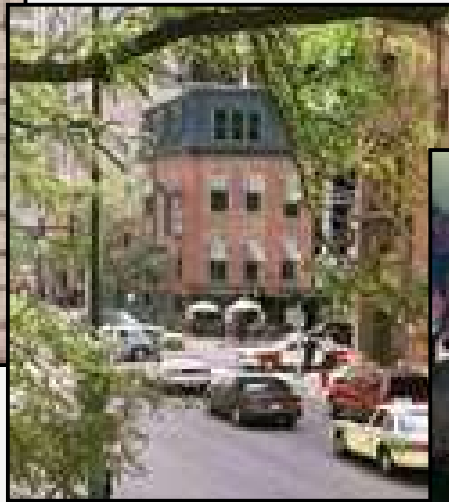


IDENTIFYING THEFT

**MIKE SCAFIDI
UNO RESTAURANTS
LOSS PREVENTION**

Foundation



UNO COMPANY PROFILE

- Sixty-seven company-owned Uno Pizzeria and Grill full service restaurants located throughout the United States
- Forty-six franchised Uno Pizzeria and Grill restaurants
 - 38 Domestic
 - 8 International
- Two Uno Due Go fast casual restaurants
- Uno Food retail manufacturing plant

UNO AND LOSS PREVENTION

- Loss Prevention primary responsibilities include:
 - Identify and investigate potential losses
 - Work with all company divisions to help create Mirus reporting
 - The company safety program
 - Work with senior executives to identify, reduce and address workplace threats
 - Review and ensure compliance for Operations, Finance and Human Resources
 - Identify training opportunities
 - Review Store PL to identify and investigate loss trends
 - Work closely with MIS, Finance, and Operations to build and validate Mirus reports

DETAILS AND DILIGENCE

- Summary reports do not serve a purpose unless you understand the detail.
- If you think a person is dishonest, it is very important to take that extra step before you take a bigger leap.
- You know where they work, and live – take the time to do the diligence when conducting an investigation, you may learn something you did not know.
- Details tell a story and establish patterns - which can make the determination if an employee is being dishonest vs. having a training opportunity.
- It can also be the difference between recovering lost money and preventing an unemployment claim.

THE 'GO TO' REPORTS THAT FOCUS ON THEFT AND FRAUD

- Overrings – essentially a refund
- Comps on cash checks
- Coupons on cash checks
- Gift cards greater than \$200

THE OVERRING

- An overring is the reversal of a sale that has already completed.
- Overrings become enticing to those that steal because they reduce the sales, rarely show a shortage translating into cash in the pocket for a dishonest person.
- Typically you will see these done as cash transactions but occasionally credit cards can be credited through this process.
- At Uno only managers can complete overrings.

SUMMARY REPORT IS A STARTING POINT, NOT THE END POINT

Sentinel Overring Summary- by week chelsea

Fiscal Period Name	January										February						Total	
Week End Date	01/08/17		01/15/17		01/22/17		01/29/17		02/05/17		02/12/17		02/19/17		02/26/17		Count	Amt
Mgr Name	Count	Amt	Count	Amt	Count	Amt	Count	Amt	Count	Amt	Count	Amt	Count	Amt	Count	Amt	Count	Amt
CHELSEA	1	(34.20)	2	(58.04)	3	(77.53)	7	(375.99)	7	(373.72)	4	(185.26)	10	(399.82)	5	(178.33)	39	(1,682.89)
DOUGLAS					2	(41.70)											2	(41.70)
RON					2	(106.01)					1	(38.30)			1	(52.73)	4	(197.04)
Total	1	(34.20)	2	(58.04)	7	(225.24)	7	(375.99)	7	(373.72)	5	(223.56)	10	(399.82)	6	(231.06)	45	(1,921.63)

- When reviewing a summary report, comparing the individual in question to their peer group is important in determining what is 'normal'.
- Once you identify the individual, you need to need to further investigate the transaction detail to identify the patterns.

THE DETAIL WILL TELL YOU A STORY

Week End Date	Day	Mgr Name	Hour	Check Num	Audit Event Type Name	\$\$
02/05/17	02/05/2017	CHELSEA	9:00-9:59 PM	146	Overring	(55.62)
02/12/17	02/07/2017	CHELSEA	10:00-10:59 PM	126	Overring	(34.31)
			12:00-12:59 AM	98	Overring	(40.63)
				111	Overring	(60.49)
				239	Overring	(49.83)
	02/10/2017	CHELSEA	1:00-1:59 AM	239	Overring	(49.83)
	02/11/2017	RON	5:00-5:59 PM	84	Overring	(38.30)
02/19/17	02/16/2017	CHELSEA	11:00-11:59 AM	13	Overring	(8.55)
			2:00-2:59 PM	36	Overring	(33.16)
	02/17/2017	CHELSEA	9:00-9:59 PM	4	Overring	(43.20)
				211	Overring	(13.69)
				218	Overring	(60.52)
		1:00-1:59 AM	203	Overring	(68.22)	
	02/18/2017	CHELSEA	9:00-9:59 PM	158	Overring	(14.21)
			12:00-12:59 AM	124	Overring	(43.79)
			1:00-1:59 AM	183	Overring	(75.90)
02/19/2017	CHELSEA	7:00-7:59 PM	84	Overring	(38.58)	
Total						(679.00)

- Important factors to look for in the check detail:
 - Times of the transactions
 - Check Amounts
 - Transaction location (Pick Up, Bar etc.)
 - Employee completing the original transaction

COMPS ON CASH CHECKS

- At Uno, a manager card is needed to comp a guest check.
- To get to the root of the issue a report was created that includes the manager, the employee and the tender on one report.
- An N-step report was built to filter out non-cash sales by manager.
- The summary report identifies each manager vs. their peers to show any growing trend in the comp category.

COMPS ON CASH CHECKS

- At Uno, a manager card is needed to comp a guest check.
- To get to the root of the issue a report is needed that includes a manager, employee and the tender type on one report.
- A report was built using N-step to filter out cash sales by manager.
- The summary report identifies each manager vs. their peers as well as showing any growing trend in the comp category.

Comp Check Summary by mgr - cash

		Mgr Name	AMALIA	OSCAR	TOBI	WILLIAM	Total
Store Number	Store Name	Week End Date	Disc \$	Disc \$	Disc \$	Disc \$	Disc \$
201		08/27/17	269.79	19.99	45.97	164.17	499.92
		09/17/17	264.46	81.22	20.98	67.43	434.09
		09/03/17	197.72	82.22	49.05		328.99
		09/10/17	182.99		85.03	13.49	281.51
Total		914.96	183.43	201.03	245.09	1,544.51	

COMP ON CASH CHECK DETAIL

Store Number	Mgr Name	Day	Day Of Week Name	Check Num	Hour	Employee Name	Service Location Name	Disc \$
201	AMALIA	08/21/2017	Monday	9	12:00-12:59 PM	ONLINE ORD ONLINE ORDER	PICK-UP	12.49
				54	7:00-7:59 PM	ONLINE ORD ONLINE ORDER	PICK-UP	6.49
				112	8:00-8:59 PM	TAJI	DINING ROOM	6.49
				146	8:00-8:59 PM	ADELINA	DINING ROOM	5.99
		08/24/2017	Thursday	116	5:00-5:59 PM	PM BAR PM BAR	BAR	15.99
				161	7:00-7:59 PM	TAJI	DINING ROOM	12.79
		08/25/2017	Friday	173	11:00-11:59 PM	AM HOST AM HOST	PICK-UP	55.57
				202	7:00-7:59 PM	ONLINE ORD ONLINE ORDER	PICK-UP	5.49
		08/26/2017	Saturday	136	5:00-5:59 PM	TONI	DINING ROOM	5.49
		08/27/2017	Sunday	8	12:00-12:59 PM	PM BAR PM BAR	DINING ROOM	9.99
				51	7:00-7:59 PM	AM HOST AM HOST	PICK-UP	20.99
				58	3:00-3:59 PM	AM HOST AM HOST	PICK-UP	14.49
				65	7:00-7:59 PM	AM HOST AM HOST	PICK-UP	38.58
				72	7:00-7:59 PM	AM HOST AM HOST	PICK-UP	29.48
				165	7:00-7:59 PM	AM HOST AM HOST	PICK-UP	11.49
235	12:00-12:59 AM			PETER	DINING ROOM	10.99		
241	12:00-12:59 AM	PETER	DINING ROOM	6.99				
Total								269.79

- Similar to the Overring report, patterns such as employee and service location show clearly in the detail.
- In some cases managers have been identified handing manager cards out to specific employees.
- This report will also identify management guest service training issues.

COUPONS ON CASH CHECKS

- Coupons on cash checks are a simple way for servers and bartenders to steal.
- To combat it, this report is often shared with employees to let them know that this is tracked.
- Managers will often conduct table visits with guests as a way of to determine if a coupon was used.
- The servers coupons can be pinpointed and tracked at the end of their shift to ensure that the coupon was present.
- Look at check times – servers may leave cash checks open until the end of their shifts.
- In certain locations we require a manager card for all coupons.

Store # and Name	Employee Name	Fiscal Week Num	Week End Date	Cash Coupon Qty	Cash Coupon \$	Total Coupon \$	Cash \$ % of Tot Coup \$
246 [REDACTED]	TYRIME [REDACTED]	47	08/27/17	10	100.00	166.53	60.05%
		48	09/03/17	14	140.49	165.49	84.89%
249 [REDACTED]	*PM HOST*	47	08/27/17	8	50.90	80.90	62.92%
	[REDACTED], MARK	48	09/03/17	8	81.12	89.96	90.17%
	[REDACTED], MATT	49	09/10/17	5	57.37	93.10	61.62%
	ELECTRA [REDACTED]	48	09/03/17	4	51.30	55.46	92.50%
	[REDACTED], MICHELLE	48	09/03/17	12	120.49	188.29	63.99%
	[REDACTED], SAMANTHA	50	09/17/17	8	83.42	138.57	60.20%
	[REDACTED], MEREDITH	47	08/27/17	6	60.24	96.05	62.72%
250 [REDACTED]	CHRISTINA [REDACTED]	47	08/27/17	21	164.12	259.08	63.35%
	[REDACTED], JUSTINE	47	08/27/17	10	98.69	143.80	68.63%
	PM BAR PM BAR	49	09/10/17	10	97.93	135.59	72.23%
	SALES CATERING	48	09/03/17	4	93.58	93.58	100.00%
	SARAH [REDACTED]	47	08/27/17	11	109.61	182.55	60.04%
	WENDY [REDACTED]	48	09/03/17	30	313.87	466.14	67.33%
	[REDACTED]	49	09/10/17	27	275.11	405.38	67.86%
[REDACTED]	50	09/17/17	28	287.39	426.27	67.42%	

GIFT CARD FRAUD

- Credit card fraud is one of the leading causes of loss in the restaurant business.
- Fraud is most commonly committed through the purchase of gift cards.
- The Gift Card Sold report is used to track Gift cards sold greater than \$200.
- The report is reviewed for patterns.
- Restaurants are contacted to obtain additional information.
- Card is shut down based on the patterns in the area.

Gift card sold								
				Tender Name	GIFT CARD			Total
				Day	03/07/2016	03/09/2016	03/12/2016	
				Day Of Week Name	Monday	Wednesday	Saturday	
Store # and Name	Employee Name	Service Location Name	Minute AM/PM	Check Num	Tender Amt	Tender Amt	Tender Amt	Tender Amt
238 Westboro	*AM HOST*	PICK-UP	5:58 PM	100		(300.00)		(300.00)
			6:00 PM	104		(300.00)		(300.00)
249 Millbury	YVETTE	DINING ROOM	9:19 PM	190		(300.00)		(300.00)
				191		(300.00)		(300.00)
310 Bayside	AM HOST AM HOST	PICK-UP	10:59 AM	1		(234.00)		(234.00)
			11:30 AM	1	(243.00)		(243.00)	
312 Bayridge	AM HOST AM HOST	PICK-UP	3:51 PM	38		(300.00)		(300.00)
315 86th Street	*PM HOST* PM HOST	PICK-UP	6:57 PM	96	(300.00)			(300.00)
27 Woodbury	AM BAR AM BAR	BAR	5:01 PM	96			(200.00)	(200.00)
401 Warwick	ONLINE ORD ONLINE ORDER	PICK-UP	12:03 PM	12			(200.00)	(200.00)
972 Winter Garden	AM HOST AM HOST	PICK-UP	2:44 PM	131			(300.00)	(300.00)
974 Melbourne	*PM HOST* *PM HOST*	PICK-UP	10:11 PM	190	(500.00)			(500.00)
			11:38 PM	263			(500.00)	(500.00)
Total					(1,043.00)	(1,734.00)	(1,200.00)	(3,977.00)

BEYOND THE REPORTS

- Look at details outside the reports
 - Use TLAT – Think-Like-A-Thief
 - Look for patterns of behaviors
 - Listen to your managers and employees
 - Understand their personal challenges such as bills and life events
 - Communicate with Field Leadership and share information
- Identifying theft is more than just looking at reports

CONTROLS

- Use the reports to determine where potential holes are in the POS.
- If the hole is something that cannot be plugged, use the reporting tools to identify potential risk.
- Communicate with those that are impacted to come up with a solution to the issue(s) at hand.

USING MIRUS AND ATTENTION TO DETAIL CAN BE A BIG WIN FOR YOUR COMPANY TOO.....



Thank you for your time.
Questions?