



## National Stores Chooses LP Software for Case Management and Audit Simplicity

VP of LP Finds Benefits in New System Outside of Loss Prevention



The loss prevention team at National Stores, Inc. was looking for a case management program sophisticated enough to customize every aspect of their system, but still simple enough for the end user to help maximize productivity. The Los Angeles-based discount retailer also sought new audit software to handle its more than 320 store locations. After comparing various options, National Stores decided on LP Software's [Loss Prevention Management System \(LPMS\)](#) and their [Compliance Audit Management System \(CAMS\)](#) as well.

“LPMS had the best of both worlds with the ability to be simplistic in everyday usage for the store and field teams, but a highly customizable engine on the admin side,” said Chris Nichols, Vice President of Loss Prevention for National Stores. “I especially like the fact that we can automatically feed our Civil Demand Vendor (CDA) and our two National Theft Databases, USIS and NRMA.”

The team at National Stores found benefits outside of Loss Prevention, too. For instance, they found the audit module to be a great tool not only for LP audits but to document any visit conducted by just about anyone in the company.

“Anytime a District Manager, District LP Manager or even a buyer from the corporate office visits a store, they’re inputting a visit into the system,” Nichols said. “This allows us to ensure all stores receive adequate attention and provide valuable data that we can analyze if a store is under-performing.”

With LP Software’s Alert Module, National Stores is able to send an email alert based on any specific answer - or on the entire audit in general. When a piece of equipment stops functioning, information is immediately sent to a repair vendor. And when a key item is out of stock, the proper allocator is quickly notified.

“This is truly a system designed for Loss Prevention that we’ve been able to expand to our business partners,” Nichols said. The chains operated by National Stores include Factory 2-U, Fallas Paredes, Fallas Discount Stores and the recently acquired Conway Stores.