

Interrupted-connection exercise

Provider / version / environment: _____

Approved tester / date: _____ Escalation owner: _____

Provider-led, isolated test only. No live outage, payment, reporting or message send.

S01 Network before a task

Ask the provider to simulate connection loss before a sample task in an isolated, approved environment. Record what can be read, what work is blocked and how staff identify the stale or disconnected state.

Before / during / after evidence: _____

Gap / owner / next review: _____

S02 Uncertain tender response

Use only a provider-approved simulated tender case. Capture the original transaction/reference and unresolved result. Ask who may check or retry it; no actual payment or second charge belongs in this exercise.

Before / during / after evidence: _____

Gap / owner / next review: _____

S03 Unavailable receipt output

Ask the presenter to simulate an unavailable printer after an approved sample task. Distinguish a saved sale from missing paper output. Record the supported reprint/recovery path and the original record identity.

Before / during / after evidence: _____

Gap / owner / next review: _____

S04 External result pending

Use a simulated delayed or rejected external update. Record the source action, submission reference and destination result separately. Pending is not accepted; capture the owner and permitted hold/escalation path.

Before / during / after evidence: _____

Gap / owner / next review: _____

S05 Texting event arrives late

Use approved sample events and a non-sending messaging test. Record event time, current order or offer, recipient eligibility and message status. Ask how a stale event or duplicate is reviewed; do not send real outreach.

Before / during / after evidence: _____

Gap / owner / next review: _____

S06 Recovery and duplicate review

Have the provider restore only the approved test condition. Compare the before/after record IDs, totals, stock or event states and outstanding queue. Record missing or duplicate records and the required human review.

Before / during / after evidence: _____

Gap / owner / next review: _____

Keep blank observations unknown. A demonstration is not licensed deployment acceptance.

If the provider cannot demonstrate a required case safely, record Not demonstrated or Out of scope.

POS, payments, devices, external reporting and Texting can have different interruption behavior.

Texting remains separate with supported existing POS systems; switching POS is not required.

Full guide: blackleaf.io/pos/compare/ | October 15, 2026