RETAIL POS CHECKLIST TEMPLATE

POS Functionality Checklist

Use this template to test the complete point of sale journey across user access, products, prices, promotions, tax, payments, returns, receipts, customer data, inventory, devices, integrations, reconciliation, and reporting.

STORE / LOCATION	TERMINAL / DEVICE	BUILD / VERSION	TESTER / DATE

1. Test setup and transaction scope

1 Select the store, POS terminal, device, application version, business date, and test environment being reviewed. SETUP FIELDS

STORE / TERMINAL | Select
BUILD / DATE | Enter

Execution tip: Use controlled fields for location, terminal ID, software build, and business date so results can be traced to the exact POS configuration.

2 Confirm the test user, assigned role, shift, and permission level match the scenario being tested. CRITICAL USER AND ROLE

EXPECTED | Enter
ACTUAL | Enter
REFERENCE | Add

Execution tip: Test with real role profiles such as cashier, supervisor, manager, and administrator. Avoid using unrestricted credentials for every scenario.

3 Verify the terminal displays the correct store name, terminal number, date, time, currency, and trading status. CRITICAL VISUAL VERIFICATION

Pass | Needs review | Fail | Add evidence

Execution tip: Capture a timestamped screenshot if any identity, date, time, or currency setting is incorrect because it can affect receipts and reconciliation.

4 Confirm the latest approved product, price, tax, promotion, tender, and loyalty configuration has synchronized to the terminal. CRITICAL SYNC VERIFICATION

Pass | Needs review | Fail | Add evidence

Execution tip: Record the last successful sync time and configuration version. Block testing if the terminal is using outdated master data.

5 Review unresolved POS incidents, repeat defects, release notes, and previous test findings before starting the checklist. ISSUE REVIEW

Scenario	Expected	Actual	Owner	Status

Execution tip: Link repeat failures to the original incident so the team can see whether a defect was fixed, reopened, or introduced by a new release.

6 Confirm the approved rules for test transactions, customer data, payment test cards, screenshots, and evidence retention. CRITICAL COMPLIANCE CHECK

- [ ] Option 1
- [ ] Option 2
- [ ] Option 3
- [ ] Other

Execution tip: Use approved test data and masked payment information. Never capture full card numbers, passwords, or unnecessary customer information.

2. Login, user access, and role permissions

7 Verify a cashier can log in with valid credentials and is assigned to the correct store, terminal, and shift.

CRITICAL | LOGIN TEST

Pass | Needs review | Fail | Add evidence

Execution tip: Record login time, user ID, terminal ID, and result. A user must not be able to transact under another store or unassigned shift.

8 Test invalid password handling, retry limits, lockout behavior, and password reset or support flow.

CRITICAL | SECURITY TEST

Pass | Needs review | Fail | Add evidence

Execution tip: Confirm failed attempts are recorded and lockout rules match policy. Escalate if repeated invalid attempts do not trigger protection.

9 Verify supervisor authorization is requested for restricted actions such as voids, overrides, refunds, and drawer access.

CRITICAL | AUTHORIZATION TEST

Pass | Needs review | Fail | Add evidence

Execution tip: Test each restricted function with a cashier profile first, then with the correct approver. Record where authorization is missing.

10 Confirm each role can access only the menus, reports, tenders, discounts, and transaction functions approved for that role.

CRITICAL | PERMISSION MATRIX

Scenario	Expected	Actual	Owner	Status

Execution tip: Compare actual access against the approved role matrix. Create a high-priority action for any excessive access to cash, refunds, or customer data.

11 Verify automatic logout, screen lock, session timeout, and user switching work without exposing the previous user session.

CRITICAL | SESSION SECURITY

START TIME | 00:00 — END TIME | 00:00 — RESULT | Enter

Execution tip: Record the configured inactivity period and test whether the POS requires fresh authentication before sensitive functions resume.

12 Test shift opening, till assignment, opening float entry, and cash drawer association for the logged-in user.

CRITICAL | SHIFT OPENING

EXPECTED | Enter — ACTUAL | Enter — REFERENCE | Add

Execution tip: The system should link the user, till, float, opening time, and terminal. Require manager approval for float differences.

3. Product lookup, barcode, pricing, and promotions

13 Scan a standard barcode and verify the correct product description, SKU, unit, tax category, and selling price appear.

CRITICAL | BARCODE SCAN

Pass | Needs review | Fail | Add evidence

Execution tip: Use products from multiple categories. Record the scanned barcode and expected item details for any mismatch.

14 Search for a product by SKU, name, category, or alternate identifier when the barcode is unavailable.

PRODUCT SEARCH

SEARCH TERM | Enter
RESULT COUNT | Enter
Add screenshot

Execution tip: Confirm results are relevant and duplicates are understandable. Include products with similar names and discontinued items.

15 Test alternate barcodes, weighted products, variable-price items, bundles, and pack-size conversions where applicable.

CRITICAL | SPECIAL ITEM TEST

- [ ] Option 1
- [ ] Option 2
- [ ] Option 3
- [ ] Other

Execution tip: Choose the item types used by the business. Record the expected quantity, weight, unit conversion, and price calculation.

16 Verify the POS selling price matches the approved price master, shelf label, promotional communication, and effective date.

CRITICAL | PRICE VERIFICATION

EXPECTED | 0.00
ACTUAL | 0.00
VARIANCE | 0.00

Execution tip: Treat customer-facing price mismatches as critical. Capture the product, displayed price, POS price, effective date, and evidence.

17 Test automatic promotions, coupons, bundles, buy-one-get-one offers, and start or end date rules.

CRITICAL | PROMOTION TEST

OFFER / CODE | Enter
EXPECTED BENEFIT | Enter
ACTUAL | Enter

Execution tip: Test qualifying and non-qualifying baskets, usage limits, exclusions, and promotion stacking. Record the expected benefit and actual result.

18 Verify blocked, recalled, expired, restricted, or unavailable products cannot be sold without the required warning or approval.

CRITICAL | SALE RESTRICTION

Pass | Needs review | Fail | Add evidence

Execution tip: Use controlled test SKUs. Confirm the message is clear and the event is logged for review.

4. Cart, quantity, discount, tax, and total calculation

19 Add items, remove items, change quantities, and verify the cart updates without duplicate or missing lines.

CRITICAL | CART FUNCTION

Pass | Needs review | Fail | Add evidence

Execution tip: Test rapid scans, repeated barcodes, zero quantity, and maximum quantity rules. Compare line totals after every edit.

20 Apply approved line-item and basket-level discounts and verify authorization, limits, reason codes, and audit trail.

CRITICAL | DISCOUNT TEST

DISCOUNT TYPE | Select — EXPECTED | Enter — APPROVAL | Add

Execution tip: Test within-limit and over-limit discounts. Require a reason and supervisor approval where policy requires it.

21 Enter a coupon or promotion code and verify validation, eligibility, expiry, single-use rules, and customer messaging.

COUPON TEST

EXPECTED | Enter — ACTUAL | Enter — REFERENCE | Add

Execution tip: Test valid, expired, already-used, and non-qualifying codes. The message should explain the reason without exposing internal logic.

22 Verify tax is calculated correctly by product, location, customer type, transaction type, and tax-exemption rule.

CRITICAL | TAX CALCULATION

EXPECTED | 0.00 — ACTUAL | 0.00 — VARIANCE | 0.00

Execution tip: Compare the POS result with the approved tax rule. Capture taxable value, rate, expected tax, actual tax, and rounding.

23 Confirm currency, decimal precision, rounding, minimum charge, and change calculation follow the approved market rules.

CRITICAL | ROUNDING TEST

EXPECTED | 0.00 — ACTUAL | 0.00 — VARIANCE | 0.00

Execution tip: Use totals near rounding boundaries. Record the expected and actual payable amount and change due.

24 Verify subtotal, discount, tax, fees, deposits, and final payable amount recalculate correctly after every cart change.

CRITICAL | TOTAL VALIDATION

EXPECTED | 0.00 — ACTUAL | 0.00 — VARIANCE | 0.00

Execution tip: Capture the basket before and after the edit. A stale total or incorrect recalculation should block release approval.

5. Payments and tender processing

25 **Complete a cash transaction and verify amount received, change due, drawer opening, receipt, and cash ledger entry.**

CRITICAL | CASH PAYMENT

TENDER | Select | AMOUNT | Enter | REFERENCE | Add | Add receipt

Execution tip: Use exact payment, overpayment, and insufficient amount scenarios. Confirm the drawer opens only after the correct event.

26 **Complete chip, swipe, and contactless card payments supported by the business and verify approval details are returned once.**

CRITICAL | CARD PAYMENT

TENDER | Select | AMOUNT | Enter | REFERENCE | Add | Add receipt

Execution tip: Use approved test cards. Confirm authorization code, masked card reference, amount, and transaction status without storing sensitive data.

27 **Test split tender using two or more approved payment methods and verify the remaining balance updates correctly.**

CRITICAL | SPLIT PAYMENT

TENDER | Select | AMOUNT | Enter | REFERENCE | Add | Add receipt

Execution tip: Test partial cash plus card, gift card plus card, and cancellation during the second tender. Prevent duplicate charging.

28 **Test gift cards, store credit, vouchers, and loyalty value for balance checks, redemption, partial use, and expiry rules.**

CRITICAL | STORED VALUE

EXPECTED | Enter | ACTUAL | Enter | REFERENCE | Add

Execution tip: Record opening balance, redeemed amount, remaining balance, and any restriction message.

29 **Complete approved mobile wallet, QR, online link, or alternative payment methods and verify confirmation reaches the POS.**

CRITICAL | DIGITAL PAYMENT

TENDER | Select | AMOUNT | Enter | REFERENCE | Add | Add receipt

Execution tip: Confirm the POS does not complete the sale until a trusted payment confirmation is received.

30 **Test declined, timed-out, cancelled, reversed, and retried payments to confirm no duplicate charge or duplicate sale is created.**

CRITICAL | PAYMENT EXCEPTION

Pass | Needs review | Fail | Add evidence

Execution tip: Use transaction references to verify the payment gateway, terminal, POS, and receipt all show the same final status.

6. Returns, exchanges, refunds, voids, and cancellations

31 Process a return with the original receipt and verify item, quantity, price, tax, reason, and eligibility are retrieved correctly.

CRITICAL | RECEIPT RETURN

Pass | Needs review | Fail | Add evidence

Execution tip: Test within and outside the return window. Record the original transaction number and the resulting stock movement.

32 Test a return without receipt and verify identity, value limit, manager approval, tender, and fraud controls.

CRITICAL | NO-RECEIPT RETURN

Pass | Needs review | Fail | Add evidence

Execution tip: Follow the approved policy. Confirm the system prevents unauthorized cash refunds and records the approver.

33 Complete an exchange for an item of equal, lower, and higher value and verify the balance calculation and receipt.

CRITICAL | EXCHANGE TEST

EXPECTED | 0.00 — ACTUAL | 0.00 — VARIANCE | 0.00

Execution tip: Test both additional payment and refund due. Confirm tax and promotion adjustments are handled correctly.

34 Verify refunds are sent to the approved original tender or controlled alternative and cannot exceed the original paid amount.

CRITICAL | REFUND CONTROL

TENDER | Select — AMOUNT | Enter — REFERENCE | Add — Add receipt

Execution tip: Compare the refund amount, tender, authorization, and reference with the original sale.

35 Void an item and cancel a transaction before payment, then verify reason codes, approval, stock, and audit trail.

CRITICAL | VOID AND CANCEL

Pass | Needs review | Fail | Add evidence

Execution tip: Test cashier and supervisor roles. The cancelled basket must not affect sales or stock and must remain visible in the audit trail.

36 Test post-payment cancellation or reversal and confirm the POS, payment terminal, inventory, receipt, and reports reconcile.

CRITICAL | REVERSAL TEST

Scenario	Expected	Actual	Owner	Status

Execution tip: Track the same transaction across all systems. Open a critical incident if one system completes the reversal while another does not.

7. Receipts, invoices, customer profiles, and loyalty

37 Print a receipt and verify store details, transaction number, items, quantities, prices, discounts, tax, tender, date, and time.

CRITICAL | PRINTED RECEIPT

Add screenshot | Add receipt photo | REFERENCE | Add

Execution tip: Compare every mandatory receipt field with local requirements and company policy. Capture a readable test receipt.

38 Send a digital receipt by approved channel and verify consent, masked contact details, delivery status, and content.

DIGITAL RECEIPT

Pass | Needs review | Fail | Add evidence

Execution tip: Use test contact details. Confirm staff cannot view or reuse customer information beyond the intended purpose.

39 Generate a tax invoice or business receipt and verify customer, tax registration, address, and invoice sequence fields.

CRITICAL | INVOICE TEST

EXPECTED | Enter | ACTUAL | Enter | REFERENCE | Add

Execution tip: Test mandatory and optional fields, duplicate invoice prevention, and reprint labeling.

40 Search, create, and update a customer profile while verifying duplicate detection, required fields, and access permissions.

CUSTOMER PROFILE

SEARCH TERM | Enter | RESULT COUNT | Enter | Add screenshot

Execution tip: Use test customer records. Confirm sensitive fields are masked and changes appear in the audit trail.

41 Earn, redeem, reverse, and adjust loyalty points or rewards and verify balance, eligibility, and receipt messaging.

CRITICAL | LOYALTY TEST

EXPECTED | 0.00 | ACTUAL | 0.00 | VARIANCE | 0.00

Execution tip: Test new and existing members, insufficient balance, expiry, returns, and cancelled sales.

42 Confirm customer consent, privacy notices, data masking, opt-in choices, and deletion or correction requests work as designed.

CRITICAL | PRIVACY CONTROL

☐ Option 1 | ☐ Option 2 | ☐ Option 3 | ☐ Other

Execution tip: Record the exact consent captured and where it is stored. Escalate any exposure of unnecessary personal data.

8. Inventory, orders, and omnichannel workflows

43 Complete a sale and verify on-hand stock, available stock, reserved stock, and item movement update correctly.
CRITICAL | STOCK DECREMENT

EXPECTED | 0.00 | ACTUAL | 0.00 | VARIANCE | 0.00

Execution tip: Record stock before sale, quantity sold, expected stock, actual stock, and sync time.

44 Test low-stock, zero-stock, and negative-stock rules and verify warnings or sale restrictions follow policy.
CRITICAL | STOCK RULE

Pass | Needs review | Fail | Add evidence

Execution tip: Use SKUs configured for each rule. Confirm overrides require the correct role and reason.

45 Retrieve and complete a click-and-collect or pickup order and verify customer, items, payment, status, and handover evidence.
CRITICAL | PICKUP ORDER

Pass | Needs review | Fail | Add evidence

Execution tip: Confirm the same order cannot be collected twice and that the collection timestamp and employee are recorded.

46 Create or complete a home-delivery or ship-from-store order and verify address, delivery charge, inventory reservation, and status.
CRITICAL | DELIVERY ORDER

EXPECTED | Enter | ACTUAL | Enter | REFERENCE | Add

Execution tip: Use a test address. Confirm delivery promises, charges, and stock allocation match the selected fulfillment method.

47 Test reservation, layaway, deposit, pre-order, or hold functions used by the business.
ORDER HOLD

- [ ] Option 1
- [ ] Option 2
- [ ] Option 3
- [ ] Other

Execution tip: Record deposit, expiry, customer reference, reserved quantity, cancellation rule, and final balance.

48 Verify POS sales, returns, transfers, orders, and reservations synchronize once with inventory and order systems.
CRITICAL | INTEGRATION SYNC

Pass | Needs review | Fail | Add evidence

Execution tip: Compare references and quantities across systems. Flag delayed, missing, or duplicate messages with timestamps.

9. Hardware, connectivity, offline mode, and integrations

49 Test barcode scanner accuracy, scan speed, duplicate-scan handling, and fallback manual entry. SCANNER TEST

Pass | Needs review | Fail | Add evidence

Execution tip: Use clear, damaged, small, alternate, and high-density barcodes. Record any repeated or missed scans.

50 Test receipt printer, paper status, print quality, cutter, reprint, and printer-failure handling. CRITICAL PRINTER TEST

Add screenshot | Add receipt photo | REFERENCE | Add

Execution tip: Attach a sample receipt and record how the POS behaves when paper is out or the printer is disconnected.

51 Test cash drawer opening, locking, no-sale access, manual override, and drawer event logging. CRITICAL DRAWER TEST

Pass | Needs review | Fail | Add evidence

Execution tip: Verify the drawer opens only for approved functions and every manual opening requires permission and a reason.

52 Verify payment terminal, customer display, scale, label printer, signature device, and other connected hardware communicate correctly. CRITICAL PERIPHERAL TEST

- [ ] Option 1
- [ ] Option 2
- [ ] Option 3
- [ ] Other

Execution tip: Select only installed devices and record serial number, connection type, firmware, and result for failed hardware.

53 Test approved offline mode, transaction limits, user warnings, receipt behavior, and synchronization after connectivity returns. CRITICAL OFFLINE TEST

START TIME | 00:00 — END TIME | 00:00 — RESULT | Enter

Execution tip: Record offline start time, transactions completed, restrictions, recovery time, and whether each transaction synchronized once.

54 Verify payment, ERP, inventory, tax, loyalty, CRM, and reporting integrations process each transaction without loss or duplication. CRITICAL END-TO-END INTEGRATION

Scenario	Expected	Actual	Owner	Status

Execution tip: Trace a common transaction ID across systems and record mismatched status, amount, quantity, or timestamp.

10. Shift close, reconciliation, reporting, incidents, and sign-off

55 Suspend and recall a transaction and verify items, prices, customer, discounts, and tender state are preserved securely. SUSPEND AND RECALL

Pass | Needs review | Fail | Add evidence

Execution tip: Confirm another user or terminal can recall the basket only when policy allows and that abandoned baskets are controlled.

56 Close the cashier shift and verify cash, card, digital, voucher, refund, and other tender totals are available for reconciliation. CRITICAL SHIFT CLOSE

EXPECTED 0.00 | ACTUAL 0.00 | VARIANCE 0.00

Execution tip: Compare POS totals with physical cash, payment terminal totals, and external settlement reports.

57 Record tender variance and confirm tolerance, recount, reason, manager approval, and escalation rules work correctly. CRITICAL VARIANCE CONTROL

EXPECTED 0.00 | ACTUAL 0.00 | VARIANCE 0.00

Execution tip: Test zero variance and a controlled variance. High differences should prevent final closure until reviewed.

58 Verify daily sales, tax, discount, void, refund, tender, cashier, and exception reports are complete and export correctly. CRITICAL REPORT VALIDATION

☐ Option 1 ☐ Option 2 ☐ Option 3 ☐ Other

Execution tip: Compare report totals with test transactions and confirm filters, date, store, user, and timezone are correct.

59 Log every failed POS function with severity, reproducible steps, transaction reference, evidence, owner, and retest date. CRITICAL DEFECT REGISTER

Scenario	Expected	Actual	Owner	Status

Execution tip: Use critical, high, medium, and low severity. Block release or store use for failures involving payment, totals, tax, access, or duplicate transactions.

60 Record the final POS test status, unresolved critical defects, release decision, manager approval, and accountable signatories. CRITICAL DECISION AND SIGN-OFF

Approved | Approved with conditions | Not approved | MANAGER Sign

Execution tip: Use Approved, Approved with conditions, or Not approved. Include open defect IDs, owners, due dates, and escalation.