



Self-Checkout in 5 Seconds: SPAR Austria Expands Leadership in Store Innovation with NCR Self-Checkouts

April 6, 2016 at 8:00 AM EDT

Austrian supermarket chain SPAR reduces queues in its Digital Leadership Stores on the university campus in Vienna and Graz with cashless NCR SelfServ™ 90 self-checkouts

AUGSBURG, Germany--(BUSINESS WIRE)--Apr. 6, 2016-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that [SPAR](#), the largest private employer in Austria, is working with NCR to develop innovative store concepts. In its most recent project, SPAR is using the cashless NCR SelfServ 90 self-checkouts and NCR FastLane software in three locations in Vienna and Graz to help reduce wait times. The self-checkouts accept all standard credit and debit cards, as well as SPAR's own payment card, and were used for 50 percent of all checkouts in the store on the campus of the Vienna University of Economics in March 2016. Due to the high acceptance and following thorough evaluation as well as a testing phase, SPAR is considering rolling out the technology to its other high frequency locations.

The assortment of the SPAR supermarket on the campus of the university provides a wide range of snacks and convenience food offerings to cater to the needs and preferences of students. After lectures, long queues at the checkouts were a common sight. In cooperation with students of the Retail and Marketing program, SPAR developed new store concepts and turned its store on the university campus into an innovation lab in which new technologies can be deployed. In order to help reduce queues, SPAR introduced the small footprint NCR SelfServ 90 self-checkouts.

"A modern retailer requires innovation," explained Hans K. Reisch, member of the SPAR management board. "Our own digital innovation forum works with external partners to create unique technology solutions that benefit our customers and employees. The cashless self-checkouts are a prime example of a beneficial innovation. Right from the beginning, we achieved usage rates of 50 percent in our SPAR market at the University in Vienna."

"Students who use the self-checkouts, complete their shopping in just a few minutes and can return to their next lecture," added Alois Huber, managing director of SPAR in east Austria. "We aim to create a fast and convenient shopping experience for our customers. Due to the high acceptance of the cashless self-checkouts, we are considering a roll-out to other stores in central, high frequency locations."

SPAR was the first supermarket chain in Austria to introduce self-checkouts. Today up to 45 percent of its customers use the NCR self-checkouts for their daily shopping in 23 locations. Now SPAR is the first retailer to test the cashless NCR checkouts in three different stores in Vienna and Graz. SPAR benefits from a higher customer throughput while customers save time. If customers are using the contactless card payment option, the checkout process can take as little as five seconds.

"In high frequency stores, long lines are frustrating for customers. If they have to rush to their next lecture or their train, they often abandon their basket and leave the store," said Stefan Clemens, Area Sales Leader for Germany, Austria and Switzerland at NCR Retail. "Cashless self-checkouts are cost effective, small-footprint options to combat revenue loss. The popularity of our solutions at SPAR proves that customers who are pressed for time embrace card-only payments for a grab-and-go experience."

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

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