



## **Marks & Spencer to Install NCR Self-Checkout in Eight Additional Stores; U.K. Installation Will Include Test of Innovative Virtual Self-Checkout Assistant**

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LONDON, Jun 9, 2003 (BUSINESS WIRE) -- NCR Corporation (NYSE:NCR) today announced that Marks & Spencer, a leading U.K. retailer, will install NCR FastLane(TM) self-checkout in eight additional stores, following a successful three-store pilot.

Marks & Spencer also is launching a test of a new "virtual self-checkout assistant" who greets shoppers with a smile and a wink and answers common questions that may encourage them to use self-checkout.

Displayed on an NCR EasyPoint(TM) kiosk, the virtual self-checkout assistant is a photo-realistic 3-D image modeled on an employee of the Marks & Spencer Gateshead store, where the test is taking place. NCR partnered with U.S.-based Haptik to develop the virtual assistant, which is triggered by the kiosk's motion detector as shoppers approach the self-checkout lanes.

"Marks & Spencer's three-store trial of NCR FastLane has proved such a huge hit that we want our customers in more stores to have the choice of using self-checkout over traditional manned checkouts," said Ralph Marshall, head of Store Systems at Marks & Spencer. "By creating awareness through a virtual self-checkout assistant, Marks & Spencer is looking to encourage even more customers to use NCR FastLane."

For more information about Marks & Spencer, visit [www.marksandspencer.com](http://www.marksandspencer.com).

### About Haptik

Haptik, Inc., [www.haptik.com](http://www.haptik.com), creates photo-realistic, 3-D, full-bodied, fully automated, morphing and emotive characters in dynamic environments. The characters are non-repetitive and visually and verbally interact with the user and with one another over the Internet or on interactive kiosks. Haptik's recently released Generation 4 technology leads the industry, setting a new standard for fully interactive virtual character technology. Haptik is represented in Europe and the Middle East by U.K.-based KnowledgeView.

### 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 29,600 people worldwide.

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SOURCE: NCR Corporation

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