



Tel: 0115 948 4848  
Email: [info@csy.co.uk](mailto:info@csy.co.uk)  
[www.csy.co.uk](http://www.csy.co.uk)



CSY House, 9 - 10 Chase Park,  
Nottingham,  
NG2 4GT

 **CSYRETAILSYSTEMS**  
EPOS Solutions for Charity Shops



# VectorCharity

We developed VectorCharity to provide an easy to use Charity shop EPOS solution. This provides a fully secure, volunteer friendly set up across any sized Charity organisation;

- Touchscreen terminals for ease and speed of use.
- Create your own touchscreen driven menus for non-barcoded products.
- Electronic sign-up for new donors on tablets.
- Retail Gift Aid management.
- Postcode lookup for easy donor sign up.
- Barcode Labelling for Gift Aid and non-Gift Aided products.
- Multiple secure user login methods including fingerprint log-in functionality.
- Manage staff discounts.
- Suspend and recall sales on any terminal.
- Integrated chip & pin card processing for faster and 100% accuracy with transactions.
- Security coded credit notes printed at the till.
- Create customer deliveries and collections.
- Ask for donations from customers on every card transaction by using CSY's integrated card solution.

## In the Office

VectorCharity offers the following features and benefits for Charity Stores;

- Comprehensive reporting system including automated reports by email.
- Simple centralised Gift Aid notifications and claims.
- Integrated HMRC submissions.
- Printing of multiple label types including shelf edge, Gift Aid, Donated Goods etc.
- Integration with popular accounting packages.
- Easy configuration of product related messages.
- Warehouse and inter-branch stock transfers.
- Seamless multi-branch capability.
- Full security profiling to control system access (Volunteer, Supervisor, Manager etc.).
- Handheld touchscreen terminal for stock takes, goods receiving, queue-busting, order-picking etc.
- Use VectorAnywhere to access your data from any device with an internet connection.
- Save time with automatic generation of orders for new goods.
- Claim Gift Aid on RAG.

## About Us

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 of customer base.

In addition to charity shops, our customers include pharmacies, garden centres, tile and flooring, hardware stores, department stores, delicatessens, farm shops, specialist food stores, 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 recognised this valuable asset.

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

## Customer Support

CSY provide a 7-day helpdesk service, 8am - 8pm, including bank holidays, so you always have access to a Vector expert whenever you need them. Our remote access tools mean that we can swiftly resolve any questions or problems that you might have.

We provide a hardware 'box-swap' maintenance service meaning that if your equipment were to fail, we will have a replacement with 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 VectorCharity.

We also provide information sheets and quick reference guides, which we leave with you on site for you to refer to.







**LINCS & NOTTS**  
AIR AMBULANCE  
SAVING LIVES EVERYDAY



nottinghamshire hospice  
caring for all



**Oak Tree**  
Animals' Charity



stonepillow  
helping transition people



# TabletPOS

Multiple tablet solutions are available from CSY to suit your requirements, including;

- Fully functional Point-of-Sale running Vector EPOS application, linking to barcode scanners, cash drawers, receipt printers and label printers.
- Queue-busting function to store queued customers sales ready for quick payment at the main till point.
- Gift Aid Sign Up from the tablet including capture of a digital signature from the donor in agreement to your agency agreement.
- Gift Aid labelling wirelessly from any point in the shop to the nearest barcode label printer
- Full stock control functionality including the generation and receiving of orders, inter branch transfers, stock checks, stock taking and much more.
- 4G capable tablets to be used on the road for collections and deliveries, also for registering donors



Scan the QR  
code to visit our  
website!



## Retail Gift Aid

The journey of a Gift Aid item is detailed below:

- Donor brings items to shop, their donor reference is scanned/looked up or the donor is signed up to Gift Aid if not currently on the system.
- Each bag is labelled via VectorCharity with a reference unique to the donor.
- Once the donation has been sorted, any saleable items can be labeled with a unique barcode that includes the donor's reference together with information such as price and category.
- The code could then be tracked between shops/warehouses until sold.
- Once sold the barcode cannot be scanned again, helping to reduce possible HMRC fraud.
- Full audit report of each barcode is then stored against the donor record.

giftaid it



GIFT AID  
**£6.00**  
MENSWEAR

# Ecommerce

Integrate Vector with an online shop and directly sell donated items and still track the Gift Aid on these items. Platforms such as eBay and Amazon can also be integrated to allow for a streamlined selling approach.

Donations are processed in Vector and pushed to your website. Orders from the website are downloaded into Vector to be completed and managed

## Notices

Vector now gives Charity customers the ability to customise notice emails and welcome emails that are signed to donors of the charity. Through the use of HTML, various layouts and images can be applied.

## Collections & Deliveries

Have a fleet on vans? Vector allows you to manage these and allocate both collections and delivery requests to these. With an interactive diary system, reschedule jobs, cancel them and complete them when goods are collected or delivered.

## What our customers say...



"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.**

