

Case

Victoria's Secret Stores
Incident Report [REDACTED]

Subject Line: Sales leader terminated for merchandise theft

Open: Closed Type: 03J Theft by Assoc/Merch
Reported: 11/04/05 assigned to: OColon
Occurrence Date: 11/4/2005 to 11/4/2005

Location: 221 Orange Park
Orange Park
1910 WELLS ROAD
ORANGE PARK, FL 32073
[REDACTED]

Current Manager: GM: Ronnie Lomax
RM: Macy Williams
District: 203 263 NIV Florida
Region: 270 270 VSS
City/State: FL

Stats:

	8/29/2005	4/11/2005	9/9/2004	3/17/2004	8/15/2003	3/25/2003
Field %	5.00%	4.90%	4.50%	3.20%	5.00%	2.00%
Total Amt	\$99.6K	\$82.5K	\$48.9K	\$46.7K	\$48.1K	\$22.4K

Summary:

On 11/4/05 RLPM Colon interviewed [REDACTED] who admitted to merchandise theft totaling \$209.00. Information was reviewed with Ronnie Lomax, DM and Veronica Montanez, SM and [REDACTED] resigned immediately at the conclusion of the interview.

Identification:

This investigation was initiated on 10/24/05 upon receipt of a call from Stacey Taylor, Co-Manager who stated that an incident occurred on Friday October 21st 2005.

Involving [REDACTED], CSL, [REDACTED] came to work at 1:30pm on 10/21/05; dressed in her work attire carrying her purse and a Journey's plastic bag, containing what looked like a box of shoes. [REDACTED] then stated that she was going in the mall to return a pair of shoes and she would return for her scheduled shift at 2pm.

At approximately 2:45 pm [REDACTED] was at the store; speaking on the phone and she was wearing a new pair of shoes. She sounded frustrated so when she finished with her call, she continued to explain that she had called Journey's customer service line because during her visit to the shoe store two men working there had harassed her and had made indirect comments stating that "stealing was bad" and that their service towards her was very poor.

According to her, after finishing the return, one of the men followed her after leaving the store as she made her way back to work. At approximately 3:10pm, a man came to the front of the store and called out [REDACTED] name. The man never came in the store, but stood directly in front without ever crossing the carpeted area. They talked for few minutes and he showed her a piece of paper that looked like a receipt. A few moments later she walked back started, saying that the man who had come in the store was the manager at Journey's, and that he had accused her of stealing the shoes she had returned, claiming that the shoes belonged to someone else. Soon after she came back on the sales floor and a woman in her mid to late 20's came in and requested to speak to [REDACTED]. [REDACTED] went in the front of the store and spoke to the woman, who then became rather upset. [REDACTED] stated that the woman who claims she stole her shoes was at the store and the lady was screaming at [REDACTED]. The woman began to explain to Stacey Taylor that a week ago she lost a pair of shoes in the mall (Doc Marten shoes for men size 11-1/2) and that she had called the stores she visited that day, including VSS, and was told that no one had found them. She accused [REDACTED] of stealing the shoes and returning them for something suitable for herself, with the original receipt.

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which contained her credit card number. The lady left the store very upset. A mall security officer named Baltizar, came in the store looking for [REDACTED] and she began explaining to him that her father had sent some shoes to her boyfriend and that they didn't fit so he gave them to her to return so she could purchase something that she wanted. The mall officer asked her how she had gotten that receipt and she said that her boyfriend gave her the bag of shoes with that receipt inside and she had no idea how this had happened. Soon after, Baltizar left and another Mall Officer came into the store in his mid 20's, black, and large built. She began explaining that her boyfriend had bought shoes for her father and that they didn't fit so he asked her to return them so she could purchase anything she wanted thereby changing her original story. The questioning continued on for about 5 more minutes and she was then told by the officer that all the woman wanted was to get her merchandise back. [REDACTED] asked the officer what she should do to get the woman's merchandise back and that she just wanted this to "go away" and that "she didn't care about her shoes and she would return them" in order to retrieve the merchandise for the woman. The mall officer escorted [REDACTED] out of the store and a female mall officer, Baptizer, the woman who made the allegations and the manager of Journeys returned to Journeys. [REDACTED] was not wearing the shoes she had earlier and after the mall officer left, [REDACTED] asked Taylor not to tell Veronica, SM what had happened.

Update: October 28th, 2005: At approximately 4:15pm, [REDACTED] was leaving the store and Christina Orpiano, GM saw [REDACTED] kneeling down on the floor digging through her purse. As Orpiano approached her, she pulled out a pair of black SLT panties that had a sensor on them. She then looked up at Orpiano and said "Someone is trying to set me up." According to her, she said that she had walked out of the store, and the sensor had been set off, so she came back in, and repeated this once again, and that is when Orpiano approached her. Orpiano checked [REDACTED] bags and sent her home.

The associated who worked that day were Shayna (12 - 4), Reagan (8:30 - 2), and Jaimie (2 - 7).

On 11/4/05 RUPM Colon spoke to an associate by the name of Shayna Casdorff and she stated that she observed several items of VSS merchandise in [REDACTED] car one day. The items found were Halo Perfume, tank top, bras, panties and accessories.

On 11/4/05 Colon interviewed [REDACTED] and she admitted to merchandise theft totaling \$209.00. She stated the reason for stealing was that she understood she was not getting paid enough and she was struggling financially. She agreed to pay restitution for the amount of \$209.00. [REDACTED] could not remember the dates when she first started stealing and she could not remember all the merchandise stolen. She stated the merchandise was concealed in her clothing. The toll free number was provided to [REDACTED] and the interview was audio recorded. At the conclusion of the interview [REDACTED] was allowed to resign and the manager escorted her out of the store.

Personnel:

Name:	[REDACTED]	SSN:	[REDACTED]	DOB:	N/A
Address:	[REDACTED] Orange Park, FL 32065	Phone:	[REDACTED]		
Sex:	Female	Charge:			
Height:	Weight:	Build:	Hair:	Color:	
Type:	Subject:	Action:	Terminate	Date:	11/04/05
		Reason:	031	Reinstating:	No

Associated IP Address:

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Investigation Notes

Colon verified XBR and found several suspicious returns on 10/30 and 11/2/05 totaling approximately \$210.00. During the course of the interview [REDACTED] did not admit to any fraudulent refunds. On 11/4/05 RLPM Colon spoke to an associate by the name of Shayna Casdorff and she stated that she observed several items of VSS merchandise in [REDACTED] car one day. The items found were Halo Perfume, tank top, bras, panties and accessories.

Resolution

[REDACTED] resigned at the conclusion of interview and Co Manager keyed termination as not rehirable for policy violation

Loss Summary

Direct Loss	\$209.00	Amount Recovered	\$209.00
Indirect Loss	\$0.00	Net Loss	\$0.00

Merchandise Detail

SKU Number	Type of Merchandise	Merchandise Description	Unit Cost	Units Lost	Item Extended	Units Stock	Reorder Point
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Police Information

Police Department Name: _____
 Police Address: _____ Police Officer's Name: _____ Reporting Officer's Badge #: _____
 Police Report #: _____
 Notes: _____

Damage

Description: _____
 Date Recd: _____

Vehicle

Year: _____ Make: _____ Model: _____ Color: _____
 Vehicle Desc: _____ State: _____ License: _____
 Condition: _____
 Corp Owned: _____ Assigned To: _____
 Driver: _____ Vehicle Owner: _____
 Notes: _____

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