



# Beyond Surveillance:

## Analytics for Self-Checkouts

### Agilence Analytics Identifies Self-Checkout Abuse

Go beyond traditional surveillance methods to proactively identify patterns of theft and fraud in self-checkout lanes, ensuring a seamless and secure shopping experience. Agilence identifies specific instances and trends of abuse, such as:

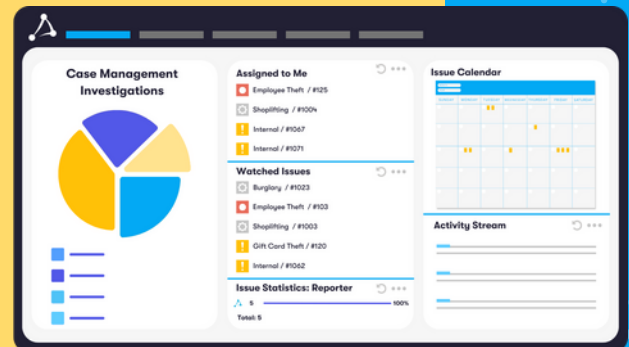
- **Low-Priced High-Value Items:** Identify transactions where high-value items are scanned at unusually low prices, which could indicate label tampering or collusion with employees.
- **Multiple Similar Items:** Alert on transactions with an unusually high number of identical low-cost items, like multiple banana SKUs, which may be an attempt to disguise expensive items with cheaper items' barcodes.
- **Payment Anomalies:** Identify transactions with a high percentage paid by compromised methods, such as certain benefits cards.
- **Repackaging:** Report on transaction data to flag instances where the weight or quantity of a scanned item doesn't match typical purchasing patterns, suggesting possible repacking.
- **Employee-Assisted Fraud:** Alert on unusual activity by checkout attendants, including excessive price overrides, to identify collusion between employees and shoppers.
- **Coupon and Price Overrides:** Identify employees with a high volume of coupons or manual price overrides as this can be indicative of fraudulent activities.

### Case Management Links Investigations

With the power of AI, Agilence Case Management's "Case Linking" feature connects incidents, making it easier to spot and stop self-checkout.

Use Case Linking to:

- **Find Patterns:** Identify common characteristics of incidents across stores.
- **Discover Connections:** Reveal links between incidents that weren't apparent before, like similar vehicles or suspect tattoos.
- **Target Chronic Thieves:** Automate the detection process and pinpoint chronic self-checkout abusers.



Self-Checkout fraud is committed by **1 in 7** customers. How are you tackling it?