

Peak Trade Checklist



How to prepare your sites for Peak Trade

Developed with leading brands in retail and hospitality, this simple checklist will guide you through the necessary checks to make ahead of peak 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)
- Switch on any POS units that aren't usually used outside of peak trading periods and test by placing live transactions through every POS
- 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

Staff

- Are there any new staff members?
- 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?
- Is your back-office printer functioning? (to include sufficient supply of toner and drums or any other components to complete order fulfilment)

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?

At Retail Assist, we understand the impact that systems downtime can have on customer experience.

With decades of retail and hospitality 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!

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