



2021 High Volume Refresh Redbook (POS Controller)

09-17-2021

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CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.

The Rollout Operations Center

935 Douglas Pike

Smithfield, RI 02917

Fax: 1-401-770-6642

Telephone: 1-888-401-4601 option 2 then option 1

Have the following information ready each time you call:

- a) Your Name
- b) The CVS store number

Result:

Your call will be placed in a queue to be answered by the first available ROC agent.

Rollout Operations Center Hours: 4 AM to 11:30 AM Eastern Time

Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc...) the PM will work with the ROC to reschedule or find an alternate technician.

Under no circumstances should a technician contact a store to reschedule an install.

Rollout Operations Center Protocol

Purpose

The Rollout Operations Center (ROC) serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

Technician Protocol

Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address and location with the SM or MSC.

You should have been supplied with the HPSM ticket number from your Project Manager

If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.

Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc....

If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.

It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

Acceptable business casual dress

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

Unacceptable dress includes, but not limited to:

- Clothing that exposes the midriff
- Crop tops, halter tops, tank tops, spaghetti straps
- Off the shoulder clothing
- Shorts or skorts
- Dresses that expose the back
- Sweat suits, sweatpants, spandex leggings and other form-fitting pants
- Hooded Sweatshirts
- Athletic Jerseys
- Exposed undergarments, revealing or transparent clothing
- T-shirts
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals
- Hats
- Visible piercings in body parts other than the ear
- Branded attire (non Vendor)
- Advertising or messaging attire (non Vendor)

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

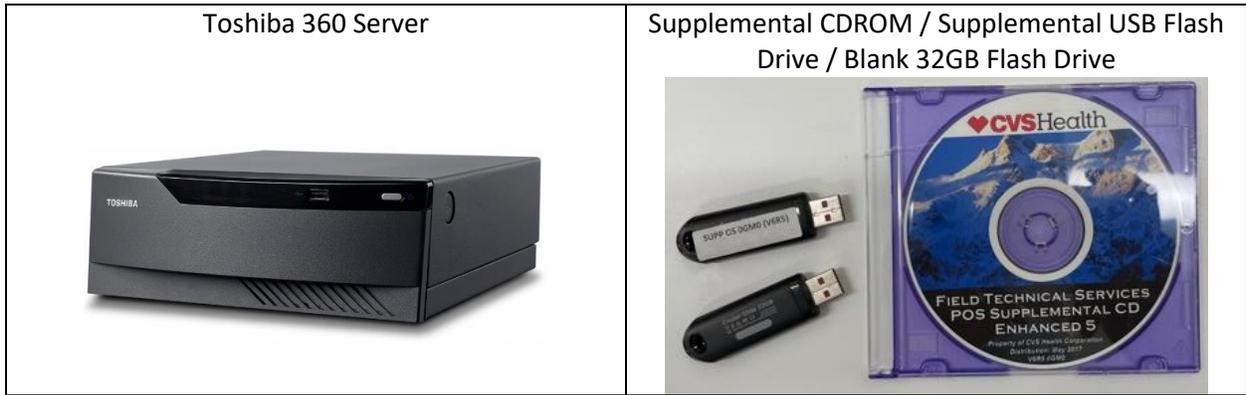
Recommended Tools

- Flathead and Philips screw drivers
- 3 mm Allen keys
- Spare Cat5 Ethernet Patch cable
- Velcro for cable management
- Smart Phone with Camera and the ability to email photos

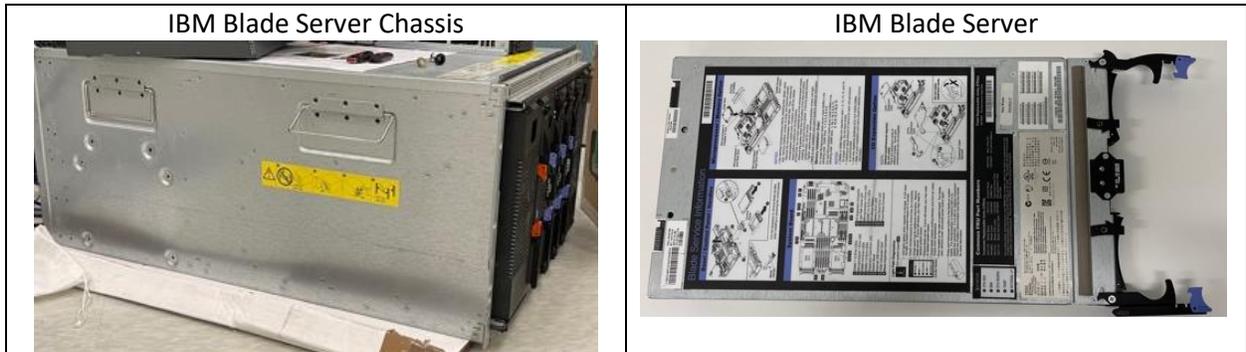
Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC.
- The ROC will request to speak with the Store Manager/Pharmacist at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- The ROC will be asking if you allowed the Pharmacist and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Pharmacist, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

Description of "New" Equipment



Description of "Existing" Equipment



Section 1 - Arriving On Site

Upon arriving at the site, introduce yourself to the Store Manager or Supervisor and specify the reason for your visit.

- **Verify** the CVS store number and address.
 - You are required to have a government issued photo ID, the Letter of Authorization and the ServiceNow ticket # from your project manager upon request by store personnel
- **Request** the following from the manager:
 - Access to retrieve the new equipment box
 - Access to the manager's office and backroom
 - Access to the equipment rack if not within the office
 - Keys to unlock the equipment rack if rack is locked (keys will be stored in manager's safe in pill bottle)

Call into the ROC. During this initial call the ROC will log you into the site and instruct you to locate the new equipment if not yet located and then to perform a check of all devices/services. ROC will perform pre-test of systems at this time.

Locate the box with the new equipment. Speak to the manager to locate the box.

[photo of box]

Ensure all equipment is present for the install:

- 1 Toshiba 360 Server
- 1 Supplemental CDROM
- 1 Supplemental USB Flash drive
- 1 Blank USB Flash drive (32 GB)

Record the serial numbers of the equipment related to this install in the Appendix A Serial Data Sheet and send in to ROC19@CVS.COM before leaving the site.

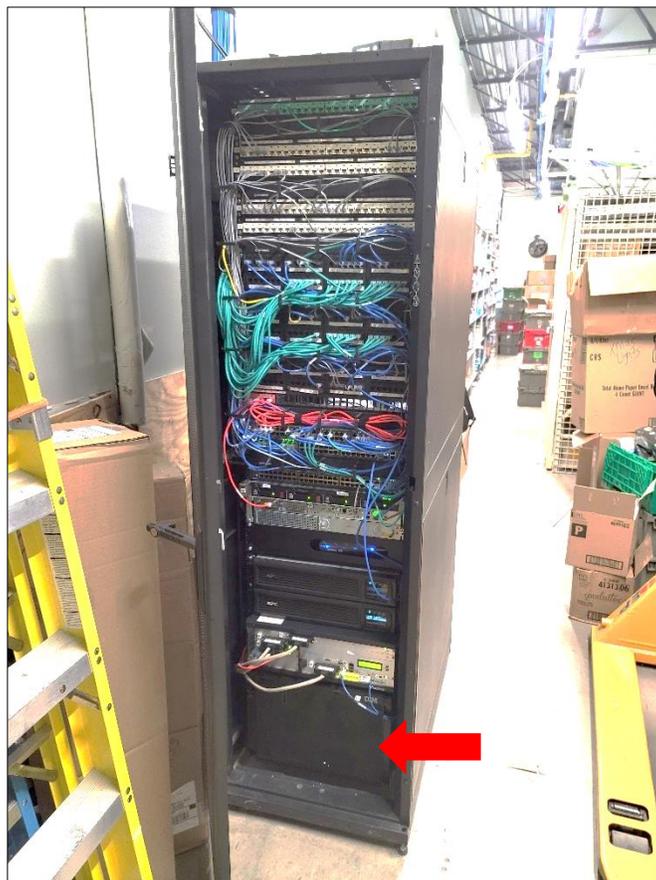
Section 2 – Locating the POS server

The POS server can be found in either the Manager's office or in a full size rack.

Manager's Office



Full Size Rack



Section 3 – POS Blade Backup

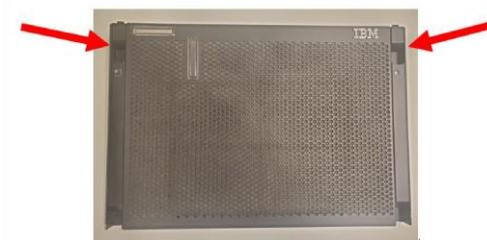
Bring a VGA monitor, USB keyboard, the Supplemental CDROM, Supplemental Flash Drive and the blank 32GB Flash drive to the POS server's location.

1. Take a photo of the existing POS chassis and send to ROC19@cv.com before doing any work. Include store # in the subject line. **Discuss placement of new server with ROC.**
2. Confirm with the manager that they are no longer using the manager's workstation or SMART applications. **Notify the manager that the registers will go into OFFLINE mode and do NOT power off any registers during the upgrade.**
3. Connect the monitor to the VGA port and the keyboard to the USB port of the Management Module on the rear of the IBM chassis. The Management Module is in slot labeled "MM".

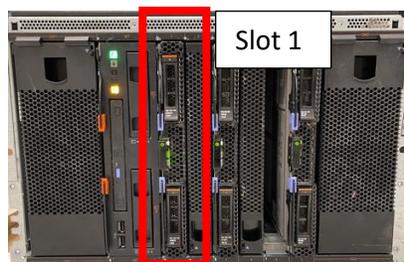
Note: Registers can continue to function in "OFFLINE" mode – with limitations: Registers will only accept cash. ExtraCare number lookup, price check on WiFi devices, etc will not function during this time.



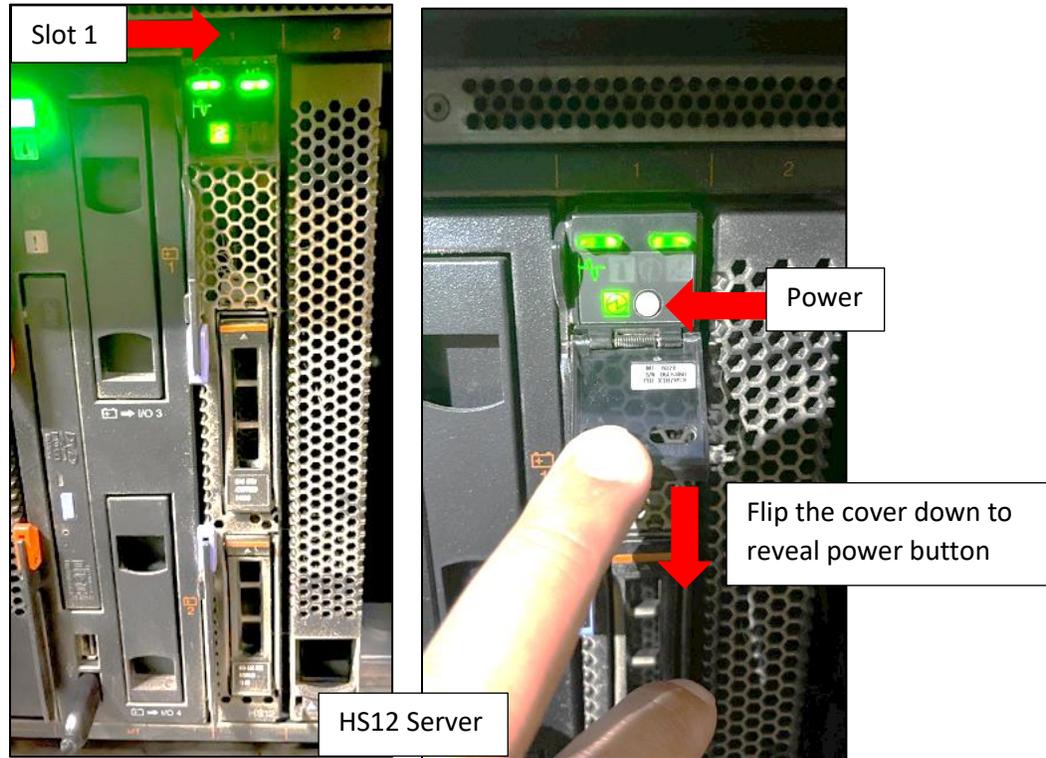
4. Remove the dust cover (if present) from the front of the IBM chassis to access the Blade servers. Press down at each corner on the retention buttons to release the cover and set aside.



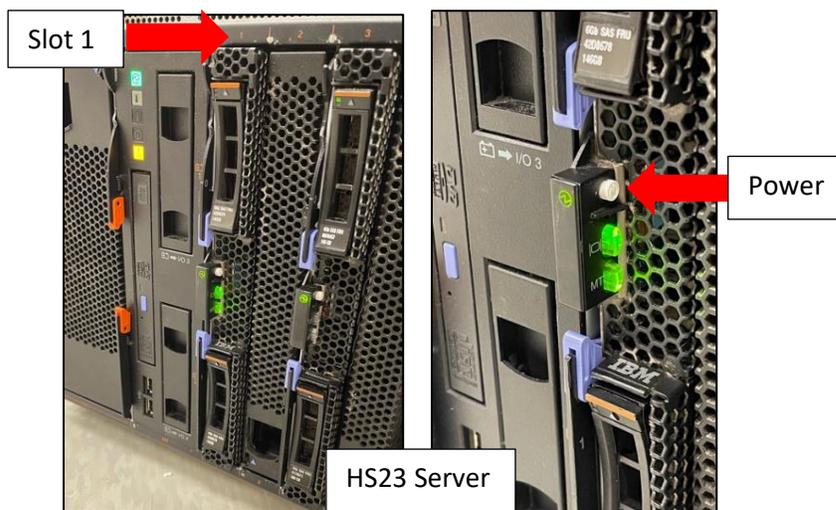
5. Locate the POS server. The POS server will be in SLOT 1.



6. Power down the POS blade in SLOT 1.
 - a. On the HS12 models the power button is at the top of the server. Flip the plastic cover down to reveal the white circular power button. Hold down the power button until the green power indicator goes from solid to flashing.



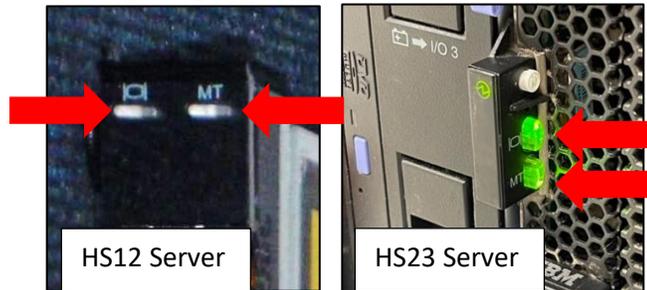
- b. On the HS23 models the power button is at the center of the server and facing to the right. Hold down the white circular button until the green power indicator goes from solid to flashing.



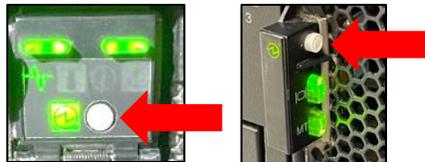
7. Insert the Supplemental CDROM into the media tray (CD SUPP OS 0GM0 V6R5).



8. On the front of the POS blade, hit the clear KVM buttons for the monitor and keyboard and ensure both buttons are lit up.



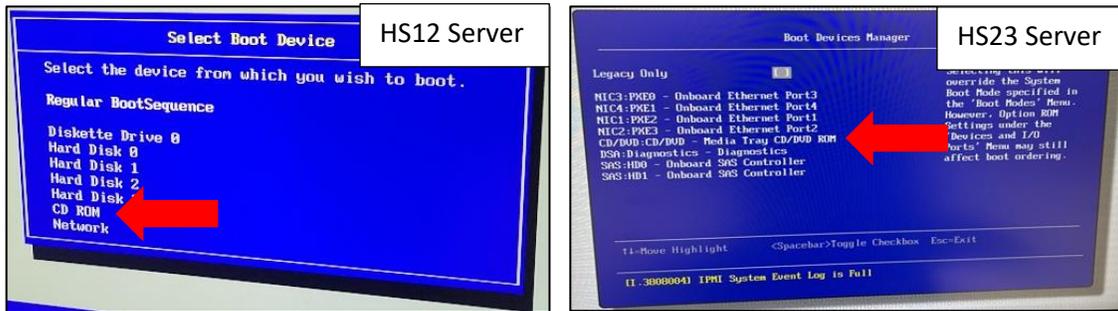
9. Power on the POS blade.



10. Press F12 at the prompt below to Select Boot Device.



11. Use the arrow keys to highlight CD ROM or CD/DVD and press ENTER.



12. Insert the BLANK 32GB USB Flash drive into the Media Tray USB port – **after inserting the flash drive please wait 1-2 minutes before proceeding to the next step.** This will allow the Blade to detect the drive and assign it to E:

13. Wait until booted to the SYSTEM MAIN MENU. Press 5 and then ENTER for Command Mode from the menu.



a. At the T> prompt type each of the commands below and press ENTER after each line:

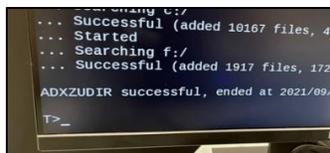
```
E:
Cd 000
Dir
```

b. You should see only a few files – this will confirm this is the blank drive. If you receive an error, check that the flash drive is fully inserted. Next you will start the backup process. Enter the commands below and press ENTER after each line:

```
T:
adxzudir -c -auto:cf e:\000\StoreIMG
```

CASE-SENSITIVE! Check spelling before pressing ENTER.

c. The backup process will take approximately 15 minutes to complete. When the backup process is complete it will bring you back to the T> prompt.



d. Remove the **USB flash drive** from the Media Tray USB port as well as the **CDROM** from the CD tray.

- e. Power off the POS blade by holding down the power button until the solid light starts flashing
- f. The POS backup has now been successfully created on the blank flash drive.

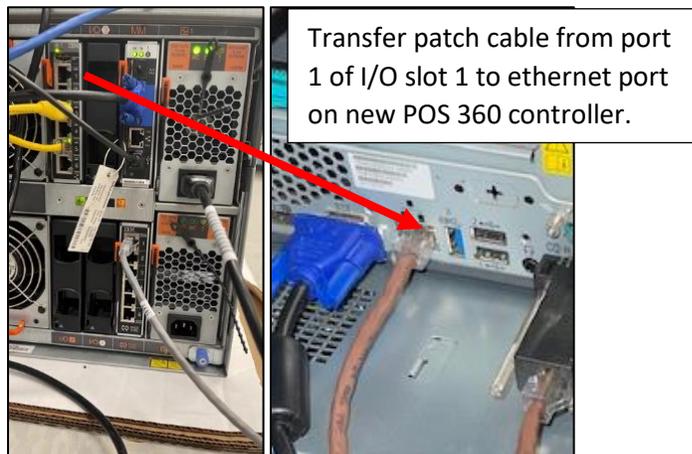
Section 4 – Restoring to the POS 360 Server

You will now install the POS 360 server.

1. Unpack the 360 server.
 - a. If the store has a half rack, install the new server and place on top of the IBM chassis.



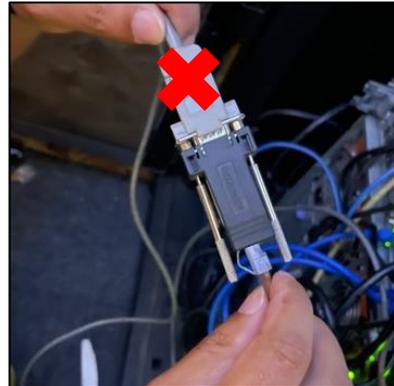
- b. If the store has a full size rack, install the new server and place it carefully in the rack where the data connections from the old POS blade will reach.
2. Transfer the ethernet cable from port 1 of the I/O slot 1 to the only ethernet port on the new server



3. Unplug the gray Moneygram cable from port 1 of the Pass Thru Module



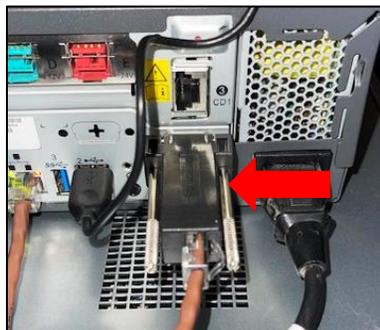
- a. Remove that gray cable between the black DB9/RJ45 adapter and the Pass Thru Module.



- b. If there is an inline APC surge protector connected, keep it connected.



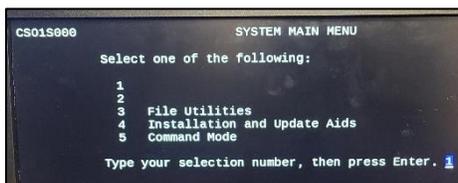
- c. Connect the black DB9/RJ45 adapter to **Serial Port A** of the new server (top serial port) – image below does not show the inline APC surge protector since it was not present during the original install.



- d. If there is an inline ground adapter, ensure it is properly grounded.



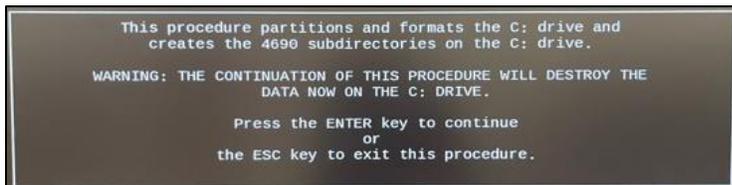
4. Connect the VGA monitor and USB keyboard to the new server
5. Insert the USB Supplemental (USB SUPP OS 0GM0 V6R5) to the rear USB port
6. Power on the POS server
7. **Wait until the Main Menu loads on the screen.**
8. Insert the 32 GB Flash drive with the POS Backup you created in the last section to the front USB port – **wait 30 seconds before continuing to the next step.**
9. Press 5 then ENTER from the SYSTEM MAIN MENU.



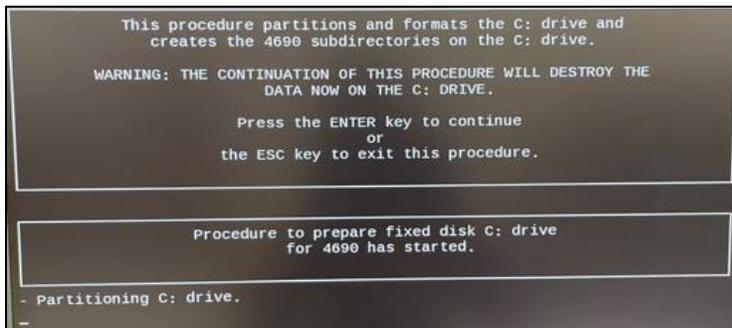
10. At the T> prompt, type the following command and press ENTER.

```
cprep
```

A prompt will appear. Press ENTER.



Result:



Press the Space bar to continue.

```
----- Procedure is complete.
----- CHKDSK report of C: drive will be displayed.
Press any key to continue ...
```

11. At the T> prompt, type the command below and press ENTER.

```
----- 640 KB in 19 directories.
-----
89938912 KB available on disk.
OS4690 Memory:                               Enhanced memory:
1073741824 bytes total.                       8388608 KB RAM total.
22020096 bytes system.                       8118368 KB RAM free.
33329152 bytes allocated.                    0 KB swap total.
-----                                         0 KB swap free.
1018392576 bytes free.                       8118368 KB available.

T>dprep
```

dprep

A prompt will appear asking you to confirm. Press ENTER.

```
This procedure partitions and formats the D: drive and
creates the 4690 subdirectories on the D: drive.

WARNING: THE CONTINUATION OF THIS PROCEDURE WILL DESTROY THE
DATA NOW ON THE D: DRIVE.

Press the ENTER key to continue
or
the ESC key to exit this procedure.
```

Result:

```
----- Procedure to prepare fixed disk D: drive
----- for 4690 has started.
- Partitioning D: drive.
-
```

12. At the T> prompt, enter the command below – **ensure commands are typed exactly as seen below as they are CASE-SENSITIVE!!**

```
adxxzudir -x -auto:cf e:\001\StoreIMG
```

*****If the last command above ^ gives you an error, check the command was typed correctly. If correct, type the command below:**

```
adxxzudir -x -auto:cf e:\000\StoreIMG
```

13. When the restore is completed successfully it will bring you back to the T> prompt
14. Remove the USB drives (Backup & Supplemental)
15. Reboot the SMART system by pressing CTRL+ALT+DEL – **READ NEXT STEP DO NOT WAIT FOR A LOGIN SCREEN.**

16. During bootup when the screen displays "W900" , press  twice (2x) on keyboard and then ENTER.

- a. **Note: You will not see any indication you pressed any keys. If done correctly, the screen will advance.**

17. When the server returns to the SMART login page, CALL the ROC to finish configuring the system.



18. ROC will instruct when all configurations and tests are complete.
19. Remove the monitor and keyboard from the 360 server.
20. If given rack keys, close up and lock the rack and return keys to the manager and cleanup your work area.

Section 5 – Test

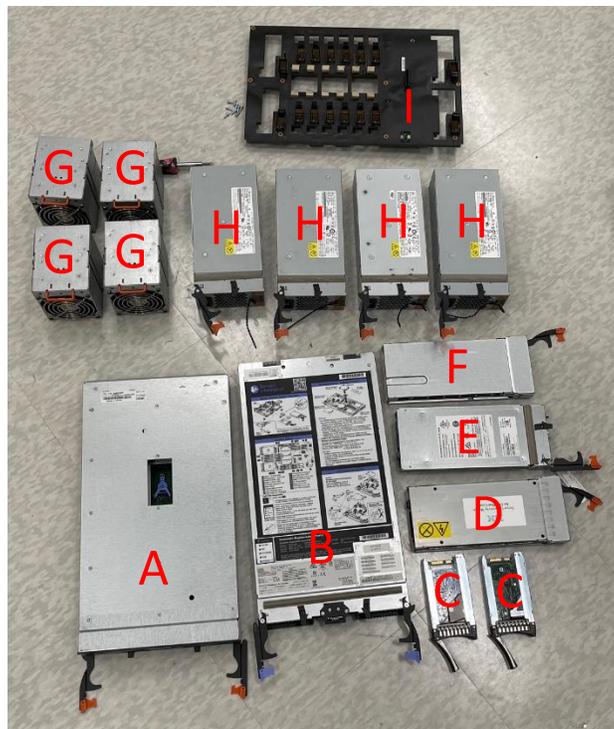
1. Ensure ROC has completed configuration of POS server in last step before moving on.
2. Have the manager SIGN ON to a register
 - a. Have manager test debit/credit transaction. Void the transaction afterwards
 - b. Perform ExtraCare Coupon number lookup / card scan
 - c. Scan an item into the Coupon Center / Welcome Center to display price
 - d. Scan an item with the Ironman scanner to check for connectivity

Section 6 – Chassis Strip and Removal

You will remove individual components of the IBM chassis for shipment back to CVS so they can be repurposed for other stores' use.

1. Ensure that all power cords have been disconnected and removed from any components of the IBM chassis.
2. Ensure that all ethernet and patch cables have also been disconnected.
3. Pull each component out and set aside to be boxed up later and shipped out:
 - a. Media Tray / CDRROM (1x)
 - b. POS Blade Server (1x)
 - c. POS Hard Drives (2x)
 - d. Management Module (1x)
 - e. Pass Thru Module (1x)
 - f. I/O module (1x)
 - g. Fan modules (4x)
 - h. Power Supply modules*
 - i. Midplane (1x)

*Some stores may have 3 or less power supplies.



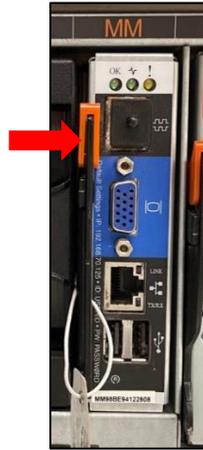
1. Extend both locking arms of the Media Tray to unlock (orange handle) and pull out and set aside.
2. Ensure POS blade is OFF. If not, hold down power button until light is flashing. **Remove BOTH top and bottom hard drives from the server.**
 - a. Press on the hard drive handle release button with the triangle.
 - b. Pull out hard drive once handle pops out.
 - c. **Place the hard drives in the tamper bags and into the overpack box for return to CVS.**



3. Extend both locking arms to unlock the blade from the chassis (purple handle)
 - a. Pull the blade server out of the chassis and set aside.



4. Extend the locking arm of the Management Module to unlock (orange handle) and pull out and set aside.



5. Extend the locking arm of the Pass Thru Module to unlock (orange handle) and pull out and set aside.



6. Grab the orange pull handle of the Fan module and pull fan out and set aside.



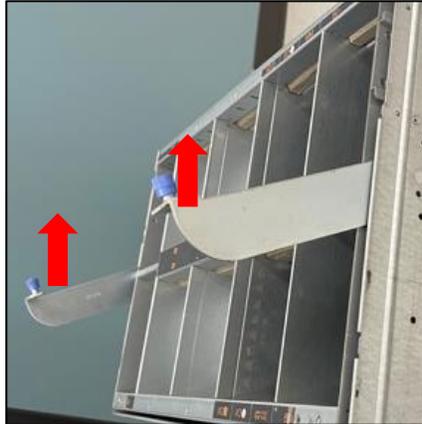
7. Extend the locking arm of the Power Supply Module to unlock (orange handle) and pull out and set aside.



8. Remove the midplane circuit board.
 - a. Loosen the blue thumb screws at the rear of the chassis



- b. Pull the two handles up and slide the chassis towards you partially out



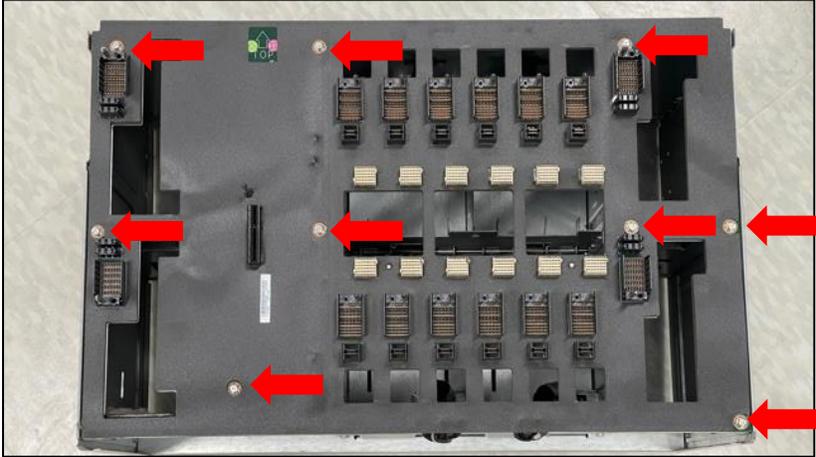
- c. Press down on the locking tabs on both sides to fully slide the inner chassis out



- d. Pull inner chassis all the way out



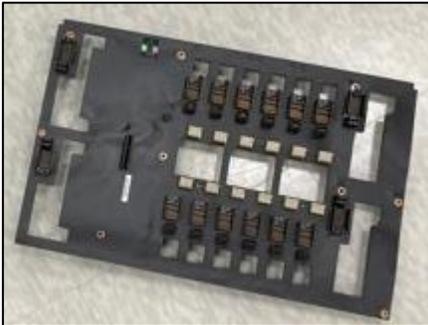
- e. Set the inner chassis on the floor with the circuit board facing up. Using a flathead screw driver, remove the 9 screws securing the circuit board to the inner chassis.



- f. Disconnect the four (4) power connections. Press down on tab and pull connector out.



- g. Lift the circuit board carefully out of the inner chassis and place in the Anti-Static bag and set aside for shipment back to CVS.



[replace photo with board in bag]

9. Slide the IBM chassis out and off the rails of the rack.
 - a. [additional info on removing chassis off rails]
 - b. [additional photos if necessary]
10. Discard the remaining chassis components. Ask supervisor where it can be discarded.

