



Using self-checkout to attract and keep your convenience store customers

An NCR Solution Paper



A transformation of the convenience and fuel retail industry is underway – and self-checkout is the driving factor. By reducing checkout lines, repurposing store labor, fighting fraud and shrink and creating an improved shopping experience, self-checkout defines “convenience” for convenience and fuel retailers.

The speedy checkout experience your customers expect

Customers want more convenience and speed when they're shopping, and self-checkout delivers. Indeed, 45% of shoppers¹ say they've entered and left convenience stores with a purchase in hand in under three minutes, thanks to the technology.

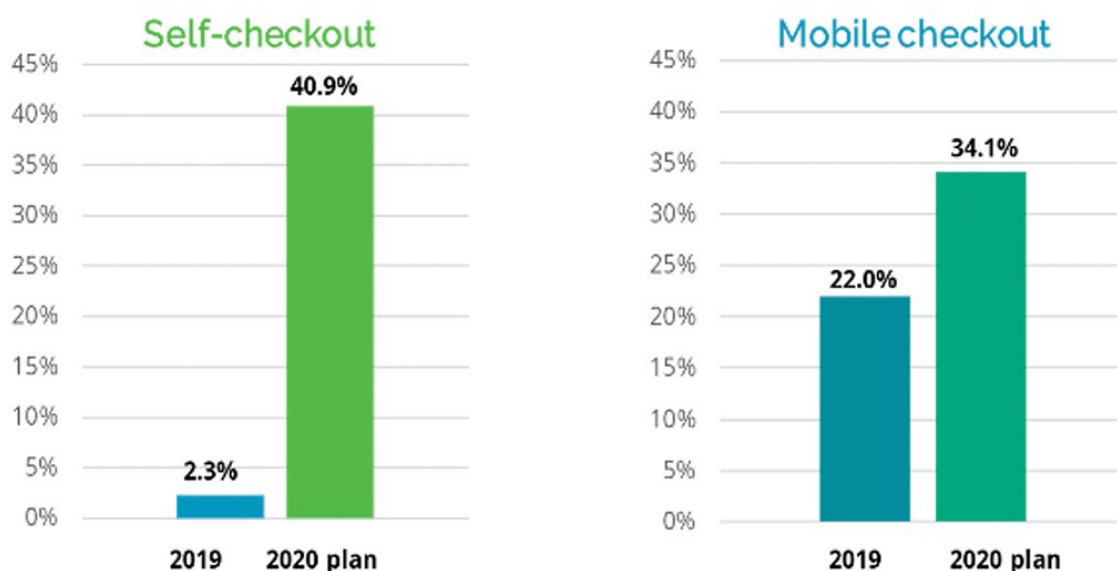
The payroll flexibility you've always wanted

Self-checkout gets customers in and out without needing store associates to spend all their time scanning items. Instead, employees can move around the store accomplishing higher value tasks. With a 7.2% increase² in labor costs in the past year alone, this solution allows for the payroll flexibility retailers need to adapt to whatever comes next. During peak traffic times, you don't need to employ more associates, which can balance out labor scheduling.

The solution that helps retailers and customers adapt to the “new normal”

The pandemic created a push to adopt self-checkout for retailers and customers alike. On the retailer side, c-store operators focused in on growing self-checkout dramatically in 2020 and had this goal in mind before the pandemic. While only 2.3% of c-stores have deployed self-checkout, 40.9% planned on adopting it even before the pandemic³. To create a safer shopping environment with social distancing and minimized cash handling in mind, 33% of c-store operators⁴ are planning to invest in self-checkout. On the customer side, 75% of customers⁵ are more likely to use self-checkout at c-stores due to the pandemic – and many plan to continue using it as their main checkout method.

What's deployed versus what's planned (pre-COVID-19)



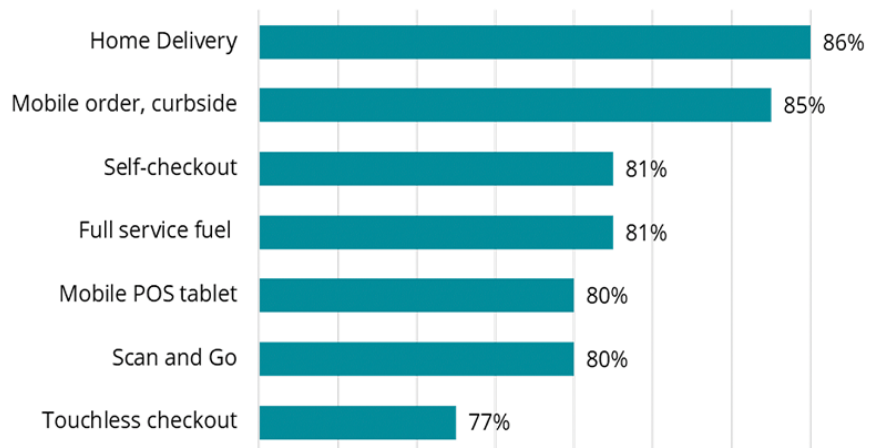
Source: C-Store News 2020 Forecast

The future of the c-store is self-checkout

C-store retailers have recognized for some time that they needed to adopt self-checkout technology to modernize their shopping experience. And today it's more important than ever. According to the May 2020 Census-wide survey, 81% of c-store IT leaders said adopting self-checkout technology will be a very important investment for their store's future.

Indeed, in June 2020, Business Wire reported, "The technological advancements, the scope for increased speed of checkout, shift from traditional payment systems to a cashless environment, labor shortage issues across the emerging countries and the growing demand for modern store formats are some of the major factors influencing the growth of self-checkout systems."

When asked which technologies are considered important for their future, the main focus was around ***new checkout options for customers***:



Source: May 2020 Censuswide survey of 103 IT leaders in c-stores

Key benefits of self-checkout:

- Gain flexibility in store labor deployment
- Support social distancing
- Reduces checkout lines
- Create faster parking space turns
- Give customers more control over how they shop
- Minimize cash handling while still accepting cash when needed
- Improve accuracy
- Fight checkout fraud and theft

Transform your c-store with NCR self-checkout

NCR self-checkout solutions allow you to give customers the shopping experience they expect, while keeping social distancing and customer safety in mind. Adopting a self-checkout solution will allow you not just to compete in the c-store space – but to win in it.

With NCR self-checkout solutions, you can:

- Achieve EMV compliance for contact and contactless payments
- Leverage computer vision-based transaction tracking at self-checkout
- Detect scan violations and alert attendants in real time
- Minimize false alerts that lead to unnecessary interventions
- Reduce associate interactions and free up store labor
- Deploy weight-based security monitoring for units with scales

“ Our self-checkout solutions are a key element of our Next Generation Retail Store Architecture that enables retailers to simplify store operations and introduce future innovations in a fraction of the time and cost. As retailers are looking for technology to automate processes in their stores, we provide them with the solutions that help meet the new customer demand for reduced touchpoints when shopping in-store. ”

- David Wilkinson, General Manager, NCR Retail

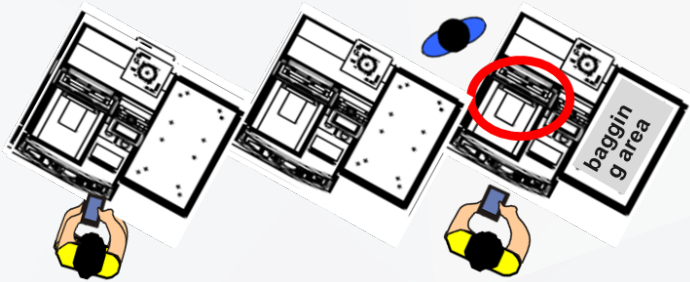


Two models to fit your unique footprint

With two best-in-class, configurable self-checkout models to choose from, you can create the checkout environment that best fits your store.

Traditional R6

Featuring automated cash handling and a configuration that can be built into the c-store counter, the R6 model provides the attendant easy access to the touchscreen from behind the counter while maintaining access to products stored behind the counter as well, like tobacco or other age-restricted items.



SS90 Kiosk

This top-of-the-line card-only compact model gives you the flexibility to mount on the counter, the wall or a pole. With a small footprint in your store, you can save valuable space while adopting a solution that transforms your entire store.

Remote Attendant

Both NCR self-checkout models allow associates to perform remote intervention so that exceptions can be addressed from anywhere in the store – keeping lines short while keeping customers satisfied.



Transform your c-store with the world's #1 provider of self-checkout for 18 years in a row.⁶

Get the self-checkout solutions you need to win in the convenience and fuel retail industry today. With nearly twice as many self-checkout systems shipped out than any other supplier in the past year, you can trust NCR to deliver the innovation, technology and user experience you need to improve transaction speed, boost customer satisfaction and loyalty—and get ahead.

Learn more at [ncr.com/retail/convenience-fuel-retail](https://www.ncr.com/retail/convenience-fuel-retail).

¹ Fuel Market News – Feb 2020

² C-Store News – 2020

³ C-Store News 2020 Forecast

⁴ Censuswide; Convenience Stores Technology Industry Report – 2020

⁵ NCR Consumer Survey – April 2020

⁶ RBR Global EPOS and Self-Checkout 2020 Study



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