A.R.T. Vending, Lafayette, LA

USA TECHNOLOGIES
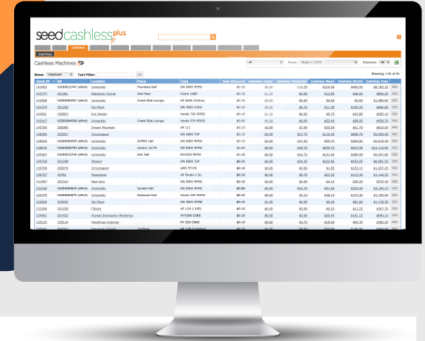
The Situation:

Ricky Tenney, an independent vending operator in Southern Louisiana, started his own vending operation in 2014. He purchased one vending account with 5 machines and A.R.T. Vending was born. Ricky learned the business and within a few years' time he grew the business to 50 locations.

THE CHALLENGE

Even with 50 locations Ricky continued to operate the business on his own. Ricky ran a very manual operation in terms of tracking sales and inventory. This resulted in several inefficiencies, such as bringing back large amounts of product, product spoilage, and overall time it took to pack inventory and service accounts. **He knew he was in need of one central system** to manage his sales, inventory, and service schedules to run a more efficient operation and continue to grow.

KEY BENEFITS

- Major time savings
- Eliminated waste from spoilage
- Improved customer service
- Provided the ability to manage the business from anywhere

SOLUTION

▸ **Inventory Tracking** in Seed Cashless+ (SCP) allows Ricky to **utilize machine level data** for analyzing his product performance by machine. This ensures he is preparing the right amount of product in advance, as well as enabling him to know which accounts require service on any given day. Resulting in stocked machines, and **reduced spoilage** across his locations.

▸ **Machine Alerts** send notifications to Ricky whenever his machines have a problem, whether that be a bill jam, service issue or low activity. This ensures Ricky's machines aren't down for prolonged periods, **saving him time and money.**

▸ **Enhanced Sales Reporting** gives A.R.T. visibility into what items are selling quickly and which ones aren't, giving Ricky the power to quickly merchandise his machines with his top sellers.

▸ **Cashless Readers** enable machine data to flow back to SCP, but they also allow A.R.T.'s customers to pay the way they want to pay. Already a firm believer in being 100% cashless across his machines, this feature validated how valuable this truly was for the business, as **45% of A.R.T.'s sales are credit card transactions.**

BEFORE	AFTER
Serviced 2 accounts per day	Now servicing 4 accounts per day
Zero insight as to what machines needed to be serviced	Added 15 machines since implementing SCP
No ability to track or manage inventory	Ability to pre-pick products in advance of service
Large amounts of spoilage at lower volume machines	Services higher volume machines more frequently, no longer has empty machines
Lack of visibility into empty machines and low product levels	Ability to better merchandise his products
	Reduced spoilage
	Ability to navigate through COVID-19 impacts by having key insights into real-time data, inventory levels, and service needs at essential locations.

> **I am so appreciative of the SCP Platform, it is essential for me to keep my business running.**
> – Ricky Tenney, owner of A.R.T. Vending