PETPOOJA

CHECKLIST

Retail Store Daily Operations Checklist for India

Daily routines, weekly deep-cleans, and monthly compliance checks for grocery, clothing, electronics, supermarket, and general retail stores. Covers billing, inventory, cash handling, store hygiene, staff duties, customer service, GST compliance, and security. Each task is labelled by frequency.

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70+
Checklist Items
Opening, operations, closing

8+1
Sections + Quick Ref
Daily summary + 8 detailed sections

3
Shift Phases
Opening, during-day, closing

GST
Billing Compliance
Invoice, e-invoice, returns

5+
Store Types Covered
Grocery to electronics

01 Daily Quick Reference

Print this one page and laminate it. Tick off each task every day.

When	Task	Who
Opening	Disarm alarm, open shutters, sign register with time	Opener
Opening	Walk the floor: leaks, pest signs, damage	Opener
Opening	Count cash in till, verify against closing balance	Cashier
Opening	Power on POS, test card machine, check barcode scanner	Cashier
Opening	Sweep and mop floor, restock shelves (FIFO)	Floor staff
Opening	Check price tags match system	Floor staff
All day	Every invoice: GSTIN, HSN code, correct rate, sequential number	Cashier
All day	Customer gets a bill copy with every purchase	Cashier
All day	Returns via credit note (not just cash refund)	Shift manager
All day	No cash above Rs 2,00,000 per person per day	Cashier
All day	Greet every customer within 30 seconds	Floor staff
All day	Log complaints with resolution deadline	Any staff
Per shift	Count cash at shift change, both cashiers sign	Cashiers
Per shift	Handover pending tasks to incoming shift	Shift leads
Midday	Floor mop #2, washroom check, dustbins emptied	Housekeeping
Closing	Settle all counters: cash + card + UPI vs POS report	Cashier
Closing	Print and file Z-report	Cashier
Closing	Back up sales data (cloud sync or manual)	Manager
Closing	Store perishables correctly (grocery/food)	Floor staff
Closing	Lock all doors, check CCTV, deposit cash in safe	Closer
Closing	Arm alarm, lock shutter, sign closing checklist	Closer

How to Use This Checklist

This checklist covers daily, weekly, and monthly tasks. Each item is labelled by frequency. This quick reference page lists only the critical daily tasks. Detailed instructions for every task are in Sections 01-08 that follow.

02 Store Opening Procedures

First 30 minutes before the store opens to customers

30 min	13	9–11 AM
Avg Opening Time	Pre-Open Checks	Typical Opening Hours
Standard for mid-size retail store	*Before first customer entry*	*Varies by state S&E Act*

Unlock and Safety Check

- ✓ **Open store shutters, disarm alarm, record opening time in register** — Daily
  The person opening must sign the register with exact time. Check the CCTV footage from overnight for any unusual activity. Verify the alarm system log for alerts.
- ✓ **Walk the floor: check for water leaks, pest signs, damage, or break-in evidence**
  Inspect ceiling tiles for leaks (especially during monsoon). Look for rodent droppings near storage areas. Check window seals and door locks for tampering.
- ✓ **Switch on all lights, AC/fans, signage boards, and display lighting**
  Walk every aisle to confirm all tube lights and spotlights are working. Burned-out lights in display areas hurt sales. Report electrical issues before opening.
- ✓ **Verify fire extinguishers are accessible and not blocked by stock** — Safety
  Extinguishers must be visible, within reach, and not expired. Don't stack cartons in front of them. Check the pressure gauge is in the green zone.
  National Building Code 2016, Part 4

Cash and POS Setup

- ✓ **Count opening cash in the till, verify against yesterday's closing balance** — Daily
  Every register should start with a fixed float amount (typically Rs 2,000–5,000 in small denominations). Count in front of a witness. Record the exact amount in the cash register log.
- ✓ **Power on POS/billing terminal, verify it's printing correctly**
  Run a test receipt. Check ink or thermal paper roll levels. Keep at least 2 spare rolls near each counter. If using cloud POS, confirm internet connectivity.
- ✓ **Test card payment machine (EDC/UPI), verify network connection**
  Run a test transaction if possible. Check that the UPI QR code is displayed and linked to the correct account. Customers leaving because the card machine is down means lost revenue.
- ✓ **Check barcode scanner is reading correctly**
  Scan 3–4 different products to verify. Clean the scanner lens with a dry cloth. If any SKUs don't scan, check if they've been entered in the system.

Store Presentation

- ✓ **Sweep and mop the floor, especially entrance area** — Daily
  The entrance is the first impression. Wet-mop with a disinfectant. Place a doormat at the entry during monsoon. No water puddles near the door.
- ✓ **Restock shelves with products sold yesterday, follow FIFO (esp. grocery/FMCG)**
  Pull older stock to the front, place new stock behind. For grocery and FMCG, check expiry dates while restocking. Remove any damaged or dented packaging from the shelf.
  FSSAI requirements for food retail

- [ ] **Check price tags on all displayed items match the system**
  Mismatched prices create billing disputes and customer complaints. After any price update in the system, physically change shelf labels the same day.

- [ ] **Arrange mannequins, window displays, and promotional material (clothing/general)**
  Clothing stores: change mannequin outfits weekly. All stores: update banners for current offers. Remove expired promotion signage. Seasonal displays should be front-and-centre.

- [ ] **Clean glass surfaces: entrance door, display cabinets, counters (electronics/jewellery)**
  Fingerprints on glass cases make the store look neglected. Use glass cleaner and microfibre cloth. Electronics stores: clean product demo units and screens.

03 Billing, POS, and GST Compliance

Invoice accuracy, GST requirements, and billing counter operations

GST	Rs 5Cr+	Nov 30
Every Invoice Must Comply	E-Invoice Turnover Threshold	Credit Note Deadline
CGST Act 2017, Section 31	*B2B e-invoicing, CGST Notification 10/2023*	*30th Nov following FY end, or GSTR-9 filing*

Invoice and Billing Standards

- ✓ **Every sale generates a GST-compliant invoice with GSTIN, HSN/SAC code, and tax breakup** — Every sale
  Even for B2C sales, invoices above Rs 200 must include your GSTIN, store address, and tax rate applied. For B2B sales, the buyer's GSTIN is mandatory. Missing fields = invalid invoice during GST audit.
  CGST Act 2017, Section 31 and Rule 46

- ✓ **Correct GST rate applied per product category (0%, 5%, 18%, or 40%)**
  Since the GST 2.0 reforms (Sep 2025), the old 12% and 28% slabs are gone. Common mistakes: charging 18% on items that are 5% (packaged food), or 5% on items that are 0% (loose grains, fresh vegetables). Keep a printed HSN rate chart near the billing counter.

- ✓ **Bill serial numbers are sequential with no gaps**
  GST officers check for missing bill numbers during audits. Gaps suggest suppressed sales. If a bill is cancelled, keep it in the system with a cancellation note, don't delete it.

- ✓ **Customer copy of the bill always provided, not just asked**
  Under Consumer Protection Act 2019, the customer has a right to a bill. Train staff to hand over the bill with the purchase, not just offer it if asked.

Returns, Exchanges, and Credit Notes

- ✓ **Returns processed with a proper credit note (not just a cash refund)** — As needed
  A credit note must reference the original invoice number, date, and reason for return. GST paid on the original sale can be adjusted through the credit note in your next GSTR-3B filing.
  CGST Act, Section 34

- ✓ **Exchange items re-entered in inventory, billing adjusted correctly**
  Don't just swap the product and forget the paperwork. The original sale needs a credit note, and the new item needs a fresh invoice. Inventory counts will be off otherwise.

- ✓ **Refund approval follows the store's authorisation hierarchy**
  Set a clear limit: cashier can approve up to Rs 500, shift manager up to Rs 2,000, store manager above that. Log every refund with the approver's name and reason.

Keep a GST Rate Chart at Every Counter

Print the latest HSN-wise GST rate list from cbic.gov.in and laminate it near each billing terminal. Common rate errors on grocery items (packed vs loose, branded vs unbranded) are the #1 cause of GST notice for retail stores.

04 Inventory and Stock Management

Daily stock checks, receiving, expiry tracking, and shrinkage control

1-3%	FIFO	Daily
Acceptable Shrinkage	Stock Rotation Method	Fast-Moving SKU Check
Indian retail industry benchmark	*First In, First Out (mandatory for perishables)*	*Top 20% of products by volume*

Daily Stock Checks

- ✓ **Check stock levels of top 20 fast-moving items** — Daily
  These are your bread-and-butter products. Running out loses direct sales. Maintain a reorder point for each. If stock hits the reorder level, raise a purchase order the same day.
- ✓ **Walk through every aisle, note empty shelf spots and gaps**
  Empty shelves signal poor stock management to customers. If the product is in the backroom, restock immediately. If it's out of stock, place an 'arriving soon' tag or rearrange to fill the gap.
- ✓ **Check expiry dates on perishable items (grocery/food retail)** — Daily
  Dairy, snacks, beverages: pull any item within 30 days of expiry to the front. Items past expiry must be removed from the shelf immediately. Selling expired products violates the Food Safety and Standards Act 2006.
  FSS Act 2006, Section 26
- ✓ **Log damaged, broken, or unsellable products in the wastage register**
  Don't just throw damaged goods away. Record them: product name, quantity, MRP, reason for damage, and disposal method. This data feeds into your shrinkage report and helps with insurance claims.

Receiving and Inward Stock

- ✓ **Verify received goods against the purchase order and supplier invoice** — Per delivery
  Match item-by-item: quantity, variant, batch number, MRP. Reject any item not matching the PO. Sign the delivery challan only after physical verification is complete.
- ✓ **Check MRP stickers on all incoming products**
  MRP must be printed or stickered on every packaged product sold in India. Products without MRP cannot be sold. Dual MRP (original crossed out, new one pasted) is illegal.
  Legal Metrology Act 2009, Section 18
- ✓ **Enter received stock into the inventory system before shelving**
  System stock and physical stock must always match. If you shelve before entering, you'll sell products your system doesn't know about. This creates phantom stock issues.
- ✓ **Store backroom stock neatly: heavy items on lower shelves, fragile on top**
  Label every shelf or section. Keep a clear aisle in the storeroom for movement. No stock on the floor blocking the walkway. Fire exit must never be blocked.

Weekly Physical Count (Cycle Count)

Don't wait for an annual stocktake to find discrepancies. Count one section of your store every week (Week 1: beverages, Week 2: snacks, Week 3: personal care, etc.). Over a month, you'll cover the full store. This catches shrinkage early and keeps inventory accuracy above 95%.

05 Cash Handling and Reconciliation

Cash register management, UPI reconciliation, and end-of-day settlement

0	Rs 2L	EOD
Cash Discrepancy Target	Cash Payment Cap (Income Tax)	Reconciliation Deadline
Zero tolerance policy	*Section 269ST, IT Act 1961*	*Before store closing, every day*

- ✓ **Cash in the till counted at every shift change, signed off by both cashiers** — Per shift
  The outgoing cashier counts the cash, the incoming cashier recounts and confirms. Any discrepancy above Rs 50 must be reported to the store manager immediately. Log the count in the shift handover register.

- ✓ **No cash payment accepted above Rs 2,00,000 for a single transaction** — Compliance
  Section 269ST of the Income Tax Act prohibits receiving Rs 2 lakh or more in cash from a single person in a day. Penalty: 100% of the amount received. Direct the customer to bank transfer or cheque.
  Section 269ST, Income Tax Act 1961

- ✓ **UPI and card transactions reconciled against POS settlement report**
  At end of day, match total UPI collections (from the bank app) with the POS report. Match card swipe totals from the EDC settlement slip with the POS. Differences usually mean a failed transaction that wasn't reversed.

- ✓ **Petty cash expenses logged with receipts, approved by manager**
  Every rupee spent from petty cash needs a receipt or a signed voucher. Common petty cash expenses: courier charges, minor repairs, cleaning supplies, tea for staff. Replenish the petty cash float weekly.

- ✓ **End-of-day cash deposited in the safe or sent for bank deposit**
  Don't leave excess cash in the register overnight. Count the closing balance, keep the next day's opening float, and deposit the rest. For high-value stores, use a cash pickup service.

- ✓ **Daily sales summary prepared: cash, card, UPI, credit sales, returns**
  This is your daily P&L snapshot. Compare against yesterday and the same day last week. Flag any unusual drops or spikes. The store manager should review this before leaving.

- ✓ **Cash register Z-report printed and filed**
  The Z-report is the final summary of all transactions for the day. It resets the counters. Print it, sign it, and file it chronologically. GST auditors may ask to see Z-reports.

06 Store Hygiene and Maintenance

Cleaning schedules, pest control, and equipment upkeep

3x	Regular	Weekly
Floor Cleaning Frequency	Pest Control Cycle	Deep Cleaning Schedule
Minimum for retail stores	*FSSAI Schedule 4 (most follow monthly)*	*Rotating section-by-section*

Daily Cleaning Tasks

- ✓ **Floor swept and mopped at opening, midday, and before closing** — 3x Daily
  Use wet floor signs during mopping. Pay extra attention to the entrance, billing counter area, and trial rooms (clothing stores). Spills must be cleaned within 5 minutes.
- ✓ **Billing counter and checkout area wiped and organised**
  The billing counter is the last touchpoint before the customer leaves. Keep it clutter-free. Wipe the counter, scanner, and card machine with disinfectant twice a day.
- ✓ **Washroom cleaned and stocked (soap, tissue, bin emptied)** — Every 3 hrs
  Customer-facing washrooms need cleaning every 2-3 hours during business hours. Staff washroom at least twice. Maintain a cleaning log sheet on the washroom door.
- ✓ **Dustbins emptied, waste segregated into 4 streams**
  Solid Waste Management Rules 2026 (effective 1 Apr 2026) require four-stream segregation at source: wet waste (kitchen/food), dry waste (plastic, paper, metal), sanitary waste (diapers, sanitary items), and special care waste (paint, bulbs, medicines). Non-compliance attracts environmental compensation fines.
  Solid Waste Management Rules 2026
- ✓ **Trial rooms clean, hooks intact, mirror and lighting working (clothing stores)**
  Clean trial rooms after every 5-6 customers. Check for pins, tags, or hangers left behind. The mirror must be streak-free and well-lit.

Weekly and Monthly Maintenance

- ✓ **Deep clean one section of the store each week (rotating schedule)** — Weekly
  Week 1: shelving and racks. Week 2: storage room. Week 3: billing area and entrance. Week 4: washrooms and staff area. Clean behind and under fixtures where dust accumulates.
- ✓ **Pest control treatment for the full store (mandatory for grocery/food retail)** — Monthly
  Food retail stores must have regular pest control as required by FSSAI. Most follow a monthly cycle. All retail stores benefit from quarterly pest control. Maintain a register with dates, areas treated, chemicals used, and the vendor's licence number.
  FSSAI Schedule 4, Part V
- ✓ **AC/cooling system filters cleaned, temperature check**
  Dirty AC filters increase electricity bills by 15-20% and reduce cooling. Clean filters fortnightly. Get a professional AC service every 3 months.
- ✓ **Check all electrical fittings, switch boards, and wiring** — Weekly
  Look for loose wires, cracked switch plates, or overheating plug points. Overloaded sockets cause fires. Get an electrician for any issue, don't DIY electrical repairs.

07 Staff Management and Scheduling

Attendance, shift handover, uniforms, and daily briefing

48 hrs	1 day	15 min
Weekly Work Limit	Weekly Off Mandatory	Daily Briefing Duration
Shops & Establishments Act (most states)	*S&E Act requirement*	*Start of every shift*

- ✓ **Staff attendance marked at shift start (biometric, app, or register)** — Daily
  Late arrivals must be logged. If using a manual register, the store manager should verify entries. Biometric or app-based attendance prevents buddy punching and keeps accurate records for payroll.

- ✓ **Daily briefing conducted: sales targets, new offers, focus areas**
  Keep it to 10-15 minutes. Cover: yesterday's sales vs target, today's promotions, any new products on the floor, customer complaints to avoid, and specific tasks for each team member.

- ✓ **Staff in clean uniform with name badge visible**
  Uniforms project professionalism and make staff identifiable. Name badges help customers and also help with accountability. Soiled or torn uniforms must be replaced.

- ✓ **Shift handover completed with pending tasks communicated**
  The outgoing shift supervisor must brief the incoming one: pending customer orders, stock deliveries expected, maintenance issues reported, cash count, and any customer complaints in progress.

- ✓ **Breaks scheduled so at least one person is always at the billing counter**
  Never leave the billing counter unattended. Stagger lunch and tea breaks. In a 3-person store, only 1 person goes on break at a time.

- ✓ **Working hours comply with the state's Shops and Establishments Act** — Compliance
  Most states cap working hours at 9 hours/day and 48 hours/week. Overtime requires extra pay (usually 2x the hourly rate). Opening and closing hours are regulated in some states. Check your state's specific rules.
  State-specific Shops & Establishments Act

- ✓ **Weekly off roster displayed, no employee works 7 consecutive days**
  The S&E Act mandates a weekly off for every employee. Display the roster where staff can see it. Rotating offs (instead of fixed Sunday off) ensures fair coverage across the week.

- ✓ **New staff training checklist completed within the first week**
  Cover: POS/billing system, product knowledge for their section, store layout, return/exchange policy, customer greeting standards, emergency procedures, and theft prevention. Assign a buddy for the first 3 days.

08 Customer Service and Experience

Service standards, complaint handling, and feedback collection

30 sec	< 5 min	24 hrs
Greeting Time Target	Billing Queue Target	Complaint Resolution
Acknowledge within 30 seconds of entry	*Max wait time at checkout*	*Target for in-store complaints*

✓ **Every customer acknowledged within 30 seconds of entering the store** — Every customer

A simple 'Welcome' or 'Namaste' is enough. Don't hover. The goal is to let the customer know staff is available if needed. Ignoring a customer who walks in is the fastest way to lose a sale.

✓ **Billing queue monitored, second counter opened if wait exceeds 5 minutes**

Long billing queues are the #1 reason customers abandon purchases in physical stores. During peak hours (evenings, weekends, festivals), keep all counters staffed.

✓ **Return and exchange policy clearly displayed near the billing counter**

Print your policy in English and the local language. Include: return window (7/15/30 days), conditions (with bill, original packaging, unused), and what's non-returnable. Clarity prevents arguments.

Consumer Protection Act 2019

✓ **Customer complaints logged in the complaint register with resolution timeline**

Don't just listen and forget. Write it down: date, customer name, phone, complaint details, staff involved, resolution offered, resolution date. Follow up within 24 hours.

✓ **MRP displayed on every product, no product sold above MRP** — Compliance

Selling above MRP violates the Legal Metrology (Packaged Commodities) Rules 2011. The MRP includes all taxes. Overcharging attracts a fine of Rs 2,000 per instance, and repeated violations can lead to higher penalties and stock seizure.

Legal Metrology (Packaged Commodities) Rules 2011, Rule 32(2)

✓ **Carry bags: only plastic above 120 microns allowed, offer cloth/paper alternative**

Plastic carry bags below 120 microns have been banned across India since 31 Dec 2022. If you provide plastic bags, they must be 120 microns or thicker, and you should charge for them. Many states have stricter rules. Offering paper or jute bags improves brand perception.

Plastic Waste Management (Amendment) Rules 2022

✓ **Loyalty programme or repeat customer data captured at billing**

Even a simple mobile number capture helps. Track repeat customers, send them offers via WhatsApp or SMS, and build a customer database. This is the foundation of retention marketing.

✓ **Feedback form or QR code available for customer reviews**

Place a QR code linking to Google Reviews or a simple feedback form near the exit. Positive reviews build trust for new customers. Negative feedback captured internally is better than a public complaint.

09 Store Closing and Security

End-of-day procedures, security checks, and overnight safety

45 min	24/7	Daily
Avg Closing Time	CCTV Recording	Security Checklist
Standard for mid-size retail store	*Minimum 30-day footage retention*	*Before final lockup*

End-of-Day Operations

- ✓ **Last customer served, store entry closed at designated time** — Daily
  Don't let new customers in after closing time, but serve anyone already inside. Announce closing 15 minutes before via PA system or verbally. State Shops & Establishments Acts specify maximum closing hours.
- ✓ **All billing counters settled: cash counted, card/UPI reconciled, Z-report printed**
  This is the most critical closing task. Cash, card, and UPI totals must match the POS report. Investigate any discrepancy the same night, not the next morning.
- ✓ **Day's sales data backed up (cloud sync or manual backup)**
  If using cloud-based POS, verify the sync is complete. If using offline software, run a manual backup to an external drive. Lost sales data is a nightmare during GST filing.
- ✓ **Unsold perishables checked and stored correctly (grocery/food retail)**
  Items nearing expiry should be marked for next-day morning discount or removal. Dairy, bread, fruits, and vegetables need proper refrigeration overnight. Don't leave perishables on the shelf.
  FSS Act 2006

Security and Lockup

- ✓ **All windows, back doors, and emergency exits locked and bolted** — Daily
  Walk the full perimeter. Check the storeroom door, staff entrance, and any side access. Emergency exits must be locked from outside but openable from inside in case of fire.
- ✓ **CCTV system checked: all cameras recording, storage not full**
  Verify the DVR/NVR is recording. Check that no camera angle has shifted. Retail stores should retain footage for at least 30 days. If the hard drive is filling up, arrange for replacement.
- ✓ **Safe locked with day's cash deposit, keys secured with authorised person only**
  Only the store manager or designated person should have safe access. Cash in the safe should match the deposit slip. Never leave the safe key in an unlocked drawer.
- ✓ **All electrical equipment switched off except CCTV, refrigerators, and alarm**
  Switch off: lights, AC, fans, POS terminals, display lighting, signage. Leave on: CCTV, freezers/fridges (grocery stores), security alarm, emergency lights.
- ✓ **Alarm system armed, store shutters locked, CCTV covering the entrance active**
  The last person out arms the alarm, pulls down the shutter, and locks it. Verify the alarm status on the panel or app. The entrance camera should clearly capture anyone approaching the shutter.
- ✓ **Closing checklist signed by the duty manager with date and time**
  The manager on closing duty signs off that all tasks are complete. This creates accountability. If something is missed and there's an incident overnight, the checklist shows who was responsible.

Anti-Theft Measures for Retail

Install convex mirrors at blind spots. Place high-value items near the billing counter or in locked display cases. Train staff to greet every customer who enters (greeting = acknowledgement = deterrent). Use EAS tags on clothing. Conduct random bag checks for staff at exit. Shrinkage above 2% needs investigation.

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