

# Go Live Check List (please complete before launch)

Hardware Installation and Verification		<u>Status</u>	<u>Store Sign-off Date</u>
1	Install TP hardware kit and customer supplied equipment (label printers, cash drawer/cable, battery back-up, CC swipers) at least 1 week before go live	Open	
	Question: "Each kit is specifically pre-configured for one store. Have you followed the instructions and installed all equipment at this store?"	Open	
2	Verify that battery back-up works properly	Open	
	Question: "Pull the power cord of the battery backup from the wall. Is your Touchpoint system still working?"	Open	
3	Verify that each iPad can download and use the TPPro app	Open	
4	Configure each Cashier properly and with the correct CC swiper (link EMV swiper if using EMV)	Open	
	Question: "Have you set the roles for all devices? (i.e. Logout, settings: cashier, linebuster, pickup) and logged in the device?"	Open	
5	Verify that each KDS is set-up as "Pickup" and listening to the correct inputs/printing to the appropriate label printer	Open	
	Question: "Do you have more than one machine making drinks? If so, do those machines only make drinks for one side of the shop? If so, do you know how to filter the orders you don't want to see from showing up on the KDS?"	Open	
6	Verify that each printer prints (label and receipt)	Open	
	Question: "From order history, when you print a receipt does it print from the correct printer?"	Open	

	Question: "From the KDS when an order is finished where does the label print?"	Open	
7	Verify cash drawer pops when you do a cash sale or a no sale	Open	
	Question: "Go to one of your register iPads, when you go to 'active cash drawer' and hit no sale, does the cash drawer pop open?"	Open	
8	Set payments live and complete a transaction (\$1 or \$2) at each cashier and linebuster; print receipt and refund all but one transaction (leave one so you can verify money deposits)	Open	
	Question: "Can your Paypal reader swipe/tap dip a card and charge it successfully? Can your printer print a receipt for that? Can you refund it?"	Open	
9	If utilizing LineBuster functionality outside, determine coverage boundaries and adjust external antennae as needed	Open	
	Question: "Can you walk out to as far as you ever think you'll have a customer and add drinks to an order and send them in? If you see "repairing network" or the little spinning wheel then you know there could be potential coverage issues."	Open	

## Web Admin Verification

**Status**   **HQ Sign-off Date**

1	Menu		
	Question: "Have you tested your menu thoroughly and added any local items specific to this store?"	Open	
2	Discounts		
	Question: "Have you configured any local discounts specific to this store?"	Open	
3	Employees		

	Question: "Have you entered all of your employees with phone number, correct permissions, job title and pay rate?"	Open	
4	Email Reports		
	Question: "Have you set up all of your email reports for this store?"	Open	
5	Check Paypal and Payment Settings a second time from the backend perspective		
	Question: "Did you see payment come into bank account for this store?"	Open	
6	Check taxes are properly configured for the store		
	Question: "Have you verified the correct taxes are accurately configured for this store?"	Open	

## HQ Responsibilities

		<u>Status</u>	<u>HQ Sign-off Date</u>
1	Menu correctness and know how to edit and sync'	Open	
2	Loyalty points per item	Open	
3	Tax settings double check	Open	
4	Brandwide Discounts (separate from local discounts)	Open	
5	Loyalty Program (name, icon, signup discount, add link on HQ brand page, etc. )	Open	
6	Reporting categories	Open	
7	GC and Loyalty Export	Open	
8	GC Order	Open	
9	Every store employee has completed Training Checklist (see tab) before launch	Open	