



COMPLIANCE STATION · FREE EDITION

PMS Downtime & Manual Procedures Checklist

What does night audit do when the system goes down?

When the system goes down at 2:15 AM, the desk keeps running on paper — and the paper reconciles in the morning.

Property _____ Date _____ Walked by _____

WHAT THIS PREVENTS

The 2:15 AM freeze: a three-week-old night auditor staring at a dead screen with no printed arrivals list, no idea who to call, keys that won't cut, and a credit card sitting in the guest's hand. And the morning after — folios that don't match, a no-show that got charged twice, and a downtime binder that was last opened during onboarding.

How to use it

1. The Front Office Mgr owns the downtime binder and the quarterly drill. The Night Auditor owns the manual audit. Neither owns the other's part.
2. Print the standing reports on the rhythm shown ([VAR] hours or end of shift) every night whether the system is healthy or not. The reports you print tonight are the only inventory you have if it dies at 2 AM.

A. The system — standing downtime readiness

ITEM	
☐	Downtime binder exists at the desk (physical, not a shared drive) with ONE named owner role and a backup; contents index on the front cover
☐	Binder holds: manual registration cards, paper folios, manual key log, downtime log sheets, cash paid-out vouchers, manual credit card slips, wake-up call sheet, room status board — each at par [VAR] sheets
☐	Standing reports printed every [VAR] hours or at end of each shift: arrivals, departures, in-house guest list with balances, room status/housekeeping, rate/availability, and group rooming lists
☐	Call tree posted inside the binder cover: MOD, Front Office Mgr, IT/on-call, PMS vendor support (account number, support tier, hours), key system vendor, credit card processor, GM — with the order to call
☐	PMS vendor support contract details on file: SLA response time [VAR], escalation path, what counts as a P1
☐	Key encoder offline mode tested: staff know how to cut a key without the PMS, and the manual key log is in the binder
☐	Credit card terminal standalone mode confirmed: terminal can authorize without the PMS interface; manual imprinter and slips at par [VAR] as the last fallback
☐	Backup power for desk workstation, printer, phone and key encoder on UPS; UPS tested
☐	Quarterly downtime drill: a full manual check-in, key cut, charge posting and shift close on paper, run on an overnight shift
☐	Drill and every real downtime logged with date, duration, cause and lessons; reviewed by someone not on that shift
☐	Every new front desk hire walks the downtime binder in week one and signs the training sheet



B. When it goes down — declare, notify, log, switch (first 4 of 10 items)

ITEM	
☐	Confirm it is the PMS, not the workstation: try a second terminal, check network light, check the vendor status page or hotline
☐	Declare downtime out loud and in writing: time, who declared, what is affected (PMS only / interfaces / phones / keys / cards)
☐	Notify in call-tree order: MOD first, then IT/on-call, then PMS vendor to open a ticket; record ticket number and time in the log
☐	Downtime log started: one line per transaction — time, room, guest name, action (check-in, check-out, charge, payment, key), amount, agent initials

WHAT THE FULL EDITION ADDS

This free edition covers 15 of 54 line items. The full edition gives you the whole system:

- **All 7 sections, all 54 items**, from standing readiness to closing the loop.
- **A frequency on every line** (every shift, weekly, quarterly), so nothing waits for someone to remember it.
- **An owner column** naming the role responsible, so the list survives turnover and days off.
- **A pro tip on every item**: practical operator advice on what actually gets missed.
- **A sign-off block**: completed by, verified by, date and corrective actions.

SAMPLE PRO TIP

A downtime procedure stored only on the network is a procedure you cannot read during downtime. Paper, tabs, at the desk.

Get the full checklist for \$9.99 at onawaithospitality.com/compliance-station

CHECKLIST USE NOTICE

This checklist provides operational guidance. Applicable laws, regulations, codes, and mandatory requirements always take precedence. Completing this checklist does not establish or certify regulatory compliance.

Read the full Checklist Use and Regulatory Disclaimer: onawaithospitality.com/faq