Toshiba Self Checkout System 6

Designed with the shopper in mind

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Meet the award-winning[1] Toshiba Self Checkout System 6. This innovative self checkout system is designed based on human factors research to create a fast, easy, and intuitive experience for shoppers, while also delivering unprecedented flexibility to retailers. Its innovative modular design, with separate scanning, payment and bagging units, offers retailers a flexible self service solution that can speed checkout, optimize floor space, improve cash management—all while offering real investment protection and a continued focus on quality, reliability, security and compliance standards.

Now supported in 43 countries (and growing), Toshiba's System 6 is optimized to leverage the powerful—and proven—Toshiba Checkout Environment for Consumer-Service (CHEC) software environment which is loaded with new features that enhance the shopping experience—making self-checkout faster, easier to use, and more personalized than ever before. CHEC is designed for high availability and minimal interventions, which reduces hassles and delays for shoppers. Plus, it's easy to manage, easy to extend, and can integrate with any POS system.

Together, System 6 and CHEC can boost store throughput, enabling retailers to better optimize their stores while also growing brand value and shopper loyalty. Globally, Toshiba provides support and services in self checkout engagements and offers proven best practices to ensure that Toshiba self checkout can be successful in your store environment.

Highlights

- Unique, modular platform with separate scanning, payment and bagging units

- Award-winning design—based on human factors research—minimizes shopper effort while maximizing checkout throughput

- Innovative solution helps speed up the checkout process, optimize floor space, improve cash management, and offer real investment protection

- Powered by Toshiba's sophisticated and proven CHEC software—now enhanced with more than 20 new features that make self-checkout faster, easier, and more personalized than ever before

- Leverages Toshiba's support and services capabilities and proven best practices

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Speed checkout and maximize your throughput performance

In a recent retail study, the majority of consumers globally (52 percent) said they prefer self-check-out stations in order to avoid waiting in line to make a purchase.[2] Speed and convenience have always been primary drivers of self-checkout adoption, which is why System 6 was designed to minimize effort required for shoppers, thereby boosting speed and throughput at self-checkout.

The changing marketplace. The changing checkout experience.

Welcome to the new retail marketplace. Not only are consumer behaviors and expectations changing, but also how consumers want to interact with retailers. This new breed of consumer, who is more knowledgeable, savvy, and connected, expects to access information and perform transactions more quickly than ever.

They also use multiple technologies throughout their shopping experience—including self-service and mobile—and require greater consistency in how they interact with retailers, regardless of retail segment or store size.

Attracting and engaging today's interconnected consumers as loyal shoppers is a tall order for retailers, who must be prepared to transform their checkout experience to meet this evolving marketplace. It's about being able to successfully:

- Create a dynamic checkout experience with a self-service option that's more intuitive and natural for all consumers to use—whether experts or novices.
- Enable self checkout to be adaptable and scalable for all kinds of store environments, including smaller format stores, because no "one size fits all" applies to today's global retailers.
- Give mobile shoppers an engaging and interactive way to shop with consumer mobile capabilities, combined with a fast and easy way to check out.
- To be ready and embrace future needs, as retail store requirements change, through improved flexibility, and the ability to change checkout configurations while ensuring initial investments are protected.

Providing shoppers something they value—less can be more

Minimizing shopper effort starts with providing the industry's shortest reach for the industry's most frequently performed task–scanning and bagging. The modular design of System 6 minimizes the distance between the middle of the scanner and the first bag by up to 36 percent compared to other self checkout hardware. By minimizing this distance, System 6 helps reduce the time it takes for consumers to scan and bag each item. More importantly, System 6's design also reduces the overall effort associated with this process. This can significantly improve your throughput results, especially with larger basket sizes. An enhanced checkout experience also helps build retailers' brand value and shopper loyalty.

Retailers and shoppers appreciate a highly intuitive user experience

System 6 continues our commitment to providing an intuitive, effortless user experience. 100% of shopper interaction touch points are above counter-top height, making scanning, bagging and payment fast, easy and convenient for your customers.

For example: all payment interactions are grouped together within the shopper's natural viewing area—and accentuated with LED guidance lights. This helps to highlight key points of interaction so consumers have a clear understanding of next steps and where they are located.

Intuitive customer experience with natural placement of interactions—accentuated with LED guidance lights

Another example: receipt printers are located near the bagging area, so when shoppers are finished, they can simply take their bag, take their receipt, and go—without any extra movement or effort.

Toshiba self checkout solutions continue to be designed around American Disabilities Act (ADA) guidelines to ensure easy access to the display and all devices during a transaction. Additionally, CHEC provides a unique "accessibility mode" option. When a shopper activates this feature by touching the blue accessibility button, CHEC lowers all touch-screen interaction points to the lower half of the screen for increased accessibility.

More signal—less noise

The newest version of CHEC software (version 6.7) delivers more than 20 new features to enhance the shopper's experience. One example is the new, sophisticated "light box" feature that provides context-sensitive visual messaging to shoppers, displayed only when it's really needed. This provides tailored instructions with simplified textual, graphical, and audio cues, plus helpful tips empowering shoppers to self-correct and self-educate. And the best part? Expert users may never see it.

CHEC also now creates a more personalized experience with new support for shopper preferences, plus a new "trust levels" feature—enabling retailers to tailor self-checkout to the individual shopper based on the customer's loyalty card and past shopping history. Trust levels empower retailers to offer a higher level of trust and customer service to their most valued shoppers.

Other highlights from the latest release: New "swipe-to-scroll" receipt that's cleaner and more readable; Audios that play 10% faster; A new "early bag removal" capability that reduces interventions and shopper hassles; Faster EFT transactions with smarter integration between POS and the pinpad; Loyalty cards that can now be scanned straight from a shopper's smart phone with imaging-capable bi-optic scanners; And many other new capabilities to streamline the user experience.
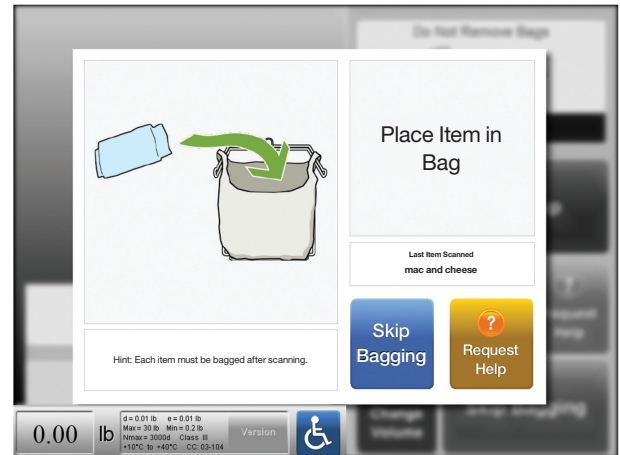
Context-sensitive customer guidance that's there when you need it—and gone when you don't—simplifies self-checkout for both novices and experts

Unprecedented checkout flexibility enables the evolving store

Toshiba recognizes that retailers around the world are looking for ways to optimize their front-end checkout environment while continuing to enhance the checkout experience for the modern, connected consumer. That's why **we look at self-checkout as a process**—scan, pay, and bag—rather than as one monolithic device. We believe that by offering greater modularity, along with smaller footprint and greater usability features, we can help retailers be more flexible in how they deploy and shift their front-end over time.

Configure modules to suit your individual needs—today and in the future

System 6 is designed to provide a wide range of flexible deployment options—plus the ability to adapt over time as store needs continue to evolve. Scanning, payment and bagging modules can be configured and re-configured to suit each store environment. Retailers can configure the System 6 modular units in a variety of ways: cash or cashless; integrated or separation of scanning and payment; or, as a stand-alone payment station for use by mobile shoppers.

To facilitate consumer mobile shopping, System 6 and CHEC are pre-integrated with Toshiba's TCxAmplify solution for consumer smart phones, including an innovative exception handing framework and a smart auditing feature for loss prevention. This means you can easily give mobile shoppers a convenient checkout option that fits seamlessly into your front-end.

Designed for high availability and ease of management

System 6 is designed to maximize reliability and availability with retail-hardened components and materials throughout—including debris diversion, collection pans, heavy-duty metal

cabinetry, liquid diverters, and retail-hardened Toshiba POS HW components. Self-checkout is subject to rigorous testing standards, just like POS, to maximize uptime in the demanding retail environment.

CHEC software also helps to maximize availability, offering retailers a totally integrated self checkout solution that can effectively manage and help lower total cost of ownership (TCO). CHEC allows for retailer-unique custom extensions, running on a global base application, while incorporating an open, reliable POS integration and remote systems management. Tighter integration to the POS (without screen scraping) means faster self-checkout and less downtime.

With the optional Enterprise BOSS capability; retailers can centralize critical configuration, database, and reporting functions at the enterprise level while still having the flexibility to control other functions locally at the store.

For retailers running Toshiba's premier 4690 Operating System, System 6 can optionally run Toshiba's 4690 OS instead of the standard Windows OS—which means that self checkout can operate like any other point of sale register in the store. This convergence of self checkout with POS on a common platform allows retailers to reduce complexity, enable faster innovation, help minimize cost of ownership and maximize operational efficiencies.

Additional benefits of the modular System 6 design:
Reduce footprint to optimize floor space
System 6 has been designed to enhance the customer experience while taking up less floor space—an important factor for retailers looking to offer a self checkout option in smaller footprint stores. This smaller design also can free up valuable floor space for revenue-generating merchandising on the front-end.

Here's an example of how this "smarter" design optimizes floor space. The payment module design, which positions the input basket shelf in front of the payment module versus on the side like in most of today's self checkout systems in the market, takes up less space by allowing the shelf to remain "within" the footprint of the core self checkout unit.

Cashless option can reduce space even further

Additionally, with this modular design, retailers now have the ability to offer a cashless scanning system that does not include the payment module, taking up far less space, reducing unnecessary costs and streamlining the self checkout experience.

Improve cash management and security

With this innovative modular design, Systems 6 offers retailers cash recycling capability and greater security, but also the ability of tracking and reporting cash levels.

Cash continues to be a prominent payment choice globally, so the need to offer a choice of cash payment options is critical. System 6 now offers retailers cash recycling for bills/notes (optional) and coins (standard) as an effective way to minimize the cash management operational costs.

Regardless of whether you recycle cash or not, the System 6 design provides retailers with greater control over cash access. With the modular payment unit, retailers can have separate key access to cash ensuring greater security and lowering cash shrink.

The CHEC software environment offers standard cash tracking and reporting capabilities that allow retailers to have remote, proactive insight into individual note and coin denomination levels in each lane. More importantly, by setting configurable threshold levels for 'low cash,' retail store personnel can be alerted to take action before the lanes become unavailable to handle the next cash transaction. CHEC also integrates with the vbScout solution from Balance Innovations, enabling greater cash management capabilities for the whole store.

Enhanced investment protection

Modularity offers retailers flexibility in checkout configuration that can be changed over time to suit changing requirements and needs, translating into greater investment protection. For example, retailers can first deploy self checkout as cashless lanes only, but add cash later based on consumers demand. Or, start with cash lanes and then remove if cash use declines greatly over time. An additional option could be to start with an integrated modular system, but have the flexibility to separate the scanning and payment units based on store usage. Existing Toshiba self checkout customers can also re-use existing bagging modules from prior hardware models. All of this translates into real savings for retailers who increasingly need to be more flexible as store needs continue to evolve.

Easy to use, easy to manage—with Toshiba CHEC software

Toshiba Self Checkout System 6 leverages the powerful Toshiba Checkout Environment for Consumer-Service (CHEC) software to offer retailers a totally integrated self checkout solution that can not only enhance the user experience—but also effectively manage and help lower total cost of ownership (TCO).

The CHEC software environment, now supported in 43 counties and growing, allows retailers—or authorized Toshiba business partners—to uniquely tailor the global base environment to the specific requirements of individual retailers, by geography, by banner or any other sub-set. This allows Toshiba to continually deliver new innovative enhancements in subsequent releases, while retailer-unique extensions are protected and run to support their business needs.

Whether you are looking to start a new self checkout initiative or expand your self checkout deployment to more stores, CHEC offers the critical functions required to ensure the reliability, uptime and enhanced operations to drive down the overall TCO for your self checkout initiative:

- An intuitive and highly flexible user interface—featuring simple instructional graphics, icons and colors that follow globally accepted standards.
- An open-standards-based toolkit that allows you to build new functionality, run simulations to verify POS integration and support the overall solution. Also, a proven eco-system of authorized partners worldwide, with over 45 partners authorized to date.
- A robust security platform to validate items against a weight security database, and a self-learning capability that improves security and lowers interventions over time.
- A reliable POS integration framework—for all POS applications—leveraging a high-level XML interface.
- A comprehensive systems management environment for software updates, instant inventory assessments, easy-to-use "red, yellow, green" health tracking, and faster problem determination.
- The only self checkout software application validated against PCI Security Standards.

Simplify your store with CHEC on 4690 OS

Toshiba Self Checkout System 6 CHEC can now optionally run on 4690 OS instead of the standard Windows OS, which provides retailers the capability of having a consistent front-end platform for POS and Self Checkout in a 4690 environment. With this new capability, CHEC and Toshiba POS now share a common operating system, GUI, and POS interface as well as common HW components—making self-checkout "like another register" for 4690 users.

This offers retailers the following benefits:

- CHEC on 4690 Enhanced Terminal will take on the traditional characteristics of device support, terminal load, terminal offline, and controller backup capabilities of 4690 system
- No need to maintain hard drive images for self-checkout—the lanes simply load over the network like any other register
- Use the same software maintenance tools (ASM) for both POS registers and self-checkout
- Simplifies PCI compliance; less susceptible to software viruses; no need for continuous OS patching
- Flexible enough to run Classic Controller with Enhanced Terminal configurations
- Eliminates the need for controller-based virtual sessions— and the capacity and performance requirements associated with them

Centralized reporting and more—with Enterprise BOSS capability

Toshiba Self Checkout System 6 now has Enterprise BOSS (eBOSS) capabilities, which enable retailers to have the flexibility to centralize critical functions of the BOSS that can be managed from the enterprise while other functions can still be managed locally within the store via in-store web browser. With eBOSS, retailers can centralize the administration of shopper assistants, reports, user management, quick-lookup screens, lane configuration, and item security data. Enterprise BOSS also provides retailers with a single enterprise-wide DB2 database that can be used to more deeply analyze the performance of self checkout stores against key performance indicators. Retailers have the option to choose between an in-store BOSS (one per store) or a single centralized BOSS (eBOSS), which reduces the complexity and costs of maintaining BOSS units in each store.

Boost self checkout success with best practices

Toshiba helps deliver successful self checkout projects for its retailers with its end-to-end solution focus, that includes not only its complete solutions offering as well as services support to help optimize its hardware and software, but also its best practices around store operations.

Based on numerous installations worldwide, Toshiba has developed these practices and works with its customers to ensure that the project is well defined, effectively managed and consistently monitored.

Here are five keys to success to help ensure self checkout success:

1. Develop well-defined and agreed upon objectives and success criteria for self checkout.
2. Gain broad sponsorship across the organization and place strong project management at store-level.
3. Optimize self checkout performance by integrating self checkout into front end operations. For example, opening conventional registers near the self checkout units gives customers a clear choice and helps drive throughput and sales.
4. Manage security levels to balance security with speed of checkout.
5. Provide effective coverage of self checkout with proper staffing. Stores that assign customer-friendly associates to self checkout who can encourage usage, assist when necessary and answer any questions can help increase throughput, enhance customer satisfaction and improve employee productivity.

Specifications

System configurations	
Lane models	• Cash and cashless models • Scan-and-bag and belted models • Microsoft Windows Embedded for Point of Service (WEPOS) and Toshiba 4690 OS models
Core components	• System unit: Toshiba SurePOS™ 700 series Lane PC • Display: Toshiba SurePoint™ flat panel, high-resolution, color touchscreen 15 in. (38 cm) • Bill/note acceptors and dispensers standard (cash models), with optional capability for bill/note recycling • Coin recycling standard (cash models); new bulk coin input capability; new coin hopper eliminates extra transport chutes • Separate payment module access to improve security • Bill and coin dispenser sensor detects forgotten change • Personal identification number (PIN) pads • Supports Toshiba SureMark™ Printer options • Supports electronic marketing and Catalina coupons • Optional feature components available
Dimensions	• All units are modular with uniform height of 32 in. (81 cm) and width of 35 in. (89 cm) • One, two-, three- and six-bag options available; total lane lengths can range from 125 in. to 177 in. (318 cm to 450 cm). Various belt lengths available.
Software	
Lane environment	**Toshiba CHEC lane application components:** • IBM DB2 Express Edition software • Toshiba Remote Management Agent software • Toshiba Store Integrator, including Store Integrator GUI and POS Business Component software • Software developer toolkit (Windows only) **Operating system:** • Toshiba CHEC models: WEPOS software preload or 4690 OS Enhanced Terminal **Language:** • Multiple language support
Toshiba Back-Office System Server (BOSS) environment	**Toshiba CHEC back-office application components:** • IBM WebSphere Application Server software • Toshiba DB2 software • Toshiba Remote Management Agent software **Operating system:** • Toshiba BOSS for Toshiba CHEC models/BW4: Microsoft Windows Server 2008 • For Enterprise BOSS: Microsoft Windows Server 2008 R2 (64-bit) or Windows Server 2012 R2
POS integration	• Integration-ready interface available for a variety of POS applications • Pre-integrated and tested POS reference solutions with Toshiba Application Client/Server Environment (ACE) and Toshiba Supermarket Application (SA)
Mobile terminal software	• Remote attendant response capability for all self checkout units (operates on existing wireless networks)
Warranty	• 24×7 phone support • Limited warranty terms are specific to geography • Extended warranty available
Support services	• Online diagnostic capability • Project management, installation and training available • Labor scheduling and operational best practices consulting • Technical support available 24×7×365

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.

Trust Toshiba's retail experience

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. In partnership with the Together Commerce Alliance, our global business partner program, we help bring innovation and value to every retailing experience so that you can delight your customers every day, everywhere.

For more information

To learn more about the Toshiba Self Checkout System 6 solution, please contact your Toshiba representative or Toshiba Business Partner, or visit the following website: **toshibacommerce.com**

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

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References

[1] 2012 Frost & Sullivan, Global Self-Checkout Systems Product Leadership Award

[2] Cisco.com, "Self-Service Shopping Grows in Popularity, According to Cisco Study"

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