

The

Solutions Insider



Loss Prevention Solutions



Simple Steps for Cash Control:

- Carefully count back change to every customer.
- Close your register after each transaction and minimize the amount of time it's left open.
- Ensure that cash drops and deposits are verified and kept secured.
- Secure and control all of your safe and register keys.

Were you aware that the majority of cash losses result from a lack of adherence to established company policy? Quite frankly, cash losses are preventable, provided that all employees pay attention to company policy and a few other simple rules. First of which, don't allow your cash register drawer to remain open after a transaction is completed. The more time that your register is open the more likely a cash loss might occur. Pay attention to customers who make small purchases with large bills; usually a \$100. This is the hallmark of a quick-change artist, and they make every attempt to confuse unwary

sales associates. In the event that you become uncertain about a transaction, close your till and immediately call for a manager. After each cash transaction, always make certain that you count your customers' change back to them. This reduces the likelihood of a cash shortage, and it's just good old fashioned customer service. Furthermore, always pay attention to the bills that you're accepting from your customers; especially \$20's, \$50's and \$100's. These are the most likely bills to be counterfeited, and some customers may attempt to pass one. Use your counterfeit detection pens, but don't rely

solely upon them; learn and look for the other security features: watermarks, micro-printing, security threads and color-shifting ink. Most important, do not leave prepared cash drops or deposits lying around unsecured. Always make certain that all cash is properly secured inside a safe or in a register. Without question, sales associates that are well trained and prepared are better equipped to ensure that cash losses are prevented. Don't be a victim, be aware, and, if you're uncertain about procedures, ask your manager for more information on how you can help prevent cash losses, or ask for additional training.



From a Corporate Standpoint:

Corporate initiatives are an important element in the battle for controlling cash losses. For example, enacting policies and procedures that ensure the security of cash drops and bank deposits, and procedures that establish accountability for those who prepare and store

them. Part of this initiative involves appropriate safes which will provide adequate security for cash drops and deposits. For example, those safes that have a drop slot and a compartment that ensures daily drops and deposits are kept separately from the store's operating

cash. Most important, have a system in place that ensures that all appropriate members of the corporate management team are notified in the event that a bank deposit has been lost or stolen. Remember, when investigating cash losses, time is of the essence.