PEOPLE I PROPERTY I REPUTATION
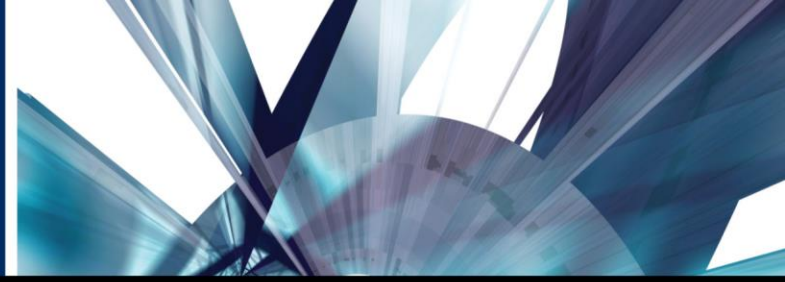
ASSET PROTECTION
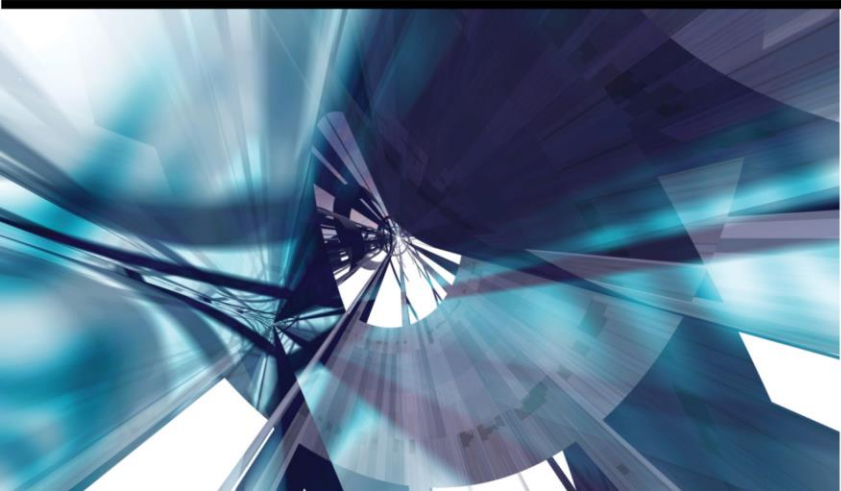
FMI

THE VOICE OF FOOD RETAIL

THE NEXT ERA OF PAYMENT TECHNOLOGY: SECURITY & RISK

FMI

THE VOICE OF FOOD RETAIL

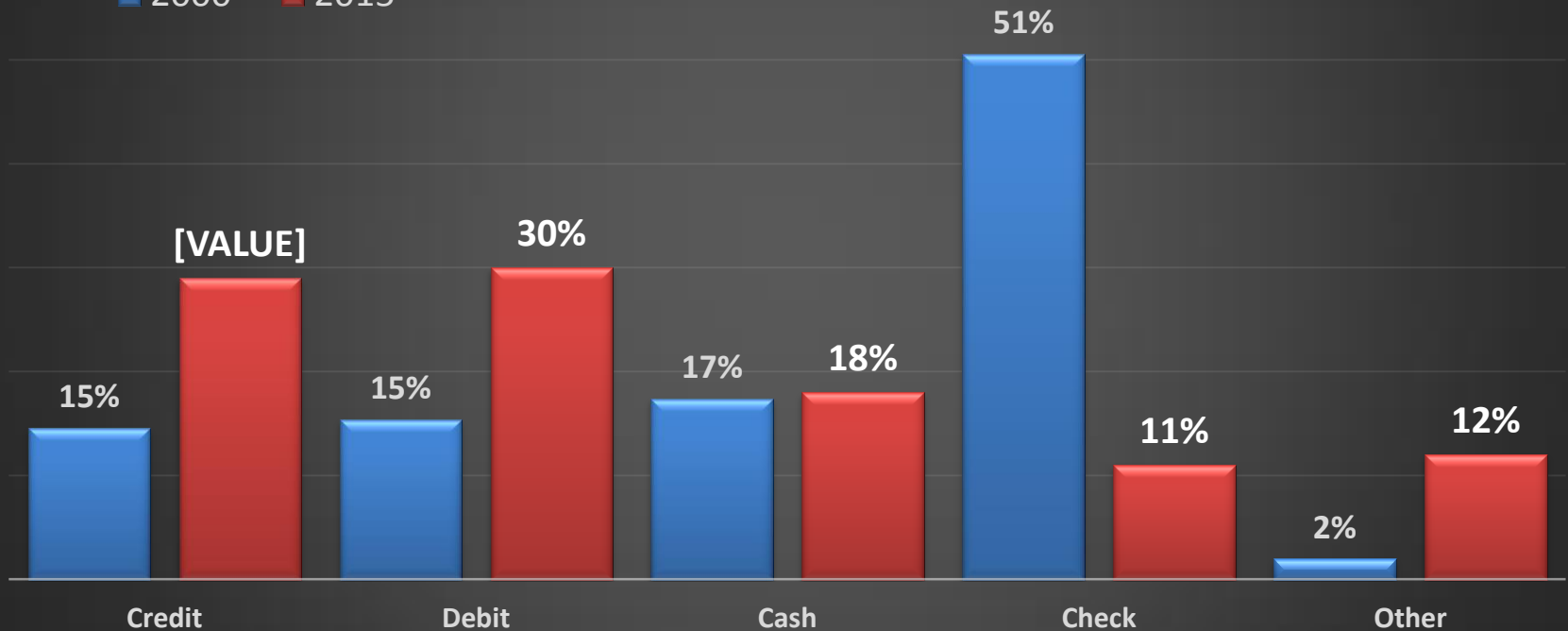Shawn Princell, Cash Flow Solutions, Inc.

Annette Higgins, AAP, Cash Flow Solutions, Inc.

John Guenther, Heinen's Fine Foods

PAYMENTS ARE CHANGING

Payment Types: As a Percentage of Dollar Sales

■ 2000 ■ 2015

Credit	Debit	Cash	Check	Other
15% / [VALUE]	15% / 30%	17% / 18%	51% / 11%	2% / 12%

NGA and Balance Innovations: Grocery Retailing Payments Study 2015

Transaction costs have increased...
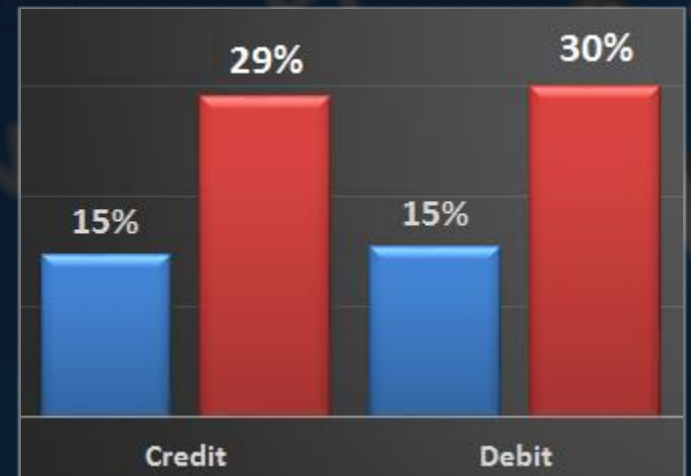
68% since 2000

CREDIT & DEBIT

Best Practices
- ➤ PCI Compliance
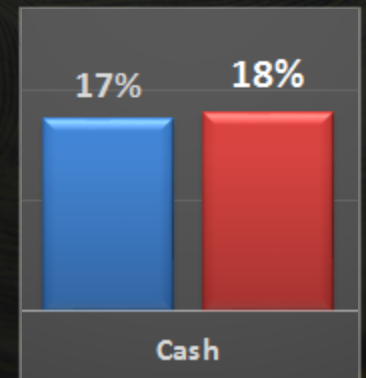- ➤ Breach Protocols
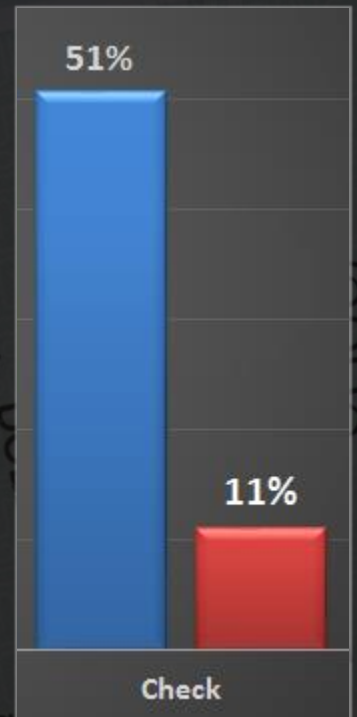- ➤ EMV and the Future

CASH

Cash Security

➢Cash Counting Technology

➢Cashier vs Lane Accountability

➢Cash Limits in Store Safe

17%   18%

Cash

CHECKS

Mitigating Risk & Stopping Fraud

➢Remote Check Deposit

➢Loyalty Integration

➢Negative Database

➢Recovery Process

51%

11%

Check

FUTURE OF PAYMENTS

- ☐ Role of Loss Prevention
- ☐ Leveraging Loyalty Programs
- ☐ ACH Payments
- ☐ Mobile Payments
- ☐ Apple Pay
- ☐ Evaluating Payment Technology

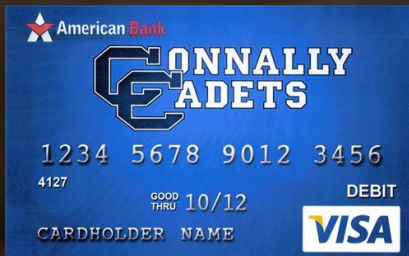# ROLE OF LOSS PREVENTION

LEVERAGING LOYALTY

Why are **loyalty programs** important to payments?

How can loyalty **reduce fraud** and **mitigate risk**?

ACH PAYMENTS

How does ACH work?

Cost Savings   **Loyalty Cards**   **Existing Programs**

MOBILE PAYMENTS

APPLE PAY

"People are buying credit card numbers online, then loading those same numbers into Apple Pay, in essence making themselves a handy fake credit card, without going to the trouble of making a physical fake."
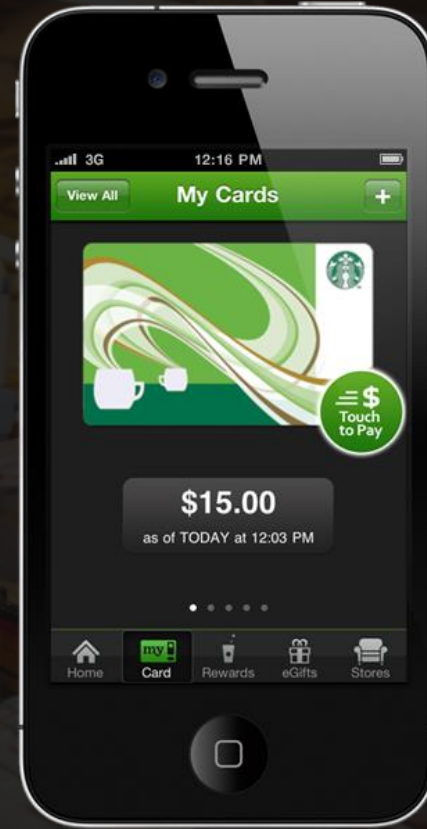
-Gizmodo.com (1/26/15)

EVALUATING PAYMENT TECHNOLOGY

Open Loop vs Closed Loop

Open Loop

Closed Loop

Data Security

Tokenization

Encryption

Hardware

Dynamic vs Static Tokenization

ACH Risks & Liability

Customer Authentication

- ➤ Challenge Credit and Debit
- ➤ Online Banking Credentials
- ➤ Financial Databases

Liability on a $30 transaction ➜ **$0.03**

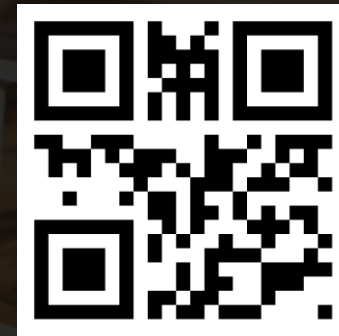# WiFi & Network Access

WiFi Access

Cell Signal Booster

Acceptance Methods

Near Field Communications

QR Code

Barcode

Bluetooth Low Energy

Future of Payments

Mobile Commerce... it's not about the payment!

- ➢ Engaging the Shopper
- ➢ Enhancing the Experience
- ➢ Creating Loyalty
- ➢ Adding Value
- ➢ Seamless Checkout

Questions?

Shawn Princell, Cash Flow Solutions, Inc.

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