

# Standard Operating Procedure (SOP)

## Point of Sale (POS) System Operation and Transaction Protocols

This SOP details the **Point of Sale (POS) system operation and transaction protocols**, covering system login procedures, sales transaction processing, payment methods handling, receipt printing, cash drawer management, end-of-day reconciliation, troubleshooting common POS issues, and data security measures. The objective is to ensure accurate and efficient sales processing, maintain transaction integrity, and provide excellent customer service through standardized POS system usage.

### 1. POS System Login Procedures

1. Turn on the POS terminal and ensure all necessary peripherals (scanner, printer, cash drawer) are connected.
2. Enter your assigned user ID and password.
3. Verify successful login and correct staff credentials displayed on the main POS screen.
4. Report any login issues to the system administrator.

### 2. Sales Transaction Processing

1. Scan or manually enter the items to be purchased.
2. Confirm quantities and verify item prices with the customer.
3. Apply discounts or promotions as applicable.

### 3. Payment Methods Handling

1. Select the customer's preferred payment method (cash, credit/debit card, digital wallet, etc.) on the POS screen.
2. Follow prompts for card/digital payments; process cash by inputting amount received and calculating change.
3. Confirm transaction success before proceeding.

### 4. Receipt Printing

1. Print the receipt automatically prompted by the POS after payment.
2. Review the receipt with the customer and provide a printed or emailed copy as requested.

### 5. Cash Drawer Management

1. Open the cash drawer only during sales, cash-in, cash-out, or reconciliation transactions.
2. Count the starting float before the start of the shift and record as per company policy.
3. Organize bills and coins for efficient transactions.

### 6. End-of-Day Reconciliation

1. Close all active sales and process any pending transactions.
2. Print end-of-day sales report from the POS system.
3. Count the cash drawer and reconcile with POS records.
4. Report discrepancies immediately to the supervisor/manager.
5. Secure all cash and documents as per policy and log out of the POS system.

### 7. Troubleshooting Common POS Issues

Issue	Action
System Freeze/No Response	Restart POS terminal. If unresolved, notify IT support.
Receipt Printer Not Printing	Check paper, power, and connections. Reboot if necessary.
Scanner Not Working	Reconnect scanner, ensure drivers are installed, or switch device.
Payment Processing Error	Retry transaction, check internet connection, contact payment processor if needed.

### 8. Data Security Measures

- Keep user credentials confidential and never share login details.

- Use strong passwords and update regularly as prompted.
- Log out when leaving the terminal unattended.
- Do not store sensitive payment data locally or on paper.
- Report any suspected data breach immediately to IT/security team.

## **9. Revision and Approval**

- This SOP shall be reviewed annually or upon significant system/process changes.
- All POS staff must acknowledge understanding and compliance.