

SOP Template: Customer Transaction Processing Steps

This SOP details the **customer transaction processing steps**, outlining the systematic approach to handle sales transactions from initiation to completion. It includes procedures for verifying customer information, processing payment methods, updating inventory records, issuing receipts, and handling returns or exchanges. The goal is to ensure accurate, efficient, and secure transaction processing, enhancing customer satisfaction and maintaining financial integrity.

1. Purpose

To provide clear procedures for processing customer transactions accurately and efficiently, ensuring consistency and compliance with organizational policies.

2. Scope

This SOP applies to all employees involved in point-of-sale and online transaction processing, including cashiers, sales staff, and customer service representatives.

3. Responsibilities

- **Sales Staff/Cashiers:** Execute transaction steps, ensure accuracy, and address customer queries.
- **Supervisors/Managers:** Monitor compliance, provide guidance, and handle escalations.
- **Inventory Team:** Update and reconcile inventory records.

4. Procedure

1. **Initiate Transaction**
 - Greet customer and determine purchase intent.
 - Scan and confirm items to be purchased.
2. **Verify Customer Information**
 - Ask for and confirm customer details (e.g., name, contact info, loyalty account).
 - Update or create customer profile in the system as needed.
3. **Process Payment**
 - Confirm total amount due with customer.
 - Select preferred payment method: cash, credit/debit card, online payment, gift card, etc.
 - Follow required steps for chosen payment method, ensuring security and privacy.
 - Obtain authorization or confirmation as needed (signature, PIN, OTP, etc.).
4. **Update Inventory**
 - Automatically or manually deduct sold items from inventory records.
 - Report discrepancies to inventory team for investigation.
5. **Issue Receipt**
 - Print or email a detailed receipt to the customer.
 - Confirm transaction completion and thank the customer.
6. **Handle Returns/Exchanges (if applicable)**
 - Review return or exchange policy with customer.
 - Verify item eligibility and original transaction.
 - Process return/exchange in system and adjust inventory accordingly.
 - Issue refund, store credit, or replacement as required.
7. **Close Transaction**
 - Ensure all steps are completed and records updated.
 - Address any final customer questions or feedback.

5. Documentation & Records

- Maintain digital or physical records of each transaction in accordance with company policy.
- Regularly reconcile transactions and inventory.
- Retain transaction documentation for the required period.

6. Compliance & Security

- Follow all data privacy and payment security requirements (PCI DSS, GDPR, etc.).

- Report any suspicious activities or security incidents immediately to management.

7. Revision History

Version	Date	Description	Author
1.0	2024-06-07	Initial SOP Template	Process Team