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I had the DTT surveillance system installed in my stores in January 2008. I have a multi-camera system and one camera monitors all cash register transactions while another camera is dedicated exclusively to the safe. In the past 27 months, I have seen significant declines in cash register shortages in both stores. We went from costly swings in over/shorts to a reasonable and acceptable level almost overnight. The monitor is positioned in the rear of the store over the desk and it is a constant reminder to all employees that they are continuously being monitored each time they walk by.

I also opted for the POS (point of sale) system and the audio recording of all transactions at the register. This system allows me to view each transaction as it is being entered into the register and I can observe the exchange of money between the employee and the customer. I also have a daily report of voids for each store. I am now able to review each one to determine if the void was legitimate or if it is cause for concern.

I have found the audio recording to be particularly helpful. If I have a complaint from a guest regarding customer service I can review the audio and hear exactly what transpired between the customer and the employee. There have been instances where I have been able to support my employee and other situations where I used the interaction as a teaching tool to improve our service to our guests.

The last unexpected benefit I have found from using DTT has been with customers returning to the store and stating that they did not receive the correct change at the conclusion of the transaction. In each case I have been able to go back and review the tape and determine that they did indeed receive the correct amount of money from the employee at the register.

In conclusion, I have been extremely happy with DTT as well as their customer support. If I have a problem with the system, I am able to contact a support representative and get a timely resolution to the problem. I have no doubt the system has saved me a significant amount of money over the past two years. My employees have also expressed feeling safer having the DTT system in place so it is definitely a benefit to the staff as well as to me, the store owner.

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The opinions and assertions contained herein are the private views of the author and are not to be construed as reflecting the views of Auntie Anne's, Inc.

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