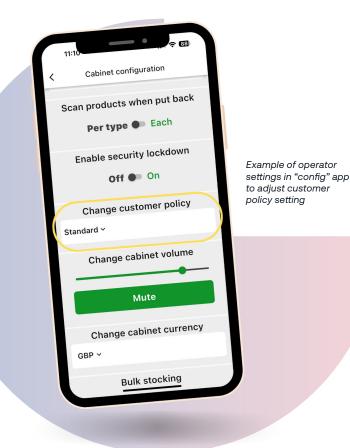
## **PicoCooler Breeze**

# 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.



## **Customer policy settings guidelines:**

## **Typical Scenarios**

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

#### **Example Locations**

Hotels, universities, train stations etc.

Most Strict

Customer Policy Settings (User Experience)

### Most Smooth

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

Apartment blocks, B&I locations, and breakrooms

## Contact us today 365international@365smartshop.com



# 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	Strict	Standard	Smooth
Remove multiple products from same shelf	Customer is prompted to "Scan" subsequent product and <b>penalty</b> applied	All items will be added to cart and will appear on IDG display Customer can choose multiple at once	
Remove multiple products from different shelf	Customer waits for "Beep" after each item		
Places item back in wrong place	"Wrong Placement" audio cue <b>+ Penalty</b>	"Wrong Placement" audio cue removed from cart	Removed from cart - no audio cue
Introduce foreign products into cooler	Customer prompted to "Remove" item - <b>Penalty</b> 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	

