

1) Scan EVERY ITEM - even when items look similar.

This sounds simple, but we all must fight the urge to short-cut a transaction by scanning one item and entering the purchase quantity or scanning the same item multiple times. Even though many items in a transaction may look identical and may be priced the same, the items can be different SKUs! For example, a gloss white spray paint may look just like (and have the same retail) as a satin white spray paint, a flood light may look identical to a spot light or a galvanized plumbing fitting may look identical to a black fitting. Instead of taking the time to visually determine if SKUs are similar or not, just scan each one and let the computer figure it out. We owe it to our customers to scan every item as it guarantees they buy what they intend and it keeps our sales and quantity-on-hands accurate at the same time! It's simple, **SCAN EVERY ITEM.**

2) Complete VOID

If you start to mess up a transaction (it happens sometimes right?) then try **not** to fix the sale by **voiding individual lines** (this can make things worse); rather, get approval to **void the entire transaction** and start over.

3) Return Types: R and D

- **R – Return.** The item can be returned to sales floor to be resold and will go in the Returns basket. R adds 1 to the SKU's quantity-on-hand. **R's** are going to the **Return bin** and back on the sales floor to be **Resold**.
- **D– Defective.** The item is broken and **not** considered inventory, nothing is added to the SKU's quantity-on-hand and the item should **not** be counted as inventory. **D's** are going in the **Defective bin** and to the **Dumpster**.

4) Take Your Time – spending a few extra seconds to scan every item and to review your transaction will save your store thousands of dollars in lost sales, out-of-stocks and labor to investigate and fix errant quantity-on-hands.