



## Enterprise Data Server™ Automates Loss Prevention

*Mini-case illustrates automated detection of sweethearting*

Our case begins with an automated email alert from Enterprise Data Server to management indicating the detection of a suspicious check (check #1124263):

**From:** [Monitor@remoteeyes.com](mailto:Monitor@remoteeyes.com)

**Sent:** Thursday, October 16, 2014 10:12 AM

**To:** manager@qsr.com

**Subject:** veteranshwy: Suspicious Check (affect 1 transactions, from 09:12 to 10:12)

Chk:1124263 Emp:Smith, Kobi (Start:10/16/2014 09:49:20 End:10/16/2014 09:52:41)

Management uses POSWatch Enterprise Client to pull up and review the suspicious check:

Search Criteria

Select Filter: Radiant

Select Store(s)

Cash Only Transactions

Check# 1124263

Tender

Employee ID

Description Keyword

Action Codes

Menu Items

Request Items

Search Result

Row	StoreDate	StoreTime	RegID	RegName	EmpID	EmpName	Description	Qty	Price	Cam	Chk	Store	Other
1	10/16/2014	09:48:22	1	reg1	1931816	Smith, Kal	START TRANSACTION					veteranch...	[RadiantDT]10-16-2014-09:48:22-1124263
2	10/16/2014	09:48:22	1	reg1	1931816	Smith, Kal	RINCHCKN WC BCN ROLL	1	4.39	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:22-1124263
3	10/16/2014	09:48:23	1	reg1	1931816	Smith, Kal	ADD 6PC HASH BROWN	1	0.99	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:23-1124263
4	10/16/2014	09:48:26	1	reg1	1931816	Smith, Kal	ICETEA SM UNSWEET	1	1.69	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:26-1124263
5	10/16/2014	09:48:27	1	reg1	1931816	Smith, Kal	RINCHCKN WC BCN ROLL (M)	1	(+)4.39	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:27-1124263
6	10/16/2014	09:48:27	1	reg1	1931816	Smith, Kal	ADD 6PC HASH BROWN (M)	1	0.00	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:27-1124263
7	10/16/2014	09:48:28	1	reg1	1931816	Smith, Kal	ICETEA SM UNSWEET (V)	1	-1.69	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:28-1124263
8	10/16/2014	09:48:29	1	reg1	1931816	Smith, Kal	ICE COF SM ORIGBLND	1	2.09	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:29-1124263
9	10/16/2014	09:48:29	1	reg1	1931816	Smith, Kal	RINCHCKN WC BCN ROLL (M)	1	0.00	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:29-1124263
10	10/16/2014	09:48:30	1	reg1	1931816	Smith, Kal	ADD 6PC HASH BROWN (M)	1	0.00	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:30-1124263
11	10/16/2014	09:48:30	1	reg1	1931816	Smith, Kal	ICE COF SM ORIGBLND (M)	1	(+)2.09	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:30-1124263
12	10/16/2014	09:48:30	1	reg1	1931816	Smith, Kal	ICE COF SM ORIGBLND (V)	1	-2.09	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:30-1124263
13	10/16/2014	09:48:31	1	reg1	1931816	Smith, Kal	HT COF MD ORIGBLND	1	1.79	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:31-1124263
14	10/16/2014	09:48:32	1	reg1	1931816	Smith, Kal	HT COF MD ORIGBLND (V)	1	-1.79	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:32-1124263
15	10/16/2014	09:48:33	1	reg1	1931816	Smith, Kal	ICETEA SM UNSWEET	1	1.69	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:33-1124263
16	10/16/2014	09:48:34	1	reg1	1931816	Smith, Kal	RINCHCKN WC BCN ROLL (M)	1	0.00	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:34-1124263
17	10/16/2014	09:48:34	1	reg1	1931816	Smith, Kal	ADD 6PC HASH BROWN (M)	1	0.00	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:34-1124263
18	10/16/2014	09:48:35	1	reg1	1931816	Smith, Kal	ICETEA SM UNSWEET (V)	1	-1.69	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:35-1124263
19	10/16/2014	09:48:35	1	reg1	1931816	Smith, Kal	ADD 6PC HASH BROWN (V)	1	0.99	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:35-1124263
20	10/16/2014	09:48:36	1	reg1	1931816	Smith, Kal	RINCHCKN WC BCN ROLL (V)	1	4.39	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:48:36-1124263
21	10/16/2014	09:49:36	1	reg1	1931816	Smith, Kal	HT COF MD ORIGBLND	1	1.79	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:49:36-1124263
22	10/16/2014	09:50:34	1	reg1	1931816	Smith, Kal	DONUT	1	0.95	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:50:34-1124263
23	10/16/2014	09:50:38	1	reg1	1931816	Smith, Kal	DONUT	1	0.95	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:50:38-1124263
24	10/16/2014	09:50:55	1	reg1	1931816	Smith, Kal	DONUT	1	0.95	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:50:55-1124263
25	10/16/2014	09:50:56	1	reg1	1931816	Smith, Kal	FINISH (M)	1	(+)0.96	3	1124263	veteranch...	[RadiantDT]10-16-2014-09:50:56-1124263

Total Records: 46 (Maximum records shown: 800. Adjust time range when necessary)

Display Video Show Order Details

Why is this check suspicious? There are multiple reasons. The check remains open for an extended time period and contains multiple voided items, and the check has a significant time gap between order item entries. The check warrants further investigation, so management can easily retrieve video by selecting the beginning of the check and clicking on the Display Video button.



Upon reviewing the video, management can clearly see the order being rung up and voided out while food is delivered to the customer. Significantly, after the customer receives his food and leaves the counter, the check is held open instead of being tendered out.



Upon further review, management confirms that when the check is finally tendered, it is to a second customer, not the customer who originally received food on this ticket. The time gap observed in the transaction database was the wait period between when the first customer left the counter and the second customer arrived in the store.

Management now has clear and actionable forensic evidence which can be used in a counseling discussion with the employee.

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