

**THIS INFORMATION APPLIES TO ALL HOTELS**

Dear All,

Please pay special attention to the **scheduled system outage** reported last Monday (mail attached). This is a SAP version upgrade and IT has estimated a downtime of 13 hours, **from Sunday 23<sup>rd</sup> evening to Monday 24<sup>th</sup> 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 with 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.**