City of Long Beach
Working Together to Serve

Memorandum

Date: August 1, 2016

To: Patrick H. West, City Manager

From: Michael Conway, Director of Economic and Property Development

For: Mayor and Member of the City Council

Subject: **Smart Market coming to City Hall**

Since October 1, 2015, Canteen Vending has provided vending services at City Hall. The service has been quite successful and along with additional improvements has helped to reactivate the lower level café area. Employees and invited guests now frequently use the area.

Due to this success, Canteen Vending has offered to upgrade the vending area to their Smart Market concept. Smart Market is an exciting and innovative micro-market vending system providing a larger product selection, more fresh alternatives (deli sandwiches, salads, fruit), and secure/convenient payment. Product selection will remain compliant with the City's healthy vending policy.

Users will have the option of setting up a user account at a kiosk, or going online. Users can then obtain access to the Smart Market using an account card, user name, or mobile device. Additionally, thumb print technology is being integrated in the system. For infrequent or one-time users, a credit card option will be available. Attached is a brief description of the concept (Attachment).

Based on the current level of activity and visitor type, Canteen Vending is confident the system will work well in our space. To provide vending services for non-employees and traditional cash purchases, one snack and one drink machine will be placed on the lobby level near the public restrooms. These machines will also remain healthy vending policy compliant.

Finally, this service will be provided to the City without any additional cost and under the existing purchase order contract with Canteen Vending.

The new Smart Market will be installed on August 3, 2016. The following Thursday and Friday, Canteen Vending staff will be on-site to introduce the system and guide people through the account setup process if needed.

cc: Charles Parkin, City Attorney
Laura L. Doud, City Auditor
Tom Modica, Assistant City Manager
Arturo Sanchez, Deputy City Manager
Rebecca Jimenez, Assistant to the City Manager
All Department Heads

smart market

Redefining Micro Markets...

Exclusively operated by:

canteen
ALWAYS FRESH, ALWAYS ON

Canteen is thrilled to introduce Smart Market.

What makes Smart Market unique is completely secure access. Smart Market has the ability to control access to products - while still allowing customers to browse - and select only those products they wish to purchase.

The system charges you only for what you walk away with... it's simple, safe and secure.

- Every Market Consists of:
  - Central operating kiosk
  - Cold beverage and fresh food cases
  - Ambient displays for snacks, pastry and candy
  - Fresh brewed premium coffee

smart market

- Customers create an account at the kiosk or use credit card for one time purchase
- Use account card, thumb print, user name or mobile device to open market doors
- Browse and select products

smart market

- Patented infrared technology will track selections removed from coolers
- Shopping cart will track your selections from door to door
- Finished? Simply walk away or check the kiosk for a final review
- Your transaction will be closed within 3 minutes

smart market

Account Information

Transaction History

Fund Your Account

Contact Us

LOG OUT

Transaction History

Account Balance for John Doe

$210.67

DATE AND TIME	TRANSACTION DETAIL	TRANSACTION TOTAL
Sept. 16, 2014 10:10 AM	Sales	-0.54
Sept. 12, 2014 9:30 AM	Adjustment	-1.33
Sept. 11, 2014 2:10 PM	Load via Pavilion Cash	25.00
Sept. 4, 2014 11:12 AM	Load via Pavilion Cash	100.00
Sept. 2, 2014 1:18 PM	Sales	-3.55
Sept. 1, 2014 5:13 PM	Sales	-2.00
Aug. 28, 2014 1:55 PM	Sales	-12.45

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Online account access
provides customer full transaction history for 90 days

smart market

- Account Information
- Transaction History
- Fund Your Account
- Contact Us

LOG OUT

Contact Us

Thank you for using Smart Market. Please contact us for assistance with your account at any time.

* Indicates Required f

First Name*

Last Name*

Company*

Title

Phone Number*

Email*

Address*

Address 2

City*

State* Zip*

Please contact me regarding

SUBMIT

Contact us anytime via your online account or smart device

smart market

Offering the convenience and variety of micro markets to previously underserved segments such as Higher Education, Hospitals, Hotels and Public locations...

Now that's Smart!

Features for account holders:

- Thumbprint, account card or credit card access
- Secure on camera purchases
- Online account access
- Transaction History
- Option to Auto Replenish account
- Contact Us Assistance

Benefits to offering service:

- Retail and secure solution for public locations
- New service point ideal for tenants, visitors and guests
- Increased selection for students and associates
- Availability of fresh food and premium brewed coffee
- Increased productivity and associate satisfaction

smart market

For more information contact:

Dave Shoemaker

714-640-9543

canteen

ALWAYS FRESH. ALWAYS ON