

RETAIL PRICE ACCURACY AUDIT CHECKLIST TEMPLATE

Price Accuracy Audit Checklist

Use this template to review product master data, shelf labels, promotions, POS transactions, markdowns, weighted items, tax, channel consistency, customer remedies, corrective actions, and management sign-off across retail locations.

STORE / LOCATION

AUDIT TYPE

DATE AND WINDOW

AUDITOR

1. Audit setup, pricing governance, and sample plan

1

Confirm the correct store, audit type, date, approved window, and current pricing policy version.

CRITICAL

DROPDOWN + DATE + TIME

AUDIT TYPE | | Routine / targeted

DATE | | Select

WINDOW | | Start to end

🔍 Execution tip:

Use the assigned location and latest approved pricing standard so results remain comparable across stores and audit periods.

2

Define the sample by department, category, promotion, price band, and risk level.

CRITICAL

SAMPLING PLAN

PLANNED SAMPLE | | Count

CATEGORIES | | Count

HIGH-RISK ITEMS | | Count

🔍 Execution tip:

Include high-volume, high-value, promoted, weighted, clearance, and frequently changed products instead of relying only on random selection.

3

Confirm the store manager, pricing owner, merchandising owner, and POS support contact.

PEOPLE PICKER

STORE OWNER | | Select

PRICING OWNER | | Select

POS SUPPORT | | Select

🔍 Execution tip:

Use named owners so shelf, system, promotion, and transaction errors can be routed without delay.

4

Review previous price errors, customer complaints, refunds, open tickets, and repeat findings.

CRITICAL

LINKED RECORDS

OPEN ISSUES | | Count

COMPLAINTS | | Count

REPEAT ITEMS | | Count

🔍 Execution tip:

Start with recurring discrepancies and products that recently changed price, promotion, tax, pack size, or barcode.

5

Confirm scanners, price files, promotion lists, reference reports, and label-printing tools are available.

READINESS CHECKLIST

Scanner available

Price file accessible

Promo list current

Label printer ready

🔍 Execution tip:

Test the actual tools used during the audit before sampling begins so missing access does not weaken the result.

6

Capture arrival geo-location, timestamp, and an approved reference photo of the audit area.

CRITICAL

GEO + TIME + LIVE PHOTO

GEO | | Verified

ARRIVAL | | Timestamp

Add live photo

🔍 Execution tip:

Require live capture where policy allows to verify the audit occurred at the assigned location and time.

2. Product master and price file controls

- 7 Verify each sampled barcode or SKU resolves to the correct product description in the approved system. CRITICAL BARCODE LOOKUP

SAMPLED || Count

CORRECT MATCHES || Count

MISMATCHES || Count

 **Execution tip:** Confirm the item identity first. A correct price attached to the wrong SKU is still a material control failure.

- 8 Confirm the approved base selling price is current and effective for the audit date and time. CRITICAL PRICE FILE VERIFICATION

APPROVED PRICE || \$

EFFECTIVE FROM || Date / time

Current

Expired / early

 **Execution tip:** Check effective dates and times, not only the value displayed in the current price file.

- 9 Verify pack size, unit of measure, variant, and selling unit match the price record. CRITICAL PRODUCT ATTRIBUTE CHECK

PACK SIZE || Enter

UOM || Select

VARIANT || Enter

 **Execution tip:** Pay special attention to single units, multipacks, case quantities, size variants, and similar packaging.

- 10 Confirm tax category, deposit, environmental fee, or other mandatory charge is correctly configured. CRITICAL TAX AND FEE REVIEW

TAX CATEGORY || Select

FEE TYPE || Select

CONFIGURED AMOUNT || \$

 **Execution tip:** Use the approved tax or fee matrix for the store jurisdiction and product category.

- 11 Verify price changes have an approved request, owner, effective date, and change history. APPROVAL TRAIL

CHANGE ID || Enter

APPROVED BY || Select

EFFECTIVE DATE || Date

 **Execution tip:** Trace a sample of recent changes from authorization through system update and store execution.

- 12 Check discontinued, blocked, recalled, or inactive items cannot be sold at an unintended price. CRITICAL INACTIVE ITEM TEST

Blocked correctly

Warning only

Sold incorrectly

 **Execution tip:** Scan sampled inactive items and confirm the expected block, warning, or controlled disposition occurs.

3. Shelf labels, tickets, and product matching

13 Confirm the displayed shelf label belongs to the product directly above, below, or beside it according to the fixture standard. CRITICAL PRODUCT-LABEL MATCH

Correct match Unclear Wrong product Add photo

 Execution tip: Use barcode, SKU, description, size, and variant together instead of judging only by product name.

14 Verify the displayed selling price matches the current approved base price. CRITICAL PRICE COMPARISON

DISPLAYED PRICE || \$ APPROVED PRICE || \$ VARIANCE || \$

 Execution tip: Record both values exactly, including currency, decimals, pack quantity, and any qualifying condition.

15 Check unit price, price per weight, price per volume, or comparable-price information where required. CRITICAL UNIT PRICE VERIFICATION

DISPLAYED UNIT PRICE || \$ CALCULATED UNIT PRICE || \$ RESULT || Pass / fail

 Execution tip: Recalculate a sample rather than relying only on the printed label value.

16 Confirm labels are readable, complete, undamaged, and positioned without obscuring product information. LABEL CONDITION + PHOTO

Good Replace soon Unusable Add photo

 Execution tip: Replace faded, torn, handwritten, covered, or poorly aligned labels that could mislead customers.

17 Identify missing labels, duplicate labels, multiple conflicting prices, or labels left after a product move. CRITICAL EXCEPTION COUNT

MISSING || Count DUPLICATE || Count CONFLICTING || Count

 Execution tip: Inspect shelf edges, hooks, promotional displays, endcaps, baskets, and secondary placements.

18 Verify electronic shelf labels show the correct price, product, status, and battery or connection health. ELECTRONIC LABEL STATUS

Label ID	Product	Price status	Device status

 Execution tip: Check synchronization and device health for sampled labels, especially after recent price changes.

4. Promotions, offers, and campaign pricing

19

Confirm every sampled promotion is active only within the approved start and end date and time.

CRITICAL

PROMOTION DATE CHECK

STARTS || Date / time

ENDS || Date / time

AUDIT TIME || Timestamp

 Execution tip: Include promotions that started or ended recently because transition errors are common.

20

Verify promotional shelf labels, signs, displays, and product selection match the approved campaign.

CRITICAL

CAMPAIGN EXECUTION + PHOTO

Compliant

Partial

Incorrect

Add evidence

 Execution tip: Check the exact SKU, variant, pack size, offer text, dates, and placement shown in the campaign brief.

21

Test that the promotional price or discount applies correctly at POS.

CRITICAL

POS PROMOTION TEST

DISPLAYED OFFER || \$ / %

POS RESULT || \$ / %

VARIANCE || \$

 Execution tip: Scan a representative item and retain the transaction or test receipt reference where policy permits.

22

Verify multi-buy, bundle, buy-one-get-one, and threshold offers apply the correct quantity and conditions.

CRITICAL

OFFER CONDITION TEST

Offer	Test quantity	Expected	Actual

 Execution tip: Test qualifying and non-qualifying quantities to confirm the offer triggers only when intended.

23

Confirm member, loyalty, coupon, app, or personalized prices are clearly described and apply correctly.

CRITICAL

MEMBER PRICE TEST

Applied correctly

Condition unclear

Failed

MEMBER ID / TEST || Reference

 Execution tip: Make eligibility conditions visible so non-members are not misled by the headline price.

24

Check expired promotional materials and prices are removed promptly from all product locations.

CRITICAL

EXPIRED OFFER SWEEP

EXPIRED SIGNS || Count

REMOVED || Count

OPEN ACTIONS || Count

 Execution tip: Inspect secondary displays and handwritten signs, not only the main shelf location.

5. POS checkout and transaction accuracy

25 Scan each sampled item and confirm the POS selling price matches the displayed shelf or promotional price.

CRITICAL

SHELF-TO-POS COMPARISON

DISPLAYED || \$

POS || \$

DIFFERENCE || \$

 **Execution tip:** Use the same product unit and qualifying conditions shown to the customer.

26 Verify the correct product description, quantity, tax, and unit appear on the transaction screen and receipt.

CRITICAL

TRANSACTION DETAIL CHECK

☐ Description correct

☐ Quantity correct

☐ Tax correct

☐ Receipt clear

 **Execution tip:** A price can appear correct while the wrong item, quantity, or tax category is recorded.

27 Test price lookup, barcode failure, and no-label scenarios using the approved cashier process.

EXCEPTION WORKFLOW TEST

Procedure followed

Coaching needed

Control bypassed

 **Execution tip:** Confirm employees do not guess, manually key an unsupported price, or leave the customer waiting without escalation.

28 Verify price checks at self-checkout, assisted checkout, mobile POS, and other active payment points.

CRITICAL

CHANNEL TEST GRID

Checkout type	Items tested	Errors	Action

 **Execution tip:** Sample every checkout type used by customers because device or configuration errors may affect only one channel.

29 Confirm rounding, currency decimal, cash rounding, and total calculation follow the approved rule.

CRITICAL

CALCULATION TEST

EXPECTED TOTAL || \$

ACTUAL TOTAL || \$

DIFFERENCE || \$

 **Execution tip:** Test a basket with multiple items, discounts, and taxes rather than only a single item.

30 Retain an approved receipt or transaction reference for every material checkout discrepancy.

CRITICAL

RECEIPT EVIDENCE

TRANSACTION ID || Enter

TIME || Timestamp

Add approved receipt

 **Execution tip:** Mask personal or payment data and capture only the information required to support investigation.

6. Markdowns, clearance, discounts, and overrides

31 Confirm every markdown or clearance price has valid authorization and an effective period.

CRITICAL

MARKDOWN APPROVAL

MARKDOWN ID || Enter

APPROVED BY || Select

VALID UNTIL || Date

 Execution tip: Trace the item to an approved markdown list, reason, owner, and effective date.

32 Verify clearance labels, stickers, shelf signs, and POS prices show the same final selling price.

CRITICAL

CLEARANCE PRICE MATCH

LABEL PRICE || \$

POS PRICE || \$

VARIANCE || \$

 Execution tip: Remove or cover the previous price according to policy so customers see one unambiguous offer.

33 Check manual discounts require the correct role, reason code, and approval level.

CRITICAL

DISCOUNT CONTROL TEST

TRANSACTIONS SAMPLED || Count

VALID APPROVALS || Count

EXCEPTIONS || Count

 Execution tip: Review a sample of manual discounts and confirm the operator did not use a generic or incorrect reason.

34 Verify price overrides are logged with operator, approver, reason, time, and original price.

CRITICAL

OVERRIDE LOG REVIEW

Transaction	Operator	Reason	Approval

 Execution tip: Prioritize repeated overrides by the same operator, item, department, or time period.

35 Confirm damaged, open-box, display, or returned items use the approved condition and pricing process.

CONDITION-BASED PRICE CHECK

Correct process

Evidence missing

Unauthorized price

Add evidence

 Execution tip: Link the reduced price to a documented condition assessment and prevent unrestricted resale at the wrong price.

36 Check employee, partner, corporate, and special-customer discounts apply only to eligible transactions.

CRITICAL

ELIGIBILITY TEST

☐ Eligibility verified

☐ Limit respected

☐ Exclusions applied

☐ No improper stacking

 Execution tip: Verify identity, limits, excluded products, and stacking rules without collecting unnecessary personal information.

7. Weighted, variable-price, bundle, and multi-pack products

37 Verify scale PLU, product description, unit price, tare, and tax are correctly configured.

CRITICAL

SCALE CONFIGURATION TEST

PLU | | Enter

UNIT PRICE | | \$ / unit

TARE | | Value

 **Execution tip:** Use a known test weight and approved reference price for each sampled department.

38 Check the printed scale label price equals the calculated weight multiplied by the approved unit price.

CRITICAL

WEIGHT-PRICE CALCULATION

WEIGHT | | Enter

EXPECTED | | \$

PRINTED | | \$

 **Execution tip:** Record weight, unit price, expected total, and printed total for the same item.

39 Verify variable-price items, service charges, and custom quantities use approved rates and units.

CRITICAL

VARIABLE PRICE REVIEW

Controlled

Limit missing

Unrestricted

 **Execution tip:** Confirm the operator cannot enter unrestricted values outside approved limits.

40 Test multi-pack, split-pack, and case-break pricing for the correct selling unit.

CRITICAL

PACK CONVERSION TEST

SKU

Selling unit

Displayed

POS

 **Execution tip:** Compare barcode, pack quantity, shelf description, and POS unit to prevent single-versus-pack errors.

41 Verify bundles and kits contain the correct components and total price.

BUNDLE COMPOSITION TEST

BUNDLE ID | | Enter

COMPONENTS | | Count

BUNDLE PRICE | | \$

 **Execution tip:** Test missing, substituted, and extra component scenarios where the system supports controlled bundles.

42 Confirm deposit, container, service, or regulatory fees are added and disclosed correctly.

CRITICAL

FEE CALCULATION TEST

DISPLAYED FEE | | \$

POS FEE | | \$

RECEIPT FEE | | \$

 **Execution tip:** Check the fee appears consistently on signage, shelf labels, POS, and receipt where required.

8. Omnichannel, loyalty, tax, and channel consistency

43 Compare sampled store prices with the approved website, app, click-and-collect, and marketplace prices.

CHANNEL COMPARISON

Channel	Displayed price	Approved difference	Result

 Execution tip: Record legitimate channel differences separately from unintended synchronization failures.

44 Verify channel-specific offers clearly state eligibility, fulfilment method, dates, and exclusions.

CRITICAL

DISCLOSURE REVIEW

☐ Channel named

☐ Eligibility clear

☐ Dates shown

☐ Exclusions clear

 Execution tip: Customers should be able to understand why a price differs before reaching checkout.

45 Test loyalty, coupon, wallet, or app-based prices using an approved test account or method.

CRITICAL

DIGITAL OFFER TEST

OFFER CODE || Enter

EXPECTED BENEFIT || \$ / %

ACTUAL || \$ / %

 Execution tip: Confirm activation, eligibility, usage limits, stacking rules, and receipt presentation.

46 Confirm tax rates and taxable amounts are consistent across active sales channels.

CRITICAL

TAX CONSISTENCY TEST

STORE TAX || \$ / %

ONLINE TAX || \$ / %

DIFFERENCE || \$ / %

 Execution tip: Use the approved jurisdiction and product tax matrix for the audit location.

47 Verify delivery, fulfilment, service, and convenience fees are disclosed before payment.

CRITICAL

FEE DISCLOSURE STATUS

Clear before payment
Partly clear
Hidden / incorrect

 Execution tip: Separate product price from optional or mandatory fees so the total customer cost is clear.

48 Check price updates synchronize across channels within the approved service level.

CRITICAL

SYNCHRONIZATION TIMING

CHANGE TIME || Timestamp

LAST CHANNEL UPDATED || Timestamp

DELAY || Minutes

 Execution tip: Use recent price changes to compare actual update times across shelf, POS, website, app, and electronic labels.

9. Discrepancy correction, customer remedy, and monitoring

49

Classify each price discrepancy by type, source, affected SKU, customer impact, and value.

CRITICAL

DISCREPANCY CLASSIFICATION

ERROR TYPE || Select

SKU || Enter

IMPACT || \$

🔍

Execution tip: Distinguish shelf, POS, promotion, master-data, tax, label, channel, and operator errors.

50

Apply immediate containment by correcting or removing misleading pricing and preventing further incorrect sales.

CRITICAL

CONTAINMENT STATUS

Contained

Temporary control

Still exposed

Escalate

🔍

Execution tip: Use a temporary controlled price, sales block, label removal, or checkout instruction according to policy.

51

Follow the approved customer remedy, refund, or price-promise process for affected transactions.

CRITICAL

CUSTOMER REMEDY RECORD

TRANSACTION || Reference

REMEDY || \$ / action

APPROVED BY || Select

🔍

Execution tip: Document the remedy without retaining unnecessary payment or personal information.

52

Create a correction ticket with owner, priority, due time, affected channels, and evidence requirement.

CRITICAL

CORRECTIVE ACTION WORKFLOW

Finding	Owner	Due time	Evidence

🔍

Execution tip: Assign separate owners when the shelf, price file, POS, promotion, and online channel require different fixes.

53

Retest the corrected item at every affected shelf, display, checkout, and digital channel.

CRITICAL

RETEST + CLOSURE PROOF

Retest passed

Partial

Failed

Closure proof

🔍

Execution tip: Do not close the issue after updating only one system or replacing one label.

54

Review repeat errors by SKU, category, store, campaign, user, source system, and root cause.

TREND REVIEW

REPEAT SKUS || Count

REPEAT CAUSES || Count

MANAGEMENT REVIEW || Date

🔍

Execution tip: Use repeat patterns to improve change controls, integrations, training, label printing, and promotion setup.

10. Reporting, corrective actions, and sign-off

- 55 Calculate overall price accuracy, shelf accuracy, POS accuracy, promotion accuracy, and channel accuracy.

CALCULATED SCORECARD

OVERALL || %

SHELF / POS || %

PROMOTION / CHANNEL || %

 Execution tip: Report each component separately so management can identify the actual source of customer risk.

- 56 Escalate regulatory exposure, widespread mispricing, repeated overcharging, and high-value customer impact immediately.

CRITICAL

CRITICAL ESCALATION

No critical issue

Critical issue open

Escalate now

 Execution tip: Define who must be contacted and the maximum response time for each critical price-accuracy failure.

- 57 Confirm every material finding has containment, root cause, a named owner, priority, due date, and evidence requirement.

CRITICAL

CORRECTIVE ACTION REGISTER

Finding	Root cause	Owner	Due date

 Execution tip: Use shorter deadlines for customer-facing, regulatory, promotional, and repeated pricing failures.

- 58 Verify completed system, label, promotion, and training corrections were retested under normal trading conditions.

CRITICAL

RETEST + CLOSURE PROOF

Retest passed

Retest failed

Closure proof

VERIFIED BY | Select

 Execution tip: Confirm shelf, POS, receipt, promotion, and digital channels after the fix.

- 59 Schedule high-risk follow-up sampling and the next price accuracy audit.

FOLLOW-UP SCHEDULE

FOLLOW-UP SAMPLE || Date

CAMPAIGN REVIEW || Date

NEXT AUDIT || Date

 Execution tip: Use earlier follow-up for repeat items, recent campaigns, major price changes, integration issues, or temporary controls.

- 60 Complete store manager and pricing or finance reviewer approval with timestamp.

CRITICAL

DUAL SIGNATURE + TIMESTAMP

STORE MANAGER || Sign

PRICING / FINANCE || Sign

SUBMITTED || Timestamp

 Execution tip: Require the store manager to acknowledge execution gaps and the reviewer to verify evidence, corrections, and escalation.

RUN THIS AUDIT IN TAQTICS

Turn every price mismatch into accountable action

Schedule audits by store, enforce geo-fencing and time windows, compare shelf and POS prices, collect approved evidence, correct critical discrepancies, and compare pricing performance across locations.

Geo-fenced audits

Price comparisons

Approved evidence

Correction actions

Pricing dashboards

Try the price accuracy audit in Taqtics