

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: <ul style="list-style-type: none">a. Finalize the BOPIS order in the POS.b. Email the invoice to the customer.c. Staple a copy of the finalized invoice to the PDF invoice packet for that transaction.
4	For non-BOPIS PDFs: <ul style="list-style-type: none">a. Rekey PDF information into the POS.b. 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.c. Email the invoice to the customer.d. If the rekeyed invoice total does not match, finalize it as is and do not worry about your over/short numbers.e. 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.f. Attach a copy of the invoice to the PDF packet.
5	Clean up CSL. <ul style="list-style-type: none">a. Click each entry in and out on the CSL.
6	Shred all materials per the Processing Credit Cards When Credit Card Reader is Down document.
7	Clear the browser cache (Internet Explorer 11). <ul style="list-style-type: none">a. Open Internet Explorer 11. Ensure only one instance of Internet Explorer is open.b. Click Tools (gear icon) in the upper-right corner of the browser window.c. Click Safety.d. Click Delete browsing history.e. Make sure only Temporary Internet files and website files is checked.f. Click Delete.g. Close the browser.

Continued on Next Page...

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

If you have any questions or concerns, contact the Service Desk at support@discounttire.com or 1-800-366-4399.
