

Whether you have been a restaurant operator for a week or for years, you strive to successfully operate your restaurant everyday. What you might not realize are the bottom line profits that you could be losing and more importantly, how you are losing them.

With Radiant Systems' newest hosted back office solution, you can operate with the tightest loss prevention tool in the industry - Aloha Restaurant Guard. Providing you with the highest level of transaction intelligence, you will gain visibility into potential theft occurring at your restaurants along with the necessary support data to put a stop to it. Aloha Restaurant Guard helps you take the theft out of your restaurant and allows you to focus on what's critical to your business - operations and customer satisfaction.

## INCREASE PROFITS

- Protect your restaurant's bottom line profits by identifying fraudulent activity at the point-of-sale

## IMPROVE OPERATIONAL EFFICIENCY

- Eliminate the need for manual analysis of performance metrics by generating alerts that include actionable data and history
- Real-time monitoring to stop losses and minimize the total impact of potentially fraudulent behavior

## INCREASE VISIBILITY AND CONTROL

- Improve controls without impacting the guest experience
- Identify all present fraud and history and deter theft from happening in the future



# ALOHA RESTAURANT GUARD

## STOP THEFT IN ITS TRACKS

Powerful and unmatched in the industry, Aloha Restaurant Guard is specifically designed to increase security at your restaurants point-of-sale by:

- Scanning transaction history and tracking historical trends to identify anyone performing suspicious activities
- Continually updating your system to identify new theft patterns found in all restaurants
- Deterring theft which allows you to focus on running your operations and lets Aloha Restaurant Guard take care of the rest

Put cash back on your bottom line and prevent theft scams at all stations in your restaurant with reports that track more than a dozen common scams including:

- Transfers (“Wagon Wheel”)
- Voids After Check Close
- Comps After Check Close
- Comps After Check Print

In depth and customizable reporting analysis with ZERO configuration necessary.

- Summarizes loss prevention and provides comparative alerts of scams
- Understand overall individual site rankings by kitchen, dining room and fraud index
- Easy to read server summary reports capturing best and worst performers
- Displays detailed incident history by employee ID and calculates total potential loss

**RESTAURANT GUARD ALERT**  
Breadbasket – Employee ID 253 – Generated FEB 2009 6:10 AM

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**ALERT INFORMATION**  
 A Restaurant Guard Alert has been generated for:  
**Employee ID 253** assigned to Smith, John  
**Store 10 – Union Square**  
 Analysis indicates a recent transaction pattern similar to the **Transfer Scam**.

**ALERT DETAIL – SIGNIFICANT INCIDENT**  
 Following is the detail of a transaction that occurred on **2/07/09** with patterns exhibiting potentially suspicious transfer activity.

15:14:23 Check 1001 was opened  
 15:14:40 Item Soft Drink was added to check 1001  
 16:04:22 Check 1001 was printed  
 16:06:01 The Soft Drink was transferred to check 1022  
 16:07:12 Check 1001 was closed to cash  
 16:43:00 Check 1022 was printed  
 16:48:05 The Soft Drink was transferred to check 2032  
 16:49:13 Check 1022 was closed to cash  
 17:52:16 Check 2032 was printed  
 17:58:19 Check 2032 was closed to credit card

The Soft Drink was transferred 2 times over a period of 1 hour 34 minutes.

**Alert Description**

**Transfer Scam**

The **Transfer or Wagonwheel Scam** typically involves transferring self-service items (those that don't generate a kitchen chit), such as a coffee or soda, off of a check that has been paid for with cash and rousing the same item on another check.

- A guest orders a soda and sandwich and is presented a check with both items.
- The guest pays for the check with cash.
- The server transfers the soda to another check and then closes the check with only the sandwich remaining to cash, pocketing the difference.
- The check with the transferred soda is then used for the server's next table.

Employees engaging in this activity will often transfer the same item multiple times each time the item is successfully transferred from a cash check results in a sales loss for the restaurant and a fraudulent cash gain for the server.

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**RECENT INCIDENTS**  
 The following table displays the most recent instances of this type of activity.

Date	Item	First Check	Last Check	# Transfers	Item Price	Potential Loss
02/07/2009	Soft Drink	1001	2032	2	1.79	3.58
02/07/2009	Iced Tea	1046	3012	5	1.79	8.95
02/07/2009	Iced Tea	1005	1014	3	1.79	5.37
02/05/2009	Coffee	2210	2215	2	1.59	3.18
02/05/2009	Iced Tea	1114	1154	3	1.79	5.37
02/05/2009	Soft Drink	3100	1146	6	1.79	10.74
02/05/2009	Soft Drink	1111	1121	2	1.79	3.58
02/04/2009	Soft Drink	1002	3004	4	1.79	7.16
02/04/2009	Chocolate Cake	1021	1033	2	4.99	9.98
02/03/2009	Coffee	2023	2040	3	1.59	4.77
02/03/2009	Soft Drink	2026	1141	3	1.79	5.37
02/03/2009	Iced Tea	2028	2033	4	1.79	7.16
02/03/2009	Iced Tea	2031	1100	2	1.79	3.58
02/03/2009	Side Salad	3114	2106	2	2.99	5.98
<b>Total Potential Loss:</b>						<b>\$84.77</b>

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**INCIDENT HISTORY ASSOCIATED WITH THIS EMPLOYEE ID**  
 The following table displays a summary of all alerts generated for this employee ID.

Scam Type	Event Count	First Incident	Last Incident	Avg Loss / Incident	Total Potential Loss
Transfer	26	01/27/2009	02/07/2009	\$6.06	\$157.43
Comp after Print	3	01/29/2009	02/02/2009	\$8.41	\$25.23

DISCLAIMER: While Restaurant Guard Alerts provide analysis of transaction records based on transaction patterns and activity that are consistent with indicia of fraudulent transaction schemes that commonly occur in hospitality operations, the patterns and activities reported by Restaurant Guard may not necessarily be the result of fraudulent activity. Restaurant Guard's results and analysis should be done with caution and the exercise of careful judgment. The use of Restaurant Guard and its results is subject to the disclaimers, limitations and indemnities contained in the terms and conditions for this application, which may be accessed at [www.restaurantguard.com](http://www.restaurantguard.com).

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