CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

December 16, 2021

NEWSLETTER



View the online version at **www.vending-cama.com/newsletter**

Issue 6 - December, 2021 *- Jim Jackson, President*

Message from your CAMA President

Let's be Thankful

It is without a doubt that the past 20 months have been a difficult time for most of us. Our businesses have suffered, and our resources have been stretched as profits have not been what we are accustomed to. Some of us may have experienced Covid related health issues or know of family or friends that have. Overall, I think we all need to look at the bigger picture in life and put everything into perspective. We only have to watch the news to quickly realize how fortunate and privileged we all are. We have a roof over our heads, clothes on our backs and food on the table. We have all had the opportunity to receive an education that has allowed us to lead financially secure lifestyles.

I want to share with you the following quote that was in a Christmas card that I received from a customer.

We do not get to choose how we start out in life.

We do not get to choose the day we are born or the family we are born into, what we are named at birth, what country we are born in, and we do not get to choose our ancestry. All these things are predetermined by a higher power and by the time you are old enough to start making decisions for yourself, a lot of things in life are already in place.

We can all be very humble and proud of where we are today, but we also need to acknowledge where our lives could be if we were not chosen to be where we are. As we look around globally and in our own communities, we can quickly see the disparity in life. Christmas time seems to bring out the best in all of us when it comes to supporting charities, the homeless, the hungry, and those that live in poverty whether it is close to home or on a global scale. Let's be reminded that this is not a seasonal need, it exists year-round. I would like to encourage all the members of our association to open their hearts and support the less fortunate in any way they may be able to. Any one of us could have been born into a much different life.

I would like to thank all our advertising sponsors that have supported and made our CAMA newsletter a huge success over the past year. We couldn't have done it with out you. We look forward to another successful year in 2022.

As we get ready to say goodbye to 2021, we start to look forward to 2022. CAMA has 3 live events scheduled for next year and I look forward to once again meeting in person with all of you.

Issue 6 - December, 2021 *- 365 Retail Markets*

I personally, along with your CAMA Board of Directors, would like to wish all our members.

A Very Merry Christmas and all the Best in the New Year!

Provide convenience anywhere with the most versatile table-top point of sale syster in the industry.

Now available in Canada!

365 PicoMarket provides customers frictionless checkout and grab-and-go snacking with one small countertop system. This self-service technology has been very successful in the United States, and we are excited to make it available to our customers in Canada.

Key benefits include:

- Unlimited revenue opportunities with mobile and contactless credit card reader
- Quick and easy installation with 24/7 support
- Endless product options- snack rack, coolers, freezers, pantry, etc.
- Lower start-up costs than traditional vending

The PicoMarket caters to any size or type of location. With PicoMarket you can improve your office coffee service or streamline the checkout experience to avoid peak-time bottlenecks. Th platform was built to be flexible enough to fit you and your consumer's needs.

HOSPITALS

Provide employees with safe, reliable meal options and offers legitimate meal options for seco and third shifts.

UNIVERSITIES

Ease the minds of students and staff by offering a quick and secure way to purchase food and beverages with their mobile phones.

RESTAURANTS

Add near the entrance of your restaurant or “to-go” area for last-minute grab-and-go impulse items like beverages and desserts.

AIRPORTS

Enhance airport foodservice for travelers and employees with a self-service way to purchase healthy meals while on-the-go.

The 365 PicoMarket is a great entry point into unattended retail. This standalone countertop kiosk provides an enhanced user experience, frictionless checkout, and convenience to any location.

Get the PicoMarket today! Please contact us to learn more.

Marketing@365smartshop.com

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Issue 6 - December, 2021 *- Nayax*

Nayax's E-Commerce Shop Now Open to Canadians

Nayax, the leading cashless payment platform for retailers, is excited to announce the expans of Nayax's online ecommerce shop! Now Canadian vending operators will have the opportuni to purchase two of Nayax's leading devices, from the comfort of their home or office. The Canadian e-commerce shop will feature the contactless Onyx device and the award-winning VPOS Touch, enabling EMV-contact and EMV-contactless transactions for vending operators Consumers will be able to use Canada's leading payment methods, including Interac, Visa, Mastercard, and digital wallets such as Google Pay, Apple Pay and Nayax's own Monyx Wall and more.

Nayax's e-commerce shop delivers ease of use and seamless onboarding, to make purchasir online as convenient as possible, with our online KYC process. In addition, Nayax has develo tools to ensure that customers have access to in-depth training to get the most out of their cashless payment solution, including an online University, chat assistance, webinars and wiza for onboarding. These 24/7 digital tools help our customers get the most from their purchase, enabling us to help customers achieve growth and increased revenue.

Support for vending operators will be provided by Nayax's local distributors, Kane's Distributir Ltd and Langley Wholesale. Both new and existing customers can purchase from the shop. When visiting the shop, existing customers will be required to log into their Nayax account but both new and existing customers will be guided through the user-friendly process.

If assistance is needed during the process, customers can reach out to Kane's Distributing or Langley Wholesale for additional sales support.

Kane's Distributing
12 Grote Street, Unit B
St. Catharines, ON L2N 2E7
Toll Free: +1 800 668-1656
http://www.kanesvending.com/

Langley Wholesale
15515 24 Ave Unit 70

Surrey, British Columbia V4A 2J4
Toll Free: +1-800-218-8943
https://www.langleywholesale.ca/

Issue 6 - December, 2021 *- Paul Chan, Club Coffee L.P.*

As a special introduction, Nayax is offering free shipping on VPOS Touch and Onxy devices purchased via the ecommerce shop from December 14-25, 2021.

Upon purchase of the VPOS Touch and Onyx devices, vending operators will have access to complete solution, including telemetry, management suite and consumer engagement tools. VPOS Touch and Onyx deliver transparency to operators and facility managers, by allowing t tracking of sales, inventory management, instant refunds, use of prepaid cards, and more. Th extensive alert system enables operators to attend to issues as they happen, whether it is low stock levels, temperature changes, open doors, power downs, etc. With a host of customizabl alerts, operators can deal with these issues quicker to ensure as limited downtime as possible

Nayax customers can utilize Monyx Wallet capabilities and offer revenue-increasing promotio campaigns to increase loyalty and repeat sales, with the use of digital punch cards or the cha to win cashback via gamification (funded by Nayax). These ready-to-go campaigns are simple operators to set up, and easy for consumers to participate as no sign up is required, apart fro downloading the app. Consumers can also use the app to rate and save their favorite machin see their purchase history, and receive instant refunds.

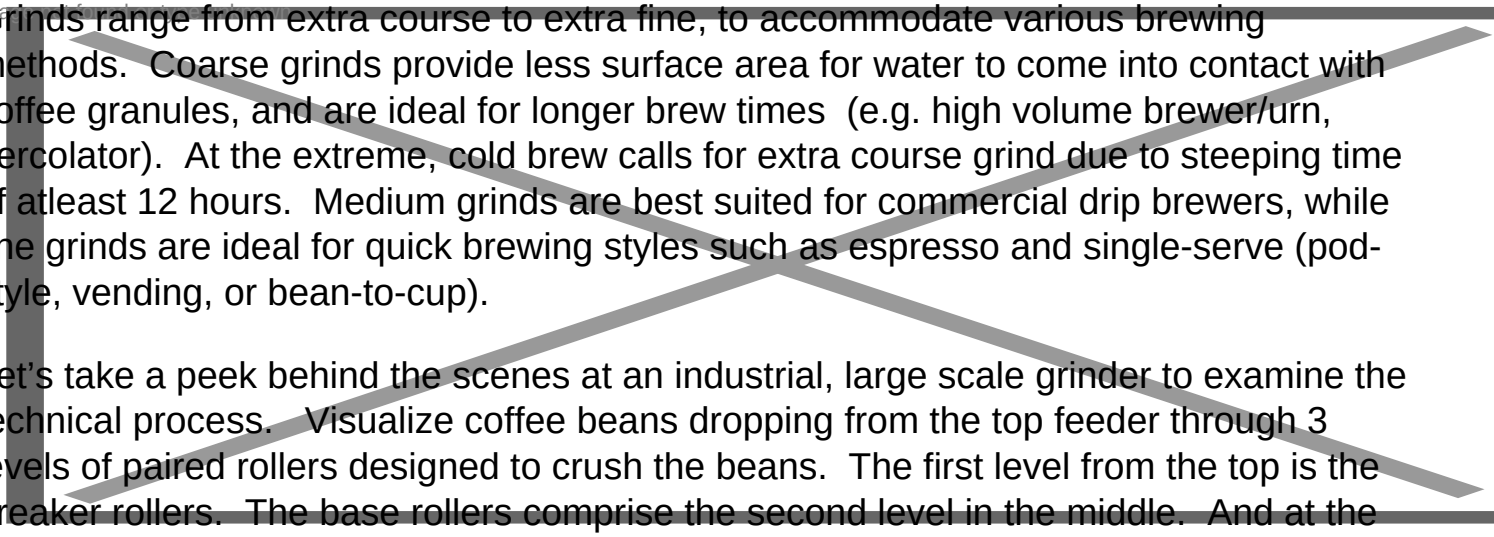
Now is the time to take advantage of purchasing the leading cashless payment solution at you convenience, 24/7! Visit Nayax's ecommerce shop today!

Coffee Corner - Embracing The Daily Grind

In pursuit of the perfect cup of coffee, the most common elements mentioned in conversation are bean origins, blend composition, and roast colour. Despite being overlooked at times, coffee grind is also a key element required to deliver high performance taste. The importance of grinding should not be underestimated.

There is a different optimal grind size for every method of brewing. Using an incorrect grind size, inconsistent grind within the throw being brewed, or degrees of variance from the optimal size will result in either under-extraction or over-extraction. Extraction refers to the resulting total dissolved solids (TDS) – aka desirable compounds - after the surface area of the coffee grinds come into contact with hot water. In addition to the fineness of the grind, other extraction-contributing factors include water temperature, brewing time, and the amount of coffee.

Under-extraction can cause undesired sour notes and higher acidity. Conversely, over-extraction tends to result in higher bitterness and hollow flavour.



Grinds range from extra course to extra fine, to accommodate various brewing methods. Coarse grinds provide less surface area for water to come into contact with coffee granules, and are ideal for longer brew times (e.g. high volume brewer/urn, percolator). At the extreme, cold brew calls for extra course grind due to steeping time of atleast 12 hours. Medium grinds are best suited for commercial drip brewers, while fine grinds are ideal for quick brewing styles such as espresso and single-serve (pod-style, vending, or bean-to-cup).

Let's take a peek behind the scenes at an industrial, large scale grinder to examine the technical process. Visualize coffee beans dropping from the top feeder through 3 levels of paired rollers designed to crush the beans. The first level from the top is the breaker rollers. The base rollers comprise the second level in the middle. And at the third level are the fine rollers. The 3 levels are positioned vertically with a space/gap between each roller that becomes narrower with the next level down. Each roller has grooves that require maintenance from time to time (determined once variances against the desired spec are identified). At the very bottom is a normalizer with auger and chute/gate for controlling density. Adjustments for fine-tuning can be made by

widening or narrowing the space between the rollers, sharpening the rollers' grooves, or controlling the rollers' speed. To prevent overheating, the rollers are cooled with water. For quality control, testing is conducted with an instrument using laser diffraction to measure the particle size and particle size distribution (in microns). With this type of analysis and precision, meeting a determined standard of on-spec uniform coffee grinds can be consistently achieved.

For smaller scale grinding via bean-to-cup equipment, vending, onsite at Foodservice operations, or at-home, getting familiar with the manufacturers' maintenance instructions and schedule is recommended. Ultimately, the quality objective is to be precise every time.

In conclusion, don't forget about coffee grind. It deserves not only greater accountability, but also greater credit for delivering the perfect cup of coffee, no matter how it is brewed.

Cantaloupe, Inc. Survey Finds Usage of Unattended Retail Grew During Pandemic Fueled Mostly by Younger Consumers

Ninety percent of people used unattended retail as much or more during the pandemic accord a recent survey by Cantaloupe, Inc., a digital payments and software services company tha provides end-to-end technology solutions for the unattended retail market. However, accordin to the survey, younger consumers were the most likely to increase usage during that period. Twenty-three percent of respondents between the age of 18-34 said that the pandemic increased their usage of unattended retail, compared to 18 percent of 35–54-year-olds, and o 4 percent of respondents over 55 years of age.

Nearly half of consumers who increased usage in unattended retail during the pandemic cited speed (49 percent), social distancing (49 percent) and convenience (47 percent) as reasons f the increase. Sixty-eight percent of those respondents noted in the survey it is important to ha a touchless option post-pandemic.

"We learned a great deal from the pandemic, particularly the resiliency of unattended retail wh was tested to its core," said Sean Feeney, chief executive officer, Cantaloupe, Inc. "As we loo ahead, it's clear that consumers like unattended retail, it's very sticky, and our software and payments platform opens the door to many sales channels for our operators. How we continu evolve the industry to keep pace with the expectations of consumers must also factor in what important to younger shoppers. Having diverse payment options, being able to buy nontraditio items and ensuring the data security of payments should be top of mind for every operator no

Forty-one percent of respondents who purchased an item through an unattended channel in t three months prior to the survey said unattended options make them more likely to shop in a retailer's other channels in the future.

Driven by consumer expectations for autonomous retail experiences, the research found that unattended retail as an industry is at a tipping point. Not only are consumers who use unattended retail more likely to continue to do so, but their expectations for purchasing more traditional items and services, such as health and beauty, clothing, car charging, and electronics is growing thanks to experiences that are fast, frictionless, and convenient.

Did You Know? 71% of Consumers Prefer Bean-to-Cup Beverage

Further, as usage of unattended retail grows, consumers are driving innovation in, and penetration of, new payment technologies including increasing usage of mobile wallets and interest in purchasing using crypto currencies.

NEW! Bean-To-Cup Programs From Mother Parkers

We have partnered with a trusted Canadian manufacturer to provide a quality bean-to-cup solution for fresh coffee and coffeehouse favourites at the touch of a button. Or no touch at all.

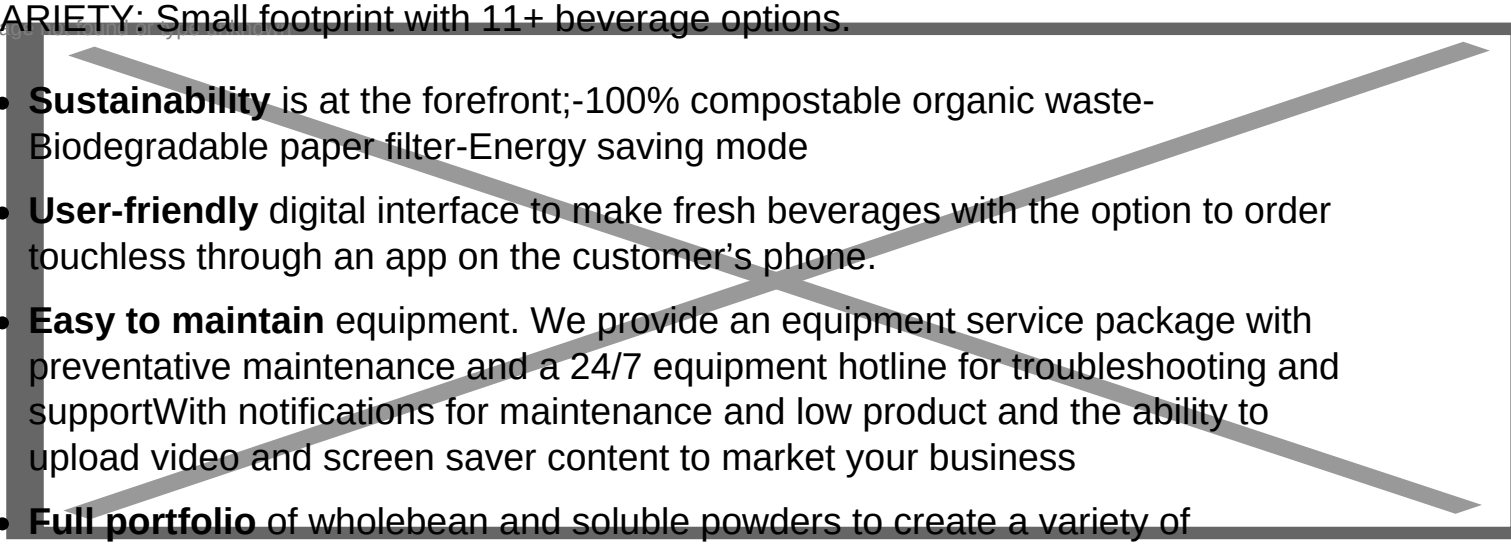
As autonomous shopping experiences become more common across retail every day, whether is at vending machines, kiosks, or in micro markets, unattended and traditional retailers will be looking for ways to differentiate themselves and create personalized relationships with their consumers. This will continue to fuel further innovation which will drive adoption of robust loyalty programs and personalized payment experiences on the front end-as well as smarter, streamlined operations that ensure consumers expectations are being met, on the back end.

TASTE: Delivers slightly bolder cup of coffee.

FRESHNESS: Ground and brewed on demand perceived as fresher.

AROMA: A much stronger and preferred aroma relative to drip brewed coffee.

VARIETY: Small footprint with 11+ beverage options.



- **Sustainability** is at the forefront;-100% compostable organic waste-Biodegradable paper filter-Energy saving mode
- **User-friendly** digital interface to make fresh beverages with the option to order touchless through an app on the customer's phone.
- **Easy to maintain** equipment. We provide an equipment service package with preventative maintenance and a 24/7 equipment hotline for troubleshooting and supportWith notifications for maintenance and low product and the ability to upload video and screen saver content to market your business
- **Full portfolio** of wholebean and soluble powders to create a variety of beverages made with quality ingredients

QUALITY. VARIETY. SUSTAINABILITY.

For more information on our **lease-to-own program***, please contact your Mother Parker's Tea & Coffee representative today: www.mother-parkers.com.

Mother parkers is a **proud Canadian company** that has been roasting quality coffees and blending teas, since 1912.

*Terms and conditions apply.

Issue 6 - December, 2021 *- U-Select-It*

Delivery Lockers powered by USI & 365 Retail Markets

By the year 2028, the Smart Parcel Locker Market is expected to hit $1630.2 million, accordin to Fortune Business Insights. Many businesses have made the decision to capitalize on this growing market by offering smart locker solutions for food delivery within their organizations.

U-Select-It, a leading global vending solutions provider, recently introduced Order Ahead Delivery Lockers, powered by USI and 365 Retail Markets, to provide streamlined, contactless food delivery and pick-up services. Customers crave convenience. Delivery Lockers offer just that through contactless pick-up, eliminating the need to wait in long lines.

Delivery Lockers from U-Select-It

- Are compatible with the 365 Connect & Pay app or connectandpay.com
- Eliminate waiting in lines
- Offer contactless pick-up
- Are easy to use, secure and tamper-proof
- Creates pick-up efficiencies by reducing order mix-up/confusion
- Have a compact design that allows for maximum sales volume
- Optimizes operations with real-time data flows and insights

Additionally, Delivery Lockers are simple to use, with customer transactions being completed few easy steps. First, customers download the Connect & Pay app to their mobile devices. Or downloaded, customers create and fund their accounts. Then, customers can link to their Ord Ahead location and tap on the correct locker. Once complete, they can order food as normal. When it comes to pick up, they simply view their locker receipt QR and 6-digit code to scan ar enter for order pick up.

Each cubby is insulated to ensure food is kept fresh, so delivery drivers simply need to place food inside. Once food has been delivered, the customer is notified. They simply need to ente their 6-digit code via the 10.1” touchscreen display. The cubby will then open, giving the customer access to their food order with no contact and no confusion.

In order to take the customer experience to the next level, a number of options can be added your Delivery Lockes. One is a custom graphic wrap. This can include vibrant colors and ever your brand’s logo. For locations with high volumes, up to five Satellite Lockers can be added t

your Deliver Locker. In addition, add USI's optional, patent-pending UVend Technology to giv
customers peace of mind the high-touch surface on the locker, as well as the exterior packag
of their meal within the cubby has been sanitized.

Issue 6 - December, 2021 *- Jonathan De Guise, CaféGo*

Issue 6 - December, 2021 - Vendexis

Contact U-Select-It at 1-800-247-8709 today to add Delivery Lockers powered by USI and 36
Retail Markets to your offering.

Tech Corner - COVID-19: Cleaning and disinfection of vending machine surfaces

The pandemic has had an immense impact on our lives and our operations and has forced us to rethink and adapt to new standards relating to the cleaning and disinfection of equipment surfaces. Our customers, in response to government public health recommendations, have setup teams to clean and disinfect their premises and sometimes due to lack of communication and training has resulted in some costly consequences for operators.

Here are some examples of cleaning practices that can damage equipment:

- Spraying liquid disinfectant directly on a touch screen, keyboard or any surface results in excess liquid that seeps into electronic components, causing a short circuit and sometimes replacement of the part;
- Repetitive and excessive use of liquids which may also contain bleach and discolor surfaces;
- Other common practices are the use of "brown paper" type paper towels which are abrasive and damages glass and plastic surfaces by acting like sand paper.

Following are a few practical guidelines that can help minimize damages:

- Use soft white paper towels or a clean soft microfiber style towel
- Spray the disinfectant on the towel, not directly on the surface
- Make sure there is no excess or residue disinfectant on surfaces.

Let's not forget that the use of certain disinfectant products can be dangerous for our health so it is important to follow the manufacturer's instructions and recommendations and to use adequate protective equipment when handling the products.

With that, I wish you Happy Holidays and a Happy New Year 2022!

Vendexis Connected Platform: delivering visibility & improved productivity to operators

It's tough running a vending operation these days. At Vendexis, we understand the needs of operators and we are dedicated to making technology that works harder for you every day. Integrating seamlessly with existing platforms and systems, our goal is to provide you with wh you need to run your business well.

Our products comprise the Vendexis Connected Platform: an ecosystem of products that wor together to deliver visibility and best in class profitability to operators. Consisting of consumer loyalty, analytics, operational tools, and business applications, we enable your management team to make good decisions easily.

The numerous backend components can be utilized individually or combined together depend on your needs. And, our platform is open; we're always happy to work with new integration partners in supporting our customers.

We're flexible, reliable, and easy to work with. Whether you're looking to scale your vending operation or you already are a large operator looking for enterprise solutions, contact us today Learn more or visit our website at vendexis to see how our solutions can make your clients happy and your business more profitable.

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Issue 6 - December, 2021 - *Brian Emmerton*

A Look at 2022: Who Your Customers Ar and Upcoming Food Trends

As our markets recover and the “pent-up demand” continues to give us hope for strong headwinds of growth, it is important to take advantage of opportunities for repeat customers a well as tapping into new ones to help drive success into 2022. The question is, are you payin attention and adapting your offering based on what the greater marketplace is experiencing? Here are a couple of things to keep in mind.

Know Your Customers: Generational Differences and Why This Matters

Are there distinct consumer trends within each generation? Absolutely! Researchers will alwa validate that age groups can be one of the most common predictors of consumer buying habi and attitudes. As our population continues to change, the generation Z and millennial groups continue to become more and more significant as they are leading the employment age group Meanwhile, baby boomers continue to exit the workplace in larger and larger numbers, particularly as seen during the COVID pandemic. If we look at the retirement trends in North America in the last 18 months, almost twice as many people retired, which means the market has been quickly evolving and we have to be prepared for up and coming demands of younge customers entering the workplace.

How do the underlying trends change our focus? Baby boomers were much more focused on “health”, whereas convenience and portability rank higher for the younger generations. Does mean the demand for low fat and low-calorie items are going away? Not necessarily. Think ab how carbonated beverage companies have responded; boomers flocked to “diet” sodas since their introduction, while millennials and generation Z customers prefer the “zero” based offerin Both are meeting the demands of a different customer group, not replacing the other.

The opportunity for grab and go and impulse purchases will continue to grow, with millennials leading the way expecting to receive a seamless and contactless experience. Micro markets, new locations, and self-service areas will ensure we are responding to this growing experienc

Changing Tastes: Unique Flavour Trends to Watch in 2022

Every year Datassential, a leading market research company founded to help the food and beverage industry make smarter decisions, publishes their annual list of unique flavours to wa out for. While these up-and-coming trends have to start somewhere, it is important to watch w customers might be looking for to tap into the new and emerging trends. Topping this list is chicory root (a caffeine-free alternative to coffee); once again the demand for caffeine free alternatives continues to grow. Another interesting one to watch for is honeysuckle; this floral flavour can be seen as part of the rise in popularity of Mediterranean flavours. You may see it teas or snacks with floral flavours; this will be an interesting trend to pay attention to. We can also expect to see a return of carob, a healthier replacement for chocolate. Dark chocolate wa trending several years ago because of its health benefits. We can expect to see carob show u in drinks, snacks and baked goods. Other items to watch for include fermented honey, next le produce meaning exotic and colourful fruits and vegetables (think blue Java bananas), and m global menu items such as kheer (Indian desserts), next level curry (meaning curry dishes fro many different countries), sudachi (a citrus fruit from Japan) used in drinks and cocktails, and guisada (a Mexican meat stew).

What Does All of This Mean?

While some of the trends many not become mainstream, or will be long-lasting, it is important stay informed to ensure that you are aware of what is driving your customer's behaviour, and who your customers are. This will allow you to evaluate what opportunities make sense for yo business so you can tailor your product and service offering to meet expectations and cash in relevant trends.

Need assistance in sourcing items for your vending, office coffee, or micro-market operation? Complete Purchasing Services (CPS) vending (formerly Univend) help you to find the perfect of products for your customer base. Whether you are looking for comforting, traditional, or new and on-trend products, take advantage of CPS' "Best Value" pricing on hundreds of essential items and assistance from a dedicated locally-based Account Manager.

Issue 6 - December, 2021 *- Workplace Safety & Prevention Services (WSPS)*
About the Author:

Flu Season is Coming: What Can You Do

Brian Emmerton is a Registered Dietitian and the Vice President and General Manager of Complete Purchasing Services Inc, a leading supply chain solutions provider for hospitality ar non-commercial clients in Canada. Brian has been working in foodservice and consumer affai for over 30 years to help clients keep up to date on consumer trends and opportunities that he drive revenue and repeat business. Learn more about Complete Purchasing Services by visiti eCPS.ca.

Flu season has begun, and Public Health anticipates more illness and hospitalizations c low.

For employers, it's critical to get a handle on this now, says Janet Carr, WSPS Workpla absenteeism, productivity, and morale.

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Workplace COVID-19 control measures will go a long way towards protecting employee influenza vaccination.

Flu vaccinations are free in Ontario and available starting this month, making this a goo misinformation, and more.

Employers have a responsibility to maintain a safe environment for their employees, but higher risk individuals around them.

Janet offers eight suggestions on how to manage this.

1. **Set the tone**. Talk about your concern for employee health and well-being, says Janet. vaccinations are critical — look how effective they have been with COVID-19. "Encoura communicating that fact," says Janet.

2. **Provide accurate information from reliable public health sources**. Address how se vaccine is. For reliable sources of information, see suggestion eight, below.

3. **Address objections, concerns and misinformation with facts**. For example:
    - *Flu is not that serious*. “Influenza is not a benign illness,” says Janet. “It can lay p
      12,000 people in Canada on average are hospitalized with flu, and approximatel
    - *Flu vaccines are not 100% effective*. True, but your risk of severe illness, hospita
    - *Can I get flu and COVID at the same time?* Yes. “It would be a double whammy,
      COVID vaccination are imperative.”
    - *The flu shot can give you the flu.*No, it’s not possible to develop the flu from getti
      injection site, tiredness or slight fever, but that’s just your body’s immune system
      anyone six months of age or older who does not have a contraindication to the v
    - *Is it safe to get both a COVID vaccine and flu vaccine at the same time?* Yes, sa
      might still recommend administering the vaccines at different times.

4. **Outline what controls you have in place to prevent the spread of COVID and the f**
   touched surfaces, improving indoor ventilation, masks, barriers, screening, and more.

5. **Make it easy for employees to be vaccinated**. Provide time off to see a healthcare pr
   onsite vaccination clinic. Encourage early vaccination as it can take up to two weeks fo
   Janet. “The sooner people get vaccinated, the sooner they begin to build immunity.”

6. **Advise employees to stay home if they are sick**, and to follow protocols if screening
   tell the difference based on symptoms alone. If you think you have COVID-19, get teste
   797-0000 and talk to a registered nurse 24 hours a day, 7 days a week.

7. **Set expectations**. For example, do you want everyone in the workplace to get the flu s
   private and confidential? How will you respond to employees who refuse to get vaccina

8. **Direct employees to reliable sources of information**. Here are five useful resources
    - What to advise workers who have the flu
    - Guidance on the use of influenza vaccine in the presence of COVID-19
    - Canadian Immunization Guide Chapter on Influenza and Statement on Seasona
      NACI)
    - Frequently Asked Influenza (Flu) Questions: 2021-2022 Season (CDC)

How WSPS can help

- Read 4 ways to prevent a COVID-flu “twindemic” in your workplace for more preventio

Have health and safety questions? Please contact Denise Lam, WSPS Account Manager,

About Workplace Safety & Prevention Services (WSPS)

Workplace Safety & Prevention Services (WSPS) is a not-for-profit organization committed to
health and safety system and a trusted safety advisor since 1917, WSPS has a rich history of
service sectors. WSPS offers unparalleled health and safety expertise, consulting, training an

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