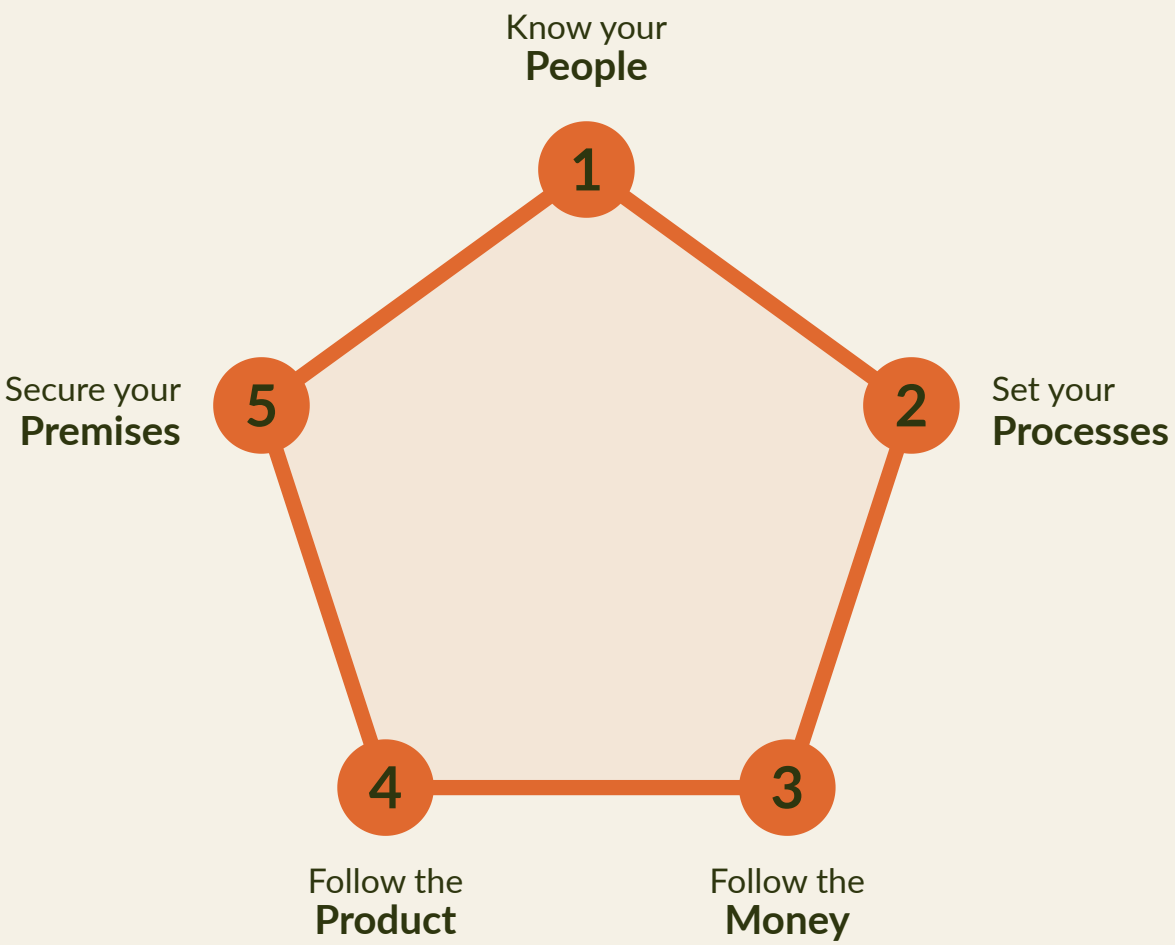
FIVE POINT
RISK GROUP

FREE - OWNER RESOURCE

Loss Prevention Holiday Review

Retail Edition

> Prepare before the rush, keep essential controls working during busy shifts, and follow through afterward.



Loss Prevention Holiday Review

Retail Edition

Prepare for busy periods, keep essential controls working during the rush, and follow through afterward. Use this review for the holiday period or event you choose. Check your records and routines, then record what needs attention.

REVIEW PERIOD _____

COMPLETED BY _____

DATE _____

BUSINESS OR LOCATION _____

HOW TO RECORD YOUR ANSWERS

◯ In place	◯ Needs correction	◯ Verify	◯ N/A	◯ Not due
You checked and found the described control working.	You found a missing, incomplete or inconsistently followed control.	You do not yet have enough information to answer.	The activity does not apply. Note why.	The task is scheduled for a later date. Record that date.

- Select one response beneath each question and record a note or due date when needed.
- A written procedure alone does not confirm that it is followed.
- Use “Not due” only for a future task, not an overdue one.
- No occurrence alone does not confirm a control is working.

WHAT THIS REVIEW COVERS

01 Before the rush
Questions 1 to 4. Preparations to check before the busy period begins.

02 During busy shifts
Questions 5 to 10. Reviews to keep on schedule through the busy period.

03 After the rush
Questions 11 to 14. Follow-ups with dates, then your results and action plan.

> These results describe only the items checked. They do not establish an overall risk level or confirm that losses have or have not occurred. Each question carries the name of the one area, out of the five, that it checks.

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Before the rush

Check these preparations before your selected busy period begins.

01

KNOW YOUR PEOPLE

Can you identify everyone who currently has access to your store's keys, codes, register logins and back-office systems, including seasonal coworkers?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Compare your access list with current assignments and the user or permission lists available to you. Record access types, never passwords or actual codes.

ACT

Identify any access you cannot account for. Remove only access that is no longer authorized, confirm the change, and update your list. Set an end date for every seasonal or temporary login.

NOTE / DUE DATE

02

SET YOUR PROCESSES

Does each planned busy shift have a named person responsible for opening, register and floor coverage during breaks, receiving, and closing?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Check the schedule for uncovered responsibilities, including breaks, shift changes and delivery windows.

ACT

Assign uncovered duties before the shift. Explain what must be handed over and who takes responsibility when the assigned person is unavailable.

NOTE / DUE DATE

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03

FOLLOW THE PRODUCT

Do you have a dated starting count for the high-value and seasonal items you want to track through the busy period?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Check the selected items, quantities and counting units, for example each, case or pack, and that the count is dated.

ACT

Count missing items before the busy period where possible. If it has already started, record today's count and date; do not treat it as an earlier starting balance.

NOTE / DUE DATE

04

FOLLOW THE MONEY

Do the people who can approve returns, refunds, voids, price overrides, markdowns and coworker purchases know the reason and approval each one requires?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Check the written rules and ask two people who hold approval rights to describe the steps for a return without a receipt and for a price override.

ACT

Correct any gap between the written rule and what they described. Give every approver the same rules in writing and keep them at the register.

NOTE / DUE DATE

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During busy shifts

Keep these reviews on schedule throughout the busy period.

05

FOLLOW THE MONEY

Have the register exceptions due for review been checked against their supporting details?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Review a recent shift's available records for applicable exceptions, such as returns, refunds, voids, no-sales, price overrides, markdowns and coworker purchases. Check the reason and authorization where required.

ACT

Review missed shifts and correct supported recording or processing errors. Assign unresolved items for follow-up and set the next review date. An unusual transaction does not establish wrongdoing.

NOTE / DUE DATE

06

FOLLOW THE MONEY

If you accept cash, can a recent shift's drawer closing be traced to its drops and prepared deposit?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Compare the cash expected from the register closing with the amount counted, dropped, retained for the next shift and prepared for deposit, allowing for documented cash movements.

ACT

Recheck an existing difference and correct supported errors. Address missing records or unclear handoffs, and confirm that prepared cash is stored using your authorized secure arrangement.

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07

FOLLOW THE PRODUCT

Are deliveries being counted against the purchase order or invoice before the merchandise is put away, with shortages, substitutions and damage recorded?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Compare a recent delivery with its order and invoice. Check whether the count happened before stocking and whether any discrepancy was recorded.

ACT

Submit outstanding discrepancies through the supplier's process and check that the agreed correction or credit arrives. Assign someone to count future deliveries before they reach the floor.

NOTE / DUE DATE

BUSY-SHIFT REMINDER

Keep cash within the drawer limits you set, record the reason and approval on every return, refund, void and price override, and count deliveries before they go to the floor. Move unfinished items to the action plan with a person and due date.

08

FOLLOW THE PRODUCT

Are damage, markdowns, returns to stock and returns to vendor being recorded during busy shifts?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A
- ○ Not due

VERIFY

Check a recent shift's adjustment records and how coworkers record these events when the store is busy.

ACT

Add omitted adjustments only when supported by reliable information. Make the recording method accessible during the shift and clarify who completes it. Do not invent entries to make a count balance.

NOTE / DUE DATE

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09

SET YOUR PROCESSES

For gift cards, online orders and payment disputes, are outstanding activations, cancellations, refunds and chargebacks being followed up?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Check recent open items against the register, payment processor and order records, including dispute response deadlines.

ACT

Address existing items through the applicable provider or customer process within its deadlines. Correct a recurring order or handoff problem and assign responsibility for further follow-up.

NOTE / DUE DATE

10

SECURE YOUR PREMISES

Are receiving, stockroom and other nonpublic doors returned to their intended secure condition after use?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Observe a delivery or stockroom handoff and check the closing routine.

ACT

Correct an unsecured door or missed handoff. Arrange repair for a faulty door or lock and establish an appropriate temporary measure. Keep required exits clear and usable.

NOTE / DUE DATE

BUSY-SHIFT REMINDER

Record damage, markdowns and returns to stock while the details are available, keep dispute follow-up assigned, and return receiving and stockroom doors to their intended secure condition.

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After the rush

Deposit matching, access removal and action follow-up stay due on their normal schedule or when an assignment ends; this section confirms they were done. Keep future tasks marked “Not due” until their scheduled date.

11

FOLLOW THE MONEY

If you make cash deposits, have deposits due to reach the bank been matched to bank postings?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Compare each deposit’s date, amount and reference with the bank record, allowing for the bank’s normal processing time.

ACT

Follow up on missing or mismatched postings with the bank or deposit service using your records. Correct supported errors and retain unresolved items on the action plan until resolved.

NOTE / DUE DATE

12

FOLLOW THE PRODUCT

Have the selected high-value and seasonal items been recounted and compared with the stock records for the same period?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Use consistent counting units. Compare the ending count with the starting count and recorded receipts, sales, returns, transfers, damage and returns to vendor, as applicable.

ACT

Recount differences and correct supported record errors. If the starting count or other records are insufficient, identify what cannot be reconciled and establish a reliable starting point for the next period.

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13

KNOW YOUR PEOPLE

Has access granted for an ended seasonal assignment been removed where it is no longer authorized?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Check register logins, back-office permissions, codes and issued keys or access cards against the access still needed for the person's current duties.

ACT

Remove the access that is no longer authorized, recover applicable keys and cards and confirm completion. Address an unreturned key through your normal security procedure. Retain access that remains authorized.

NOTE / DUE DATE

14

SET YOUR PROCESSES

Does every unfinished item from this review have a responsible person and a due date?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A ○ Not due

VERIFY

Review outstanding corrections, unanswered questions, supplier credits, deposit differences, open disputes and other follow-up items.

ACT

Assign any unowned item and set a realistic completion date. For overdue items, identify and address what is preventing completion.

NOTE / DUE DATE

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Your results

Copy each question number into the appropriate row. Keep this record current as you verify or correct items.

STATUS	QUESTION NUMBERS AND NOTES
Confirmed in place	
Needs correction	
Need to verify	
Not applicable	
Not yet due	

> These results describe only the items checked. They do not establish an overall risk level or confirm that losses have or have not occurred.

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Your action plan

Recording a problem does not resolve it. Address the existing gap as well as the future routine. Keep an item open until the correction has been checked. If verification identifies a gap, change its status to “Needs correction” and assign the corrective action.

Use one entry per item. Copy this page if you need more space.

Action 1

Question number _____ **Gap or unknown** _____

Action now _____

Future routine, if applicable _____

Responsible person _____ **Due date** _____

Completion check and result _____

Checked by _____ **Date** _____

Action 2

Question number _____ **Gap or unknown** _____

Action now _____

Future routine, if applicable _____

Responsible person _____ **Due date** _____

Completion check and result _____

Checked by _____ **Date** _____

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Your action plan, continued

Use one entry per item. Copy this page if you need more space.

Action 3

Question number _____ **Gap or unknown** _____

Action now _____

Future routine, if applicable _____

Responsible person _____ **Due date** _____

Completion check and result _____

Checked by _____ **Date** _____

Action 4

Question number _____ **Gap or unknown** _____

Action now _____

Future routine, if applicable _____

Responsible person _____ **Due date** _____

Completion check and result _____

Checked by _____ **Date** _____

Differences and unusual transactions do not establish theft, cause or responsibility.

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