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## IBM Self Checkout

*Introducing the next generation of IBM Self Checkout solutions*



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# Self checkout goes mainstream

Today, consumers across many demographic groups are exposed to retail self-service technology.

And they're taking advantage of it, from airport kiosks to pay at the pump; from online shopping to self checkout in do-it-yourself, grocery and warehouse stores. What's more, research shows consumers like it. According to a recent study by IHL Consulting Group, 94 percent of all respondents have used self checkout, and 28 percent said they are likely to use self checkout 70 percent of the time or more, when it's available.<sup>1</sup> Sales through self checkout systems are on the rise. In 2004, consumers spent over US\$82 billion on self checkout transactions at retail locations, up 96 percent over 2003.<sup>2</sup> More than ever, this increase in consumer acceptance is driving retailers to implement self checkout technology to enhance the shopping experience and gain a competitive advantage.



## Next-generation self checkout boosts consumer and retailer benefits

### Improved ergonomic design helps to enhance customer satisfaction, loyalty and throughput:

- Redesigned core module reduces reach and helps improve transaction flow by placing peripherals in a centralized, above-counter location.
- Placing bill and coin acceptors and dispensers together, above the counter, helps speed payment and reduces the chances that shoppers forget to take change.
- New design complements in-lane-assistance philosophy, helping to facilitate faster checkout and enhanced service without the need for a monitoring station.

### New, improved features for more efficient operation and more secure currency enclosures:

- Additional locking features allow retailers to implement multiple security access levels.
- Optional high-capacity coin hopper offers improved cash handling and facilitates easier and more efficient operation by store associates.
- Retail-friendly cash cassettes are smaller and easier to handle in the store.
- Printer paper can be replaced without unlocking any covers, allowing retailers to limit the number of associates who can access cash devices.

### Durability of hardware components enhances reliability:

- Stainless steel counters
- Reinforced hinges
- Durable locks

### Increased flexibility helps retailers optimize throughput in numerous store sizes and layouts:

- Front serviceability allows units to be placed back to back and thereby occupy less floor space.
- Compact footprints with multiple bagging options help optimize front-end fit and accommodate space constraints.
- IBM Mobile Terminal application optimizes space by eliminating need for fixed monitoring station.

### Faster, more reliable and more flexible self checkout

In designing its next generation of self checkout solutions, IBM conducted market research in the United States and Europe with key retailers and consumers to determine key enhancement opportunities. Findings showed that consumers want self checkout to be even easier to use, while retailers asked for secure, easy-to-manage cash handling features and additional model options to meet the wide variety of throughput needs. Armed with these findings and building on the success of its earlier models, the IBM Retail Store Solutions design group reengineered the IBM Self Checkout product line.

For the first time, all components are located above the counter and are organized for a logical, intuitive transaction flow, making it even easier to use. Cash management is easier, with retail-friendly cash cassettes, a new coin hopper option and more secure currency enclosures, with multiple levels

of access. Additional bagging options are available for the most efficient use of floor space, including a carousel option for the scan-and-bag unit and larger bagging areas for the belted units. The ability to place units back to back gives retailers additional flexibility, which is especially beneficial for stores with unique checkout configurations. And the durability of all hardware components has been improved, to make these retail-hardened self checkout units even more reliable.

The next generation of the IBM Self Checkout product line offers retailers an even greater opportunity to redeploy personnel and improve labor efficiency to help boost return on investment (ROI). Improved, sequential task flow is designed to enhance the shopping experience by making it easier and faster for shoppers to process orders, which can lead to improved customer satisfaction and loyalty.

IBM model

# 171

The most versatile of the IBM Self Checkout product line, the model 171 is an any-size-order, belted solution that works well in retail environments ranging from hypermarkets to small stores that handle both large and small orders. The model 171 is also ideal for traditional, lane-based, front-end configurations.



## Highlights

Delivers exceptional utilization and throughput:

- Sophisticated weight and dimensional security verification by individual item helps speed checkout and lower store assistance rates, which can lead to increased throughput.
- Separate bagging area with order separator allows for simultaneous scanning/processing and bagging by shoppers or store associates.
- Superior conveyor belt with reversible belt feature makes it easier to learn to use.

Increased flexibility to accommodate wide range of store formats:

- Four different bagging options available, total lane lengths can range from 125 to 177 inches (318 to 450 cm).

- Optional wide lane solution provides 25-inch belt (63.5 cm) width, ideal for extra-large items and large orders (regular belt width is 18 inches, or 46 cm).

Enhanced bagging design helps make it easier and faster for consumers to use:

- New roller design and larger bagging areas allow shoppers to efficiently sort and bag any size order.

Unmatched security to help maintain effective loss prevention:

- Exclusively designed item-level, dimensional security.
- Belted design separates scanning and bagging for added security to help reduce shrinkage.



Top view of Model 171

IBM models

# 151 152 153



These scan-and-bag models are ideal for the retailer with a high percentage of express to midsize orders and limited front-end space. The new model 151 with a carousel attachment allows for even larger orders to be processed in space-constrained areas. Designed for flexibility, these models are ideal for use in multiple check stand locations and departments, and can be combined with the model 171 for even greater flexibility.



Model 152

## Highlights

Fast and easy for shoppers to process orders:

- Smart bag removal feature, which allows for bags to be removed during an order without stopping the scanning process, enables faster processing while still allowing retailers to maintain effective loss prevention.
- Weighted shelf on carousel attachment provides space to place bulky, heavy items; additional weight-secure area available to place extra bag.
- Fully configurable, three-level, weight-based security with adjustable security tolerances facilitates faster throughput and helps lower intervention rates.

- Help-and-response audio prompts help shoppers resolve their own errors easily.
- Increased bagging areas on all models allow more room to sort and bag orders efficiently.

New tiered bagging design and carousel attachment fit a variety of store formats and accommodate a wider range of order sizes:

- Model 151 — six-bag carousel bagger handles 12 to 30 items or more.
- Model 152 — tiered two-bagger designed for eight items or fewer.
- Model 153 — side-by-side three-bagger handles 12 items or fewer.



Model 153



Model 151

IBM model

# 131



Designed for small spaces, the model 131 is ideal for retailers with limited front-end space, very small orders (less than four items), remote departments within stores (such as delis) and less concern over inventory shrinkage.

## Highlights

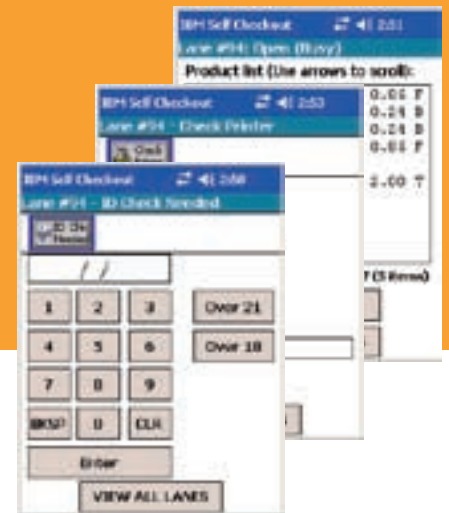
- Designed to be very fast for small orders.
- Small size is suitable for all store locations:
  - Product shelf and single bagging rack are included.
- No weight or dimensional security verification.

## IBM Mobile Terminal software

### Highlights

- Works in conjunction with a handheld mobile terminal, which has a scanner for large items to help speed checkout.
- Offers active messaging capability.
- Enables shopper-assistants to control lane functions such as age verification.

Designed to provide faster checkout and exceptional customer service, IBM Mobile Terminal patented software helps associates monitor and control self checkout lanes from anywhere in the store, and helps eliminate the need for a fixed, separate monitoring station.<sup>3</sup>



## IBM Self Checkout at a glance

<b>Integration environment</b>	<ul style="list-style-type: none"> <li>Integration-ready interfaces exist for a wide variety of point-of-sale (POS) applications:             <ul style="list-style-type: none"> <li>IBM SurePOS™ Application Client Environment (ACE)</li> <li>Application Client Environment for Independent Grocer (ACE IG)</li> <li>IBM General Sales Application (GSA)</li> <li>IBM Supermarket Application (SA)</li> <li>IBM Chain drug</li> <li>Retailix StoreLine</li> <li>Fujitsu ISS45</li> <li>ICL ISS400</li> </ul> </li> <li>Remote support capabilities</li> <li>Microsoft® Windows® 2000</li> </ul>	
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>All units are modular with uniform height of 32 inches (81 cm) and width of 35 inches (89 cm)</li> <li>Model 171 lane lengths range from 125 to 177 inches (318 to 450 cm)</li> <li>Model 151 length is 99 inches (250 cm); carousel width is 44 inches (112 cm)</li> <li>Model 152 length is 64 inches (163 cm)</li> <li>Model 153 length is 72 inches (182 cm)</li> <li>Model 131 length is 52 inches (131 cm)</li> <li>Americans with Disabilities Act (ADA) compliant</li> </ul>	
<b>Core self checkout module</b>	<ul style="list-style-type: none"> <li>Bill and coin acceptors and dispensers:             <ul style="list-style-type: none"> <li>Accept many bill denominations:                 <ul style="list-style-type: none"> <li>\$1 to \$100 (United States and Canada)</li> <li>£5 to £20 (United Kingdom)</li> <li>€5 to €100</li> </ul> </li> <li>Dispense up to three bill denominations</li> <li>Dispense up to six coin denominations</li> <li>Optional high-capacity coin hopper</li> <li>Bill dispenser sensor helps to detect forgotten change</li> </ul> </li> <li>Supports multiple models of scanners and scales</li> <li>Compatible with multiple PIN pads</li> <li>Optional built-in signature capture device</li> <li>Drop-in coupon collector and sensor</li> <li>Supports full range of IBM SureMark™ printer options</li> <li>Supports electronic marketing and Catalina coupons</li> <li>Transaction awareness light</li> <li>IBM SurePOS 700 Lane PC</li> <li>Optional EAS deactivation</li> <li>Customized cabinetry color</li> <li>Optional basket/purse shelf</li> </ul>	
<b>User interface</b>	<ul style="list-style-type: none"> <li>15-inch, high-resolution, flat panel IBM SurePoint™ color touchscreen display</li> <li>Icon-based lookup screens for non-barcode items</li> <li>Keypad entry alternative for PLU numbers</li> <li>Multimedia interface delivers graphic, audio and video instructions</li> <li>Provides support for up to eight languages simultaneously</li> <li>Electronic receipt</li> </ul>	
<b>Paystation options</b>	<ul style="list-style-type: none"> <li>Integrated (Model 171 only)</li> <li>Standalone unit for store assistants to handle checks, etc.</li> </ul>	
<b>Mobile Terminal software</b>	<ul style="list-style-type: none"> <li>Remote attendant response capability for all self checkout units (operates on existing IEEE802.11b wireless networks)</li> <li>Hardware not provided. Client must supply handheld unit. Please contact your IBM representative for the handheld devices currently enabled.</li> </ul>	
<b>Back-office system server (BOSS)</b>	<ul style="list-style-type: none"> <li>Manages all self checkout systems in back office, away from lane</li> <li>Generates multiple reports to help promote effective management</li> <li>Provides automatic updates to every self checkout lane</li> <li>Runs on Windows 2000 operating system</li> </ul>	
<b>Limited warranty</b>	<ul style="list-style-type: none"> <li>24x7 phone support</li> <li>Limited warranty terms are specific to geography<sup>4</sup></li> <li>Extended warranty available<sup>5</sup></li> </ul>	
<b>Support services</b>	<ul style="list-style-type: none"> <li>Online diagnostic capability</li> <li>Project management, installation and training available</li> <li>Labor scheduling and operational best practices consulting</li> <li>Technical support available 24x7x365</li> </ul>	

### Proven track record, unmatched experience

A leader in the retail industry, IBM has established a proven track record through 30 years of global experience in the retail sector, with nearly two million POS terminal installations worldwide.

With a global network of hundreds of IBM Business Partners in the retail industry, IBM provides a vast services organization that includes consulting, planning, design, implementation and integration designed to deliver end-to-end solutions.

### For more information

To learn more about IBM Self Checkout solutions, contact your IBM representative or visit:

**ibm.com/industries/retail/store**



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IBM Retail Store Solutions  
P.O. Box 12195, 3039 Cornwallis Road  
Research Triangle Park, NC 27709  
U.S.A.

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- 1,2 2005 North American Self-Checkout Systems Market Study, IHL Consulting Group, August 3, 2005.
- 3 Hardware not provided. Client must supply handheld unit. Contact your IBM representative for the handheld devices currently enabled.
- 4,5 For more details on limited warranty terms and conditions or extended warranty, please contact your IBM representative.