

Natural Disaster Preparation

What is it?

Please be aware of procedures for preparing and/or recovering from a natural disaster.

Preparing for a Disaster

Power Failure Steps

When power fails at your store:

- 1: Turn off all 2 pole breakers.
- 2: Turn off all 3 pole breakers.
- 3: Complete all applicable items on the Pos system.
- 4: Contact power company and report outage, find out what is the expected time of outage.
5. Contact Supervisor.

Emergency Shutdown of BOS 2012

1. Log on to the ISP
2. Run POS Close on the ISP
3. Run Final Daily Close on the ISP
4. After Backup is complete, place the Backup tape or Cd in secure location
5. Move the cursor into the top-right or bottom-right of the tile screen and click on the "Settings" icon. Shut down.
6. Once the BOS shuts down completely, power off the UPS and unplug it from the wall outlet
 - a. NOTE: Do not turn off the UPS if the RHS/POS Server has not been turned off

Emergency Shutdown of POS, KVS, and Kiosks

1. Properly shutdown all registers, Kiosks, and KVS controllers
 - a. If registers display Waystation [Online], use these functions from a single register in this order:
 - i. Manager → Manager Options → Shutdown All KVS
 - ii. Manager → Manager Options → Shutdown All POS
 - b. If registers display Waystation [Offline], on each register, KVS, Kiosk, and ORB, press and release the power button. **Do not press and hold** the power button.
 - c. Wait for all devices to complete Windows shutdown.

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2. Disconnect the power cord from all peripherals (monitors, printers, etc) that are connected directly to wall power outlets
 - a. For kiosks, the kiosk will need to be opened to disconnect all peripherals from the power outlets

Emergency Shutdown of RHS (POS Server 2012)

1. Press PC2 on the KVM Switchbox to switch
 - a. Keyboard shortcut – press scroll lock twice, then press the down arrow (do the same thing with the up arrow to get back to the BOS)
 - b. If a pop-up appears that shows options to select, the restaurant has an ATEN KVM switch and will need to press enter after selecting the appropriate channel (channel 2).
2. If the WST 25 VM does not display, click View Virtual Machines.
3. In the upper-left of the HvConnect window that appears, make sure the dropdown box displays US#####WST25
4. Click "Shutdown OS" (older versions) or "Shutdown VM" (newer versions) on the right-hand side of the window to safely turn off the VM.
5. In the upper-left of the HvConnect window, see if additional VMs are displayed
 - a. Example: If the store has a HHOT, US#####POS## may display
 - b. Complete Shutdown process as noted above to shutdown the VM
6. Once the HvConnect window is blank, press ctrl+alt+del on the keyboard (not the HvConnect window)
7. Select the power icon in the bottom-right corner of the screen
8. Select Shutdown
 - a. If you are prompted to select a reason for the shutdown, select one of the "Other" options.
9. Once the RHS (POS Server 2012) shuts down completely, power off the UPS and unplug it from the wall outlet
 - a. NOTE: Do not turn off the UPS if the BOS has not been turned off

Emergency Shutdown – DMB

1. Press/hold power button on Media Players until the button either turns red or goes off. Displays will go to "no signal" status and should power off automatically after a minute or so.

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2. Once everything has been powered off, flip the breaker(s) to the valance walls to cut power to the equipment completely.

After the Disaster

Proper Startup Procedures- NewPOS

1. Reconnect all power cords to the appropriate wall power outlets
2. Power on all peripherals (monitors, printers, etc)
3. Power on the POS Server (may need to plug in and turn on the UPS first)
 - a. For RHS/POS Server 2012 after turning on the CPU:
 - i. Open View Virtual Machines
 - ii. Select US####WST25 from the dropdown in the upper-left of the HvConnect window
 - iii. Click Start VM
 - iv. Repeat for any other VMs displayed in the upper-left drop-down of the HvConnect window
4. Power on all the registers including kiosks (one at a time) and allow them to boot up to the register menu
5. Power on all KVS Controllers, ORBs, and CODs.
6. Check to see what day the POS is open or closed for. Follow the proper knowledge articles in ServiceNow based on the condition of the store.
7. If you need to run SW Open Day, SW Open Day Forced or POS Open Offline from the POS. Do not run open from a register that has a PED. Refer to MCDTECH_243.0 Doing SW Open Day or POS Open Offline on register with PED for more information.

Proper Startup Procedures for DMB Equipment

1. Flip breaker(s) to power up the valance walls. This should prompt the Media Players and displays to power on automatically.
2. If a Media Player does not start automatically, press the power button on the Media Players. This will start the boot up process and also power on the displays automatically.
3. If a display does not power on, they can press the power button on a display.

Proper Startup Procedures- BOS

1. Plug the UPS back into the wall outlet and power it on
2. Power on the BOS

Proper Opening Procedures - ISP

1. Check the green dates and use the appropriate knowledge to get the ISP up to date
2. Once the POS and BOS are back on and up to date, run normal Store Open

Proper Opening Procedures- CIT

3. First Scenario: Restaurant is closed for X days for an emergency disaster
 - o Solution: Run SW Open Forced for current day
4. Second Scenario: Restaurant is closed for X days due to an emergency disaster but they have a partial day of sales
 - o Solution:
 1. Run SW Close Forced

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2. Run SW Open Forced for the current day
3. Escalate to VDR: QsrSoft

Additional Issues Caused by Disasters

ISP areas affected

- Because of the vast amount of food that could be wasted from cold storage, stores will likely see a huge increase in Actual Usage, \$ Food Cost, and Raw Waste. This will have an impact on any report that takes Raw Waste into account in its calculations.
- There will also be an increase in the amount of Completed Waste, but it will not have as great of an impact on reports.

Reports that may be affected

Inventory Summary Report

Possible Issues

- Actual Usage will be affected by the amount of Raw Waste the stores had. It should be higher than normal for items that were wasted.
- To confirm that the reported information is correct:
 1. Go to Raw Waste and verify that all items wasted during the outage were entered
 2. Go to Raw Waste and verify the amount entered for each item was the UOM and not another form of measurement.
 3. Verify all items were placed correctly in either Raw

Waste/Promo or Completed Waste/Promo.

- These will be the necessary areas to check no matter which report is run.

Inventory Stat Report

- Stores should notice a higher Actual Usage, Used Difference, and \$ Difference
- Total for raw items that were wasted during the outage.

Possible Issues

- A store is missing Waste on the report for items that were wasted during the outage.
- The Inventory Stat Report only includes Completed Waste under the Waste column. Raw Waste is already included in the Actual Usage amount.
- If the store states they are missing Waste for an item, go to Completed Waste and verify a completed item for the raw item has been entered.
- If the Actual Usage appears too high or too low, follow the same troubleshooting steps for the Inventory Summary Report above.

QCR-Optimum Food Cost Report

- The QCR will be strongly affected by the waste because it calculates the cost of raw food items for the month.

Possible Issues

- Both the QCR Food Cost and the P&L Food Cost will be higher for the month. The QCR Food Cost will increase because Raw Waste is accounted for here. The P&L Food Cost will be higher than normal because the wasted food had to be replaced.

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- The QCR report can be run based on Daily, Weekly, or Monthly stat items. The ISP Help Screens suggest running the QCR based on the Weekly stat items. The QCR then bases its % Stat Loss on the items that appear on the Weekly list. If an item is not part of that Weekly list and there was loss of the item, the loss will appear in the Unexplained Difference category.
- The disaster or outage may have caused many items that are not typically wasted to be wasted. These items may not be in the Weekly list. If they run the QCR based on Weekly and not Monthly items, their Unexplained Difference will be high.
- The best way to deal with this is to run the QCR based on Monthly stat items for the period. If the report is run based on Monthly inventory items, the Unexplained Difference may still be greater than expected. If the store did not replace all the items that were wasted, or purchased more than what was wasted and used, it may cause differences in the Unexplained Difference as well.
- If Waste was entered incorrectly, it will impact the QCR Food Cost, not the P&L Food Cost. The store will need to verify that all Raw/Completed Waste was entered correctly.

Food/Paper Cost

Possible Issues

- The same issues that impact the QCR-Optimum Food Cost report will impact the Food/Paper Cost Report.
- The Bill Ledger Subtotal may be higher than normal because the wasted food had to be replaced. If the Bill Ledger Subtotal is incorrect, the store will need to review their food invoice and verify they are correct.

Where can I find more information?

KB0024805: How to handle a natural disaster

KB0027439: Store needs to prepare for a planned power outage

KB0025305: A power outage has occurred at the store

KB0113897: How do I shut down the Indoor Digital Menu Boards for a natural disaster

KB0121471: Restaurant Hurricane Readiness Checklist