Security procedures at MaxSurf aim to minimise theft from the store. MaxSurf employees need to understand our security systems, recognise suspicious behaviour and follow our security procedures for the prevention of theft.

This module contains MaxSurf’s guidelines on:

- Applying store security systems
- Security Procedures at the Point of Sale
- Identifying suspect behaviour
- Security of stock, cash and equipment
- Dealing with suspected thieves

MaxSurf Security Policy

Prevention

not

Apprehension

OR

it’s better to prevent a theft than apprehend a thief.
Section 1: Store Security Systems

MaxSurf employees must know the security systems. This is confidential information and should only be kept within the store.

* All customers must be greeted as soon as they enter the store. Potential shop stealers do not like to be acknowledged or noticed. This is a good way to prevent a theft.
* MaxSurf has a video surveillance system in the corners of the store. The monitor is in the office where managers can view all aspects of the store, including the point of sale.
* All large bags, like school bags, must be left at the front of the store.
* Security dye tags must be attached to all garments.
* Affix price tickets/labels to merchandise securely.
* Remove empty hangers from racks.
* Keep customers in full view at all times.
* Keep fitting rooms clear of merchandise.
* Do not leave merchandise lying around unnecessarily.
* Be alert for diversions that may distract you.
* Clearly display anti-shop lifting posters.
* The reserve door must be closed at all times.
* The office door must be closed at all times.
* A bag check must be performed at the point of sale. Here are the guidelines for performing a bag check:
  - The bag must be foolscap size or larger.
  - Ask the customer if you can inspect his or her bag.
  - Ask the customer to lift any item that is obscuring the bottom of the bag.
  - **Do not touch the customer or the customer’s bag.**

Section 2: Security Procedures at the Point of Sale

The MaxSurf team must maintain security procedures to prevent theft and fraud at the point of sale. These procedures include security when handling cash, cheques, and other transactions.

Cash handling procedures

* the cash drawer must be closed after each transaction
* never leave an open cash drawer unattended under any circumstances
* the register must be locked and the key removed whenever it’s unattended
* never count money in view of the customers.
* the maximum amount of cash allowed in the register is $300. The manager should remove any excess cash. Bank deposits can be made during the day in busy periods.
* when taking cash from a customer:
  - call the amount tendered
  - place the amount tendered into the note clip on the register until the customer has received their change
  - count back the change to double-check yourself
  - avoid being distracted by other people while processing a transaction
Security issues when using the register

- Only balance the register when all customers have left the store.
- Never count money in view of the customers.
- The register must be locked and the key removed whenever it’s unattended.
- Never turn your back on an open cash drawer. It only takes seconds for someone to steal.
- If excess cash needs to be removed during the day, transfer it to a cash bag then store it in the safe in the office. This should be done quickly and efficiently so that customers can't view the proceedings.
- All No Sale transactions must be accounted for. Keep the receipt, write the reason for the No Sale on the back of the receipt and have it signed by the manager. Keep the receipt with the non-cash documents in the register.
- All incorrect transactions must be accounted for. Keep the receipt, write VOID across the front, write the reason on the back, have it signed by the manager. Keep the receipt with the non-cash documents in the register.

Getting change for the register

Never let the register run short of change. This could cause delays in serving customers. Check the level of change during quiet times. If you anticipate high sales during the day, eg for a sale, get extra change early in the day.

Use a change sheet to document the amount of money you’re taking from the register for change. In the left-hand column, CASH, write in the amount of notes/coins you are removing from the register. In the right hand column, CHANGE REQUIRED, write the amount of notes/coins you are replacing in the register. The right hand total should be the same as the left hand total. The change sheet is a security check. Take the change sheet to the bank when getting change.

<table>
<thead>
<tr>
<th>CASH</th>
<th>CHANGE REQUIRED</th>
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<tbody>
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<td>Total</td>
<td>$50 Total $50</td>
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</tbody>
</table>

All registers must have the cash drawer left open overnight to prevent damage to the cash register in the case of burglary.
Cheque transactions

Most customers use EFTPOS rather than cheques these days. Cheques are still accepted at MaxSurf but these security procedures must be adhered to because using cheques carries a great risk of fraud.

- Ask the customer for identification such as a current driver’s licence or passport.
- Write the licence or passport number on the back of the cheque.
- Write the customer’s address and phone number on the back of the cheque.
- Check that the signature on the cheque matches the one on their identification.

If you are suspicious of a customer who is offering a cheque, see your manager.

Credit card transactions

Credit cards also carry a risk of fraud. **Always check the customer’s signature.**

Here are some credit card checks:

- Check that the customer’s signature matches the signature on the back of credit card, even for an EFTPOS transaction.
- If unsure that the signature matches the original, ask for other identification, eg licence or other cards.
- Hold the credit card while you are processing the transaction until you have confirmed the signature and authorisation number if applicable.
- Before processing a manual credit card voucher – check the card number against the list of stolen cards. The current list must be kept in the drawer under the register.
- The MaxSurf limit on a manual transaction is $200. Transactions over this amount must have an authorisation number. The phone number for authorisations is on the imprint machine.
- Be wary of customers who can’t sign properly because of a bandaged hand, keep their credit card in a pocket rather than a wallet, can’t produce other identification, or ask what the floor limit is to avoid having the amount authorised. If you’re doubtful, phone for an authorisation number.
Section 3: Identifying Suspect Behaviour

Be aware of the following suspicious behaviours. Not everyone is a shop stealer but your vigilance will prevent theft.

- Customers who loiter in one area.
- Customers who want to rush the sales assistant may be trying to cause a distraction.
- Groups of customers who split up when they enter a store while maintaining eye contact.
- Groups of school children.
- Customers who watch sales assistants and other customers.
- Customers who wear bulky clothing.
- Customers who avoid the sales assistants.
- Customers who have bags, umbrellas or prams. (These are easy places to hide merchandise).
- Customers who walk around holding unpurchased goods for a long time.

Section 4: Dealing with Suspected Thieves

Remember: Apprehension is a last resort.

MaxSurf employees must inform management if they think a theft has taken place. This includes theft by other employees, and vendors, as well as customers.

If theft has occurred the police will be called. If you have witnessed the theft, you will be asked to complete a personal description form to help identify the thief.

Do not accuse anyone.
Do not touch anyone

If you witness a theft, make a mental note of the suspect’s personal details so you can advise the police.
Section 5: Vendor Theft

Theft by people who supply goods to the store is called vendor theft. There are security systems in place for stock deliveries to prevent vendor theft.

- Make sure a staff member is always present during deliveries.
- Only accept one delivery at a time. If a second vendor or delivery person is present, tell them to wait.
- Check the seal on the invoice against the seal on the truck. There must be a match.
- Check all goods.
- Check the invoice and make sure the number of boxes matches the number listed on the invoice. Also check that the invoice number on the boxes is the same as the invoice number on the invoice.
- Check that all boxes are properly sealed.
- If the boxes show sign of tampering, check the boxes against the invoice and make note of this in the presence of the driver.
- Open the boxes and count the goods against the invoice.
- If there are any inconsistencies (short delivery or over delivery), report to the manager immediately. The manager will telephone the warehouse or supplier.
- If the invoice and goods match, sign the consignment note and let the driver go.