



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

The image shows a screenshot of the SPAR mobile application. At the top left is the SPAR logo with a green triangle icon. To its left is a green button labeled "BIO VREČKA za SZ". Below the logo is a large white rectangular area containing the word "Začetek". To the right of this text is a collage of various fresh fruits and vegetables, including tomatoes, oranges, blueberries, grapes, and strawberries. At the bottom of the screen are four green buttons: "Lastna vrečka", "Iskanje izdelkov", "Vnesite številko izdelka", and "Glasnost zvoka". At the very bottom are three small icons: a person (Pomoč), a language flag (Language), and a speaker (Glasnost zvoka).

The image shows a screenshot of a self-service payment kiosk for dm. At the top right are the dm logo and two flags (Slovenia and the United Kingdom). Below them is the text "Skenirajte svoj prvi izdelek." and "Plačilo je možno le s plačilnimi karticami in dm darilno kartico." In the center, there is a graphic of a pink and purple cosmetic tube being scanned by a handheld device. Below this graphic are logos for various payment methods: a signal icon, VISA, MasterCard, American Express, Diners Club International, active beauty, Google Pay, Apple Pay, and a blue square icon. At the bottom right, the text "Na samopostrežni blagajni prodaja dm darilnih kartic ni mogoča." is displayed.

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 €

5 (število izdelkov)

IT 56G

IT COLA

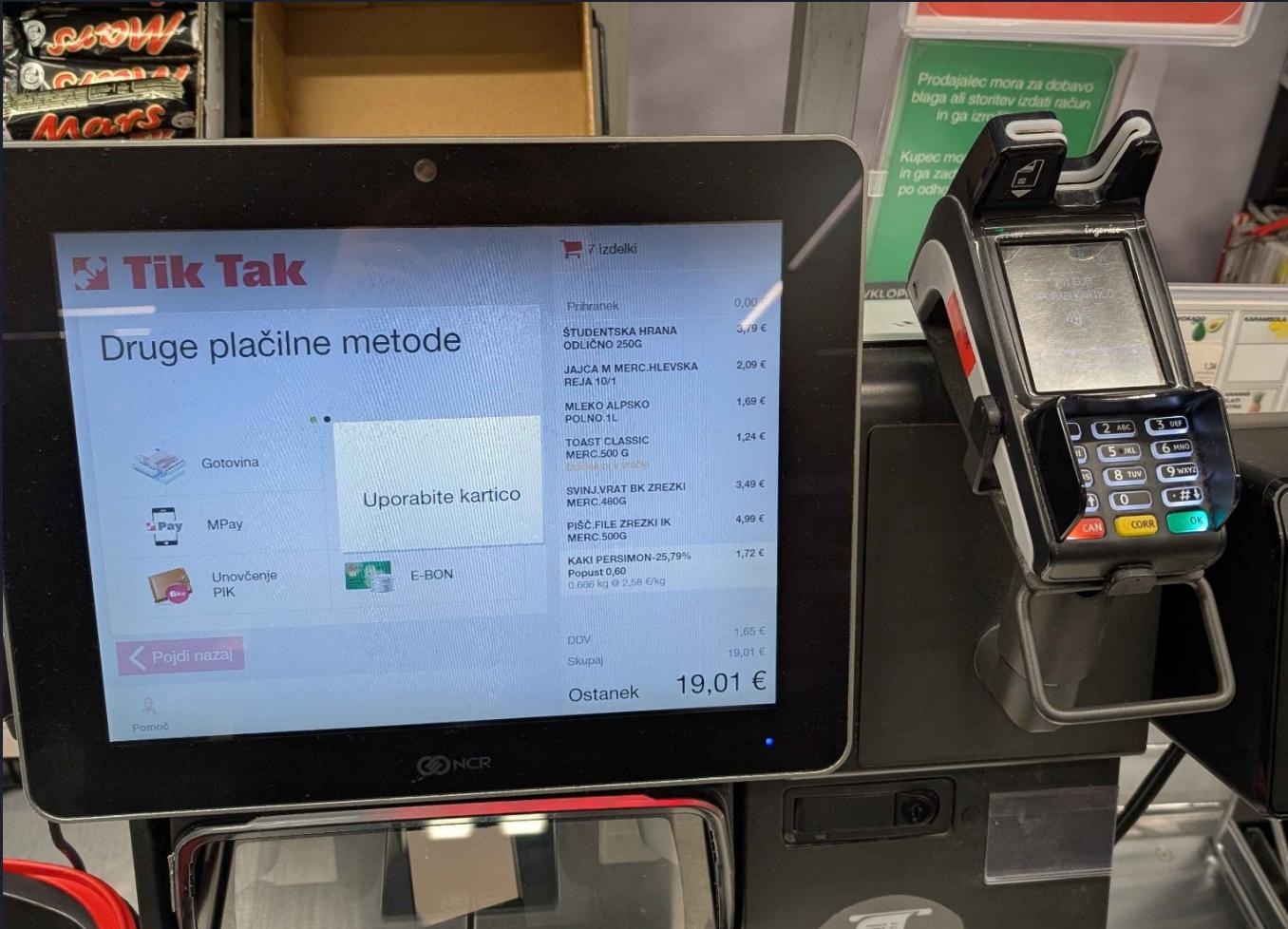
NE 12G

300G

0,00

12,26 €

BIO VREČKA za SZ





Izberite način plačila



Gotovina



Kartica



Darilne kartice



Dobropis

Drugo



Nazaj



Pomoč



Jezik



Glasnost zvoka

5 (število izdelkov)

Privrževano

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/ZELENJAVA

0,03

Skupaj

12,26 €

Plaćati 12,26€



Začetek

2

Vnos izdelkov

3

active beauty

4

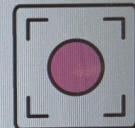
Plaćilo

Izdelek

Vrednost

S&S robčki BOX 100kos

1,25



Vsota

1,25€



Na plačilo



Survey

Visual summary

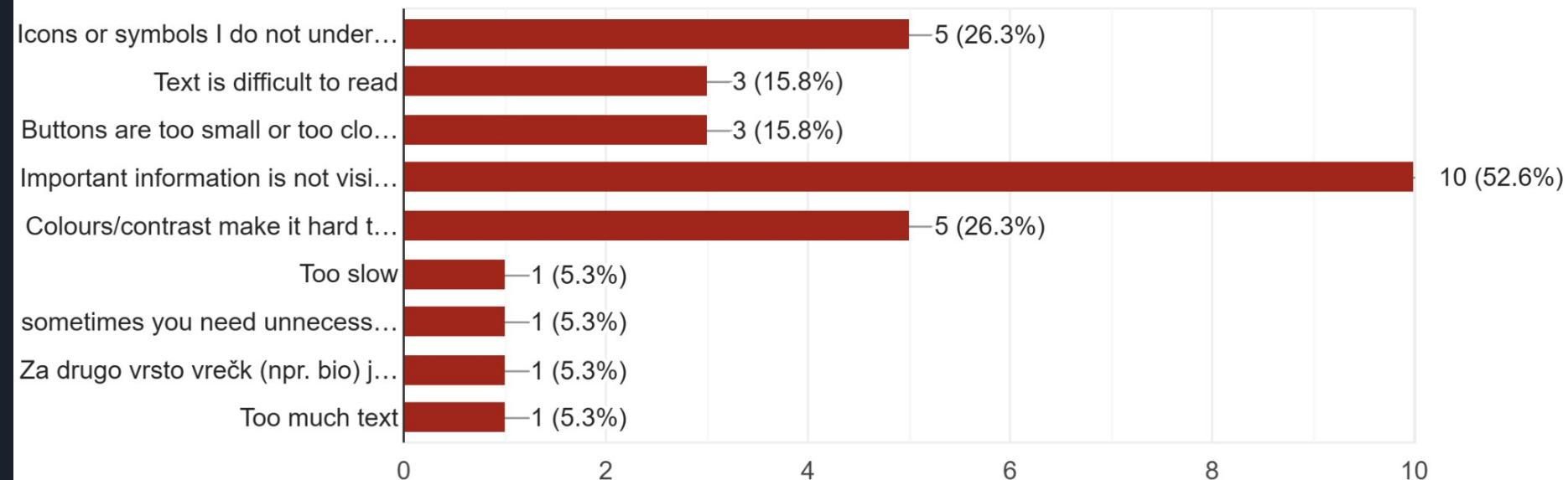
- Important information not visible
- Icons are unclear
- The colors and contrast could be better

UX summary

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

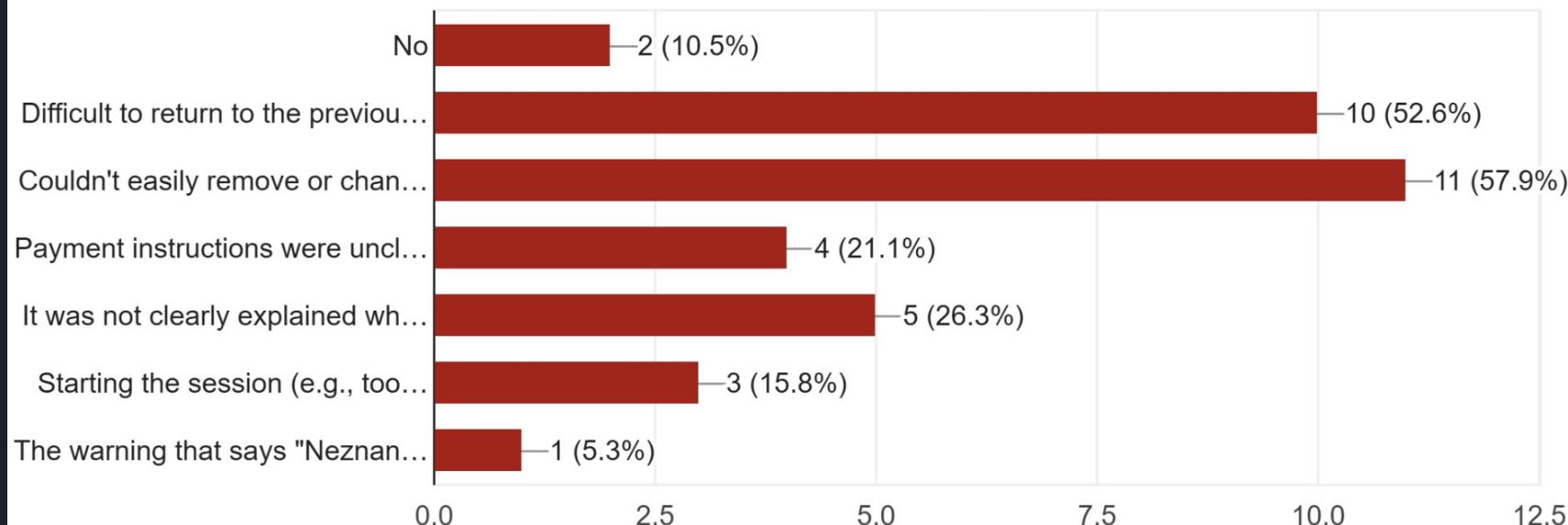
Which of these visual issues have bothered you?

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

