

What to do if LIGHTSPEED RETAIL goes down?

1) Confirm outage type

POWER OUTAGE	If power is lost at a location, lights, presses and other equipment will also go down. However, you can still sell preprints and merchandise. Switch the iPad to cellular service and process credit cards through Square until power has been restored.
INTERNET CONNECTION	On the iPad go to Settings > Wi-Fi and confirm you are connected to the correct wi-fi network and there are no errors. Open a web browser and go to a website that displays active content (such as msn.com) and confirm it loads. If either of the above are a problem, the outage is internet (not just Lightspeed) - refer to Internet Troubleshooting Guide and switch to iPad to cellular service until wi-fi is restored.
LIGHTSPEED PAYMENTS	If you are able to navigate different areas of Lightspeed, but unable to process credit card payments, the outage is probably only Lightspeed Payments. Refer to the Payment Troubleshooting Guide and process credit cards through Square until restored.
LIGHTSPEED RETAIL	If the internet is working, but Lightspeed is not responding, go to status.lightspeedhq.com and check for a posted/confirmed outage of "Lightspeed Retail." If outage is confirmed or suspected (not yet posted), proceed to step 2.

2) Manually record sales

COLLECT INFO	Using the "Manual Sales Transactions" tracking form, enter the customer's name and phone number. Explain that our system is down and that receipts for cash sales are unavailable (customers wanting receipts emailed can provide address in "Notes" section).
TAGGED ITEMS	Remove the barcode tag from the items sold and staple them to the tracking form when possible. Keep the tags for each customer's sale separate.
UNTAGGED ITEMS	Write down a thorough description of the item in the space provided (if item is untagged or the tag cannot be easily removed). Include color, size, and any other information that distinguishes the item as separate from other similar items.
ENTER PRICE, QTY & TOTAL	Do your best to charge correct prices for items (ask coworkers and/or check store signage when possible). If price is unknown, enter your best guess for pricing (record exactly what you charge for each item) and total the sale (use a calculator as needed).
CREDIT CARD PAYMENT	Check the "Square" box on the tracking form. Go to Square on the iPad, click the button corresponding to your location, and enter the total amount being charged. Provide the customer with the option to have their receipt emailed to them.
CASH PAYMENT	Check the "Cash" box on the tracking form. Do not enter the sale into Square. Collect payment and give change as needed.
EMPLOYEE & NOTES	Write the name of the employee responsible for the sale. Note anything unusual or requiring explanation about the sale in the "Notes" section.

3) Record sales in Lightspeed once service resumes

RECREATE SALE	Search customer's phone number, and if match is found assign them to the sale. If no match is found, create new customer.
ADD ITEMS TO SALE	Scan the collected tags to add items to the sale. For items with no tag collected, search description provided and find the correct match (check picture and other details carefully)
CONFIRM PRICE & QTY	Once items have been added confirm quantities and adjust if needed. Check prices and total of the sale. If amount does not match what was charged on the tracking form, contact staff with price override permissions to adjust prices for the sale.
PAYMENT TYPE	If card was used for payment, select "Square" and finish sale. If cash was used for payment, select "Cash" and finish sale.
EMPLOYEE & NOTES	Adjust the employee assigned to the sale if needed. Email a receipt to the customer if specified in the "Notes" section. Follow up on any other notes as needed.