Retail Returns Data

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

Bio

- Founder/CEO
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  - Freeing Returns
- Senior Java Developer
- POS SME
- Oracle Retail Gold Partner
- IRUG Advisory Council Member
  - POS Evolution
  - Omnicommerce/Omnichannel

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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

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

EVOLUTION *of* **POINT OF SALE SYSTEMS**

Point of Sale Systems have changed the way society functions. Along with each new variation on the P.O.S. System comes a totally new societal change.

Questions?

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