



RETURN TO TRADE CHECKLIST

HOW TO PREPARE YOUR STORE FOR REOPENING

Developed with leading brands in retail and hospitality, this simple checklist will guide you through the necessary checks to make in-store ahead of returning to trade.



POS HARDWARE

- Reboot all tills and back office PC.
- Are POS units fully functioning and fully charged? (including peripherals such as scanners, Chip & PIN units and screens)
- Is the environment around the till base unit clear? Ensure there are no plastic bags or other items obstructing the base unit and remove excessive dust build up, allowing room for sufficient airflow.
- When cleaning the Chip & Pin units, apply cleaner to a cloth and wipe. DO NOT spray directly onto the unit as this will cause failure.



POS ACTIVITY CHECK

- Are items scanning at the right price?
- Can the POS scan newer or seasonal items?
- Are new contactless floor limits in place?



CONTACTING YOUR IT SERVICE DESK

- Are all relevant members of the team aware of how to contact your IT Service Desk?
- Are members of the management team aware of the escalation procedures in the event of a serious fault?



STAFF

- Are there any staff members that are new to the store?
- Are any retraining/refresher sessions required on use of the POS ?
- Do they have working logins?
- Are there any new working practices that need to be adopted?



BACKUP

- Where applicable, are all mobile devices charged and connecting to the Wi-Fi?
- Where applicable, have you checked that PDQs are easily accessible and are functioning?

At Retail Assist, we understand the impact that systems downtime can have on in-store customer experience. With decades of retail and hospitality store IT support experience, you're in safe hands.

Our UK-based, 24-hour Service Desk provides a central point of contact for all IT and technical issues. With constant support and proactive monitoring as standard whatever the day or time, it's all about providing the best possible experience for your teams – and your customers. Whatever happens, we're here to help you keep trading!

For more information, visit us at www.retail-assist.com or if you'd like to talk to one of our experts, email us at info@retail-assist.com



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