Re-Opening Checklist

Maintenance (min of 2 weeks prior to opening)**:**
- ❏ Place terminals tablets & kiosks in their production locations
- ❏ Confirm network connectivity
- ❏ Logon
- ❏ Perform a [firmware update](#)
- ❏ Perform an [Enterprise Reset](#)
- ❏ Review [release notes](#)
- ❏ Apply upgrades by contacting the [helpdesk](#)
  - ✓ sign up [here](#) for release notifications and more
- ❏ Perform 2nd Enterprise Reset
- ❏ Logon & test
  - ✓ Make sure all peripherals are tested (printers, scanners, cash drawers, scales, etc.)
  - ✓ Make sure all payment and discount types are tested (have a CC and a stored value account handy)
- ❏ Review reports for accuracy and formatting
- ❏ Refund all test sales in order to zero out reports (for audit purposes)

Training (as close to go-live as practical)**:**
- ❏ How to ring sales, discounts, etc.
- ❏ If using Inventory, review standsheets with warehouse & stand leads
- ❏ Review closing of Events and reconciliation with BOH financial/accounting folks

Live Support:
- ❏ Schedule extra hands on opening day
- ❏ Book Appetize on-site support for opening day, or any time it's needed
  - ✓ highly recommended during the re-start of a season
  - ✓ subject to availability (book 6-8 weeks in advance - more if possible)
  - ✓ Contact your sales account manager or CSM for details