SELF CHECKOUT IMPLEMENTATION BEST PRACTICES

In-bed scanner pictured not sold by Gilbarco

Not sure how to implement self-checkout in your store?
Use these self-checkout best practices to ensure a successful roll-out

Choose the Best Location for Self-Checkout

• Visibility from both store entry and where lines form is key!
• Place self-checkout near existing cash registers for efficient employee assistance.

Make Employees Believers

• Promote self-checkout with employee ambassadors assisting customers for two weeks.
• Emphasize that self-checkout will free employees to focus on high-value tasks.

Create Customer Awareness

• Use high visibility signage and on-screen media that will draw attention to self-checkout.
• Continuity is NOT key. Don't let it blend into the background.

Provide a Great Customer Experience

• Space self-checkout lanes to allow for social distancing and privacy.
• Ensure the counter space, bagging stations, and screens always look neat and clean.

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