

A man in a dark suit is standing in a modern, brightly lit environment, interacting with a coin deposit machine. The machine has a large touchscreen display showing a green interface with icons and text. To the right of the machine is a coin dispensing slot. The background is a plain, light-colored wall.

# Automating coin deposit and dispense

NCR Coin Sidecars Brochure

For more information, visit [ncr.com](https://www.ncr.com).



## Automating coin transactions with NCR

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Coin in circulation across the globe remains at some of its highest levels ever. Despite the move to digital channels, for financial institutions (FIs) managing personal banking and small business customers' need to deposit and withdraw coins can be time consuming and costly.

Moving these transactions to the automated, self-service channel can help FIs improve teller efficiency, reduce transaction times and deliver a better customer experience for coin deposits—at a time when many FIs have introduced limits on the amount of coin that can be deposited per transaction.

## NCR SelfServ coin sidecar solutions

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To enable FIs to move more coin transactions to self-service, NCR's new bulk coin deposit and rolled coin dispense sidecars, designed in conjunction with industry specialist HESS, are unique in their modular nature. That way, they can easily be added to existing NCR SelfServ ATMs, further developing their breadth of capabilities and enabling FIs to easily and affordably integrate automated coin deposit and withdrawal into their self-service operations.

By using the ATM as a foundational platform, FIs can better leverage automation to fulfil more transactions. Through integrating the coin sidecars into XFS ATM layer, this shortens the overall transaction time drastically for consumers vs. the teller. What's more, funds are immediately available in customers' accounts for withdrawal.

## Continuous improvement

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**NCR's new coin sidecars have improved benefits including:**

- Better coin deposit input module cleaning
- Increased compressed air cleaning (dual vs single on legacy module)
- Remote firmware updates—no need for physical service engineer visit
- Emits 10% less noise
- Smaller service footprint by 17%
- Up to 50% more capacity than previous generation modules
- State of health indicators for faster repair and device intelligence
- Safer to access through lower height and less weight
- Compliant with ECB6 (Eurozone countries)
- Released to match the NCR SelfServ 80 Series design architecture
- Configuration of 33 magazines can be tailored to the specific needs of the customer



## Key capabilities:

### NCR SelfServ Coin Deposit Sidecar:

- ✓ Automatic reject and cleaning of inserted foreign objects
- ✓ Rapid counting—up to 500 coins per minute
- ✓ Simultaneous support of multiple currencies—up to 32 denominations
- ✓ Automated coin input shutter to prevent over-filling
- ✓ Escrow function allows return of deposited coins when a transaction is cancelled
- ✓ Self-cleaning with automatic dual air duster to remove dust and debris on each transaction



### NCR SelfServ Coin Dispense Sidecar:

- ✓ Less redundancy with fewer unused magazines
- ✓ Greater configurability with ability to maximize the magazine with the most optimal denominations
- ✓ Filling level indicators to easily locate empty magazines
- ✓ CIT-friendly due to the automatic inventory management, reducing refilling time and avoiding human mistakes
- ✓ No manual entry for refilled rolls needed
- ✓ Smaller footprint
- ✓ Flexible denomination and capacity selections
- ✓ Minimized wasted space for rarely used denominations
- ✓ Maximized uptime and availability by reduced need for replenishments
- ✓ Lobby or through-the-wall location
- ✓ Capacity up to 550 rolls

## Investing in automated coin solutions

Having automated, self-service coin solutions means FIs can achieve significant efficiencies:



**Time consuming** transactions routed to self-service



**Gain** 48 hours of teller time per month



**Better customer experience**—no need for customers to bag their own coin



**Save** up to \$1700 per teller per year



**Improved security** with limited teller contact with cash

## Why NCR?

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NCR Coin Sidecars enable FIs to better serve customers such as small businesses, where coin remains a primary payment method on a daily basis. Pressed for time, these customers want to use automated banking technology for their coin transactions rather than spending time waiting for a teller. And NCR Coin Sidecars can free staff from performing non-profitable tasks such as counting, processing and storing coins.

**NCR has been in partnership with HESS for over 10 years. Together, we have shipped over 2,000 existing solutions.**

NCR's new coin modules have been designed and built by HESS for deployment in their stand-alone solutions with these key benefits:

- Field proven devices with high reliability
- Less on-site service actions per machine/year
- Less preventative maintenance visits per year

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Please note these coin solutions are on phased availability. The coin deposit module is available from Q3 2021 and the rolled coin dispense module from Q4 2021. For questions relating to availability in your region, please contact NCR.

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