

Fraud Control Kit – Powered by BI

The wireless industry today is waging a battle against fraud and no retailer remains invulnerable. We have created a package that helps safeguard you against possible fraud happening in your company today.

The Fraud control kit – powered by BI is a bundle of reports created using your RQ and Business Intelligence services information. This reports package will help to present any fraudulent activity in your company in regards to RQ, and help you to close the fraud holes.

The bundle of reports include:

1. Any invoice with 3+ Phones Sold
2. Any iPhone sold with cash
3. Refund % by Product
4. Refunds % by employee (ranked highest to lowest)
5. Refunds % by location (ranked highest to lowest)
6. Total cash refunds by location
7. Total cash refunds by employee
8. Coupon fraud

How much does this service cost?

This valuable service is available for only \$1,000! All reports will be created for you, and you will receive a live WebEx training lasting up to one hour to discuss the reports and maintenance.

Please note: The creation of the Fraud Control Kit reports are a one-time service. Any further maintenance is to be completed by the customer. However, we are happy to offer additional help or training for \$200 per hour.

For more information or to register, please contact training@iQmetrix.com.

- Any invoice with 3+ Phones Sold – Report will show any invoice that has 3+ phones sold on it. Looking for areas of multiple phones sold, and with Cash and Payment type.

Invoice Number	Products	Payment Type	Payment Amount
84WEAIN13831	iPhone 5S 16GB Gold iPhone 5S 16GB Silver iPhone 5S 16GB Space Grey	Cash	\$561.29
CRAWFIN14763	ICONIC PORTAL iPhone 6 Plus 64GB Silver	VISA	\$26.75
CROSSIN7651	Huawei F256VW Home Phone Connect	Cash	\$61.06
DEFSPIN13728	ICONIC PORTAL HTC One M8 Metal Grey	VISA	\$26.88
DEFSPIN13730	Samsung i545 Galaxy S4 Black	Cash	\$655.74
DUNNEIN5066	iPhone 5S 16GB Space Grey	Mastercard	\$105.99
LAKECIN9296	iPhone 5S 16GB Gold iPhone 5S 16GB Silver iPhone 5S 16GB Space Grey	Mastercard	\$303.35
MCCALIN151	Sam N900 Galaxy Note 3 Black	Cash	\$219.99
MERIDIN3548	Sam N900 Galaxy Note 3 Black	Mastercard	\$116.69
MERIDIN3550	Samsung SMG900 Galaxy S5 Black	VISA	\$45.50
MERIDIN3551	Motorola Droid 1080W Ultra White	VISA	\$107.00
MERIDIN3552	Motorola Droid 1080W Ultra White	VISA	\$144.44
MERIDIN3553	iPhone 5S 16GB Gold	Mastercard	\$233.27
MILLBIN7309	ICONIC PORTAL iPhone 6 16GB Space Grey ICONIC PORTAL iPhone 6 Plus 16GB Space Grey iPhone 6 16GB Space Grey	VISA	\$639.70
MILLBIN7311	ICONIC PORTAL iPhone 6 Plus 16GB Gold iPhone 6 Plus 16GB Gold	VISA	\$298.36
MILLBIN7312	ICONIC PORTAL iPhone 6 64GB Silver	Cash	\$27.13
MILLBIN7314	Samsung U680 Convoy 3	Cash	(\$108.50)
MILLBIN7315	Samsung U680 Convoy 3	Cash	\$108.50
MILLBIN7316	ICONIC PORTAL iPhone 6 Plus 16GB Gold iPhone 6 Plus 16GB Gold	VISA	\$298.36
MILLHIN6363	Ellipsis 7" 4G Tablet	VISA	\$105.99
MILLHIN6366	HTC One M8 Metal Grey ICONIC PORTAL HTC One M8 Metal Grey	VISA	\$12.50

- Any iPhone sold with cash – Report will show invoices where iPhones were sold using Cash as the Payment type.

Invoice Number	Products	Payment Type	Payment Amount
84WEAIN13830	Employee Name1 iPhone 6 64GB Space Grey	Cash	\$289.93
84WEAIN13831	Employee Name19 iPhone 5S 16GB Gold iPhone 5S 16GB Silver iPhone 5S 16GB Space Grey	Cash	\$561.29
ALACHIN4796	Employee Name31 Customer Own Phone iPhone 5S 16GB Space Grey	Cash	\$217.28
ALACHIN4798	Employee Name11 iPhone 5S 16GB Space Grey	Cash	\$116.17
ALACHIN4801	Employee Name4 iPhone 5S 16GB Silver	Cash	\$143.07
ALEXCIN26471	Employee Name52 iPhone 5S 16GB Gold	Cash	\$162.73
ALEXCIN26477	Employee Name52 iPhone 6 64GB Space Gold	Cash	\$289.93
ALEXCIN26478	Employee Name52 iPhone 5S 16GB Silver	Cash	\$143.07
ALEXCIN26479	Employee Name52 iPhone 5S 16GB Gold	Cash	\$162.73
AMERIIN19314	Employee Name9 ICONIC PORTAL iPhone 6 64GB Gold	Cash	\$27.50
BLUNTIN3266	Employee Name47 iPhone 5S 16GB Gold	Cash	\$107.49
BRENTIN12246	Employee Name19 ICONIC PORTAL iPhone 6 Plus 64GB Gold iPhone 6 Plus 64GB Gold	Cash	\$86.44
BREWITIN7114	Employee Name23 iPhone 6 128GB Gold	Cash	\$435.99
BUTLEIN14144	Employee Name41 iPhone 5S 16GB Gold	Cash	\$108.99
BUTLEIN14151	Employee Name12 iPhone 5S 16GB Space Grey	Cash	\$174.37

- Refund % by Product – Report will show running list of which Products have the most % refunds as a company. Look for areas where items that should not be refunded are being refunded.

Top Products	Name	Sales	Refunds	%
1	UNIVERSAL MICRO USB VEHICLE POWER ADAPTER	173	20	12%
2	DATA TRANSFER	111	16	14%
3	APPLE IPHONE 5/5S/5C SCREEN PROTECTOR-INSTALLED	108	13	12%
4	SAMSUNG GALAXY S5 BLACK LTE ANDROID SMART PHONE	159	13	8%
5	OTTERBOX DEFENDER SERIES - iPhone 6 - BLACK	62	12	19%

- Refunds % by employee (ranked highest to lowest) – Report will show which employees have high % refunds. Looking for % not dollar amount.

Rank	Employee	Sales Qty	Refunds Qty	Net	Sales Amt	Refund Amt	Net Amt	Refund %
1	Employee 1	3	2	1	\$194	(\$194)	\$0	66.67
2	Employee 2	4	2	2	\$32	(\$79)	(\$47)	50.00
3	Employee 3	2	1	1	\$33	(\$16)	\$17	50.00
4	Employee 4	2	1	1	\$24	(\$14)	\$10	50.00
5	Employee 5	9	2	7	\$185	(\$44)	\$141	22.22
6	Employee 6	5	1	4	\$102	(\$13)	\$89	20.00
7	Employee 7	6	1	5	\$100	(\$9)	\$91	16.67
8	Employee 8	19	4	15	\$964	(\$102)	\$862	21.05
9	Employee 9	24	5	19	\$1,506	(\$343)	\$1,163	20.83
10	Employee 10	25	5	20	\$1,014	(\$370)	\$644	20.00

- Refunds % by location (ranked highest to lowest) – Report will show you a company average overall. Looking to see which stores are significantly higher than the company average.

Total Refunds	Company Refunds	Products	Stores	Employees
\$23,246	Refund Percent (Qty) = 6% of Sales	163	52	146
Stores	Top Refunding Locations In Company	Sales	Refunds	%
1	STORE12	114	16	18%
2	STORE54	30	4	17%
3	STORE31	183	24	13%
4	STORE43	85	8	9%
5	STORE18	181	16	9%

6. Total cash refunds by location – Report will show which locations are doing high cash refunds.

Store Name	Store Manager	Payment Amount
Store18	Ignacio Livingston	(\$1,815.76)
Store40	Nestor Zimmerman	(\$1,516.18)
Store2	Octavio Spears	(\$1,494.00)
Store11	Charles Zimmerman	(\$1,332.59)
Store45	Nestor Zimmerman	(\$1,298.43)
Store42	Nestor Zimmerman	(\$1,173.78)
Store9	Tanner Rutledge	(\$1,059.06)
Store56	Nestor Zimmerman	(\$1,055.94)
Store42	Nestor Zimmerman	(\$1,002.53)
Store37	Nestor Zimmerman	(\$993.28)
Store31	Nestor Zimmerman	(\$940.09)
Store31	Nestor Zimmerman	(\$903.60)
Store32	Nestor Zimmerman	(\$893.69)
Store51	Nestor Zimmerman	(\$864.94)
Store16	Nestor Armstrong	(\$790.70)
Store40	Nestor Zimmerman	(\$780.02)
Store26	Lawson Rutledge	(\$775.28)

7. Total cash refunds by employee - Report will show which employees are doing high cash refunds.

Employee Name	Store Name	Store Manager Name	Payment Amount
Charles Zimmerman	Store11	Charles Zimmerman	(\$1,332.59)
Sawyer Kirkland	Store45	Nestor Zimmerman	(\$1,298.43)
Eduardo Spears	Store42	Nestor Zimmerman	(\$1,173.78)
Sawyer Townsend	Store9	Tanner Rutledge	(\$1,059.06)
Charles Oliver	Store56	Nestor Zimmerman	(\$1,055.94)
Ignacio Ingram	Store42	Nestor Zimmerman	(\$1,002.53)
Nestor Oliver	Store37	Nestor Zimmerman	(\$993.28)
Andree Ingram	Store31	Nestor Zimmerman	(\$940.09)
Yardley Oliver	Store31	Nestor Zimmerman	(\$903.60)
Dennis Norman	Store45	Nestor Zimmerman	(\$755.76)
Rickey Zimmerman	Store56	Nestor Zimmerman	(\$746.79)
Eduardo Everett	Store4	Eduardo Everett	(\$731.04)
Octavio Spears	Store17	Rickey Armstrong	(\$675.11)
Ignacio Everett	Store41	Nestor Zimmerman	(\$674.09)
Dennis Oliver	Store16	Nestor Armstrong	(\$640.91)
Nestor Norman	Store5	Nestor Norman	(\$610.46)
Lawson Zimmerman	Store40	Nestor Zimmerman	(\$599.18)
Nestor Norman	Store49	Nestor Zimmerman	(\$592.89)
Nestor Oliver	Store53	Nestor Zimmerman	(\$590.59)
Rickey Spears	Store55	Nestor Zimmerman	(\$586.34)
Nestor Armstrong	Store18	Ignacio Livingston	(\$576.68)

8. Coupon fraud – Report will show cases where not enough accessories were sold on an invoice, where 2 or more qualifying accessories promos were sold at the same time.

Invoice District Name	Invoice Number	Invoice Employee Name	Coupons	Acc Qty	Acc Discount
NCAL2	PLEA1IN12689	Delores Johnson-Gallegos	1	1	\$0.00
FLR02	BRAN1IN6058	Justin Guerrero	1	3	\$20.00
WNY01	SHOP1IN28122	Benjamin Mather	1	1	\$0.00
WASH1	ALDE1IN7341	Shola Eribo	1	1	\$0.00
NCAL2	ANTI1IN24968	Monique De la O	1	1	\$0.00
NEWJ1	ERUT1IN13862	Jaime Nieves	1	1	\$0.00
CTMA1	NEED1IN7706	Francis Ricci	1	1	\$0.00
DEPA1	DOVE2IN10120	LaVonya McLean	1	2	(\$0.02)
NCAL1	VALL2IN28478	Hector Aguilar	1	1	\$0.00
NCAL1	VALL2IN28514	Hector Aguilar	1	1	\$0.00
NCAL1	23RDMIN16909	Joshua Julian	1	2	\$0.00
DEPA1	DELA1IN37192	Myeisha Harris	1	1	\$0.00
CTMA1	FITC1IN14996	Gregory Myles	1	0	\$0.00
WNY01	GREA1IN27806	Brendan Atwood	1	1	(\$5.00)
WASH1	BURL1IN44293	Derreck Ramirez	1	1	\$0.00
CTMA1	SQUA2IN12473	Alexander Abreu-Pena	1	1	\$0.00
NEWJ1	SWAY1IN10057	Michael Cascone	1	1	\$0.00
CTMA1	FITC1IN15040	Daniel Velazquez	1	1	\$0.00
DEPA1	WGOS1IN42390	Kristofer Clarke	1	1	\$0.00