

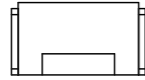
SCO  
HCO  
ACO

## AttendFLOW<sup>DESK</sup>™

### FACTS

#### Measurements:

Height: 1000 mm  
Width: 1106 mm  
Depth: 600 mm



#### Hard- and Software:

TFT Touch screen 15"  
Flow Attend Software

#### NO STANDARD COLORS!

You decide exactly what color you want. As Europe's largest Conventional Checkout (CCO) manufacturer, we know the importance of design, function and customer flow. Together we create a Self Checkout (SCO) solution that fits perfectly in your environment.

#### ITAB, YOUR TOTAL CHECKOUT PARTNER!

- A different approach to checkout and self- service with significant experience and insight
- We think Flow first then technical solutions as we know the needs of the shoppers and retailers demands
- A total checkout concept like no other: Fraud preventive – built in self learning control system – a controlled area with a scanner exit gate
- ITAB Flow Concept is a wide and complete range of products that have great flexibility and high quality
- An inviting design for customers, less complex – easy to use and understand
- POS-supplier independent – easy to integrate
- Efficient attendance and monitoring tools provide staff with a complete view of the self checkout area
- Experience in the social implementation of ITAB FLOW CONCEPT for staff and shoppers
- Excellent remote diagnostic capabilities for efficient maintenance and minimum downtime
- Favourable pricing and cost saving

ITAB – IMPROVING THE SHOP EXPERIENCE...

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# Attend FLOW<sup>™</sup>



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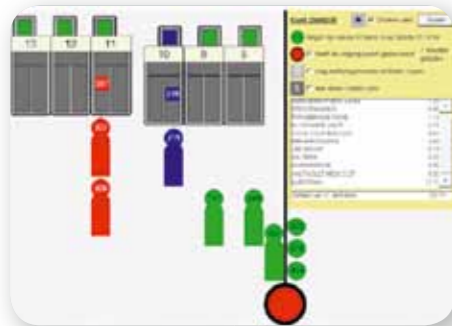
Improving the Shop Experience...

**ITAB**  
SCANFLOW

# AttendFlow – Shopper support and checkout control



**TOUCH SCREEN**  
Easy to use for shop staff, with information in different colours to provide a clear and simple overview. One employee can handle administration and payments for up to eight SCOs.



**EASY TO SUPERVISE**  
Very simple display, colour-based system.  
**BLUE:** The shopper has started scanning.  
**RED:** The shopper has decided to pay with cash.  
**GREEN:** The shopper has decided to pay with credit/debit card.

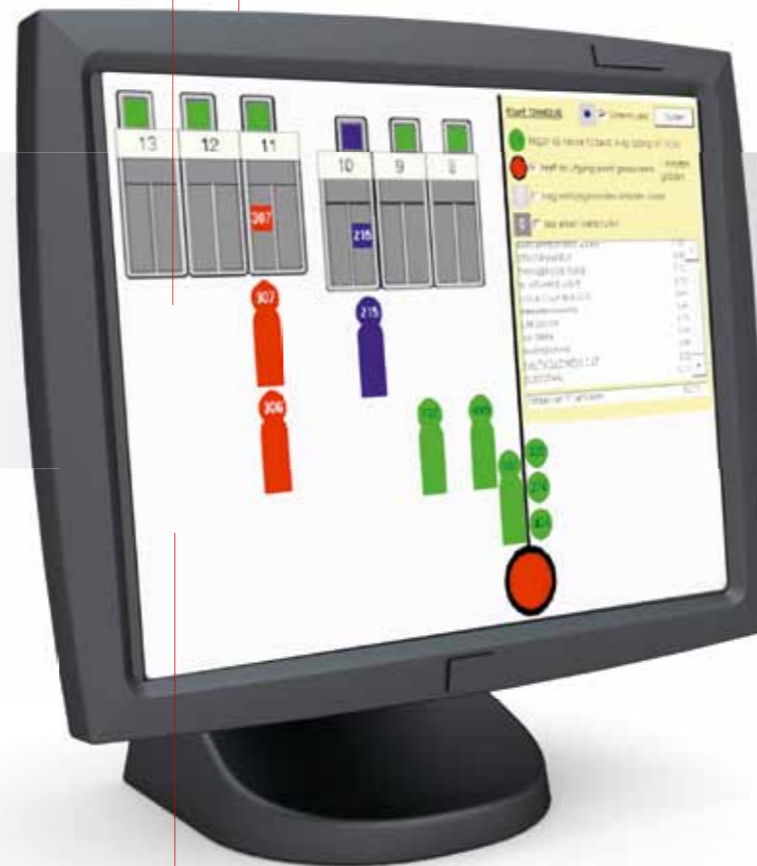


**DETAIL INFORMATION**  
Allows the staff to see in detail and real time what every Shopper is buying.

**PAYMENT**  
If the shopper has not paid at TwinFlow, MoveFlow or PayFlow payment can be made at AttendFlow by cash or debit card depending on the local settings. For simplicity we always use the EFT and receipt printer already linked to the retailer's.



**ADMINISTRATION**  
Shop staff can easily manage the system. The unique staff key activates and manages the SCO. The Staff key barcode can be changed by shop management locally as often it's needed to maintain security.



**ATTENDFLOW MONITOR, FUNCTIONS:**

- Fast overview
- Real-time view of shopper purchase
- Shopper status indication
- Shopper receipt information
- Remote handling of problems/interruptions in the system



AGE CONTROL WEIGHT



SUPPRESSION



IN SERVICE

**ATTENDFLOW PDA BASIC FUNCTIONS:**

- Fast real time overview
- Actual status of all units in the system

**ATTENDFLOW PDA PREMIUM FUNCTIONS**  
Functions to be developed in the near future:

- Extensive interaction like AttendFlow Monitor
- Facility to take control of the SCO screen

AttendFlow PDA (Personal Digital Assistant) hand held with the functionality to make staff more efficient, flexible and closer to the shoppers. It is especially efficient when staff numbers are low in the checkout area or when the flow of shoppers is at its lowest level so that staff time can be allocated to other nearby working areas. AttendFlow PDA software is hardware independent but has to be tested with each model.



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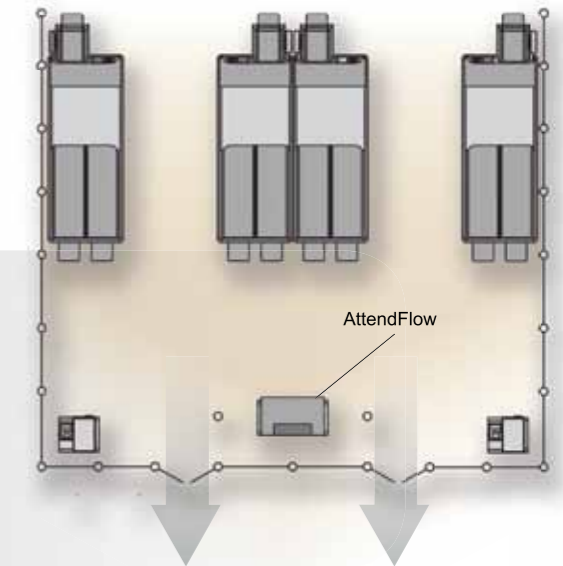
**ATTENDFLOW PDA ALERT FUNCTIONS WHEN:**

- Shopper has pushed help button on SCO
- Vouchers are being input
- Unknown articles are being collated
- A fault has occurred (possibly attempted fraud): the system is locked
- General warning (possibly a technical fault)
- Age control: shopper is buying age restricted article
- Voluminous article: a large article is scanned that will not be processed by the weight control
- Weight suppression: products that have irregular weight are not processed by the weight control
- Crate (multi-pack) warning
- PayFlow warning: low level of bills/coins
- PayFlow warning: critical level of bills/coins, shopper cannot use PayFlow until refill
- ExitFlow, gate opening function from distance

AttendFlow enables one person to serve up to eight Self Checkouts!

AttendFlow is the name of the total Attended service function, including hardware, software and desk. It is proven to give a controlled overview over the SCO area. It consists of a monitor and software to provide administrative functionality that can be combined with all the normal POS functions from a traditionally staffed checkout.

To see how it works, look at the monitor pictures on page 2. Most customers will combine AttendFlow Monitor with the AttendFlow PDA for increased flexibility, read more about it on this page.



**ATTEND FLOW DESK:**  
We have standard versions that can be adjusted to suit the shop materials and colours with our SCO demands built in. Prepared to hide the peripheral set that is needed for each area of SCO Flow Concept installation. Desks can also be custom designed to suit your particular requirements.

AttendFlow Desk demands and hosted functions, depending on local settings:

- Cash payments
- Return of goods
- Coupons that cannot be scanned
- Card payment problems
- Alarm deactivation
- Monitoring and control of each checkout transaction to match all article characteristics and shoppers that will pass in the flow, like limits when alcohol, tobacco or other restricted items are scanned.

**ATTENDFLOW MONITOR UPRIGHT:**  
As an alternative to the AttendFlow Desk, design clean and space saving setup in the checkout area. It has to be linked to the main server placed in some of the checkout units.

