



Automated checkout difference management

Reporting of cash discrepancies in retail

The recording of differences in the cash register balance after checkout closing is carried out in the Axon.ivy Digital Business Platform. The corresponding process for the clarification of this cash discrepancy is started automatically by forwarding and processing by the responsible departments. Thus, all steps are logged and proper handling is ensured.

Challenges

- Replacing a legacy on-premise solution in need of modernization
- Decentralized nationwide retailer with many branches
- Processing rules need to support both legal requirements and corporate governance

Highlights

- Solution created directly by customer with low-code approach
- Effort reduction and time savings in the processing of cash discrepancies of up to 70%
- End-to-end process, including holidays and absence management for escalation rules

Solution with Axon Ivy

- Intuitive web application to manage store cash discrepancies across banks, safes, and checkout
- Use of a Business Rule Engine (BRE) to assign tasks in case of discrepancies
- Dashboard for transparent display of all discrepancies, broken down by branches

Reasons for Axon Ivy

- Seamless integration into the IT infrastructure
- Rapid, agile implementation across branches with low training effort
- Easy to deploy in the Google Cloud Platform
- Integration in a Kubernetes infrastructure (Docker Services)

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