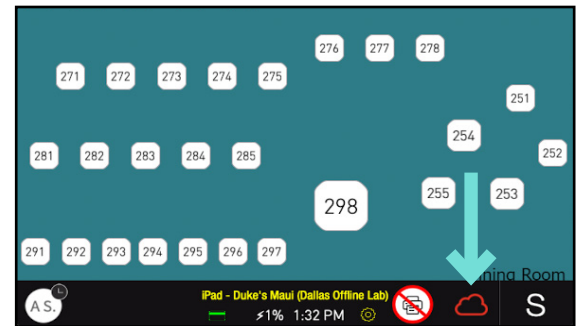


Offline Mode Procedures for Servers – No LAN



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

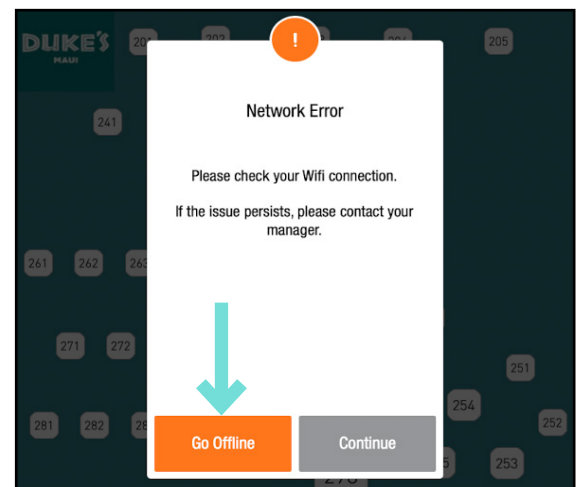


Step 2 – Transitioning to Offline

Do not switch to Offline Mode on your PAD until you have been instructed to by your Manager

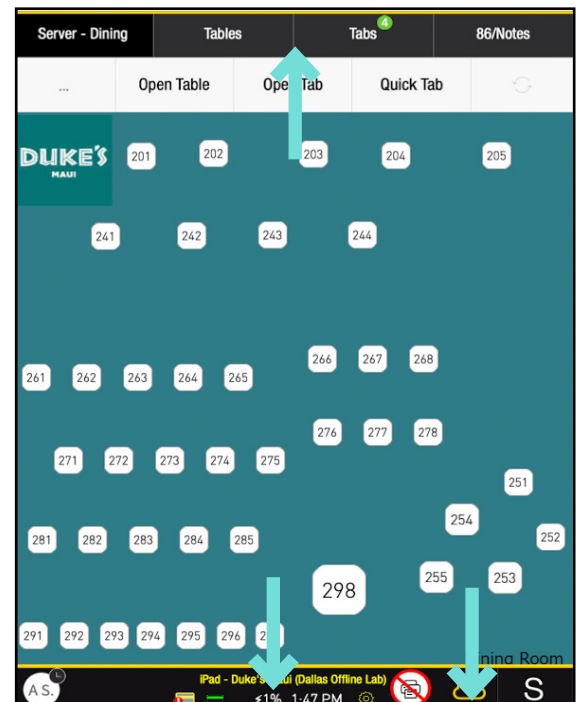
Step 3 – Switching to Offline Mode

When your manager tells you that you can switch to Offline Mode, tap on the Go Offline button on the PAD



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



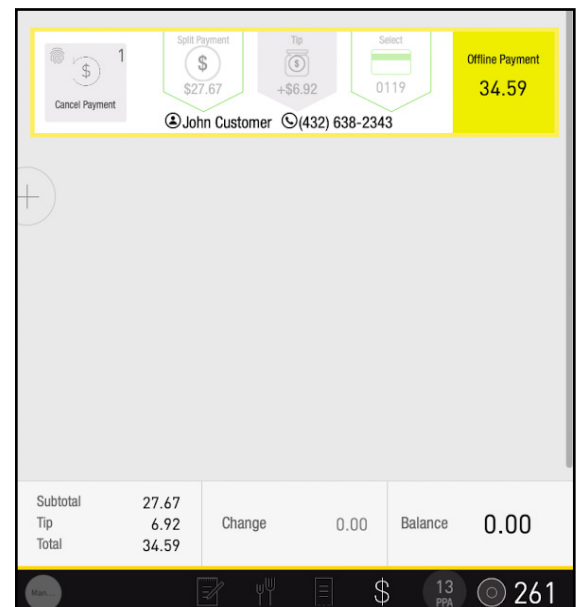
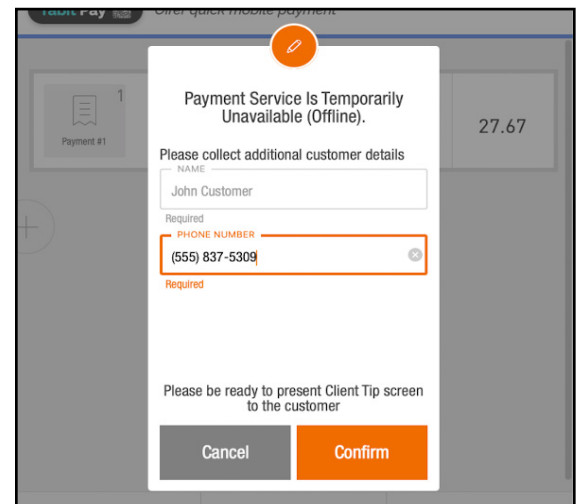
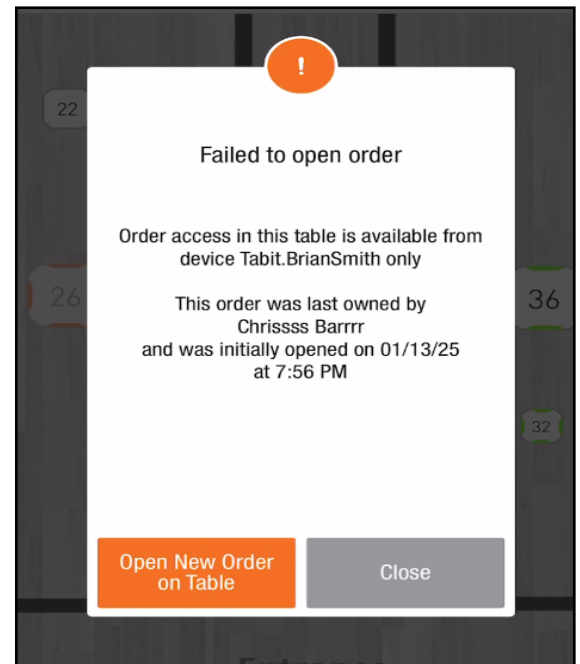
Step 5 – Working in Offline Mode

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

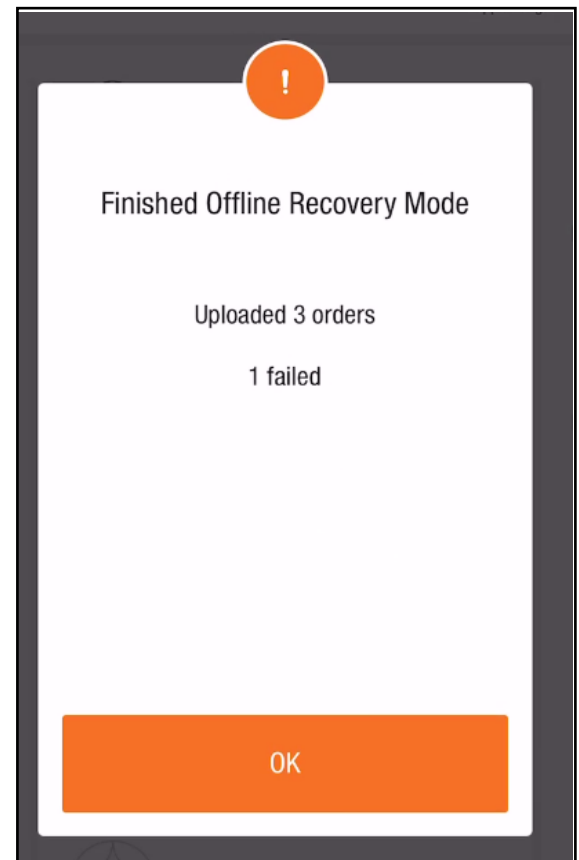
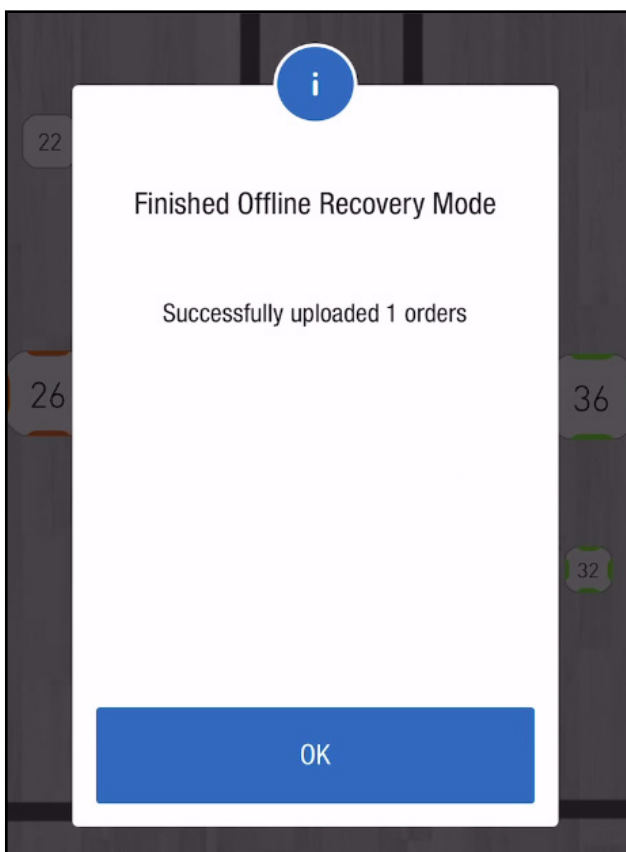
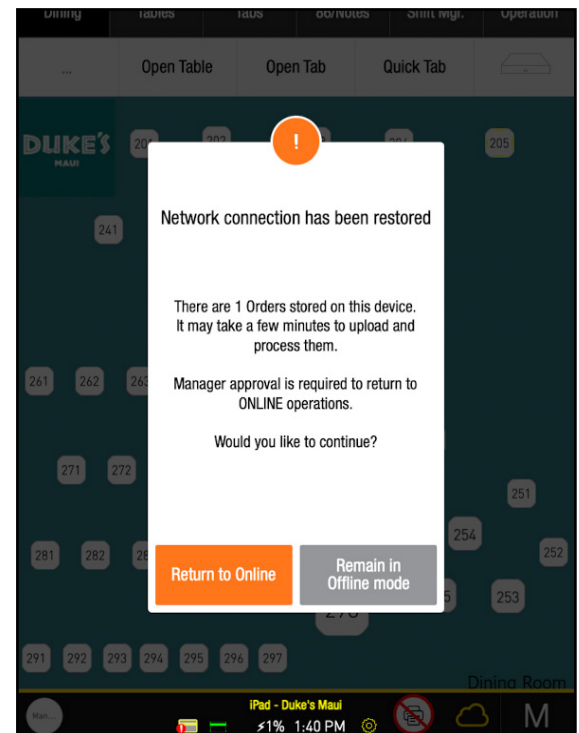


**If you need further assistance contact Tabit Support at
support-us@tabit.cloud or 1-833-822-4887**

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 Return to Online. 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

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