

Offline Mode Procedures for Servers – w/LAN



Step 1 – Validate Loss of Internet

To ensure PADS are offline, you will need to verify the Cloud Icon on the bottom right of the PAD is red. Inform your manager that your PAD is offline

Step 2 – Transitioning to Offline

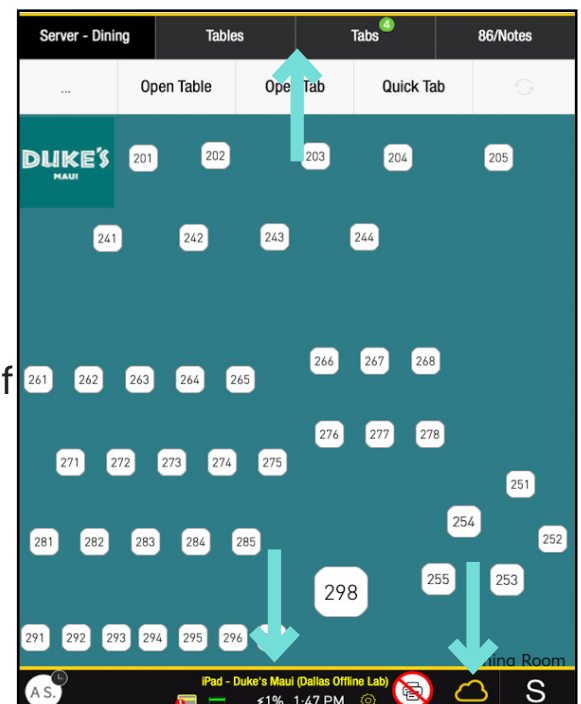
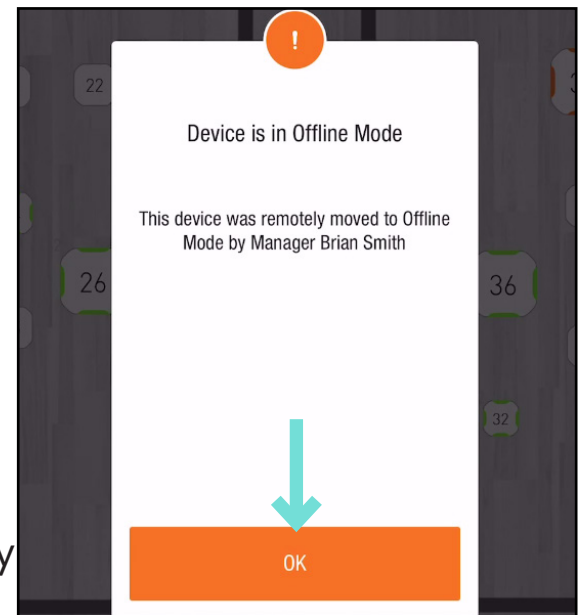
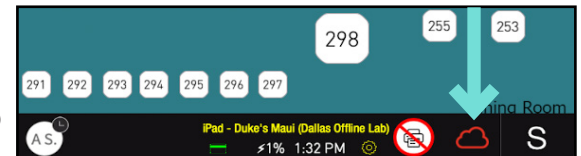
Your PAD will transition to Offline Mode when your manager initiates it from the Spooler PAD

Step 3 – Switching to Offline Mode

If the internet is down but you still have access to WiFi, your manager will manually switch all PADs to Offline Mode. After your manager switches to Offline Mode on the Spooler, you will receive a prompt on your PAD saying that your PAD has been automatically moved to Offline Mode. Simply tap OK to confirm the switch

Step 4 – Verifying Offline Mode

You will know your PAD is in Offline Mode when the Cloud Icon on the bottom right of the PAD is yellow and there is a yellow bar across the top and bottom of the screen



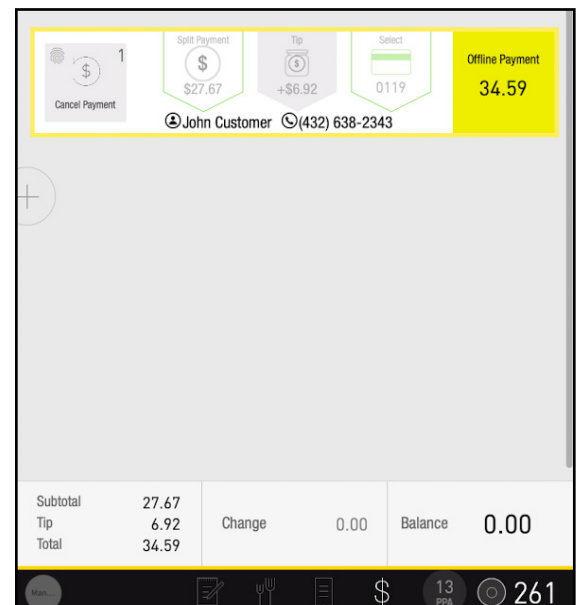
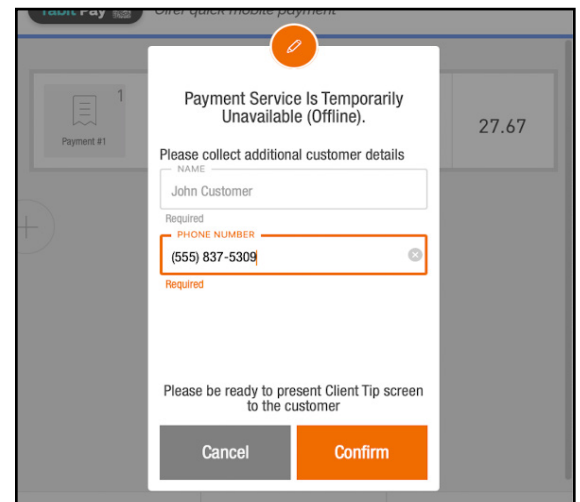
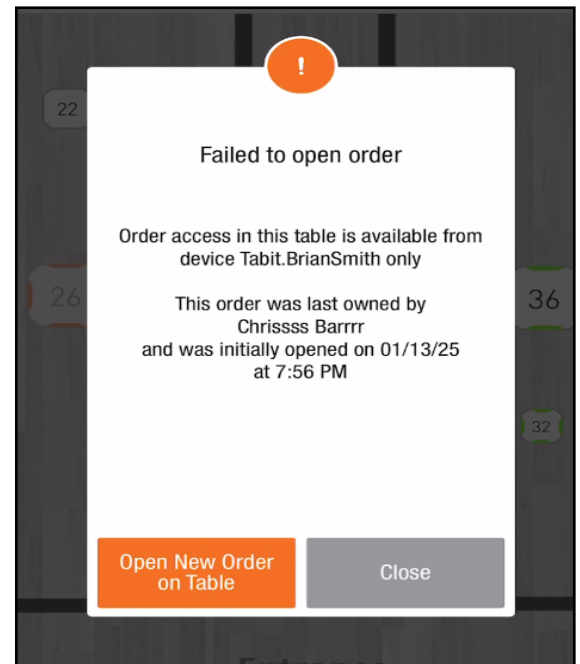
Step 5 – Working in Offline Mode

You can continue to work normally with a few exceptions. There are some features that will not work as long as you are in Offline mode:

- 86/Notes – the 86 feature will not update across the PADS
- Manager Actions – Comps/Voids/Discounts have to be completed on the PAD that requested the action
- Tables will not update their status across PADS and Tabit Guest – closed tables will still appear occupied after they are closed. You can still enter into a closed table, but you will receive a prompt asking if you want to continue opening the table

Step 6 – Taking Payments

- Taking a Cash payment works as normal, there is no change to this workflow
- Taking a Credit Card payment is slightly different in Offline Mode. Follow the flow listed below:
 - ◆ When you select Credit, you will be prompted to enter your customer's details (Name and Phone Number, tap Confirm
 - ◆ Next, the Tip Screen will appear, follow the normal process for entering the Tip and then capture the customer signature, and select Accept
 - ◆ Receipt screen will appear, select Print or No Thanks, the Thank You screen will appear, exit this screen following normal procedure
 - ◆ You will be taken back to the Payment Screen. Payment information is now highlighted in yellow. Dip, Tap, or Swipe the credit card to process the payment, select Print and close the order following normal processes

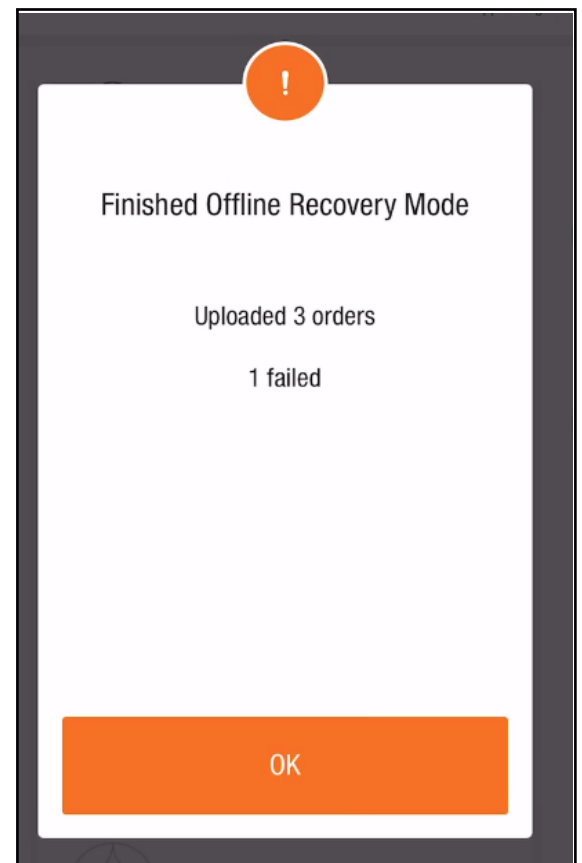
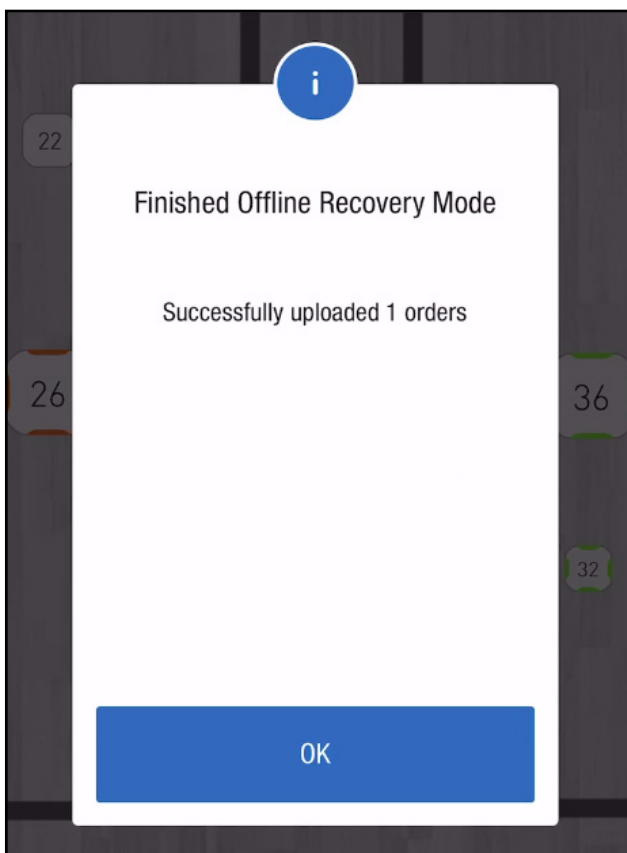
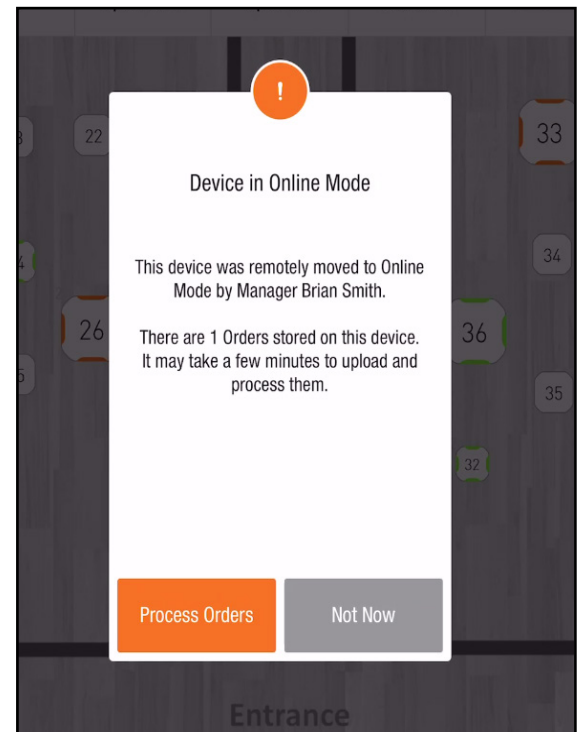


If you need further assistance contact Tabit Support at support-us@tabit.cloud or 1-833-822-4887

Step 7 – Transition Out of Offline Mode

When the internet has been restored, your manager will tell you to go back online, when prompted on the PAD, select Process Orders. You will need a manager's approval to complete the transition back to Online Mode

- ◆ Your orders will update, you will be prompted showing the number of orders that have been restored to Online Mode
- ◆ If a credit card did not process during Offline Mode (declined) or there is an issue with one of your orders, you will receive an error message, you need to contact your manager to process this order



For more information regarding Offline Mode, scan the QRCode or visit our Help Center

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