

Cash Drawer Security

Retail industry statistics indicate that while customer theft (shop lifting) may or may not occur more often, employee theft accounts for more dollar value loss to the average retailer. In this month's newsletter, we will discuss some ways to discourage employee theft at the register.

Blind Cash Drawer Balancing

The idea behind CAM32's "Blind Cash Drawer Balancing" is to separate the functions of counting out the drawer at the end of the night and reconciling the count with CAM32. If the person counting out the drawer cannot see the report, they will not know whether the drawer is over or short and will not have the opportunity to take advantage of that knowledge.

With this option enabled, an X or Z Out report run from POS will not produce a physical printout (hardcopy) for review. Rather, the report will be saved as a file (softcopy) on the network (ideally a network location that is secured through appropriate Windows network security).

In a nutshell, your closing person will still count out the drawer at the end of the night, run the X or Z report, and deposit the funds into a safe or drop box. A second person will then review the report on the network.

To enable this option, run the program DEF560 from the Special Programs menu. Define the Print Path to the network location at which you would like the reports saved. That's it!

Shift Changes

CAM32's "Shift Change" option is another way to manage the closeout process. At POS, you simply select the Shift Change option at the end of the shift, and CAM32 closes the active transaction file. This file is then available for balancing through the "back-office" module (POS Control > Drawer Balancing & Z Out). The idea with this function is to avoid having the POS employees count out the drawer at all. IT is also designed to manage multiple shift closes per day. They will simply close the shift and deliver the drawer to a manager or other person who will count it out and balance. In this scenario, you would want to restrict your POS clerks' access to the X & Z Out reports in POS as well as to the "back-office" POS Control menu.

Clerk Logins and Restricted Functions

In addition to securing your cash drawer closeouts via one of the methods discussed previously, it's also wise to restrict access to POS functions that can be abused, such as No Sales, Discounts, Paid Outs, Voids, etc. The setup for this is two-step.

First, you will need to be using Clerk ID logins for POS (setup under System Definition > Define POS > Sales Person POS Logons). Set authorization status to NO for any clerk that should not be authorized for these types of functions.

Then, you can go into the POS Restricted Functions menu (also under Define POS) to select which specific functions you wish to restrict. Place a check in the box for each function you wish to restrict for your non-authorized clerks.

At POS, if a non-authorized clerk attempts to use one of the functions that you have marked as restricted, the system will prompt for an authorized ID to be entered to continue. This allows the non-authorized clerk to call for a manager or other authorized personnel to enter their ID to override the restriction at POS.

Sales Log Security Viewer

This function allows you to capture and report on certain types of invoices (Estimates, No Sales, etc) or certain types of line item functions (Alt Price, Discounts, etc) that could be security issues. The report is highly customizable, similar in concept and usage to the Sales Log Viewer. This makes a very powerful tool for monitoring this type of activity at POS, providing you with the information you need to identify any issues.

Current Software Versions

Current General Release Software:

CAM32 4.05
X-Charge 6.2.6 – NEW!

To obtain CAM32 Upgrades, login to the CAM32 Communities at www.camcommerce.com and click the link at the top of the web board to submit a CD request. Or, call Support to request the CD.

To obtain X-Charge Upgrades, open your X-Charge Server program and go to Help > Check for Updates (Internet Connection required). Or call Support to request a CD.