South Carolina Commission for the Blind

Business Enterprise Program

Committee of Blind Vendors

February 7, 2020 Quarterly Meeting Minutes

Committee Members:

Joe Urbanek, Charleston District Representative, Chair

Olivia Anderson, Greenville Spartanburg District Representative, Vice Chair

Lonnie Hart, Columbia 1 District Representative

Maguya Walker, Columbia 2 District Representative

Diane Moses, Florence District Representative

Karen Jones, Member At Large

Roll Call. All elected committee members were present.

Next was roll call on the gallery and agency members present.

Agency Staff Members Present:

Brittany Fulton, BEP Instructor

Angela Galloway, Florence Counselor

Vernette Brown, Greenville Spartanburg Counselor

Beatrice Belton, District II Counselor

Marcellous Primus, BEP Director

Von Hollis, BEP Financial Analyst

Jacqueline Stubbs, BEP Assistant

Joe asked Ike to open the meeting with prayer.

Announcements: Please turn phones off, if you receive a call and you must take it, please step

out of the room.

Approval of minutes. Minutes were approved for the November 15, 2019 meeting.

BEP training update from Brittany.

Brittany Fulton stated that there currently are 3 trainees in the class. They are from Columbia, Anderson, and Charleston.

She mentioned that there are three conferences available PETRO will be held March 4-5, 2020, at The Myrtle Beach Convention Center. Registration is free.

BLAST is scheduled for April 14-17, 2020 in Chicago. Registration is $200. Hotel is Hyatt Regency for $149 plus tax per night.

NAMA is scheduled for May 6-8, 2020 in Nashville, TN. The RSA discount is $199 right now.

Next was District updates:

#### Joe stated that there are 2 stands that will be coming open around April. One is the MacDougall Correctional Institute in Ridgeville and the other is a vending route in Orangeburg. At a later date, there will possibly be a rest area in Orangeburg and a cafeteria with vending route but dates for those are not available yet.

Beatrice Belton reported on District II –

Bea stated that Stand 13 will has a 3rd party person but will be going on the bid line. She stated that a few of the stands have had some vending added. She stated that Katherine Comrad is licensed and is at Stand 35 and is doing a wonderful job. Stand 59 is being ran by newly licensed vendor Shaquille Walker. John Anderson has retired and Ben Bradley is running that location.

Vernette Brown reported on the Greenville Spartanburg District –

Vernette stated that there are currently no new sites. They are still upgrading vending machines in the area. She announced that Olivia and Harold got married.

Angela Galloway reported on the Florence update –

She stated that Stand 37, Stand 43, and Stand 68 will soon be posted on the bid line. There will also be a few new facilities later this year.

Columbia District III – Brittany gave this update.

She stated that some equipment (shelves, oven, ice machine) has been added and are looking to revamp some machines which includes removing some machines that are not producing high volume.

District I –

Stand 5 and Stand 76 are on the bid line. Not sure about Savannah River Site as of right now.

Next on the agenda is Comments from the New Commissioner, Darline Graham:

Joe stated that he thinks she is the best commissioner we have had and that he thinks good things are in store.

Commissioner Graham stated that she has been there for about 5 months. She thinks BEP is a great program. She shared that her parents were business owners showing how she has been involved in business her entire life while helping her parents in their business. She stated that she is still learning about BEP.

She is working with Marcellous and Elaine to take a good look at positions, policies and procedures and the manual. She stated that she is going to call RSA to find out where they are in the review process of the manual. They are going to look at training options for licensed vendors as well as the BEP staff.

Marcellous spoke about the request to the call-in repair line. He said that they are working on the procedure for how this will work and try to get it rolled out. There will be a centralized call in line. Commissioner Graham stated that there will also be a website to request repairs but that this will take a few months to get everything worked out. Joe mentioned that they need to make sure the website is accessible to both the totally blind and the partial sighted.

Joe talked about active participation and how it should work. Commissioner Graham stated that she wants to have an open line of communication between her office and the blind vendors.

Next, they discussed the current situation of moving machines and how counselors are required to be on the property when machines are moved. Almost everyone believes that it is a waste of time for counselors to need to be on property. At least one counselor thinks that it is important for a counselor to be on the property. Another counselor believes that it should be required when a new machine is being placed but not when a machine is being moved to a different location within the same building. Marcellous discussed how the equipment inventory affects the system, stating that it is important that they know where every piece of equipment is located. The commissioner asked if counselors go in from time to time to check on the equipment in the locations and verify that the counselors know where every piece in their district is located.

Next there was a lot of discussion about stands being put out for bid and placed on the bid line and having a selection for the stand. The commissioner committed to working on this process.

There was discussion about the revised manual that is at RSA waiting to come back. A vendor who came in after the manual was sent to RSA asked about getting a copy of it. Joe and several others stated that a copy is available, a vendor just needs to request it but the revised manual is not in place since it has not come back from RSA yet.

Next on the agenda was a call with Harry Kozlovsky with Nayax:

Harry is the Senior Director of Solution Sales at Nayax. He stated that Nayax is an international engineering company that engineers the cashless devices and the reporting systems on unattended machines around the world (vending machine, car washes, massage chairs, etc.) Nayax is different from other companies because they manufacture their own equipment and they have unique features that others cannot offer. He said that they use the chip reader instead of swipes where other companies are having to wait on 3rd parties to make this technology available on their readers. He said that since Nayax engineers their own system a power down/up alert can be sent as soon as power is lost on your machine or when power is restored so you will always know the status of your machine. This includes coin mechs being down or dollar bill validator not working and can alert you if your machine gets low in product. He mentioned customer service on attended machines and said that Nayax readers have a voice inside them so that when someone is buying a product, they are guided through the transaction and then hear “thank you” when the transaction is complete. Locations with repeat customers can use prepaid Nayax gift cards (customer loyalty cards) by using the card management system that is built into their software. Since cards get lost Nayax has created a rewards and loyalty app called Monyx wallet. The app can be personalized to your company. It works like Apple Pay/Google Pay and can be used with the customer loyalty cards. The app can also use Paypal. If you get your customer to put $25 on their monyx app, they get a 10% bonus (so they will get $27.50 instead of $25 paid by Nayax not by you). When they use the app to purchase their choices from the vending machine, you will pay less in fees.

RSA cost for the units:

VPOS Touch is Nayax’s newest reader and is an all-in-one solution for cashless payments and integrated telemetry. The price for this reader is $289.  The traditional 2-piece device is $239.

Monthly fee is $4.95 per device. If you want to the ability to planogram it is $6.59 per device. The processing fee is 5.40%. These prices are for RSA members, so if you are not an RSA member you should sign up to get these prices.

To setup the planogram you will set up an appointment with tech support and they will show you how to set up a product map and show you how the dashboard works and how to set up a pick list. They have a mobile device app that is available so that you do not have to be at a computer to see sales.

If you are selling some or all of your devices to another vendor you can just email onboarding-na@nayax.com and send an email with wording like “Effective (date) I am selling some of my devices (list serial numbers) to (name of person you are selling to.)” If you are selling all your devices, just say that you are selling them all and there is no need to list all the serial numbers. For RSA members, they will waive the transfer fee. You just need to mention in the email that you are an RSA member and that the person you are selling to is also an RSA member. The time frame on a transfer will depend on how quickly the person you are selling to gets their forms filled and get their account set up. Once everything is set up, it generally takes about 5 business days for the transfer to take place.

If you have any questions about Nayax services or devices you can let Joe know and he will get you in contact with Harry.

Next on the agenda is the annual meeting:

Brittany gave an update on the training for the annual meeting. She said they have 3 training sessions that will take place after lunch; they will be importance of sole proprietor to LLC, HR training by Kim Jones and an open discussion training where vendors can submit questions prior to the meeting to be discussed or you can ask questions during the session. Joe mentioned that NFBEI is sending Melba Taylor and John Gordon to be speakers at the meeting.

Next was the Committee Report.

A question was asked if there was any new information about the commissaries. Joe said that the sheriff’s association went to the legislature and got an amendment issued to the subcommittee. It was originally proposed that our priority be limited in detention centers including the vending we currently have or any in the future, including commissaries. We talked and were able to get it stopped as far as current vending we have and future vending. The commissary part will pass if this passes this legislature as it is right now. If it does not pass, it will have to start over so maybe we can have more time to fight it. If we had known about the bill sooner, we may have been able to stop it, but we had no idea until it went to the subcommittee and it had already been decided. There was some discussion between Joe and some vendors in the gallery about this situation. Joe stated that the state has exemptions to the federal laws that give priority.

Committee members and annual meeting committee members stayed after the elected committee meeting to discuss the annual meeting.

The next quarterly meeting will be set for either Friday, April 24, 2020 Or May 1, 2020.

Meeting adjourned.