

PURPOSE

This SOP provides the necessary information and detailed instructions on operating a Sierra store in offline and store-down scenarios. This information is for stores to use so they may continue to operate when an IT event occurs.

As a reminder, please follow the IT Service Desk Ticket & Escalation SOP for all relevant IT ticket creation details, including how to report Store Down events to the Store Down line. During these types of events, stores should follow all IT instructions to assist with the troubleshooting and resolution process.

Offline Event

STEP	ACTION	EXAMPLE
1.	Offline Mode A store is in offline mode if the connection to the outside internet or Cheyenne is not working. <ul style="list-style-type: none"> Stores can transact via offline mode. 	What DOES work? <ul style="list-style-type: none"> OMS on all registers opens Create orders <ul style="list-style-type: none"> Credit Gift Cards <ul style="list-style-type: none"> Gift Card Activation and Redemption require manual input of card information via the Gift Card IVR automatic pop up window. Conduct returns <ul style="list-style-type: none"> Associate must scan or manually type in each style code. Customer must have original form of payment with them, automatic return to original form of payment will not work. What DOES NOT work? <ul style="list-style-type: none"> Order History Retail Transfer Receiving Gift Card Balance Inquire Item Inquire Customer Maintenance Ship-to-store pickup Special Orders (ordering from web)

Store Down Event

STEP	ACTION	EXAMPLE
1.	<p>Store Down A store is fully down if OMS inside the store is not working.</p> <ul style="list-style-type: none"> In this scenario, the IT Service Desk will configure stores to connect their two emergency registers (usually #1 and #6) back to Cheyenne via the terminal server connection. <p>Examples</p> <ul style="list-style-type: none"> Store loses power Store server goes down 	<p>What DOES work?</p> <ul style="list-style-type: none"> Emergency registers connected to Cheyenne via terminal server <ul style="list-style-type: none"> Normally registers #1 and #6 <p>What DOES NOT work?</p> <ul style="list-style-type: none"> All registers not connected to Cheyenne via terminal server <ul style="list-style-type: none"> Normally registers #2 - #5 OMS on all other registers will not open