

# Sales Receipt Printing and Customer Handover

This SOP details the process for **sales receipt printing and customer handover**, including verifying transaction details, accurately printing the sales receipt, reviewing the receipt for correctness, and efficiently handing it over to the customer. It ensures clear communication of purchase information, enhances customer satisfaction, and maintains accurate sales records for the business.

## 1. Purpose

To standardize the process of printing and handing over sales receipts to customers, guaranteeing the accuracy of transaction records and positive customer experience.

## 2. Scope

This SOP applies to all frontline sales staff responsible for processing transactions, printing receipts, and handing them over to customers in-store.

## 3. Responsibilities

- Sales Staff: Follow all steps outlined in this SOP during every sales transaction.
- Supervisors/Managers: Monitor adherence and provide ongoing training as needed.

## 4. Procedure

1. **Verify Transaction Details**
  - Confirm that the product(s) and quantity match what the customer has selected.
  - Verify correct pricing, discounts, and promotional offers have been applied.
  - Check the chosen payment method and ensure payment has been processed successfully.
2. **Print the Sales Receipt**
  - Input necessary information into the POS system if not already captured.
  - Select the 'Print Receipt' option and ensure the printer has sufficient paper and ink.
3. **Review Receipt for Accuracy**
  - Examine the printed receipt to ensure all details (items, prices, date, payment method, and total amount) are correct.
  - Check for any printing errors or missing information.
4. **Hand Over Receipt to Customer**
  - Politely hand the receipt to the customer with a smile and thank them for their purchase.
  - Offer to explain any details on the receipt (e.g., warranties, returns policy) if necessary.
5. **File or Store Copy (if applicable)**
  - Retain a digital or paper copy for business records according to store policy.

## 5. Documentation

- Sales receipt copies (electronic or paper as per company policy)
- Transaction records in POS system

## 6. Review and Continuous Improvement

- Supervisors should periodically audit receipt accuracy and customer feedback on the receipt handover process.
- Update the SOP as business processes or POS systems evolve.

