

BUSINESS RECOVERY PLAN

	The information on the following pages contains the interim and restoration procedures for the critical business processes and tasks that support these processes. The Business Unit Recovery Teams will use this information to ensure that the staff is able		
69	STATUS REPORTING	RESPONSIBLE PARTY	DATE / TIME
1	Monitor recovery progress frequently (hourly the first day – as required thereafter).		
2	Prepare a Recovery Progress Report (Refer to Section 3.2), including: <ul style="list-style-type: none"> ➤ Progress being made regarding recovery process. ➤ Significant issues being encountered that requires senior management review and approval. ➤ Request for additional expenditures beyond those outlined in the plan. ➤ Requests for additional support as needed. ➤ Other important information 		
3	Submit verbal and written status reports to the Management Recovery Team on a daily basis and as required (Refer to Section 3.2).		
6.1	ADMINISTRATION	RESPONSIBLE PARTY	DATE / TIME
1	Maintain careful written records throughout the recovery process. Experience shows thorough and complete records are invaluable in reducing confusion during the recovery and in reconciling material acquisition and expenses.		
2	Maintain good written documentation of any changes or modifications to standard operating procedures. Make sure temporary changes or modifications do not carry over to normal operations following the recovery operation shutdown.		
3	Direct all Recovery Team Members to collect, review and approve all completed time sheets. Adhere to normal timesheet procedures and guidelines identified by the organization.		
4	Maintain a record of all personal expenses incurred during the recovery operation (receipts should be attached).		
6.11	RECONSTITUTION AND TERMINATION	RESPONSIBLE PARTY	DATE / TIME
1	Migrate and resume normal operations at the primary site as directed by the Management Recovery Team.		
2	Assist departments in shutting down and moving from the alternate work site to the regular work location.		
3	Use restoration procedures for each department to bring alternate/manual processing for critical business processes back on line.		
4	Evaluate restoration process and make adjustments as needed.		
5	At the end of the recovery operation, shut down the Business Unit Recovery Team's operations at the alternate location, as directed by the Management Recovery Team.		
6	Participate in post recovery meetings as required by the Management Recovery Team.		
7	Update the Business Unit's Recovery Team plan and materials to reflect needs encountered during disaster.		
8	Modify the BCP to reflect any alterations used in restoration procedures.		

9	Notify Management Recovery Team of resumption of normal operations by the Business Unit.		
6.12	AD HOC PROCEDURES	RESPONSIBLE PARTY	DATE / TIME
	It is difficult to plan for all unforeseen disaster events. Therefore, this Section can be used to document additional activities performed during the recovery effort that were unexpected and unplanned.		
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7. Process Handling

7.1. The following table illustrates the interim operating procedures and restoration procedures for critical business operation processes as determined by the Business Unit Manager. It is critical to insure these procedures are followed during BRP implementation so as to maintain business continuity and a sustainable level of business operations.

	GUIDELINE DESCRIPTION	RESPONSIBLE PARTY	DATE / TIME
2	Billing and Rebates		
2.1	Business Process:		
	- Merchant Services Equipment		
	Interim Operating Procedures:		
	- None		
	Restoration Procedures:		
	- Not Applicable		
2.2	Business Process:		
	- Merchant Services Supplies		
	Interim Operating Procedures:		
	- None		
	Restoration Procedures:		
	- Not Applicable		
2.3	Business Process:		
	- Merchant Services Support & Maintenance		
	Interim Operating Procedures:		
	- None		
	Restoration Procedures:		
	- Not Applicable		
2.4	Business Process:		
	- ACH Customer Refunds		
	Interim Operating Procedures:		
	- None		
	Restoration Procedures:		
	- Not Applicable		
2.5	Business Process:		
	- Monthly Customer Refunds		