



Self-Scan Tills

Self-scan tills are common place in many stores and assist in reducing queuing times. However offenders see them as an 'easy' opportunity not to pay for items or to pay much less for higher priced items.

STAFF SHOULD BE ON THE LOOK OUT FOR

- Customers removing or tampering with barcodes
- Items being weighed through as vegetables when they clearly have a barcode
- Customers scanning items and there is no visual or audio signals
- Reduced labels on high value products
- De tagging alcohol prior to being scanned
- Customers pressing total then continuing to scan goods prior to paying

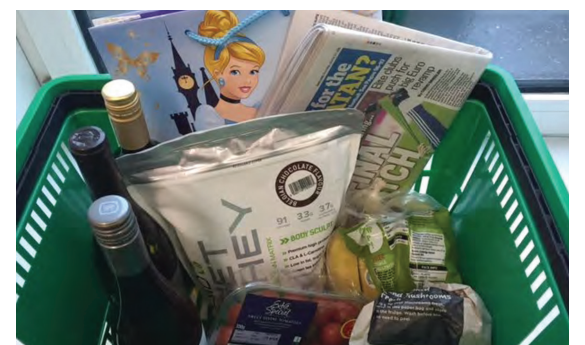
HOW CAN YOU DETER THIS TYPE OF THEFT

- Staff should check what is in customers bags when carrying out voids
- Train your staff on what to look for: this is the first step to prevention
- Apply customer service as this is the best form of deterrent
- Communication by staff working at self-scans with the security teams on all suspicious activity will deter thefts and drive offenders away
- Always be vigilant of variable weight products being scanned at the till and support customers to process them correctly. Continually look at screens and watch out for those 'pretending' to scan

SO HOW DO OFFENDERS COMMIT THEFT AT SELF SCAN TILLS?

Basket right processed at self scan till for **£14.02** when the actual contents totalled **£77.84**.

Examples of some of the items scanned and their actual cost below.



Cheaper bottle of wine scanned 3 times while higher value wine passed by self scan into bag = **£9**
Actual cost = £15.50



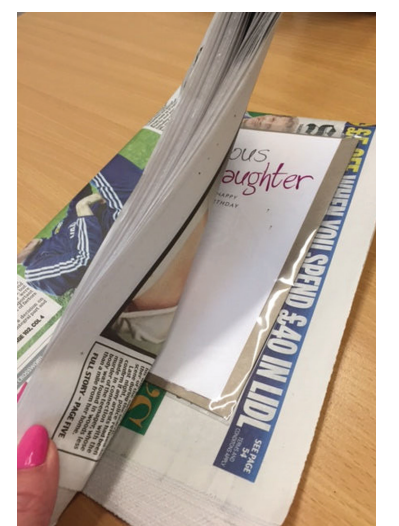
Weighed and charged as mushrooms = **34p**
Actual contents of bag were cosmetics = £32.94



Weighed and charged as loose bananas = **£4**
Actual cost = £18



Scanned as gift bag = **£2**
Actual cost of bag and 2 cards = £6



Scanned as newspaper = **65p**
Actual cost of card and newspaper = £2.65