



Rethink Your Returns Strategy

Move from Reactive to Proactive

Agilence Analytics Identifies Abuse and Fraud

With Agilence Analytics, retailers can move beyond merely reacting to fraudulent returns as they occur using return authorization tools and instead, proactively identify and address vulnerabilities in their return processes. You can identify specific instances and trends related to your returns, such as:

- **Non-Receipted Same-Day Returns:** Identify transactions where items are returned without a receipt on the day of purchase
- **Same-Day, Same-Cashier Returns:** Identify returns handled by the same cashier who made the sale on the same day.
- **Returns Outside of Policy:** Track returns made that are outside of the stated return policy. Most commonly this takes the form of returns made outside of the return window.
- **Net Negative Transactions:** Alert on any transactions where the return amount surpasses the original purchase amount.
- **Returns to a Different Tender Type:** Identify returns where the refund is processed through a different payment method than the initial purchase, especially when the return tender type is cash.
- **Store Credit and Employee Discounts:** Monitoring cases where store credit (especially from non-receipted returns) is used in conjunction with their employee discount

Case Management Links Investigations

With the power of AI, Agilence Case Management's "Case Linking" feature uncovers patterns and connections in incidents, making it easier to spot and stop organized retail crime. Use Case Linking to:

- **Find Patterns:** Identify common elements in incidents across your stores.
- **Discover Connections:** Reveal links between incidents that weren't apparent before, like similar vehicles or suspects.
- **Target Fraud Rings:** Automate the detection process and pinpoint organized crime groups



Return fraud is a **\$101 Billion** problem. How are you tackling it?