

CASH CONTROL

We are getting right down to the dollar here! Lack of cash control and accountability can directly throw your profit right out the door if policies are not implemented and monitored for compliance. Cashiers should be well trained to operate the register in your business. Clerks who are unfamiliar with the register can ring up wrong amounts or ring sales under the wrong category. When this happens your inventory will not be accurate.

Regular cash pick ups should be done to keep the least amount of money in the register.

Register areas should be free of clutter to prevent bills from sliding under objects.

Rolls of coin should be opened when needed. A cashier will be less likely to make a counting error with fewer coins to count.

Keep bill trays consistent. Don't move denominations from the left to right side of the till. This can cause confusion and result in a the wrong bill being given as change.

\$50.00 and \$100.00 bills should be removed from the register as soon as possible. Most register tills don't have a slot for the larger bills. They could easily be given in error as change.

Balance drawers on a regular basis. At shift change have employees count the drawer. Discrepancies should be reported immediately.

Review check acceptance and credit card purchase policies. Valid state issued ID should ALWAYS be obtained with credit purchases. Signatures should be compared with the back of the card.



DIAL
911

For EMERGENCIES

Information Compliments of

Macungie Police Department

21 Locust Street
Macungie, Pennsylvania 18062

(610) 966-2222 Administration
(610) 965-4878 FAX

www.macungiepd.org

Loss Prevention & Shrink Reduction

Shrink reduction is a valuable key to a profitable business. Each year your business can lose hundreds or thousands of dollars in merchandise or profit to shrink. Out of code products, accounting practices, handling of merchandise carelessly and shoplifting are a few examples of what creates shrink and profit losses.

Most businesses have a policy in place to reduce loss. The information in this pamphlet can be used in addition to your company policies to help control losses due to shrink.



Put a stop to shoplifting!

Shoplifters assume they won't get caught. Your strategy is to prove them wrong. The following tips are simple suggestions that cost very little and are reasonably implemented .

- Alert employees are your best defense. Establish procedures for them to follow if they suspect shoplifting, and make sure they are familiar with shoplifting laws.
- Make sure you can see everything that goes on in your store. Keep counters low, no more than waist-high. Mount mirrors in corners so there are no blind spots.
- Arrange counters and display tables so there's no direct route to the exit. Place expensive items in the center of the store away from exits or behind counters.
- Arrange displays so that missing items are easily noticed. Place small items in neat rows or clearly defined patterns. Attach inventory alarm tags to expensive merchandise.
- Announce and observe a zero tolerance policy to prosecute shoplifters. The threat of being caught, questioned by police, put on trial and maybe even put in jail, may be enough to discourage shoplifters.
- CCTV, although not so inexpensive, can be worth the money. Cameras mounted in blind spots can easily be monitored at the checkout area.

Shoplifting and theft related incidents

Employees should be instructed on procedures in the event they suspect a theft has occurred. Unless properly trained by the company, employees should not attempt to apprehend suspected shoplifters. Call the POLICE.

What to do if shoplifting is suspected;

- **Know what the item is**
- **Know where it is concealed**
- **Make sure the suspect still has the item**
- **Don't confront the shoplifter unless trained or permitted to do so**
- **Obtain physical description, age, sex, race, clothing, vehicle, license plate number**
- **If you are involved in a physical confrontation with a shoplifter, let them go**
- **NEVER approach a shoplifter you suspect has a weapon**
- **ALWAYS watch the hands**
- **Write down as much information you can about the suspect before the police arrive**

What shoplifters use

- Bulky clothing: coats, pants and maternity outfits.
- Packages, bags, backpacks and purses are hiding places
- Baby strollers and diaper bags.
- Special props include hollowed-out books, fake casts, umbrellas, secret pockets, belts or hooks under coats.
- Folded newspapers or magazines are used to hide small or flat items.

What to look for

- Be aware of customers' hands their pockets, purses, and handkerchiefs.
- A stroller without a child inside.
- Notice open packages, purses, shopping bags, backpacks.
- Watch for customers who are nervous, have wandering eyes, are loitering or lingering in hidden areas.
- Watch groups of people, especially if a person tries to distract you.
- **ALWAYS TRY TO KEEP YOURSELF WHERE YOU CAN SEE AS MUCH OF THE STORE AS POSSIBLE.**