

Loss Prevention

User Guide LS Retail NAV 2013 (7.00.01)

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: AOB : May 7, 2013

1 Introduction

The purpose of this document is to give a quick overview of Loss Prevention.

The principle objective of loss prevention is to preserve profit by reducing losses to the company. Shrinkage is estimated at an average of 1,45% or more on the annual sales turnover in retail and therefore proper measures need to be taken.

In the first round, the LS Retail NAV Loss Prevention functionality includes 18 predefined standard triggers that can be turned on and off at convenience. These include for instance cashier behavior analysis and are shown by alerts and/or reports. In addition, users can define triggers that target their special needs.

1.1 Functional Overview

The purpose of the Loss Prevention module for LS Retail NAV is to provide tools to discover unusual behavior and analyze it.

LS Retail uses the various transactions generated by the POS as the basis for this functionality. Transaction data includes a number of interesting parameters such as: Refunds to cash, refunds after closing hours, refund from credit card A to credit card B, discounts over a given amount and sales outside opening hours. These parameters act as triggers to create Events. Events can be analyzed by Store, POS, Staff and Date & Time. Events can also be escalated to incidents. Incidents are created if events pass a pre-defined threshold.

The triggers, on which the Loss Prevention is based, serve as tools to define Events and they are all based on transactional data from the POS.



The Transaction register is the basis for all the data used: transactions, sales lines and payment lines.



Counters are kept for each combination of Store/POS Terminal in the system. If data is missing from one Store or one POS for a period of time, the system updates it with the latest information coming in and updates the events based on that information and also averages and/or other modes of calculations. It will go as far back in time as needed. If a POS register, for instance, is offline for two days, the system will simply continue the transaction number sequence for this particular POS the next time it is online.

2 Loss Prevention Setup

Loss Prevention setup must exist for the Loss Prevention functionality to work. Triggers are already defined as a part of the default data, but tender type setup from the Loss Prevention setup is used for some of the triggers.

2.1 Loss Prevention Setup

The path for the Loss Prevention Setup is at:

LS Retail – Loss Prevention, Setup, Loss Prevention Setup

🕌 Edit - Loss Preventio	Setup		
Home Home	Actions		0
View Celit View Delete Manage	OneNote Notes Links		
Loss Prevention	etup		
General			^
Time Aggregation:	15mins .	 Aggregation Direction: 	Down 🗸
Tender Types			*
Cash Tender Type: Card Tender Type:	1 • 3 •	Account Tender Type:	4 🗸
			ОК

2.1.1 General tab

Time Aggregation: Statistics based on time units.

Aggregation Direction. If someone has set Time Aggregation, for instance, to 15 minutes, he/she would either take everything **Down** to the nearest 15 minutes, when **Down** is selected and similarly for **Up** or **Nearest**.

2.1.2 Tender Type tab

Many triggers are based on tender types. The Tender Type tab gives you options for setting **Cash**, **Card** and **Account Tender Type**.

3 Triggers for Loss Prevention

Loss Prevention Triggers Type to filter (F3) No. ▼ → ♥ **Trigger Information** ^ No. 🔻 🔒 🗸 Sorting: No filters applied Key Value 0,00 Incident Indentification Type Staff No. Description Revers... Enabled Incident Thresh. One Value 0,00 Refund Over x V V Incident Threshold Type: alized Value в Returns Outside Normal Hours V Incident Threshold Day: Incident Threshold Week: Incident Threshold Month Qty. Of Events: 100.00 50,00 Qty. Of Void Lines Within Trans E... 1 V D Qty. Of No Sales \checkmark Refunds To Whole Numbers V F V Qty. Of Incidents: Value Of Events: F Refund Without Receipt V 45.67 G Manual Entered Creditcard V Qty. Of Events ~ Sales Outside Normal Hours **V** 1 800 Manual Price Changes 1 700 Manual Discount Given . V 600 Credit Note Raised V 500 L Credit Note Cashed V 400 All Transaction Containing Voids V V M 300 N Refunds Returned As Cash V V 200 0 Discount Greater x% V 100 V Transactional Voids 0 Ě в ċ DE Ġ ĸ M Q Payment On Account V Value Of Events R Round Figure Sales V . Sales Less Than x V 1 Sold Below Cost V **V** т 0 Refund To Credit Card V -50,000 -100.000 -150.000 -200.000 -250.000 A B C D E F G H I J K L M N O P Q R S T U

3.1 Loss Prevention Triggers

The Default Event Triggers are the following:

A Refund Over x

X is here the threshold amount to trigger the event. This is specified in the field **Key Value**. When x is 20, the system will create an event for all transactions with return a value that is higher than or equal to 20.

B Returns Outside Normal Hours

The system uses the Retail Calendar to find the Normal Opening Hours for the Store and create an Event if a return is done outside this period.

C Qty. Of Void Lines Within Trans Exceeds x%

If the number of voided lines is more than x% of the total number of lines the system will create an Event.

D Qty. Of no Sales

If Drawer is opened with no sale, an Event is created.

E Refunds To Whole Numbers

Set the Key Value to x. If the refund functionality refunds Cash in multiples of x the event is triggered. For example, when x is 10 an event is created for Cash refunds 10, 20 etc.

F Refund Without Receipt

The system creates this Event if refund is processed without specifying the original receipt.

G Manual Entered Credit Card

If a Credit Card number is manually entered, the system will create this Event.

H Sales Outside Normal Hours

The system uses the Retail Calendar to find the Opening Hours for the Store and if the sale is done outside the hours, an Event is created.

Manual Price Changes

If a new price is specified by the staff, an Event is created.

J Manual Discount Given

If discount is manually entered as a percentage or as an amount, this Event is created.

M All Transactions Containing Voids

If a transaction contains a line that has been voided, this Event is created.

N Refunds Returned as Cash

If a refund transaction contains payment to customer with cash, this Event is created.

O Discount Greater Than x%

If the discount amount in one transaction is greater than x%, this Event is created. X is specified in the Key Value field.

Q Payment on Account

All Account Payment entries, both negative and positive, create this Event.

R Round Figure Sales

If nothing is specified in Key Value, the system will use 1 as the base for this check. If the total transaction amount is a whole number, the Event will be triggered. If 1000 is specified in the field Key Value, the system will trigger the Event if Total Transaction amount is like 1000 or 2000.

S Sales Less Than x

This Event will be created if Margin Percentage is less than x%, where x is specified in the Key field.

T Sold Below Cost

If Net Amount is lower than the Cost Amount, an Event will be created.

U Refund to Credit Card

If a payment is refunded to a credit card not used in the original transaction, an Event will be created.

The user can create events from enabled triggers by pressing **Fraud Event Creation** under Actions.



The design of the system allows many events on the same transaction. If a refund has, for instance, triggered the **Refund Over x** and is also done outside normal hours it results in two events being triggered, the **Refund Over x** and **Returns Outside Normal Hours**. The normal hour information comes from the module Retail Calendar. It keeps track of the opening hours for the store, but it is also used for other purposes.

When events have been created, we will be able to view the events based on Staff, POS, Store, Time or Period. Besides creating events, incidents also get created, as already mentioned. If the sum of events or values of events are over a given value, the system will create an incident. In the corresponding card, some general information is registered:

// Edit - Loss Prevention Trigger Ci	ard - A - Refund Over x	_			
Home Actions					0
View Edit Delete	DineNote Notes Links				
A - Refund Over x					
General					^
No.:	A		Enabled:	V	
Description:	Refund Over x	_	Reverse Sign:	\checkmark	
Key Value:		20,00	Qty. Of Events:		4
			Value Of Events:		-425,54
Incidents					^
Incident Indentification Type:	Store	•	Incident Threshold Day:		100,00
Incident Thresh. One Value:		0,00	Incident Threshold Week:		50,00
Incident Threshold Type:	Over Aver. Normalized Value	•	Incident Threshold Month:		20,00
			Qty. Of Incidents:		0
					ОК

The incident information and the incident can be viewed under the Incident tab.

Store	•
Staff	
Store	
POS Terminal	
	÷+.

Incident Identification: Most often the **Incident Identification** will be **Staff**, but it can also be **Store** or **POS Terminal**.

Incident Threshold One Value: An example of Incident Threshold One Value is if the refund amount is especially high, for instance over 500 Euros, the incident is created right

away and directly. No other kind of criteria is needed. Value is always the basis in this case and one incident only is viewed each time.

Incident Threshold Type: If the Incident Threshold One Value applies to a certain incident, this setting is not used, since the One Value is already taking over other settings. The Incident Threshold Type can be based on Value, Quantity, Over Average Normalized Value, Over Average Normalized Quantity, Normalized Value and Normalized Quantity.

Over Aver. Normalized Value 🛛 👻
Value
Quantity
Over Aver. Normalized Value
Over Aver. Normalized Quantity
Normalized Value
Normalized Quantity
h.

Incident Threshold Type is always the same for all periods, day, week and month.

If Average Normalized Value or the Average Normalized Quantity is x% over the average in the company, it passes the incident threshold, and similar for the other Incident Threshold Types.

The most common scenario is when one is looking for difference from average and defining a threshold to see when the difference from average passes what can be expected. The main measurements used are:

Over Aver. Normalized Value Over Aver. Normalized Quantity Normalized Value Normalized Quantity

Normalized Value and **Normalized Quantity** measure the deviation from average. Then the deviation is compared against the total sales. There may be parameters that need to be adjusted, since it is not necessarily known beforehand where this deviation is exposed.

When the functionality measures the "over average normalized value/quantity" it is possible to compare certain deviations from the average of the same kind, giving added possibilities to detect real differences.

If average return is 0,5% at some store, a return of 2,5% would be five times the average for the store. If the limit set allows, for instance, three times the average return during a certain period, for instance a week, this incident would pass the limit.

An example of **Over Average Normalized Value**: We create events in the system, for instance, for 1% of the total transactions for the company. If we get over 100% over that average value an event will be triggered.

Incident Threshold Day:	100,00
Incident Threshold Week:	50,00
Incident Threshold Month:	20,00

This is based on the average for the company. It might be considered the easiest way to specify an incident threshold.

Normalized value is in fact not 100% normalized but like a value of returns against the total value of transactions. For example, if we sell for 100.000 and get 500 Euros as return, it means that we are getting 0,5% of the total. The total value of transactions is always used in this case for comparison. When we define a trigger as payment method it is also compared to the total value of the transactions. Normalized value is not necessarily a theoretically correct value; it always compares the trigger value with the total transaction value.

If we look at Sales Outside Normal Hours, for Staff, Over Average Normalized Value, the card under the Trigger button and on the tab Incidents the Qty. of Incidents is checked. Then an incident based on the staffing data is found. The Threshold Value Type, Incident Threshold and the Incident Value are shown in this context.

oss Prever	ntion Triggers 🔹	Type to filt	er (F3)	No.	• >	$\overline{\mathbf{v}}$	Trigg	er Informati	on								^
Sorting: No. 🔻 🕺 🔽						applied	Key Va	alue:									0.00
No.	Description		Revers	Enabled			Incide	nt Indentificat	ion Type:								Staff
A	Refund Over x		V	v			Incide	Incident Thresh. One Value: 0,00								0,00	
в	Returns Outside Norn	nal Hours		1	(11.10)		Incide	nt Inreshold	ype:						Over Aver. N	ormaized	X
с	Qty. Of Void Lines Wi	thin Trans Exceeds x%	V	V	View -	Fraud Event	15										
D	Qty. Of No Sales			V	<u> </u>	Home	Actio	ns Navig	jate								2
E	Refunds To Whole Nu	umbers	V	V			N	1000	cn l								
F	Refund Without Rece	ipt		V													
G	Manual Entered Credi	tcard		1	Show as List	Show as Chart	OneNo	te Notes	Links								
н	Sales Outside Normal	Hours	V	V	Vi	ew		Show Attache	d								
I	Manual Price Change	s		V	Eroud I	wente •							Type to filte	ar (E3) No		· - (2
J. Contraction	Manual Discount Give	en	V	V	Flauur	vents			A 1				type to the				9
к	Credit Note Raised			V	Sorting:	Trigger No	o.,Trans. Da	ate,Aggr. Time	▼ Ž↓▼							Filt	er: H
L	Credit Note Cashed			1		No. Trig	gger No.	Transactio	Receipt No.	Staff No.	Store No.	POS Term	Trans. Date	Trans. Time	Trans. Value	Card No.	-
de Edit - Lo	oss Prevention Trigger Ca	ard - H - Sales Outside Norm	al Hours	100		857 H		40000027	0010001051	402	S0004	P0008	12.2.2001	09:08:39	-18,10		4
						583 H		30000029	0010001051	301	S0003	P0005	12.2.2001	09:30:39	-18,10		
<u> </u>	Home Actions			_		753 H		30000030	0010001052	302	S0003	P0006	12.2.2001	09:34:25	-6,35		
à		N				962 H		40000028	0010001052	404	S0004	P0009	12.2.2001	09:35:06	-4,74		
		S <				343 H		20000023	0010001051	201	50002	P0003	12.2.2001	09:51:33	-4,15		
View	Edit Delete (OneNote Notes Links				584 H		30000031	0010001053	301	50003	P0005	12.2.2001	10:05:52	-7,70		
	Manage	Show Attached				804 H		40000029	0010001053	401	S0004	P0007	12.2.2001	10:14:12	-72,50		
				_		344 H		20000024	0010001052	201	S0002	P0003	12.2.2001	10:32:34	-3,25		
H - Sale	es Outside Norma	Hours				505 H		20000025	0010001053	202	\$0002	D0004	1222001	10-54-05	.4 74		•
General	I																•
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NO.		-			Pourse Sine						-	_		_			
Descrip	ition:	Sales Outside Normal Hour	S		One Of Sugar		V			777							
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Inciden	its									 Image: A second s	G H	I J	K L M	NO	PQRS	S T	U
Inciden	nt Indentification Type:	Staff		•	Incident Thre	eshold Day:				100,00							
Inciden	nt Thresh. One Value:			0,00	Incident Thre	shold Week	e			50,00							
Inciden	Incident Threshold Type: Over Aver. Normalized Value 👻			Incident Thr	Incident Threehold Months												
			-		0					102							
										ок							

All these triggers are created by the system. They are predefined and the user will not be able to change their configuration, except the key value of each trigger, filters on the **Transaction Headers**, **Transaction Sales Lines** and **Transaction Payment Lines**.

3.2 User Defined Trigger

Looking at the **User Defined Trigger**, there are some options to specify customized triggers. For instance special attention can be paid to the actions of the staff or on a certain POS. The issues checked might even be more specific. In each case a **User Defined Trigger** is specified. It is, for instance, possible to control a special item for period of time using and event in the **User Defined Trigger**.



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All con- vier verne inger - i tsivu											
Home Actions		0									
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TEST001											
		•									
No.: TEST001		Last Updated: 20.2.2012									
Description: Test		Number Of Events: 0									
		Show In List									
Transaction Header		i 🔍 🔺									
🏽 Find 🛛 Filter 🐺 Clear Filter											
Field No. Field Name Filte	er	A									
35 Date t											
20 Store No. 5000	01										
75 Gross Amount <	000	•									
Trans. Sales Line											
🏽 Find Filter 🛒 Clear Filter											
Field No. Field Name Filte	er										
5 Item No. 2000	00										
100 Store No. 5000	01										
Trans, Payment Line											
Find Filter Clear Filter											
Field No. Field Name Filte	er										
0											
		ОК									

Example:

Go to the **Transaction Sales Line** tab on the **User Defined Trigger** card. Select **Item No**. in the drop-down list for the **Field No**. column. It is also possible to take a period of time from a certain Store, then the **Store No**. would be selected from the same list.

Then the **Create Event** button on the **User Defined Trigger** is pressed to get a list of the fraud events for the Item or the Store.

It is possible to combine the queries in many ways.

The **Fraud Event** list that is created allows one to take a look at each transaction in the list. This is linked in the same way as normal events.

The triggers can be based on several kinds of criteria, **Transaction Type**, **Staff ID**, **Time of Transaction**, **Store No.**, **Value**, **Payment type**, or even **Item Information**. For instance, if one is using **Time**, it is enough to enter a valid filter for **Time**.

Then one is able to look at the data, for instance on the **Trigger by Staff** card:



Hore Actions Navigate Very low Previous Set Previous Previous Set Previous Previous Set Previous Previous Set Previous Options Sorte Rite: Sorte By Trigger: Returns Outside Normal Hours Date Filar: 060513 Sorte Rite: Sorte Rite: Options Store Filar: 060513 Rounding Factor: None Image: Comparison of the store o	🏄 Ed	Edit - Trigger by Staff													
We were revious Set Previous Next Set Previous Previous Set Previous Next Set Previous Coptions Event Group View Filter: Sorted By Trigge: Date Filter: 0605333 Sore Filter: 0605133 Time Filter: 0605133 Sore Rive: 05001 Sore Rive: 10	-	Home Actions Navigate													
Options Sorted By Trigge: Returns Outside Normal Hours Date Filter: 0605.13 Rounding Factor: None Analysis Option: View by: Day Time Filter: Time Filter: Day Store No. Store No. Store No. Store No. Store No. Store Store Store	Previ Peri	Image: Previous Set Previous Previous Next Period Process													
Event Group View Filter: Sorte By Trager: Returns Outside Normal Hours Date Filter: 06.05.13 Rounding Factor: None Store Filter: 50001 Value Time Filter: View by: Day Store No. 1D First Name Last Name Refund Over x Returns Outside Normal Hours Qty. Of Void Lines With Store No. 1D First Name Last Name Refund Over x Returns Outside Normal Hours Qty. Of Void Lines With Store No. 1D Hyper with Fashion color Store 10 30 Hyper with Scolor Store 10 105 Margaret Ericsson Store 10 104 Benjamin Ford Store 11 103 Linda Fritz View 103 Standard Hyper View 103 Standard Hyper	Opt	Options													
Date Filter: 000513 Store Filter: S0001 Time Filter: View by: Store No. ID First Name Last Name Store No. ID	Eve	ent Group Viev	v Filter:				Sorted By Trigger: Bounding Eactor	Returns Outside Normal Hours							
Store Filter: S001 Time Filter: View by: Store No. ID First Name Last Name Store No. ID Store No. ID First Name Last Name Store No. Store No. Store No. ID First Name Last Name Store No. Store No. Store No. ID First Name Last Name Refund Over x Returns Outside Normal Hours Qty. Of Void Lines With Store No. 10 Standard Hyper III	Dat	te Filter:		06.05.13			Analysis Option:	Value							
Store No. ID First Name Last Name Refund Over x Store No. ID First Name Last Name Refund Over x Store No. Store No. ID First Name Last Name Store No. Store No. ID First Name Last Name Store No. Store No. ID First Name Last Name Store No. Store No. ID First Name Last Name Store No. Store No. ID Store No. Returns Outside Normal Hours Store No. 40 Hyper with Fashion color Interview of the store of the s	Sto	re Filter:		50001		•	View by:	Pav -							
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S001 50 LS Retail S001 40 Hyper with Fashion color S001 30 Hyper with Color S001 20 Left Hand Hyper S001 105 Margaret S001 105 Margaret S001 104 Benjamin S001 103 Linda S001 10 Standard Hyper		Store No.	ID	First Name	Last Name	Refund Over x		Returns Outside Normal Hours	Qty. Of Void Lines With						
\$0001 40 Hyper with Fashion color \$0001 30 Hyper with LS Color \$0001 20 Left Hand Hyper \$0001 105 Margaret Ericsson \$0001 105 Margaret Ericsson \$0001 104 Benjamin Ford \$0001 103 Linda Fritz \$0001 10 Standard Hyper		50001	50	LS Retail											
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50001 10 Standard Hyper		S0001	103	Linda	Fritz										
		50001	10	Standard Hyper											
	•			III					•						
OK .									ОК						

It is possible to have the information displayed based on Value, Quantity, Normalized Value and Normalized Quantity.

Analysis Option:	Value 🔽						
View by:	Value						
	Quantity						
	Normalized Value	Lines					
	Normalized Quantity						

The **Sorted by Trigger** option can also be used. Then the list is sorted with the highest values on top. There are more triggers in use than can be displayed in one view, and therefore an **Event View Group Filter** is available:

👍 Ee	dit - Trigger by S	Staff							
	- Home	Actio	ns Navigate						0
Prev Per	vious Next riod Period Proc	Card ess	us Set	Event View List		Naciona			
Opt Ev Da Sto	tions ent Group View ste Filter: ore Filter:	Filter: RE 06 S0	EFUND	New Ed	e Actions	View List	Show Show as as List Chart View	OneNote Notes Links Show Attached	
	ine rinter.			Event View Lis	t •			Type to filter (F3) Code	$\bullet \bullet \to \bullet$
	Store No.	ID	First Name	Sorting: Code	r ĝ↓ ,				No filters applied
	50001	50	LS Retail						
	S0001	40	Hyper with Fashion color	Code	Description				
	S0001	30	Hyper with LS Color	REFUND	Refunds				
	50001	20	Left Hand Hyper	TRIGGERS A-G	Triggers A-G				
	\$0001	105	Margaret	TRIGGERS H-N	Triggers H-N				
	50001	104	Beniamin	TRIGGERS O	TRIGGERS O-U				
	50001	103	Linda						
	50001	10	Standard Hyper						
								ОК	Cancel
			III						4
									ок

S RETAIL

For the **Refund** group it will only display triggers that belong to that special group. The group is specified in the **Event View Header** where the ID for the group is defined and after that the members of the group. This is done to make it easier to look at **Refund**, **Sales Outside Opening Hours** and similar issues. It is possible to define as many groups as needed.

🗼 Edit - Eve	ent View Li	st							X
<u></u>	Home	Actions	Navigate						0
New	Edit	View 7	View List Edit List	Show as List	Show as Chart	OneNote	Notes	Links	
New		Manage		V	iew	Sho	ow Attach	ied	
Event Vie	ew List	•			Type to fi	iter (F3)	Code	▼ →	\odot
Sorting:	Code 🔻	Az↓+						No filters	applied
Code	D	escription							
REFUND) Re	efunds							
TRIGGER	RS A-G Tri	iggers A-G							
TRIGGER	RS H-N Tri	iggers H-N							
TRIGGER	RS O TR	RIGGERS O-U							
				1	_				ж



🏄 Edit - Event View H	Header - REFUND			
Home Home	Actions			0
View Celete Manage	OneNote Notes Links			
REFUND				
General				^
Code: REFUND	1	Description:	Refunds	
Event View Lines				^
VOY Find Filte	er 🌾 Clear Filter			
Trigger No.	Trigger Description	Manager Permissions		1
	Returns Outside Nameal Haurs			
5	Returns Outside Normal Hours			
F	Refund Without Receipt			
K	Credit Note Raised			
L	Credit Note Cashed			
N	Refunds Returned As Cash			
				ОК

If changes are made on the list of **Loss Prevention Triggers**, the events and incidents can be reset under the **Functions** button.



3.2.1 Configuring Non-User Defined Triggers

The triggers that are predefined and therefore not user-defined can still be configured to a certain extent. If you want to reverse sign for key value of some of the triggers this is done on the **Loss Prevention Triggers** card where the **Reverse Sign** column is check marked.



Lo	oss Prevent	ion Triggers 🔹	Type to f	ilte	r (F3) No.	•	→ 🖌
So	rting: No.	 A ↓ 				No	filters applied
	No.	Description			Reverse Sign	Enabled	
	A	Refund Over x			V	V	
	в	Returns Outside Normal Hours				1	
	-					1118	

Creating incidents, as described before, can also be considered a part that is configurable from the triggers, based on the value that we want to create incident of and also what type of value we want to use to build this up.

3.2.2 Events Triggered

Events can be updated by the scheduler. It is also possible to update them here:

In the Loss Prevention Triggers card go to the Qty. of Events column and open an event, the Fraud Event card opens.

Under the Function button there is the Fraud Event Creation and Fraud Elevation.

ht Edit - Loss Prevention Trigger Card - A - Refund (Over x									
Home Actions	Home Actions Askelsdottir01 Mánudagur - LS70_PH2_DEV - BRINGA 🕖									
View Edit Delete OneNote Note:	s Links									
A - Refund Over x										
General							•			
No.: A Description: Refund Over x Key Value:		20.00	Er Ri Q	abled: everse Sign: ty. Of Events:	[✓ ✓	4			
			Va	lue Of Events	:		-425,54			
Incidents							^			
M View - Fraud Events				/			100,00			
Home Actions Navig	gate			Askeisdottir01	Mánudagur -	LS70_P 🕜	50,00			
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Fraud Events 👻		Туре	to filter (F3)	No.	•	→ 🖌				
Sorting: Trigger No., Trans. Date, Aggr. Time	÷ _ 2↓÷					Filter: A				
No. Trigger No. Transactio	Receipt No. Staff No.	Store No.	POS Term	Trans. Date	Trans. Time	Trans. Valu				
54 A 4/	0010001381 101	50001	P0001	21.8.2007	10:44:23	-125,				
297 A 160	0000000000 101	50001	P0001	26 11 2009	15-16-03-223	-123,				
1247 A 13	00000P002 101	50007	P0022	25.1.2011	09:04:21,780	-73,				
•						•				
						Close				
)				
							OK			

4 Triggers

The fields on the Trigger cards headers fall into two main categories: Filters and Views.

🔏 Edit - Trigger by Staff			
Home A	tions Navigate		
Previous Next Period Period Ca Process	vious Set it Set d		
Options	Filters:		Views:
Event Group View Filter:	PART 3 👻	Sorted By Trigger:	Sales Less Than x
Date Filter:	11.04.13	Rounding Factor:	None
Store Filter:	50001 v	Analysis Option:	Quantity 👻
Time Filter:		View by:	Day 👻

All the Trigger cards are similar and therefore the **Trigger by Staff** card will be used to describe them all as an example. The only exception is the **Trigger by Period** card, which will be described individually and a few special features on other cards.

The columns, lines and buttons at the bottom of the cards are also similar and the basic description therefore also a part of the **Trigger by Staff** section, with a few additions where needed.

4.1 Trigger by Staff

Under the **Option** tab there are seven main fields:

Event View Group Filter: The drop down opens the **Event View List** card. If no group is selected then the first 10 triggers will be shown on the card. It is therefore convenient to the user to define some Event View Groups.

From the **Event View Card** button, the **Event View Header** card is opened displaying the triggers that are within the group that you are viewing.

H Edit - Trigger by Staff	
Home Actions Navigate	0
Options Event Group View Filter: 06.05.13 Store Filter: 50001	Event View List
Time Filter.	Event View List ▼ Type to filter (F3) Code ▼ → ♥
Store No. ID First Name	Sorting: Code 🔻 🛕 🔽 No filters applied
S0001 50 LS Retail	Code Description
S0001 40 Hyper with Fashion cold	REFUND Refunds
S0001 30 Hyper with LS Color	TRIGGERS A-G Triggers A-G
S0001 20 Left Hand Hyper	TRIGGERS H-N Triggers H-N
S0001 105 Margaret	TRIGGERS Q- U
S0001 104 Benjamin	
50001 103 Linda	
S0001 10 Standard Hyper	
	OK Cancel
▲ [P P
	ОК



As described earlier for the **Refund** group, only the triggers that belong to this group are displayed.

🏄 Edit - Eve	ent View Lis	st						_ 0	23
<u></u>	Home	Actions	Navigate						0
New New	Edit	View	Edit List	Show as List	Show as Chart	OneNote Sh	Notes	Links	
Event Vie	ew List 🔹				Type to f	ilter (F3)	Code	▼ →	\odot
Sorting:	Code 🔻	Az↓						No filter	s applied
Code	D	escription							
REFUND) Re	funds							
TRIGGER	RS A-G Tri	ggers A-G							
TRIGGER	RS H-N Tri	ggers H-N	\mathbf{i}						
TRIGGER	RS O TR	IGGERS O-U							
					_				ок



🏄 Edit - Event View H	Header - REFUND			
Home	Actions			0
View View Manage	OneNote Notes Links			
REFUND				
General				^
Code: REFUND		Description:	Refunds	
Event View Lines	s er 🛛 🐺 Clear Filter			^
Trigger No.	Trigger Description	Manager Permissions		
A	Refund Over x			
в	Returns Outside Normal Hours			
E	Refunds To Whole Numbers			
F	Refund Without Receipt			
ĸ	Credit Note Raised			
L	Credit Note Cashed			
N	Refunds Returned As Cash			
				ОК

Date Filter: Date and time are the keys to many of the events and incidents in the Loss Prevention module as described elsewhere in this guide. The period is selected in the filter and view parts of Options.

Options					
Event Group View Filter:	PART 3 👻		Sorted By Trigger:	Sales Less Than x	
Date Filter:	11.04.13		Rounding Factor:	None	•
Store Filter:	50001	•	Analysis Option:	Quantity	•
Time Filter:			View by:	Day	•

In the **Date** filter filed the period is displayed according to the standard NAV rules, for instance **01.12.10...31.12.10** if a month is selected and the period is October 2010.

Time Filter: If the user wants to narrow the period down to certain hours, the time Filter is used.

Sorted By Trigger: A drop-down list allows the user to select a trigger for the Loss Prevention Triggers card.

Description for the **Sorted By Trigger**: Once a trigger has been selected the description form the **Loss Prevention Triggers** card appears here.

Rounding Factor: The detail for the rounding is decided here:

Sorted By Trigger:	Sales Less Than x
Rounding Factor:	None
Analysis Option:	None
View by:	1
	1000
	1000000 Lif
	h.

Analysis Option: This gives the options to have the information displayed based on Value, Quantity, Normalized Value and Normalized Quantity.

Sorted By Trigger:	Sales Less Than x						
Rounding Factor:	None 👻						
Analysis Option:	Quantity	_					
View by:	Value						
	Quantity	Lines W					
	Normalized Value	Cines vi					
	Normalized Quantity						
	h.]					

Under Navigate, **Staff**, the **Staff list** and **Staff card** can be viewed for the staff member in question.

🏄 Edit	- Trigger by S	taff										X
<u></u>	Home	A	ctions	Navigate								0
Caro												
Even	ns t Group View	Filter:	PART 3		-			Sorted By Trigger:	Sales Less Than x			
Date	Date Filter: 11.04.13					Rounding Factor:	None	•				
Store	Filter:		S0002				•	Analysis Option:	Quantity	•		
Time	Filter:							View by:	Day	•		
	itore No.	ID		First Name		Last Name	Refund Over x	c .	Returns Outside Normal Hours	Qty. Of Voi	d Lines Within Trans Exceeds	Qty. Of
-	0002	201		Jessica		Kanikeberg						
9	0002	202		Jim		Dailey						
9	0002	203		Frank		Russo						
												P.
												ок

The columns at the bottom part of the card show some further information. The first columns cover the **Store No**. where each staff member works and the details for each staff member: **ID**, **First** and **Last Name**s.

In the following column triggers are shown, either all if **Event View Group Filter** is left unused, or the selection of the group, as explained earlier.



In the columns that show triggers it is possible to use several lookups, for instance get the background for **Fraud Events**. From the **Fraud Events** card there are several options available under the **Transaction** button.

🏄 Edit - Trigger by	(Edit - Trigger by Staff												
Hom	Home Actions Navigate												
	Revious Set												
Previous Next	Previous Next												
Period Period	Period Period Card												
Pro	Process												
Options	Options												
Event Group View	Event Group View Filter: REFUND Sorted By Trigger: Refund Over x												
Date Filter:		01.01.07_01.01.10					Analysis Option:	Value					
Store Filter:						•	View by:	Dav		-			
Time Filter:							nen by.	559		•			
Store No.	ID	First Na	ime	Last Name	Refur	nd Over x		Returns Outside	Normal Hours	Qty. Of Void Lines 🔺			
	99	Nick		Clyde	351,72	•	ľ	330,00					
50009	902	Dorit		Fletcher									
\$0009	901	Stu		Saige						-			
		III								-0-1			
🏄 View - Fra	aud Ev	ents							_				
<u></u>	Hon	ne Actio	ons Navig	ate						0			
	4	N		50									
<u> </u>													
Show S as list	how a Chart	s OneNo	te Notes	Links									
View	,		Show Attached	a									
Fraud Ev	ents	-					Type to filter ((F3) No	•	→ 🖌			
Sorting: S	Staff N	o.,Trigger No.	"Trans. Date,Ag	ıgr. Time 🔻	Az↓-				Filter: A • 101 • 01	01.07.01.01.10			
	No.	Trigger No.	Transactio	Receipt No.	Staff No.	Store N	o. POS Te	erm Trans.	Date Trans. Time	e Trans. Valu			
	54 /	A	47	0010001381	101	S0001	P0001	21.8.20	007 10:44:23	-125,			
	59 /	A	49	0010001383	101	S0001	P0001	21.8.20	07 11:11:53	-125,			
	297	A	160	00000P000	101	S0001	P0001	26.11	15:16:03,22	-100,			
•										- F			
										Close			

4.2 Trigger by POS

The card header is similar to the Trigger by Staff card.

At the bottom of the card, the first three columns display **Store No., No**. (of POS Terminal) and **Description** of the **POS Terminal**. The rest of the columns show the selected triggers. Under Navigate, **POS Term.**, there is a Card button that displays the corresponding **POS Terminal** card via The POS Terminal List.



🕌 Ed	dit - Trigger by P	os							• X
4	Home	Actions	Navigate						(
<		Previous Set Next Set							
Prev Per	rious Next riod Period	Card							
	Proce	:55							
Opt Ev	t ions entGroupFilter:		-			SortedByTriggerDesc:			
Da	te Filter:	06.05.13				Rounding Factor:	None	•	
Ste	ore Filter:				-	Analysis Option:	Value	•	
Tir	ne Filter:					View by:	Day	•	
	Store No.	No.	Description	Refund Over x	Return	ns Outside Normal Hours	Qty. Of Void Lines Within Trans E	Qty. Of No Sales	^
	50001 👻	P0001	The POS at the entr						-
	50001	P0002	The POS by the sto						-
	S0002	P0003	The POS at the entr						
	S0002	P0004	The POS next to aisl						
	S0003	P0005	The POS at the entr						
	S0003	P0006	The POS next to esc						
	S0004	P0007	The POS next to the						
	S0004	P0008	Second POS from t						
	S0004	P0009	Third POS from the						
	S0004	P0010	Fourth POS from th						
	S0005	P0011	Restaurant Downstai						
	S0005	P0012	Bar Upstairs						-
•									F.
								[ОК

4.3 Trigger by Store

The card header is similar to the Trigger by Staff card.

In the line part of the card the first two columns display the store **No**. and **Name**. The rest of the columns show the selected triggers. Under Navigate, **Store**, there is a Card button that displays the corresponding **Store Card** via the Store List.

🔏 Edit - Trigger by Store									
	Home	Actions Navig	gate						0
Pret	rious Next riod Period Proce	Card							
Op Ev	tions ent Group View I	Filter:	•		Rou	inding Factor:	None		•
Da	ite Filter:	06.05.13			Ana	lysis Option:	Value		•
Ti	ne Filter:				Viev	v by:	Day		•
Sc	rted By Trigger:	-							
_	No.	Name	Refund Over x	Returns Outside Norma	Hours	Qty. Of Void L	ines Within Trans E	Qty. Of No Sales	<u>^</u>
	но	Head Office							
	50001	Cronus Super Marke							
_	S0002	Cronus Food Marke							
	S0003	Cronus Fashion Stor							
	50004	LS Retail Default Store							
	50005	Cronus Restaurant							E
	50007	Call Center							
	50007	Cronus Electronics S							
	50000	Cronus Home Euroit							
	50010	Cronus Coffeehouse							
	50011	Cronus Catering							
	50012	Cronus Pizzeria-Wra							
	\$0050	Cronus Forecourt M							
	CODE1	Cronus Enrocourt En							-
•									- F
									OK
									UK

4.4 Trigger by Time

The card header is similar to the Trigger by Staff card, but the Time field is not displayed.

In the line part of the card the first two columns display **Start Time** and **End Time**. The rest of the columns show the selected triggers.

<u>/1</u> E	dit - Trigger by	Time						
	Home	Actions						0
Pre Pe	vious Next riod Period Proc	Next Set	t					
Ор	tions							
Ev	ent Group View	/ Filter:	•		Rounding Factor:	None		•
D	ate Filter:	06.05.13			Analysis Option:	Value		•
So	orted By Trigger				View by:	Day		-
	Start Time	End Time	Refund Over x	Returns Outside Normal Hours	Qty. Of Void Lines \	Vithin Trans E	Qty. Of No Sales	
	00:00:00	00:59:59						E
	01:00:00	01:59:59						
	02:00:00	02:59:59						
	03:00:00	03:59:59						
	04:00:00	04:59:59						
	05:00:00	05:59:59						
	06:00:00	06:59:59						
	07:00:00	07:59:59						
4	08-00-00	08-59-59						-
								ОК

4.5 Trigger by Period

The views and filters in the header on the **Trigger by Period** card are a bit different from the previous headers. The filters are for **Store**, **Staff** and **POS Terminal** and are self-explanatory. The **Views** are similar to the **Trigger by Staff** card, but show only the **Rounding Factor** and the **Analysis Option**.

Ar Edit - Trigger by Period								
Home Home	Actions							
Previous Next Period Period								
Process								
	Filters:		Vi	iews:				
Store Filter:			Analysis Option:	Value				
Staff Filter:			View by:	Day				
Pos Terminal Filter:		•	View as:	Net Change 👻				
Rounding Factor:	None	•						

The columns are also different; the triggers are shown in the lines, **No**. and **Description**, and the rest of the columns display the periods according to the selection on the left hand side at the bottom of the card.

🏄 Edit - Trigger by Pe	riod						- C X
Home	Actions						0
Previous Next Period Period Process							
Options							
Store Filter:		•	Analysis Option	Value	•		
Staff Filter:		•	View by:	Day	•		
Pos Terminal Filter:		-	View as:	Net Change	•		
Rounding Factor:	None	-					
No.	Description	06.05.13		07.05.13	08.05.13	09.05.13	-
A	Refund Over x						
В	Returns Outside Normal Hours						
c	Qty. Of Void Lines Within Trans Exceeds						
D	Qty. Of No Sales						
E	Refunds To Whole Numbers						
F	Refund Without Receipt						
G	Manual Entered Creditcard						-
٠ III	1						•
							ОК

5 Setup

The Loss Prevention Setup is covered earlier in this document.

5.1 Event View Header

The Event View Header is displayed in LS Retail – Loss Prevention, Setup, Event View List.

Since there are more triggers in use than can be displayed in one view, the **Event View Group Filter** is used to define the **Event List**.

Groups are specified in the **Event View Header** and their functionality has already been described in another context. For each trigger it is possible to see the relevant triggers in a **Loss Prevention Trigger List** opened under the letter for each trigger.

i Edit - Event View I	Header - REFUND			
- Home	Actions			0
View Cedit View Cedit View Cedit Manage	OneNote Notes Links			
REFUND				
General				^
Code: REFUND)	Description:	Refunds	
Event View Line	s			^
S Find Filt	er 🦷 Clear Filter	1		
Trigger No.	Trigger Description	Manager Permissions		
A	Refund Over x			
В	Returns Outside Normal Hours			
E	Refunds To Whole Numbers			
F	Refund Without Receipt			
к	Credit Note Raised			
L	Credit Note Cashed			
N	Refunds Returned As Cash			
				ок



Loss Prevention Triggers ▼ Type to filter (F3) No. ▼ → ♥ Sorting: No. ▼ Â ▼ No filters applied						
No.	Description	Reverse Sign	n Enabled			
A	Refund Over x		V	V		
В	Returns Outside Normal Hours			V		
с	Qty. Of Void Lines Within Trans Excee	eds x%	1	\checkmark		
D	Qty. Of No Sales			V		
E	Refunds To Whole Numbers		1	\checkmark		
F	Refund Without Receipt			V		
G	Manual Entered Creditcard			\checkmark		
н	Sales Outside Normal Hours		1	V		
I	Manual Price Changes			1		
J	Manual Discount Given		1	1		
к	Credit Note Raised			v		
L	Credit Note Cashed			1		
м	All Transaction Containing Voids		1	v		
N	Refunds Returned As Cash		1	1		
0	Discount Greater x%			v		
P	Transactional Voids			1		
Q	Payment On Account			v		
R	Round Figure Sales		V	V		
S	Sales Less Than x		V	v		
т	Sold Below Cost		V	v		
U	Refund To Credit Card			V		