RETAIL AUDIT CHECKLIST TEMPLATE

Store Closing Audit Checklist

Use this comprehensive template to verify customer clearance, cash and POS reconciliation, stock security, housekeeping, system shutdown, safety, access control, final lockup, corrective actions, and closing approval.

STORE	LOCATION	CLOSING DATE	AUDITOR / SHIFT

1. Audit setup and closing scope

1 Select the store closing audit type, visit purpose, and scope. — DROPDOWN + SCOPE

AUDIT TYPE | Select — SCOPE | Select

Execution tip: Use separate options for routine close, surprise audit, risk-based review, post-incident review, and targeted re-inspection so results can be compared correctly.

2 Confirm the correct store, auditor identity, geo-location, and audit start time. — GEO-LOCATION + TIMESTAMP

LOCATION | Auto-captured — START TIME | __:__ — AUDITOR | Name

Execution tip: Require a geo-fenced check-in and automatic timestamp to prove that the audit occurred at the intended store and within the approved closing window.

3 Record the scheduled closing time, final transaction time, last customer exit, and final lockup time. — MULTIPLE TIME FIELDS

SCHEDULED | __:__ — FINAL TRANSACTION | __:__ — LAST CUSTOMER EXIT | __:__ — LOCKUP | __:__

Execution tip: Capture planned and actual times. Large gaps can reveal late trading, delayed lockup, poor task sequencing, or uncontrolled access after close.

4 Record the closing manager, cash lead, security contact, and team members assigned to closing duties. — CRITICAL — PEOPLE + ROLE FIELDS

MANAGER | Name — CASH LEAD | Name — SECURITY | Name — TEAM | Names

Execution tip: Use named users and role-based assignment so every critical closing responsibility has an accountable owner.

5 Confirm the current closing SOP, emergency contacts, cash rules, and security instructions are available. — CRITICAL — DOCUMENT CHECK + ACKNOWLEDGEMENT

Available — Incomplete — Unavailable — Add document — VERSION | Enter

Execution tip: Link the latest approved procedure and require acknowledgement when policies change so teams do not rely on outdated printed instructions.

6 Review previous closing exceptions, incidents, and open corrective actions before starting the audit. — ACTION REVIEW

Closed — In progress — Open — OWNER / DUE | Enter

Execution tip: Show unresolved findings at the beginning of the audit. Repeated issues should be escalated beyond the store manager and tracked as recurring risk.

2. Customer clearance, trading cutoff, and final service

7 Confirm the entrance status and the last customer admission followed the approved closing policy. STATUS + TIME

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Record whether doors remained fully open, controlled, or closed during the final trading period and compare the actual cutoff with the approved policy.

8 Verify all customers have left the sales floor, fitting rooms, washrooms, lifts, and service areas. MULTI-ZONE VERIFICATION

Completed | Not completed | Exception noted | Add evidence

Execution tip: Require each customer-accessible zone to be checked rather than relying on a single general confirmation. Add comments for inaccessible or occupied areas.

9 Confirm late pickups, collections, appointments, repairs, or special customer commitments were completed or handed over. REFERENCE + NOTES

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Capture the customer reference, responsible employee, status, and follow-up required so an incomplete commitment is not lost at closing.

10 Verify final customer concerns, complaints, returns, and service requests were resolved or assigned. NARRATIVE + ACTION

SUMMARY | Add comment
OWNER | Assign
DUE | Set

Execution tip: Any open customer issue should have an owner, due time, priority, and communication plan before the responsible employee leaves.

11 Record the last customer exit time and confirm the customer entrance was secured immediately afterward. TIMESTAMP + DOOR STATUS

LAST EXIT | __:__
DOOR SECURED | __:__

Confirmed | Delayed | Not secured

Execution tip: Use an automatic timestamp and live photo when required. The system should flag a delay between the last exit and door control.

12 Confirm no unauthorized customer, contractor, delivery person, or visitor remains inside after closing. CRITICAL COUNT + SIGN-OFF

AUTHORIZED PEOPLE | 0
MANAGER | Name
SIGNATURE | Sign

Execution tip: Record the number of remaining authorized people and require manager confirmation before security controls are activated.

3. POS, cash, refunds, and transaction closure

13 **Record the final transaction number and time, then confirm every POS terminal completed its closing process.** REFERENCE + TIMESTAMP

REFERENCE | Enter

TIME | __:__

Complete / Partial / Failed

Execution tip: Capture terminal IDs, closing status, sync status, and final transaction references so missing or unsynced tills are visible.

14 **Reconcile each till, cash drawer, and payment channel against expected totals within the approved tolerance.** CRITICAL · NUMERIC VARIANCE + VALIDATION

EXPECTED | 0.00

ACTUAL | 0.00

VARIANCE | 0.00

Within tolerance / Review / Outside tolerance

Execution tip: Enter expected, actual, and variance values. Configure limits so any variance outside tolerance creates a mandatory explanation and action.

15 **Verify cash counts were completed under dual control and signed by the required employees.** CRITICAL · DUAL COUNT + SIGNATURES

COUNT 1 | 0.00

COUNT 2 | 0.00

COUNTER 1 | Sign

COUNTER 2 | Sign

Execution tip: Require named counters, count time, signatures, and evidence where policy allows. A single-person count should be flagged as an exception.

16 **Review refunds, voids, discounts, manual overrides, no-sale openings, and transactions after the cutoff.** TRANSACTION SAMPLE GRID

Item / area	Finding	Owner	Due	Status

Execution tip: Capture sample references, amount, employee, authorization, reason, and supporting evidence for unusual or high-risk transactions.

17 **Confirm cash, deposits, petty cash, vouchers, gift cards, and controlled payment items were secured.** CRITICAL · MULTI-SELECT + PHOTO

- [ ] Completed
- [ ] Not completed
- [ ] Exception noted

Add evidence

Execution tip: List every value type that must be secured and require a photo or safe reference without exposing confidential amounts or access codes.

18 **Verify the banking or deposit handover was completed with the correct reference, seal, custodian, and time.** DEPOSIT REFERENCE + SIGNATURE

SEAL / REF. | Enter

CUSTODIAN | Name

TIME | __:__

SIGNATURE | Sign

Execution tip: Capture bag or seal reference, amount category, handover person, method, time, and exception process. Do not include sensitive access information.

4. Inventory, stock movement, high-value items, and loss prevention

19 **Count and secure high-value, restricted, controlled, or theft-sensitive inventory according to policy.** CRITICAL · COUNT + LIVE PHOTO

EXPECTED | 0 · ACTUAL | 0 · VARIANCE | 0 · Add live photo

Execution tip: Define the products or zones that need closing counts. Capture expected versus actual quantities and create an immediate action for unexplained variance.

20 **Confirm returns, damages, write-offs, samples, transfers, and quarantine stock were recorded correctly.** DYNAMIC STOCK GRID

Item / area	Finding	Owner	Due	Status

Execution tip: Capture item or SKU, quantity, reason, system reference, storage location, owner, and evidence so physical stock matches system movement.

21 **Inspect open cartons, dispatch items, receiving documents, and any stock moved after normal receiving hours.** SCORED CHECK + LIVE PHOTO

Compliant · Partial · Non-compliant · Add evidence

Execution tip: Require comments and photo proof for open or staged stock. Unexplained after-hours movement should be treated as a loss prevention exception.

22 **Verify fitting rooms, try-on areas, collection points, and customer hold areas are cleared and reconciled.** MULTI-ZONE CHECK

☐ Completed · ☐ Not completed · ☐ Exception noted · Add evidence

Execution tip: Record the number of items found, return them to the correct location, and log missing tags, packaging, or suspicious indicators.

23 **Confirm stockroom cages, cabinets, safes, high-value zones, and restricted storage areas are locked.** CRITICAL · SCORED CHECK + PHOTO

Compliant · Partial · Non-compliant · Add evidence

Execution tip: Use zone-specific checks and mandatory evidence for critical locks. Any failed lock should trigger an urgent security action and temporary control.

24 **Document shrink indicators, suspicious variances, damaged security tags, or unusual stock conditions.** INCIDENT + ACTION GRID

Item / area	Finding	Owner	Due	Status

Execution tip: Capture location, item, quantity, observation, immediate control, owner, due time, and escalation to loss prevention or regional operations.

5. Sales floor, visual merchandising, pricing, and presentation reset

25 Reset products, fixtures, shelves, tables, and customer zones to the approved closing standard.

SCORED CHECK + LIVE PHOTO

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Use reference images or standards for priority zones. Wide-angle photos help the opening team verify that the store was left ready.

26 Replenish priority products or create assigned replenishment tasks for the next shift.

STOCK TASK LIST

Item / area	Finding	Owner	Due	Status

Execution tip: Capture item or area, current gap, required quantity, owner, due time, and priority so incomplete replenishment is visible before opening.

27 Remove expired promotional materials, campaign signage, and temporary communication due to end.

MULTI-SELECT + PHOTO

- [ ] Completed
- [ ] Not completed
- [ ] Exception noted

Add evidence

Execution tip: Link the campaign calendar and identify every item that must be removed. Keep evidence for high-impact storefront and promotional zones.

28 Complete required price, promotion, label, and ticket changes or schedule controlled tasks for the next shift.

PRICE CHANGE LOG

Item / area	Finding	Owner	Due	Status

Execution tip: Capture product, old price, new price, effective date, status, owner, and verification sample. Critical price changes should not remain informal.

29 Secure demo devices, testers, samples, portable fixtures, props, and movable displays.

MULTI-SELECT + PHOTO

- [ ] Completed
- [ ] Not completed
- [ ] Exception noted

Add evidence

Execution tip: List high-value or removable items and define the approved overnight location. Missing items should create an immediate loss prevention action.

30 Capture final storefront, window, entrance, and sales floor evidence after reset.

MANDATORY LIVE PHOTOS

Add storefront photo | Add interior photo | Add critical-zone photo

Execution tip: Require photos from defined positions with geo-location and timestamps so remote reviewers can compare closing condition across stores.

6. Backroom, receiving, waste, and housekeeping

31 Confirm service counters, floors, work areas, staff rooms, and shared spaces are clean and organized.

MULTI-ZONE CHECKLIST

Completed | Not completed | Exception noted | Add evidence

Execution tip: Break the check into named zones and require comments for any area deferred to the next shift. High-risk spills or obstructions need immediate action.

32 Verify waste, recyclables, confidential material, damaged goods, and hazardous disposal were handled correctly.

WASTE STATUS + PHOTO

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Define the approved disposal route for each waste type. Record container status, secure storage, collection reference, and exceptions.

33 Confirm receiving bays, loading doors, delivery zones, and external stock access points are clear and locked.

CRITICAL | SCORED CHECK + PHOTO

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Capture each access point separately. An unsecured loading or receiving door should be treated as a critical closing failure.

34 Store chemicals, tools, ladders, cleaning equipment, and maintenance items safely in approved locations.

MULTI-SELECT CHECK

Completed | Not completed | Exception noted | Add evidence

Execution tip: Verify segregation, labeling, secure storage, spill control, and access restrictions. Add photo evidence where safety risk is high.

35 Confirm food, consumables, temperature-sensitive items, or samples were stored or disposed of correctly.

READING + DISPOSAL RECORD

TARGET | Enter — ACTUAL | Enter — TIME | __:__

Within range | Review | Outside range

Execution tip: Capture item category, storage location, temperature where relevant, expiry status, disposal reason, and responsible employee.

36 Inspect for pest activity, leaks, spills, blocked routes, damage, or maintenance hazards and log every finding.

ISSUE GRID + ACTION

Item / area	Finding	Owner	Due	Status

Execution tip: Record location, risk, temporary control, responsible function, due time, and escalation. Do not leave safety or facility hazards as handover notes only.

7. Technology, equipment, utilities, and shutdown controls

37 Verify POS, back-office, inventory, payment, and reporting systems completed their end-of-day process.

SYSTEM STATUS + SYNC TIME

Operational | Warning | Failed | REFERENCE | Enter | TIME | __:__

Execution tip: Capture system name, status, last sync, error message, ticket reference, and workaround. Critical reporting failures should escalate before staff leave.

38 Count and secure tablets, scanners, radios, handheld devices, keys, and charging equipment.

DEVICE COUNT

EXPECTED | 0 | ACTUAL | 0 | VARIANCE | 0 | OWNER | Name

Execution tip: Record expected and actual quantities by device type. Missing devices should create a named investigation and loss prevention action.

39 Shut down non-essential equipment according to the approved energy and safety procedure.

MULTI-SELECT SHUTDOWN CHECK

- [ ] Completed
- [ ] Not completed
- [ ] Exception noted

Add evidence

Execution tip: Create a list by equipment category and define which assets must remain on. This prevents unsafe shutdowns and unnecessary energy use.

40 Confirm refrigeration, essential systems, servers, alarms, and other required equipment remain operational.

CRITICAL | NUMERIC READING + VALIDATION

TARGET | Enter | ACTUAL | Enter | TIME | __:__ | Within range | Review | Outside range

Execution tip: Capture readings and operational status. Configure acceptable ranges so an out-of-limit result creates an urgent maintenance action.

41 Set lighting, HVAC, external signage, music, screens, and media to the approved overnight mode.

MULTI-SELECT + TIME

- [ ] Completed
- [ ] Not completed
- [ ] Exception noted

Add evidence

Execution tip: Define the correct closing state for each system. Use automatic time records and photos for externally visible signage or lighting.

42 Test CCTV recording, remote monitoring, alarm communication, and security system health before lockup.

CRITICAL | SYSTEM TEST + STATUS

Operational | Warning | Failed | REFERENCE | Enter | TIME | __:__

Execution tip: Record test result, panel message, device or zone affected, ticket number, temporary control, and escalation when any security system fails.

8. Safety, security, access, keys, alarms, and final lockup

43 Inspect fire exits, escape routes, stairways, and emergency access before final lockup.
CRITICAL | SCORED CHECK + PHOTO

Compliant | Partial | Non-compliant | Add evidence

Execution tip: Require zone-based confirmation and evidence for blocked or altered routes. A failed emergency route should prevent normal sign-off.

44 Verify emergency panels, fire equipment, first-aid controls, and safety systems show no unresolved fault.
CRITICAL | SYSTEM STATUS + COMMENT

Operational | Warning | Failed | REFERENCE | Enter | TIME | __:__

Execution tip: Capture panel status, seal condition, inspection indicator, fault message, responsible owner, and immediate temporary control.

45 Account for master keys, access cards, safe keys, seals, and other controlled access items.
CRITICAL | KEY COUNT + SIGNATURE

EXPECTED | 0 | ACTUAL | 0 | CUSTODIAN | Name | SIGNATURE | Sign

Execution tip: Record expected and actual count, custodian, missing reference, seal number where used, and dual sign-off for critical access items.

46 Confirm windows, shutters, doors, roof access, utility rooms, and secondary entrances are locked.
CRITICAL | MULTI-ZONE SCORE + PHOTO

☐ Completed | ☐ Not completed | ☐ Exception noted | Add evidence

Execution tip: List each access point separately. Critical doors should require live photo proof and immediate escalation when not secure.

47 Arm the intrusion alarm and record the system confirmation, zone status, and activation time.
CRITICAL | ALARM REFERENCE + TIMESTAMP

REFERENCE | Enter | TIME | __:__ | Complete | Partial | Failed

Execution tip: Capture the confirmation reference and automatic time. Any bypassed zone should require an approved reason and additional security control.

48 Complete the final perimeter walk and capture evidence of the secured storefront and external risk areas.
CRITICAL | GEO-LOCATION + LIVE PHOTO

LOCATION | Auto-captured | TIME | __:__ | Add live photo

Execution tip: Require a geo-tagged final walk after all staff leave. Capture shutters, doors, loading areas, external lighting, and suspicious activity.

9. Staff closeout, timekeeping, task completion, and handover

49 Confirm all employees clocked out correctly and every attendance exception was approved.

ROSTER + VARIANCE

SCHEDULED STAFF | 0
CLOCKED OUT | 0
EXCEPTIONS | 0
APPROVED BY | Name

Execution tip: Compare scheduled and actual end times. Capture overtime, missed punches, early departures, and manager approval for every exception.

50 Verify all closing tasks were completed by the assigned role and zone.

ROLE-BASED TASK COMPLETION

Role / zone	Task	Owner	Due	Status

Execution tip: Use named assignments, due times, and completion evidence. The manager should see unfinished tasks before final sign-off.

51 Record injuries, incidents, complaints, security events, maintenance failures, and unusual observations.

INCIDENT LOG

Item / area	Finding	Owner	Due	Status

Execution tip: Capture time, location, people involved, immediate action, report reference, owner, and escalation. Sensitive information should follow access rules.

52 Prepare the next-shift handover for stock, promotions, system outages, customer commitments, and open actions.

HANDOVER NOTES + ACKNOWLEDGEMENT

SUMMARY | Add notes
NEXT MANAGER | Name
ACKNOWLEDGEMENT | Sign

Execution tip: Structure the handover by topic and require the next responsible manager to acknowledge critical information.

53 Confirm lone-working, staff escort, transport, and safe-exit requirements were followed.

MULTI-SELECT + TIMESTAMP

REFERENCE | Enter
TIME | __:__

Complete | Partial | Failed

Execution tip: Use the appropriate control based on location risk and closing time. Record escort, transport, security contact, or exception approval.

54 Confirm the closing manager and final employee left through the approved exit at the recorded time.

TIMESTAMP + GEO-LOCATION

LOCATION | Auto-captured
START TIME | __:__
AUDITOR | Name

Execution tip: Capture final employee identity, exit time, approved route, and geo-location. The alarm and lockup sequence should occur immediately afterward.

10. Exceptions, corrective action, evidence, and final approval

55 Review every critical closing failure and confirm the immediate temporary control is effective.

CRITICAL | CRITICAL ACTION REVIEW

Closed | In progress | Open | OWNER / DUE | Enter

Execution tip: Prevent final secure status while a critical access, cash, fire, alarm, customer, or loss prevention risk remains uncontrolled.

56 Assign every open issue with priority, owner, due time, required proof, and escalation route.

ACTION REGISTER

Item / area	Finding	Owner	Due	Status

Execution tip: Use short resolution windows for high-risk findings and automatic escalation to area management, security, facilities, IT, or loss prevention.

57 Capture the final closing evidence pack for doors, cash controls, stock zones, systems, and store condition.

CRITICAL | MANDATORY LIVE PHOTOS

Add storefront photo | Add interior photo | Add critical-zone photo

Execution tip: Use defined photo positions, geo-location, timestamps, and evidence categories so reviewers can confirm the store was secured correctly.

58 Review the closing score, section status, repeated failures, and operational risk before approval.

SCORE + MANAGEMENT NARRATIVE

SUMMARY | Add comment | OWNER | Assign | DUE | Set

Execution tip: Do not rely on the average score alone. Highlight critical failures, repeated exceptions, unresolved actions, and stores with deteriorating trends.

59 Obtain the required manager, security, cash, or area approval for the closing record.

CRITICAL | MULTI-LEVEL APPROVAL

Approved | Approved with conditions | Not approved | APPROVER | Name | SIGNATURE | Sign

Execution tip: Configure approval based on risk and exception status. Record approver, decision, comments, conditions, and approval time.

60 Record the final closing status, conditions, lockup time, and accountable signatories.

CRITICAL | DECISION + SIGNATURES

Secure | Secure with open actions | Escalated | Not secure | MANAGER | Name | SIGNATURE | Sign

Execution tip: Use Secure, Secure with open actions, Escalated, or Not secure. Capture conditions, deadlines, escalation, manager signature, and final approving authority.