



# Retail Loss Prevention Module - Returns Desk

## Product Overview

Vix Vizion's Retail Loss Prevention module is designed to help retailers to identify and prevent returns desk fraud using Imagus Intelligent Video Analytics/ Facial Recognition technology.

## Key Features

The Loss Prevention module assists returns desk staff to detect suspicious activity by helping:



To provide real time alerts  
i.e. the customer is a repeat  
offender.



To verify whether the customer  
walks in empty-handed and  
takes an item off the shelf and  
walks straight to the Return  
Desk and asks for a refund.



To verify whether the customer  
took the receipt off the floor  
and picked an item off the  
shelves and ask for a refund.

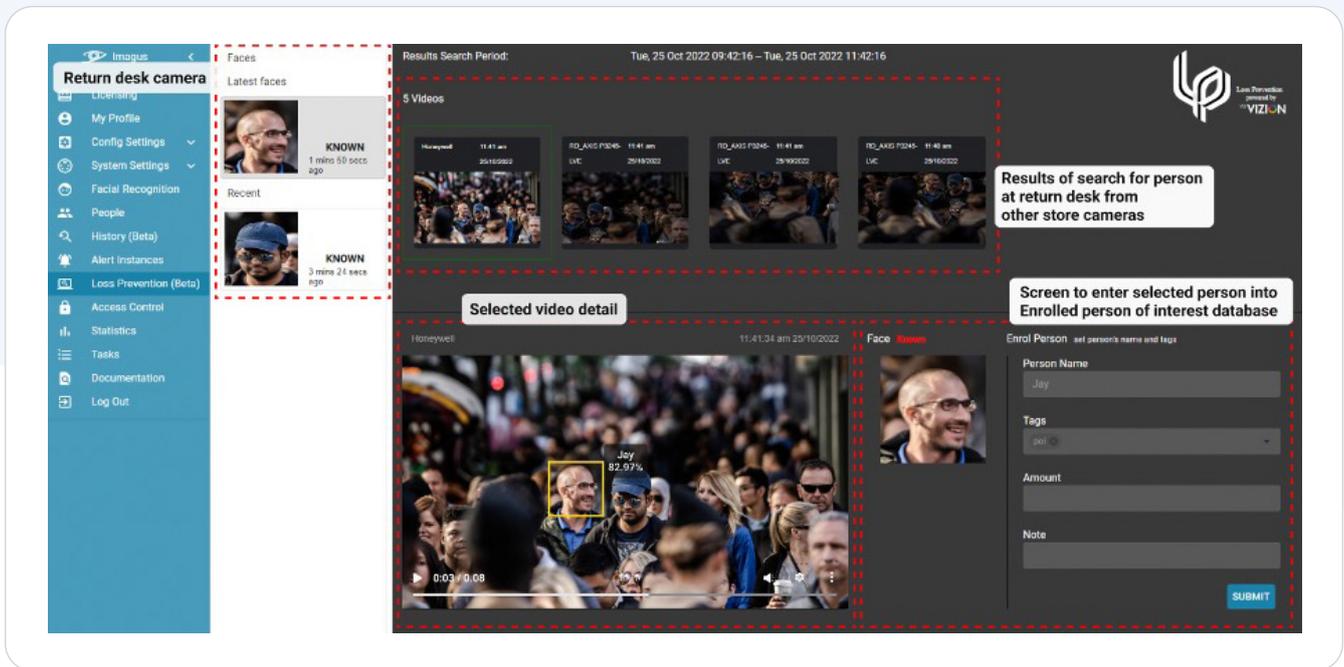
## Get in touch with us

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The main user screen is designed to make it easy and quick to use for Retail staff. Once a customer approaches the return desk, staff can see a customer's face by the return desk camera. Staff can see the customer's face on their screen and by simply clicking on the face they can review video files of the customer's movement from the moment they came into the store.



If a new person of interest is detected, they can easily be added to the persons of interest enrolled database for future real time alerts if the person returns to the store.

### How is privacy addressed

Imagus has been designed to operate with Privacy Principles Guidelines in mind. When a face is detected on a camera using our Imagus software, we create a metadata face file ("Metadata") for that particular face which describes the characteristics of the face. This Metadata is then used by the system to match against faces of people of interest who have been enrolled by the operator in the enrolled faces database. The Metadata is a data file, not an image file. The Imagus software is designed to access the VMS video footage for investigation purposes, but the storage of images is generally happening in the existing VMS, not the Facial Recognition system.

Face Metadata storage is a configurable part of our software which is managed by the customer and depending on their needs, Metadata can be stored for days or minutes or immediately deleted.

### Benefits to customer

By using the Imagus Returns desk functionality, Retailers give return desk staff a powerful and simple tool to identify fraud and expand the 'persons of interest' enrolled database. This gives staff the options on how to respond to fraud and ultimately reduce loss for the retailer.

The solution is more efficient than traditional ways of investigation and will save staff a lot of time and difficulty searching through videos.

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