



Vector Mobility



CSY RETAIL SYSTEMS

Vector

We have developed Vector to perform specific Mobility functionality that your business can benefit from;

- Touchscreen terminal for ease and speed of use.
- Processing VAT exempt transactions for VAT exempt customers.
- Full serial number tracking of products against customer sales.
- Create your own touchscreen driven menus for non-barcoded products.
- Option to include TabletPOS for use on the shop floor and MobilePOS for deliveries
- Upload information / documents against a customers' record.
- Custom A4 invoice / quote design.
- Integrated label printer for sticky and non-sticky labels to add to products and shelf edges.
- Option to include an electronic signature pad to capture the customers' signature for VAT exempt documentation at the point of sale..
- Create customer deliveries.
- Postcode lookup for faster customer creation.
- Loyalty Scheme with bespoke card design.
- Simple processing of special order items with deposits (adding notes for bespoke customer orders i.e. recliner chairs, stair lifts etc.)
- Automatically apply specific customer discounts.
- Provide sales prompts to sell related items (e.g. Scooter with accompanying Scooter storage cover).
- Integrated chip & pin card processing over broadband for faster transactions.
- Order directly to your suppliers from our system.
- Access customer sales history.
- Produce customer orders where deposits can be taken.

In the Office

- Comprehensive reporting system including automated reports via our Report Scheduler
- Workshop Module and Diary Management for Servicing, Repairs and Scooter Hire
- 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, including Sage and Xero
- Account customer sales with credit limits and automatic statement / invoice production.
- 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.

CSV Retail Systems Ltd - Vector 7 - v7.57.6538.53177

Tuesday, 06 February 2018 - 16:19

Terminal Main Machine

Sale

Ordered Items

Collect Order

Cust

Items

Menu

Delivery

Keyboard

Misc

Search

Quick Menu

Sell

Item

Qty

Ex.VAT

Price

Refund

Restore

£0.00

Loyalty & Gift Cards

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.

Shelf Edge Labels

CSY can offer a labelling solution to suit your needs.

These can be sticky, non-sticky or even waterproof in a variety of sizes.

We can also produce bespoke labelling formats with company branding.

Tripod Walking Stick
£14.99



Handheld Printers

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.

eCommerce

Web Design

CSY's in-house web design team offer a bespoke website design service providing you with the website that you really want. All of our websites are designed to be fully responsive so that whatever device your customers are using, your online store will be presented in the best possible way.

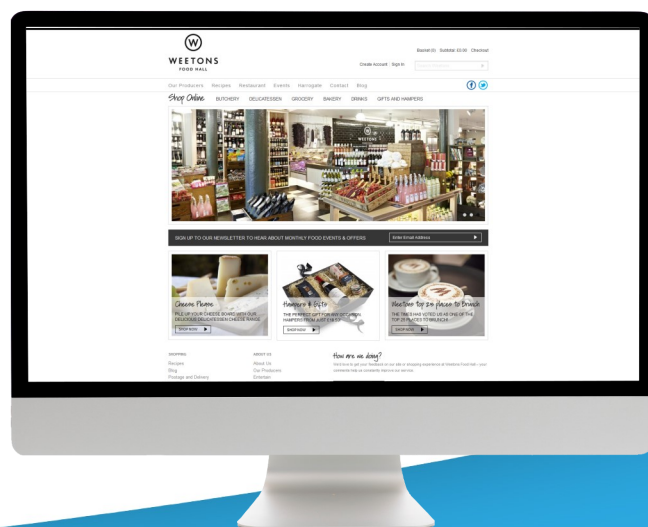
Web Integration

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 and eBay to allow you to sell through a variety of platforms.



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.



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.

CSY Retail Intelligence works with Mailchimp, a leading email marketing tool, to deliver these targeted campaigns. Once you have created your campaign with a customer group and an offer, you can simply send that campaign to Mailchimp. Then when you login to Mailchimp the customers and offer barcode are waiting for you to build into an email template. You can also use the powerful reporting tools in Mailchimp to check that your email campaign has launched as you want it to.

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.

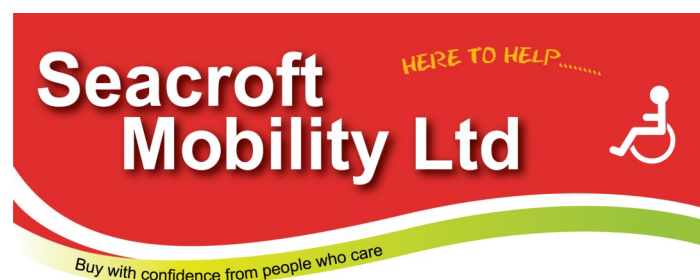
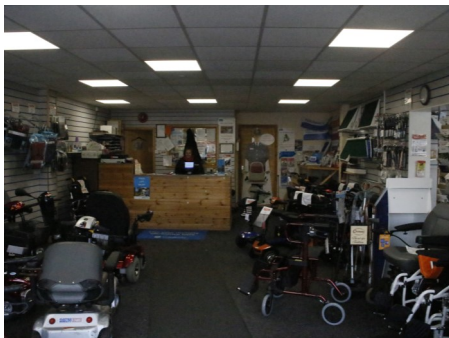
Seacroft Mobility Ltd

Adding an EPOS system was top of the agenda for Seacroft Mobility, a chain of nine mobility stores across Lincolnshire and Nottinghamshire. “We needed a system that covered the complexities of mobility scooters as well as the retail sales we make from our branches,” says Daniel Swain, Operations Director at Seacroft Mobility. We found several that could do one or the other, but not both. It was only CSY Retail Systems that could offer everything in one EPOS system.

“From seeing the system to making the decision was fast. We knew as soon as we saw the features, that it was the one for us. CSY were also able to install it quickly for us, so there was little or no disruption. CSY’s engineer was fantastic and he trained the staff in the branches as he installed the system. Adding CSY’s Vector EPOS system makes us much more streamlined as an operation.”

Daniel adds: “There are big benefits to customers including aftersales on our mobility scooters. One really useful feature is that we can send them reminders when their scooters need a service, which means they can rely on us to help them keep their scooters maintained.

“CSY has given us all the support and back-up we needed during the installation, and now we are ready to expand. We are looking to add new branches over the next few years, so we felt that putting everything online within a multi-branch EPOS system from CSY would make it easier as we grow.”





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