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Which Checkout Type are You?

Storevolution™ The Consumer Journey

The way people prefer to shop is as unique as each individual person. It is influenced by the country we live in, our age, our affinity for technology and the store we go to. If given a choice, which checkout type do you prefer? What about your consumers? Navigate the Storevolution journey path to find out your checkout type along with how you can empower your consumers with the checkout choices they want.

All Paths Lead to Consumer Experience — Learn How to Fine-Tune It

When shopping, it's most important for me to:

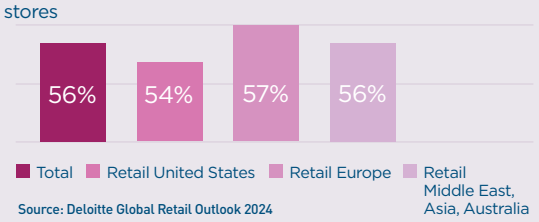
- **Be comfortable**
- **Be fast and get things done**
- **Be informed and use new tech**

Your key reason for adopting technology solutions in your everyday life is:

- **Convenience**
- **Self-sufficiency and speed**
- **New positive experiences**

Which of the following best reflects your thoughts about choice of checkout?

Technology changes potentially occurring in the next five years: Cashierless checkout technology will be deployed in most retail stores



Source: Deloitte Global Retail Outlook 2024

I enjoy chatting with the cashier.

I prefer whatever is fastest and has the shortest lines.

I love seamless, digitally connected experiences.

How digitally connected are you with your retailer?

Shoppers agree that promotions and a hybrid experience are priorities, but contactless checkout options are more valued than retailers might expect

What do shoppers say they will value at most over next 12-18 months?

More digital discounts / promotions

52%

Interactive in-store tech

15%

Gen Z: **24%**
Millennials: **22%**

Personalized product recommendations

15%

Gen Z: **20%**
Millennials: **19%**

Cashless / contactless checkout options

30%

Gen Z: **47%**
Millennials: **36%**

Source: 2024 Grocery Tech Trends Study by Progressive Grocer

I never share information nor participate in loyalty programs.

I connect all available apps for a maximized and seamless shopping experience.

I like collecting loyalty points to redeem for items.

Would you try digital guidance in-store?

Shoppers are likely to use in-store tech

89%
Self- Checkouts

91%
Mobile Cashless Payment

91%
Personal Shopping Device

Source: The Essential Shopper Experience 2023 Zebra Technologies

I just want to get my things and leave.

I would love to get additional product information on demand.

Connecting to associates and being guided to the right shelf would be helpful.

Recommendations and promotions matching my basket would be nice.

How many items do you have in a regular shopping trip?

Up to 15 items

Larger baskets of 15+ items

Traditional, Assisted Checkout
is my favorite

You are a traditional shopper who is not in a rush and enjoys chatting during checkout. With 15.0 million EPOS systems installed globally*, standard checkout is still the frontrunner across all industries and verticals. Integrated in the individual checkout-mix, it's a highly trusted and respected checkout option.

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Source: RBR Data Services, Global EPOS and Self-Checkout 2024

Self-Checkout
is my favorite

You are a hands-on pragmatist, preferring the straightforward speed-way for your small basket checkout. With a shipment growth in 2023 of 12%, an expected growth of the installed base to 2.1 million* by 2029, and advanced options like age verification and fresh produce recognition, self-checkouts clearly stand out from the crowd.

DieboldNixdorf.com/SelfService

Source: RBR Data Services, Global EPOS and Self-Checkout 2024

Autonomous Store
is my favorite

You are tech-first and crave the most frictionless checkout experience for your small basket. The autonomous store fits your fast-paced, convenience-driven lifestyle. These stores have popped up around the globe since 2019. Currently, over 700 stores globally* offer a frictionless shopping experience. Cameras and sensors enable customers to pick items from the shelves and leave the store.

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Source: RBR Data Services, Mobile Self-Scanning and Checkout-Free 2023'

Mobile Self-Scanning
is my favorite

You are convenience-seeking, tech-savvy and enjoy all opportunities digitalization offers in-store. Mobile self-scanning empowers you with a quick and simple checkout process. Currently, over 57,000 stores globally* offer a scan and go experience via customer-owned smartphones or retailer-owned devices. This rapidly increasing checkout method is mainly offered in grocery and general merchandise stores.

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Source: RBR Data Services, Mobile Self-Scanning and Checkout-Free 2023'

Now that you've identified your checkout type, discover how you can make sure you're giving shoppers the right mix of checkout options and along the way...

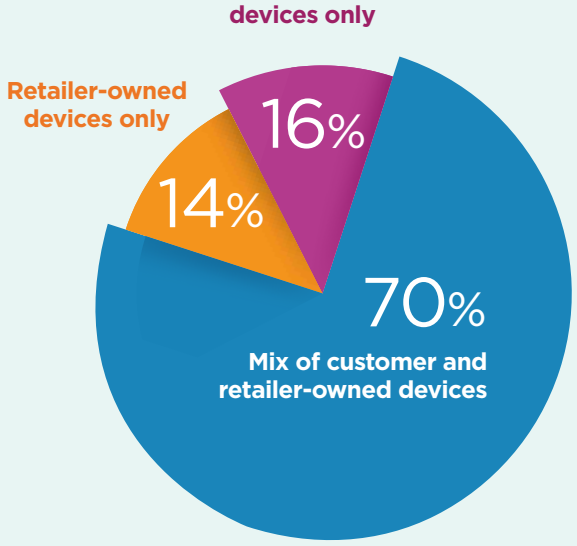
Consider melding digital and physical shopping experiences with personal self-scanning

Depending on country-specific, hygienic or personal preferences consumers may prefer to use their own smartphone or a retailer-owned device to scan their items in-store. Ensure you can power both journeys with open API software that is device and platform independent. Empower your consumers to shop the way they want.

LEARN MORE

Customer-owned

Two – in – Three Retailers Plan to Increase Their Tech Spend in 2024



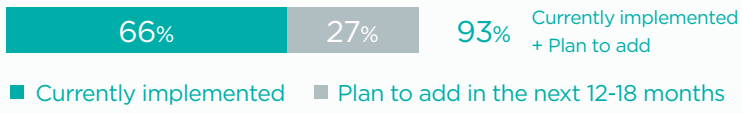
Mobile Journeys for Associates

Did you know?

1 - in - 4 will add mobile devices for managers, anti-theft and workforce tech solutions.

Back-end Technologies

Mobile Tablets for Managers

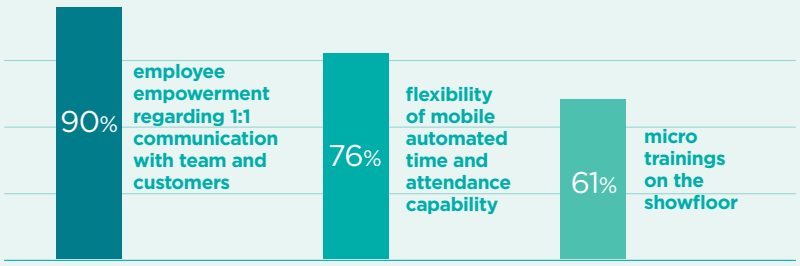


Source: 2024 Grocery Tech Trends Study by Progressive Grocer

With 70% of the stores globally offering both options of mobile self-scanning, consumers can simply mix and match their favorite option.

Source: RBR, Mobile Self-Scanning and Checkout-Free 2021

Top 3 Reasons Why Retailers Invest in Mobile Devices for Associates



Source: Source: 2022 RSR Report "Has the Era of the Empowered Workforce Finally Arrived?"

Want to know what the best device mix is for your retail store - including mobile devices for consumers and associates? The DN Storevolution™ Advisory Services **team can help! We analyze and calculate your stores and shoppers to simulate the impact of planned changes before any pilots or official rollouts begin.**

Source: 15th Annual Zebra Global Shopper Study 2023

Source: 2019 Nielsen Grocery Shopper Consumer Survey commissioned by Diebold Nixdorf

How to Ensure Highest Availability at Lowest TCO...

Our Managed Services team can proactively monitor a retailer's ecosystem before hiccups happen to ensure always-on, multivendor journeys while collecting real-time data to provide business intelligence at the lowest TCO.

Did you know that >70% of your TCO is caused by operational costs and not by initial system purchase and set-up?

27%
Hard Costs
Acquisition of hardware, software and tools

49%
Soft Costs
Operational and productivity loss, data consumption

24%
Support Costs
IT support, updates, and upgrades

Source: TCO Models for Mobile Computing and Communications Platforms, VDC Research

Are you ready to start revolutionizing your operations and consumer experiences?
Get started with the right checkout mix by running smart and open API software—all backed by proactive and predictive services. The Storevolution™ is built around four guiding principles that retailers should focus on in order to successfully design, enable and operate consumer and staff journeys.

Learn how you can improve staff efficiency, drive customer satisfaction and manage your costs of operations.

To learn more, **visit DieboldNixdorf.com/RetailPortfolio**