

## **Asset Protection key points: CALL ext. 7911 or 6010 when you see suspicious behavior!**

**WHEN TO CALL 7911:** CALL LP WHEN YOU SEE SUSPICIOUS BEHAVIOR. SIGNS TO LOOK FOR:

- Large empty bags
- Avoiding customer service
- Selecting large amounts of merchandise
- Darting eye movement - looking around nervously

### ***CALLS THAT LEAD TO AN APPREHENSION OF A SHOPLIFTER OR RECOVERY OF MERCHANDISE ARE ELIGIBLE FOR MACY'S MONEY AWARDS:***

- Door Policy-Use employee entrance at start of shift and end of shift.
- Package Check Policy- All purchased merchandise (including from other stores) must be package checked in the package check room. AP conducts random package checks of all employees at all doors, including employee and customer doors, throughout the day. We will ask to see inside every bag an employee is carrying.
- Associate Discount Policy- ONLY for yourself and an Authorized Buyers.
- Coupon Policy- Mail coupons, if you (employee didn't receive it in the mail you can't use it.
- Hold Policy- No associate holds. Customers can put merchandise on hold for a period of 24 hours. Clearance merchandise CANNOT be put on hold.
- Price Change Policy- Associates must have manager approval to change the price of an item.
- Return Policy- Exceptions to current refund policy must be approved by manager; this includes associate returning worn clothing.
- Handbags only allowed at wrap stand if within 9x6x3. No personal items in stockrooms.
- Make sure to tag all returned merchandise that is required to be tagged (know your merchandise).
- When accepting a return, make sure the ticket matches the tag (size, color, & brand).
- If a sensor alarm goes off as a customer is walking out the door offer to check the bag for sensor tags left on the items.