



## BOARD VIEW

# Retail Edge - AI Refund Approval

**Suite:** Operational Edge Governance Suite   **World:** Retail Edge Governance   **Outcome:** SAFE DEGRADE

## What happened (execution intent)

POS is about to refund 3,800 USD to original tender.

|                                   |   |
|-----------------------------------|---|
| <b>Status quo</b>                 | Fraud signals can spike after approval momentum begins; frontline staff are pressured to complete.  |
| <b>AI shift</b>                   | AI optimises customer experience by approving refunds instantly; fraud adapts to speed and pressure.  |
| <b>Judgement Spine difference</b> | Judgement Spine governs POS decisions under pressure. When tender cannot be verified or fraud score spikes, it returns SAFE DEGRADE: store credit proceeds now; cash-equivalent refund routes to supervisor with time-boxed approval. |
| <b>Impact</b>                     | Keeps the line moving while preventing fast loss; evidence exists before money leaves the register.   |

## Decision summary

|                        |  |
|------------------------|--|
| <b>Outcome</b>         | SAFE DEGRADE   |
| <b>Bounds enforced</b> | <ul style="list-style-type: none"><li>- store credit allowed</li><li>- cash-equivalent refund held</li><li>- supervisor approval time-boxed</li><li>- evidence preserved</li></ul> |
| <b>Escalation path</b> | Route to supervisor; if not approved, customer receives store credit only.   |

## Proof you can produce in 60 seconds

1. Open WOW\_PACK/OPEN\_ME.html (offline).
2. Select this scenario and click Replay (90 seconds).
3. Open Regulator View and Dispute Pack PDFs.
4. Run verify\_manifest.py to confirm integrity (hashes + signature if available).

**Evidence Pack ID:** JSP-PUBLIC-20260302-RETAIL\_EDGE\_-0001   **Control plane demos:**  
<https://judgementspine.com/control-plane-demos>

Note: This is a public, redacted, illustrative pack. The structural claim is about runtime authority, bounded autonomy, and proof written before consequence.