FREE OPERATIONAL TEMPLATE

Void, Refund and Discount Checklist

Use this 60-point checklist to control POS voids, refunds, returns, discounts, price overrides, complimentary transactions, tender corrections, evidence, exception reporting, investigations, and final approval.

Location / store	Business date / shift	POS / terminal ID	Reviewer / manager

1. Control setup, policy, scope, and accountability

1 **Confirm the location, business date, shift, reviewer, applicable sales channels, POS systems, and transaction period included in the review.** SALES CONTROL

NAME: Enter | DATE / TIME: Enter | APPROVAL: Sign

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

2 **Verify the current policy defines permitted voids, refunds, discounts, returns, exchanges, price overrides, tender corrections, and complimentary transactions.** SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

3 **Define approval thresholds, required evidence, restricted reasons, escalation levels, and prohibited transaction patterns for each adjustment type.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

4 **Confirm cashier, supervisor, store manager, finance, loss prevention, and system-administrator responsibilities are documented and understood.** CRITICAL SALES CONTROL

ORIGINAL: Enter | ADJUSTMENT: Enter | VARIANCE: Enter

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

5 **Review previous adjustment trends, unresolved variances, customer disputes, system outages, suspected misuse, and overdue corrective actions.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

6 **Assign named ownership for review, approval, investigation, evidence retention, reporting, corrective action, and final sign-off.** SALES CONTROL

NAME: Enter | DATE / TIME: Enter | APPROVAL: Sign

Execution tip: Define one approved adjustment process, authority matrix, evidence standard, and escalation route before reviewing transactions.

2. User access, authorization, reason codes, and system controls

7 **Confirm every employee uses an individual POS login and that shared credentials, generic accounts, and unattended active sessions are prohibited.**

CRITICAL | SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

8 **Verify user permissions match the employee role and prevent unauthorized voids, refunds, discounts, overrides, and post-close changes.**

CRITICAL | SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

9 **Check supervisor and manager approval credentials are current, confidential, and removed promptly after role or employment changes.**

SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

10 **Confirm approved reason codes are clear, specific, mandatory, and appropriate for voids, refunds, discounts, returns, and tender corrections.**

SALES CONTROL

ORIGINAL: Enter | ADJUSTMENT: Enter | VARIANCE: Enter

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

11 **Verify manual-entry fields require enough detail to explain unusual transactions and do not replace required approvals or evidence.**

CRITICAL | SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

12 **Test that the POS records user, approver, amount, reason, original transaction, terminal, date, time, and subsequent edits in the audit trail.**

CRITICAL | SALES CONTROL

Valid | Needs review | Critical | EVIDENCE: Add

Execution tip: Test permissions using representative roles and confirm the system audit trail cannot be bypassed through shared or inactive credentials.

3. Voids, cancellations, deleted items, and no-sale activity

13 **Review sampled item voids and confirm the original order, void reason, user, approver, timing, quantity, amount, and supporting evidence are complete.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

14 **Confirm pre-payment cancellations are distinguished from post-payment voids and follow the correct approval and accounting treatment.** SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

15 **Investigate voids completed after preparation, fulfilment, service, pickup, or customer receipt, including the disposition of affected goods.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

16 **Review whole-bill voids, repeated item deletions, reopened checks, no-sale drawer openings, and voids completed near shift end or after close.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

17 **Verify voided physical receipts, order slips, kitchen tickets, or digital references are retained or linked where the operating policy requires them.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

18 **Escalate unexplained, repeated, high-value, split, off-hours, self-approved, or pattern-based void activity for formal investigation.** CRITICAL SALES CONTROL

NAME: Enter | DATE / TIME: Enter | APPROVAL: Sign

Execution tip: Review both transaction details and product movement so cancelled sales cannot conceal cash or inventory loss.

4. Refunds, returns, exchanges, and customer reimbursement

19 **Match every sampled refund to the original transaction, customer request, returned item or service issue, payment method, amount, reason, and approval.**

SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

20 **Verify refunds are issued to the original tender unless an approved exception is documented and separately authorized.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

21 **Confirm partial refunds, delivery refunds, goodwill refunds, and service-recovery payments do not exceed the eligible transaction value.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

22 **Check returned goods are inspected, recorded, segregated, restocked, written off, quarantined, or disposed of according to product and safety rules.**

SALES CONTROL

Valid | Needs review | Critical | EVIDENCE Add

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

23 **Verify refund-without-receipt, cross-location, expired-return-window, cash-for-card, or manual refund exceptions receive enhanced approval and evidence.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

24 **Review duplicate refunds, repeated customer claims, repeated employee involvement, chargebacks, and unresolved customer reimbursement disputes.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Trace each refund from the customer request through payment reversal, product disposition, financial posting, and final approval.

5. Discounts, promotions, coupons, loyalty, and price overrides

25 **Confirm each sampled discount uses the correct campaign, employee, customer, loyalty, coupon, markdown, service-recovery, or manager reason code.**

SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

26 **Verify percentage and fixed-value discounts remain within approved limits and are applied to eligible items, quantities, dates, channels, and customers.**

SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

27 **Check coupons, vouchers, promo codes, loyalty rewards, gift certificates, and employee benefits are valid, not reused, and supported by required proof.**

SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

28 **Review manual price overrides and confirm the original price, adjusted price, reason, approver, product, and customer communication are documented.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

29 **Confirm multiple promotions, discounts, loyalty benefits, or overrides cannot be stacked unless the commercial policy explicitly allows the combination.**

CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

30 **Investigate repeated maximum discounts, round-value discounts, self-discounts, linked-customer activity, and adjustments concentrated around specific employees.**

CRITICAL SALES CONTROL

NAME: Enter | DATE / TIME: Enter | APPROVAL: Sign

Execution tip: Compare discount eligibility, amount, approver, customer, product, and timing instead of accepting the POS reason code alone.

6. Complimentary items, service recovery, wastage, and product disposition

31 **Verify complimentary items, free meals, samples, replacements, goodwill credits, and service-recovery offers are authorized and recorded separately.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

32 **Confirm the reason and customer issue are documented for every service-recovery transaction, with approval based on the value threshold.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

33 **Match voided, refunded, replaced, or discounted products to wastage, return-to-stock, donation, employee meal, or disposal records where applicable.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

34 **Inspect high-risk product disposition to ensure unsafe, opened, damaged, temperature-abused, or contaminated goods are not returned to saleable stock.** CRITICAL SALES CONTROL

Valid | Needs review | Critical | EVIDENCE Add

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

35 **Review employee meals, manager meals, influencer offers, promotional giveaways, and vendor samples against eligibility and approval rules.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

36 **Investigate adjustment activity that reduces sales without a corresponding physical-product record, customer case, or approved business purpose.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Link every free, replaced, wasted, or written-off item to an approved reason and physical-product disposition record.

7. Tender corrections, payment reversals, settlements, and financial reconciliation

37 **Verify tender corrections preserve the original transaction history and clearly show the incorrect tender, corrected tender, reason, user, and approval.**

SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

38 **Match card reversals, digital-wallet reversals, cancelled payments, chargeback responses, and offline-payment corrections to processor or bank records.**

SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

39 **Confirm cash refunds are included in drawer reconciliation, safe-drop records, paid-out records, and shift-close reports without duplicate deductions.**

CRITICAL | SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

40 **Reconcile void, refund, discount, complimentary, and override totals between the POS, payment processor, order platform, general ledger, and daily sales report.**

CRITICAL | SALES CONTROL

ORIGINAL: Enter | ADJUSTMENT: Enter | VARIANCE: Enter

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

41 **Review transactions completed during POS, network, payment-terminal, or delivery-platform outages and verify approved manual recovery procedures were followed.**

SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

42 **Investigate unmatched reversals, settlement differences, duplicate adjustments, negative sales, unusual tender mixes, and unexplained accounting entries.**

CRITICAL | SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Reconcile the adjustment across the POS, tender, settlement, drawer, sales report, inventory, and accounting records.

8. Evidence, customer data, fraud indicators, and incident response

43 **Confirm required receipts, customer communications, returned-product photos, approval records, signatures, case references, and system logs are attached or retrievable.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

44 **Verify customer names, contact details, payment data, signatures, and identity evidence are collected only when required and protected from unauthorized access.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

45 **Review CCTV, access logs, shift rosters, inventory movements, customer history, and employee transaction history when a material or suspicious adjustment is identified.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

46 **Check for refund fraud, sweetheart discounts, fictitious returns, receipt reuse, collusion, unauthorized loyalty use, cash diversion, and post-close manipulation indicators.** CRITICAL SALES CONTROL

Valid | Needs review | Critical | EVIDENCE Add

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

47 **Preserve relevant records, restrict further access, secure affected cash or stock, and escalate suspected misconduct according to the incident-response process.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

48 **Document investigation facts objectively and maintain confidentiality, evidence integrity, approval, and required HR, legal, finance, or security involvement.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Preserve objective evidence and restrict access immediately when an adjustment pattern may indicate fraud or misconduct.

9. Daily review, analytics, exception reporting, and management oversight

49 **Review daily totals and rates for voids, refunds, discounts, overrides, complimentary items, returns, no-sales, and tender corrections by location and channel.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

50 **Compare adjustment activity by employee, approver, terminal, shift, item, department, customer, reason code, amount, and time of day.** SALES CONTROL

ORIGINAL Enter | ADJUSTMENT Enter | VARIANCE Enter

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

51 **Identify transactions above thresholds, outside policy, after close, without original receipts, without evidence, or approved by restricted users.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

52 **Monitor repeat patterns, sudden increases, benchmark outliers, related transactions, inventory impact, margin impact, customer complaints, and chargebacks.** SALES CONTROL

ORIGINAL Enter | ADJUSTMENT Enter | VARIANCE Enter

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

53 **Confirm supervisors complete the required daily or shift review and that finance, operations, and loss prevention receive scheduled exception reports.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

54 **Verify open exceptions have named owners, due dates, required proof, escalation routes, and documented closure decisions.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Use exception rates and employee, location, product, time, and approver patterns to identify risk that individual reviews may miss.

10. Findings, corrective actions, verification, trends, and final sign-off

55 **Record every finding with the transaction reference, control requirement, observed condition, amount, risk, evidence, and immediate containment completed.** SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.

56 **Classify findings by severity and determine whether repayment, customer correction, stock adjustment, access restriction, retraining, or investigation is required.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.

57 **Assign each corrective action to a named owner with priority, due date, required evidence, temporary control, reviewer, and escalation route.** CRITICAL SALES CONTROL

Record	Reason	Amount	Approver	Evidence

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.

58 **Verify closure through system configuration, access review, transaction reversal, financial correction, stock adjustment, retraining, repeat testing, or approved investigation outcome.** CRITICAL SALES CONTROL

ORIGINAL Enter | ADJUSTMENT Enter | VARIANCE Enter

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.

59 **Review recurring adjustment types, employees, approvers, locations, reasons, products, times, customer patterns, control failures, and overdue actions.** SALES CONTROL

Compliant | Partial | Non-compliant | N/A

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.

60 **Record the final result, material exceptions, financial impact, unresolved risks, next review date, reviewer, manager, finance or loss-prevention approval, and signatures.** CRITICAL SALES CONTROL

NAME Enter | DATE / TIME Enter | APPROVAL Sign

Execution tip: Keep actions open until financial, system, inventory, customer, and access corrections are independently verified and sustained.