

Are you losing money due to staff EPOS fraud?



Void transactions
False refunds

POS / ATM 1 : Tek MA1350	
12:30:23 PM - Items	CATEND 11.25
12:30:30 PM - Items	CHANGE 0.00
12:30:30 PM - Items	1366 12:21TH
12:30:40 PM - Items	KITCHEN 7.50
12:30:40 PM - Items	SUBTL 7.50
12:30:45 PM - Items	TOTAL 7.50
12:30:45 PM - Items	CATEND 10.00
12:30:45 PM - Items	CHANGE 2.50
12:30:45 PM - Items	1367 12:21TH

Float increase

Stock shrinkage is not shrinking

No other form of crime costs more than employee theft.

Here are some statistics:

- Over 97% of shrinkage is undetected by retailers at the time of the crime or subsequently
- Shrinkage is rising dramatically, estimated to have doubled since 1986
- For every theft that is detected over 46 aren't detected
- Average annual losses (depending on retail category) are estimated to equate to 1 – 2.5% of revenue or 10 – 30% of net profit.

Whether you call it “Palming”, “False refunds”, “Void transactions”, “Void items”, “Sweet-hearting”, or “Float increase”—it’s all theft.

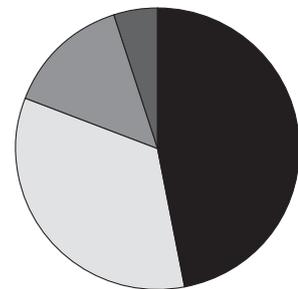
In the hyper-competitive and thin-margin world of retailing you have to tackle loss prevention head-on, or you’ll risk going out of business.

Combining EPOS & CCTV systems to combat theft

By associating video from your CCTV system with transactional data from your Electronic Point of Sale (EPOS) or Electronic Cash Register (ECR) system you can search for specific events and discover fraudulent activity. In other words, every transaction recorded by your register can be matched with video of that transaction. The video footage can then be used to determine who was responsible for the transaction and the actions they took during the transaction. It’s like being able to look over the shoulder of the teller.

Without video evidence it is difficult to ‘catch someone in-the-act’ and then even harder to prove it. These situations often turn into a ‘he-said, she-said’ stalemate. Employers need a means of detecting crime—and generating evidence sufficient for an employment court to dismiss an employee or a criminal court to convict.

Causes of stock shrinkage



- 47% employee theft
- 34% shoplifting
- 14% admin errors
- 5% vendor fraud



How does it work?

An ADPRO FastTrace video transmission unit is installed in each store and is connected to your EPOS system. ADPRO VideoCentral software is either installed in each store or at a remote location depending on whether investigations are conducted by in-store staff or, is as more common, by staff who need to easily access the data from another location. The EPOS data is linked to video footage recorded on the ADPRO FastTrace. You can then view video linked with suspect transactions such as Refunds or Voids from VideoCentral.

Detection to conviction in 4 steps.

- 1** Data from your EPOS system and video from the security cameras are recorded on the AFT unit.
- 2** Users with the necessary authority to access VideoCentral (e.g. Store Manager, Regional Manager, Loss Prevention Manager) can view video, synchronised with the transactional data from the EPOS.
- 3** If a staff member is being suspected of fraudulent activities, the user may observe them and the corresponding EPOS data in real time. Or, the user may define a search criteria (e.g. "VOID", or "NO SALE") and view stored video and transactional data associated with all matches to that search.
- 4** When anomalies are detected, the employee can be confronted with the persuasive evidence—they usually have no option but to confess. If you want to press criminal charges then the footage provides compelling tamper-proof evidence in a court of law.

What components do you need?



Additional benefits

An ADPRO video security system can offer the additional benefits of:

- Improved staff and customer safety. By periodic virtual guard tours or responding to duress button activations, a remotely-monitored ADPRO system allows trained Operators to view what's happening in your store. Interacting with the site via video and the Public Address system prevents situations from escalating to violence or damage.
- Verify alarms via video to ensure that Police are only dispatched when they need to be – and because you have a BS8418 compliant system – the Police will guarantee response.
- Obvious monitors deter shoplifters
- Securely connect to the system from anywhere in the world to check-up on store operations
- Investigate events such as customer slip-and-falls or staff accidents by reviewing stored video

1	Point of Sale system
2	CCTV cameras
3	ADPRO FastTrace video transmission unit
4	ADPRO VideoCentral Lite software
5	ADPRO Transaction Device Software Licence for the ADPRO FastTrace unit
6	Interface unit (to communicate between the POS system and the ADPRO FastTrace)
7	Communications device (e.g. ADSL router, ISDN Terminal Adapter or PSTN modem) if data being viewed remotely

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