GROCERY INDUSTRY

REDUCING THEFT IN SELF-CHECKOUT LANES

SAFETY TIP OF THE MONTH

Self-checkout lanes are associated with speed, convenience… and shoplifting. Retailers can take steps to reduce theft while keeping their lanes open.

The State of Self-Checkout Shoplifting

According to a 2025 Lending Tree Survey:

- 27% of people admit to purposefully taking an item without scanning it.
- 36% of people admit to accidentally leaving with an unscanned item.
- 42% of admitted self-checkout thieves say it's gotten harder in the last year. They cite:
  - Increased employee monitoring (61%)
  - Cameras or AI monitoring (49%)
  - More sensitive weight/scale verifications (42%)

Deterring Shoplifting at Self-Checkout Lanes

Sufficient Staffing
Position an employee in the self-checkout area to help people – and prevent them from stealing. This employee should avoid leaving the area.

Check Receipts
Have an employee stationed at the exit to check receipts. In addition to catching shoplifter, this may deter some thieves.

Weight Sensors
A system that verifies the weight of items in the bagging area can detect items that have not been scanned, either intentionally or accidentally.

Cameras
Install cameras at each self-checkout kiosk – and let customers know that they are being watched and recorded.

Artificial Intelligence
AI-powered camera systems can help identify reg flags that could indicate someone is shoplifting.

Training
Educate your staff on how to respond to shoplifting without escalating the situation.

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