TOSHIBA

Toshiba Self Checkout System 7

The next-generation self-service platform

Achieving Brilliant Commerce with a Customer-Centric self-service solution

Retailers are staying ahead of the evolving expectations of shoppers by transitioning to new consumer-focused technologies that satisfy customer demands while improving throughput and operational efficiency in-store. The Toshiba Self Checkout System 7, powered by our proven CHEC software, is the next-generation self-service platform that provides retailers with the ability to give shoppers fast, simple checkout experiences.

The re-imagined self-service platform creates more personalized in-store experiences by enabling retailers to tailor their front end according to their customer, floor space, and operational needs with an innovative design that features three form factors (cash-recycling, cashless, and kiosk). The retail-inspired design of System 7 prepares retailers for the future by allowing modules to be added or reconfigured as store needs change, while offering investment protection and a continued focus on reliability, security, and compliance standards.

TOGETHER COMMERCE

A self-service system for the constantly evolving retail market

Today's shoppers expect their in-store experiences to be as flexible and convenient as they are in digital channels, including online and mobile. Consumers are more connected to technology than ever and have embraced the new ways it enables them to control their own shopping journey, including checkout. Thus, retailers need to deliver personalized and integrated digital experiences across self-service touchpoints in order to meet and exceed shoppers' expectations, while also managing cost. System 7 empowers retailers to address those challenges and enables them to:

> Create a dynamic self-service experience that's more appealing, intuitive and natural for consumers to use

> Deploy more self-checkout lanes that minimize usage of valuable retail space

> Optimize configurations that shoppers can use for a broad range of basket sizes, store formats, and mobile shopping

Delivering a highly intuitive user experience

Customers want their shopping interactions to be quick, easy, and clear. Providing technology that offers a user-friendly interface to make that possible is especially important for a successful self-service platform. System 7 provides an intuitive user experience with a design that brings all of the shopper interaction touchpoints closer to the center of the action to reduce customer reach and the footprint required.

System 7 continues to be designed around accessibility and disability acts, like the American Disabilities Act, to ensure easy, unassisted access to the display and all devices during a transaction. Additionally, the Checkout Environment for Consumer Service (CHEC) software provides a unique "accessibility mode" option. When a shopper activates this feature by touching the blue accessibility button, all touch-screen interaction points move to the lower half of the screen for increased convenience.

System 7 also improves the checkout process with the implementation of enhanced audio tones, a language switching toggle, intuitive on-screen icons and graphics that make transactions easier, shopper guidance lighting that directs attention to he next point of interaction, and the ability for shoppers to use their own bags.
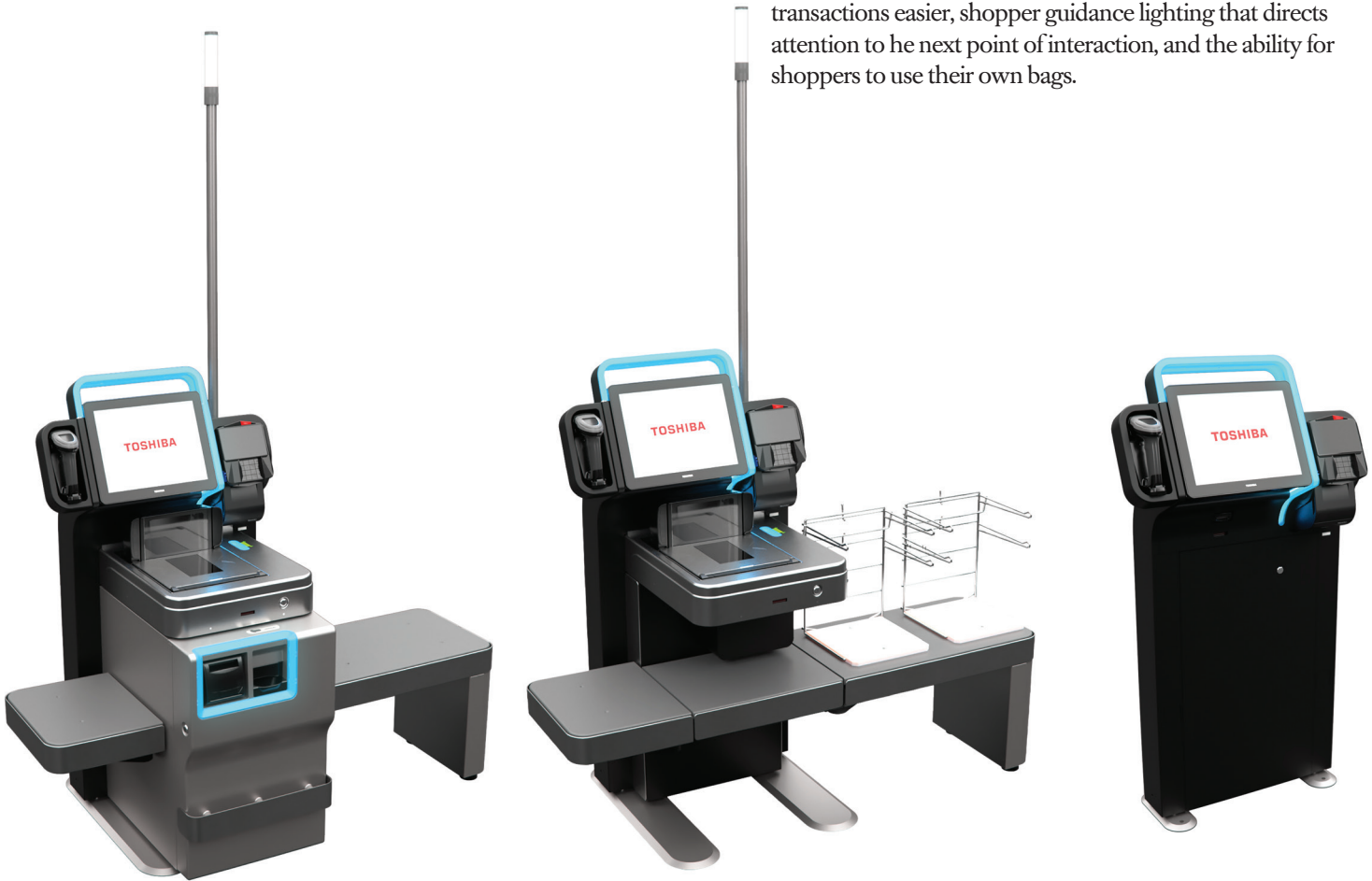
Cash-recycling configuration   Cashless configuration   Kiosk Configuration

2

Making systems management and security easier

Powered by CHEC software, System 7 provides a platform that makes systems management easy and minimizes interventions as well as provides smart item security handling that interprets shopper behavior to correct mistakes, a rich set of shopper assistant functions that help address issues at the lane, and exception-based reporting with configurable proactive alerts. CHEC software proactively reduces interventions by distinguishing between exceptions that must be handled immediately and those that can be delayed until the moment of tender, at which time they can be processed through a single intervention by the assistant.

Being designed for retail means System 7 uses retail-hardened components and materials throughout, including debris diversion, collection pans, liquid diverters, and durable components that maximize availability and reliability, and protect your investment egardless of the retail environment. Combined with powerful software tools that allow retailers to better manage the platform themselves, System 7 makes managing self-checkout easier than ever.

Centralized reporting with Enterprise BOSS capability

System 7 offers an Enterprise Back Office System Server (eBOSS), giving retailers central control of critical functions across the self-checkout install base while providing in-store access through an easy-to-use web browser report console. With eBOSS, retailers centralize the administration of shopper assistants, reports, user management, quick-lookup (used for identifying Produce and Self-Service item selection), lane configuration, and item security data. The eBOSS offers a complete set of summary and detail reports for:

> Utilization
> Assistance
> Security
> System Operation
> Cash Management
> Six Specialized "Top-25" Reports covering Security, Assistances, Overrides, Voids and more

Using enterprise configuration with store groupings also helps retailers manage configuration changes quickly, remotely, and with complete reliability. In addition, Toshiba offers optional eBOSS Management Services and eBOSS dashboards to help optimize return on investment.

A total solution for success

Deploying self-service solutions is a significant undertaking. With Toshiba Global Services, you receive end-to-end solution focus that will advise, enable, deploy and maintain your System 7 investment with our experienced self-service project management office (PMO). Our four pillars of services will guide you on the journey from initial decision through investment maintenance.

> Consulting Services – Define System 7 solution mix, design lane layouts, enable increased lane throughput and optimize customer experience
> Professional Services – Execute detailed functional requirements, integrate CHEC into your operation, plus customize and configure the solution to meet your unique business needs
> Managed Services – Plan and manage System 7 deployment from the factory to your stores including customer furnished devices. Provide eBOSS management and multiple levels of training and testing services
> Client Services – Offer multiple levels of System 7 onsite repair, onsite maintenance, depot repair and warranty services with highly skilled field and depot technicians

Toshiba Global Commerce Solutions

As the world's leading provider of integrated in-store solutions and retail insights, Toshiba Global Commerce Solutions delivers end-to-end solutions for checkout, consumer interactions and retail operations that unlock amazing new possibilities for our clients and shoppers everywhere.

Together Commerce

Together Commerce is Toshiba's vision for the new future of retail where retailers adapt their strategies, their stores and their technology to engage with consumers throughout the buying process in a seamless and helpful way. This collaborative approach enables retailers and customers to create mutually rewarding commerce–together.

For more information

To learn more about how Toshiba can help transform your business, contact your local Toshiba sales representative or Toshiba Business Partner, or visit:
commerce.toshiba.com

Additionally, Toshiba Global Commerce Solutions can help credit-qualified clients acquire the solutions that your business needs in the most cost-effective and strategic way possible through our global financing partner.

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