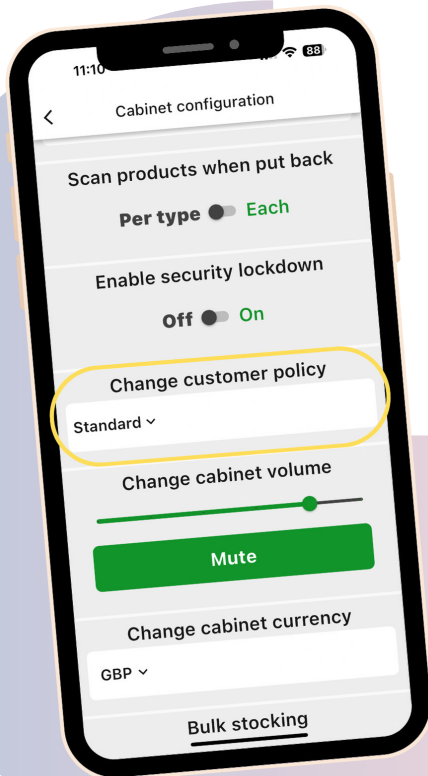


Customer Policy Features

365 Retail markets is excited to announce NEW customer policy features, that give operators more control over the user experience and penalties applied in case of misuse.

In general, the new more “liberal” settings will allow for a much smoother user experience, including the ability to select two items at once and place multiple products back, without needing to scan.

At anytime you can now update your customer policy setting to a level that suits your location and desired user experience best.



Example of operator settings in “config” app to adjust customer policy setting



Customer policy settings guidelines:

Most Strict

Customer Policy Settings (User Experience)

Most Smooth

Typical Scenarios

Less secure, high transient locations where stricter user experience is desired

Secure, higher trusted locations where users experience is smoother and less penalties applied

Example Locations

Hotels, universities, train stations etc.

Apartment blocks, B&I locations, and breakrooms

Customer Policy Features

The NEW customer policy settings adjust the users experience through control measures such as “penalties” and audio cues based on user behavior.

The below user scenarios highlight the main differences in these policy levels.

User Scenarios

Remove multiple products from same shelf

Customer is prompted to “Scan” subsequent product and **penalty** applied

All items will be added to cart and will appear on IDG display

Remove multiple products from different shelf

Customer waits for “Beep” after each item

Customer can choose multiple at once

Places item back in wrong place

“Wrong Placement” audio cue + **Penalty**

“Wrong Placement” audio cue removed from cart

Removed from cart - no audio cue

Introduce foreign products into cooler

Customer prompted to “Remove” item - **Penalty** applied until removed.

Return product to correct shelf with multiple products in cart

Customer **MUST** scan each item individually before returning

Customer can place items back in any order of selection, if uncertain, audio will prompt user to scan