

## Combat retail shrink at self-checkout with AI-supported loss prevention strategies



Shoplifting and operational mistakes continue to be major challenges in retail and have a direct impact on profitability. Rising shrink levels and increasingly sophisticated fraud patterns drive retailers to adopt AI-powered loss-prevention technologies. Vynamic® Smart Vision | Shrink Reduction helps retailers understand when and where shrink occurs and enables targeted, real-time intervention.

A camera monitors the scanning area and, with AI, detects events such as missed scans, item bypassing, barcode switching, or walking away without payment. When an incorrect or suspicious operation is recognized, the system can immediately notify the shopper via an on-screen message or alert the attendant through the intelligent assistant. Fast, real-time analysis helps retailers make fact-based decisions, protect revenue, and prevent losses at the self-checkout.

### Better Shopper Experience

Vynamic Smart Vision | Shrink Reduction minimizes the need for manual shopper checks and activates only in relevant situations. This reduces customer frustration and increases satisfaction for store staff and shoppers alike. With 89% of transactions running without blocking events, the system maintains a smooth and uninterrupted checkout flow.

### Improved Fraud Prevention

Through real-time analysis of shopper behavior, the solution identifies suspicious activity immediately and supports proactive intervention. Retailers achieve significantly stronger shrink control — including a 91% Shrink Recovery Rate compared to the baseline — helping secure revenue and maintain stock integrity.

### Increased Staff Efficiency

By automating oversight at the self-checkout, store teams can focus on customer support rather than manual checks. Improved throughput and fewer interruptions contribute to better margins and enhanced operational performance. Live results show retailers saving on average \$530 per SCO per month, driven by reduced losses and more accurate transactions.

### SHRINK USE CASES WITHIN SELF-SERVICE ENVIRONMENTS

The most common shrink drivers at self-checkout fall into three categories: missed scans, walk-away events, and barcode switching. Vynamic Smart Vision | Shrink Reduction combats loss resulting from:

- Voluntary or unintentional non-scans
- Scanning only one of multiple items
- Leaving items in hands, carts, or baskets
- Scanning but not paying
- Paying for some items but leaving with more
- Walking out without paying
- False or switched barcodes
- Switching loose produce to lower-priced items

The AI identifies these events in real time and enables customers to self-correct non-malicious behavior through nudging. In clear cases of fraud, the system automatically blocks the checkout and alerts staff.

### Influencing consumer behavior with nudging and alerting



Analyzing consumer behavior



Identifying suspicious behavior



Customer nudge



Solving incident

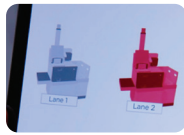
### Stopping and resolving instances with staff connectivity



Analyzing consumer behavior



Identifying suspicious behavior



Alerting store staff



Blocking system



Solving Incident

### Key Benefits

- Quick and simple implementation tailored to retailer-specific requirements.
- Covers a comprehensive and continuously expanding set of shrink use cases to address new forms of loss.
- Empowers staff with AI-assisted shrink prevention to enhance both shopper and employee experience.
- Eliminates the hassle and the need for routine manual spot checks by intervening only when needed.
- Flexible notification and intervention system that supports nudging, staff alerts or checkout blocking.
- Real-time transaction analysis identifies fraud patterns and operational mistakes.
- Improves stock accuracy and sales margins; live installations show 69.5% of shrink-related revenue saved through shopper self-correction.
- Independent industry studies confirm that AI deployment at scale leads to billions in shrink savings.

### VYNAMIC SMART VISION | SHRINK REDUCTION: Part of the Vynamic Self-service Suite of Solutions

High connectivity and openness are critical to being adaptive and ready to adopt future innovations, whatever they may be. Vynamic Self-Service is based on a platform approach using open APIs for faster and easier integration. Vynamic Self-Service is a service-oriented software solution that seamlessly supports the self-service process within a retail environment and easily allows the implementation of innovative solutions like Vynamic Smart Vision | Shrink Reduction, which addresses the top cause of loss in retail.

Learn more at [DieboldNixdorf.com](https://www.dieboldnixdorf.com)

