

#MCON17

MIRUS

Restaurant Solutions



Utilizing your Data for Loss Prevention

Terri Pham Gonzalez
Emily Duncan Tobar



About Me



Terri Pham Gonzalez

- ♦ With Mirus since 2012
- ♦ Crossfit coach in the evenings
- ♦ Top Chef on the weekends



Emily Duncan Tobar

- ♦ With Mirus since 2012
- ♦ Crazy Cat Lady
- ♦ Geek girl on the weekends



Take Aways

- Cover the different Loss Prevention Options with Mirus:
- What can you do today with TLD Sales and Labor
- How can you supplement and enhance what you have today using additional data
- How to take it to the next level with the Sentinel Product



What can you do today:

Example Reports you can create now (with TLD Sales & Labor)



Employees Consistently not clocking out

Employees that consistently do not clock out ⚙️

Hour = 1:00 AM;

Time Selection = Trailing 13 Weeks (06/05/2017 to 09/03/2017)

			Day	Total
			Hour	
Store Name ▾	Employee Name	Employee Number	Job Name	Count of not clocking out ▴▾
Georgetown Crossing	MARIANO MAQUEDA	578	Server	27
	ANTONIO GARCIA	714	Server	25
	ANAHI CORTES	546	Server	17
	JARED CONVERSE	557	Cooks	12
	CHELSEA DEBERRY	609	Cooks	12
Pearland	NATHAN CRABTREE	214	Server	9
	NICHOLE M SPANGLER	494	Busser	8



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Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60

Tender Amt > 0.01

Tender Amt filtered for Tender Name = Cash

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Store Num	Employee Name	Day	Check Num	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05
205	Regina Santos	10/03/2017	108553	78.74%	17.97	14.15	3.53	3.82
358	JOSH PETERSON	10/03/2017	320858	86.15%	2.31	1.99	0.30	0.32
			320872	86.15%	2.31	1.99	0.30	0.32
	LACIE STOLTE	10/03/2017	260722	77.91%	1.72	1.34	0.35	0.38



Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60

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76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05
885	Dan Conerway	10/03/2017	403550	70.71%	47.07	33.45	13.62	0.00



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Employee and Checks with High Discounts: Count of Checks

Discount as percentage of Sales per check COUNT OF ⚙️

Time Selection = Trailing 13 Weeks (07/03/2017 to 10/01/2017)

Store Num	Employee Name	Day	Check Num	Count of Checks	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
358	ALEXCIS MITCHELL	07/16/2017	569979	1	86.15%	2.31	1.99	0.30	0.32
		07/17/2017	332848	1	91.28%	4.36	3.98	0.35	0.38
		07/30/2017	573291	1	97.55%	2.04	1.99	0.05	0.05
		08/05/2017	574806	1	85.96%	4.63	3.98	0.60	0.65
		08/20/2017	303710	1	97.55%	4.08	3.98	0.10	0.11
		09/24/2017	317342	1	89.20%	6.02	5.37	0.60	0.65
	ALEXCIS MITCHELL Total			6	90.83%	23.44	21.29	2.00	2.16



Employee and Checks with High Discounts: Count of Checks

Discount as percentage of Sales per check COUNT OF ⚙️

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		07/30/2017	573291	1	97.55%	2.04	1.99	0.05	0.05
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High Empl Meal Discounts

Discounts: Employee Meals ⚙️

Time Selection = Week-To-Date (09/04/2017 to 09/07/2017)

Store Name	Employee Name	Day	Empl Meal Discount as % of Sales	Employee Meal Discount Amt	Gross Sales
E Division	JAIME ARTACHE	09/05/2017	● 29.26%	15.00	51.27
Post Oak	SYLVIA MARGETA	09/06/2017	● 16.21%	2.99	18.45
S Central	DAVID BORER	09/06/2017	● 100.00%	4.99	4.99
W Division	IRMA QUINTANA	09/05/2017	● 39.79%	5.79	14.55



High Empl Meal Discounts

Discounts: Employee Meals ⚙️

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Refunds After Close

Refunds after close ⚙								
Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)								
Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
AMBER MCKINNEY	06/19/2017	3:00 AM	915808	1.94	1	(1.94)		
	06/30/2017	2:00 AM	917274	2.14	1	(2.14)		
	09/06/2017	1:00 AM	927429	3.18	1	(3.18)		
	09/10/2017	2:00 AM	928118	2.21	1	(2.21)		
AMBER MCKINNEY Total				9.47	4	(9.47)		
GREIR GUIDRY	07/01/2017	2:00 AM	917455	16.54	1	(16.54)		
	08/10/2017	1:00 AM	923659	8.42	1	(8.42)		
GREIR GUIDRY Total				24.96	2	(24.96)		
LENA McKINNEY	07/26/2017	2:00 AM	138065	21.22	1	(21.22)		
LENA McKINNEY Total				21.22	1	(21.22)		
TONY ESCARSEGA	06/25/2017	3:00 AM	243789	9.73	1	(9.73)		
	07/01/2017	1:00 AM	244941	2.80	1	(2.80)		
	07/28/2017	2:00 AM	249380	15.40	1	(15.40)		
	08/13/2017	1:00 AM	140345	7.13	1	(7.13)		
TONY ESCARSEGA Total				35.06	4	(35.06)		



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LENA McKINNEY Total				



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AMBER MCKINNEY Total				9.47	4	(9.47)		
GREIR GUIDRY	07/01/2017	2:00 AM	917455	16.54	1	(16.54)		
	08/10/2017	4:00 AM	922050	0.42	1	(0.42)		



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TONY ESCARSEGA Total				35.06	4	(35.06)		



Happy Hour Items

Happy Hour Items

Minor Name = Happy Hour

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Hour	Qty Sold	Gross Sales
7:00 AM	1	6.99
8:00 AM	1	6.99
9:00 AM	2	13.98
4:00 PM	25	170.05
5:00 PM	60	391.20
6:00 PM	48	295.92
7:00 PM	36	203.31



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Time Selection = Previous Day (10/03/2017 to 10/03/2017)

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6:00 PM	48	295.92
7:00 PM	36	203.31



Happy Hour Items



Happy Hour Items




Hour	Employee Name	Qty Sold	Gross Sales
7:00 AM	ELLEN RICHARDS	1	6.99
8:00 AM	MICHELE BRAWLEY	1	6.99
9:00 AM	JENNIFER BENTDAHL	1	6.99
	WENDY GOMEZ	1	6.99



How you can supplement what you have by integrating another data piece




Deposit Information

Cash over short 


Over/Short < -40

Time Selection = Custom (09/29/2017 to 10/03/2017)

Store Name	Day	Gross Sales	Over/Short 	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	0.00	2,425.89
League City	09/29/2017	4,458.50	(194.54)	2,505.00	2,699.54
Spring	09/29/2017	3,875.08	(66.43)	2,228.00	2,294.43
Fishers Landing	09/30/2017	4,400.93	(65.83)	2,459.00	2,524.83
Lusher	09/29/2017	4,806.93	(43.73)	2,971.00	3,014.73




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Cash over short 

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Store Name	Day	Gross Sales	Over/Short 	% of Total deposit	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	(100.00%)	0.00	2,425.89
League City	09/29/2017	4,458.50	(194.54)	(7.21%)	2,505.00	2,699.54
Spring	09/29/2017	3,875.08	(66.43)	(2.90%)	2,228.00	2,294.43
Fishers Landing	09/30/2017	4,400.93	(65.83)	(2.61%)	2,459.00	2,524.83
Lusher	09/29/2017	4,806.93	(43.73)	(1.45%)	2,971.00	3,014.73



Tip Information (Declared Tips, Cash tips)

i Tip % **⚙**

Store Num	Employee Name	Gross Sales	Tip % 	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00



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102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
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	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00



Tip Information (Declared Tips, Cash tips)

i Tip % **⚙**

Store Num	Employee Name	Gross Sales	Tip %	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00



Store Num	Employee Name	Day	Check Number	Net Sales	Tip %	Total Tip
103	Rojas Sarmiento	10/02/2017	9024	38.00	65.79%	25.00

Print

Email

Store	Gessner	Check #	9024
Employee Name	Rojas Sarmiento	Date	10/02/2017
Revenue Center	Bar	Check Open Time	4:11 PM
Cover Count	1	Check Close Time	5:34PM

Item Number	Menu Item	Minute AM/PM	Qty	Amount
207208	C. Clasico	4:07 PM	1	\$20.00
210847	Cubana	4:39 PM	1	\$25.00
211581	Carapulcra	5:09 PM	1	\$31.00
2662	Comp Birthday	5:34PM	1	-\$19.00
2662	Comp Birthday	5:34PM	1	-\$19.00

Total Item Sales: \$76.00

Tax: \$3.80

Discounts: (\$38.00)

Total Amount Due: \$41.80

Payments:

Visa: \$66.80

Total Tips: \$25.00

Total Payments: \$66.80



Store Num	Employee Name	Day	Check Num	Net Sales	Tip %	Total Tip
103	Rojas Sarmiento	10/02/2017	9024	38.00	65.79%	25.00

Print

Email

Store

Gessner

Employee Name

Rojas Sarmiento

Revenue Center

Bar

Cover Count

1

Check #

9024

Date

10/02/2017

Check Open Time

4:11 PM

Check Close Time

5:34PM

Item Number	Menu Item	Minute AM/PM	Qty	Amount
207208	C. Clasico	4:07 PM	1	\$20.00
210847	Cubana	4:39 PM	1	\$25.00
211581	Carapulcra	5:09 PM	1	\$31.00
2662	Comp Birthday	5:34PM	1	-\$19.00
2662	Comp Birthday	5:34PM	1	-\$19.00

Total Item Sales:

\$76.00

Tax:

\$3.80

Discounts:

(\$38.00)

Total Amount Due:

\$41.80

Payments:

Visa:

\$66.80

Total Tips:

\$25.00

Total Payments:

\$66.80



Manager Transaction or Audit File


- Some known examples:
 - PosiTouch → mgr_tran
 - Aloha → GNDAUDIT



Authorizing Manager



Manger reporting 

Time Selection = Week-To-Date (10/02/2017 to 10/04/2017)

		Day	10/02/2017		10/03/2017		10/04/2017	
Store Num	Mgr Num	Mgr Name	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt 	Mgr Overring Qty
56	11	SHELLEY	358.43	6	553.03	28	309.45	20
	56	DAHANA S	0.00	0	0.00	0	203.76	35
	20	ARAUJO	115.16	34	102.11	23	98.77	31
	22	NILSON	21.57	5	17.87	5	84.80	18
	5	ADAM	24.47	7	16.74	7	0.00	0
	41	JASMINE C	48.17	16	0.00	0	0.00	0



Authorizing Manager

Manger reporting 								
Time Selection = Week-To-Date (10/02/2017 to 10/04/2017)								
		Day	10/02/2017		10/03/2017		10/04/2017	
Store Num	Mgr Num	Mgr Name	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt 	Mgr Overring Qty
56	11	SHELLEY	358.43	6	553.03	28	309.45	20
	56	DAHANA S	0.00	0	0.00	0	203.76	35
	20	ARAUJO	115.16	34	102.11	23	98.77	31
	22	NILSON	21.57	5	17.87	5	84.80	18
	5	ADAM	24.47	7	16.74	7	0.00	0
	41	JASMINE C	48.17	16	0.00	0	0.00	0

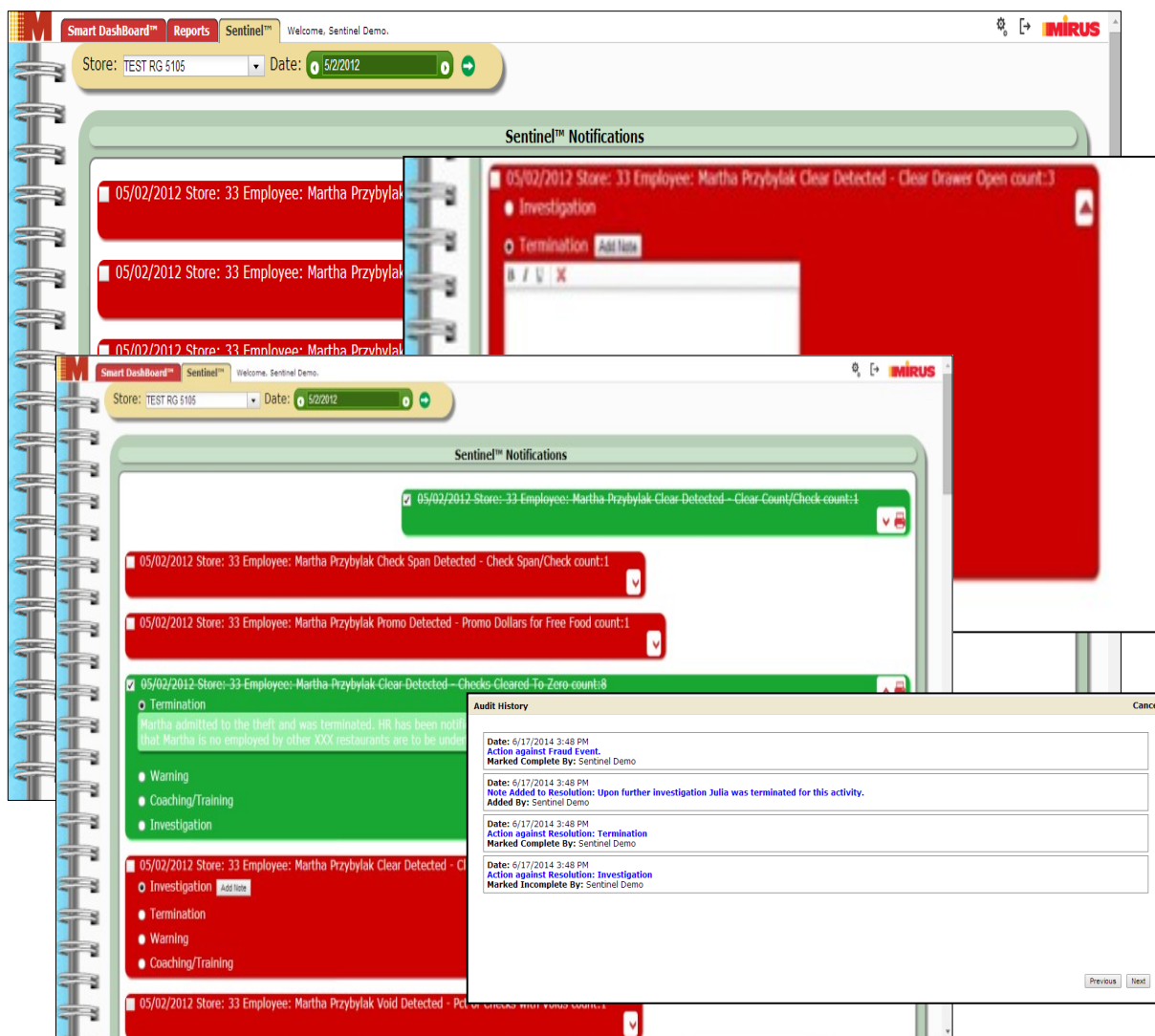


#MCON17

Taking Fraud further with Sentinel



What is Sentinel?



Who would be interested in Sentinel?




Check Clears by Employee

 Check Clears 

	Fraud Name	Checks Cleared To Zero		Clear Drawer Open	
	Default Threshold	0.0000		0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26	4	94.80
	Kelsey Campbell	3	88.52	3	58.50
	Hanna Roesch	3	87.16	3	70.82
	Charlotte Driver	3	25.20	3	14.55
	Raleigh Moore	1	20.83	1	17.84
	Andrea Bell	3	16.34	2	5.98
	Jordan Crawford	1	9.57	1	6.08
	Rebecca Collins	2	7.17	2	7.17
	Diego Hernandez	2	4.49	2	4.49



Check Clears by Employee

Check Clears 

	Fraud Name	Checks Cleared To Zero	
	Default Threshold	0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26
	Kelsey Campbell	3	88.52
	Hanna Roesch	3	87.16
	Charlotte Driver	3	25.20



Check Clears by Employee



Check Clears



	Fraud Name	Clear Drawer Open	
	Default Threshold	0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt
99	Haley Hargrove	4	94.80
	Kelsey Campbell	3	58.50
	Hanna Roesch	3	70.82
	Charlotte Driver	3	14.55
	Delish M...		47.04



Check Clears by Employee



Check Clears



	Fraud Name	Checks Cleared To Zero		Clear Drawer Open	
	Default Threshold	0.0000		0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26	4	94.80
	Kelsey Campbell	3	88.52	3	58.50
	Hanna Roesch	3	87.16	3	70.82
	Charlotte Driver	3	25.20	3	14.55
	Raleigh Moore	1	20.83	1	17.84
	Andrea Bell	3	16.34	2	5.98
	Jordan Crawford	1	9.57	1	6.08
	Rebecca Collins	2	7.17	2	7.17
	Diego Hernandez	2	4.49	2	4.49



Fraud Events Resolution Tracking

Fraud Alert Resolution Tracking

Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
Post-Close Comps All Tenders	13	551.95	13	9	7.75
Post-Close Promos All Tenders	17	779.06	17	17	6.5
Post-Close Voids All Tenders	117	3,808.59	114	114	15.5
Reopened Cash Checks w/Comps	1	0.16	1	1	1
Reopened Cash Checks w/Promos	9	18.94	9	9	3.5
Reopened Cash Checks w/Voids	5	18.32	5	5	2.5
Reprint Count/Check	19,193	0.00	N/A	N/A	N/A



Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
Best Class Comp. All Tenders	12	551.05	12	0	7.75



Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Post-Close Comps All Tenders	13	551.95	13	9	7.75
Post-Close Promos All Tenders	17	779.06	17	17	6.5
Post-Close Voids All Tenders	117	3,808.59	114	114	15.5
Reopened Cash Checks w/Comps	4	0.45	4	4	4



Fraud Events Resolution Tracking

Fraud Alert Resolution Tracking

Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Reopened Cash Checks w/Comps	1	0.16	1	1	1
Reopened Cash Checks w/Promos	9	18.94	9	9	3.5
Reopened Cash Checks w/Voids	5	18.32	5	5	2.5



Fraud Events Resolution Tracking

Fraud Alert Resolution Tracking

Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
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Reopened Cash Checks w/Voids	5	18.32	5	5	2.5
Reprint Count/Check	19,193	0.00	N/A	N/A	N/A



Questions?

Terri Pham Gonzalez
Emily Duncan Tobar



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Restaurant Solutions



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Restaurant Solutions

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Utilizing your Data for Loss Prevention

Terri Pham Gonzalez
Emily Duncan Tobar

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About Me



Terri Pham Gonzalez

- With Mirus since 2012
- Crossfit coach in the evenings
- Top Chef on the weekends



Emily Duncan Tobar

- With Mirus since 2012
- Crazy Cat Lady
- Geek girl on the weekends

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Take Aways

- Cover the different Loss Prevention Options with Mirus:
- What can you do today with TLD Sales and Labor
- How can you supplement and enhance what you have today using additional data
- How to take it to the next level with the Sentinel Product

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For some reason, some clients believe they do not have “the right data” to report on fraud or loss prevention. Sometimes it is a report writing confidence issue and sometimes client just need some examples to get started.

Today, I will cover over some options for reporting Loss Prevention with Mirus

First, we will look at what you can do today and I will provide some example reports (with just TLD sales & labor)

Then we will cover how to supplement and enhance what you have if you were to bring in an additional data source.

Then we will discuss how to take it a bit further with Mirus Loss prevention Product Sentinel. We will cover what Sentinel is and if it is something that you may need

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What can you do today:
Example Reports you can create now (with TLD
Sales & Labor)

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Employees Consistently not clocking out

Employees that consistently do not clock out: ⚙️				
Hour = 1:00 AM; Time Selection = Trailing 13 Weeks (06/05/2017 to 09/03/2017)				
			Day	Total
			Hour	
Store Name	Employee Name	Employee Number	Job Name	Count of not clocking out
Georgetown Crossing	MARIANO MAQUEDA	578	Server	27
	ANTONIO GARCIA	714	Server	25
	ANAHI CORTES	546	Server	17
	JARED CONVERSE	557	Cooks	12
	CHELSEA DEBERRY	609	Cooks	12
Pearland	NATHAN CRABTREE	214	Server	9
	NICHOLE M SPANGLER	494	Busser	8

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Most clients already have a report that will notify if an employee does not clock out.

But have you ever thought about trying to see which employee consistently does not clock out?

The reason why this should be monitored is because the employee can just tell the manager the next day they left at a certain time. The manager will have to trust that the time they said was correct.

The employee can leave at 8PM and tell the manager they left at 8:30PM.

If they did that every few weeks or every few days, then it will go unnoticed.

#MCON17

Employees Consistently not clocking out

Employees that consistently do not clock out ⚙️				
Hour = 1:00 AM:				
Time Selection = Trailing 13 Weeks (06/05/2017 to 09/03/2017)				
			Day	Total
			Hour	
Store Name	Employee Name	Employee Number	Job Name	Count of not clocking out
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	JARED CONVERSE	557	Cooks	12
	CHELSEA DEBERRY	609	Cooks	12
Pearland	NATHAN CRABTREE	214	Server	9
	NICHOLE M SPANGLER	494	Busser	8

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For this report I just looked at Labor Hours where the Hour is 1AM in the morning. I picked the 1AM hour but each client can be different based on when your employee should be off the clock.

For example: You can use 3AM if you restaurant closes at 11PM and everyone should be out by 2AM.

I used Reg Hour but you can also use Total Hours. The goal is to use a measure that indicates if an employee is working or clocked in at that hour..

#MCON17

Employees Consistently not clocking out

Employees that consistently do not clock out ⚙️				
Hour = 1:00 AM;				
Time Selection = Trailing 13 Weeks (06/05/2017 to 09/03/2017)				
			Day	Total
			Hour	
Store Name ▾	Employee Name	Employee Number	Job Name	Count of not clocking out ▴
Georgetown Crossing	MARIANO MAQUEDA	578	Server	27
	ANTONIO GARCIA	714	Server	25
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	JARED CONVERSE	557	Cooks	12
	CHELSEA DEBERRY	609	Cooks	12
Pearland	NATHAN CRABTREE	214	Server	9
	NICHOLE M SPANGLER	494	Busser	8

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Next, if you notice, this report is a trailing 13 week time selection to see who does this consistently across many weeks.

This report is the trailing 13 weeks, by store and employee

#MCON17

Employees Consistently not clocking out

Employees that consistently do not clock out ⚙				
Hour = 1:00 AM;				
Time Selection = Trailing 13 Weeks (06/05/2017 to 09/03/2017)				
			Day	Total
			Hour	
Store Name ↕	Employee Name	Employee Number	Job Name	Count of not clocking out ↕
Georgetown Crossing	MARIANO MAQUEDA	578	Server	27
	ANTONIO GARCIA	714	Server	25
	ANAHI CORTES	546	Server	17
	JARED CONVERSE	557	Cooks	12
	CHELSEA DEBERRY	609	Cooks	12
Pearland	NATHAN CRABTREE	214	Server	9
	NICHOLE M SPANGLER	494	Busser	8

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You can see here that I have 3 servers who are doing this consistently.

Mariano is..

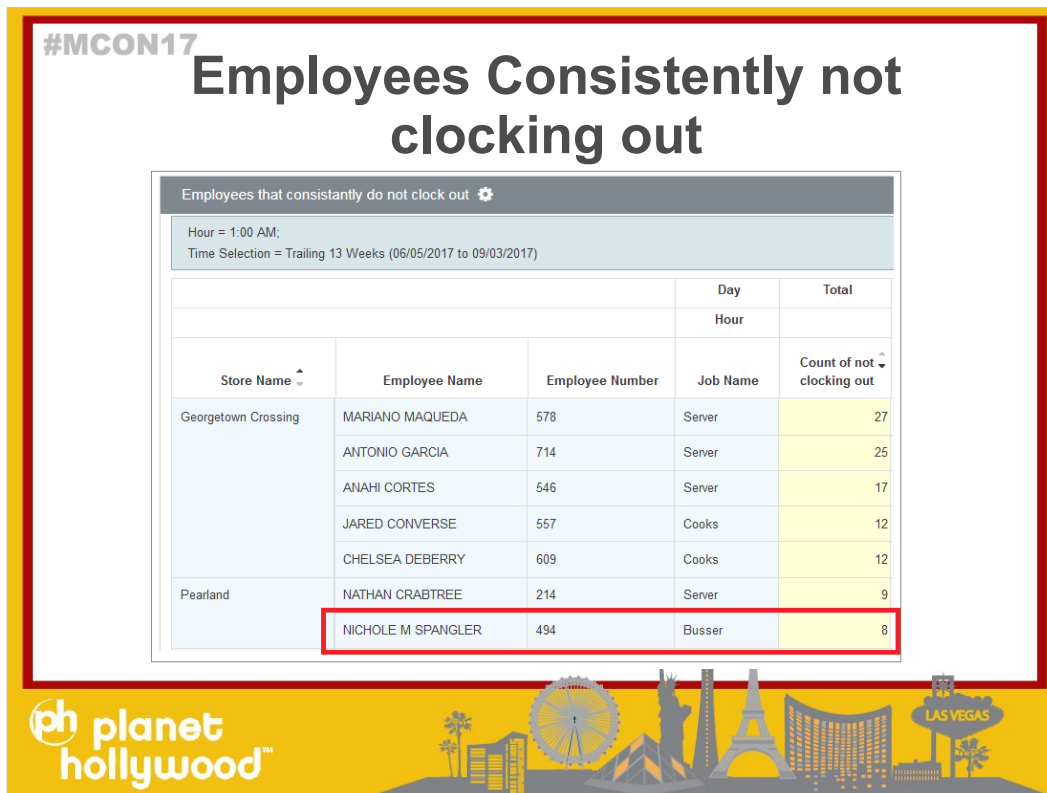
Antonio is..

Is the manager coaching them to reduce this number?

The reason you want these employees to stop this behavior is because you also want to reduce the labor for the manager who is doing the adjustments.

If the manager is spending 5 minutes everyday on these employees just making adjustments, then those 5 minutes add up.

For example: in the trailing 13 weeks, Marino has had 27 times he did not clock out. 27 times 5 minutes = over 2 hours of time the manager has spent adjusting this one person



I also put Job on this report.

Here you notice there is a Busser who also has not clocked out.

Based on your own business rules you can interpret this as good or bad.

For Example:

What if we know bussers are cut at 8:30 - 9PM everyday.

If you have a busser that tells you they left at 9PM with every one else, but leaves early and doesn't clock out. You have no way of knowing the truth.

Questions?

Before we move on, take a minute to evaluate if you have this in your arsenal for labor or loss prevention reporting. This report will help you save the manager's time as well as \$

#MCON17

Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60
Tender Amt > 0.01
Tender Amt filtered for Tender Name = Cash
Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Store Num	Employee Name	Day	Check Num	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05
205	Regina Santos	10/03/2017	108553	78.74%	17.97	14.15	3.53	3.82
358	JOSH PETERSON	10/03/2017	320858	86.15%	2.31	1.99	0.30	0.32
			320872	86.15%	2.31	1.99	0.30	0.32
	LACIE STOLTE	10/03/2017	260722	77.91%	1.72	1.34	0.35	0.38

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Let's take a look at Sales and Discounts.

Here is an example of a report looking at checks paid by Cash that have a discount by Employee, day, and store

This report has Gross Sales, Discount Amt, Net Sales, and Tender Amts filtered for Cash.

#MCON17

Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60
Tender Amt > 0.01
Tender Amt filtered for Tender Name = Cash
Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Store Num	Employee Name	Day	Check Num	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05
205	Regina Santos	10/03/2017	108553	78.74%	17.97	14.15	3.53	3.82
358	JOSH PETERSON	10/03/2017	320858	86.15%	2.31	1.99	0.30	0.32
			320872	86.15%	2.31	1.99	0.30	0.32
	LACIE STOLTE	10/03/2017	260722	77.91%	1.72	1.34	0.35	0.38

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To narrow the scope, I did a calculation looking at the discount as a % of the Gross Sales of the check and filtered to only show where the Discount % is over 60%.

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Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60
Tender Amt > 0.01
Tender Amt filtered for Tender Name = Cash
Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Store Num	Employee Name	Day	Check Num	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05

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Let's zoom into one check, the first check

This check was 2.04.

The discount was 1.99

The customer paid .05 in Cash.

This check has a 97.55% discount as percentage of check.

This could be a problem if you know you don't have any discounts that have a 97% discount as % of Sales. And the employee is pocketing the 1.99.

Or this could also be a problem if the employee is using this as a work around for opening the drawer. The Employee is ringing up a low cost item with a valid discount for a customer that orders something that doesn't need to go to the kitchen to be made (like a cup of coffee or soup)

#MCON17

Employee and Checks with High Discounts

Discount as percentage of Sales per check ⚙️

Discount as % of Gross Sales > 0.60

Tender Amt > 0.01

Tender Amt filtered for Tender Name = Cash

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Store Num	Employee Name	Day	Check Num	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
76	Cassandra Conerway	10/03/2017	603675	97.55%	2.04	1.99	0.05	0.05
205	Regina Santos	10/03/2017	108553	78.74%	17.97	14.15	3.53	3.82
358	JOSH PETERSON	10/03/2017	320858	86.15%	2.31	1.99	0.30	0.32
			320872	86.15%	2.31	1.99	0.30	0.32
	LACIE STOLTE	10/03/2017	260722	77.91%	1.72	1.34	0.35	0.38

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This report is only looking at one day, but you could see a trend with the employee if you expand this out to a week or month and see the same employee doing this consistently.

#MCON17

Employee and Checks with High Discounts: Count of Checks

Discount as percentage of Sales per check COUNT OF

Time Selection = Trailing 13 Weeks (07/03/2017 to 10/01/2017)

Store Num	Employee Name	Day	Check Num	Count of Checks	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
358	ALEXCIS MITCHELL	07/16/2017	569979	1	86.15%	2.31	1.99	0.30	0.32
		07/17/2017	332848	1	91.28%	4.36	3.98	0.35	0.38
		07/30/2017	573291	1	97.55%	2.04	1.99	0.05	0.05
		08/05/2017	574806	1	85.96%	4.63	3.98	0.60	0.65
		08/20/2017	303710	1	97.55%	4.08	3.98	0.10	0.11
		09/24/2017	317342	1	89.20%	6.02	5.37	0.60	0.65
	ALEXCIS MITCHELL Total			6	90.83%	23.44	21.29	2.00	2.16

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To take it one step further, I added a count of Checks and expanded this to trailing 13 weeks to see which employee does this consistently:

#MCON17

Employee and Checks with High Discounts: Count of Checks

Discount as percentage of Sales per check COUNT OI ⚙

Time Selection = Trailing 13 Weeks (07/03/2017 to 10/01/2017)

Store Num	Employee Name	Day	Check Num	Count of Checks	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
358	ALEXCIS MITCHELL	07/16/2017	569979	1	86.15%	2.31	1.99	0.30	0.32
		07/17/2017	332848	1	91.28%	4.36	3.98	0.35	0.38
		07/30/2017	573291	1	97.55%	2.04	1.99	0.05	0.05
		08/05/2017	574806	1	85.96%	4.63	3.98	0.60	0.65
		08/20/2017	303710	1	97.55%	4.08	3.98	0.10	0.11
		09/24/2017	317342	1	89.20%	6.02	5.37	0.60	0.65
	ALEXCIS MITCHELL Total				6	90.83%	23.44	21.29	2.00

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To create the Check count, I used Measure builder.
Discount Amt divided by Discount amt will always be one.

#MCON17

Employee and Checks with High Discounts: Count of Checks

Discount as percentage of Sales per check COUNT OI ⚙

Time Selection = Trailing 13 Weeks (07/03/2017 to 10/01/2017)

Store Num	Employee Name	Day	Check Num	Count of Checks	Discount as % of Gross Sales	Gross Sales	Discount Amt	Net Sales	Cash Tender
358	ALEXCIS MITCHELL	07/16/2017	569979	1	86.15%	2.31	1.99	0.30	0.32
		07/17/2017	332848	1	91.28%	4.36	3.98	0.35	0.38
		07/30/2017	573291	1	97.55%	2.04	1.99	0.05	0.05
		08/05/2017	574806	1	85.96%	4.63	3.98	0.60	0.65
		08/20/2017	303710	1	97.55%	4.08	3.98	0.10	0.11
		09/24/2017	317342	1	89.20%	6.02	5.37	0.60	0.65
	ALEXCIS MITCHELL Total			6	90.83%	23.44	21.29	2.00	2.16

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Then I added total Line and using the measure aggregator, “summed” the Check Count

So Alexis has done this 6 times in trailing 13 weeks, but this could be worse if it was 6 - 10 times in one day. You get the picture.

Although there isn't a “count” measure, sometimes just creatively using features that Mirus has (like measure builder and total line displays) you can get to where you want to go.

Alan is presenting more “tricks later after lunch so if you want to learn more tricks like this, I recommend you attend his training.

Questions?

#MCON17

High Empl Meal Discounts

Discounts: Employee Meals ⚙️

Time Selection = Week-To-Date (09/04/2017 to 09/07/2017)

Store Name	Employee Name	Day	Empl Meal Discount as % of Sales	Employee Meal Discount Amt	Gross Sales
E Division	JAIME ARTACHE	09/05/2017	● 29.26%	15.00	51.27
Post Oak	SYLVIA MARGETA	09/06/2017	● 16.21%	2.99	18.45
S Central	DAVID BORER	09/06/2017	● 100.00%	4.99	4.99
W Division	IRMA QUINTANA	09/05/2017	● 39.79%	5.79	14.55

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Sometimes you want to dig into a specific discount. This is an example using Empl Meal Discounts as a % of Sales using a KPI. (key performance indicator)

The time selection is Week TO date, and this report is detailed by store, employee, and day

#MCON17

High Empl Meal Discounts

Discounts: Employee Meals ⚙️

Time Selection = Week-To-Date (09/04/2017 to 09/07/2017)

Store Name	Employee Name	Day	Empl Meal Discount as % of Sales	Employee Meal Discount Amt	Gross Sales
E Division	JAIME ARTACHE	09/05/2017	● 29.26%	15.00	51.27
Post Oak	SYLVIA MARGETA	09/06/2017	● 16.21%	2.99	18.45
S Central	DAVID BORER	09/06/2017	● 100.00%	4.99	4.99
W Division	IRMA QUINTANA	09/05/2017	● 39.79%	5.79	14.55

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Here I have discount Amt filtered for the specific Discount Name,.

In this case the Discount Name is Employee Meal.

#MCON17

High Empl Meal Discounts

Discounts: Employee Meals ⚙️

Time Selection = Week-To-Date (09/04/2017 to 09/07/2017)

Store Name	Employee Name	Day	Empl Meal Discount as % of Sales	Employee Meal Discount Amt	Gross Sales
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Post Oak	SYLVIA MARGETA	09/06/2017	● 16.21%	2.99	18.45
S Central	DAVID BORER	09/06/2017	● 100.00%	4.99	4.99
W Division	IRMA QUINTANA	09/05/2017	● 39.79%	5.79	14.55

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Then there is a calculation of Employee meal as a % of Sales

#MCON17

High Empl Meal Discounts

Discounts: Employee Meals ⚙️

Time Selection = Week-To-Date (09/04/2017 to 09/07/2017)

Store Name	Employee Name	Day	Empl Meal Discount as % of Sales	Employee Meal Discount Amt	Gross Sales
E Division	JAIME ARTACHE	09/05/2017	● 29.26%	15.00	51.27
Post Oak	SYLVIA MARGETA	09/06/2017	● 16.21%	2.99	18.45
S Central	DAVID BORER	09/06/2017	● 100.00%	4.99	4.99
W Division	IRMA QUINTANA	09/05/2017	● 39.79%	5.79	14.55

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And the KPIs on this report have thresholds that I set. My threshold is anything up to 20% is yellow. Any employee greater than 20% is a red dot. Only Sylvia (who has a 16.21%) is yellow, everyone else is red.

Again, this is my example. Your report should be tailored for your business. You can make this same report for specific coupons, specific promos or even the highest comps (like your open food comp). Your KPIs should match your specific business needs.

The goal is to be aware which Employees at which stores are taking advantage of high value comps, promos, or coupons.

Questions?

#MCON17

Refunds After Close

Refunds after close ⚙								
Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)								
Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
AMBER MCKINNEY	06/19/2017	3:00 AM	915808	1.94	1	(1.94)		
	06/30/2017	2:00 AM	917274	2.14	1	(2.14)		
	09/06/2017	1:00 AM	927429	3.18	1	(3.18)		
	09/10/2017	2:00 AM	928118	2.21	1	(2.21)		
AMBER MCKINNEY Total				9.47	4	(9.47)		
GREIR GUIDRY	07/01/2017	2:00 AM	917455	16.54	1	(16.54)		
	08/10/2017	1:00 AM	923659	8.42	1	(8.42)		
GREIR GUIDRY Total				24.96	2	(24.96)		
LENA MCKINNEY	07/26/2017	2:00 AM	138065	21.22	1	(21.22)		
LENA MCKINNEY Total				21.22	1	(21.22)		
TONY ESCARSEGA	06/25/2017	3:00 AM	243789	9.73	1	(9.73)		
	07/01/2017	1:00 AM	244941	2.80	1	(2.80)		
	07/28/2017	2:00 AM	249380	15.40	1	(15.40)		
	08/13/2017	1:00 AM	140345	7.13	1	(7.13)		
TONY ESCARSEGA Total				35.06	4	(35.06)		

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Refunds after close are easy low hanging fruit.

Especially since it seems easier to steal at night: closing and clean up is happening. Employees and Shift supervisors or managers are trying to leave, and everyone is tired.

Here I have a report looking for refunds by employee, day, and check during the hours of 1AM – 3AM which is a time the restaurant is closed.

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#MCON17

Refunds After Close

Refunds after close ⚙️

Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)

Employee Name	Day	Hour AM/PM	Check Num	Rel A
AMBER MCKINNEY	06/19/2017	3:00 AM	915808	
	06/30/2017	2:00 AM	917274	
	09/06/2017	1:00 AM	927429	
	09/10/2017	2:00 AM	928118	
AMBER MCKINNEY Total				
GREIR GUIDRY	07/01/2017	2:00 AM	917455	
	08/10/2017	1:00 AM	923659	
GREIR GUIDRY Total				
LENA MCKINNEY	07/26/2017	2:00 AM	138065	
LENA MCKINNEY Total				

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Before we dig into the report, let me break this report down:

I have Employee, Day, Hour and check

This report is for the Previous Quarter to see if there are employees that are refunding after close subtly enough that they don't think anyone notices

#MCON17

Refunds After Close

Refunds after close ⚙️

Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)

Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
AMBER MCKINNEY	06/19/2017	3:00 AM	915808	1.94	1	(1.94)		
	06/30/2017	2:00 AM	917274	2.14	1	(2.14)		
	09/06/2017	1:00 AM	927429	3.18	1	(3.18)		
	09/10/2017	2:00 AM	928118	2.21	1	(2.21)		
AMBER MCKINNEY Total				9.47	4	(9.47)		

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Measures Refund Amt, Refund Count

I have Tender Amt filtered for CASH,

Tender Amt Filtered for all credit Cards

And Tender Amt filtered for Gift Cards

This way I can see who did the refund and how did they get the money back.

I would rarely expect a credit card refund after close or a gift card, but since this is loss prevention, you just want to cover all of your bases.

#MCON17

Refunds After Close

Refunds after close ⚙

Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)

Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
AMBER MCKINNEY	06/19/2017	3:00 AM	915808	1.94	1	(1.94)		
	06/30/2017	2:00 AM	917274	2.14	1	(2.14)		
	09/06/2017	1:00 AM	927429	3.18	1	(3.18)		
	09/10/2017	2:00 AM	928118	2.21	1	(2.21)		
AMBER MCKINNEY Total				9.47	4	(9.47)		
GREIR GUIDRY	07/01/2017	2:00 AM	917455	16.54	1	(16.54)		

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.The first Employee Amber has had 4, CASH refunds during the hours of 1AM – 3AM in the last quarter for a total of 9.47. This is an example of an employee that is skimming just a little and the amount is so small that it doesn't raise any alarms.

But 9.47 is a grande latte and a cookie at Starbuds.

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#MCON17

Refunds After Close

Refunds after close ⚙️

Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)

Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
GREIR GUIDRY	07/01/2017	2:00 AM	917455	16.54	1	(16.54)		
	08/10/2017	1:00 AM	923659	8.42	1	(8.42)		
GREIR GUIDRY Total				24.96	2	(24.96)		
LENA McKINNEY	07/26/2017	2:00 AM	138065	21.22	1	(21.22)		
LENA McKINNEY Total				21.22	1	(21.22)		

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The two middle employees have larger Cash Refunds, but it is not as frequent.

One employee has 2 Cash Refunds for a total of \$25
And one only has 1 refund for \$21

The manager or shift can tell you if this is valid or if this was expected.

.

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#MCON17

Refunds After Close

Refunds after close ⚙️								
Time Selection = Previous Quarter (06/19/2017 to 09/17/2017)								
Employee Name	Day	Hour AM/PM	Check Num	Refund Amt	Refund Count	Cash Tender Amt	Credit Card Tender Amt	Gift Card Tender Amt
TONY ESCARSEGA	06/25/2017	3:00 AM	243789	9.73	1	(9.73)		
	07/01/2017	1:00 AM	244941	2.80	1	(2.80)		
	07/28/2017	2:00 AM	249380	15.40	1	(15.40)		
	08/13/2017	1:00 AM	140345	7.13	1	(7.13)		
TONY ESCARSEGA Total				35.06	4	(35.06)		



The last employee also has 4 separate Cash refunds after close for a total of \$35.

Again, this should give you insight into which employees you need to look at.

The best case scenario is to be looking at a report like this often so when you investigate checks and employees the Managers can help you in the investigation because they can remember last night. My report had previous Quarter to show you more data, but this could be run daily.

Questions?

Before we continue, I want to pause so you can let this report marinate a little bit and you can evaluate if you have this in your loss prevention arsenal

#MCON17

Happy Hour Items

Happy Hour Items ⚙️

Minor Name = Happy Hour

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Hour	Qty Sold	Gross Sales
7:00 AM	1	6.99
8:00 AM	1	6.99
9:00 AM	2	13.98
4:00 PM	25	170.05
5:00 PM	60	391.20
6:00 PM	48	295.92
7:00 PM	36	203.31

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This next report to to highlight items that should only be rung up during the Allotted Happy Hour Times (4Pm - 7PM)

This is just to remind you to not forget about other register keys that should only be used during a particular time of day.

This report Is Happy Hour Items sold yesterday detailed out by hour

#MCON17

Happy Hour Items

Happy Hour Items ⚙️

Minor Name = Happy Hour

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Hour	Qty Sold	Gross Sales
7:00 AM	1	6.99
8:00 AM	1	6.99
9:00 AM	2	13.98
4:00 PM	25	170.05
5:00 PM	60	391.20
6:00 PM	48	295.92
7:00 PM	36	203.31

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As you can see, we sold Happy Hour Items during the correct time 4PM -7PM

#MCON17

Happy Hour Items

Happy Hour Items ⚙️

Minor Name = Happy Hour

Time Selection = Previous Day (10/03/2017 to 10/03/2017)

Hour	Qty Sold	Gross Sales
7:00 AM	1	6.99
8:00 AM	1	6.99
9:00 AM	2	13.98
4:00 PM	25	170.05
5:00 PM	60	391.20
6:00 PM	48	295.92
7:00 PM	36	203.31

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You can also see the the hours of 7Am, 8AM, and 9AM happy hour items we rung up.
This can be just a coaching opportunity, or it can be an employee pocketing the difference and taking advantage of no one paying attention.

#MCON17

Happy Hour Items

Happy Hour Items			
Hour	Employee Name	Qty Sold	Gross Sales
7:00 AM	ELLEN RICHARDS	1	6.99
8:00 AM	MICHELE BRAWLEY	1	6.99
9:00 AM	JENNIFER BENTDAHL	1	6.99
	WENDY GOMEZ	1	6.99

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To take it further, if we added Employee to the report, you can see which Employees were ringing up Happy Hour Items during non Happy Hour times.

Questions?

Before we continue, I want to pause so you can let this report marinate a little bit and you can evaluate if you have this in your loss prevention arsenal.

Do you currently look at your happy hour items at other times of the day?

#MCON17

How you can supplement what you have by integrating another data piece

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Now that we have covered some report examples of what you can create today, let's take a look at some examples of reports if you decided to bring in another data piece to supplement or enhance what you have.

You can take your loss prevention further if you want to integrate an additional data piece.

#MCON17

Deposit Information

Cash over short ⚙️

Over/Short < -40

Time Selection = Custom (09/29/2017 to 10/03/2017)

Store Name	Day	Gross Sales	Over/Short ⬆️	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	0.00	2,425.89
League City	09/29/2017	4,458.50	(194.54)	2,505.00	2,699.54
Spring	09/29/2017	3,875.08	(66.43)	2,228.00	2,294.43
Fishers Landing	09/30/2017	4,400.93	(65.83)	2,459.00	2,524.83
Lusher	09/29/2017	4,806.93	(43.73)	2,971.00	3,014.73

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Deposit Information (for Cash over short)

Depending on your Point of Sales, Deposit information may or may not be included. You need this deposit information to calculate your cash over/short (since you need both expected and Actual deposit)

Deposit Information is a popular data piece that many clients integrate in addition what they have.

Here I have an example of a report using Over/short , Actual Deposit, Expected Deposit so you can see which day stores in the last 7 days had a short greater than \$40.

#MCON17

Deposit Information

Cash over short ⚙

Over/Short < -40

Time Selection = Custom (09/29/2017 to 10/03/2017)

Store Name	Day	Gross Sales	Over/Short ⬆	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	0.00	2,425.89
League City	09/29/2017	4,458.50	(194.54)	2,505.00	2,699.54
Spring	09/29/2017	3,875.08	(66.43)	2,228.00	2,294.43
Fishers Landing	09/30/2017	4,400.93	(65.83)	2,459.00	2,524.83
Lusher	09/29/2017	4,806.93	(43.73)	2,971.00	3,014.73

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As you can see, one store Lusher didn't drop their deposit at all on 10/2/2017.

- 10/2/2017 was a Monday so the banks weren't closed. Here is an opportunity for you to call up the manager to investigate.
-

#MCON17

Deposit Information

Cash over short ⚙

Over/Short < -40

Time Selection = Custom (09/29/2017 to 10/03/2017)

Store Name	Day	Gross Sales	Over/Short ↕	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	0.00	2,425.89
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Lusher	09/29/2017	4,806.93	(43.73)	2,971.00	3,014.73

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And from the report you can see the other stores where they are short as well.

•

#MCON17

Deposit Information

Cash over short ⚙️

Over/Short < -40

Time Selection = Custom (09/29/2017 to 10/03/2017)

Store Name	Day	Gross Sales	Over/Short	% of Total deposit	Actual Deposit	Expected Deposit
Lusher	10/02/2017	3,889.95	(2,425.89)	(100.00%)	0.00	2,425.89
League City	09/29/2017	4,458.50	(194.54)	(7.21%)	2,505.00	2,699.54
Spring	09/29/2017	3,875.08	(66.43)	(2.90%)	2,228.00	2,294.43
Fishers Landing	09/30/2017	4,400.93	(65.83)	(2.61%)	2,459.00	2,524.83
Lusher	09/29/2017	4,806.93	(43.73)	(1.45%)	2,971.00	3,014.73

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To take it one step further, I added a % Total so you can see what the over short is compared to the Deposit.

- So for League City, who was short 194.54, that is 7%
-
- Questions?
-
-
- How many of you have Cash over and short already?

#MCON17

Tip Information (Declared Tips, Cash tips)

i Tip % ⚙

Store Num	Employee Name	Gross Sales	Tip %	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00

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Additional Tip information: depending on your Point of Sale you may have declared tips, cash tips, credit card tips or just pieces of each.

Adding a new integration for Additional Tip information for the missing pieces can help you look at tip % by employee by day/check to see if there are employees that could be making inappropriate tip adjustments

#MCON17

Tip Information (Declared Tips, Cash tips)

Tip %

Store Num	Employee Name	Gross Sales	Tip %	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00

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This report has Tip Amt (which is the total of Declared tip and Credit Card tips) detailed out by Employee and store

#MCON17

Tip Information (Declared Tips, Cash tips)

i Tip % ⚙

Store Num	Employee Name	Gross Sales	Tip %	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00

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To calculate the Tip %, I just took the Tip Amt and divide by the Gross Sales
I also narrowed the scope to look at the employees with greater than or equal to 21 to see who are my top tip earners.

#MCON17

Tip Information (Declared Tips, Cash tips)

i Tip % ⚙

Store Num	Employee Name	Gross Sales	Tip %	Total Tip	Credit Card Tips	Declared Tips
109	Johannus Grevelink	646.00	22.19%	143	143.35	0.00
103	Rojas Sarmiento	735.75	22.07%	162	159.90	2.50
	Ray Farris	1,063.75	21.49%	229	228.62	0.00
105	Andrew Jarnagin	2,072.25	21.48%	445	375.22	70.00
101	Eduardo Albarron	877.50	21.40%	188	187.80	0.00
	Sarai Hernandez	1,440.50	21.38%	308	307.91	0.00
102	Jorge Aviles	1,047.00	21.20%	222	222.00	0.00
101	Sandra Garcia	2,048.00	21.11%	432	432.29	0.00

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You will notice one employee who has a tip percentage of 22.

This is the employee I will look at to see if there is anything fishy.

#MCON17

Store Num	Employee Name	Day	Check Number	Net Sales	Tip %	Total Tip
103	Rojas Sarmiento	10/02/2017	9024	38.00	65.79%	25.00

Store	Gessner	Check #	9024
Employee Name	Rojas Sarmiento	Date	10/02/2017
Revenue Center	Bar	Check Open Time	4:11 PM
Cover Count	1	Check Close Time	5:34PM

Item Number	Menu Item	Minute AM/PM	Qty	Amount
207208	C. Clasico	4:07 PM	1	\$20.00
210847	Cubana	4:39 PM	1	\$25.00
211581	Carapulcra	5:09 PM	1	\$31.00
2662	Comp Birthday	5:34PM	1	-\$19.00
2662	Comp Birthday	5:34PM	1	-\$19.00

Total Item Sales:	\$76.00
Tax:	\$3.80
Discounts:	(\$38.00)
Total Amount Due:	\$41.80

Payments:

Visa:	\$66.80
Total Tips:	\$25.00
Total Payments:	\$66.80

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When you drill down we see one check that has a 69% Tip percentage (which is extremely high)

#MCON17

Store Num	Employee Name	Day	Check Num	Net Sales	Tip %	Total Tip
103	Rojas Sarmiento	10/02/2017	9024	38.00	65.79%	25.00

Print Email

Store

Gessner

Employee Name

Rojas Sarmiento

Revenue Center

Bar

Cover Count

1

Check #

9024

Date

10/02/2017

Check Open Time

4:11 PM

Check Close Time

5:34PM

Item Number	Menu Item	Minute AM/PM	Qty	Amount
207208	C. Clasico	4:07 PM	1	\$20.00
210847	Cubana	4:39 PM	1	\$25.00
211581	Carapulcra	5:09 PM	1	\$31.00
2662	Comp Birthday	5:34PM	1	-\$19.00
2662	Comp Birthday	5:34PM	1	-\$19.00

Total Item Sales:

\$76.00

Tax:

\$3.80

Discounts:

(\$38.00)

Total Amount Due:

\$41.80

Payments:

Visa:

\$66.80

Total Tips:

\$25.00

Total Payments:

\$66.80

You can see this employee applied 2 Birthday Comps for \$38 which brought the check total from 76 to 41.80.

This is probably why the customer tipped them 25.00 and paid 66.80 in a Visa.

Questions?

How many of you have tips and look for tip adjustments?

#MCON17

Manager Transaction or Audit File

- Some known examples:
 - PosiTouch → mgr_tran
 - Aloha → GNDAUDIT

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Manager Transaction, or something similar is information that shines light on what your managers are doing. This file or set of files can show you which manager is doing improper things and can help you see into which managers are stealing from you. You could use this data to see if a specific manager is colluding with other employees.

Audit File, or something similar, can shine light onto adjustments to checks. (when employees open the drawers without sales, reprint checks, void or refund checks after the check has been closed) Again, this is all based on your POS and what data they may have that you can integrate into Mirus.

#MCON17

Authorizing Manager

Manger reporting 								
Time Selection = Week-To-Date (10/02/2017 to 10/04/2017)								
Store Num	Mgr Num	Day Mgr Name	10/02/2017		10/03/2017		10/04/2017	
			Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt 	Mgr Overring Qty
56	11	SHELLEY	358.43	6	553.03	28	309.45	20
	56	DAHANA S	0.00	0	0.00	0	203.76	35
	20	ARAUJO	115.16	34	102.11	23	98.77	31
	22	NILSON	21.57	5	17.87	5	84.80	18
	5	ADAM	24.47	7	16.74	7	0.00	0
	41	JASMINE C	48.17	16	0.00	0	0.00	0

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This is an example of a report looking at Overrings that only manager can approve to see which manager uses the overrings the most

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#MCON17

Authorizing Manager

Manger reporting 								
Time Selection = Week-To-Date (10/02/2017 to 10/04/2017)								
Store Num	Mgr Num	Day Mgr Name	10/02/2017		10/03/2017		10/04/2017	
			Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt	Mgr Overring Qty	Mgr Overring Amt	Mgr Overring Qty
56	11	SHELLEY	358.43	6	553.03	28	309.45	20
	56	DAHANA S	0.00	0	0.00	0	203.76	35
	20	ARAUJO	115.16	34	102.11	23	98.77	31
	22	NILSON	21.57	5	17.87	5	84.80	18
	5	ADAM	24.47	7	16.74	7	0.00	0
	41	JASMINE C	48.17	16	0.00	0	0.00	0

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- As you can see Shelley is the only manager that uses the overrings the most.
-
- Based on your business you can set thresholds to say if \$553 or \$309 is appropriate for the manager and your business.
-
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- Questions?
-
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#MCON17

Taking Fraud further with Sentinel

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Sentinel is a Mirus Product that focuses on Fraud Detection

#MCON17

What is Sentinel?

The diagram illustrates the Sentinel fraud detection cycle as a continuous loop: Measure → Monitor → Detect → Route → Resolve → Measure. At the center of this cycle is a yellow shield icon with a red 'S'. To the right of the diagram are three overlapping screenshots of the Sentinel software interface. The top screenshot shows a 'Sentinel® Notifications' window with a list of alerts, including '05/02/2012 Store: 33 Employee: Martha Przybyla' and '05/02/2012 Store: 33 Employee: Martha Przybyla Clear Detected - Clear Drawer Open count:3'. The middle screenshot shows a 'Sentinel® Notifications' window with a list of alerts, including '05/02/2012 Store: 33 Employee: Martha Przybyla Check Open Detected - Check Open/Check count:1' and '05/02/2012 Store: 33 Employee: Martha Przybyla Promo Detected - Promo Dishes for Free Food count:1'. The bottom screenshot shows a 'Sentinel® Notifications' window with a list of alerts, including '05/02/2012 Store: 33 Employee: Martha Przybyla Clear Detected - Check Open/Check count:1' and '05/02/2012 Store: 33 Employee: Martha Przybyla Promo Detected - Promo Dishes for Free Food count:1'. The bottom of the slide features the Planet Hollywood logo and a stylized cityscape of Las Vegas.

- Sentinel is Mirus product designed for fraud detection.
- Detects fraudulent activity within your restaurant by monitoring for multiple fraud events: Clears, Comps, Promos, Refunds, Voids, Re-opens and adjustments to Checks after close of checks, RePrints of checks, and more
- Thresholds are customizable
- Mirus will alert Managers or owners
- Then, the manager has to log into Mirus to take an action against the fraud event. to close the loop and resolve the Fraud Event

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Who would be interested in Sentinel?





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- Those dedicated to reducing fraud and want something automated, accurate, and responsive.
- Those who want to be able to have more visibility into which employees are stealing and to be able to track and monitor actions taken by Managers, District Managers, and operators.

#MCON17

Check Clears by Employee

 Check Clears 

	Fraud Name	Checks Cleared To Zero		Clear Drawer Open	
	Default Threshold	0.0000		0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26	4	94.80
	Kelsey Campbell	3	88.52	3	58.50
	Hanna Roesch	3	87.16	3	70.82
	Charlotte Driver	3	25.20	3	14.55
	Raleigh Moore	1	20.83	1	17.84
	Andrea Bell	3	16.34	2	5.98
	Jordan Crawford	1	9.57	1	6.08
	Rebecca Collins	2	7.17	2	7.17
	Diego Hernandez	2	4.49	2	4.49

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- This report is an example of 2 Fraud Events detailed by Employee and Store.
- The Fraud event is Check Cleared to Zero.
- The Threshold or expectation is that Employees are not allowed to clear an entire check to zero.
-
- When this happens, it triggers Sentinel.
- A Fraud Count is created.
- The Impact Amt is the total of all of the items on the check that got cleared to zero.
-
-

#MCON17

Check Clears by Employee



Check Clears



	Fraud Name	Checks Cleared To Zero	
	Default Threshold	0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26
	Kelsey Campbell	3	88.52
	Hanna Roesch	3	87.16
	Charlotte Driver	3	25.20

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- For example: Haley has done this on 4 Checks, clearing out a total of \$255.26.
-
- These 4 checks are flagged and will require the manager to investigate and then based on that finding, either coach or terminate.
-
-
-

#MCON17

Check Clears by Employee

Check Clears			
Default Threshold			
0.0000			
Store Num	Employee Name	Fraud Count	Impact Amt
99	Haley Hargrove	4	94.80
	Kelsey Campbell	3	58.50
	Hanna Roesch	3	70.82
	Charlotte Driver	3	14.55
	Delish M...		47.84

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- The second Fraud event is Clear Drawer Open
- Which means the employee cleared the items off the check and then opened the drawer
- Employees are not allowed to clear items AND then open the drawer.
- Example, I ring in a burger and fries, tell the customer it is \$10 dollars, then clear all of the items off the check and take the 10 dollars.
-
- Here Haley did this on 4 checks for a total of \$94.80.
-
- If you didn't have sentinel to alert you when someone clears things off a check AND opens the drawer, you would never know because their drawer would be even.
-

#MCON17

Check Clears by Employee

Check Clears					
	Fraud Name	Checks Cleared To Zero		Clear Drawer Open	
	Default Threshold	0.0000		0.0000	
Store Num	Employee Name	Fraud Count	Impact Amt	Fraud Count	Impact Amt
99	Haley Hargrove	4	255.26	4	94.80
	Kelsey Campbell	3	88.52	3	58.50
	Hanna Roesch	3	87.16	3	70.82
	Charlotte Driver	3	25.20	3	14.55
	Raleigh Moore	1	20.83	1	17.84
	Andrea Bell	3	16.34	2	5.98
	Jordan Crawford	1	9.57	1	6.08
	Rebecca Collins	2	7.17	2	7.17
	Diego Hernandez	2	4.49	2	4.49

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- These are just 2 Fraud Events out of many within Sentinel.
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#MCON17

Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
Post-Close Comps All Tenders	13	551.95	13	9	7.75
Post-Close Promos All Tenders	17	779.06	17	17	6.5
Post-Close Voids All Tenders	117	3,808.59	114	114	15.5
Reopened Cash Checks w/Comps	1	0.16	1	1	1
Reopened Cash Checks w/Promos	9	18.94	9	9	3.5
Reopened Cash Checks w/Voids	5	18.32	5	5	2.5
Reprint Count/Check	19,193	0.00	N/A	N/A	N/A

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- This is just a Sample report that you can only create with Sentinel.
- Since Sentinel is a closed loop system, the manager has to resolve the Fraud event by taking an action (coach, terminate, etc) They resolve the fraud event in Mirus so everything is logged with time stamps and by who.
- This report lists some Fraud events, the Fraud count of those events, the impact amount of those fraud events, the Number of alerts that went out, the number of fraud events that were resolved by the manager, and the avg number of days it took for your managers to “resolve the event” for the Quarter
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#MCON17

Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
Best Class Come All Tenders	12	551.05	12	0	7.75

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- For example.
- Fraud Event: Gift Cards redeemed multiple times,
- Which means the serial number of a gift card has been used multiple times on different checks.
- in the Quarter, this happened 430 times for a total of \$3,900
- 421 out of the 430 events were resolved (actions taken by the manager) and it took an average of 17.75 days for the managers to take the action.
-
- This report gives you insight to the managers actually following up with the employees.
- This report is summary level, but you could drill down to see with Store/Employee Check these events occurred on.
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#MCON17

Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Post-Close Comps All Tenders	13	551.95	13	9	7.75
Post-Close Promos All Tenders	17	779.06	17	17	6.5
Post-Close Voids All Tenders	117	3,808.59	114	114	15.5
Reopened Cash Checks w/Comps	4	0.46	4	4	4

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- There are some Fraud Events that the managers reacted better to.
-
- Example: All of the Post Close Fraud Events:
- Post Close event are when a check is closed, and an employee re-opens the check and applies a Comp, Promo, or Void to the check.
- This Post Close is for all Tenders (Credit Cards and Cash)
-
- You can see the the avg number of days to resolutions is smaller (7.75 , 6.5 . 15.5 days)
-

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Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Reopened Cash Checks w/Comps	1	0.16	1	1	1
Reopened Cash Checks w/Promos	9	18.94	9	9	3.5
Reopened Cash Checks w/Voids	5	18.32	5	5	2.5

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- The Fraud Events where the managers are the fastest at resolving are the Reopened Cash Checks.
-
- These events only focus on the CASH Checks that are then re-opened and a Comp, Promo, or a void is applied.
-
- You can see that the Avg Days to Resolutions is much smaller (1, 3.5, 2.5) so in these cases, the fraud event happens, the manager gets alerted, and they speak to the employee within that same week.
-
- This is probably why the Fraud Counts are lower since employees know Managers are watching for when you re-open cash checks.
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Fraud Events Resolution Tracking

i Fraud Alert Resolution Tracking ⚙					
Fraud Name	Fraud Count	Impact Amt	Num Alerted Fraud Events	Resolved Alerted Fraud Events	Avg Days to Resolution
Gift Card Redeemed Multiple Times	430	3,936.65	430	421	17.75
Post-Close Comps All Tenders	13	551.95	13	9	7.75
Post-Close Promos All Tenders	17	779.06	17	17	6.5
Post-Close Voids All Tenders	117	3,808.59	114	114	15.5
Reopened Cash Checks w/Comps	1	0.16	1	1	1
Reopened Cash Checks w/Promos	9	18.94	9	9	3.5
Reopened Cash Checks w/Voids	5	18.32	5	5	2.5
Reprint Count/Check	19,193	0.00	N/A	N/A	N/A

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- This is just a small example of what Sentinel can do.
- If you are interested in discussing Sentinel, we can always have a side conversation, or after MCON, you can get with your account coordinator to discuss building any of these reports in your database, adding some more integrations or even a Sentinel Demo..
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- Questions?
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Questions?

Terri Pham Gonzalez
Emily Duncan Tobar

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