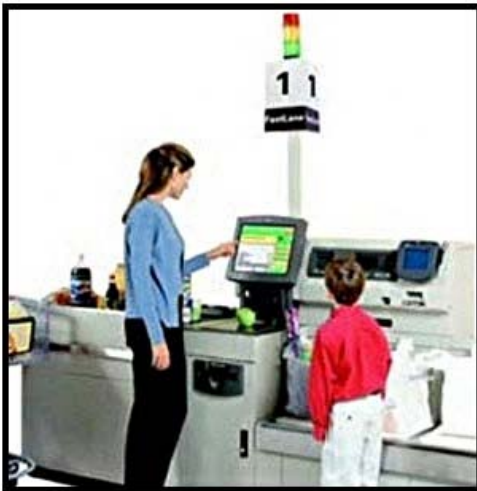


Help yourself-scan

Posted Monday, March 25th, 2013 at 11:08 am



Following our recent story about "sweethearting" –checkout operators serving friends and family and deliberately handing over items free of charge – new figures have shown that sweethearting on a self-scan till is up to five times more prevalent than at a manned checkout.

Technology by StopLift, which is currently used in Tesco stores throughout Europe and the UK, has found that sweethearting is more likely to happen in the self-checkout lane with more than 650,000 reported incidents last year. This has become such a problem that some retailers are re-examining the ROI of self-checkouts.

These incidents include cashiers pretending to scan merchandise but deliberately bypassing the scanner, thus not charging the customer for

the merchandise. The customer is often a friend, family member or fellow employee working in tandem with the cashier.

It is thought this could be prevented with simple software that finds any incidents of scan-avoidance, where merchandise is not scanned or rung up before being given to the customer. This includes incidents which could be mistakes by the cashier or customer at self-checkout as well as items left in the shopping cart. As soon as a scan avoidance incident occurs, StopLift, which constantly monitors 100% of the security video, flags the transaction as suspicious. It quickly reports the incident, identifying the cashier or customer and the date and time of the theft. Scan-It-All works with existing off-the-shelf overhead cameras. No special camera equipment needs to be purchased or installed, and no changes have to be made to the checkout.

Tags: checkout, retail, self scan, Shrinkage, Sweethearting, till
Posted on: March 25th, 2013 by Mela No Comments






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