

OH, THE POSSIBILITIES!



N910 at Jaya Grocery in Malaysia



Jaya Grocer is a retail store located in Malaysia that offers a wide range of groceries, including fresh fruits, vegetables, meat, and dairy products. The store has been operating for more than a decade, serving local customers with high-quality products at affordable prices.

As the competition in the grocery market in Malaysia continues to intensify, Jaya Grocer has been looking for innovative solutions to enhance its operational efficiency and improve customer experience. Newland Payment by cooperating with PM Advisors, its local partner in Malaysia, ensured the payment experience for Jaya Grocer could be improved.

In this case study, we will explore how N910 from Newland Payment has assisted Richeese Factory in applying new payment business solutions and transform its business.



GROCERY MARKET CHALLENGES AND N910 SOLUTIONS

One key challenge that grocery market industry is facing, is the inefficient checkout process, leading to long waiting times for customers. In the grocery industry, customers expect a fast and seamless checkout experience, and any delays or errors can lead to a negative perception of the store. The traditional checkout process involved the use of a barcode scanner and manual entry of prices, which was time-consuming and prone to errors.



The N910 from Newland Payment is an ideal solution to address the issue of slow and unreliable checkout processes. This device is equipped with a highly efficient scanner that can read a wide range of barcode types, including 1D, 2D, and QR codes. In addition, the device supports various payment methods such as cards and E-wallets. With its dual camera, including a 5MP autofocus rear camera, the N910 enables customers to make fast and hassle-free payments. By reducing the checkout time, this device not only saves customers' time but also reduces the workload for cashiers, allowing them to serve more customers in a shorter period.

Overall, the N910 is an efficient and reliable device that offers a seamless checkout experience to both customers and cashiers.



Secondly, the industry faces issue with regard to the security of payment transactions. The grocery industry is a prime target for fraud and theft, and any breach of customer data can have severe consequences for the store's reputation and legal liabilities. Additionally, cash handling can be risky and time-consuming, as it requires manual counting and reconciliation.

N910 from Newland Payment offers a secure and reliable payment solution that protects customer data and reduces the risks of fraud and theft. The device is compliant with the latest security standards, including PCI-DSS and EMV, ensuring that all transactions are encrypted and secure. It also supports multiple payment methods, including debit and credit cards, mobile wallets, and contactless payments, providing customers with a convenient and flexible payment experience. This reduces the need for cash handling, minimizing the risks of errors and theft.

Lastly, in the grocery industry, it is crucial to have access to accurate and timely data on sales, inventory, and customer behaviour to make informed business decisions. Traditional manual systems are often inefficient and time-consuming, requiring extensive data entry and analysis.

N910 from Newland Payment offers a cloud-based solution that provides real-time data insights and analytics. The device can be integrated with the store's existing point-of-sale system, enabling seamless data synchronization and analysis. It also offers a user-friendly dashboard that displays key performance indicators, such as sales trends, customer preferences, and inventory levels, allowing store managers to make data-driven decisions. This not only improves operational efficiency but also enhances customer experience, as managers can quickly respond to changing customer needs and preferences.



CONCLUSION

After the Jaya Grocer's partnership with Newland Payment and its implementation of the N910 payment terminal is an excellent example of how technology can help businesses grow and meet their customer's needs. By choosing a cost-effective and efficient payment processing system, Jaya Grocer was able to improve their customer experience and increase employee productivity. Our partner's commitment to innovation and working with Newland Payment to explore new solutions is a testament to its dedication to staying ahead of the curve in the competitive grocery industry.

"We are thrilled to have partnered with PM Advisors to bring the N910 solution to the restaurant industry in Malaysia.

The N910's advanced security features, such as encryption and tokenization, ensure secure payment transactions, building trust and enhancing customer satisfaction."

Nimish Swarup, Managing Director - Newland Payment Asia Pacific



Contact us at pos@newlandnpt.com. We're here to help!