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**Checkpoint**<sup>®</sup>



*Confidence. To do more.*



➔ **RF-EAS System User's Guide**

INSIDE FRONT

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# Important Information To Our Users in North America

## FCC Regulatory Compliance Statement

Checkpoint Systems, Inc. offers certain Electronic Article Surveillance (EAS) products that have been FCC certified or verified to 47 CFR Part 15, Subparts B/C and/or 47 CFR Part 18. Appropriately, one of the following labels will apply to the approval:

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

- OR -

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

- OR -

NOTE: This equipment has been tested and found to comply with the limits for a miscellaneous type ISM device, pursuant to part 18 of the FCC Rules. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio communications reception, which can be determined by turning the equipment off and on, please contact Checkpoint Systems, Inc. at (800) 257-5540 for further assistance.

## Equipment Safety Compliance Statement

Checkpoint's Electronic Article Surveillance (EAS) products have been designed for safeness during normal use and, where applicable, certain components of the system or accessory sub-assemblies have been certified, listed, or recognized in accordance with one or more of the following safety standards; UL 1012, UL 1037, UL 1310, UL 1950, CSA C22.2 No. 205, CSA C22.2 No. 220, CSA C22.2 No. 223, CSA C22.2 No. 950. Additional approvals may be pending.

**WARNING:** Changes or modifications to Checkpoint's EAS equipment not expressly approved by the party responsible for assuring compliance could void the user's authority to operate the equipment in a safe or otherwise regulatory compliant manner.



# Important Information To Our Users in Europe

## CE Compliance Statement

Where applicable, Checkpoint Systems, Inc. offers certain Electronic Article Surveillance (EAS) products that have CE Declarations of Conformity to Council Directive(s) EMC 89/336/EEC and LVD 73/23/EEC, as amended by 92/31/EEC and 93/68/EEC.

System Electromagnetic Compatibility (EMC), has been tested and, in most cases, EC type examination certified through a Notified Body using Competent Body laboratories in Europe, whereby, conformity is declared to voluntary accepted European Telecommunications Standards Institute (ETSI) standards prETS 300 683 and I-ETS 300 330. In other cases, conformity is declared to the generic emission and immunity standards EN 50081-1 / EN 55022 and EN 50082-1.

In some countries, national type approval licensing may be required in addition to CE compliance; hence certain countries have voluntarily accepted the I-ETS 300 330 as the test method standard until further regulatory harmonization develops within Europe. Additional type approvals may be pending.



NOTE: Certain Checkpoint EAS equipment has been tested and found to conform with the CE emission and immunity requirements in Europe. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Under unusual circumstances, interference from external sources may temporarily degrade the system performance. However, there is no guarantee that interference will not occur in a particular installation. If this equipment experiences frequent interference from external sources or does cause harmful interference to radio communications reception, which can be determined by turning the equipment off and on, please contact a Checkpoint representative for further assistance.

## Equipment Safety Compliance Statement

Checkpoint's Electronic Article Surveillance (EAS) products have been designed for safeness during normal use and, where applicable, certain components of the system or accessory sub-assemblies have been declared safe according to the European Low Voltage Directive (LVD) by being certified, listed, or recognized in accordance with one or more of the following European safety standards; EN 60950 (Amendments 1 & 2), EN60742. Additional approvals may be pending.

**WARNING:** Changes or modifications to Checkpoint's EAS equipment not expressly approved by the party responsible for assuring compliance could void the user's authority to operate the equipment in a safe or otherwise regulatory compliant manner.

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**INTRODUCTION TO RADIO FREQUENCY ELECTRONIC ARTICLE SURVEILLANCE (RF-EAS)**

The Checkpoint system is composed of sensing pedestals, some that transmit a frequency signal and others that receive the signal. When a Checkpoint tag passes between the transmitter and receiver, an alarm sounds. This alerts store personnel that store items are leaving the premises with a live Checkpoint tag. Often, the very presence of the pedestals will be enough to deter a potential shoplifter.

Merchandise in the store is tagged with Checkpoint tags or labels. During a normal transaction, the cashier will pass the merchandise over a deactivation field, usually a Counterpoint® Pad or scanner integrated with deactivation electronics. This deactivation field turns off the signal contained in the tag. Customers may now exit the store without causing the system to alarm. For those stores using hard tags to protect clothing or other soft goods, the tag is removed at the point of sale so that the customer may exit the store without alarming the system.

Checkpoint minimizes the opportunity for shoplifters to successfully steal merchandise. In addition to the physical deterrence the sensing pedestals provide, Checkpoint tags and labels offer hidden protection. Because Checkpoint offers such a wide variety of tags, shoppers are often unaware that merchandise is protected against shoplifting. This way, shoplifters cannot leave the store premises with merchandise that has not been properly paid for. In conclusion, the Checkpoint systems provide:

- Deterrence - the pedestals' presence discourages shoplifting attempts by customers, vendors, and employees
- Protection - provided by the Checkpoint system, tags, and program
- Detection - reinforces the risk of shoplifting while searching for non-deactivated/non-detuned "live" disposable tags or non-removed hard tags

## SENSING PEDESTALS

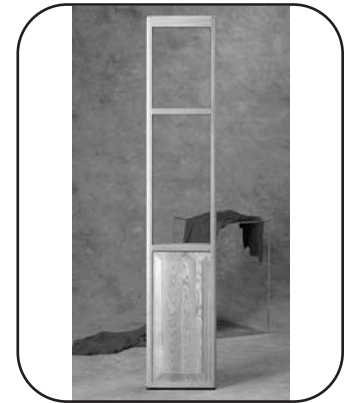
The EAS Pedestal sends a radio signal into the intended detection area. If that signal detects a Checkpoint tag, an alarm will sound.



**QS4000XT™**  
ABS plastic frames



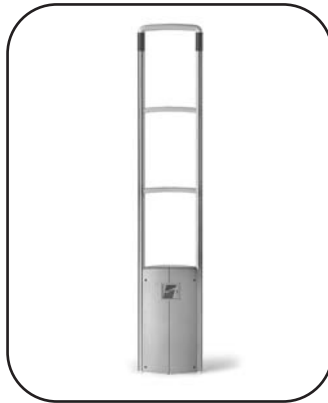
**QS2000®**  
Chrome with thermoplastic  
base and crossovers



**Signature®**  
Wood frames



**Liberty PX™**  
Fiber-enforced  
plastic frame



**Liberty QX™**  
Plastic frame with  
stainless steel endcaps



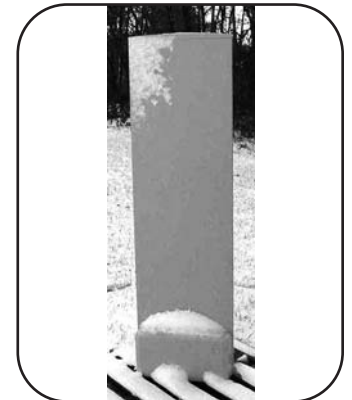
**Liberty GX™**  
Clear acrylic with  
textured gray inlay



**Strata EX®**  
Wood frames



**Strata SX®**  
Clear acrylic with  
textured gray inlay



**Strata WX®**  
Weatherized design for  
garden and home centers

## DEACTIVATION

Deactivation of the Checkpoint tag may be completed in two ways. One way is by using a Counterpoint Pad, another is by installing deactivation electronics into the scanner at the point of sale. Checkpoint tags are deactivated without interrupting the normal transaction flow. Checkpoint's deactivation will not de-magnetize credit cards or affect magnetic media.

Checkpoint equipment operates at radio frequencies and levels authorized by the Federal Communications Commission. To the company's knowledge, the system has not caused any adverse health effects. Even heart pacemakers, hearing aids, and other health-related accessories, when tested with the Checkpoint system, were not adversely affected.



Counter Mounted Scanner



Hand-Held Scanner



Counterpoint Pad



Counterpoint Chassis



## TAGS & LABELS

Checkpoint offers a variety of tags and labels which are compatible with Checkpoint systems. Check with your sales representative to make sure the tag you use is compatible with your system.

### REUSABLE TAGS

**Hard Tags** offer protection for high ticket items such as furs, leathers, or luggage. Clothing, shoes, and select hard goods such as headphones, tennis racquets, or baseball gloves may also be tagged. **Designer Tags**, which offer protection for the same types of merchandise, are available with custom printing and color. **Flex Tags** may be used in conjunction with standard price tags to protect soft goods.

**ChekInk II™ Tags** protect a variety of soft goods. Durable vials, contained in the plastic housing, will break open and release ink when subjected to excessive force. These tags may be used alone or with a hard tag to provide maximum protection against shoplifting.

### DISPOSABLE TAGS

Available in pressure sensitive or hang tag styles, these tags are deactivated or detuned at the point of sale. A variety of styles are offered to address specific market applications. ChekInk tags may be used in conjunction with several popular label printers. Please check with your sales representative for tag styles and printer compatibility.

**ACCESSORIES**



Checkpoint's universal detacher releases Hard Tags, Designer Tags, and Cheklnk II Tags from merchandise at the point of sale.



The hand held OMNI tool combines the functionality of the Personal Tag Verifier, the Deactivation Verifier and the Portable Deactivator into an easy-to-use RF-EAS tool. The self-contained unit automatically recharges when placed in its docking cradle.



The Communications Package includes numerous leaflets and posters which may be posted throughout the store. This signage increases the deterrent effect of the Checkpoint system.

**WHAT TO TAG**

To maximize the effectiveness of the Checkpoint system, it is important to follow tagging and placement procedures. What you tag depends not only on the merchandise you carry, but your store’s size, location, layout, and customers.

Listed below are a few guidelines:

- **Protect frequently stolen items.** Your sales and shrink patterns will tell you which merchandise shoplifters take most often.
- **Protect popular merchandise.** “Trendy” and seasonal merchandise that sells well particularly attracts shoplifters. Change tagging patterns as trends change.
- **Protect expensive inventory.** Your company may decide to tag all items above a certain price point.
- **Protect “brand-name” goods.** Protecting national brands and designer clothing works well, particularly for specialty stores.

**USING DISPOSABLE TAGS**

Handling and placement of the tag is very important. Keep the following items in mind when tagging merchandise:

- Make the tags look natural and inconspicuous on products. Place labels on the back or side of products.
- Do not cover up important instructions, contents, or date/lot information.
- Apply the tag to a flat surface of the product. Try not to bend the tag. If you must, bend the tag 1/4” on one side only and no more than 90 degrees. Note that bending the tag may hinder detection.



## TAGS &amp; LABELS



- Roll tags off backing paper. Do not handle the adhesive side.
- On merchandise that is placed in stacks, such as videotapes, DVDs and CDs, stagger tags so that no two are back to back.
- In supermarket applications, use only the 2010 series meat labels with the warning "Remove Label Before Microwaving" or "Remove Prior to Microwave" when tagging meat, fish, poultry or other foods. This warning is important for consumers to avoid any possibility of certain microwaves (mostly older models) from arcing or even potentially posing a fire hazard. While tagging meats, place the tag in the corner of the meat boat, trying to cover as little of the meat as possible.
- Do not place tags directly on leather or vinyl merchandise. The adhesive may damage the product.
- Store tags at normal room temperature and humidity.
- Do not use "Inspected By" tags on over-the-counter drugs or food.



- Do not place the tag over the existing UPC code. However, when recreating actual, live UPC bar codes, the tag may be placed over the existing bar code.
- Apply tags neatly, lining up corners/sides with those of the product.
- Do not tag directly against metal or foil lined products such as cigarettes, cigarette cartons, certain brands of film, etc. If you are in doubt, test the tagged product by walking through the system.

## APPLYING DISPOSABLE TAGS

A pressure-sensitive tag is meant to blend with existing packaging and price stickers as much as possible. The following guidelines should assist you when tagging merchandise:

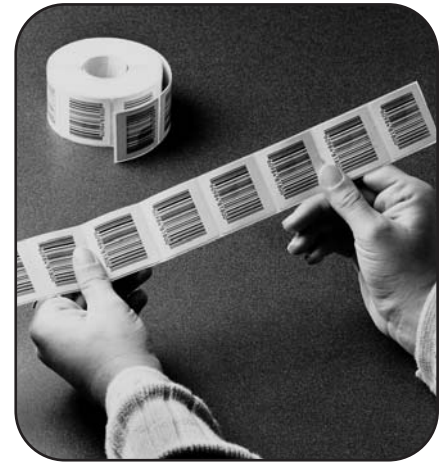
<u>Merchandise</u>	<u>Recommended "Tag Spots"</u>
Film	On the back of paper hanging flap For 35 mm film, on the back of the carton
Batteries	On the back of the package, away from metal contents
Books	Inside back cover
Toys, Software	On box or package
Hardware	Blister pack or box Wooden handles
Health and Beauty Care Items	Any flat non-metallic surface Either end of box containing tubed items, such as toothpaste. Plastic caps, as on aerosol cans Underside of carton or box
Appliances	On carton or box
Phones	Any non-metallic surface
Shoes	Sole, near ball of foot
CDs, DVDs, Tapes	On shrinkwrap Plastic or cardboard packaging
Billfolds, Wallets	Card insert (remove at POS)
Clothing	Back of pricing hang tag
Videos	Place "Be Kind Please Rewind" on right hand side window of cassette

For specific market applications, contact your sales representative or Training Support Specialist to determine how and where the tag should be placed.

**APPLYING DISPOSABLE TAGS**

continued

1. Tear a workable amount of tags from the roll.



2. Remove the backing paper with thumb and forefinger as shown.

3. Place the sticky edge of the tag against a flat, smooth surface on the item. Guide the tag onto the item with your thumb.



4. Smooth the edges of the tag with your finger to ensure that the tag is applied firmly.



Each tag on every roll is subjected to Checkpoint's quality control measures. Sometimes, Checkpoint tags are produced which do not meet these standards. These tags, which are distributed throughout the entire roll, are marked with a red ink spot. Customers should keep in mind that these tags may not alarm the system. Simply discard the tags if you choose not to use them. Please note that each tray contains 2000 quality tags.



## APPLYING REUSABLE TAGS

## FLEX TAGS



1. Attach the Flex Tag or hang tag with a Tagger, Mini Tach-It, Swiftach, Dennison Loop, or similar device, just as you do with pricing hang tags. Lay the Flex Tag flat against the item, with the hole where you want to attach the tag.



2. Line up the fastener gun needle with the hole. Push the needle through the fabric and the hole. Squeeze the trigger.



3. Tug gently on the tag to be sure it is secure.

**APPLYING REUSABLE TAGS**

continued

**HARD TAGS**

1. Holding the pin at its base, push it through the item until the stem of the pin may be seen on the outside of the garment.



2. Line up the pin with the hole in the hard tag or fastener. Push the pin straight in, as far as it will go. The pin should slide in easily. If not, try a new tag or pin. **DO NOT FORCE IT.**



3. To be sure the pin is locked, gently tug upward on it.

## APPLYING REUSABLE TAGS

continued

### CHEKINK II TAGS



1. Holding the tag, push the pin through the item until it can be seen through the other side.
2. Line up the pin with the hole in the fastener. Push the tag straight in, as far as it will go. The pin should slide in easily. If not, try using another fastener. **DO NOT FORCE IT.**
3. To be sure the pin is locked into the fastener, gently tug upward on the tag.
4. If using ChekInk II tags in conjunction with hard tags, follow the same procedure as described above, substituting the hole in the hard tag for the hole in the fastener.
5. Be sure to tag merchandise in a visible area where ink stains would render the garment useless.

## WHERE TO PLACE REUSABLE TAGS

### Merchandise

Shirts, Blouses, Blazers

Pants, Jeans

Skirts

Furs

Leather

Down Jackets

Shoes, Boots

### Recommended "Tag Spots"

Back of collar or lapel

Use side seams only if material is leather, suede, nylon or silk

Through material below the waistband on back of pants or above back pockets

Through waistband

Material below waistband on the back of the skirt

Collar

Inside pocket

Lining (if fur is too bulky)

Through stitch hole

Collar or lapel

Through sleeve

**Never tag through leather – pin holes cannot be removed**

Seam stitching at collar or lapel

Seam stitching at sleeve

Fabric webbing on sleeves (if any)

Through eyelets

Seam

**HINT: Never tag the hem or seams, unless the material is leather, suede, nylon, silk or any other fabric that may be damaged with pin holes. It is easy for shoplifters to shorten garments or repair damage from ripped seams or torn hems.**

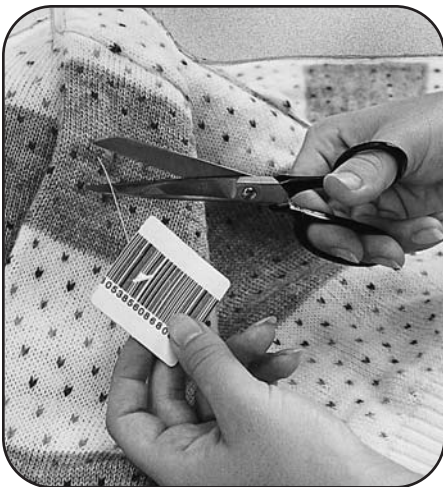


## REMOVING HARD TAGS, DESIGNER TAGS & CHEKINK II TAGS



1. Place the plastic dome of the hard tag in the detacher well and push down on the pin, then gently lift the pin away from the detacher. For Designer and ChekInk II tags, place the fastener in the detacher well.
2. Store reusable tags in a box at the checkout counter and store pins in another. Keeping these items separate will make it easier to use them in the future.
3. Store tags at least three feet away from system pedestals, power supplies, and deactivation units.
4. Store the detacher at least three feet away from electronic cash registers that use a computer diskette or digital tape.

## REMOVING FLEX TAGS



1. Snip the plastic thread or loop used to attach the tag to the item. Be careful not to cut the tag. If using a pin and fastener to secure the tag to merchandise, follow the procedure for hard tag removal.
2. Store Flex Tags in a box at the checkout counter until they are needed to tag additional merchandise. Store pins and fasteners in separate boxes.
3. Keep Flex Tags at least three feet away from the system pedestals, power supplies, and deactivation units.

## DEACTIVATION OF PRESSURE SENSITIVE TAGS AND HANG TAGS

Pressure sensitive tags and hang tags may be deactivated at the point of sale by using a Counterpoint Pad or integrated scanner. Please refer to the directions below to determine the optimum procedure for deactivating Checkpoint tags.



### COUNTERPOINT DEACTIVATION

1. While ringing up purchases, cashiers should pass **each** product across the full width of the Counterpoint Pad. Items should be held low and horizontally to make sure that the target is within the deactivation field.
2. As a final check, place purchased merchandise on top of the deactivation pad.



### SCANNER DEACTIVATION

1. Tagged areas/bar codes should be held as low as possible above the scanner (without disrupting throughput) to ensure tag deactivation. Every item must be scanned; cashiers should avoid using the "quantity" key on the cash register.
2. At the point of sale, items should be scanned for bar code information as usual. Checkpoint tags placed on merchandise are deactivated at the same time.

# TESTING PROCEDURES



To maximize the system's performance, it is important to test it at the start of each business day. For best results, use the same test procedure each day.

To test the system properly, walk completely through the pedestals while holding a test tag at waist level. (The test tag is included inside your Checkpoint Welcome Package). Waving the test tag alone between the pedestals will not provide a true reading.

If you are experiencing detection problems when using the test tag with the sensing system, please check the following before placing a service call:

1. Is the power supply (the silver box mounted near or below the cash register) plugged in and turned to the "on" position?
2. Is the power supply light on?
3. Did you check the circuit breaker? This is located on the back of the power supply opposite the black power cord. If the small button is sticking out, hold it in for three to five seconds, then check the system again with the test tag.

If problems persist, contact Checkpoint's Service Department at (800) 253-7580 to place a service call. When placing a service call, please give store name and customer number (if available), along with a brief description of the problem you are experiencing.

\* *For testing your deactivation unit, please refer to your store management or Checkpoint sales representative for proper procedures.*



## PHANTOM ALARMS

If you are experiencing phantom alarms (if the alarm sounds when no one is walking through the system), check the following:

1. Is someone carrying tagged merchandise near the system? Are there tags or tagged merchandise within three feet of the system? Check behind checkout counters, inside boxes, etc.
2. Look for coiled wire or cords near the system (carpet shampoos, extension cords, etc.).
3. Check all handrails and display racks in the vicinity to ensure that they are not loose, or touching the pedestals. Replace or tighten as necessary. Door handles and cart guards should be insulated from the door frame by inserting rubber gaskets. If there is an excessively loose or rickety display nearby, move it away from the system.
4. If phantoms continue, turn the system off for up to one hour and then turn it on again. This should allow any interference to clear.
5. Look to see if another appliance is plugged into the same outlet as the sensing system. If so, unplug the appliance.



## DEACTIVATION UNITS



If you are experiencing problems when testing deactivation units, check the following before calling for service:

1. Make sure the deactivation unit is plugged in.
2. Look to see if any items are placed on top of the chassis (box that supplies power for the deactivation unit). This unit requires a minimum of three inches of clearance to maintain air flow for ventilation.
3. Check for tags or tagged merchandise that may be placed within three feet of the deactivation unit.
4. Scan the area between the Counterpoint Pad or scanner and counter top for metal items such as paper clips or coins.

## POS AREA



If you experience system failure or have new equipment installed near or around the point of sale or sensing system, contact Checkpoint's Service Department.

The detacher unit should be kept at least three feet away from any electric register that uses a computer diskette or digital tape. If you have difficulty removing a hard tag from a garment, lightly rap the dome of the tag on the counter and try to remove the tag again.

## OMNI TOOL

If you are experiencing problems when using the OMNI tool, check the following:

1. If the portable verifier gives off an erratic alarm, move at least three feet from the sensing pedestals and try again. Replace the battery if the erratic alarm continues.
2. If the unit does not give off any alarm, recharge the battery by returning the OMNI to its charging cradle.



If problems persist, contact Checkpoint's Customer Service Department at (800) 253-7580.





- Do not decorate sensing pedestals with foil or lights (e.g. Christmas lights). These will interfere with the system.
- Do not spray the sensing pedestals with cleaning solution. Instead, spray the cleaner on a towel and wipe down the antennas.
- Do not place anything on the deactivation unit's electronic housing that would interfere with air circulation.
- Do not place liquids in an area where they would spill and short-circuit deactivation units.
- Call Checkpoint's Service Department before installing new carpeting to avoid cutting the system cable.
- Turn the system off if there is remodeling or electrical work being done in your store. Otherwise, the system may alarm for no apparent reason.



### POSSIBLE ALARM CAUSES

The Checkpoint program is designed to deter shoplifters. Occasionally, the determined amateur or impulse thief will try to challenge the system. When this happens, you can rely on the sensing pedestals to alert you to a potential shoplifter. The success of the program depends on the way you react to the alarm once it has sounded.

When the alarm sounds, one of the following has probably happened:

- An employee has forgotten to remove, detune, or deactivate a tag
- An automatic door opening card (carried by a customer) or a Checkpoint tag that has not been detuned or deactivated from another store has triggered the alarm unintentionally
- Someone has tried to remove merchandise from the store without paying for it

### WHAT TO DO WHEN THE ALARM SOUNDS



Store management should develop a procedure for handling alarm situations. Always follow established store procedures during these situations.

When the alarm is set off, the person designated to handle alarms should approach the customer courteously and confidently, and follow store guidelines.

Never threaten or accuse the customer. Instead, try to get his cooperation by asking the types of questions listed below:

**Excuse me, Sir/Ma'am. I'm sorry. We must not have checked out your purchases properly. May I correct this for you?**

If necessary and possible, guide the customer away from the busy exit area. After the customer hands you his/her package, check the contents against the store receipt. If the contents and the sales slip match, deactivate any tags that may have been overlooked and thank the customer for his/her cooperation.

A Portable Verifier is often helpful in locating hidden tags. By passing the unit close to a customer or his/her purchases, a sound will confirm a tag's presence. Store personnel may now determine if the merchandise has not been paid for, or if a tag was not deactivated or removed.

## WHAT TO DO WHEN THE ALARM SOUNDS

continued

If you are unable to find a tag that the cashier has forgotten to remove, detune, or deactivate, try asking the customer the following:

### **Are you carrying an electronic door opening card for entrance to your office or apartment building?**

Some electronic door openers operate on the same frequency as the Checkpoint system. These access cards often resemble thick credit cards and are used in place of keys to gain access to office buildings or apartment complexes. Credit cards or bank machine cards **will not** set off the system alarm. If the customer is carrying an access card, walk it through the system to determine if it is causing an alarm.

If the customer is not carrying a card, or if the card does not appear to be causing the alarm, ask the following:

### **Have you purchased something in another store with a system like this?**

If a retailer in your area by-passes the detuning/deactivation process, tags that have not been disabled could enter your store. If the alarm is set off at your "In" door, place a detuner over the Checkpoint tag. If the alarm sounds as the customer leaves, and your store does not carry the merchandise in question, remove the tag. If the item is something your store carries, and it looks new and unused, you may want to ask for a sales receipt.

If you have ruled out the possibility of an automatic door opening card and checked out the customer's purchase properly, you may want to ask:

### **Are you returning merchandise to this store for an exchange or refund?**

It is possible that a tag was not detuned, deactivated, or removed from an item that the customer may be returning for credit, exchange, or refund. If this is not the case, you may want to ask:

### **Is there something we may have forgotten to ring up at the register?**

At this point, follow your store's policy regarding shoplifters and alert the appropriate personnel.

It is important to remember that these questions are to be used as a guideline on how to handle alarm situations. When approaching customers, be courteous at all times, and never make accusations or threaten the customer in any way. Always defer to store policies and procedures for responding to system alarms.

It is also important to be consistent in the manner in which alarm situations are handled. If there is no response to alarms, shoplifters will observe this and return to the store with the hopes of challenging both the system **and** store personnel.



## RECORDING ALARMS

Users should keep a written record of every alarm, regardless of its cause. Alarms may be caused by interference within the system (phantoms), tags that have not been detuned, deactivated, or removed, or when a shoplifter is attempting to remove merchandise. The Alarm Log Sheets demonstrate how well the system is working, in addition to providing alarm patterns that help management design the most beneficial inventory control program for your store. Store management will decide whether to keep the log, and what information is to be listed.

## USING THE ALARM LOG

- Choose a log sheet format that serves your needs. Alarm log sample master sheets are provided in the Checkpoint welcome package. You may use these to make copies of the preferred alarm log format. These formats may be adapted to suit the needs of your store.
- Record **every** alarm, completing all information

## WHAT TO RECORD

Store management will probably decide what to record. Listed below are a few suggestions:

- Results of test
- Date of alarm
- Time of alarm
- Type of alarm (R/U/P):
  - R: Real alarm (shoplifting attempt)
  - U: Unintentional alarm (electronic door opening card, failure of cashier to remove, detune, or deactivate tag)
  - P: Phantom alarm for no apparent reason. If so, record if system was turned off afterward
- Merchandise recovered, if applicable
- Value of merchandise recovered, if applicable
- Name of store employee who handled alarm situation
- Description of alarm response, additional comments
- Date and reason Checkpoint Service Department was called



- Test all components of the Checkpoint System each morning and record results in the Alarm Log
- If using bar code scanners, scan each item for price
- Record all alarms in the log
- Review alarm response guidelines periodically with employees responsible for handling alarms
- Familiarize all new employees with the system, and make sure they review User's Guide
- Make sure that employees do not give customers any information about the system or tags
- Verify that all merchandise scheduled for tagging has been tagged
- Watch tagging procedures to make sure merchandise is tagged correctly
- Store reusable tags near cash desk for future use
- Call your Checkpoint representative if you have any questions regarding the use of the system, tags, or accessories
- If you need service for your equipment, call (800) 253-7580

## ORDERING TAGS/CUSTOMER RETURNS



Be sure to keep a close watch on your tag inventory so that you do not run out of tags. When you need to order tags, contact Checkpoint's Customer Service Department at (800) 548-8344. If you need to return merchandise, call (800) 257-5540, extension 3228. To speed up your transaction, have your customer account number readily available. A Customer Service Representative will be happy to assist you.

