STANDARD OPERATING PROCEDURE

POS and Cash Register SOP

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Revision	1.0
Owner	Store Manager
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Review cycle	Every 12 months

1. Purpose

To process customer transactions accurately and handle cash and card payments consistently at the point of sale, protecting both customers and the store from errors and loss.

2. Scope

Applies to all POS transactions during store hours, including sales, returns, discounts, and cash handling at the register. Store opening and closing cash procedures are covered by separate SOPs.

Definitions

POS	Point of sale. The register system and software used to ring up sales and process payments.
No-sale	A register function that opens the cash drawer without recording a sale, used for tasks like making change.
Price override	A manual change to an item's price at the register, usually requiring manager approval.

3. Responsibilities

Cashier	Logs in individually, rings transactions accurately, and reconciles the drawer at shift change.
Sales Associate	Supports customers at the register during peak periods and follows the same login and handling rules as cashiers.
Store Manager	Approves price overrides, reviews cash pulls, and investigates register variances.

RACI matrix

Activity	Cashier	Sales Associate	Store Manager
Verify starting float and log in	R/A	C	I
Ring transactions and apply discounts	R/A	R	I
Approve a price override	C	C	R/A
Pull excess cash during the shift	C	-	R/A
Reconcile the register at shift change	R/A	-	C

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- POS terminal and card reader
- Cash drawer with starting float
- Price override authorization codes
- Receipt paper and printer
- Void and refund log
- Counterfeit detection pen or marker

5. Procedure

Step	Task	Owner	Done
5.1	**Log in with individual credentials** Log in to the POS terminal with your own employee code or card rather than a shared login, so every transaction is traceable to the person who rang it.	Cashier	☐
5.2	**Verify the starting float** Count the cash float in the drawer against the amount recorded at the last shift change before ringing any sales. **Checkpoint:** The float matches the recorded starting amount before the register is opened for business.	Cashier	☐
5.3	**Scan and ring items accurately** Scan each item's barcode rather than keying in a price from memory, and confirm the description and price on screen match the physical item.	Cashier	☐
5.4	**Apply discounts and promo codes** Apply only discounts and promo codes the POS recognizes as currently valid, and check the promotion's terms if a customer requests one manually.	Cashier	☐
5.5	**Process the customer's payment** Select the correct tender type, follow the on-screen prompts for cash, card, or mobile payment, and confirm the payment is approved before releasing the merchandise.	Cashier	☐
5.6	**Offer and issue the receipt** Offer the customer a printed or digital receipt and hand over the correct change if paying with cash, counting it back out loud.	Cashier	☐
5.7	**Get approval for a price override** When a price needs to be manually changed, the store manager enters their approval code at the register after confirming the reason with the cashier. **Checkpoint:** Every price override in the shift log has a manager approval code attached.	Store Manager	☐
5.8	**Process a void or no-sale correctly** Use the void function for a mis-scanned item before the sale completes, and use no-sale only for legitimate reasons like making change, never to hide a discrepancy.	Cashier	☐

Step	Task	Owner	Done
5.9	**Pull excess cash during the shift** When a drawer's cash exceeds the store's set threshold, remove the excess to the safe and log the pull with the time, amount, and cashier's initials.	Store Manager	☐
5.10	**Check large bills for counterfeits** Check large bills with the counterfeit detection pen or marker before completing the sale, and if a bill fails, follow the store's policy for declining it politely. **Warning:** Never argue with or accuse a customer of passing counterfeit currency; follow the store's decline script and involve a manager if needed.	Cashier	☐
5.11	**Reconcile the register at shift change** Count the drawer with a manager or incoming cashier as a witness, compare it to the POS shift report, and both initial the count sheet. **Checkpoint:** The counted drawer matches the POS shift report within the store's allowed variance, with both signatures on the count sheet.	Cashier	☐
5.12	**Secure the register when unattended** Lock the cash drawer and log out of the POS terminal any time the register is left unattended, even for a short break.	Cashier	☐

6. Quality checks

- Every price override has a manager approval code logged.
- Register counts match the POS shift report within the allowed variance.
- No shared logins are used at any register during the audit period.
- Void and no-sale transactions have a documented, legitimate reason.

7. Records

- POS shift and Z-out reports
- Price override log
- Cash pull log
- Void and no-sale log

8. KPIs

- Register variance per cashier per week
- Number of manager overrides per week
- Average transaction time

9. Common mistakes

- Sharing a login instead of each cashier logging in individually.
- Using no-sale to cover up a missing amount instead of reporting it.
- Skipping the counterfeit check on large bills during busy periods.
- Leaving a register unlocked and logged in while stepping away.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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