

## Discrepancies?

Contact management or the supervisor.

If management or a supervisor is not on site, tell the customer they need to leave their name, address and telephone number so they can be notified of a refund.

Tell the waiting customers you need to close the register momentarily.

Let the customer know that video surveillance is in place to protect them. You may even want to point to the camera in an attempt to get them to look at it.

Explain to the customer that you have a procedure to follow in order to balance the till.

Balance out the till. A customer who was legitimately shorted \$20.00 will be willing to wait a few minutes for the correction.

**Be cautious!** Scammers may wait until the business has lots of customers. They put the employee in a position where they may just quickly agree with them in order to continue serving a line of customers.

## QUICK GUIDE

- **Be IN CONTROL of your transactions.**
- Don't leave money laying around the register area.
- Avoid making change for large bills.
- Don't allow customers to "BULLY" you.
- Watch for several people speaking to you at one time.
- Look people directly in the eyes when speaking to customers.
- If a discrepancy is brought to your attention, close the register and call Management.
- Be cautious with foreign speaking customers.
- Watch for customers buying low priced items with large bills.
- **ALWAYS COMPLETE THE PURCHASE FIRST.**
- Count back the change.
- Carry yourself with Authority.

## Flim Flam & Money Scams

*Flim-flam.....to swindle  
by some fraudulent  
scheme.*

Macungie Police

21 Locust Street Macungie, PA 18062

**(610) 966-2222**

**EMERGENCY  
DIAL 911**

## Quick Change Scams

These are the most common type of scam an employee operating a cash register will encounter.

The “customer” will usually target a younger looking cashier. They will purchase small items or single “low dollar” items and pay with a large bill. In most cases a fifty dollar bill will be used since many businesses will not accept one hundred dollar bills.

The scam starts when the change is given back. When the employee turns their back they quickly put bills in their pocket. Some have been known to calculate the correct change and keep that money in one hand LESS \$20.00. The correct change is put in their pocket with the other hand. They will tell you they received incorrect change, ALWAYS CLAIMING THEY WERE SHORTED.

Other methods of scams will include several people. 2 or 3 people will be talking at one time to try and confuse the cashier. This scam often works on intimidation where you now have several people telling you they were short changed.

Some will claim they gave you a \$20 bill when you really only received a \$5 bill from them.

**Be ALERT! The scammers remember where they succeeded.**

## How To Avoid The Flim-Flam

- Carry yourself with authority.
- Be PROFESSIONAL.
- Remain in control of your transactions.
- Don't allow the customer to intimidate or bully you.
- Always finish one task before you start a second one. In other words, take and complete the order before making change for a customer.
- Take the money and make your change. Close the register if it is in reach of the customer. If it is out of reach then place the bill given ON the till. This will prevent the customer saying they gave a larger bill.
- **ALWAYS** count your change back to the customer and do it so they hear it. If they are not paying attention, get their attention. “Here is your change, sir or madam”.
- Deal with only 1 order at a time. Don't allow 1 person to order and another person ask you something unrelated to the order.

## What to do if a scam is suspected?

### **\*\* STOP \*\***

- Close the register
- Don't allow anything else to happen
- Call a manager
- Balance the drawer
- Refund if policy dictates
- Don't let customer intimidate you
- Don't let customer run the transaction
- Look customer directly in the eyes
- Note physical description, clothing, vehicle, license plate
- **Call police**