



TouchPoint

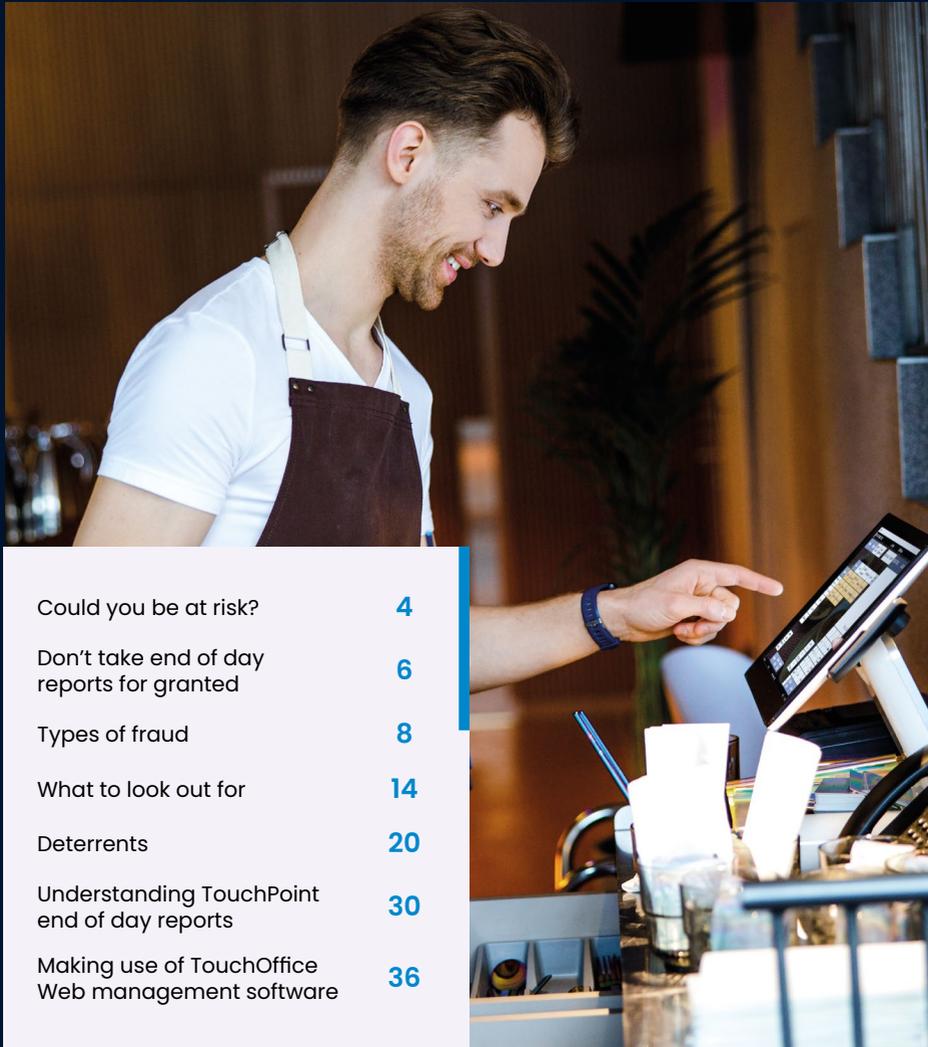
HOW TO SPOT TILL FRAUD

A MANAGER'S GUIDE



ICRTOUCH

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An introduction to spotting till fraud

As a business owner, you're likely already aware of the threat of theft from external sources such as customers. However, internal theft can be just as damaging, yet often harder to detect and address.

Insider theft or fraud can occur over an extended period of time, with a significant impact on your business finances, reputation, and staff morale. Unlike theft from external sources, fraud perpetrated by staff members is generally not covered by standard insurance policies.

This booklet aims to provide an overview of how employee theft can impact your business, how to identify the signs of internal theft, and offer practical advice on how to reduce the risks.

We'll also cover how to investigate and resolve instances of theft, including using technology such as **electronic point of sale (EPOS) systems** to minimise the risk. Whether you're a small business owner or manage a larger operation, this booklet will help you understand the threat and how to protect your business.

1.76 B

Overall monetary cost of crime is **£1.76 billion.**

39.4 M

Employee theft costs retailers **£39.4 million.**

18 K+

Over **18,000** incidents take place a year.

All data collected from the British Retail Consortium (BRC) Crime Survey 2023

Could you be at risk?

When it comes to protecting your business from insider threats, it's important to understand the different types of risks you could be facing.

An insider could be anyone who has inside access to your business, including employees, contractors, or visitors. Potential threats include:

Theft of goods or fraud

The most common type of insider threat can include stealing merchandise, money, or inventory. Fraudulent activities can include falsifying records, creating fake refunds, or manipulating tills and/or cash drawers.

Theft of customer data

Insiders who have access to customer data, such as credit card information

or personal details, can steal this information either for their own gain, or to sell to third parties.

Leak or misuse of confidential information

Insiders with access to sensitive information, such as trade secrets or confidential data, can leak or misuse this information for personal gain or to harm your business.

Facilitation of third-party access

Insiders can also be complicit in providing unauthorised access to the business premises or systems, allowing outsiders to commit theft or other criminal activities.

£120

Average customer theft is **£120 per incident.**

£2,137

Average employee theft is **£2,127 per incident.**

All data collected from the British Retail Consortium (BRC) Crime Survey 2023

Hospitality and retail businesses are particularly vulnerable as they often have a high volume of both staff and customers, and there are also numerous opportunities for fraud.

While businesses put a lot of effort into preventing customer thefts, staff thefts are often not given as much attention. However, the impact can be much greater, with insiders having more opportunities to steal and the risk of being caught lower.

The figures noted only represent the value of thefts that have been caught. Over time, the actual amount stolen by insiders could be significantly higher.

It's clear that businesses need to take insider threats seriously and implement measures to both prevent and detect them. The next section of this guide will provide tips on how to identify the signs of internal fraud and what steps to take if you suspect an insider is stealing from your business.



Don't take end of day reports for granted

Employees know your business policies and processes, putting them in a good position to hide their activities. More often than not, businesses aren't aware that staff are stealing from them until it's too late, and sometimes aren't even on the lookout for internal fraud at all.

A knowledgeable member of staff will make sure that drawer totals and money taken adds up at the end of day. Therefore, on the surface, everything looks fine and all revenue reports appear to add up correctly.

When theft is taking place over a long period of time, money received and discrepancies can be similar week-to-week or month-to-month, making it even harder to spot.

Ensuring that end of day reports are checked effectively is vital, but only by drilling down into detailed journals from your EPoS solutions and transaction information will the signs of theft become more obvious.

What could internal fraud be costing your business?

When an employee is stealing, they aren't just stealing stock, they're also taking a significant proportion of your profits.

Don't forget that supplier costs still need to be met for the items that you haven't received money for, and you also have the same overheads and wages to consider. Essentially, missing stock costs come directly out of sales profits.

Think about it...

£10 stolen from £1,000 turnover doesn't seem like much, only 1%.

But, if your profit is only £100 from that £1,000, then the amount stolen is actually 10% of your profit.

Other impacts

- Disruption to business, operations and IT infrastructure.
- Commercial disadvantage from leaked sensitive information or IP either being made public or seen by competitors.
- Brand or reputational damage and loss of customer trust.
- Loss of time taken to investigate incidents, and go through the disciplinary processes and staff turnover.
- Negative impact on staff morale.

Keep an eye out...

Any and all employees have the potential and opportunity to steal.

55% of internal fraud is committed by management who may have been in the company for a number of years and hold a position of opportunity with the tools to cover their tracks. Trusted members of staff and family can easily be perceived to be above suspicion and new members of staff may have much to gain from theft with little to lose.



Types of fraud

There are many ways internal fraud can take place, and you need to know what to look out for, as well as understanding the different approaches individuals may take.

You should be aware of the ways internal fraud may be attempted to be concealed and consider that understanding motivations and behavioural indicators are also key to mitigating risks to your business.

There are several factors at play...

The motivation for individuals to steal isn't always financial reward. You should be considering a number of potential motivations, such as: individuals who have experienced a significant event, such as a demotion; character traits such as lack of conscientiousness; and individuals with previous incidents of security breaches or other historical patterns. Having the skills and opportunity to carry out fraud is often the only motivation required.

In this section...

We'll run through a number of the types of fraud to be aware of and how to identify ways that internal individuals could attempt to defraud your business.



1. Handouts to friends or family

Possibly one of the most common types of fraud, handouts to friends and family at the point of sale could be done in various ways, either via EPOS systems or by bypassing them completely.

An easy, but relatively risky, method is to simply handover goods without accepting money or recording anything on the till. Due to no transaction occurring via the EPOS system, no audit trail exists. This is easy to do when there is no one else around, but almost impossible with other staff members watching.

2. Not tracking items through EPOS

It's possible that individuals may not ring items through the till at all, instead pressing the 'Cancel Sale' key to finalise a transaction and wedging the cash drawer open between sales. This can be completed easiest with products that have round number prices, or popular items often sold in singles. The employee may ring in only some items, keep track of the real total and ask the customer for the full sale amount, then skim off the excess after providing the correct change. The drawer totals would balance in this instance and therefore any fraud would not be noticeable via end of day reports.

Staff may alternatively put items on a tab and, at a later point, 'Item Correct' them off the tab before finalising the sale.

With this method, there may not be any obvious discrepancies in the reporting. It's likely this fraud would only be detected after analysis of 'Item Correct' entries which may show a higher than normal number, or by stock records being out at the next stock take.

Using the 'No Sale' key or refunds can also be a common method. The 'No Sale' function can mimic finishing a sale and fire the cash drawer. Alternatively, performing refunds on items recently sold could be a method used to give away products for free.



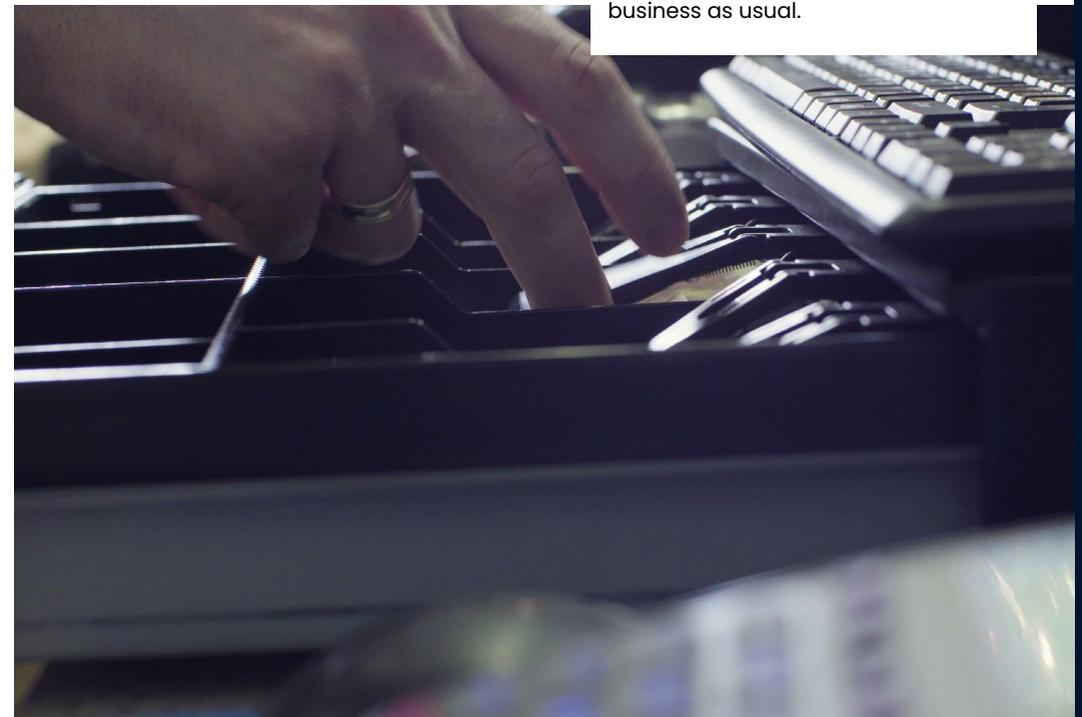
3. Short changing customers

A less common method for employees to commit fraud is by short changing customers. Instead of stealing directly from your business, they are stealing from your customers.

Individuals could keep a tally of excess in the cash drawer and store it for their own gain. This could either be done after a genuine sale when the drawer opens, or by performing any other action that opens the drawer, such as 'No Sale' or finalising a fictional sale.

4. Skimming paid outs and petty cash

Any individual with access to the cash drawer has the opportunity to take money. Explanations for taking money include normal petty cash expenses such as purchasing sundries which may not have a stock quantity recorded in the EPOS system. If items are not present, individuals can easily explain away the fact that they must have been consumed already. A receipt may not always be returned to back up the purchase and therefore no audit trail would exist, or any indication that money has been removed for any other purpose than business as usual.

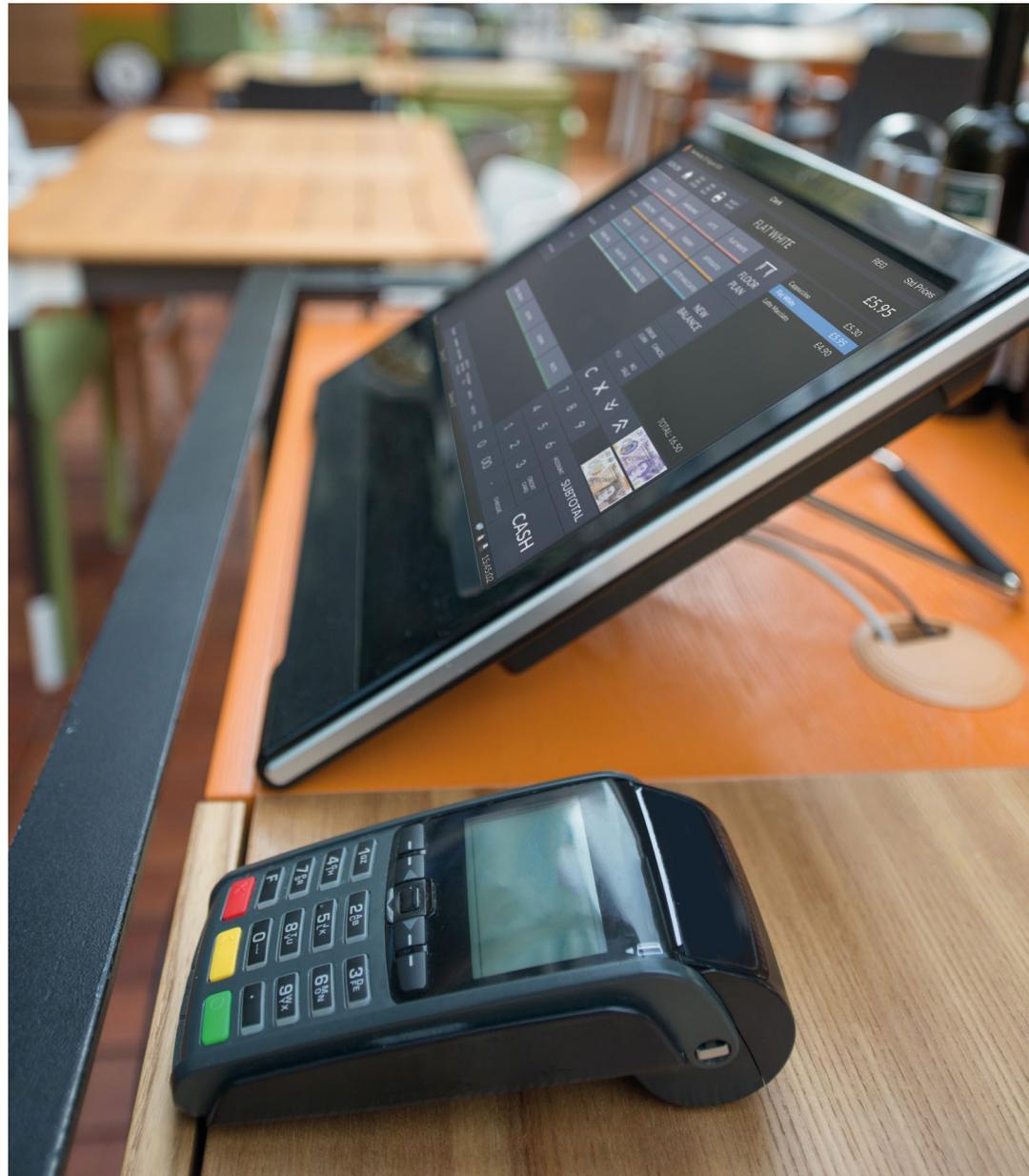


5. Non-turnover clerk

The non-turnover clerk can be used to put items through the till which won't affect your sales totals. Typically used for wastage items, this function can be used for illegitimate purposes too. Transactions will appear as a normal sale to the customer and a receipt will be issued. The cash drawer will not fire however, so individuals may have this propped open so they can remove money from the cash drawer so the end of day reports match the cash drawer totals.

6. Customer accounts, gift cards and loyalty schemes

Use of customer accounts or gift cards that can be loaded with money can be an opportunity for staff to make free purchases. Any staff member who has the ability to top-up or preload cards could potentially top-up a card without placing any money in the cash drawer.



7. Taking stock for personal use

In a hospitality environment, where there is no CCTV and storage areas are left unlocked, staff could simply help themselves to stock. An end of shift drink can be had without creating any record on the EPOS system, and easily go unnoticed because there is no audit trail.

8. Over tubs

For businesses who utilise an overs tab, this is an easy way for individuals to steal cash. Using an overs tub usually happens when end of day reports don't match the money in a cash drawer. Extra cash is put in the tub and on days when the drawer is under, cash would be taken from the tub.

There should always be an audit trail in place to help detect the reason why there's disparity in the reports and cash totals. Rather than using an overs tub, any differences should be investigated. Compulsory cash declaration (CCD) processes can be put into place to help deter this. There's more about CCD on page 28.

What to look out for

As a business owner, it's important to be vigilant when it comes to detecting internal fraud.

While it can be difficult to spot, there are certain signs that can indicate something is amiss. In this section, we'll go over some of the things you should be looking out for in order to identify potential instances of internal fraud.

By being aware of these red flags and taking proactive measures to prevent and detect, you can protect your business from financial loss and other negative impacts.



1. More money in the cash drawer

Finding unexpected money in the cash drawer may seem like a stroke of luck. However, it's important to approach this situation with caution. An abnormally high cash drawer could be a sign that something is not quite right. It could indicate that individuals are using the till with the drawer open and entering cash without recording the sale, or that the drawer has been cashed up before the thief was able to steal the additional takings.

In either case, it's important to investigate further and reconcile cash totals as best as possible. Features such as the cash management functionality within [TouchOffice Web+](#) help to keep better track of cash movements throughout your business.



2. Overuse of special transaction keys

The overuse of certain keys, such as **'No Sale'**, **'Item Correct'**, **'Void'**, or **'Refund'** can be a clear sign that something is not right. These keys are designed for specific situations and should not be used frequently.

If you notice that these keys are being used excessively or inappropriately, it could be a sign that individuals are trying to cover up fraudulent activity or are making deliberate errors in order to steal money. Keep an eye on any unusual patterns of usage and investigate further if necessary.

3. Z-reads not covering all transactions

It's important to keep a close eye on your EPoS system and its daily Z-read reports. However, it's possible for an individual clerk to complete a Z-read at any point during the day, which could lead to discrepancies in your end of day totals. If you're not careful, you could mistakenly assume that it's been a slow day, when in reality, you're missing out on some of your sales.

To help avoid this, it's a good idea to configure your Z-reads to display the last time the report was cleared and a counter for each time the report is run. This will help you quickly identify any inconsistencies and ensure that you're seeing the correct totals for all transactions. There's more on understanding end of day till reports on page 30.



4. Overuse of discounts

It's important to be vigilant about the use of discounts, especially when it comes to staff discounts on your EPoS system.

If you notice that the staff discount button is being used more frequently than usual, it could be a sign that someone is taking advantage of the privilege.

Keeping a close eye on these discounts and monitoring their usage can help you detect any potential cases of misuse.

Linking these type of keys to the clerk reports can also help identify who is making most use of the function keys.

5. Discrepancies in stock counts

Another area to keep an eye on is discrepancies in stock counts. Regular stock takes can help you keep track of the items you have on hand, and if there are any discrepancies, it could be a sign of internal theft. Be aware of any unexplained or unusually large discrepancies, particularly if they are consistently occurring in certain areas of the business. It's important to investigate these discrepancies and identify the root cause of the issue.



6. Till building

Till building is a common indicator that internal fraud may be taking place, and typically involves individuals receiving money without ringing items through the till or performing a 'Cancel' transaction while still accepting cash. To avoid being caught with the money, the clerk may hide cash in the drawer, which can be retrieved and stored elsewhere at a later time to ensure that the till's end of day totals match.

To keep track of the amount of fraudulent cash, staff may use everyday objects as an aid, such as a bottle cap or ball of blue tack to represent monetary value, much as 1 bottle cap = £1. However, these tactics can be detected if you pay close attention to staff actions, as sometimes innocent things like moving a beer mat from one side of the till to the other may actually be a coded signal or reminder.

Deterrents

Deterrents are essential for preventing internal fraud in your business. While it's important to be vigilant and look out for signs of fraudulent behaviour, it's equally important to take proactive steps to prevent fraud from occurring in the first place.

Deterrents can help to discourage employees from committing fraud, as well as making it more difficult for them to do so. Implementing deterrents can also give you peace of mind that you're doing everything possible to protect your business. The cost of fraud can be significant, not only in terms of financial losses but also damage to your reputation and customer trust. By taking steps to prevent fraud, you're safeguarding your business and your customers.

Having a reliable EPOS system in place can make a significant difference in the fight against internal fraud. An effective EPOS will make your life both easier and simpler.

The ICRTouch all-in-one system has been designed to help business owners implement deterrents and reduce the risk of internal fraud. With multiple features and functionalities such as access controls, audit trails, and real-time reporting, ICRTouch can help you keep track of all transactions and quickly identify any discrepancies. By investing in robust EPOS, you can not only reduce the risk of internal fraud but also streamline your business operations and efficiency at the same time.



CCTV

Installing CCTV is an effective deterrent that reduces the chance of theft and provides valuable evidence in the instance that any incidents do take place. Integrating the CCTV with an ICRTouch system allows for journal entries to be overlaid onto the recordings.

Footage captured should be reviewed regularly to help identify any abnormal behaviours and unusual trends. As well as implementing CCTV that oversees employee actions whilst operating EPOS, it should also be included in storage and office spaces, too.

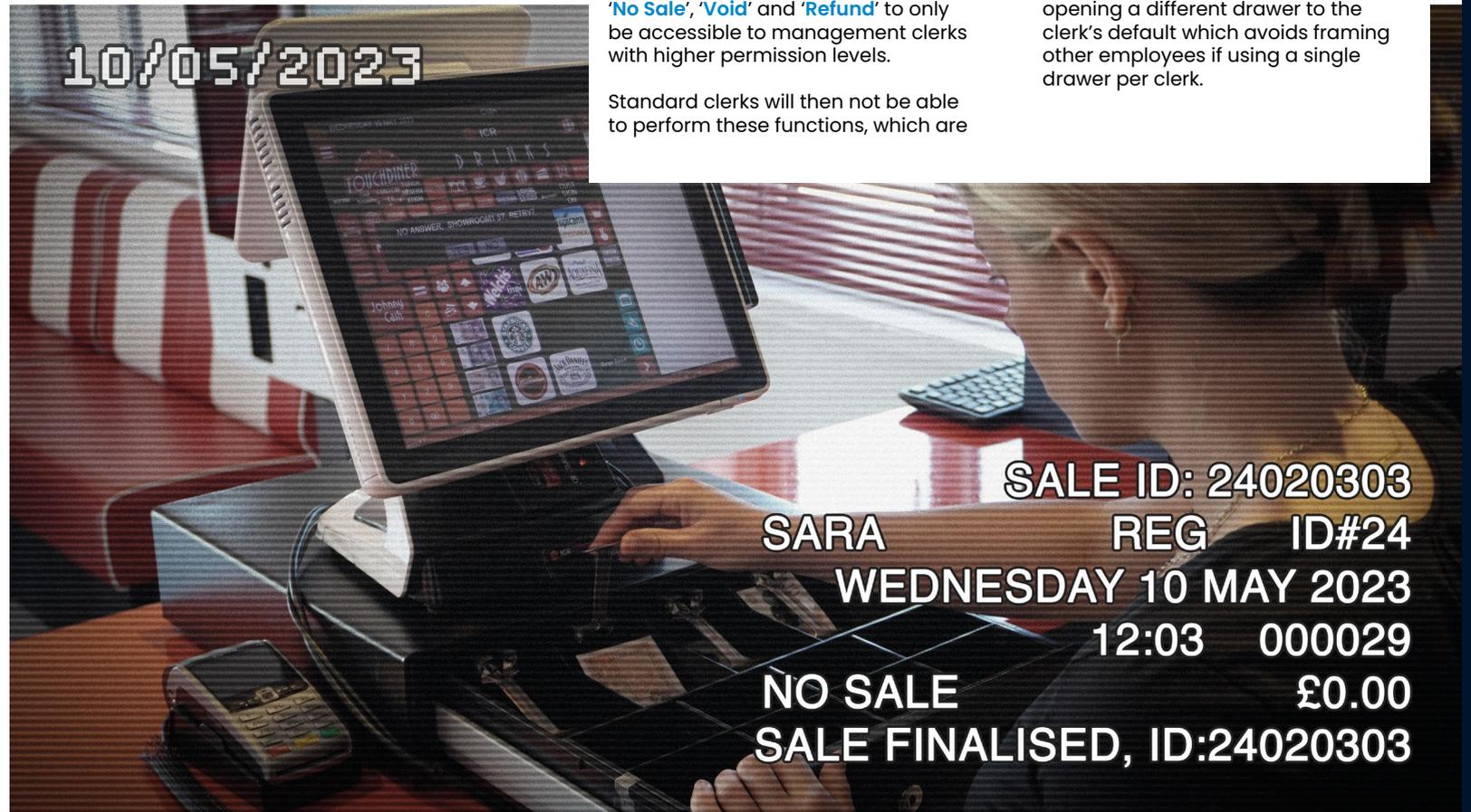
Provide receipts with every transaction

Not only is this best practice for customer service, it can also serve as a powerful deterrent. By ensuring that every item is rung through the till, the possibility of staff members pocketing cash or undercharging for items is greatly reduced. Customers have the opportunity to check their receipts and raise any discrepancies, which can increase the chances of fraudulent activity being detected.

Implementing this process not only helps ensure the accuracy of transactions, but it also creates a culture of accountability and transparency that can act as a strong deterrent against fraudulent activity.

'Item Correct' on last item only

The **'Item Correct'** key can be configured so it only functions on the last item entered into the sale window. This stops individuals being able to go back through items already rung in and **'Item Correct'** them off.



Disable keys/functions from standard clerks

Another handy EPOS tool at the disposal of business owners is the ability to restrict certain functions and keys to management permission clerks only.

This allows you to program specific function keys such as **'Item Correct'**, **'No Sale'**, **'Void'** and **'Refund'** to only be accessible to management clerks with higher permission levels.

Standard clerks will then not be able to perform these functions, which are

some of the most common tools for individuals committing internal fraud, without providing a reason direct to a manager.

In addition to this, you can turn off the force firing of the cash drawer in the **'No Sale'** key settings to avoid opening a different drawer to the clerk's default which avoids framing other employees if using a single drawer per clerk.

Reason pop-up & signature receipt

Working along the same lines as disabling keys for certain clerks, it's worth implementing a reason pop-up on the till, too. This ensures that whenever specific functions are carried out, such as paid-outs, refunds, line corrects, voids etc, an audit trail is kept.

The reason pop-up will appear on the till screen and force users to type a note before being able to progress. Similarly, an extra receipt can be printed with a signature strip when these functions are present in a transaction. Again, this forces a manager interaction and keeps a clear audit trail.

Email alerts

Enable email alerts by configuring **TouchPoint** to send a copy of each transaction that contains certain keys like **'Item Correct'**, **'Refund'**, or **'No Sale'** when a sale is completed. This allows for quick detection of any irregular patterns or suspicious behaviour. As well as helping to establish trends, these alerts can be used as evidence if needed.

Dispense monitors

Installing a dispense monitor in a hospitality business is an effective way to help prevent internal fraud by tracking the exact volume of drinks dispensed. The system will create reports that can be cross-referenced with sales information to identify instances where drinks are dispensed without a corresponding sale.

Dispense monitors help to deter fraudulent behaviour by making employees aware that their actions are being monitored and recorded. In addition to detecting and preventing internal fraud, dispense monitors can also help businesses to improve operational efficiency by identifying areas where wastage can be reduced, and by ensuring stock levels are kept at an appropriate level.



Closed cash drawer alarm

Using a **'compulsory closed drawer'** setting can act as a deterrent for internal theft by sounding an alarm if the cash drawer is not closed within a few seconds after a sale is complete.

This setting ensures that the cash drawer is closed and secured after each transaction, making it difficult for employees to steal money without being caught.

Spot checks

Conducting random spot checks on the till is an effective deterrent. These checks can reveal if the money in the drawer matches the expected takings before the staff have balanced the till for **'End of Day'** readings. This can be done by performing an X read directly on the **TouchPoint** till or by checking the latest real-time information from **TouchOffice Web** to quickly identify any anomalies in sales patterns.

Spot checks are particularly useful for uncovering instances where staff fail to ring up sales and pocket the money. If sales are not processed through the till, then there will be no evidence recorded, except for large stock variances at the next stock take, which may be too late to investigate effectively. The Cash Management features in **TouchOffice Web+** can help here - find out more on page 38.

Auto clerk sign-off

Configure the **TouchPoint** till to automatically sign-off clerks after each sale. This can help to prevent certain clerk types from being accidentally left signed on and used by unauthorised individuals.



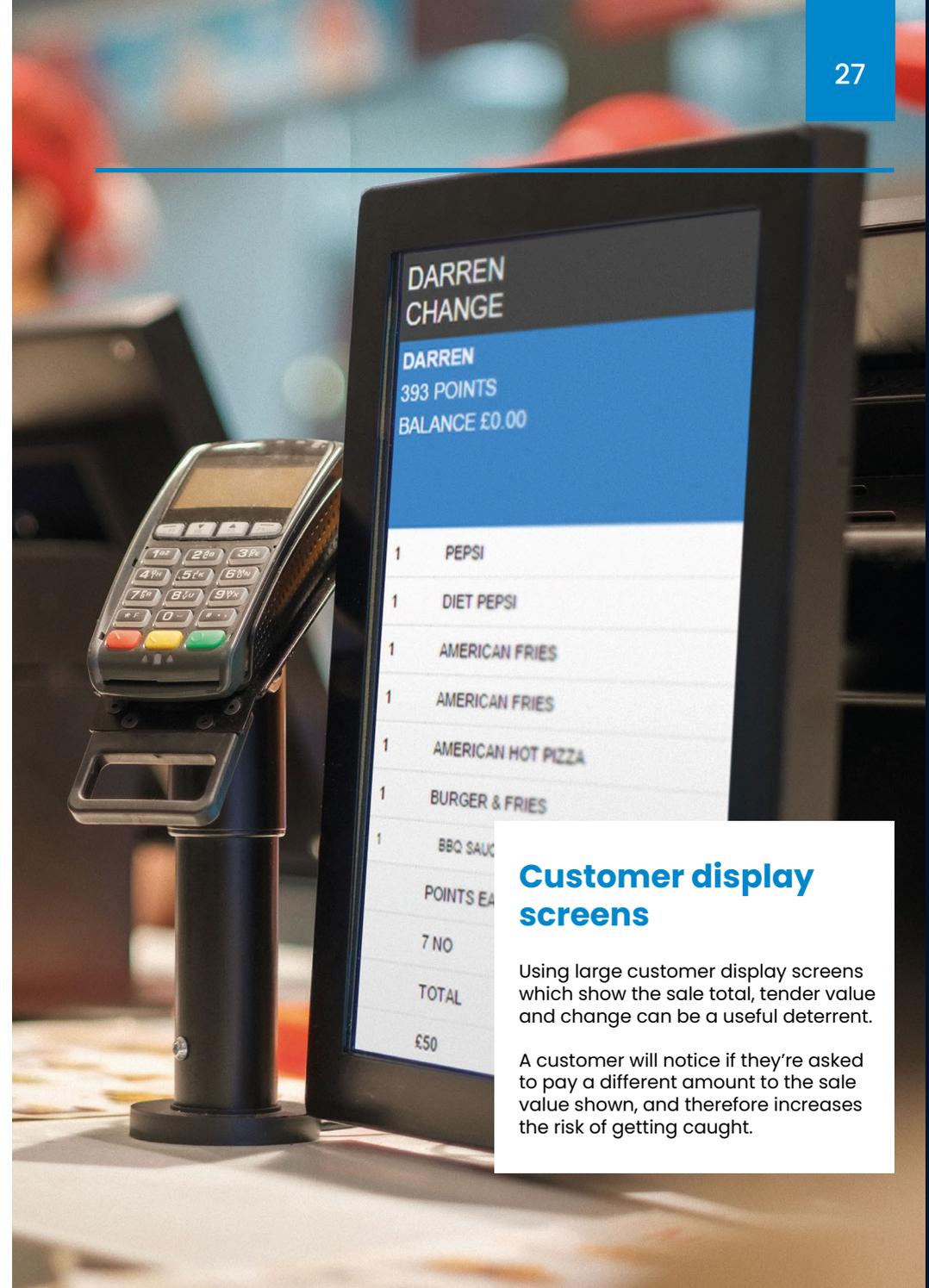
Stock control

Keep a close eye on stock control. It's important to require a reason for all paid outs by setting up a reason table and linking it to the **'Paid Out'** key.

This policy should also apply to taking money for sundries. By ensuring that all items have stock quantities, it's harder for paid outs to go unaccounted for without a corresponding stock adjustment in the system.

Tidy workplace

A clean and organised work area is also important. Being diligent in maintaining a tidy workplace can make it easier to detect any items that may be out of place and could potentially be used as a memory aid for till building. There's more on till building on page 20.



Customer display screens

Using large customer display screens which show the sale total, tender value and change can be a useful deterrent.

A customer will notice if they're asked to pay a different amount to the sale value shown, and therefore increases the risk of getting caught.

Compulsory cash declaration

Require the use of compulsory cash declaration during the Z read process for 'End of Day' totals to ensure staff declare a drawer total manually before the till totals are displayed.



Cash dispensers

In certain circumstances where security is an incredibly high priority, cash dispensers can be an effective option. The systems will automatically calculate the correct amount of change required for a sale, based on the sale value and tender value, before dispensing the correct change. Some systems can dispense the change directly to the customer and staff are only able to put money into the cash drawer, making it even more difficult to short change.

Staff searches

To implement staff searches as a deterrent for internal fraud, it is essential to make it a part of the employment contract. This ensures that the staff member has provided their consent for such searches. Searches can be one of the best deterrents for internal fraud, but they must be handled correctly.

Risk assessments

The process of creating a risk assessment that considers the risks associated with internal fraud in itself will help you identify and become familiar with any opportunities individuals may have to defraud your business. This can be shared with trusted top management individuals too, to ensure they're all aware and vigilant.

There are so many different options to help deter internal fraud from taking place within your business.

Implementing an intelligent EPOS system and making use of built-in features like those within **TouchPoint** and **TouchOffice Web** can make things much easier for you, helping implement deterrents and quickly identify anything out of the ordinary.

DOJO

Opayo

barclaycard

paymentsense
beyond ordinary

Use integrated electronic fund transfers (EFT)

By making card payments simple, quick and easy, customers will be encouraged to pay by card instead of cash.

This reduces the opportunity to short change customers or to simply steal money as all EFT transaction amounts are controlled by the transaction details on the EPOS system. **TouchPoint** integrates with a number of reliable partners including Dojo, Paymentsense, Opayo, Barclaycard and more.



Understand your end of day TouchPoint reports

The end of day reports from your EPoS system are some of the most crucial tools to help you identify if internal fraud is taking place within your business.

Understanding the information on the reports is vital, and without knowing why and how various totals relate to each other, you can easily miss a clue. Here we've run through some of the details.



1 Report counters

These indicate when a report was last run and a counter so you can see how many times the report has been run in total.

2 Cash declaration

This makes it harder for staff to balance the tills. If they've been skimming and leaving cash in the drawer for collection later, they would typically run an X read to see the total and then remove the appropriate amount from the drawer before running the final Z report. The cash declaration forces staff to enter the counted cash value first, and prevents them from using the X read report.

3 Cash in drawer

The total of sales finalised by any key that is set to affect the 'Cash In Drawer' total. Transaction keys such as 'Deposit' or 'Pay Account' could also be configured to affect this total.

4 Non-turnover net

The net value of any transactions completed by the non-turnover clerk. If you have a non-turnover clerk in place in your tills to track wastage items, be aware that this could be being exploited or misused by individuals looking to commit internal fraud.

Darren		Z1	Cafe 1
FRIDAY 5 MAY 2023			23:17 000005
1	Z1:8001S:0110		
	LAST X : 04/05/2023 23:10		1
	LAST Z : 04/05/2023 23:15		
	LAST RESET: 04/05/2023 23:15		

Fixed Totaliser Period 1 Reset Report			
1	Z1:0050S:0110		

	CASH DECLARED	1	£182.00
	CASH DEC OVER	1	£3.15

8	NET sales	4	£178.85
	GROSS Sales	27	£174.80

	Cash in drawer	8	£178.85
	TOTAL in Drawer	8	£178.85

5	REFUND mode	1	£20.24
	Refund/Void Tl	2	£10.58

	Discount	2	£15.00
	Covers	4	AVRGE £39.95
	Service Charge	1	£19.05
4	NON TURNOVER NET	1	£7.76
	FIRST SALE	05/05/2023	09:10.21
	LAST SALE	05/05/2023	22:15.37

	GT Net	40	£2590.80
	GT All +ve	57	£3590.80

Detail Clerk Period 1 Reset Report			
1	Z1:0006S:0110		

1	Frank		
	NET sales	1	£37.60
	GROSS Sales	10	£37.60
	CASH in Drawer	1	£37.60
	Discount	2	£15.00
	Refund Mode	1	£20.24
	Void	2	£10.58

2	Bobby		
	NET sales	1	£25.70
	GROSS Sales	7	£25.70
	CASH in Drawer	1	£25.70
	Service Charge	1	£19.05

5 Refund mode

The total of transactions processed whilst in 'Refund Mode'.

6 Service charge

The amount of service charge applied to all sales.

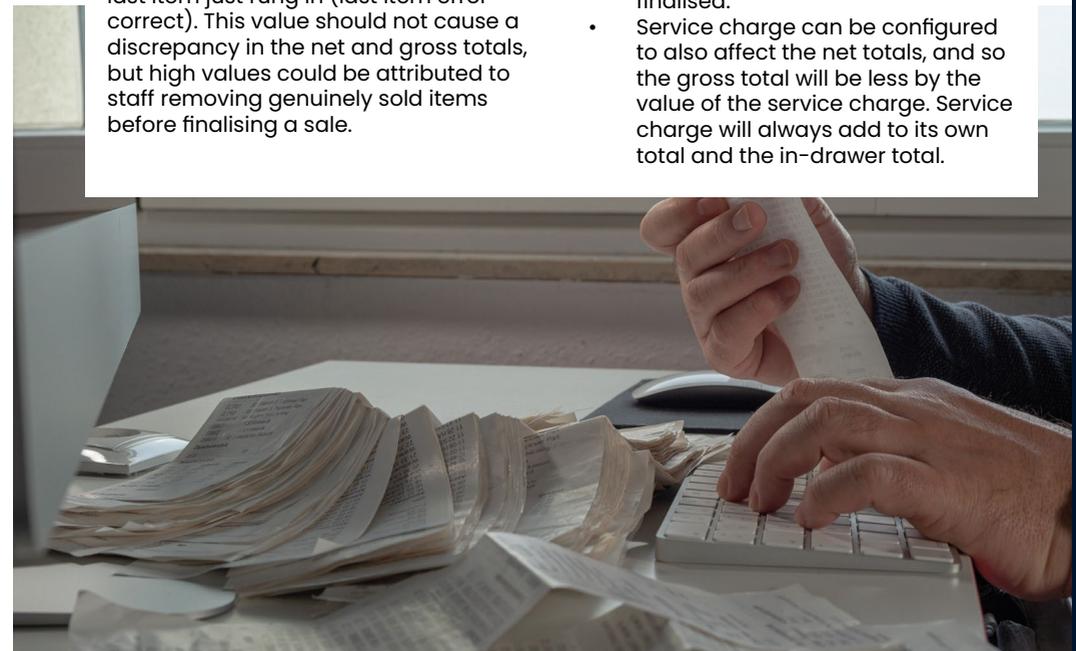
7 Refund/void

The total value of items that have been refunded or voided in sales mode. Voids are items that are removed using the 'Item Correct' key, but are not the last item just rung in (last item error correct). This value should not cause a discrepancy in the net and gross totals, but high values could be attributed to staff removing genuinely sold items before finalising a sale.

8 Net / gross

The gross value is the total of all sales that have been rung through the till, the net value is the total of all sales that have been finalised. There are quite a few reasons why these may not match, for example:

- If a discount has been applied to a sale, then the net value for that sale will be less than the gross value by the amount shown in the discount total.
- If a check has been left open from one trading day to the next, then this will mean the gross and net will be different. The gross the day the items were placed on the check will be higher than the net, and vice versa on the day the check was finalised.
- Service charge can be configured to also affect the net totals, and so the gross total will be less by the value of the service charge. Service charge will always add to its own total and the in-drawer total.



Making use of TouchOffice Web management software

Understanding your on-till end of day reports is a vital step to identifying internal fraud, but it's not the only tool available to you.

ICRTouch's cloud-based business management software, **TouchOffice Web**, is designed to help business owners like you keep a close eye on all aspects of your business.

When it comes to identifying and deterring internal fraud, there's a few functions of **TouchOffice Web** that can really help. From tightening up stock control and monitoring all transactions in real-time to highlighting certain transaction keys and providing a default list of over **200 reports**, there's plenty of tools at your fingertips.



Easy to use dashboards

TouchOffice Web dashboards can be configured to show the information you need, where you need it. It keeps real-time totals and values for all transactions completed throughout the day, giving you instant access to all the sales detail you could need, providing full business oversight.

Stock management

Integrate your **TouchPoint** tills with **TouchOffice Web** to help maintain stock reports. This combined with regular stock takes means you will easily stay on top of stock items disappearing without being recorded in the till or back office. You can also use stock in conjunction with optic and draught dispense monitors.

Real-time monitoring

TouchOffice Web keeps a real-time track of all transactions through your EPOS system, meaning you can be instantly notified if specific transaction keys are used, such as **'Refund'**, **'Item Correct'** and more. The information collected will allow you to look at exactly what was included in the transaction, how many times the keys were used, which clerk completed the transaction and exact dates and times for all instances.

Having the ability to track this information as it happens, without interacting or alerting staff means that incidents can, if necessary, be dealt with quickly before staff have had a

chance to move money from the till or hand it off to accomplices.

The sales data is all held so that historical reports can be run, and sales patterns analysed. Look out for the same clerk consistently performing **'Item Correct'**, **'No Sale'**, **'Void'** or **'Cancel'**.

Once a clerk has been identified to be performing these actions, it's often worth using the historical data within **TouchOffice Web** to see if that clerk has completed an isolated explainable action or if there is a pattern of similar behaviour over a period of time.



200+ reports

There are also a full range of historical reports that provide formatted information for exporting or printing. These reports are designed to give you instant access to vital information about every aspect of your business, from transaction detail and stock levels to clerk performance and use of transaction keys.

Digital till reports

Till reports can be held digitally within **TouchOffice Web** so you can see if extra Z reads have been performed at any point, or if the final till Z read for the day doesn't match the values displayed digitally.

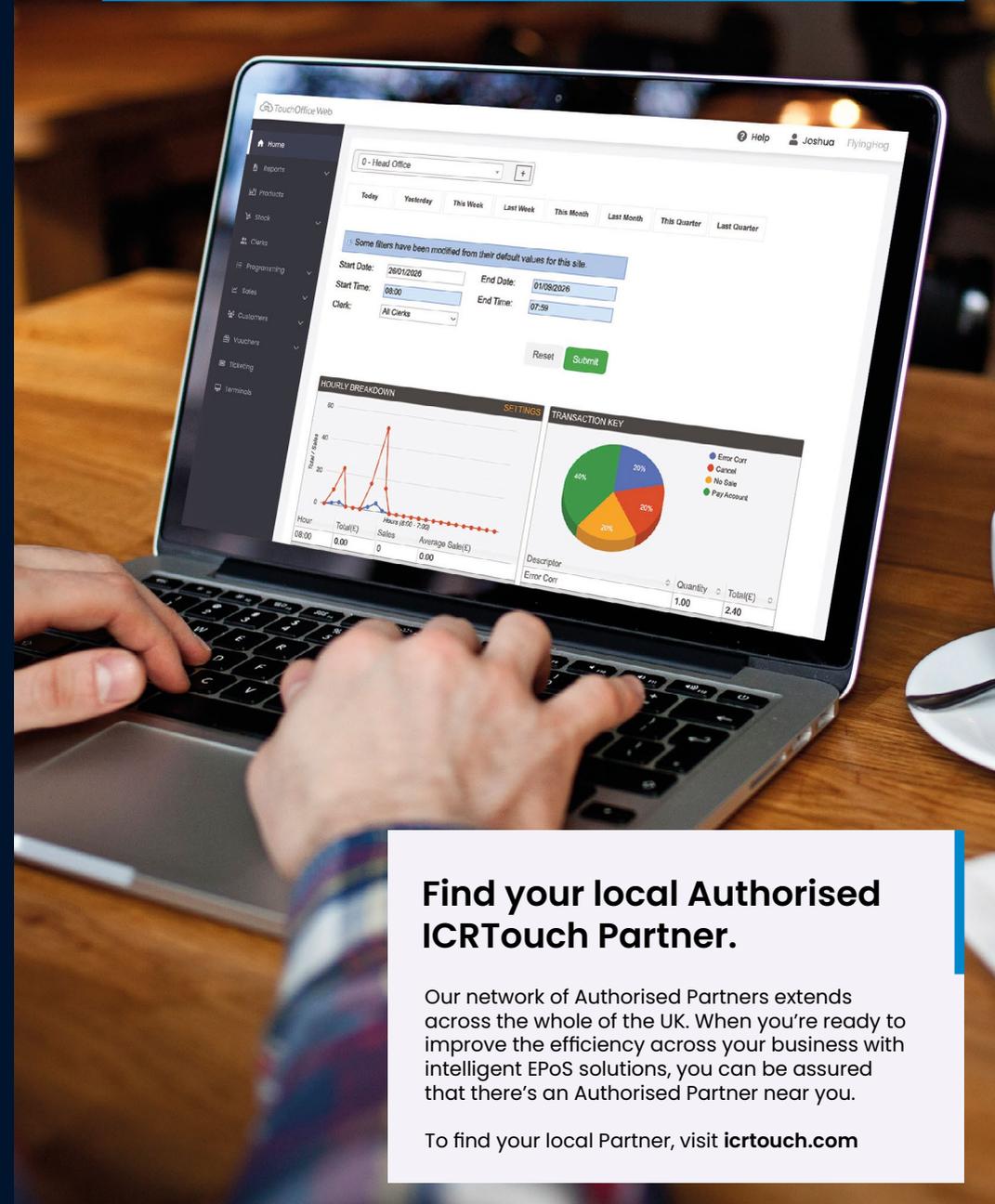
Cash management

Improve security by keeping clear records of monetary value within cash drawers, safes and machines.

With the cash management features in **TouchOffice Web+**, auditing the movement of money, and tracking all adjustments has never been easier.

A full history of all counts and movements, including who performed each transfer, is available anytime and one of the core features includes the ability to declare the movement of cash, such as floating it to a cash drawer or completing a cash drop back to a safe.

Discrepancies will be easily and quickly flagged for further investigation, giving you peace of mind that nothing is going missing in the transfer process.



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