

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
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:

| | ch Criteria | | | Selec | t Storelat | | Cash Only Transactions | | | | | | | | |
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| 13 | me: 9.00.00 | AM | | | and SUTCHER | | | | | CE 01 | | | | | |
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| - | a state of the second second | StoreTane | Plega | E RegNar | e EnplD | Enpliane | Description | Qy | Price | Care | Ok | Store | Other | | |
| | 110/16/2014 | 109 442 25 | 11 | l regl- | 1931816 | Smith Task | START TRANSACTION | | 1.000 | 1 | 11124263 | velocarish | Peserent per le 21 | | |
| | 10/16/2014 | 09.4822 | 1 | reg1 | 1931816 | Snith, Kak | RNCKCKN WC BON ROLL | 1 | 4.39 | 3 | 1124263 | veterarch. | RadanDTI1016-X | | |
| | 10/16/2014 10/16/2014 | 09.48.23 09.48.26 | 1 | regi | 1901816 | Smith, Kak Smith, Kak | ADD 6PC HASH BROWN ICETEA SM UNSWEET | 1.1 | 0.99 | ÷. | 1124263 | veteranch. | RadanDTJ1016-2 | | |
| | 10/16/2014 | 09.48.25 | 1. | regi | 1935816 | Smith Kak | RNCHCKN WC BON ROLL (M) | 1 | 1.69 | 3 | 1124263 | veteranch. | RadanOTID016-20 | | |
| | 10/16/2014 | 09.4827 | 1 | regt | 1931816 | Smith, Kal | ADD 6PC HASH BROWN (M) | 1 | 0.00 | - | 1124263 | veteranch. | Redev010101620 Redev01001620 | | |
| | 10/16/2014 | 09.49.28 | 1. | regi | 1931816 | Smith, Kak | ICETEA SM UNSWEET (V) | 1 | -1.69 | 5 | 1124263 | veteranch. | Radar/DT 1016-20 | | |
| | 10/16/2014 | 09.48.29 | 1 | regt | 1931816 | Smith, Kak | ICE COF SM ORIG8LND | 1 | 2.09 | 2 | 1124263 | veteranch | RadariOTI1016-20 | | |
| | 10/16/2014 | 094829 | 1 | regt | 1931816 | Smith Kal | RNCHCKN WC BCN ROLL MI | 1 | 0.00 | 3 | 1124263 | veteranch. | (RadantDT)1016-20 | | |
| í. | 10/16/2014 | 09.48.30 | 1 | Tent | 1931816 | Smith, Kali | ADD EPC HASH BROWN (M) | 1 | 0.00 | 3 | 1124263 | veteranch | RadanDT 1016-20 | | |
| | 10/16/2014 | 09.48.30 | 1 | regi | 1931816 | Smith, Kak | ICE COF SM OFIGELND (M) | 1 | (+12.09 | 3 | 1124263 | veterarch. | Radar/DTJ1016-20 | | |
| | 10/16/2014 | 09.48.30 | 1 | regt | 1931816 | Smith, Kak | ICE COF 5M ORIG8LND M | 1 | 2.09 | 3 | 1124263 | veteranch. | RadantDT 10-16-30 | | |
| Ε. | 18/16/2014 | 09.48.31 | 1 | regi | 1931816 | Smith, Kali | HT COF MD ORIGBUND | 1 | 1.79 | 3 | 1124263 | veteranch | RedentDT(1016-20 | | |
| | 10/16/2014 | 09.40.32 | 1 | regt | 1931876 | Snith, Kali | HT COF NO ORIGBLND (V) | 1 | -1.79 | 3 | 1124263 | veterarioli. | Redev010162C | | |
| | 10/16/2014 | 09.48.33 | 1 | regt | 1931816 | Smith, Kak | ICETEA SM UNSWEET | 1 | 1.69 | 3 | 1124263 | veteranch. | RedentOTh016-20 | | |
| | 10/16/2014 | 09.48.34 | 1 | regt | 1931816 | Smith, Kak | RNCHCKN WC BCN ROLL (M) | 1 | 0.00 | 3 | 1124263 | veteraneh | RadanDTJ1016-20 | | |
| | 10/16/2014 | 09.48.34 | 1 | regt | 1931816 | Smith, Kak | ADD EPC HASH BROWN (M) | 1 | 0.00 | 3 | 1124263 | veteranch | Redent010162 | | |
| | 10/16/2014 | 09.48.35 | 1 | regT | 1931016 | Smith, Kak | ICETEA SM UNSWEET (V) | 1 | -1.69 | 3 | 1124263 | veteranch | RadantDT 10.16-20 | | |
| | 10/16/2014 | 03 48 35 | 1 | regt | 1935816 | Smith, Kal- | ADD 6PC HASH BROWN (V) | 1 | -0.98 | 3 | 1124263 | veterarish | RadanDT#016-X | | |
| | 10/16/2014 | 09.4836 | 1 | regt | 1931816 | Smith, Kali | RNCHCKN WC BCN ROLL (M) | 1 | 4.39 | 3 | 1124263 | veteranch. | [Radian/DT]1016-20 | | |
| | | 09.49.56 | 1 | reg1 | 1331816 | Smith, Kali | HT COF NO ORIGBUND | 1 | 1,79 | 3 | 1124263 | veteransh | RadanDTI1016-X | | |
| | 10/16/2014 | 09:50:34 | 1 | regt | 1931816 | Smith, Kak | DONUT | 1 | 0.95 | 3 | 1124263 | veteranch. | RadardDT 1016-2 | | |
| | 10/16/2014 10/16/2014 | 00.00.00 | | regi | 1931816 1931816 | Smith, Kali Smith, Kali | DONUT | | 0.95 | 3 | 1124263 1124263 | veteranch. | RadanDT00162C RadanDT00162C | | |
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| 5 | 10/16/2014 10/16/2014 10/16/2014 10/16/2014 | 09:50:55 | 1 | | | Sinds X'al | DOM IT IN | | | | 1124263 | A control dans in the local section of the | | | |
| | 10/16/2014 10/16/2014 10/16/2014 | | 1 | regi | 1975816 | Codh E'all | DOM IT INI | | 14313.95 | C | 1124261 | usbiant | IRadamINTINAS.OF | | |

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.

Contact Information

Odyssey Technologies, Inc. 7526 Connelley Drive, Suite A Hanover, Maryland 21076 (888) 291-6379 FAX: (410) 760-7799 Email: <u>sales@remoteeyes.com</u> Web: www.remoteeyes.com