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## NEWS RELEASE

### **Channel Islands Co-op Conducts Successful Trial of NCR FastLane™ Self-Checkouts**

*First trial of new self-checkout technology in the Channel Islands*

**LONDON** – NCR Corporation (NYSE: NCR) today announced that the Channel Islands Co-op is conducting a successful trial of NCR FastLane™ self-checkouts, a till that allows customers to scan, bag and pay for their own items, in its flagship St. Peter's store in Jersey.

The trial contracted with NCR Partner CSM Retail Solutions successfully started on July 29 and continues to be a customer hit with 26 percent of all customers using the FastLane self-checkout units one month into the trial.

"We are constantly looking at ways to improve our customer service. The system is an innovation in Channel Island retailing which we are trialling as a way of expanding customer choice," said Allan Smith, Co-op's chief executive. "While we will be keeping our traditional till options, this system will free up staff time, which can be used to improve our service levels throughout the store."

Four self-checkouts designed for basket shops replace two of the 12 traditional checkout lanes at the Co-op's St. Peter's. An attendant station will be behind the self-checkout terminals and will be permanently manned by a member of staff to provide immediate assistance if needed.

"A recent NOP survey commissioned by NCR revealed more than 60 percent of consumers in mainland Britain say they would be likely to use self-checkout if given the choice," said Alberto Camuri, vice president for NCR Retail Solutions Division. "By the end of 2004, over 450 NCR FastLane self-checkout units will have been installed in retail stores across mainland UK. Shoppers are finding that self-checkout not only gives them more choice about how to check out, but it is also helping to significantly improve service for all shoppers in-store."



### **About Channel Islands Co-op**

The Channel Islands Co-operative is the leading food retailer in the Channel Islands. Its portfolio of stores is comprised of three superstores (Grand Marché), ten neighbourhood stores (Locale) and two petrol filling stations/convenience stores (En Route). The society also has two home furnishing stores (Homemaker), two travel stores (Travelmaker) and an out-of-town sports and leisure store (Total Sport). Turnover is in excess of £100M and the society has consistently been one of the most profitable societies within the UK Co-operative movement. It has been at the forefront of retail IT innovation in the Channel Islands and will continue to seek out technological advances that are both cost-effective and add value to the society's retail offer.



### **About CSM Retail Solutions**

CSM Retail Solutions (CSM) is NCR's Premier retail partner within the UK. Since CSM (<http://www.csmltd.co.uk/>) was formed, in 1993, it has worked closely with NCR resulting in a significant retail customer base across a variety of vertical retail sectors. In addition, CSM's portfolio includes the provision and support of financial management and payroll solutions across all industry sectors as well as a card services bureau for major UK financial and retail organisations. CSM also specialise in providing a comprehensive technology consultancy service, offering infrastructure and networking solutions and a hardware provision, which includes NCR server products.



### **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® warehouses and IT services provide Relationship Technology™ solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR ([www.ncr.com](http://www.ncr.com)) employs 29,000 people worldwide.

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