

# Online Reporting Guide

THIS APPLIES TO RETAIL & CONSTRUCTION THEFT ONLY

[www.LVMPD.COM](http://www.LVMPD.COM)

LVMPD now allows retail stores to file online theft reports. This guide is meant to be followed for online theft reports pertaining to retail theft only. Any theft incident involving violence or threats will not be accepted. Please ensure your employees are following this guide. Incomplete or poorly documented reports will be rejected and/or not investigated.

Online reports for retail stores are designed to be utilized when a theft occurs, the suspect is gone and there is no physical evidence present.

1. Go to [www.LVMPD.com](http://www.LVMPD.com)
2. Click "File a report"
3. Under Online Reporting – click button "Click Here"

## Screening questions

There are sixteen (16) questions that need to be marked 'No' to be able to file an online report.

- We realize you have suspect information and video; you'll still mark 'No'.
  - In the narrative, add suspect info & state if video is available.

Then there are five (5) questions that need to be marked 'Yes'.

- We realize your loss may be above \$5,000, you'll still mark 'Yes' if your loss is less than \$50,000.
  - If your loss is over \$50,000, please go to a substation to complete the report.

## Report

### Business Name

You will be filing the report on behalf of the business. Please include the phone number and address for the business.

### Business Address

If you are reporting from a construction site that will not verify in the system, use your closest local business address. In the narrative, be sure to include the location of the job site.

### Contact / Witnesses

Include the person who can be contacted for video/photo evidence. Email is required. When case is assigned, the detective will send an email requesting video/photo upload to Evidence.com. Also include name and contact information for witness(es) to the crime. This is needed for court.

## Property

You must click the property tab and document the property that was stolen. You need to know what was stolen in order to file a report. Example, Suspect steals 10 pairs of Levi's jeans valued at \$59 per unit. You will select "Quantity" 10, "Description" Levi Jean at \$59 each then "Market Value" \$590.

## Serial Number

This field is mandatory. If your item doesn't have a serial number put the number ZERO. Model and SKU numbers are not serial numbers, so don't enter model or SKU.

## Narrative

This is the specific portion of the report that will hinder an investigation the most. The narrative section must be complete and be a truthful representation of the entire incident from the time they entered until the time they left.

## Date and Time

Start the report with date and time the suspect(s) entered the business.

Ex: On 6/19/23 at 4:29 pm the suspect(s) entered "name of business."

## Describe the suspects

Race, gender, height, weight/build, clothing, and scars/tattoos.

Ex: The suspect was a white male, skinny build, short, wearing a blue Dodger baseball cap, brown jacket, blue jeans and white shoes with black soles. The suspect was carrying an orange "Nike" shopping bag that appeared empty.

## Describe the crime

Ex: The suspect pretended to shop walking around the store. The suspect selected items and placed them inside his bag. He then proceeded to the sunglass section and took sunglasses and placed them inside his bag. The suspect then walked out of the North doors without making any attempt to purchase the items he placed inside his bag. The total loss to the store was \$1454. If more than one suspect was present describe any "teamwork" you witnessed such as one suspect distracted the store clerk while the other stole the items. If you have more than one suspect please refer to them as S1 (Suspect #1), S2 (Suspect #2) and so on. Be specific to what each suspect did during the incident.

1. Include any information related to past thefts with same subject(s) if applicable. Ex: This same suspect has stolen from this store 3 times and reports were filed under the report numbers 230312-09993, 230309-099982 and 230302-099998. Report numbers would be optimal for investigation purposes.

2. Fitting room theft. Several thefts occur in fitting rooms. Even though the concealment is not on camera you can still prove a theft occurred if you know the product they went into the fitting room with AND you immediately check the fitting room after they leave. Ex: The suspect went into the fitting room with 3 jackets but came out with only two. Store clerk Rob Smith immediately checked the fitting room and found no jacket but observed a theft deterrent sensor hidden under the fitting room chair.
3. Electronic Theft Deterrent systems alerts are not proof by themselves a theft occurred. We must be able to show exactly what the suspect(s) took to be able to take a case to court. Simply saying "The sensor beeped on the way out so they had to have stolen something" is not enough for us to follow up on. If the sensor beeps go back and look at video and track the suspect's movement. Most of the time you will see them on camera conceal product.
4. Video surveillance **MUST BE IMMEDIATELY SAVED AND STORED**. LVMPD no longer has a video surveillance unit. It is common for Detectives to contact businesses to obtain video only to find out their systems have copied over it because it was not preserved. It is your business's responsibility to preserve evidence.
5. Mall Security. Mall security is an excellent resource to help obtain information. Unfortunately, due to caseload Detectives don't always have the time to contact them for information on your report. It's a good habit to always contact your Mall Security/Casino to try and obtain better video surveillance and possible license plates of suspect's vehicles. Detail any information they may have in your report. Ex: Mall security was able to track the suspect from our store to their vehicle parked in the garage. The suspect got into a red Chevy Cruise license plate NV 123GRT. Video has been saved and stored. Please include the name and email address of the person, so that detectives can obtain the video.

### After Report

After you file, you will get an email stating your report is waiting for approval and you will be given a tracking number. The tracking number will appear with the letter "T" followed by several numbers. Ex: T83221834. Save this email in the event we need it later.

### Approval

Keep checking your email once a week until you receive the official police report number. Ex: LLV230600097665. **\*\*\*This is your official report number\*\*\*\*\*. It is extremely important you save this email as it will contain your actual report.** Until you receive this email, a detective can't make an arrest on the crime.

### Rejection

Online reports are read and approved by the substations. If the report doesn't include the required information, it may be rejected. You will receive an email if this happens. Rejections need to be corrected and resubmitted prior to 90 days, or the report will purge from the system and never be made into an official police report.

If you experience issues with the online reporting system, or require assistance due to report being denied, email [OnlineReports@LVMPD.com](mailto:OnlineReports@LVMPD.com).

## NVORCA

NVORCA.org is a third- party website that focuses on retail theft specifically in Southern Nevada. It is an excellent resource that allows retailers to post photos of repeat offenders and or crime trends. We highly suggest stores have a representative sign up for NVORCA.org.