# Incident

# CASE MANAGEMENT

**APPRISS® RETAIL**

## Incident

Appriss® Incident makes it easier to track, act, and monitor all of the fast-paced challenges thrown at retail teams. Incident allows retailers to efficiently collect various types of incident data from multiple locations, ensuring ease of use for everyone—regardless of their technical skill level.

## The Challenge

Retailers operate in a complex, ever-changing environment where incidents happen across multiple locations, involving various people, assets, and situations. Most investigators and store-level security view reporting as a chore, and rightly so considering the state of most legacy software or paper-based systems. Notes and files are scattered everywhere—scratch pads, paper forms, photographic or video (CCTV) records, human resources files, EBR systems, digital forms, and more. Managing these incidents and collecting clean data can be a lot for loss prevention teams, especially with limited time and resources. Inconsistent reporting processes and a lack of good evidence make it hard to track incidents, leading to missed opportunities for prevention, slower investigations, and low case closure rates. Retailers need a streamlined, effective way to stay on top of case management without sacrificing accuracy or speed.

## The Solution

Appriss Retail's Incident empowers your loss prevention team to efficiently capture incidents, gather evidence, manage suspects, vehicles, and events, and resolve investigations, all while implementing preventive measures to avoid repeat issues. Streamline workflows and reporting to enhance visibility into incidents affecting employees, customers, and sales. Take immediate action with real-time alert notifications and put preventative tools in place to safeguard your stores. Easily manage any type of store incident from anywhere, on any device, with centralized incident reporting in one system.

**Incident** helps AP/LP teams ensure a swift and successful resolution to all incidents and cases with a centralized, simple, and accessible system.

**BENEFIT:** Helps increase productivity by centrally managing any type of incident from within the Appriss Retail Platform.

# How It Works

Flexible and feature-rich, Incident centralizes incident information and enforces consistency throughout the enterprise, across multiple banners, brands, and countries. It provides you with a paperless case file, including details such as items taken, narratives, people involved, vehicles, attachments (photo, video, audio, statements, etc.), and case linking to identify relationships and trends among the records. **The following employee fraud case illustrates the process.**

- Alerted to suspicious transactions by a cashier, the investigator uses his laptop to create a case file.

- He reviews video footage and transactions, attaching those that indicate fraudulent behavior.

- The investigator arranges on-site interviews and records notes directly into the system through his tablet.

- The investigator prepares his report. This is shared with Human Resources, the store manager, and the employee restitution manager. Since the events were caught relatively quickly, and while the loss amounts were low, the employee is dismissed without legal prosecution when he agrees to full repayment.

- The report is stored where it can contribute its data to the corporate database, including fraud detection and pre-employment background checks. If the case had been severe enough, it would have been exported to law enforcement and/or for insurance claims.

## Investigate
Create a case file, review footage and transactions, and gather evidence.

## Document & Act
Conduct interviews, record findings, and share the report with key stakeholders.

## Resolve & Store
Take appropriate action, store data for future fraud detection, or escalate if needed.

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**Our commitment to data privacy and security is embedded in every part of our business.**
For detailed technical information, visit: docs.apprissretailcloud.com
For detailed infosec information, visit: trustportal.apprissretail.com

Appriss Retail helps retailers protect themselves against fraud and abuse across all transaction channels. With more than 20 years of retail data science expertise and experience, we've built a robust omnichannel intelligence platform that is trusted by over 60 of the top 100 U.S. retailers, covering 40 percent of all U.S. omnichannel sales. Globally, Appriss Retail reaches 45 countries across six continents. The company provides relevant and actionable intelligence to retailer's operations, finance, marketing, and loss prevention teams. Appriss Retail's performance-improvement solutions yield measurable results with a significant return on investment. For more information about Appriss Retail, visit apprissretail.com or our LinkedIn page.

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