IBM

IBM Self Checkout

Enhance customer satisfaction

Today's active, self-sufficient shoppers see clear value in self checkout. It not only seems faster than waiting in line, it gives customers control over item scanning and merchandise handling. That's why more customers are looking for self checkout lanes in every store they visit. With the flexible and complete line of IBM Self Checkout products, you can meet this need – and gain a powerful competitive advantage – immediately. These intuitive, easy-to-use solutions work well in virtually any store format and are designed to help enable you to improve customer satisfaction, reduce costs through flexible labor management and protect profitability by minimizing shrinkage – all of which present a compelling opportunity for retailers in every segment.

Strengthen customer loyalty

IBM Self Checkout systems help improve customer service several ways. The intuitive, user-friendly touchscreen interface, and helpful audio and video instructions speed the checkout process. Colorful icons help shoppers identify non-barcoded merchandise quickly and easily, which minimizes employee intervention. Customers also scan their items, provide payment, and collect their receipt from one convenient location. Because these systems handle any size order, customers can use self checkout every time they shop. Self checkout systems also allow you to keep more lanes open throughout the day, which reduces wait-time for all customers – not just those who prefer self checkout.

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Handle any size order at any time

Reduce the cost of labor and training

With the flexibility of IBM Self Checkout systems, retailers can add lanes to the store without hiring new employees to staff them. During off-peak hours and busy periods, self checkout lanes enable you to maintain high productivity using fewer sales associates, improving throughput without adding significant numbers of employees to the schedule. And as order size and customer traffic fluctuate, you can adapt immediately without redeploying associates that are attending to other tasks. These capabilities can significantly reduce the cost of labor and training, and give retailers greater flexibility to handle high employee turnover and labor shortages.

Optimize throughput and ROI

With the ability to handle any size order, IBM Self Checkout systems can directly replace conventional lanes and improve throughput in your store. These systems have a smaller footprint than conventional lanes, so you can replace existing lanes without occupying more real estate. A separate bagging area for the Full-lane option enables one customer to bag items while another scans, and gives retailers the option to use baggers at self checkout lanes and clear front end bottlenecks when store traffic is heaviest. Plus, with multiple design options to choose from, you can select the right solution for your store or mix-and-match systems to optimize total capacity and achieve satisfactory ROI.

Maximize security

IBM Self Checkout systems offer a wide range of built-in security features to help reduce shrinkage and maintain effective loss prevention. The Full-lane option offers combined weight and dimensional verification for each individual item – a degree of security that is exclusive to IBM Self Checkout systems – while the Express-plus option offers weight verification. Weight verification helps ensure that actual item weight matches the weight associated with the item in the security database, while dimensional verification provides even tighter security. For non-barcoded items, such as fruits and vegetables, the system announces the name of the selected icon, prompting customers to place the correct item on the scanner/scale for price calculation. In addition, IBM Self Checkout systems minimize operator cash handling and reduce the risk of shrinkage associated with cashiers.

Protect your investment with reliable hardware

Powered by IBM SurePOS™ system hardware, IBM Self Checkout is designed to provide a reliable environment. Flexible, open configurations integrate with current POS software from IBM and other providers, so you can maximize the value of your current IT infrastructure. Integration with existing scanner/scales and electronic payment devices is seamless as well. This way, customers interact with the same devices no matter which lane they choose, employees encounter the same equipment throughout the entire store, and you can maintain a consistent configuration of peripherals.

Create solutions that fit your store

IBM Self Checkout systems provide the flexible options retailers need to match specific in-store requirements. Choose from a range of footprints that incorporate conveyor-belt or scan-and-bag technology, then add your merchandising racks to hold impulse items, and select design features and colors to match the look, feel and customer flow of your stores. Multiple bagging options provide additional flexibility with different sizes and configurations to suit store format and volume.

IBM Self Checkout overview

Full-lane option

- Handles any size order, during peak and off-peak periods
- Conveyor-based system
- Total lane sizes range from (LxW) 118" to 178" (300cm to 396cm) x 32" to 35" (81cm to 88cm)
- Four lanes fit into space of three conventional lanes

Security features

- Physical security zone checks both weight and dimension of each item
- Adjustable weight security tolerances
- Patented reversing take-away belt
- Supports Sensormatic and Checkpoint EAS devices
- Transaction visibility and easy accessibility for customer assistance

Bagging options

- Multiple bagging options, sizes from 41" to 79" (104cm to 201cm)
- Separate bagging area with multiple bagging module sizes
- Optional extra wide or extra long solution with 97" (246cm) bagging area
- Optional carousel bagging attachment

Express-plus option

- Scan-and-bag technology
- Smaller footprint
- Total lane size from (LxW) 53" to 85" (135cm to 216cm) x 32" (81cm)
- Ideal for orders up to three bags

Security features

- Weight-based security feature with adjustable security tolerances
- Security scale checks weight of each item
- Supports EAS security via scanner/scales equipped with integrated tag deactivation

Bagging options

- Two-bag (tiered) or three-bag capacity

Express option

- Scan-and-bag technology
- Smallest footprint in the IBM Self Checkout family
- Total lane size from (LxW) 49" (124cm) x 32" (81cm)
- Easily fits in smaller store environments

Security features

- Supports EAS security via scanner/scales equipped with integrated tag deactivation

Bagging options

- Bagging rack only

IBM Self Checkout at a glance

Integration environment

- Direct integration with a wide variety of POS applications:
  - IBM SurePOS ACE
  - IBM General Sales Application (GSA)
  - IBM Supermarket Application (SA)
  - Retalix StoreLine
  - Fujitsu ISS45
  - ICL ISS400
- Remote support capabilities
- Microsoft® Windows® 2000

Modular product line features

- Common standardized user interface module
- Modular product options to suit store format and volume
  - Different size bagging modules
  - Full and express order capabilities

Core self checkout module

- Bill and coin acceptors and dispensers
  - Accepts all bill denominations:
    $1 to $100 (U.S. and Canada)
    £5, £10 and £20 (UK)
  - Dispenses up to three bill denominations
- Supports multiple models of scanner/scales
- Drop-in coupon collector/sensor
- Compatible with multiple PIN pads
- Built in signature capture device at every unit
- IBM SureMark™ Printer with check franking and MICR read capabiity
- Supports RFID tendering devices (key fobs)
- Supports electronic marketing and Catalina coupons
- Transaction security alert light

User interface

- 15" high-resolution flat panel color touchscreen display
- Icon-based lookup screens for non-barcoded items
- Keypad entry alternative for PLU numbers
- Multimedia interface delivers graphic, audio and video instructions
- Multiple language support

Unloading options

- Scanning module with shelf that accommodates a basket
- Intake belt

Paystation options

- Integrated (Full-lane option only)
- Standalone

Remote attendant software

- Remote attendant response capability for all self checkout units (operates on existing IEEE802.11b wireless networks)

Back-office system server (BOSS)

- Manages all self checkout systems in back office, away from lane
- Generates multiple reports to ensure effective management
- Provides automatic updates to every self checkout lane
- Runs on Microsoft Windows 2000

Limited warranty[1]

- 90-day warranty, 24x7 phone support

Support services

- Online diagnostic capability
- Project management, installation and training available
- Labor scheduling and operational best practices consulting
- Technical support available 365 days per year, 24 hours per day

[1] Response times may vary. For a copy of the terms and conditions of the
IBM Statement of Limited Warranty, please contact your local IBM representative.

IBM Self Checkout

Features	Benefits
Patented, icon-based, touchscreen user interface	Improves ease of use and speeds checkout, especially for non-barcoded items
Patented reversing conveyor belt technology (Full-lane option only)	Friendly, efficient handling of an item if it does not meet weight or dimensional security tolerances
Accepts cash, check, credit, debit or electronic benefits transfer (EBT) transactions	Increases customer convenience – all tender types accepted in-lane, so decision to use self checkout not determined by payment type
Verification for age-restricted items can be performed during transaction (instead of only immediately after item scan)	Prevents unacceptable delays in throughput
Audio and video instructions guide shoppers through the checkout process	Ensures customer-friendly interaction
Choice of conveyor or scan-and-bag design	Handles full range of order sizes
Separate bagging area (Full-lane only)	Allows simultaneous scanning/tendering and bagging by shoppers or store associates for faster checkout
Range of lane sizes – all smaller than conventional checkout lanes	Adds checkout capacity to reduce customer wait-time, without increasing labor costs
Single operator can supervise multiple lanes, allowing retailers to open/close lanes at will	Meets changing traffic flow in realtime, while reducing total cost of labor
Combined weight-based and dimensional security verification by individual item	Helps reduce the risk of front-end shrinkage
Versatile design options: – Multiple footprint sizes – Seamless front-end integration – Merchandising racks for impulse items – Range of colors	Allows retailers to choose the right self checkout solution for any store, and mix-and-match systems for maximum ROI

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For more information

To learn more about IBM Self Checkout
and other retail store solutions from
IBM, please contact your local
representative or find us on the Web at:
ibm.com/industries/retail/store

To place an order, contact your local
IBM representative.

*Front cover shows IBM Self Checkout
Full-lane option*

*Page 3 shows IBM Self Checkout Full-lane
option, IBM Self Checkout Express-plus option
(two-bag), IBM Self Checkout Express-plus
option (three-bag) and IBM Self Checkout
Express option*

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