

## Loss Prevention Checklist

Protect your business from theft with this loss prevention (LP) checklist. This checklist will help you implement policies and procedures to minimize shoplifting, employee theft, and refund fraud.

### Physical Security Checklist

- Install camera security systems inside and outside the store.
- Eliminate any security camera blind spots.
- Install Public View Monitors
- Install an alarm system.
- Create unique alarm codes for all associates.
- Create a key control log for all business keys.
- Change all locks when a key is lost or stolen.
- Do not allow non-staff into offices or stock areas.
- Create wider aisles in the store.
- Monitor public washrooms and add “no merchandise allowed beyond this point” signage.
- Only allow managers/supervisors to conduct “high risk” transactions.
- Create individual POS ids and passcodes for all staff.

### Loss Prevention Technologies Checklist

- Determine if electronic article surveillance (EAS) is necessary for your store.
- Protect high theft items with the right technology.
- Protect small, easy to conceal products with **Safers** technology.
- Add **Hard Tags** to protect clothing, footwear, accessories, and more.
- Add **Beverage Protection** to energy drinks, liquor, beauty, health products, and more.
- Install **Alarm Protection** for high-end, high-shrink, and large products.
- Install aisle ePVMs
- Install Anti-Sweep Fixtures
- Install Intelligent Pusher Systems
- Install Smart Shelf Systems
- Review various LP technologies available to determine the best protection for your merchandise.

### Loss Prevention Policies Checklist

- Conduct regular discussions on loss prevention.
- Hold quarterly LP training sessions.
- Display written LP policies in open employee areas.
- Conduct criminal background checks on new staff.
- Restrict staff from voiding their own transactions.
- Restrict staff from performing self or family purchases.
- Offer incentives for reduced fraud, shoplifting, etc., to staff.

#### Training Your Staff to Watch for Theft Checklist

- Teach your staff to look for unusual customer behavior.
- Create clear for staff members to report suspicious customers or situations.
- Encourage staff to report any suspicious customers or concerns.
- Encourage staff to approach customers for help after entering the store.

#### Cash Handling Checklist

- Conduct cash register audits daily.
- Place a shortage/overage log next to each cash register.
- Review monthly POS activity for each associate.
- Do not allow personal cellphones at the cash register.
- Conduct monthly inventory counts.
- Add a security camera at the cash register.
- Add a security camera in the stock area.

#### Reduce Return Fraud Checklist

- Educate staff on how to handle damaged or defective products.
- Make sure staff understands the refund policy.
- Train staff on how to detect return frauds.
- Require receipts for all types of returns.
- Request customer's personal information when accepting returns.
- Limit return policy to 30 days.
- Implement a process to ensure the returns match the receipt.
- Do not allow cash returns.

To learn more about loss prevention strategies, technologies, or advice, contact PPS today using our [online form](#) or by phone at 888-542-3065.