




CRS Business Systems

EPoS Systems - Software Solutions - Cash Registers



Charity Retail Solutions



Focused on customer service using our in-house team of support engineers

Configurable and scalable solution with new features under constant development

Bespoke software and integration available

HMRC compliant Gift Aid solution

Desktop and hosted solutions to suit your IT infrastructure

Annual turnover in excess of £2M

Over 1500 terminals installed Nationwide into Charity Retail

Continuous trading in the industry for over 3 decades

ABOUT CRS

CRS Business Systems is a trading name of Cash Registers (Grimsby) Ltd which was incorporated in 1978 and has continuously traded in retail and hospitality solutions on both a local and national scale, achieved primarily due to the company core values of offering Cost Effective Solutions and Excellent Customer Service.

Located at two freehold premises in the Midlands CRS is privately owned and has an annual turnover around £2M (ex. VAT – 2015-2016) derived from the sales and support of Electronic Point of Sale solutions and some Commercial Catering Equipment.

For many years CRS have been a Sharp Electronics Premier Business Partner, an accolade that can only be achieved in recognition of sales of Sharp Electronics hardware as well as investment in training on Sharp products, creditworthiness and the ability to service major accounts. With Sharp hardware as the backbone of our solutions and our own trained in-house service and support engineers we have been able to offer our clients an increased lifespan from their investment compared to many of our competitors.

To date CRS have installed over 1500 Sharp Touchscreen or EPoS Scanning Terminals into Charity Shops throughout the UK and currently we are one of the top suppliers into the sector with major names including Scope, Marie Curie and Debra all using our solutions.



CRS TOUCH

Charity Retail was at the forefront in our thinking when design and development of the CRS Touch application was initially undertaken.

The evolution of the application has stayed true to these initial core values and whilst the current version of CRS Touch is not only loaded with usable features and tools for a retail environment it still remains easy to learn, highly customisable and potentially the most volunteer friendly Point of Sale application available to the Charity Retail sector.

Security... Loss prevention is essential to any businesses bottom line, as such the built in security features of CRS Touch will help you control who can log in, how they log in and with unlimited security levels which features of the point of sale they can use.

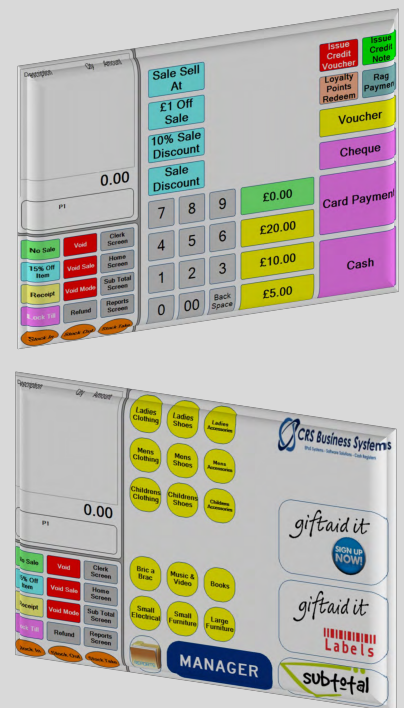
Security logins available

On-Screen Button | Pin Code | Stripe Card Barcode | Dallas Key | RFID Tag or Card Biometric and Vein control coming soon

Point of Sale designed around you... Within CRS Touch every detail of the Graphical User Interface (GUI) is configurable, from the placement, size, shape and colour of the buttons through to which functions can be assigned to them. Images can be used on button tops or on the page background to allow the GUI to be branded uniquely for your organisation.

Flexibility doesn't stop there with CRS Touch. Each button can be given an authority level dependant on the operators level within the Business. Buttons can be locked down so they become inoperable or can be removed completely, helping to reduce confusion for operators and the chance of potential misuse.

In addition with CRS Touch the screens can alter dependent on the needs of the operator logged in, e.g. larger font, different colour schemes, left or right handed configuration, speech to confirm button presses etc...



Other Features Overview...

Vast array of product promotions, happy hours, promotion vouchers and price match vouchers built-in

Non sale information capturing fields to replace manual paperwork

Designed to be easy-to-use with minimal staff training

Sale Layaway functionality

Built-in backup routine

Automatic emailing of reports and KPI's to designated addresses

Real time reporting to CRS Office software package

Various error correction methods including void item, void sale, post sale void and refund

Unlimited number of paid in, paid out, discount and no sale functions

Unlimited tender types

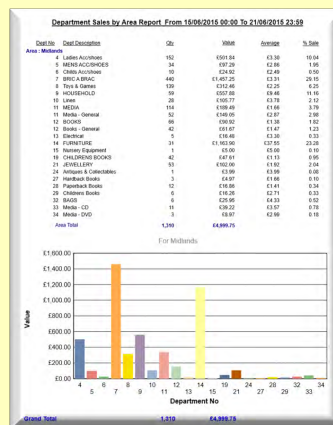
Software under constant review and development of new features many being suggested by clients

Multiple Sales Options... There will be no need to resort to the miscellaneous button or find a similar priced item again as CRS touch supports multiple sales options all within the same sale.

Sales options available

On-Screen Button - Price Embedded and Open Priced
Barcode - Price Embedded and Open Priced | Text Search
Category Drill Down | Code Entry | Hotshot Menus

Reporting... Management information is key to running a successful business and the reporting options within CRS Touch have this covered.



Using the powerful Crystal Reports Business Objects interface CRS Touch keeps your shop managers informed and in control.

CRS Touch has all the reports expected from a sophisticated point of sale system from the X and Z reports of a traditional cash register through to more sophisticated full screen reports normally only found in office reporting software.

Space Management Report From 15/06/2015 00:00 - 21/06/2015 23:59

Location	Dept No	Dept Description	Qty	Value	Average	% Sale
Location - (HEARWOOD)						
LADIES CLOTHING	10	10	10	10	10	10
MEN'S CLOTHING	11	11	11	11	11	11
CHILDREN'S CLOTHING	12	12	12	12	12	12
LADIES ACCESSORIES	13	13	13	13	13	13
MEN'S ACCESSORIES	14	14	14	14	14	14
TOYS & GAMES	15	15	15	15	15	15
HOUSEHOLD	16	16	16	16	16	16
BOOKS	17	17	17	17	17	17
MEDIA	18	18	18	18	18	18
ELECTRONIC	19	19	19	19	19	19
FLORAL	20	20	20	20	20	20
Antiques & Collectables	21	21	21	21	21	21
Hardware	22	22	22	22	22	22
Flowerbed & Books	23	23	23	23	23	23
Children's Books	24	24	24	24	24	24
Books	25	25	25	25	25	25
Media - CD	26	26	26	26	26	26
Media - DVD	27	27	27	27	27	27
Area Total						
Grand Total						

CRS OFFICE

CRS Office is a modular software suite for the control of your CRS Touch installations, whether you have one or hundreds CRS Office can grow with your organisation to keep you in control.

As standard, CRS Office enables control of every aspect of CRS Touch Point of Sale from new users to product setup to keyboard layout.

Reporting is included in the base package to keep you in control. Writing your own reports is even possible with the inbuilt report designer.

Being a modular suite additional options may be added such as stock control, loyalty, customer accounts and reporting dashboards dependant on your own requirements

Third Party Integration...

To maximise the benefit of your new EPoS solution CRS will use their software development expertise to write and configure bespoke interfaces that integrate with packages used by the customer where automatic import from the EPoS solution would be beneficial.

Currently CRS have customers using interfaces into many different accounts and CRM packages such as Sage, SUN, Microsoft Dynamics, Raisers Edge, ThankQ, Exchequer, etc...

Communications... Receiving data from any site using CRS Touch could not be easier with a choice of communications including LAN, WAN and FTP.

Should broadband connection fail at either end of the communication chain you will be safe in the knowledge that everything will keep working normally locally and then automatically sync all the buffered data once the broadband is re-established.

Stable Working Environment...

Installed on the Microsoft SQL Server platform gives CRS Office a stable working environment with data stored securely and accessible instantly once logged in.

The CRS Office database will fit around your IT requirements and can be used on a single desktop computer, in a local server / client infrastructure or in a hosted environment in the cloud.

CRS Office is also compatible with every version of Microsoft SQL Server since 2005 for those with a server in place already. Additionally CRS Office can also be installed on the free Express version for databases requiring storage of up to 10GB.

Other Features Overview...

Scheduled reporting and KPI generation sent directly via email

Real time reporting of sales data

Concurrent user licencing allows unlimited installations without a licence fee for each installation

Built-in upgrade routine

Built-in backup routine

Multiple communication methods supported to CRS Touch Point of Sale installations

Multi-level security for users to restrict access as required

Simple and intuitive navigation around the software

Software compatible with desktop installation, server/client infrastructure or in a cloud hosted environment

Software under constant review and development of new features many being suggested by clients

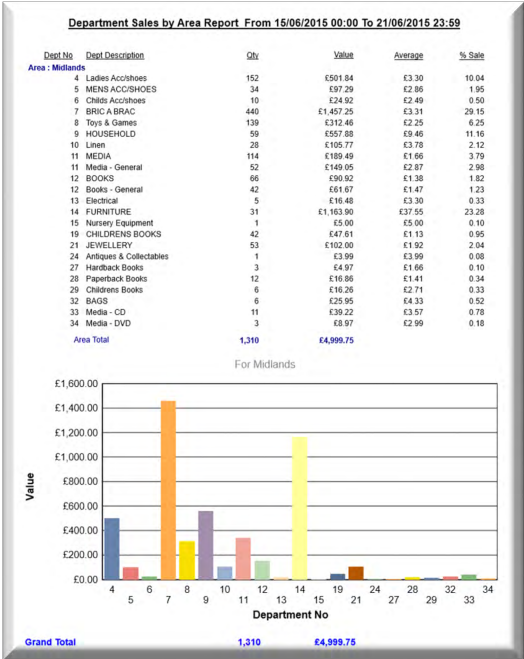
Reporting... Statistics and management information is a major benefit to the efficient running of any business large or small so the integrated reports suite in CRS Office provides the information you require at the touch of a button.

Using the integrated DevExpress viewer you will be able to view, print, email or export over 100 standard reports all with various drill-down options.

Furthermore with the power of Microsoft SQL calculating the reports, figures needed for those important business decisions are available on demand.

With every organisation being different you will benefit from the inbuilt report designer that allows bespoke or even one-off reports to be created by the end user, or CRS can offer bespoke reporting tailored to your requirements.

The optional dashboard reporting is also available to show real-time snapshots of your choice of data and KPI's with programmable filters to drill down on any aspect or compare to previous days/weeks/months/years.



CRS GIFT AID

CRS Gift Aid is a HMRC compliant management tool for maintaining your Charity's donor database, generating notifications and submitting claims.

There are two packages within this suite. Retail Gift Aid is used in Charity Shops to track donor's goods through the sale process and then convert into a donation for the Charity. Cash Gift Aid is designed for general donations and donations in lieu of Admission.

Both packages integrate directly into the CRS Touch Point of Sale application, with reporting performed through CRS Office.

The Retail Gift Aid package supports standard and method A/B Gift Aid. **Claims through both packages are commission free from CRS.**

Cash Gift Aid... Where donations are made directly for Gift Aid purposes, donor details are recorded quickly and efficiently. In the case of a donation in lieu of admission CRS Touch will extract just the donation element out of the sale automatically. These donations can then be claimed immediately through the CRS Gift Aid R68 portal.

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0%
commission

Process and Claim... HMRC compliant with support for all Gift Aid methods the processing and claiming of Gift Aid could not be simpler.

With Retail Gift Aid once the donor is signed up, the sale of their goods is tracked by a unique barcode which can either prompt the till user for the category and price of the item being sold or an all-in-one barcode that integrates all the sales detail into a simple one scan barcode. These sales are then automatically tracked through the system until you are ready to process them.

Standard method Gift Aid scheme users can generate notifications to donors in just two clicks, whilst Method A/B scheme users will have donor sales inputted into the next claim automatically and once the donor threshold is reached sales are on hold until the donor is notified.

R68 generation is also a one-click process with all applicable donations being added to the claim, which can then be checked and any adjustments made prior to being submitted automatically to HMRC via the online portal.

Donor Sign Up... Signing up new donors is usually performed through CRS Touch Point of Sale application. Whether a donor is donating goods for sale in a Charity Shop or offering a donation in lieu of admission in a museum their details can be entered on an easy-to-use sign up form, with integrated postcode lookup for instant address validation and the option to prompt for additional information or sign the donor up to additional marketing or services.

The donor can positively ID confirm their donation through signing a declaration printed at the time of sign-up. As an option paperless Gift Aid is available whereby donors confirm their declaration on an electronic signature pad and the declaration is then saved electronically for audit purposes.



Gift Aid on the Go... Gift Aid sign up and labelling can be performed away from the Point of Sale using one of our Mobile Phone or Tablet solutions.

Utilising either an Android or Windows device new donors can be signed up or labels printed for new or existing donors from anywhere with an internet connection (including GPRS, 3G and 4G), making it ideal for van collections and deliveries or at pop up donation centres.

There is no need to worry about the security of your donor details if a device is misplaced or stolen since no sensitive information is stored on the device.



STOCK

The stock module may be added to CRS Office to enable full retail stock control on all goods sold in your stores.

All the data from the CRS Touch Point of Sale application will integrate directly into the stock module to give a real time view of stock holding across all stores.

Ordering... Imagine a management tool that could forecast and suggest orders for you; with the stock module you have just that. Orders can be generated to suppliers by store or by the business combined, suggestions made based on previous sales, previous orders or recommended levels.

Deliveries... Once stock arrives orders can be retrieved and lines confirmed, allowing any shortages or overs to be reported immediately. If an order hasn't been generated deliveries can still be confirmed allowing full flexibility of where and when stock can be purchased.

Warehouse Stock... If stock is delivered to a warehouse then stock fulfilment to stores can be processed using the stock transfers screen. Stores can be auto replenished or manually assigned, with picking lists and delivery notes automatically being produced

Stocktaking... Often time consuming and tedious, stocktaking has been made simple when using the stock module in conjunction with CRS Touch Point of Sale. Staff in-store will simply press a button to activate stocktake mode, scan or enter their stock into the till point and it will be available immediately in the office to be confirmed, altered or rejected.

Alternatively stocktakes can be performed from an Excel import, using a handheld stock take device, the CRS Android Stocktake App or if you choose the traditional pen and paper manual count!

Once confirmed the variance data and new stock valuations are available by store or the business as a whole.

*** Functions Available ***

Stock Record Management
Stocktaking | Order Generation
Order Processing | Adhoc Deliveries
Transfers (Warehouse Replenishment)
Returns | Adjustments
Supplier Management

LOYALTY

Card Types... The choice of how your loyalty card looks is entirely up to you. CRS Touch can recognise barcode cards (similar to Clubcard), stripe card or RFID cards or tags.

Each of these variations can be printed with your choice of branding and in many case the shape of the card can also be customised.



Marketing... Whenever a customer uses their loyalty card in store their purchases will be added to the loyalty account so over time shopping habits can be analysed and in some cases predicted.

Sales history is also beneficial in being able to target market promotions or offers to certain customers profiles or demographics. Alerts can be sent to customers by mail, email or SMS message, subject to their preference when signing up for the scheme.

Customer retention is the key to long term sales growth. With the loyalty module you can track and reward your customers shopping habits.

Integrating with CRS Touch Point of Sale your customers sales will be added to their loyalty account in real time and be available to redeem at any store or even donate back to the Charity.

Points... As your customers spend in store they can be collecting points based on spend, the products being purchased, the day of the week and even the time of the day or indeed any combination of method.

The points collected by the customer will be added to their account as soon as the sale is completed.

Redemption of points is usually calculated on a number of points to a £ equation and can be redeemed either in the form of a voucher either physical or electronic (points removed from the account upon issuance) or points can be redeemed against a sale at the till point.

Customers have the option to maximise their support of the Charity by gifting any unwanted points as a donation.

DELIVERIES

Developed specifically for the Charity Retail sector the deliveries and collections module is ideal for managing these services.

The module will help manage the schedule and availability of your vans and allow bookings to be made without the endless “round robin” phone calls giving the store and customer a quick and easy solution.

Van Scheduling... With the deliveries and collections module all vans can all be controlled and scheduled from the same software.

From the office software the transport scheduler can add postcode areas and number of delivery or collection slots per van, per day, blocking out days for routine maintenance and driver leave.

Prior to delivery/collection dates the scheduler can access bookings and confirm directly with the customer the full details and edit the appointment as necessary.

On the day of delivery/collection a full list per van can be printed together with individual delivery notes or collection forms. These details can be held digitally on a tablet within the van, which doubles as a Gift Aid Sign Up terminal where collections are to be Gift Aided.



Bookings... When a customer requires an item purchased to be delivered, a mutually agreeable day and time can now be agreed at the point of sale. The sales person simply presses the delivery button and enters the customers details and the till will then check online for matching delivery slots for the postcode area, allowing the customer to choose the best time for them. The booking is then confirmed and printed on the sales receipt.

Alternatively bookings can be made directly through the office software allowing enquiries via the telephone to be booked.

Should a customer wish to change a pre-booked date their confirmation will contain a customer service number. Once rescheduled the original slot will be available at store level immediately.

ACCOUNTS

New Accounts... Customer accounts can be created at the Point of Sale should credit terms be offered. The account can have a credit limit and a discount rate set, if required.

Deposits can be automatically prompted for when items are initially added and an account voucher prints showing remaining balance. Any items added to an account can be stored away to be paid for at a later date with partial payments available at any time.

Through the CRS Office suite there is full reporting on customer accounts with the option to print or email statements, audit histories, outstanding balances etc..

The customer accounts module enables sales to be paid for over a period of time but reflect stock levels immediately.

Accounts can be opened, added to or paid off at any till point or from the office software.

DASHBOARDS

Real Time Reporting... Whatever KPI's or statistics you need to view, the dashboard can update in real time to give a current picture of business activity.

The dashboard viewer allows filters to be enabled on individual elements should you need to drill down on certain information or even change a graph type on demand. Dashboards can be saved or exported at any point allowing information to be sent to non users.

Multiple dashboards can be assigned to the same viewer enabling different criteria or alternative views to be displayed by selecting the desired dashboard from a list. A dashboard designer is included to update or create dashboard designs at any point in time.

The dashboards module can be added to the reports suite in CRS Office to further enhance the reporting experience.

With its bespoke viewer, multiple dashboards can be configured and toggled between easily.

EXTRA FEATURES

Gift Aid App

Android and Windows apps for signing up of new donors and producing labels on demand. Devices can either link to CRS Touch in store or as a standalone device to be used at pop up donation centres, van etc.. using either Wifi or GPRS/3G/4G to communicate with CRS Gift Aid.

KPI Emailing

On your choice of schedule selected KPI data can be automatically emailed to employees on the go such as area managers. This enables key decisions to be made quickly without being connected to the office software.

Card Payment Processing

Integrated card payment processing will help reduce fraud and mistakes. CRS Touch is accredited with solutions from Verifone, Capita, Sage Pay and Optomany the latter two offering agnostic links to all UK merchant services suppliers.

Handheld Stocktaking

Easy to use handheld stocktaking devices with built in barcode scanner that integrate directly into either CRS Touch Point of Sale or the stock module.

Labelling

Multiple software and apps are available for producing barcode labels, including product labels, Gift Aid labels etc..

Mobile Stock Control

Scaled down version of the stock module in a handy PDA or tablet sized device that integrates with CRS Office.

Master Database

Should supplier's databases be available they can be added to the master database module. If an item is then delivered from the supplier that does not exist on the standard product database it will be automatically added from the master database. This helps to keep the main database clean and manageable.

Bespoke Software

Our in-house development team can produce bespoke software to your requirements including links to Accounts packages, CRM systems and Websites .

HARDWARE

The logo for SHARP, featuring the word "SHARP" in a bold, red, sans-serif font.The logo for AURES, featuring the word "AURES" in a blue, stylized font with a red dot above the 'U'.The logo for P2C, featuring the letters "P2C" in a black font with a red swoosh under the "2".The logo for oxhoo, featuring the word "oxhoo" in a white, lowercase font inside a purple rectangular box.The logo for EPSON, featuring the word "EPSON" in a blue, sans-serif font.The logo for evOLIS, featuring the word "evOLIS" in a red font with a black eye-like graphic above the 'O'.

At CRS we understand the importance of reliable solutions to keep business operations running smoothly. The backbone of this is of course the hardware that you choose to install in your shops, which is why we recommend the Sharp Business Systems range of Point of Sale terminals.

We have been supplying Sharp hardware for almost 40 years and this relationship has given us great faith in the reliability and the resilience of their products. Many of our engineers and support personnel have been trained by Sharp Electronics directly and CRS as a company are proud to be Sharp Premier Dealer, this status being achieved in recognition of sales of Sharp Hardware as well as investment in training on Sharp products, creditworthiness, ability to service major accounts etc..

Despite the majority of our installations using Sharp hardware, our Point of Sale application software, CRS Touch, is agnostic with any Windows based touchscreen terminal so CRS are also resellers of other reliable brands such as Aures, Oxhoo and P2C.

If requested we have installed our software on customers own hardware, helping in scenarios where hardware was functioning and a full replacement solution was uneconomical.

The range of peripherals selected to compliment our touch screen solution were chosen primarily on their build quality and estimated longevity, using market leaders such as Honeywell, Epson and Evolis.

SERVICES

CRS Business Systems was founded on the principle of offering great customer service and value for money, an ethos that carries on today. The team behind CRS is quite diverse and enables us to offer our clients a fully in-house service with everything from software development through to installation and training being performed by directly employed personnel.

Development

The development team work in house on all our software project and reporting. All customers are encouraged to give feedback to improve and enhance future versions.

Sales

Our sales team will listen to your requirements trying to build the perfect solution for your business.

Project Management

All installations big and small require planning so a dedicated single initial contact source for project management will help keep your installation running smoothly.

Training

There are multiple training options available to suit each organisation's requirements including online, train the trainer, group training and one to one.

Installation

This is carried out by our own in-house team of installation engineers making sure each installation meets the standards we both expect.

Helpdesk

Available 7 days per week our UK Head Office based helpdesk is there to offer 1st and 2nd line support to our clients in Charity Retail, with remote access to most customers and issues or top-up training will be handled quickly and efficiently.

Field Engineers

In the unlikely event of any problems with the hardware installed its nice to know that our fully-trained team of field engineers are on standby to resolve issues quickly within your Service Level Agreement.

CRS IN-HOUSE SERVICES





CRS Business Systems

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