



Consumers have changed.

The trend towards using self-service and self-checkout (SCO) options in both retail and hospitality was already strong, but the pandemic sent it soaring.

45%

of customers are more likely to use self-service than before the pandemic

(Source: Acumen)

Today's consumer wants choice.

80%

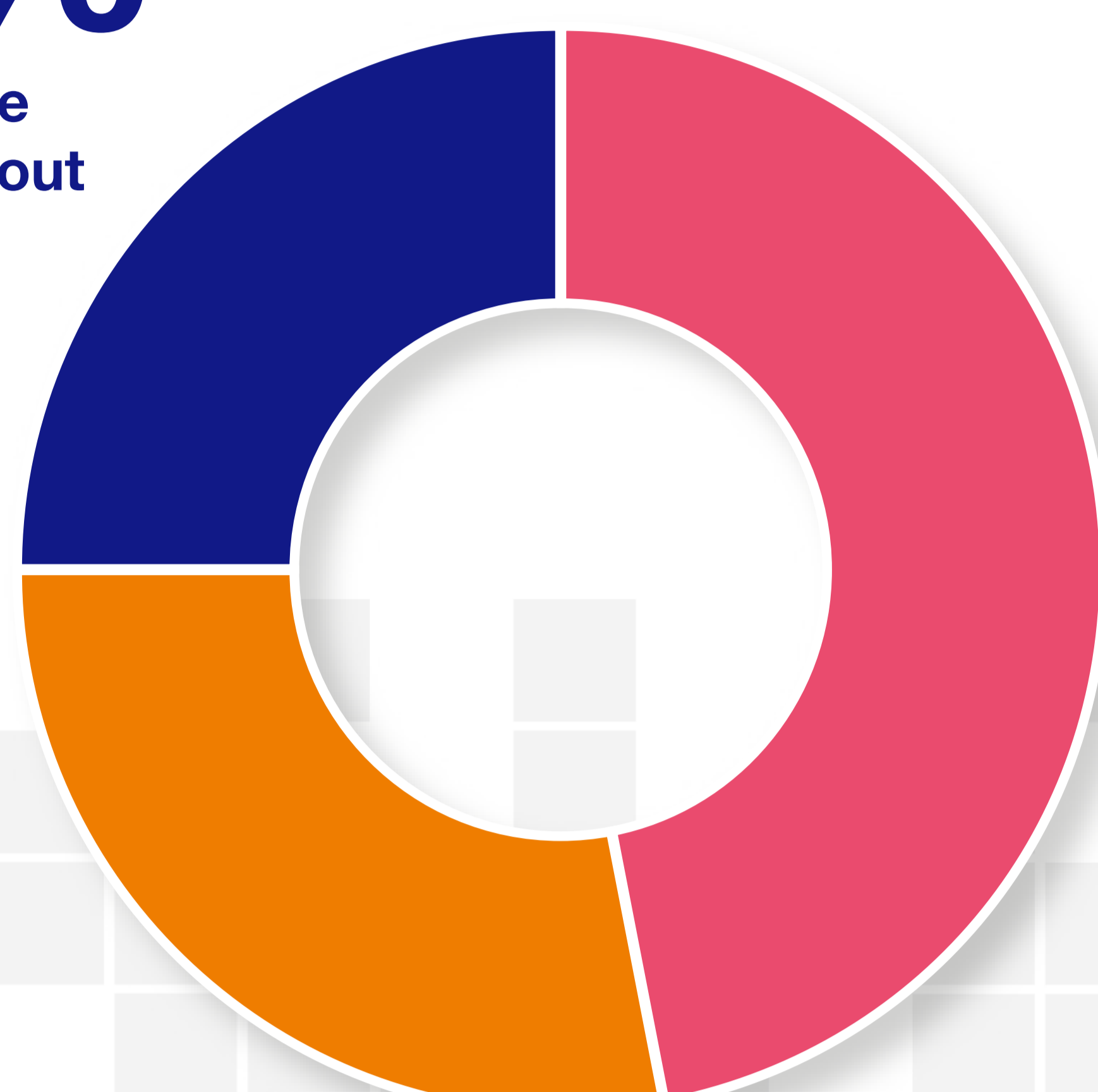
of consumers consider it important for retailers to provide a choice of checkout options

Source: Kantar Profiles Research on behalf of Glory, July 2022*

What do they choose

25%

always choose staffed checkout



47%

choose the checkout option that best meets their needs in the moment

28%

always choose self-checkout

Source: Kantar Profiles Research on behalf of Glory, July 2022*

More people today want to be free to shape their own experience to what suits them at that time

Why do businesses choose SCO?



Why do customers choose SCO?



Does payment choice really matter?

20.5%

Global share of transactions still made in cash today

Source: WorldPay



90%

of consumers agree that self-checkout devices should accept all payment types (cash/card/mobile pay)

Source: Kantar Profiles Research on behalf of Glory, July 2022*

SCO is Evolving

The rise of small, modular self-checkout devices is changing the game.

These more flexible solutions can be implemented in a variety of ways – free standing, wall mounted, desktop – allowing smaller convenience stores and specialist retailers to implement SCO.



Discover how Glory's team can help you find the right SCO solution for your business



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*Source: Checkout choice – Kantar Profiles Internet Omnibus Survey, 2022, July, Global Sample=3,167 adults (16-64). Research commissioned by Glory.