

## POS Recovery

---

**Overview** This document explains how to recover the POS after an outage.

---

**Recovery Steps** Follow these steps to ensure POS recovery:

Step	Action
1	Sort any PDFs created during the outage, starting with BOPIS orders. Sort all non-BOPIS orders after that.
2	Perform Start of Day, if necessary.
3	For BOPIS PDFs: <ol style="list-style-type: none"><li>Finalize the BOPIS order in the POS.</li><li>Email the invoice to the customer.</li><li>Staple a copy of the finalized invoice to the PDF invoice packet for that transaction.</li></ol>
4	For non-BOPIS PDFs: <ol style="list-style-type: none"><li>Rekey PDF information into the POS.</li><li>Use the payment override on the payment panel to ensure you do not charge the customer's card again. Type in the authorization number received from voice authorizations.</li><li>Email the invoice to the customer.</li><li>If the rekeyed invoice total does not match, finalize it as is and do not worry about your over/short numbers.</li><li>When rekeying AR Charge invoices, please complete the required fields as best as you can. Since they are required, please type "POS Outage" for any you are not sure of.</li><li>Attach a copy of the invoice to the PDF packet.</li></ol>
5	Clean up CSL. <ol style="list-style-type: none"><li>Click each entry in and out on the CSL.</li></ol>
6	Shred all materials per the <a href="#">Processing Credit Cards When Credit Card Reader is Down</a> document.
7	Clear the browser cache (Internet Explorer 11). <ol style="list-style-type: none"><li>Open Internet Explorer 11. Ensure only one instance of Internet Explorer is open.</li><li>Click <b>Tools</b> (gear icon) in the upper-right corner of the browser window.</li><li>Click <b>Safety</b>.</li><li>Click <b>Delete browsing history</b>.</li><li>Make sure only <b>Temporary Internet files and website files</b> is checked.</li><li>Click <b>Delete</b>.</li><li>Close the browser.</li></ol>

---

*Continued on Next Page...*

---

...Continued from Previous Page

	<p>Clear the browser cache (Google Chrome).</p> <ol style="list-style-type: none"><li>a. Open Google Chrome. Ensure only one instance of Google Chrome is open.</li><li>b. Click <b>Menu</b> (vertical three dots) in the upper-right corner of the browser window.</li><li>c. Click <b>More tools</b>.</li><li>d. Click <b>Clear browsing data</b>.</li><li>e. Make sure only <b>Cached images and files</b> is selected.</li><li>f. Click <b>Clear data</b>.</li><li>g. Close the browser.</li></ol>
--	--

---

## Contact

If you have any questions or concerns, contact the Service Desk at [support@discounttire.com](mailto:support@discounttire.com) or 1-800-366-4399.

---