



STOPPING PHONE SCAM FRAUD IN REAL TIME

HOW WINGSTOP STOPPED A \$7,000 PHONE SCAM IN UNDER 18 HOURS



COMPANY OVERVIEWS

Envysion®
a Motorola Solutions Company

Provides cloud-managed video solutions and loss prevention auditing that help restaurant operators protect revenue, reduce loss, and ensure operational safety and security.



Wingstop (Emerald Wings):
A multi-unit Wingstop Brand Partner actively expanding its store footprint across growing regional markets.

THE CHALLENGE

Protecting Profits Across a Fast-Growing Multi-Unit Footprint

For Regional Director of Operations Cory Porter and Managing Partner Saad Usman, protecting revenue comes down to catching small issues before they turn into major losses. Keeping tight control over store operations across multiple markets is a balancing act, and scaling a restaurant enterprise introduces specific risks that make store oversight critical:

- **Multi-Store Management**
Tracking performance across 16 store locations while managing register activity, cash, and daily sales metrics
- **The \$7,000 Phone Scam**
A scammer posing as corporate support tricked an employee into processing 31 unauthorized credit card refunds at the register
- **Late-Night Vulnerability**
Scammers target closing shifts when leadership isn't on-site, hoping suspicious register activity goes unnoticed until after daily transactions are finalized overnight
- **Time-Sensitive Proof**
Wingstop needed immediate proof that the cashier was manipulated (not in on the scam) so they could stop the refunds before the credit card company processed the funds

THE SOLUTION

Fast Audit Turnaround & Video Proof That Settles the Case

Wingstop relied on Envysion's cloud video platform and auditing services to protect store revenue. When a late-night incident occurred, leadership moved quickly to achieve a video-documented resolution:

STEP ONE

Morning Reports Review & Flagging the Anomaly

During routine morning reviews on the Envysion Dashboard, the store manager noticed negative sales metrics. They immediately alerted Regional Director Cory Porter, who investigated the suspicious refunds and confirmed the scammer's callback number was disconnected.

STEP TWO

Engaging Envysion's Audit Services

Because Wingstop opts into Envysion's Audits, leadership contacted the audit team to pull POS-synced video footage and reconstruct the full timeline of events.

STEP THREE

POS & Video Audit for Non-Collusion

Envysion's certified auditors cross-referenced transaction logs with store video to determine if the cashier was involved. Footage showed the cashier visibly confused and distressed on the phone while moving between registers, proving the employee was manipulated under intense pressure rather than co-conspiring.

STEP FOUR

Submitting Bulletproof Documentation

Envysion delivered an audit summary confirming non-collusion. Wingstop submitted these findings to their credit card processor, providing the proof to reject the fraudulent transactions.



Scammers target closing shifts because daily transactions finalize overnight. By the time morning comes, those refunds are usually processed and settled, making it harder to stop the financial loss if you don't catch it immediately.



— Cory Porter
Regional Director of Operations,
Wingstop (Emerald Wings)



Envysion's findings matched what our on-site team observed. Proving that our employee wasn't part of an internal scheme gave us the evidence we needed to present our case to the credit card company and successfully reject those refunds.



— Saad Usman
Managing Partner,
Wingstop (Emerald Wings)

THE RESULTS

\$7,000+ Saved in Under 18 Hours & Long-Term Risk Defense

Combining daily operational oversight with Envysion's video and auditing services delivered financial protection and long-term risk mitigation across Wingstop stores:

✓ \$7,000+ Recovered

Acted within an 18-hour window to stop all 31 fraudulent transactions before daily batch settlement, securing full fund recovery for the Wingstop locations

✓ Protecting Employees

Clear video auditing proved the cashier was victimized under pressure rather than complicit, protecting employee trust and preventing unfair coaching or termination

✓ Continuous Store Oversight

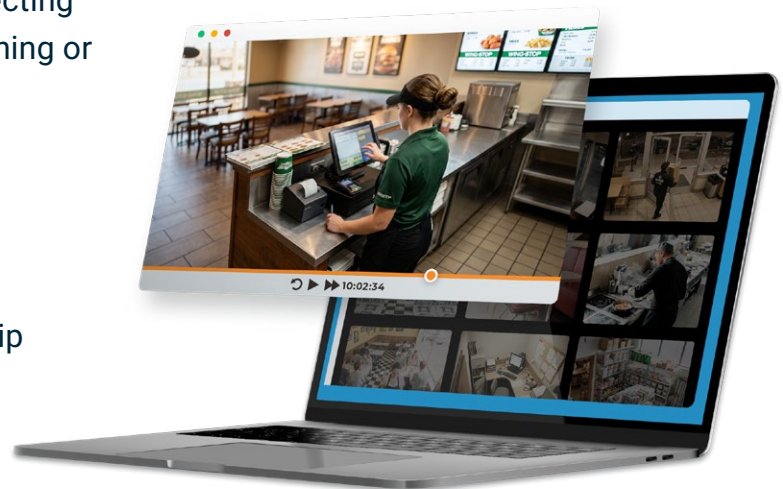
Video auditing sets a high standard of operational discipline across all Wingstop locations, signaling to teams that leadership has visibility into register activity



The system pays for itself, plain and simple. Whenever an issue arises, Envysion gives our team clarity down to the finest detail. It provides the insights we need to solve problems and protect our business.



— Cory Porter
Regional Director of Operations,
Wingstop (Emerald Wings)



PROTECT YOUR LOCATIONS FROM SCAMS

Partner with Envysion to give your team the visibility, video proof, and loss prevention auditing needed to protect your bottom line.

envysion.com/demo

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