



# Charis

## Charis Shop: An Overview

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## 1 Introduction

Charis understands the challenges facing charities, housing associations, support organisations, schools and assistance funds and we designed the Charis Shop with the needs of these, and other, organisations and their customers in mind.

The Charis Shop is a web-based platform which is designed to give your organisation the ability to facilitate emergency assistance for your customers who are in immediate need, prior to you working with them to achieve a sustainable future in the longer-term.

The Charis Shop is completely independent and responsive to you and your customer's needs on a self-serve basis. The purchasing organisation decides on the eligibility criteria and what products they wish to purchase for their customer.

Our secure website provides you and your teams with 24-hour access to enable instant assistance to those who need it, when they need it the most.

Joining the Charis Shop Community is simple and involves you completing a simple registration form. Once we receive this, as part of our due-diligence and anti-money laundering procedures, we will complete a series of Know Your Customer checks based on the information you provide. This can take 2 working days to complete.

Once completed, you will receive an email informing you of the outcome along with the login details, User Guides and our bank details.

Your organisation will select a staff member to be the Account Administrator; they will be your representative who will have full control over your account including visibility of all purchases made, the account balance and access to the reporting suite as well as being able to give (or remove) access to the account to those in your organisation who need it. They will also be our point of contact with you.

The friendly Charis Shop Team are available to provide guidance and answer your questions via email, [shop@charisgrants.com](mailto:shop@charisgrants.com) or by phone 01733 421033 Monday to Friday, 9am to 5.30pm.



## 2 Products

The Charis Shop offers a wide range of support products which you can purchase ranging from Energy Vouchers, Supermarket Vouchers through to Furniture and Household Appliances. Our range and the variety of products is continually evolving as we respond to the needs of the Charis Community.

### Vouchers

Depending upon your requirements, we offer you the opportunity to purchase Energy vouchers, Cash voucher and Supermarket vouchers which can be delivered to you or direct to your customer either by email or SMS.

**Energy vouchers** can be purchased in various denominations up to £49 and are available as either Paypoint or Post Office vouchers. This gives you the flexibility to provide your customer with a voucher which they can redeem at their nearest outlet. The vouchers can only be used by your customers who have a traditional pre-payment meter and a key or card.

**Cash vouchers** are available in incremental amounts up to the value of £100 and offer an alternative way to help those who are on credit meters or require cash to purchase items themselves.

**Supermarket Vouchers** are available for ASDA, Aldi, Morrisons and Tesco in values of £30 and £60 and can be used either in store or on-line. There are some restrictions as to what the vouchers can be spent on, such as alcohol or tobacco etc but they offer the flexibility to be used either for the purchase of groceries but also non-food items such as clothing or bedding.

### Household Appliances

Our household appliances are predominately White Goods, ranging from cookers, fridges, freezers through to washing machines and microwaves.

The appliances are all new and rated A-A+++ with your customer receiving all the manufacturers guarantees /warranties. The cost of the items includes delivery, connection and disposal of the old appliance. Delivery is made via an appointment with your customer who are contacted by our friendly fulfilment team to discuss any access or other requirements shortly after the order is placed.

### Furniture

A recent addition to the Charis Shop is the option to purchase bedroom and living room furniture for your customer. We offer beds and mattress, sofas, table & chairs, wardrobe and chest of drawers. The items can be purchased individually but also as a bundle which provides you with a saving.

The cost of the items includes delivery, assembly and placement in the customers room of choice. The furniture provided is all new, is robustly made and comes with a minimum one-year warranty, with some products having six years.