SOP Template: Guidelines for Item Tagging and Sensor Deactivation

This SOP provides comprehensive **guidelines for item tagging and sensor deactivation**, detailing procedures for proper tagging of merchandise, ensuring effective sensor attachment, and protocols for safe and accurate sensor deactivation at points of sale. The objective is to minimize theft, reduce inventory errors, and streamline the checkout process while maintaining security and operational efficiency.

1. Purpose

To establish uniform procedures for tagging merchandise and handling sensor deactivation to prevent theft and maintain inventory accuracy.

2. Scope

This SOP applies to all staff involved in merchandise handling, point of sale operations, and loss prevention.

3. Responsibilities

- **Store Associates:** Ensure all products are properly tagged and sensors are securely attached.
- **Cashiers:** Deactivate sensors at the point of sale and check for proper removal.
- **Supervisors/Managers:** Oversee compliance, provide training, and conduct spot checks.

4. Procedures

4.1. Item Tagging

1. Upon receiving new stock, inspect items for damage and suitability for tagging.
2. Select appropriate tag/sensor type based on item category (e.g., hard tags for apparel, adhesive for electronics).
3. Attach tag/sensor securely according to manufacturer guidelines, ensuring it does not damage the product or obstruct barcodes/branding.
4. Record tagged items in the inventory system or checklist.

4.2. Sensor Attachment Best Practices

- Tags should be placed in a consistent location on similar items for ease of removal and customer experience.
- Avoid tagging delicate or difficult surfaces unless specified for that sensor type.
- Double-check sensor activation (if using EAS or RFID systems) after attachment.

4.3. Sensor Deactivation at Point of Sale

1. Scan items for purchase using the POS system.
2. Position tags/sensors over the designated deactivation plate or use the approved removal tool.
3. Confirm audible/visual indication of successful deactivation or removal.
4. Verify all tags and sensors have been removed before bagging the items.
5. Dispose of or recycle removed tags/sensors per store protocol.

5. Safety & Security

- Handle deactivation tools with care to avoid injury.
- Never attempt to forcefully remove a tag with unauthorized tools.
- Report lost or defective sensors/tags to a supervisor immediately.

6. Documentation & Records

- Maintain a log of tagged/deactivated items for daily audits.
- Document incidents of tagging errors or sensor failures for review.

7. Training

- New employees must complete item tagging and sensor deactivation training before handling merchandise.
- Ongoing training will be available bi-annually or as procedures/equipment evolve.

8. Review & Audit

- Supervisors will perform random audits of tagging and deactivation practices weekly.
- Findings will be used to correct procedures and inform future training.

9. Appendix: Tag/Sensor Types

Type	Use Case	Deactivation Method
Hard Tag	Clothing, accessories	Detacher at POS
Soft/Adhesive Tag	Electronics, small goods	Deactivation pad
RFID Tag	High-value items	Deactivation plate or scanner

10. Revision History

Date	Revision	Details
2024-06-20	1.0	Initial template release