



Lunds Grocery Stores Unveil 'Store of the Future'

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MINNEAPOLIS, July 18 /PRNewswire/ -- At a time when consumers increasingly associate the proliferation of technology with the loss of the personal touch, why is Lunds - long known for delivering the highest level of service in the supermarket industry - introducing the most advanced store technologies available in its "Store of the Future?"

"Because technology is the key to customer service, not an impediment," says Lunds President and CEO Tres Lund. "Advances in technology put the customer in control, and empowerment is the ultimate form of service."

Legendary for catering to its customers, Minneapolis-based Lunds is employing self-checkout, Web kiosks and advanced point-of-sale (POS) systems from NCR Corporation (NYSE: NCR) throughout its newly-opened Plymouth, Minn. store. A complement to existing customer services - which include an on-site retail executive chef to help with recipe development and food demonstrations, carry out service, and a soup and sandwich bar - the new technologies support Lunds' customer commitment by offering the convenience people crave.

"We have built an enviable reputation for personalized service," said Lund. "In order to maintain that commitment to individual satisfaction, we need to offer our customers options. That's what the investment in technology is all about - more choices."

For example, shoppers who wish to pick up a few items and get in and out quickly now have the option to bypass the assisted service line and scan their own items. Shoppers can also search a Web kiosk for recipes or order deli items without having to wait for their number to be called.

Those shoppers who prefer the traditional cashier-assisted checkout lane will find improvements as well. Lunds has incorporated the Advanced Checkout Solution (ACS) and high-speed scanners from NCR, which will hasten transaction time while providing a scrolling, itemized receipt for customers to view as the items are scanned.

"It's not enough to offer the highest quality merchandise. Today's shoppers are pressed for time and they want it all in the least amount of time," said NCR Vice President Dan Bogan. "By weaving the latest technologies into their customer service strategy, Lunds can offer it all - quality and convenience."

While other retailers are testing new technologies, Lunds is the first to equip an entire store with state-of-the-art solutions. Plans for future locations include downtown Minneapolis.

"Our goal is to create an atmosphere - a total experience for our customers," said Lund. "Technology will help us to do that."

About Lunds

Lunds is a subsidiary of Lund Food Holdings, Inc., which owns and operates eight Lunds and 12 Byerly's retail food stores in the Twin Cities and surrounding areas.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in providing Relationship Technology(TM) solutions to customers worldwide. NCR's Relationship Technology solutions include the Teradata(R) database and analytical applications such as customer relationship management (CRM) and demand chain management, store automation systems 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 33,300 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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