



PROCEDURES FOR REPORTING LOSS OF MULTIPLE ITEMS

When an incident that involves a loss of multiple items due to an event such as a Smash and Grab, Burglary, etc. it is essential to report all stolen merchandise so that we can take it out of your store's Inventory. You want to be accurate in reporting all items so that it does not negatively affect your yearly Inventory. Remember, the sooner we know exactly what was stolen, the sooner we can replace your store stock.

If an incident of this nature occurs in your store, you should contact Loss Prevention and your RDM immediately. If you do not know what items were taken, Loss Prevention will guide you in how to determine what is missing. We usually utilize case counts, cycle counts, and in rare situations, conduct a complete RGIS audit.

When determining the loss by using case counts and/or cycle counts, make sure you:

- Contact Distribution or Loss Prevention for cycle counts.
- Use new Case Contents Count(s) sheets to write down each item that is missing.
- Use Blue or Black ink pen to write on the content sheets
- Do not use a highlighter
- Write a page number on the top of the content sheet and the total number of sheets sent (Example: 1 of 3, 2 of 3, 3 of 3.)
- Fax to Loss Prevention 310-846-6306, along with a Loss Report.
- Call Loss Prevention to verify all sheets are accounted for and are legible.
- Please make a copy of the sheets you faxed and ship them to Distribution in your next A-Box. Retain the original content sheets with the Loss Report in your store file.
- Once the loss is reported, and all documents are accounted for, Loss Prevention will call you with an incident number to write on the Loss Report.
- Loss Prevention will create a spreadsheet with a list of the missing items and Email it to Distribution to process.
- The Distribution department will make the adjustments for the store's Inventory according to the spreadsheet.
- Loss Prevention will package together two reports; one for the police and one for the insurance company.