



MODEL RECEIPT & GUIDELINES

Included:

Overview

Dos and Don'ts Checklist

Two Receipt Samples

Sample Receipt Log

1. Overview

While receipts may seem trivial, they are in fact an essential part of many business transactions. They provide not only documentation of events, sales, and exchanges, but also can be used to predict future events and sales, and to supply knowledge critical to the creation of business plans.

If you follow the enclosed model and guidelines, you will have both a thorough receipt of a transaction and a way to track other vital and pertinent information. The receipts will serve as an excellent source of customer data and a repository of critical product information—from sales to volume, and from problems to trends.

The receipt provided should prove useful to your business and, if you follow the suggestions provided, can set you on the path to establishing the right organizational system for your business. Your company can then acquire a tremendous amount of relevant information without sacrificing service quality and efficiency.

2. Dos & Don'ts Checklist

- Keep a receipt log to track your sales. We recommend that you create a numbering system - this will prove valuable when you are searching for a specific sale.
- Be sure to keep a copy of every receipt issued, either by saving an electronic copy on your hard drive or by making a physical copy of the receipt given to your customer.
- Establish a system for processing sales and tracking receipts. It is essential that all of your employees follow one clear protocol. You may find it useful to create a simple instruction sheet to be kept near the register or other point-of-sale location.
- Once you have created the instructions and protocols regarding receipts, provide a simple training session for employees. Make sure that the training is offered uniformly. If there are changes to your procedures, provide additional training and supplemental instructions.
- If you have limitations on exchanges or refunds, make a note of those restrictions on the face of the receipt.
- Asking for customer information (e.g., name, address, etc.) is optional. Many businesses request this information to establish and maintain customer lists.
- A section for staff initials is important when you are customizing your receipt. Because receipts can be copied easily, the internal use of initials can guard against forgeries.

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