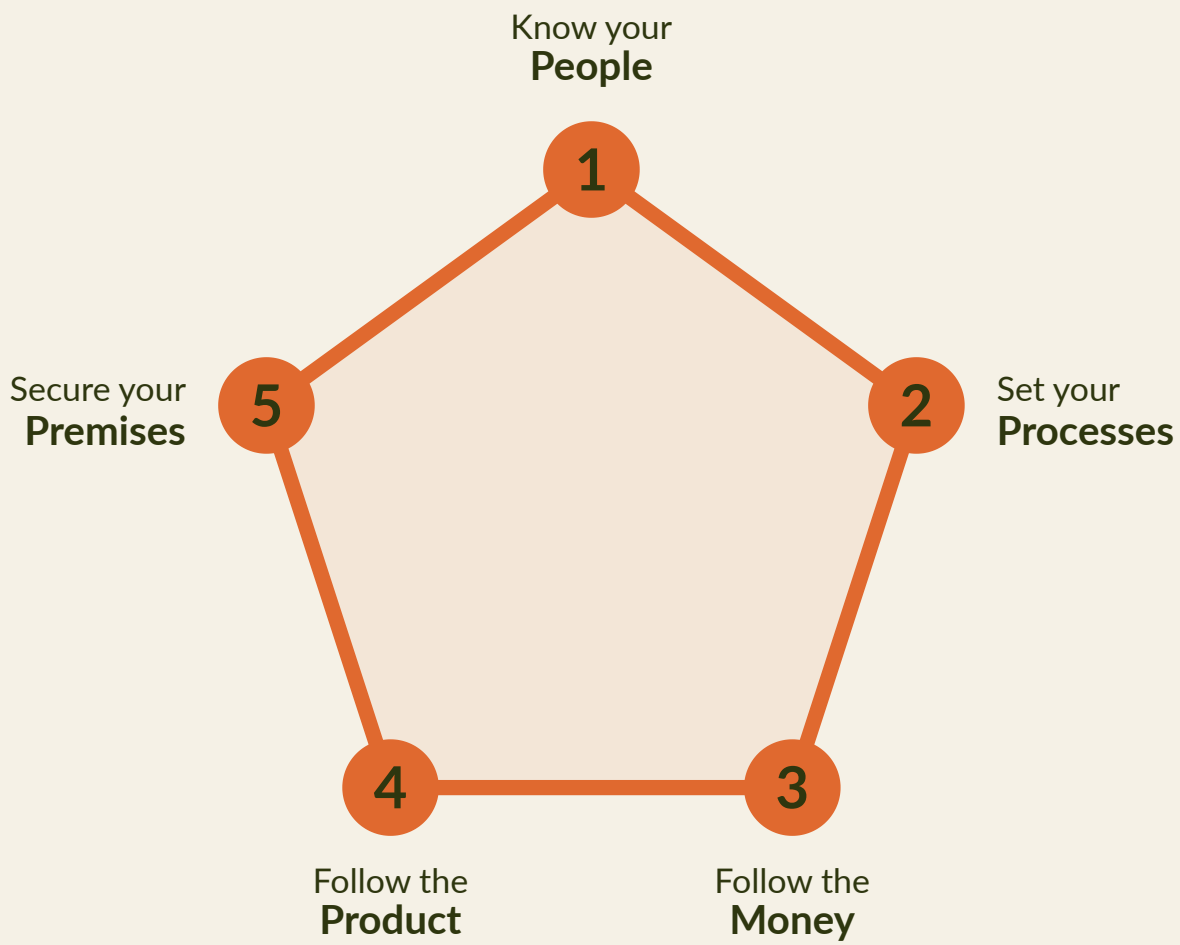
FIVE POINT
RISK GROUP

FREE - OWNER RESOURCE

Loss Prevention Quick Review

Retail Edition

> Five questions, one from each of the five areas where a business loses money, with a way to check each answer and one first step.



Loss Prevention Quick Review

Retail Edition

Five questions, one from each of the five areas where a business loses money. Answer each one for a normal week, not for how things run when you are standing there. Check the answer before you record it, then pick one first step.

BUSINESS OR LOCATION	COMPLETED BY	DATE
_____	_____	_____

HOW TO RECORD YOUR ANSWERS

◯ In place	◯ Needs correction	◯ Verify	◯ N/A
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.

- A written procedure alone does not confirm that it is followed.
- "Verify" means you do not yet know, not that it is fine.
- No occurrence alone does not confirm a control is working.
- Results show what you confirmed, what needs verification and what needs correction. There is no score.

THE FIVE QUESTIONS

01	**Know your People**	Who can approve returns, refunds and overrides, and edit time.
02	**Set your Processes**	A written closing routine, and proof it ran.
03	**Follow the Money**	Who reads the returns, refunds, voids and overrides.
04	**Follow the Product**	Counts compared with receipts and sales.
05	**Secure your Premises**	Who holds every key, code and card today.

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

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Consult your own attorney before any employment decision.

01

KNOW YOUR PEOPLE

Can you name everyone who can approve a return, refund, void or price override, or change another person's time record, and does each of them need that permission for their current job?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A

WHY IT MATTERS

These permissions decide whose actions get a second look and whose do not. A permission that stays after a role change, or that was granted to get through a busy weekend, is an approval nobody is watching.

WHAT GOOD LOOKS LIKE

A short list of who holds each approval permission, matched to their job, reviewed when anyone changes role or leaves.

CHECK IT

Open your register or back-office permissions list and your time-clock admin list. Compare the names holding approval rights with the roles they work today.

FIRST STEP Write the list, remove any permission the person's current job does not need, and keep the list where you will see it when someone changes role.

02

SET YOUR PROCESSES

Is there a written closing routine for the last shift of the day, and can you point to last night's record showing it was followed?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A

WHY IT MATTERS

Closing is when drawers are counted, reports are run and the store is secured. A routine that exists only in someone's head changes with the person, and a written one that is not recorded cannot be checked.

WHAT GOOD LOOKS LIKE

A one-page closing routine, a record completed each night (initials, counts, time), and the owner or a manager looking at those records on a set day.

CHECK IT

Find the written routine. Find last night's completed record. If either one is missing, the answer is Needs correction, even if the closer "always does it."

FIRST STEP Write the routine on one page. Add a line for the closer to initial and time each step. Read the last seven before the week is out.

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03

FOLLOW THE MONEY

Are returns, refunds, voids, price overrides and coworker purchases reviewed on a set schedule by someone who did not process them, with the reason and approval checked?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A

WHY IT MATTERS

These are the transactions that change what the register says was sold, returned or paid. Each one needs a reason and, where you require it, an approval, and each leaves a record, but a record nobody reads is not a control. An unusual transaction does not establish wrongdoing; an unread report establishes nothing at all.

WHAT GOOD LOOKS LIKE

One day a week, the exception reports by coworker, read by someone other than the people who rang them, reasons and approvals checked, the report saved.

CHECK IT

Pull last week's return, refund, void, price-override and coworker-purchase reports. Ask who read them, when, and what they did with anything unusual.

FIRST STEP Pick the day. Pull the reports. Read them by coworker and keep the export.

04

FOLLOW THE PRODUCT

For your highest-value and most-stolen items, is a recorded count compared on a set schedule with what receipts and sales say you should have?

YOUR ANSWER

○ In place ○ Needs correction ○ Verify ○ N/A

WHY IT MATTERS

Merchandise leaves a store as damage, as returns that never reach the shelf, as unrecorded sales and as theft. A count compared with what you received and sold is where the difference shows. Counting without comparing shows you what you have, not what you are missing.

WHAT GOOD LOOKS LIKE

A short list of tracked items (your highest-value lines and whatever walks most often), a dated count in consistent units, compared with the starting count plus receipts minus recorded sales, returns and adjustments for the same period, and the difference written down and followed up.

CHECK IT

Find the last count sheet for your highest-value item. Find the comparison to receipts and sales. A count with no comparison is Needs correction.

FIRST STEP Pick five items. Count them, record receipts, sales and returns for the period, and compare at the next count.

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05

SECURE YOUR PREMISES

Do you have a current list of every key, code and access card that opens your store, stockroom or office, showing who holds each one today?

YOUR ANSWER

- ○ In place
- ○ Needs correction
- ○ Verify
- ○ N/A

WHY IT MATTERS

A door is only as controlled as the list of who can open it. Keys get copied, codes get shared, and a departure that forgets one of them leaves an entry nobody is counting on.

WHAT GOOD LOOKS LIKE

A key and code register: what each key, code or access card opens, who holds it, the date issued, the date returned or changed. Never the code itself. Updated the day anything changes.

CHECK IT

Find the register. Pick one door and one code. Can you say, from the list, exactly who can open it today?

FIRST STEP Start the register with the building keys, the stockroom and the alarm or door codes. Change any code you cannot account for.

Your results

Write each question number in the row that matches your answer.

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

Your first step

Question number _____ First step you chose _____

Responsible person _____ Due date _____

Completion check and result _____

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

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That was one question from each area.

The Loss Prevention Review is in development. The Full-Service Restaurant Edition comes first and a Retail Edition follows. It works through the controls in all five areas for a store like yours. It asks only about the operations you actually run, separates what you confirmed from what you still need to verify, and ends with an action plan that addresses the gap in front of you and the routine that keeps it closed. The materials you need to follow that plan are included.

All five areas, not five questions

Each area in full, with the same check-it and first-step format you just used.

Only what applies

Questions for online orders, gift cards or a stockroom appear only if you have them.

An action plan you can run

Each open item gets an action now, a future routine, an owner and a due date, with the forms and guides to do it.

WHAT THE FULL REVIEW COVERS

01 Know your People
Hiring checks, who holds which login, code and key, approval rights, and removing access when someone leaves.

02 Set your Processes
Opening and closing routines, the records that prove they ran, training before a solo shift, and how exceptions get handled and reviewed.

03 Follow the Money
Drawer counts, drops and deposits, returns, refunds, voids and price overrides, gift cards, time edits, and who reviews each.

04 Follow the Product
Receiving against the purchase order, counts in consistent units, damage and markdowns, and on-hand compared with sales.

05 Secure your Premises
Keys, codes and alarm access, receiving and stockroom doors, high-value storage, and the routine that checks them.

> If any answer above was Needs correction, that is one gap in one area. If any was Verify, that is one thing you do not know yet. The full Review works through the rest.

The full Loss Prevention Review FIVEPOINTRISK.COM

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

This review provides general information, not legal advice. Consult your own attorney before employment decisions and follow applicable state and local law.

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