



## Point-of-Sale Video Surveillance

**Voids**—These can be used after the customer has left and the same transaction has been rendered void by the clerk. The money is still in the register and will have to be removed either then or toward the end of the shift.

**No Sales**—These are the most common suspect sales. There are legitimate uses, such as correcting change mistakes, but if the clerk is performing “sweetheart” pilfering, void transactions, or substitute scanning, toward the end of a shift he or she will have to remove the accumulated money before his or her shift ends. Therefore, it is especially important to check all no-sale transactions within the final hour of a shift.

**Returns/Refunds**—These are usually questionable when no exchange is made and cash is paid out. Items are pulled from stock and fictitious refunds are given to friends, relatives, or the clerks themselves.

## Cashless Solution for Healthcare Facilities

### Overview

Watch over your point-of-sale (POS) locations and see your revenue rise. It is a fact that major losses often occur at the register. A surveillance camera focused on the register can deter theft and provide a higher level of safety for your employees.

Because the CBORD® POS Security video is integrated with the MICROS® 3700 point-of-sale system, reviewing questionable transactions becomes an easy task. All events are directly linked to the exact spot in the video, so no searching is required. In addition, if you do suspect theft, you can easily look up specific register transactions and view the pictures that coincide with the register receipt.

### Knowing What to Look For

CBORD's POS Security can be installed to allow the user to record such events as

**Sweethearting**—This requires an accomplice or a “sweetheart” who loads up the tray. The clerk then rings up the items but charges a lower price than marked. This type of loss shows up later as shrinkage.

## Benefits

- **Easy to install with minimal training**
- **Maintain an audit trail to watch over your business**
- **Deter theft and crime in the area, day one**
- **Access hard data to effectively deal with a difficult situation**

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# Point-of-Sale Video Surveillance

## System Configuration

The system easily connects with your MICROS registers and permanently embeds the transaction data into the video. The hardware that supports POS Security at each workstation consists of a Video Serial Interface, a mounted camera focused on the POS workstation, and your existing MICROS register. A DVR connected to the system may reside in an office area and is used to view POS transactions.

The system will allow users to define alarm and search criteria based on transaction types such as Void, No Sale, Refund, Discount, or any other string of register transactions that are user defined. Transactions can also be monitored by clerk ID. Searches can be done well after the event for true post-exception processing.

Sometimes it is important to see events occur in real time. POS Security provides for real-time monitoring, allowing management to intercede while the incident is taking place. In the picture below you can see that the clerk did not ring up all the items on the customer's tray.

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## Comprehensive Solutions

CBORD provides food and nutrition management, cashless card, and integrated security solutions to more than 6,000 organizations. Our focus is on comprehensive solutions that **increase revenue, reduce costs, guard patient safety, improve patient satisfaction, and integrate systems seamlessly.**

## Innovative Products

Our innovation is customer driven. Working in partnership with users, we listen to the industry's evolving needs and develop solutions to keep you a step ahead.

## Dedicated Service

The quality of our products is made greater by the caliber of our employees. Through open dialogue with you, our customers, CBORD strives to not only meet, but exceed your expectations; we are committed to providing superior service in all aspects of our customer relationships. You can reach us twenty-four hours a day, seven days a week, and know you have a team dedicated to your satisfaction and success.

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