

Loss Prevention Best Practices

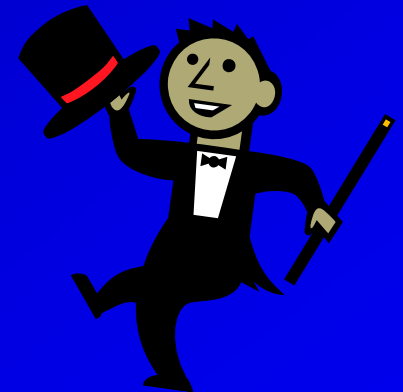
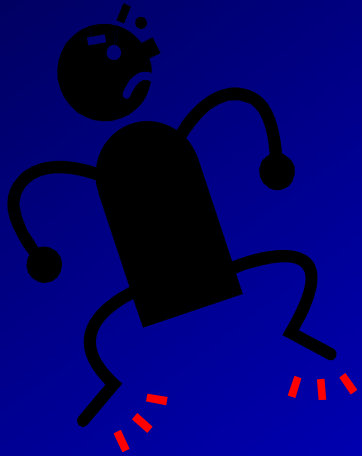


Always Remember....

Learning does NOT take place

UNTIL

behavior changes



People Do Not Change



UNTIL...

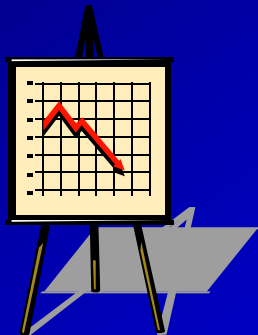
***the pain of staying the same
is greater than the pain
of the change!***

It Begins With



HIRING

TRAINING



LOSS PREVENTION

According to Departments of Labor and Commerce...

30% of All Business Failures are the Result of Poor Hiring Techniques

- Falsify employment applications = 35%
- Falsify information on resumes = 45%
- Falsify name, social security number, or driver license = 1/20

Embezzlement...



\$15 BILLION INDUSTRY!



Reasons Shrink is Rising

STOP

EMPLOYEE

Vendor Theft

Shop Lifting

Paper Work Errors

Theft

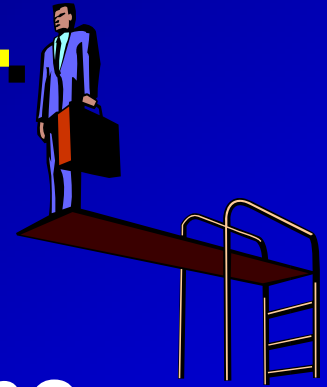
Why DO People Steal?

- Need
- Opportunity
- Justification
- Lack of fear
- Others do it
- Lack of accountability

BECAUSE THEY CAN!!!

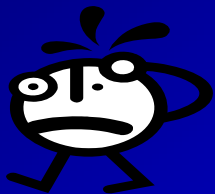
- Substance abuse
- Greed
- Cannot resist temptation

RISK FACTORS....



Instilling in someone the
FEAR of CONSEQUENCES

for a future action
they wish to take.



Without Structure We Have Chaos!

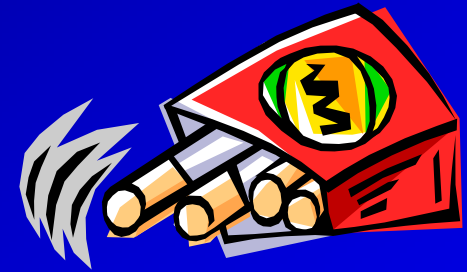
Without structure we have chaos

***DON'T* allow the thief
to be a silent partner in the
profitability of your store!**



Controllable Commodities

- Cash
- Cigarettes
- Money Orders
- Lottery
- Drive Offs



Signs of Stealing



- Cash related signs
- Excessive No Sales
- Excessive Item Corrects/Voids
- Excessive number of returns/refunds
- Excessive coupons
- Quantity sales discounts
- Tally sheets
- Working from open drawer
- Cancelled prepays

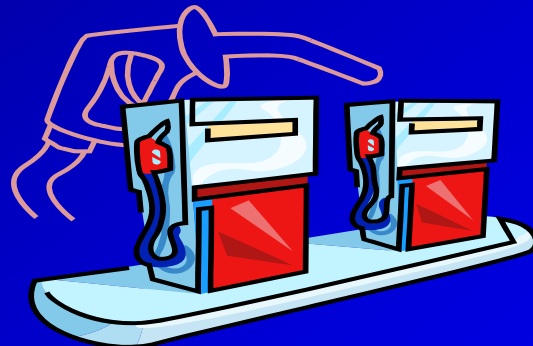
Signs of Stealing (cont.)

- Lottery
- Excessive price overrides
- Depressed dollar amount of merchandise sales
- Blocking register windows
- Violations of standing operating procedures
- Markers



Drive-Offs

- Technology and Drive-Offs
- Customer Loyalty Cards
- Credit Card Only Pumps



Drive-Offs

- Employee Theft or Customer Theft?
- Cost to Retailers
- 2004: \$237 Million*
- \$2,141.00 per store*
- 1 out of every 1,100 fill-ups results in a Drive-Off*
- *NACS Statistics



Recommendations

How to Reduce Drive-Offs Immediately

- Establish eye contact with customer before authorizing the pump.
- Use intercom system to identify and welcome customers
- Ask all customers for fuel payment.
- Keep fuel islands well lit.

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