

POS System Failure Emergency Checklist

For Small Businesses | Save as PDF & Keep at Register

Min 0–2 Contain & Communicate

-  Announce: *"Team—we're in manual mode. Stay calm, serve with pen & paper."*
-  Inform customers: *"Brief pause—we'll have you checked out in 2 minutes!"*
-  Assign roles: **Order Taker | Payment Handler | Tech Monitor**

Min 3–5 Quick Triage

-  Unplug terminal → wait 15 sec → reboot
-  Check Wi-Fi/Ethernet (look for solid lights—no blinking red)
-  Disconnect/reconnect printer, scanner, cash drawer
-  If no fix in 2 min → escalate. **Do not deep-dive!**

Min 6–7 Escalate

-  Call local tech (pre-saved contact)—*not vendor support*
-  Text: [Device model] + [Error code] + ["Down since 12:07"]
-  Begin manual log: Item | Qty | Price | Name (for later entry)

Offline Payment Tips:

- Accept cash (keep float accessible)
- Use phone hotspot + Square Reader for card (if internet works)
- Offer "tab open" for regulars (with ID/name/email)
- Comp only if unavoidable—*track every comp*

After Recovery

-  Sync manual orders into POS
-  Document root cause (e.g., "power surge", "cable loose")
-  Schedule 15-min team debrief within 24 hrs

Prepared by: _____ | Date: _____

Local Tech Contact: _____ |  _____