STANDARD OPERATING PROCEDURE

Retail Store Closing SOP

Document no.	SOP-RTL-002
Revision	1.0
Owner	Store Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To close the store securely every night, with cash reconciled, the sales floor recovered, and the building locked and armed before staff leave.

2. Scope

Applies to the daily closing routine for retail store locations, including cash reconciliation, sales floor recovery, and securing the building. Deep cleaning and overnight restocking are covered by separate SOPs.

Definitions

Drop safe	A secured safe used to store cash deposits until they are picked up or taken to the bank.
Z-out report	The end-of-day POS report that totals sales, tenders and till counts for the shift.

3. Responsibilities

Store Manager	Prepares the bank deposit, closes the POS batch, and confirms the building is locked and armed before leaving.
Assistant Store Manager	Secures the stockroom and back door and completes the closing checklist.
Sales Associate	Recovers the sales floor, checks fitting rooms, and takes out trash following the buddy system.
Cashier	Counts and reconciles each till against the end-of-day POS report.

RACI matrix

Activity	Store Manager	Assistant Store Manager	Sales Associate	Cashier
Recover the sales floor and fitting rooms	I	C	R/A	-
Count and reconcile tills	A	C	-	R
Prepare the bank deposit	R/A	I	-	C
Secure the stockroom and back door	I	R/A	-	-
Lock up and arm the alarm	R/A	R	I	I

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

4. Materials and PPE

Materials, tools and systems

- POS terminals and till trays
- Store closing checklist
- Bank deposit bags and drop safe
- Alarm system control panel and code
- Manager log book or shared log

5. Procedure

Step	Task	Owner	Done
5.1	**Announce last call to customers** Ten minutes before closing, announce over the store speaker or in person that the store is closing soon so customers can finish shopping.	Sales Associate	☐
5.2	**Stop new sales at cutoff** At the posted closing time, stop ringing new transactions and finish serving any customer already in line or on the sales floor.	Cashier	☐
5.3	**Clear and lock the fitting rooms** Check every fitting room for customers and merchandise, return unpurchased items to the floor, and lock the fitting room area. **Checkpoint:** No customers, merchandise, or personal belongings are left in the fitting rooms.	Sales Associate	☐
5.4	**Recover the sales floor** Straighten fixtures, refold and rehang misplaced merchandise, and remove trash and packaging from the sales floor and checkout area.	Sales Associate	☐
5.5	**Count and reconcile each till** Count each till against the register's cash and card totals from the Z-out report, and log any variance on the count sheet with the store manager. **Checkpoint:** Each till balances to the Z-out report within the store's allowed variance.	Cashier	☐
5.6	**Prepare the bank deposit** Combine the day's cash into the deposit bag with the completed deposit slip, seal it, and place it in the drop safe. **Warning:** Never carry the deposit to the bank alone or on a fixed schedule; vary the time and use a second person where policy requires it.	Store Manager	☐
5.7	**Run the end-of-day POS report** Close the daily batch in the POS system, print or export the end-of-day sales report, and file it with the deposit paperwork.	Store Manager	☐
5.8	**Secure the stockroom and back door** Confirm the stockroom is locked, the back door is closed and bolted, and any delivery staged for pickup is out of the main walkway.	Assistant Store Manager	☐
5.9	**Take out trash in pairs** Take trash and cardboard to the dumpster in pairs, not alone, and use the well-lit route the store has designated for after-dark trips. **Warning:** Never take out trash alone after dark. Use the buddy system and the lit path to the dumpster.	Sales Associate	☐

Step	Task	Owner	Done
5.10	**Complete the closing checklist** Work through the printed or digital closing checklist, confirming lights, equipment, and thermostat settings, and sign off once complete.	Assistant Store Manager	☐
5.11	**Lock up and arm the alarm** Do a final walk-through for hidden customers or hazards, lock the front doors, arm the security system, and confirm the alarm is set before leaving. **Checkpoint:** The alarm system confirms armed status before the last person leaves the building.	Store Manager	☐

6. Quality checks

- Every till balances to the Z-out report within the store's allowed variance.
- Closing checklist is signed off by a manager or keyholder every night.
- Final walk-through confirms no customers or hazards remain before locking up.
- Bank deposit total matches the end-of-day sales report.

7. Records

- Signed daily closing checklist
- Till count and variance sheet
- End-of-day POS sales report
- Bank deposit slip

8. KPIs

- Cash variance per till per week
- Percentage of nights closed by the scheduled time
- Closing checklist completion rate

9. Common mistakes

- Locking the deposit in the safe without double-checking the total.
- Sending one associate to the dumpster alone after dark.
- Skipping the fitting room check before locking up.
- Leaving till reconciliation for the next morning instead of doing it at close.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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