

# SOP Template: Point-of-sale System Updates for Sales Events

This SOP outlines the procedures for **point-of-sale system updates for sales events**, including pre-event system preparation, software and hardware checks, data backup and security measures, real-time update protocols during sales, troubleshooting common issues, and post-event system restoration. The purpose is to ensure seamless transaction processing, minimize downtime, and enhance customer experience during promotional sales events.

## 1. Pre-Event System Preparation

1. Notify relevant staff about upcoming sales events and related POS changes.
2. Review and document required system updates or configurations specific to event promotions.
3. Schedule system downtime (if needed) outside of operating hours for updates.
4. Prepare rollback procedures in case updates fail.

## 2. Software and Hardware Checks

1. Ensure all POS terminals are running the latest approved software version.
2. Confirm compatibility of hardware peripherals (scanners, printers, card readers) with new event settings.
3. Test event-specific pricing, discounts, or bundles in a sandbox environment.
4. Verify sufficient power supplies and backup batteries for all terminals.

## 3. Data Backup and Security Measures

1. Perform a full backup of POS transaction data and configuration files prior to updates.
2. Secure backup files in accordance with company policy.
3. Document all access and update activities using an audit log.

## 4. Real-Time Update Protocols During Sales Events

1. Enable monitoring tools to track system performance throughout the event.
2. Assign an on-call IT support contact for immediate escalation of issues.
3. Communicate any system changes or outages to store staff in real time.
4. Document any ad-hoc changes made for the event.

## 5. Troubleshooting Common Issues

- POS terminal freezing or crashing
- Incorrect application of event discounts/promotions
- Hardware connectivity failures
- Slow transaction processing times

### Resolution Steps:

1. Refer to pre-documented troubleshooting guides for each issue.
2. If unresolved within 10 minutes, escalate to IT support.
3. Log all issues and resolutions for post-event review.

## 6. Post-Event System Restoration

1. Restore any non-event POS configurations and revert temporary changes.
2. Perform software/hardware checks to ensure all systems return to normal operation.
3. Verify backup integrity and archive event transaction data as required.
4. Conduct a post-event review meeting to collect feedback and document lessons learned.

## 7. Documentation and Version Control

1. Update this SOP after each event based on feedback and incident logs.
2. Maintain version control and ensure accessible storage of all procedural documents.

*Approved by:* \_\_\_\_\_

*Effective date:* \_\_\_\_\_

*Version:* \_\_\_\_\_