

CUSTOM CHECK DISPENSING KIOSK

A MULTI-PURPOSE KIOSK WITH FOCUS ON ENHANCED CONSUMER EXPERIENCE

The customer for whom the Custom check dispensing kiosk was developed, was looking for an advanced kiosk solution that would cover most of the non-cash teller activities. They wanted to be the first bank in the region to implement this solution with a new generation ATM/kiosk interface that looks and acts as today's mobile devices. The bank was very excited with the result: "Diebold's customized self-service kiosks provide unprecedented convenience to our customers, including online banking for those who otherwise may not have access".

The Custom check dispensing kiosk offers unique transaction options such as issuing checkbooks and debit cards, as well as online banking, statement printing and opening of new accounts. The large 19 inch consumer display enabling two-way video and audio support will attract new customers as they will have the opportunity to perform more complex transactions live with a teller at a time that is convenient for them.

INTERACTIVE KIOSK

Remote assistance of the bank staff through audio and video conferencing capabilities enables enhanced marketing opportunities and additional self-service transaction capabilities such as withdrawal limit exceptions. The following vital functional and design requirements are integrated in the Custom check dispensing kiosk:

- Authentication of the user by means of ID scanning, debit/credit card or biometrics
- Large 19" touch transaction interface with on-screen keyboard capabilities and capability of remote teller video screen in the same screen
- Public audio with background noise reduction (microphone) and private audio through a classic handset
- Various document and bar code scanning possibilities
- Portrait LCD with privacy filter and privacy shields for optimal privacy of the user

ADVANCED FUNCTIONALITIES

The kiosk offers a highly reliable check printing solution that is unique in the market. The check book which is adaptable to various paper sizes, can include a front and/or back cover, order forms, advertisements, etc. After MICR film encoding, the checks are completed with personalized information through high resolution inkjet printing and finally a superior quality booklet, neatly stapled and bound with cloth type tape, is presented to the consumer.

Pre-printed cards that are fully customizable to the needs of the bank, are issued by the card dispenser after which personalized data can be added to both sides of the card.

As the checks and the cards are stored in lockable cassettes and the card dispenser module is covered by a strongbox, the necessary security measures are foreseen to protect the media inside the kiosk.

SELF-SERVICE, REDEFINED

Allow the financial institutes to grow their customer base while retaining existing consumers that appreciate the added convenience that the Custom check dispensing kiosk brings to the self-service channel.

By shifting in-branch transactions to an interactive kiosk, the FIs are able to improve operational efficiency and reduce costs while maintaining a personal connection with their customers.

This custom solution provides an exciting new consumer experience while the bank transformation moves to the next phase.



CUSTOM CHECK DISPENSING KIOSK FEATURES

ARCHITECTURE

- Lobby, standalone, front-load
- User interface that looks like a smartphone
- Based on Diebold Opteva hardware and software platform
- Highly reliable check and card dispensing technology
- Custom colors

TRANSACTIONS SUPPORTED

- Account opening
- Card issuance
- Check book issuance
- A4 statement printing
- Internet banking
- Remote teller support
- Product information (financial calculator)

ADVANCED FEATURES

- Card dispensing from 2 hoppers (200 cards per hopper, ISO 7811 thickness flat card, non embossed), card reverse unit and printing of both sides
- Dispensing, reading/writing, printing & presenting of a card in approx. 1 minute
- High quality and fully customizable checks, delivered as single sheet or assembled in a booklet of up to 50 checks
- Flatbed universal scanner for fast high-quality full color imaging

SPECIFICATIONS

- Supports Agilis® software and Diebold Integrated Services® platforms
- Conforms to extensions for financial services (XFS) standards
- Microsoft® Windows® 7 Professional 32 bit
- Integrates with most card management system providers

1. **Microphone & camera (2-way video)**
2. **Stereo speakers (public audio)**
3. **19" consumer display with dual touch & privacy filter (optional ETS)**
4. **Handset for remote teller communication (private audio)**
5. **80 mm receipt printer**
6. **Dip/ID card reader**
7. **Motorized card reader, printer & dispenser**
8. **2D bar code & ID scanner (picture)**
9. **Consumer keypad**

10. **Fingerprint reader**
11. **Contactless card reader**
12. **Headphone jack**
13. **A4 dual feed statement printer (HSP2)**
14. **Check book printer & dispenser**



DIMENSIONS

Height: 1466 mm
Width: 850 mm
Depth: 850 mm

The look, dimensions, capabilities or other characteristics are subject to continual improvement and change.