








#	Screen Example	Narration	Comments
1	 <p>This course includes audio, please be sure to turn your volume up.</p>	<p>Welcome to MAPCO Asset Protection. This course will provide an overview of store manager responsibilities for loss prevention. This is a course with audio narration, so please make sure you have your headphones or speakers on, and volume turned up. Select next to begin.</p>	<p>Also need to make sure there is a “next” button.</p>
2	<div> <div> INTRODUCTION TO LOSS PREVENTION </div> <div>  </div> <div> <p>In this course you will learn:</p> <ul style="list-style-type: none"> • Common types of theft • Behaviors and indicators that point to possible theft • MAPCO policies and procedures designed to prevent theft </div> </div>	<p>Controlling losses is the responsibility of every MAPCO team member. As a manager, it is important that you understand the types of theft that contribute to losses in our stores, and how to prevent them.</p> <p>This course will help you understand common types of theft, behaviors and indicators that point to possible theft, and our loss prevention policies and procedures.</p> <p>It is important that you always follow these policies and procedures for the protection of our guests, team members, and MAPCO.</p>	





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3	<p>VIDEO SURVEILLANCE</p> <ul style="list-style-type: none"> • All MAPCO stores are equipped with video surveillance. • Store activity is always monitored. • Analytics program identifies high risk transactions and events. 	<p>Along with store policies and procedures, MAPCO stores are equipped with video surveillance. Store activity is monitored by Operations and by our Video Surveillance Department. We also use a sophisticated data analytics program that identifies high risk transactions and events.</p>	
4	<p>3 ELEMENTS INFLUENCE THEFT</p> <p>Most people will only steal when three elements come together:</p> <div data-bbox="310 836 497 1015"> <div>NEED</div> <div>OPPORTUNITY</div> <div>RISK</div> </div>	<p>In a retail environment, theft can be committed by any person present, on either side of the cash register. It is important to understand that most people will only steal when three elements come together: need, opportunity, and a low risk of being caught.</p>	


#	Screen Example	Narration	Comments
5	<p>3 ELEMENTS INFLUENCE THEFT</p> <p>Most people will only steal when three elements come together:</p> <div> <div>NEED</div> <div>Severe needs can tempt a person to do something they wouldn't normally do.</div> </div> <div> <div>OPPORTUNITY</div> </div> <div> <div>RISK</div> </div>	<p>Everyone has needs. When the need is severe, and the person feels they are in danger of losing something that is of high value to them, or when they are under some form of pressure, they may be tempted to do something they would not normally do. We can't control or take away needs.</p>	
6	<p>3 ELEMENTS INFLUENCE THEFT</p> <p>Most people will only steal when three elements come together:</p> <div> <div>NEED</div> <div>Severe needs can tempt a person to do something they wouldn't normally do.</div> </div> <div> <div>OPPORTUNITY</div> <div>Opportunity is always available. No amount of supervision can take it away.</div> </div> <div> <div>RISK</div> </div>	<p>Opportunity surrounds us every day. No amount of coverage or supervision will eliminate opportunity to take a product off a shelf. Attempting to control theft by attempting to control opportunity would affect our sales and guest satisfaction.</p>	


#	Screen Example	Narration	Comments						
7	<p>3 ELEMENTS INFLUENCE THEFT</p> <p>Most people will only steal when three elements come together:</p> <table><tr><td>NEED</td><td>Severe needs can tempt a person to do something they wouldn't normally do.</td></tr><tr><td>OPPORTUNITY</td><td>Opportunity is always available. No amount of supervision can take it away.</td></tr><tr><td>RISK</td><td>Low risk of getting caught contributes to the decision to steal.</td></tr></table>	NEED	Severe needs can tempt a person to do something they wouldn't normally do.	OPPORTUNITY	Opportunity is always available. No amount of supervision can take it away.	RISK	Low risk of getting caught contributes to the decision to steal.	<p>A low risk of getting caught contributes to the decision to steal. At MAPCO, the level of risk is ultimately in the manager's control. MAPCO's policies and procedures are written to increase the risk of getting caught.</p>	
NEED	Severe needs can tempt a person to do something they wouldn't normally do.								
OPPORTUNITY	Opportunity is always available. No amount of supervision can take it away.								
RISK	Low risk of getting caught contributes to the decision to steal.								
8	<p>TYPES OF THEFT</p> <table><tr><td>SHOPLIFTING</td><td>VENDOR THEFT</td><td>TEAM MEMBER THEFT</td></tr></table> <div></div>	SHOPLIFTING	VENDOR THEFT	TEAM MEMBER THEFT	<p>To prevent loss, it's important to understand the common ways theft may occur in MAPCO stores. There are three main types of theft. They cause different degrees of loss, and they can all be prevented using the policies and procedures we have in place.</p>				
SHOPLIFTING	VENDOR THEFT	TEAM MEMBER THEFT							




#	Screen Example	Narration	Comments
9	<p>TYPES OF THEFT</p>  <p>Select each box to learn more about the types of loss that occur in our stores.</p> 	<p>Select each box to learn more about the common types of theft that occur in our industry.</p>	
10	 <p>Approximately 10% of all inventory shortages at MAPCO</p> <ul style="list-style-type: none"> • Internal theft should be ruled out. • Loitering by friends or relatives is often a common contributor. • Reported shoplifting incidents must be totaled and compared to the audit. <p>Select to learn how to reduce loss.</p>	<p>Although shoplifting is common, it accounts for approximately 10 percent of all inventory shortages. As a store manager, you must consider the possibility of internal theft and/or a lack of following procedures to prevent loss, even if there is known shoplifting.</p> <p>In the rare instances where a significant loss is caused by shoplifting, experience has shown that loitering is often a common contributor.</p> <p>A loiterer can be identified as an individual or group that remains present at a location for an excessive period of time, has no intention of making a purchase, makes others feel uncomfortable, or is soliciting guests.</p>	




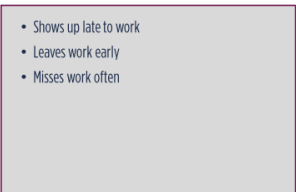
#	Screen Example	Narration	Comments
		Before determining an inventory shortage is the result of shoplifting, all reported incidents should be totaled and compared to the audit.	
11	 <p>SHOPLIFTING</p> <p>PREVENTING SHOPLIFTING</p> <ul style="list-style-type: none"> • Engage with guests. • Enforce the loitering policy. • Provide excellent guest service. <p>Select next to continue.</p>	<p>If it is determined that shoplifting contributed to a shortage, a few things should be emphasized with team members.</p> <p>The first is engaging with our guests. Greeting them, thanking them, and being friendly with guests can help reduce shoplifting.</p> <p>Enforcing the loitering policy found in our Operations Manual will also reduce the occurrence of shoplifting.</p> <p>Remember, our best defense against shoplifting is providing excellent guest service.</p>	



#	Screen Example	Narration	Comments
12	<p>POTENTIAL RISKS OF LOITERING</p> <ul style="list-style-type: none"> • Worker's compensation liability • Increased shoplifting • False armed robberies • Large cash thefts  <p>Select next to continue.</p>	<p>If the loitering policy is not enforced, the practice usually grows and expands into the loiterers being permitted to perform routine cleaning and stocking chores.</p> <p>In addition to potential workers' compensation liability for the company, a sense of entitlement is established in which the loiterer feels justified in obtaining free merchandise—starting with small items such as coffee and fountain drinks, and progressing to beer and cigarettes.</p> <p>In our industry a high percentage of false armed robberies and large cash thefts often develop from unauthorized loitering.</p>	
13	<p>TYPES OF THEFT</p> <div>    </div> <p>Select each box to learn more about the types of loss that occurs in our industry</p>	None	



#	Screen Example	Narration	Comments
14	 <p>The screenshot shows a presentation slide with a green background. At the top left, the title 'VENDOR THEFT' is displayed. Below it, there are two buttons: 'FACTS' (orange) and 'PREVENTION' (dark blue). To the right of these buttons, there is a list of bullet points: <ul style="list-style-type: none"> • Vendor theft: a different kind of theft. • Vendors short the delivery and sell the retained product for cash. • Dishonest vendors will be adamant about not following procedures. Above the first two bullet points, a line of text states: 'Approximately 10% of all inventory shortages at MAPCO'. At the bottom left, there is a faint icon of a delivery truck. A dashed line points from the 'PREVENTION' button to a text link at the bottom right that says 'Select to learn how to reduce loss.' </p>	<p>Vendors are our business partners and we count on them to deliver the goods we need to take care of our guests.</p> <p>A dishonest vendor can be a factor in inventory shortages. Dishonest vendors account for approximately 10 percent of our inventory loss at MAPCO.</p> <p>This type of theft occurs when the vendor is not outright stealing, but instead shorts the delivery for their credit customers in order sell the retained product for cash.</p> <p>Theft among vendors most often occurs when procedures are not followed.</p> <p>Dishonest vendors can be adamant about not following procedures and insist that no other MAPCO store enforces the procedures.</p>	



#	Screen Example	Narration	Comments
15	 <p>VENDOR THEFT</p> <p>FACTS</p> <p>PREVENTION</p> <ul style="list-style-type: none"> • Use proper vendor check-in procedures to reduce shortages. • Make vendor aware of procedures and expectations. • Report uncooperative vendors through the vendor hotline. • Follow the vendor check-in procedures in the Operations Manual. <p>Select next to continue.</p>	<p>Following proper vendor check-in procedures can reduce these shortages. It is the manager's responsibility to ensure that check-in procedures are followed.</p> <p>Communication is key. You need to make the vendor aware of our procedures and expectations during a delivery. When you are not there, you need to make sure that team members know how to do this.</p> <p>Report uncooperative vendors through the vendor hotline. If you feel the need, please contact your direct supervisor for guidance or assistance.</p> <p>A complete list of our Vendor Check-in policies and procedures can be found in the Operations Manual.</p>	


#	Screen Example	Narration	Comments
16	<p>TYPES OF THEFT</p>  <p>Select each box to learn more about the types of loss that occurs in our industry</p> 	None	
17	 <p>Approximately 80% of all inventory shortages in this industry.</p> <p>Indicators that a Team Member may not value the job:</p>	<p>Team Member theft accounts for approximately 80% of all inventory shortages in this industry. Disengaged team members who may not value their job are more likely to try to take advantage of the company.</p> <p>Stay alert for behaviors which can indicate team members who may not value their job.</p>	



#	Screen Example	Narration	Comments
18	<div data-bbox="264 261 449 634"> <p>TEAM MEMBER THEFT</p> <p>FACTS</p> <p>PREVENTION</p>  </div> <div data-bbox="449 261 915 634"> <p>Approximately 80% of all inventory shortages in this industry.</p> <p>Indicators that a Team Member may not value the job:</p> <div> <div>Poor Attendance</div> <div>Negative Attitude</div> <div>Poor Service</div> <div>Frequent Errors</div> </div>  <p>Select the each box for details.</p> </div>	<p>Behaviors such as poor attendance, negative attitudes, poor guest service, and frequent errors can be indicators of a team member who may not value their job. Select each box to view more details about these indicators.</p>	
19	<div data-bbox="264 797 449 1170"> <p>TEAM MEMBER THEFT</p> <p>FACTS</p> <p>PREVENTION</p>  </div> <div data-bbox="449 797 915 1170"> <p>Approximately 80% of all inventory shortages in this industry.</p> <p>Indicators that a Team Member may not value the job:</p> <div> <div>Poor Attendance</div> <div>Negative Attitude</div> <div>Poor Service</div> <div>Frequent Errors</div> </div>  <p>Select the each box for details.</p> </div>	<p>A team member who shows up late, leaves early, or misses work often may not value their job.</p>	



#	Screen Example	Narration	Comments
20	<div data-bbox="264 261 449 634"> <p>TEAM MEMBER THEFT</p> <p>FACTS</p> <p>PREVENTION</p>  </div> <div data-bbox="449 261 915 621"> <p>Approximately 80% of all inventory shortages in this industry.</p> <p>Indicators that a Team Member may not value the job:</p> <div> <div>Poor Attendance</div> <div>Negative Attitude</div> <div>Poor Service</div> <div>Frequent Errors</div> </div> <div> <ul style="list-style-type: none"> Behaves rudely Acts hostile Complains frequently Threatens to quit </div> <p>Select the each box for details.</p> </div>	<p>A team member who behaves rudely, acts hostile, complains frequently, or threatens to quit may not value their job.</p>	
21	<div data-bbox="264 797 449 1170"> <p>TEAM MEMBER THEFT</p> <p>FACTS</p> <p>PREVENTION</p>  </div> <div data-bbox="449 797 915 1153"> <p>Approximately 80% of all inventory shortages in this industry.</p> <p>Indicators that a Team Member may not value the job:</p> <div> <div>Poor Attendance</div> <div>Negative Attitude</div> <div>Poor Service</div> <div>Frequent Errors</div> </div> <div> <ul style="list-style-type: none"> Uses cell phone while waiting on guests Abandons guests at the register Exhibits employee rudeness </div> <p>Select the each box for details.</p> </div>	<p>A team member who demonstrates poor service by using their cell phone while waiting on guests, by abandoning guests at the register, or by exhibiting employee rudeness, may not value their job.</p>	


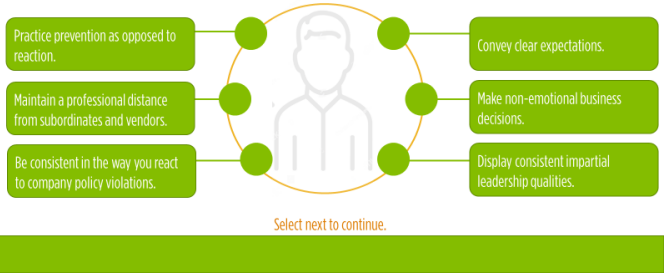
#	Screen Example	Narration	Comments
22	<div><div><div>TEAM MEMBER THEFT</div><div>FACTS</div><div>PREVENTION</div><div></div></div><div><div>Approximately 80% of all inventory shortages in this industry.</div><div>Indicators that a Team Member may not value the job:</div><div><div>Poor Attendance</div><div>Negative Attitude</div><div>Poor Service</div><div>Frequent Errors</div></div><div><ul style="list-style-type: none">• Performs duties poorly• Violates rules• Consistently experiences cash variances• Offers excuses for cash variances• Creates confusion by making errors in shift reports</div><div>Select the each box for details.</div></div></div>	<p>A team member who performs their duties poorly, violates rules, consistently experiences cash variances, offers excuses for cash variances, or creates confusion by making errors in shift reports may not value their job.</p>	
23	<div><div><div>TEAM MEMBER THEFT</div><div>FACTS</div><div>PREVENTION</div><div></div></div><div><div>A dishonest team member may attempt to blame others by:</div><div><div>Claiming the auditor counts are inaccurate</div><div>Reporting past shoplifting incidents that they forgot to report</div><div>Reporting dishonest behavior by recently terminated team members</div></div><div><div>Dishonest team members usually test the manager with a small variance or violation to see how they will respond.</div></div></div></div>	<p>Dishonest team members may also make statements to deflect suspicion or blame others by claiming the auditor counts are not accurate, claiming past shoplifting incidents the team member “forgot” to report, or informing you about dishonest behavior of recently terminated co-workers.</p> <p>If this tactic works, future loss will most likely increase.</p> <p>Dishonest team members will test their manager with small variances to see how they will respond.</p>	


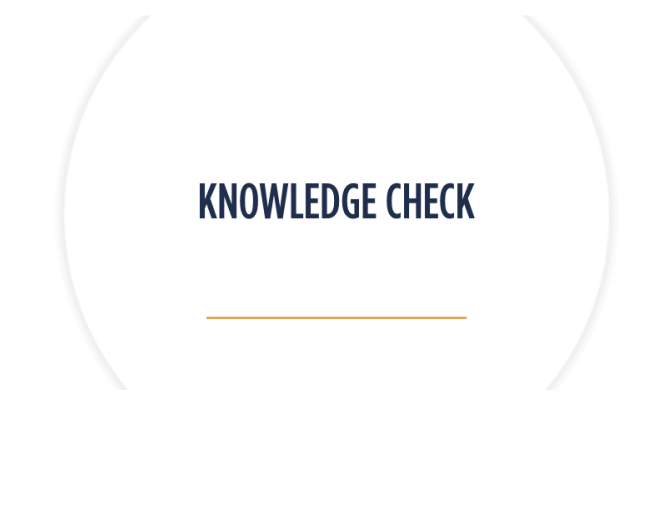
#	Screen Example	Narration	Comments
24	 <p>TEAM MEMBER THEFT</p> <p>FACTS</p> <p>PREVENTION</p> <p>PREVENTING TEAM MEMBER THEFT</p> <p>Building engaged, honest teams minimizes team member theft.</p> <p>Team building</p> <ul style="list-style-type: none"> Carefully interview and select new hires Perform meaningful reference checks Thoroughly train new hires Clearly define expectations from the beginning Explain our video surveillance capabilities Hold team members accountable Explain rule violations and what could lead to job loss <p>Select next to continue.</p>	<p>You can help minimize the occurrence of Team Member theft by building engaged, honest teams, dedicated to the success of the store.</p> <p>Identify the right team member by: carefully interviewing and selecting new hires; thoroughly training new hires; clearly defining expectations from the beginning; ensuring team members understand the importance of what we do and why we do it; holding team members accountable; explaining rule violations and how we investigate them, and the factors that could lead to job loss.</p>	
25	 <p>LOSS PREVENTION IS THE ART OF EFFECTIVE LEADERSHIP</p> <p>Effective leadership can minimize the degree to which profits are stolen.</p> <p>LEADERSHIP</p> <p>GUIDANCE SOLUTION VISION COMMUNICATION GOAL PLAN DIRECTION MOTIVATION</p>	<p>While theft does occur in the retail industry, effective leadership can minimize the degree to which profits are stolen. As a MAPCO store manager, it is up to you to help make your store a success and prevent profit loss.</p>	

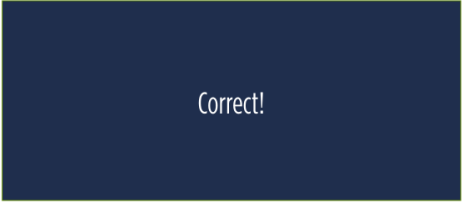
#	Screen Example	Narration	Comments
26	<p data-bbox="312 321 657 347">THE STORE MANAGER'S RESPONSIBILITY</p> 	<p data-bbox="955 302 1682 406">Store managers are our first line of defense for loss prevention and are responsible for the success of their store.</p> <p data-bbox="955 451 1675 591">Stores with minimal losses are those that give a 'Better Break' to our guests, take care of their team members, drive sales, and manage inventory effectively.</p> <p data-bbox="955 636 1696 844">We deter theft by consistently addressing behaviors, regardless of the intentions behind them. Team members who understand they will be held accountable for all variances—whether those are related to theft or error—are less likely to allow variances to occur at all.</p> <p data-bbox="955 889 1707 958">Select each circle to learn about important leadership practices that can reduce loss.</p>	

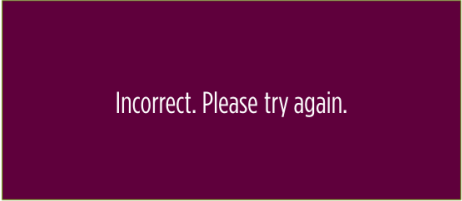

#	Screen Example	Narration	Comments
27	<p>THE STORE MANAGER'S RESPONSIBILITY</p> 	Practice prevention as opposed to reaction.	
28	<p>THE STORE MANAGER'S RESPONSIBILITY</p> 	Maintain a professional distance from subordinates and vendors.	

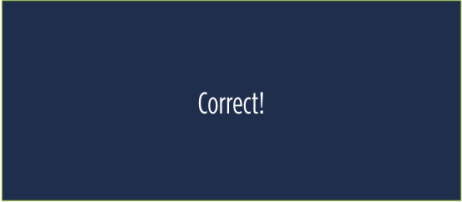
#	Screen Example	Narration	Comments
29	<p data-bbox="312 305 657 331">THE STORE MANAGER'S RESPONSIBILITY</p> 	<p data-bbox="955 266 1709 331">Be consistent in the way you react to company policy violations.</p>	
30	<p data-bbox="312 850 657 876">THE STORE MANAGER'S RESPONSIBILITY</p> 	<p data-bbox="955 802 1337 828">Convey clear expectations.</p>	

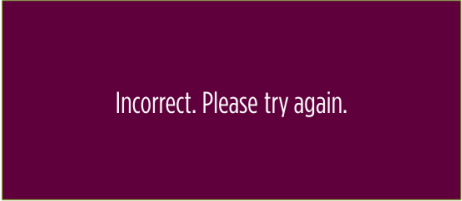
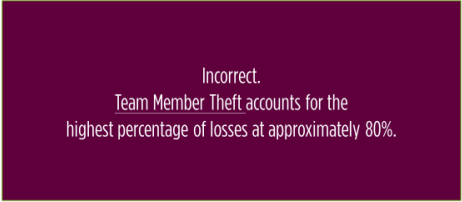
#	Screen Example	Narration	Comments
31	<p>THE STORE MANAGER'S RESPONSIBILITY</p>  <p>The diagram features a central grey silhouette of a person in a uniform, representing a store manager. This figure is enclosed within a light orange circle. Five green rectangular boxes, each containing a specific responsibility, are arranged around the circle and connected to it by thin lines. On the left side, the boxes read: 'Practice prevention as opposed to reaction.', 'Maintain a professional distance from subordinates and vendors.', and 'Be consistent in the way you react to company policy violations.' On the right side, the boxes read: 'Convey clear expectations.' and 'Make non-emotional business decisions.' Below the diagram is a solid green horizontal bar.</p>	Make non-emotional business decisions.	
32	<p>THE STORE MANAGER'S RESPONSIBILITY</p>  <p>This diagram is identical in structure to the one in screen 31, featuring a central manager silhouette and five surrounding responsibility boxes. However, the fifth box on the right now reads 'Display consistent impartial leadership qualities.' instead of 'Make non-emotional business decisions.' Below the diagram, the text 'Select next to continue.' is displayed in a small, light orange font, positioned just above a solid green horizontal bar.</p>	Display consistent impartial leadership qualities.	

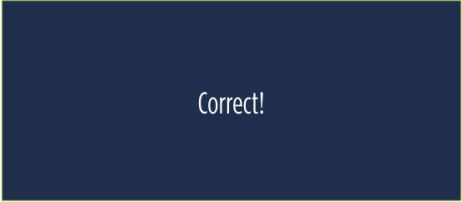
#	Screen Example	Narration	Comments
33		<p>Remember that “Silence in Permission.” Failing to investigate even small variances, or asking only superficial questions, is viewed by dishonest team members as permission to steal. When managers ignore variances, it encourages dishonest behavior. When managers consistently investigate losses, it sends a clear message of accountability to team members.</p>	
34		<p>Select next to begin the knowledge check for this course.</p>	

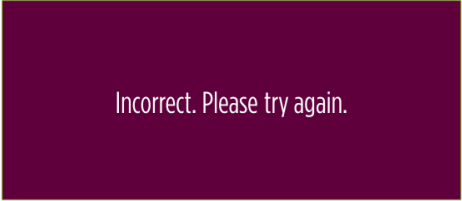
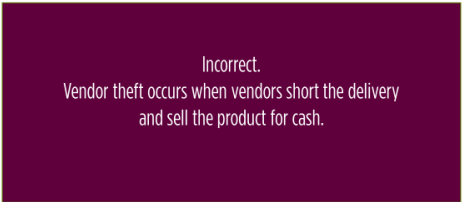
#	Screen Example	Narration	Comments
35	<p>KNOWLEDGE CHECK</p> <p>1 Approximately what percentage of inventory shortages in MAPCO stores are due to shoplifting?</p> <p>A. 5%</p> <p>B. 10%</p> <p>C. 15%</p> <p>D. 20%</p>	<p>Approximately what percentage of inventory shortages in MAPCO stores are due to shoplifting?</p> <p>A. 5%</p> <p>B. 10%</p> <p>C. 15%</p> <p>D. 20%</p>	
36	<p>KNOWLEDGE CHECK</p> <p>1</p> 	<p>Correct!</p>	

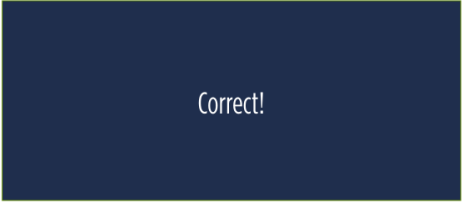
#	Screen Example	Narration	Comments
37	<p><u>KNOWLEDGE CHECK</u></p> <p>1</p> 	Incorrect. Please try again.	
38	<p><u>KNOWLEDGE CHECK</u></p> <p>1</p> 	<p>Incorrect.</p> <p>In our stores, shoplifting accounts for approximately 10% of inventory shortages.</p>	

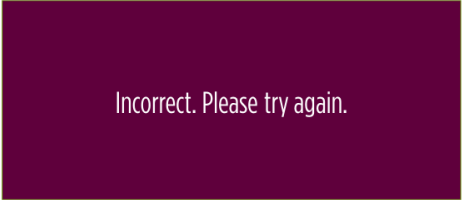

#	Screen Example	Narration	Comments
39	<p>KNOWLEDGE CHECK</p> <p>2 What type of theft accounts for the highest percentage of losses in our stores?</p> <ul style="list-style-type: none"> A. Vendor theft B. Team member theft C. Shoplifting D. Robbery 	<p>What type of theft accounts for the highest percentage of losses in our stores?</p> <ul style="list-style-type: none"> A. Vendor theft B. Team member theft C. Shoplifting D. Robbery 	
40	<p>KNOWLEDGE CHECK</p> <p>2</p> 	<p>Correct!</p>	

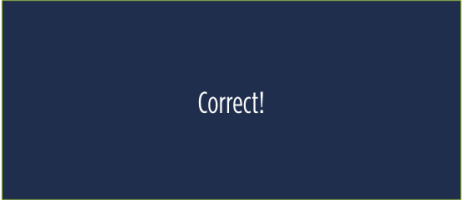
#	Screen Example	Narration	Comments
41	<p><u>KNOWLEDGE CHECK</u></p> <p>2</p> 	Incorrect. Please try again.	
42	<p><u>KNOWLEDGE CHECK</u></p> <p>2</p> 	Incorrect. Team member theft accounts for the highest percentage of losses, at approximately 80%.	

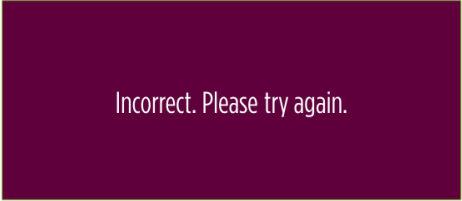
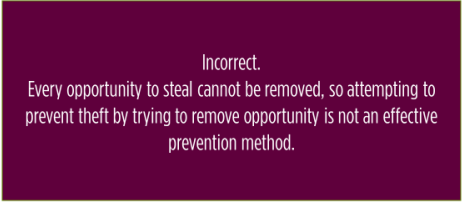
#	Screen Example	Narration	Comments
43	<p>KNOWLEDGE CHECK</p> <p>3 Which of the following statement is <u>true</u> about vendor theft?</p> <ul style="list-style-type: none"> A. Vendor theft occurs when vendors short the delivery and sell the product for cash. B. Vendors are often the ones who will shoplift while delivering product to the stores. C. Dishonest vendors will follow procedures to cover up theft. D. Vendor theft is the cause for the majority of inventory shortages in MAPCO stores. 	<p>Which of the following statement is true about vendor theft?</p> <ul style="list-style-type: none"> A. Vendor theft occurs when vendors short the delivery and sell the product for cash. B. Vendors are often the ones who will shoplift while delivering product to the stores. C. Dishonest vendors will follow procedures to cover up theft. D. Vendor theft is the cause for the majority of inventory shortages in MAPCO stores. 	
44	<p>KNOWLEDGE CHECK</p> <p>3 </p>	Correct!	

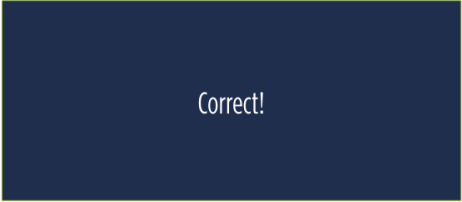
#	Screen Example	Narration	Comments
45	<p><u>KNOWLEDGE CHECK</u></p> <p>3</p> 	Incorrect. Please try again.	
46	<p><u>KNOWLEDGE CHECK</u></p> <p>3</p> 	Incorrect. Vendor theft occurs when vendors short the delivery and sell the product for cash.	

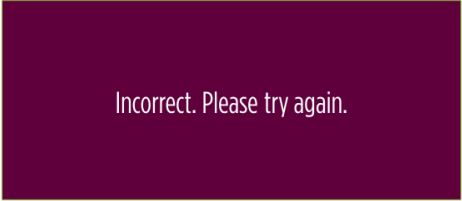
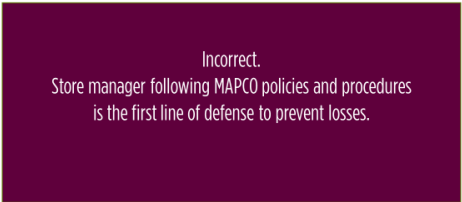
#	Screen Example	Narration	Comments
47	<p>KNOWLEDGE CHECK</p> <p>4 True or False: When shoplifting is determined to be the cause of inventory shortage, failing to enforce the loitering policy is often involved in the occurrence.</p> <p>A. True B. False</p>	<p>True or False: When shoplifting is determined to be the cause of inventory shortage, failing to enforce the loitering policy is often involved in the occurrence.</p> <p>A. True B. False</p>	
48	<p>KNOWLEDGE CHECK</p> <p>4</p> 	<p>Correct!</p>	

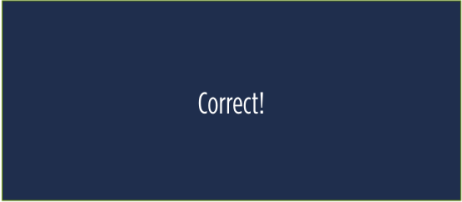
#	Screen Example	Narration	Comments
49	<p><u>KNOWLEDGE CHECK</u></p> <p>4</p> 	Incorrect. Please try again.	
50	<p><u>KNOWLEDGE CHECK</u></p> <p>4</p> 	Incorrect. Failure to enforce the loitering policy is often involved in shoplifting cases.	

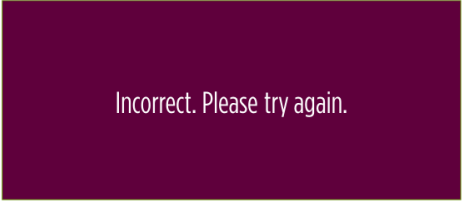
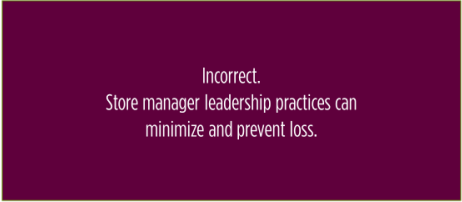
#	Screen Example	Narration	Comments
51	<p>KNOWLEDGE CHECK</p> <p>5 Which of the following is <u>not</u> an effective method to prevent losses caused by team member theft? Check all that apply.</p> <ul style="list-style-type: none"> A. Perform reference checks on new hires. B. Remove any opportunity for team members to steal. C. Explain video surveillance capabilities to new team members. D. Clearly define expectations to team members. 	<p>Which of the following is <u>not</u> an effective method to prevent losses caused by team member theft?</p> <ul style="list-style-type: none"> A. Perform reference checks on new hires. B. Remove any opportunity for team members to steal. C. Explain video surveillance capabilities to new team members. D. Clearly define expectations to team members. 	
52	<p>KNOWLEDGE CHECK</p> <p>5 </p>	Correct!	

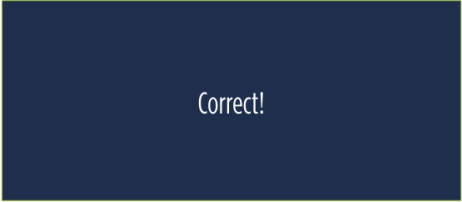
#	Screen Example	Narration	Comments
53	<p><u>KNOWLEDGE CHECK</u></p> <p>5</p> 	Incorrect. Please try again.	
54	<p><u>KNOWLEDGE CHECK</u></p> <p>5</p> 	<p>Incorrect.</p> <p>Every opportunity to steal cannot be removed, so attempting to prevent theft by trying to remove opportunity is not an effective prevention method.</p>	

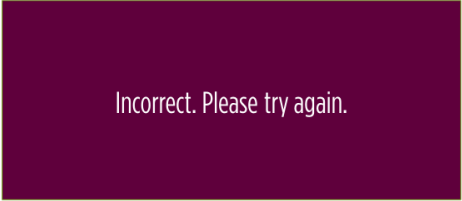
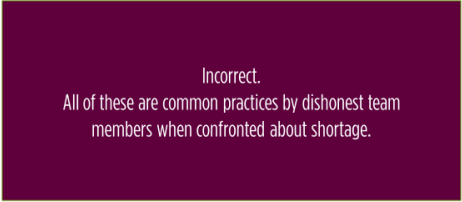
#	Screen Example	Narration	Comments
55	<p>KNOWLEDGE CHECK</p> <p>6 What is the first line of defense in preventing losses?</p> <ul style="list-style-type: none"> A. Video surveillance in all MAPCO stores. B. Vendor check-in policies and procedures. C. Store manager following MAPCO policies and procedures. D. Data analytics program to identify high risk transactions. 	<p>What is the first line of defense in preventing losses?</p> <ul style="list-style-type: none"> A. Video surveillance in all MAPCO stores. B. Vendor check-in policies and procedures. C. Store manager following MAPCO policies and procedures. D. Data analytics program to identify high risk transactions. 	
56	<p>KNOWLEDGE CHECK</p> <p>6</p> 	Correct!	

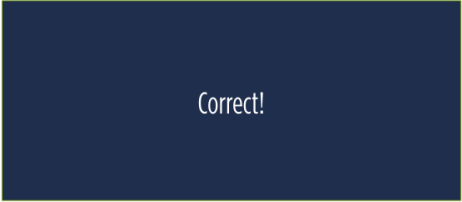
#	Screen Example	Narration	Comments
57	<p><u>KNOWLEDGE CHECK</u></p> <p>6</p> 	Incorrect. Please try again.	
58	<p><u>KNOWLEDGE CHECK</u></p> <p>6</p> 	Incorrect. Store manager following MAPCO policies and procedures is the first line of defense to prevent losses.	

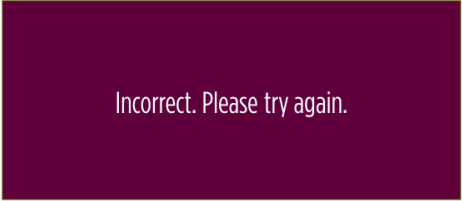
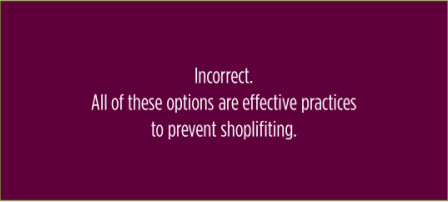
#	Screen Example	Narration	Comments
59	<p>KNOWLEDGE CHECK</p> <p>7 True or False: Store manager leadership practices will not prevent theft.</p> <p>A. True</p> <p>B. False</p>	<p>True or False: Store manager leadership practices will not prevent theft.</p> <p>A. True</p> <p>B. False</p>	
60	<p>KNOWLEDGE CHECK</p> <p>7</p> 	<p>Correct!</p>	

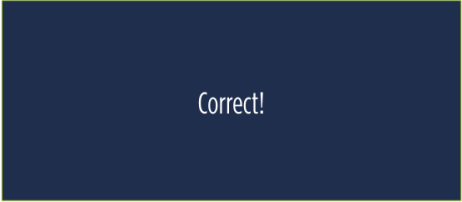
#	Screen Example	Narration	Comments
61	<p><u>KNOWLEDGE CHECK</u></p> <p>7</p> 	Incorrect. Please try again.	
62	<p><u>KNOWLEDGE CHECK</u></p> <p>7</p> 	Incorrect. Store manager leadership practices can minimize and prevent loss.	

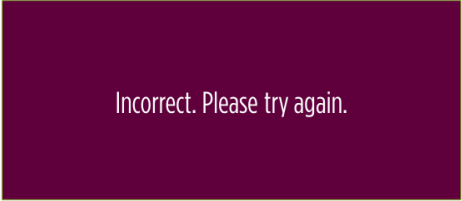
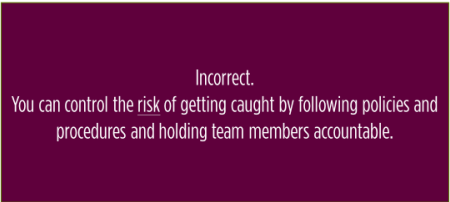
#	Screen Example	Narration	Comments
63	<p>KNOWLEDGE CHECK</p> <p>8 Which of the following is a common practice among dishonest team members when confronted about a shortage?</p> <ul style="list-style-type: none"> A. Claim the auditor counts are inaccurate. B. Report past shoplifting incidents that they forgot to report at the time. C. Report dishonest behavior by recently terminated team members. D. Test the manager with a small variance or violation to see how they will respond. E. All of the above. 	<p>Which of the following is a common practice among dishonest team members when confronted about a shortage?</p> <ul style="list-style-type: none"> A. Claim the auditor counts are inaccurate. B. Report past shoplifting incidents that they forgot to report at the time. C. Report dishonest behavior by recently terminated team members. D. Test the manager with a small variance or violation to see how they will respond. E. All of the above. 	
64	<p>KNOWLEDGE CHECK</p> <p>8</p> 	Correct!	


#	Screen Example	Narration	Comments
65	<p><u>KNOWLEDGE CHECK</u></p> <p>8</p> 	Incorrect. Please try again.	
66	<p><u>KNOWLEDGE CHECK</u></p> <p>8</p> 	<p>Incorrect.</p> <p>All of these are common practices by dishonest team members when confronted about shortage.</p>	

#	Screen Example	Narration	Comments
67	<p>KNOWLEDGE CHECK</p> <p>9 What can you do to help prevent shoplifting in MAPCO stores?</p> <ul style="list-style-type: none"> A. Provide excellent guest service. B. Enforce the loitering policy. C. Follow MAPCO policies and procedures. D. Engage with guests when they are in the store. E. All of the above. 	<p>What can you do to help prevent shoplifting in MAPCO stores?</p> <ul style="list-style-type: none"> A. Provide excellent guest service. B. Enforce the loitering policy. C. Follow MAPCO policies and procedures. D. Engage with guests when they are in the store. E. All of the above. 	
68	<p>KNOWLEDGE CHECK</p> <p>9</p> 	<p>Correct!</p>	

#	Screen Example	Narration	Comments
69	<p><u>KNOWLEDGE CHECK</u></p> <p>9</p> 	Incorrect. Please try again.	
70	<p><u>KNOWLEDGE CHECK</u></p> <p>9</p> 	Incorrect. All of these options are effective practices to prevent shoplifting.	

#	Screen Example	Narration	Comments
71	<p>KNOWLEDGE CHECK</p> <p>10 Which of the three elements that influence theft can you control as a MAPCO store manager?</p> <ul style="list-style-type: none"> A. Need B. Opportunity C. Risk 	<p>Which of the three elements that influence theft can you control as a MAPCO store manager?</p> <ul style="list-style-type: none"> A. Need B. Opportunity C. Risk 	
72	<p>KNOWLEDGE CHECK</p> <p>10</p> 	<p>Correct!</p>	

#	Screen Example	Narration	Comments
73	<p>KNOWLEDGE CHECK</p> <p>10</p> 	Incorrect. Please try again.	
74	<p>KNOWLEDGE CHECK</p> <p>10</p> 	<p>Incorrect.</p> <p>You can control the <u>risk</u> of getting caught by following policies and procedures and holding team members accountable.</p>	

#	Screen Example	Narration	Comments
75	<div data-bbox="323 358 596 407"><i>Congratulations!</i></div> <div data-bbox="323 440 606 464">You have completed the Asset Protection Course.</div> <div data-bbox="323 496 760 521">Thank you for your continued efforts in leading your MAPCO team to success.</div> <div data-bbox="747 391 867 508">  </div>	<p>You have completed the Asset Protection Course. Thank you for your continued efforts in making your MAPCO store a success.</p>	
	[Multiple screens]	Select next to continue.	