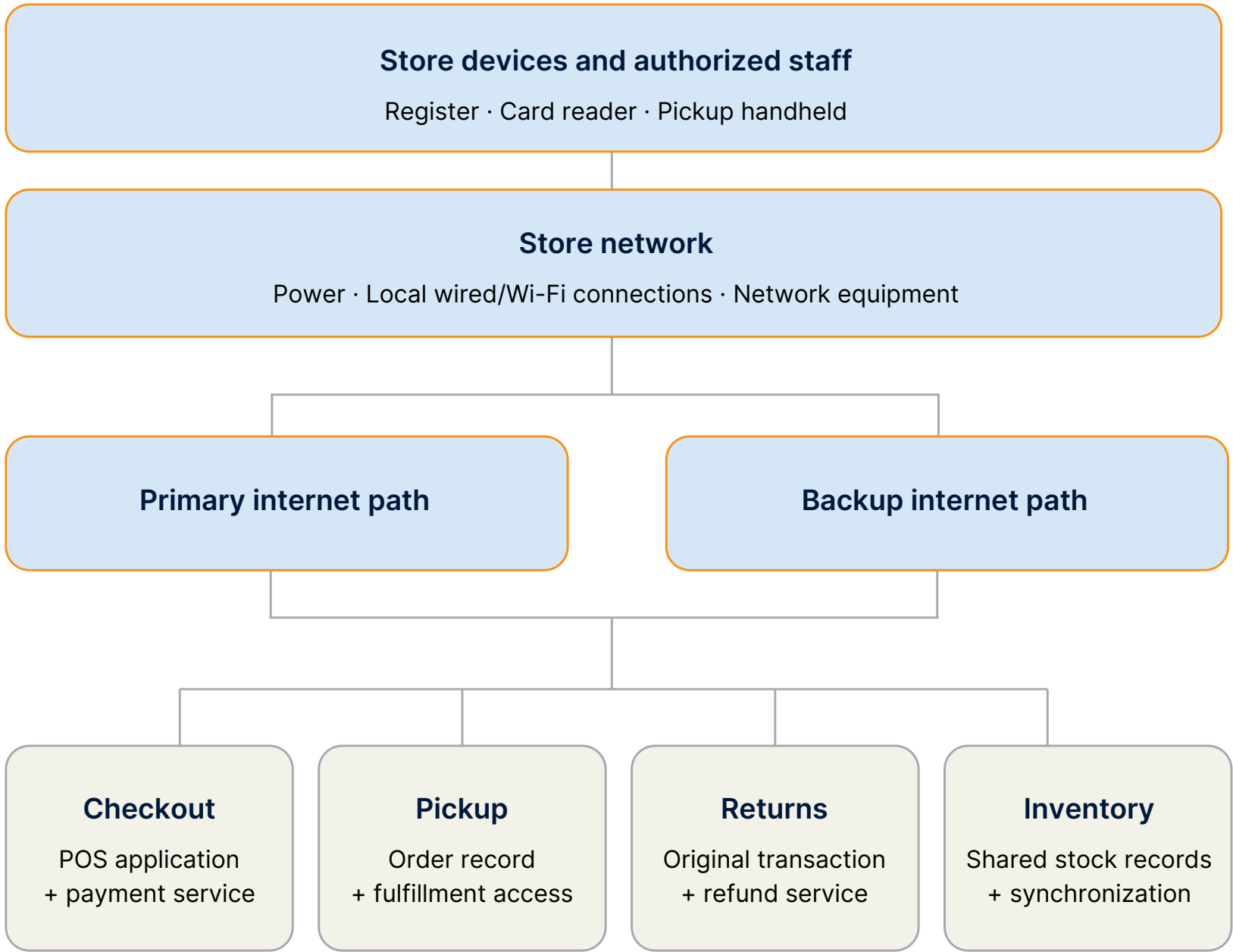


When a Store Goes Offline.

A Practical Guide to Checkout, Pickup and Recovery

A backup connection can restore a route to the internet. The store still needs evidence that the people, devices and services behind a customer interaction can work together.

Follow the work behind the counter



A simplified dependency map, not a restart sequence. Actual connections and owners vary by store. Some approved offline functions may remain available without an internet path.

Read the map correctly

A working backup link tells you about that link. It does not confirm that a register can reach a payment service or that a pickup order is ready to release. A backup path may also share local equipment or power with the primary path.

Ask the relevant owner for evidence at the point where the work stops. Keep checkout, pickup, returns and inventory status separate until each is verified.

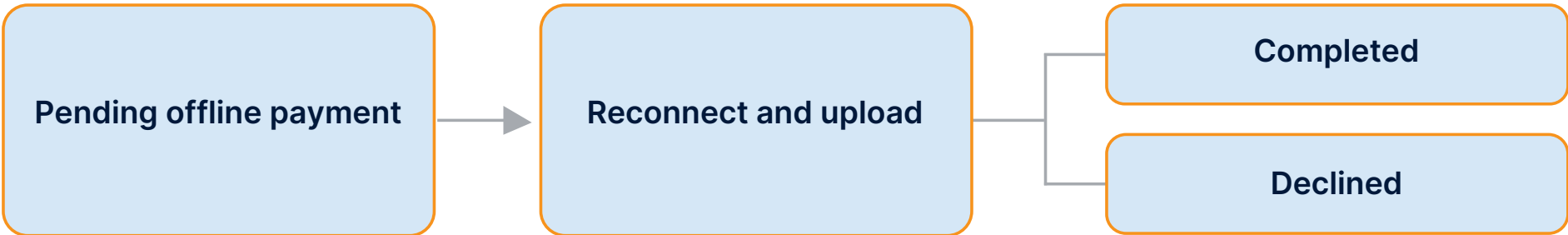
Say what works. Say what is still unknown.

Hypothetical example: a store loses its primary connection during an afternoon shift. The backup path becomes available. The team has not yet confirmed normal checkout or pickup access, so the incident remains open.

Example incident update · 3:20 p.m.		Why this update is useful
01	Confirmed The network owner confirms the backup path is carrying traffic. The primary service remains unavailable.	Separates a network observation from a store-wide conclusion.
02	Not yet confirmed Normal checkout, pickup access and return processing have not been verified. Inventory synchronization is still under review.	Makes uncertainty visible instead of hiding it behind “online.”
03	Current operating direction Staff follow the existing approved fallback procedure. No new payment method or exception has been authorized by this update.	Keeps staff within the merchant’s existing authority and procedure.
04	Next actions and owners Alex, the incident coordinator, is collecting workflow status. The POS owner is checking checkout and returns; the order-service owner is checking pickup and inventory. The store lead will communicate the resulting operating direction.	Gives the unresolved work an owner and a coordination point.
05	Next update Alex will update the store at 3:35 p.m., even if there is no change. Restoration time is not yet known.	Commits to communication, not a restoration deadline.

Recovery needs more than a connection status.

Payment status: an example from Square



In Square’s U.S. documentation, pending offline payments are visible in the POS app. Their completed or declined status becomes available after reconnection and upload. A recorded offline payment still needs its outcome verified. [1]

Workflow status: an example from Shopify

Shopify POS cannot fulfill pickup orders or process returns while offline. It also cannot sync orders and inventory with Shopify admin until connectivity returns. Those functions need their own recovery evidence, even where an approved offline sale was possible. [2]

These are product-specific examples, not universal POS rules. Hardware, region, configuration and current provider guidance matter.

Match the conclusion to the evidence

“Connection available”	_____	The network owner has verified the relevant path.
“Workflow available”	_____	The authorized team has verified that the required store task can be completed under the approved procedure.
“Recovery reconciled”	_____	The responsible owners have reviewed pending work, confirmed record synchronization where required, and assigned any unresolved exceptions.

Your next step

Bring one store’s service records and one customer workflow to a tabletop discussion with operations, IT and the payments owner. Use this example to identify a missing dependency or unclear owner. Assign the next action before expanding to other stores. **Do not interrupt live trading to use this guide.**

Sources
[1] Square Support Center, U.S. · View offline payments
[2] Shopify Help Center · Shopify POS offline features
Reviewed October 20, 2026. Recheck current provider guidance before operational use.