

RePlay's 2024 Spotlight on Payment & Software Systems

It's time to take a look at cashless. RePlay's annual report on the latest industry innovations gives operators a rundown on what's what in payment and software systems.

We've gone far beyond simple credit card and play card transactions. Today, QR codes, tap-to-play readers and so much more blanket the "coin-op" industry. In arcades, all-in-one kiosks are another popular mainstay.

Just swipe or tap to play! Keep reading for an A-to-Z look into what the top players in cashless technology are doing in their own words.

AVS Companies/ Cantaloupe

847-439-9400
www.avskompanies.com

With more than 50 years of dedicated service, AVS

Companies consistently seeks innovative ways to enhance support for their

customers and their businesses.

Operating out of five offices nationwide (Chicago, Dallas, Houston, Milwaukee and Minneapolis), AVS provides a comprehensive range of equipment, parts and services tailored to the unique needs of amusement operators.

"At AVS Companies, we are committed to offering the best equipment to help your business succeed," they shared. "As token and cash payments become less common, operators and arcade owners need new solutions to reduce these payments with cashless alternatives. We're thrilled to partner with Cantaloupe as their master distributor to provide a new way to accept



The Cantaloupe system's card reader (above) and their Pulse Kit (below) are available through AVS Companies.



cashless payments, enhanced by data-driven insights."

Recognizing the importance of staying

ahead in the industry, AVS Companies expressed their excitement about Cantaloupe's "revolutionary G11 Pulse Kit, crafted specifically for amusement machine operators."

The G11 Pulse Kit uses a coin and bill payment simulator to quickly facilitate cashless transactions. It allows for the conversion of cash/token-based amusement machines to accept cashless payments, removing the need to handle bills or physical coins. Furthermore, the G11 Pulse Kit can process payments during gameplay, letting customers continue their sessions without interruptions.

AVS Companies says the installation

process is straightforward and hassle-free, thanks to their team providing local support and installation services. "When you purchase new equipment, we can add the Cantaloupe card reader before shipping the machine," AVS noted. "Need it for an existing unit? No problem, we offer fast and affordable shipping to ensure quick delivery to your doorstep. As a certified Cantaloupe reseller, we provide special pricing and unmatched deals to maximize your ROI on equipment."

AXES.ai

702-444-6931
www.axes.ai



Earle Hall
AXES CEO

AXES.ai has been a game management solution for theft prevention, cashless transactions and real-time reporting for the coin-op industry for over a decade.

"With the power of the proprietary AXES Cloud, each game is equipped with a device called a *BlackBox* that continuously monitors all activities, instantly detecting fraud, theft and tampering attempts, generating real-time alerts to safeguard all your operations," explained company CEO Earle Hall.

Once your operations are secure, the company says its AXES cashless app enables operators to easily handle cash-ins and cash-outs like never before, the company boasts. Additionally, the AXES point of sale, *KashME*, serves as a comprehensive device designed to seamlessly connect to any kiosk provider, ensuring that operations remain at the forefront of innovation.

State-of-the-art protection and cashless convenience are complemented by

INTRODUCING... diTO

Digitally Improved Ticketing Out

- Step 1 Cash Out On Game
- Step 2 See Attendant
- Step 3 Attendant Redeems Your Digital Ticket!

No Paper, No Printer, No Problem!



the inclusion of real-time custom reporting capabilities. Thanks to the AXES Cloud, operators gain access to a wealth of automated, scheduled and real-time reports right out of the box. This means they can effortlessly monitor and manage all key performance indicators in real-time – putting control in the hands of the operator.

“Incorporating AXES into your establishment means embracing a comprehensive real-time system that elevates your protection, performance and potential,” Hall said. He encourages operators to explore the AXES system, which he says is cost-effective and provides operators with “tremendous return on their investment.

“Join the ranks of businesses that have experienced enhanced security, streamlined operations and unparalleled insights, all delivered in one robust and user friendly platform,” Hall concluded.

AXES.ai prides itself on constant innovation and launched their newest product, diTO, this summer. It allows the player to cash out at the game, and simply walk to the cashier where a digital receipt has been sent to a tablet behind the counter. No paper, no printer, no problem! Plans for future development never stop as they constantly work on custom solutions for each and every client to fulfill their individual business needs.

To book a free demo, call 702-444-6931 or email sales@axes.ai.

payment systems & software

Amusement Connect

833-7ARCADE
(727-2233)
amusementconnect.com

Amusement Connect began during a series of dart games between longtime friends and neighbors, Frank Licausi and John Tarpley of Kansas City, Mo. A few times a week, they would get together and compete in several games of soft-tip darts. After each match, they'd unwind by discussing the challenges they faced at work.

Licausi was a second-generation owner of a successful street route and full line vending company, Lee Vending. Tarpley was an automotive executive and engineer with a major automotive supplier. Their shared passion for pinball, darts and video games which sparked discussions about how to enhance the industry. They eventually



Amusement Connect's Tom Jayroe, Mike Farnet, Co-Owners John Tarpley and Frank Licausi were presented with both the AMOA Innovator and Operators Choice Awards by AMOA President Luke Adams at Amusement Expo 2024.

agreed that the best way to achieve this was by developing an “affordable cashless arcade system for street route operators.”

Founded in 2017 with a new vision for the industry, Amusement Connect has quickly become a leading innovator in game card systems. After launching their proof of concept to include an unattended redemption arcade, Royal Crest Lanes became the first customer to utilize the AC card system in their bowling alley. Initially targeting smaller street route locations, the company has expanded to serve sites with over 250-plus games due to increased demand for their products and advanced data accessibility.

Since its inception, they report that significant software updates have been implemented into the AC Redemption Connect platform, as well as many third-party integrations (ROLLER Software being one of the latest) and new reporting tools for route operators.

Currently, Amusement Connect says it has more than 2,000 locations in a variety of markets segments that include both ticket and non-ticket redemption.

During IAAPA Expo 2023, the cutting-edge SmartMech 4 next-generation RFID card reader was revealed to a very excited and motivated audience. Now with twice the resolution as previous generations, SmartMech 4 improvements



Amusement Connect's award-winning and customizable Wall-Mounted Paystation Wally XT, the Paystation Steely Kiosk, and SmartMech 4 RFID Card Reader.



Amusement Connect Co-Owner, Frank Licausi, accepts the AAMA 2024 Supplier of the Year Award at Amusement Expo.

also include 170-degree viewing angles, an improved video driver delivering what the company calls “the best ticket streaming in the industry,” enhanced wifi capabilities, reduced power draw on the battery, play during payout, an integrated circuit protection and more. Amusement Connect says *SmartMech 4* offers an unparalleled player experience while maximizing operational efficiency and revenue.

The new *MobileMech* was introduced at Amusement Expo 2024, where it won both the AMOA Innovation and Operator’s Choice awards. *MobileMech* offers owners and operators even more revenue generating options by incorporating mobile payment into their bars and arcades.

This advancement empowers guests to use AMI Music app funds to enjoy their favorite games and music, enhancing the experience for both venues and patrons alike. The strategic partnership between Amusement Connect and AMI Entertainment has been “immensely rewarding,” as both companies share aligned core principles, AC expressed.

MobileMech also pairs well with the more robust *SliderMech 2.0*, their patented coin mech for table games. This new device now bridges the gap between tradition and innovation even further, integrating with cash, coin, credit, the *SmartMech 4*, and the new *MobileMech*.

“Our company is dedicated to the business of entertainment, focusing on delivering top-notch solutions that enhance the performance of our clients’ arcades and ensure an exceptional

experience for their customers,” Licausi said.

Awarded with the 2024 AAMA Supplier of the Year Award, Amusement Connect says “you get more than just a service” with them – “you get Made-in-the-USA peace of mind, value, and most importantly, more time to focus on what matters most... delivering unforgettable experiences to your guests.”

BarZcash

800-311-6067
www.barzcash.com

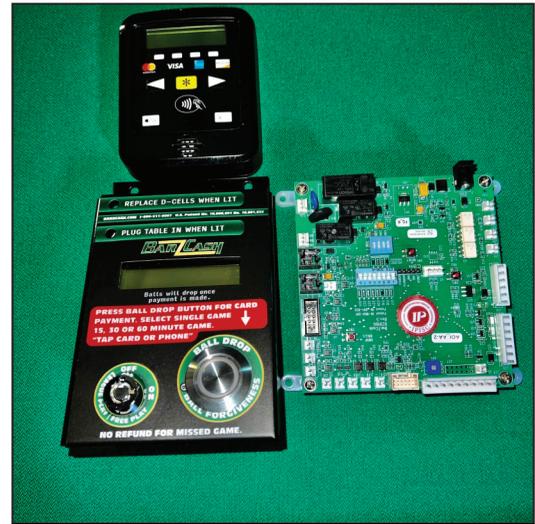
BarZcash was designed to create an operating system that will replace the existing hardware in your pool table. Operators who have mechanical pool tables can benefit from BarZcash, which can add cashless, apps or DBAs for easier collections.

“You can see your cash online or just record it at the table with electromechanical counters,” explained CEO James Kershbaumer. “There are payment systems in the market today. Once you install our operating system, you can use any payment system you currently have or upgrade to cashless or apps.”

The BarZcash operating system uses a one-step vending method. Most payment systems require two or three steps the customer has to perform before the pool balls will drop. They added that some require the customer “to still push an antiquated coin chute to drop the pool balls.”

“Other payment systems require the customer to figure out what buttons to press before the pool balls drop,” Kershbaumer said. “Our operating system will just release the balls once the payment for the system you are using is completed. If it is a timed pool game, our system will just let the pool balls roll through until the timed play is up.”

BarZcash can also interface with jukebox apps through a simple PIC board that can turn pool tables into custom-timed play by the customer. Let the customers play as long as they want with



The BarZcash reader and system were designed to replace existing pool table hardware to provide greater payment options to players from Apple Pay and Google Pay to PayRange and more.

their jukebox app credits and play music at the same time, which BarZcash said is especially beneficial for pool halls. All operators have to do is contact their juke provider to ensure the connection.

“Pool tables are located in many types of locations today,” Kershbaumer



said. “A single payment company cannot solve all the different applications that are needed for these locations. Some of your customers want to see cash or cashless online. Other customers only want to see the cashless online and track the cash at the table.

“There are many features to our system. BarZcash has the only operating system on the market today that can adapt to any payment device because of our patented operating system technology,” Kershbaumer claimed. “Upgrade your tables one time for the life of the pool table.”

Some specific system features include smartphone payment via Apple Pay or Google Pay; PayRange ready with simple plug-and-play availability; adaptability to any game card system; and much more.

payment systems & software

Embed

649-521-8000

www.embedcard.com

Embed bills itself as the ultimate cashless solutions provider for the family entertainment, amusement and attractions industries with their roster of breakthrough innovations such as kiosks, card readers, game cards and wearable media.

It's built on decades of being a family-owned company with deep roots in the family entertainment business since 2001 and says it's the only FEC provider to partner with Google and Apple for the award-winning *Mobile Wallet*, and with Amazon Web Services for the software solution *TOOLKIT* integrated software.

With 1,000-plus customers and more than 3,000 installations in some 59 countries, Embed is equipped with direct sales, services and support anytime, anywhere with what they boast is a 99% customer approval rating.

"Embed's *Mobile Wallet* is still the only Apple and Google-certified FEC solution since its launch 2019," said company CEO Renee Welsh. "This virtual game card bagged the Most Innovative Application of Tech for Magic Planet at the MENALAC Awards 2023 and the AMOA Operator Choice Award at Amusement Expo 2024."



Renee Welsh
Embed CEO



They work hard and have a lot of fun while doing it! The Embed team hams it up for this team photo taken at a recent trade show.

The company also reported that *Mobile Wallet* 2022-2023 metric results show a "whopping 5x increase in average reload value (\$50.57) compared to cash (\$9.90) and credit card (\$31.95), with 60% of reloads happening before guests even arrive at the FEC."

"Aside from offering the best tech cashless business solution like the award-winning *Mobile Wallet*, Embed formed the Success Squad in 2023 – a dedicated team of experts, partners and management consultants guiding operators to leverage Embed's next-gen solutions at no cost to drive transforma-

tional growth," Welsh explained.

To deliver the Success Squad's mission, Embed continues to layer value and remove hurdles that stunt an FEC's growth potential, including losses from credit card processing fees or hidden merchant fees from FEC payment providers. Embed now offers free cost-savings analysis from its resident Payment Gateway Guru to help operators cut their losses and see the savings they can get from simply switching to another provider. An Embed customer was able to see \$56,000 monthly savings from changing providers after the complimentary payment processing consultation – racking up \$569,000 in savings for the next 10 years, the company touted.

Embed also designed the Embed GoTrain to conduct free in-venue or virtual training for FEC operators and staff on how to drive greater *Mobile Wallet* registrations and sign-ups. They reported both multi-location and single-location customers experience "transformational growth shortly after training sessions." (They say they showed a 16x increase in *Mobile Wallet* registrations over three months, with a 9x increase in average reload value for multi-location venues and 5.4x increase in *Mobile Wallet* registrations, with a 5x increase in average reload value for single-location customers.)

Embed says they look forward to more reliable, cost-effective and profitable innovations backed with its tech partnerships, to continue addressing operators' growing business needs and guests' demand for a more seamless



and personalized experience with every visit.

"We have a global trust from the FEC industry's biggest players – Dave & Buster's in the Americas, the Veltmeijer Group in Europe, the Majid Al Futtaim Group in the Middle East, Funstation in the United Kingdom and TEEG in Asia-Pacific," Welsh noted. "And we partner with the best tech players in the world, like Apple, Amazon Web Services, and Google, to pioneer breakthrough innovations that bring cost efficiency, seamless operations, and a superior guest experience.

"Proven reliability and resiliency amidst network outages with a hybrid system on the world's biggest data center partner, measurable transformational revenue growth from a dedicated customer success team, and the continuous commitment to layering value for members of the Embed family," are keys to their success, she concluded.

Global Billiard

310-764-5000
www.globalbilliard.com

Global Billiard introduced the original *Matrix* bill acceptor conversion kit for pool tables more than 15 years ago and a lot has changed since then, said the company. In its third iteration, the latest version of the *Matrix* sees its biggest development: the integration of an optional, long-lasting battery-powered credit card reader and cashless payment unit.

Global worked with KioSoft to customize that company's full-featured *Ultra VXT* and *VQ-M* card readers by adding a low-power mode when it's not in use. This addition, coupled with the *Matrix*'s programmable "sleep feature" which eliminates battery draw when locations are closed, significantly increases battery life, explained Global.

"We have been adding card readers to the *Matrix* for a couple of years, however, operators were limited since their tables had to

be hardwired due to the power requirements," explained Global's Taylor Gramstrup. "This was a major development for us. Now that the *Matrix/KioSoft* combination can be battery operated, it's a clean and easy solution for most locations requiring a variety of payment options."

The KioSoft *Ultra VXT* features a large 3.5" full color LCD screen and has a fully customizable interface to display multiple game, time and pricing options. The device accepts several payment choices, too, including credit and debit cards, QR codes, and Apple Pay and Google Pay. And with the Scoreboard management system, operators can check in on their pool tables and monitor cash and credit reports in real time.

Georgia operator Scott Hickman (Coin-Op Solutions) said he's had great success with the *Matrix*, putting it on the majority of his pool tables. "The younger the crowd, the more money. We put some units on tables around the University of Georgia and revenue tripled. That uptick has held up considerably over time."

Citing the cashless trend among younger consumers," Hickman continued. "The *Matrix* has Apple Pay and Google Pay and everything all tied into it. It's got the tap-to-pay these kids are used to... they don't have to pull out any cards, they just use their phone to pay for everything." He strongly advised any operators near college towns to take advantage of credit card or tap-to-play



Global Billiard was a pioneer in payment options for pool tables over 15 years ago with its *Matrix*. Today's innovations include the integration of an optional, long-lasting battery-powered credit card reader and cashless payment unit.

payment options on the equipment.

Global Billiard says *Matrix/KioSoft* conversion kits are easy to install, deliver increased earnings and are the most reliable and advanced digital solution for coin, bill and now cashless-operated pool tables on the market. Retrofit kits are available for Valley, Diamond, Dynamo, Global and Great American pool tables. It's important to note that the *Matrix* is compatible with most cashless systems including PayRange, Tigapo/Nayax, Sacoa, Embed, Amusement Connect and others, said Gramstrup.

For more info, contact Taylor Gramstrup by calling or texting 310-764-5000 or emailing taylor@globalbilliard.com.

InterCard

800-732-3770
www.intercardinc.com

Also see this month's Cover Story, beginning on page 66.

InterCard boasts that it introduced cashless technology to the amusement industry and has been leading the way for 30-plus years. Further, they say their cashless systems increase customer spending and satisfaction and boost revenues by up to 30% at arcades, FECs and amusement parks worldwide.

InterCard prides itself on staying on top of the latest trends in payments. Its new *iQ* readers and kiosks read QR codes, setting the new standard for unattended amusement center payment technology. *iQ* devices use built-in scanners to read customer-presented QR codes for payment and redemption point collection. This enables customers to use mobile devices instead of play cards to activate games, reducing costs for route operators and owners of unattended arcades.

"QR codes have gained traction with consumers in other industries so we expect they will enjoy the increased ease of paying and playing that they provide," said InterCard CEO Scott Sherrod.

With the *iQ* platform, customers can



Scott Sherrod
InterCard CEO

payment systems & software



Intercard's iQ Reader

purchase or recharge game play and use a mobile device or paper receipt with QR code to play games, collect points and redeem prizes without the help of a center employee. "Removing the card dispenser and the cards themselves saves the operator money and time, too," added Sherrod. "In beta testing, operators loved the savings from reduced staff hours as well as eliminating the cost of game cards."

Sherrod recommends that operators considering a cashless system check whether the vendor develops their own software and hardware. "Intercard does both in-house," said Sherrod, who is a software engineer. "We speak regularly with our global family of customers to find out how we can help make doing business better for them. I am 100% committed to this industry and the customers we serve through the software and hardware that I and my team work on every day."

Intercard's current product line also includes a new *Wristband iTeller*



Intercard's *Wristband iTeller* is a new kiosk that dispenses wristbands.

kiosk that dispenses wristbands. It improves customer throughput, frees up staff for other tasks and makes doing business easier for operators of waterparks, trampoline parks and other active attractions. Guests can use the *Wristband iTeller* to buy gate passes, timed play and package deals in addition to arcade play, and it's all stored on one convenient wristband.

Intercard guarantees its hardware, which means operators can depend on its technology to be made in the USA with reliable, top-quality components including card dispensers, QR code scanners, and touch screens.

"At Intercard we set standards," Sherrod said, "and our products have become the industry standard for route operators, arcade bar owners and other FEC operators wanting to capture new revenue streams and plan for growth."

KioSoft

888-503-5988

www.kiosoft.com

KioSoft Technologies recently announced a global expansion of its payment technology through a strategic partnership with Payroc. This collaboration empowers KioSoft to deliver its user-friendly, state-of-the-art payment solutions to arcades and game rooms worldwide.

The amusement industry is experiencing rapid growth, and KioSoft is "at the forefront of providing innovative solutions to meet the evolving needs of operators," the company said.

KioSoft's commitment to innovation is exemplified by the newly introduced *AVU Touch 21* payment reader. Designed to support value cards for both street locations and FECs, the *AVU Touch 21* offers "unparalleled flexibility and convenience." Its customizable LED system allows operators to create engaging visual displays, enhancing the overall customer experience. For instance, operators can



Telling folks about KioSoft's payment solutions at a recent trade show are Ahmar Tayyabi (VP of Information Technology Delivery, Amusement & Integration), Larry Hauser (senior VP of sales), and Amusement & Integration's Norman Serinsky (sales manager), Jack Donnelly (senior sales manager) and Stephen Gross (sales manager).

program green LEDs for video games and blue for redemption games, making it easy for customers to identify different game categories at a glance. Company execs said this level of customization empowers operators to create a more immersive and enjoyable gaming environment for their customers.

KioSoft's payment readers accept a wide range of payment methods, including credit cards, game cards and digital wallets, ensuring maximum convenience



for customers. Additionally, the company's new point-of-sale system seamlessly integrates with existing solutions, providing a comprehensive payment infrastructure for arcade and game room operators.

KioSoft's partnership with Payroc extends its payment acceptance capabilities to more than 30 countries, offering businesses a single, reliable platform to manage payments across multiple markets. "This global reach empowers operators to expand their footprint and cater to a broader customer base," the company said. "Whether you're an existing KioSoft customer looking to venture into new territories or a business seeking a global payment solution provider, we offers the tools and support needed for international success."

To showcase its latest innovations, KioSoft will be participating in two upcoming industry events: IAAPA Expo Europe (Sept. 24-26, booth #14509) and IAAPA Expo in Orlando (Nov. 19-22). Attendees will have the opportunity to experience KioSoft's cutting-edge payment solutions first-hand, including the AVU Touch 21 reader and the new POS system.

For more information about KioSoft Technologies and their range of products, visit www.kiosoft.com.

Magnetic Cash

+54-9-11-2254-0021
www.magneticcash.com

This year, Magnetic Cash is celebrating 25 years of providing the entertainment industry with innovative hardware and software payment solutions. Since they started in Latin America, the company has grown significantly and established themselves as market leaders in the region.

"With our latest innovations and team additions, we have expanded our presence in the Middle East, Europe and the United States," said Martin Reynoso, general manager of Magnetic Cash.



"In recent years, we have worked tirelessly on a project that we believe will transform the future of payments in entertainment centers," he added. "We are convinced that the future of payments is mobile, especially when combined with wearable devices. This belief has driven us to develop a customizable mobile payment application that allows users to recharge and activate games without having to go through a cashier or ATM."

In a constantly evolving industry, new attractions, entertainment center formats and other projects are always emerging. That's why Magnetic Cash said they not only develop comprehensive solutions for those locations but also have a team of engineers and developers ready to think up, create, develop and implement specific solutions for operators in record time.

"Our commitment to innovation and adapting to the changing needs of our customers is what truly sets us apart from the competition," Reynoso stated. "We strive to always be one step ahead, anticipating market trends and demands to offer solutions that not only meet current expectations but also prepare our clients for the future."

"As we celebrate our 25th anniversary," he continued, "we reaffirm our commitment to continue innovating and

providing payment solutions that enhance the experience in entertainment centers worldwide. Our goal is to remain the preferred partner of our clients, helping them offer memorable and seamless experiences to their users."

PayRange

855-856-6398
payrange.com

PayRange launched in 2014 and expanded to the amusement industry in 2015. The company has since grown to offer solutions to multiple industries focused on autonomous commerce. They also boast a network of more than 8 million users who have millions of dollars preloaded and ready to spend. These funds are spent via the more than 500,000 PayRange-enabled machines across the U.S. and Canada. And the only way to tap into this pool of funds, says the company, is to accept PayRange on your machines.

Mobile payments are at the core of the PayRange solution. Enabled through the simple installation of a low-cost hardware device named the *PayRange BluKey* onto amusement machines new or old. Consumers connect to the *BluKey* using Bluetooth through the PayRange app to send payment quickly, securely and seamlessly to the PayRange-enabled machine. The consumer's phone provides the data connection to authorize purchases, thus eliminating the need for the machine to have a network connection.





PayRange can work alongside other forms of payment, too, allowing operators to retain coin, token or cash acceptance. PayRange also recently launched specialized hardware for billiards tables to add mobile payments to them, enabling pool players to pay per game or by the hour.

Other features such as dynamic pricing have earned PayRange two Innovation Awards from AMOA in the past. “The PayRange system is well-suited for route operations where machines may not have the benefit of an internet connection at the location or lower-volume machines where adding another payment option may increase revenues,” the company added.

More than just payment, PayRange adds a range of features to an amusement operation and has expanded solutions for entertainment venues that include age-restricted sales, self-pour bar capabilities, access control and business management solutions. Technology from PayRange is designed to boost an operator’s business while improving their end customer’s experience through operational efficiencies, modernization



PayRange also makes cashless payment possible on pool tables, too.

and a seamless experience that increases revenue.

The company encourages potential customers to read the reviews app users have left for PayRange in the App or Google Play stores. “You’ll discover how impactful the ability to pay with a phone can be for a consumer, as evidenced by the hundreds of thousands of five-star reviews,” they said. PayRange has been a top-rated five-star app in Apple’s App Store for five years running, they boasted, plus, Android users have downloaded the app from the Google Play store more than a million times and counting.

Discover more and get current pricing at www.payrange.com.

Sacoa Cashless System

214-256-3965
www.sacoacard.com

Sacoa, a leader in the entertainment, amusement and leisure industries for over 65 years, developed the Sacoa Cashless System in-house to optimize its own operations. And in the early 1990s, Sacoa became the first entertainment store to replace traditional tokens with a computerized magnetic debit card system.

In 1992, following the success in its own locations, Sacoa introduced the world to the Sacoa Cashless System, becoming a leading global provider of revenue management system. Today, they have more than 2,400 installations in over 70 countries.

“We test all our launches in our own FECs,” explained Sebastian

Sacoa’s K4 self-service kiosk won a New Product Showcase award at this year’s Bowl Expo,



Sacoa’s Spark reader with QR play.

Mochkovsky, CEO of Sacoa USA. “Our innovations stem from both our own needs and the feedback we receive from operators who use our technology, allowing us to refine our products directly. Additionally, we design our products to be user-friendly and provide the best possible experience. Our customized software solutions distinguish us from competitors and have led many customers to choose and recommend us.”



Sebastian Mochkovsky
CEO, Sacoa USA

Sacoa’s latest innovations include the *Spark Reader* with a touchscreen and QR code functionality, which has gained popularity with operators and guests worldwide. This new feature allows registered Playcard users to activate games conveniently by scanning QR codes through the Sacoa app on their smartphones, transforming the gaming experience.

This year, Sacoa proudly received the New Product Showcase award at the International Bowl Expo, marking the second time its *K4* self-service kiosk has been recognized, following its initial award at the last IAAPA Expo. This acknowledgment highlights Sacoa’s commitment to providing cutting-edge solutions to operators globally.

Sacoa is currently working on its next product releases. The company’s software and hardware development teams are collaborating to bring new products to market. At this year’s IAAPA Expo in Orlando, Sacoa plans to introduce three major new products. After months of research and development, these products are expected to have a very positive impact.





Semnox Solutions

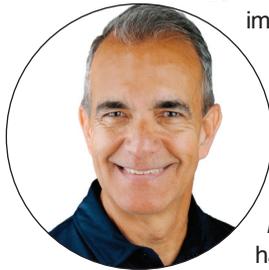
610-400-8901
www.semnox.com

Semnox Solutions has been at the forefront of payment management and technology solutions for the entertainment and leisure industry since its inception in 2008. Over the past 16 years, the company has developed a range of innovative products that have significantly shaped the sector – from arcades to theme parks.

Their journey started with *Parafait*, a system designed to streamline operations for arcades and FECs. Over time, Semnox expanded their offerings to include RFID technology, mobile POS systems, online party booking and advanced customer loyalty programs. Each innovation was aimed at improving efficiency and guest satisfaction.

A major milestone for Semnox came in 2015 when they entered the North

American market. This move not only showcased the technology's effectiveness but also spurred further innovations, the company said. They introduced the "Tap-to-Play" feature and launched the Lumin Card Reader, which significantly improved visitor experiences.



Phil Showler

Head of FEC Sales,
Semnox Americas

In response to evolving market demands, they also focused on enhancing contactless payment solutions and developed products like the *LuminOS* card readers and *Redemption KlaimPrize Kiosk*. Many venues have transitioned to cashless systems due to their convenience and efficiency, and customers increasingly prefer contactless transactions, the company added.

This shift has accelerated the adoption of cashless systems as they offer a more streamlined payment option.

Today, Semnox's cashless RFID solutions are used in more than 2,800 sites across 60-plus countries.

"What sets Semnox apart from competitors is our commitment to continuous improvement and our ability to adapt to industry changes," said Phil Showler, head of FEC sales for Semnox Americas. "While many in the industry focus on a

single aspect of payment or management, we offer a comprehensive suite of solutions that address a wide range of needs, from ticketing to loyalty programs. Our dedication to user-friendly technology and operational efficiency has established us as a leader in the field, with a proven track record of successful innovations and strategic partnerships."

SMART Software

844-762-7802
www.SMART.software

For over 25 years, SMART Software has offered a premium service solution allowing business owners to organize, optimize and operate a more profitable venture. Their advanced system adds accountability to staff, allowing operators to better service customers and help their team work smarter.

Over the past year, SMART has released more than 100 new features and enhancements that continue to drive value for their loyal customers, the company touts. Their focus continues to be on making products easier to use, faster and more efficient, and using customer

High Security at Factory Direct Prices!

Bulk Vending Locks



Video Game Locks



Jukebox Locks



New! ATM Security Upgrade Locks!



Change Machine Locks



Vending Machine Locks



LOCK AMERICA INC.
The Definitive Word in Locks

951-277-5180
www.laigroup.com

800-422-2866
9168 Stellar Court, Corona, CA 92883

Fax: 951-277-5170
sales@laigroup.com

feedback to drive new features.

“SMART is uniquely positioned in the industry to cover all of an operator’s needs,” said the company’s director Patrick Zuber. “Amusement, ATM, service, CRM and inventory tracking – all in one place.”

In addition to these efficiency gains to SMART, they have also been working on the release of two new additions – *SMART Routing* and *Mobile 2024*.

SMART Routing will revolutionize route operations by streamlining the scheduling and mapping of routes, increasing communication between the office and field managers, and dynamically recalculating routes to accommodate changes or adjustments in real-time. This innovative solution simplifies the process for operators, allowing them to maximize route efficiency and service value for their locations. Once released, *SMART Routing* will help save on fuel, labor and mileage.

Mobile 2024 is a completely reimag-



The SMART team (from left): Greg Bergbower, Thomas Eichinger, Sam Westgate, Ted Fruchtl, Laney Schultz, Ted Runde, Jill Quandt, Kenny Koenig, Aaron Stortzum and Patrick Zuber. Not pictured, Ryan Whitaker and Wally Hooker.

ined site for *SMART Mobile*. All the functionality you have come to love is still there, but we have updated our platform and infrastructure. This will allow for better performance, faster updates. They’ve also made the site easier to use.

“While training new customers, they are relieved to learn they will only have to work within one software platform versus having three separate computer systems,” said trainer and support specialist Ted Runde about the company’s overall

ease of use. “SMART has the ability to create service tickets, complete collections and load ATM’s all in one system.”

Added product owner and user Aaron Stortzum: “The SMART support team is unmatched both in their experience and responsiveness to our customers. You call and get a real person with years of experience. They meet with our development team daily to ensure fast response to both issues and new features.”

The team at SMART has over 60 years of combined support experience. Each team member is knowledgeable in the industries of ATM, amusements and service to ensure you the best assistance for your company’s needs and questions.

Visit them at upcoming shows... NAC, IAAPA, ATMIA, Amusement Expo and a multitude of state association conferences ... or at their website to learn why SMART Software can move your business forward, they say.



THE WAIT IS OVER.

Update your ROWE BC-3500 to AMERICAN CHANGER internals!



ROWE BC-3500A-KIT

NEW!

- ✓ Holds 11,000 Coins
- ✓ Includes CPI Validator
- ✓ Remote Access Board optional
- ✓ Easy-to-follow installation guide/video
- ✓ Order online today!



SCAN ME

BC-1200, BC-1400, BC-1500 Kits and more are available!

WWW.AMERICANCHANGER.COM
 INFO@AMERICANCHANGER.COM
 (954) 917-3009

