



STRATEGIC SERIES

### TRAINER'S NOTES

# Keeping Accurate Inventory At Checkout

## Lesson Objective

Show cashiers their role in helping keep an accurate record of inventory.

## Length

5 minutes

## How to Use

Review the points on the PDF with any employee who works the cashier station.

## Introduction

There are many reasons why good inventory management is important for a business. One reason is to know how many products are on the shelf so we know when we need to order more and how much to order. This is part of offering good customer service, because accurate inventory records mean we're better able to have what customers need, when they need it.

The point-of-sale system helps maintain inventory records. Cashiers are responsible for accurately recording sales. This helps us in loss prevention and makes sure we are charging the customer the correct amount for what they buy. Here are a few ways you can make sure you are accurate during checkout.

## For more information

Learning more about inventory management will help you understand not only how a retail business works, but also how to help keep more accurate records. Employees who would like to learn more about the basics of managing inventory should take NHPA's course in Basic Inventory Management. It is available to NHPA Premier Members.

01

## SCAN EACH PIECE

Scan individual items, even if there are several of the same item. Some items will look similar and differ only by size or color. Each size or color will have its own SKU. Each SKU is tracked individually.

03

## WATCH THE REGISTER SCREEN

Double check that what you are scanning matches what appears on the register screen. There could be an error in the point-of-sale system, or the item could be incorrectly tagged.

05

## LOOK IN THE BASKET

Make sure the customer hasn't left anything in the shopping basket, either unintentionally or intentionally. Items in the basket should be scanned or returned to their proper place on the shelf.

02

## SEPARATE PIECES

Check that two separate items are not stuck together. This is common in plumbing, when customers may fit pieces together as they are figuring out what they need to buy. Separate pieces and scan each item individually.

04

## CHECK MANUAL ENTRIES

Be especially careful of SKUs you enter manually, such as for bagged goods that are picked up outside. Double check that the quantity and code are correct.