

SOP: Receipt Issuance and Transaction Recording

This SOP details the **receipt issuance and transaction recording steps**, covering the procedures for issuing accurate receipts to customers, ensuring all transaction details are properly documented, and maintaining organized records for auditing and financial tracking purposes. The goal is to enhance transparency, improve accounting accuracy, and support effective financial management within the organization.

1. Purpose

To standardize and document the process for issuing customer receipts and recording all financial transactions within the organization, ensuring accountability and compliance with internal and external requirements.

2. Scope

This procedure applies to all staff responsible for front-line sales, payments processing, and accounting functions across all business units.

3. Responsibilities

- **Cashiers/Frontline Staff:** Issue receipts and collect transaction data at point of sale.
- **Accounting Staff:** Record transactions in financial systems and file receipts.
- **Supervisors/Managers:** Review records for completeness and accuracy; ensure SOP compliance.

4. Procedures

Step	Description	Responsible
1	Confirm payment amount and method (cash, card, transfer, etc.) before issuing receipt.	Cashier
2	Generate and issue a numbered, dated receipt including: <ul style="list-style-type: none">• Business name and logo• Date and time of transaction• Unique receipt number• Itemized list of goods/services provided• Total amount paid and payment method• Name and contact details of customer (if applicable)	Cashier
3	Obtain customer signature (if required by policy) and provide physical or electronic copy of receipt to customer.	Cashier
4	Record the transaction in the designated accounting or POS system immediately.	Cashier/Accounting Staff
5	Attach/store duplicate receipt (physical or digital) with supporting documents for future reference and audits.	Cashier/Accounting Staff
6	At end of day/shift, reconcile all receipts and transaction entries, report discrepancies to supervisor.	Cashier/Accounting Staff

5. Record Keeping

- Receipts must be kept for a minimum period as specified by local regulations (typically 3-7 years).
- Both electronic and paper records should be securely stored and easily accessible for audits.
- Backup procedures must be in place for digital receipt data.

6. Review and Compliance

- Supervisors must periodically review random receipt and transaction records for accuracy.

- Non-compliance or discrepancies must be documented and reported to management for corrective action.

7. References & Appendices

- Company Accounting Manual
- Applicable Tax Authority Guidelines
- Sample Receipt Template (attached)