

CONSUMERS' INTERESTS IN UNATTENDED RETAIL

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PYMNTS.com



In **The Future Of Unattended Retail Report**, PYMNTS examines survey data from 2,325 U.S. consumers to learn how access to unattended retail options could change their spending habits. Our research shows that many consumers would not only like to shop via unattended channels, but would spend more to do so.

25%
OF CONSUMERS



would spend more money on **NON-TRADITIONAL ITEMS** in a self-service environment.



#1 HEALTH PRODUCTS

81.7%

WOULD BUY THESE NON-TRADITIONAL ITEMS



64.1%

BEAUTY PRODUCTS



55.1%

CLOTHES AND ACCESSORIES



53.8%

BOOKS



51.6%

MAGAZINES

INCOME

83.5%
More than \$100K

78.7%
\$50K-\$100K

80.3%
Less than \$50K

INCOME

66.8%
More than \$100K

63.7%
\$50K-\$100K

55.8%
Less than \$50K

INCOME

55.1%
More than \$100K

60.3%
\$50K-\$100K

46.2%
Less than \$50K

INCOME

51.4%
More than \$100K

56.5%
\$50K-\$100K

57.3%
Less than \$50K

INCOME

51.7%
More than \$100K

53.7%
\$50K-\$100K

47.3%
Less than \$50K

ALREADY PURCHASED THESE ITEMS VIA UNATTENDED CHANNELS WITHIN THE PAST THREE MONTHS



52.3%
Food and beverages



29.2%
Vehicle services



26.6%
Laundry services



25.4%
Clothing products



20.6%
Health and beauty products



8.0%
Computers and electronics

Read more at www.pymnts.com/study/future-of-unattended-retail-report-february-2020

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