

# IMPACT OF SELF-CHECKOUT TECHNOLOGIES ON INVENTORY ACCURACY

The growing trend behind building an omni-channel shopping experience for consumers is maximum flexibility in how they browse, select, pay, and receive the products they wish to purchase.

Businesses typically have two options to mitigate inventory shrinkage risks and out-of-stock related customer dissatisfaction. That is either done by building a tight degree of inventory accuracy and transparency or more expensively, holding high levels of buffer stock to account for error.

## CONTROLLING LOSS

The National Retail Security Survey recorded rates of shrinkage as a 22% reduction in loss rates between 1991 to 2017 due to investments in retail technology, improved processes and design and the utilization of different guardianships.

However, since 2017, the average rate has risen by 67%, which can be assumed to be from self-scan technologies (SCO) and overall industry averages of retail loss.

## IMPACT OF SELF-CHECKOUT

- Customer may not scan or misrepresent an item or avoid payments towards their cart in general
- Promotion errors – SCO user only scanning one of the items if the other is free through BOGO
- Multi-variety scanning errors – SCO user is scanning one varied good multiple times to account for a number of selected varieties or flavors.

As omni-channel presence grows, so does the need to reduce consumer friction and costs associated with SCO technology. The best measure, invest in stock file accuracy.

**Square this difficult circle with solutions from Datascan, retail's inventory solutions partner.**