Taco Bell
CODE RED

For potential store-down issues, Taco Bell has created a CODE RED protocol. If you are experiencing one of the problems below, follow the CODE RED steps:

Restaurants are qualified as CODE RED when one of the following occurs:

- **All registers** at the **Front Counter** are down
- **All registers** at the **Drive-Thru** are down
- **Every register in the restaurant** is down
- **Registers 1 and 4** are down
- **All Credit Card machines** are down (all transactions are declining)
- **All monitors** are down

How to report a CODE RED:

1. MIC - **contact 800-SOS-TACO** (to initiate first-level troubleshooting) then immediately notify the ARL **(Area Coach)**.

2. ARL **(Area Coach)** - contact the CODE RED person designated by your organization to get approval to close the restaurant or the impacted area (the Drive-Thru or Dining Room).

   Your initial Code Red contact is your DO. In the event they're not available, any DO or IT contact can initiate the Code Red.

3. CODE RED contact person - call (**866-480-6160) to report the CODE RED**. At this point, there is no need to also email the Escalation Team or contact other members of the technology or service desk teams

IMPORTANT: To ensure CODE RED continues to serve restaurants quickly and effectively, only your designated contact should report CODE RED issues.