

Title III of the Americans with Disabilities Act (ADA) generally prohibits discrimination against Americans on the basis of their disabilities. In September 2010, the U.S. Department of Justice (DOJ) published updated regulations under the Act¹, which became effective March 15, 2012. The standards provide specific detailed rules for accessibility in a broad range of areas, from amusement rides to accessible hotel rooms to drinking fountains. Included are standards regarding clear floor space and reach ranges applicable to ATMs, fare machines, vending machines, mailboxes, depositories and change machines. The 2010 ADA Standards have additional specifications for ATMs and fare machines, including requirements for private audio lead-through and tactile input. The 2010 ADA Standards do not specifically address kiosks, self-checkout units, or other information transaction machines (ITMs). Furthermore, the standards specific to ATMs expressly exclude ITMs.

However, the DOJ has said that one should look to the 2010 Standards for comparable equipment in order to provide access to elements not specifically covered by the 2010 Standards. In addition to the information included in this position paper, you may want to refer to section 227.2 regarding Check-out Aisles and 228 regarding Vending Machines.

¹The final regulations have a general effective date of March 15, 2011, and, among other things, adopt the 2010 Standards for Accessible Design (the "2010 Standards"). The 2010 Standards contain newly mandated, communications-related requirements for ATMs that will benefit users who are blind or have low vision. These requirements take effect on March 15, 2012.



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NCR Fastlane SelfServ™ Checkout Solution

The NCR FastLane SelfServ™ Checkout solution was designed to be user friendly for all consumers, including those with different abilities. Accessibility is a key design component within the NCR self-checkout solution. For example, a user can complete a cash transaction without ever touching the machine. There is no need to touch the screen to start; items can easily be scanned, and via cash insertion for payment, no screen touches or device interactions are required. Additionally, a Help button is always available in the lower area of the touchscreen, where a user can request staff assistance at any time.

You may consider the 2010 standards as “best practices” for accessibility. As such, the following sections outline the areas of the 2010 Standards and how they could be applied to NCR FastLane SelfServ Checkout.





Height and Reach



NCR FastLane SelfServ Checkout can be equipped with a trackball pointing device or integrated with additional devices (such as, the NCR uNav keypad, various pinpads, and Electronic Funds Transfer devices), such that all operable parts meet the physical measurement requirements in accordance with the 2010 Standards applicable to ATMs and vending machines(as these are interpreted by NCR). The maximum height for operable parts on the self-checkout would be the highest consumer interface element. For Release 5 hardware, NCR offers a trackball kit to provide access to the touchscreen touchbuttons that may be greater than 46 inches. While NCR's advocated trackball solution is recommended, you may consider integrating other pointing devices, per consultation with your IT group.



Height and Reach

For wheelchair users, self-checkout can offer parallel approach, providing access, security and private space if installed according to the 2010 Standards. NCR FastLane SelfServ Checkout hardware is designed for the NCR FastLane software solution. If you use non-NCR software you will need to work with your software vendor to determine accessibility.

NCR FastLane SelfServ Checkout software releases 4.5 and later offer a software option for height and reach. This feature dynamically changes the screens so that all touchbuttons are below the 46" requirement, or it provides on-screen navigation for areas that may be above this threshold. In addition, the patented NCR uNav keypad device, an innovative option available for Release 6 hardware, provides accessibility features such as an integrated headphone jack, volume control, and tactile keys.



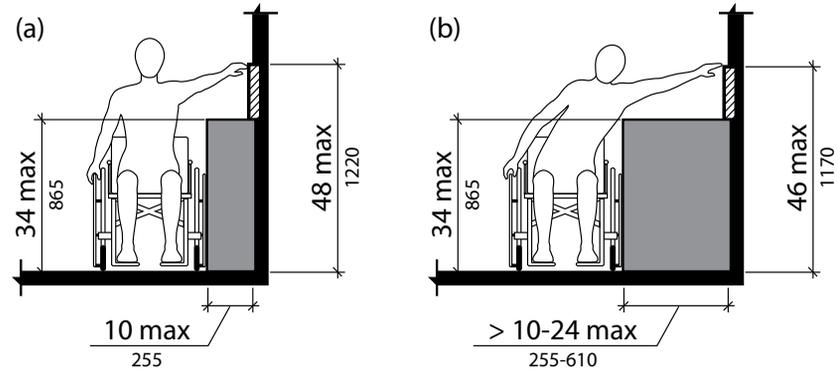


Height and Reach

For your convenience, the applicable height and reach provision from the 2010 Standard is:

2010 Standards Requirement: Where a clear floor or ground space allows a parallel approach to an element and the high side reach is over an obstruction, the height of the obstruction shall be 34 inches (865 mm) maximum and the depth of the obstruction shall be 24 inches (610 mm) maximum. The high side reach shall be 48 inches (1220 mm) maximum for a reach depth of 10 inches (255 mm) maximum. Where the reach depth exceeds 10 inches (255 mm), the high side reach shall be 46 inches (1170 mm) maximum for a reach depth of 24 inches (610 mm) maximum.

Operable parts shall be placed within one or more of the reach ranges:



To conform to the 2010 standards, install the self-checkout so that²:

The parallel approach over an obstruction ensures that the height of the highest consumer interface element is no higher than 46.0 inches (1170 mm) above the finish floor ("AFF") or ground.

²An ATM installed prior to March 15, 2012, in compliance with the 54" AFF maximum reach range (for the highest operable part) for a side approach of the 1991 Standards will not have to be lowered to meet the new 48" AFF maximum reach range for a side approach until it is altered. Consult with your legal advisors on what constitutes an alteration that may or may not trigger compliance with the 2010 Standards.



ATM Specific Requirements

The 2010 ADA Standards specific to ATMs expressly exclude ITMs; however, there are a number of areas in which NCR FastLane SelfServ Checkout can meet those requirements.



Numeric Keys

2010 Standards: Numeric keys shall be arranged in a 12-key ascending or descending telephone keypad layout. The number five key shall be tactilely distinct from the other keys

Function Keys

2010 Standards: Function keys shall contrast visually from background surfaces. Characters and symbols on key surfaces shall contrast visually from key surfaces. Visual contrast shall be either light-on-dark or dark-on-light.

Function key surfaces shall have tactile symbols as follows: Enter or Proceed key: raised circle; Clear or Correct key: raised left arrow; Cancel key: raised letter x; Add Value key: raised plus sign; Decrease Value key: raised minus sign.

A variety of keyboards and pin pads are available for integration with NCR FastLane SelfServ Checkout. NCR can work with you to select a third-party product that meets the 2010 Standards.



ATM Specific Requirements

Display Screen

2010 Standards: The display screen shall be visible from a point located 40 inches (1015 mm) above the center of the clear floor space in front of the machine. (EXCEPTION: Drive-up only automatic teller machines)

Characters displayed on the screen shall be in a sans serif font. Characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

The display on the NCR FastLane SelfServ Checkout is visible from a point located 40 inches above the center of the clear floor space in front of the machine, depending on customer installation.

NCR FastLane SelfServ Checkout has the capability to display all characters as sans serif and comply with the 3/16 inch height requirement.





Privacy, Speech, Output, Input Controls and Braille Instructions

Accessibility features related to private speech output, tactile input controls, and privacy are not a standard offer in the NCR FastLane SelfServ Checkout solution.

However, Release 6 hardware offers the uNav keypad device to meet the hardware requirements for private speech output, volume control, and tactile controls. Currently NCR FastLane SelfServ Checkout provides limited broadcast audio lead-through, available via speakers, to help guide consumers through the checkout process. All audio is in addition to text available on the display and reinforces user actions. The same degree of privacy is available to all users of NCR FastLane SelfServ Checkout. Tactile-discernible input controls, such as a third-party pinpad or keypad, may be integrated with NCR FastLane SelfServ checkout.

Braille instructions are not a standard option, but via a professional services engagement, NCR can provide Braille labels that are designed to help the visually impaired easily locate the operable parts on the NCR FastLane SelfServ Checkout.



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