Course 3 - LP Operations

1. **Building An LP Program**
   A. Building Awareness Programs
   B. Training & Development

2. **Investigations**
   A. Types
      1) Theft
         a) Organized Retail Crime (Defined)
         b) Cargo Theft (High Level)
         c) Vendor (High Level)
            i. Collusion
      2) Fraud (Internal/External)
         a) Tender
            i. Credit Cards
            ii. Gift Cards
            iii. Checks
            iv. Coupons
            v. Electronic Bank Transfer (EBT)
            vi. Government Assistance
               - WIC Program (Women, Infants & Children)
               - Family First Program
            vii. Commercial Account
         b) Online
         c) Identity
         d) Workers Compensation
         e) Trademark/Brand Protection
      3) Embezzlement
         a) Kickbacks
         b) Electronic Funds Transfer (EFT)
         c) Payroll
         d) Procurement
         e) Account Manipulation
      4) Policy Violations (Liability Issues)
         a) Misconduct
            i. Inappropriate Material
            ii. Sexual Harassment
   B. Tools, Techniques & Resources
      1) Data Mining
         a) Exception Reporting
         b) Point Of Sale (High Level)
         c) Internal Financial Reports
         d) Shrink Query Reports

       e) Trend Analysis
- 2) Specialized Investigative Teams
  - a) Field (case development)
  - b) Analytical (Case Development)
- 3) Internal Partnerships
  - a) Human Resources
  - b) Internal Audit
  - c) Legal
  - d) Risk Management
  - e) Sales Audit
  - f) IT
  - g) Treasury
  - h) Merchandising
  - i) Inventory Control
- 4) External Partnerships
  - a) Trade Associations
  - b) State, Local and Federal Agencies
  - c) Industry Partners (Peers)
  - d) Vendor/3rd Party
  - e) Financial Institutions
- 5) Computer Forensics
  - a) 3rd Party Assistance

C. Case Preparation & Presentation (Anatomy)
- 1) Advanced Interviewing
- 2) Statement Analysis
- 3) Controlled Evidence
- 4) Jurisdictional Considerations
- 5) Presenting Your Case (?)
  - a) Educational Process
    - i. Explaining the crime
  - b) Document Presentation
  - c) Knowing Your Audience (?)

3. Data Analysis
A. Data Streams
- 1) Where To Find Information

B. Loss Prevention Performance Measures
- 1) Key Performance Indicators
- 2) Internal Numbers
- 3) External Numbers

C. Store Performance Reports
- 1) Audit
- 2) Key Performance Indicators
- 3) Training/Awareness (?)
- 4) Trends

     a) Profit & Loss
     b) Turnover
     c) Comparable Sales (Horizontal & Vertical)
     d) Shrink Performance / Analysis
     e) Cycle Counts
     f) Marked Out of Stock/Damages/Markdowns
     g) Inter-store transfers *(does it belong here)*
   5) Pattern Recognition (Predictive Modeling)

D. Research Methods
   1) Types
   2) Obstacles
     a) Return On Investment
     b) Problems With Statistics
   3) Verification Of Source Material
     a) Data Integrity
   4) Accurately Present Data
     a) Validation Methods

E. Correlating and Validating
   1) Examples
   2) What Do You Do With It?

4. Operational and Shrink Controls

A. Audits
   1) Factors For Failure
   2) Action Plans - What To Do With The Data

B. Point Of Sale (Bigger Picture)

C. Systemic / Automated Controls (System Edits)

D. Merchandise Exposure Standards
   1) Analysis
     a) SKU level
   2) Methods
     a) Store Design
     b) Source Tagging
     c) Packaging
     d) Fixtures/Cases
     e) Restraint Devices

5. Organized Retail Crime

A. Types
   1) Cargo Theft Rings
   2) Professional Shoplifters
   3) Check Fraud Rings
   4) Credit Card Fraud Rings
   5) Counterfeiting Ring
   6) Refund Fraud Ring

B. Cyclic Flow of Merchandise
  1) Fence Operations
      a) Flea Markets
      b) E-Fence
      c) Re-packers
      d) Brick & Mortar
          i. Bodega (Mom & Pop Shops)
C. Cooperation & Partnerships
  1) Networking With Peers
  2) Law Enforcement
  3) Agencies (?)
  4) Manufacturers
D. Technology
  1) Us
      a) Database
      b) Fixtures
          i. Anti-Sweep
      c) RFID
      d) Global Positioning System
      e) Background Check
  2) Them
      a) How Do They Steal
      b) Wireless POS Hacking
      c) Auction Houses (Online)
      d) Portable Receipt Machines
      e) RF Guns
      f) Skimmers
      g) Cell phones/Radios
E. Preventative Measures
  1) Safety Issues
  2) Merchandise Exposure Standards

6. **Pharmacy**
   A. Physical Security
     1) Design
     2) Access Control
     3) CCTV
   B. Regulatory Compliance
     1) State Guidelines
     2) Inventory of Controlled Drugs
         a) Compliance (By Company?)
     3) HIPAA
   C. Audits
     1) Internal Audits
     2) DEA Audits