LOSS PREVENTION ANALYTICS

User Guide

Version 2.4

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Petrosoft LLC

290 Bilmar Drive, Pittsburgh, PA 15205

www.petrosoftinc.com

PETROSOFT

TABLE OF CONTENTS

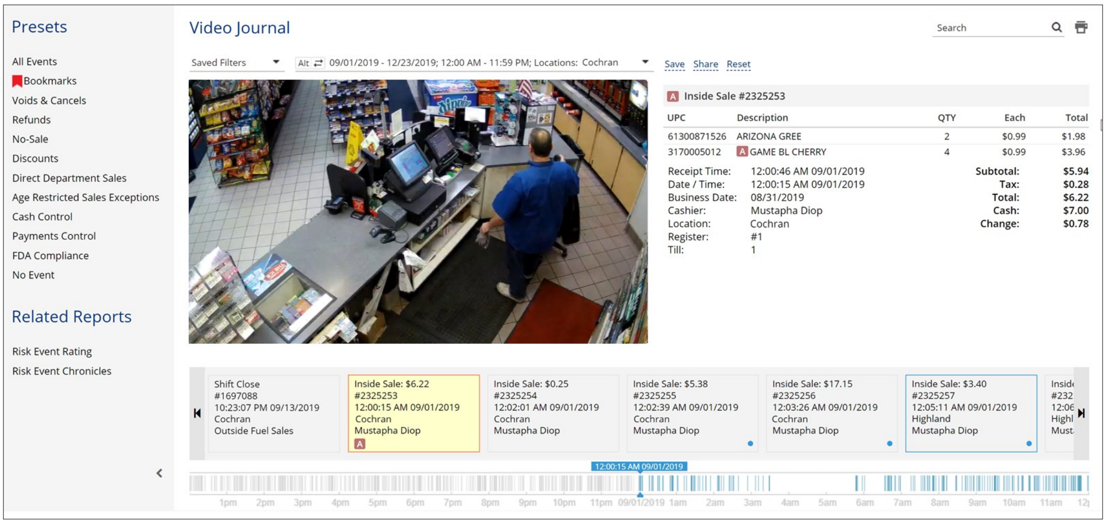
About Loss Prevention Analytics

Loss Prevention Analytics is an analytical tool that enables you to get a clear view of retail operations, identify and reduce the number of errors and theft. Loss Prevention Analytics combines different sources of information, such as transactional and video data, analyzes it, sets rules and produces documentation and reports. You can then work with these reports to get detailed information about the store operations in the real time and in the past.

Loss Prevention Analytics can help you to:

- Discourage theft with verifiable proof
- Identify employee training issues
- Quickly verify transactions, risk events and employee claims

Loss Prevention Analytics provides you with access to accurate and timely data from any Internet-connected device. You can drill down into reports, view the associated video footage and filter data by date, location, employee, item, event and type of transaction.



> To be able to use Loss Prevention Analytics, need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files.

To work with Loss Prevention Analytics, you need to perform the following activities:

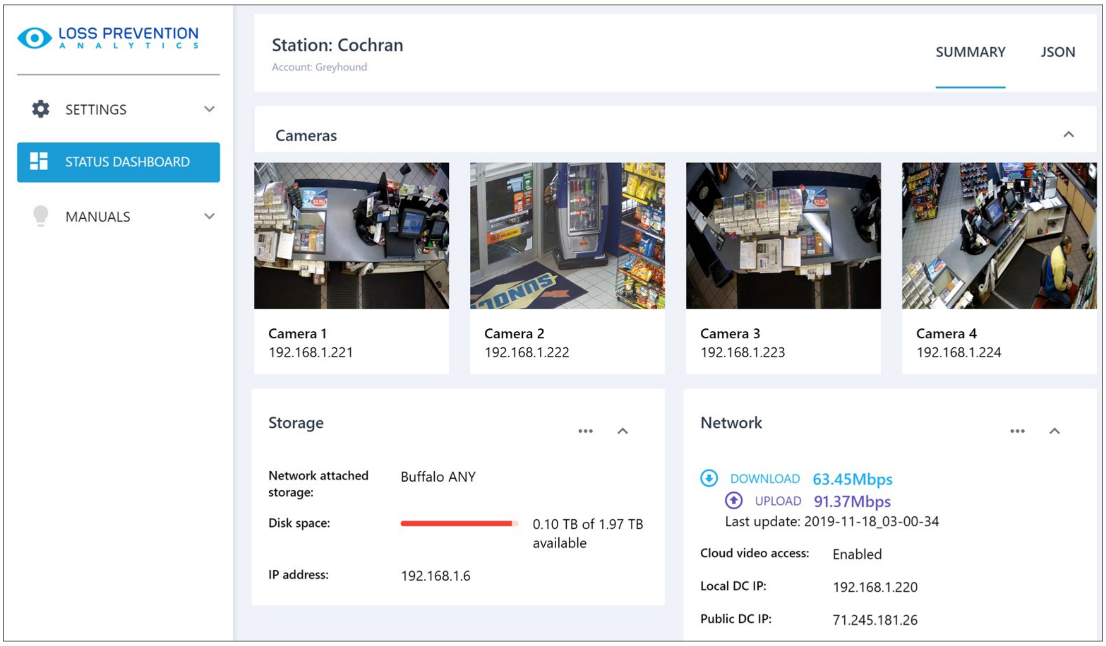
1. Subscribe one or more locations of your account to Loss Prevention Analytics. For details, contact Petrosoft representative.
2. Set up the LPA infrastructure at the subscribed location(s). For details, see and LPA Settings Console.
3. Once the infrastructure is up and running, LPA starts collecting data and producing reports. You can use LPA reports to drill down to retail operations. For details, see LPA Reports and LPA Events.

LPA Settings Console

Petrosoft offers the Loss Prevention Analytics (LPA) settings console— a web-based tool that helps simplify the LPA infrastructure setup and monitoring. The settings console is intended for LPA installers and Petrosoft customers, allowing them to quickly check the state of LPA devices and identify connection and operational problems on their own, without addressing the Petrosoft Support Team.

Using the Loss Prevention Analytics Settings Console, you can:

- Monitor the health of the LPA infrastructure and ensure all its components are up and running
- Check the LPA device settings and update them if necessary
- Quickly set up new workstations and cameras through a web interface



To start working with the LPA Settings Console, you need to log in to it. You can then perform the following activities:

- Configure LPA device settings
- Monitor the health of the LPA infrastructure

Accessing the LPA Settings Console

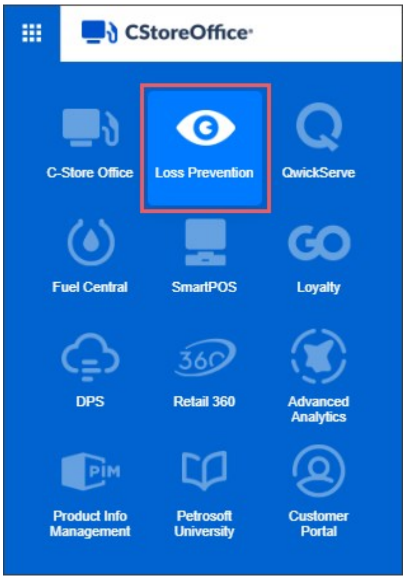
You can access the LPA Settings Console in two ways

- From the LPA module in Petrosoft Cloud
- Over a direct link

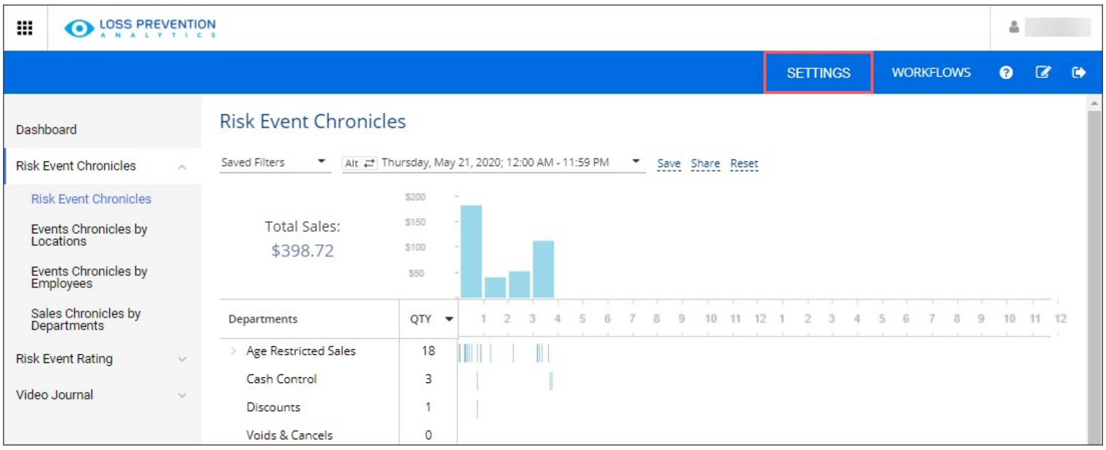
Accessing the LPA Settings Console from the LPA Module

To access the settings console from the LPA module in Petrosoft Cloud:

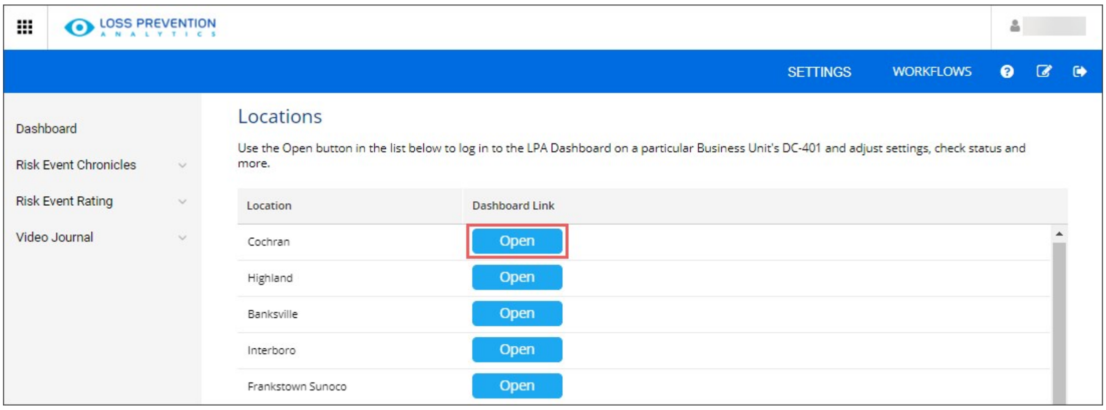
1. Log in to CStoreOffice® using your Petrosoft Cloud account.
2. In CStoreOffice®, click the product switcher and select **Loss Prevention Analytics**.



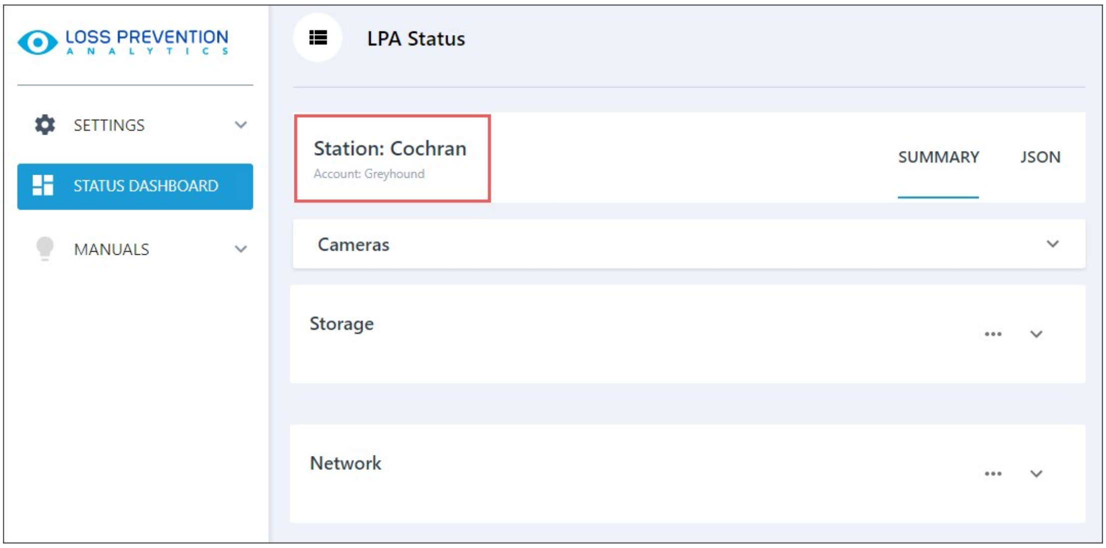
3. In the main menu of the LPA module, click **Settings**.



4. In the list of locations, click **Open** next to the location whose LPA settings console you want to open.



Result: The LPA settings console for the selected location opens.

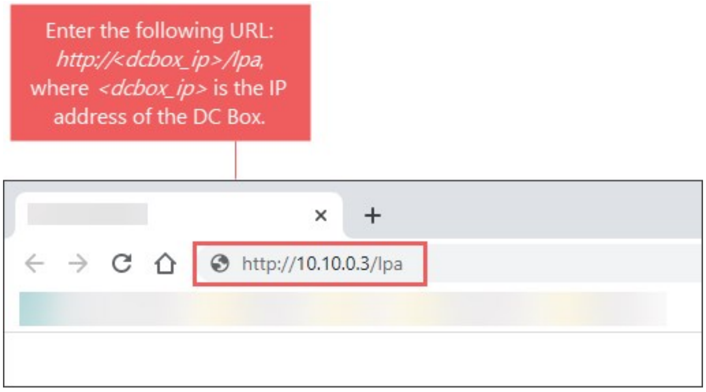


In case you are redirected to the Petrosoft Cloud sign in page, log into Petrosoft Cloud again using your Petrosoft Cloud account.

Accessing the LPA Settings Console over a Direct Link

You can access the LPA settings console over a direct link:

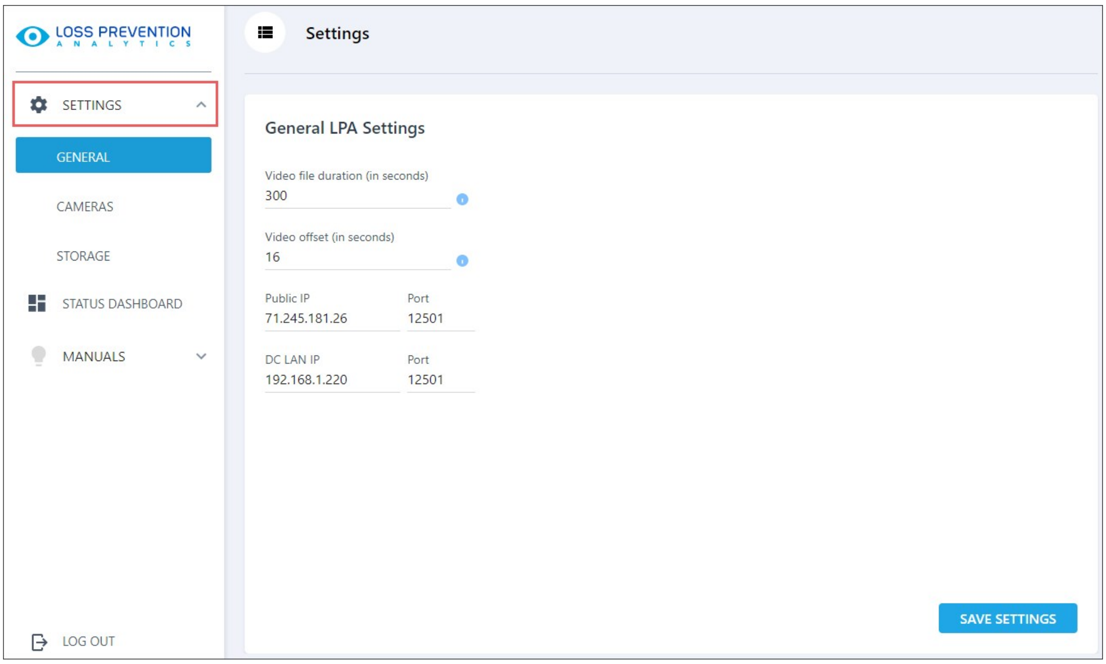
1. On the computer, open a web browser and in the address line, enter the DC Box IP Address as it is displayed in the image below.



2. Log in to the settings console using one of the following accounts:
   - Your Petrosoft Cloud account.
   - The installer account. By default, the installer account has the following credentials:
     - Username: *admin*
     - Password: *SwHH3g*

Configuring LPA Device Settings

The settings of LPA infrastructure components are aggregated in the **Settings** view of the settings console. To access the **Settings** view, in the left pane of the settings console, click **Settings**.



LPA automatically detects devices in the LPA infrastructure and displays the device settings in corresponding sections of the **Settings** view. You can check the settings and update them if necessary. Once you save the updates, LPA validates the configured parameters and sends the changes to the DC Box configuration.

The settings console allows you to work with the following settings:

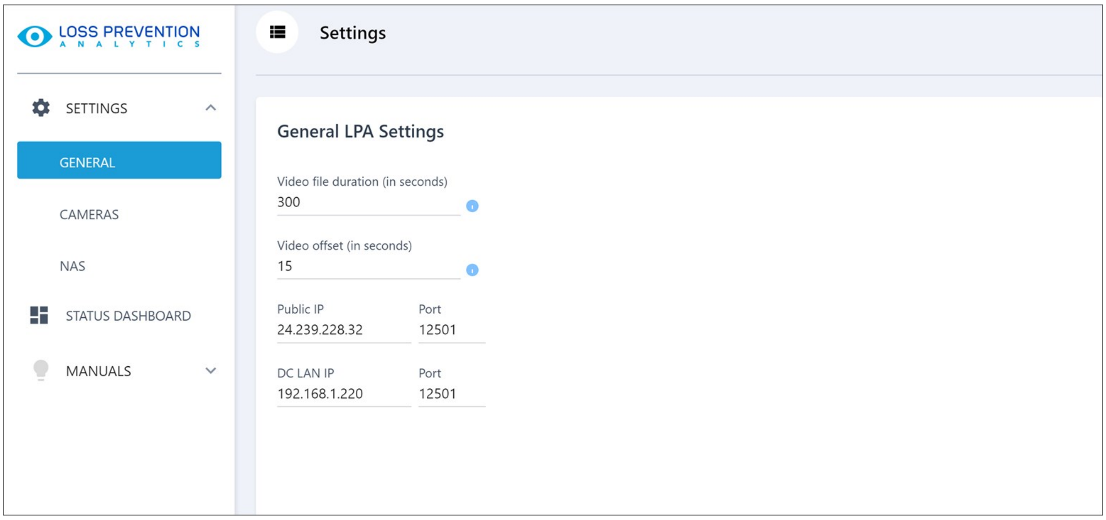
- General settings
- Camera settings
- Storage settings

Configuring General Settings

The **General** section of the **Settings** view allows you to configure settings that relate to LPA video streams and the DC Box set up at the location.

You can view and configure the following settings:

- **Video file duration**: Specify the duration of video files created by LPA (in seconds). The recommended video duration is 300 seconds.
- **Video offset**: Specify an offset before transaction time in a video (in seconds). For example, if you set the offset to 15 seconds and a sales transaction occurs at 10:30:15 AM, the video capturing the transaction will start 15 seconds earlier, at 10:30:00 AM.
- **Public IP** and **Port**: Specify the public IP address of the DC Box set up at the location and the port over which LPA communicates with the DC Box in the public network. By default, port 12501 is used.
- **DC LAN IP** and **Port**: Specify the IP address of the DC Box and the port over which the LPA communicates with the DC Box in the local area network. By default, port 12501 is used.



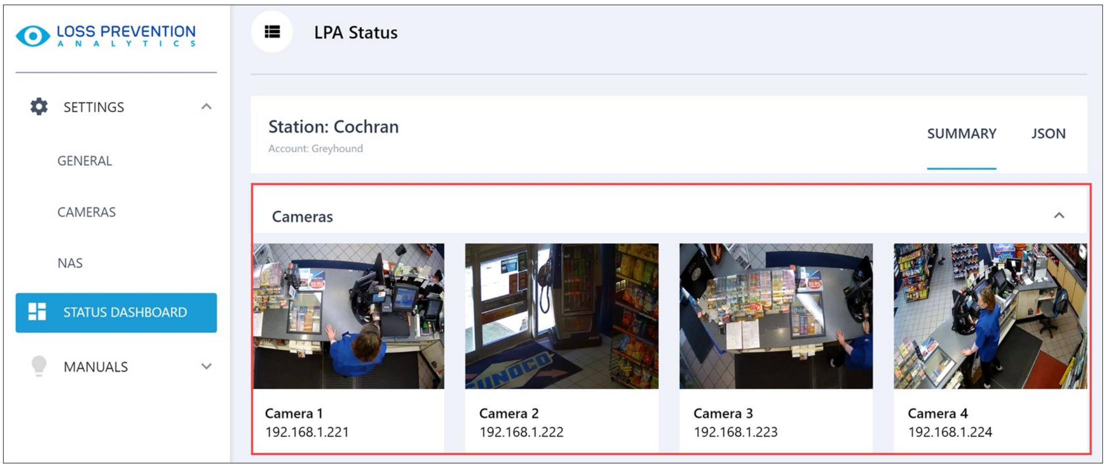
Configuring Camera Settings

The **Cameras** section of the **Settings** view allows you to configure settings of LPA cameras. You can perform the following activities:

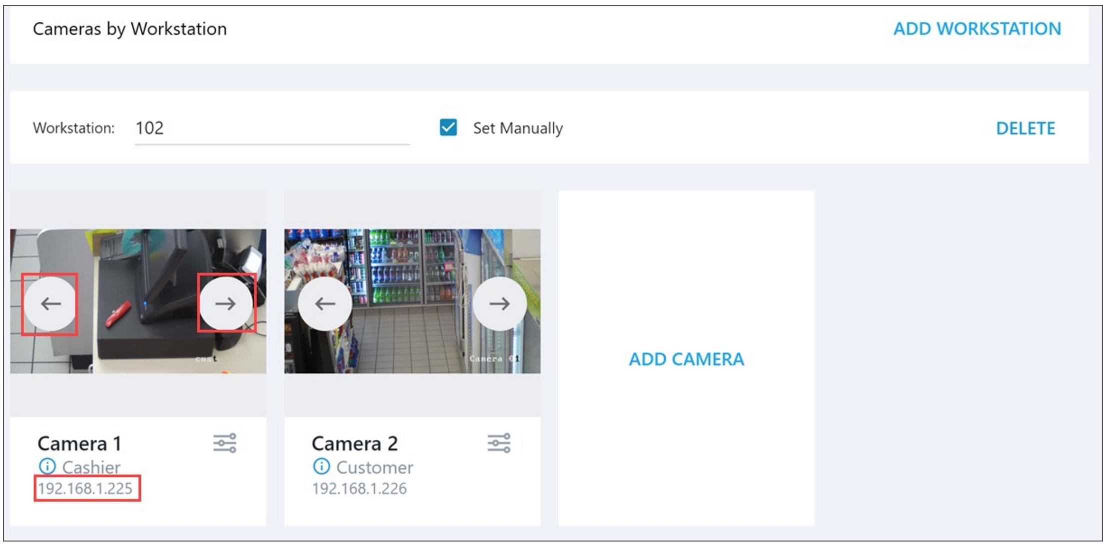
- Change video streams in camera slots
- Update camera settings
- Add and delete workstations
- Add and delete cameras

Changing Video Streams in Camera Slots

By default, when you access the **Cameras** section for a location for the first time, LPA automatically creates and displays the first workstation in the settings console. LPA detects all cameras available in the network and displays the first four cameras in camera slots for this workstation (cameras are listed by IP addresses). The video streams from the cameras set in the video slots are recorded in the LPA infrastructure and presented in the LPA video journal and in the LPA Settings Console.



If necessary, you can change video streams in video slots, that is, select video streams from which cameras must be recorded and demonstrated in the LPA video journal and settings console. To do this, use the back and forward buttons displayed over the video slot. Once you click the button, LPA switches to the camera having the next or previous IP address in the list.



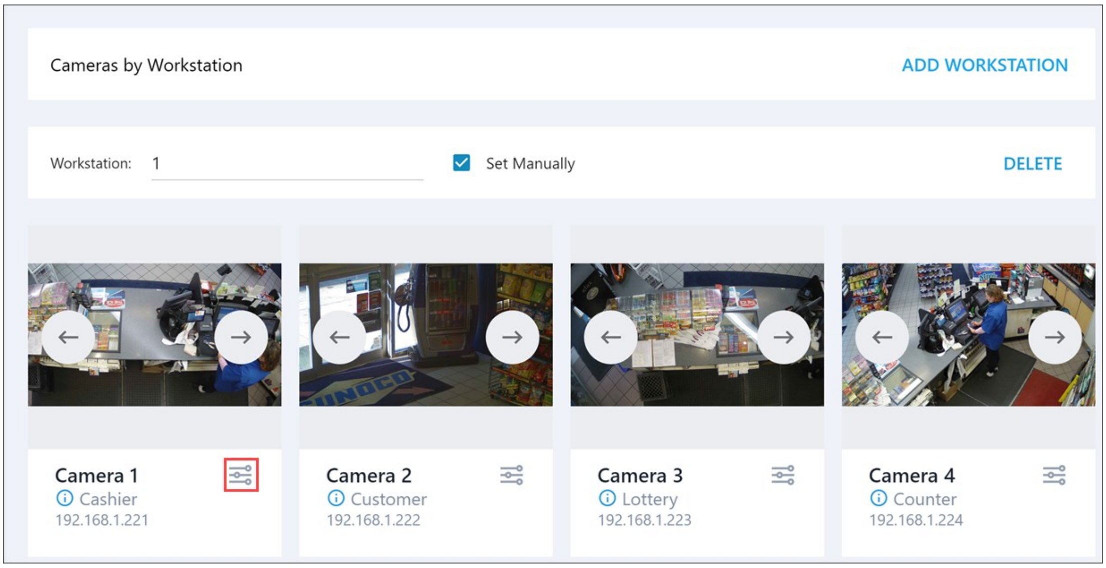
For example, in the video slot, the video stream from the camera with IP address 192.168.1.225 is displayed. To change the video stream to the camera with IP address 192.168.1.226, click the forward button. To change the video stream to the camera with IP address 192.168.1.224, click the back button.

Updating Camera Settings

If necessary, you can update settings of a specific LPA camera set up at the location.

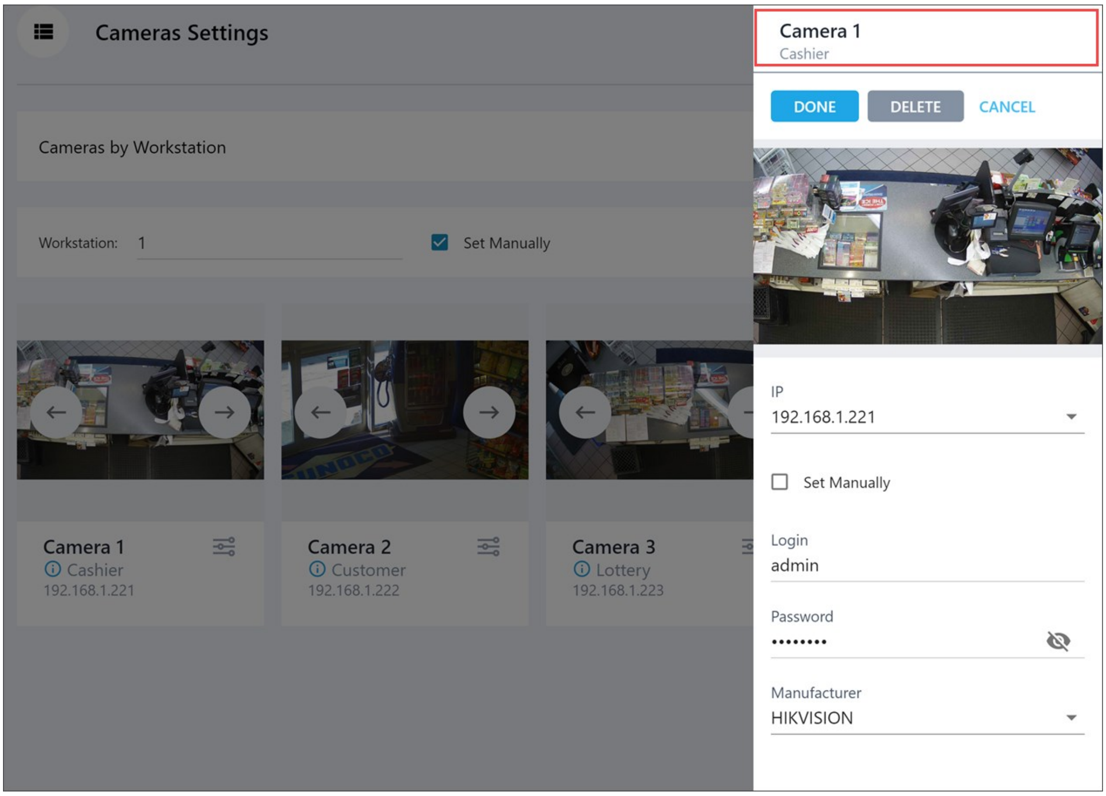
To update camera settings:

1. In the **Camera Settings** section, at the bottom right of the necessary camera slot, click the settings icon.



2. In the **Camera** pane to the right, view and update the following settings:
   - **IP**: Specify the IP address of the camera. By default, LPA automatically discovers IP addresses of all cameras in the network and displays them in the IP addresses list. You can also enter the IP address for the camera manually. To do this, select the **Set Manually** check box and in the **IP** field, enter the IP address.
   - **Login**: Specify the user name to connect to the camera.
   - **Password**: Specify the password to connect to the camera.
   - **Manufacturer**: Select the camera manufacturer.

3. At the top of the **Camera** pane, click **Done** to save the changes.

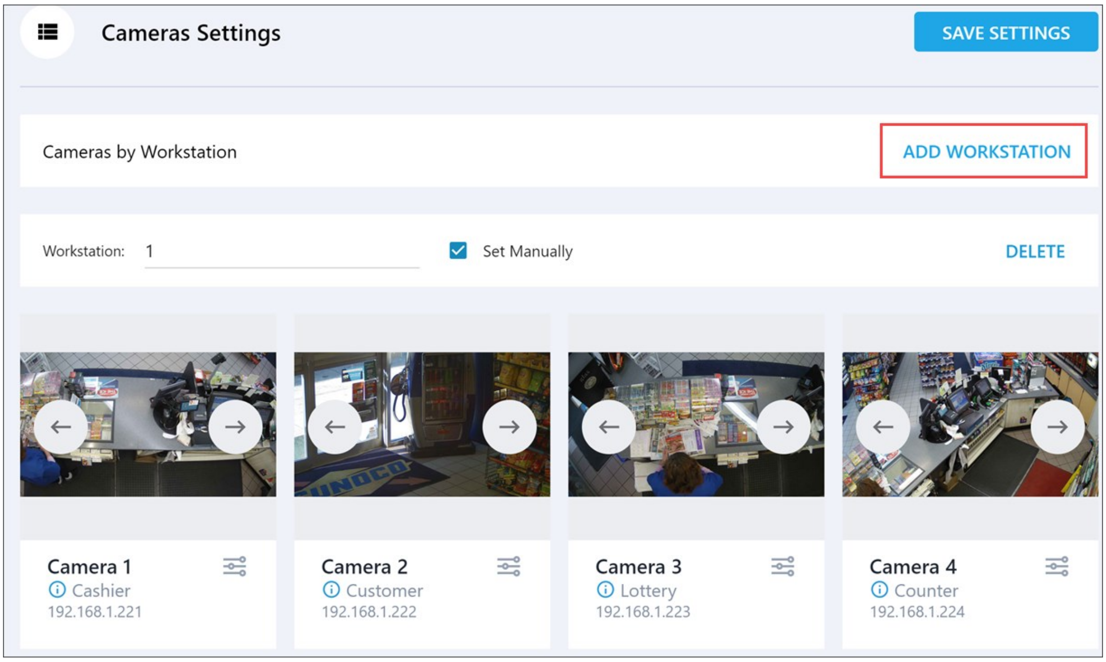


Adding and Deleting Workstations

LPA cameras are grouped by workstations. There can be no more than four cameras in one workstation. If you have more than one workstation set for the location in CStoreOffice®, you can add workstations in the LPA Settings Console.

To add a workstation:

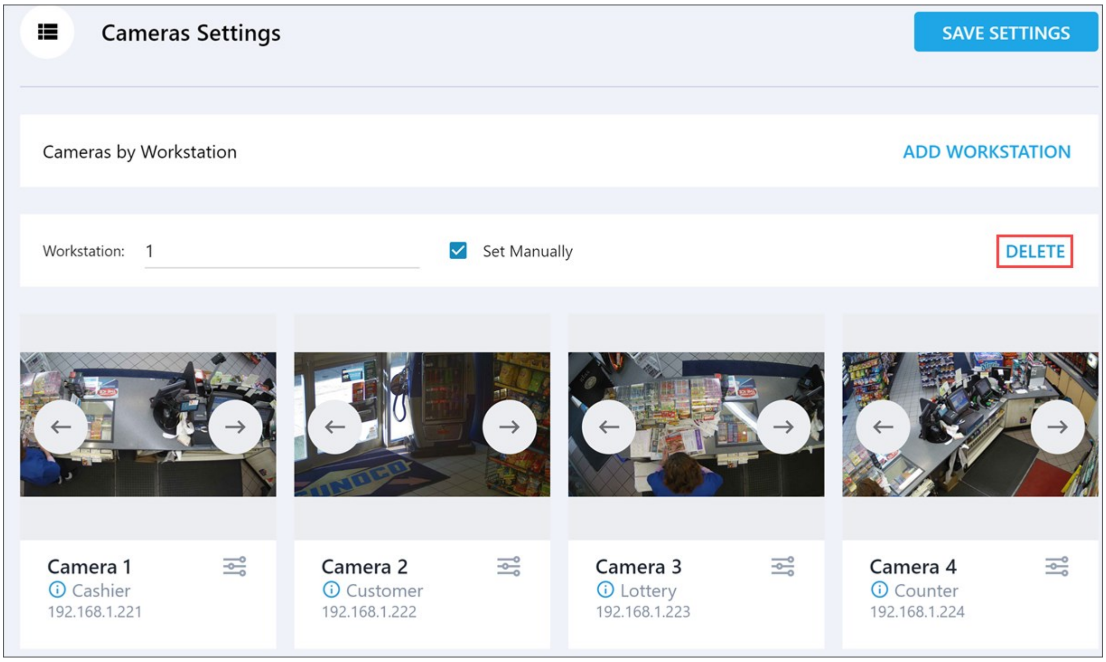
1. At the top right of the **Camera Settings** section, click **Add Workstation**.



   Result: A new workstation is added at the bottom of the section.

2. In the **Workstation** field, specify the name for the new workstation. By default, LPA automatically discovers all workstations registered in CStoreOffice® and displays them in the list. You can also enter the workstation name manually. To do this, select the **Set Manually** check box and in the **Workstation** field, enter the workstation name.
3. At the top right of the **Camera Settings** section, click **Save Settings**.

To delete a workstation from the settings console, to the right of the workstation, click **Delete** and confirm deletion. Note that cameras added to the workstation are deleted as well.

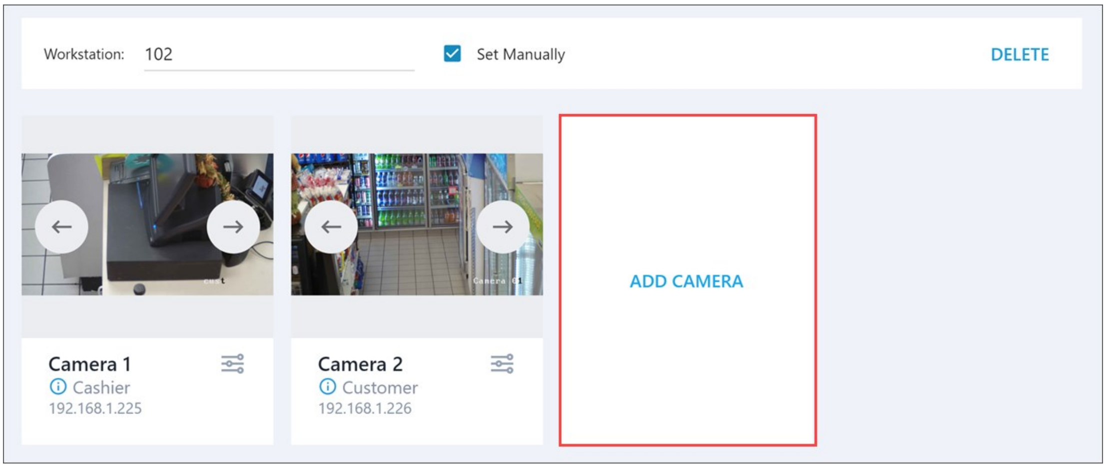


Adding and Deleting Cameras

You can add and delete cameras from workstations in the settings console. To one workstation, no more than four cameras can be added.

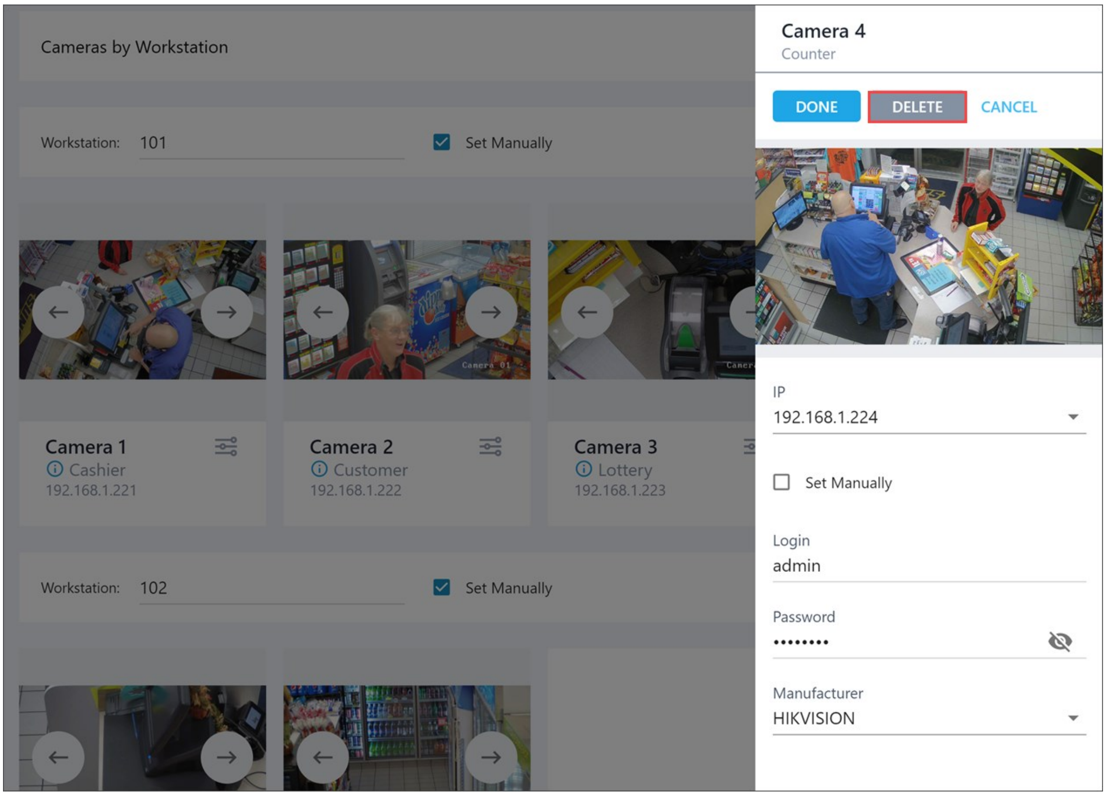
To add a camera:

1. Under the necessary workstation, click **Add Camera**.



2. In the **Camera** pane to the right, specify the following settings for the camera:
   - **IP Address**
   - **Login**
   - **Password**
   - **Manufacturer**
3. At the top of the **Camera** pane, click **Done** to save the changes.

To delete a camera, at the bottom right of the camera slot, click the settings icon and at the top of the **Camera** pane, click **Delete**. Then confirm the camera deletion.



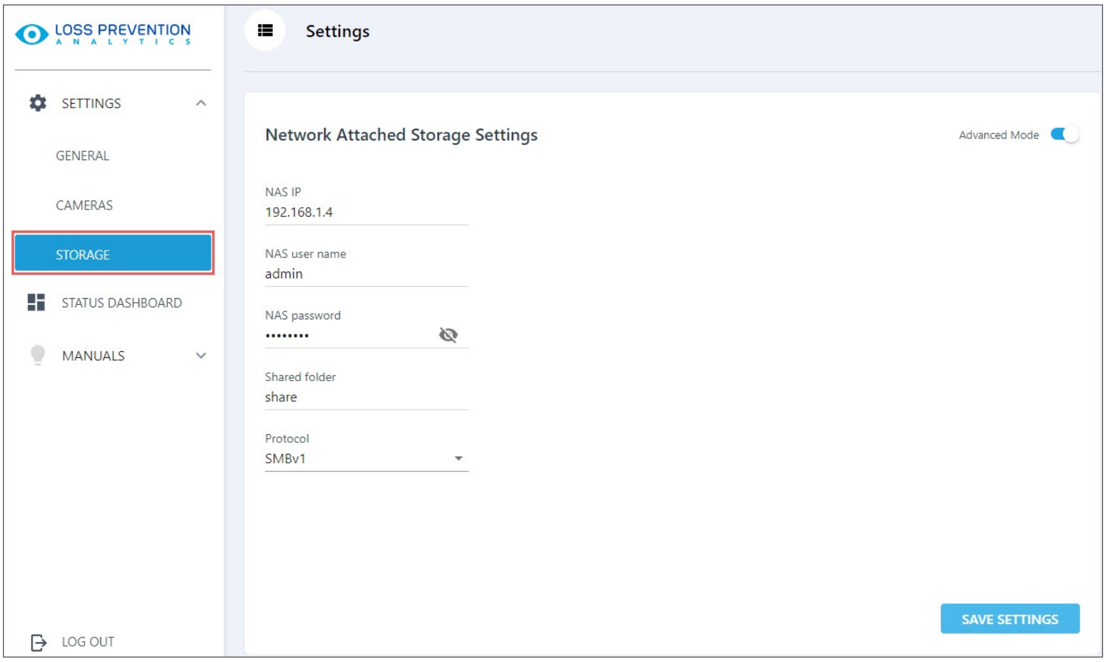
Configuring Storage Settings

The **Storage** section of the **Settings** view allows you to configure settings for the NAS device on which LPA video files are stored.

The **Storage** section provides access to both general and advanced NAS device settings. To view all settings, including advanced ones, at the top right of the section, set the **Advanced** toggle to the On position.

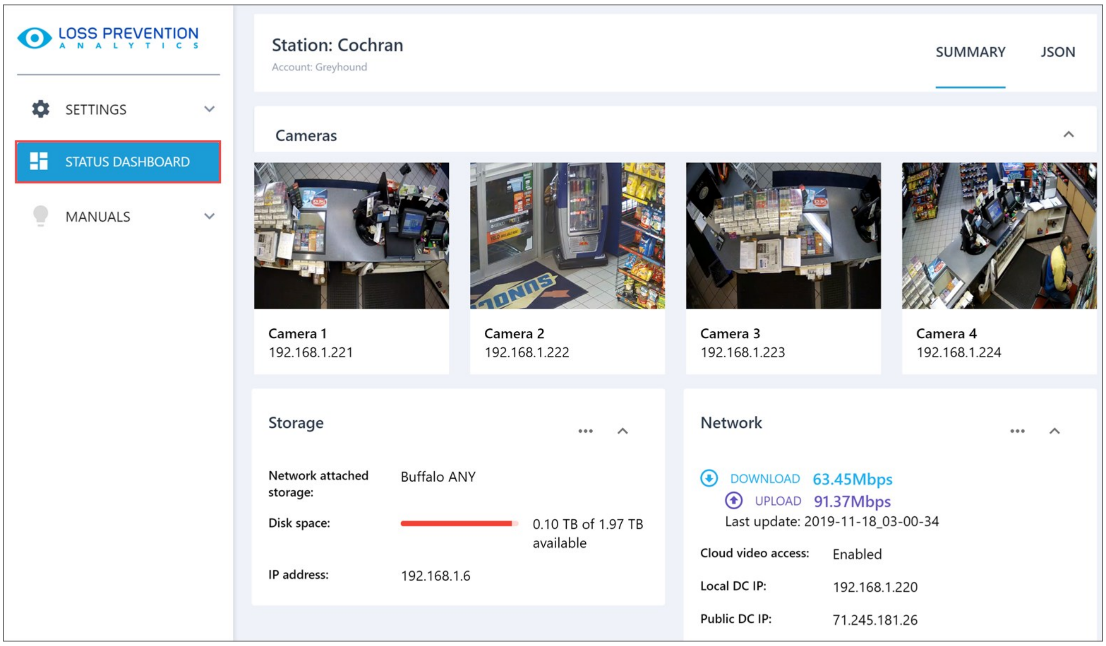
You can view and configure the following settings:

- **NAS IP**: Specify the IP address of the NAS device.
- **NAS user name**: Specify the user name to connect to the NAS device.
- **NAS password**: Specify the password to connect to the NAS device. To view the password, to the right of the **NAS password** field, click the eye icon.
- **Shared folder**: The name of the shared folder on the NAS device where LPA video files are stored.
- **Protocol**: The data transfer protocol used by the NAS device — SCP, NFS or Samba.



Monitoring the LPA Infrastructure

To get information about the LPA infrastructure health and status of its components, you can use the **Status Dashboard** view of the LPA Settings Console. To access the view, in the left pane of the LPA Settings Console, click **Status Dashboard**.

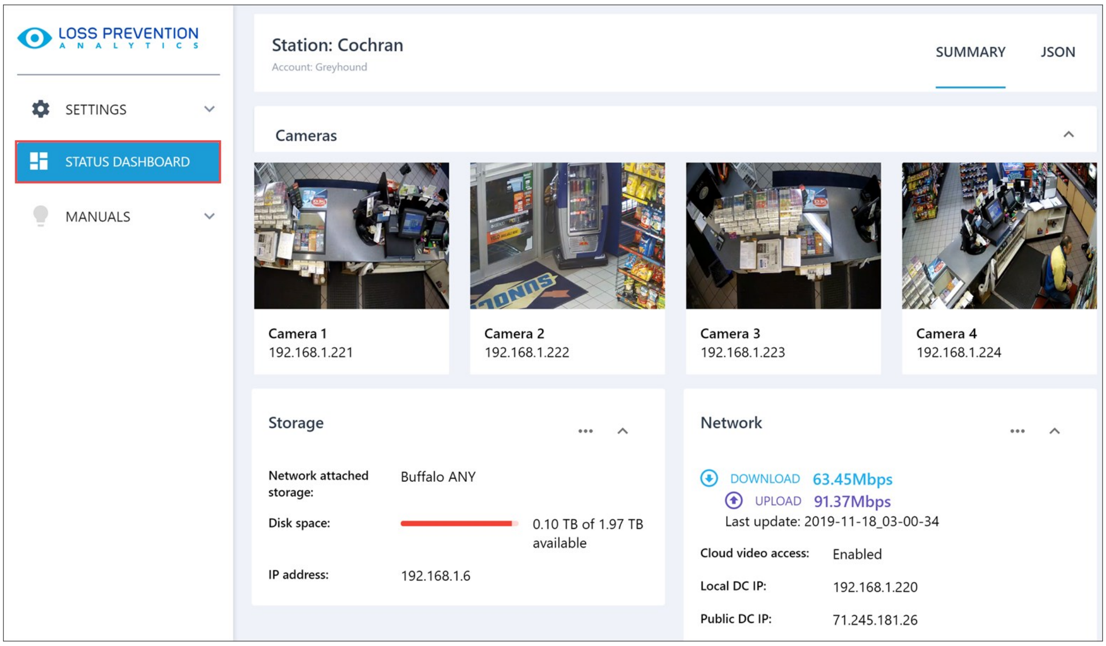


The **Status Dashboard** view presents LPA metrics in two sections:

- Summary: Use this section to get summary information about the LPA infrastructure visualized in widgets.
- JSON: Use this section to learn about component statuses returned by the LPA API.

Working with the Summary Section

The **Status** section of the **Status Dashboard** view in the LPA Settings Console offers a set of widgets that allow you to monitor the health of the LPA infrastructure components and check the status of LPA systems and services. To access this section, in the left pane of the settings console, select **Status Dashboard**.



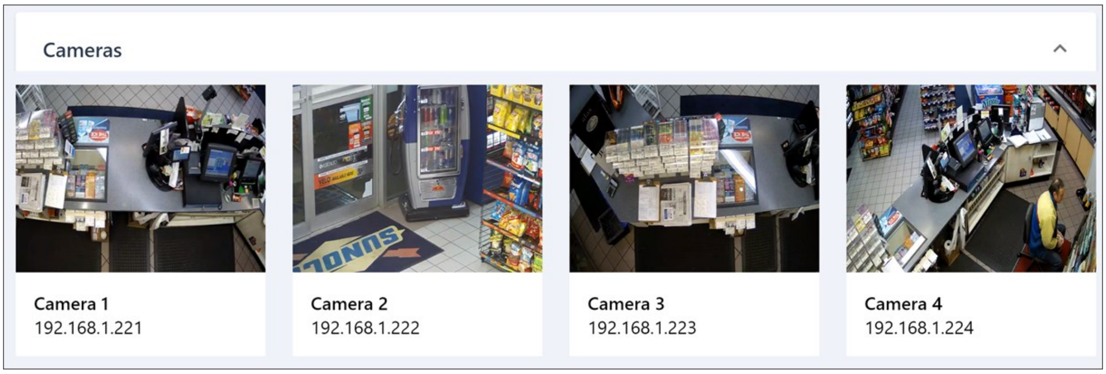
Using the widgets, you can:

- Watch videos from LPA cameras set up at the location
- Check the storage space on the NAS device
- Check the network connection
- View the video recycling data
- View the system information
- Check the status of LPA services
- View the list of LPA devices

If you do not want to see data in some widget in the settings console, you can collapse this widget. To do this, at the top right of the widget, click the arrow icon.

Watching Video from LPA Cameras

In the **Cameras** widget, you can watch videos from cameras set up at the location. The list of cameras from which videos are demonstrated can be configured in the **Camera Settings** section. For details, see Changing Video Streams in Camera Slots.

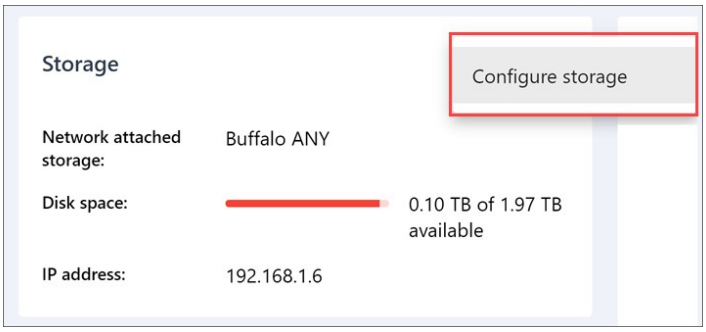


Checking the Storage Space

In the **Storage** widget, you can view metrics related to the NAS device set up in the LPA infrastructure:

- **Network attached storage**: The name of the NAS device
- **Disk space**: How much free storage space is available on the NAS device
- **IP address**: The IP address of the NAS device

If necessary, you can update the NAS device settings. To do this, at the top right of the widget, click the three dots icon and select **Configure storage**. You can then set up the NAS device as required. For details, see Configuring NAS Settings.

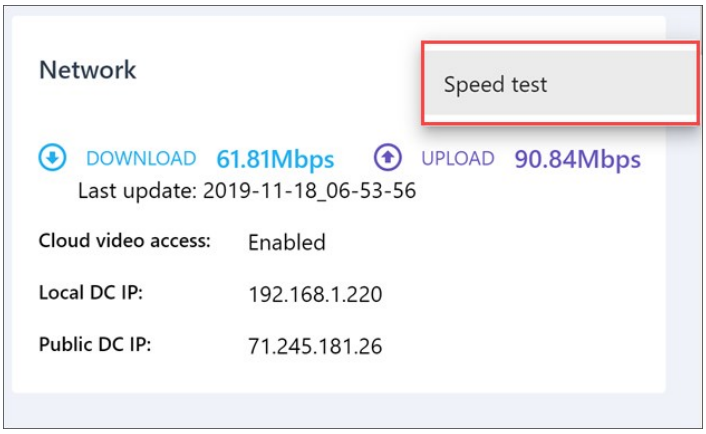


Checking the Network Connection

In the **Network** widget, you can view metrics related to the network connection in the LPA infrastructure:

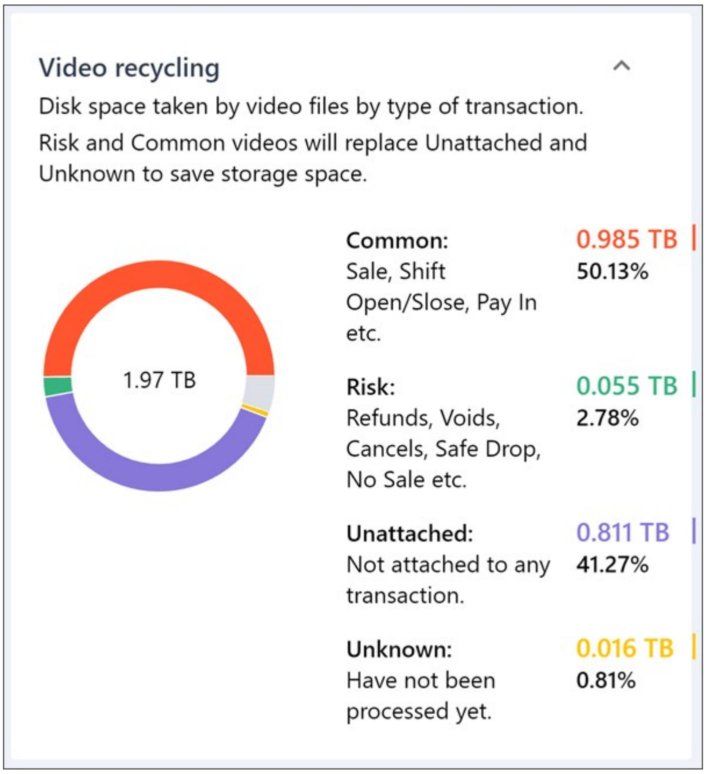
- **Download** and **Upload**: The data download and upload speed in the LPA infrastructure
- **Cloud video access**: The status of access to videos in the cloud
- **Local DC IP**: The IP address of the DC Box in the local area network
- **Public DC IP**: The IP address of the DC Box in the public network

The LPA Settings Console updates the download and upload metrics periodically. To see the current network speed, at the top right of the widget, click the three dots icon and select **Speed test**.



Viewing Video Recycling Data

In the **Video recycling** widget, you can view how much space is taken by video files of different transaction types on the NAS storage. The widget presents a pie chart visualizing the storage space data and metrics by categories.

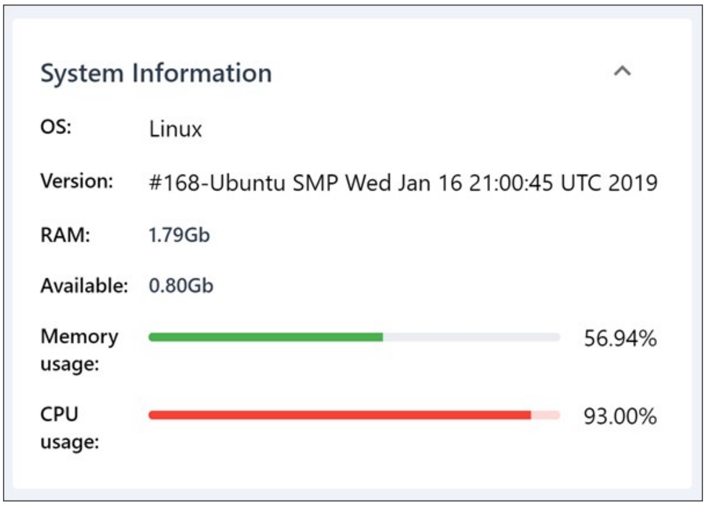


Viewing the System Information

In the **System Information** widget, you can view general information about the LPA infrastructure:

- **OS**: The operating system installed on the DC Box
- **Version**: The operating system version
- **RAM**: The total amount of memory available
- **Available**: The free amount of memory

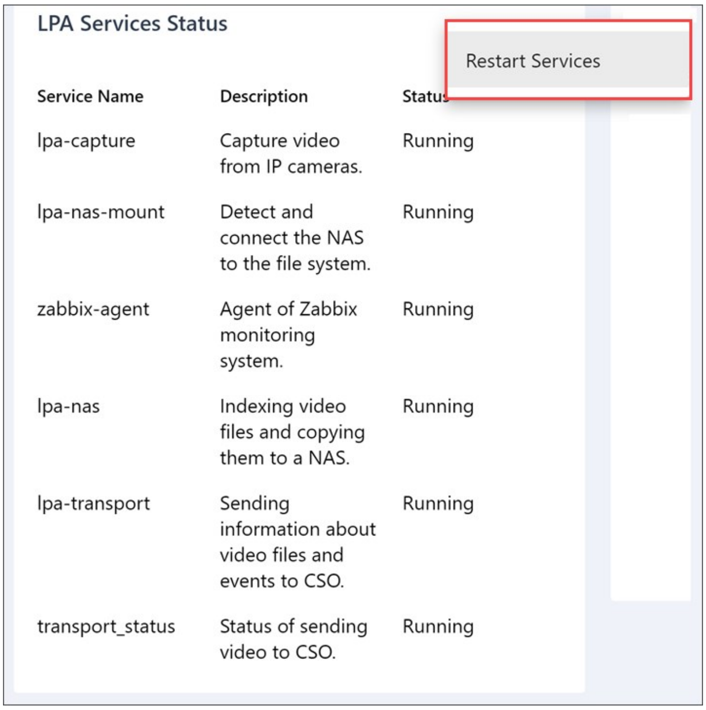
- **Memory usage**: The rate of memory resources usage
- **CPU usage**: The rate of processor resources usage



Checking the Services Status

In the **LPA Service Status** widget, you can view the list of all LPA services and their statuses.

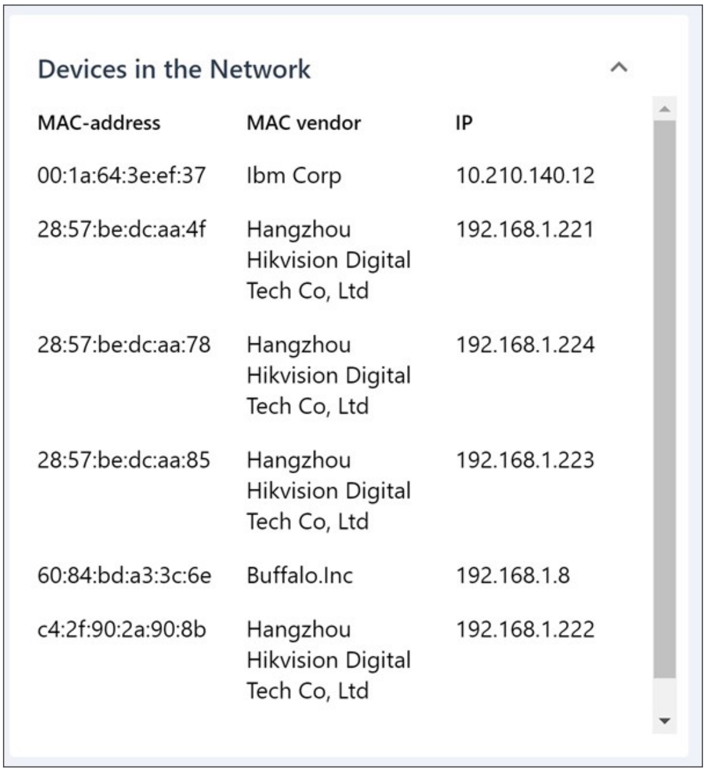
If necessary, you can restart LPA services from the settings console. To do this, at the top right of the widget, click the three dots icon and select **Restart Services**.



Viewing the Devices List

In the **Devices in the Network** widget, you can view the list of all devices set up in the LPA infrastructure. For each device, the following information is reported:

- **MAC-address**: The device MAC address
- **MAC vendor**: The device vendor
- **IP**: The IP address of the device

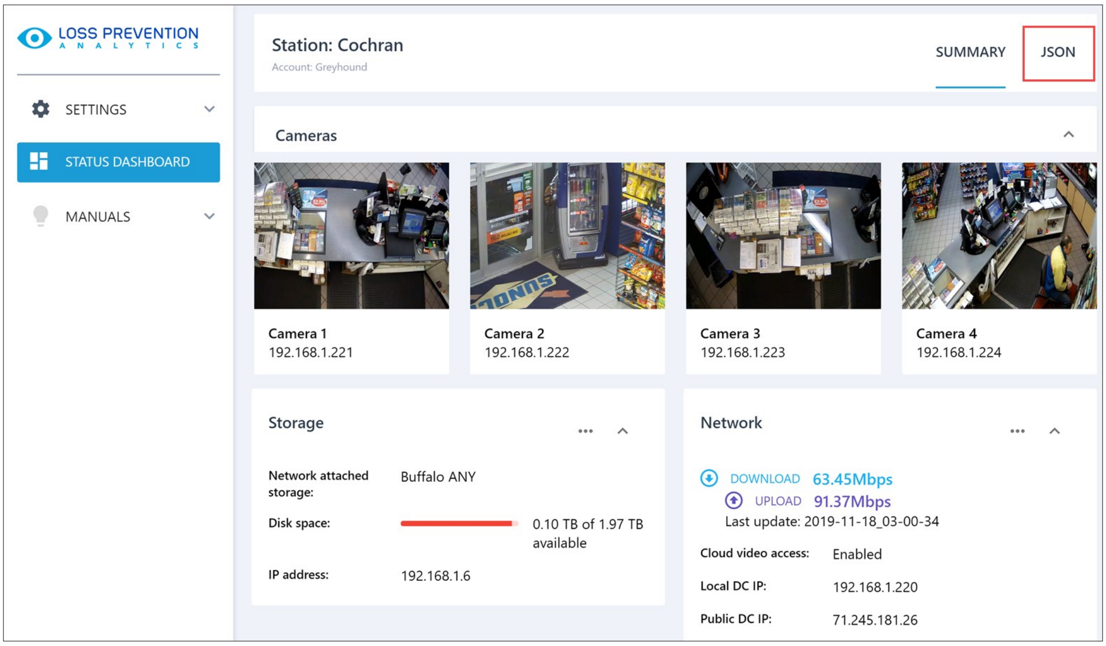


Devices in the Network

MAC-address	MAC vendor	IP
00:1a:64:3e:ef:37	Ibm Corp	10.210.140.12
28:57:be:dc:aa:4f	Hangzhou Hikvision Digital Tech Co, Ltd	192.168.1.221
28:57:be:dc:aa:78	Hangzhou Hikvision Digital Tech Co, Ltd	192.168.1.224
28:57:be:dc:aa:85	Hangzhou Hikvision Digital Tech Co, Ltd	192.168.1.223
60:84:bd:a3:3c:6e	Buffalo.Inc	192.168.1.8
c4:2f:90:2a:90:8b	Hangzhou Hikvision Digital Tech Co, Ltd	192.168.1.222

Working with the JSON Section

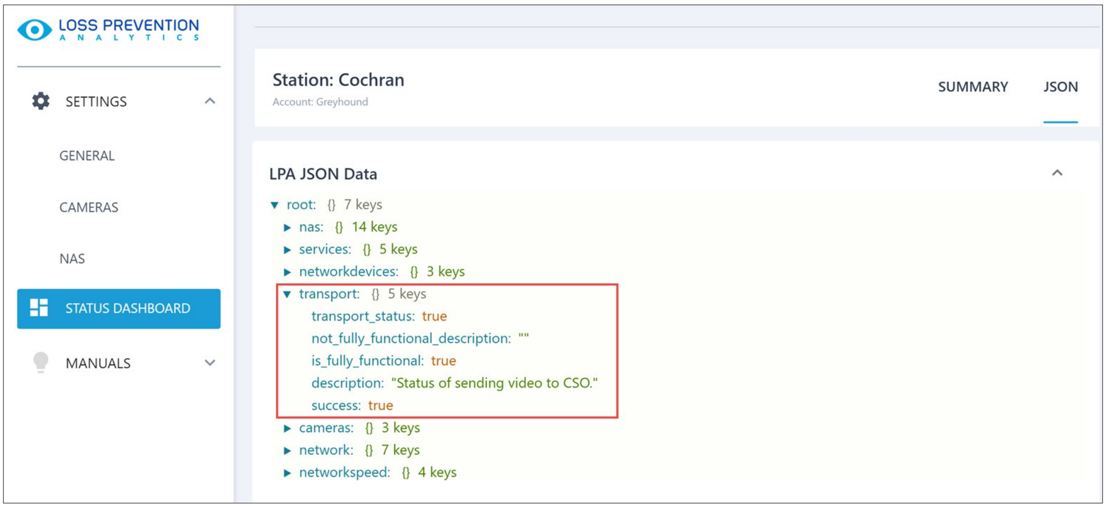
Beside the **Summary** section in the settings console, you can use the **JSON** section to get detailed information about the components in the LPA infrastructure. The **JSON** view presents the statuses of LPA devices returned by the LPA API. To switch to this section, at the top right of the **Status Dashboard** view, select **JSON**.



In the **JSON** section, all metrics are presented as a list grouped by LPA systems. You can view the metrics for the following systems:

- **nas**
- **services**
- **networkdevices**
- **transport**
- **cameras**
- **network**
- **networkspeed**

To drill down into a specific system, click it in the list.



LPA for Age Verification

Age-restricted sales must be thoroughly monitored to prevent the revocation of the liquor, tobacco, and cigarettes licenses on the gas stations and convenience stores.

With Loss Prevention Analytics, you can easily set up the cash registers and monitor age-restricted sales on a regular basis.

Follow the procedure below, to learn the step-by step instructions on how to set up, configure and start using the Age Verification feature in Loss Prevention Analytics.

STEP 1: CONFIGURE CASH REGISTER.

For more information on how to configure the Verifone Ruby2 cash register, see Setting Up Verifone Ruby2 for Age Verification.

STEP 2: SET UP CASHIER'S CREDENTIALS.

Each cashier should have personal credentials configured properly. It is required to track the age-restricted sales accurately.

For more information on how to set up cashier's credentials, see Setting Up Cashier Credentials.

STEP 3: MONITOR AGE-RESTRICTED SALES.

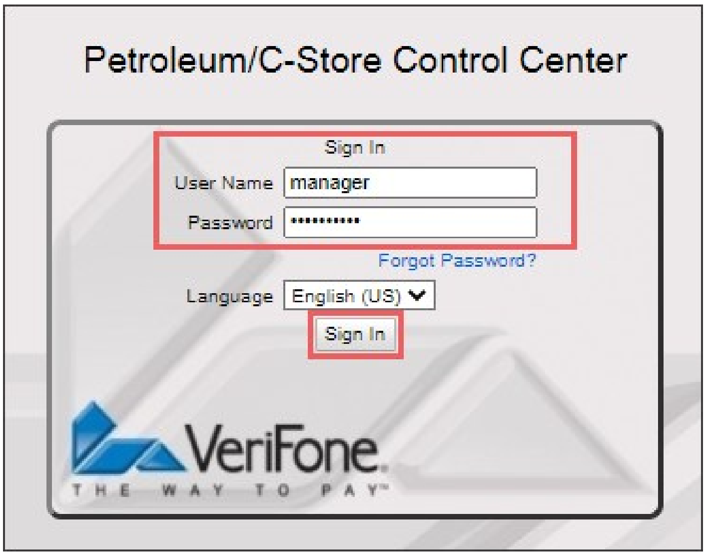
It is strongly recommended for managers at the stations to use Loss Prevention Analytics as daily manager's workflow.

For more information on how to monitor age-restricted sales, see Monitoring Age-Restricted Sales.

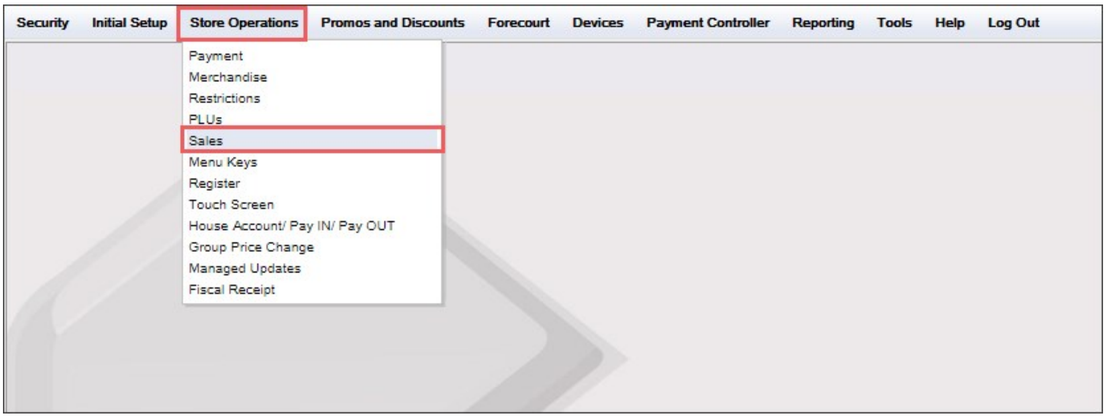
Setting Up Verifone Ruby2 for Age Verification

To set up the age verification feature support on the Verifone Ruby2 cash register:

1. Open the Verifone Ruby2 console and log into it.



2. Check the controller's base version.
3. Configure age verification for the sales operations.
    a. From the main console menu, go to **Store Operations** > **Sales**.

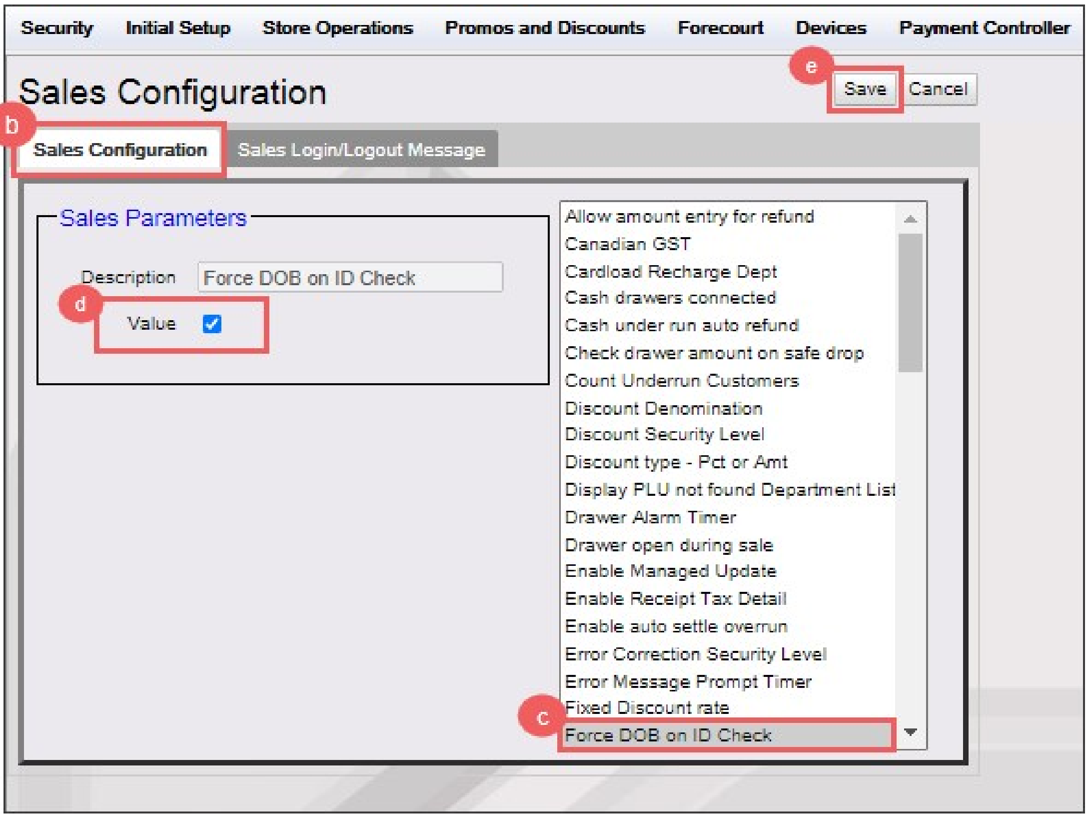


Result: The Sales Configuration form opens.

    b. In the **Sales Configuration** form, go to the **Sales Configuration** tab.
    c. In the list of sales parameters, select the **Force DOB on ID Check** parameter.
    d. In the **Sales Parameters** section, select the **Value** option.

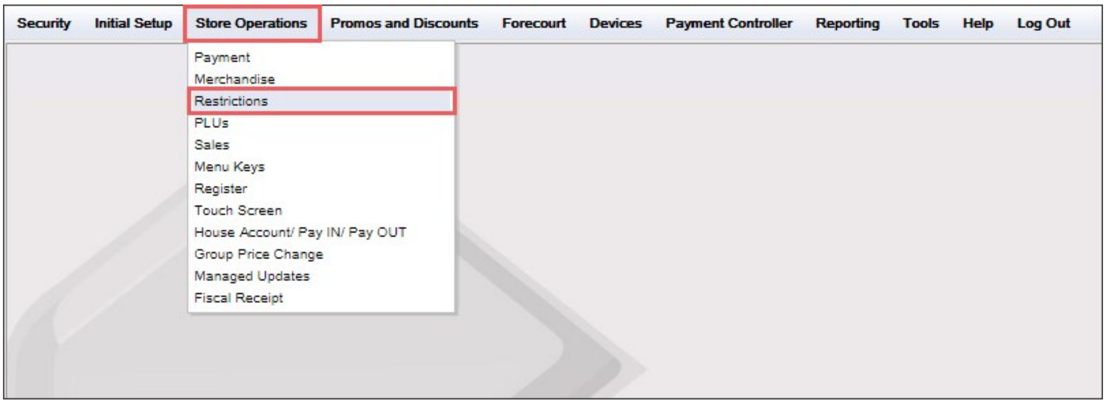
> If the **Value** option is selected for the **Force DOB on ID Check** parameter, the age verification step cannot be skipped by a cashier during a sale.

e. At the top right of the **Sales Configuration** form, click **Save**.



4. Set up restrictions for ID checks:

   a. From the main console menu, go to **Store Operations** > **Restrictions**.



   Result: The Restrictions Configuration form opens.

   b. In the **Restrictions Configuration** form, go to the **ID Checks** tab.

   c. For each ID Check, **Alcohol** and **Tobacco**, do the following:

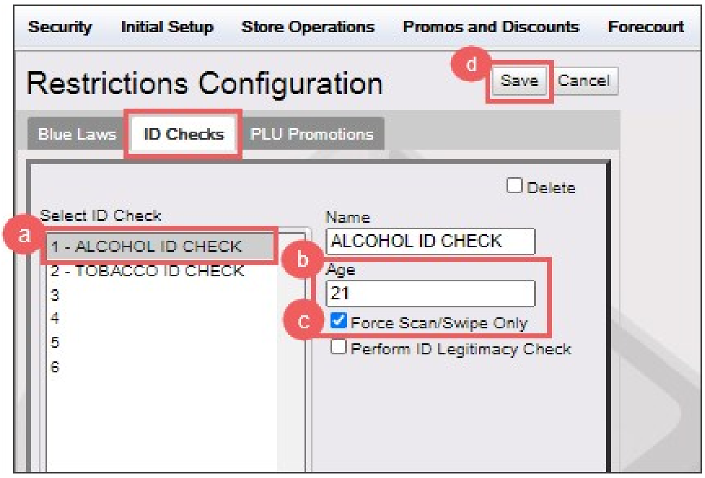
      a. Select the ID check.

      b. In the **Age** field, enter the minimum age value below which the sales will be restricted.

      c. Select the **Force Scan/Swipe Only** option, if you want to forbid the cashiers to enter the date of birth manually for age confirmation.

> Please note that the **Force Scan/Swipe Only** option is not available in the console, if the controller's base version is lower than *051*. For details, see How to check the controller's base version.

d. At the top right of the **Restrictions Configuration** form, click **Save**.



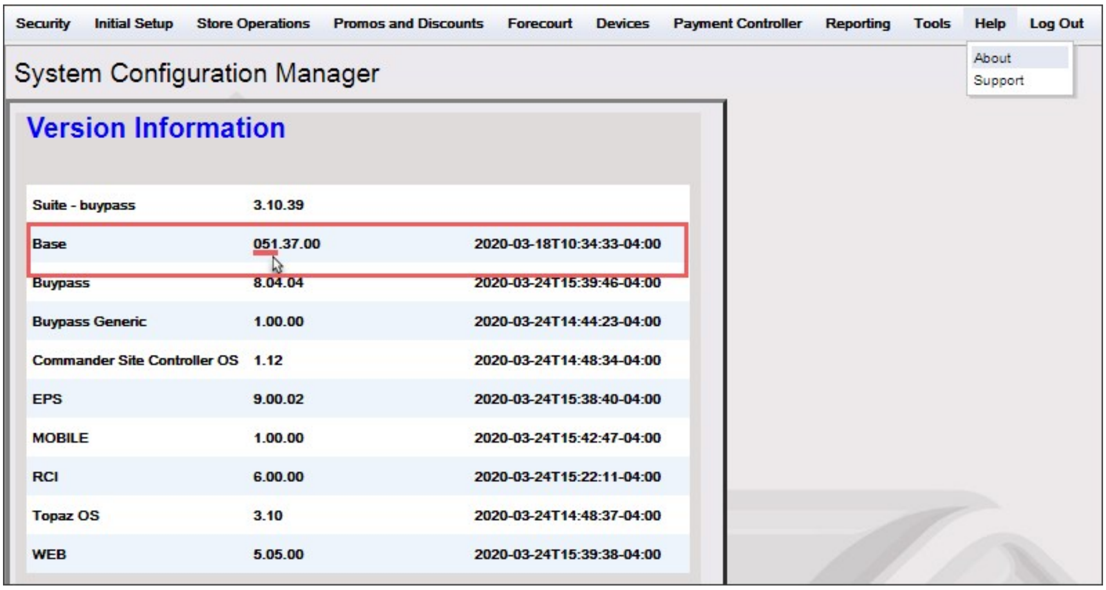
HOW TO CHECK THE CONTROLLER'S BASE VERSION

To check the controller's base version in Verifone Ruby2 console:

1. From the main console menu, go to **Help** > **About**.

   Result: The System Configuration Manager form opens.

2. In the **System Configuration Manager** form > **Version Information** section, check the first three digits in the **Base** row.



Setting Up Cashier Credentials

It is strongly recommended for managers at the stations to use Loss Prevention Analytics as daily manager's workflow.

Before you start using Loss Prevention Analytics for tracking age restricted sales, make sure the cashier's credentials are configured properly.

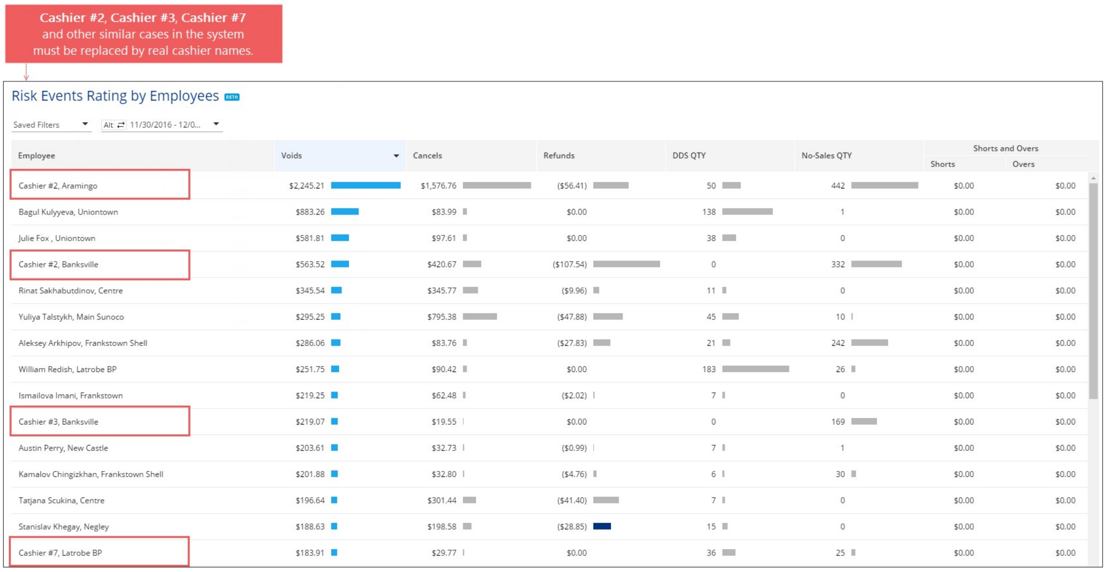
For each cashier, the following credentials should be set up:

- Cashier Name
- Cashier Password

Cashier Name

Every cashier should be set up in the system with the actual name.

To check current cashier names in the system, you may use the **Risk Events Rating by Employees** report in Loss Prevention Analytics.



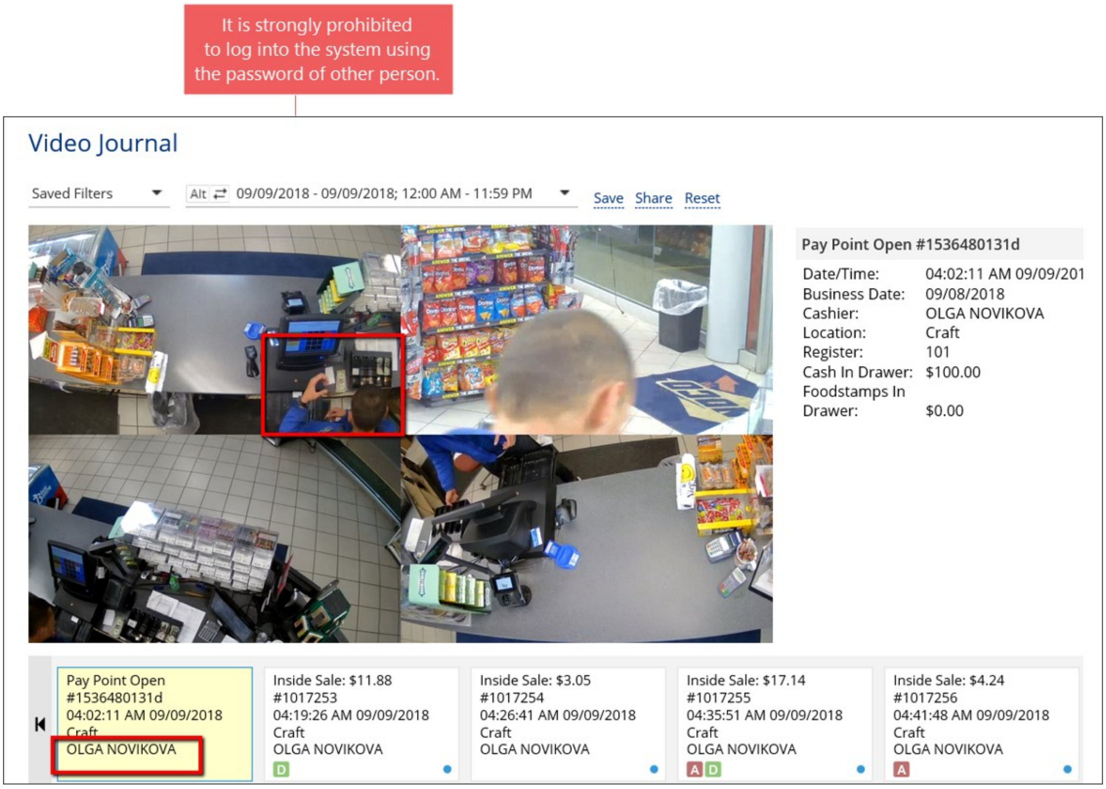
Employee	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs: Shorts	Shorts and Overs: Overs
Cashier #2, Aramingo	$2,245.21	$1,576.76	($56.41)	50	442	$0.00	$0.00
Bagul Kulyyeva, Uniontown	$883.26	$83.99	$0.00	138	1	$0.00	$0.00
Julie Fox , Uniontown	$581.81	$97.61	$0.00	38	0	$0.00	$0.00
Cashier #2, Banksville	$563.52	$420.67	($107.54)	0	332	$0.00	$0.00
Rinat Sakhabutdinov, Centre	$345.54	$345.77	($9.96)	11	0	$0.00	$0.00
Yuliya Talstykh, Main Sunoco	$295.25	$795.38	($47.88)	45	10	$0.00	$0.00
Aleksey Arkhipov, Frankstown Shell	$286.06	$83.76	($27.83)	21	242	$0.00	$0.00
William Redish, Latrobe BP	$251.75	$90.42	$0.00	183	26	$0.00	$0.00
Ismailova Imani, Frankstown	$219.25	$62.48	($2.02)	7	0	$0.00	$0.00
Cashier #3, Banksville	$219.07	$19.55	$0.00	0	169	$0.00	$0.00
Austin Perry, New Castle	$203.61	$32.73	($0.99)	7	1	$0.00	$0.00
Kamalov Chingizkhan, Frankstown Shell	$201.88	$32.80	($4.76)	6	30	$0.00	$0.00
Tatjana Scukina, Centre	$196.64	$301.44	($41.40)	7	0	$0.00	$0.00
Stanislav Khegay, Negley	$188.63	$198.58	($28.85)	15	0	$0.00	$0.00
Cashier #7, Latrobe BP	$183.91	$29.77	$0.00	36	25	$0.00	$0.00

For more information on how to work with the report, see Viewing Risk Events Rating.

Cashier Password

Each cashier should have only her/his own password to log in to the register.

> ⓘ It is prohibited to use other people’s passwords!



Monitoring Age-Restricted Sales

Age-restricted sales are displayed in Loss Prevention Analytics in three possible statuses:

- **Skipped**: This status displays the number of age restricted sales performed at the cash register without confirming the age. It means that a cashier did not either scan the customer's ID or enter the customer's date of birth for the age restricted item.

> To forbid your cashiers to skip the age restricted sales, the corresponding settings must be configured at the cash register. For more information, see Setting Up Verifone Ruby2 for Age Verification > Step 3.

- **Manual**: This status displays the number of age restricted sales confirmed by entering the customer's date of birth manually.
- **Scanned**: This status displays the number of age restricted sales confirmed by scanning the customer's ID or driving license.

> Please note that the Verifone CR Commander, which controller's version is lower than *051*, due to its ability to transfer the date of birth only has the following restrictions:
> - Only two statuses can be displayed in CStoreOffice®: *Skipped* and *Manual*.
> - The sale confirmed by scanning either the customer's ID or driving license is referred to the Manual status.

To monitor age-restricted sales, you may use the following operations with LPA reports and widgets:

- Pull transactions by the Age Verification Alert.
- Work with the Age-Restricted Sales widget.
- Using the Risk Event Chronicles report.

Pulling Transactions by Age Verification Alert

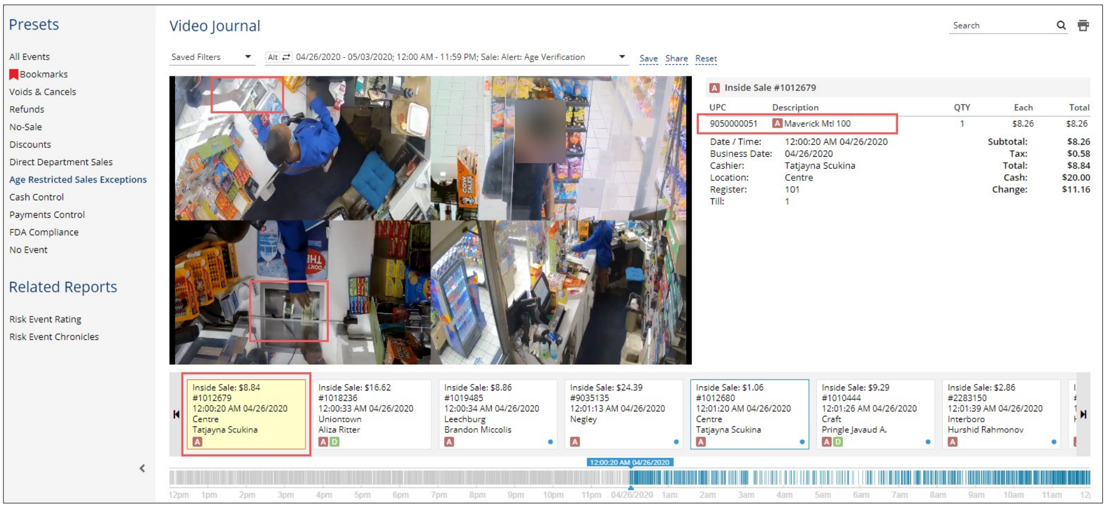
To pull transactions by the Age Verification alert in Loss Prevention Analytics:

1. From the Loss Prevention Analytics main page, go to **Related Reports** > **Video Journal**.

   Result: The Video Journal opens.

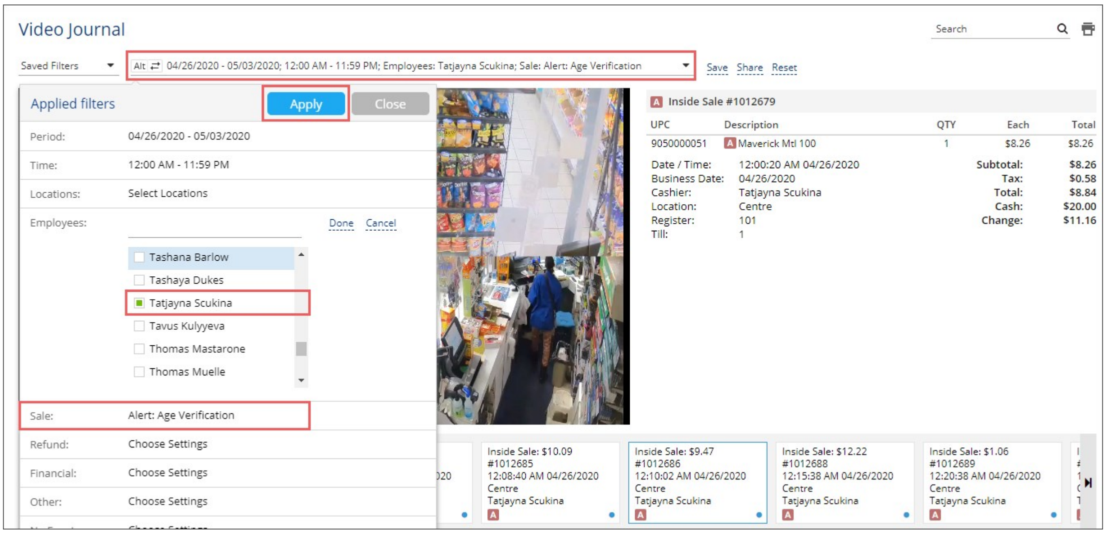
2. In the left menu go to **Presets** and click **Age Restricted Sales Exceptions**.

   Result: All the age restricted transactions are displayed for the selected period.



> ⓘ For more information on how to work with the video journal in Loss Prevention Analytics, see Viewing the Video Journal.

You can additionally filter the age restricted transactions by the cashier. In the journal filters > **Employee**, select the cashier name you need.



For more information about using the filters in Loss Prevention Analytics, see Working with Filters.

Age Restricted Sales Widget

With the Age Restricted Sales widget, you can get the detailed and up-to-date information about the age-restricted sales on all locations within a certain period of time.

The Age Restricted Sales widget is enabled now only for Verifone cash registers.

Below you can find the information on how to work with the Age Restricted Sales widget in Loss Prevention Analytics.

- Opening the Age Restricted Sales Widget
- Viewing with the Age Restricted Sales Widget
- Working with the Age Restricted Sales Widget

Opening the Age Restricted Sales Widget

The Age Restricted Sales widget is available in the LPA Dashboard. It is added to the dashboard by default.

For more information on how to open the LPA Dashboard, see Accessing the LPA Dashboard.

For more information on how to work with the dashboard widgets, see Customizing the Dashboard.

Viewing the Age Restricted Sales Widget

The Age Restricted Sales widget displays the age restricted sales statuses highlighted in different colors for all stations on the account within the specified period.

The age restricted sales are displayed in the widget in three possible statuses:

- **Skipped**: This status displays the number of age restricted sales performed at the cash register without confirming the age. It means that a cashier did not either scan the customer's ID or enter the customer's date of birth for the age restricted item.

  To forbid your cashiers to skip the age restricted sales, the corresponding settings must be configured at the cash register. For more information, see Setting Up Verifone Ruby2 for Age Verification > Step 3.

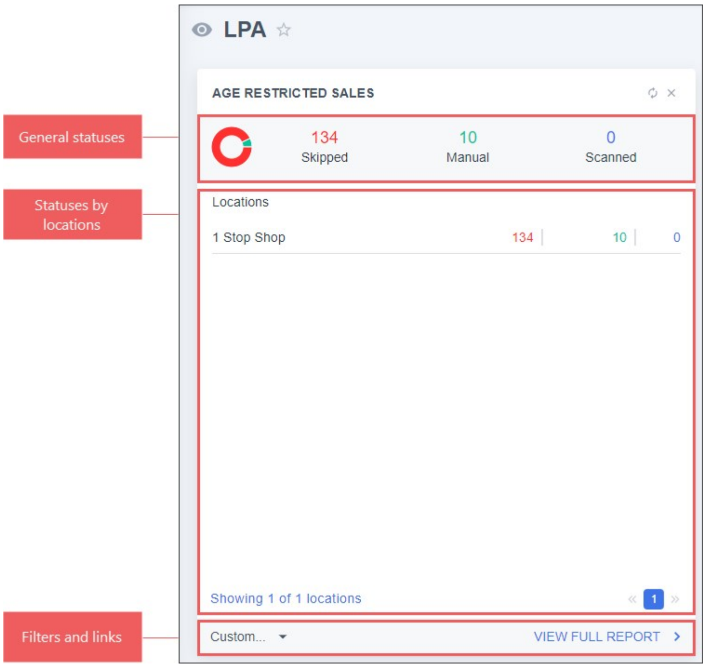
  Skipping age restricted sales requires particular attention and, therefore, all such sales are highlighted in red color in the system.

- **Manual**: This status displays the number of age restricted sales confirmed by entering the customer's date of birth manually. It is highlighted in green color.
- **Scanned**: This status displays the number of age restricted sales confirmed by scanning the customer's ID or driving license. It is highlighted in blue color.

  Please note that the Verifone CR Commander, which controller's version is lower than *051*, due to its ability to transfer the date of birth only has the following restrictions:
  - Only two statuses can be displayed in CStoreOffice®: *Skipped* and *Manual*.
  - The sale confirmed by scanning either the customer's ID or driving license is referred to the Manual status.

The Age Restricted Sales widget consists of three main sections:

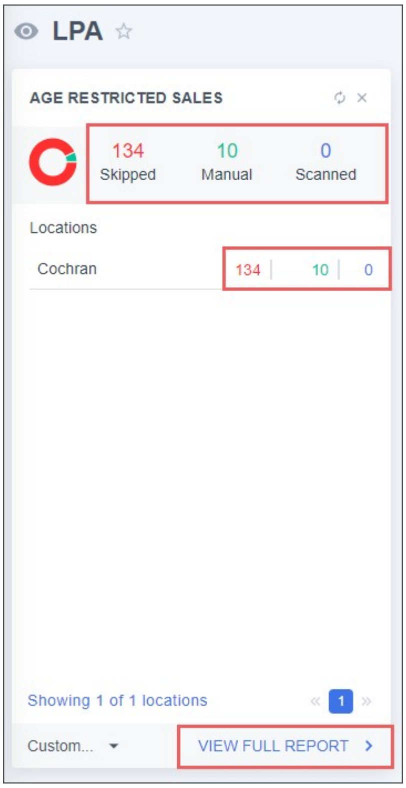
- **General statuses**: This section displays the chart with total number of sales on all locations divided by statuses.
- **Statuses by locations**: This section displays the total number of sales divided by statuses for each location on the account.
- **Filters and links**: This sections contains the period filter and a link to the



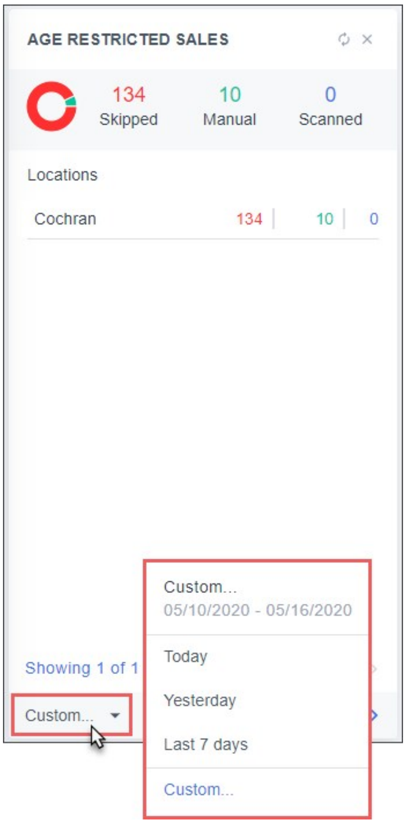
Working with the Age Restricted Sales Widget

You can perform the following actions in the Age Restricted Sales widget:

- **Open the Video Journal**
  - To open the Video Journal for any status, either account or location, click this status.
  - To open the Video Journal for all account age restricted sales within the specified period, click the **View Full Report** link.

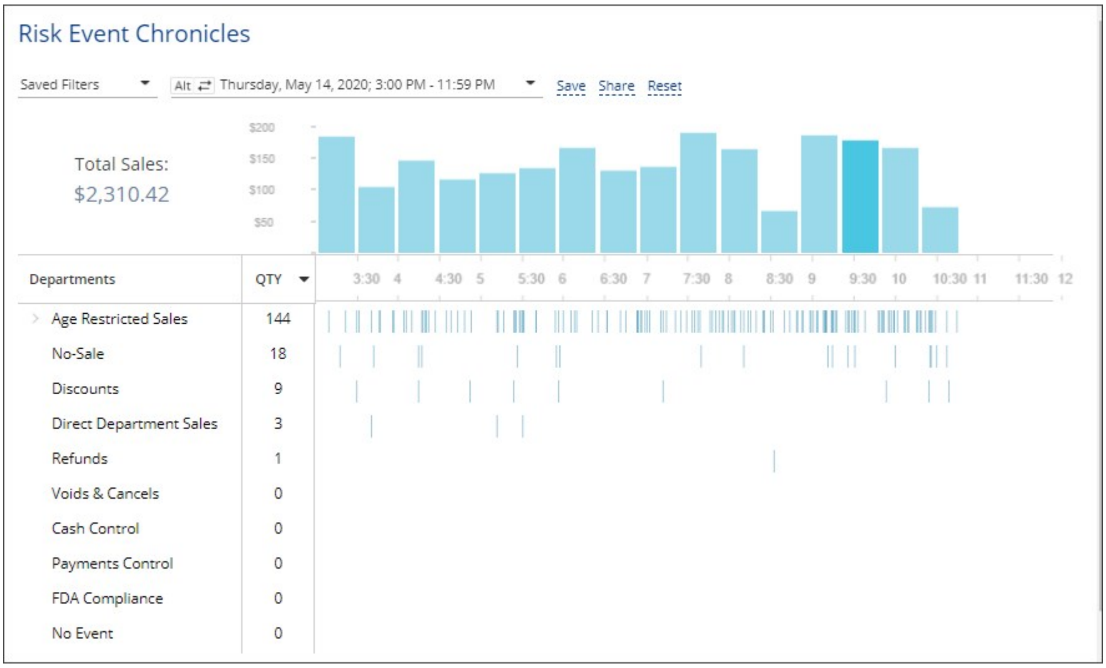


- **Filter the widget data by the period**: At the bottom left of the widget, select in the period filter the period you need to apply to the age restricted sales data. You can select one of the following predefined periods:
  - **Today**
  - **Yesterday**
  - **Last 7 days**
  - **Custom**



Viewing Risk Events Chronicles

With the Risk Events Chronicles reports group, you can gather chronological data for events that are considered to be of high risk in the industry. Loss Prevention Analytics collects data for the period of 24 hours for selected location or all available locations. The data is then grouped by risk events.



Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files.

Viewing Report Data

The report provides the following information:

Name	Filtering Settings
Age Restricted Sales (available only for Verifone CR)	**Alert** - Age Verification: - Manual - Scanned - Skipped
Discounts	- **MOP** - Cash - **Sale / Alert** - Discount
Direct Department Sales	- **Sale / Alert** - Direct Department Sales - **Sale / Inside / Outside** - Inside Sales
No-Sale	**Other** - No-Sale
Cash Control	- **Financial** - Safe Drop - **Financial** - Pay Out - **Sale / MOP** - Cash - **Sale / Sum** > $100 - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
FDA Compliance	- **MOP** - Food Stamps

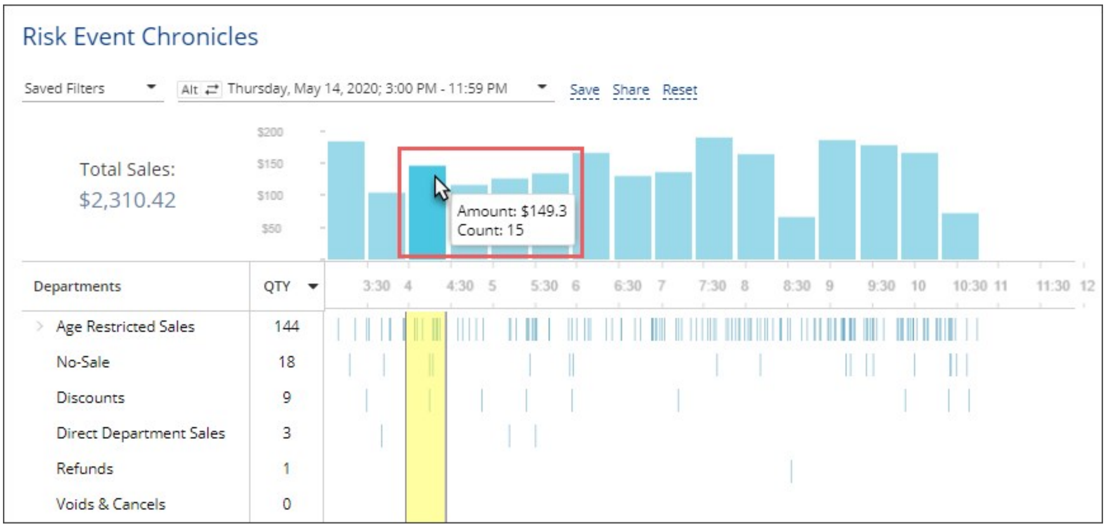
Name	Filtering Settings
	- **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
Refunds	- **MOP** - Cash - **Refunds** - Itemized Refunds (item refunds) - **Refunds** - Non-itemized Refunds (department refunds)
Payments Control	- **Sale / Sum** > $50 - **MOP** - Credits - **Sale / Inside / Outside** - Inside Sales - **Fuel / Merch Sales** - Merchandise
Voids & Cancels	- **MOP** - Cash - **Sale / Alert** - Void in Sale - **Sale / Alert** - Void all Sale
No Event	**No Event** - enabled

The report data is calculated with taxes.

Drilling Down to Details of the Selected Period

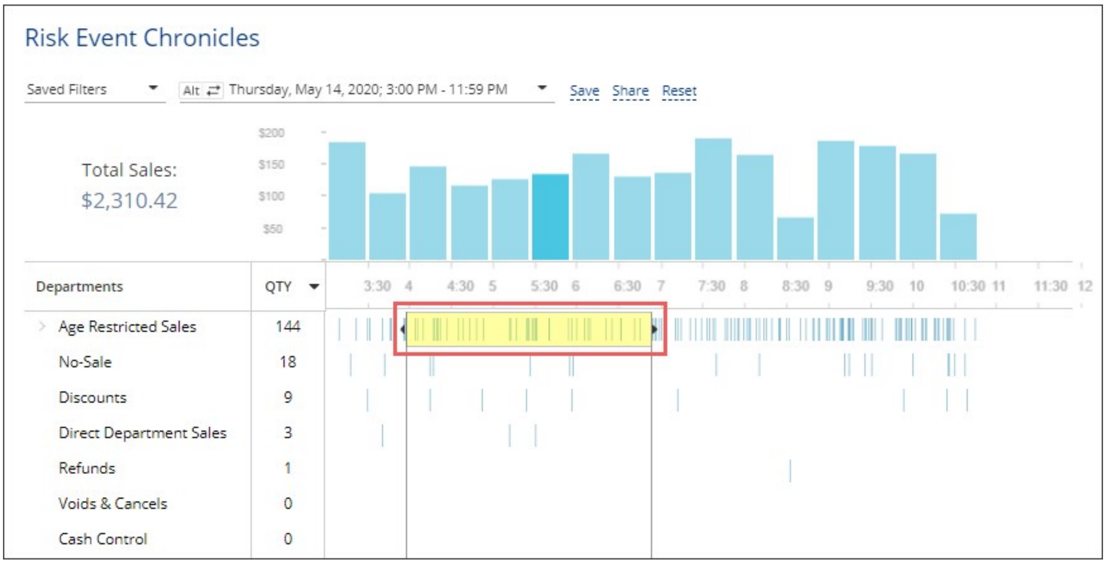
While working with the Risk Event Chronicles reports, you can drill down to details of a specific period:

- To view detailed information on a specific period, hover the cursor over the necessary period bar in the report chart.



- To view a specific period in the Video Journal interface, select the necessary period in the chart by placing the cursor to the period limit line and dragging the cursor right or left. You can also press and hold the **CTRL** key on the keyboard and use the arrow keys to select the necessary period.

Once the period is selected, click it in the chart.



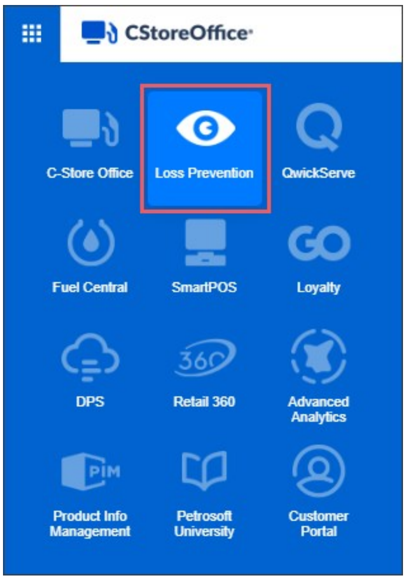
For details, see Viewing the Video Journal.

LPA Dashboard

Accessing the LPA Dashboard

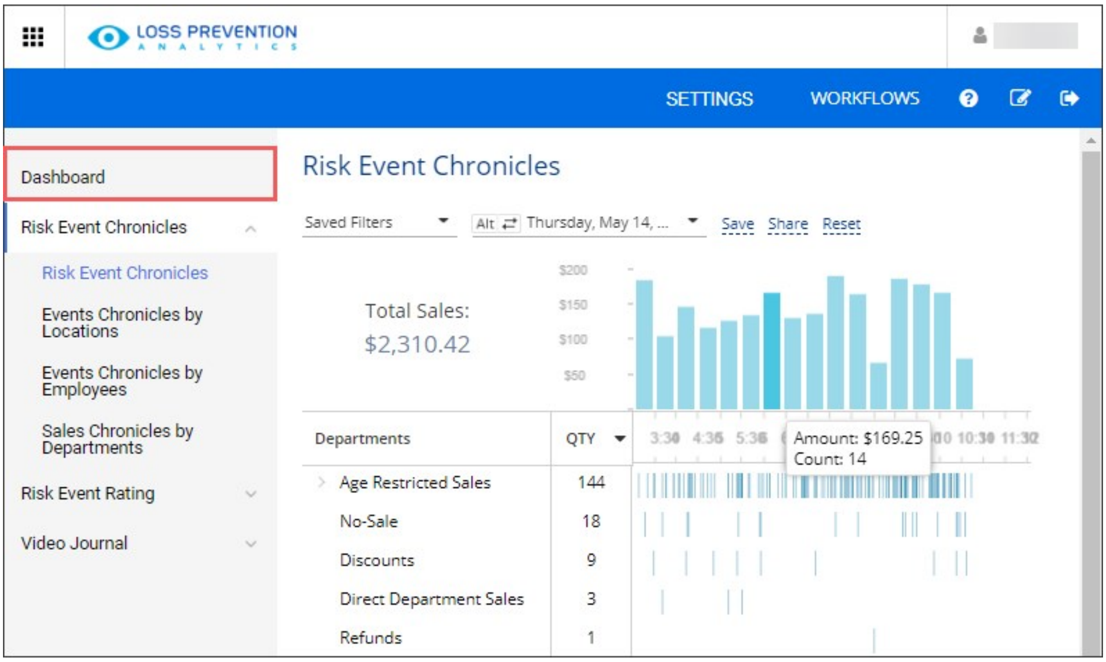
To access the LPA dashboard in Petrosoft Cloud:

1. Log into CStoreOffice® using your Petrosoft Cloud account.
2. In CStoreOffice®, click the product switcher and select **Loss Prevention Analytics**.

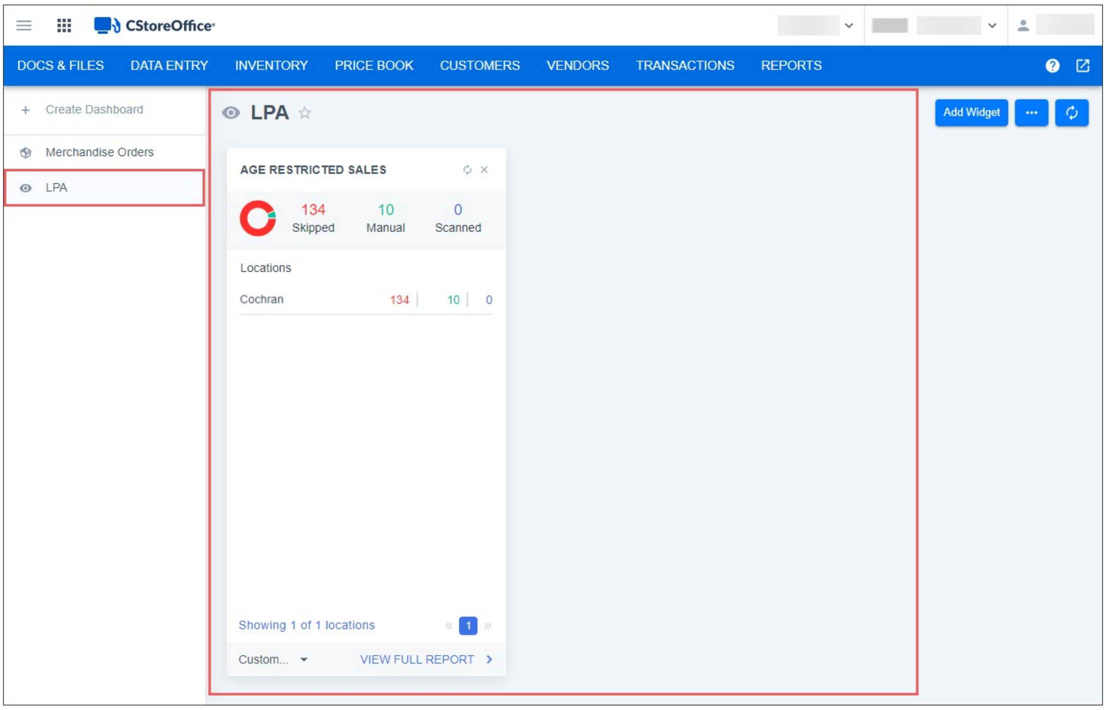


Result: The Loss Prevention Analytics module's home page opens.

3. In the left menu of the LPA module's home page, click **Dashboard**.



Result: The LPA dashboard opens in a separate web page.



Customizing the Dashboard

You can customize the dashboard so that it displays only required data in the way you need. CStoreOffice® allows you to perform the following operations to customize the dashboard itself and the widgets:

- Remove and add widgets
- Change the widget position in the dashboard
- Reset the dashboard
- Refresh data in widgets

Removing and Adding Widgets

You can remove some widgets from the dashboard, for example, if you do not need the information that these widgets present at hand.

To remove a widget, at the top right of the widget, click the delete icon.

Widgets are not removed permanently from the dashboard. You can bring them back at any time. To do this, at the top right of the dashboard, click **Add Widget** and select the widget to add from the list.

Changing the Widget Position

You can move widgets across the dashboard. For example, if information in some widget is important to you, you can move this widget to the top of the dashboard.

To move a widget in the dashboard:

1. At the top right of the dashboard, to the right of the **Add Widget** button, click the dots icon and select **Edit Dashboard**.

   Result: The dashboard is in the editing mode.

2. Drag and drop the widget to the necessary position in the dashboard.
3. Once ready, at the top right of the dashboard, click **Stop Editing**.

   Result: The dashboard is in normal operational mode.

Resetting the Dashboard

You can reset the dashboard to bring it to its initial state. All widgets in the dashboard will be back to their default positions.

To reset the dashboard, at the top right of the dashboard, to the right of the **Add Widget** button, click the dots icon and select **Reset to Default**. In the displayed window, click **OK** to confirm the reset operation.

> When you reset the dashboard, CStoreOffice® recalculates data for top vendors to be displayed in the dashboard.

Refreshing Data in Widgets

At present, data in widgets is not refreshed automatically. If you have changed something in CStoreOffice®, for example, created a new vendor, and want to display the new data in the widget, at the top right of the widget, click the refresh icon.

Age Restricted Sales Widget

With the Age Restricted Sales widget, you can get the detailed and up-to-date information about the age-restricted sales on all locations within a certain period of time.

The Age Restricted Sales widget is enabled now only for Verifone cash registers.

Below you can find the information on how to work with the Age Restricted Sales widget in Loss Prevention Analytics.

- Opening the Age Restricted Sales Widget
- Viewing with the Age Restricted Sales Widget
- Working with the Age Restricted Sales Widget

Opening the Age Restricted Sales Widget

The Age Restricted Sales widget is available in the LPA Dashboard. It is added to the dashboard by default.

> For more information on how to open the LPA Dashboard, see Accessing the LPA Dashboard.

> For more information on how to work with the dashboard widgets, see Customizing the Dashboard.

Viewing the Age Restricted Sales Widget

The Age Restricted Sales widget displays the age restricted sales statuses highlighted in different colors for all stations on the account within the specified period.

The age restricted sales are displayed in the widget in three possible statuses:

- **Skipped**: This status displays the number of age restricted sales performed at the cash register without confirming the age. It means that a cashier did not either scan the customer's ID or enter the customer's date of birth for the age restricted item.

To forbid your cashiers to skip the age restricted sales, the corresponding settings must be configured at the cash register. For more information, see Setting Up Verifone Ruby2 for Age Verification > Step 3.

Skipping age restricted sales requires particular attention and, therefore, all such sales are highlighted in red color in the system.

- **Manual**: This status displays the number of age restricted sales confirmed by entering the customer's date of birth manually. It is highlighted in green color.
- **Scanned**: This status displays the number of age restricted sales confirmed by scanning the customer's ID or driving license. It is highlighted in blue color.

Please note that the Verifone CR Commander, which controller's version is lower than *051*, due to its ability to transfer the date of birth only has the following restrictions:
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- The sale confirmed by scanning either the customer's ID or driving license is referred to the Manual status.

The Age Restricted Sales widget consists of three main sections:

- **General statuses**: This section displays the chart with total number of sales on all locations divided by statuses.
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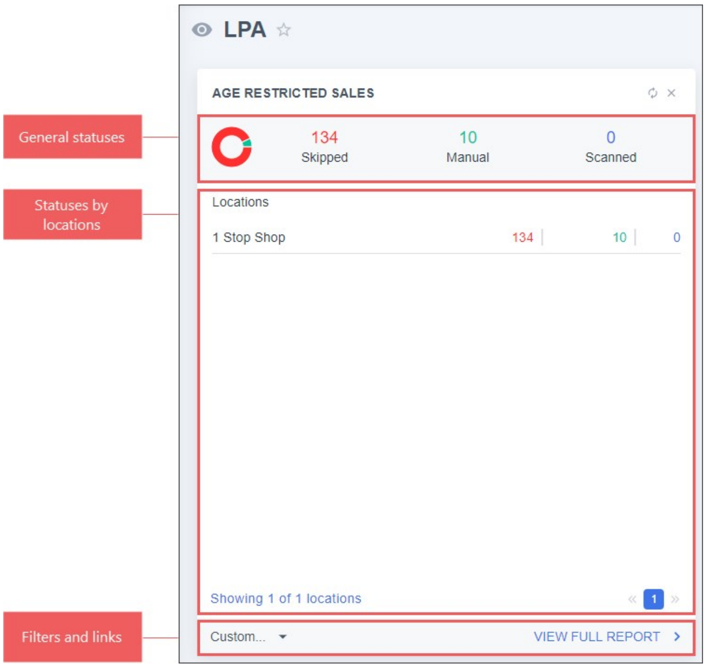
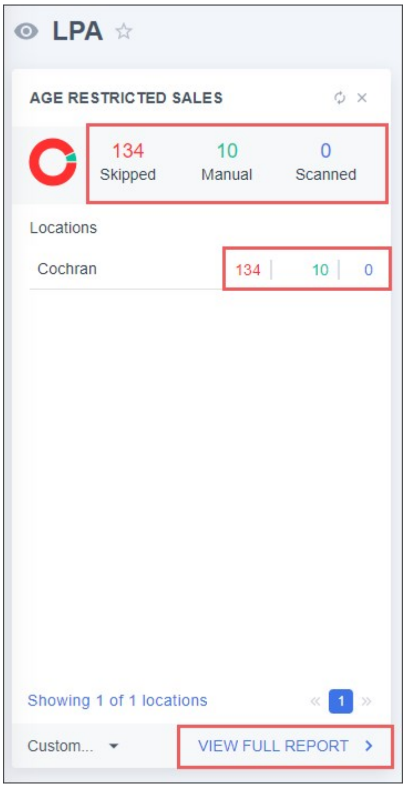


Working with the Age Restricted Sales Widget

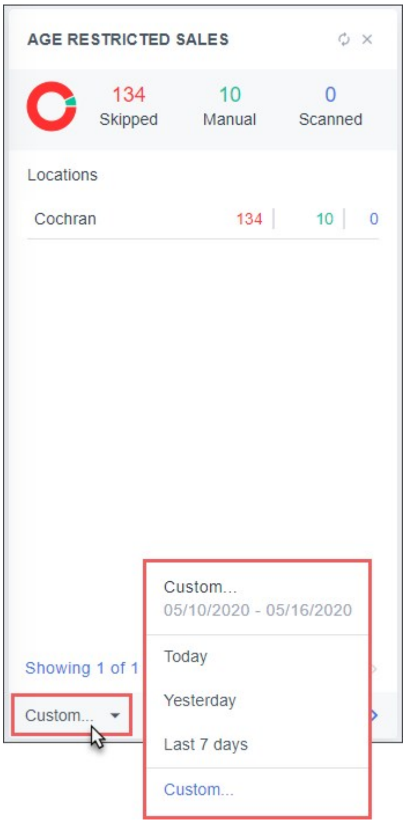
You can perform the following actions in the Age Restricted Sales widget:

- **Open the Video Journal**
  - To open the Video Journal for any status, either account or location, click this status.
  - To open the Video Journal for all account age restricted sales within the specified period, click the **View Full Report** link.



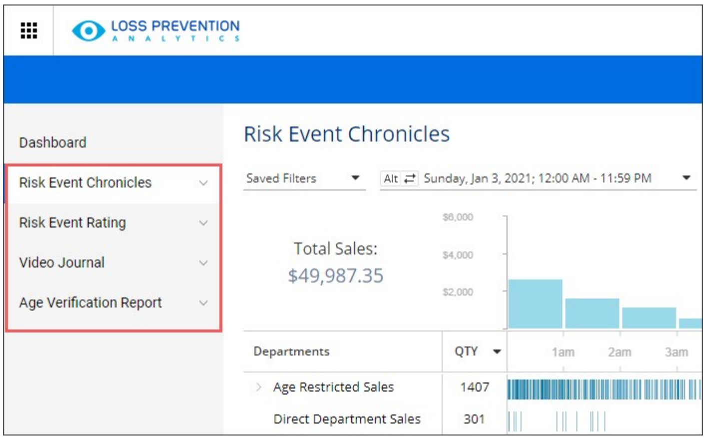
- **Filter the widget data by the period**: At the bottom left of the widget, select in the period filter the period you need to apply to the age restricted sales data. You can select one of the following predefined periods:
  - **Today**
  - **Yesterday**
  - **Last 7 days**

- Custom



LPA Reports

Loss Prevention Analytics provides information through reports. Reports are available in the left menu of the Loss Prevention Analytics module. To open the report you need, expand the corresponding report group's name and click the report name.



To get information about retail operations and identify risks, you can use the following groups of reports:

- Risk Event Chronicles
- Risk Event Rating
- Video Journal
- Age Verification Report

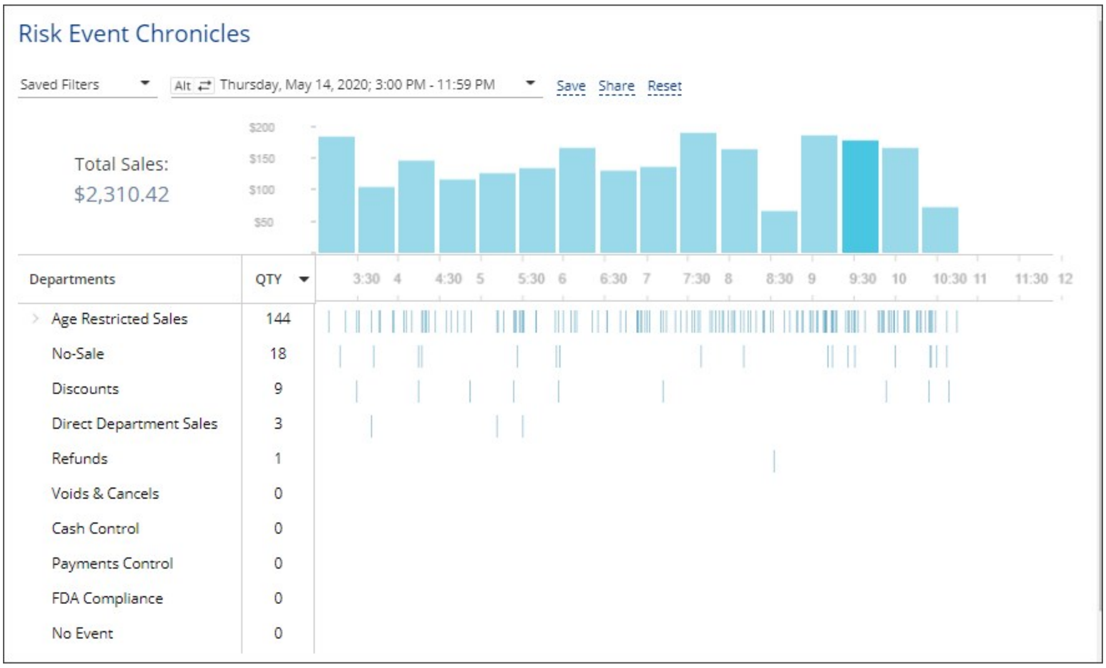
Risk Event Chronicles Reports

This group of reports includes the following reports:

- **Chronicle reports**: This group of reports is based on the chronological scale. With these reports, you can track the location activity for the selected day and time period grouped by different criteria: event types, locations, employees and sales by departments.

For details, see Viewing Events and Sales Chronicles.

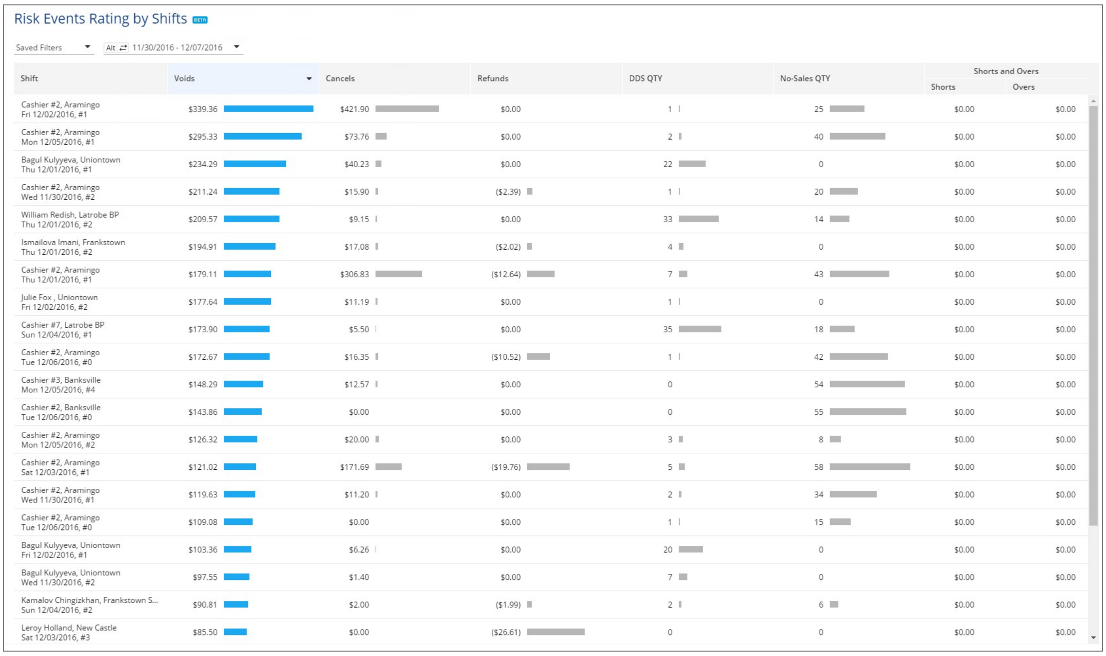
- **Risk Event Chronicles report**: This report combines chronicles and risk events reports. With this report, you can view the risk events in the chronological view for the selected day and time period grouped by the necessary filters.



For details, see Viewing Risk Event Chronicles.

Risk Event Rating Reports

This group of reports is based on risk events — voids, cancels, refunds, no sales, direct department sales and their rating among the whole selection results. With these reports, you can view the risk events grouped by different criteria: locations, employees and shifts.

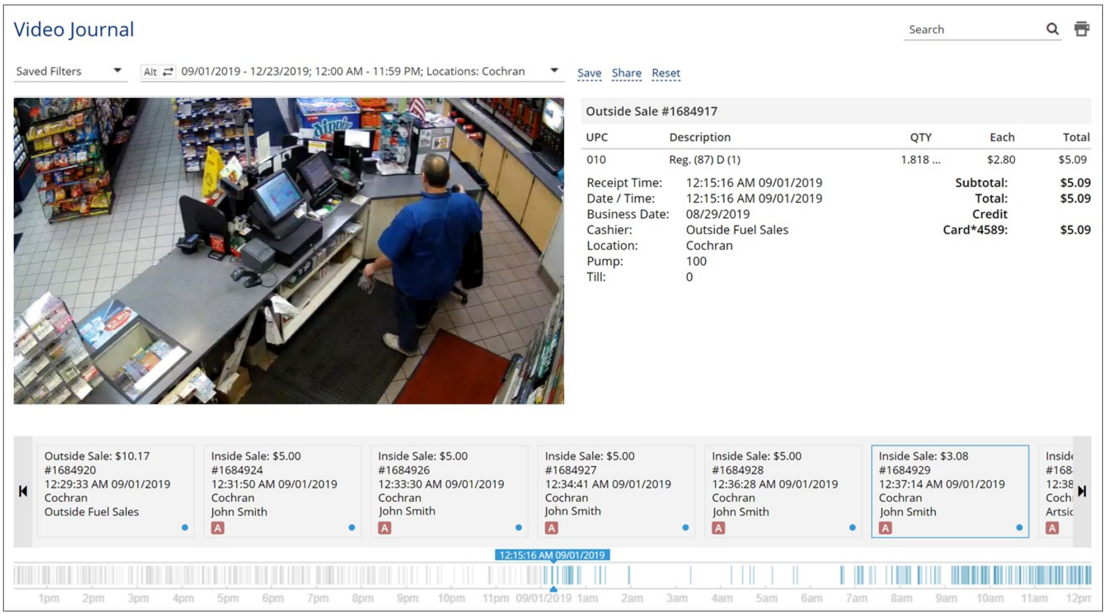


Shift	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs: Shorts	Shorts and Overs: Overs
Cashier #2, Aramingo Fri 12/02/2016, #1	$339.36	$421.90	$0.00	1	25	$0.00	$0.00
Cashier #2, Aramingo Mon 12/05/2016, #1	$295.33	$73.76	$0.00	2	40	$0.00	$0.00
Bagul Kulyyeva, Uniontown Thu 12/01/2016, #1	$234.29	$40.23	$0.00	22	0	$0.00	$0.00
Cashier #2, Aramingo Wed 11/30/2016, #2	$211.24	$15.90	($2.39)	1	20	$0.00	$0.00
William Redish, Latrobe BP Thu 12/01/2016, #2	$209.57	$9.15	$0.00	33	14	$0.00	$0.00
Ismailova Imani, Frankstown Thu 12/01/2016, #2	$194.91	$17.08	($2.02)	4	0	$0.00	$0.00
Cashier #2, Aramingo Thu 12/01/2016, #1	$179.11	$306.83	($12.64)	7	43	$0.00	$0.00
Julie Fox , Uniontown Fri 12/02/2016, #2	$177.64	$11.19	$0.00	1	0	$0.00	$0.00
Cashier #7, Latrobe BP Sun 12/04/2016, #1	$173.90	$5.50	$0.00	35	18	$0.00	$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	$172.67	$16.35	($10.52)	1	42	$0.00	$0.00
Cashier #3, Banksville Mon 12/05/2016, #4	$148.29	$12.57	$0.00	0	54	$0.00	$0.00
Cashier #2, Banksville Tue 12/06/2016, #0	$143.86	$0.00	$0.00	0	55	$0.00	$0.00
Cashier #2, Aramingo Mon 12/05/2016, #2	$126.32	$20.00	$0.00	3	8	$0.00	$0.00
Cashier #2, Aramingo Sat 12/03/2016, #1	$121.02	$171.69	($19.76)	5	58	$0.00	$0.00
Cashier #2, Aramingo Wed 11/30/2016, #1	$119.63	$11.20	$0.00	2	34	$0.00	$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	$109.08	$0.00	$0.00	1	15	$0.00	$0.00
Bagul Kulyyeva, Uniontown Fri 12/02/2016, #1	$103.36	$6.26	$0.00	20	0	$0.00	$0.00
Bagul Kulyyeva, Uniontown Wed 11/30/2016, #2	$97.55	$1.40	$0.00	7	0	$0.00	$0.00
Kamalov Chingizkhan, Frankstown S... Sun 12/04/2016, #2	$90.81	$2.00	($1.99)	2	6	$0.00	$0.00
Leroy Holland, New Castle Sat 12/03/2016, #3	$85.50	$0.00	($26.61)	0	0	$0.00	$0.00

For details, see Viewing Risk Events Rating.

Video Journal Report

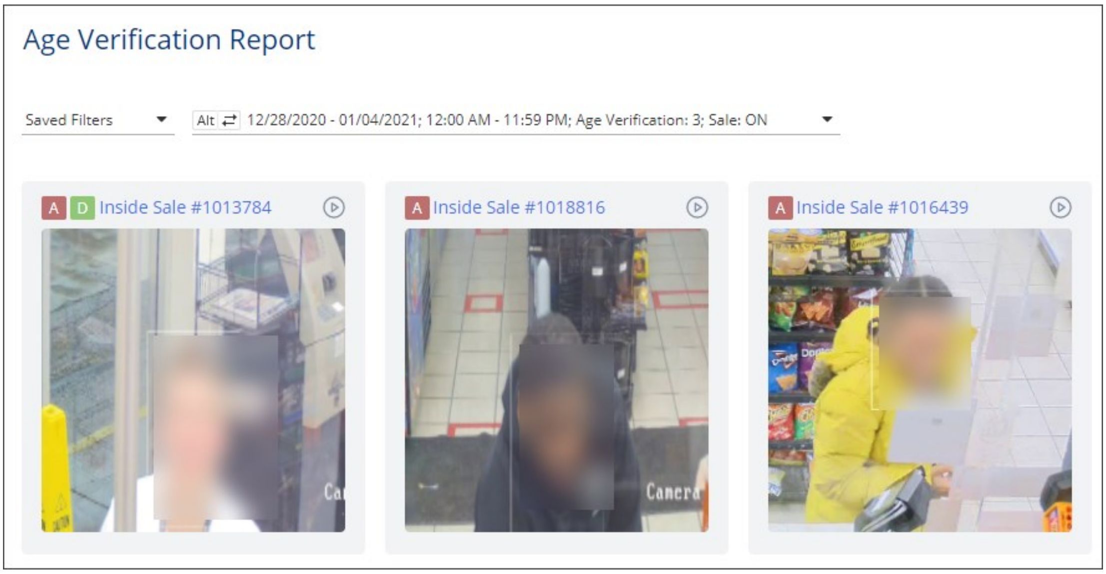
Video Journal Report represents a powerful tool for viewing the cash register events matched with the video recording filtered by various temporal, locational, personal and business criteria.



For details, see Viewing the Video Journal.

Age Verification Report

With the **Age Verification Report**, you can monitor quickly the violation of the age-restricted items sales policy by checking the images from the camera with the consumer's face for each age-restricted sale.



For confidentiality reasons, the faces on the images in the user documentation are blurred intentionally as they are taken from the real cameras.

For details, see Age Verification Report.

To get the exact information you need, you can use filters in LPA reports. For details, see Working with Report Filters.

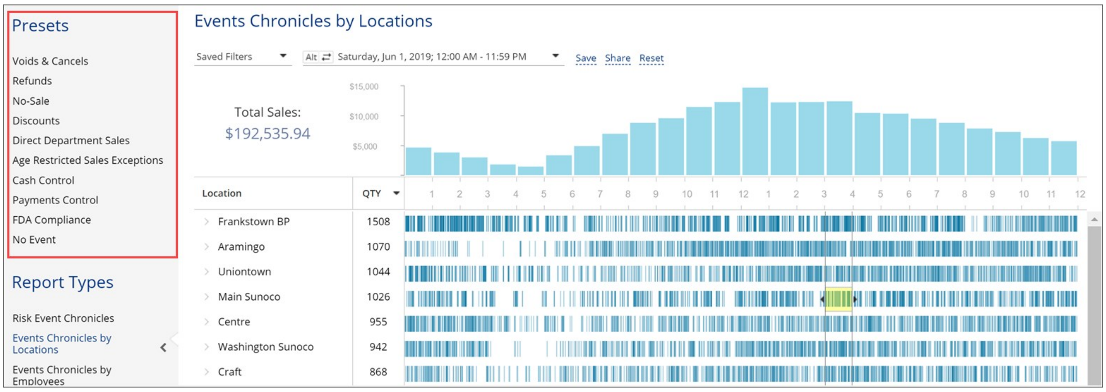
Viewing Events and Sales Chronicles

With the Events and Sales Chronicles reports, you can gather event and sales data for the period of 24 hours for the selected location or all available locations. You can view event and sales data grouped by locations, cash register departments and employees.

Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files

Using Quick Filters

For Events Chronicles by Locations and Events Chronicles by Employees reports, Loss Prevention Analytics offers a set of presets, or quick filters. Quick filters are located in the left pane of the Loss Prevention Analytics window. You can click a specific quick filter to quickly get the necessary report data.



Loss Prevention Analytics offers the following quick filters:

Preset Name	Preset Filtering Settings
Voids & Cancels	- **MOP** - Cash - **Sale / Alert** - Void in Sale - **Sale / Alert** - Void all Sale
Refunds	- **MOP** - Cash - **Refunds** - Itemized Refunds (item refunds) - **Refunds** - Non-itemized Refunds (department refunds)
No-Sale	**Other** - No-Sale
Discounts	- **MOP** - Cash - **Sale / Alert** - Discount
Direct Department Sales	- **Sale / Alert** - Direct Department Sales - **Sale / Inside / Outside** - Inside Sales
Age Restricted Sales Exceptions	**Sale / Alert** - Age Verification
Cash Control	- **Financial** - Safe Drop - **Financial** - Pay Out - **Sale / MOP** - Cash - **Sale / Sum** > $100 - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
Payments Control	- **Sale / Sum** > $50 - **MOP** - Credits - **Sale / Inside / Outside** - Inside Sales - **Fuel / Merch Sales** - Merchandise
FDA Compliance	- **MOP** - Food Stamps - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
No Event	**No Event** - enabled

Events Chronicles by Location

The Events Chronicles by Locations report provides information on the sales instances for the selected 24-hour period and location(s).

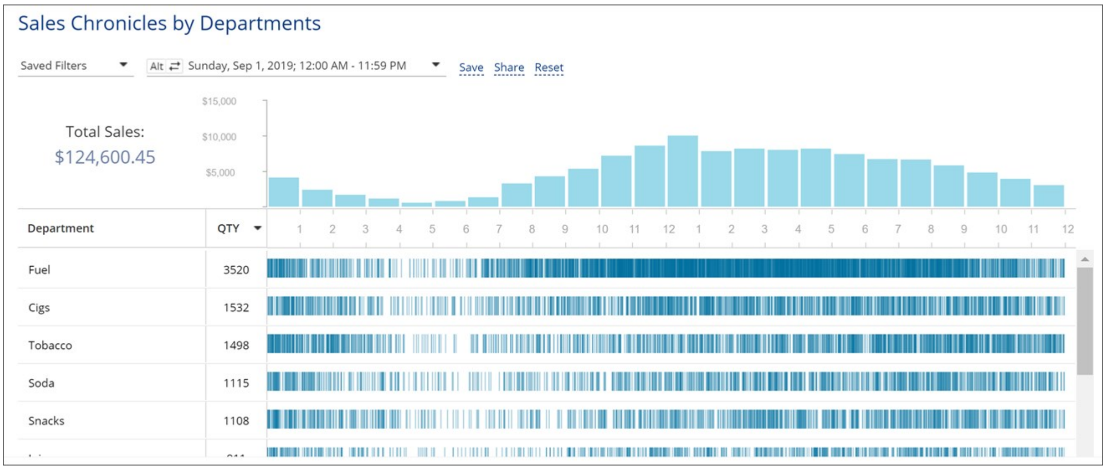
For more details on how to apply report filters, see Working with Filters.

The report contains the following information:

- **Total Sales**: The total amount sold for the selected period and location(s) + sales tax.
- **Events Chart**: The chart displaying fluctuations of the events number and sales amount during the day.
- **Location**: Click to expand: Location > Cash Register/ Self-service device > Cashier.
- **Quantity**: The number of events for the location.
- **Events**: A graphic representation of the location events and sales using the bar chart on the timeline.

Sales Chronicles by Department

The Sales Chronicles by Department report provides information on the sales instances broken down by department for the selected 24-hour period and location(s).



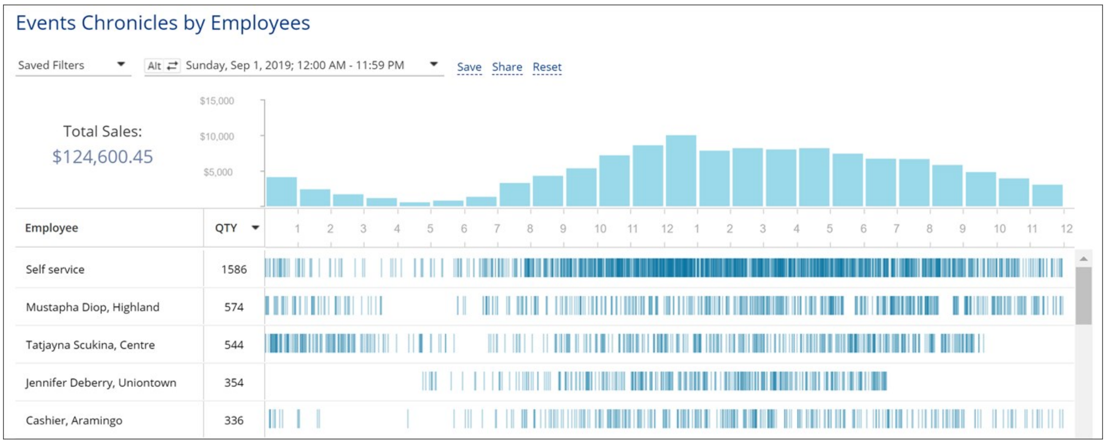
For more details on how to apply report filters, see Working with Filters.

The report contains the following information:

- **Total Sales**: The total amount sold for the selected period and location(s) + sales tax.
- **Sales Chart**: The chart displaying fluctuations of the sales amount during the day.
- **Department**: The cash register department.
- **Quantity**: The number of transactions for the department.
- **Sales**: A graphic representation of the location events and sales using the bar chart on the timeline.

Events Chronicles by Employee

The Events Chronicles by Employees report provides information on the events and sales instances broken down by employees who performed the action for the selected time period and location(s).



For more details on how to apply report filters, see Working with Filters.

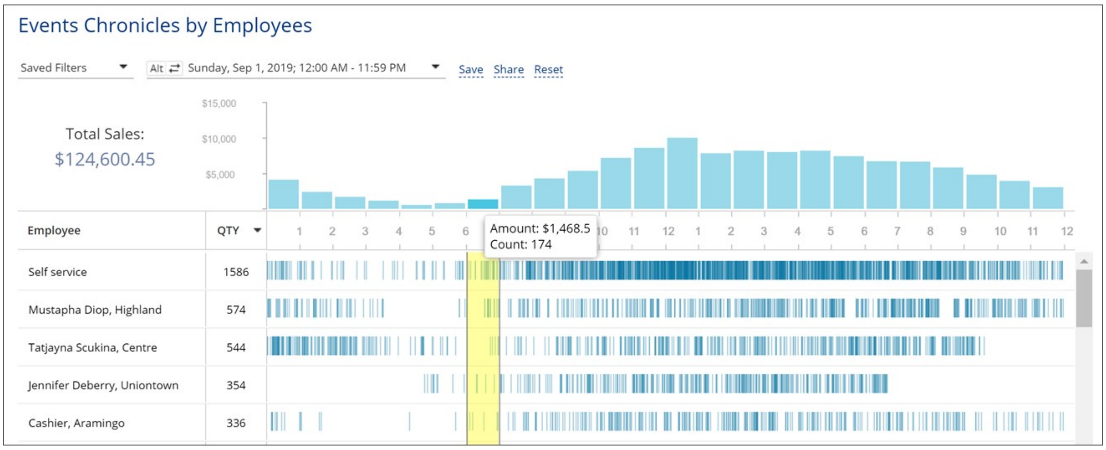
The report contains the following information:

- **Total Sales**: The total amount sold for the selected period and location(s) + sales tax.
- **Events Chart**: The chart displaying fluctuations of the events number and sales amount during the day.
- **Department**: The cash register department.
- **Quantity**: The number of transactions for the department.
- **Events**: A graphic representation of the location events and sales using the bar chart on the timeline.

Drilling Down to Details of the Selected Period

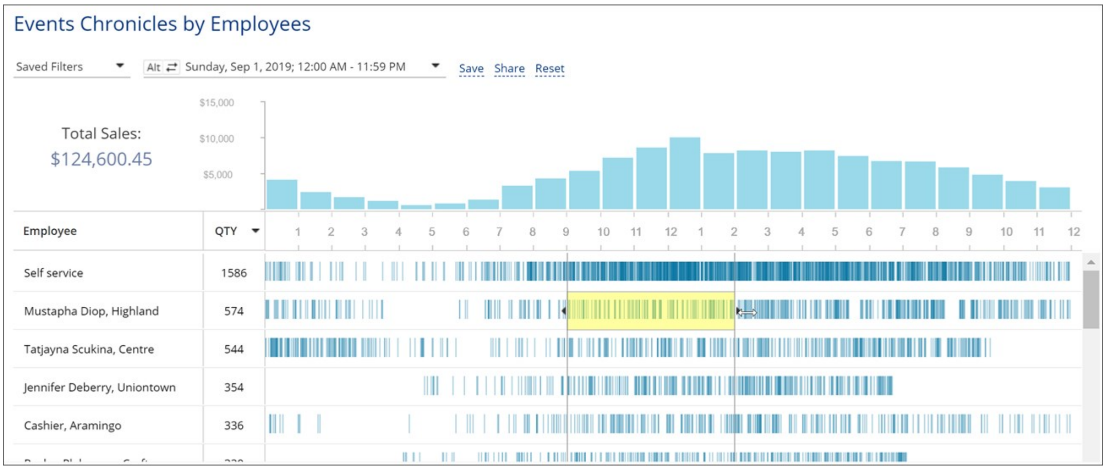
While working with the Events and Sales Chronicles reports, you can drill down to details of a specific period:

- To view detailed information on a specific period, hover the cursor over the necessary period bar in the report chart.



- To view a specific period in the Video Journal interface, select the necessary period in the chart by placing the cursor to the period limit line and dragging the cursor right or left. You can also press and hold the **CTRL** key on the keyboard and use the arrow keys to select the necessary period.

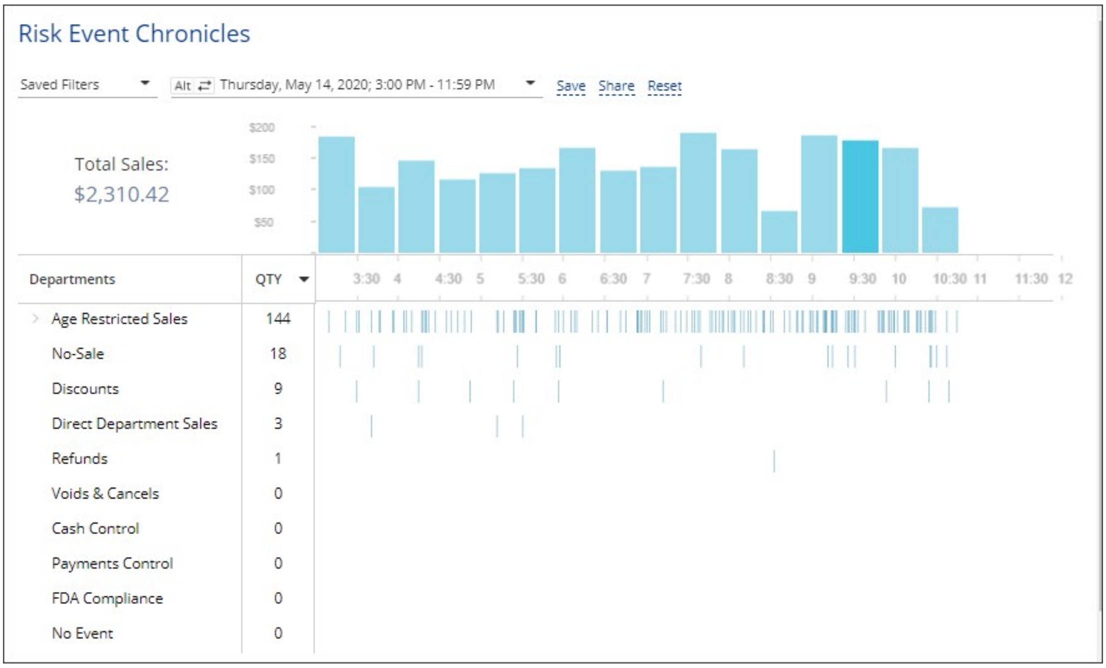
Once the period is selected, click it in the chart.



For details, see Viewing the Video Journal.

Viewing Risk Events Chronicles

With the Risk Events Chronicles reports group, you can gather chronological data for events that are considered to be of high risk in the industry. Loss Prevention Analytics collects data for the period of 24 hours for selected location or all available locations. The data is then grouped by risk events.



Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files.

Viewing Report Data

The report provides the following information:

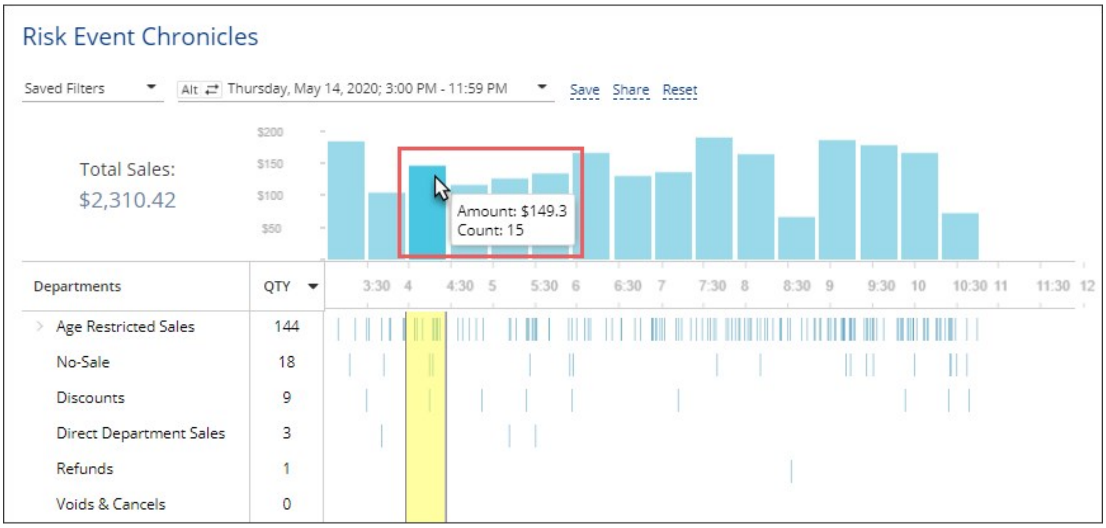
Name	Filtering Settings
Age Restricted Sales (available only for Verifone CR)	**Alert** - Age Verification: - Manual - Scanned - Skipped
Discounts	- **MOP** - Cash - **Sale / Alert** - Discount
Direct Department Sales	- **Sale / Alert** - Direct Department Sales - **Sale / Inside / Outside** - Inside Sales
No-Sale	**Other** - No-Sale
Cash Control	- **Financial** - Safe Drop - **Financial** - Pay Out - **Sale / MOP** - Cash - **Sale / Sum** > $100 - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
FDA Compliance	- **MOP** - Food Stamps - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
Refunds	- **MOP** - Cash - **Refunds** - Itemized Refunds (item refunds) - **Refunds** - Non-itemized Refunds (department refunds)
Payments Control	- **Sale / Sum** > $50 - **MOP** - Credits - **Sale / Inside / Outside** - Inside Sales - **Fuel / Merch Sales** - Merchandise
Voids & Cancels	- **MOP** - Cash - **Sale / Alert** - Void in Sale - **Sale / Alert** - Void all Sale
No Event	**No Event** - enabled

The report data is calculated with taxes.

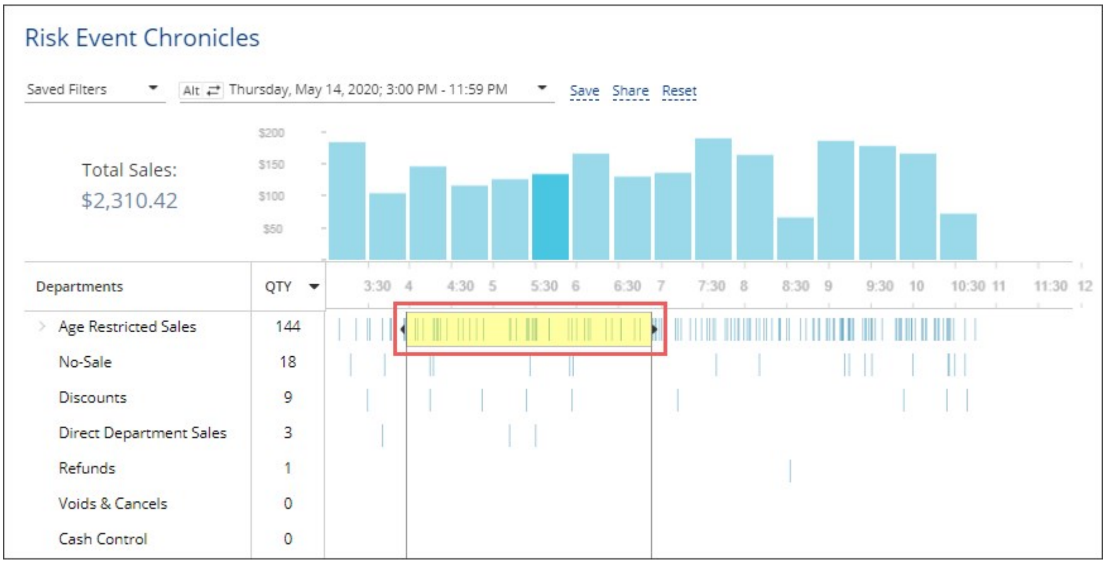
Drilling Down to Details of the Selected Period

While working with the Risk Event Chronicles reports, you can drill down to details of a specific period:

- To view detailed information on a specific period, hover the cursor over the necessary period bar in the report chart.



- To view a specific period in the Video Journal interface, select the necessary period in the chart by placing the cursor to the period limit line and dragging the cursor right or left. You can also press and hold the **CTRL** key on the keyboard and use the arrow keys to select the necessary period. Once the period is selected, click it in the chart.



For details, see Viewing the Video Journal.

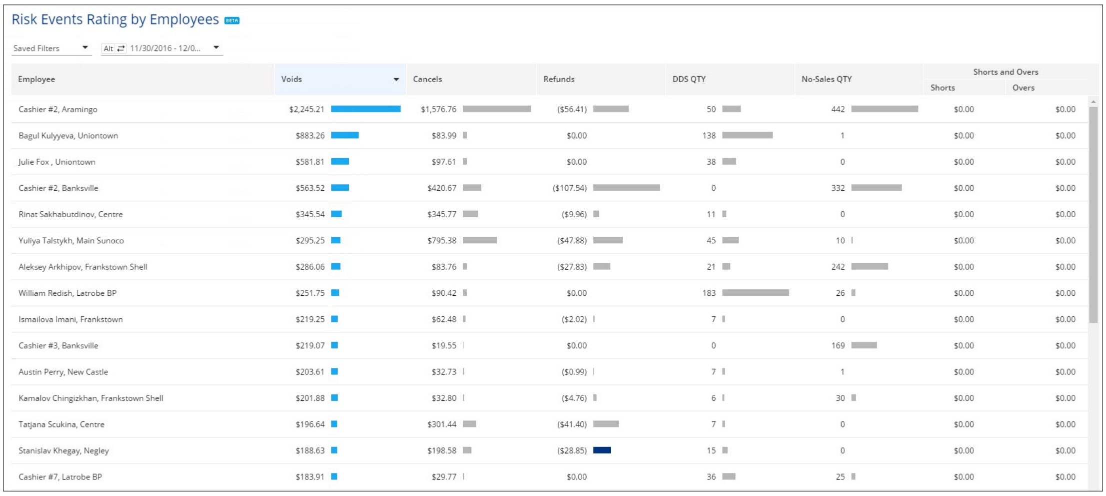
Viewing Risk Events Rating

With the Risk Events Rating report, you can gather sales data for the events that are considered to be of high risk in the industry. The data is collected for the period of 24 hours for selected location or all available locations. You can view sales data grouped by locations, cash register departments and employees.

> Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files

Risk Events Rating by Employees

The Risk Event Rating by Employees report provides information on the risk event instances broken down by employees who performed actions for the selected period and location(s). The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.


Risk Events Rating by Employees BETA

Saved Filters | Alt 11/30/2016 - 12/0...

Employee	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs: Shorts	Shorts and Overs: Overs
Cashier #2, Aramingo	$2,245.21	$1,576.76	($56.41)	50	442	$0.00	$0.00
Bagul Kulyyeva, Uniontown	$883.26	$83.99	$0.00	138	1	$0.00	$0.00
Julie Fox , Uniontown	$581.81	$97.61	$0.00	38	0	$0.00	$0.00
Cashier #2, Banksville	$563.52	$420.67	($107.54)	0	332	$0.00	$0.00
Rinat Sakhabutdinov, Centre	$345.54	$345.77	($9.96)	11	0	$0.00	$0.00
Yuliya Talstykh, Main Sunoco	$295.25	$795.38	($47.88)	45	10	$0.00	$0.00
Aleksey Arkhipov, Frankstown Shell	$286.06	$83.76	($27.83)	21	242	$0.00	$0.00
William Redish, Latrobe BP	$251.75	$90.42	$0.00	183	26	$0.00	$0.00
Ismailova Imani, Frankstown	$219.25	$62.48	($2.02)	7	0	$0.00	$0.00
Cashier #3, Banksville	$219.07	$19.55	$0.00	0	169	$0.00	$0.00
Austin Perry, New Castle	$203.61	$32.73	($0.99)	7	1	$0.00	$0.00
Kamalov Chingizkhan, Frankstown Shell	$201.88	$32.80	($4.76)	6	30	$0.00	$0.00
Tatjana Scukina, Centre	$196.64	$301.44	($41.40)	7	0	$0.00	$0.00
Stanislav Khegay, Negley	$188.63	$198.58	($28.85)	15	0	$0.00	$0.00
Cashier #7, Latrobe BP	$183.91	$29.77	$0.00	36	25	$0.00	$0.00

For more details on how to apply report filters, see Working with Filters.

The report contains the following information:

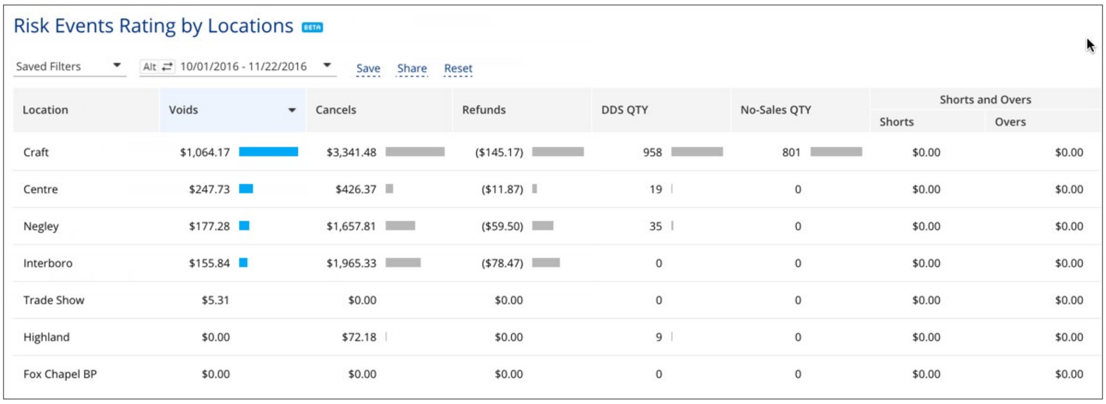
- **Employee**: The employee who performed the operation.
- **Voids**: The amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels**: The amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds**: The amount of refunds performed by employees
- **DDS QTY**: The number of Direct Department Sale events.
- **No-Sales QTY**: The number of no sale events (opening the cash drawer without making a sale).

- **Shorts**: The shortage amount.
- **Overs**: The overage amount.

> The report data is calculated with taxes.

Risk Events Rating by Locations

The Risk Event Rating by Locations report provides information on the risk event instances broken down by locations for the selected period. The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.



Risk Events Rating by Locations

Saved Filters | Alt 10/01/2016 - 11/22/2016 | Save | Share | Reset

Location	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Craft	$1,064.17	$3,341.48	($145.17)	958	801	$0.00	$0.00
Centre	$247.73	$426.37	($11.87)	19	0	$0.00	$0.00
Negley	$177.28	$1,657.81	($59.50)	35	0	$0.00	$0.00
Interboro	$155.84	$1,965.33	($78.47)	0	0	$0.00	$0.00
Trade Show	$5.31	$0.00	$0.00	0	0	$0.00	$0.00
Highland	$0.00	$72.18	$0.00	9	0	$0.00	$0.00
Fox Chapel BP	$0.00	$0.00	$0.00	0	0	$0.00	$0.00

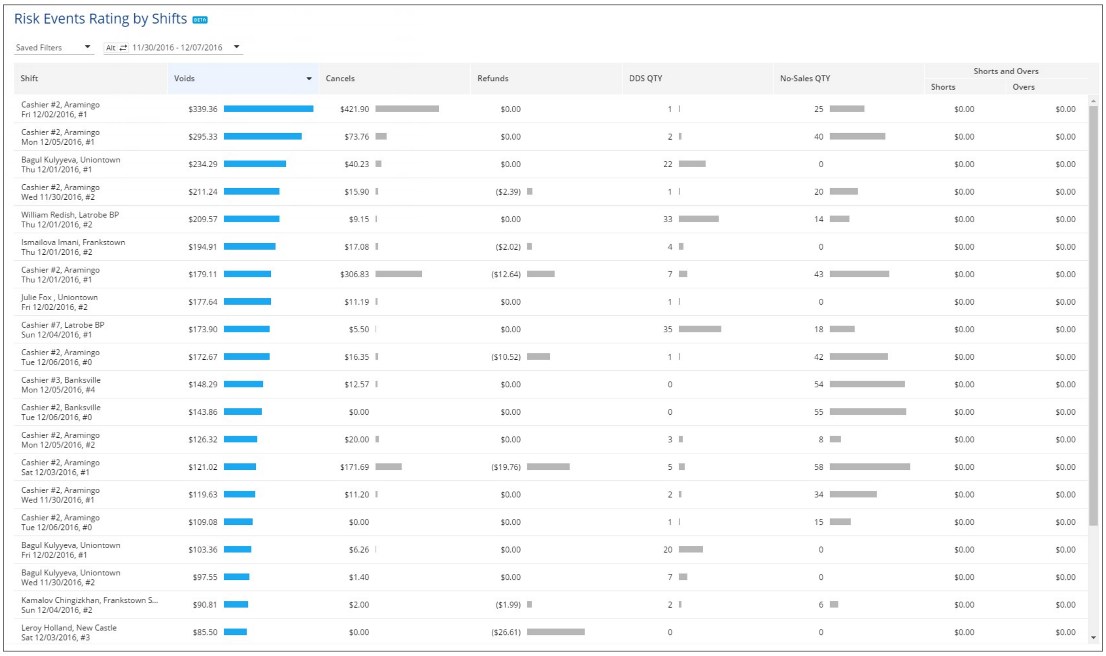
The report contains the following information:

- **Location**: The location name.
- **Voids**: The amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels**: The amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds**: The amount of refunds performed by employees.
- **DDS QTY**: The number of Direct Department Sale events.
- **No-Sales QTY**: The number of no sale events (opening the cash drawer without making a sale).
- **Shorts**: The shortage amount.
- **Overs**: The overage amount.

> Report data is calculated with taxes.

Risk Events Rating by Shifts

The Risk Events Rating by Shifts report provides information on the risk event instances broken down by shift for the selected period. The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.



Risk Events Rating by Shifts

Saved Filters | Alt 11/30/2016 - 12/07/2016

Shift	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Cashier #2, Aramingo Fri 12/02/2016, #1	$339.36	$421.90	$0.00	1	25	$0.00	$0.00
Cashier #2, Aramingo Mon 12/05/2016, #1	$295.33	$73.76	$0.00	2	40	$0.00	$0.00
Bagul Kulyyeva, Uniontown Thu 12/01/2016, #1	$234.29	$40.23	$0.00	22	0	$0.00	$0.00
Cashier #2, Aramingo Wed 11/30/2016, #2	$211.24	$15.90	($2.39)	1	20	$0.00	$0.00
William Redish, Latrobe BP Thu 12/01/2016, #2	$209.57	$9.15	$0.00	33	14	$0.00	$0.00
Ismailova Imani, Frankstown Thu 12/01/2016, #2	$194.91	$17.08	($2.02)	4	0	$0.00	$0.00
Cashier #2, Aramingo Thu 12/01/2016, #1	$179.11	$306.83	($12.64)	7	43	$0.00	$0.00
Julie Fox , Uniontown Fri 12/02/2016, #2	$177.64	$11.19	$0.00	1	0	$0.00	$0.00
Cashier #7, Latrobe BP Sun 12/04/2016, #1	$173.90	$5.50	$0.00	35	18	$0.00	$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	$172.67	$16.35	($10.52)	1	42	$0.00	$0.00
Cashier #3, Banksville Mon 12/05/2016, #4	$148.29	$12.57	$0.00	0	54	$0.00	$0.00
Cashier #2, Banksville Tue 12/06/2016, #0	$143.86	$0.00	$0.00	0	55	$0.00	$0.00
Cashier #2, Aramingo Mon 12/05/2016, #2	$126.32	$20.00	$0.00	3	8	$0.00	$0.00
Cashier #2, Aramingo Sat 12/03/2016, #1	$121.02	$171.69	($19.76)	5	58	$0.00	$0.00
Cashier #2, Aramingo Wed 11/30/2016, #1	$119.63	$11.20	$0.00	2	34	$0.00	$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	$109.08	$0.00	$0.00	1	15	$0.00	$0.00
Bagul Kulyyeva, Uniontown Fri 12/02/2016, #1	$103.36	$6.26	$0.00	20	0	$0.00	$0.00
Bagul Kulyyeva, Uniontown Wed 11/30/2016, #2	$97.55	$1.40	$0.00	7	0	$0.00	$0.00
Kamalov Chingizkhan, Frankstown S... Sun 12/04/2016, #2	$90.81	$2.00	($1.99)	2	6	$0.00	$0.00
Leroy Holland, New Castle Sat 12/03/2016, #3	$85.50	$0.00	($26.61)	0	0	$0.00	$0.00

The report contains the following information:

- **Shift**: The CR shift information in the following format: cashier name/location name/date/shift number.
- **Voids**: The amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels**: The amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds**: The amount of refunds performed by employees.
- **DDS QTY**: The number of Direct Department Sale events.
- **No-Sales QTY**: The number of no sale events (opening the cash drawer without making a sale).
- **Shorts**: The shortage amount.
- **Overs**: The overage amount.

Report data is calculated with taxes.

Drilling Down to Details of the Selected Period

While working with the Risk Event Rating reports, you can drill down to details of a specific period:

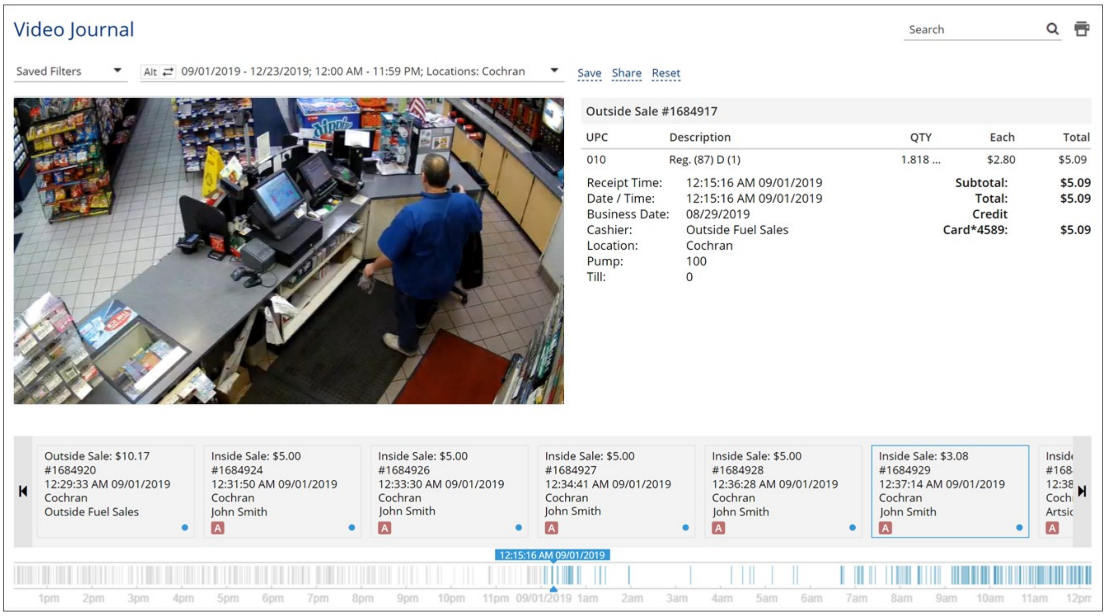
- To view detailed information on a specific period, hover the cursor over the necessary period bar in the report chart.

- To view a specific period in the Video Journal interface, select the necessary period in the chart by placing the cursor to the period limit line and dragging the cursor right or left. You can also press and hold the **CTRL** key on the keyboard and use the arrow keys to select the necessary period. Once the period is selected, click it in the chart.

For details, see Viewing the Video Journal.

Viewing the Video Journal

With the Video Journal, you can view all cash register transaction data and store cameras video records for the selected periods and locations.



Video record for events are displayed with an offset. For example, if you set the offset to 15 seconds and a sales transaction occurs at 10:30:15 AM, the video capturing the transaction will start 15 seconds earlier, at 10:30:00 AM. You can define the offset duration using the LPA Dashboard. For details, see Configuring General Settings.

Prerequisites

- Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files
- If video is not available for your account, Loss Prevention Analytics displays a placeholder instead of the video.

Using Quick Filters

Loss Prevention Analytics offers a set of presets, or quick filters, for the Video Journal. Quick filters are located in the left pane of the Loss Prevention Analytics window. You can click a specific quick filter to quickly get the necessary report data.

Preset Name	Preset Filtering Settings
All events	Clears all selected presets
Bookmarks	**Bookmarks** - shows all bookmarked events
Voids & Cancels	- **MOP** - Cash - **Sale / Alert** - Void in Sale - **Sale / Alert** - Void all Sale
Refunds	- **MOP** - Cash - **Refunds** - Itemized Refunds (item refunds) - **Refunds** - Non-itemized Refunds (department refunds)
No-Sale	**Other** - No-Sale
Discounts	- **MOP** - Cash - **Sale / Alert** - Discount
Direct Department Sales	- **Sale / Alert** - Direct Department Sales - **Sale / Inside / Outside** - Inside Sales
Age Restricted Sales (available only for Verifone CR)	**Alert** - Age Verification: - Scanned - Manual - Skipped
Cash Control	- **Financial** - Safe Drop - **Financial** - Pay Out - **Sale / MOP** - Cash - **Sale / Sum** > $100 - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
Payments Control	- **Sale / Sum** > $50 - **MOP** - Credits - **Sale / Inside / Outside** - Inside Sales - **Fuel / Merch Sales** - Merchandise
FDA Compliance	- **MOP** - Food Stamps - **Sale / Inside / Outside** - Inside - **Sales Fuel / Merch Sales** - Merchandise
No Event	**No Event** - enabled

For more details on how to apply report filters, see Working with Filters.

Working with the Video Journal

The Video Journal contains the following information on the events:

- **Event type**: Inside or outside sale, cancel, refund and so on.
- **Transaction amount**: The amount or the transaction if applicable.
- **Event number**: The numeric identifier of the transaction.
- **Date/Time**: The date and time of the transaction.
- **Location**: The location at which the transaction occurred.
- **Employee**: The employee who performed the operation.
- **Alert**: An alert icon if present.

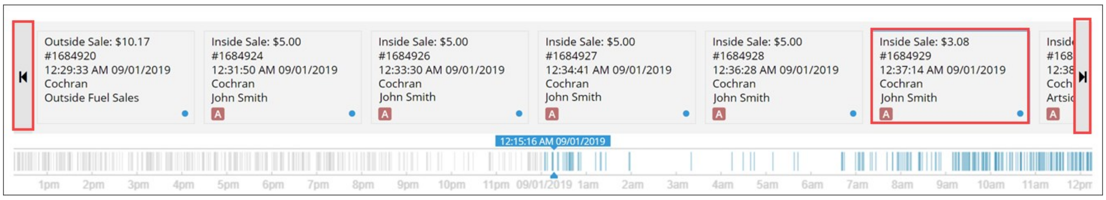
To drill down to event details, you can perform the following operations:

- View the event details
- Check the event markers

Viewing the Event Details

Events are presented as a list in the timeline at the bottom part of the Video Journal.

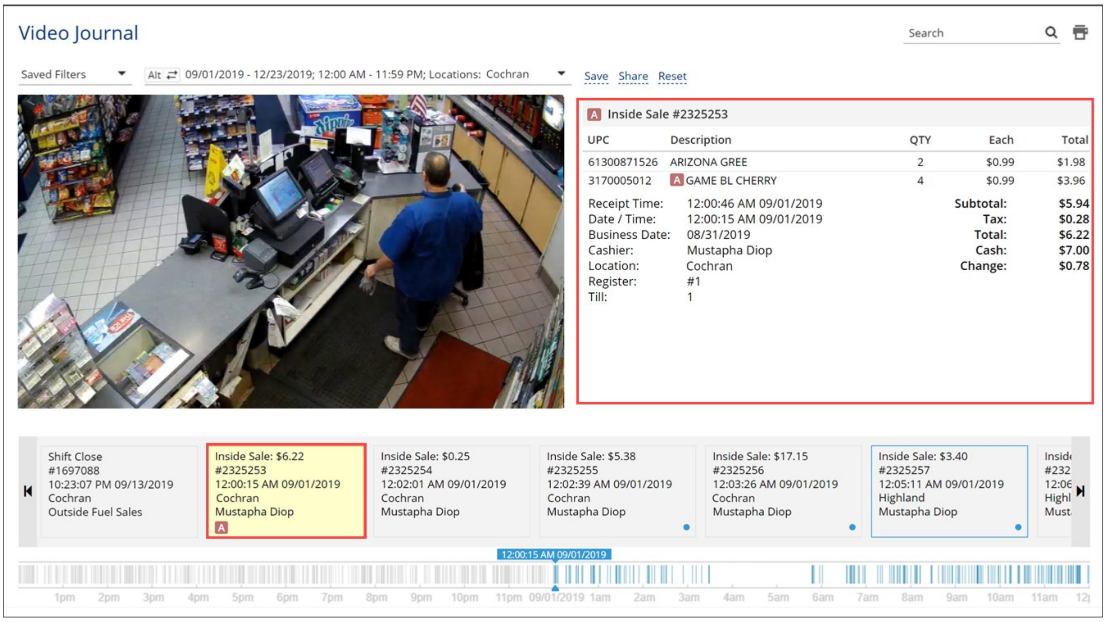
- To navigate through the events, use the mouse wheel or click the right and left buttons at the rightmost and leftmost of the timeline.
- To view the transaction details, click it in the timeline.



There are the following transaction details available:

- (for sale event) **UPC**: The item UPC.
- (for sale event) **Description**: The item description.
- (for sale event) **QTY**: The number of items of the same UPC.
- (for sale event) **Each**: The price of a single item.
- (for sale event) **Total**: The total for the items with the same UPC.
- (for sale event) **Subtotal**: The event subtotal.
- (for sale event) **Tax**: The tax amount (is not displayed when equals 0)
- (for sale event) **Fee**: The item fee if applicable (is not displayed when equals 0).

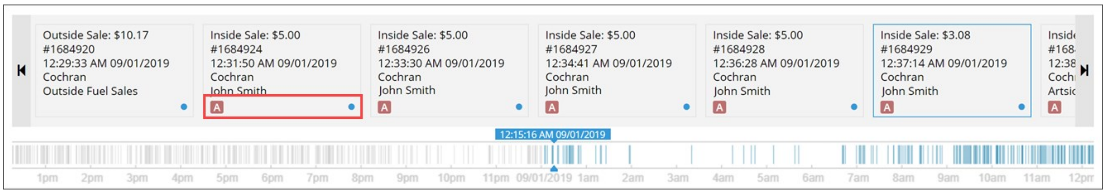
- (for sale event) **Total**: The event total.
- (for sale event) **Cash**: The cash amount.
- (for sale event) **Credit Card**: The credit card payment amount and the last 4 digits of the card used.
- **Date/Time**: The date and time of the event.
- **Business Date**: The business date of the device, which switches after changing shifts.
- **Cashier**: Cashier's first and last name.
- **Location**: The location name.
- **Register**: The register number.
- **Till**: The cash drawer identifier.



Checking Event Markers

There are the following event markers that require special attention:

- **A**: Age verification
- **N**: No sale
- **R**: Refund
- **V**: Void (canceling the whole transaction)
- **D**: Discount
- **C**: Cancel (canceling one item)
- **W**: Additional information from IBM Watson is available for the event.



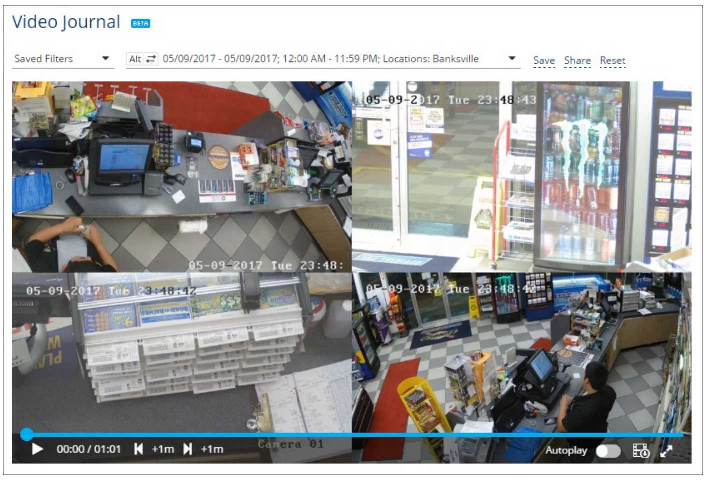
To view the alert explanation, hover the cursor over it.

Customizing Video Settings

You can customize the video display settings to meet your needs.

- To view the video in the full screen mode, at the bottom right, click the full screen icon.
- To download a specific video in the MP4 format, click the download icon.
- To select the view from a different angle, hover the cursor over the video and then select the camera you need.
- To increase the timeframe of the selected event, click **+1m** to add an extra minute before or after the event. It is possible to add up to 20 minutes before and after the event.

  When the video for the selected event ends, the video from the same camera for the next event starts playing automatically.

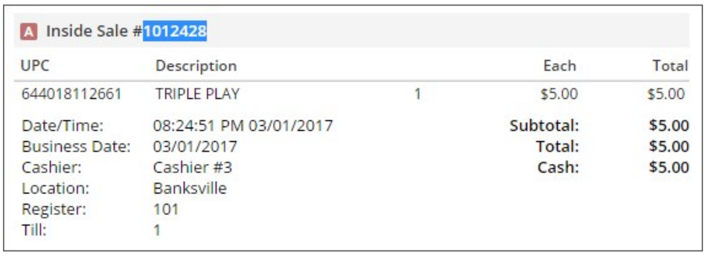


Using Keyboard Shortcuts

You can use the following keyboard shortcuts when working with the Video Journal:

- To enter the full screen mode, press **F** on the keyboard. To exit the full screen mode, press **F** or **Esc** on the keyboard.
- To navigate through the cameras, press **1**, **2**, **3** or **4** on the keyboard.
- To get back to the dashboard camera view, press **Q** on the keyboard.

- To pause the video, press **SPACE** on the keyboard. To start the video after the pause, press **SPACE** again.
- To select several events for printing, press and hold the **CTRL** key on the keyboard and then select the necessary events.
- To copy information to the Clipboard, hover the cursor over the information and double-click with the left mouse button.
- To navigate through the events, use the mouse wheel.
- To select a transaction ID for copying, select it by double-clicking with the left mouse button.

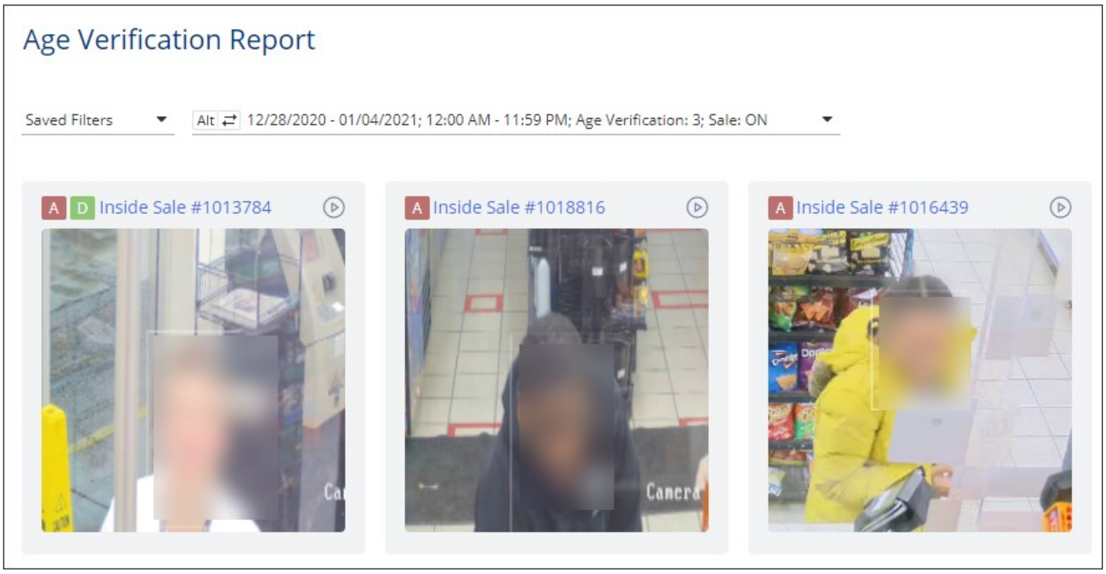


Investigation Tips

- To print a specific event, open it and at the top right of the event, click the print icon. To select several events for printing, use the **CTRL** key on the keyboard.
- To search for an event by the event number, at the top right of the event, click the search icon and enter the event number.
- To postpone a suspicious transaction/event for further investigation, bookmark it. You can review it later using the **Bookmarks** filter.

Age Verification Report

With the Age Verification Report you can estimate quickly the consumer's age by viewing the images from the cameras with the consumer faces.



For confidentiality reasons, the faces on the images in the user documentation are blurred intentionally as they are taken from the real cameras.

Loss Prevention Analytics collects information from cash register transaction logs (PJR files). For this reason, you need to have PJR file processing enabled for cash registers. For details, see Enabling PJR Files

Viewing the Report

You can view the report for the following statuses of age-restricted sales:

- **All events**: Displays age-restricted sales data for all statuses at once.
- **Manual**: Displays age-restricted sales data confirmed by entering the customer's date of birth manually.
- **Scanned**: Displays age-restricted sales data confirmed by scanning the customer's ID or driving license.
- **Skipped**: Displays age-restricted sales data performed at the cash register without confirming the age.

For more information about the status of age-restricted sales and peculiarities of their processing, see Monitoring Age-Restricted Sales.

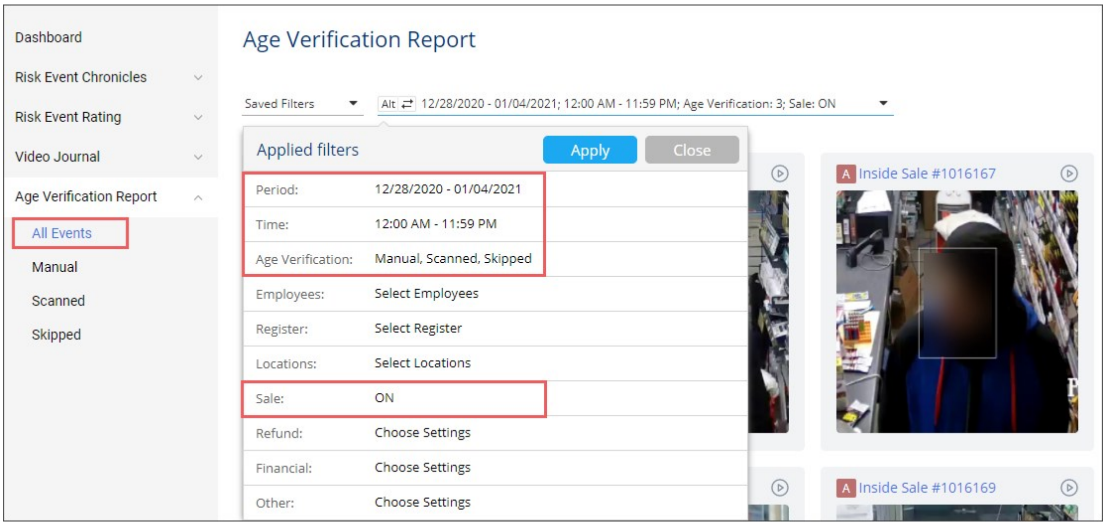
Opening the Report

To display the report for any of the above statuses:

1. In the left menu of the Loss Prevention Analytics module, expand the **Age Verification Report** section.
2. Click the corresponding status.
   Result: The Age Verification Report opens for the selected status with the predefined filters applied.

By default the following filters are applied to the Age Verification Report that opens for any status of age-restricted sales:

- **Period**: The last week is selected by default.
- **Time**: *12:00 AM - 11:59 PM* is selected by default.
- **Age Verification**: The status selected in the left menu is selected in this filter by default.
- **Sale**: *ON* is selected by default.



For more information on how to apply filters to the report, see Working with Report Filters.

Working with Report Filters

LPA reports provide an advanced set of filters. You can use the filters to get the exact retail information you need.

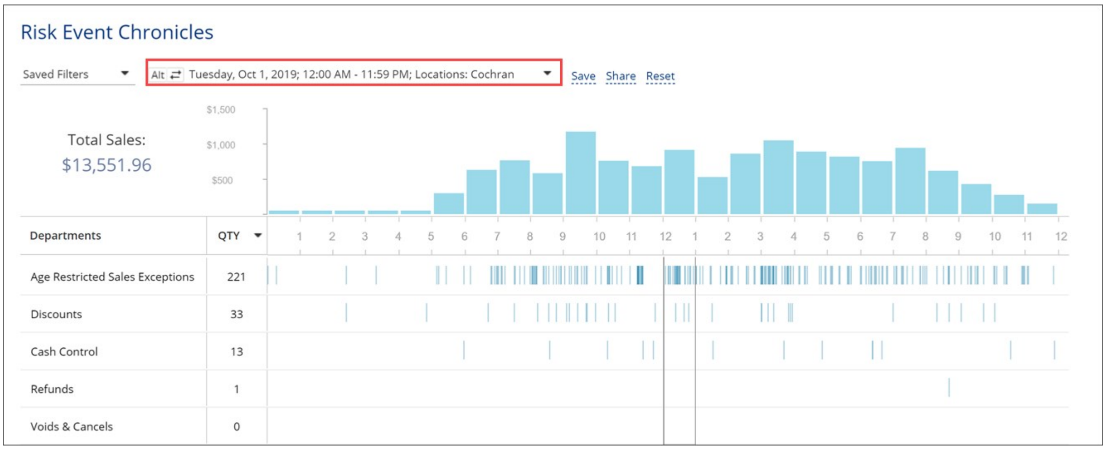
The filter pane is located at the top of LPA reports. You can perform the following operations with filters:

- Set up filters
- Save filters
- Share filters

Setting Up Filters

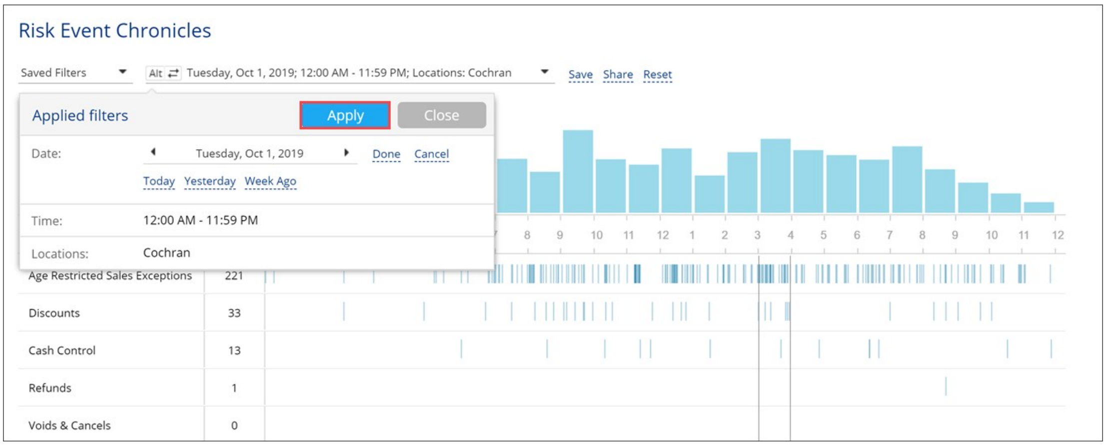
To set up a report filter:

1. At the top of the report, click the filter field.



2. In the filter window, set up the necessary filtering conditions.

3. At the top right of the window, click **Apply**.



To reset the applied filter, to the right of the filter field, click **Reset**.

Each LPA report provides a different set of filters. Depending on the report type, you can use the following filters:

- **Period**: Specify the necessary period and click **Done**. You can click a predefined period, for example, **Week** or **Month**, or set up the period manually. Use **ALT** → to navigate forwards and **ALT**← to navigate backwards the selected period.
- **Time**: Specify the time frame for events to be reported and click **Done**.
- **Locations/Registers**: Select the location(s) from the list, expand the cash registers list for the location, select the necessary cash registers and click **Done**.
- **Employees**: Select the employee(s) engaged in the events and click **Done**.
- **Departments**: Select the department(s) from the list and click **Done**.
- **Fuel/Merch Sales**: Select the sales type — fuel or merchandise sales.
- **Sale**: Set up the sales events filter. Set the toggle to the ON position and configure the subfilters within it:

- **Sum**: Specify the sale amounts you want to view in the report.
- **Items**: Select the item tag, for example, **Category**, and then select items within it.
- **MOP**: Select the necessary MOP.
- **Alert**: Select the events that accompanied the specific sale — age verification (including statuses, such as Scanned, Manual, and Skipped), discount, voiding item or voiding the whole sale.
- **Fuel/Merchandise**: Select the sale type — fuel or merchandise sales.
- **Inside/Outside**: Select the sale type — inside or outside (for fuel).
- **POS Code**: Enter the item UPC to filter the report data by specific items

- **Refund**: Set up the refund events filter. Set the toggle to the ON position and configure the subfilters within it:
  - **Itemized Refunds**: Select this check box to display all item refunds.
  - **Non-itemized Refund**. Select this check box to display all register/department refunds.
- **Financial**: Set up the financial events filter. Financial events affect the financial or inventory totals but are not sale, refund or void (payout, price override, safe drop and so on). Set the toggle to the ON position and configure the subfilters within it:
  - **Safe Drop Detail**: Select this check box to display all safe drop instances.
  - **Pump Test Detail**: Select this check box to display all pump events.
  - **Pay Out Detail**: Select this check box to display all pay out events.
- **Other**: Select other events, such as working with pay points, reports and so on. Set the toggle to the ON position and configure the subfilters within it:
  - Shift
  - Register
  - Day
  - Alert
  - Cashier
  - No-Sale
- **No Event (Video Journal only)**: Set this filter to view no event instances. No event filters the occasions when cameras detect motion in the customer's area, but there is no transaction in this time frame detected at the cash register.
- **Bookmarks (Video Journal only)**: Set this filter to view all bookmarked transactions.

Saving Filters

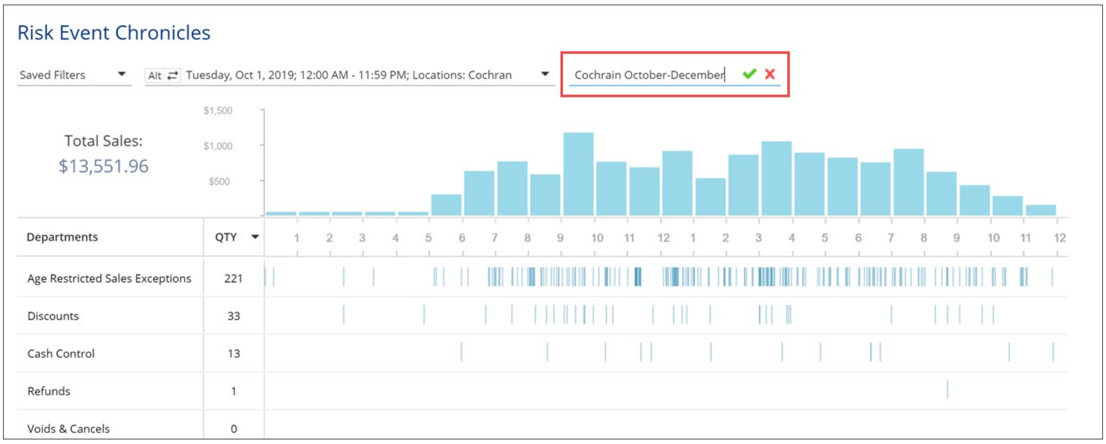
You can set up a filter and save it. This option helps you to apply the filter and quickly get the necessary report data in future.

Saved filters are sorted alphabetically for your convenience.

To save a filter:

1. At the top of the report, click the filter field.
2. In the filter window, set up the necessary filtering conditions.
3. At the top right of the window, click **Apply**.
4. To the right of the filter field, click **Save**, enter the filter name and click the **Done** icon to the right. To cancel saving the filter, click the cancel icon.

   Do not use duplicate filter names.



To open the saved filter, in the filter pane, click **Saved Filters** and select the filter from the list.

Sharing Filters

You can copy a filter you set up and send it to other CStoreOffice® users in your company. The copied filter is sent in the form of a link to the Loss Prevention Analytics form with the filtered results.

To copy a filter:

1. At the top of the report, click the filter field.
2. In the filter window, set up the necessary filtering conditions.
3. At the top right of the window, click **Apply**.
4. To the right of the filter field, click **Share** and in the displayed window, click **Copy**. The link with the filter is copied to the Clipboard. You can now send it to company users.

LPA Events

Loss Prevention Analytics allows you to work with the following events:

Event Name	Event Description
Sale	A regular event of sale: inside sale and outside sale (when a customer pays at the pump).
Void	Canceling the whole transaction.
Refund	Issuing a refund.
Safe Drop	Dropping the money to the safe location after the amount in the cash drawer reaches a certain amount set in the cash register settings.
Pump Test	Testing the fuel pump by dispensing a small amount of fuel.
Pay Out	Issuing a pay out (to pay for some services, for example).
Check Cash	Cashing the customer's check. Fee is applied for this action.
Drawer Loan	Moving money from one cash drawer into the other. For example, when a cashier doesn't have enough change.
Drive Off	An event when customer fueled the car and left without paying.

Event Name	Event Description
Pay In	Making a pay in.
Safe Loan	Moving money from safe into the cash drawer. For example, when a cashier doesn't have enough change.
No Sale	An event of opening the cash drawer to break up the money, for example.
Drawer Alarm	An event of opening a cash drawer with a key.
Day Open/Close	An event of opening and closing the day.
Shift Open/Close	An event of opening and closing the shift.
Register Open/Close	An event of opening and closing the register.
Paypoint Open/Close	An event of opening and closing the paypoint.
No Event	This event appears when customer's camera detects some movement, but there is no cash register event in the relevant period.
Lottery (payout, online sale, sale)	An event of lottery online/regular sale. An event of issuing a lottery paypout.
Cancel/Error Correction	Removing one or several items from sale when it is still in progress.

The following parameters are available for each event:

Parameter Name	Parameter Description
Event End	The event end time.
Event Start	The event start time.
Business Date	A measurement of time that typically refers to any day in which normal business is conducted. This is generally considered to be Monday through Friday from 9 AM to 5 PM local time, and excludes weekends and public holidays.
Cashier	Cashier's name or cashier's ID if the name is absent.
Location	The location name or location ID if the name is absent.
Register/Pump	The number of cash register/pump.

Enabling PJR Files

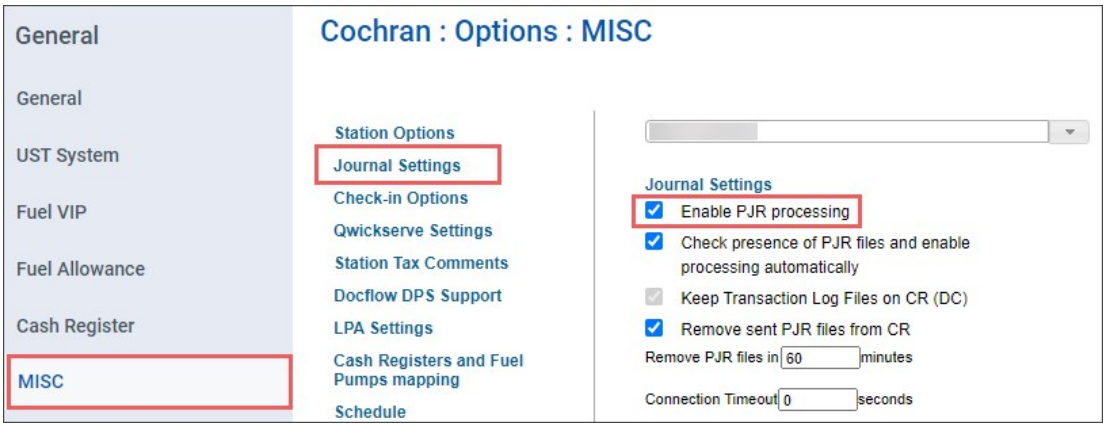
PJR files are POS journal files that contain transaction details from your register. You can enable these files in CStoreOffice® and for your cash register if applicable following the instructions below.

- Enabling PJR Files in CStoreOffice®
- Enabling PJR Files for Gilbarco Passport
- Enabling PJR Files for Wayne Nucleus
- Enabling PJR Files for Verifone Sapphire / Topaz / Commander
- Enabling PJR Files for Verifone Plain Ruby
- Enabling PJR Files for Radiant
- Enabling PJR Files for SmartPOS

Enabling PJR Files in CStoreOffice®

To enable PJR files in CStoreOffice®:

1. From the CStoreOffice® home page, go to **Settings** > **General** > **Locations**.
2. In the **Locations** list, select the necessary location and click **Edit** at the top right corner of the page.
3. In the location settings form, go to **MISC** > **Journal Settings**.
4. Select the **Enable PJR Processing** option.
5. Configure other PJR settings, if needed.
6. At the top right of the form, click **Save**.



For more information on how to configure other PJR settings for the location, see MISC > Journal Settings.

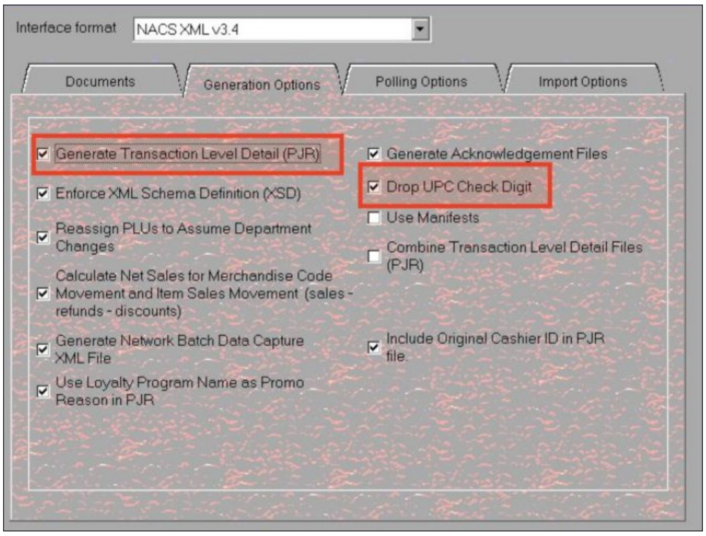
Enabling PJR Files for Gilbarco Passport

To enable PJR Files for Gilbarco Passport:

1. On the main Passport register, sign in to the Manager workstation.
2. Click **Setup**.
3. Click **Store**.
4. Click **Back Office**.

   You might need to scroll down to see this option.

5. Click **Back Office Interface**.
6. Under the **Document Generation** section, do the following:
   a. Clear **Combine Transaction Level Detail Files (PJR)**.
   b. Select **Generate Transaction level detail (PJR)**.
   c. Select **Drop UPC Check Digit**.



PJR files will start generating after the next day close.

Enabling PJR Files for Wayne Nucleus

To enable PJR files for Wayne Nucleus:

1. Sign in to the main Nucleus register using the credentials of the highest level.
2. At the top, tap the clock icon.
3. Click **Programming**.
4. Go to **System** > **Backoffice Configuration**.
5. Go to **NAXML Configuration**.

6. Enable the **POS Journal** option.
7. Set **Number of Events** to 1.
8. Set **Time in Minutes** to 0.
9. Tap **OK**.
10. Tap **OK** again.
11. Go to **File** and then tap the close icon.

PJR files will start generating after the next day close.

Enabling PJR Files for Verifone Sapphire / Topaz / Commander

Nothing needs to be done to enable this feature on these cash registers.

Enabling PJR Files for Verifone Plain Ruby

This feature is not supported for plain Ruby registers.

Enabling PJR Files for Radiant

PJR files from the Radiant cash register are processed in CStoreOffice® in two formats: XML and ZIP.

This feature can be activated only by the cash register manufacturer.

Please contact the Technical Support representatives of your cash register vendor and ask them to enable generating the NAXML-POSJournal files every 15 minutes.

Enabling PJR Files for SmartPOS

To enable PJR files for SmartPOS:

1. Access the SmartPOS cash register.
2. Go to **Settings** > **POS** > **Journal Data Export**.
3. Enable the **Export Journal Data** option.
4. Save the settings.