SOP Template: Point-of-Sale (POS) Transaction Procedures

This SOP details the **point-of-sale (POS) transaction procedures**, encompassing the steps for processing sales, handling payments, issuing receipts, managing refunds and exchanges, ensuring accurate cash handling, and maintaining transaction security. The goal is to provide consistent, efficient, and secure POS operations that enhance customer experience and support accurate financial reporting.

1. Purpose

To outline standard and secure procedures for conducting POS transactions, ensuring accuracy, consistency, and customer satisfaction.

2. Scope

This procedure applies to all employees responsible for operating POS systems at [Company/Location].

3. Responsibilities

- **POS Operators:** Follow transaction procedures and provide excellent customer service.
- **Supervisors/Managers:** Oversee POS operations, authorize refunds/exchanges, and ensure compliance.
- **Accounting:** Reconcile daily transactions and maintain records.

4. Definitions

Term	Definition
POS (Point-of-Sale)	System used to process retail transactions including sales and returns.
Receipt	Printed or electronic proof of transaction.
Refund	A return of payment to the customer for returned goods.
Exchange	Replacement of item(s) by the customer for another item.

5. Procedures

5.1 Processing Sales Transactions

1. Greet the customer and scan or enter items into the POS system.
2. Verify all items and quantities are correct.
3. Inform the customer of the total amount due.

5.2 Handling Payment

1. Ask the customer for their preferred payment method (cash, card, mobile, etc.).
2. Process the payment securely:
   - For cash: Receive cash, count it back to the customer, and enter the amount into the POS system.
   - For cards/mobile pay: Follow POS prompts. Verify identity if required.

3. Provide change if necessary and place it securely in the register.
4. Thank the customer for their purchase.

5.3 Issuing Receipts

1. Print or email the receipt as per customer preference.
2. Hand receipt to customer or confirm successful email delivery.

5.4 Managing Refunds and Exchanges

1. Request original receipt and inspect returned item(s).

2. Verify transaction details in the POS system.
3. Obtain manager authorization if required.
4. Process the refund/exchange per company policy.
5. Document the transaction for audit purposes.
6. Issue new receipt for exchange or refund.

5.5 Ensuring Accurate Cash Handling

1. Count cash in drawer at shift start and end; record totals.
2. Securely store excess cash in safe during shift if applicable.
3. Immediately report discrepancies or suspected theft to management.

5.6 Maintaining Transaction Security

- Never share POS login credentials.
- Lock or sign off the POS terminal when unattended.
- Only authorized personnel handle voids, refunds, or overrides.
- Comply with PCI DSS standards for payment processing.

6. Documentation and Record Keeping

- Retain transaction records, receipts, and refund/exchange logs per company policy.
- Submit daily POS reports to accounting/management.

7. Training and Compliance

- All staff must complete POS operation and security training.
- Periodic reviews and updates of POS procedures are mandatory.

8. Revision and Approval

This SOP will be reviewed annually and updated as needed. Approval is required by [Manager/Department Head].

Effective Date: [Insert Date]   *Approved by:* [Name/Title]