Transcription Video Products (Automatic checkout)

Scene 1: Introduction of the characters

"Let's meet our friends Lea, Jean, Charly and Antonin. After doing their shopping at the supermarket, they proceed to the automatic checkout."

The characters are in a supermarket, set against a backdrop of shelves, fruit stands and pyramids of tins. They have either a trolley, a basket, a trolley or a net full of shopping. They smile and wave, then head for the checkout area.

Scene 2: Antonin in a wheelchair

"Antonin has been in a wheelchair since a motorbike accident a few years ago. The accident also stiffened his fingers, severely limiting his dexterity. This sporty thirty-something strives to maintain as much independence as possible.

Zoom in on Antonin in his wheelchair.

"Antonin is already coming up against the first barrier. The automatic checkouts are designed to be operated standing up. Antonin, who is in a wheelchair, can't reach the touch screen to start registering his shopping, nor the hand scanner."

Antonin is standing in front of the cash desk. He tries to maneuver his chair as close as possible to the machine and stretches his neck to get a glimpse of the screen, of which he can only see the lowest part. He tries to grab the hand-held scanner, but it hangs out of reach. Similarly, the card reader can't be moved or tilted to see the keyboard and screen. Antonin rolls his eyes.

"Fortunately, the supermarket manager has thought of people with reduced mobility and installed a special checkout. It's lower and can accommodate a wheelchair."

The box behind Antonin is transformed: it becomes lower and the pillar spreads out to accommodate an armchair as if under a table. Antonin can easily reach and see everything. He smiles, thumbs up. 👍

Scene 3: Charly, cognitive disorders and dyslexia

"After ten years of medical odyssey, Charly has recently been diagnosed with Autism Spectrum and Attention Deficit Disorder. This helpful and perceptive young man is determined to seize opportunities."

Zoom in on Charly as he passes by, waving with a big smile.

"Charly tries to understand the instructions on the checkout screen. But the display keeps changing. First, the machine asks him for a loyalty card that he doesn't have. Then it shows an advert. After that it offers him discount vouchers. Charly is overwhelmed.

Charly is standing in front of the till. Every time he tries to touch the screen, a new image scrolls by. Images flash, text ripples, buttons appear and disappear. He scratches his head in confusion.

"For him too, the manager has found a solution: to make the instructions easier to understand, the display dispenses with scrolling images, light effects and pop-up windows".

The checkout screen behind Charly displays "1" with an icon underneath showing a bag full of shopping in the bin on the right. The bottom of the input bin lights up. Charly deposits his purchases. The screen then shows "2", with an item with a barcode that has passed through the scanner. The bottom of the scanner lights up. Charly passes an item. Clearly proud of his achievement, he flexes his arm. 💪

Scene 4: Léa, blind

"Lea became visually impaired and then blind due to glaucoma, a common eye disease. In her spare time, the company executive gives fashion advice to active women like herself.

Zoom in on Lea as she walks by, proud, impeccably coiffed and dressed.

"For Lea, the challenge is quite different: as she can't see, she needs to be able to find her way by touch and hearing. But the task seems impossible, since all the instructions and information are visual: in the form of text or images, imperceptible to Lea.

Lea, in front of the automatic checkout. She's holding an item in her hand, ready to scan it. On the screen scroll texts, arrows and icons, images of different fruits, clickable items. Lea remains impassive: she can't see a thing. Finally she shrugs.

"The supermarket manager is planning to add a checkout-free exit to his shop, equipped with artificial intelligence. While waiting for it to be installed, the manager is making sure that there is always an employee in the area to help customers."

An employee approaches Lea. Lea hands her one item after another so that the employee can scan it and type on the screen. Lea turns round and waves.

Scene 4: Jean, senior

"Recently retired, Jean's day-to-day life is full of activities and new experiences. The sixty-year-old is determined to face ageing with humour and philosophy.

Zoom in on Jean walking past.

"Jean is very comfortable with the self-checkout machine. But once it's time to pay, he realises he's left his glasses at home. The information on the screen is blurred: he cannot check the receipt."

Jean scans the last item. His receipt appears on the screen, but everything is blurred. John pinches his eyes as he approaches the screen, but it's no use. A text bubble shows his glasses resting on an open book. John touches his forehead in exasperation.

"During the development of the checkout software, the manager insisted on providing the same support features as on the shop's website: increasing the contrast, changing between light and dark modes and enlarging the text".

At the top right of the screen, John taps on the "contrast" symbol. The text on the screen becomes more pronounced, then "enlarge" to zoom in on the ticket. He traces the different items with his finger, then taps "OK". Thank you" appears on the screen. Jean winks at us

"This supermarket has made its services accessible to people with disabilities, while improving the experience of all its customers."

All the characters are together, waving to us.

"Open the door to opportunities!"

Last map with OSAPS contact details.