

## **Acknowledgment**

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# **PYMNTS.com**

# **Unattended Retail** Tracker<sup>TM</sup>



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#### What's Inside

The days of counting quarters in order to grab a snack or a drink from the nearest vending machine may finally be behind us. As more consumers embrace modern forms of payment like mobile payments, vending machine providers are looking to keep up by accepting these cutting-edge payment methods.

According to a new report from the Interactive Advertising Bureau, 75 percent of smartphone and tablet users across 19 countries have purchased a product or service using a mobile device over the past six months. What's more, cash (or coin) is being used less often, as the Federal Reserve Bank of San Francisco recently concluded that 50 percent of purchases made in the U.S. for less than \$50 were conducted without the use of physical currency.

In an effort to entice these modern, mobile spenders, vending machine operators and service providers around the space have rolled out new payment systems, designed to accept almost any form of payment under the sun.

#### Here's a quick snapshot of some notable news items from the last two months:

It may be time to start breaking out your smartphone when you get to the vending machine.

For example, Netclearance, a smart beacon technology provider, recently launched its latest beacon: the mBeaconVend, a <u>mobile-agnostic beacon tech</u> that will enable the company's vending machines in the UK to accept payments directly from a smartphone mobile wallet.

Meanwhile, micro market technology provider 365 Retail Markets recently rolled out a new app that will enable <u>cashless payments</u> at the company's vending machines. Customers using the app, which is currently available for download in the Apple and Android app stores, will be able to view product and nutritional information, send credits to the machines and access purchase history with their smartphone.

Fellow micro market provider Avanti Markets, Inc., also introduced <u>mobile payments</u> to their customers via a new app. It also enables customers to view their purchase history and adjust their account settings.



## **Unattended Retail October Tracker Updates**

The October Unattended Retail Tracker includes a player directory with 11 new entries: Agilysys; Advanced Kiosks; Cybernet; Innovative Vending Solutions; KIOSK Information Systems; Setomatic Systems; Solutions Vending International; UniTeller; Wayne Fueling Systems, LLC; and Ziosk.

The PYMNTS.com Unattended Retail Tracker™ serves as a bimonthly framework for the space, providing coverage of the most recent news and trends, as well as a provider directory to highlight the players contributing to the activities and movements taking place across the segments that comprise the now expansive unattended retail ecosystem.

The included companies are thoroughly evaluated and assigned scores based on the following characteristics: markets served, technology solutions offered, acceptance of various payment methods and the security standards achieved.

We hope you enjoy this tracker, and we welcome your feedback. Please keep us informed on what you like, who we may be missing and how we can make this bimonthly report better by emailing us at <a href="mailto:unattendedretail@pymnts.com">unattendedretail@pymnts.com</a>.

## **Cover Story**



# (Shopping For) That Doggie Through The Window

Most of us are familiar with the feeling of walking past a store and longing for something behind a window. Some of us maybe have even gotten so close to the glass that our faces pushed against it.

But what if a store's window could act not only as a display for the goods inside but could also help you make a purchase without ever having to enter a store?

That's the idea behind imageSurge, a Boston-based unattended retail service provider looking to turn those panes of glass into virtual cash registers and keep retailers relevant as online merchants continue to eat up market share. The company manufactures intelligent window storefronts and kiosk displays designed to allow retailers to reach customers who gaze at their windows while walking past.

PYMNTS recently spoke with Ilya Alshine, founder and president of imageSurge, about the company's unattended retail solution and what he sees coming down the pike in this quickly evolving space.

#### Retail storefront makeover

Despite a host of technological advancements that have transformed the look and operations of many storefronts, Alshine noted that most window displays have remained largely unchanged by modern technology.

To give new life to these stale storefronts, Alshine and his team took inspiration from smartphones and tablets, which allow users to interact with them via glass touchscreens.

The first challenge was enabling touch-screen technology to work with the glass that typically makes up retail store windows. The security needs of most merchants necessitated a thicker, more sturdy glass than is used for most touchscreens, considering how easily most smartphone screens can crack and break.



"What makes our technology unique is that it is able to sense touch through any type of glass," Alshine said. "What was particularly challenging was making it work with energy-efficient, double-paned glass, which is what about 80 percent of the storefront market uses."

After Alshine and his team had perfected the technology, imageSurge debuted its storefront solution in 2012 in Boston, with products aimed at the real estate industry.

Alshine said that the company first targeted the vertical because the technology seemed a natural fit for real estate dealers' windows, which are often filled with images and information featuring the company's available properties. With a solution like imageSurge's, customers with twenty-first-century expectations have all the information they need at their fingertips.

...customers could walk up to the window and search through an entire database of properties that has high-definition video and allows customers to enter information."

"Instead of just seeing paper flyers about different properties, customers could walk up to the window and search through an entire database of properties that has high-definition video and allows customers to enter information," Alshine explained.

The strategy found fast success, and the company quickly captured an 80 percent market share among real estate agents, according to the founder.

The technology also garnered praise from both the real estate and unattended retail industries, receiving an award for innovation in 2013 at the Real Estate Connect Conference in San Francisco, just one year after it had been introduced to the market.

#### **Converting window shoppers to buyers**

Inspired by the success of imageSurge among real estate agencies, Alshine and his team began to explore other verticals that could benefit from the new technology. The company next set its sights on retail stores, which Alshine and his team believed could unlock new revenue streams.

In order to appeal to retailers, the company added a new feature to the imageSurge window displays: payment acceptance capabilities. Now, rather than just collecting and dispensing information to and from potential customers, the solution would be able to turn those potential sales into actual sales by conducting transactions and accepting payments from outside the store's window via credit or debit cards and mobile wallets such as Android Pay and Apple Pay.

With the company's retail solution, customers can walk up to a store's window and begin interacting with the imageSurge display. Window shoppers can browse through a company's inventory, compare items and make a purchase all with a few taps against the glass, without having to enter the store to wait in line or deal with pushy salespeople.



Alshine pointed out that a touchscreen, payments-enabled solution offers merchants several benefits.

With an engaging and interactive window display, retailers can stand out from neighboring storefronts and help draw customers into the store with special sales and other promotions. Alshine noted that the solution can sense someone (aka a potential customer) approaching a store from a couple of hundred feet away and display an attention-grabbing advertisement or promotion right as the pedestrian passes the window

imageSurge also allows retailers to offer a more diverse catalogue of options to consumers through the online ordering process, enabling merchants to serve more customers. Alshine noted that this is a particularly useful feature for specialty retailers such as Tennis Hall of Fame in Newport, Rhode Island, which recently installed one of the company's displays outside its retail store.

Window shoppers
can browse through a
company's inventory,
compare items and
make a purchase
all with a few taps
against the glass."

"Now, people visiting the area don't have to be disappointed because the Hall of Fame isn't offering merchandise they want," Alshine explained. "The Hall of Fame can provide customers a backlog of items for every player and in every style, and their visitors can have it shipped right to their front door."

#### Continuing to transform the retail experience

So far, Alshine said, imageSurge has been adopted by more than 150 retail storefronts and dozens of real estate companies throughout the U.S. and Canada, illustrating the potential for a sea change in what storefront displays can offer.

"The brick-and-mortar store is undergoing rapid changes," Alshine said, noting that, as can be seen by examining retailers even from centuries ago, storefronts still remain largely the same as they always have been.

Specifically, Alshine said, the company plans to continue attack the retail vertical and carve out space in the financial services industry. "We believe that integration of digital marketing technologies into the physical space will play a big part in that change. I would like to see our applications in every one of these store windows."

By this notion, if and when this large-scale storefront technological transformation happens, the message may just be to linger longer and touch the glass.

#### Unattended Retail Tracker™

The PYMNTS.com Unattended Retail Tracker™ is a bimonthly report designed to give an overview of the trends and activities across the unattended retail/vending market and the players who are delivering on those services.

The tracker will also include the latest news and highlights and will be organized into a framework that showcases a directory of the key players and information about their capabilities and unattended retail solution offerings.

#### **Scoring**

We evaluate companies based on the markets they serve, the technologies they offer, the type of payments accepted and the security standards they have accomplished.

The companies included in the scoring support unattended retail and payments for the following segments within the self-service industries:



Food & Beverage



Service Vending



Remote Retail



Parking



Restaurant & Hospitality

Regarding the technologies evaluated, we assess the depth of solutions supported. For example:

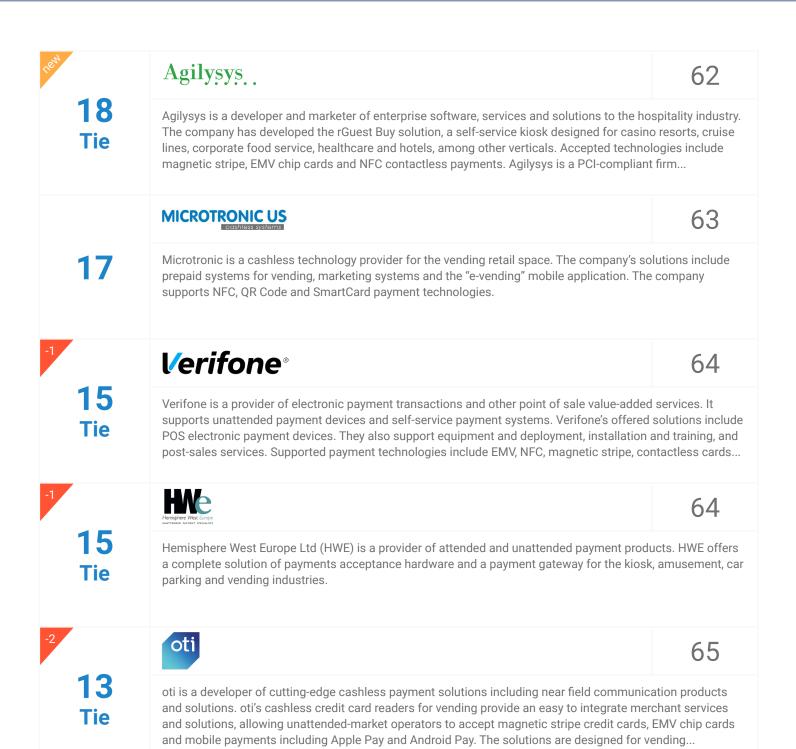
- NFC (Near Field Communication)
- EMV
- Magnetic Stripe
- QR Code
- BLE (Bluetooth Low Energy)
- Smart Cards

Payments accepted include a depth and breadth of payment types. For example:

- Credit/Debit Cards
- Private Label or Closed Loop Solutions
- Digital Wallets (Apple Pay, Android Pay, Samsung Pay, PayPal, and more)

We also give credit to solutions for security compliance such as PCI.

Top Rankings			
Rank	Company	Score	
18 Tie	Wayne FUELING SYSTEMS	62	
	Wayne Fueling Systems is a provider of fuel dispensing, payment, automation and control technologies for retail and commercial fuel stations. Its unattended payment platforms are EMV-and PCI-compliant and have the ability to process chip and magnetic stripe credit cards, NFC contactless cards, mobile wallets such as Apple Pay, and others. In addition, Wayne's payment terminals offer media and marketing capabilities		
18 Tie	uniteller	62	
	UniTeller offers payment processing services for the self-service industry. Its solutions for una services support all major credit cards including closed-loop and EMV cards. UniTeller's self-s are designed for banking, ticketing, parking, gas stations, vending, supermarkets and other field card payments are processed in the self-service mode. The solution includes anti-skimming p	ervice solutions ds where credit	
<b>18</b> Tie	Payment Services	62	
	Operating as a subsidiary of SIX Group AG, SIX Payment Services Ltd. provides services in the securities trading, clearing and settlement, as well as financial information and payment trans unattended and self-service solutions have been designed for many industries including parking stations, transportation and vending and accept all major local and global cards including closes.	actions. Its ng, petrol	
<b>18</b> Tie	S C° Business Uninterrupted Uninterrupted	62	
	MSC is a service and hardware provider of POS and payment solutions for the retail merchant, unattended kiosks markets. MSC offers customized solutions across Canada – implementing supporting solutions are EMV and PCI compliant and include PIN pad interfaces and contactle	, managing and	
18 Tie	cybernet inc.	62	
	Cybernet is a provider of electronic payment solutions that designs, develops and manufactur payment terminals, peripherals and applications for m-commerce, eCommerce, smart cards a payments. Its unattended terminals accept multiple payment methods including cash, credit cards and are able to support magnetic stripe and EMV cards, smart cards and NFC contactle	nd traditional ards and debit	





-2



65

13 Tie

Cantaloupe Systems is a provider of cloud-based, mobile technologies that deliver an integrated vending retail solution for cashless vending and inventory management. The company's vending solution includes its Seed Office management system and Seed Cashless smart card and mobile payment acceptance device. Cantaloupe Systems supports magnetic stripe and NFC technologies, and its supported wallets include...

-2



66

**11** Tie

Quest provides a range of innovative end-to-end payment solutions. Its suit of products includes fixed line and mobile payment terminal hardware, software and professional consulting services. Quest's unattended payment solution has been designed for many business sectors including parking, transportation and ticketing, automated fuel dispensing, supermarkets self-checkouts, quick service drive-thru, car wash, kiosks...

2



66

**11** Tie

365 Retail Markets is a global provider of unattended and highly automated MicroMarket self-checkout solutions. The company offers platforms for vending, food service and hospitality, and provides hardware and software. 365's kiosks offer capabilities such as a dual-sided credit card reader, NFC and mobile wallets acceptance, a newly recessed fingerprint scanner, and a barcode scanner with the ability to scan coupons...

-1



68

9 Tie

USA Technologies provides wireless, cashless micro-transactions and networking services as well as telemetry and customer engagement services for the unattended market. Its main product is the ePort solution, which integrates all payment steps in one portal. USAT's solutions support mobile wallets Apple Pay and Google Wallet and its supported payment technologies include EMV, magnetic stripe, NFC and BLE...

+4,



68

9 Tie

PayRange works as a mobile payment acceptance solution. The solution features a plug-and-play setup and supports a platform that includes hardware, free mobile application and back-end service to accept mobile payments including Android Pay and Apple Pay. Its supported payment technology is BLE. PayRange's solutions serve the vending, parking, transit ticketing, laundry, amusement parks and other industries.



8	VE GLOBAL VENDING INC. Innovation obsessed Vending driven.	70	
	VE Global Vending Inc. is an interactive vending and automated retail solutions provider. The company offers merchants software tools such as content management systems and UCB applications, allowing them to control and monitor their vending transactions. VEGV's vending machines accept multiple payments including credit and debit cards, EMV chip cards, Google Wallet, Soft Card and Apple Pay. Moreover, vending		
7	Solomotic Solomo	71	
	Setomatic Systems offers the laundry industry its SpyderWash Payment System. The system accepts all major credit and debit cards, including closed-loop/private-label, smart and loyalty cards. It is PCI-compliant and utilizes Bluetooth encryption and offers marketing and loyalty card applications, money management tools, and cloud hosting, among other features.		
-1	Moneris	74	
6	Moneris is a provider of payment terminals as well as eCommerce, integrated payments and business management solutions. Moneris' solutions work with Verifone's line of unattended payment devices to enable its customers in the unattended retail market to securely accept payments with customizable and versatile hardware options. Supported payment technologies include EMV and contactless readers, loyalty		
-1	paymentexpress	75	
5	Payment Express is a payment technology service provider for the unattended retail market that offers a global end-to-end platform. Its product offerings range from a POS terminal to an unattended retail solution. It supports payment technologies include EMV, NFC, magnetic stripe and SmartCard, and its supported wallet is Apple Pay. The firm's solutions are focused within the vending, eCommerce, parking, kiosk, fuel and		
-1		78	
4	Apriva is a provider of wireless payment processing and mobile communications, as well as POS solutions. The Apriva Vend product includes a payment solution that allows vending operators to accept credit card payments at the POS. The system includes hardware and software, wireless connectivity, transaction and alarm reporting capabilities, as well as integration with leading payment processors and financial		





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Unattended Card Payments Inc. (UCP) provides EMV compliant payment gateway and hardware solutions for unattended card payment terminals. UCP offers devices to accept chip, magstripe, contactless and NFC technology and to support private label gift and loyalty cards.



**CASTLES** TECHNOLOGY

88

Castles Technology manufactures and provides payment solutions to the financial, retail, parking, hospitality and transportation industries. Its unattended payments terminals offer multifunctional capabilities for vending, ticketing, multimedia kiosks, public transportation, laundromats and other industries. The company provides EMV- and PCI-compliant payment devices with integrated PIN pad, magnetic stripe, BLE and...

ingenico

88

Tie

Ingenico offers iSelf-Service, unattended solutions that integrate cashless payments in the self-service market. The platform offers products ranging from unattended devices, secure operating technology and a complete service management system. Supported payment technologies include NFC, EMV and magnetic stripe, and Apple Pay and Android Pay. Ingenico's iSelf-Service solutions cover the retail, hospitality, petrol...

# New Additions to the Unattended Retail Tracker

Agilysys	Agilysys
Advanced Kiosks	Advanced Kiosks
Cybernet	cybernet inc,
Innovative Vending Solutions	
KIOSK Information Systems	KIOSK internation Systems
Setomatic Systems	Geografic Sylems
Solutions Vending International	su Solutions Vending
UniTeller	uniteller
Wayne Fueling Systems, LLC	Wayne FUELING SYSTEMS
Ziosk	<b>Ziosk</b> °

# Vending

#### Netclearance rolls out mobile payment acceptance at vending machines

Netclearance, a U.K-based smart beacon technology provider, recently announced the launch of its latest beacon: the mBeaconVend. The mBeaconVend is a <u>mobile-agnostic beacon technology</u> that enables vending machines to accept payments directly from a smartphone mobile wallet. According to the company, three-quarters of all transactions at the more than 462,00 vending machines in the U.K are still cash-based.

#### **USAT** earnings reflect strength in Unattended Retail channel

Sales at USA Technologies (USAT) sent shares up roughly 3 percent earlier this month. The technology provider posted a loss, adjusted for one-offs, of \$0.04 a share, compared to Wall Street estimates of a break-even bottom line. The firm's top line was a little less than \$22 million, \$700,000 better than Wall Street's estimate. For the full year, the company said that the top line should be in the range of \$95 million to \$100 million, compared to Wall Street's guess of about \$93 million.

#### Online used car seller Carvana closes \$160 million round of venture funding

Carvana, the Phoenix-based online used car dealer made famous by running a <u>car vending machine</u>, has raised \$160 million in Series C venture funding, putting its total funding at \$460 million. This round of funding is now supporting the company's growth, which includes expanding to new markets in the U.S. its physical operations and car vending machines.

#### 365 Retail Markets launches new cashless payment system

365 Retail Markets recently rolled out a new app that will enable <u>vending machine operators</u> to update their inventory; adjust business plans, product inventory and locations; and pull company files. Customers using the app will be able to get product and nutritional information via smartphone, send credits to the machines and access purchase history. The app is currently available for download in the Apple and Android app stores.

#### Mastercard turns up the API volume

Mastercard recently launched a <u>new gateway</u> dubbed Mastercard Developers. The gateway gives Mastercard partners access to a set of newly opened APIs for payments, data and security. In an interview with PYMNTS. com's Karen Webster, before the latest updates were announced, Oran Cummins, senior vice president of Mastercard API, said that the redesigned platform would also feature a "new and experimental" API category to help grow new services and applications.

#### Avanti debuts new app

Micro market technology provider Avanti Markets, Inc., recently <u>debuted a new app</u> that will, among other features, allow customers to pay for purchases via their smartphone. The app, fittingly called the Avanti Markets App, also allows customers to view their purchase history and adjust their account settings.



#### **USA Technologies, FreshBrew partner for cashless payments**

USA Technologies (USAT) recently announced that it is working with specialty coffee and vending service provider FreshBrew Group to bring <u>cashless and mobile payments</u> to 100 percent of FreshBrew vending machines. Under the terms of the new agreement, the two companies are integrating more than 3,000 of USAT's ePorts from USAT into FreshBrew vending machines. USAT executives said in a statement that the decision to provide all of FreshBrew's machines with this service speaks to "the industry's growing evolution to cashless" and the benefits that can come from this change.

# Restaurants and Hospitality

#### Domino's Pizza rolls out ordering via Facebook messenger

In a move designed to make it even easier for customers to place an order, Domino's Pizza recently began allowing customers to <u>order via Facebook</u>. According to the company, U.S.-based customers can place an order directly via Facebook Messenger without having to talk to a person. Customers can either place an Easy Order, which enables them to configure their order via their online account, or reorder with an existing Pizza Profile their most recent pizza order. The move comes after Domino's introduced a similar service in the U.K. and Ireland in August.

#### Ingenico and Datacap install pay-at-the-table solution

Ingenico and Datacap Systems recently rolled out a <u>pay-at-the-table solution</u> at Uncle Oogie's, a New Jersey-and Philadelphia-based chain of pizzerias. Datacap's point-of-sale partner PDQ systems used Ingenico Group's to streamline the service's activation for Uncle Oogie's. Benefits of the pay-at-the-table solution include not only faster table turnover and more efficient service, but also acceptance of all forms of electronic payment, such as EMV chip card, magstripe and NFC/contactless, including Android Pay, Apple Pay and Samsung Pay.

#### Square announces some unlikely alliances

Square recently announced that it would be <u>working with former competitors</u> Vend and TouchBistro. Both companies will offer access to Square's platform, including access to the payments infrastructure, hardware and financial services, to their restaurant and retail clients. The partnership comes after Square's opening of its API in March, which has opened the door to more hybridized solutions and relationships.

# Parking

#### ParkHub announces several new partnerships

ParkHub has announced that its <u>unattended parking solution</u> has been adopted by several new partners, including Parking Company of America—Dallas, Inc.; Ultimate Parking Management; and LAZ Parking, among others. The company said it would provide a specifically designed solution for each new partner. The perks of working with ParkHub include more payment options available for consumers, helping customers find parking spots more easily, and flexibility around pricing and cashier assignments.



#### iPayment Inc., kicks off new focus at National Parking Association Expo

During September's National Parking Association Annual Convention & Expo, iPayment Inc., announced the expansion of their partner programs within the unattended payments verticals, specifically the <u>parking industry</u>. Company executives said in a statement that the program would be "truly turn-key" and provide users with a solution "that maximizes savings and revenues while offering premier security."

### **Retail Commerce**

#### Self-checkout may make shoppers want to steal

As it turns out, the self-checkout line has a significant drawback: It seems to be passively encouraging customers to steal. According to a study from the University of Leicester in England, consumers going through self-checkout lanes create about 4 percent loss — which about doubles the rate of theft by customers who go through regular checkout lines. The study was primarily on grocery customers in the U.S., U.K. and Europe.

#### Services

#### Avis takes car rental mobile

Avis Budget Group Inc., has <u>rolled out a new app</u>, known as Avis Now, that will enable communication between the company and its vehicles. The cars will be outfitted with sensors and other equipment to manage reservations, rental details, checkouts, returns and payments. The new app will also allow customers to choose a vehicle or upgrade option while walking through the rental lot.

#### Revel Systems, Shell partner for cloud-based POS platform

Revel Systems and Shell Retail have partnered to implement Revel's <u>iPad-based point-of-sale system</u> for selected retail fuel sites. Revel's system is a solution for single- and multi-location businesses that uses a native cloud platform and open API business model to help keep business owners and operators on top of payment and accounting methods. As part of the partnership, Revel will integrate with numerous Shell vendors and partners.

#### Several airports roll out unattended features

Airports around the world are embracing unattended tools and features for travelers to use before or after their flight. Notably, Juneyao Air and Spring Airlines at the Shanghai airport recently added <u>baggage drops</u>, while Alaska Airlines started a <u>self-service bag drop</u> pilot program at Los Angeles International Airport. Meanwhile, ICM Airport Technics were awarded a contract to install self-service auto <u>bag-drops</u> at Singapore Changi Airport.



Company: 365 Retail Markets

Founded in: 2008 Headquarters: U.S.



365 Retail Markets is a global provider of unattended and highly automated MicroMarket self-checkout solutions. The company offers PCI certified platforms for vending, food service and hospitality, and provides hardware and software. 365's kiosks offer capabilities such as a dual-sided credit card reader, EMV, NFC and mobile wallets acceptance (including Google Wallet, Apple Pay and Soft Card), a newly recessed fingerprint scanner, and a barcode scanner with the ability to scan coupons from mobile phones. Its software solution provides inventory management and tracking and reporting tools.



Company: Advam
Founded in: 2014
Headquarters: Australia



Advam offers payment acceptance solutions designed for a wide range of industries, including parking, airports, travel, shopping centers, education, health care, insurance, online retailers and much more. The company's UnattendedPayments solution allows users to pay in an easy, secure and quick way. The solution is an end-to-end solution, integrated with EMV certified terminals and enabled to accept NFC payments. The solution provides highly secure services, as it is PCI DSS Level 1 compliant. UnattendedPayments also includes tools that allow merchants to manage transactions data and improve their understanding of consumers' purchase trends.



New!



Company: Agilysys Founded in: 1963 Headquarters: U.S.

Agilysys is a developer and marketer of enterprise software, services and solutions to the hospitality industry. The company has developed the rGuest Buy solution, a self-service kiosk designed for casino resorts, cruise lines, corporate food service, healthcare and hotels, among other verticals. Accepted technologies include magnetic stripe, EMV chip cards and NFC contactless payments. Agilysys is a PCI-compliant firm and utilizes tokenization and fraud management tools.



New!



Company: Advanced Kiosks

**Founded in:** 2003 **Headquarters:** U.S.

Advanced Kiosks develops self-service solutions for the education, healthcare, government and retail industries. The company designs hardware and software applications to create a made-to-order self-service kiosk. Among other features, their self-service kiosks count with barcode and QR readers as well as magnetic stripe card readers.



Company: Apriva Vend

Founded in: 1999 Headquarters: U.S.



Apriva is a provider of wireless payment processing and mobile communications, as well as POS solutions for mobile merchants, small business, developers, vending machines and education markets. The Apriva Vend product includes hardware and software, wireless connectivity, transaction and alarm reporting capabilities, as well as integration with leading payment processors and financial institutions. Supported payment technologies are EMV, NFC, mobile wallets such as Apple Pay, Android Pay, Samsung Pay; SmartCard and BLE. Apriva's payment solutions is PCI-compliant, it's software encrypts and compresses all cashless payment data, ensuring it is transmitted securely and quickly.



**Company:** Byndl **Founded in:** 2011 **Headquarters:** U.S.



BYNDL is a payment processor that targets unattended retailers that want to support mobile transactions. BYNDL's main product is a mobile app that is currently available through vending machines and the integrated solution provides machine monitoring, cashless processing, VMS services and loyalty and offer programs. Supported payment technologies include BLE, QR Code and magnetic stripe and its supported wallet is PayPal. BYNDL's solutions focus exclusively on the vending industry.



**Company:** Cantaloupe Systems

Founded in: 2002 Headquarters: U.S.



Cantaloupe Systems is a provider of cloud-based, mobile technologies that deliver an integrated vending retail solution for cashless vending and inventory management. The company's vending solution includes its Seed Office management system and Seed Cashless smart card and mobile payment acceptance device. Cantaloupe Systems payments solution is PCI Level 1 certified and supports magnetic stripe and NFC technologies. Its supported wallets include Apple Pay, Google Wallet and Android Pay.



Company: Canteen Vending

**Founded in:** 1929 **Headquarters:** U.S.



Canteen Vending is a vending machine operating company that provides vending, office coffee service and dining services. Canteen's interactive and cashless vending machines accept credit cards, debit cards and mobile payment option. The machines also feature intuitive touchscreens, LED lighting and are often equipped with energy-saving technologies. The company payments software offers secured card processing and is PADSS compliant per PCI SSC standards.



Updated!

**Company:** Castles Technology

**Founded in:** 1993 **Headquarters:** Taiwan



Castles Technology manufactures and provides payment solutions to the financial, retail, parking, hospitality and transportation industries. Its unattended payments terminals offer multifunctional capabilities for vending, ticketing, multimedia kiosks, public transportation, laundromats and other industries. The company provides EMV- and PCI-compliant payment devices with integrated PIN pad, magnetic stripe, BLE and contactless card reader that supports Apple Pay, Samsung Pay and Android Pay.



Company: Coinco Founded in: 1958

Headquarters: U.S. and U.K.



Coinco is a provider of bill and coin handling equipment as well as cashless and telemetry options for the automatic point of sale industry. Coinco main products are coin charges, card readers and bill acceptors. Coinco card readers are PCI compliant and accept cash, credit, debit, coupons, mobile wallets and campus cards. Coinco's solutions are tailored for the vending, kiosks and amusement industries.



**Company:** Crane Payments Innovations

**Founded in:** 2013 **Headquarters:** U.S.



Crane Payments Innovations provides money-handling solutions, including a range of bill and coin validators and recyclers, coin hoppers and dispensers, cashless payment terminals, and asset management software. Supported payment technologies include EMV, contactless cards and magnetic stripe. CPI's solutions are aimed at the financial services, gaming, retail, transportation and vending markets. The company offers highly secured solutions with PCI certification.



Company: Creditcall Founded in: 1997 Headquarters: U.K.



Creditcall is a payment acceptance solutions developer for attended, unattended, online or mobile retail. The company offers different types of solutions designed for industries such as retail, hospitality, parking and transportation. Creditcall's self-service solution offers EMV chip card acceptance and enables merchants to get finance and management reports. Creditcall is a validated PCI DSS Level 1 Service Provider and protects customers' data with Point to Point Encryption.



Company: Cryptera Founded in: 1983 Headquarters: Denmark



Cryptera is a payments solution provider and OEM supplier. Its solutions include CryptoTouch, which enables secure PIN entry on a touchscreen, encrypting PIN pads, unattended payment OEM customized products and remote key loading. Cryptera's solutions are supported by EMV and NFC technologies and are designed for use throughout the banking and ATM, drive-thru and QSR, parking, retail self-checkout, ticketing, gas stations, gaming and vehicle charger industries. The firm features PCI security standards.



Company: Cybernet Founded in: 1998 Headquarters: Korea





Cybernet is a provider of electronic payment solutions that designs, develops and manufactures electronic payment terminals, peripherals and applications for m-commerce, eCommerce, smart cards and traditional payments. Its unattended terminals accept multiple payment methods including cash, credit cards and debit cards and are able to support magnetic stripe and EMV cards, smart cards and NFC contactless payments with full P2P functionality. Cybernet delivers its payment solutions to vending and ticketing machines, petrol stations, and the parking industry.



Company: EazyCoin™

**Founded in:** N/A **Headquarters:** U.S.



EazyCoin is a cashless payment solutions provider for vending machines. The solution allows vending machine owners to manage sales and inventory reports, and to improve customers' experiences. EazyCoin also allows consumers to purchase and interact with vending machines easily through their smartphones. Vending machines are equipped with an intelligent controller that communicates with the smartphone using Bluetooth technology. The smartphone in turn communicates with EazyCoin's servers via Wi-Fi or cellular network using highly secure encryption software to protect a customer's information. The Eazy Storage Account can be funded with multiple sources of payments like debit, credit, PayPal and even gift cards.



Company: Electronic Payment Exchange

Founded in: 1979 Headquarters: U.S.



Electronic Payment Exchange provides tokenization and end-to-end encryption payment solutions for both the attended and unattended retail markets. EPX's solutions include a fully integrated payment technology that allows merchants to process payments at the point of sale or online via EMV cards, credit and debit cards and electronic checks. In addition, EPX solutions allow merchants to outsource PCI compliance to a third-party provider. The company serves the unattended kiosks, vending machines, gas station, quick-service restaurants, automotive and other self-service markets.



Company: Fresh Healthy Vending

**Founded in:** 2010 **Headquarters:** U.S.



Fresh Healthy Vending is a vending machine and micro-market firm specializing in healthy alternatives to traditional vending machine snack foods and beverages. The micro markets and vending machines are unstaffed retail health food stores, placed in environments such as schools, workplaces, hospitals and medical facilities. The devices offer remote wireless sales monitoring and accept many payments options including: credit and debit cards, cash and coin, and mobile wallets.



Company: Hemisphere West Europe Ltd.

Founded in: 2004 Headquarters: U.K.



Hemisphere West Europe Ltd (HWE) is a provider of attended and unattended payment products. HWE offers a complete solution of payments acceptance hardware and payment gateway for the kiosk, amusement, car parking and vending industries. The company enables customer to process many payment technologies including NF, EMV, magnetic stripe, bank notes and coins. HWE devices fulfill the PCI security standards.



Company: Hub Parking Technology

Founded in: 1965 Headquarters: Italy



Hub Parking Technology is a parking solutions provider, offering PCI-DSS compliant software and hardware platforms for parking located in universities, hospitals, hotels, airports, shopping centers, municipalities and more. The company provides multiple solutions, ranging from a simple carpark with one entry station and exit station, each with a barrier and a standard pay station, to complex systems incorporating contract parking, credit card in/out parking, prepaid parking online, license plate recognition or a combination of these. Its self-serve cashless payment stations accept a wide range of payment methods, including coins, bills/ bank notes, credit card, debit card, value or city cards or electronic purse, and read magnetic credit cards, chip and PIN.



New!

Company: Innovative Vending Solutions

Founded in: 2008 Headquarters: U.S.



Innovative Vending Solutions (IVS) manufactures non-traditional vending and automated retail systems that can be featured in areas such as airports, casinos, malls and college campuses. IVS machines accept several different methods of payment, including cash, coin, credit and debit cards, gift cards, student ID badges, and employee ID badges. The company supports magnetic stripe and chip cards and NFC technology and is PCI-compliant.



Company: Ingenico Group

**Founded in:** 1980 **Headquarters:** France



Ingenico offers iSelf-Service, unattended solutions that integrate cashless payments in the self-service market. The platform offers products ranging from unattended devices, secure operating technology and a complete service management system. Supported payment technologies include NFC and mobile wallets such as Apple Pay and Android Pay, Bluetooth (BLE), smart cards and EMV and magnetic stripe cards. Ingenico's iSelf-Service solutions cover the retail, hospitality, petrol, vending and transportation industries. The solutions offer PCI certification and compliancy with the latest contactless standards.



New!



Company: KIOSK Information Systems

Founded in: 1993 Headquarters: U.S.

KIOSK Information Systems is a designer and manufacturer of self-service and kiosk solutions. The firm's solutions have been developed for industries including retail, security, healthcare, human resources, remote retail, bill payment, vending, financial, lockers, government, ticketing and check-in, and gaming. KIOSK offers various standard kiosks enabled to support magnetic stripe and chip card payments as well as smart cards and cash.



Company: Klever Logic

**Founded in:** 2011 **Headquarters:** U.S.



Klever Logic provides customers and parking operators with a suite of technology products for the connected driver. The company offers parking operators a cloud-based Software-as-a-Service that allows mobile and desktop access to real-time data and enables them to monitor and control revenue from anywhere. Klever Logic allows consumers to request their car and pay right from their mobile phone, giving them a more user friendly and innovative experience. Supported payment technologies include cash, credit cards, check and front desk. Klever Logic's app meets the requirements to achieve compliance as a PCI-DSS Level 1 Service Provider.



Company: Mecsel Oy Founded in: 1991 Headquarters: Finland



Mecsel develops automated payment devices and solutions for unattended payment environments such as vending machines, fueling, parking, car wash and gaming. Mecsel offers a payments app that allows customers to connect their smartphone to the vending machines by scanning a QR code or by connecting with NFC from a decal. The solution also offers vending machine audits, a back office system and vending machine statistics.



Company: Microtronic US

Founded in: 1984 Headquarters: U.S.



Microtronic is a cashless technology provider for the vending retail space. The company's solutions include prepaid systems for vending, marketing systems and the "e-vending" mobile application. The company supports magnetic stripe and chip cards, NFC, QR Code and SmartCard payment technologies. Microtronic products are PCI compliant.



Company: Moneris Founded in: 2000 Headquarters: Canada



Moneris is a provider of payment terminals as well as eCommerce, integrated payments and business management solutions for the parking, vending and retail industry. Moneris' solutions work with Verifone's line of unattended payment devices to enable its customers in the unattended retail market to securely accept payments with customizable and versatile hardware options. Supported payment technologies include EMV, PIN, magnetic stripe and contactless readers, loyalty transactions, private labels and Apple Pay. The company offers PCI data security standards.



Company: MSC Payment Solutions

Founded in: 1980 Headquarters: Canada



MSC is a service and hardware provider of POS and payment solutions for the retail merchant, multi-store, parking and unattended kiosks markets. MSC solutions are PCI compliant and support magnetic stripe, PIN and EMV payments.



Company: Orbose Founded in: 2015 Headquarters: U.S.



Orbose is a provider of end-to-end logistics and supply chain solutions for the mobile care and unattended retail industries. Orbose kiosks utilize API's third-party software platforms. The solution allows merchants to quickly sell food, clothing, memberships and more. Orbose enables businesses to customize branding, receive customers' online reviews through the integrated kiosk and sell products straight from kiosk with a MagTek credit card swipe or QR code synced to their custom branded mobile application. The solution is PCI compliant and encrypts all credit card data upon card swipe.



Company: oti Global Founded in: 1990 Headquarters: Israel



oti is a developer of cutting-edge cashless payment solutions including near field communication products and solutions. oti's cashless credit card readers for vending provide an easy to integrate merchant services and solutions, allowing unattended-market operators to accept magnetic stripe credit cards, EMV chip cards, smart cards, NFC and mobile payments including Apple Pay and Android Pay. The solutions are designed for vending machines, kiosks, gas stations, car washes, air pumps and more.



Company: ParLevel Systems

Founded in: 2012 Headquarters: U.S.



ParLevel Systems is a hardware and software developer that provides solutions to the vending machine industry. ParLevel offers a cloud-based vending management system that enables vending operators to get insight into their business by giving them control over operations. The system provides tools such as dynamic scheduling, prekitting, breakdown alerts, inventory management, and more. Furthermore, ParLevel accepts many payment options from credit, debit, prepaid, and campus cards to cashless payments including Apple Pay, Samsung Pay, and Android Pay.



Company: PayLab Networks Ltd.

**Founded in:** N/A **Headquarters:** Canada



PayLab offers a POS device, along with micro-payment solutions, mobile applications and cloud-based management software for vending machine operators and other unattended retailers. The company gives vendors the ability to accept payment from consumers via their smartphone by NFC and card swipe technologies. Vendors can get real-time data that they can leverage to remotely monitor machines, track sales and inventory, create new marketing categories, track purchase history, manage a family account, locate a machine or product, check calories and nutrition information and set up parental controls.



Company: Payment Express

Founded in: 1997

Headquarters: New Zealand



Payment Express is a payment technology service provider for the unattended retail market that offers a global end-to-end platform. Its product offerings range from a POS terminal to an unattended retail solution. It supports payment technologies include EMV, NFC, magnetic stripe and SmartCard, and its supported wallet is Apple Pay. The firm's solutions are focused within the vending, eCommerce, parking, kiosk, fuel and OPT equipment industries. Payment Express is a Level 1 Service Provider and is compliant to PCI DSS Version 3.1 standard.



Updated!

Company: PayRange Founded in: 2013 Headquarters: U.S.



PayRange works as a mobile payment acceptance solution. The solution features a plug-and-play setup and supports a platform that includes hardware, free mobile application and back-end service to accept mobile payments including Android Pay and Apple Pay. Its supported payment technology is BLE. PayRange's solutions serve the vending, parking, transit ticketing, laundry, amusement parks and other industries.



Company: PayTec AG
Founded in: 2004

Headquarters: Switzerland



PayTec AG is a payment processing manufacturer, offering a range of POS solutions enabled to accept from traditional credit and debit cards to contactless payments. For unattended point of sale, PayTec has developed space-saving terminals that can process payments without PIN entry and contactless payments. PayTec solutions have been designed for the demands of outdoor use (parking, petrol stations, ticketing, vending machines) as well as indoor use (vending machines and self-check-in, e.g. cinema box offices, theaters, swimming pools, ice rinks). The firm offers PCI and EMV certified solutions.



Company: Payter Founded in: 2006

Headquarters: Netherlands



Payter provides a multifunctional payment terminal for contactless and mobile transactions at unattended points of sale such as food or soda vending machines, charging stations and parking machines. Payter terminals support debit and credit cards, chip cards, NFC, Apple Pay and Android Pay, as well as smart cards.



Company: Quest Payment Systems

Founded in: 1991 Headquarters: Australia



Quest provides a range of payment solutions, including fixed line and mobile payment terminal hardware, software and professional consulting services. The company's unattended payment solution has been designed for many business sectors including parking, transportation and ticketing, automated fuel dispensing, supermarkets self-checkouts, quick service drive-thru, car wash, kiosks and vending. The solution provides an option for combined EMV chip, contactless, NFC, smart cards and magnetic stripe card acceptance. Quest solutions are compliant with the latest PCI-PTS 3.x security requirements.



Company: Selecta Management AG

Founded in: 1957

Headquarters: Switzerland



Selecta is a vending and coffee services company that offers food and drinks vending solutions for several industries. The company provides products and concepts for out-of-home food and beverage services. Supported payment technologies include contactless payments, magnetic strip and EMV cards.



Company: Setomatic Systems

Founded in: 1968 Headquarters: U.S.





Setomatic Systems offers the laundry industry its SpyderWash Payment System. The system accepts all major credit and debit cards, including closed-loop/private-label, smart and loyalty cards. It is PCI-compliant and utilizes Bluetooth encryption and offers marketing and loyalty card applications, money management tools, and cloud hosting, among other features.



Company: SIX Payment Services

Founded in: 2008

Headquarters: Switzerland



Operating as a subsidiary of SIX Group AG, SIX Payment Services Ltd. provides comprehensive services in the areas of securities trading, clearing and settlement, as well as financial information and payment transactions. Its unattended and self-service solutions have been designed for many industries including parking, petrol stations, transportation and vending and accept all major local and global cards including closed-loop/private label cards, EMV and cashless payments. The solutions are certified to the highest security standards (including PCI and tokenization across the entire payment chain) to minimize payment risks. SIX Payment Services also offers tools to reduce costs, improve customers' experiences and maximize sales and revenues.



New!



Company: Solutions Vending International

Founded in: 2011 Headquarters: U.S.

Solutions Vending International is an automated retailing technology firm that designs and manufactures vending machines for consumer products. The vending machines are wireless, accept all major forms of payment including Apple Pay and Android Pay, have digital screens to maximize customer engagement and capture their information for lead generation, and offer advertising for additional revenue opportunities.



Company: Terminal Technologies Ltd.

Founded in: 2004

Headquarters: Czech Republic



Terminal Technologies Ltd. is a payment solutions developer. The company is involved in the design, prototyping, testing, certification, manufacturing, and distribution of payment hardware and software for the card payments business. Terminal Technologies offers Vendotek, an integrated cashless solution for vending. Vendotek processes a wide range of payment methods including EMV and MIFARE contactless dual technology support as well as NFC payments. The solution also provides vending remote management and marketing campaign management tools.



Company: Unattended Card Payments Inc.

Founded in: 2013 Headquarters: U.S.



Unattended Card Payments Inc. (UCP) provides PCI and EMV compliant payment gateway and hardware solutions for unattended card payment terminals. UCP offers devices to accept chip, magstripe, contactless and NFC technology and to support private label gift and loyalty cards. The company offers its solutions to the vending, parking, hospitality and services markets.



Company: UNICUM Founded in: 1990

**Headquarters:** Russian Federation



UNICUM is a designer and manufacturer of smart vending machines and a provider of a wide range of vending technologies. UNICUM offers a vending software configurator that enable customers to manage and develop their business more efficient and profitable. The vending machine configurator allows to set individual names for each product, set different prices, manage coin acceptor and bill acceptor, set expiration date for individual products and more. Supported payment technologies include NFC, EMV, QR code reader and smart cards. The company is PCI compliant.



Company: UniTeller<br/>Founded in: 2008<br/>Headquarters: Russia





UniTeller offers payment processing services for the self-service industry. Its solutions for unattended services support all major credit cards including closed-loop and EMV cards. UniTeller's self-service solutions are designed for banking, ticketing, parking, gas stations, vending, supermarkets and other fields where credit card payments are processed in the self-service mode. The solution includes anti-skimming protection and is PCI-compliant.



Company: Unixfor S.A.

Founded in: 1979
Headquarters: Greece



Unixfor provides self-service solutions to a range of business sectors including retail banking and shops, petrol stations, public transportation, educational institutes, casinos, sports and entertainment venues, and public utility companies. The company designs and develops self-service application and monitoring software, as well as engineering, building and assembling hardware for their self-service solutions. Unixfor payment solution accepts NFC, EMV, magnetic stripe cards and smart cards.



Company: USA Technologies

Founded in: 1992 Headquarters: U.S.



USA Technologies provides wireless, cashless micro-transactions and networking services as well as telemetry and customer engagement services for the unattended market. Its main product is the ePort solution, a PCI compliant, end-to-end, suite of cashless payment, telemetry and value-added services. USAT's solutions support mobile wallets Apple Pay and Google Wallet and its supported payment technologies include EMV, magnetic stripe, NFC and BLE technologies. The USAT solutions are focused on the following industries: amusement & arcade; car wash; kiosk; laundry; taxi and transportation; and vending.



Company: VE Global Vending Inc.

Founded in: Headquarters:



VE Global Vending Inc. is an interactive vending and automated retail solutions provider. The company offers merchants software tools such as content management systems and UCB applications, allowing them to control and monitor their vending transactions. VEGV's vending machines accept multiple payments including credit and debit cards, EMV chip cards, Google Wallet and Apple Pay. Moreover, vending machines count with QR/barcode reader for coupons and social media authentication, touchscreen and Bluetooth LE (PayPal, V.me, iBeacon).



Company: Vengo Labs

Founded in: 2012 Headquarters: U.S.



Vengo Labs offers an interactive consumer engagement platform combined with a point-of-purchase hardware. The company enables merchants to create an innovative and interactive digital customer experience, providing information and videos about their products through a touchscreen device with a slim compact design. Vengo Labs also offers tools to understand purchasing patterns and cloud-based inventory monitoring. Payments accepted include credit, debit, NFC and campus cash via Blackboard or CBORD.



Company: Verifone Founded in: 1981 Headquarters: U.S.



Verifone is a provider of electronic payment transactions and other POS value-added services designed for different industries including retail, hospitality, health care and transportation. It supports unattended payment devices and self-service payment systems. The firm also supports equipment and deployment, installation and training, and post-sales services. Supported payment technologies include EMV, NFC, magnetic stripe, contactless cards and prepaid gift cards. Verifone's payment solutions are PCI compliant and count with authentication software, payment data tokenization & end-to-end encryption.



Company: Verii, LLC Founded in: N/A Headquarters: U.S.



Verii offers Verii NanoMarket, a small, unattended store that utilizes a mobile app as the form of payment. The NanoMarket offers a variety of snacks and drinks, including healthy food options. The Verii mobile app gives companies' employees the ability to make purchases using their iOS or Android smartphones, shop in the market and view their full purchase history. Verii also provides management tools such as real-time inventory, reports with the most popular items purchased, one-click auto-refill order option, price adjustment and more.



Company: VMC Founded in: N/A Headquarters: U.K.



VMC designs, builds, installs, and maintains cashless systems for catering and vending operators, and end users. The firm develops cashless payment solutions by using NFC technology, and accepting traditional payment methods such as magnetic stripe. Its systems work on and offline and provide users with all the sales analysis and audit information they need to improve their service and profits.



Company: Wayne Fueling Systems LLC

Founded in: 1891 Headquarters: U.S.





Wayne Fueling Systems is a provider of fuel dispensing, payment, automation and control technologies for retail and commercial fuel stations. Its unattended payment platforms are EMV-and PCI-compliant and have the ability to process chip and magnetic stripe credit cards, NFC contactless cards, mobile wallets such as Apple Pay, and others. In addition, Wayne's payment terminals offer media and marketing capabilities, enhancing the customer experience and offering a range of marketing opportunities.

# worldline

Company: Worldline Founded in: 1970 Headquarters: France



Worldline offers a range of end-to-end services for the payments and transactional services industry. The company delivers payment terminals and accessories for shop-based and mobile retailers, attended and unattended petrol stations and financial institutions, among others. The company also offers a range of unattended terminals, which are suitable for use both indoors and outdoors. Wordline´s terminals are PCI compliant and accept all major type of cards, including debit, credit, e-purse, Mifare™, loyalty and prepaid, as well as EMV and NFC payments.



Company: Ziosk Founded in: 2007 Headquarters: U.S.





Ziosk develops technology solutions for the restaurant industry. The company provides restaurants with a 7-inch tablet with a Wi-Fi connection that provides enhanced customer experience tools such as preloaded games and social media integration, as well as customer engagement features such as loyalty and rewards programs. Payments accepted include magnetic stripe credit and debit cards as well as Android Pay and Samsung Pay. Ziosk's tablet solution is PCI-compliant and counts with encrypted credit card reader.

#### **USA Technologies**

USA Technologies, Inc. is a premier payment technology service provider of integrated cashless and mobile transactions in the self-service retail market. The company also provides a broad line of cashless acceptance technologies, including its NFC- ready ePort® G-series, ePort Mobile™ for customers on the go, and QuickConnect, an API Web service for developers. USA Technologies has been granted 87 patents, and has agreements with Verizon, Visa, Chase Paymentech and customers such as Compass, AMI Entertainment, and others. Visit the company's website at www.usatech.com.

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