

# Shortage Investigation Protocol

## Verifying the Shortage:

1. Check the Control Sheet to make sure the Opening Cash and Closing Keep match and are the correct amounts.
2. Check the bank deposit slips to make sure they match the Deposit In Bank on the Control Sheet for each day.
3. Complete a One Minute Cash-In and then immediately print a Control Sheet. This will show an accurate Over/Short for the week. If it shows a legitimate shortage, you need to notify your area manager immediately.

## Investigation and Documentation:

4. Look at the cash-ins that were completed on the day of the shortage. You should start by looking at the opening cash-in first and then look at the next cash-ins chronologically. By doing this, your shortage is narrowed down to a specific time period which makes your investigation easier. This should also indicate who to hold accountable if the shortage isn't found.
5. Question all employees that worked the day of the shortage.
6. Go to LiveIQ and under the Sales Tab, click Drilldown and enter the start and end dates that you want to search. Under the Total (gross) column, look for the same amount back to back. This can indicate that a duplicate transaction might've occurred. If you see a potential duplicate transaction, you need to check the Tender Type column and see if one transaction is cash and the other credit. You should also click on each ticket to see if the orders match. If that's the case, you need to write down the time stamps for each transaction so you can verify on video surveillance if these are indeed duplicate transactions. Once verified, you need to write an explanation to Chuck that there were duplicate transactions, and neither transaction was voided; therefore, there isn't a shortage. Attach this explanation and the receipts to your Control Sheet along with your signature.
7. If you still haven't found the shortage, you need to watch additional surveillance on cash drops, cash-ins, and any questionable transactions completed throughout the day.
8. Fill out a Shortage Deduction Form for the person accountable. This should be filled out for the person that the register is assigned to for each shift. If there are multiple people operating the register on a shift, the person to whom the register is assigned to is the responsible party. Everyone else should be written up.

**Address: PO Box 2276 Lowell, AR 72745 Phone #479-244-7929**

# Shortage Deduction Form

Store # \_\_\_\_\_ Date of Shortage \_\_\_\_\_ Time of Shortage \_\_\_\_\_

Amount of Shortage \_\_\_\_\_

Who discovered the shortage? \_\_\_\_\_

When was the manager notified? \_\_\_\_\_

When was the area manager notified? \_\_\_\_\_

Was the video surveillance watched? If yes, by whom? If not, why?

\_\_\_\_\_  
\_\_\_\_\_

What was seen on the video?

\_\_\_\_\_  
\_\_\_\_\_

What employees were on duty when the shortage occurred?

\_\_\_\_\_  
\_\_\_\_\_

Were all employees on duty questioned and what were the results?

\_\_\_\_\_  
\_\_\_\_\_

What other steps were taken to investigate the shortage?

\_\_\_\_\_  
\_\_\_\_\_

Do you believe there is just cause to terminate a specific person or persons for this shortage? If yes, who and why?

\_\_\_\_\_  
\_\_\_\_\_

Who do you feel the office should hold responsible for the shortage if a clear cut answer can't be found?

\_\_\_\_\_  
\_\_\_\_\_

Please be specific with all of your answers. Use additional sheets of paper to thoroughly answer all questions. Attach all documentation to this form that relates to this particular shortage. This includes but is not limited to, any written statements from employees, police reports, video surveillance disc, etc.

We at Asseff Enterprises, LLC., take all shortages very seriously. It goes without saying that most shortages are a result of theft. Not only will employees be terminated but we will prosecute all offenders. Please take every precaution to eliminate shortages in your store.

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Employee Signature

Date

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Manager Signature

Date

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Area Manager Signature

Date