

Samsung Ordering Kiosk

Powered by Clover and GRUBBRR

March 2023

Why Kiosks 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	New Flex Gen 2 device purchased through your normal process
Additional \$99 Deployment fee	Existing Clover Flex 2 nd Gen 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.	Clover Care / Clover Protection applicable to devices with coverage
Pedestal stand sold separately for \$399 in the same online store	

Samsung Ordering Kiosk by GRUBBRR app
Available in the Clover App Market
Allows merchant to use the GRUBBRR portal for optimizing the kiosk menu display and includes a Clover Flex app download
Utilizes normal Clover App Market billing mechanism
Requires either the Register, Counter Service Restaurant, or Table Service Restaurant SaaS plan
\$99/month, per kiosk, through Clover App Market billing
GRUBBRR will also make available a menu conversion service to assist the merchant with enabling their Clover menu for self-service



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

Buying the Hardware

- FD Marketplace (Marketplace Online Store)
- Web address: <https://marketplace.firstdata.com/>
- Login and look for Samsung Kiosk – GRUBBRR
- Price for kiosk - \$2399
 - Includes 3-year white glove service from Samsung*
 - DOES NOT include Flex
 - Additional \$99 deployment fee will be added
 - **Not available for purchase for merchants in Alaska, Hawaii, or Puerto Rico**
- Purchase Flex Gen 2 separately through normal process**
- Optional pedestal stand for \$399
- To easily find the kiosk in FD Marketplace filter on the Product Catalog page by “None”.
- Filter on “Samsung” to locate the stand

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

**Clover Flex Gen 1 or Gen 3 not supported with kiosk solution



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



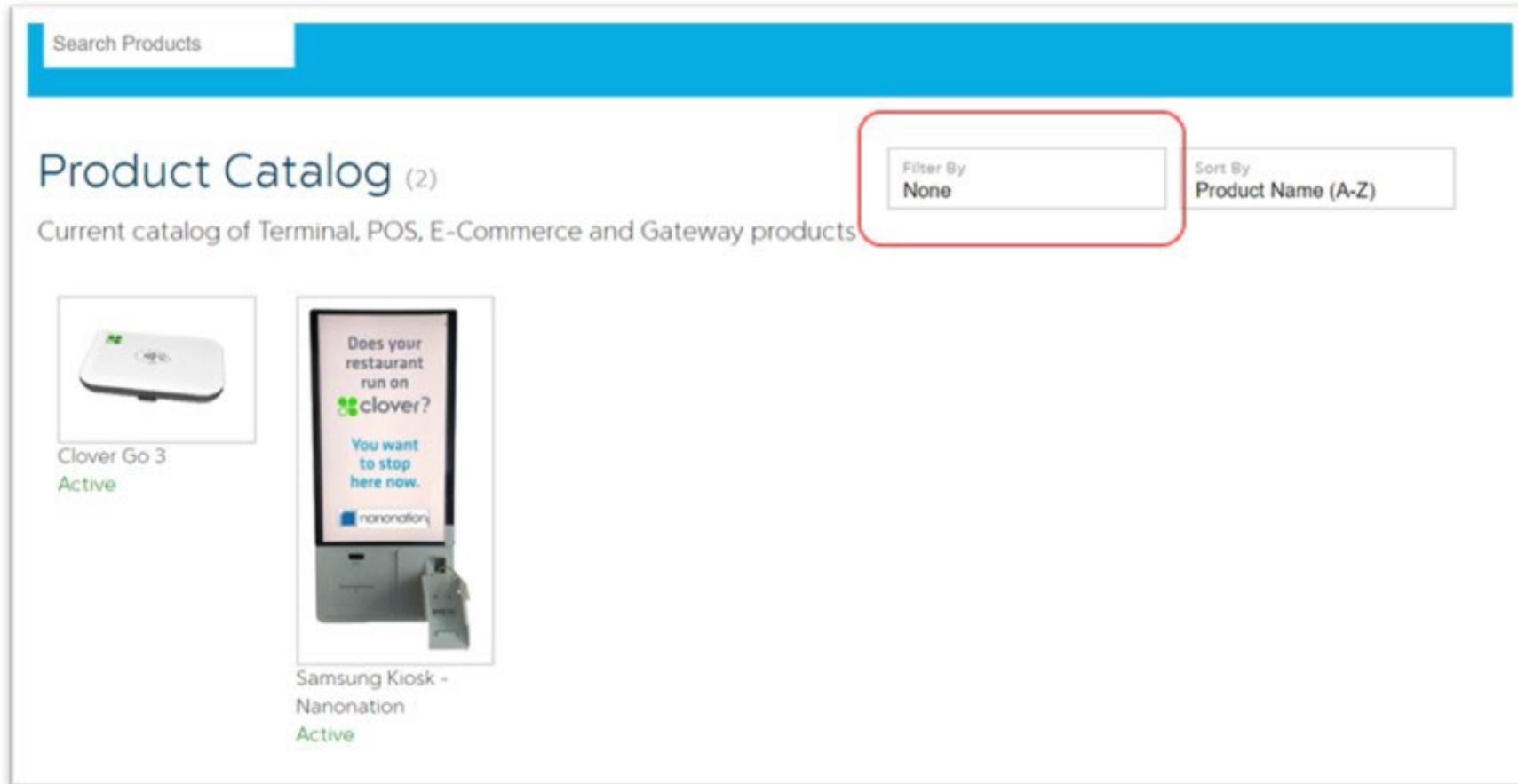
How to Order

- The Samsung kiosk is available for ordering via [FD Marketplace](#)
 - We have two instances of our online store; one is for Clover Hardware and the other is for non-Clover Hardware
 - The Samsung kiosk is currently available to order through our non-Clover Hardware only store
 - If you do not have access, please contact your FHS representative for assistance



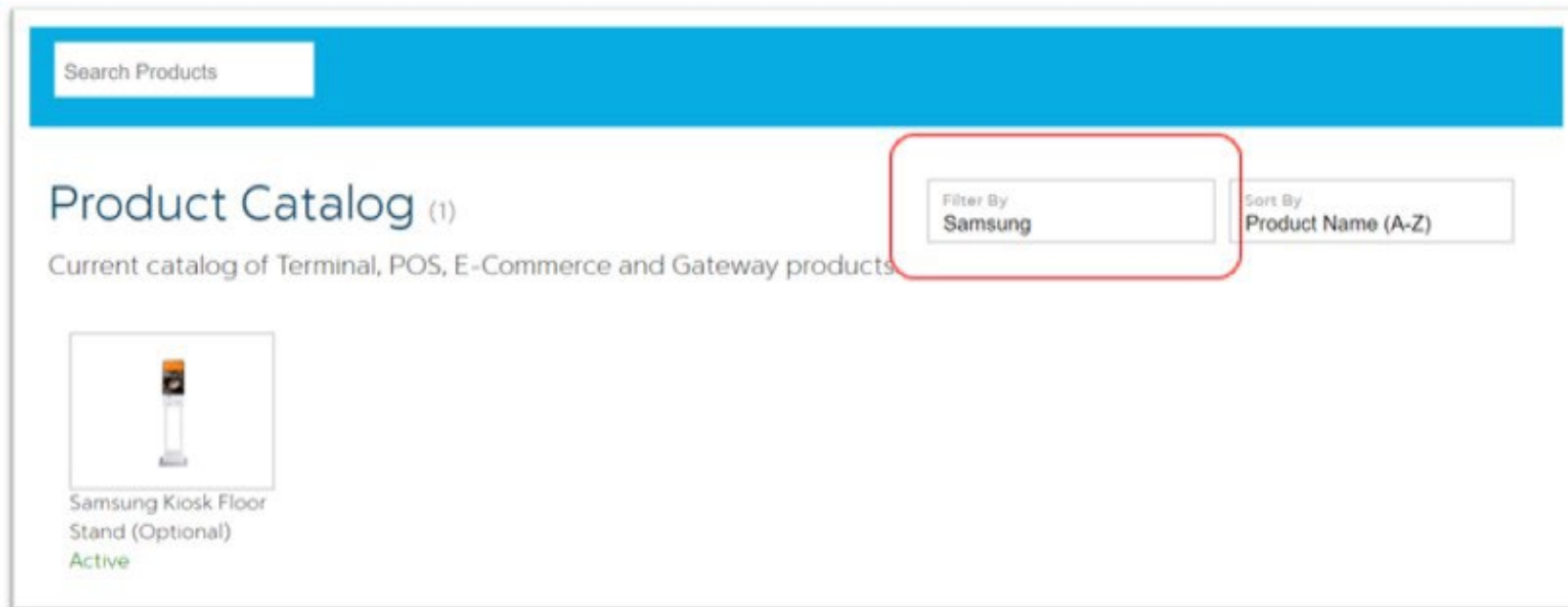
How to Locate Items Via Online Store

- To locate the kiosk via the online store, select **None** in the *Filter By* field:



How to Locate Items Via Online Store

- To locate the optional pedestal stand, select **Samsung** from the *Filter By* field:



How To Configure the Terminal

- When adding the Samsung Kiosk to the cart via the Online store, you will be prompted to select a Programming application per the Configure Terminal screen. Please select **SAMSUNG_KIOSK_GRUBBRR** from the PROGRAMMING drop down listing (see screen shot below). Please refrain from selecting NONE as this will result in a rejected order.

Configure Terminal »

Grubrr SMB Clover App for Samsung Kiosk

PROGRAMMING APPLICATION
SAMSUNG_KIOSK_GRUBBRR

PROGRAMMING D APPLICATION
NONE
SAMSUNG_KIOSK_GRUBBRR

Download File
SAMSUNG_KIOSK_GRUBBRR

CANCEL SAVE

Demo Devices and Webinars

Demo Devices Available

- How to Order
 - Purchase the Samsung kiosk through Marketplace and select **SAMSUNG_KIOSK_GRUBBRR** from the PROGRAMMING drop down listing
 - Download the GRUBBRR app to your existing Flex Gen 2 demo device, via the Clover app market
 - **NOTE: Flex Gen 2 devices are no longer available to purchase as demo units**
 - Contact GRUBBRR to complete the setup process, as a typical merchant would do
 - GRUBBRR can be reached via:
 - 844-482-6758
 - cloversupport@GRUBBRR.com
 - Pair your demo Flex Gen 2 device to the Samsung kiosk, like a merchant installation

Complimentary GRUBBRR Webinars

- GRUBBRR is offering complimentary webinars, via https://zoom.us/webinar/register/1116685465214/WN_ZODKIoMvRYqz9ncLm5ScBg

Installing the GRUBBRR App

- Search for Samsung Kiosk in Clover app market
- Subscribe to **Samsung Kiosk App** by GRUBBRR
- Price is \$99 per kiosk
- GRUBBRR is including initial menu setup help
- Merchant needs to run app to start setup process with GRUBBRR
- Merchant gets login with GRUBBRR backend portal
- Sync your Clover Menu
- Use GRUBBRR portal to organize your menu, add additional descriptions for items, and add optional hero images or video
- ***Requires either the Register, Counter Service Restaurant, or Table Service Restaurant SaaS plan***

SOLVE YOUR LABOR ISSUES
FOR LESS THAN \$3/DAY

24/7/365 SUPPORT
FAST & EASY SETUP
CANCEL ANYTIME, NO COMMITMENT

SAMSUNG
POWERED BY
GRUBBRR

CUSTOMIZABLE
HIGH RES IMAGES
INCREASE REVENUE

MADE FOR
clover

G SAMSUNG
Samsung Kiosk App by Grubrr

[View Subscription Pricing](#) [Connect](#)

Benefits

- Affordable self-ordering for Clover. No contracts, cancel anytime
- Increases average ticket size with consistent upsells, and high resolution menu images
- Fast and easy setup in less than 20 minutes. Dedicated 24x7x365 support team
- Synchronized with your Clover dashboard. Automated item and menu updates
- Fully customizable to your brand including menu images, animated GIFs, and videos

What's New

Latest Version: 1.0.22245.42-Prod-SamsungKioskApp-GR
[View Version History](#)

Available On

Mini(3rd Generation)	Mini(2nd Generation)
Station Solo	Station (2018)
Flex(2nd Generation)	Flex

Support

(844) 482-6758

Descriptions

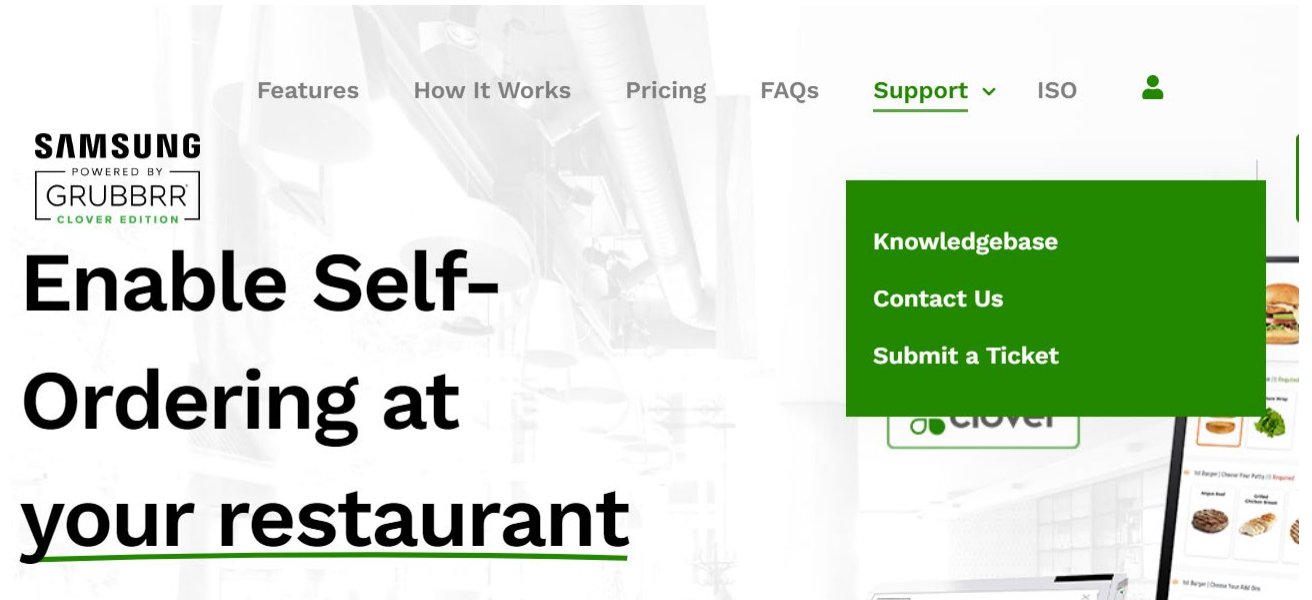
Installing the Kiosk at Your Customer

- Software setup guides and video provided
- Go to clov.GRUBBRR.com
- Select Support / Knowledgebase (top right)
- Inside the Knowledge Base select **Clover: QuickStart Guide** (bottom right)
- You will get a quick video tutorial of how to set up the kiosk
- Following the video are detailed steps for physically setting up the kiosk along with instructions on how to pair the Flex to the kiosk
- Additional document – **Clover: Getting Started with GRUBBRR Kiosk** contains all the instructions for using the GRUBBRR backend portal to manage the menu display on your kiosk

The screenshot shows the GRUBBRR Knowledge Base website. At the top, there is a navigation bar with links for Features, How It Works, Pricing, FAQs, Support (with a dropdown arrow), and ISO. The Support dropdown menu is open, showing options for Knowledgebase, Contact Us, and Submit a Ticket. The main content area features a large banner for the Clover Kiosk with the text 'Download the Clover Kiosk App Today' and an 'INSTALL FROM Clover App Market' button. Below the banner is a search bar with the text 'GRUBBRR Knowledge Base' and a search icon. The search results are displayed in two columns. The left column lists 'GRUBBRR Products' including Kiosk, Kitchen Display System (KDS), Online Ordering, and Loyalty. The right column is titled 'Getting Started' and lists three articles: 'Clover: QuickStart Guide', 'Clover: Getting Started with GRUBBRR Kiosk', and 'Clover: FAQs'. A 'Help' button is visible at the bottom left of the page.

Support for You and Your Merchant

- For questions about the solution, pre-sales information and questions
 - Visit <https://clov.GRUBBRR.com/iso/>
 - Fill out form at bottom of page and a GRUBBRR representative will be in touch
- For customers go to clov.GRUBBRR.com
 - Use support dropdown (pictured right)
 - Options to contact or submit ticket



**Enable Self-
Ordering at
your restaurant**

Support for You and Your Merchant (Hardware)

For ISOs 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*
- GRUBBRR can also engage Samsung if they discover hardware issues during support call
- 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

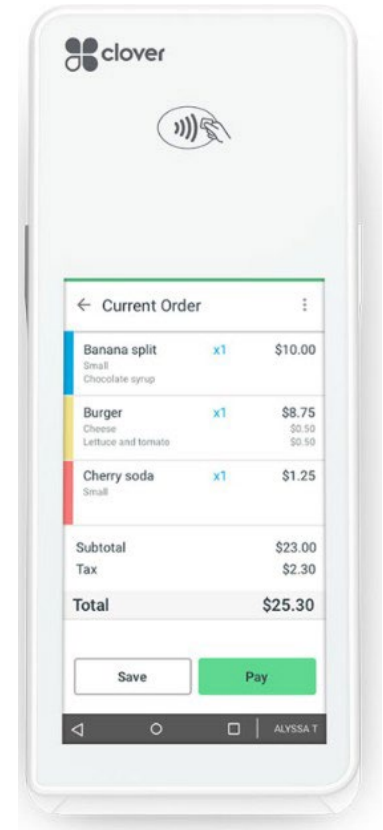
Peace-of-Mind Warranties

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 the state of NY



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



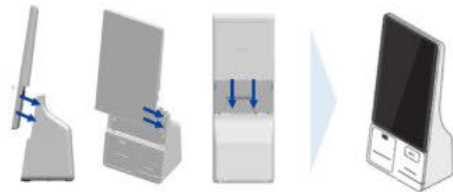
Device Management with RM Solution

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



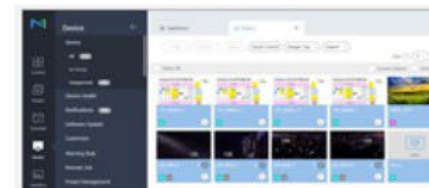
Competitive Pricing

- 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

MagicINFO



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 protect 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**

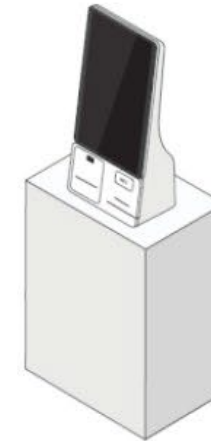
	Conventional	Samsung
Ingredients	Copper or Silver ions	Zinc
Transparent	Low	High
Harmful to Human	Yes	No
Yellowing	Yes	No
UL Certification	No	Yes

Samsung Kiosk – Product Specs

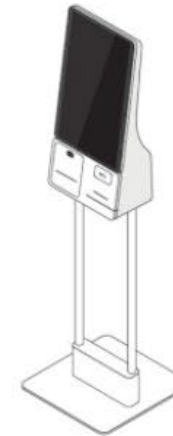
☐ Model code 1(TBD) for Display and Connect Box, Model code 2(TBD) for floor stand

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)

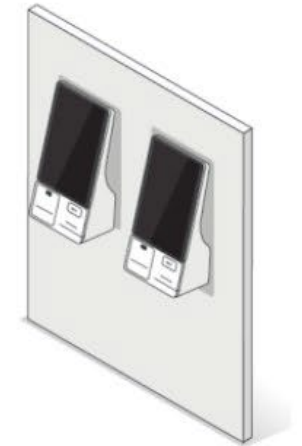
< Dimensions >



W334*D236*H738



W450*W325*H1650



W334*D236*H738¹⁾

1) It may differ from the mounting spec

Thank You!