RetAI — Expanded Pilot Overview
Encora Enterprises Inc.

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1. Overview
RetAI™ is Encora's AI-powered automated returns kiosk designed for malls, retailers, and campuses.
It replaces manual counter-based returns with:
- Multi-angle photo capture
- Precision weight verification
- AI-powered fraud checks
- Webhook-based refund decisions

RetAI eliminates long lines, human error, and return fraud.

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2. Why It Matters
- Retailers lose billions per year to return fraud and inefficient manual processing.
- Human review at returns counters is slow, inconsistent, and expensive.
- RetAI provides automated, consistent, evidence-based intake with full audit history.

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3. How RetAI Works
Step 1 — Identify
Customer scans QR code or enters order ID to start the return.
Step 2 — Deposit
Kiosk auto-opens the correct slot and locks after deposit.
Step 3 — Evidence Capture
- Multi-angle photos
- Item weight
- Packaging verification
- Optional reason code

Step 4 — AI Evaluation
RetAI analyzes:
- SKU match
- Condition
- Damage indicators
- Weight deltas
- Fraud patterns (switch-outs, empty box, fake labels)

Step 5 — Decision
Return is automatically:
- **Approved**
- **Denied**
- **Sent for review**

Step 6 — Sync
Retail POS/OMS is updated via webhook and refund/credit is triggered.

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4. AI Evidence Engine

- SKU/condition computer vision
- Packaging validation
- Weight verification
- Fraud scoring model
- Duplicate-attempt detection
- Empty-package detection

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5. Integrations
RetAI works with all modern commerce systems:
- Shopify
- Square
- Lightspeed
- NCR
- Oracle Retail
- Custom OMS systems

Integration via API/webhooks — **no POS rip-and-replace required**.

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6. Pilot Scope
- 1–3 kiosks
- In-store or mall corridor
- 30–90 day test
- POS sandbox connection
- Weekly analytics and insights
- Optional: customer experience survey

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7. Metrics Delivered
- Time saved per return
- Auto-approval rate
- AI accuracy vs. human review
- Fraud attempts blocked
- Packaging recovery
- Carbon and waste impact (optional)

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8. Pilot Requirements
- **Power:** 120V
- **Space:** 3ft x 2ft footprint
- **Connectivity:** WiFi or LTE
- **Setup time:** ~45–60 minutes

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9. Pilot Pricing
- **Hardware:** included for pilot
- **Software:** $1,500–$2,000 per kiosk per month
- **Analytics add-on:** $250 per month

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10. Next Steps

1. Select pilot location
2. Approve kiosk placement
3. Connect POS sandbox
4. Launch within 2–3 weeks