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Customer Check Out Standard Operating Procedure

Version 3.0 | March 2024

ROLE

- 1) Sales Associates/Budtenders

TIMING

Ongoing - Anytime a customer shops and transacts in your dispensary

PURPOSE

The check out process starts the moment a customer or patient enters the bud room in your dispensary. This is the time when budtenders provide education, recommend products, and eventually process the transaction for the customer.

Properly managing customers and the check out process is important for customer experience, but also for compliance, including proper handling of cash and cannabis products. Failing to manage customers according to your state regulations could result in fines, audits, or closure.

This SOP details every step in the check out or transaction process, including helping customers make selections, adding products to the customer cart, processing transactions, including debit payments, fulfilling orders, and how customers exit.

Operating Procedures Medical Marijuana Dispensary

Huangqi Zhang



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