

## **New Vontier Research: Payment Friction Is Costing Convenience Retailers**

*New national research shows unified payment environments drive faster feature rollouts, smoother upgrades and stronger customer engagement across the forecourt*

RALEIGH, N.C.--([BUSINESS WIRE](#))--[Vontier](#) (NYSE: VNT) today released new [national research](#), surveying over 600 U.S. convenience store operators and fuel retailers, highlighting a widening performance gap between operators running a unified payment stack and those managing fragmented, multi-solution ecosystems.

As the forecourt becomes a critical battleground for customer loyalty, Vontier's research reveals that payment architecture is now a direct lever for speed of new feature deployment and growth – not just a back-office concern.

### **Unified Operators Are Pulling Ahead**

The data is clear. Operators running more unified payment ecosystems are:

- More likely to describe upgrades as smooth and cost-effective (63% vs. 38%)
- More likely to execute on new payment and loyalty initiatives within six months of a decision being made (47% vs. 26%)
- Less likely to cite staff time for testing and configuration as a cost of certification and compliance (47% vs. 55%)
- More likely to say servicing and software updates are easy (43% vs. 10%)

Improving the customer experience was the most common motivation for investing in a unified payment architecture – cited by almost half (49%) of retailers – with improved system reliability and cost/time reduction in operations reported as the second and third most popular motivations.

### **The Opportunity Is Significant**

Today, 56% of retailers rely on multiple payment processors and 68% operate two or more payment systems across devices. As a result, adding a new solution or update can require managing four to five separate vendor certifications (29% of respondents).

The result: 68% of fuel retailers take at least six months to deploy new payment or loyalty capabilities, and those with multiple providers wait even longer (73%). Nearly two-thirds (64%) reported they were very to extremely confident that consolidating vendors and technologies would meaningfully reduce certification cycles and related costs.

For operators running loyalty programs – one of the most powerful drivers of repeat visits and basket size – the cost of delay is especially high. Retailers with loyalty schemes are nearly three times more likely to report certification-related launch delays (32% vs. 12%).

"Convenience retail is built on delivering elevated consumer experiences and unified payment systems can support these expectations by driving faster feature rollouts, smoother upgrades and stronger customer engagement," said **Mark Morelli, President and CEO of Vontier**. "When certification cycles stretch into months, operators aren't just delayed – they're missing opportunities to capture visits, build loyalty and grow revenue. Reducing fragmentation in the environment is how retailers get back to moving at the pace their customers expect."

### **Vontier: Built to Eliminate Complexity at Every Touchpoint**

Vontier's convenience retail and mobility technologies, notably Invenco's payment and forecourt solutions, are purpose-built to solve these challenges. By unifying payments, streamlining certification pathways and connecting loyalty across consumer touchpoints, operators are able to:

- Launch new payment and loyalty features faster with fewer certification hurdles
- Reduce multi-vendor coordination and downtime risk
- Deliver the contactless, mobile-first and loyalty-integrated experiences consumers increasingly expect
- Free up internal teams and site staff from configuration and testing burdens

With 42% of retailers citing easier customer enrollment as a top loyalty driver for consolidation, Vontier's integrated approach and Invenco's suite of solutions address the initiatives operators are most eager to accelerate.

### **About Vontier**

Vontier (NYSE: VNT) is a global industrial technology company uniting productivity, automation and multi-energy technologies to meet the needs of a rapidly evolving, more connected mobility ecosystem. Leveraging leading market positions, decades of domain expertise and unparalleled portfolio breadth, Vontier powers the way the world moves – delivering smart, safe and sustainable solutions to our customers and the planet. Vontier has a culture of continuous improvement and innovation worldwide. Additional information about Vontier is available on the Company's website at [www.vontier.com](http://www.vontier.com).

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