

# SOP Template: POS Equipment Maintenance and Issue Escalation

This SOP defines the processes for **POS equipment maintenance and issue escalation**, covering routine inspection, cleaning, software updates, hardware troubleshooting, and preventive maintenance to ensure operational efficiency. It also outlines the procedures for timely identification, reporting, and escalation of technical issues to the appropriate support teams, minimizing downtime and maintaining seamless point-of-sale transactions.

## 1. Purpose

To establish standardized procedures for maintaining POS equipment and escalating issues, ensuring minimal downtime and reliable operation during business hours.

## 2. Scope

This SOP applies to all staff responsible for operating, maintaining, and supporting POS equipment at all business locations.

## 3. Roles and Responsibilities

Role	Responsibility
Store Staff	Perform daily inspection and cleaning; identify and report issues.
Store Manager	Ensure maintenance compliance, oversee escalations, communicate with IT Support.
IT Support Team	Tier 1 & 2 technical support, troubleshooting, log maintenance, issue escalation to vendor if required.
Vendor/Manufacturer	Provide Tier 3 support and handle hardware replacement or repairs if escalated.

## 4. Procedure

### 4.1 Routine Inspection and Cleaning

- Visually inspect all POS terminals and peripheral devices (printers, scanners, card readers) at the start of each business day.
- Clean touchscreens, keypads, and surfaces with approved, non-abrasive cleaning materials.
- Check for loose cables, damaged components, and ensure all devices are powered up.

### 4.2 Software Updates

- Check for system prompts or official IT notifications regarding software updates.
- Follow update instructions and do not interrupt update processes.
- Reboot POS terminal after updates and verify operational status.
- Report any errors during updates to IT Support immediately.

### 4.3 Preventive Maintenance

- Schedule monthly preventive maintenance (see Appendix A for checklist).
- Perform diagnostic checks and backup configurations as per IT Support instructions.

3. Document findings and corrective actions taken.

## 4.4 Hardware Troubleshooting

1. In case of device malfunction, confirm all connections and power sources.
2. Follow the troubleshooting guide (see Appendix B).
3. If unresolved, escalate to IT Support with detailed description and error codes.

## 4.5 Issue Reporting and Escalation

1. Record issue in the POS Issue Log (see Appendix C) with time, date, description, and actions taken.
2. Notify IT Support via designated channel (helpdesk ticket, email, or hotline).
3. Escalate unresolved issues per the following table:

Severity	Example	Initial Response	Escalation
Critical	System-wide outage, transaction failure	Immediate call to IT Support	Escalate to Vendor/Manufacturer if unresolved in 1 hour
Major	Peripheral failure, partial service disruption	Report to IT Support within 30 minutes	Escalate to Vendor/Manufacturer if unresolved in 4 hours
Minor	Cosmetic issues, slow response	Log and report in next business day	Escalate if recurring or unresolved in 3 days

## 5. Documentation

- Maintain up-to-date logs of inspections, maintenance, upgrades, and reported issues.
- Archive all reports and escalation records for future audit and reference.

## 6. References

- POS Equipment User Manual
- IT Support Contact List
- Preventive Maintenance Checklist (Appendix A)
- Troubleshooting Guide (Appendix B)
- POS Issue Log Template (Appendix C)

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## Appendices

### Appendix A: Preventive Maintenance Checklist (Sample)

- Check all connections and peripherals
- Run self-test diagnostics on terminals
- Clean device surfaces and vents
- Verify software version and updates applied
- Backup POS data

### Appendix B: Troubleshooting Guide (Sample)

- No power: Check outlet, cable, power button
- Unresponsive screen: Reboot device, clean surface
- Error messages: Note code, restart, report if persists

- Print failure: Check printer paper, connections, restart printer

Appendix C: POS Issue Log Template (Sample)

Date/Time	Issue Description	Action Taken	Escalated To	Status
2024-06-10 09:30	Printer not working	Checked connection, restarted printer	IT Support	Resolved