

INVENTORY SHORTAGE CONTROL

(Identifies transactions in which items were line item voided, error corrected, aborted transactions, memory transactions with voids or corrections, price overrides, and refund / return transactions.)

REVIEW VOIDS

1. Click Point of Sale
 2. Click View Voids or Print Voids
 3. Select a Day
 4. Review for Increased Activity, Trends, and Unusual Transactions
 5. Note Any Questionable Voids, ABORTS, Memory Transactions, \$0.00 Sales, etc.
 6. Use the DVR / Camera System to Verify Questionable Items.
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REVIEW ELECTRONIC JOURNAL FOR NON-SCANNED SALES

1. Click Point of Sale
2. Click View Electronic Journal
3. Select A Day
4. Click "NO" For Search Criteria
5. Click On The Find Icon (Magnifying Glass With Question Mark)
6. Enter **merch** In Find What Area
7. Click On The Find Icon (Magnifying Glass With Question Mark)
8. Click Find Next
9. Continue Process Until All Are Reviewed For The Day
10. Scroll Highlighted Bar Back To The Very Top Line
11. Click On The Find Icon (Magnifying Glass With Question Mark)
12. Enter **groc** In Find What Area
13. Click On The Find icon (Magnifying Glass With Question Mark)
14. Click Find Next
15. Continue Process Until All Are Reviewed For The day
16. Note Any Questionable Items Such As Penny Sales (.01, .02, .03, .04, .05), Odd Price Points, Returns, Or Even Dollar Amounts
17. Use the DVR / Camera System to Verify Questionable Items

(Helps identify non-scanned sales that could be set up in the System or have a button made on the register. Also identifies penny sales or unusual non-scanned activity.)

Other searchable terms that can be helpful and utilized in the find line are:

- Memory
- Price Override
- Drawer (For Drawer Violation)
- Return
- Abort
- No Sale
- Sale (For Safe Drop)
- Void
- Promo

(Analyzes days against each other during the same shifts to monitor fluctuations in sales, void \$, no sales, customer count, etc.)

SHIFT ANALYSIS CRITERIA

1. Click Back Office
2. Click Cash Management
3. Click On Shift Analysis Criteria
- 4 Select All Employees
5. Select Beginning Date Two Months Prior
6. Select Day of Week
7. Select Shift 1 And Print
8. Change Shifts And Print Until You've Completed All Shifts For The Day
9. Review And Analyze For Discrepancies
10. Discuss Discrepancies With S.A.s For Causes and Resolutions As Needed
11. Use the DVR / Camera System to Verify Questionable Items

(Allows You To Identify Each Time The Register Is Opened Without A Sale, Which Could Lead To Activity Such As Under Ringing Salas And Taking The Cash, Not Ringing Sales At All And Taking The Cash, And Taking Cash From Voided Sales)

NO SALES

1. Click Point Of Sale
 2. Click View Electronic Journal
 3. Select A Day
 4. Click "YES" For Search Criteria
 5. Select NO SALE From "Type Of Sale" On The Bottom Right Of Screen
 6. Review Arid Analyze For Excessive Activity
 7. Use the DVR / Camera System to Verify Questionable Items
- *****Each Store Is Different, But 2-3 Pages Is The Average For Normal Activity*****

(Enables you to review all items returned at the POS and verify the legitimacy of these refunds through review of the DVR camera system of the electronic Journal)

RETURN TRANSACTIONS

1. Click Point Of Sale
2. Click View Electronic Journal
3. Select A Day
4. Click "NO" For Search Criteria
5. Click On The Find Icon (Magnifying Glass With Question Mark)
6. Enter return In Find What Area

7. Click On The Find Icon (Magnifying Glass With Question Mark)
8. Click Find Nest
9. Continue Process Until All Are Reviewed For The Day
10. Note Any Returns Completed For The Day
11. Use the DVR / Camera System to Verify Returned Items Are Legitimate

(Pulls each time the PLU inquiry button was used to check the price of an item and places this data with the next transaction that was rung on that register. The SKU # and time the inquiry took place is also noted)

PLU INQUIRY

1. Click Point Of Sale
2. Click View Electronic Journal
3. Select A Day
4. Click "YES" For Search Criteria
5. Select "PLU FNQUIRY" From "Type Of Sale" On The Bottom Right Of Screen
6. Review And Analyze For Suspicious Activity
7. Use the DVR / Camera System to Verify Questionable Items
8. This Can Help In Determining If An Item Was Actually Rung Up, Or If An Employee Was Pretending And Just Checking The Price

(Pulls each time an Age Verification Transaction is cancelled out on the register and places this data with the next transaction that was rung on that register. The SKU # and time the cancellation took place is also noted)

CANCEL AGE VERIFICATION

1. Click Point Of Sale
2. Click View Electronic Journal
3. Select A Day
4. Click "YES" For Search Criteria
5. Select CANCEL AGE VERIFICATION From "Type Of Sale" On The Bottom Right Of Screen
6. Review And Analyze For Suspicious Activity
7. Use the DVR / Camera System to Verify Questionable Items
8. This Can Help In Determining If An Item Was Actually Cancelled, Or If An Employee Was Pretending And Just Collecting The Cash For Their Own Personal Gain (Theft)