Your full-service partner
for payment systems

More than 30 years of innovation, service and trust

Welcome at S+M GmbH. We are an owner-managed company in its second generation. More than 40 dedicated co-workers are the reason for our success.

S+M was founded in 1985 by Stefan Mesch as „S+M Schaltgeraete Service + Vertriebs GmbH" together with his former partner. In 2016 his son Heiko Mesch took over the company now called "S+M GmbH" as managing director.

We are your specialist partner for integration, distribution and servicing of various payment systems such as coin or banknote as well as cashless payment systems.

End-customers come into direct or indirect contact with our products on a daily basis, i.e. by using a vending machine, paying for a parking ticket or eating lunch at their company canteen. We give our best every day to make sure that those customer experiences are successful.

According to our company claim "your profit" we will show you how you as well can profit from our products and services.

The two generations of the Mesch family. l.t.r.: Sandra, Heiko, Karin and Stefan Mesch.

Our experience is your advantage

Sales

As an authorized partner for many well-known manufacturers we offer national and international distribution and service for cash payment systems, vending machine components and our Connected Vending solutions.

Product Servicing

We have the know-how to conduct high quality repairs. Our experienced and well-trained technicians and engineers repair and maintain or modify your payment systems, vending machine controls or other components - fast and reliably.

Development

Our development department creates project-related hardware and software solutions for our customers as well as individual design and engineering solutions for vending machines.

Transport Service

Our transport service is now even more flexible and CO_2 friendly – while maintaining the well-established safety standards. You can trust the careful and professional handling of the products.

Get an overview of the services we can provide for you

For more than 30 years we have been offering reliable distribution and highest quality of servicing and maintenance for all payment systems in your vending machines. We provide solutions for up-to-date cashless and classic cash-based payment systems for product vending machines, park & ticketing, staff canteens and company catering.

We are also your high-performance partner for vending machine controls and further vending machine components.

Our project-related development of products and software solutions for fiscal read-out and Connected Vending (telemetry) complements our range of products.

Cash Payment Systems

We offer highest quality devices for coin and banknote processing (validation, recycling etc.) by leading manufacturers with worry-free full service.

Connected Vending

Vensolutions is our unique telemetry system for active controlling of your operating and service processes for vending machines, ticketing and company catering.

Vending Machine Components

Our specialist department for vending machine controls and other parts for hot and cold beverage dispensing machines, ticket machines and all other vending machines.

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VENSOLUTIONS

Vensolutions is our unique telemetry system for active controlling of your operating and service processes for vending machines, ticketing and company catering.

The telemetry system Vensolutions offers the possibilities for an effective and legally sound way for your vending machine operating and accounting. Easier controlling and remote diagnosis, simplified maintenance of the machines on location and automating your route planning for the refilling trips becomes possible.

Our system is constantly developed further to adjust to operational and legal requirements.

VENCUBE - the hardware

GATHERING DATA

The Vencube is the heart of the product family and the central control unit inside your vending machine. It is positioned in the stable middle position between the vending machine controls and the payment system. All money and product movements are monitored here in real time and sent to the Vensoft user platform.

This way the status of the vending machine can be efficiently supervised at any time. Failures and disruptions can be fixed promptly or even avoided.

With its product variations alpha (premium model) and beta (basic model, upgradable) the Vencube is the hardware of the unique Vensolutions system.

All data records are SSL encrypted, access protected and signed in addition to check authenticity and integrity. The Vencube case is always sealed to prevent unauthorized opening or manipulation.

All Vencubes have an SAM-slot and are compatible with INSIKA. With its converter technology the Vencube supports all vending specific protocols (Executive, MDB and BDV).

With Vensolutions you always have your vending machines under control.

+ Checking of filling levels
+ Possibilities for legally sound accounting
+ Fault reporting for fast problem solving
+ Simplyfying refill trips
+ Contactless and mobile payment (NFC-Payment)

This and more is what Vensolutions has to offer and how vending becomes Connected Vending!

VENSOFT - the user platform

PROCESSING AND EVALUATING DATA

Vensoft is the central online user platform for our Vensolutions system and offers all relevant information in an overview. Vensoft can be accessed from any device which has an internet connection without any installation.

Vensoft gives you the possibilities to manage your daily business faster, more efficiently and with high process quality. Manual route planning, vague error messages and price adjusting on location at every single machine are a thing of the past.

All data is collected and analyzed in Vensoft and necessary adjustments to the settings can be made. It also offers support tools, i.e. an optimized route planner for the refilling trips, which you can adjust according to your individual requirements. It considers the best route as well as the maximum working time of your staff.

When using Vensoft you can be sure that your data is in good hands. All data is only communicated via SSL encrypted connections and stored access protected on two separate data servers in Germany for the duration of 10 years plus the current year.

VENTOOL - the Windows app

SERVICE AND DATA TRANSFER

Ventool is the mobile solution for controlling and maintaining the system on location. The app is also used for the configuration of the Vencube.

After installing Ventool on a laptop it can be connected to the Vencube and configurations can be adjusted. This enables a unified handling of the vending machine periphery.

We are currently working on a solution where all data concerning product and money movements is read-out on location and uploaded directly onto the online platform Vensoft. In doing so, the inventory will be completed electronically on location - even in areas with weak mobile communication infrastructure.

Today the recording of product movements and inventory, accounting and other data is often still done manually by operators and technicians. With our free app Ventool we are creating a solution which optimizes your business process and saves you time and money.
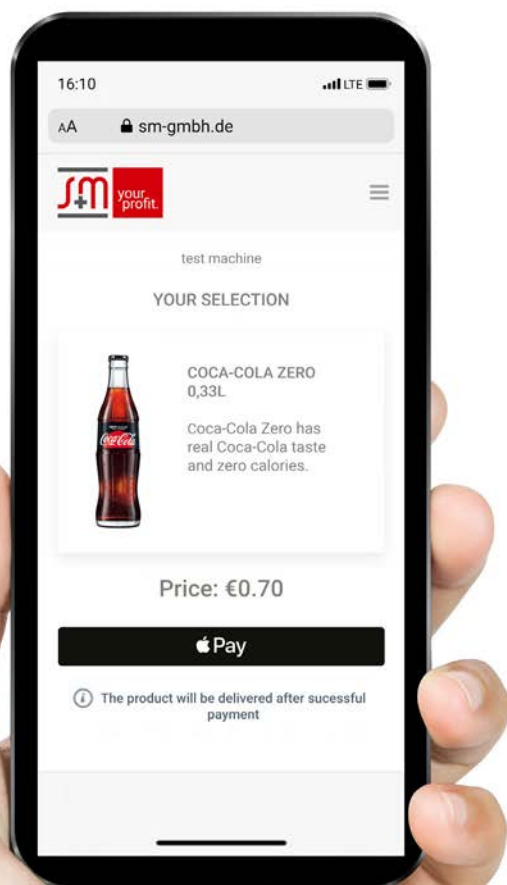
VENPAY

Venpay, the new payment solution from S+M GmbH, makes vending secure, fast and hygienic using well-known global payment brands Apple Pay and Google Pay.

This kind of mobile payment now works simply by attaching a sticker to the vending machine. This means there is no additional hardware needed, if the Vencube is already installed in the machine.

This sticker has a QR code as well as an NFC tag and is matched to the specific Vencube in that machine. The customer scans the sticker with his mobile phone (QR code or NFC tag) which activates the payment process via the phone's browser - without having to install an app or any extra registration.

The vending machine customer simply follows the instructions on the display of his mobile phone, chooses the product from the machine directly and receives a confirmation on his phone. The payment process is then finished by tapping pay on the phone, the product is released and can be enjoyed.

This is all you need!

Our innovative Venpay badge is applied to the vending machine like a sticker. It opens up a whole new world of mobile payment. Powered by Vensolutions - our vending telemetry can make it happen.

The advantages...

for operators:

+ Savings potential, expected increase in sales and profit

+ Works via sticker, no further hardware needed (if Vencube is already installed)

+ Can be retrofit any time for machines which already have a Vencube

+ Use the acceptance and trust which customers have in well-known payment services

+ Reception practically everywhere by using LTE-M technology

for customers:

+ Hygienic shopping – contact with the machine is reduced to a minimum

+ The customer's own phone is used for the entire payment process

+ No installation of an app needed, communication between mobile phone and vending machine works automatically via the browser

+ Spontaneous purchases are possible without looking for the correct small change

VENCASH

With our in-house payment system you can optimize the procedures in your company canteen or catering and for your in-house vending machines.

The system consists of chargers, cash points and cashless systems. Your advantages: faster payments, shorter queues and detailed accounting of all components through consistent recording of all transactions. This makes an effective and legally sound accounting possible.

The system fulfils the highest standards of design, quality and security. Our clients can choose an individual print for the acrylic cover of our chargers, cards and other devices according to

their company colours and design guides. We can integrate third company contactless card systems. A full on-location-service as well as remote maintenance completes the offer.

Since January 1st 2020 all our existing projects regarding cash points are being handled and processed by our new partner (and former employee) POSVEND UG. www.posvend.de

CHARGER

+ High quality 2mm steel casing with safety lock
+ PVC front with print according to clients requirements
+ 7 inch display
+ Optionally also available with 10 inch display
+ Industrial PC
+ Consistent recording of all transactions
+ Import interface for restricted lists
+ Export interface for sales data into external systems
+ USB card reader / Mifare / Mifare Desfire / Legic Prime / Legic Advant
+ Banknote reader CashCode MSM
+ Banknote strongbox for 300 or 500 banknotes

Act now to benefit from all the advantages!

With Vensolutions you can control and evaluate all sales, transactions and the vending machine status from your office computer in real time. It can also be connected to your existing ERP-system.

"Fiscal data read-out" is one of the growing trends and requirements in the vending industry. Vensolutions is the holistic approach for active controlling of your operating and service process in the field of vending and company catering.

Vensolutions also supports the planning of your refilling trips by suggesting optimized routes and considering your staff working time. Let all these be a thing of the past: complicated and error-prone paper lists, long machine down time, unnecessary empty trips and other bad surprises while maintaining your vending machines.

Is there a large event planned in the area where your vending machines are located? Is it going to be extraordinarily hot in the coming days? This means you should be able to sell more cold drinks 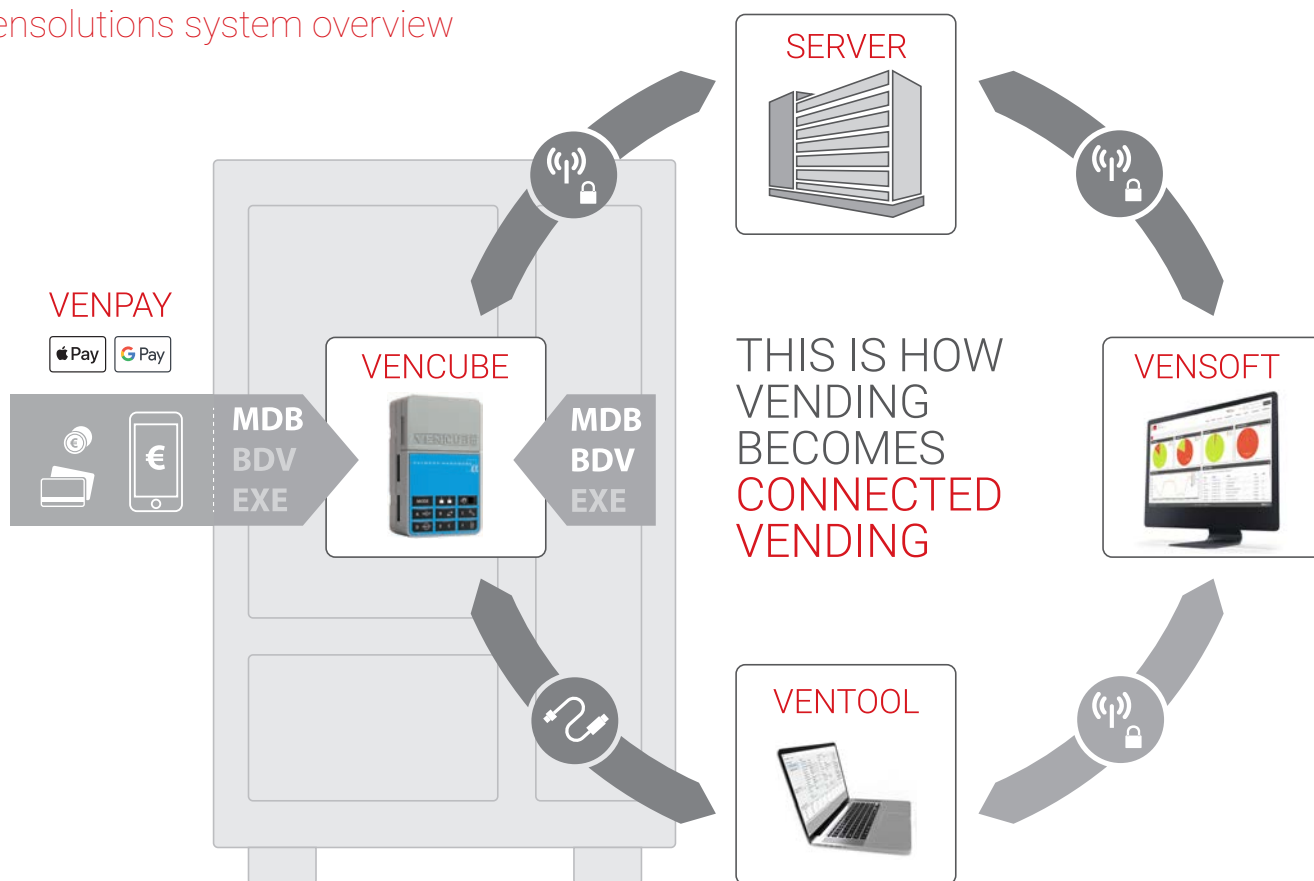for example. Thanks to Vensolutions taking various factors into consideration, the predictions are getting constantly more precise. This way you can maximize your potential by planning the best locations and assortments for your vending machines and increase your profitability.

With Vensolutions we are actively shaping the future of the vending industry.

The use of Vensolutions offers new possibilities for marketing and customer loyalty. Attractive features such as credit card and mobile payment, loyalty programs, product sampling and coupons, digital signage and many others are all possible due to our future-oriented LINUX based technology.

Our basic model Vencube beta is the gateway into the world of Connected Vending. By upgrading to Vencube alpha you can use all those possible features in an increasingly digital market.

Vensolutions system overview

All data is generated by the Vencube and transported via mobile phone network or Ventool. All information regarding single transactions is transmitted in real-time.

With Vensoft the data is analysed and is made available to existing merchandise management systems.

No external data is needed neither from the vending machine nor the payment system.

Thus the data handling lies only in the hands of the Vensolutions system and is independent from the data quality of external components.

How can Vensolutions help your customers?

We are convinced that sales of all kinds of goods through vending machines will keep on growing in the future. With Vensolutions you can offer a positive and non-frustrating shopping experience to your customers: modern vending machines, faster and varied modes of payment, less error messages and a better suited product choice which is not left to chance.

The times in which your potential customers have given up to buy anything due to their lack of small change or empty compartments in your vending machine are over.

With our products, services and innovative partners we are well prepared for these mega-trends of the vending industry.

THE HEART OF
CONNECTED VENDING

CASH PAYMENT SYSTEMS

S+M specializes in the integration of different payment systems such as classic coin, banknote and cashless payment systems for the vending industry.

From the beginning we have been servicing cash systems such as coin validators and money changers by leading manufacturers NRI and MEI. By now we can look back onto more than 30 years of reliable distribution and highest quality of servicing and

maintenance for your payment systems in vending machines, ticketing and catering.

Our product range of cash payment systems consists of coin validators, coin changers and coin hoppers as well as banknote or bill readers, bill validators and recyclers by CPI, Suzohapp, CashCode and Bill-to-Bill.
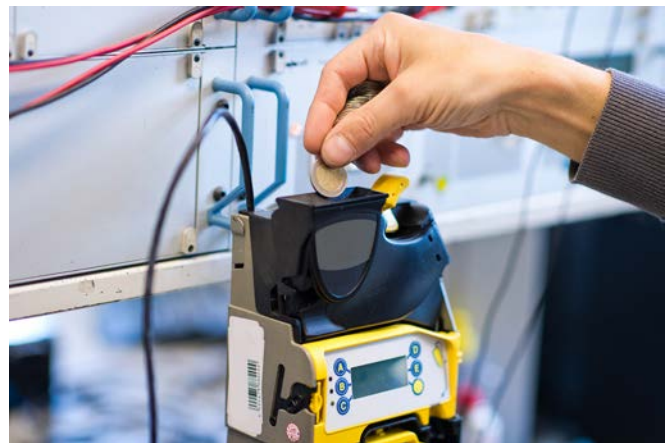
Coin validators and hoppers

The coin validators by CPI and Suzohapp offer great flexibility through their sensor technology leading to reliable acceptance of valid coins and rejection of suspect coins. They are installed in various vending or service machines.

Multiple scanning of the inserted coins by sensors ensures secure detection by interpreting more than 20 parameters depending on the device.

The coin validators and coin managers have different interfaces and can run in different operating modes to be compatible to as many vending protocols as possible.

The well-tried high quality Coin Hoppers by CPI count out and dispense coins of all currencies. Large capacity, reliable functionality and a long lifetime make them the best solution for handling of coins of various shapes and sizes. They are used in machines which require holding extra amounts of cash for dispensing.

Coin changers

The coin changers and combination devices by CPI and Suzohapp help you increase turnover while saving costs by using their innovative technology. In terms of reliability, profitability and flexibility we can offer an individual solution for your application within our product range.

Advanced coin validation technology ensures accurate coins in and out of all currencies which are in circulation worldwide. Due to the precise giving of change you can reduce the amount of cash you have tied up in your machines.

It is possible to integrate the devices into software audit systems – like our Vensolutions system – so all vending processes can be monitored.

Banknote readers & banknote changers (recyclers)

We are official distributor and service partner for banknote readers by leading manufacturers CPI and Suzohapp. These modern payment systems feature impressive transaction speed, superior sensor technology and user friendly interfaces. They all accept valid notes at first try nearly every time. Note jams are avoided and false notes are rejected reliably. Our note readers guarantee happy customers, minimal servicing costs and a larger turnover.

The Bill-to-Bill recyclers for example offer outstanding quality for automated payments and transactions by precisely validating and releasing banknotes. In using these recyclers your machines can provide change given in banknotes instead of coins.

Even wet, dirty or folded notes are accepted. Once a valid note has been accepted it can be recycled and given as change without any jamming. You can now accept notes of a higher denomination without fearing to run out of cash.

Electronic monitoring of the transactions offers integration into your auditing system and also into our Vensolutions System.

VENDING MACHINE COMPONENTS

Vending Machine Controls

Here at S+M we have a highly specialized department for servicing and maintenance of vending machine controls or VMCs. Whether it is about hot or cold beverage machines, tobacco, snack or other vending machines – you always have a competent partner with us as far as vending machine controls are concerned.

Well-known service companies and leading manufacturers let us handle the servicing of their VMCs (vending machine controls). By now our range consists of more than 100 different controls and modules as well as parts for many manufacturers.

Beverage Dispenser Valves

Our department for beverage dispenser valves offers distribution and servicing for volumetric and mechanical valves by Lancer.

We are your official partner for all Lancer products. These valves are used in fast food restaurants, canteens, cinemas or bars.

Always in good hands

Of course we offer comprehensive advice regarding all our products and services, before you buy them. But also afterwards we do not leave you to master the products and their application on your own.

All payment systems which we distribute are also installed, maintained and serviced by us. Our technical support fulfils the highest quality standards and our continued commitment has led us to successful, long-term co-operations with many clients, suppliers and other partners.

Our strength lies in consulting, project management and implementation of system solutions. We also offer workshops and trainings for you and your staff for the future success with your payment systems.

Sales

Our sales team always strives to find the best solution for your individual case and applications. We have many years of experience in the field of payment systems, telemetry (Connected Vending) and vending machine components. We offer:

+ Distribution, servicing and maintenance of banknote readers, validators and recyclers
+ Market leader in the distribution of banknote recyclers for park & ticketing (D,A,CH)
+ We are authorized partner for many well-known manufacturers
+ National and international distribution of vending machine components (cash payment systems, valves, vending machine controls)
+ Distribution of our Connected Vending system Vensolutions
+ Worldwide delivery and customs handling as sea or air freight.

Development

Our in-house development department creates project-related solutions which go beyond the standard. The hard- and software for our Connected Vending system Vensolutions is constantly being developed further here. But we also offer individual design and engineering solutions for your vending machines:

+ Hardware development (controls / payment systems / sensors)
+ Software development (interfaces / portals / apps)
+ Design & construction (i.e. customizing by integration of special hardware)

Product Servicing

S+M is an authorized servicing and maintenance specialist for many products in the field of vending. We have the know-how to conduct high quality repairs.

You can rely on our experienced and well-trained technicians and engineers to repair, maintain or modify your payment systems, vending machine controls or other components.

We know that the perfect functioning of your devices is paramount for the operation of your vending machines. That is why we conduct all work professionally and quickly.

Transport Service

We introduced the transport service for our payment systems and other products to relieve our clients and optimize their own technicians working time.

Our transport service is now even more flexible and CO_2 friendly – while maintaining the well-established safety standards. The products, which need to be repaired, are still transported in our specially prepared antistatic boxes by a logistics partner of your choice. So you can trust the careful and professional handling of the products.

All our activities are based on high regard for the environment. Reducing packaging and risk of damages during transport are part of this sustainable thinking.

The advantages in an overview:

+ Transporting in well-proven antistatic boxes, provided for free
+ Less packaging, less waste, less costs
+ Reducing transport damages to a minimum
+ Pick-up and delivery at any time according to customer schedule

It is the combination of all of the above which makes us what we have been for over 30 years:

Your competent high-performance service partner for all areas of the vending industry!

You can find further information about our products and services as well as the right contact persons on our website:

www.sm-gmbh.de

Member of the

Bundesverband
der Deutschen Vending-
Automatenwirtschaft e. V.

2020