



Self-checkout machines in stores

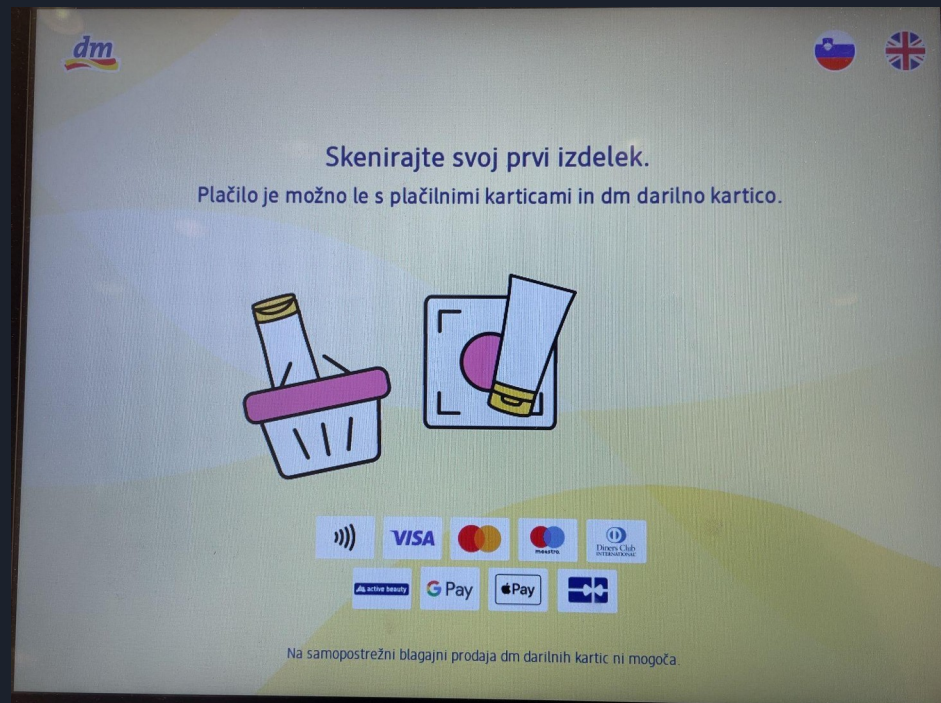
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Introduction

- Useful but sometimes stressful
- Unintuitive, confusing interfaces
- On-site testing of systems
- Survey
- Iterative improvements on the prototype

Existing solutions




Potrebujete vrečko?

Prosimo vas, da vpišete količino uporabljenih vrečk.

VREČKA ZA EKSPRES
BLAGAJNE

0,15

C		
7	8	9
4	5	6
1	2	3
0	,	

Brez vrečke

OK

BIO VREČKA
za SZ

5 (Število izdelkov)

IT 56G

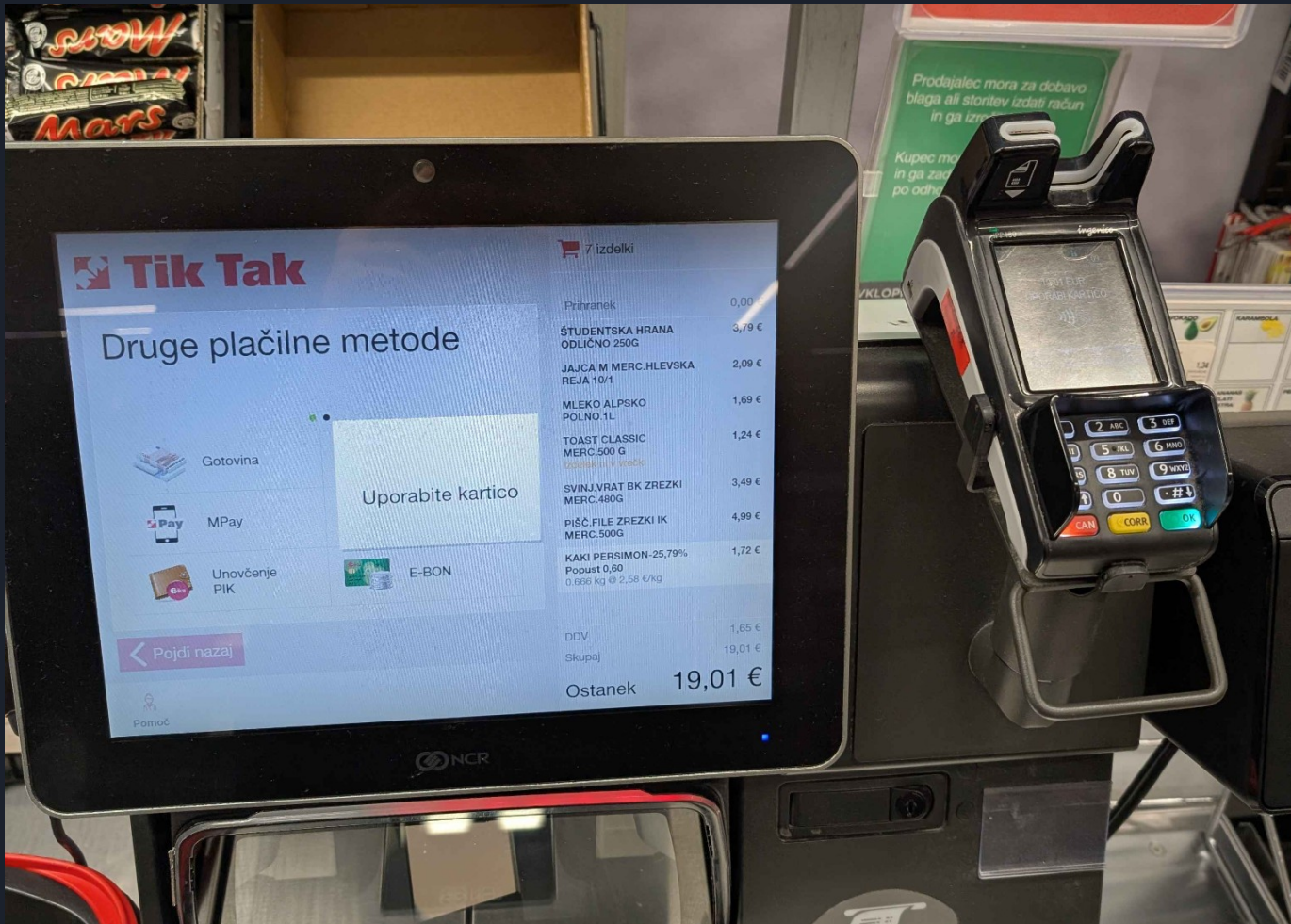
IT COLA

NE 12G

300G

12,26 €

12,26 €



SPAR



Izberite način plačila



Gotovina



Kartica



Darilne kartice



Dobropis

Drugo

< Nazaj

5 (število izdelkov)

Privarčevano

0,00 €

Stranka vnesena

ŽV.GUMI JUICY FRUIT 56G 2,29

ŽV.GUMI JUICY FRUIT COLA 56G 2,29

DROŽI SUHE AKTIVNE 12G 0,76

DRAŽE RUM KOKOS 300G 6,89

BIO VREČKA ZA SADJE/ZELENJAVO 0,03

Skupaj

12,26 €

Plačati 12,26€

Pomoč

Jezik

Glasnost zvoka

dm



Začetek

2

Vnos izdelkov

3

active beauty

4

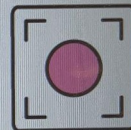
Plačilo

Izdelek

Vrednost

S&S robčki BOX 100kos

1,25



Vsota

1,25€

Na plačilo



Survey

Visual summary

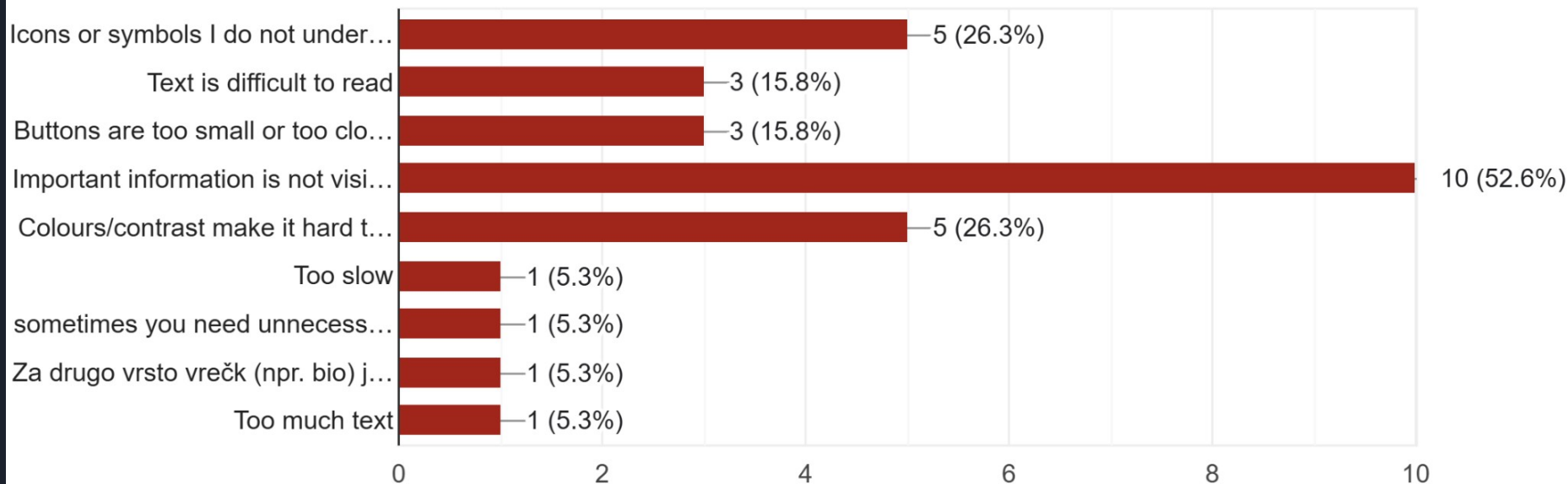
- Important information not visible
- Icons are unclear
- The colors and contrast could be better

UX summary

- No button to return to previous step
- No option to remove items from the bag
- Unclear steps

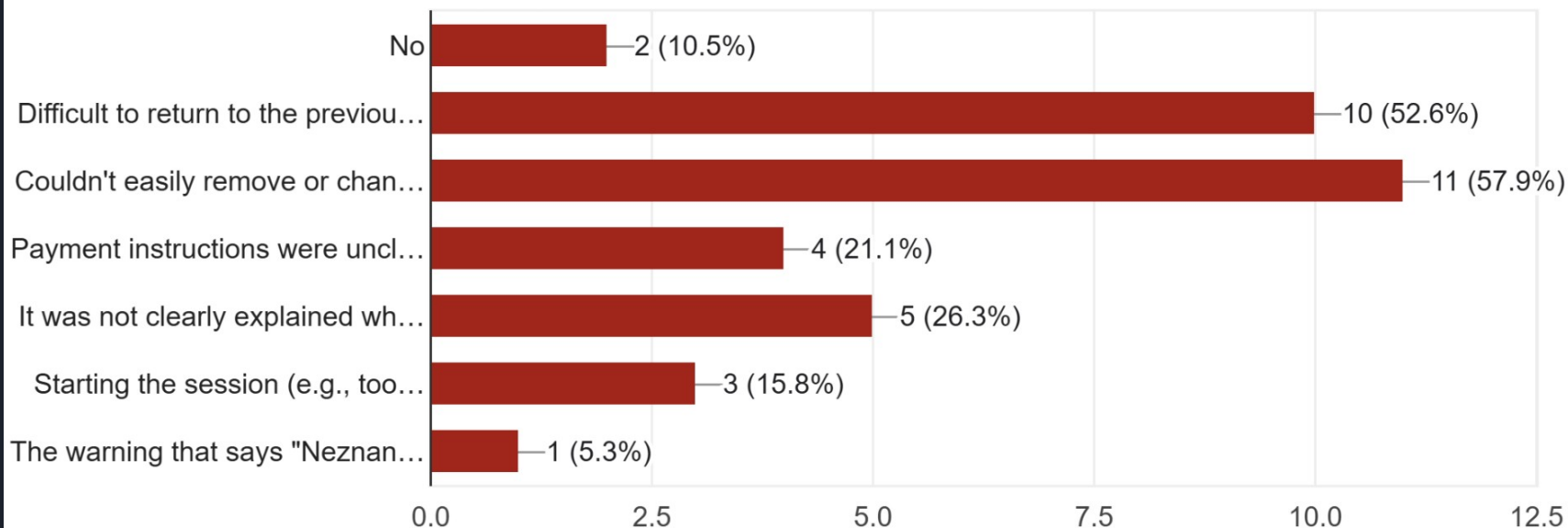
Which of these visual issues have bothered you?

19 responses



Have you ever felt unsure what to do next at self-checkout, what usually causes the problem?

19 responses



From Sketch to a Prototype

