

## Industry Terminology

Industry terminology is listed alphabetically below.

**4C's:** An abbreviation standing for what were the basics of vending as it evolved; The industry started with i.e. COFFEE- CUP SODA- CANDY- CIGARETTES and grew to almost 8 C's (Coffee, Candy or Confections, Chips, Cold Drinks, Canned Drinks, Cigarettes, Cold Cup, Commissary).

**Account Executive:** A representative of the foodservice company who deals directly with the liaison designate of the client.

**Account Retention:** In order to maintain customer accounts, a vending company usually has to provide excellent service. For most customers, this includes clean, working machines, and an ongoing professional relationship.

**Account Supervisor:** A representative of the foodservice company involved in the day-to-day operations of several accounts.

**Accountability Reconciliation's:** Reconciliation of a machine, truck, and/or route at the end of a period (could be daily, weekly, or monthly). Usually compares cash and inventory expected to the cash and inventory.

**Accounting Period:** Intervals on which accounting reports are based. Usually monthly or every four calendar weeks if a 13-week accounting period is used.

**Accounts Payable:** Amounts due to a vendor for the delivery of inventory products.

**Accounts Receivable:** Amounts due and charged for the delivery product to non-vending locations.

**Activity Based Costing:** An accounting method that enables a business to better understand how and where it makes a profit. In ABC, all major activities within a cost center are identified and the costs of performing each are calculated – including costs that cross-functional boundaries.

**Administration Fee:** A fee paid to the foodservice company by the client to cover a portion of the foodservice company's overhead (general and administrative expenses) relating to supervision, accounting provided by the foodservice for the location.

**AMHIC:** Organization Plan and Procedure of Automatic Health – Industry Council (AMHIC) (revised 1991) outlines AMHIC purposes and operation.

**Bank:** 1) Two or more bending machines in a row; 2) Amount of money stored in a coin/dollar mechanism; also refers to a routeman's change fund.

**Bar Code:** A combination of parallel lines of bars and spaces that communicate data about the product or shipping container to which it is affixed. (e.g. U.P.C. Code). Bar codes allow for tracking, management and control of physical product flow.

**Broker:** A person who is paid to act as an agent for others, for example, in negotiating contracts or buying and selling goods and services.

**Bulk:** A broad category used to define vending of candy, gum, novelties, etc. This segment has evolved from the small, commonly sited machines into a broader approach using oversize equipment. Once again, it is not uncommon for there to be cross-over between full-line and bulk operators in both directions, but not as frequently as the OCS-vending connection.

**Bulk Operator:** specializes in vending machines offering gum balls, trinkets and charms, usually at one cent or five cents with larger offerings at ten and twenty-five cents.

**Bulk Vending:** Sale of unwrapped or unsorted merchandise through coin operated vending machines.

**Buy-Back:** Equipment purchased for a client by the foodservice operator; the cost is repaid through withholdings of commissions earned an/or through direct payments by the client.

**C.S.A.:** Canadian Standards Association. A testing laboratory which is equivalent to the United States's U.L. (Underwriters Laboratory.)

**Caterer:** Offers foodservices at specialized locations and event; is essentially a foodservice operator. Some offer only manual service, such as airline caterers and mobile caterers. Many foodservice operators are entering the social and special function catering business, using their commissary as a base.

**CFC:** Chlorofluorocarbon – compound used as a refrigerant, cleaning solvent, or propellant.

**Change Fund:** coin carried by a routeman and used to replenish the change in changes and coin mechanisms. Also the coin in those machines.

**Changer Banks:** Most vending machines have a coin mechanism that delivers change if a customer puts in too much coin or cash. In order to keep this change supply constant, vendors will maintain a regular bank of coin in the machine. Usually the route personnel are responsible for keeping this change supply at a consistent level as determined by management. In addition, there are some Bill Changer machines that make change for customers. The route person will bring a replacement bag of coin, pick up all remaining cash and coin from the machine.

**Channel of Distribution:** Refers to the "retail sector" in which product is being sold through (e.g. Vend, Grocery, Convenience, Food service, Warehouse Club, etc.)

**Charge Out:** Requisition form to record merchandise received.

**Class of Trade:** (Also referred to as location) the classification of the site where the machine is placed by sector (e.g. schools, public, factories, etc.)

**Coin Room:** The theft-protected facilities at the operation where sales are counted and coin used to replenish change funds is maintained under the supervision of the vault cashier.

**Collections:** Revenues that are received on account for previous Accounts receivable transactions. Combined Automatic And Manual

**Commissary:** (Central Kitchen) Specialized food production facility from which the operator serves multiple locations. Used primarily for vended food installations, mobile catering trucks and social catering. Facilities may range from small family-run operations to modern plants that include bakeries and mass production equipment.

**Concession Advance:** Large commission advance (generally in cash) made by concessionaires in obtaining new locations. See Location Advance.

**Concessionaire:** specializes in serving the general public under a contract with the owner of recreational or cultural facilities, such as amusement parks, sport arenas, museums, convention halls, opera houses, public parks and beaches. Service is predominantly manual and may include alcoholic beverages

**Contract Foodservices:** The providing food and vending services for profit by independent contractor.

**Contract Vending:** The installation and operation of vending machines by a private contractor, who retains title to his vending equipment while performing his services.

**Contract Feeding:** Manual operation utilizing kitchen on client's premises (e.g. factories, schools, hospitals, etc.) to serve the client's dining halls. The client usually provides the kitchen equipment, tables, chairs, etc., although by back or other arrangements may be made. Silverware, dishes and similar items usually are provided by the client; however, the operator often is responsible for the normal replacement of these items.

**Counseling:** If a route person is not doing the route work as expected, the route supervisor may do some counseling. As in any management review, the route person is trained on correct procedures and encouraged to comply.

**Count:** In the money room, each bag of money from the vending machines is counted individually with the totals recorded. Coins are usually counted with a coin counter, and the bills usually counted with an automated bill counter. The total count for each bag is usually compared against product sales or a meter reading for that vending machine.

**Delisting:** Dropping, or discontinuing the stocking of a product at a machine, or aggregate warehouse level.

**Deposits:** The money counted for each day is then usually sent to the bank for deposit. At other companies, there may be a security service that picks up the money on site. At other companies,

money is transported to the bank. In many companies, the deposit is tracked through the daily management reports.

**Distributor (Product):** A representative for the Manufacturer who sells the product to various Vend Operators.

**Distributor (Equipment):** A representative for the Equipment Manufacturer who sells the equipment.

**Employee Feeding:** A general term. See In-plant Feeding.

**FDA Model Code 1978:** "The Vending and Beverages." Model ordinance and code developed specifically for vending in 1957 and revised in 1978.

**FIFO:** First in First Out.

**Foodservice:** Provision of foodservice by a combination of vending machines and manual counters at the same location. Usually employs vending machines to sell beverages and snack items. Sandwich counters, steam tables lines, etc., are used to sell soups, entrees and hot sandwiches such as hamburgers, hot beef, hot dogs, etc.

**Food Service Contract:** A contract awarded on the basis of the specifications for proposals and the submitted proposal.

**Food Service Operator:** specializes in providing food services; may emphasize manual service, vending or a combination of both. Office coffee service (OCS) specializes in placement and operations of conventional non-coin-operated and coin-operated units in small office, business or industrial locations to serve employees or customers. The operator furnishes the equipment and product, and the client stocks and services the machine.

**Free Standing:** A single machine installation, distinguished from a bank.

**Free Vend:** A machine adjusted to vend product at no charge.

**Free Line:** Complete food and refreshment service through vending machines.

**Full Line:** As equipment evolved and the customers demanded more alternative, operators who began to offer such things as HOT CANNED FOOD, CAN SODA, REFRIDGERATED FOODS, FROZEN DAIRY ETC, were said to be "full line", meaning that they were still concentrated in food and refreshments but offered a broader service than the basic 4 C's. Glass Front Snack

**Machine:** A vending machine which utilizes a full glass front to merchandise the product selection inside the machine. Most often product is delivered via spirals and is dispensed to a delivery pan located at the bottom of the machine. Products vended typically include snacks, chocolate confections, and pastries.

**Hostess:** See Resident Vend.

**Income Statement:** An actual operating statement of all activity in a foodservice location for a specific period.

**In plant Feeding:** Any type of foodservice performed in an industrial or institutional setting. A general term that makes no distinction between independent contractors and company operated facilities.

**Installation:** Placing a vending machine(s) for operation at a particular location.

**Installer:** A person used in the installation of vending equipment.

**Inventory:** A physical count of product and or equipment.

**Invitation to Bid:** A request to various companies to submit proposals to provide food and vending services.

**Impart Funds:**

**Joint Replenishment:** Ability to buy two or more items from the same supplier on a single purchase order.

**Jump Route:** See Route Vend.

**Letter of Compliance:** Letter stating conformity in fulfilling official requirements.

**Liaison Man:** A person employed by a client who has the responsibility from coordination the activities of the food and vending contractor with the need of the company's employees through the account supervisor.

**Location:** Specific place within the site where the machine is. (i.e. Cafeteria, Breakroom.)

**Location Manager:** A responsible representative of the foodservice company who is permanently assigned to one particular client installation.

**Location Acquisition Costs:** Term used in financial statements to denote the excess of cost over net assets of purchased businesses (also called goodwill or cost in excess of net tangible assets of business acquired).

**Location-Owned Operations:** Services similar to the contractor's but owned and operated by a college or factory on its own premises by its own staff. Includes location-owned cafeteria, dining and vending operations.

**Machine Maintenance:** Routine work completed by a mechanic to ensure the machine is working properly.

**Machine Manufacturer:** Firm that produces coin-operated vending machines for vending and OCS type equipment.

**Machine re-fits:** To configure shelves inside the machine to fit a given product.

**Management Fee:** A fee paid to the food service company by the client for providing the manual foodservice operations at the location. Normally, a percentage of manual sales.

**Management Reports:** Either manual or computer-generated report to give managers an overall picture of accountability, product sales, staleage, profitability and/or route performance.

**Manning Chart:** The graphic representation of a number of cafeteria employees, their duties and time schedule.

**Manual Foodservice:** Conventional cafeteria, short order, or table service where the customer is serviced by manual delivery rather than through vending machines.

**Manufacturer (Product):** Refers to the company that makes the product.

**Manufacturer (OEM):** Refers to the company that makes the equipment (i.e. Original Equipment Manufacturer.)

**Marginal:** Applied to vending machine locations where traffic of potential customers is so small as to make vending machine placement feasible only if equipment is fully depreciated, fills a gap in route scheduling or is subsidized by the location so that operating costs are reduced to the point where the operator can make a profit.

**Mechanics:** A person trained in the repair of various types of machinery.

**Mixed Route:** A route that is planned to handle several types of products.

**Money Room:** Location where revenue from vending and non-vending sales is counted.

**Music/Games:** Another broad-based term used to describe what began as the juke box/pool table side of the business, but today has evolved into music machines, video games of all sorts, coin-operated amusement devices, etc. This is another area that often sees diversification to/from full line, but most often in the form of a separate operation within a company due to the specific needs of this market.

**NAMA:** National Automatic Merchandising Association is the national associate of vending and food service management industry founded in 1936.

**New Accounts:** After a contract is signed with a new customer site, the vending company sets up vending equipment, loads the products, and begins regular servicing of the account. In order to get the new account, the vending company often has to submit a proposal outlining the services to be offered, the contractual agreement, and the monthly or quarterly commission agreed upon. Such proposals may be very competitive with several companies vying for that customer's business.

**OCS:** An acronym for Office Coffee Service, a specialized service provided by an operator who offers equipment, coffee products, and related (allied) products to offices and other locations. Some OCS is very basic, offering traditional burner machines and a minimal selection of other products, while other services are quite sophisticated, using high-technology equipment that brews each cup individually and offers a variety of other hot beverage selections.

**Operator:** An established company set up with trained personnel to service and maintain vending machines.

**Order Stock:** Placing an order for products.

**Out of Stock:** A product temporarily unavailable due to demand/sales exceeding inventory. (Application at a machine, VO warehouse, VPD warehouse, for product supplier warehouse.)

**OSHA:** The Hazard Communication Standard of the Occupational Safety and Health Administration (OSHA) requires ALL companies to inform their employees of the potential dangers of any hazardous chemical substances used in their operations.

**Par Out:** 1) The process by which the routeman collects sales, fill the coin mechanism with change and loads the vending machine with product (also called machine service stop). 2) The process by which the merchandise and sales in a vending machine at any point in time are reconciled to the par or fixed level of the machine to determine if any overage or shortage exists. Sales plus the retail value of merchandise remaining in the machine should equal exactly the retail value of the par or fixed level (also called machine settlement).

**Parts Inventory:** Most vending operations maintain an inventory of common parts and replacement equipment to handle basic vending machine repairs.

**Payout:** Length of time required for a location to return in profits the investment in the location.

**Prepaid Card:** A card for a set amount of money which is then debited for each purchase.

**Pro-Formula Income:** An anticipated operating statement of potential activity in a foodservice location.

**Product:** The item vended.

**Product Mix:** The relationship of each item sold as a percentage of the total sales and as a weighted cost of sales.

**Promotion/Deal:** Off-invoice price reduction offered by Product Supplier either directly or through VPD for a defined window of time. (E.g. Often accompanies new item introductions, new packaging, etc.)

**Proposal:** A complete description of the type of foodservice to be provided.

**Pull Orders:** In order to move product from the warehouse to the route trucks, product is pulled from the inventory. In some companies, the route personnel order product from the warehouse staff who subsequently pull orders. In other companies, the route personnel pull their own orders and load the inventory onto their truck. In almost all cases, there is some accountability of what is taken from the warehouse inventory.

**Rebate/Incentive:** A reimbursement for a portion of the original purchase price for an item offered by a Product Supplier to both VPD's and VO's as a "reward" for meeting predefined criteria (e.g. increasing sales vs. YAGO, increasing number of facings, achieving volume targets, etc.) Rebates are usually issued by check quarterly.

**Refund:** An exchange of product or money for a malfunction of equipment.

**Report Totals:** Many money room operations maintain a total money count on their coin counting equipment. At the end of the day, the total amount of cash and coins counted is compared to the machine count.

**Resident Vend:** A vending operation at a client location that has one or more resident routemen or hostesses. It is thus distinguished from a route or street vend location, which is serviced by traveling route personnel.

**Restock Products:** Usually products are ordered at least once a week. Usually using a formula of usual usage minus current on hand, a company will submit an order from its supplier and then receive delivery within a day or two.

**Return on Sales:** The amount of money earned after taxes by a company at a particular location in relation to the total dollar investment required to operate in that location. Usually expressed in percentage form.

**Return of Investment:** The amount of money earned after taxes by a company at a particular location in relation to the total dollar investment required to operate in that location. Usually expressed in percentage form.

**Rotate Product:** Because many vending products have a short shelf life, companies want a regular rotation of products. Older products will be brought forward and loaded to the route trucks, allowing for reordering of new product.

**Route:** A sequence of locations services by a traveling routeman.

**Routeman:** The person who services one or more vending locations. See Resident Vend, Route and Route Vend.

**Route Accountability:** A bookkeeping system whereby the retail value of merchandise issuances to a routeman is equated to cash sales turned in by that routeman to determine if overages or shortages exist on his route.

**Route Driver:** A person trained to fill, clean and balance various vending equipment.

**Route Manager:** The route manager is usually responsible for seeing that the vending machines at customer sites are clean, full, and working. Many times the route manager also maintains contact with customers on a regular basis and gives input to the route person of there are ways to service an account better. The route manager will also work with the general manager to increase profitability by increasing sales and decreasing expenses.

**Route Paperwork:** Paper work filled out by the route person, usually for accounting purposes. It may include stops visited, the number of products added to each machine or store, stale product picked up, and/or items loaded to the truck.

**Route Persons:** A trained person in proper merchandising and servicing technique in routeservice. Prime responsibility is to fill, clean and balance (cash) in vending machines on designed route.

**Route Relief:** If a route person cannot work on a particular day due to illness or vacation, a relief worker may work the machines. Often called a Utility person, this individual usually has knowledge of several routes and can work any of the routes as needed. If staffing is short, sometimes route supervisors may do the route relief work.

**Route Reports:** Depending on the software package used, many companies look at some kind of route reports. These may show the stops worked, the time that the stops were worked, what product was added to the machines, and how much inventory the route truck should have.

**Route Structuring:** In most companies, route managers set up a route sequence that gets the most machines worked in the most efficient manner. The number and order of stops ate part of route structuring. In order to maximize profitability, managers work to structure routes se that machines are refilled at just the right time.

**Route Supervision:** Similar to the route manager, the route supervisor makes sure the route personnel do their job efficiently and effectively. The supervisor may work with the route person on better procedures, or speak with the route person regarding accountability issues.

**Route Vend:** A group of individual vending locations serviced by a routeman (also referred to as jump route or street vend.

**Satellite:** A site removed from the main location but serviced by the same resident vend.

**Service Calls:** When vending machines do not function as expected, either a customer or route person will report a service call. Most companies have personnel on call to perform the needed repairs.

**Shelf Life:** The length of time a product will keep without deterioration that makes it unusable.

**Shopper Mode:** Allows customer to pick his or her particular product.

**Site:** Restaurant or area where a machine is located.

**SKU:** Stock/Shelf Keeping Unit – a distinct unit of inventory uniquely distinguished by an individual color, size, flavor, or pack of product that requires a separate code number.

**Slotting:** A “fee” charged by a Vend Operator to a Product Supplier “for machine real-estate” to guarantee placement/distribution in agreed upon number of machines.

**Slugs:** A coin shaped object not recognized as a U.S. coin.

**Snacks:** Convenience items, such as chips, which can be eaten between meals.

**Specialty:** As the technology and sophistication of vending grew, amine operators either got into the business or chose to concentrate their efforts in one particular line of equipment or product. Having its roots in routes that focused in just one way on items such as dairy, cigarettes, soda, etc., today’s specialty operator is more often offering services in equipment such as French fries, pizza, popcorn and other tightly focused items.

**Specifications for Proposals:** A uniform set of specifications to insure a reasonable basis of comparison for various proposals.

**Speed Line:** Merchandise (product) which is beyond code date.

**Standard Menu:** A menu which includes a certain entrée which is served with certain appetizers, vegetables, desserts, etc.

**Statements:** Billings for Account Receivable amounts indicating the current balance due.

**Stops:** Term used for different locations, accounts (stops).

**Street:** In many quarters, Street vending is viewed as a subset or a combination of specialty, full line and music/games vending. Most often it is used to describe the type of location being served, that of “public” such as restaurants, taverns, etc. The service can encompass cigarettes, snacks, jukeboxes, video games, pool tables or any combination of these.

**Street Operator:** Specializes in “street” or public locations. This includes cigarette, soft drink, coffee, candy and snack machines in restaurants, taverns, filling stations, transportation terminals and stores. Such operators, unless they are part of a large national firm, seldom operate food equipment.

**Subsidy Contract:** Contracts that guarantee the operator a specific level of profit, normally a fixed fee or a percentage

of sales. When the operation doesn't generate the guaranteed revenue, the operator bills the client for the balance. If the profit generated is greater than the contractual amount, the excess is generally returned to the client.

**Supplementary Vending:** Small banks or individual pieces of vending machines scattered throughout a location to provide back up service for a more complete centralized manual or automatic foodservice operation

**Test Vends:** A device used to give away products (for promotional use).

**Trade Shows:** A place when exhibitors (machine manufacturers, product suppliers, computer companies, distributors and many other display their wares to the vending operators.

**Truck Caterer:** Serves food from a truck designed to dispense hot and cold food and beverages as well as sundry items. Generally services installations not large enough to support a vending or manual foodservice operation. Can provide an additional service for a large plant. Food and beverages prepared in a central commissary. The driver handles sales.

**U.L.:** Underwriters Laboratory – A testing organization that certifies that electrical. Requirements of a piece of equipment meet federal standards.

**UPC Code:** Universal Product Code – A numbering and bar coding system for product identification of consumer items, typically scanned at the retail point of sale or as part of the Vend process to manage inventory.

**USPHS:** In 1957, NAMA initiated a vending machine evaluation program to enable vending machine manufacturers to build equipment in conformity with U.S. Public Health Service (USPUS) sanitary requirements. Such a program also provides a means by which vending operators, customers, public health, military and other user groups can identify those machines, which meet USPHS design and construction standards.

**Vault Fund:** The coin used to replenish change funds; assigned to the cashier.

**Vending (Automatic Vending):** Retail selling of merchandise and services by means of coin-operated dispensers.

**Vending Operator:** Specializes in vending machine services.

**Vending Cafeteria:** A location where all food and beverages are dispensed through vending machines.

**Warehouse:** The storage location for inventory products to be distributed to routes or to in-house sales.

## DATA

**Blue-Sky:** (adj.) having little or no value.

**Category:** A group or set of things, people or actions that are classified together because of common characteristics.

**Client:** The management group of an industrial plant, hospital, college or institution who negotiates a foodservice contract with the foodservice company.

**Commissions:** Payment of a percentage of vending sales by the vending machine service company to the client organization for the privilege of operating on its premises. Payments are usually on a monthly basis. Rates differ according to size of location, types of products vended and competitive factors.

**Consumer:** End-user ("customer" is a term referred to by the vend operators).

**Customer:** An employee, guest or member of an industrial plant, hospital, college or institution who utilizes the services provided by a food and vending company.

**Customer Advance:** See Location Advance (also called prepaid commission or commission-debut note),

**Dollar Share:** Indicates the share of total dollars for this line item (higher priced items will have a Dollar Share that is higher than it's Unit Share).

**Dollars:** This measure indicates how many dollars (sales) were reported by this product or category per day or per week.

**Efficient Assortment:** To optimize the product mix and space allocation than thereby increase sales productivity and inventory turnover.

**Fair Share of Sales:** Fair Share is a way to evaluate Category and Product opportunity. It is the relation of a product's performance (unit or dollar share of a total machine) to its share of space. This calculation is used to better determine when products can support multiple facings.

**Sales:** The total sales of a product during a specified time period. Sales are expressed in Units, Volume (equivalized units) or Dollars.

**Segment:** Any one of the parts or sections into which an object or group is divided.

**Share:** The sales of a product expressed as a percent of a Total Category (E.g. Snacks, Beverages) or Aggregate of Categories (E.g. Total Snacks and Confections). Applicable to Units, Volume, and Dollars.

**Space Share:** Indicates the share (%) of daily facings for this line item. This measure is related though not the same as distribution, since this measure deals with columns and daily facings, and not machines.

**Spoilage:** Indicates the percentage of Spoils/Vends. A product that spoils 1 product for every 100 vends will have a spoilage % of 1%. This measure is not weighted.

**Sub-Category:** Any one of the smaller sections into which a main category is divided.

**Turnover:** Indicates the percentage of services where this product was replaced in the plan-o-gram with another product. If every 5 services a product is replaced with another item, turnover % will be 20 %. This percentage will not be weighted.

**Turns:** Measures the average units sold per machine per period (a.k.a. sales velocity)

**Unit Share:** Indicates the share of total vends for a line item.

**Units:** This measure indicates how many units (vends/turns) were reported by product or category per day or per week.

**Vends:** The number of times a product is sold in a machine.

## SOFTWARE

**Build-ups:** The inventory level of product that should be on the shelf, or in the vending machine, after the location has been restocked.

**Capacity:** Maximum # items that any given slot (spiral or column) can hold.

**DEX/UCS:** A term used for route delivery/store direct data exchange.

**DEX Compatibility:** A term used for a machine that does not come equipped with a "DEX" box, but this type of machine is capable of having a DEX box installed inside it.

**Financials:** Financials can include several aspects of accounting information, but usually focuses on cash receivables, cost of goods, inventory movement, and profit and loss.

**Merchandising:** In order to maximize sales at a location, merchandising is very important. For a vending machine, this may be choosing the best mix of products for the target audience or placing these products in an attractive way in the machine.

**Non-Par:** A fluctuating fill level that can vary from one restocking visit to another. Inventory remaining at the time of

restocking must be counted to determine product movement since the last restocking visit.

**Par:** The normal or standard fill level when restocking inventory. Restocking only replenishes inventory sold since the last restocking visit.

**Plan-o-gram:** In order to maximize sales and increase profitability, many vending companies have begun using plan-o-grams. Plan-o-grams may be based on a target audience or type of account, but they specify which products will be put into a machine and in what row/column. Often plan-o-grams are rotated on a monthly or quarterly basis to give variety. In addition, even in highly structured plan-o-grams, there may be some "wild card" slots for route person to choose a product or two that would be good for that location.

**Purchase Price:** Price per item/good paid by reseller (VPD or VO) for item to be resold.

**Product Distribution:** The % of machines that an item is stocked over a defined time period.

**Retail/Selling Price:** Price per item charge to the consumer at the vend machine.

**Revenue (dollars):** Money that comes into a business from the sale of goods or services.

**Route Accounting:** Route accounting can include several aspects of management information: product sales, cash accountability, machine inventory, truck inventory, and truck inventory accountability.

## STD LEVELS

**Taxes:** The portion of revenues due to the municipality, county or state as a result of doing business.

**Telemetry:** The science or activity of gathering data about remote objects and transmitting the data electronically.

**Vending Software (Enterprise):** Type of software used to run the business. (I.e. Windows '98, NT)

**Vending Software (Machine):** Type of software built inside the machine.

**Volume (Sales):** Total quantity of things sold.

**Volume (Dollars):** Total unit of currency.

**Vortal:** A portal for a vertical industry commonly used to define internet search engines or gateways to other sites. (E.g. www.Yahoo.com is a portal,  HYPERLINK <http://www.allaboutvending.com>)

□□www.allaboutvending.com□ is a “vortal” for the Vend Channel.)

**Weighted Distribution:** The weighted % of machines that an item is stocked over a defined time period. (machine is weighted by average 52 weeks sales for that machine – so larger, high volume machines get heavier weight.) Similar to ACV weighted distribution measure for other retail channels.

## MECHANICAL

**Accumulator:** A specialized vending machine coin mechanism that controls a wide range of selling prices within on machine or will accept different coins to equal selling price.

**All-Purpose Food Vendor:** A vending machine that sells a variety of items (sandwiches, salads, entrees, vegetables, canned juices, fruits, etc.).

**Belt:** That part of a machine that carries the product on a circular, revolving belt to the point of delivery.

**BIB:** Bag-in-Box; term for delivery system of syrup in cold cup drink machine.

**Bill Validator:** A device used for accepting \$1, \$5, \$10, & \$20's and making necessary credits through and electronic controller to enable a purchase through the vendor.

**Changer:** A machine that makes change for coins or bills without a vend of merchandise (also called a bill changer).

**Cash Vault:** A coin & bill handling secured room for the purpose of counting coin and bills through automatic counting equipment.

**Coin Mechanism:** That mechanism within a vending machine that dispenses change and counts coins deposited.

**Coin Return:** A lever or button for the purpose of returning your money.

**Coin Slot:** A slot or opening to deposit coins for purchase of product.

**Cold Cup Vendor:** Machine which dispenses soft drinks.

**Cup Mechanism:** A device that feeds cups in a drink vending machine.

**Cycle:** Length of time a machine takes to vend one unit.

**Cycle Menu:** A food menu that repeats itself after a certain interval of time. Most common cycles are two week, four week, 20 day and six week menus.

**Décor:** The non-functional trim and decorative work installed around vending machines.

**Delivery Tray:** Area of the machine where customer receives the vended product.

**Double Hopper:** Coffee machine which dispenses two types of coffee, regular and decaffeinated.

**Down Time:** Time during which operation of machinery is stopped.

**Drum:** Horizontal rotating shelves in a machine.

**Jackpot:** A malfunction within a changer or ending machine whereby part or all of the change and/or product in the machine is incorrectly dispensed.

**Legs:** A leveling device on the bottom of a vending machine.

**Meter Reading:** A device used to automatically count vends.

**Meter:** A machine-attached device that records the number of vending cycles.

**OOO:** Out of Order.

**Rehab:** (Or renovate) To rebuild a changer or vending machine. Also refers to the rebuilt machine.

**Single Hopper:** Hot beverage machine, which dispenses only one type of coffee.

**Snack Machine:** Machine specializing in individual portions of chips, pretzels, etc.

**Throw:** The amount of product, usually liquid, dispensed per vending cycle.

**Vend:** The delivery of a single unit of merchandise.