

A chef in a white shirt and grey apron is working in a kitchen, using a metal spoon to serve food from a large metal tray. The kitchen has stainless steel surfaces and a range hood in the background. The lighting is warm and focused on the chef.

Samsung Ordering Kiosk

Powered by Clover

Revised May 2023

Why Kiosk's Now

- Over the past two years many customers have become comfortable with ordering food online
- End users are more acclimated to self-service than ever before
- The Samsung Kiosk is one of the most affordable kiosk options in the market
- Reduces staffing needs for the restaurant
 - September report from One Fair Wage shows average wage in QSR industry is now \$13.50/hr
 - If the kiosk can reduce staff needs by one part-time (20 hour per week) employee, the breakeven for the kiosk is 16 weeks



Samsung Kiosk – Next Generation Self-Service Solution

Samsung Kiosk Hardware	Clover Flex Gen 2
Purchased as a turnkey bundle from Fiserv (\$2,399 wholesale price) through Fiserv's Online Store (Marketplace)	New Flex Gen 2 WiFi device purchased through manual or bulk process (see slides 4 & 5)
Additional \$99 Deployment fee	Existing Clover Flex Gen 2 WiFi can also be utilized with kiosk
DOES NOT include Clover Flex (does not support Flex Gen 1 or Gen 3 devices)	Flex and kiosk arrive at the merchant separately and the Flex must be physically mounted to the kiosk on-site
Includes 3-year on-site warranty from Samsung. Not available for merchants in Alaska, Hawaii, or Puerto Rico.	<ul style="list-style-type: none"> • Clover Care no longer available for Flex Gen 2 WiFi purchased through manual process • Clover Protection available for Bulk ISO purchases
Pedestal stand sold separately for \$399 in the same online store	
Apps Supporting the Samsung Kiosk powered by Clover	
Available in the Clover App Market, search for Samsung Kiosk. Register the number of kiosks to support and that begins the onboarding process with the App Developer.	
App developer will provide guides and help to install software on the Flex and kiosk and set up in their web portal for managing the appearance of the menu on the kiosk	
Utilizes normal Clover App Market billing	
Requires either the Counter Service Restaurant or Table Service Restaurant SaaS plan	
Price per month, per kiosk, listed in the App Market	
App providers will provide some help setting up menus for kiosks. Vendors offer additional services to do more of the work for additional one-time fees.	



- “All-in-one” design for complete solution
- Industry best out of box experience, long-term reliability and ease of maintenance

Buying the Hardware – Standard Clover Clients

Clover Flex Gen 2 WiFi will no longer be sold individually after April 5th, 2023

- Price for kiosk - \$2399
 - **Does not include** Flex Gen 2 WiFi
 - Includes 3-year White Glove Service from Samsung*
 - Additional \$99 deployment fee will be added
 - **Not available for purchase for merchants in Alaska, Hawaii, or Puerto Rico**
- Optional pedestal stand for \$399
- If a merchant needs a Flex Gen 2 WiFi for the Samsung Kiosk...
 - Contact your *Fiserv Hardware Solutions account rep* to place an order for the Flex Gen 2 WiFi and Samsung Kiosk together
 - Or complete the Samsung Kiosk Order Form and submit to your *Fiserv Hardware Solutions account rep*
 - The Clover Flex Gen2 Wi-Fi unit will be shipped out un-provisioned. You will need to provision the device via your Clover Dashboard, before delivering to your merchant. Please contact your CSA if you have questions regarding the provisioning process.
- Previous pricing for the Flex Gen 2 WiFi still applies and will be added to the kiosk price
 - Clover Care for the Flex Gen 2 WiFi will not be available for manual orders

*White Glove Service is not available in Alaska, Hawaii or Puerto Rico



Buying the Hardware - Bulk Clover Clients

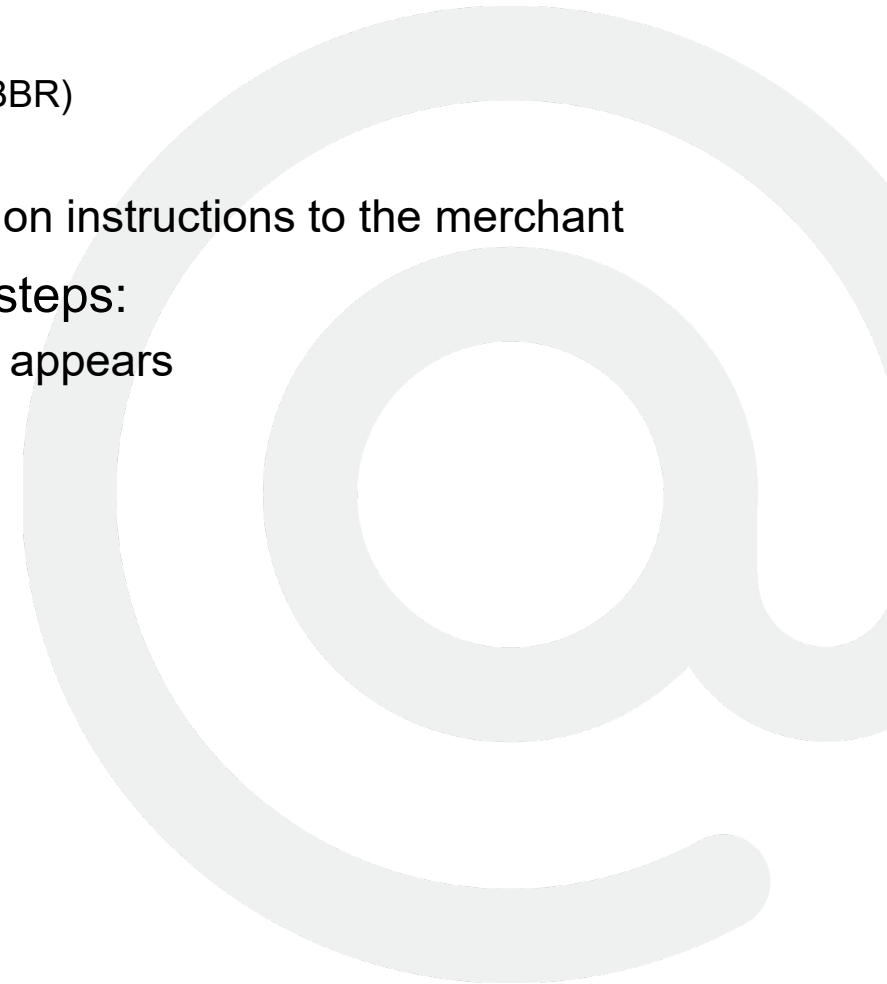
Online ordering, via Bulk, through FD Marketplace is currently not available

- If a merchant needs a Samsung Kiosk with a Flex Gen 2 WiFi...
 - Contact your *Fiserv Hardware Solutions account rep* to place an order for the Flex Gen 2 WiFi and Samsung Kiosk together
 - Or complete the Samsung Kiosk Order Form and submit to your *Fiserv Hardware Solutions account rep*
 - The Clover Flex Gen2 Wi-Fi unit will be shipped out un-provisioned. You will need to provision the device via your Clover Dashboard, before delivering to your merchant. Please contact your CSA if you have questions regarding the provisioning process.
- Previous pricing for the Flex Gen 2 WiFi still applies and will be added to the kiosk price
 - Clover Protection for the Flex Gen 2 WiFi will not be available for manual orders
- Price for kiosk - \$2399
 - **Does not include** Flex Gen 2 WiFi
 - Includes 3-year White Glove Service from Samsung*
 - Additional \$99 deployment fee will be added
 - **Not available for purchase for merchants in Alaska, Hawaii, or Puerto Rico**
- Samsung Kiosk bundle will add the Clover Flex Gen 2 WiFi
 - Flex Gen 2 WiFi pricing based on your Clover pricing tier
 - Clover Protection is not available for purchase with the bundle
- Optional pedestal stand for \$399

*White Glove Service is not available in Alaska, Hawaii or Puerto Rico

Installing the App on the Kiosk

- We will no longer be loading the software on the kiosk directly
 - You will no longer have the step to select a program (Nanonation or GRUBBR)
 - You can now order in quantities greater than 1
 - The app provider (Nanonation or GRUBBR) will provide app installation instructions to the merchant
- If you want to preload the software for the merchant, follow these steps:
 - Long press one of the bottom corners of the kiosk screen until a menu appears
 - Select *Home*
 - Select *App Management*
 - Select *Install from Web Server*
 - Type in the following URL, based on the app provider
 - Nanonation - <https://content-cp.nanonation.net/samsung/kiosk.zip>
 - GRUBBR - <https://builds.GRUBBR.net/kiosk/v1/latest/kiosk.zip>
 - Select *Done*
 - Select *Install*



Installing the Kiosk at Your Customer

Software setup guides and videos provided by our app providers

- Nanonation - <https://orderingkiosk.net/setup-and-support/>
- GRUBBRR - <https://GRUBBRRhelp.zendesk.com/hc/en-us/categories/7648270937243-GRUBBRR-Kiosk-for-Clover-Customers>

When the Kiosk Arrives

- Plug in and connect to the Internet
- Ethernet is recommended for best reliability, but WiFi is also supported
- Mount the Flex into the bracket on the front of the kiosk
- Follow instructions to pair the Flex to the kiosk

Configuring the Menu

- Many merchants don't enter their menus into Clover the way they would show them to customers
- The app provider (Nanonation or GRUBBRR) will have an onboarding process to follow
- Merchants can customize the look, feel, descriptions and images of items on their menu via the app provider's web portal
 - It's highly recommended merchants complete while waiting for the kiosk to arrive

The ROI Conversation

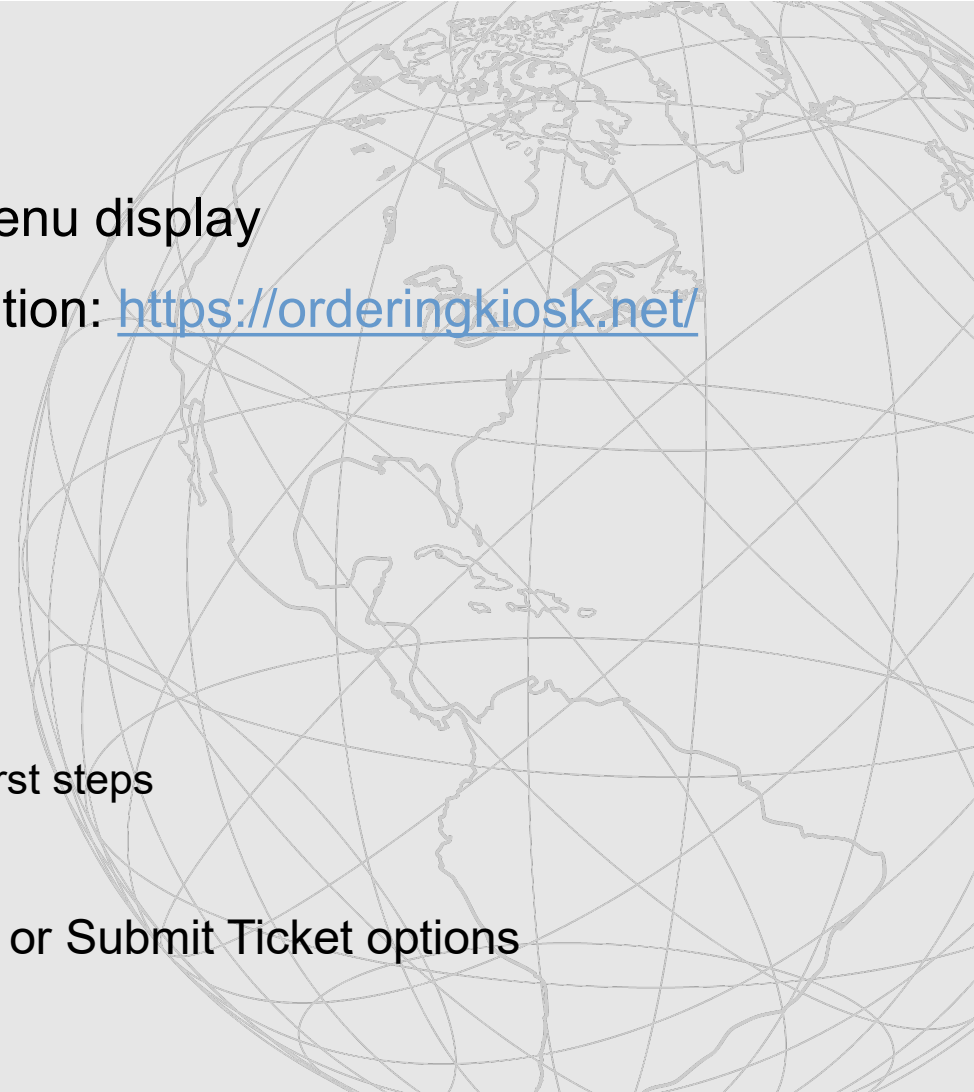
The best sale is when the customer sells themselves

- Ask your merchant how many hours a week their restaurant is open
- How much do they pay employees to take orders (if they will share)
- Multiply the weekly hours (hourly rate) by 26 weeks to calculate 6-month cost for one order taker
- Compare that cost to what you are proposing
- Have them consider that pay back over 2-3 years



Support from App Providers

- App Providers have the most experience with the kiosk's
- They will uniquely be able to solve issues with pairing or menu display
- Nanonation has a website dedicated to supporting this solution: <https://orderingkiosk.net/>
 - For Partners with support questions:
 - 800-430-4670
 - Mon-Fri 8:00am – 9:00pm ET, Sat 10:00am – 6:00pm ET
 - After hours message service
 - Email support@orderingkiosk.net
 - For Merchants:
 - Nanonation recommends utilizing the support page and email as first steps
- GRUBBRR support found at <https://clov.GRUBBRR.com/>
 - Use the support dropdown on the website and use Contact Us or Submit Ticket options



Support from Clover

For Partners and merchants, please contact Clover Support through existing methods

- Make sure to mention the call is about a kiosk solution
- Clover Support can do basic hardware troubleshooting and engage Samsung white glove service, as needed*
- Clover will resolve any Flex related issues or hand off to partners as appropriate

Calling Samsung (1-866-SAM4BIZ)

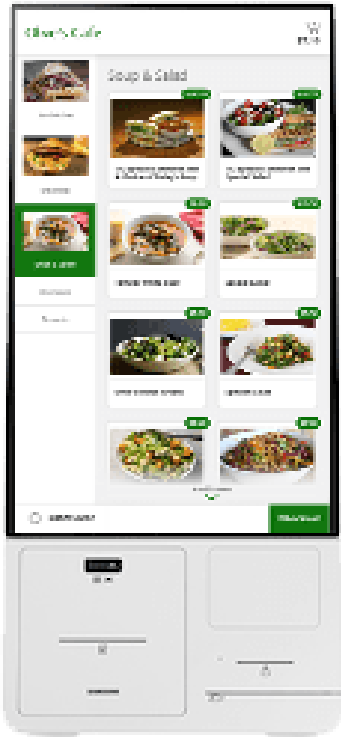
- If there is a hardware issue, you/merchant will need to provide the serial number of the display and base
 - Located inside back panels of kiosk - make sure you can get access or have them documented

*White Glove Service is not available in Alaska, Hawaii or Puerto Rico

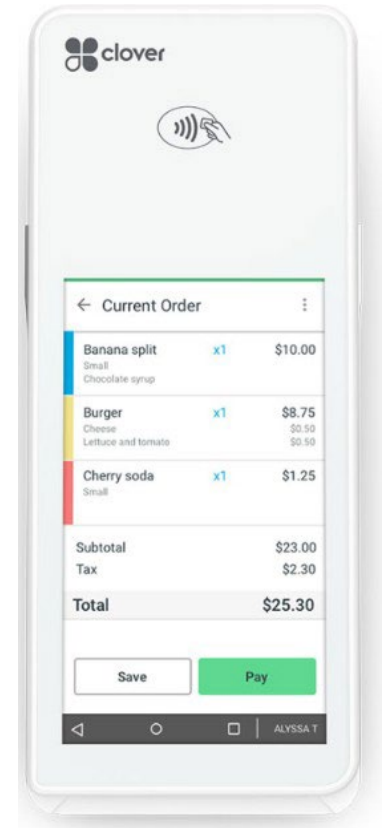
Peace-of-Mind Warranties

Please note, there's no warranty on the optional floor stand.

Kiosk and White Glove Service are not available in Alaska, Hawaii or Puerto Rico.



Kiosk White Glove Service	Hardware Covered	Clover Care / Clover Protection
Samsung Kiosk	Hardware Covered	Clover Flex
Included	Price	Not Included
3 Years	Duration	3 Years
Covered	OEM Defects	Covered
No	Accidental Damage	Covered*
No	Theft/Loss/Fire/Flood	No
3	Replacements	3



* Accidental coverage not available in NY state



Appendix

Samsung Kiosk



Easy Installation & Maintenance

- Fast and simple installation with less assembly jobs, built-in peripherals and less cabling
- Modular design for fast maintenance service



High Reliability & Security on Tizen SoC

- Robust and stable solution by World's No.1 display market leader
- Secured Tizen Knox platform to protect payment data



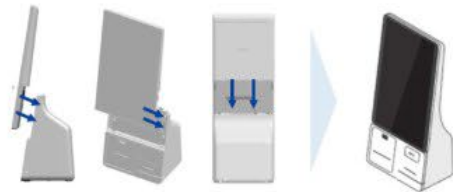
Device Management with RM Solution

- Proven remote monitoring solution to check the operating status and the health of the kiosk
- Remote control to minimize site visits for engineering jobs



Competitive Pricing

- All-in-one product with a high quality and more reasonable pricing
- Reduced entry barriers for mid-sized franchises or SMB stores



APPLICATION (Ordering App)	<ul style="list-style-type: none"> • Secure Zone • Secure Storage • Secure IME
PLATFORM (Tizen)	<ul style="list-style-type: none"> • Access Control • Kernel Monitor • Trusted Boot
HARDWARE (System On Chip)	<ul style="list-style-type: none"> • ARM Trust Zone • Secure Boot • System on Chip



Clean & Safe Touchscreen

- Relives end-users' discomfort and removes repetitive sanitizing jobs for touchscreen
- UL certified antibacterial solution with safe and harmless ingredients for humans
 - ✘ UL certification testing is under progress, will be completed by the product launch

Anti-microbial Touchscreen

- Samsung's new touchscreen with built-in Anti-microbial coating that helps protects the screen against 99.9% of bacteria.
- Touchscreen's infused with a zinc-based additive verified to block microbial growth to keep the screen clean from germs.



- ✓ Touchscreen
- ✓ Anti-glare Coating
- ✓ **Anti-microbial Coating**



- UL certified solution with strong antibacterial power to kill 99.9% bacteria
- Safe and harmless ingredients for humans, certified by FDA

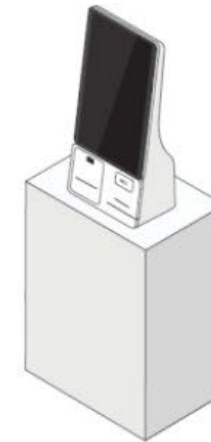
	Conventional	Samsung
Ingredients	Copper or Silver ions	Zinc
Transparent	Low	High
Harmful to Human	Yes	No
Yellowing	Yes	No
UL Certification	No	Yes

Samsung Kiosk – Product Specs

☐ Model code 1(TBD) for Display and Connect Box, Model code 2(TBD) for floor stand

Part	Item	Spec
Display	Inch	24"
	Touch	Cap touch
	Brightness	250 nit
	Resolution	FHD (1080 x 1920)
	Input	USB x1 (for memory extension) RS232C x1 (for MDC), LAN x1
	Speaker	5W X1
	Network	Ethernet, Wi-Fi
	Storage (SSD)	8 GB (User available 4.3 GB)
	Memory (RAM)	3 GB
	OS	Tizen 4.0
Connect Box	Input	USB x3, RS232Cx3, LAN Out x1
	Output	LAN Out x1 (for EMV)
	Printer	Built-in (connected via RS232C)
	QR/Barcode Reader	Built-in (connected via USB)
	EMV Cradle	Yes (for Verifone P400 / connected via RS232C)
	Power Strip	Built-in (for Display, Printer and EMV)
Accessory	Floor Stand	Yes (Option)

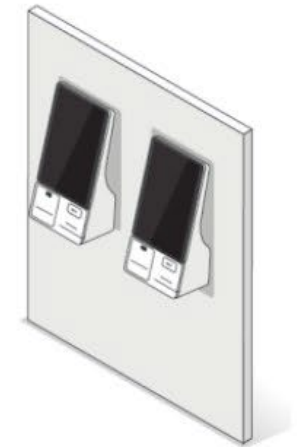
< Dimensions >



W334*D236*H738



W450*W325*H1650



W334*D236*H738¹⁾

1) It may differ from the mounting spec

Thank You!