

THE SOLUTIONS' INSIDER

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PREPARING FOR THE HOLIDAY SEASON

Anyone who's ever worked in a retail environment certainly understands the holiday season is an especially hectic and busy time. Unfortunately, the thieves know this, as well. More so than ever, the holiday season is the time for retail employees to be increasingly vigilant. Anywhere from increased levels of shoplifting to credit card fraud, the retail thieves will be out in full force during the holiday season, but with a little prudence, we can go a long way in beating them at their own game.

It is with this increased threat in mind that we're distributing this month's issue of *the Solutions Insider*, and we're focusing on increased training and awareness regarding the amplified levels of theft and fraud that occur during the holiday season.

Greater levels of credit card fraud are associated with the holiday season, and aware employees

will go a long way in reducing these types of losses. Several things must occur in order to protect the company from losses associated with credit card fraud. First, be certain to ask all customers for a picture ID. Be certain to scrutinize the picture, and don't be afraid to ask questions. Secondly, be certain to obtain either a magnetic swipe read or an imprint of the card. Lastly, be certain to obtain the customer's signature, and compare it to the one that's on the ID.

As always, shoplifters are on the loose, but at increased levels. Be certain that you're on the sales floor helping your customers and preventing thefts. If you observe suspicious activity, be certain to provide superior customer service, and, when needed, call your manager to assist you.

Unfortunately, sometimes our coworkers fall prey to the temptation of easy holiday money, so

be on the lookout for signs of POS fraud. Are receipts being provided to customers? Have there been a lot of cash variances? Is a co-worker having money problems? Always talk with your manager if you observe signs of POS fraud, or suspicious activity or behavior.

And of course, the holiday haste increases the risk of more quick change artists and till tapping. Both of these types of theft involve stealing cash right from your register, and these thieves will try to pressure you; confuse you or even befriend you. Be certain to always keep your till closed, and if you do get confused during a transaction, call your manager.

Staying alert and knowing the signs of theft will go a long way to ensuring that you and your store have a fun and profitable holiday season, but it cannot be done without preparedness and teamwork.



PREPARING FOR THE HOLIDAY SEASON:

- **Credit cards:** always check customer ID and their signature. Always swipe the card or get an imprint.
- **Shoplifting:** Stay alert and provide superior customer service.
- **POS Fraud:** Is there a lot of cash variances, are your coworkers providing receipts?
- **Quick change Artists:** Be wary of small purchases especially when paid with a large bill, or customers who want to change small bills for a large one.
- **Till Tapping:** Keep your drawer closed and watch out for customers trying to distract or confuse you.

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