

OPERATIONS

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Alabama Piggly Wiggly Owners Reduce Checkout Shrink

Two Piggly Wiggly owners in Alabama say they have saved tens of thousands of dollars with a scan avoidance system that detects cashier theft.

Chris Ajlouny, who owns 10 Piggly Wiggly supermarkets in the Birmingham area, and Keith Holley, owner of a Piggly Wiggly in Wetumpka, knew that cashiers were either stealing or failing to scan items, leading to major losses. Ajlouny estimates his loss was \$8,000-\$10,000 per quarter for two stores. Holley estimates that his one store was losing \$6,000-\$10,000 per month from checkout shrink.

Both installed StopLift Checkout Visions Systems' Scan-It-All video recognition technology to detect scan avoidance incidents at the checkout.

StopLift's patented Scan-It-All video analytics technology visually determines what occurs during each transaction to immediately distinguish between legitimate and fraudulent behavior at the checkout. As soon as a scan avoidance incident occurs, StopLift flags and reports the transaction, complete with video identifying the cashier or customer. This includes incidents that may be due to mistakes made at both manned and self-checkout, including items left in the shopping cart.

Ajlouny did not tell any employees at his stores when he installed StopLift two years ago. In the first week, he saw three cashiers steal \$400-\$500 at a time, sliding groceries past the scanner and later getting "kickbacks" from the customer. One cashier admitted to getting kickbacks outside the store.

From then on, Ajlouny showed StopLift videos to all new employees.

"My cashiers know they are being watched," Ajlouny said. "All the managers see the reports of all the cashiers, and now they all work harder to give their respective stores the best record for preventing scan avoidance."

Holley notified his employees in advance of StopLift's installation and told them that every item had to be scanned. Shrink dropped to less than \$1,000 a month and has remained low.

"The biggest shock was what I call 'lazy scanning,'" Holley said. "We had a cashier who was talking so much to customers that she wasn't paying attention. When we showed her the video (of all misscans), she shaped right up."

Cashiers now are scanning carefully, and the inventory shrink problem has been solved, Holley added. "The system never sleeps. It lets me sleep."



StopLift is designed to curb sweethearting, or intentionally not scanning items before putting them into bags.