






ScanMaster

-  *LaneHawk Cashier Training Manual*
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LaneHawk Cashier Training Manual — ScanMaster

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LaneHawk Cashier Instructions

User Interface instructions for operating LaneHawk at Retailer

OVERVIEW

This document is designed to give the cashier basic instructions on how to process items detected by LaneHawk.

LaneHawk is a Bottom-of-Basket (BOB) fraud prevention system that detects certain items that customers have placed on the bottom of basket.

LaneHawk uses a camera to capture images of BOB items and to match these images against images stored in a database. Since some BOB items may be hidden from camera view, for example, behind other objects, it is important that the cashier verify the BOB items. For this reason, the POS system interface has been slightly modified to allow for proper processing of these items.

BOB item processing procedures DO NOT CHANGE with LaneHawk. Associates are always the best and first defense against BOB losses.

Please note: The LaneHawk Camera (iLCU) is not a scanner and will not read the UPC. It looks at the unique characteristics on the packages to recognize items.

BASIC PROCESS

When LaneHawk is operational and interfacing with the Point of Sale system, a “Shopping Basket Icon” will appear on the lower center section of the screen (*figure 1*). If you do not see the Icon, LaneHawk is not operational.

When LaneHawk has detected an item on the bottom of the basket, “Icon will turn RED” on the screen (*figure 2*).

The “RED Icon” indicates a BOB item(s) exists on the bottom of the basket. When the cashier hits the **Total key**, the BOB item(s) are presented on the “BOB dialog screen” as a BOB list and a picture of the item appears on the screen (*figure 3*).

*** Note: BOB items are usually processed at the end of the order, but they can be processed at any point in the transaction. ***

It is not necessary for the cashier to look for the “RED Basket Icon”, as LaneHawk will prompt the cashier at time of TOTAL if there are unscanned BOB items.



Figure 1
The LaneHawk system is operating and interfacing with the POS system



Figure 2
The LaneHawk system has detected an item on the bottom of the basket

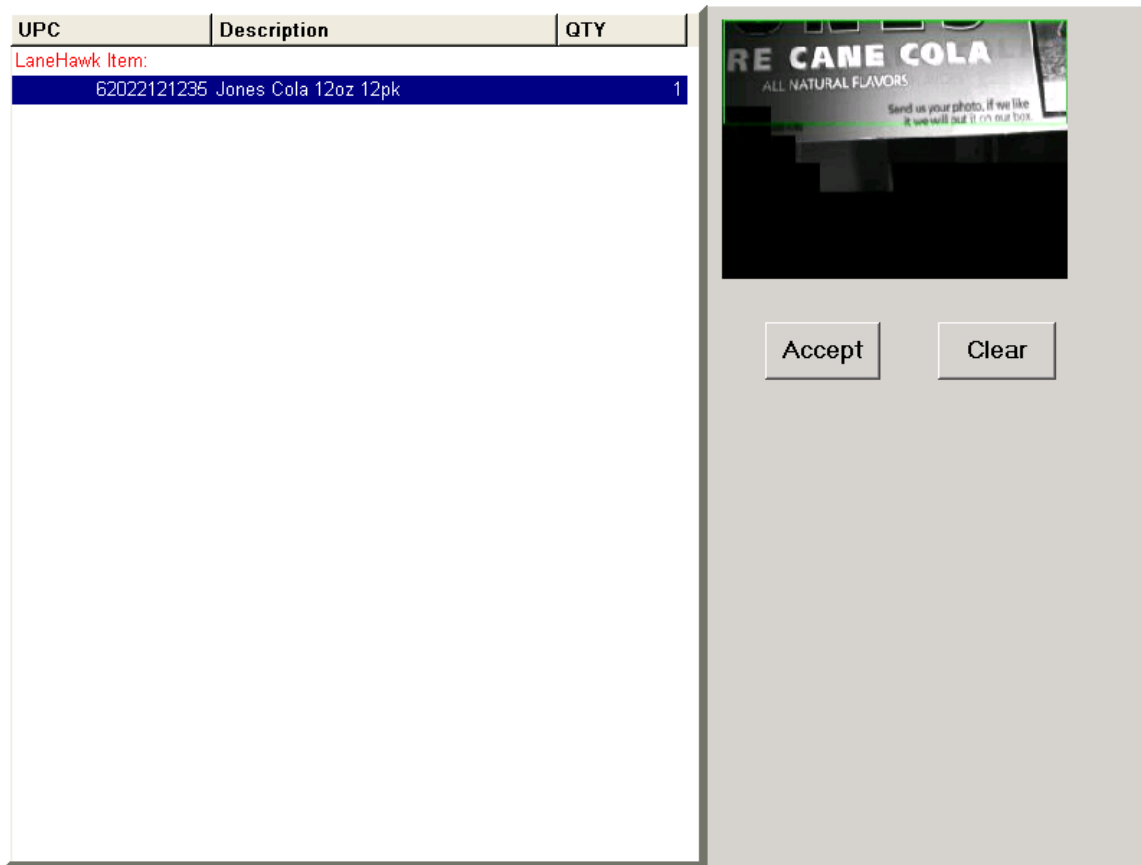


Figure 3
BOB items is displayed on the POS screen

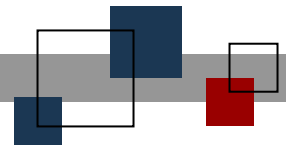
The BOB item must be accepted by depressing the “Accept Key” or scanning the product, or can be “cleared”.

Press **TOTAL key** to take payment for the order or continue scanning additional items.

DELETING A BOB ITEM

LaneHawk can detect items that the customer placed back under the basket after they have been previously rung. In these cases, the LaneHawk item needs to be deleted from the screen. By using the “clear” key sequence above, the highlighted item is deleted from the BOB list and the next item on the list is highlighted. If no additional items are present on the BOB List, the system will return to the receipt screen.

1. A “the RED Basket Icon” in the lower center on the receipt screen indicates that LaneHawk has detected items on the bottom of the basket. To process these items, press the **TOTAL** key.
2. Depress the “Accept Key” or “Scan” the item to ring BOB item it will be removed from the BOB list.
3. All items on the BOB list must be scanned or cleared
4. **Always visually verify that all items on the bottom of the basket have been added to the order.**



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