Basic POS Audit at a Physical Store:

- Verify how each LubeSoft session is logged in (i.e., bay, manager) at each workstation. Each LubeSoft session should be logged in at the lowest security level needed to perform the function being worked on. For example, generally LubeSoft login of "bay" should be used for the invoicing process, not Manager or higher level. Using higher security log in than needed opens up security risks on the workstation.
  NOTE: There may be multiple LubeSoft sessions open on a single workstation. Check the status of each session on each workstation.

- Review Printed invoices for a few prior days business. Things to look at include:
  o Checklist, are all responses the default
  o Are quantities and prices for items as expected
  o Are promotions attached to the invoice, such as a coupon, if required
  o Is the same employee listed for all employee positions on the invoice
  o Is the customer information complete
  o Are there service comments on most invoices

  Note: Historical Invoices can also be reviewed in ISI Central one at a time.

- Inventory On-Hand spot check: Pick 10 inventory items, do a physical count for each item, then compare the count to the current quantity on hand as shown in Setup Inventory Item screen, LubeSoft Menu: 1, 7, 5, 1. It is recommended you pick items from several categories to count. Option: Print Stock Status Report for a specific category(s) then do spot counts. If counts have a variance to the LubeSoft on-hand quantity, then the review of additional LubeSoft reports may be needed to investigate why there is the variance.

- If recent inventory shipment delivery slips are available, confirm the LubeSoft Receiving Report is attached to the specific delivery slip, showing the shipment was received into LubeSoft. Compare the delivery slip with the receiving report for accuracy. If recent delivery slips do not have a Receiving Report attached, verify in LubeSoft if the shipment has been received into LubeSoft or not.

- Print Employee Timesheet Report (detail) for the last 2 weeks. LubeSoft Menu: 1, 5, 2, 1 Compare clock in/out times to employee schedules. See if employees are clocking in early and/or out late. If there are early and/or late clock in/out times, review the LubeSoft Traffic Report for that day to see if business volume created the need for extended employee work

hours.

- Go to the Cash Drawer View and balance the till drawer. LubeSoft Menu: 1, 3, 3, 4
- Balance Petty Cash fund. (Only applies if the store has a petty cash fund). Balance current petty cash and receipts to make sure they equal the total amount of petty cash to be accounted for.
- For additional store audits through reporting, review the "Reporting Audit" document for suggested LubeSoft and ISI Central reports to review.
- Is the store prepared to service vehicles without LubeSoft, so they can later create the LubeSoft invoice?
  - Review POS Disaster Preparedness plan. If you do not have your own plan, please contact your ISI salesman for a copy of ISI's suggested POS Disaster Preparedness Plan.
  - Check recommended printouts to have on hand and see if they are current.
  - Are the special disaster preparedness procedures easily accessible to the crew?

If audits produce questions, sometimes referred to as "red flags", then additional investigation and reports may be needed to do in-depth research.