

Are you ready for the future of customer interactions?

YES

This is NCR Consumables

To compete, you need a partner that understands the market

## The NCR Vision



**“LEADING HOW THE WORLD CONNECTS,  
INTERACTS AND TRANSACTS WITH BUSINESS”**

# NCR understands customer interactions

We make business **EASIER**

- With integrated, multi-channel solutions

We enable our customers to **MOVE FASTER**

- By leveraging our multi-industry expertise
- By providing global support in over 150 countries

We help our customers **TRANSFORM** their businesses

- By improving how customers interact with their customers across all channels



# NCR brings benefits to our customers – across all industries

## Financial Solutions



- ATMs
- Consulting Services
- Financial Kiosks
- Branch Solutions
- APTRA™ Software
- Payment Solutions

**#1 in Financial Self-Service**

Source: Nielsen Report

## Retail Solutions



- Self-Service Solutions
- POS and Other Assisted-Service Solutions
- Software, Consulting and Services

**#1 in Scanners  
#1 in POS Software**

Source: Venture Development Corp.

## Travel & Hospitality



- Airline check-in
  - Paper
  - Mobile
- Ticket & reissue
- Car rental kiosk
- Hotel Check-in

**8 out of 10 airlines use NCR Travel**

Source: Frost

## Healthcare



- Patient check-in
- Wayfinding
- Co-pay
- E-signature
- Self-scheduling

**New industry**

## Entertainment & Gaming



- Cash dispensers in casinos
- Entertainment kiosks
  - Rental
  - Buy/Sell/Trade
  - Digital Download

**New industry**

## NCR Consumables

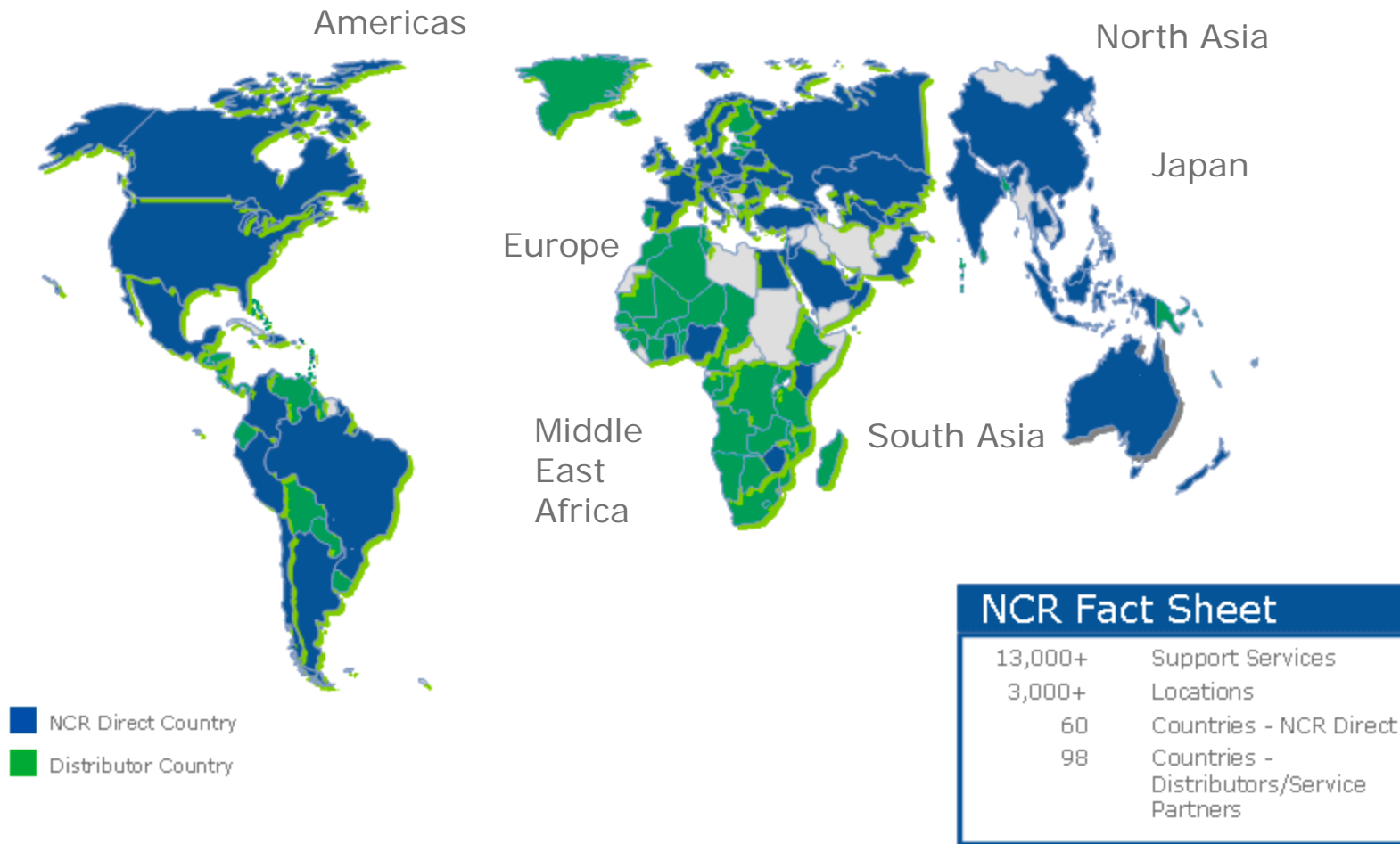


- High-quality Document and Media Consumable Solutions
- Consumables Consulting, Logistics and Sourcing Services
- eCommerce Services

**The Leading Global Printer Consumables Company**

Because we interact with consumers everywhere

# NCR does business where you do business



# NCR understands printer consumables

**Thermal Transfer Ribbons**  
Bar Code Applications



**Inking Supplies**



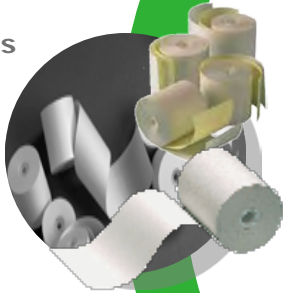
**Laser Cartridges and Toner Kits**



**eCommerce Solutions**

**Self Service**  
Plastic Cards, Envelopes, DVD Carriers, CD/DVD's, Tickets, Keys, Statements, Paper Cards

**Paper Rolls**  
POS, ATMs and Kiosks



**Labels**



**Consumables Management**



**Variable Imaging**  
Digital printing for laser documents

With variable imaging

Are you ready to experience  
value add world class services ?



# NCR Consumables has services to match every requirement

➤ On-Line Inventory Management and Reporting

➤ Order Management

➤ Product Logistics

➤ Reporting and Value Reviews

➤ Procurement Card Services

➤ On-Line Order Management

➤ EDI Ordering and Billing

➤ Storage & Distribution Services

➤ Consumables Consulting and Survey

➤ Customer Setup

➤ Procurement Card Services

➤ Product Sourcing

➤ Billing Services

➤ End User Delivery

➤ NCR OnLine

➤ IVR

➤ EDI

➤ Custom Integrations

➤ eProcurement & eMarket Place

➤ Research & Development Center

➤ Product & Material Analysis Reports

➤ Consulting & Process Engineering

➤ Product Warranties

➤ Customer Service Center

➤ Dedicated Account Managers

➤ ISO 9001:2000 Certifications

➤ Documented Disaster Recovery Plan

**Management Services**

**Infrastructure**

**Manufacturing**

**eCommerce**

**Product Development**

**Customer Support**

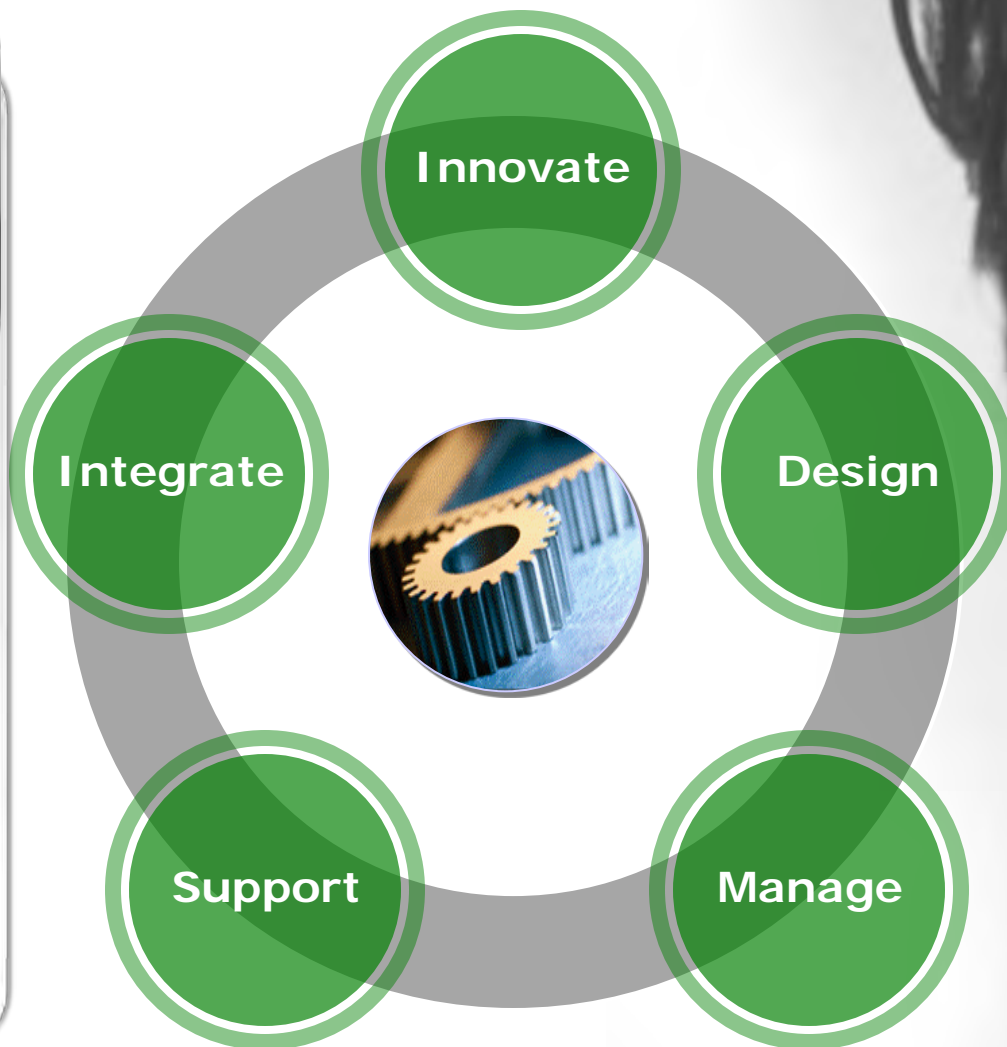


# NCR Consumables management services

NCR Consumables management reduces overall cost of procuring and managing printer consumable products by 10% to 20% by offering unique services and technology to automate and streamline processes and operations.

## Services

- Consumables Consulting and Survey
- Customer Setup
- Product Sourcing
- Order Management
- Product Logistics
- Billing Services
- Reporting and Value Reviews
- Procurement Card Services
- On-Line Order Management
- EDI Ordering and Billing
- On-Line Inventory Management and Reporting
- End User Delivery



# Consumables for NCR's self-service solutions

## Enjoy value created by quality

NCR's consumables are designed as application specific products that **maximize system performance** and are **manufactured to precise specifications**, so our customers enjoy **enhanced system performance** due to **fewer media related failures**.



Efficient

Environmental

Effective

Innovative

Plastic Cards  
Envelopes

DVD Carriers  
CD/DVD's

Tickets  
Statements

Paper Cards  
Keys

# What is Self Service Consumables Management?

The NCR Self Service Consumables Management solution combines a total ATM consumables product offer with a suite of outsource management services to maximize the efficiency and productivity of self service networks.



# Self Service Consumables Management Will.....

- \$ Increase ATM availability & efficiency**
- \$ Reduce service & procurement costs**
- \$ Reduce inventories and assets**
- \$ Increase revenue through**
  - increased transaction volume
  - increased marketing potential



# Stock and custom ATM Printed paper rolls

## Custom Printed and Stock Paper Rolls

NCR offers a wide variety of stock and printed roll products to meet customer requirements in several industries, including retail, hospitality, and financial. Products include receipt rolls, thermal receipt rolls, security rolls, and ATM transaction records.



### Efficient

Consistent high quality

### Environmental

We recommend chlorine free paper, recycled grades and long length paper rolls.

### Effective

High performance media can enable new operational improvements.

### Innovative

Value-Added Media, efficient promotion and automatic transaction identification.

# Thermal paper rolls

## Choose the right thermal paper media for your business!

NCR has developed consumables that facilitate effective communication with consumers while maximizing machine availability.

We have the flexibility to meet a wide range of customer goals and will propose the lowest cost solution from acceptable alternatives !



### Efficient

Print head reliability

### Environmental

Longer length thermal rolls  
Two-sided thermal rolls

### Effective

Evaluation of critical features to propose the right grade for your application and needs

### Innovative

Bar code capability, high resolution graphics support, image durability

# NCR innovation - 2ST technology



 Empowering a new world of labels™

**2ST**<sup>™</sup>  
TECHNOLOGY

- NCR's patented 2ST<sup>™</sup> technology utilizes dual thermal print heads within a single thermal printer.
- The print heads printing simultaneously deliver optimum speed and efficiency during the document or label printing process.
- This enhanced functionality allows you to differentiate yourself from your competition and improve your operations.
- 2ST brings value to a multitude of printing and labeling applications.

# NCR and two sided thermal printing applications

## Financial Self-Service

- Consumer Transaction Receipts
- Intelligent Deposit receipts
- Bank Statement Document
- ATM Coupons & Gift Certificates



## Labeling

- Shipping & Logistics
- Warehouse Management
- Product and Item Marketing



## Gaming/Lottery/Ticketing

- Seasonal Games
- Special Offers & Promotions
- Future Event Scheduling
- Discounts & Coupons
- Event registration and name badge labeling

**25T**  
TECHNOLOGY



## Gas Pump Receipt

- Special Offers & Promotions
- In-Store Announcements
- Travel Tips

## Retail Point of Sale

- Consumer Transaction Receipts
- Return Policy / Warranty Information
- Satisfaction Surveys
- Product & Service Information
- Product nutritional information

## Kiosk Self-Service

- Consumer Transaction Receipts
- Additional Product & Service Offers
- Satisfaction Surveys
- Postage label and receipt

# 2ST printing technology – customer benefits

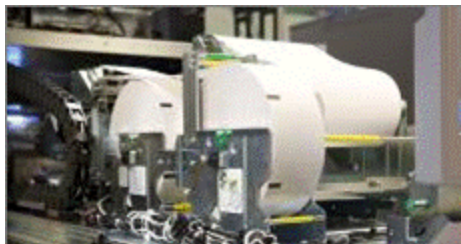
## Efficient



Paper savings improved TCO  
Intelligent deposit



2ST faster to print



Eliminate paper waste  
via dual roll

## Effective



Target promotions  
Retain existing customers



Target and attract  
non-customers\_



3rd party advertising\_

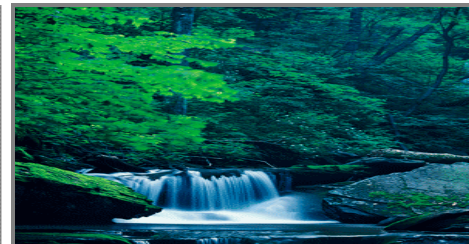
## Environmental



Lower replenishment cycles



Reduced fuel and energy use



Reduced paper consumption

# Are you ready for greater efficiency from your consumables ?



# Imaging - laser cartridges

Would you like to save up to 20% on your laser cartridge budget ?

NCR offers a complete line of compatible, all-in-one toner cartridges and toner kits in stock and available for delivery when you need them.



## Efficient

Optimal performance, security and high quality, delivery services adapted to your needs

## Environmental

Compliant with waste management legislation  
Recycles empty cartridges

## Effective

Reduce your total cost of ownership.  
Master your budget and save up to 20% on your consumables.

## Innovative

NCR guarantees a no risk transition to a less costly alternative to new OEM cartridges.

# Labels

## Labels

NCR offers a complete line of labels designed to reduce your printer consumables spending. NCR's label solutions provide superior label performance, improve operational efficiencies, provide clean, durable images and are backed by a leading technology company with global operations.



### Efficient

Product design services,  
350 different label raw materials

### Environmental

Water based inks,  
recycled cartons and cores

### Effective

Label management programs :  
increase service levels, decrease inventories,  
reduce costs.

### Innovative

RoL, 2ST label technology

# Imaging – thermal transfer ribbons

NCR Corporation has become a leader in thermal transfer ribbon technology by concentrating on the bar code symbol itself.

NCR's advanced thin film coating capability and ink chemistries are designed and developed to enhance the bar code symbol quality and the entire printing process.



## Efficient

Maximum density, unparalleled edge definition, ISO registered locations & R&D facility

## Environmental

Water soluble formulations, no use of level 3 or worse solvents

## Effective

Increased Print Compatibility : less inventory as fewer ink formulations to meet the needs of more applications.

## Innovative

SPECTr static elimination system

# Laser documents – Variable Image Printing

## Variable image digital printing solutions

- Integrated statements are a value-added service for your customer highlighting all the services you are providing.
- The value of personalized documents :
  - A 34% faster rate of response
  - A 48% increase in repeat orders
  - A 25% greater average value of each order
  - A 32% in over all revenue70% of customers would rather receive it.  
(Source CPAV Study for IBM)
- Why use colour
  - Sells more effectively - 85%
  - Reduces errors - 55%
  - Increases recognition - 78%
  - Increases motivation - 80%

## Industry Applications

- Banking
- Healthcare
- Hospitality
- Insurance
- Retail
- Real Estate

### Banking

- ✓ Annual account activity report
- ✓ Monthly statements
- ✓ Long term planning brochure
- ✓ Investment pitch report



### Healthcare

- ✓ Hospital brochures/posters
- ✓ Pre-enrollment kits
- ✓ Patient care form/admission forms



### Hospitality

- ✓ Personalised voucher booklet
- ✓ Weekend special offer
- ✓ Resort brochures
- ✓ Hotel in house activity leaflets



### Insurance

- ✓ Co-branded product brochures
- ✓ Integrated agent newsletters
- ✓ Customised field calendars
- ✓ Personalised direct mail postcard



### Retail

- ✓ Fliers / statements with coupons
- ✓ Customer newsletter
- ✓ Membership documents
- ✓ Seasonal signs/shelf talkers



### Real Estate

- ✓ Broker listing contract
- ✓ Open house brochures/fliers
- ✓ Listing solicitation letters



«He Who Has  
The Data Wins»

# DUBAI - SYSTEMEDIA JEBEL ALI PLANT

SMD Jebel Ali Plant is ISO 9001:2000 certified.

Global Documented processes.

Certification  
Awarded to  
**NCR GLOBAL HOLDINGS LTD.**  
P.O. BOX 18187, JEBEL ALI, DUBAI  
UNITED ARAB EMIRATES

*BVQI certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

STANDARD  
**ISO 9001:2000**

SCOPE OF CERTIFICATION

**MANUFACTURE AND SUPPLY OF  
BUSINESS FORMS, CHEQUES, PAPER ROLLS,  
LABELS AND PRINTER CONSUMABLES.**

Original Approval Date: **24<sup>TH</sup> NOVEMBER 2004**

*Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until: **24<sup>TH</sup> NOVEMBER 2007***

*To check this certificate validity please call (+971 4 345 35 60)*

*Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation*

Date: **4<sup>TH</sup> DECEMBER 2004**

Certificate number: **163650**

Managing office:  
BVQI (Holding) S.A. 2<sup>nd</sup> Floor, Tower Bridge Court,  
224-226 Tower Bridge Road, SE1 2TX, England;

Issuing office:  
Bureau Veritas Quality International  
Dubai, United Arab Emirates

*M. Paruszevski*  
Mariusz PARUSZEWSKI  
Nominal Certification Officer  
BVQI, Dubai, UNITED ARAB EMIRATES

BVQI (Holding) S.A. uses  
the accreditation certificate  
number 008



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# CHEQUE BUREAU SERVICE

In-House Printing of Cheques and Bureau Service.

## Advantages

- State of the art Equipment
- KBA compliant instruments
- Experience with Security Documents
- NCR Support
- Security facility – minimum human involvement
- Low cost manufacturer

**Product Profile : Cheques, Security Documents, Hologram Drafts etc**

Are you ready to enter a new world of environmentally friendly consumables ?





## **NCR Consumables**

Experience a new world of interaction