



Retail Returns Data

How Big Data is Used to Track and Manage Retail Merchandise Returns



Bio



- ▶ Founder/CEO
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Returns

A pain for Consumers and Retailers

Returns Data

- Original Transaction Number
- Sale Line Items
- Tender Line Items
- Discount Line Items
- Tax Line Items
- Sales Date
- Store Number
- Register Number
- Cashier Number
- Receipt Header



Returns Fraud

- Receipt Fraud
- Wardrobing
- Shoplifting with a Receipt
- Employee Fraud



Current Data used to Fight Returns Fraud

- ▶ Customers Drivers License
- ▶ Receipt Header
- ▶ Cashier Metrics
- ▶ Customers Return History
- ▶ Customers Buying Habits
- ▶ Sale Line Item Detail



Where is the Data?

- Fragmented across multiple RDBMS systems, mainframes and Data Warehouses
- Excel spreadsheets/CSV files
- Flat Files



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Data Security

- ▶ PII – Personally Identifiable Information
- ▶ PCI – Payment Card Industry
- ▶ Gift Card Compliance



POS Evolution

- Big Data Tools
 - Hadoop
- eCommerce Data
- Mobile Data
- Wearable Tech Data
- Location-Based Data
- “Live” Receipt Data
- Video





Questions?



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