



CRANE SNACK VENDING MACHINE

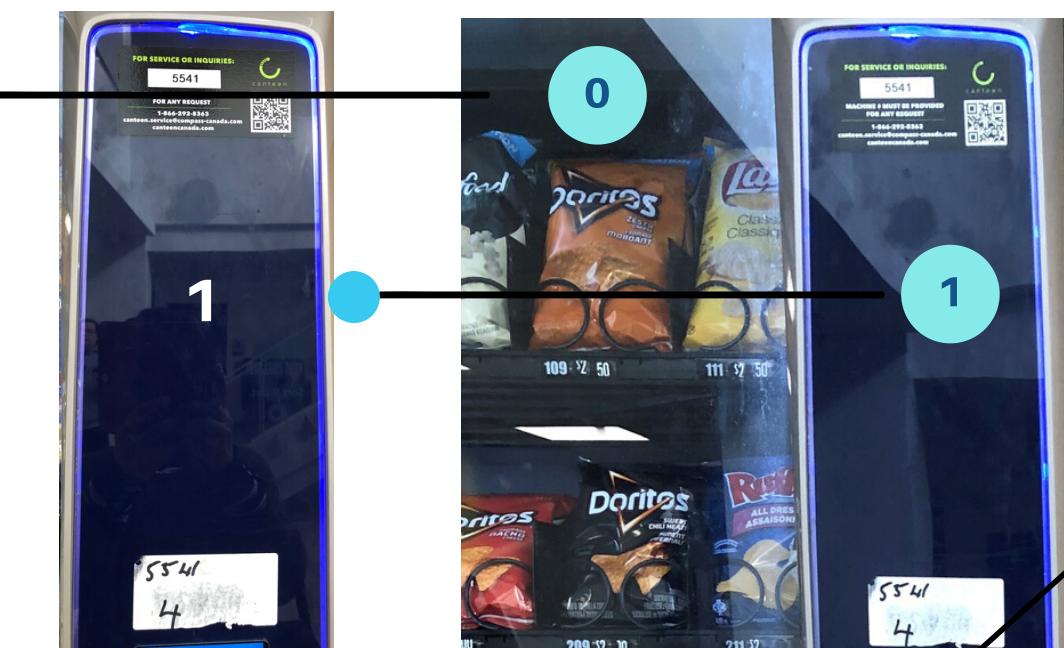
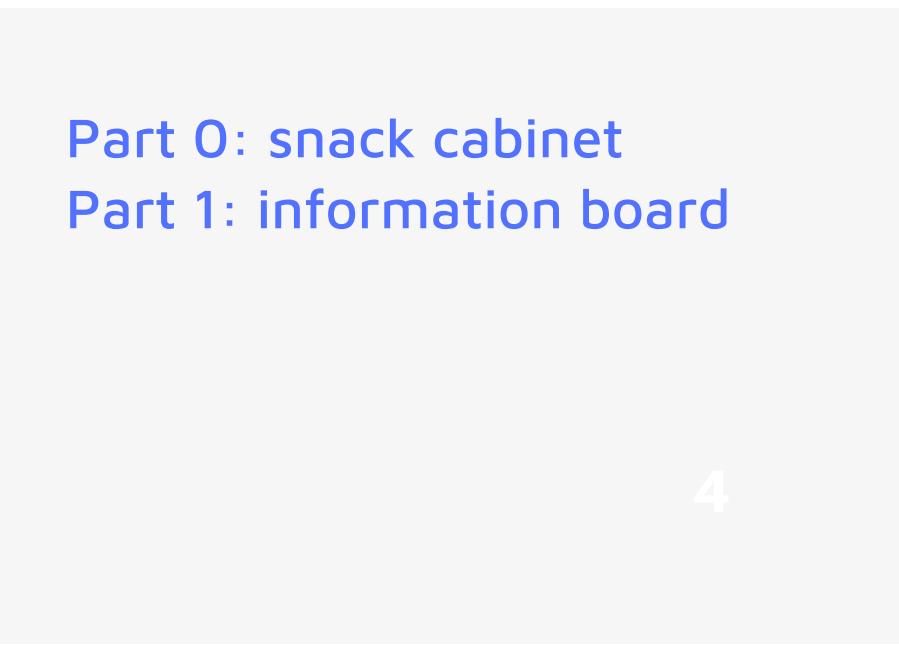
Physical Interface Assignment

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CURRENT INTERFACE

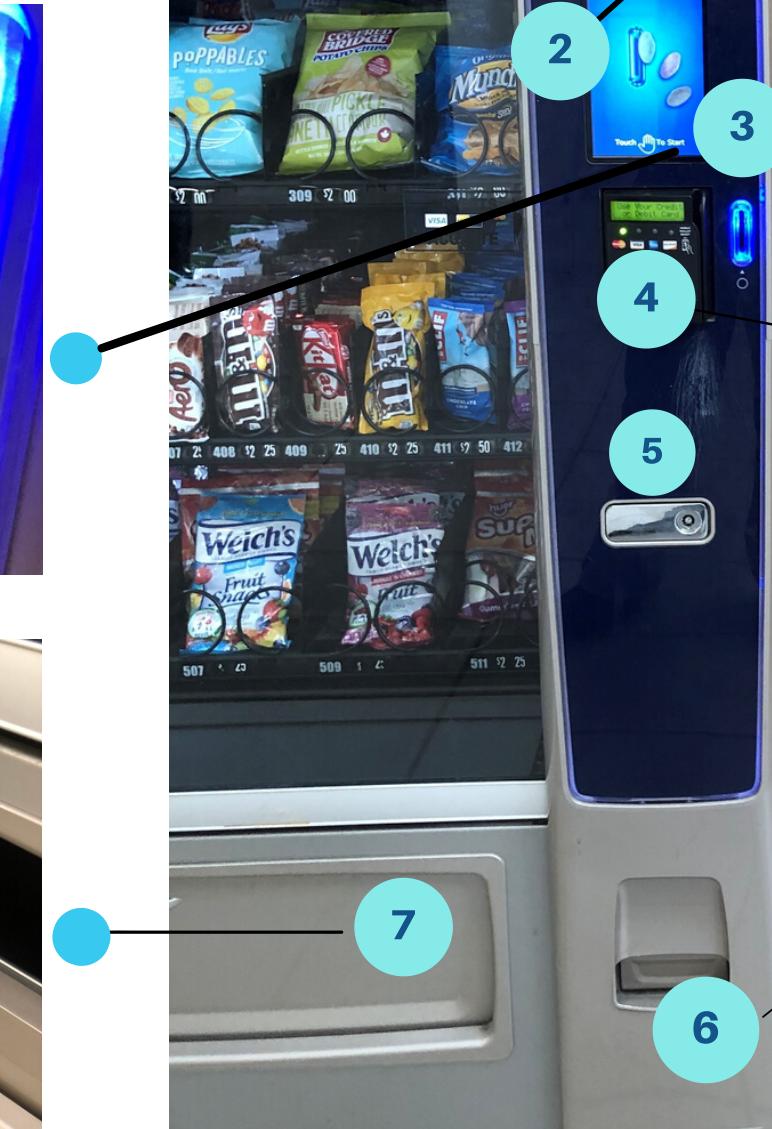
Part 0: snack cabinet

Part 1: information board



Part 2: Instrucion screen

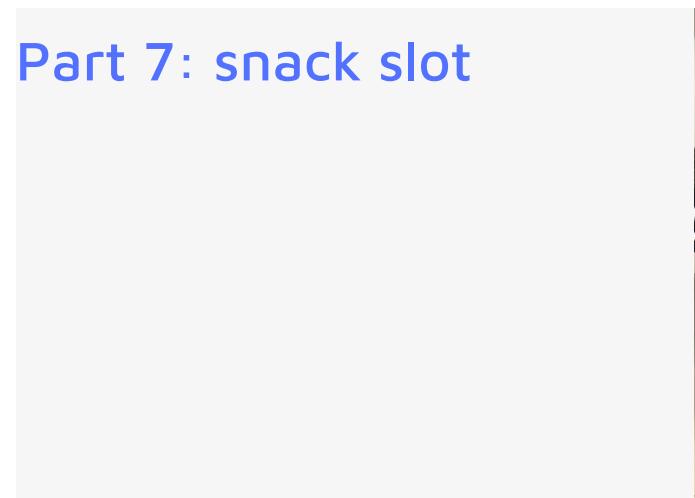
Part 4: Coin inert slot



Part 4: card insert slot

Part 5: lock

Part 5: lock



Part 6: changes slot

CURRENT USER FLOW



PAIN POINTS



0 Wrong price Label

The price tag is \$2,
BUT the price displayed
on the pay screen is \$2.5.



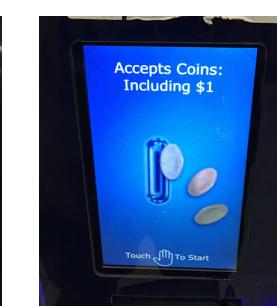
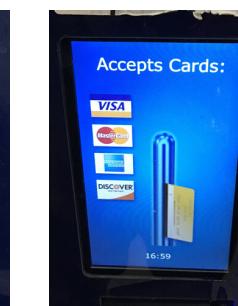
1 Wasting the space

Only 1/3 top part displays some
information, the rest 2/3 takes
too much space



2 Confusing instruction

- Four different screen displays confuse the start point.
- "Including \$1 coin" is wrong, \$1 coin can not be accepted.
- Can not accept bills.



3 Wrong positioned Missing icons

- The position is too low for swiping, inserting or taping a card.
- "The .25 cash discount" is not clear.

Debit Card icon should be shown



4 Without clear coin icon

- The position should be higher for easy insert.
- The accepted coins are not been listed.



5 Wrongly positioned

This part should be in the bottom,
instead of taking the upper space.



6 Too low for reach

- The change slot should be close to the coin slot.
- It is hard to find until the coin make noise.



7 Misleading

The drawer handle design makes people pull out the handle instead of pushing down to get the snack.

IMPROVED INTERFACE



1

2

3

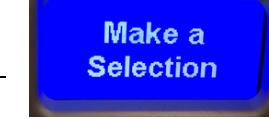
4

5

6

7

clear start point



keypad is simple and clear, with cancel and ok



debit card sign added

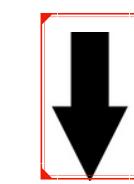


whole function interface for cash acceptance



easy to reach CHANGE

ALL SET



FIXED USER FLOW

