

## Optimizing Retail Store Operations Through Digitalization: Integration Of Qris Payment Methods, Implementation Of Portable Receipt Printers, And Preparation Of Goods Inventory Systems

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### ABSTRACT

This study aims to improve operational efficiency at store Arif, a retail micro-enterprise, through operational digitization. Several solutions were implemented, including integrating the QRIS payment method to accelerate transactions and reduce manual errors, adopting portable receipt printers to expedite services and lower operational costs, and organizing inventory systems based on product categories to enhance stock management accuracy and efficiency. The methodology involved surveys, training, implementation, and monitoring. The results indicate that QRIS integration speeds up transactions and increases customer satisfaction, portable receipt printers reduce customer waiting times and paper waste, and inventory management based on product categories simplifies stock identification and procurement needs. In conclusion, the implemented digitization measures improved operational efficiency, customer satisfaction, and systematic stock management. Recommendations include continuous monitoring and development of the systems to adapt to market dynamics.

**Keywords:** Alphabetic, Article Template, Journal, Manuscript, Maximum of Five.

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### INTRODUCTION

In today's digital era, the retail sector faces various challenges in managing efficient operations, especially payment transactions, inventory management, and customer service. Toko Arif, a retail business that sells daily necessities, must help manage manual payment transactions and unstructured stock management. Unorganized inventory management according to item category risks causing recording errors and inefficiencies in offline operations. According to research (Oktaria

& Hermansyah, 2023), implementing a digital payment system in the retail sector increases operational efficiency, reduces transaction time and reduces the rate of human errors in the payment process. Digital technology such as QRIS is expected to accelerate transactions and increase administrative efficiency, as explained by (Mustafa Kamal Rokan, 2022) which shows that using QRIS payment technology can accelerate transactions and reduce operational costs related to payments. In addition, the implementation of portable receipt printing devices will provide more convenience for customers by reducing the waiting time that previously occurred when paying cash (Rizki, 2023). However, apart from digital technology, more structured and organized inventory management based on item categories is essential to facilitate stock management and accelerate the response to market demand (Setyabudhi, 2024)

The primary purpose is to help Arif Store increase the efficiency of its operation through the implementation of a number of solution technologies and the arrangement of repeat system management, which is inventory-structured based on category goods. Some of the desired goals achieved in devotion include QRIS integration as a method of payment for speeding up transactions, reducing queue customers, and improving the comfort of transact (Mustafa Kamal Rokan, 2022). Implementation of a portable print receipt device that allows customers to accept receipt payment without waiting for a long time and reduces the use of paper, in line with research by (Wiranti & Frinaldi, 2023) which emphasizes the importance of solutions based on technology. Arrangement system management inventory with grouping goods based on category certain (for example, goods) needs main, product cleanliness, etc.) to make it easier to monitor stock and reduce error recording, as done by (Wulandari & Tomanggor, 2024) study on the impact of digital transformation of traditional markets.

## METHOD

This is implemented in several stages including analysis, training, and implementation. The steps taken were as follows: Survey and Observation of Community Service Team Do a survey and interview with the owner as well as Arif Store staff to understand problems related to management transactions and inventory. Training Use of QRIS and Devices Print Training Receipt given to Arif Store staff regarding the use of QRIS for transaction payments and devices print receipt portable. Training This is designed with an approach practical for staff to direct to practice using second technology the inactivity operational every day. Research (Adha, 2020) showed that training technology based on practice can increase the speed of adoption of technology among power workers, one of which is in the retail sector, accelerating the implementation of technology. Arrangement System Management Inventory Based on Service Team Item Category, arrange repeat system management inventory by grouping goods by category-specific, such as necessities, leading product cleanliness product food light Grouping goods This makes it easier to monitor stock and make booking repeat if needed. This is also reinforced by (Hutabarat & Nasution, 2023) , who stated that grouping organized inventory can minimize error recording and speed up the response to change requests. Assistance and Monitoring After implementation, the team devotion periodically monitors to ensure that the

implemented system works well. Mentoring This covers the monitoring system management inventory that has been arranged repeatedly, ensuring that all categories of goods are recorded with sound, and providing training addition if required.



Figure 1. Stages Implementation Devotion

Target Community Main target from devotion Arif's shop, a business medium micro developing in the retail sector. This store has many customers who come every day, but the unorganized system management inventory makes it difficult to monitor stock goods. Therefore, this study aims to provide training and support to Arif Store in managing inventory based on category clear and structured items

## RESULTS AND DISCUSSION

Integration of QRIS Payment Method After the implementation of QRIS, the transaction process at Store Arif becomes more efficient. Customer No Again must wait a long time to pay using cash or accept receipt manually. More transactions quickly increase customer satisfaction, especially during peak hours when queues are long. Long often occurs. QRIS also provides convenience for more customers to choose the method of digital payments and reduces the risk error in counting money, as proposed by (Farhan & Shifa, 2023).



Figure 2. QRIS Store Arif

Usage Devices Portable Receipt Printing Devices print portable receipts and are applied in the Arif Store, which has been proven to reduce the time spent waiting for customers. Additionally, using devices reduces the cost of purchasing paper and ink and impacts the environment because it reduces the use of paper. (Rizki, 2023)

Using print receipts for devices in the retail sector can reduce waste paper and operational costs, increasing the business's profit.



Arif Store's Portable Receipt Printing Tool

Arrangement System Management Inventory Based on Item Category Arrangement Repeat System Management Inventory Based on Category Items at Arif Store provides a positive impact on management stock goods. By grouping more organized staff, staff could easily identify available and necessary items ordered back. Management more stock systematic This also makes it easier for staff to respond to customers and avoid problem excess or lack stock goods as explained by (Wulandari and Tomanggor, 2024) in study they of management efficient stock in retail stores



Figure 4. Layout of Arif's Store Goods

## CONCLUSION

The conclusion answers the hypothesis, research objectives research findings and suggestions regarding further ideas from the research. The conclusions are presented in the following paragraphs.

All references referenced in the text of the article are listed in the reference section. References must contain reference libraries originating from primary sources (scientific journals amounting to a minimum of 80% of the total bibliography) published in the last 10 (ten) years. Each article contained at least 10 (ten) references.

Reference Writing should use a reference management application such as Mendeley The writing format used in the International Journal of Community Service (IJCS) is in accordance with the APA 6th Edition ( American Psychological Association ) format.

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