Enhance Customer Service with Kiosks

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WHAT YOU'LL LEARN

Post-pandemic retail
- Doing more with less – people, products, patience
- Catering to customers
- Supporting store staff

Paladin integration with AML Monarch Enterprise Self-Service Kiosk
- Overview
- Features & benefits
- How to place an order

Post-pandemic retail

One of the longest lasting effects of the COVID-19 pandemic has been the Great Resignation.

In January 2022:

- 4.3 million people quit their jobs.
- There were 11.3 million job openings.

Post-pandemic effects

The NRF's (National Retail Federation) reports that 83% of consumers say convenience is more important to them now than five years ago.

- 40% of in-store shoppers said checkout convenience is the most important

- 93% say they are more likely to shop at a store based on convenience

- 97% backed out of a purchase because the process was inconvenient

Price-check kiosks adds convenience for consumers

- Improves customer buying experience.
  - Customers can help themselves.
- Increases customer base.
  - Provides the ability to reach more customers when staff is busy.
- Reduces the cost of doing business.
  - Kiosks can answer customer questions when staff isn't available.
- More efficient use of staff.
  - Instead of answering price questions staff can be selling.

Introducing the
AML Monarch Kiosk

The Monarch Interactive Kiosk

- 64-bit processor that runs on Windows 10
- 10-inch color display
- Integrated 2D barcode scanning
- Power-over-ethernet (PoE)
- Optional 5V DC adapter
- Wall mounts are available

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AML Monarch Kiosk

The Monarch Interactive Kiosk

- Can be mounted almost anywhere. Because power can be supplied over an ethernet network, a power outlet is not required.

- Impervious to cleaning solvents.

AML Monarch Kiosk

The Monarch Interactive Kiosk

- Allows users to easily check prices on items with barcodes.

- Some states, such as Massachusetts, has a state law mandate that requires hardware stores to have customer-facing price-check kiosks or have price tags on every item.

- The square footage of the store determines how many kiosks are required.

AML Monarch Kiosk

The Monarch Interactive Kiosk works with Paladin's General Build and only requires the StoreScan client software, which Paladin support will install during the setup.

For more information contact Paladin Customer Support or go to:

https://store.paladinpos.com/product/aml-monarch-price-checking-kiosk-kit/

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Paladin Spring Cleaning
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