

Ingenico supports Selecta Group in its digital and omni-channel strategy

Ingenico Group (Euronext: FR0000125346-ING), the global leader in seamless payment, is pursuing its partnership with Selecta: its omni-channel payment solution, combining payment terminals and a transaction management platform, will enable contactless payment, central and unified processing of payments transacted on Selecta vending machines as well as immediate refunds on cards when there are vending incidents.



As European leader in Automatic Vending, Selecta is present in 18 countries with more than 150,000 machines. Its digital transformation strategy aims to facilitate consumers' buying journey and increase their average basket: it therefore places electronic payment at the heart of Selecta challenges. This transformation involves a modernisation of the inventory with more ergonomic vending machines equipped with interactive screens for the consumer and connected in real-time to the back office to improve merchandising and quality of service. This transformation is in particular based on the rapid rise of contactless payment in France.

Therefore, since 2015 in France, more than 3,000 drink and confectionery vending machines have been equipped with Ingenico contactless terminals, at several highly frequented public sites, including the Paris metro, stations, airports and service stations.

In addition to contactless terminals, Selecta wanted to use Ingenico's omni-channel payment solution to facilitate the after-sales service and rapidly resolve vending incidents. Among other things, via the Internet, it enables Selecta to instantly refund a transaction made on its machines in one click. This simple operation replaces the often complex refund process in the automatic vending sector (sending cheques or vouchers or making transfers).

The solution selected thereby enables Selecta:

- to centralise its payment transactions and have a unified back office,
- to reduce the processing costs involved in refunds (no postal costs, transfers, etc.),
- to limit the risk of fraud (data security, laundering and identify theft).

On their side, consumers will benefit from:

- the speed and ease of contactless payment,
- accelerated, simple, secure and paperless refunds (no need to request card information by telephone).

"Refunds can account for 1% to 3% of total sales and their processing cost is sometimes higher than the value of the merchandise refunded. Our solution divides their total cost by ten for the merchant, secures the process from end to end and limits fraud", comments Guillaume Pascal, Managing Director for Ingenico Group in France. **"This example illustrates our capacity to implement omni-channel**

payment solutions for merchants, which are an essential driver in the development and profitability of tomorrow's commerce."

"The implementation of contactless payment on our vending machines day after day proves to be an important sales development thrust", adds the CEO of Selecta France. **"The new refund by web solution offered by the Ingenico Group is perfectly in line with our omni-channel vision. It enables us to improve the satisfaction of our customers in all refund operations and simplifies the management of our fleets."**

About Ingenico Group

Ingenico Group (Euronext: FR0000125346 - ING) is the global leader in seamless payment, providing smart, trusted and secure solutions to empower commerce across all channels, in-store, online and mobile. With the world's largest payment acceptance network, we deliver secure payment solutions with a local, national and international scope. We are the trusted world-class partner for financial institutions and retailers, from small merchants to several of the world's best known global brands. Our solutions enable merchants to simplify payment and deliver their brand promise.

www.ingenico.com  twitter.com/ingenico

About Selecta Group

Selecta is the leading vending and coffee services company in Europe with a turnover of MEUR 740 and 4,300 employees. Founded and headquartered in Switzerland in 1957, Selecta has grown its geographic market presence to 18 countries across Europe. Selecta serves 6 million consumers every day at its 140,000 points of sale addressing the growing need for out of home food and beverage services at the workplace and on the go. As the European market leader in vending services, we're constantly innovating and raising our standards, always ready to try out new ideas and concepts. Our goal is to make our clients' and consumers' vending experience an even greater one.

Contacts / Ingenico Group

Yucatan Agency

Céline Bernard & Elisa Lesieur

cbernard@yucatan.fr

elesieur@yucatan.fr

Tel: 01 53 63 27 27

France

Pauline Cieutat

Communication and Marketing Manager - France

pauline.cieutat@ingenico.com

Tel: 01 58 01 88 26

Contacts / Selecta France

Magali Bornert

Marketing Manager

magali.bornert@r.selecta.com

Tel: 01.49.37.40.67 / 06.64.08.51.49

Anouk Ikni-Chanliau

Office & Communication Manager

anouk.chanliau@fr.selecta.com

Tel: 01.49.37.40.03 / 06.64.08.41.15