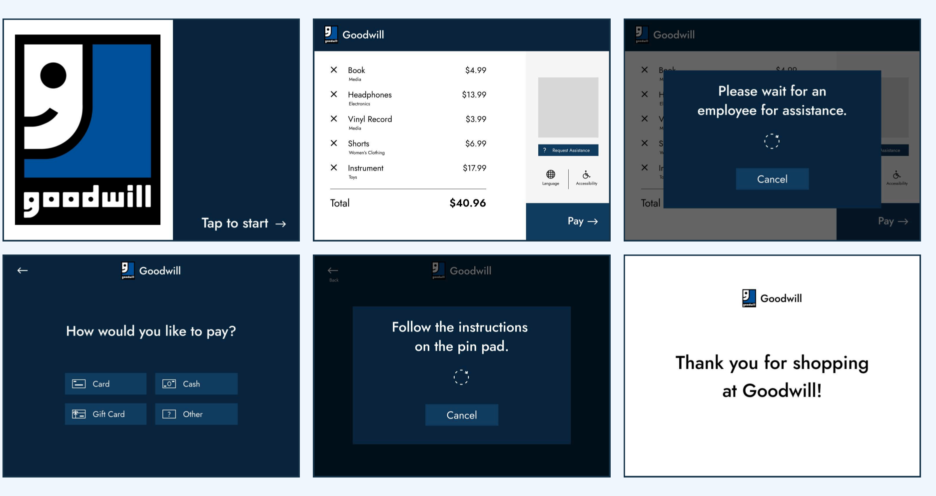
Goodwill: *Self-Checkout Kiosk*

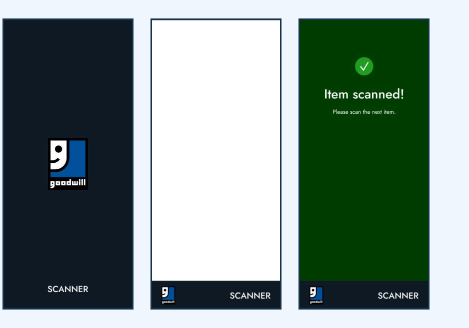
by Marina Au

Overview

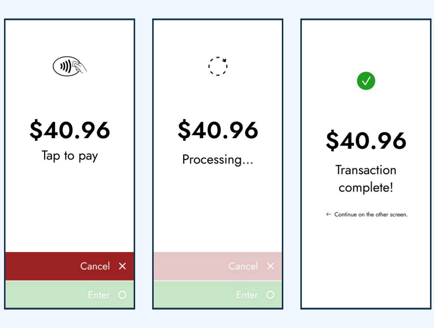
Influenced by WGSN's Synergists persona, this final design features a self-checkout kiosk prototype for Goodwill, a secondhand store. Made with recyclable materials, this kiosk digitizes the checkout experience to reduce single bag use and aims to be a more environmentally sustainable design solution for secondhand stores around the world.



Tablet: Main Kiosk Screen



Phone: Scanner

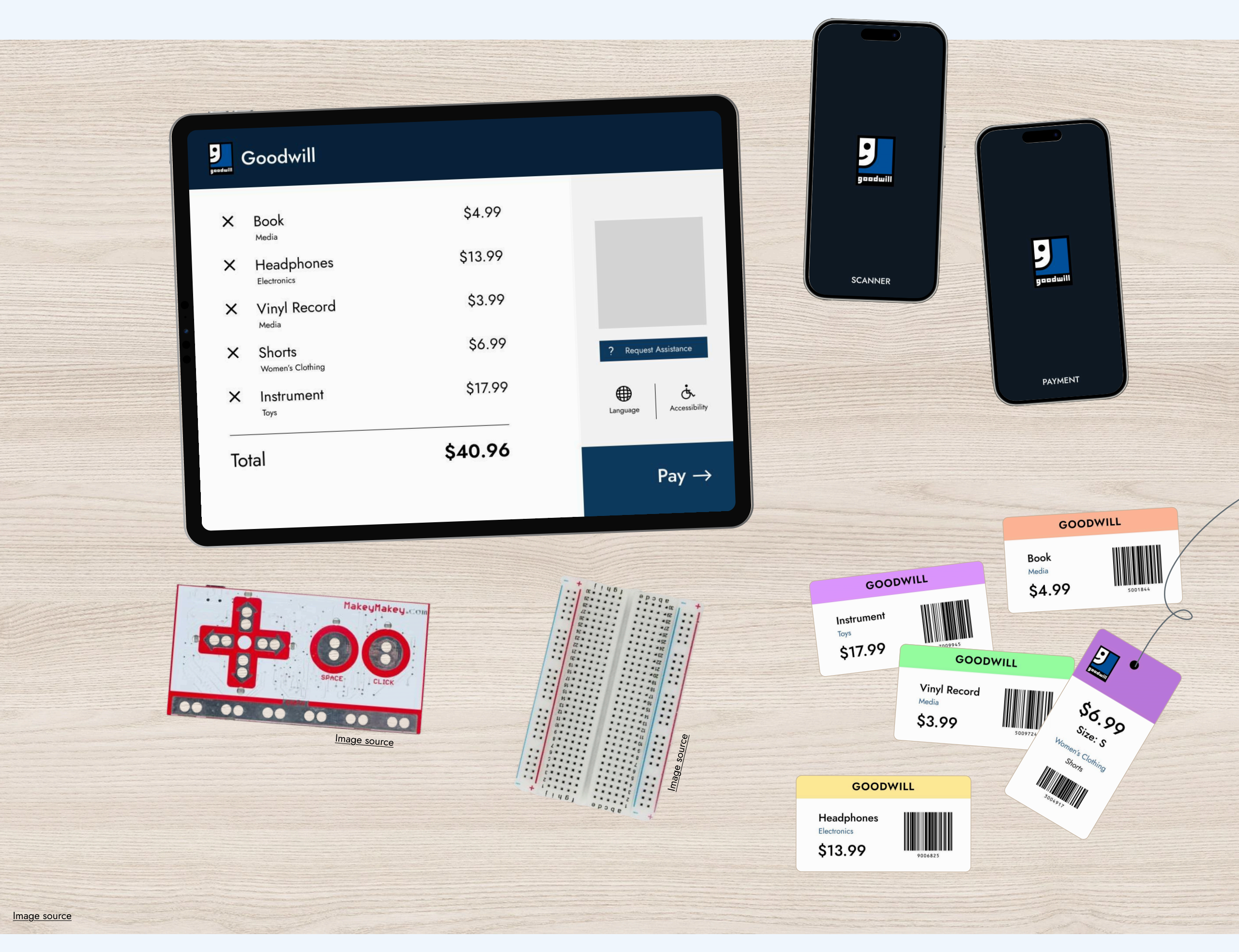


Phone: Payment Screen

Inspired by the Synergists' colour palette and pursuit for multi-sensory tech-based experiences, this self-checkout kiosk utilizes psychology of sound to enhance the user experience and provide multi-sensory cues to their input actions.

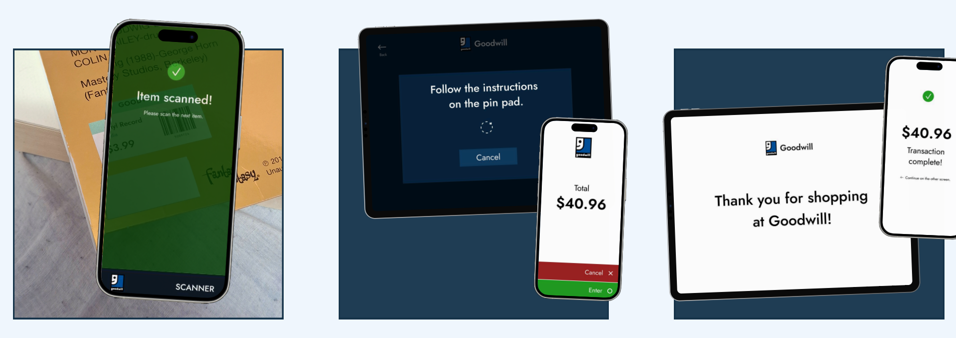
Final design

Powered by ProtoPie, the final high-fidelity prototype uses three devices to display the kiosk: one tablet for the main screen, and two smartphones to scan and pay for items. This prototype also utilizes the Makey Makey and a computing breadboard to cultivate a more advanced physical computing level.



Steps to use

The final kiosk accommodates for over 12 potential interactions in total, and the steps to use the Goodwill kiosk are as follows.



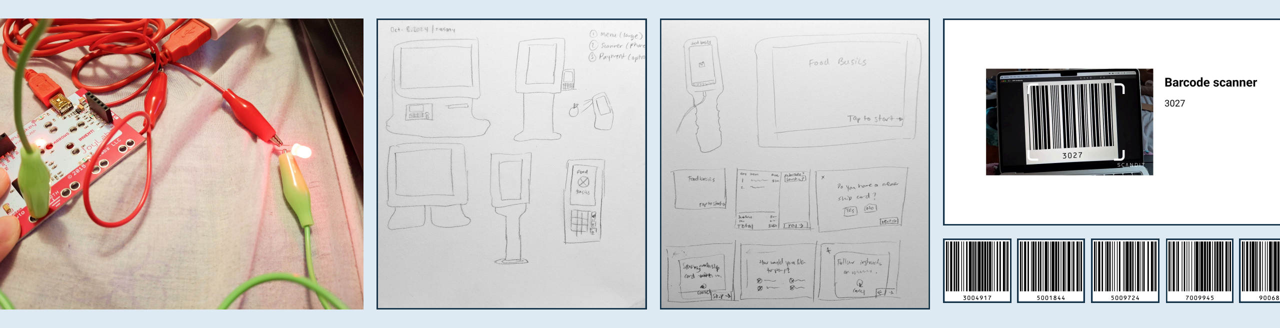
1. Scan items.
2. Proceed to payment.
3. Confirm transaction.

Items

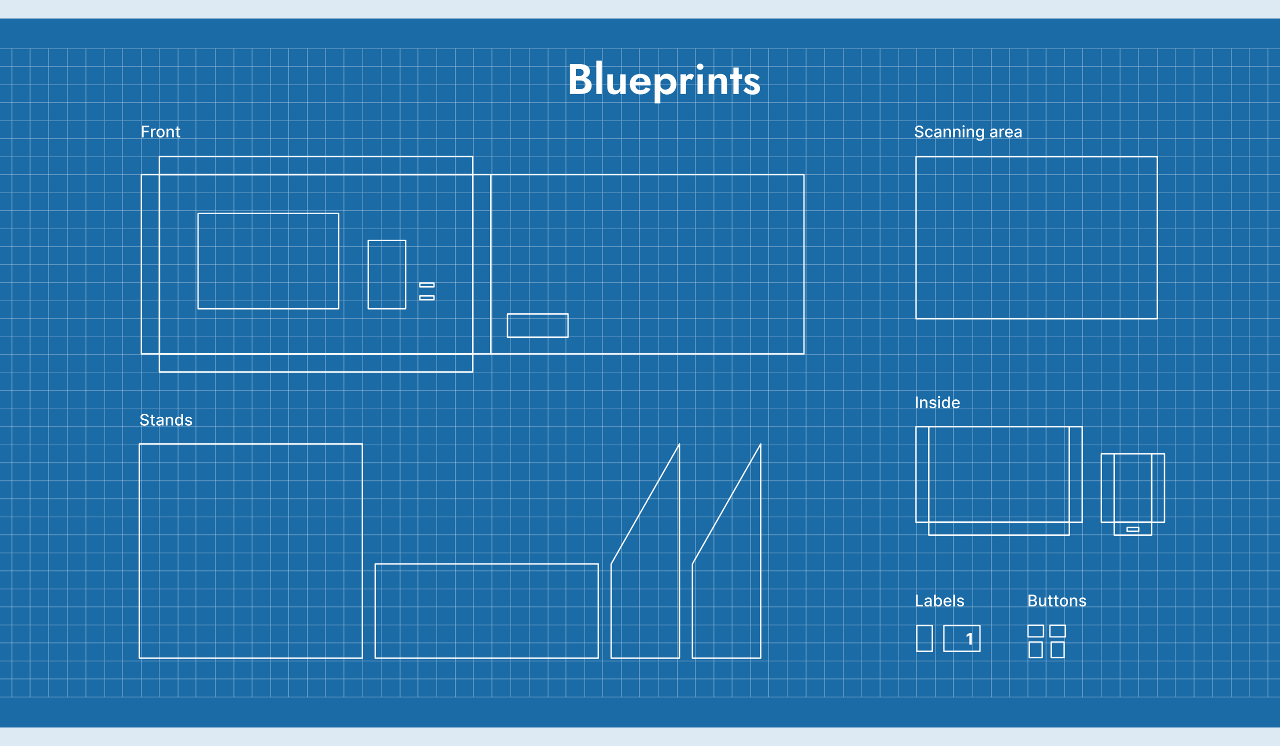
To enhance and create a more immersive kiosk experience, the following items were selected to be used as props for the final kiosk self-checkout prototype.

Process

Backed by secondary research and exploration, rapid brainstorming and prototyping sessions were held using various methods and tools including ProtoPie and the Makey Makey board.

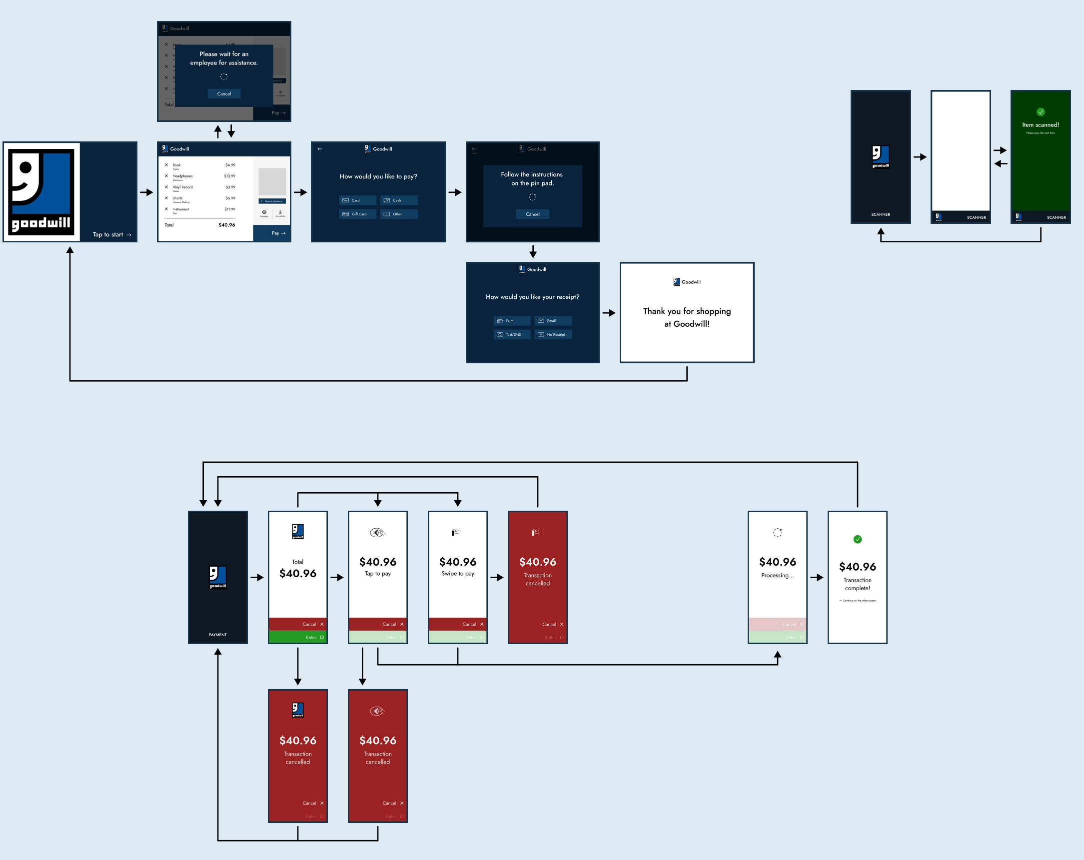


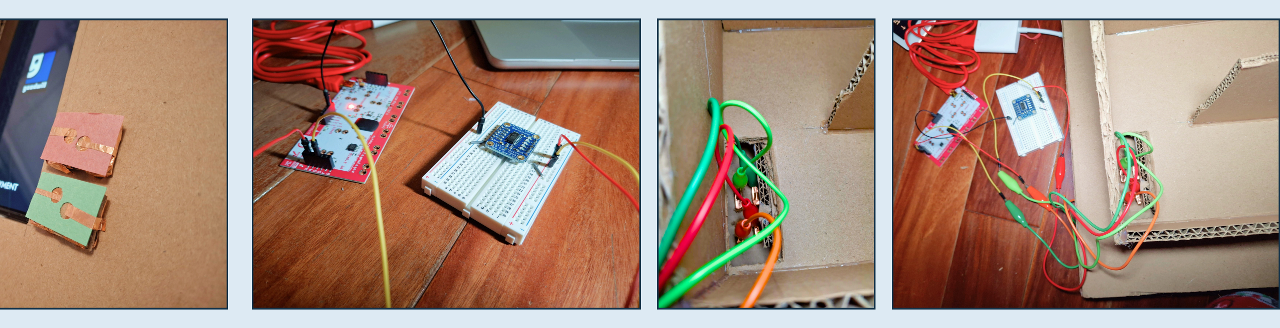
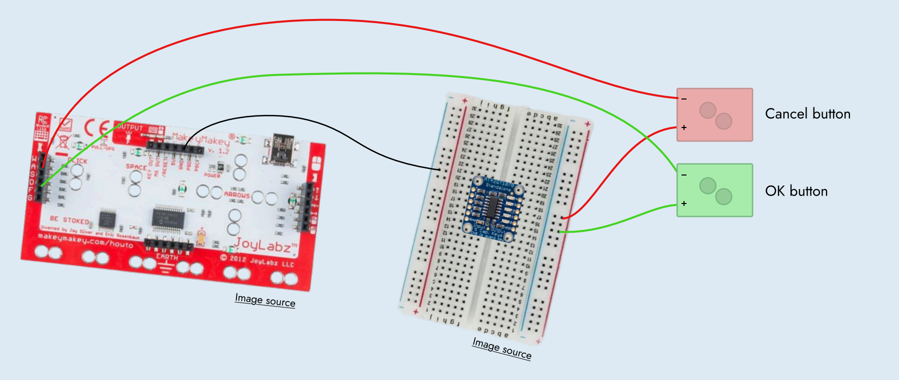
Once a rough physical prototype was built, usability tests were conducted to identify the strengths and pain points of the current design.To iterate upon this existing build, blueprints were created to identify the parts and components needed for a brand new stand.



Wireframes

In addition to the Makey Makey, the breadboard was used to streamline the user's interactions with the kiosk, simplifying it to a touch screen based device.



Wiring

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