

EPICOR

# Doing Retail Better in Thrift

*Where altruism meets efficiency*



RETAIL

# CONTENT

<b>Why It's Time to Do Retail Better .....</b>	<b>3</b>
<b>Introducing Propello for Thrift Businesses .....</b>	<b>5</b>
What is Propello? .....	5
Delighting Customers and Staff .....	6
How It Works.....	7
<b>Benefits for You .....</b>	<b>8</b>
<b>Easy to Learn and Use .....</b>	<b>9</b>
<b>Learning and Help Tools for Every Kind of User .....</b>	<b>10</b>
<b>Why Cloud Matters .....</b>	<b>11</b>
<b>What to Do Next .....</b>	<b>12</b>
Who's Epicor?.....	12

# Why It's Time to Do Retail Better

It's rewarding to help fulfill the needs of your community. Most donated goods retail businesses are all about the mission. Your retail operation is a big part of that. The more you sell, the more life-changing training, employment opportunities, and other services you can offer.

That's why your retail work needs to be as efficient and successful as possible. That's also where your organization has some things in common with for-profit retail. You want to sell more. You want happy customers. You want them to recommend your business to their friends, and you want them to keep coming back—just like mainstream retailers.

What's different is your "why." You're using that earned revenue to help your community. We support this initiative—and we're here to help you do it better.

At Epicor, we've been helping thousands of retailers face these challenges for more than 50 years, and we're ready to show you how your business can build efficiency, get the big picture across multistore locations, make fewer errors, and control costs.





A few other things are likely on your mind. You might want to control costs better, so there's more money left to address your goals. One way to do that is to help your team become more efficient—and to make fewer errors.

For multistore organizations, you have the extra challenge of trying to see the big picture across locations—what's selling where, what to plan for, and where issues exist.

## *Epicor can help*

*At Epicor, we've been helping thousands of retailers face these challenges for 50 years, and we're ready to help you.*

# Introducing Propello for Thrift Businesses

We believe the journey to helping your thrift organization thrive starts with using the right retail management system (RMS). You don't need a basic point of sale (POS) system. You need a solution that helps you run every part of your retail operation, because you've got a bigger mission and unique goals.

One more thing—your ideal RMS should be easy to use and free of IT hurdles, right?

We get it. Say hello to **Propello**.

## What is Propello?

Propello is a simple yet powerful retail management solution that's ideal for donated goods organizations of just about any size.

It allows you to do everything you'd expect retail technology to do. It includes point of sale (POS) (including offline capability), inventory, pricing, loyalty, promotions, and more. And there are mobile tools to help your team see product, inventory, and customer information, no matter where they are. Plus, built-in analytics provide actionable insights for faster, better-informed decisions.

Propello includes capabilities specifically designed for Donated Goods that help you manage production from point of donation to point of sale. Common Thrift needs such as flexible tagging options, color rotations and markdowns, and the tracking of sell-through percentages, donors and receipts can all be made easier with Propello.

What it doesn't do is saddle you with IT headaches. Since Propello is in the cloud, you don't have to maintain system servers and hardware, allot space for these devices, and spend extra on energy costs. You don't have to install it or worry about upkeep. Instead, you and your team can simply access the software through a standard web browser on any device—saving your business time, space, and money.

Finally, Propello is easy to use. You'll get all the tools you and your staff need to delight your customers, simplify tasks, and grow sales that enable your mission—without the hassles.



# Delighting Customers and Staff

Good things come to organizations once they start using Propello. In your thrift business, you can:

1

**Exceed customer expectations** with quick and efficient service

2

**Bring shoppers back** with a flexible rewards program

3

**Streamline your processes** with tools that speed and simplify everyday tasks

4

**Help team members ramp up quickly** with built-in retail best practices, learning tools, and videos

5

**Build mission-enabling revenue** while controlling costs and managing staff

6

**Make accurate, timely decisions** with easy-to-use dashboards and reports

7

**Focus on your organization,** rather than technology-related tasks like data backups & software maintenance

# How It Works

Propello can help you grow your mission across the organization:

1

The system works even when you have unexpected internet service interruptions.

2

Customers can make purchases with a wide range of flexible payment options.

3

Your team can handle interrupted transactions, returns, register overrides, monetary shopper donations, and more.

4

You have access to cash drawer management tools to simplify shift changes and protect against fraud.

5

Customizable receipts help boost customer awareness of your store, your mission, and other important information.



## Benefits for You

### Keep customers coming back

Flexible loyalty programs let you reward your best customers and attract new ones. Set up membership types, rules, and incentives to keep them coming back. Use features like customer price groupings to turn good customers into great ones.

### Speed and simplify everyday team tasks

Inventory management tools help your team with labeling, counting, and other production tasks to help you move goods more quickly. Mobile tools for smartphones and tablets make intake and inventory tasks easier. You can use price management features to change prices and set promotions like buy-one-get-one (BOGO) and bag/bucket discounts.

### Fine-tune your operations with real-time analytics

Make informed decisions with built-in analysis tools. Use dashboards and reports to see a real-time view of customers, sales, inventory, and more. When something comes up, timely alerts help you respond quickly.

### Manage your retail stores to advance your mission

Management tools and dashboards help you track and control costs. You can even use real-time sales dashboards and reports to make better retail business decisions and grow sales.



## Easy to Learn and Use

Nobody wants complexity. That's why we designed Propello to be easy to use. Your team will find uncluttered, intuitive tools in every part of the solution—on every screen and across every device.

Even employees new to a task can zip right through it—we built step-by-step workflow assistance tools that guide users through each step, so they can learn quickly and make fewer errors.

We understand people learn differently and we've provided different learning options. Users can watch videos, get step-by-step guided learning, or view articles to explore system features or learn about proven retail best practices.

Those who use more than one type of device—say, a tablet and a desktop—will find that things work the same way everywhere. If you've learned it on one device, you've learned it on them all.



# Learning and Help Tools for Every Kind of User

Some people are visual learners. Some are verbal. Some learn by doing. Propello lets each user choose.

1

Take “show me around” tours to get familiar with key areas throughout Propello.

2

Try keyword searches to get just the information you need.

3

Watch videos that explain, demonstrate, and inform.

4

Use guided learning to step through tasks.

5

Check the Help menu for answers to your questions.

# Why Cloud Matters

All the business advantages, none of the technology challenges.

Propello is a technology solution you don't install onsite. Instead, it lives in the cloud—in data centers designed for security and efficiency. Your team accesses its features over the Internet using standard web browsers and on almost any device. Cloud solutions bring these advantages—and more—to your organization:

## **Affordability**

Propello doesn't take a significant initial investment like on-premises solutions. Since it's available through a monthly subscription fee, your costs are much more predictable.

## **No IT headaches**

You get to skip many common IT tasks—including software and server installs, maintenance, troubleshooting, security, and data backups. It's all done for you in the cloud. Say goodbye to downtime resulting from having to establish and maintain on-premises systems.

Propello lets your IT team focus on tasks that are more meaningful to your mission and more rewarding for them.

## **The latest and greatest—always**

When Epicor adds new features, you don't have to wait for them. Upgrades happen automatically in the cloud—and we believe they occur more frequently than you could manage on your own. With these updates, users can access the latest features each time they log in via their browser.

## **The power of secure data**

You get the confidence that comes with knowing that your data, representing your business and your customers, resides in a monitored, secure data center.

## **Ready to grow**

Propello delivers technology capabilities that can transform your business, using the applications and functionalities you need. You get computing power, secure data storage, and security provisions. The system is designed to grow right along with your organization—effortlessly and automatically.

*With cloud technology, everybody wins—you, your retail and IT teams, and your customers.*

## What to Do Next

Advancing your mission is important. You've learned that Propello may be just the thing to help you simplify your operations, improve staff productivity, and enhance customer experiences, making it easier to grow your retail operations. Are you ready to take the first step?

To learn more—and to see how easy it is to get started—contact an Epicor representative by calling **1-888-463-4700** or emailing **[retail@epicor.com](mailto:retail@epicor.com)**.

We look forward to serving you!

## Who's Epicor?

You've probably heard of Epicor. We've been helping retailers succeed and grow for more than 50 years. In fact, if you've ever been in an Ace Hardware store or any of thousands of other retailers, those associates in the aisles and at checkout were probably using Epicor software.

We really do know retail—and we can help your thrift organization grow and succeed.



# EPICOR

We're here for the hard-working businesses that keep the world turning. You're the companies that make, move, and sell the things we all need. Trust Epicor to help you do business better. Your industry is our industry, and we understand you better than anyone. By working hand-in-hand, we get to know your business almost as well as you do. Our innovative industry solution sets are carefully built to fit your needs and respond flexibly to your fast-changing reality. We accelerate ambitions, whether you want to grow and transform, or simply become more productive and effective.

That's what makes us the essential partner to the world's most essential businesses.

---

**Contact Us Today:** [info@epicor.com](mailto:info@epicor.com) | [www.epicor.com](http://www.epicor.com)

This document is informational only. Epicor Software Corporation makes no guarantees, representations, or warranties to the information and disclaims, any implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. Testimonials are unique to the particular user and may vary. Epicor and the Epicor logo are trademarks of Epicor Software Corporation. Other trademarks are the property of their respective owners. Copyright © 2024 Epicor Software Corporation. All rights reserved. Rev. Date June 28, 2024

