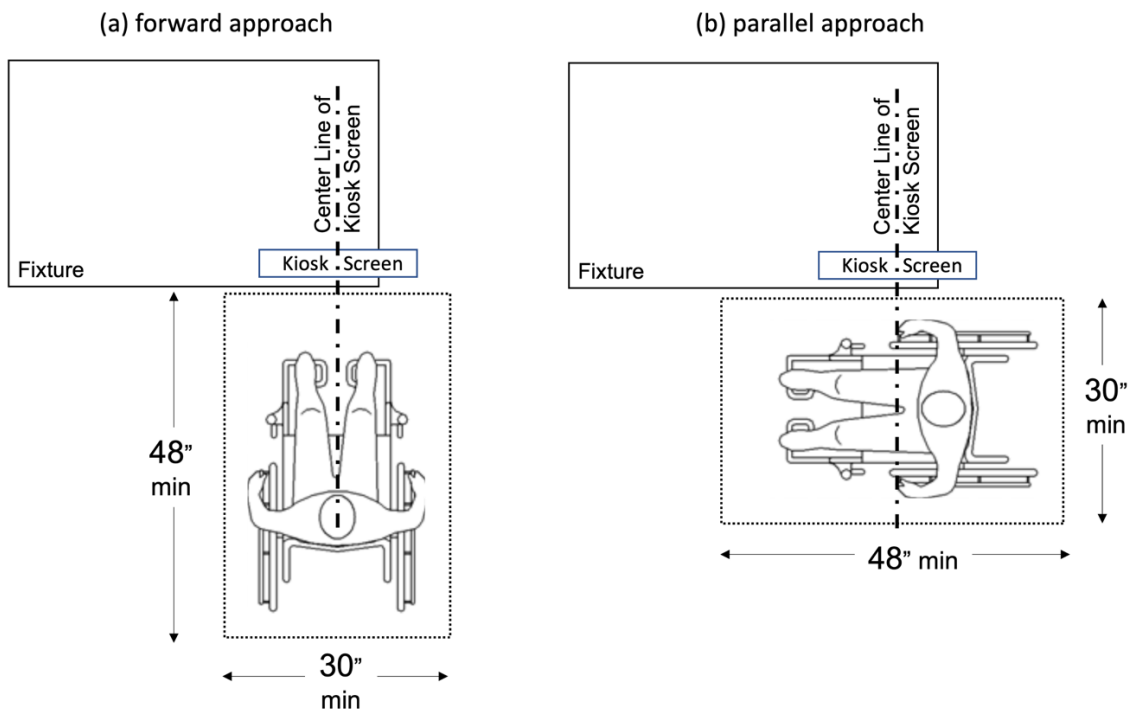


## Accessibility Brochure for Aila's Self-Service Kiosk

The guidelines below must be followed for proper installation and operation of Aila's self-service kiosk ("Kiosk")

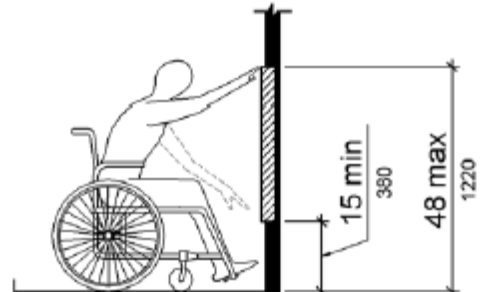
- The floor space in front of the kiosk shall be kept clear and unobstructed to provide accessibility to individuals who use wheelchairs;
  - A clear floor space of at least 48 inches x 30 inches - centered on the kiosk screen - must be provided to accommodate a forward or parallel approach (Figure 1 below)
  - At least one full unobstructed side of the clear floor space shall adjoin an accessible route to approach the clear floor space
  - The area in front of the kiosk should be kept free of all obstructions including boxes, waste baskets, rugs and any other objects that impede or obstruct access to the kiosk

**Fig. 1:**



- All operable controls and/or touch screen surfaces must be unobstructed and no higher than 48 inches or lower than 15 inches above the finish floor or ground. (Figure 2 to right)
- The front edge of the Kiosk must be no further than 10 inches from the edge of the fixture it is placed upon.

**Fig. 2:**



Source:

2010 ADA Standards for Accessible Design  
(Dept of Justice, 09/15/2010), Fig. 308.2.1

- The Kiosk may only be installed in the interior of the store within the sightlines and within earshot of the staffed service desk. The Kiosk may not be placed outside or in a location inside the store where a staff member at the service desk would not be able to see or hear the individual using the kiosk
- The Kiosk may only be used during staffed store open hours when at least one trained staff member is available to assist customers with disabilities as needed.
- If the kiosk is placed within an area of the store that allows customer access to the kiosk outside of normal store open hours – such as the 24-hour foyer area – then the kiosk must be taken out of service with and clearly marked as unavailable during the hours when staff assistance is not available.
- The kiosk must be assembled to the fixture (cabinet) properly using guidance provided in assembly instructions provided by The UPS Store HQ

### **Assistance for Customers with Disabilities:**

A customer with a disability includes persons who has mobility issues and/or a visual, hearing or mental impairment.

Center staff should always be attentive and available to assist those customers with disabilities. If a customer with a disability needs assistance using the Kiosk, the center employee should acknowledge the customer promptly and should offer assistance with the Kiosk to them as soon as they are able to do so.

For example, if the employee is in the middle of assisting a customer, the employee should acknowledge the customer with a disability promptly, finish helping the first customer, and then go to the Kiosk to assist the customer with a disability, regardless of whether there are other customers waiting in line at that time.

### **Accessibility Signage:**

A sign indicating that “**ASSISTANCE AVAILABLE UPON REQUEST**” should always be prominently displayed on or next to the Kiosk in such a manner that a customer with a disability can see the sign.

This sign and mounting instructions (including the location and attachment method) will be provided by The UPS Store HQ.

### **Notes:**

- *The guidance provided in this accessibility brochure is limited to the Aila kiosk and, except as specifically described in this guidance, does not cover further accessibility considerations for the store (i.e. fixture placement, clear and accessible routes of travel to approach the fixture and proper turning spaces) or the fixture the kiosk is mounted to*
- *The guidance provided herein should not be considered legal advice*
- *The Accessibility Signage and location of the signage on the kiosk or fixture shall be pre-approved by Aila*
- *Any updates to this document can be found on the Aila ordering portal*