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WAYS TO KEEP PROFITS IN YOUR REGISTER

SPOT THE SIGNS FAST

For quick service restaurants, protecting the bottom line means preventing losses—especially those caused by employees. Employee-caused losses can include operational performance issues and collusion with vendors, robbers, and burglars, but simple cash transactions are more often the source of employee theft in restaurants.

Using your existing Envysion exception reports, you can easily spot some of the most common types of point-of-sale transactions at high risk for employee cash theft.



1. VOIDED SALES

What makes a void so susceptible to theft is that the transaction did not actually happen and is not recorded on the books, so employees can simply relieve you of the cash overage, and everything seems to balance.

WHAT TO WATCH FOR:

- Did the customer walk away with purchased items?
- Is there a customer on the other side of the counter when the void occurs?
 - Is the employee pocketing the cash or making a tally to take later?

2. ZERO DOLLAR OR SMALL AMOUNT TRANSACTIONS

These small amount transactions can, at first glance, look valid, but under closer scrutiny, you may discover a problem.

WHAT TO WATCH FOR:

- Did the customer receive items when the receipt shows a \$0 total?
- “Sweethearting,” or giving away food without a charge: Did the customer receive more food than was purchased, e.g., an entrée, side, and drink, but only paid for a drink?
- Did the customer pay for food on the previous transaction, and then remember to add a small value item like a drink?



3. ZERO DOLLAR OR SMALL AMOUNT TRANSACTIONS WITH A COUPON

Zero dollar or small amount transactions with a coupon or a comp is another way to build a cash surplus for theft.

WHAT TO WATCH FOR:

- Is the coupon item in the transaction as a sale?
 - Is the coupon for a current promotion?
 - Is the coupon generic?
 - Was the coupon added after subtotal?

4. “NO SALE” TRANSACTIONS

“No sale” transactions are an easy way for employees to open the till.

WHAT TO WATCH FOR:

- Did the customer receive food that was rung in as a “no sale”?
 - Is the employee alone or isolated?
- Did the employee pocket cash or leave it on top of the register and come back later to pocket it?
 - Was the “no sale” caused by a customer?



5. CASH REFUNDS

Like the other high risk transactions, cash refunds are a relatively easy way to get at cash.

WHAT TO WATCH FOR:

- Is a customer and an item present at the time of the refund?
- Does the video of the item being returned match the receipt?
- Is the person doing the refund authorized to perform refunds?
 - Was the refund done before or after business hours?



SPOT THE SIGNS — *FAST*

Using exception reports in Envysion's video-based business intelligence solution, you can quickly spot signs that your employees may be stealing, and then click on each instance to watch and listen to corresponding video and audio to find out what's really happening in your restaurants.



ABOUT ENVYSION

Envysion is a leading provider of video-driven business intelligence that enables store owners to protect their investments through loss prevention and grow their business through improved customer service, training and sales. Envysion's scalable video platform gives store owners, loss prevention and customer service managers, the ability to quickly spot, and address, problem areas, with data and video context around events, available through the cloud. Users gain insights into every store, every hour, every minute, behind every transaction and customer encounter.

Founded in 2006 with the simple idea that businesses could operate more effectively with better visibility into what is happening in their locations, Envysion has since been recognized with a Stevie® Award, a Red Herring Global: Top 100 Winner, TiE50 Award, 10 IT Security Companies to Watch from Network World, a VON Magazine Innovator Award, and the Deloitte Technology Fast 500™. www.envysion.com

Instant. Unfiltered. Actionable Video Intelligence Every Day.