

OVERVIEW

- When encountering a suspected counterfeit bill, remember that the customer's experience should always be the top priority.
- Cashiers should not be making determinations as to whether a customer's currency is counterfeit or not.
- If a Cashier is presented a bill with a denomination of \$50 or more, they should follow the procedures outlined in this document.
- Store Leadership will respond to any instances of suspected counterfeit bills and follow the procedures outlined in "Leadership Responsibilities"

COUNTERFEIT BILL DETECTORS

Counterfeit bill detectors must be placed on the register below the monitor screen on every register. The AC power cable must be fed through the countertop cable hole behind the register and plugged it into an available outlet underneath the register counter.



Guidelines for using the counterfeit bill detectors must be strictly enforced! All Cashiers, Coordinators and Managers must be trained on the use of the detectors and how to communicate to customers when a bill cannot be accepted.

- Do NOT use the detectors for any denominations other than \$50 and \$100 bills.
- Bills must be tested immediately after the customer handed the bills to the cashier, prior to entering the cash tendered amount on the register.

USING THE COUNTERFEIT BILL DETECTOR

Insert the \$50 or \$100 bill face up with the bottom edge towards the left-hand side of the detector.

- Once inserted, the bill will be tested automatically – the bill will feed through and come back to the front feeding slot.
- A **GREEN** light and a **SINGLE BEEP** alert will confirm the bill passed.



- Once the bill(s) have passed inspection follow the usual tendering process on the register.

If the bill does NOT pass the detection test:

- A **RED** light and a **THREE BEEP** alert will inform the cashier that the bill did not meet the requirements.



If the bill(s)...	Then...
Fail	<ul style="list-style-type: none">• Ensure the bill(s) was inserted properly and re-test the bill(s).• Accept the bill(s) if they pass the second test.
Fail a second time	<ul style="list-style-type: none">• State to the customer that you need your leader's assistance.• Notify the Leader on Duty

LEADERSHIP RESPONSIBILITIES

- Respond in person to assist the Associate.
- Retest the bill(s) in question. If the bill fails, state to the customer "I'm sorry; our counterfeit bill detector did not recognize the bill(s). Do you have another form of payment?"
- If the customer inquires as to why their bill(s) failed, do NOT accuse the customer of doing anything wrong.
- State to the customer "Sometimes counterfeit bills get into circulation. You might want to check the bill(s) with your bank. I apologize for the inconvenience."
- If the customer does not have another form of payment, offer to hold the merchandise per the hold policy guidelines (until store closing) and cancel the current transaction.
- When a bill is refused, send an e-mail to your DLPM to inform of the bill(s) refused. Indicate the following:
 - Date
 - Time
 - Register number

DEFECTIVE DETECTORS

If the bill detector fails or needs service:

- Call CIS Security Solutions Customer Service at 772-287-7999
- Provide your store name, address, and phone number
- Provide the serial number of the defective detector found on the bottom of the unit
- CIS will take you through basic troubleshooting steps.

If the defective detector cannot be restored through troubleshooting, CIS will send a replacement detector. CIS will supply a prepaid FedEx Ground return label attached to an RA slip.

- Once the replacement detector is received, install the new detector at the register
- Pack the defective detector in the same box the new unit was shipped in.
- Apply the provided return address label on the outside of the box and hold for FedEx pickup. If no return label is provided, please contact CIS customer service.

NOTE: You must return the defective detector immediately after receiving the replacement. Detectors not received by CIS within 30 days will be charged to the store's expense.