Self-checkout machines in stores

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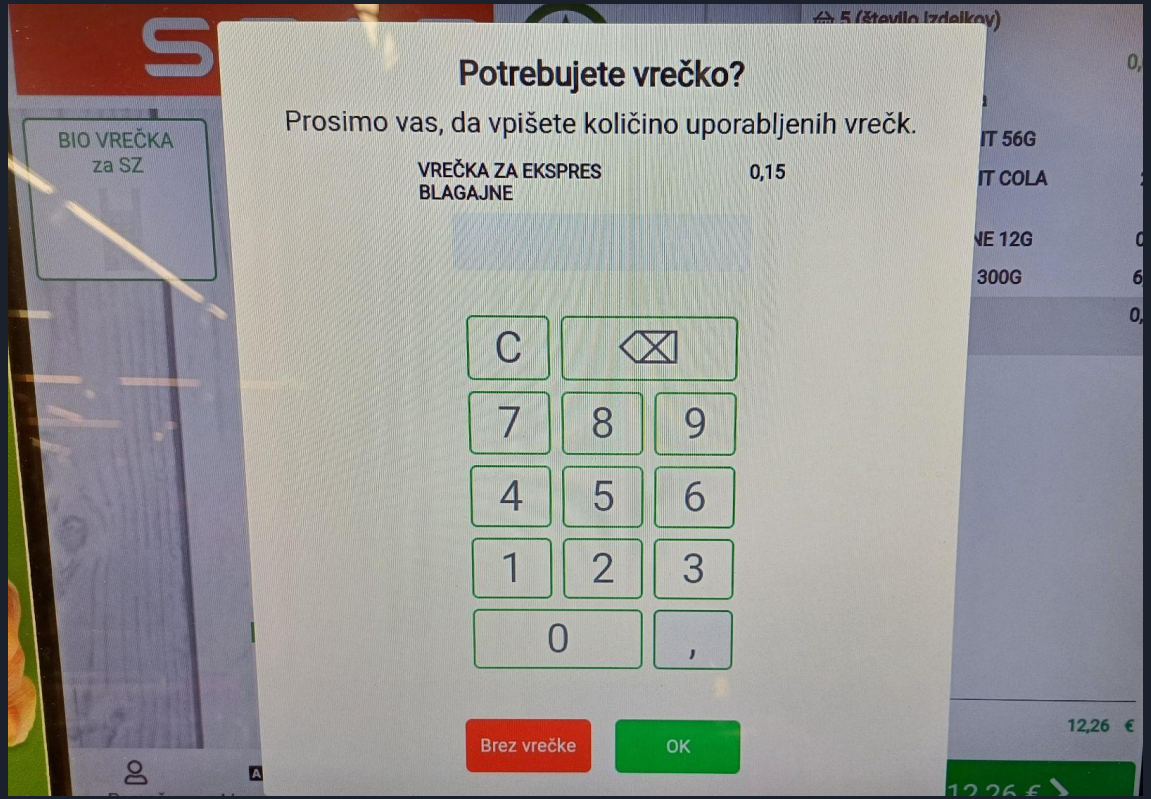
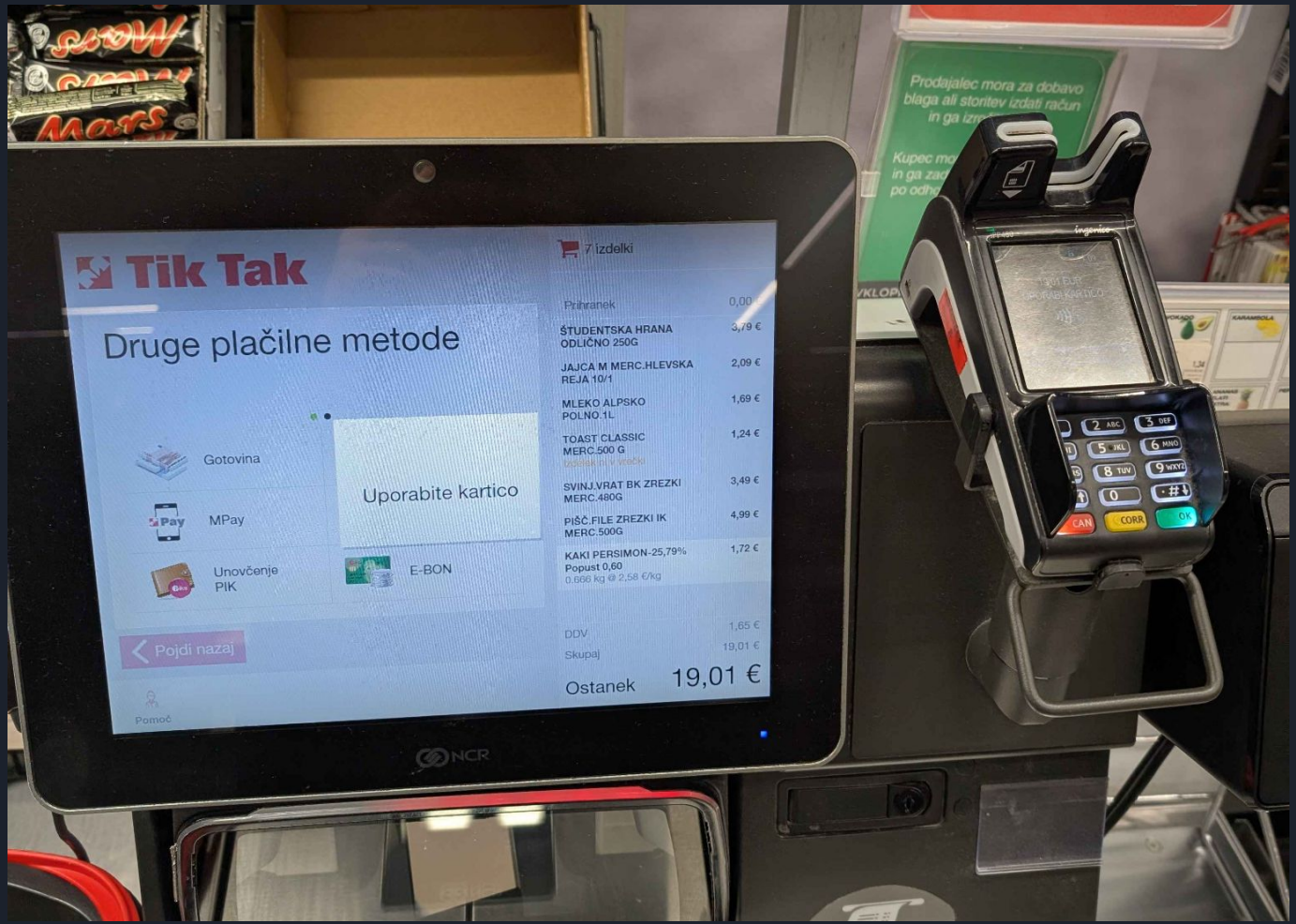
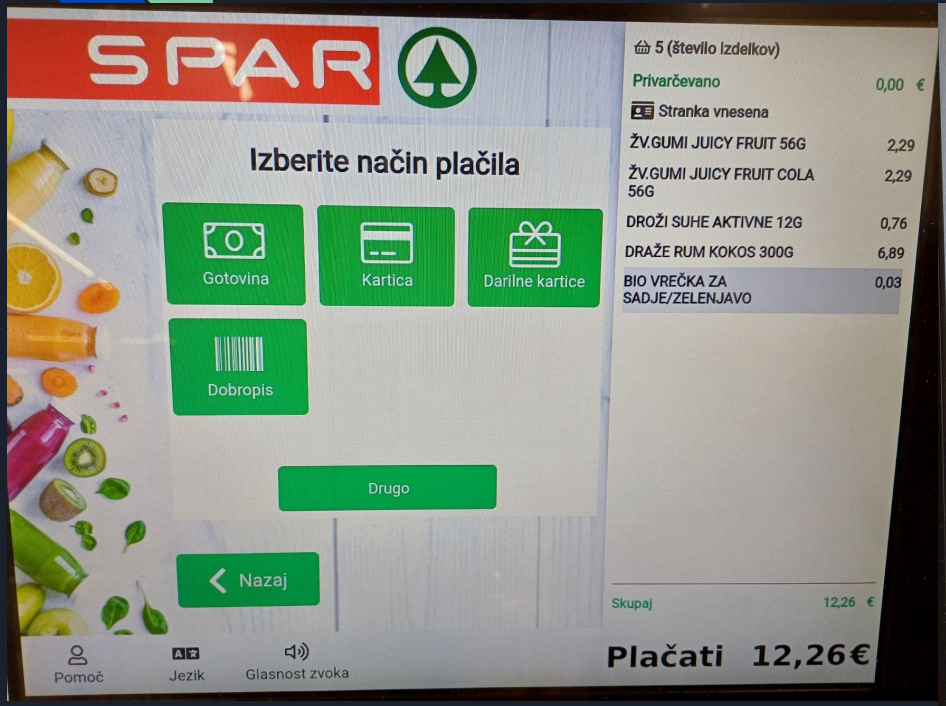
Introduction

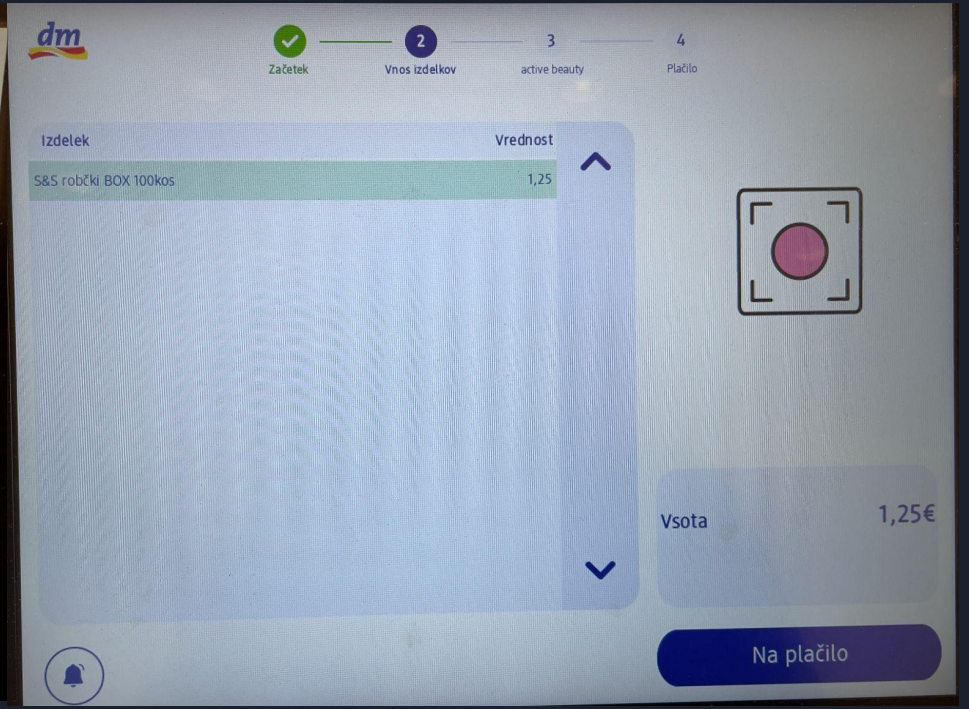
- Useful but sometimes stressful
- Unintuitive, confusing interfaces
- On-site testing of systems
- Survey
- Iterative improvements on the protype

Existing solutions


BIO VREČKA
za SZ
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
12,26 €


Tik Tak
Druge plačilne metode
Gotovina
MPay
Unovčenje PIK
Uporabite kartico
E-BON
Pojdi nazaj
Pomoč
7 izdelki
Prihranek 0,00
ŠTUDENTSKA HRANA ODLIČNO 250G 3,79 €
JAJCA M MERC.HLEVSKA REJA 10/1 2,09 €
MLEKO ALPSKO POLNO 1L 1,69 €
TOAST CLASSIC MERC.500 G 1,24 €
SVINJ.VRAT BK ZREZKI MERC.480G 3,49 €
PIŠČ.FILE ZREZKI IK MERC.500G 4,99 €
KAKI PERSIMON-25,79% Popust 0,60 1,72 €
0,666 kg @ 2,58 €/kg
DDV 1,65 €
Skupaj 19,01 €
Ostanek 19,01 €
NCR
Prodajalec mora za dobavo blaga ali storitev izdati račun
CAN
CORR
OK


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 €
Pomoč
Jezik
Glasnost zvoka
Plačati 12,26€


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

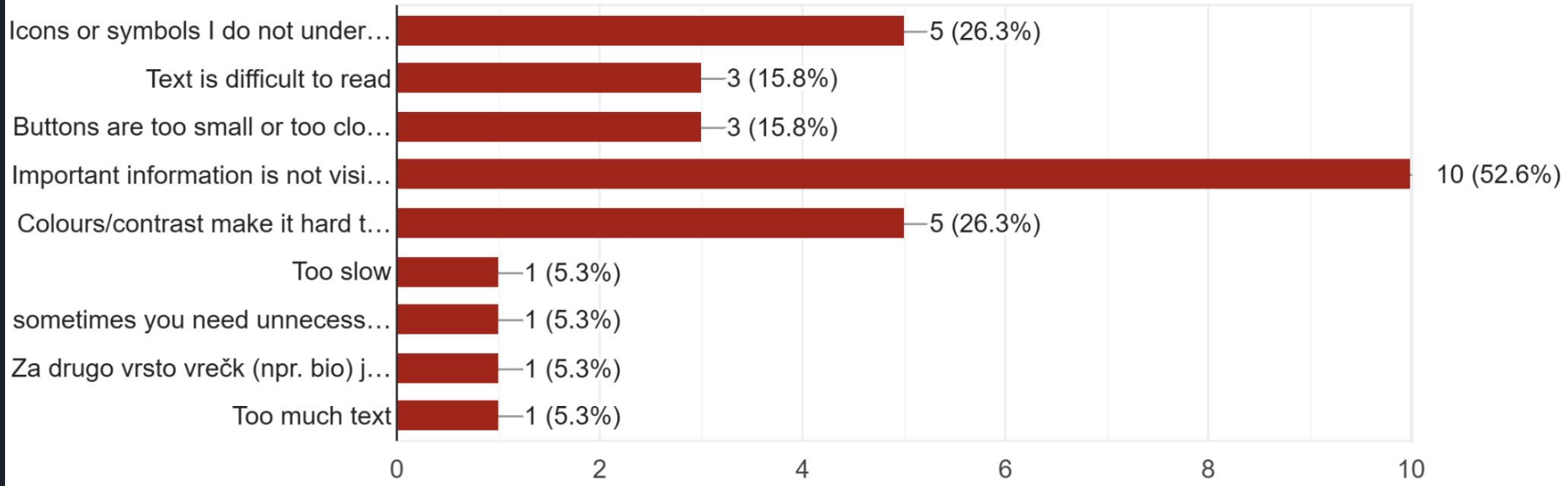
- Important information not visible
- Icons are unclear
- The colors and contrast could be better

UX summary

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

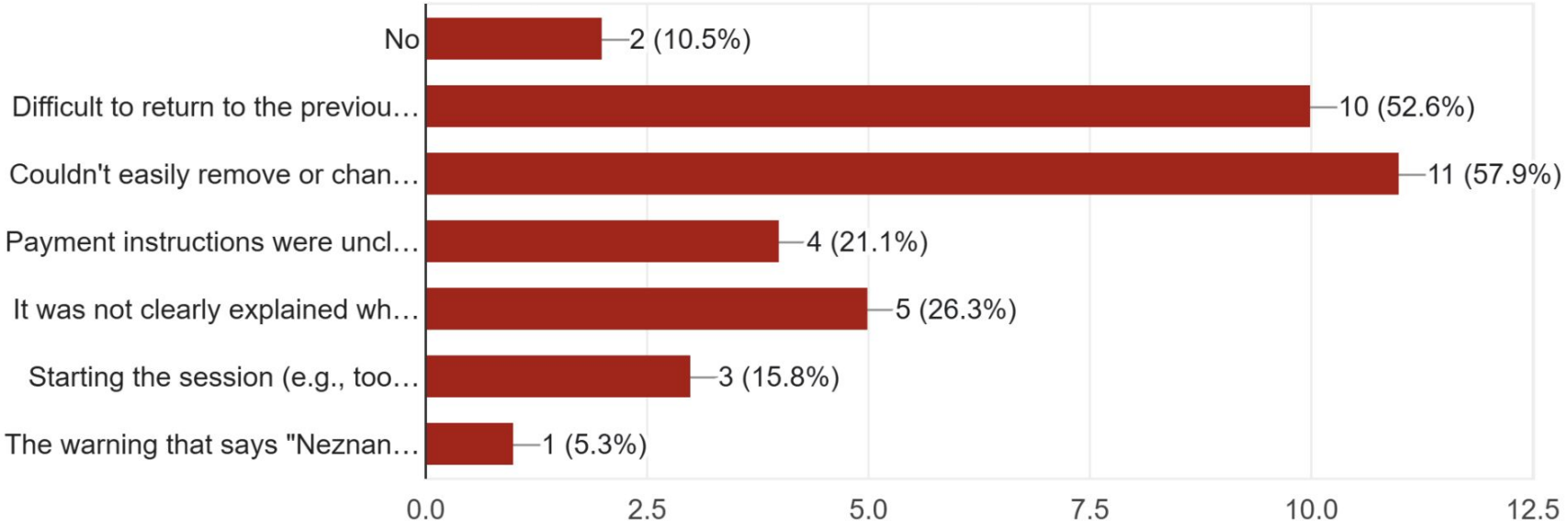
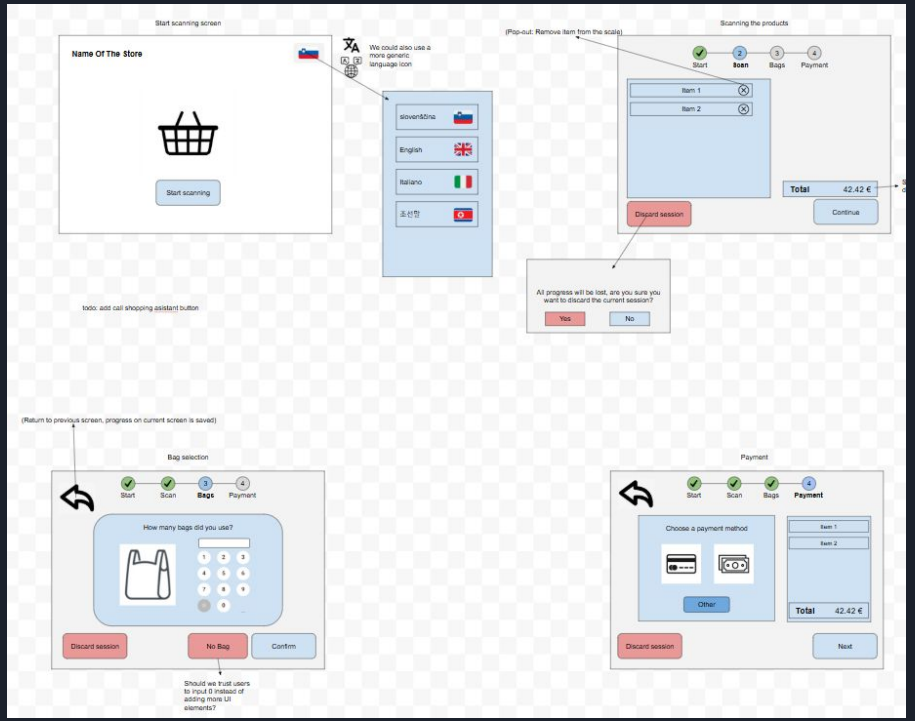
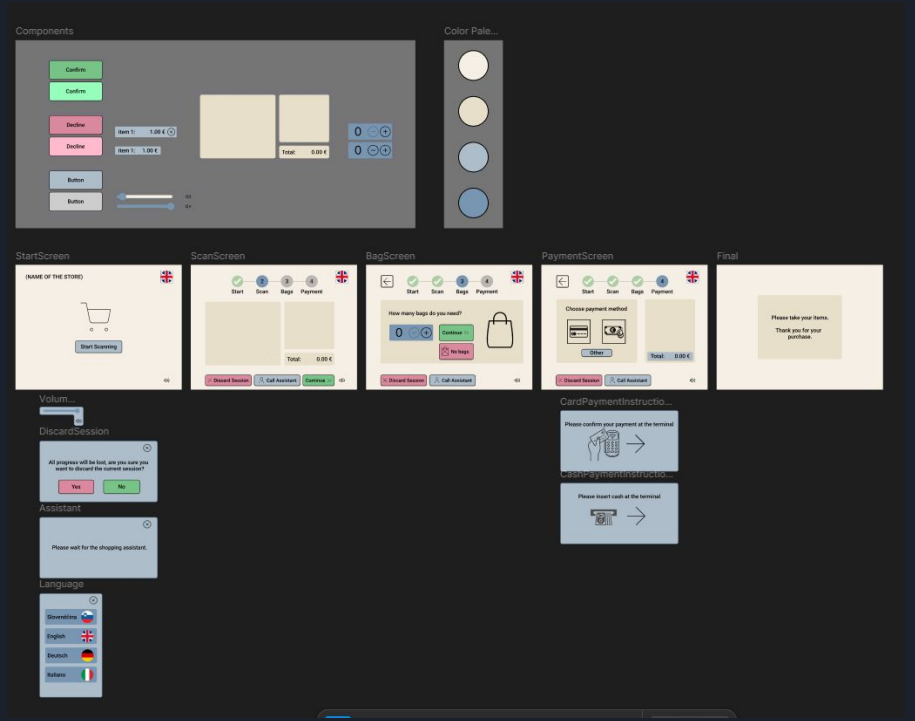
Which of these visual issues have bothered you?

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