

THIS INFORMATION APPLIES TO ALL HOTELS

Dear All,

Please pay special attention to the **scheduled system outage** reported yesterday (mail attached). This is a SAP version upgrade and IT has estimated a downtime of 13 hours, **from Sunday 9th evening to Monday 10th morning (CET time)**.

It is a complex and long downtime, so please remind your teams to follow the guidelines below to mitigate any issues that may arise:

➤ **Before:**

- It is advisable to inform the guests about the system outage so that they can **pay in cash or credit card during the intervention** (avoid room charges as much as possible).
- Make sure you have the **backup credit card terminals ready** to use (hotels with TMSforPay).
- Request a copy of the **emergency reports** from the Front Office team to help you work through the outage (including the Monday breakfast list).
- It is recommended that you invoice and collect all the tables that are open before the shutdown time.
- Close all outlets before 5:00 PM on Sunday.

➤ **During:**

- It will not be possible to send orders to the kitchen, the waiters will have to make the orders by hand.
- Kindly explain to customers that it is not possible to give them a ticket at this time and, if they want to give us an email address, we will send it to them when the system is up and running again.
- Use the Excel file [Invoice Control](#) to keep track of all charges made.

➤ **After:**

- To inform the system of all the actions done manually during the outage, we recommend that the **F&B manager make a single charge in POS for the total production of each outlet** ("manual price" option) and close it by **assigning each payment method the corresponding amount**.
- Hotels with payment gateway (TMS4Pay): record the collection of invoices made with the back-up terminals and close the invoice manually in POS using the "Manual payment" credit card option.

MANUAL
CC
TERMINAL

Please, share this information with all the staff involved.

If you have any questions, please open a JIRA ticket under "Procedure information".

Sorry for the inconvenience.

Kind regards,

Read the content of this e-mail carefully. The information contained in this communication will affect in your daily tasks.
In case of any doubt, please follow the general incidences procedure.

Do not reply to this e-mail.