Fact Sheet
FUJITSU Impulse™ self-service

Smaller, faster, and cashless: Fujitsu Impulse self-service will help you keep customers moving in and out quickly, keeping queues low and sales high. It is the express self-service option you've been waiting for.

Product description

The small size of the Fujitsu Impulse unit allows it to fit easily into a compact front end, leaving as much room as possible for merchandise. But where it's small on size, it's big on presence. Wrapping options provide advertising for your vendors or your own brand and a suite of features turns the screen into a digital signage platform. The Fujitsu Impulse self-service is fully geared to drive up sales. Every customer will get the personal touch they deserve, since our mobile management solutions allow your staff to assist customers when they need help, even when staffing is low. Most importantly, you'll always know how the units are doing with a full suite of built-in reports, enhanced by the rich unit health reports from the Fujitsu Integro lifecycle management tool.

Solution

Fujitsu Impulse self-service, an automated assistant, takes the pressure off your busy attendant by picking up the slack when queues are growing. Fujitsu Impulse self-service is easy to use, easy to manage, designed to maximize merchandising, increases advertisement space and promotes your brand presence in your retail environment. In combination with our Retail Wearable solution, Fujitsu Impulse self-service allows hands-free monitoring of self-service by busy staff who can simultaneously perform their other tasks. The Retail Wearable can be used for: paging, direct monitoring of the self-service stations, and mobile authentication at the stations.

Features include

Fujitsu Impulse system features

The Fujitsu Impulse system gives shoppers exactly what they want: from an intuitive food interface that makes grab-n-go food a no-line-up checkout experience, to simplifying pre-paying and post-paying in the forecourt. Fujitsu Impulse self-service is designed to be installed anywhere, whether it's positioned prominently on a pedestal or flexibly integrated on a wall or installed on a countertop. It works great next to your coffee dispensers, your sandwich counter, or surrounding it on all sides by candy, gum, and mints to maximize your impulse item conversion rates.

- Contemporary interface vetted by our usability teams

- Intuitive browser for non-barcoded items like fruit, coffee, or firewood

- Suite of loyalty features to integrate with your existing CRM application

- Choice of several international languages

- Impressively designed with many usability features from purse shelves to bag racks

- Fully merchandised solutions available with help from front-end checkout specialists


The problem

When large retail outlets get busy, or when convenience stores become inconvenient, conversion rates start dropping and retailers start to lose sales. Busy customers looking to grab items and go will be more inclined to simply drop their items and leave when line-ups at the checkout grow.
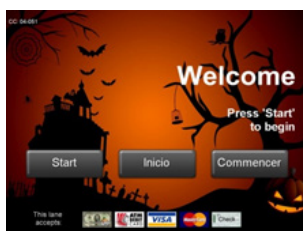
Fujitsu Impulse software features

- U-Scan® software allows retailers to personalize the shopping experience by using seasonal themes provided by Fujitsu or by creating and managing their own themes. Themes can be used to feature holiday periods, special events, or to add specials or advertising to promote their in-store brand:
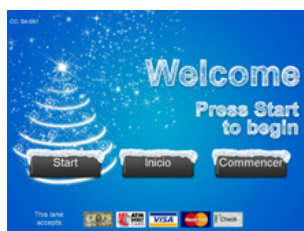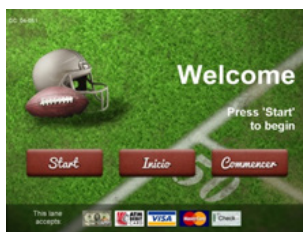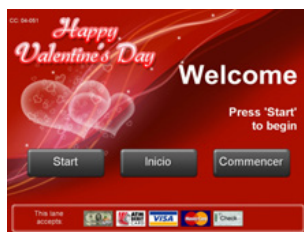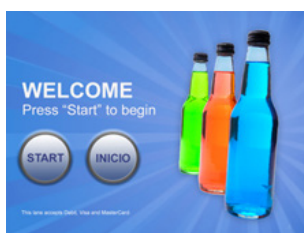

Spring
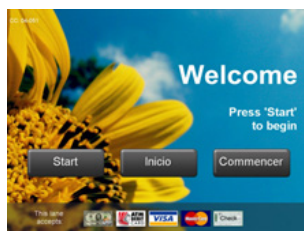
Summer

Halloween

Winter

Football

Valentine's Day

Sample User Customized Theme

- U-Scan software can be installed as a Standard U-Scan station or in a special Convenience Mode to offer performance tailored to the appropriate retail environment. Standard U-Scan software offers the traditional U-Scan interface used in thousands of stores worldwide, while Convenience Mode offers the fuel browser and customized non-barcoded lookup menus described below.

- U-Scan Software is fully customizable, and supports retailers in the general retailing, DIY, grocery, and convenience markets.

- The fuel browser is a Convenience Mode fuel purchasing display that can be interfaced with a store's fuel Point of Sale (POS) system to provide an interactive way to incorporate pre- and post-paid fuel purchases with regular convenience item buying.

- Shoppers can easily select non-barcoded items such as fruit, coffee, newspapers, or pastries and so on from a colorful hierarchy of button images.

- Our friendly checkout features include 'Swipe to Scroll', which brings familiar smartphone swiping gestures to self-service, and the Customer Personalization Tab, for which personalization of customer loyalty information is just a finger swipe away on all ordering screens. Shoppers can store their preferred language, bagging, and volume settings, which can be linked to the retailer's existing Customer Relationship Management (CRM) system

- The Fujitsu Database Archive Manager feature protects system databases.

- The Fujitsu Integro™ solution is an out-of-the-box end-to-end lifecycle management tool that makes the maintenance and support of your self-service or self-checkout solution easy. For more details, please refer to the Fujitsu Integro solution fact sheet.

Fujitsu Impulse self-service mounting options

- Impulse Assist

- At the touch of a button, attendants can swing the station around in seconds to turn a self-service Fujitsu Impulse station into a regular cash register or checkout lane

- Adds manned service points when line-ups appear

- To speed throughput, experienced staff can run Fujitsu Impulse self-checkout as a regular lane, or untrained staff can run Fujitsu Impulse self-checkout in self-service mode instead of the shoppers

- Ideal for Customer Service counters and Food Court use

- Very convenient for quick Price Check or item locating

- Hands free cash management with Cash Box option

- Hands free monitoring of self-service system and electronic store paging

- Easy non-barcoded item lookup

- Retail Wearable assists authentication via system access barcode

- Fujitsu Impulse self-service with Counter Mounts (fixed and portable)

- Fujitsu Impulse self-service can be surrounded by impulse purchases
- Great for bottle return, lottery, flower areas
- Ideal for Customer Service counters and Food Court use
- Hands free cash management with Cash Box option
- Hands free monitoring of self-service system and electronic store paging
- Very convenient for quick Price Check or item locating
- Easy non-barcoded item lookup
- Custom branded wrapping can drive sales

■ Fujitsu Impulse self-service with wall mount

- Fujitsu Impulse self-service can be surrounded by impulse purchases
- Online order pickup can be segregated from the checkout areas
- Great for bottle return, lottery, flower areas
- Very convenient for quick Price Check or item locating
- Ideal for ticket, receipt, chit distribution
- Easy non-barcoded item lookup
- Custom branded wrapping can drive sales
- Dynamic advertising screens can entice shoppers to spend

■ Fujitsu Impulse self-service Stand
- Versatile kiosk displays including games, quizzes, item ordering
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Service on the Fujitsu Impulse self-service station
The human touch is what makes your top-notch service what it is today, and Fujitsu Impulse self-service gives your customers more service options and better service without increasing staffing levels. Our mobile management solutions give your self-service solution that human touch, by allowing your on-the-go employees to understand who needs help

with what, even if those employees are already busy stocking shelves or managing bottle returns in the back.

Always on, always helpful, Fujitsu Impulse self-service is ready for the rush.

This is possible because of its:

■ Lightweight mobile attendant solutions

■ Alerts to let an attendant know when the station is out of paper or has an issue

■ Integration with the Fujitsu Integro product, which means you'll never have to call the help desk. Issues can be automatically resolved remotely by the help desk, or staff can take advantage of our Local Assisted Help option to fix minor problems such as receipt paper.

Promotional impact
Fujitsu Impulse self-service maximizes your ability to offer promotional material for shopper consumption and is focused on reducing any negative impact that a solution might have on their bread-and-butter business of impulse sales.

With the Fujitsu Impulse stations, you can:

■ Change the multimedia theme on your own, without the need for a software release

■ Show branded display promotional material when the screen is not being used to drive your brand, plug your newest special, or generate advertising revenue

■ Deploy it with a custom wrap to complement your store's interior

■ Take advantage of its intentionally small footprint to maximize space for product

■ Benefit from its low cost/low maintenance impact on your bottom line, while our featherweight solution does the heavy lifting in terms of high throughput

■ Let the flexible software solution adapt to your promotions, so you don't have to

Check your Fujitsu Impulse self-service station
Statistics and detailed reporting on many facets of the orders that are processed will provide an in-depth analysis to assist you in defining your sales strategy. Check your Fujitsu Impulse self-service with the Fujitsu full suite of operational reports or see how your fleet is doing with our Fujitsu Integro lifecycle management tool. Reports that can be generated include:

■ Fleet health and asset tracking reports

■ Credit slip reports

■ Attendant intervention reports

■ Access control reports

■ Transaction reports

You can view reports in the store, remotely, or load them into your existing business intelligence tool (for example, Fujitsu Retail Analytics Suite).

Fujitsu Impulse - Dimensions / Weight	
Width	from 376.9 mm (14.84 in) to 610.7 mm (24 in), depending on configuration
Height	from 514.4 mm (20.3 in) to 605.8 mm (23.9 in), depending on configuration
Depth	302.6 mm (11.92 in)
Weight	(excluding EFT), from 20.5 kg (45.1 lb.) to 29.9 kg (65.9 lb.), depending on configuration
Fujitsu Impulse Station - Stand Only - Dimensions / Weight	
Width	250 mm (9.84 in), floorplate width: 620 mm (24.41 in)
Height (Including floor plate)	741 mm (29.17 in)
Depth	275 mm (10.83 in), floorplate depth: 500 mm (19.69 in)
Weight	pedestal – 12.02 kg (26.51 lb), floorplate – 10.98 kg (24.21 lb), total – 23.00 kg (50.72 lb)
TP7K All in One (AIO)	
Temperature ℃ (℉)	
Operating	0℃ ~ 40℃ (32° to 104℉); 15℃/Hr (59℉/Hr) (Non-Condensing)
Not Operating	-5℃ ~ 50℃ (23° to 122℉); 15℃/Hr (59℉/Hr) (Non-Condensing)
Humidity (%) (RH, Non-Condensing)	
Operating	10 ~ 90% (Non-Condensing)
Not Operating	8 ~ 95% (Non-Condensing)
Scanner	Honeywell® 3310G Area Imaging Scanner (Barcode Scanner)
Scanning Performance	
Decode Capability	reads standard 1D, PDF, 2D, Postal and OCR symbologies.
Printer	
Internal	Fujitsu CT11, Single Station, Thermal Printer, 80mm paper