
Nedap Retail

Loss Prevention in Food



New Challenges New Opportunities

In an increasingly competitive market, food retailers continue to face the need to control and reduce shrinkage.

Food retailers focus on all segments of the market; including customers who want speed and customers who prefer the human interaction of the traditional checkout. Self-checkout and mobile scanning will therefore live side-by-side with traditional checkout.

The customers' search for more convenience and a better shopping experience makes shrinkage control a greater challenge.

Nedap's mission is to help you both control and reduce shrinkage economically and efficiently, and improve the customers' experience in your stores.



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EAS and the changing Checkout-line

The checkout line is the most important “real estate” in the store. It’s the checkout line where retailers have major investment and operating costs, it is also the place where your customers’ satisfaction can be increased or decreased.

Almost thirty years ago, innovative food retailers started converting some of their checkouts into self-checkouts. The new addition of mobile in-store scanning – using hand-held readers or mobile phones – offers customers a way to avoid waiting in the checkout line and, unlike the self-checkout, is fast enough for customers with a full shopping cart of goods. This is not only a major change in the customer experience, but also in your checkout operations and security.



Checkout

The checkout is the most important “real estate” in your store, therefore having the right customer-friendly EAS system is crucial.

Unwarranted EAS alarms can embarrass paying customers and reduce their positive shopping experience. If there is an EAS alarm at the checkout, staff can respond quicker and in a more customer-friendly way than an alarm at the exit.



Customer-friendly EAS

Offer your shoppers a welcoming, pleasant environment and optimally benefit from the preventive effect at the same time.



Dashboard & 1st line support

Nedap EAS systems offer real-time actionable data. The organization-wide dashboards enable you to monitor and benchmark all your stores remotely.



Powerful automatic upgrades

One of the most powerful features of our iSense systems are the automatic upgrades that ensure that you always benefit from the latest performance algorithms and new developments. We release a new firmware version at least once a year, this means our EAS systems actually improve over time.



Design

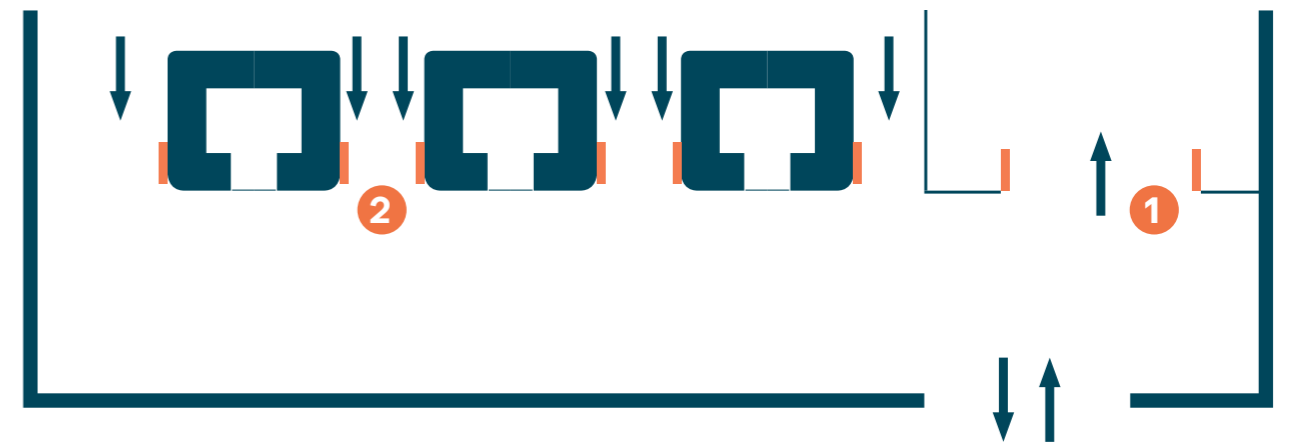
To offer a great instore experience Nedap has put a lot of effort into designing an elegant antenna. The antenna has a robust construction without compromising on the design of the antenna.

Entrance Solution

At the entrance into the shopping area ¹, Nedap provides an antenna that has metal and wrong-way detection. To offer a great instore experience Nedap has put a lot of effort into designing an elegant antenna. The antenna has a robust construction without compromising on the design of the antenna.

Checkout Solution

Nedap has developed an EAS antenna specifically for the checkout ², which helps you control and reduce shrinkage economically and efficiently, and improve the customers’ experience in your stores.

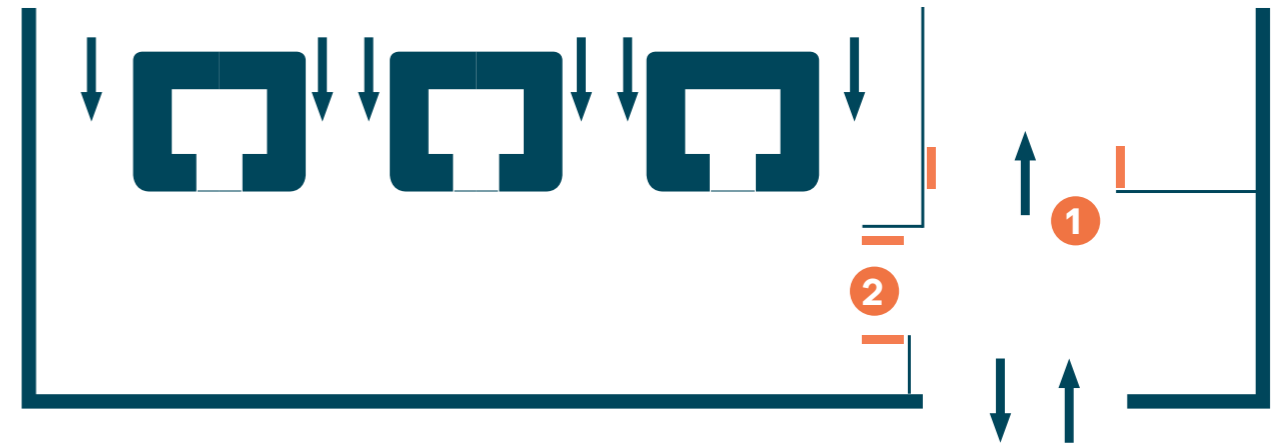


■ = Nedap EAS antenna



Entrance / Exit Solutions

At the entrance into the shopping area ①, Nedap provides the iL45 Lumen antenna. At the exit ②, Nedap provides the i45 antenna.a.



= Nedap EAS antenna

Convenience Store Solutions

Convenience stores and local stores can be protected with a pair of antenna at the exit/entrance door the iL45 Lumen is perfect for this – not only does it have excellent detection but different alarm sounds and lights for incoming and outgoing alarms as well.

Entrance / Exit

Depending on store design, antennas are more efficient when placed at the entrance/exit. Nedap offers reliable systems with many upgrade possibilities for both wide and small entrances/exits.



Incoming & Outgoing Alarms

To help store employees identify alarms, the antenna uses different signals for each alarm. This means that a store employee gets notified about where and what type of alarm is being signaled.



Wrong-Way Detector

To prevent customers from leaving by the entrance, the antenna provides a wrong way customer direction alarm. It's also possible to send an instant notification to a store employee.



Powerful automatic upgrades

One of the most powerful features of our iSense systems are the automatic upgrades that ensure that you always benefit from the latest performance algorithms and new developments, to boost detection performance and minimize unwanted alarms.



Dashboard & 1st line support

Nedap EAS systems offer real-time actionable data. The organization-wide dashboards enable you to monitor and benchmark all your stores remotely.



Deactivation at Self-Checkout

For many food retailers, a first step towards increasing customer convenience is to introduce the self-checkout. Most customers prefer stores that enable them to check out quickly. Therefore, speed and reliability are crucial. With Nedap's deactivator, self-checkout solutions and EAS systems can be used to their full benefit.



Deactivation at Checkout

Reliable deactivation is essential for your customers' satisfaction. Customers should never be embarrassed by EAS alarms for a product which they have paid for. The Nedap Smart deactivators work in a unique way, which gives them a greater deactivation range than other deactivators. Leading self-checkout suppliers prefer the Nedap Smart deactivator because of its power, reliability and additional features.



Largest deactivation range

The Smart deactivator works more reliably than any other deactivator. The Smart deactivator has a special 'detect mode' and only deactivates when a live RF label is detected.



User-friendly

Greater range means that your staff can continue to work fast and efficiently at the checkout, without having to ask themselves if an EAS label is on the product.



Customer-friendly hard tag detection

Deactivation can be limited to when the customer has started the transaction process.



Deactivation prevented outside the transaction

Deactivation can be limited to when the customer has started the transaction process.

Mobile Self-Scanning

Mobile-scanning in the store using a hand-held scanner or the customers own mobile phone is growing rapidly. This is a great step forward in reducing checkout lines. Especially for customers with a shopping cart full of goods, in-store scanning is rapidly gaining share.

Mobile-scanning presents a new range of security problems. "Normal" EAS labels using RF technology cannot be deactivated by the hand-held readers or a mobile phone. When an "in-store scanning" customer passes the current EAS antenna, the customer will experience an alarm even though they have paid for the goods. However, this can be avoided.

The combination of Nedap's top quality deactivation and huge experience with RFID provides a range of customer-friendly, secure and cost-efficient solutions.



Maximum convenience for customer

Consumers can receive real-time information about products, ingredients, shelf locations, prices, promotions and recommendations *while they are actually shopping.*



Boosting in-store efficiencies

Retailers can expedite the check-out process and increase store efficiency levels, requiring less staff time and reducing overall queuing time.



Smart cross-sell opportunities

Self-scanning allows retailers to roll-out smart cross-sell and upsell campaigns, introduce personalized pricing and collect valuable real-time insights about consumer behavior in order to optimize store layouts.



Expertise in Labels

Quality labels contribute to a positive consumer experience

Nedap's vision when it comes to labels and tags is ensuring we can contribute to a positive consumer experience by offering a seamless integration into existing retail processes, all the while keeping an eye on cost. Therefore, Nedap uses high grade materials so that the labels will work well in your stores. Nedap offers specific solutions to product categories that can be a challenge to secure.



Meat

- ✓ Microwave tested labels
- ✓ No performance loss due to detuning



Chilled & frozen products

- ✓ Labels that withstand cold and moist conditions over longer periods of time



Spirits

- ✓ Can be source-tagged with high-speed application



Health and Beauty

- ✓ Wide range of smaller labels
- ✓ Labels specifically designed for mascara

Labels

Nedap offers a complete portfolio of labels and tags to optimally protect your food and non-food products with a high theft risk. Nedap's labels are 100% quality checked to make sure the detection performance of the labels meets our high standards. Deactivation levels are constantly monitored so you can be sure that all labels can be deactivated flawlessly. Labels are offered in a wide range of size and shapes. Roll sizes, print and top layer materials can also be customized.

Tags

Our hard tag portfolio enables retailers to have a wide range of solutions which always feature the latest technologies and that are produced with state-of-the-art materials to effectively prevent theft. Just like Nedap's labels, all Nedap tags are checked on quality to make sure the detection performance reaches our high standards. Hard tags are offered in a wide range of size and shapes and can be customized as well.

Source tagging

The main drivers for Source Tagging are reducing operation costs, ensuring uniform quality and making sure your products are available on the sales floor as soon as possible.

Additionally, Source Tagging allows you to centrally define which items are secured. Nedap ensures that implementation of Source Tagging is a smooth process. This enables you to quickly reap the benefits but also makes sure Source Tagging is embedded in your supply chain for long term usage.

Nedap Source Tagging services include:

- ✓ Coordination of implementation
- ✓ Workshops & training for your employees
- ✓ Online ordering platform for your suppliers and local supply

Advanced Simplicity

Shielding

Shielding can be used behind the antenna to reduce interference coming from a certain direction. The shielding can also be used to optimally use the sales space, because it prevents labelled/ tagged items being detected behind the shielding.

Metal Detection

Nedap has integrated metal detection into our EAS antennas to detect anyone entering your store with these types of prepared bags or coats.

Customer Counting

Nedap counts visitors as they enter the store and provides reliable, real-time information to the Store Manager and (regional) headquarters.

Advertising panels

By equipping your EAS antennas with advertising panels, you can use the high traffic entrance area to attract passers-by into the store and draw attention to your marketing campaigns.

Crash Protector

The crash protection in stainless steel is designed to protect your EAS systems in harsh environments - against crashes from shopping carts and pallet trucks. The antennas are protected against crashes coming from all sides.



Nedap i37

Nedap has developed the i37 EAS antenna specifically for the checkout, which helps you control and reduce shrinkage economically and efficiently, and improve the customers' experience in your stores.

The Nedap i37 antenna is only 4cm thick and does not need the typical protection which can typically increase the space needed to 14cm. The thin version of the Nedap i37 antenna does not hinder the customer flow. To prevent damage but still make it transparent, it has a PET body.



Nedap iL33 Lumen

The Nedap Lumen iL33 is the first full Plexiglass antenna in the EAS product portfolio and features all light and color benefits that come with the Lumen line. The Lumen series features intelligent light and sound option; the multi-color LED's and the speaker allow for different alarming scenario's for different events like RF alarms, Metal Detection and the Wrong-Way Detection.

Nedap iL45 Lumen

Lumen antennas are fully tailored towards enhancing the user experience through its advanced LED light and sound options. The multi-colored lights and state-of-the-art speakers notify the store staff about e.g. RF EAS alarms, metal detection and wrong-way detection alarm direction (incoming or outgoing alarm).



Nedap i45

The Nedap i45 EAS antenna strengthens your store's look and feel. Its look can be completely customised to match the design of your brand or store, enabling a seamless integration into any store concept. All Nedap EAS antennas are equipped with state-of-the-art smart electronics that gather valuable information and offer integration possibilities with other security devices.

Our recommendations

- At the Checkout** Nedap i37 or Nedap iL33 Lumen
- At the Entrance** Nedap iL45 Lumen
- At the Exit** Nedap i45

Global Deployment Program™

Nedap has operations teams in APAC, EMEA and the Americas. These teams ensure that deployments and services in more than 120 countries comply according to the same high standard using our Global Deployment Program™.

These operation teams do this by actively endorsing, providing trainings and supporting our certified partners. Recently we have opened up an RFID LP Academy for all technicians so that they remain informed of the latest developments.

Together we have deployed our systems in more than 380000 stores successfully.

North- & South America
1 Nedap subsidiary
16 Certified Partners

Europe & Middle East
6 Nedap subsidiaries
69 Certified Partners

Asia Pacific
2 Nedap subsidiaries
31 Certified Partners



Meet the global leader in RFID

Nedap Retail is the global leader in RFID solutions for the retail sector. We offer smart RFID hard- and software that give retailers perfect inventory visibility and enable them to unlock their full omnichannel potential. Our mission is to make it simple for retailers to always have the right products available. That shoppers can find the specific products they want, wherever and whenever they want, because the products are in stock, on the right shelf and retailers have a single view on their inventory.

We help our customers to:

- ✓ allow customers to shop everywhere and return anywhere;
- ✓ allow shoppers to checkout anywhere in the store;
- ✓ minimize shrinkage, increase sales and boost customer loyalty.



Mission

We make it simple for retailers to always have the right products available



116 Business partners

Worldwide



Stock exchange

Since 1947



9 Offices

Worldwide



Founded

1929



Nedap Retail

Since 1974

Questions?

We have the answers

Every industry has its own unique challenges and opportunities. Nedap Retail creates unique solutions, geared to your industry, to help you take full advantage of social, mobile, cloud, and analytics as you transform your business.

Contact your local Nedap certified partner www.nedap-retail.com/contact