSY, we believe in training so that you can get the best from your investment. We will provide you with the essential training that you need on-site to get your system up and running. Our purpose-designed training centre offers additional training courses so that you can explore the more advanced features of Vector.

You will have access to our online customer web portal.



Vector

Vector was launched in 1990 and has evolved into the most comprehensive Point of Sale system available to independent retailers in the UK.

CSY Vector has proved itself to be reliable, cost effective and an excellent tool for managing and increasing profits.

- Touchscreen for ease and speed of use.
- Create your own touchscreen driven menus for non-barcoded products.
- Account customer sales.
- Create customer deliveries.
- Postcode lookup.
- Loyalty Scheme with bespoke card design.
- Handle special customer orders with deposits.
- Automatically apply customer discounts.
- Manage staff discounts.
- Suspend and recall sales on any terminal.
- Provide sales prompts to sell related items.
- Integrated chip & pin card processing over broadband for faster transactions.
- Security coded gift vouchers and credit notes printed at the till.
- Designed for use in your café or restaurant with table and bill tracking.
- Integrated weighing scale options

In the Office

CSY Vector offers the following features and benefits for your business;

- Comprehensive reporting system to provide you with all the management information you need.
- Save time with automatic generation of orders including seasonal variations.
- Seamless multi-branch capability.
- Warehouse and inter-branch stock transfers.
- Easy configuration of product related messages.
- Integration with popular accounting packages.
- Simple management of account customers including invoices and statements.
- Use VectorAnywhere to access your data from any internet connection
- Printing of multiple label types including, shelf edge, pot-pointers, bed labels, self-ties, swing tags etc.
- Full security profiling to control system access.
- Handheld touchscreen terminal for stock takes, goods receiving, Queue-busting, order-picking etc.



QTY Retail Systems Ltd - Vector 7 - v1.23.4567.89000

Monday, 12 January 2018 - 00:00

Operator: QTY RETAIL SYSTEMS LTD

Sub

SELL

Ordered
Items

Collect
Order

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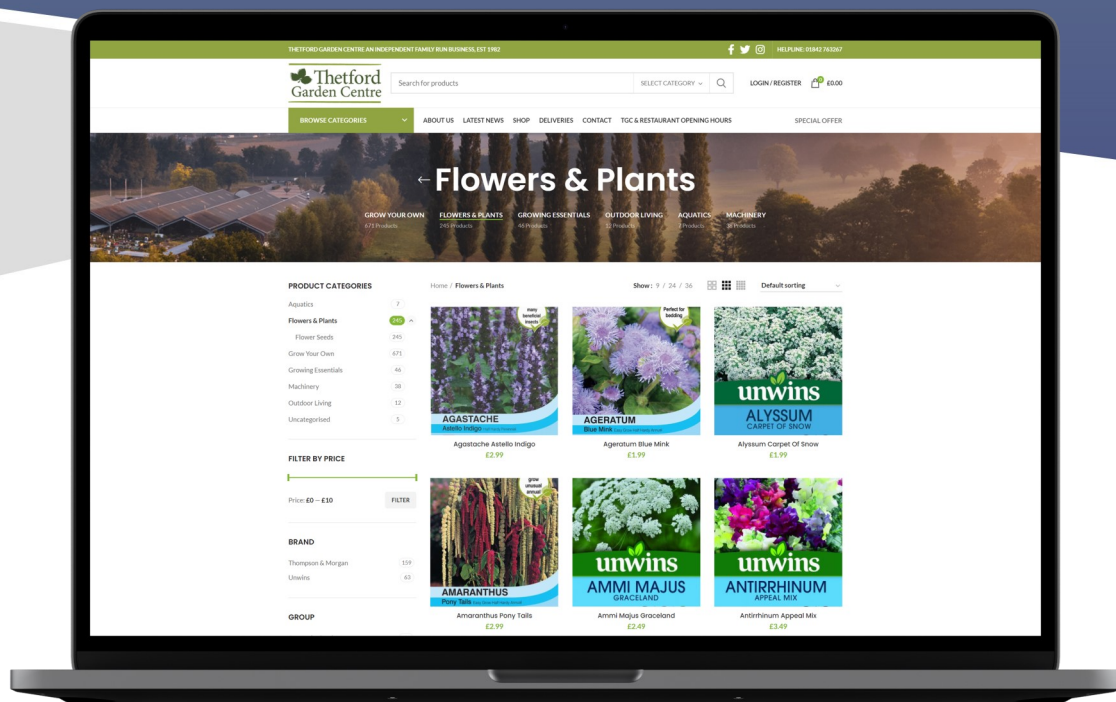
Web Design

CSY have developed Vector eCommerce so that we can get you selling online as quickly as possible. Whether you are new to selling online or already have an internet store, we can make your business run more smoothly.

Our in-house web development team can provide you with a great new website allowing you to quickly publish your products on the internet. We have moved over to WooCommerce, to allow our customers to get even more out of their ecommerce websites!

Our CSY eCommerce products are designed to integrate with your Vector EPOS System which provides many distinct advantages over stand-alone e-commerce solutions. Simple product management and order fulfilment are all managed through Vector.

If you already have an established eCommerce website talk to us about using Web Sync to integrate it with your Vector EPOS system.



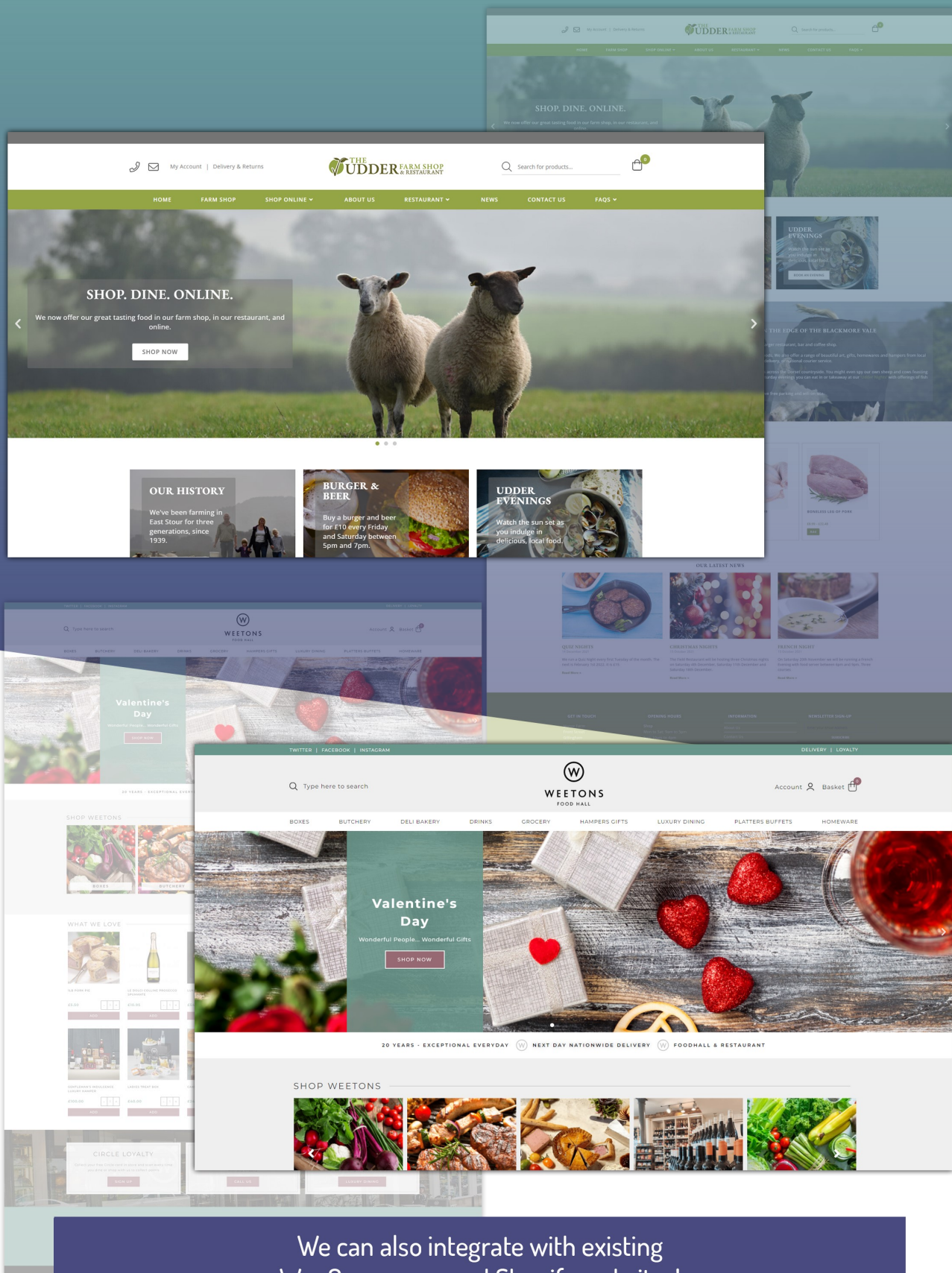
Web Integration

Our websites are fully integrated with Vector. All of your product information, images, pricing and stock levels are all transferred directly from your EPOS system to your website. This makes control of your products much simpler with everything being managed in one place.

Use Vector's comprehensive reporting tools to analyse your internet sales.

As your system is linked directly to your website, orders that are placed on your website are automatically transferred into Vector so that you can produce picking notes, dispatch notes and keep track of remaining stock levels.

We also integrate with Amazon to allow you to sell through the Amazon marketplace.



Woo COMMERCE

s *shopify*

Vector Table Planner

CSY's Vector table planner allows Hospitality businesses to design their own table layout within Vector Manager Back Office. Here you can add new rooms and tables at ease which will then appear inside Vector Hospitality on the Epos.

By using our colour changing system, businesses can manage the status of each table to show as Seated, Waiting or Served. This allows staff to have a visual view of each Table's status directly from the Epos or Handheld ordering device. A timer showing how long the customer has been at each status is also visible.

Seated – To show staff which tables are available for new customers.

Waiting -To show staff when the order has been taken and the customer is waiting to be served.

Served – To show staff which tables have been served and what are tables are yet to be served.

Additional features of the Vector Table Planner include:

Ability to pay at point of order or "Save Tab" functionality for payment at the conclusion of the customers meal.

Ability to "Split Bill" so that customers can pay for individual meal items or by split the bill by the volume of covers.

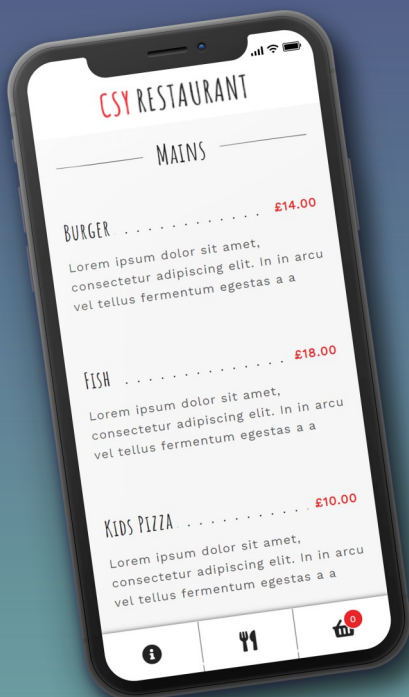
Ability to move customers to another table.

Ability to add individual notes to orders.





At Table Ordering



With the challenge all Hospitality businesses have faced during the Coronavirus Pandemic, the ability for customers to place orders at a table or from home for a later collection using their Smartphones has been key in ensuring businesses can remain operational.

Using CSY's "At Table Ordering" solution allows you to do just that.

On arrival at your venue, customers scan a QR code at their table of choice which will open the ordering platform. The customers then select their menu options and pay for their order on the smartphone.

This seamlessly links with your EPOS on site and with all connected peripherals such as Kitchen Printers.

Customers can also use the same platform to order at home for collection on-site at a designated time.

Kitchen Screen

Our clients use the inbuilt table planner in Vector to send orders directly to the kitchen screen, so that the chefs can start to prepare the food as soon as the order has been made. This can either be done using tablets for table service or using the main POS (i.e., for takeaway orders).

The kitchen screen looks for new orders every 10 seconds so is constantly refreshing. The kitchen staff have various status levels that they can set for each food item as to its stage in the preparation process, preparing, ready, served, etc.

Once set to served (green) the order will disappear from the kitchen screen and the table planner will change to green for that table. To add more items for the table, e.g. desserts, staff will click the table number to open it again, add the desserts and save the tab. The desserts would then be displayed on the kitchen screen.





Hybrid EPOS

Our Hybrid EPOS solution allows for use as a fully capable standalone EPOS system, with options for Fingerprint sensor, MSR cards, Built in 2D scanner and RFID. Secondly, the screen can be unlocked from the base and used as a mobile EPOS terminal with customers, with access over Wi-Fi.

This also means that at the end of the day you can simply detach the screen and take it home with you, allowing you to make any changes in Vector Manager whilst at home, ready for the following day.

With Vector SelfServe, you have the option to run self-service kiosks in your restaurant. Customers make their order selections on the kiosk and pay via integrated card terminal. Orders are then fired to a kitchen screen or printer ready for the chefs to prepare.

Loyalty Schemes

Our customer loyalty scheme allows you to go that extra mile with returning customers;

- Helps promote customer retention
- Allows you to run loyalty customer promotions
- Give extra points on slow moving items to boost sales
- Gives you the information you need for direct customer marketing

With our in-house design service, we take the hassle out of sourcing professional custom designed customer loyalty cards to fit with your company branding.



Gift Cards

As well as our loyalty schemes, we also have the facility to offer your customers gift cards;

- Fully customised design to integrate into your company branding
- Any value can be added to a gift card
- Customers can top up existing gift cards
- Back office financial reports on gift card activity



Retail Intelligence Module

In an ever-changing retail world, it is important to make the most of your customer base. You need to be increasing spend, visits and the size of the customer base itself. Many of our customers are already using our customer loyalty program to help with this.

We wanted to offer you the chance to take this further, which is why we have launched our new retail intelligence module. This sits alongside our existing customer loyalty system allowing you to create targeted offers that will help you invigorate your customer base, get them visiting more often and spending more!

With CSY Retail Intelligence you segment your customers into groups based on one or more of the following:

- Customer spend in a time period
- Customer visits in a time period
- Customers who haven't visited in a time period
- Spend in a particular department(s) in a time period
- Non-spend in a particular department(s) in a time period
- Purchase of a particular item(s) in a time period
- Non-purchase of a particular item(s) in a time period
- Current loyalty points balance
- Postcode area

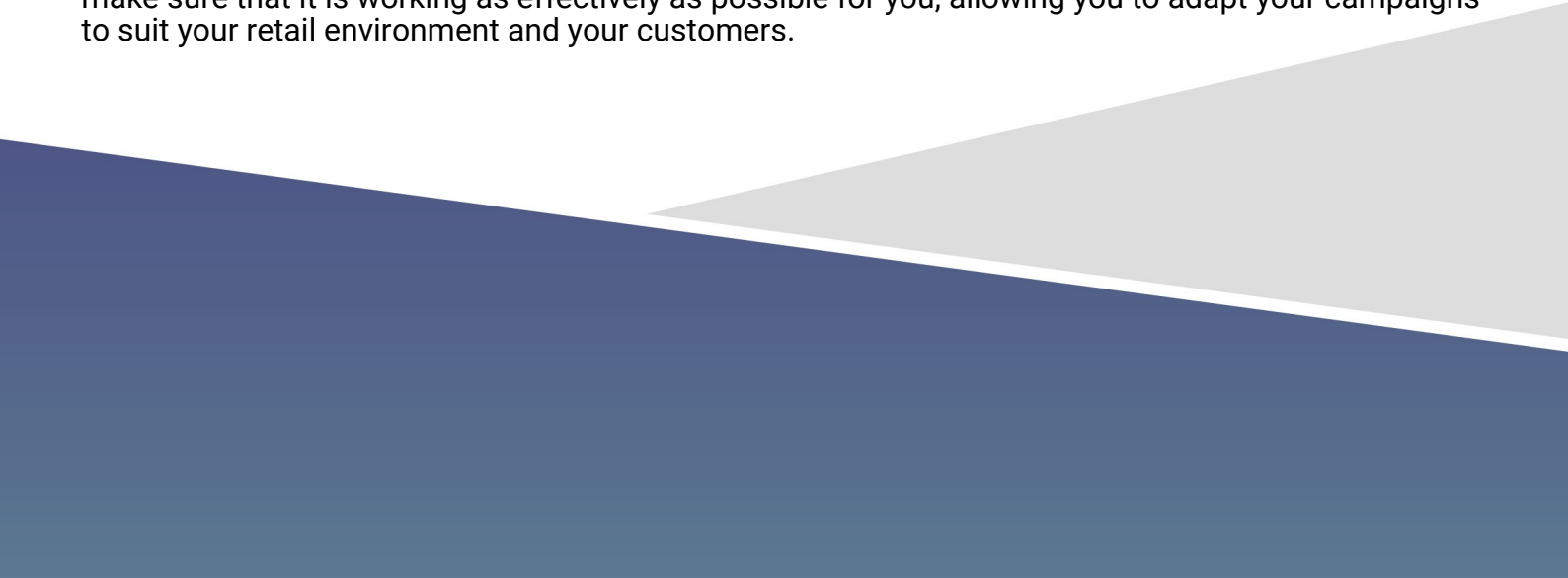
Then once you have created your target group, you can attach a targeted promotion to make your campaign.

You can also create an export of the campaign information if you want to use this in a mail merge as part of a postal campaign.

The Retail Intelligence module includes additional reporting tools to measure the effectiveness of your targeted campaigns allowing reporting on:

- Total customer spend for a campaign
- Number of campaign promotions redeemed
- Customer spend before and after a campaign including basket size and average item price
- Total sales to the campaign (with quantity/profit/avg basket/avg spend/visits)
- Promotion sales to the campaign (with quantity/profit/avg basket/avg spend/visits)
- Sales by day (with quantity/profit/avg basket/avg spend/visits)
- Additional spend (showing the summed spend on top of the promotion item sale)
- Baseline sales – sales that have no marketing cost.

We also include a number of different ways of analysing and exporting the above information to make sure that it is working as effectively as possible for you, allowing you to adapt your campaigns to suit your retail environment and your customers.



Weighing Scales



With CSY, you can now control your scales from within Vector. Programming of new items and price changes can now all take place in Vector, meaning no more running around to each scale.

By entering all your product ingredients into Vector, you can send the information directly to your scales over the network. All allergens are automatically highlighted saving you time and effort.

Go Zero Waste

CSY are now able to support “Zero Waste” shopping. By using our scales, your customers can bring in their own containers for goods and pay for the produce inside.

Simply weigh your container, take the label that is produced, with the weight of your empty container on, then once you have filled your container with a product, select it on the scales, scan your label and reweigh your container.

The scales will then take away the original weight of your container and only charge for the amount of produce in the container.



BRING JAR



2) WEIGH JAR



3) TAKE TARE LABEL



4) FILL JAR



5) SCAN LABEL



6) WEIGH FULL JAR



7) PAY FOR PRODUCT

Shelf Edge Labels

CSY offer two types of shelf edge labels.

We have standard black and white labels and our new colour shelf edge labels which can be used to show your customers whether a product is fair trade, organic, gluten free, vegetarian, vegan or any other attribute that you wish to highlight. These can be customized to different colours, shapes or symbols for each attribute.



Electronic Shelf Edge Labels

With CSY Vector, the shelf edge labels can be linked wirelessly to your stock database. Change any stock details in Vector and your labels change automatically.

With a battery life in excess of 5 years, why not introduce paperless labelling?



Handheld

Our touchscreen handheld terminal helps save time and effort with stock takes, goods receiving, order picking, price amendments and more...



Printer

There are often reasons to reduce prices on items. For example those with short shelf life or those that have been damaged. Our portable printer allows easy reduction label printing.

What our customers say...



"Immediately we could do so much more and things we could do before we could now do much more quickly. Since installing the Vector package on our existing tills, and adding a couple more Wi-Fi handhelds, our ordering has speeded up, it's much quicker to check deliveries in and keeping a grip on the accuracy of our inventory and our shrink couldn't be easier with a very straightforward stocktaking facility."

Ian Hayward, Earlswood Garden Centre



"We chose Vector EPOS from CSY because we wanted to work with a garden centre expert for our EPOS system. It means although we're only a young, small company, we get the same benefits as larger garden centres."

One of the other reasons we invested in Vector from CSY was so that when we are ready to expand and open another shop, we will have a system in place which will be easy to roll out. It also means we get to spend even more time helping customers choose the perfect plant or gift. "

Peter Milne, The Nunhead Gardener





"The till system is similar to those that most retailers use, with a clean interface and easy to operate. The back-office system is also relatively easy to use, but anything you can't find they are only a phone call away. In March we tried to attend the in-house training but due to lockdown we weren't able to attend, so CSY provided some training over the phone."

Oliver Hayes, Woburn Sands Emporium



"Overall it is an easy to use system that has huge benefits with regards to retailing effectively and efficiently. Most importantly to us, it allows us to control our stock and report on sales and transfers to other departments, enabling us to analyse our business better."

Emma Blandford, Uncle Henry's



DAVID NEILL

mica

DIY • HOME • GARDEN

"We didn't have an EPOS system before CSY Vector, we used a basic standalone till at the counter and our stock inventory was controlled on paper. CSY's EPOS system is a much more modern approach, with stock figures and reports available instantly and at the touch of a button. They are also local to us with their head office being in Nottingham, which is reassuring if we have any major problems."

Mark Hidgcock, David Neill Mica



**BETTER
FOOD**

Organic. Local. Ethical.

"CSY put in significant effort to bring existing data across to Vector and make sense of our complicated existing set-up. Having a team of developers on hand allowed this to happen and now we're in a great position to exploit the features of Vector that have given our teams more insight than ever before on our trading performance. So much so, that within a year of installing Vector on both sites, we've already seen an increase in our gross profit margin."

Martin Hiscox, The Better Food Company





"We have a fantastic team of around 200 volunteers working alongside our Shop Managers, but most had never used an EPOS system before. With this knowledge, the team at CSY were extremely good at providing guidance and support. One of the biggest differences is that we are now able to collect Retail Gift Aid which means we receive an extra 25 percent of the sales price of donated items, providing the donor is a UK a tax payer. This is already making a big difference to our in-store donations."

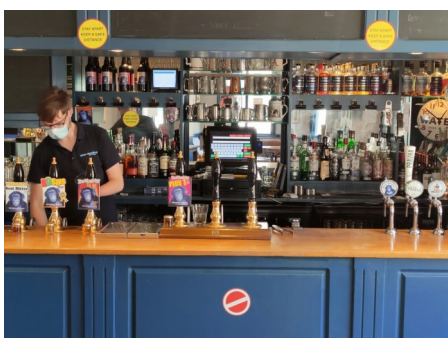
Sally Thomas, Lincs & Notts Air Ambulance.




"We approached CSY looking for a comprehensive EPOS solution for our Pub estate, once seen at our demo with Jon we were excited to get on board.

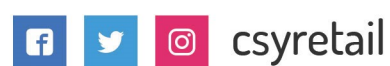
The till system was everything and more that we had hoped for. The back-office system gives us a precise and easy check on our outlets and their stock, which gave us the push to switch from a standard till to CSY's Vector system."

Ian Wesley, Blue Monkey Brewery





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