

# Weekly Shrink Level Analysis Report

Store #3142

Store #: 3142  
Regular Cashiers

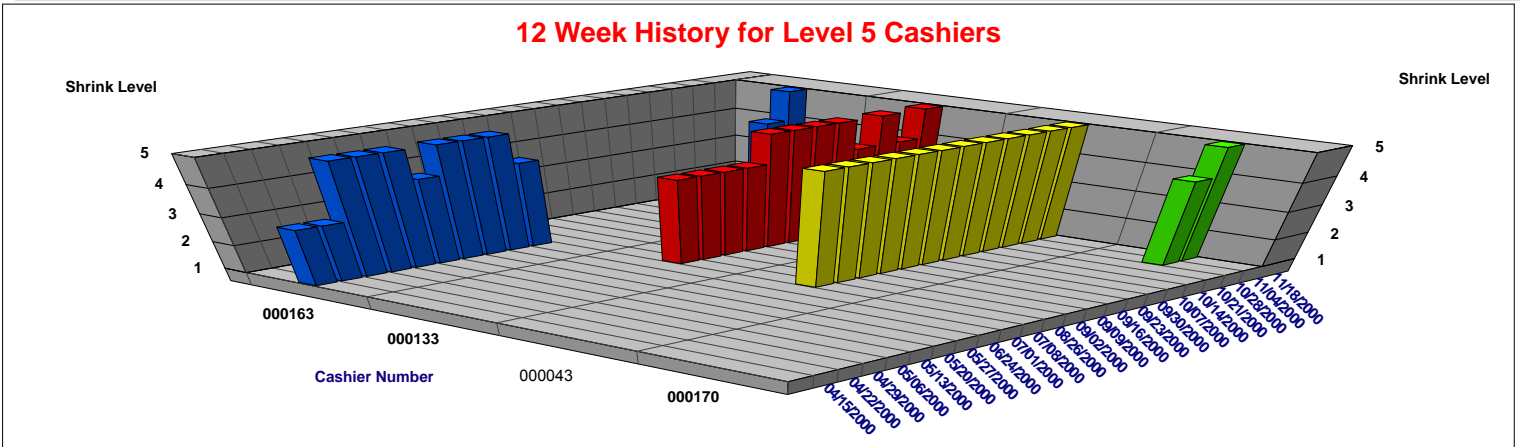
Week Ending: 02/09/2002  
Printed on: 02/11/2002 @ 12:00:29

## Weekly Cashier Level Shrink Analysis

Shrink Level 1		Shrink Level 2		Shrink Level 3		Shrink Level 4		Shrink Level 5	
Cashier #	Weekly Rank	Cashier #	Weekly Rank	Cashier #	Weekly Rank	Cashier #	Weekly Rank	Cashier #	Weekly Rank
000125	22	000164	21	000168	14	000358	5	000043	1
000173	23			000126	15	000111	6	000163	2
000135	24			000157	16	000120	7	000133	3
000104	25			000140	17	000146	8	000170	4
000169	26			000161	18	000128	9		
000121	27			000137	19	000165	10		
000175	28			000139	20	000155	11		
						000132	12		
						000172	13		

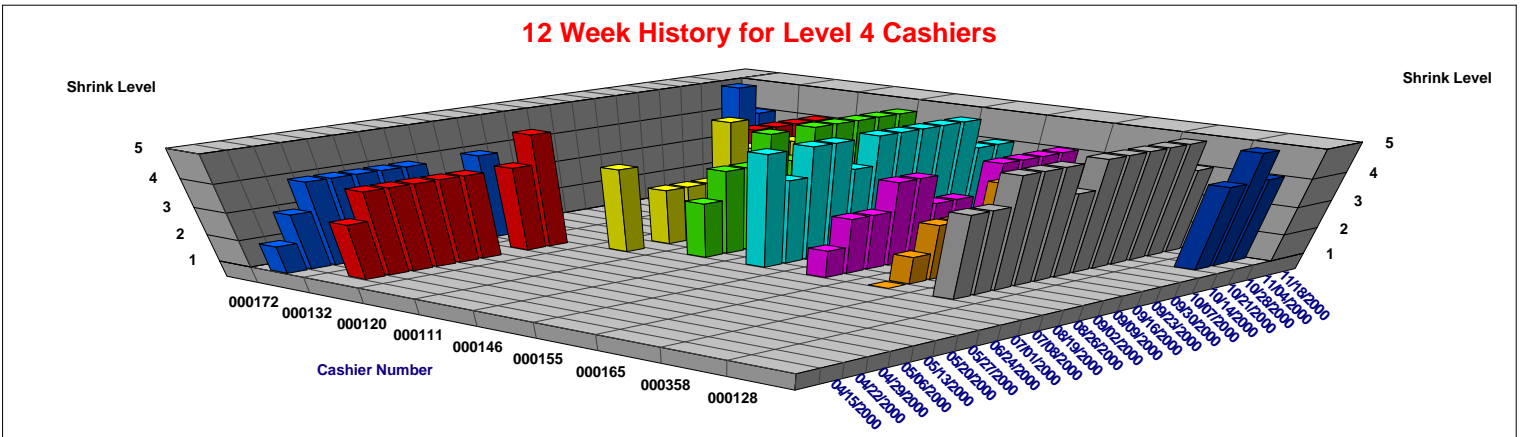
## Level 5 Cashier History

12 Week History for Level 5 Cashiers



## Level 4 Cashier History

12 Week History for Level 4 Cashiers



## Exception Cashiers

The following cashier(s) were excluded from narrative calculations due to the fact that their sales were less than 15% of the store norm: 100, 103.

# SHRINK TRAX WEEKLY NARRATIVE SUMMARY

**CASHIER TYPE – R    CASHIER # 000043    WEEK ENDING 02/09/2002**

**Problem Areas:**

<b>Targeted 7 or more times in any category over the last 12 weeks</b>	• Excessive Vendor Coupons	• Unacceptable Cash Over/Short	• Low Value Per Item
<b>Bold in Six Week Trends</b>	• Excessive Voids	• Excessive Vendor Coupons	• Low Value Per Item
<b>Bold in Weekly Correlations</b>	• Excessive No Sales	• Low Sales Per Customer	• Low Value Per Item
	• Excessive Vendor Coupons	• Below Average Sales Per Hour	
<b>Underlined in Weekly Shrink TRAX Report</b>	• Excessive No Sales	• Low Sales Per Customer	• Low Value Per Item
	• Excessive Void Transactions	• Excessive Store Coupons	• Excessive Vendor Coupons
	• Unacceptable Cash Over/Short		

Cashier 000043 has some serious problems and his/her trends over the past weeks indicate a Level 5 shrink risk. Notify Loss Prevention if problems persist for more than 2 more weeks.

**Performance Summary:**

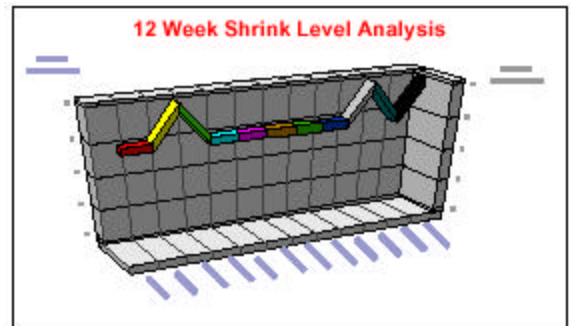
The **HISTORICAL** relationship (or correlation) between Low Value Per Item, Excessive Void Transactions, and Excessive Vendor Coupons indicates a (probable) serious shrink condition. **THIS WEEK**'s relationship (or correlation) between Excessive No Sales, Low Sales Per Customer, Low Value Per Item, Excessive Vendor Coupons, Below Average Sales Per Hour, and Excessive Void Transactions further compounds the fact that this cashier is performing below his/her group norms in critical shrink sensitive areas. This indicates he/she may be 'Stuffing' coupons, or is opening the till more than other cashiers which could be contributing to the over/short problem, or is entering excessive negative activity as compared to other cashiers in the areas of Voids, and Bottles, making excessive mistakes, and could need retraining, or based on a low Sales Per Man Hour may not be as productive as other cashiers.

**Manager Action Plan:**

Examine the cashier's twelve week performance report, and counsel for improvement. Formal Investigative Counseling and/or Progressive Discipline is recommended. Ask this cashier to explain why he/she is redeeming unusually high amounts of Vendor Coupons and Store Coupons. Verify that this cashier is redeeming coupons only for items purchased, as well as checking all expiration dates to be sure coupons are in effect. If this cashier continues to perform below store averages, a "shift change" might help identify causes of abnormal performance. Test this cashier for possible specific training errors such as 'Double Scanning' items, misuse of the quantity key, etc., which may causing abnormal use of Voids.

**Finally, this cashier may require retraining/review of:**

- √ Coupon Handling Procedures
- √ Rules for Void Transactions by Cashiers
- √ Rules for No Sales by Cashiers
- √ Checking Bottom of Basket for every order
- √ Cash Handling Procedures to minimize balancing inaccuracies



# SHRINK TRAX CASHIER COUNSELING REPORT

Store 3142

For Date: 02/09/2002

Store#: 3142

Cashier Counseled: 00043

Printed on: 02/12/2002@11:50:35

1. No Sales
2. Sales per customer
3. Value per item
4. Negative transactions
5. Voids
6. Refunds
7. Vendor Coupons
8. Double Coupons
9. Store Coupons
10. Cash over/short
11. Items Not Scanned
12. Items Per Minute
13. Sales Per Hour
14. Department Sales:
  - HBC
  - Meat
  - Cigarettes

Additional comments:

*I have counseled the above cashier. The cashier understands the problems and has agreed to take necessary corrective action.*

---

*Service Manager Signature*

---

*Cashier Signature:*

---

*Store Manager Signature:*

Cashier Counseled:



# SHRINK TRAX CASHIER COUNSELING REPORT

Store 3142

For Date: 02/09/2002

Store#: 3142

Cashier Counseled: 00043

Printed on: 02/12/2002@11:50:35

1. No Sales

**My No Sales: 9 /Store Avg: 11**

*- Will get change all at once, Will keep drawer neat as I go*

2. Sales per customer

**My SPC: \$10.23/Store Avg.: \$15.35**

*- Will check bottom of the basket right after greeting customer*

3. Value per item

4. Negative transactions

5. Voids

6. Refunds

7. Vendor Coupons

**My VC: 2.79% / Store Avg: 1.63%**

*- Will check date on coupons and verify customer purchased*

8. Double Coupons

9. Store Coupons

10. Cash over/short

11. Items Not Scanned

12. Items Per Minute

13. Sales Per Hour

14. Department Sales:

HBC

Meat

Cigarettes

Additional comments:

*Good Job at greeting and thanking customers!*

*I have counseled the above cashier. The cashier understands the problems and has agreed to take necessary corrective action.*

*Service Mgr Mickey*

Service Manager Signature

*Cashier Fran*

Cashier Signature:

*Manager Chris*

Store Manager Signature:

Cashier Counseled:



# Weekly Shrink Trax Report

Store #: 3142  
Regular Cashiers

Infinity Store #3142

Week Ending 02/09/2002  
Printed on 02/11/2002 @02:23:25

Cashier	Customer/	Gross	No. of	Sales/	No. of	Line	Value Per	Voids		Store Coupons		Vendor Coupons		Double Coupons		Cash Over/	
Number	No Sales	No Sale	Sales	Customer	Items	Items	Item	Amount	Pct.	Amount	Pct.	Amount	Pct.	Amount	Pct.	Short	
000032	88	11	\$14,528.00	959	\$15.15	10094	8479	\$1.44	\$69.86	0.48%	\$197.46	1.36%	\$257.35	1.77%	\$0.00	0.00%	(5.97)
000034	12	16	\$3,849.00	192	\$20.05	2758	2206	\$1.40	\$4.41	0.11%	\$56.56	1.47%	\$76.63	<b>1.99%</b>	\$0.00	0.00%	0.31
000042	35	15	\$11,997.00	530	\$22.64	9020	7306	<b>\$1.33</b>	\$98.50	0.82%	\$220.46	1.84%	\$371.91	<b>3.10%</b>	\$0.00	0.00%	(22.07)
000043	55	<b>9</b>	\$5,154.00	504	<b>\$10.23</b>	5101	4489	<b>\$1.01</b>	\$48.73	<b>0.95%</b>	\$126.75	<b>2.46%</b>	\$143.80	<b>2.79%</b>	\$0.00	0.00%	(12.17)
000048	19	15	\$3,213.00	282	<b>\$11.39</b>	2173	1825	\$1.48	\$24.20	0.75%	\$22.30	0.69%	\$25.60	0.80%	\$0.00	0.00%	0.05
000051	82	10	\$9,616.00	782	<b>\$12.30</b>	6630	5569	\$1.45	\$56.16	0.58%	\$114.43	1.19%	\$98.11	1.02%	\$0.00	0.00%	(4.20)
000053	115	<b>6</b>	\$10,908.00	688	\$15.85	7789	6776	\$1.40	\$77.25	0.71%	\$144.01	1.32%	\$180.22	1.65%	\$0.00	0.00%	<b>21.08</b>
000055	8	18	\$2,832.00	144	\$19.67	1906	1620	\$1.49	\$33.12	<b>1.17%</b>	\$55.66	<b>1.97%</b>	\$57.86	<b>2.04%</b>	\$0.00	0.00%	<b>10.84</b>
000060	16	19	\$5,389.00	296	\$18.21	3710	3005	\$1.45	\$62.41	<b>1.16%</b>	\$79.90	1.48%	\$84.95	1.58%	\$0.00	0.00%	0.76
000061	49	11	\$6,147.00	524	<b>\$11.73</b>	4176	3466	\$1.47	\$48.25	0.78%	\$91.32	1.49%	\$78.76	1.28%	\$0.00	0.00%	1.25
000063	68	12	\$9,492.00	842	<b>\$11.27</b>	6764	5614	\$1.40	\$44.68	0.47%	\$156.63	1.65%	\$134.28	1.41%	\$0.00	0.00%	<b>51.42</b>
000065	16	16	\$3,547.00	249	\$14.24	2234	1899	\$1.59	\$11.56	0.33%	\$63.36	<b>1.79%</b>	\$49.43	1.39%	\$0.00	0.00%	0.12
000066	120	<b>5</b>	\$9,984.00	600	\$16.64	7187	6396	\$1.39	\$18.46	0.18%	\$130.19	1.30%	\$124.48	1.25%	\$0.00	0.00%	<b>(10.09)</b>
000068	75	14	\$21,368.00	1073	\$19.91	12042	10115	\$1.77	\$231.36	<b>1.08%</b>	\$217.48	1.02%	\$212.23	0.99%	\$0.00	0.00%	<b>(39.48)</b>
000074	18	17	\$4,921.00	312	\$15.77	3252	2700	\$1.51	\$22.07	0.45%	\$73.41	1.49%	\$62.60	1.27%	\$0.00	0.00%	(2.61)
000076	24	15	\$4,887.00	367	\$13.32	4770	4198	<b>\$1.02</b>	\$64.80	<b>1.33%</b>	\$105.67	<b>2.16%</b>	\$173.17	<b>3.54%</b>	\$0.00	0.00%	3.99
000077	26	15	\$6,255.00	392	\$15.96	4384	3726	\$1.43	\$20.58	0.33%	\$98.46	1.57%	\$50.61	0.81%	\$0.00	0.00%	(3.35)
<b>Report Totals</b>	<b>826</b>	<b>11</b>	<b>\$134,087.00</b>	<b>8736</b>	<b>\$15.35</b>	<b>93990</b>	<b>79389</b>	<b>\$1.43</b>	<b>\$936.40</b>	<b>0.70%</b>	<b>\$1,954.05</b>	<b>1.46%</b>	<b>\$2,181.99</b>	<b>1.63%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>(10.12)</b>

No Sales	Sales/Cust	Value/Item	Voids	Vend. Cpn.	Tend. Time
000061	<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>	
	000076	000061	000068	000076	

**Highlights and Underlines**  
indicate cashier performance outside of tolerance with Store Norms

**TARGETING** is based on 6 week Historical Trends of each cashier

Cashiers listed were targeted at least 50% of the time over the past 6 weeks.  
**Boldface type** means a cashier was targeted in 3 or more categories

No Sales	Sales/Cust	Value/Item	Vend. Cpn.	Sales/Hour	TT/Cust.	HBC	Meat	Cigs.
<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>		<b>000043</b>	
	000061	000076	000076	000061			000061	000076

**Boldface type** means a cashier was targeted in 4 or more categories

**WEEKLY CORRELATIONS** show which cashiers have underperformed in 3 or more of the 9 most shrink sensitive categories.



# Weekly Transaction Report

Store #: 004  
Cashier Type: R

*Infinity Store #3142*

Week Ending 02/09/2002  
Printed on: 02/11/2002 @016:35:25

Cashier Number	Error Corrects		Discounts		Audit Action		Refunds		Bottles		Items Not Scanned	Items Per Minute	Sales Per Hour	Ring Time	Tender Time Per Customer (h:mm:ss)
	Amount	Pct.	Amount	Pct.	Amount	Pct.	Amount	Pct.	Amount	Pct.					
000032	\$0.60	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.51%	23.05	\$714	20:35:00	0:00:27
000034	\$0.48	0.01%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.16%	37.27	\$1,142	3:42:00	0:00:23
000042	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$4.80	<b>0.04%</b>	0.93%	26.07	\$721	16:39:00	00:00:14
000043	\$3.15	0.06%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$8.50	<b>0.16%</b>	<b>5.18%</b>	<b>14.05</b>	<b>\$493</b>	10:28:00	0:00:27
000048	\$1.07	0.03%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	2.02%	21.51	\$734	4:23:00	0:00:22
000051	\$1.63	0.02%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$3.20	0.03%	1.87%	<b>20.34</b>	\$642	14:59:00	0:00:21
000053	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.39%	30.79	\$862	12:39:00	0:00:24
000055	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.26%	31.25	\$919	3:05:00	<b>0:00:38</b>
000060	\$0.35	0.01%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.29%	22.76	\$719	7:30:00	<b>0:00:33</b>
000061	\$6.02	<b>0.10%</b>	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$4.80	<b>0.08%</b>	1.29%	<b>16.00</b>	<b>\$594</b>	10:21:00	0:00:25
000063	\$5.06	0.05%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$2.40	0.03%	2.01%	21.68	\$666	14:15:00	0:00:13
000065	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.61%	29.01	\$917	3:52:00	0:00:19
000066	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$1.60	0.02%	1.34%	27.33	\$844	11:50:00	0:00:24
000068	\$70.78	<b>0.33%</b>	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$9.60	<b>0.04%</b>	<b>3.22%</b>	20.83	\$756	28:15:00	<b>0:00:32</b>
000074	\$0.48	0.01%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	1.36%	25.00	<b>\$419</b>	11:45:00	0:00:23
000076	\$3.05	0.06%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$3.60	<b>0.07%</b>	1.17%	29.63	\$661	7:23:00	0:00:20
000077	\$0.95	0.02%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$2.40	<b>0.04%</b>	1.46%	25.94	\$803	7:47:00	0:00:27
<b>Report Totals</b>	<b>\$93.62</b>	<b>0.07%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$40.90</b>	<b>0.03%</b>	<b>1.86%</b>	<b>23.00</b>	<b>\$709</b>	<b>189:28:00</b>	<b>0:00:24</b>

<i>Six Week Trends</i>		
Items Per Minute	Sales Per Hour	Tender Time
000032	000042	
000042	000061	
000061	000068	
000074	000074	

<i>Weekly Correlations (3 or more categories)</i>								
No Sales	Sales/Cust.	Value/Item	Vend. Cpn.	Sales/Hour	TT/Cust.	HBC	Meat	Cigarettes:
<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>	<b>000043</b>		<b>000043</b>	
	000061			000061			000061	

Cashiers listed were targeted at least 50% of the time over the past 6 weeks.  
**Boldface type** means a cashier was targeted in 3 or more categories

**Boldface type** means a cashier was targeted in 4 or more categories



# Weekly Cashier Ranking Report

Store #: 004  
Cashier Type: R

*Infinity Store #3142*

Week Ending: 02/09/2002  
Printed on: 02/11/2002 @016:35:25

Customers/ No Sale	Sales/ Cashier	Customer Customer	Cashier	Value/ Item	Cashier	Voids	Cashier	Error Corrects	Cashier	Sales/ Hour	Cashier	Vendor Coupons	Cashier	Cash Over/Short	Cashier	Items Not Scanned	Cashier
19	000060	\$22.64	000042	\$1.77	000068	0.11%	<b>*000034</b>	0.00%	000032	<b>\$1,142.00</b>	<b>*000034</b>	0.80%	000048	51.42	000063	0.00%	000032
18	000055	<b>\$20.05</b>	<b>*000034</b>	\$1.59	000065	0.18%	000066	0.00%	000042	\$919.00	000055	0.81%	000077	21.08	000053	0.00%	000034
17	000066	\$19.91	000068	\$1.51	000074	0.33%	000065	0.00%	000053	\$917.00	000065	0.99%	000068	10.84	000055	0.00%	000042
<b>16</b>	<b>*000034</b>	\$19.67	000055	\$1.49	000055	0.33%	000077	0.00%	000055	\$862.00	000053	1.02%	000051	3.99	000076	0.00%	000043
16	000065	\$18.21	000060	\$1.48	000048	0.45%	000074	0.00%	000065	\$844.00	000066	1.25%	000066	1.25	000061	0.00%	000048
***** <b>TOP 30% TREND BREAK</b> *****																	
15	000042	\$16.64	000066	\$1.47	000061	0.47%	000063	0.00%	000066	\$803.00	000077	1.27%	000074	0.76	000060	0.00%	000051
15	000048	\$15.96	000077	\$1.45	000060	0.48%	000032	<b>0.01%</b>	<b>000034</b>	\$756.00	000068	1.28%	000061	<b>0.31</b>	<b>000034</b>	0.00%	000053
15	000076	\$15.85	000053	\$1.45	000051	0.58%	000051	0.01%	000060	\$734.00	000048	1.39%	000065	0.12	000065	0.00%	000055
15	000077	\$15.77	000074	\$1.44	000032	0.71%	000053	0.01%	000074	\$721.00	000042	1.41%	000063	0.05	000048	0.00%	000060
14	000068	\$15.15	000032	\$1.43	000077	0.75%	000048	0.02%	000051	\$719.00	000060	1.58%	000060	(2.61)	000074	0.00%	000061
12	000063	\$14.24	000065	\$1.40	000063	0.78%	000061	0.02%	000077	\$714.00	000032	1.65%	000053	(3.35)	000077	0.00%	000063
11	000032	\$13.32	000076	\$1.40	000053	0.82%	000042	0.03%	000048	\$666.00	000063	1.77%	000032	(4.20)	000051	0.00%	000065
***** <b>BOTTOM 30% TREND BREAK</b> *****																	
11	000061	\$12.30	000051	\$1.40	000034	<b>0.95%</b>	<b>000043</b>	0.05%	000063	<b>\$661.00</b>	<b>000076</b>	1.99%	000034	(5.97)	000032	0.00%	000066
10	000051	\$11.73	000061	\$1.39	000066	1.08%	000068	<b>0.06%</b>	<b>000043</b>	\$642.00	000051	2.04%	000055	(10.09)	000066	0.00%	000068
<b>9</b>	<b>000043</b>	\$11.39	000048	\$1.33	000042	1.16%	000690	<b>0.06%</b>	<b>000076</b>	\$594.00	000061	<b>2.79%</b>	<b>000043</b>	<b>(12.17)</b>	<b>000043</b>	0.00%	000074
6	000053	\$11.27	000063	<b>\$1.02</b>	<b>000076</b>	1.17%	000055	0.10%	000061	<b>\$493.00</b>	<b>000043</b>	3.10%	000042	(22.07)	000042	0.00%	000076
<b>5</b>	<b>000066</b>	<b>\$10.23</b>	<b>000043</b>	<b>\$1.01</b>	<b>000043</b>	<b>1.33%</b>	<b>000076</b>	0.33%	000068	\$419.00	000074	<b>3.54%</b>	<b>000076</b>	(39.48)	000068	0.00%	000077

**Target Cashiers:**      000043    000066    000068    000076

**Star Performers:**                      000034

