



## **Ukrop's Super Markets Selects NCR as Self-Checkout Provider; Decision to Deploy NCR FastLane Follows Success of Pilot Installation**

August 29, 2002 at 10:40 AM EDT

ATLANTA, Aug 29, 2002 (BUSINESS WIRE) -- Building on a reputation for superior customer service, Richmond, Va.-based Ukrop's Super Markets, Inc. today announced plans to install self-checkout technology from NCR Corporation (NYSE:NCR), a global leader in retail store automation.

Ukrop's, which operates 27 retail food stores in the Richmond area, recently completed a self-checkout pilot in two stores and plans to roll out NCR FastLane(TM) self-checkout in five additional locations.

"We do everything possible to give our customers what they want most from a store - especially convenience," said Ukrop's President and Chief Executive Officer Robert S. Ukrop. "Shopper response was extremely positive at the two locations where we piloted self-checkout, which made the decision to deploy NCR FastLane in five more stores an easy one. Looking ahead, we anticipate expanding our self-checkout program further in the future."

Ukrop's Director of Information Technology Chellam Manickam cited service capabilities and retail knowledge as important factors in the selection of NCR FastLane. "We're confident we have a technology partner with a solid record of success in our industry, unmatched experience in the self-service sector and the ability to deliver the superior service we've come to expect."

In its June 2002 report, "Changing Lanes: Self-Checkout Systems Rev Up the Adoption Curve", leading technology research firm IDC says "self-checkout systems have finally reached a crucial stage in the adoption curve where accelerated growth seems to be on the horizon," and predicts that "NCR will move ahead of the competition."

"Self-checkout has arrived," said NCR FastLane Vice President and General Manager Mike Webster. "The positive impact on operational efficiency, together with enthusiastic acceptance by consumers, is driving widespread retailer interest in self-checkout and NCR FastLane in particular."

### About Ukrop's

Ukrop's Super Markets, Inc., founded in Richmond in 1937, operates 27 retail food stores, Joe's Market, a Central Bakery and Kitchen, and a distribution center. Ukrop's was a pioneer in both loyalty marketing and meal solutions when it launched its Valued Customer(R) program in 1987 and its chilled prepared foods in 1989. In 1997, Ukrop's established a unique partnership with National Commerce Bank Corporation in which it co-owns 18 First Market Bank branches in Ukrop's locations and six free-standing branches. In February 2002, for the third year in a row, Ukrop's was recognized as a top company for whom to work by Fortune.

### About NCR Corporation

NCR Corporation (NYSE: NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's ATMs, retail systems, Teradata(R) data warehouses and IT services provide Relationship Technology(TM) solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR ([www.ncr.com](http://www.ncr.com)) employs approximately 30,400 people worldwide.

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