



## VG SMARTVEND - ENQUIRY GUIDELINES & REQUIREMENTS

Before submitting an enquiry for a VG Smartvend machine, applicants must meet the requirements outlined below. These guidelines ensure every machine operates efficiently, securely, and profitably. Enquiries that do not meet these requirements may not be approved.

### 1. Applicant Eligibility

Applicants must be individuals, businesses, or organizations legally permitted to operate in Ghana. A valid Ghana Card (for individuals) or company registration documents (for businesses) are required. Applicants must be willing to operate the machine as a business asset and comply with all VG Smartvend operational guidelines.

### 2. Location Requirements (Mandatory)

Applicants must have a clearly identified proposed location prior to enquiry submission. High-foot-traffic areas such as malls, universities, hospitals, offices, gyms, hostels, and transport hubs are strongly recommended. The location must have permission from the property owner or facility management and provide adequate space for machine placement, customer access, and visibility. The machine must be placed indoors or in a sheltered outdoor environment.

### 3. Power Requirements

A stable electricity supply is mandatory. The machine requires a standard 220–240V power outlet close to the installation area. Backup power, such as a UPS or inverter, is strongly recommended, especially in areas with an unstable power supply.

### 4. Internet & Network Connectivity

Applicants must ensure reliable internet connectivity at the installation site. Machines operate via SIM-based data (4G/5G) or Wi-Fi, depending on the model. Active network coverage is required for payments, inventory tracking, and remote monitoring.

### 5. Product & Stocking Responsibilities

Machine owners are responsible for selecting approved product types and handling stocking and restocking. Products must meet Ghana FDA standards where applicable and comply with safety and expiry guidelines. VG Smartvend may provide product or supplier recommendations where available.

### 6. Payment & Transaction Setup

Applicants must provide an active Mobile Money or bank account and agree to VG Smartvend's transaction and payment processing terms. Any applicable service fees or commissions will be communicated clearly.

### 7. Security & Safety Obligations

Machines must be placed in secure environments. CCTV coverage is strongly recommended. Anchoring or locking mechanisms may be required, and machines must not obstruct walkways, entrances, or emergency exits.

### 8. Maintenance & Care Responsibilities

VG Smartvend handles installation, initial setup, training, and technical support based on the selected service plan. Machine owners are responsible for basic daily checks, cleanliness, and preventing misuse. Damage caused by negligence or vandalism may be charged to the owner.

## 9. Financial Readiness

Applicants must be financially prepared to cover machine acquisition or lease costs, initial product stock, electricity, internet data, and routine operational expenses. Smart vending should be viewed as a medium- to long-term business investment.

## 10. Approval Notice

Submission of an enquiry does not guarantee approval. All applications are reviewed based on location suitability, infrastructure readiness, compliance, and overall business viability.