



NCR Foodservice Solution

Everything you need to engage customers, promote enticing foodservice offers and ensure accurate and timely servicing of all food orders—all from a single provider



Foodservice

Kitchen Production

Customer Self-Service

Mobile Ordering

Digital Display

Foodservice is the biggest growth opportunity for convenience and fuel retailers. With NCR, you can gain the advantage over the competition by creating unique points of interaction with your customers. You'll deliver a "made-for-you" foodservice experience that rivals quick service restaurants, helping to keep your c-store top of mind and bringing customers back again and again.

Digital signage | Attract customers to foodservices with vibrant, eye-catching digital displays

Self-service kiosks | Intuitively encourage up-sells and higher margin purchases while giving customers choice and convenience

Mobile ordering | Engage on-the-go customers and put control over ordering in the palm of their hands

Kitchen production system | Smooth kitchen chaos and deliver fast, accurate orders in-store, for pick-up or via home delivery

Foodservice accounted for 22.5% of in-store sales and 33.90% of gross profit dollars for convenience and fuel retailers.

NACS State of the Industry report 2018

Benefits for your customers

- Freedom to order anywhere – in the store, at the forecourt or on mobile
- Customize orders to their liking
- Checkout through a mobile app or in-store
- Avoid lines and reduce wait times

Benefits for your convenience store

- Improved speed & accuracy of foodservice
- Easily managing the volume, velocity and source of orders
- Maintaining quality of service
- Maximum profit margins, minimal waste
- A digital experience that expands your brand beyond the store

To get started, contact retail@ncr.com or visit www.ncr.com/retail



NCR Kitchen Production Solution

Increase your food prep volume, speed & accuracy with the best technology



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Is your kitchen operation meeting your expectations—or giving you kitchen chaos?

Today, your store can take food orders from a variety of sources, whether in-store, on a mobile app or from third-party aggregators like GrubHub. To keep your kitchen running smoothly, you need a system to capture order details accurately, systematically queue orders for preparation and give your staff visibility into active prep times. That system is **NCR Kitchen Production System (KPS)**.

With KPS, you can consolidate orders coming in from various sources and balance efficient production queues at each prep station. You'll easily manage all kinds of kitchen operations in one place, from tracking and servicing each order accurately, to preparing for traffic spikes and removing bottlenecks.

Top foodservice providers in Convenience retail run more than 2000 sites use NCR Foodservice solutions

Optimize Routing | Keep orders coming and going smoothly with optimized queuing to prep stations anywhere orders are placed – in the store, forecourt or mobile app

Load balancing | Boost efficiency by automatically routing orders to underutilized kitchen stations

Manage peak times | Ability to swap active route per station during peak business hours. For example, temporarily switch from a Barista station to a Sandwich station during peak lunch hours.

Speed of service tracking | See how long an order has been on any station according to pre-configured time thresholds. Robust reporting allows management to track service trends over time and staff accurately to meet customer needs.

Reporting | Track all order details to accurately reflect inventory requirements from the operations at the local site level.

Increase food prep volume, speed and accuracy with NCR Kitchen Production System.

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NCR Customer Self-Service

Modernize your store and deliver better customer experience with self-service technology



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How's your in-store food ordering experience? If you're seeking higher revenues and profit margin growth, transitioning to a food-forward business with efficient operations can help you increase foot traffic, overall sales and profit. The key is to deploy the right technology that helps you create a compelling, intuitive in-store experience—technology like **NCR Customer Self-Service kiosks**.

With our self-service kiosks, you can elevate your in-store experience by offering choice, convenience and speedy service. Your customers can breeze past the line to customize and order food—fast. And you can differentiate your brand with unique ordering experience while making upselling easy with intuitive add-ons. (Did you know many customers increase their basket size when they're free to order on their own?)

Customers spend an average 20% more through self-ordering technologies than they do through cashiers.

Deloitte, Restaurant of the Future study

Robust menu design and management | Build out unique menus and assign various customized menus per individual site or region.

Menu day-parts | The menu scheduler feature provides the flexibility to deliver specialized menus for specific times of the day or week.

Increase revenue and profit margins | Promote specials and offers via unique advertisement frames or screensavers to drive up-sells, seasonal offers and combos.

Provide customers with choice | Easily build intricate, attractive menus that encourage your customers to experience all that your foodservice has to offer.

Fulfill more orders | Relieve store queue bottlenecks, reducing the possibility of walk-aways and increasing throughput.

Give your customers more control over their ordering experience.

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NCR Mobile Order Solution

Everything you need to get your businesses ready for mobile commerce

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Mobile commerce is the next major disruptor for convenience retail. That means it's time to expand your brand beyond your four walls and tap into the growing base of digital consumers. With NCR Mobile Ordering, you can deliver the digital experience your customers expect. They'll be able to order ahead from wherever they are and pick up their order when they get to your store, without having to wait.

NCR Mobile Order capabilities work with your branded mobile app to integrate with NCR's POS and Kitchen Production solutions. Now you can deliver a seamless experience for your customers, and greater efficiency for your business.

Expand your brand presence | Take your brand beyond the store and engage today's younger generations of buyers.

Digitize your site experience | Turn your store experience into a digital one by integrating your POS solution & kitchen operations with your mobile app.

Make it easy for your customers to order ahead.
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The mobile order food market is estimated to be worth \$55 billion in the next five years.

PYMNTS Mobile Order-Ahead Tracker

Streamline orders | In-store and mobile orders are managed by the NCR Kitchen Production System to ensure accuracy and timely delivery.

Third-party delivery | Use integrations with other foodservice marketplaces such as GrubHub or DoorDash to expand your market and offer customers the convenience of home delivery.

Ensure order accuracy | Real-time item availability safeguards ensure customers only see the items that are in stock. Item availability reports help ensure proper supply chain management of local and regional markets.

Remote and on-site payment options | You can allow customers to pay through their mobile app or at the store, whichever best suits your business goals.

Speed to market | Get to market faster and avoid costly development by using a proven digital platform that integrates with both NCR and third-party solutions.



NCR Vitalcast Digital Display

Promote your food offers and entice customers to buy more with digital signage

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Are your in-store promotions creating the results you want to see? Static signage is costly, time-consuming to produce and makes menu changes a hassle. Whether it's a new item you'd like to announce, a special offer you want to promote or menu changes based on time of day, NCR Vitalcast Digital Signage solutions make adding, updating and removing menu items easy. And with highly-visible displays, you'll easily draw attention to anything you want to promote.

Compelling content | Vitalcast digital signage works with a wide array of media formats, including graphics, text and videos, so you can create content that grabs your customers' attention.

80% agree that store results will continue to erode unless [retailers] find a way to incorporate technology as part of the store experience.

RSR Research

Create instant offers | Quickly respond to market changes, such as competitive promotions, by creating and deploying new offers in minutes.

Easy-to-use solution | Our solution wizards mean you can use drag-and-drop interfaces that make it easy to create, update and manage content.

Scalable solution | Vitalcast offers a scalable platform with local control: Any employee can create and manage displays for multiple sites from a single workstation.

Create attention-getting menus and promotions in minutes.
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