



TACKLING SELF-CHECKOUT MISUSE IN RETAIL WITH WVCA VIDEO ANALYTICS

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Self-service checkout (SSCO) systems are steadily gaining traction across modern retail formats in India—from large-format supermarkets to urban convenience stores. While these systems promise faster billing and reduced queues, they also bring a growing challenge: misuse, shrinkage, and increased risk for store staff.

As Indian retailers expand automation, addressing these risks has become critical to maintaining both profitability and in-store safety.



The Double-Edged Sword of Self-Checkout in India

Self-checkout solutions are designed to improve efficiency. They allow customers to scan and pay independently, reducing wait times and improving store throughput—particularly during peak hours in metro cities like Delhi, Mumbai, and Bengaluru.

For retailers, this translates into:

- Lower dependency on billing staff
- Faster customer turnaround
- Improved operational efficiency

However, this convenience comes with trade-offs. The absence of human oversight creates opportunities for intentional or accidental misuse—such as mis-scanning items, skipping scans, or exploiting system loopholes.

Retailers globally have observed significantly higher chances of theft at self-checkout counters compared to traditional billing systems—and Indian retailers are beginning to experience similar patterns as adoption increases.

Impact on Retail Businesses and Store Personnel

The implications of SSCO misuse extend beyond inventory loss. In India's retail environment, frontline workers often face direct confrontation when discrepancies arise.

Key challenges include:

Revenue leakage due to shrinkage

- Increased stress and conflict for store staff
- Operational inefficiencies due to manual interventions
- Reduced employee morale and higher attrition

With organized retail expanding rapidly in India, ensuring a secure and respectful work environment for staff is just as important as protecting margins.



Leveraging WVCA for Smarter Retail Security

To address these challenges, Wavesys Global's WVCA (Wavesys Video Content Analytics) offers an intelligent, technology-driven approach to monitoring and securing self-checkout environments.

By integrating AI-powered video analytics with existing CCTV infrastructure, retailers can:

- Monitor transactions in real time and detect suspicious behavior
- Identify patterns of misuse, such as repeated scan avoidance or abnormal activity
- Receive alerts for potential theft or rule violations
- Strengthen in-store security without disrupting customer experience

This proactive approach enables retailers to move from reactive loss management to preventive security.

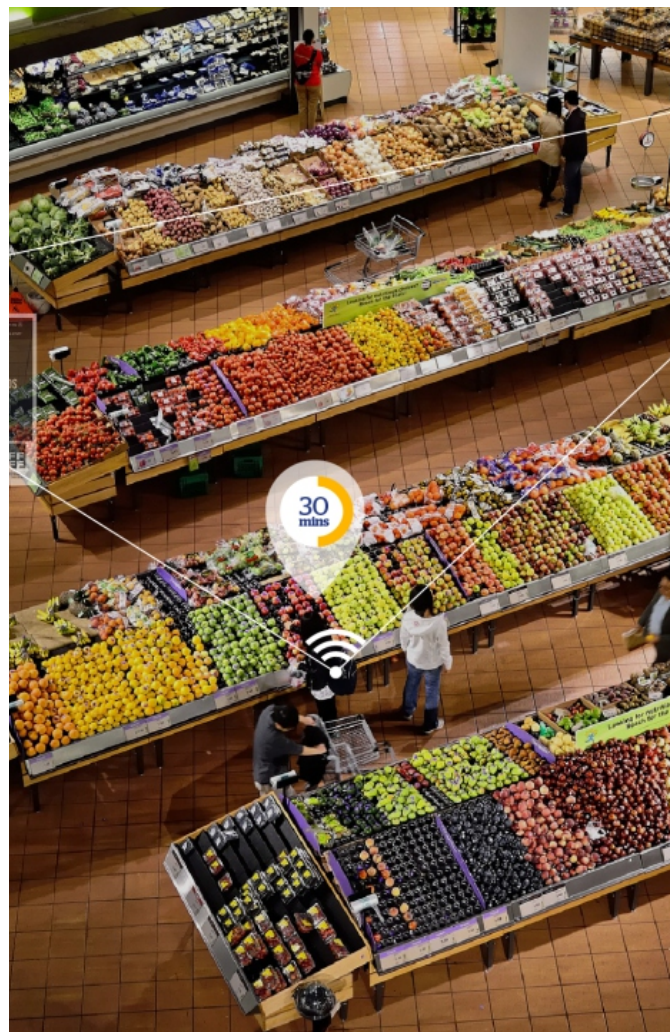
Enhancing Investigations with Intelligent Search

WVCA's advanced forensic capabilities, including 'Search & Track', allow retailers to analyze hours of video footage within minutes between Wavesys and the target system.

With this feature, teams can:

- Quickly locate individuals involved in suspicious activities
- Track movement across multiple cameras
- Compile clear visual evidence for internal review or legal purposes

This significantly reduces investigation time and improves the accuracy of incident resolution.



Strengthen Your Retail Security with Wavesys

Wavesys Global provides scalable video analytics solutions tailored for modern retail challenges. Whether you operate a single store or a large retail chain, WVCA can help you build a smarter, safer, and more efficient environment.

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