

Loss Prevention Store Audit

How well do you know the vulnerabilities of your business? Take this short self-audit to look at some of the key areas around your operation where you may be the most susceptible to retail loss. While you will need to tailor your own audit to the particular risks and needs of your business, this guide can get you started.



SALES

- Does an employee greet each customer within 10 seconds of entering the store?
- Are all areas of the store brightly lit?
- Have you eliminated as many blind spots as possible?
- Do you have camera coverage throughout the store?
- Are high-theft items either locked up or behind the sales counter?
- Do all employees have access to keys for locked merchandise?
- Are all employees trained in loss prevention policies and procedures?

CASHIER

- Are cashiers processing all returns, defective items and adjustments through the POS?
- Are cashiers scanning each item, checking the shopping cart to make sure it's empty and double-checking manual entries?
- Do you regularly run and review exception reports to check for irregularities in transactions?
- Do you conduct regular, unannounced cash drawer audits?

OFFICE

- Are you regularly scanning for out-of-stock inventory?
- Do you have a shoplifter response policy so employees know how to handle a shoplifting incident?
- Do you have a code of conduct that addresses employee theft and other unethical behavior?
- Are you conducting background checks on all new hires?
- Do you have an inventory control system to track stock levels?

ONLINE

- Does your insurance policy cover cyberattacks?
- Do you regularly make software and OS updates?
- Do you utilize a password manager?
- Have all employees taken cybersecurity training?
- Are you backing up all POS data to a cloud server?
- Is antivirus software installed on every company computer?
- Does each employee only have the minimum level of access they need to do their job?

BACKROOM

- Are employees asking for a receipt and ID before delivering customers' online orders?
- Are employees double-checking order quantity and SKUs against purchase orders for deliveries?
- Is backroom access limited only to authorized personnel?
- Are you checking invoices to make sure you're not billed for items you may not stock?
- Are you keeping a log of incoming and outgoing shipments?