



FUJITSU

THE POSSIBILITIES ARE INFINITE

Consulting
IT Solutions
Managed Services

U-SCAN
THE FUJITSU
SELF-CHECKOUT
SOLUTION



COMPETITIVE **EDGE**

Fujitsu's U-Scan self-checkout system gives you a competitive edge

Once a novelty, now a necessity, the Fujitsu U-Scan® self-checkout system is the solution for retailers determined to lower operating costs and improve customer service.

Shoppers appreciate the time-saving efficiency of self-checkout. And retailers enjoy the rapid return on investment and competitive edge. Consider the many ways U-Scan can differentiate your business in today's pervasive retailing environment.

INCREASED THROUGHPUT

Four U-Scan stations can handle 120–140 consumers per hour and significantly increase through-put during peak periods while decreasing pressure on conventional checkout lanes.

BETTER USE OF LABOUR

Retailers can keep more stations open with the same number of cashiers. Large retailers can reduce or redeploy front end labour costs by as much as 120–150 staff hours per week.

INCREASED SECURITY

Three levels of security deter against theft and human error (overhead video camera, bagging station with weight scale, and an attendant). Retailers using U-Scan report significantly lower shrink rates compared with conventional lanes. Additional security features, such as Electronic Article Surveillance or Biometrics, can also be integrated into the system.

INTEROPERABILITY

Using Fujitsu's Pervasive Retailing Framework, U-Scan integrates seamlessly with existing, real-time POS applications and communicates on a real-time basis with front-end information configurations.

CUSTOMER SATISFACTION

The majority of consumers who use U-Scan rate it as "excellent or very good" for speed and overall efficiency. The system also provides shoppers with more control over price verification as well as greater privacy when purchasing personal or pharmaceutical products.

HIGH RETURN ON INVESTMENT

The U-Scan system is cost-effective and a sound investment. In fact, retailers using U-Scan report an average payback of just nine to 12 months.





THE RIGHT SIZE

No matter how small or large your retail environment, there's a U-Scan model to fit your needs

VERSATILITY

From single-bag compact units to large-capacity belted or carousel models, the U-Scan line is suitable for a variety of retail environments. Whether you run a small retail outlet – like a convenience store or pharmacy – or a mega-sized superstore, you will find a U-Scan solution that works perfectly in your space.

MODULAR DESIGN

All U-Scan models are designed with the same modular base unit. This allows you to easily upgrade your self-checkout equipment to accommodate higher through-put as your retail needs change without re-training store personnel or consumers.

CHECKOUT OPTIONS

U-Scan units can be grouped together at one self-checkout location or distributed to individual departments within larger stores. Placing units in different locations gives shoppers a quick and convenient method for checking out items while minimising long lines at the front of the store.

U-SCAN MOBILE ATTENDANT

Based on Fujitsu's handheld iPad device, the Mobile Attendant allows one store associate to support as many as six U-Scan self-checkout lanes at once. It combines devices used throughout the store – scanner, magnetic card reader, even phone capability – to give retailers a complete wireless retail appliance.

U-SCAN ATTENDANT STATION

The attendant station includes a touch screen monitor, a POS keyboard, a hand-held scanner for assisting shoppers with large items, and a receipt printer for credit/debit card transactions. The all-in-one Compact Cashier™ is also available as an option for retailers with limited space, so that the attendant can supervise orders and offer assistance from any countertop in the store.

MAXIMISE YOUR INVESTMENT

Exceptional service, training and support back Fujitsu's U-Scan system

U-SCAN LIFECYCLE SERVICES

Fujitsu maintains an Australian support centre for U-Scan customer inquiries. Retailers can call for service and support on a 24/7/365 basis, and are often given a dedicated phone number just for them.

Fujitsu's call agents are courteous, experienced and dedicated. They take complete responsibility for case ownership – from problem identification to tracking and resolution – and direct the certified technicians who provide onsite service and support. Call centre agents answer 85% of all inquiries within one minute.

INTEGRATED SUPPORT

Fujitsu's dedicated team of technicians ensures U-Scan system availability and performance. The technicians are backed by Fujitsu's extensive Australia wide support infrastructure.

SELF-CHECKOUT BEST PRACTICES

U-Scan customers can also benefit from Fujitsu's "Self-Checkout Best Practices" program. Based on lessons learned from more than ten years of self-checkout experience, Fujitsu's Best Practices help increase customer acceptance and improve your return on investment.

HANDS-ON TRAINING

When a new U-Scan system is installed, but before it is operational, our certified instructors give you and your employees a complete, four-hour training program. Topics include system functionality, security measures and basic troubleshooting. Hands-on activities reinforce proper operations.

Instructors remain onsite for several days after system start-up to ensure store employees have a high overall level of system comprehension and also to educate shoppers. Instructors report their observations and findings to store management for appropriate follow-up.



ABOUTFUJITSU

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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