



# The Future of Till Receipts in a Non-Contact World

## What we predict

### #1 Digitalisation: Freedom From Paper Receipts



#### E-RECEIPTS

89% of Brits have needed a receipt in the past 12 months for returns, exchanges, or expenses. A further 74% of us say we would prefer to receive all receipts digitally. 9.9 billion of those receipts [end up in the trash](#).



#### LESS PRINTING

Every year, UK retailers hand out around **11.2 billion till receipts**, which cost at least £32 million to make. Most receipts are printed on thermal paper that [can't be recycled](#).



#### LINKED CARDS

In the future we will see fewer cards and specific loyalty cards and instead everything will be linked on one digital card similar to e-wallets.

#### BUSINESS BENEFITS:

Businesses will be able to be more personalised, providing more targeted information that is relevant to specific customers.

Businesses will be able to target customers at various touchpoints along their journey.

Eco-friendly



### #2 Mobile: Moving To Apps and Mobile Scanners



#### QR Codes

PayPal is introducing the ability to use [QR codes](#) to [buy and sell](#) goods without physical contact. Modern phones already have QR code functionality built in, eliminating the need for a separate app.



#### Scanning

[Scan-and-go](#) technology is slashing the need for checkouts in brick-and-mortar stores.



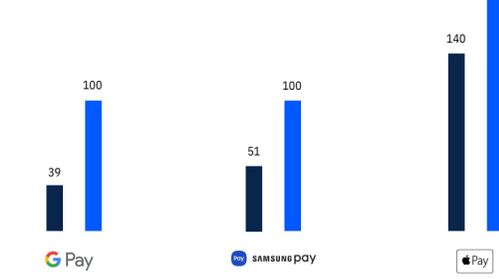
#### Cashless payments

Tap and pay accounted for more than 40% of all card transactions in 2018 and total UK contactless spend reached £69 billion over the course of the year according to [industry figures](#).

#### Digital Wallet Users Could Double by 2020

Estimated number of digital wallet users worldwide (in millions)

■ 2018 ■ 2020



@StatistaChart Source: Juniper Research statista

#### BUSINESS BENEFITS:

Customers will have all of their receipts and information in one place. They'll also benefit from fast and efficient checkouts.

### #3 Store Technology: New In-Store Infrastructure



Receipt printing machines at terminals



Eye scanners & facial recognition



Beacons



NFC Near-field communication

Fewer touch screens and more voice interfaces/machine vision interfaces

#### BUSINESS BENEFITS:

- Inclusion of all demographics and meeting all customers needs
- Strengthened digital infrastructure
- Targeted marketing - know when someone walks into the store and what products they are interested in

### #4 Customer Data: Utilising Purchase Data

#### TRANSACTION DATABASES

The store will be responsible for holding all transactional data up until the refund policy date.

Employees will have [more visibility](#) and [access](#) to customer purchase history to enable easier returns and to see if items were purchased as a gift or on someone's behalf.

#### BUSINESS BENEFITS:

- Responsibility of information on purchases taken off the customer
- Stores can see purchase history and offer product recommendations/correct sizes
- Stores can see what products/services different demographics are interested in
- Easier returns for customers
- Stores can see how frequently customers shop at the store and monitor their loyalty accordingly

#### WHAT DOES THIS MEAN FOR TRADITIONAL TILL RECEIPT FEEDBACK INVITES?

COVID-19 has forever changed our world and retail customers' buying behavior. Brands must navigate this new reality by changing their feedback invitation and collection methods, enabling them to continue providing quality, informed experiences.

At InMoment, we understand better than anyone that adaptation is the crux of customer experience, and have placed it at the heart of CX strategies that deliver meaningful, transformative success for the world's leading brands. We are constantly innovating to make sure that we provide easy ways for the customer to connect with brands and leave their feedback. Talk to us today to learn more about listening to customers in a post-COVID world.

#### To demo a product or to contact us call:

NORTH AMERICA  
1-800-530-4251

APAC  
61 (2) 8397 8131

UK & IRELAND  
+44 (0) 1494 590 600

GERMANY  
+49 (0) 40 369 833 0

or email us at [sales@inmoment.com](mailto:sales@inmoment.com)