

PRINTABLE GUIDE

Pay at a supermarket self-service checkout

A self-service checkout lets you scan and pay for your shopping yourself. The screen guides you through the order. Machines differ between stores, so start with a few ordinary items and ask the assistant whenever you need help.

Supermarket checkout | 2 min read | 5 steps

Before you start

- ☐ Bring your shopping and an accepted payment method.
- ☐ Choose a checkout that accepts cash if you intend to pay with cash.

1. Start the checkout

Touch Start if shown. Follow the instruction for your own bags before placing them in the bagging area. Keep unscanned shopping on the other side.

- ☐ Done this step

2. Scan one item at a time

Pass the barcode over the scanner. Wait for the item and price to appear, then put it in the bagging area. Avoid scanning again merely because you did not hear a beep.

- ☐ Done this step

3. Handle loose items and corrections

Use the fruit or vegetable picture menu for unlabelled produce and follow weighing instructions. If an item appears twice, an age check appears or the machine stops, request assistance.

- ☐ Done this step

4. Check and pay

Choose Finish or Pay. Check quantities, discounts and the total, then follow the card reader or cash-slot prompts. Shield your PIN and wait for payment confirmation.

☐ Done this step

5. Collect everything

Take your receipt, change, card and bags. Keep the receipt until you leave; some stores use its barcode to open the exit gate.

☐ Done this step

Try it for yourself

Try a small shop with three packaged items during a quiet visit.

☐ I tried the task.

My notes

What if the machine says an unexpected item is present?

Pause and call the assistant. Moving items repeatedly can make the problem harder to resolve. You can always ask to use a staffed checkout instead.

Official help and the online guide

Sainsbury's accepted payment methods -

<https://help.sainsburys.co.uk/help/prices-payment/payment-methods>

Read online: <https://plaintech-guides.pages.dev/guides/pay-at-a-self-service-checkout/>