Theft is a “Team Member” who is currently employed at the store that is stealing. “Well, that may be true for some places, but not my store, and not my crew” - If that’s your mentality, challenge yourself to be a little more skeptical because that mentality is dangerous. It is irresponsible and ignorant to think that someone on your team won’t steal from the store (you). This can happen at any store, with any Team Member, even someone who you may trust. This doesn’t mean that you shouldn’t trust people; you should. That’s an important part of relationships and leadership. However, don’t trick yourself into thinking it can’t happen to you.

1. Great communication will not only uncover theft, but also help prevent it. When Managers and Team Members understand that theft isn’t tolerated, and how theft negatively affects the business, they will be much less likely to steal.
   * Communicate all policies clearly, and hold people to them
   * Communicate with your team when you feel theft is happening and make them aware you are looking into it (it may just stop)
   * Communicate the Dollars about internal theft, and how much this affects the store and company
   * Clearly communicate the consequences for theft in the store.

We hire, train, and care for every single Team Member. It is really hard to fully understand or know what is going on in each person’s personal life, and the reasons they may steal from you. And, it is difficult to have “eyes” on everyone every day. Developing killer internal theft controls along with auditing your store on a regular basis will not only give you peace of mind, it will also save a lot of money. To audit your store use the “Financial Audit” document. This tool is used to identify the following:

* **Order Fraud**
* **Time Clock Fraud**
* **Inventory Theft**
* **Product Sold or Given with Sales Unaccounted for**
* **Deposit/Transaction Fraud**
* **Petty Cash Theft**
* **Price Reduction Skimming**
* **Mileage Rate/Bonus Fraud**
* **Credit Card Tip Payment Fraud**
* **Complete Customer Callbacks if suspicious**