

# NCR Account Services

Looking to take your customer service to new levels?

YES

## Providing more reliable, convenient and faster service

By effectively automating a range of routine transactions, such as statement printing, account enquiries, standing order maintenance and providing loan quotes, NCR Account Services frees up your tellers to concentrate on value-added activities, such as sales and service. With online capability and secure customer authentication, fast-track product applications can also be completed at this service point, providing another revenue opportunity for your self-service channel.

- **Improving customer satisfaction**

Your customers can perform a range of tasks themselves – quickly, easily and whenever it suits them rather than waiting in a teller line. With its intuitive ATM-like screens and access to Internet banking, the NCR Account Services terminal is also easy to use and designed to be available to your customers 24 x 7.

- **Reducing costs**

By automatically suppressing mailed statements to anyone obtaining a printed statement from the terminal, it can cut processing and postage costs.

- **Going green**

With Dual Sided Thermal Printing you can print statements or marketing messages on both sides of the paper, reducing consumption of natural resources while capitalizing on new merchandising space.

- **Greater opportunities**

Combining NCR Account Services with NCR APTRA™ Promote and Relate software enables you to deliver dynamic and personalized marketing messages while the customer is pre-staging their transaction.

- **Built for the branch**

NCR Account Services has a modular design in a compact footprint, for lobby or vestibule configurations offering Internet banking, bill payment, check deposit and account and product information, printed up to A4 size.



For more information, visit [www.ncr.com](http://www.ncr.com),  
or email [financial@ncr.com](mailto:financial@ncr.com).

## Key Features

- 15" TFT touchscreen with choice of screen positions (70° and 20°)
- Lobby or through-the-wall vestibule unit configurations
- Card reader with built-in fraud prevention
- PCI-compliant Encrypting PIN Pad
- Illuminated advertising panel with optional stereo speakers
- Optional two-sided thermal 2ST printing

## Why NCR?

With over 40 years of experience and knowledge, NCR is a leading global provider of payments, assisted- and self-service solutions. NCR has been the global number one manufacturer of ATMs for more than 22 consecutive years. We help our clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.

## Technical Specifications

### PRODUCT DIMENSIONS

(free standing, 70° screen angle)

- HEIGHT 51.4" (1,306mm)
- WIDTH 20.8" (530mm)
- DEPTH 21.6" (550mm)

### CUSTOMER INTERFACE

- Display - 15" (381mm) TFT touchscreen, optional privacy filter, a choice of screen positions (70° and 20°)
- Keyboard - Secure EPP (Encrypting PIN Pad): supports Triple DES and Remote Key Management
  - ZKA approved
  - PCI compliance
  - Optional alphanumeric or numeric
  - Optional trackball
  - Optional check reader/giro scanner
  - Optional barcode reader
- Card reader - motorized card reader
  - Magnetic strip card reader
  - Smart card reader
  - CROPF (Card Return on Power Fail)
  - Card retention facility
  - Prepared for CIM86
  - Media Entry and Exit Indicators (MEEI)
  - Enhanced security and ease of use

### PRINTER

- 300dpi thermal graphics printer
- Bunch output of up to 10 statements
- Configurable document length up to 12.5"
- Optional single and dual feed extends replenishment cycles or dispenses different document types
- Optional two-sided thermal (2ST) printing extends consumers transactions, e.g., loan applications
- Statement retraction protects consumer privacy

### SECURITY

- EPP (Encrypting PIN Pad) certified as meeting the requirements of ISO 9564-1, ISO 1349-1 and ISO 13491-2
- Smart DIP card reader: certified EMV 3.1.1 Level 1, EMV 4.0 Level 1 and GIECB
- IMCRW card reader: certified EMV 3.1.1 Level 1, EMV 4.0 Level 1, GIECB and ZKA
- Fraud countermeasures - Illuminated circular design of the card reader area with MEEI. Options include: FDI (Fraudulent Device Inhibitor), ECD (Enhanced Card Drive or 'Jitter'), ESS (Enhanced Shutter Security) and PIN Privacy

### ADDITIONAL FEATURES

- Illuminated advertising panel with optional stereo speakers
- Optional convenience shelf on door
- Easy lead-through diagnostics

### COMMUNICATION OPTIONS

- TCP/IP via Ethernet
- Lease line protocols provided by PCCM Band 3

### ENVIRONMENTAL

- Power requirements - 120V to 240V, 50Hz to 60Hz

### OPERATING PLATFORM

- Intel® Pentium® 4
- Intel Celeron®
- CD/DVD-ROM drive

### SOFTWARE

- Microsoft® Windows XP
- APTRA software suite



Experience a new world of interaction

NCR Account Services

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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