



SEATTLE POLICE DEPARTMENT

RETAIL THEFT PROGRAM

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CONTENTS

<u>Welcome Note</u>	<u>3</u>
<u>Retailer Requirements Flowchart</u>	<u>4</u>
<u>Retailer Flowchart Details</u>	<u>5</u>
<u>Writing a Retail Theft Program Report</u>	<u>6</u>
<u>Report Writing Checklist</u>	<u>7</u>
<u>Example: Report Narrative</u>	<u>8</u>
<u>After Report Submittal</u>	<u>9</u>
<u>Post Submittal Details</u>	<u>10</u>
<u>Frequently Asked Questions</u>	<u>11</u>
<u>More Frequently Asked Questions</u>	<u>12</u>
<u>Other Resources</u>	<u>13</u>
<u>Contacts</u>	<u>14</u>

WELCOME NOTE

Thank you for your interest in Seattle Police Department's Retail Theft Program.

The Retail Theft Program is a completely free, alternative reporting procedure meant for retailers to report suspected shoplifting incidents without an in-person police response. The Seattle Police Department is routing all retail-related thefts to the Retail Theft Program, which uses the Coplogic (also referred to as LexisNexis) reporting system. It's possible you were using the general SPD Online Crime Reporting system to file police reports in the past. While there are tentative plans to incorporate the Retail Theft Program within the SPD Online Crime Reporting System soon, the Coplogic reporting system will be used instead for all retail theft incidents for now.

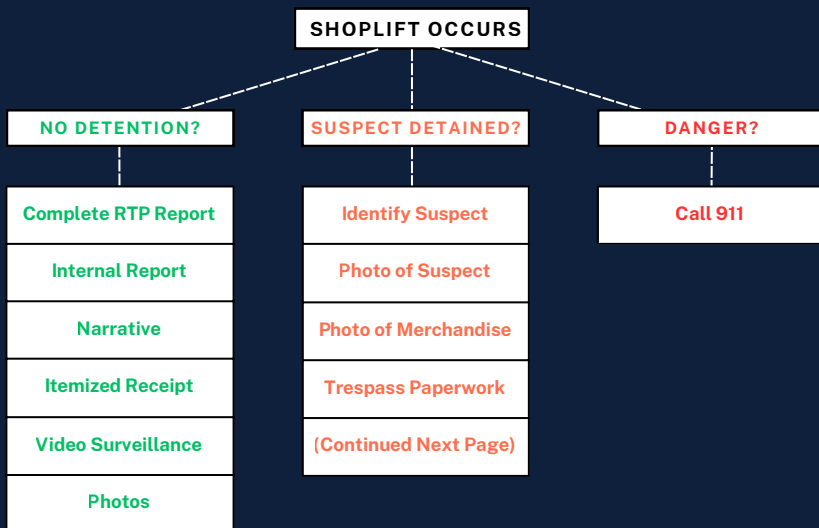
To begin using the Coplogic reporting program, the business you are representing will be entered into the Retail Theft Program and a representative with the business will have a profile created within Coplogic to submit reports moving forward. Profiles can be made for any reporting representative of a business.

The business representative will then be provided a Security Identification Number (often referred to phonetically as a "SAM Number") by Detective Velliquette. SAM Numbers will contain the letter "S" followed by four additional digits. For example, "S1234". Your SAM Number will serve as your username and an email will be sent to the business representative with a temporary password. Once the representative logs into the system with the temporary password, it will prompt the representative to create a password for their account. Your SAM Number can also be provided to the Seattle Police Department's Non-Emergency Line operator to better identify who you are and why you are calling.

Enrollment in the Retail Theft Program does not grant any special police commissions to store representatives and participating store representatives and/or security agents are not given enhanced arrest powers, nor are they transferred authority to issue criminal citations.

For any additional questions, please reference the Frequently Asked Questions section at the end of this manual. For any further unanswered questions, feel free to email Det. Velliquette.

RETAILER REQUIREMENTS FLOWCHART



Here is the Retail Theft Program's Shoplifting Flowchart for Retailers.

It's a simple flowchart designed to assist retailers and loss prevention personnel with making informed decisions before, during, and after shoplift incidents.

When a shoplift occurs, retailers usually have three options:

First, if no one has been detained and the suspect left:

File a report using the Retail Theft Program.

Second, if you have loss prevention or security personnel who are allowed to go hands on with suspects and they have detained someone:

Proceed down the orange pathway.

Third, if you feel uncomfortable or in danger for any reason:

Call 911 and explain why. Be specific.

Note: More information will be provided on the next page for the **orange** pathway.

RETAILER FLOWCHART DETAILS

Additional details for the **orange path**:

- Call the Seattle Police Department's Non-Emergency Number: **206-625-5011**.
- Provide the suspect's name and date of birth.
- Police may respond if you cannot obtain an identification from the suspect, the suspect has local warrants for their arrest, or the suspect is otherwise known to be wanted.
- If the police arrive, record their case number and ask responding officers if they will be writing a report.
- If the police write a report, ask them for an Axon Citizen link to upload video surveillance footage, relevant photos, an internal report, and itemized receipt.
- If the police do not arrive or write a report: Complete the other steps on the **orange** path, release the suspect, and **write an RTP report**.

IMPORTANT:

If you go down the **orange** or **green** path, please try and include all of the elements located below the appropriate pathway. This creates a much more thorough and quality report, which will increase the possibility of prosecution.

Whether you go down the orange or green path, prosecutors will always want:

- an internal report or witness statement/narrative
- an itemized receipt
- video surveillance of the suspect entering, concealing/stealing items, and exiting the store without making any attempt at paying for the concealed/possessed merchandise.

Think of each element as an ingredient needed to bake a cake. If the baker (detective) is missing flour (video surveillance footage) or sugar (itemized receipt), it will be nearly impossible to create a tasty and impressive cake - no matter how fancy the frosting designs are or how many sprinkles are spread around.

However, if all the ingredients are provided, the baker can utilize them all to create a delicious and memorable cake (a quality and thorough investigation) to sell to potential buyers (prosecutors) at a never-ending bake sale.

As the saying goes, "Teamwork makes the dream work."

WRITING A RTP REPORT

All RTP reports not written by police need to be entered into Coplogic.

Coplogic is the name of the reporting system the Seattle Police Department's Retail Theft Program uses to solely track retail theft statistics in the city.

While Coplogic is being used *now*, the department expects to use a different, more modern program in the near future which will be easier for business representatives to use and make incident triage and management more efficient for law enforcement as well.

RTP Report Essential Components:

There are a handful of requirements for a quality initial RTP report:

- a. Reference the included Coplogic user guide. It walks you through the process.
- b. Reference the Report Writing Checklist on the next page to craft a narrative.
- c. Attach at least one photo of the suspect(s), preferably the clearest one.
- d. Attach an internal report and/or itemized receipt at this time if you have them.
- e. Make sure the report has been electronically signed.
 - Include the signee's name, date, and location.
 - Reference the Coplogic user guide for more information if unclear.
 - Example: "/s/ Eileen Dover on December 7, 2025 in City of Seattle".
- f. Retain all relevant photos/video/internal statements for future use.

Once your report has been submitted, the RTP Detective will be required to manually approve the report. They will be checking for all the essential information requested above. If any of these elements are missing, the report will be returned to the author as a "Follow Up Request".

Typically, the most common reason a report needs to be returned is the lack of an attached photo of the suspect. The RTP always requests, or requires, a photo of the suspect because they are used to create a bulletin for potential identification.

REPORT WRITING CHECKLIST

Describe the incident from start to finish in chronological order.

- a. Include date, time, and location.
- b. Include what items were concealed and how?
- c. Describe suspect's movement through the store.
- d. Describe the suspect's successful/unsuccessful attempt to leave the store without purchasing the possessed or concealed merchandise.
- e. If suspect was contacted, describe how you identified yourself.
- f. Include any statements made by the suspect and their demeanor

Describe Suspect(s) - if they fled and/or otherwise weren't identified.

- a. Gender
- b. Physical description (race, age, height, weight, eye color, hair color, etc.)
- c. Other distinctive physical characteristics (glasses, facial hair, tattoos, scars, piercings, etc.)
- d. Clothing description (describe attire from head to toes)

Identify Suspect(s) - and document how they were identified.

- a. Legal full name
- b. Date of birth
- c. Last known address/mailling address
- d. How were they identified? Verbally, State ID, Student ID, mail, hospital band?

Identify all witnesses present.

- a. Include their name and contact information (address, phone, and email).
- b. Describe their role in the incident (coworker, loss prevention, customer, etc.).

Include any available evidence.

- a. Internal report - if employer requires one written for a shoplift incident.
- b. Itemized receipt for merchandise stolen/recovered. ***
- c. Surveillance video of the incident (entry, concealment, and exit w/o payment). ***
- d. Photograph(s) of suspect/suspect ID/recovered property if available.
- e. Photocopies of prior trespass admonishment(s) from business.

***: Required by prosecutors.

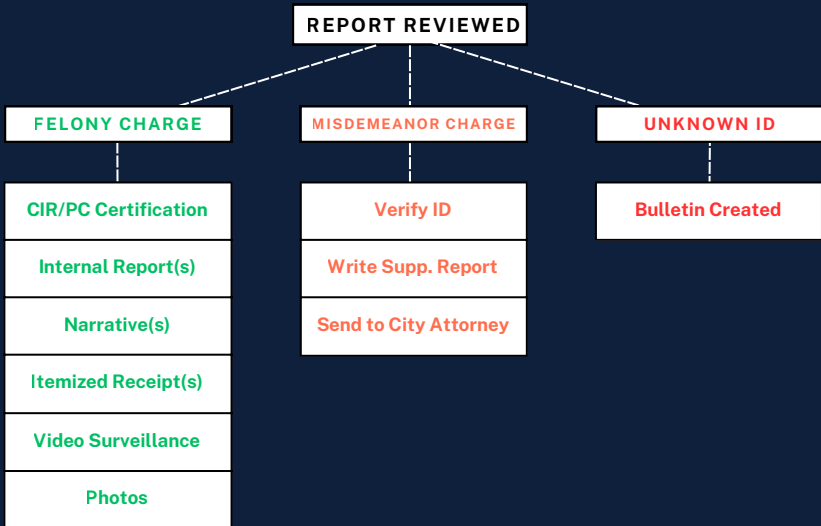
EXAMPLE: REPORT NARRATIVE

On 02/14/25 at approximately 11:05, an unidentified suspect entered Sephora at 2676 NE University Village St. The suspect appeared to be a slim build white male in his 30's to 40's, around 5'11" tall, and 200 pounds. He had green eyes, shaggy brown hair, a handlebar mustache, and tattoos on his neck. His clothing consisted of an orange baseball hat, a white zip-up hoodie, black undershirt, purple belt, beige pants, and brown cowboy boots. He was carrying a white and pink polka dot duffle bag.

Once he entered the store, he walked directly to the fragrance section and began browsing bottles of fragrance. Moments later, he grabbed two bottles of Dior, one bottle of Estee Lauder, and one bottle of Prada (for specific items stolen and their respective values, please refer to the attached itemized receipt). The suspect concealed the bottles of fragrance within his duffle bag. The suspect then exited the store, bypassing all points of purchase without making any attempt to pay for the concealed merchandise.

The incident was captured on video surveillance which will be retained.

AFTER REPORT SUBMITTAL



This simple flowchart is designed to provide retailers and loss prevention personnel with a better understanding of how shoplift reports are organized and prioritized after being reviewed and approved on Coplogic.

When a shoplift incident has been submitted, SPD usually has three options:

First, if a felony crime has occurred and/or a repeat shoplifter has been identified:

RTP Detective will initiate a felony-level case investigation.

Second, if a misdemeanor crime has occurred involving \$25+ of loss:

RTP Detective will initiate a misdemeanor-level case investigation.

Third, if a crime has been committed, but the suspect has not been identified:

RTP Detective will create a bulletin.

Notes:

- Details about each investigatory route will be included on the next page.

POST-SUBMITTAL FLOWCHART DETAILS

Additional details for **felony-level case investigations:**

This case file includes the previously submitted evidence from retailers listed above in the green rows. In situations where numerous incidents are combined into one charge, there might be numerous internal reports, itemized receipts, videos, and photos. The RTP Detective will also be responsible for writing a Case Investigation Report (CIR) and a Probable Cause Certification which summarizes everything about the investigation. When completed, the entire package is sent to the King County Prosecuting Attorney's Office for review.

Additional details for **misdemeanor-level case investigations:**

The RTP Detective will verify the suspect's identity, a supplemental report will be written for the originally submitted RTP report, and the case will be submitted to the City Attorney's Office for review. All baseline required material, such as internal reports, itemized receipts, video surveillance footage, and any relevant photos are still needed for this process.

Additional details for **unknown ID case investigations:**

The RTP Detective will use submitted video surveillance footage and/or photos of the suspect to create an Attempt to Identify Bulletin for the suspect. This is why the submittal of video surveillance footage and/or photos of the suspect is crucial. This bulletin will be sent department-wide to all sworn personnel for potential identification. If identified, either a felony or misdemeanor-level case investigation will begin for the suspect.

Note on case numbers:

When RTP reports are submitted, they have a temporary incident number. After they are reviewed and approved by the RTP Detective, they are automatically given a new incident number that typically looks like: "2025-7XXXXX". Once the RTP Detective has that number, they can use it to send out video surveillance request links, etc.

Note on video surveillance footage:

For most video surveillance footage sharing, a detective will send a business representative a link to a program called Axon Citizen. The link will be available for 48 hours. Click the link, upload the video surveillance footage files, and you're finished.

FREQUENTLY ASKED QUESTIONS

When is my case going to be investigated or completed?

Felony-level cases are prioritized first based on total value of merchandise lost. Misdemeanor-level cases, while still important, are handled after when time permits. Unknown ID cases are handled last. All theft incidents deserve to be investigated and every business in the city of Seattle is important. However, due to staffing, shifting priorities, and crime trends, there is no reliable timeline to provide as to when a case may be handled.

How many detectives work on retail theft in the city of Seattle?

As of August 2026, there is only one detective associated with the Seattle Police Department dedicated to investigating retail theft in the city of Seattle. However, other detectives in the General Investigations Unit (GIU) do assist with investigations, operations, and administrative responsibilities from time to time.

Can SPD automatically send out an Axon Citizen link for video surveillance?

We are attempting to automate this process in the future, but until then the sending of links will be a manual process. Do not hesitate to remind a detective that you have available video surveillance footage and need a link to upload it.

Can I identify a theft suspect for the Seattle Police Department?

Yes, absolutely! Contact the RTP Detective via email and provide an incident number if you have one for reference. Most likely, you will be asked to type a witness statement explaining how you identified them (personal contact, detention, relevant police report, or other method) that will be included with the investigation.

I forgot my SAM Number or password, can you help me?

Yes. The RTP Detective can look up your given SAM Number and can reset your Coplogic password if necessary.

Can the General Investigations Unit conduct an operation at our business?

You can always request an operation by emailing the RTP Detective. Like with handling investigations - due to staffing, shifting priorities, and crime trends, some businesses might be prioritized over others. That said, the Seattle Police Department will make every attempt to meet the needs of businesses around the city as staffing and time allows.

MORE FREQUENTLY ASKED QUESTIONS

Can you sign up four of my co-workers to the Retail Theft Program?

Yes, send an email to the RTP Detective with the names, work emails, work addresses, and work phone numbers of your coworkers.

What happens if I am going to leave my job at a retailer?

Please send an email letting the RTP Detective know you will need your profile to be inactivated within the Retail Theft Program.

Can I proactively let the RTP Detective know about a repeat offender hitting my store constantly?

Yes, of course. Please send an email to the RTP Detective with this information. However, due to staffing, shifting priorities, and other investigations, there is no guarantee that the detective will be able to immediately act on your information.

Can I share this information with my coworkers?

Please limit the sharing of this information to fellow members of the Retail Theft Program and supervisors, if necessary.

What are some of the ways theft suspects might be held accountable through the Retail Theft Program?

There are numerous ways accountability is handled through the RTP:

- Prosecution: Direct charging of a crime(s).
- Diversion: Suspension of charging of a crime(s) to receive assistance in another areas of life (For example, substance abuse treatment through the Drug Court program, youth mentorship through the CHOOSE 180 program, and domestic violence assistance through the YWCA's Survivors FIRST program)
- Attention: Communication with patrol officers regarding repeat offenders, wanted suspects, and the implementation of ORT operations at businesses
- Prevention: Identifying notable offenders, uncovering hotspots and potential fences, and assisting offenders with an understanding that they will eventually be held accountable for their behavior.

Can I provide you with information about a suspected fencing operation?

Yes, of course. Send any information to the RTP Detective via email.

OTHER RESOURCES

Other Items You'll Receive After Joining the Retail Theft Program:

- Coplogic User Manual - This PowerPoint document will be included in an email and is used to teach new members of the Retail Theft Program how to navigate and create reports using the Coplogic system.
- Critical Reporting Steps - A collection of the most common mistakes users make when reporting a shoplift within the Coplogic system.

On Demand Items:

- Internal Report Template/Example - Provided for businesses who do not have any internal report/incident narrative framework to reference and use.

Operations:

- The General Investigations Unit routinely conducts shoplift emphasis operations at various businesses throughout the city. Businesses can always request an operation at their location. However, scheduling cannot be guaranteed at any time due to available staffing, shifting priorities, and time-specific crime trends.

Presentations:

- The RTP Detective can be available upon request to provide in-person or online presentations to retailers, loss prevention staff, security personnel, and others. Presentations are available subject to staffing and scheduling.

Crime Deterrence Walkthroughs:

- The RTP Detective works closely with the department's crime prevention coordinators and can arrange crime deterrence walkthroughs with businesses designed to identify potential pathway, lighting, display, and security upgrades that could be implemented to further prevent crime. Walkthroughs are available subject to staffing and scheduling.

CONTACTS

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