

vend.

# Hijacking Customer Success

DO WHAT  
YOU  
LOVE



# Welcome



**Butch Langlois**  
PRESIDENT, AMERICAS



**Jake West**  
BUSINESS DEVELOPMENT

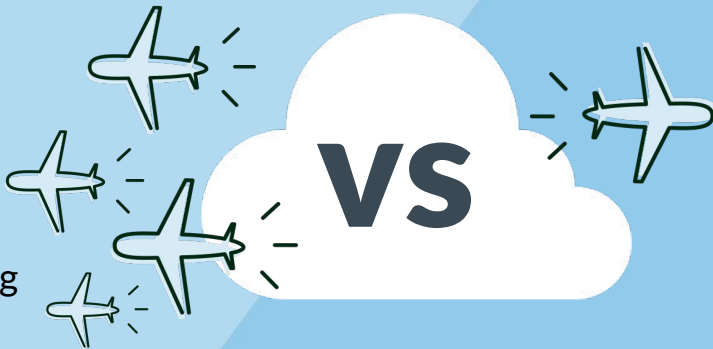
# Our contrarian approach

*Customer growth*



## Our competitors

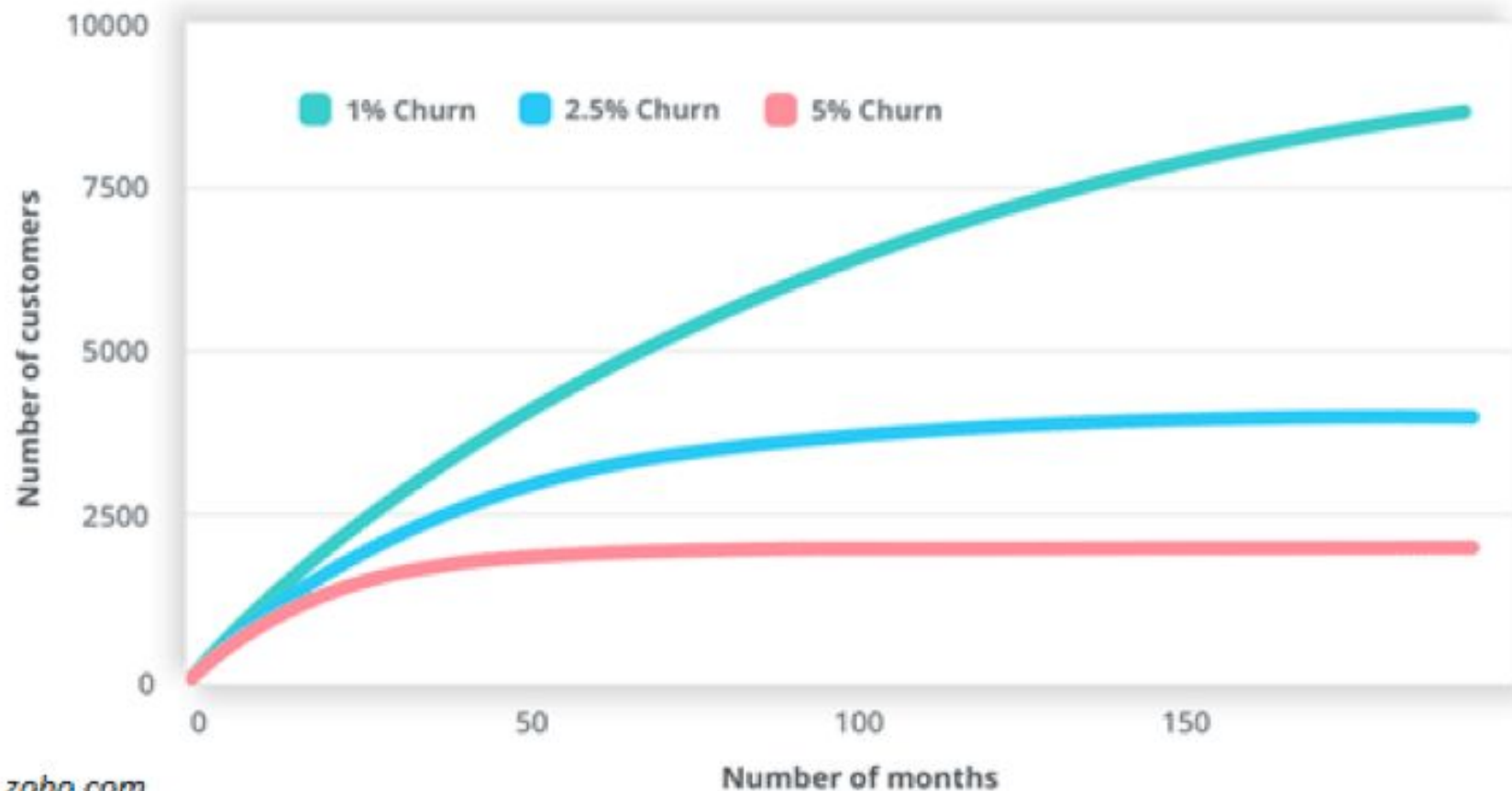
One-stop-shop, bundles,  
ecomm and payments offering



Agnostic, open, partner-led,  
**we're *not* a payments company**



Total number of customers over months



Source: [zoho.com](https://www.zoho.com)

# Sales





## We see you're a cafe or restaurant 🍴

We noticed that you signed up to this trial as a cafe or restaurant. Do you need a POS that does any of the following?

- Tipping
- Kitchen printing
- Table service
- Tabs and split bills
- Takeaway food orders

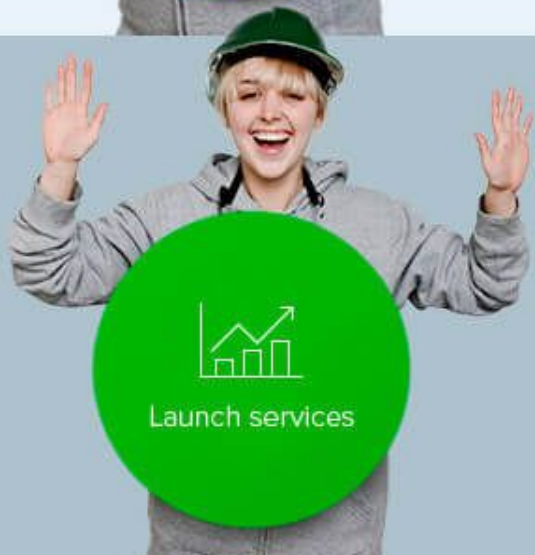
If yes, then Vend may not be the best solution for your business. We know that running a cafe, restaurant or bar is very different to running a retail store that manages inventory — like a fashion or homewares shop. We

# Measurable Return on Investment

- + Increase revenue by 20%
- + Decrease Shrinkage by 42%
- + Increase repeat customers & average transaction value
- + Save 5 hours a week



# Onboarding



## MOST POPULAR

## Enhanced

For single-store retailers with a small team to train.

Save time and effort by letting us do some of the heavy lifting for you and show you how to do the rest, right first time.

[CONTACT OUR TEAM](#)

- Kick-off to discuss goals and existing processes
- Guided tour of Vend
- Configuration of settings, taxes and payment types
- Tips and advice on how to complete the rest of your setup
- Training on how to best use Vend for your business
- 10,000 SKUs upload
- Customer migration
- Full data integrity check
- Help with coordinating the launch of Vend
- Follow-up session 1 month after launch

## Customized

For multi-store and single-store retailers with more complex operations.

Complete a fully-tailored onboarding services. We'll do all the hard work for you and provide custom training to your team.


[CONTACT OUR TEAM](#)**Everything in Enhanced, plus:**

- Custom services tailored to your business
- User setup and user account creation
- Gift card balances migration
- Loyalty balances migration
- Training on how to use CSVs
- Help with the integration of your add-ons
- In-depth training of how to use Vend

# Prove Value

# Prove value

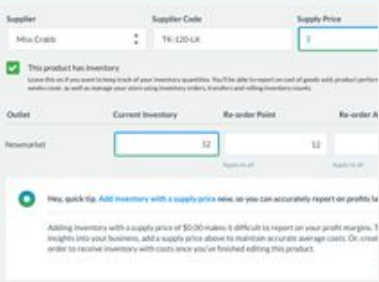
vend.



**You may be losing out on repeat business. In the last month, only 13% of sales included customer details.**

If you really want to engage customers and bring them back in-store, the first step is capturing their details at the counter.

[Find Out More](#) [Not Now...](#)

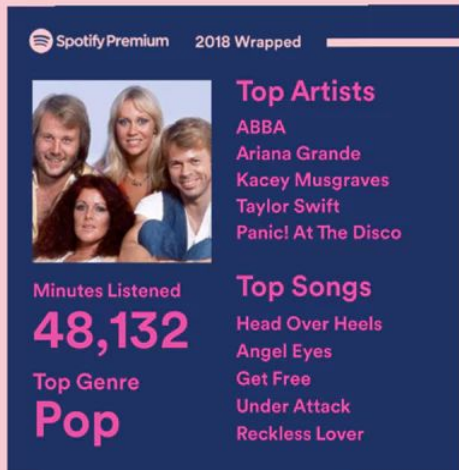


**Get faster & more secure payments.**

Skip double-entry and lengthy end-of-day reconciliation with information sync between your POS and card reader.

[Find Out More](#) [Not Now...](#)

Spotify Premium



**Minutes Listened**  
**48,132**

**Top Genre**  
**Pop**

**Top Artists**  
ABBA  
Ariana Grande  
Kacey Musgraves  
Taylor Swift  
Panic! At The Disco

**Top Songs**  
Head Over Heels  
Angel Eyes  
Get Free  
Under Attack  
Reckless Lover

## Share Your 2018

If you listen to a year's worth of amazing music and don't post about it, did it really happen?



SHARE ON A BILLBOARD

Legal Privacy Cookies © 2018 Spotify

# Prove Value

**Q#**  
QUARTERLY  
BUSINESS  
REVIEW

**Client Name/Project Overview**

Key Contact:  
Key Stakeholder Groups:

Initiative Description (why does this project exist?)

- Key Deliverable
- Key Deliverable
- Key Deliverable
- Key Deliverable

- Business Impact
- Business Impact
- Business Impact
- Business Impact

- Goal for Q#
- Goal for Q#
- Goal for Q#
- Goal for Q#

- Strategy/Next Step
- Strategy/Next Step
- Strategy/Next Step
- Strategy/Next Step

**SALES BEACON**

## Retail benchmarks calculator

Enter your store details (for one store only) to find out how you compare to other retailers in your vertical

What is your retail vertical?

Country

Average Monthly Revenue

Total number of customers

Average monthly transactions

Average transaction value

CALCULATE

# Add Value

## In-Store POS Financing

LOAN HERO

blispay.

credda

vyze

LENDPRO

## Discounting Tools

viperks SheerID

BLUBIRCH™  
Creating Sustainable Value

INTURN

RESTOCKS

## Coupons & Rewards

ICN

INTELLIGENT  
CLEARING  
NETWORK

BuzzMeDo

FIVESTARS

ibotta

APP CARD  
Buy. Earn. Redeem.

K Koupon

lightspeed

fattmerchant

FREEDOM.PAY

((mobeam))

## Payments/POS

CardFlight

CARDFREE

LevelUP

bindo POS

Revel

POYNT

POSaBIT

SHOPKEEP

CloudWalk

vend

## Inventory Management

stitchlabs

RICS  
software

skuIQ

Shopventory

fetch  
robotics

ORCHESTRO™  
demand · foresight

simbe

## Dressing Rooms

OK  
OK LABS, INC.

## Associate Tools

Tulip Retail

Theatro

LESS



# Transforming Retail: The Store of the Future

## Sensors & Beacons

sensorberg

zenreach

DEJAVUE CONCEPTS

Aislelabs

measurence

FOOTMARKS

RetailNext  
Comprehensive In-Store Analytics

bfonics

estimate

Point Inside

Shelfbucks

kontakt.io

SWIRL

## Omnichannel Engagement

OneView  
Commerce

ID.me

WYZERR

Euclid  
analytics

ShoppinPal

## Display Tech

blippar

aila

PERCH

eyeQ

spyder

select

FINDMINE

withme

## Loyalty

Perkville

belly

Dealyze



# Driving Value

vend



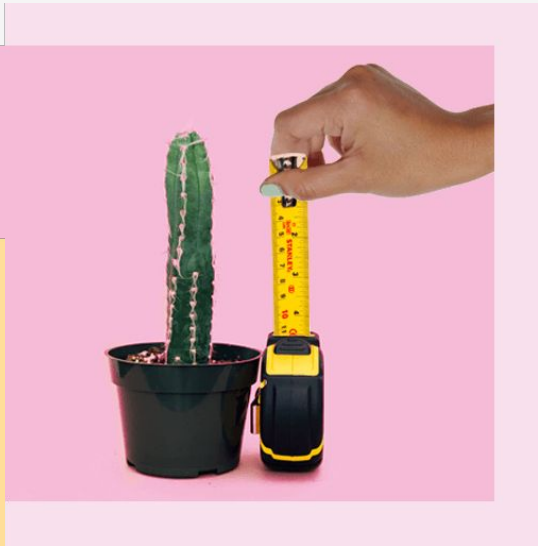
Sales History

Find all sales for customers: Search by customer name or receipt number

Search for customers or receipt number

Filter: All operations

| Date             | Receipt | Sold by      | Customer   | Note                                     | Total   | Status      |
|------------------|---------|--------------|------------|--|---------|-------------|
| 1 Jan 2023 11:00 | 000001  | Jake Lee     | Bob's Cafe | Afternoon Timed lunch on the roof of 2nd | 20.00   | Completed   |
| 2 Jan 2023 11:00 | 000002  | Rose Swanson | Bob's Cafe | Phosphorous control for G&G              | 1200.00 | Completed   |
| 3 Jan 2023 11:00 | 000003  | Jake Lee     | Bob's Cafe | Afternoon Timed lunch on the roof of 2nd | 20.00   | Completed   |
| 4 Jan 2023 11:00 | 000004  | Rose Swanson | Bob's Cafe | Phosphorous control for G&G              | 1200.00 | Completed   |
| TOTAL            |         |              |            |  | 1320.00 |             |
| Credit Card      |         |              |            |  | 1320.00 |             |
| BALANCE          |         |              |            |  | \$0.00  | of 6th sale |



A large, diverse group of people, likely a team or audience, are gathered together, smiling and clapping enthusiastically. They are arranged in several rows, filling the frame. The background is slightly blurred, showing an indoor setting with windows and some office equipment. The overall mood is positive and celebratory.

Thank you for your time!  
Any questions?