

THE

# SOLUTIONS INSIDER



## Loss Prevention Solutions...

*Accuracy is the twin brother of honesty; inaccuracy, of dishonesty.*

- Nathaniel Hawthorne



### Simple Steps for Reducing Losses through Errors :

- You're not in a race, don't rush through transactions
- Scan and then bag only one item at a time
- After each transaction, get in the habit of counting back your customer's change
- Check regularly to ensure that all items are ticketed correctly, and take time to correct the ones that aren't
- While receiving shipments, carefully review invoices, and check to ensure all ordered items are present
- Ensure that all RTV or damaged merchandise is properly accounted for

## Working with Accuracy

As most of us are aware, nearly 15% of losses are a result of some sort of error; either system or human. However, when you really think about it, this is a pretty significant amount; especially when considering that the vast majority of mistakes are easily prevented.

Many simple yet avoidable inaccuracies occur while employees are working at the registers. It seems that far too many sales associates feel the need to rush through transactions. While efficiency may be appropriate during busier times, the need for accuracy always exists. So, maintaining an organized work area—especially at the registers—is vital for reducing errors and their resulting loss. Keep in mind that an organized work area enables efficiency and accuracy to coexist.

Speed is not only a catalyst for increasing error, but it is also unpleasant for your guests. It sends the subtle yet detectable message that you want them gone as soon as possible.

So what are some proven and reliable methods for making certain that errors are reduced? First of all, while at the registers, scan and then bag one item at a time. This method is essential when a customer is in the process of purchasing a large number of items. This approach not only ensures that all items are scanned, but it also ensures that a customer's items aren't scanned twice.

In addition, counting back change is another area where many sales associates tend to take shortcuts. Again, not only is it rude to shove change into a

customer's hand, it is also a great way to make a mistake; especially if you're rushing. Not only should you take time to carefully count back your customer's change, but you should also take time to thank them.

When it comes to ticketing, everyone has the responsibility to report incorrectly priced or ticketed items. Not only does this save the company from loss, it also saves you from upsetting your customers. Whenever you come across or scan an incorrectly priced item, make certain that it gets reported to management.

Remember, in order to reduce losses, everyone should make the effort to work accurately, efficiently and safely. You'll be glad you did and the company will too.

## While Shipping and Receiving

Working with accuracy takes on even greater importance and commitment if your position involves the receiving or shipping of merchandise. Nationwide, every year millions of dollars are lost as a result of inaccurate shipping and receiving. Whether it's store-to-store transfers, incoming warehouse shipments or returning merchandise to vendors, accuracy

is of critical import.

What are some proven methods for improving the accuracy of shipments? First of all, take time to carefully review the invoice. Check to ensure that all boxes have been received, and that all items are present. Then check to ensure that the billing amount is correct. Immediately make note of any shipment discrepancies, and report

them to the appropriate manager-on-duty.

Lastly, check to ensure that all items are accounted for when returning merchandise to a vendor, or when creating a store-to-store transfer. Be certain to ask a member of management about the correct shipping and receiving procedures for your company. Remember, accuracy improves profits...

