



New NCR Self-Checkout Drives More Consumers to Shop in the Fast Lane

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NCR FastLane(TM) to debut at MARKETECHNICS; offers completely modular design, small footprint, take-away conveyor belt

NCR Corporation (NYSE: NCR) today announced the debut of NCR FastLane(TM), an enhanced and modular self-checkout solution that will enable retailers across markets and regions to more easily deploy increasingly popular self-service technology.

"We saw initial adoption among Albertson's, Shaw's and other food and mass merchandise retailers that offered their customers the option to scan and pay for items without cashier assistance," said NCR General Manager for Self-Checkout Mike Webster, of the industry that helped usher in self-checkout technology. "Other retail segments, including home improvement, drug and wholesale club retailers, are now ready to tap into what has become a lucrative and advantageous way to satisfy consumer demand."

Home Depot is piloting NCR FastLane and BJ's Wholesale Club has intentions to pilot NCR FastLane in one of its stores in April.

NCR looked to consumers, retailers and cashiers, conducting focus groups of all three audiences for design input. As a result, NCR FastLane offers a smaller footprint and can be easily upgraded to feature small- and large-order bagging areas and a new take-away conveyor belt without having to reinstall the core system. It incorporates other leading NCR technologies, including touchscreens and scanners, and can accept cash, check, credit, debit and coupons. It can also be programmed in multiple languages.

In the few short years since self-checkout was introduced, many retailers who have adopted it report anywhere from 20 to more than 40 percent of transactions are now processed through self-checkout. Research conducted for NCR Corporation in late 2001 confirms rising consumer usage, with 51 percent of respondents indicating they have used a self-checkout machine.

"Increasing consumer comfort with the technology, as revealed in our research, parallels the growing number of retailers installing NCR self-checkout solutions, which has nearly doubled from 17 retailers in 2000 to more than 30 at the end of 2001," Webster said.

According to the Food Marketing Institute (FMI), close to 20 percent of food retailers had self-checkout installed in 2001. NCR FastLane will debut at FMI's annual technology convention, MARKETECHNICS, in San Diego, February 3.

The leading provider of self-checkout based on units shipped in 2001, NCR is expanding its self-checkout strategy to meet the needs of retailers in other regions as well as other industries, and installed the first self-checkout solution in the Netherlands earlier this year.

An NCR study of UK, French and German retailers indicates that even though they have yet to use it, European consumers are likely to mirror the acceptance seen among U.S. shoppers. Results indicate 70 percent of those surveyed would use a self-checkout machine if it became available where they shop, and 41 percent would be more likely to visit a store that offered it.

"NCR FastLane puts self-service convenience within reach for all retailers, regardless of size, industry or location, enabling them to gain a competitive advantage by offering an added service and more effectively deploying store staff," said Webster.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in providing Relationship Technology(TM) solutions to customers worldwide in the retail, financial, communications, manufacturing, travel and transportation, and insurance markets. NCR's Relationship Technology solutions include privacy-enabled Teradata(R) warehouses and customer relationship management (CRM) applications, store automation and automated teller machines (ATMs). The company's business solutions are built on the foundation of its long-established industry knowledge and consulting expertise, value-adding software, global customer support services, a complete line of consumable and media products, and leading edge hardware technology. NCR employs 31,400 in more than 100 countries, and is a component stock of the Standard & Poor's 500 Index. More information about NCR and its solutions may be found at www.ncr.com.

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