

DESIGN CRITERIA

GUIDANCE FOR PLACEMENT OF SELF-CHECKOUT COUNTERS (SCO's) AND CUSTOMER SERVICE KIOSKS

1. SCO's shall be placed so that they are the first checkout opportunity for customers at the end of the shopping pattern. Typically this is nearest the frozen food department.
2. The determination on whether or not a particular store will have SCO's, and how many SCO's are required, will be determined during Project Definition.
3. In facilities with a counter-clockwise shopping flow, the SCO's will be on the left-hand side. In facilities with a clockwise shopping flow, the SCO's will be on the right-hand side.
4. Customer Service Kiosks will be provided in facilities with seven or more standard checkout counters. Typically, a 15' x 17' Customer Service Kiosk will fit in a space occupied by three standard checkouts.
5. In facilities with less than seven standard checkout counters, the determination on whether or not to provide a designated customer service counter will be determined during Project Definition. In certain facilities, a customer service counter located in the office line-up at the front of the checkout area might be required. In very small facilities, often times customer service functions are handled at the cashier's window or admin office.
6. When required, the Customer Service Kiosk will always be located between the SCO's and the standard checkout counters.
7. In facilities with a counterclockwise shopping flow, there will be two checkout counters facing each other. It will be necessary to provide a cart rail between them in order to define and maintain clear access to each.
8. Customer Service Kiosks will not be provided in commissary facilities that do not sell tobacco products (typically commissary facilities located on Navy and Marine Installations). This should be verified during Project Definition.
9. In facilities **without** customer service kiosks, the DeCA standard cashier office configurations, identified in Design Standard Plates 13 25 00-01, 03, 03, and 04 shall be used.
10. A stand-alone cashier's window shall be provided in wall between Cashier's Office (RM. 4) and Checkout Area (RM. 81), regardless of whether or not a separate customer service area or customer service kiosk is provided. Refer to Design Standard Plates 13 25 00-01 and 13 25 00-02.

END OF SECTION