86 REPAIRS

Credit Card Reader Down

GENERAL PREPARATION

☐ Have a physical copy of contact information for your POS and payment processor.

☐ Confirm with your POS if they have the ability to process payments offline.

☐ If the POS cannot process offline payments, keep a manual credit card swiper and credit card slips on hand.

WHEN IT HAPPENS

☐ Identify the source of the issue.
  - Is the power out for the entire restaurant?
  - Is there an issue with the internet connection?
  - If neither are true, contact your payment processor.

☐ Do not accept calls from your payment processing company until you have contacted them to inform them of the issue. This could indicate a phishing scam.

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WHEN IT HAPPENS (CONT.)

- [ ] If you cannot process offline POS payments, begin manually documenting each ticket on a credit card slip.

- [ ] Communicate the outage with customers. Offer them directions to the nearest ATM if they don't feel comfortable with manual credit card processing.

WHEN SERVICE RETURNS

- [ ] Contact your payment processor to notify them the outage is over.

- [ ] Communicate the return to service with customers.

- [ ] If they were used, retain the physical copies of credit card slips so transactions can be documented in your books.