

# I AM THE NCR SELFSERV™ 90 KIOSK

**Engage your customers, create new revenue opportunities, and improve customer service with an in-store interactive touch point**

## **Expect more from your kiosk**

The NCR SelfServ™ 90 is an interactive kiosk that helps you engage customers, deliver relevant product information and promotions, and most importantly, increase sales. Its compact footprint and multiple mounting options give you the flexibility you need to install it just about anywhere in your stores—from a floor pedestal, to a countertop or wrap stand, or even on a wall.

## **Enhance your associates' expertise**

In a recent UK study on sales staff, 67% of shoppers noted that store associates lack product knowledge and are therefore unable to provide adequate in-store assistance. As a result, 40% of these customers shopped online to avoid poor customer service<sup>1</sup>.

Another shopper-insight study revealed that 47% of shoppers listed poor knowledge among store associates as the experience they most disliked when shopping at a store.<sup>2</sup>

<sup>1</sup> Retail Touchpoints, August 2013

<sup>2</sup> ICC Decision Services, July 2014



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

Given these statistics, research unsurprisingly suggests that knowledgeable associates rang up sales totalling an average of 69% higher.<sup>3</sup> Give your store associates an advantage by providing them easy access to the latest product information, specifications, inventory, and pricing to help improve customer service. Your customers benefit from having access to information to help them with their buying decisions.

### **Out of stock? No problem**

In today's competitive retail environment, your customers have lots of choices when it comes to when, where, and how they buy. It's a challenge to have the right products in the right store at the right time. Kiosks offer a convenient option to allow your customers to purchase out-of-stock items and have them shipped either to the store or to their home, preventing a lost sale to a competitor or to an online retailer. Kiosks can be used by smaller store formats to provide access to a retailer's full assortment, and to recommend coordinating items and accessories, creating upsell opportunities.

### **Give your customers peace of mind**

Credit card fraud is a significant concern for both retailers and customers around the globe. The SelfServ 90 supports EMV (chip and PIN) standards for credit and debit payments to minimize fraud from lost, stolen, or cloned cards, letting your customers shop with confidence.

<sup>3</sup> Marshall Fisher, UPS Professor of Operations and Information Management at the Wharton School of Business, University of Pennsylvania, May 2014



### Cater to your shoppers

You have just one chance to make a good first impression, especially true in the crowded retail environment—so make sure your in-store technology provides value and convenience for shoppers from the first time they use it. To ensure shoppers use your kiosk regularly, your self-service solution needs to provide a clear purpose to the shopper, and it must be reliable and intuitive to use.

Dependable and built to meet NCR's exacting technological standards, the SelfServ 90 guides shoppers with its easy-to-use interface. Further, its multi-touch capability enables a "tablet like" experience that supports gesture-based interactions, making it familiar for today's shoppers, who are accustomed to using touch-screen applications.

## Key features

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- Zero-bezel, all glass projected capacitive touchscreen
- EMV-compliant card reader (Chip and PIN) with contactless capability
- High performance 4th generation Intel® Core™ Processor family
- Support for 10-point multi-touch and gesture interactions
- Flexible mounting options—floor-standing pedestal, countertop, or wall
- Integrated imager, receipt printer, and coupon bin

## Technical specifications

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### PROCESSOR

- Intel® Celeron™ 1820TE processor
- Core i3™ 4350T processor

### MOTHERBOARD

- Intel Q87 Express chipset
- Intel Active Management Technology 9.0 (AMT)

### MEMORY

- 4GB up to 16GB DDR3 1600

### STORAGE OPTIONS

- 120GB Solid State Drive (SSD)

### CONNECTIVITY

- Twelve USB ports:
  - Three 12v Powered USB 2.0
  - One 24v Powered USB 2.0
  - Two PC USB 3.0
  - Six reserved USB ports for integrated devices
- Four non-powered USB ports
- 10/100/1000MB (Gigabit) Ethernet LAN
- HDMI and DisplayPort video outputs
- Audio out

### INTEGRATED PERIPHERAL OPTIONS

- Chip and PIN reader with contactless capability
- 80mm receipt printer with integrated presenter
- 2D imager
- Integrated intervention light to alert associates
- Optional 3-track encrypted magnetic stripe reader

### SECURITY OPTIONS

- Security scale
- CheckPoint or Sensormatic EAS Tag Support
- Produce scale



# Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

## Technical specifications

### DISPLAY

- 15" projected capacitive touchscreen
- Supports 10-point multi-touch
- High bright LED backlit display

### PRE-LOADED OPERATING SYSTEMS

- Windows® 7 Professional
- Windows Embedded POSReady 7

### OTHER SUPPORTED OPERATING SYSTEMS

- Windows Embedded POSReady 2009

### SYSTEMS MANAGEMENT

- LED Diagnostics
- Image Recovery Tool
- PXE Network boot
- Wake on LAN
- Intel Active Management Technology 9.0
- NCR Command Center

### PRODUCT DIMENSIONS

- Countertop configuration:
  - Width 16.93" (430mm)
  - Height 20.67" (525mm)
  - Depth 12.40" (315mm)

- Pedestal mount with baseplate:  
Ethernet LAN

- Width 15.94" (405mm)
- Height 56.38" (1432mm)
- Depth 12.40" (315mm)

- Pedestal mount with baseplate  
and optional narrow shelf:

- Width 21.26" (540mm)
- Height 56.38" (1432mm)
- Depth 12.40" (315mm)

- Wall mount:

- Width 16.93" (430mm)
- Height 21.85" (555mm)
- Depth 13.58" (345mm)

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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