

Department: All Stores**Original Date:** 11/25/2013**Subject:** Loss of Credit Card Processing**HID #:** 010

Purpose

Successfully navigate the loss of credit card processing. Typically caused by loss of internet connectivity.

Responsibility

MOD

Check

1. Confirm connectivity issues by testing internet on BOH computer

How

Take the following steps

1. Remain calm, your staff will follow suit.
2. Communication is key!
 - a. Let all staff know what's going on
 - b. All guests should be informed of a slight delay in service due to failure in payment processing
3. Unplug the internet router for 10 seconds, check for connectivity
4. Reboot the BOH computer
 - a. ****note:** if reboot of the BOH computers is risky due to high level of business or concern for computer functionality , proceed to step 5
 - b. If this works, do not proceed.
5. Stop Credit Card Processing
 - a. Log into Aloha EDC
 - b. File/"stop POS processing"/exit – credit cards will now automatically authorize without connecting to EDC
 - c. **VERY IMPORTANT.** Contact aloha to restart processing. 303.623.1143. If possible, this step should be completed before the start of a new business day but should **ONLY** be executed with technical assistance from Aloha/BEC.
6. Manual Credit Card Swipe – last resort if credit cards processing is not working. ****Please make sure that you are stocked with credit cards slips.**