



# **2021 High Volume Refresh Redbook (Day Scope)**

11-03-2021

Version 2

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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 3 then option 2

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.

## 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
- Spare Cat5 Ethernet Patch cable
- Velcro for cable management
- Smart Phone with Camera and the ability to email photos

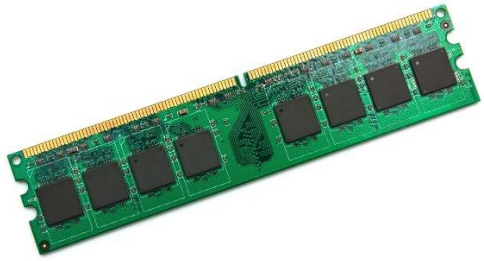
## Logging Out

- 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

<p>Rx and POS Workstation (Lenovo M720q)</p> 	<p>MIST Access Point</p> 
<p>Workstation Monitor (Asus VE228 or ViewSonic VX2252)</p> 	<p>POS Register Thermal Printer (Toshiba 6145-2TC)</p> 
<p>POS Register Scanner w/stand and cable (Honeywell Xenon 1950)</p> 	<p>POS Register Memory (2GB)</p> 

## Description of "Existing" Equipment

<p style="text-align: center;">IBM Blade Server Chassis</p> 	<p style="text-align: center;">IBM Blade Server</p> 
<p style="text-align: center;">Motorola Access Point</p> 	<p style="text-align: center;">Zotac Zbox (ID84 &amp; ID86)</p> 
<p style="text-align: center;">Rx Monitor</p> 	<p style="text-align: center;">Toshiba Thermal Printer 4610-2CR</p> 
<p style="text-align: center;">POS Scanner</p> 	<p style="text-align: center;">POS Register Memory</p> 

# 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.

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

**Ensure all equipment is present for the install. Confirm with ROC agent if you are unsure what equipment was sent to the store. Record the counts for the equipment received for this store and confirm with ROC agent what you received.**

EQUIPMENT TYPE	COUNT	Confirm with Manager/Rx Staff any pre-existing issues
POS Workstation		
HDMI to VGA adapter		
MIST Access Point		
Rx Workstation		
USB Hub		
Rx Monitor		
POS Register Printer		
POS Register Scanner		
POS Register Memory		

**Call into the ROC.** Report your findings on the equipment. ROC will confirm if shipment is correct.

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](mailto:ROC19@CVS.COM) before leaving the site.



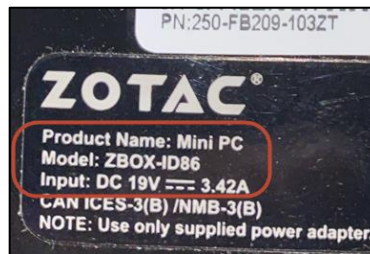


# Section 2 – Rx Workstation & Monitor Identification

Working with the ROC agent, you will identify all stations that require either a new Rx monitor and/or Rx Lenovo workstation. Keep track by placing a sticky label with the workstation ID and whether it needs a new monitor and/or Lenovo workstation in front of the station on the counter. **Work with a ROC agent to get the workstation IDs that require the upgrades. See images below to determine which workstations to replace. Report if you find more ID84/86 workstations than replacements sent. If you replace the wrong workstation and/or monitor, you will be required to re-install it!**

**How to Identify the ID84 or ID86 Zotacs and the MN322 Zotacs**

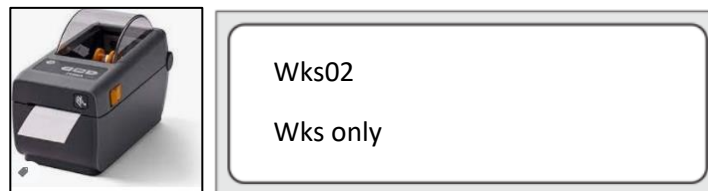
**\*\*\*ONLY THE ID84 or ID86 ZOTACS WILL BE UPGRADED\*\*\***



1. Speaking with a ROC agent, confirm the list of workstation IDs that need to be replaced as well as the locations that need a new monitor. Record this on the Appendix B – Rx Survey Sheet.

[illegible]

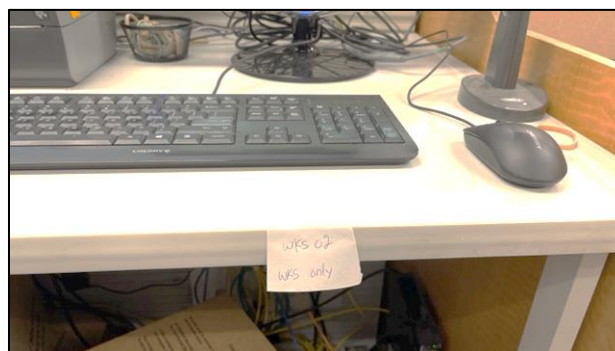
2. Request to use blank sticky labels from the Zebra printer. Press on the feed button to progress the labels. With a pen, record the workstation ID and if it needs monitor and/or Lenovo upgrade.



3. Locate the workstation ID on the monitor:

[illegible]

4. Stick the label on the counter edge in front of the station to keep track of the scope of work and the workstation ID #.



- 5. Do this for ALL stations that need any upgrade before removing/installing ANY equipment.**

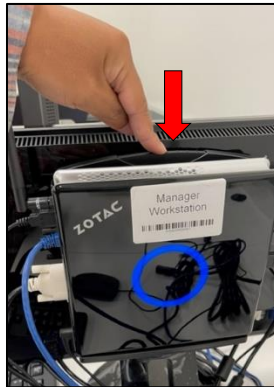
# Section 3 – Rx Lenovo Workstation Install

You will now upgrade the current Zotac Zbox with the Lenovo workstations in the pharmacy. **Make sure you have confirmed with the ROC which units need to be upgraded.**

1. After you have identified all stations that require an upgrade, proceed with the install of the Lenovo workstation.
  - a. Power off the Zotac by pressing momentarily on the power button. Button will change to **RED** once the unit is OFF.



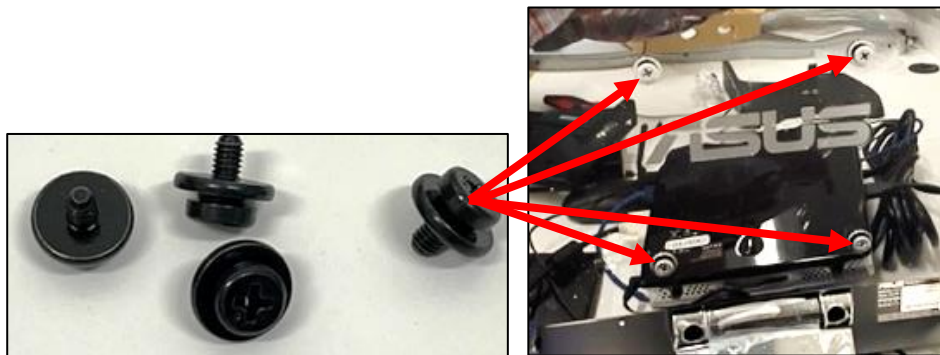
- b. Disconnect all cables and connections to the Zotac. Remove the power cord and power brick for the Zotac – set aside for shipment out of the store.
  - c. If the Zotac is mounted to the back of the monitor, press down firmly on the unlock tab on the mount to release the Zotac.



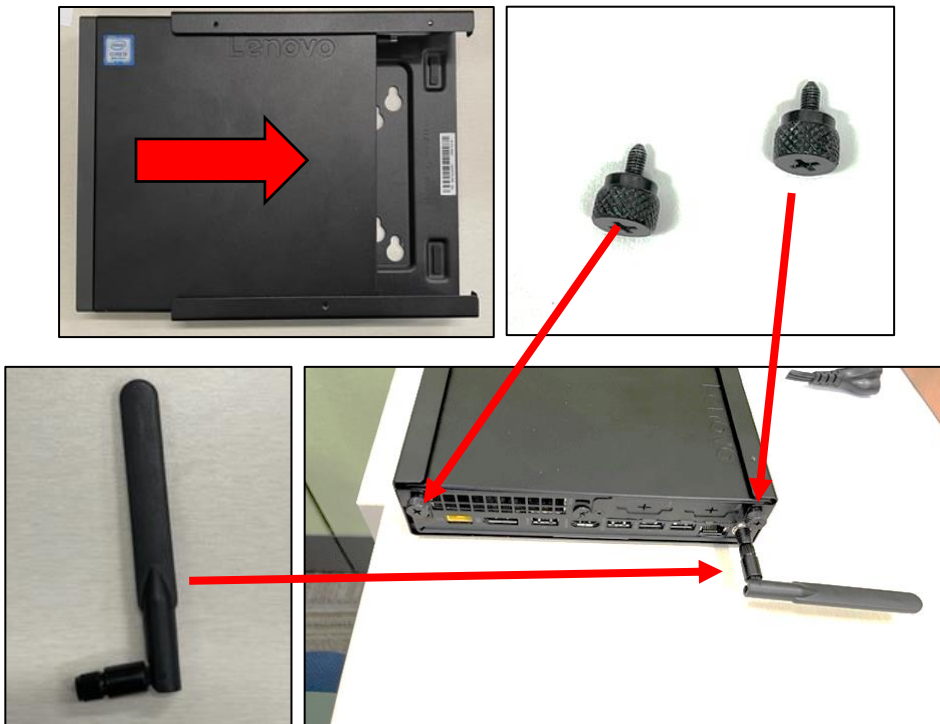
- d. Remove the Zotac mount from the monitor.



- e. Install Lenovo monitor mounting screws.

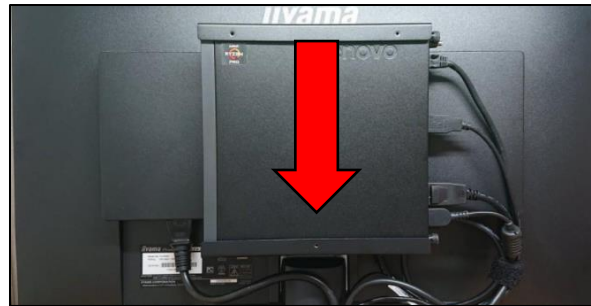


- f. Slide the new Lenovo workstation into the bracket and secure with two thumb screws, install the antenna.

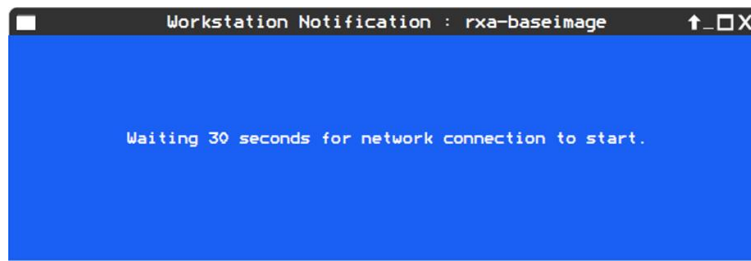




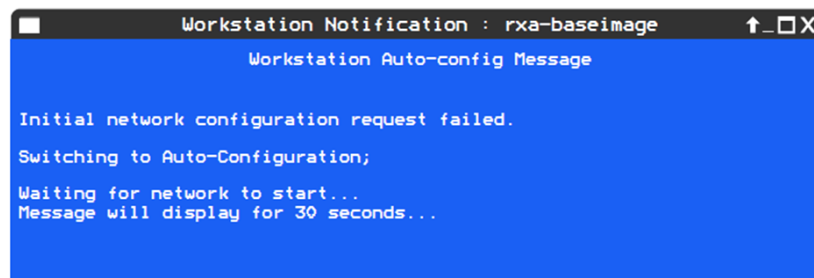
- g. Mount the bracket onto the mounting screws. Slide down firmly to lock in place.



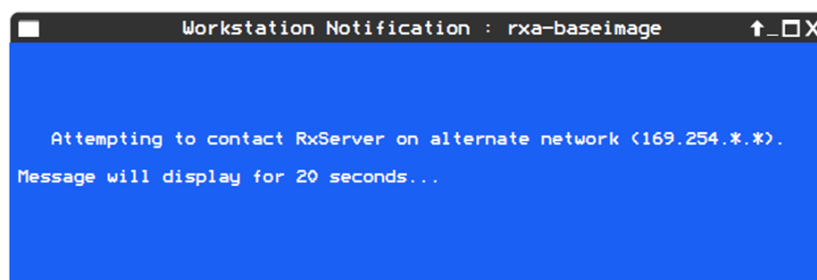
- h. Restore all cables and connections.
  - i. Manage cables for a clean appearance.
2. Power on and configure the new Lenovo workstation:
- a. You will see the following message during bootup. This is normal.



- b. After 30 seconds the Auto Configuration will start and you will see the following screen:



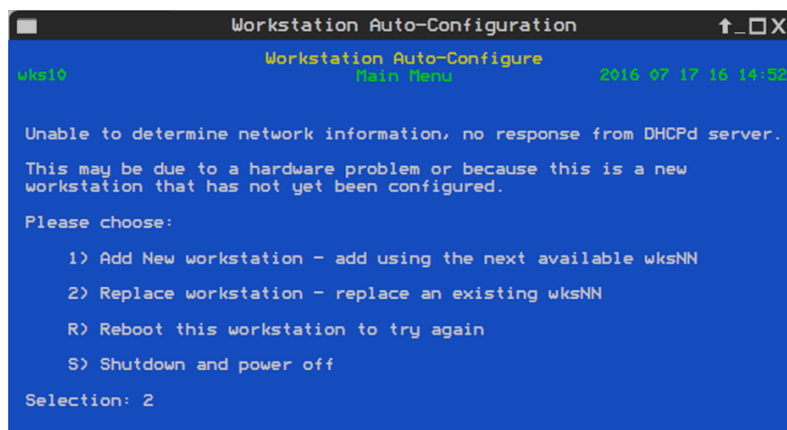
- c. After this screen, you will see the following screen. This is normal.



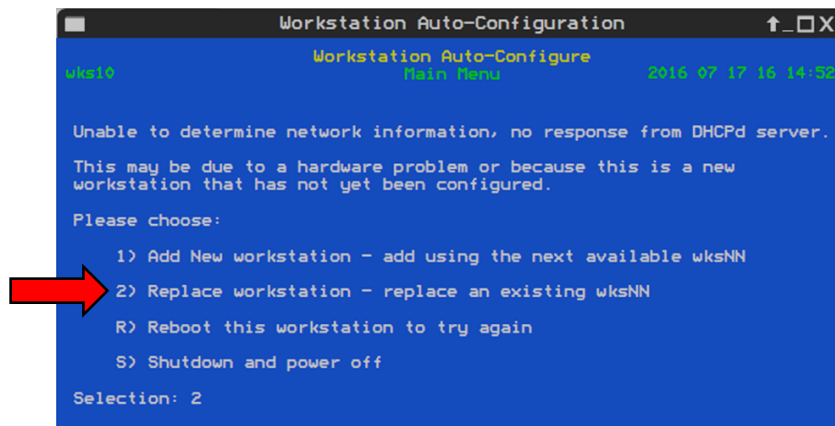
- d. If the screensaver turns on, press the SHIFT key on the keyboard to wake the workstation.



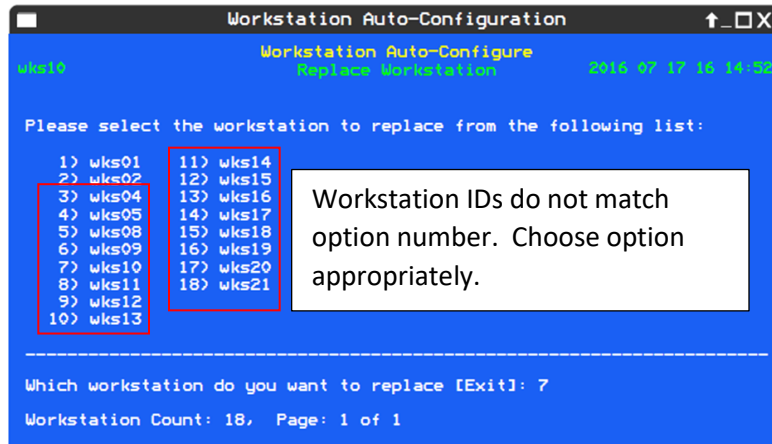
- e. You will be brought to the Workstation Auto-Configuration Main Menu.



- f. Choose option 2) Replace workstation – replace an existing wksNN

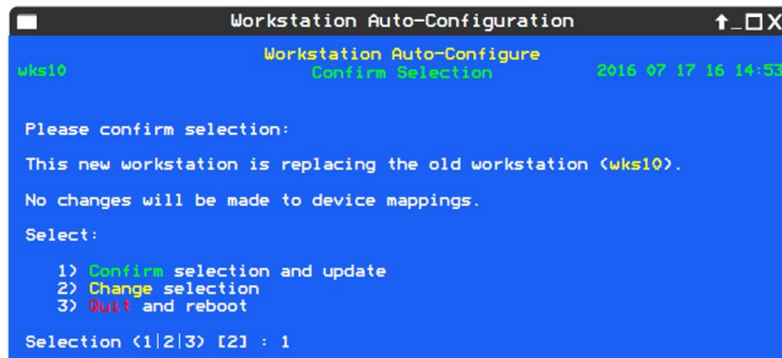


- g. You will be shown a list of available workstations to replace.  
**\*\*\*IMPORTANT\*\*\*** Choose ONLY the workstation ID that was given to you by the ROC. Choose the SAME workstation ID as the one you are replacing.
- h. **\*\*\*IMPORTANT\*\*\*** The option number does NOT correlate to the workstation ID. Carefully review the option number and the workstation ID before choose. Example below:



- i. Choose the option # with the correct workstation ID and then press ENTER.

You will be brought to a Confirm Selection screen. Confirm all info is correct and press 1 and then ENTER. Otherwise, press 2 to Change selection and return to the previous menu screen.



- j. The workstation should reboot once Auto Configuration completes. The unit may reboot SEVERAL times. Call ROC if waiting for more than 15 minutes and workstation still has not loaded to a SIGN ON screen.
3. Test the new workstation:
    - a. Request pharmacy staff login to the new workstation
    - b. Record the name of the staff testing each workstation
    - c. Test hand scanner, backtag printer, IP printer (Lexmark), hardcopy scanner, Virtual Verification, etc
    - d. Once test is complete, workstation install is complete
  4. Pack up the old Zotac Zbox to include the old power cord/brick and clean up your work area



# Section 4 – Rx Workstation

## Monitor Install

You will replace the older Rx workstation monitors with the new monitor.

1. Assemble the new monitor:
  - a. Insert the stand into the base of the monitor and secure with the two screws



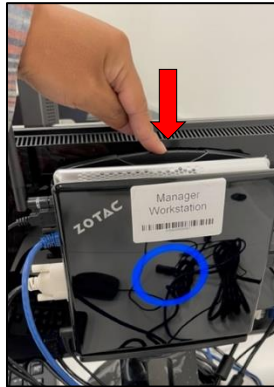
- b. Disconnect the power cord and video cable from the existing monitor.



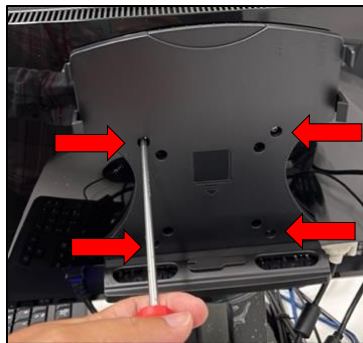
- c. Power down the Zotac by briefly pressing on the power button. Button will turn to **RED** when OFF.



- d. Press on the unlock tab on the mount and carefully move the Zotac off the mount.



- e. Remove the 4 screws holding the Zotac mount onto the monitor

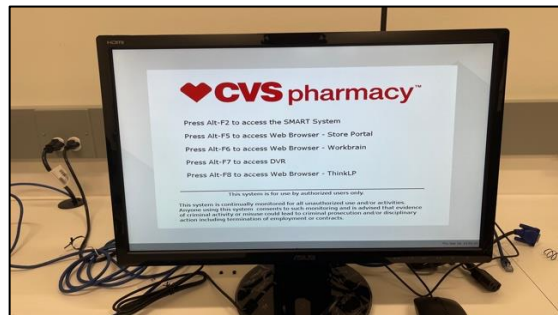
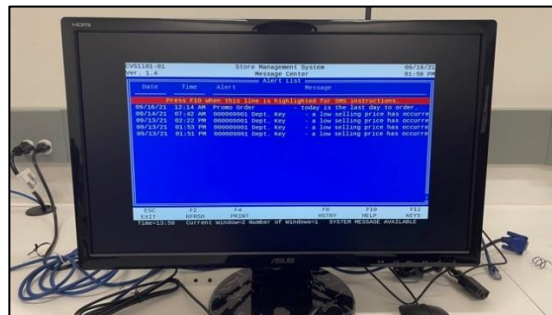
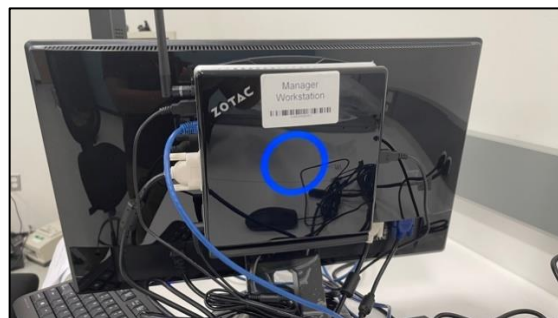


- f. Transfer the mount to the new monitor.
- g. Remount the Zotac onto the monitor.
- h. Connect the power cord and video cables to the new monitor from the Zotac.
- i. Power on the Zotac.
- j. Request pharmacy staff test to ensure 100% functionality.
- k. Pack up the old monitor, power cord/cables, disassemble stand if needed to fit into return boxes. Use packing material to protect the monitor from damage.

# Section 5 – POS Workstation Install

The Manager's workstation can be found in the Manager's office.

## Manager's Office



1. Unpack the new workstation (labeled POS on the exterior of the box). Locate the HDMI to VGA adapter.



- a. Follow instructions Section 3, Step 1a – 1i on physically installing, mounting a Lenovo workstation.
  - b. Use the HDMI to VGA adapter to connect the existing monitor to the Lenovo.
2. Power the unit on. Call into ROC for further configuration.
  3. Pack the old Zotac and its power cord in the box the new unit came in for shipment out of the store.

# Section 6 – MIST Access Point

You will be replacing the store's Motorola Access point with a MIST Access Point.

1. Locate the store switch.
  - a. The manager's office or backroom for a full size rack (request key from manager)



- b. The store switch may be a Cisco 48-port switch, HPE Aruba 48-port switch or Juniper 48-port switch.



Cisco 3650



Cisco 2960



HPE Aruba 2530

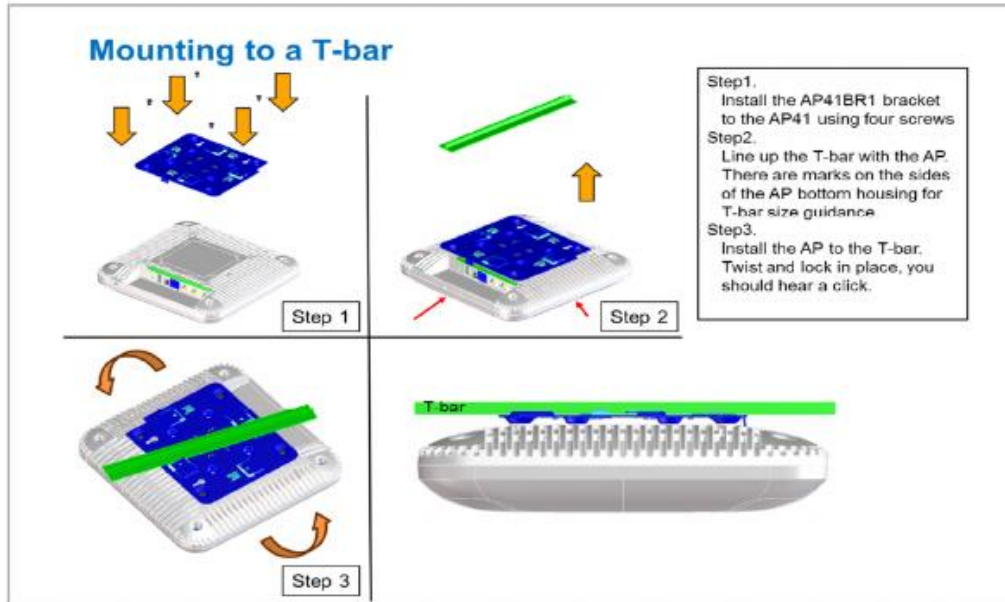


Juniper EX2300

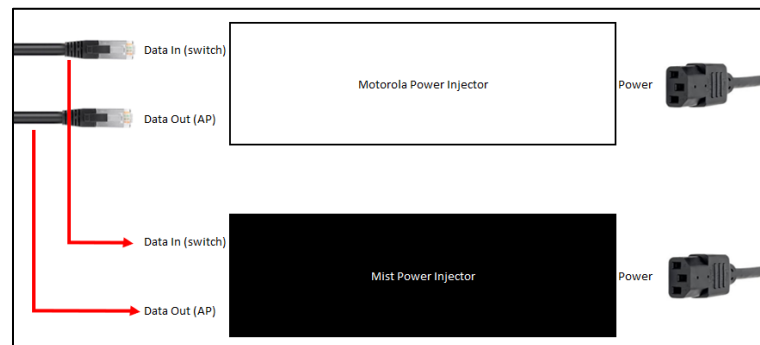
2. The ROC will inform you what port the new MIST access points will use. This information will be needed to connect the power injector to the store switch.
3. Locate the previous Access Points in the store:
  - a. Remove the old access Point

- b. Remove the old mounting bracket
- c. Install the new MIST bracket
- d. Install the new MIST Access Point

## Mounting kit installation



4. Head back to the store switch, and Velcro the power injector to the store rack. It is important that the mounting location of the injector is in a place where the cables will not be kicked or pulled out and the injector is accessible for maintenance.
5. Locate the cable from the store switch going to the Motorola power injector. Disconnect that cable from the Motorola power injector and connect to the DATA IN port of the new power injector
6. Locate the cable coming from the old Access Point on the old Motorola power injector. Disconnect that cable from the Motorola power injector and connect to the POE OUT port of the new power injector.



7. Wait for the AP light to become solid. All three colors represent a good connection.
8. Pack up the old Motorola AP for shipment out of the store.

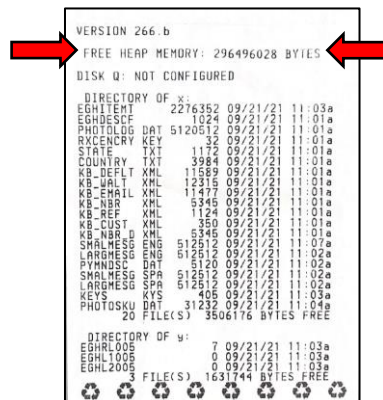


# Section 7 – Register Memory Install

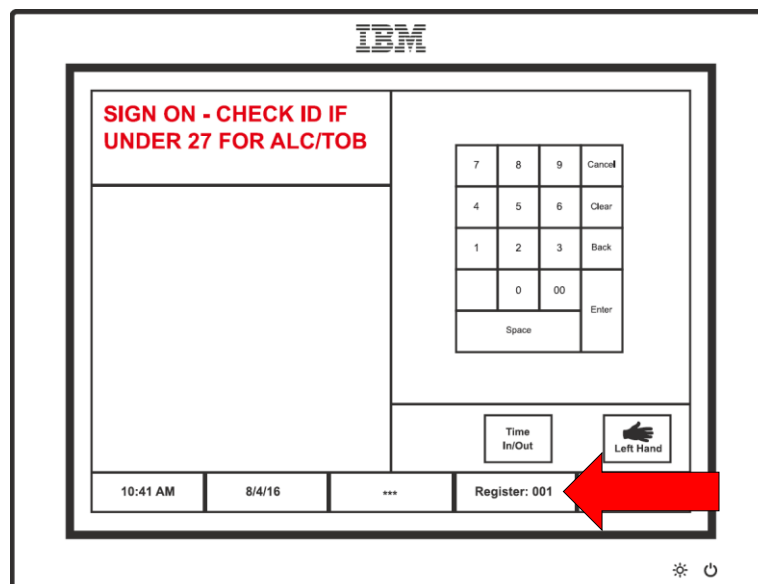
You will be upgrading the memory on the 4800-743 registers. Work with a ROC agent to identify which registers need the memory and how many 2GB sticks.

1. Have store manager SIGN ON to the register.
2. Select the Sales tab.
3. Select "Item #".
4. Type "9" twelve times and press ENTER.
5. A report prints out. Where it says FREE HEAP MEMORY determine if that is equal or greater than 4GB. If not, will need to have memory added to equal 4GB.

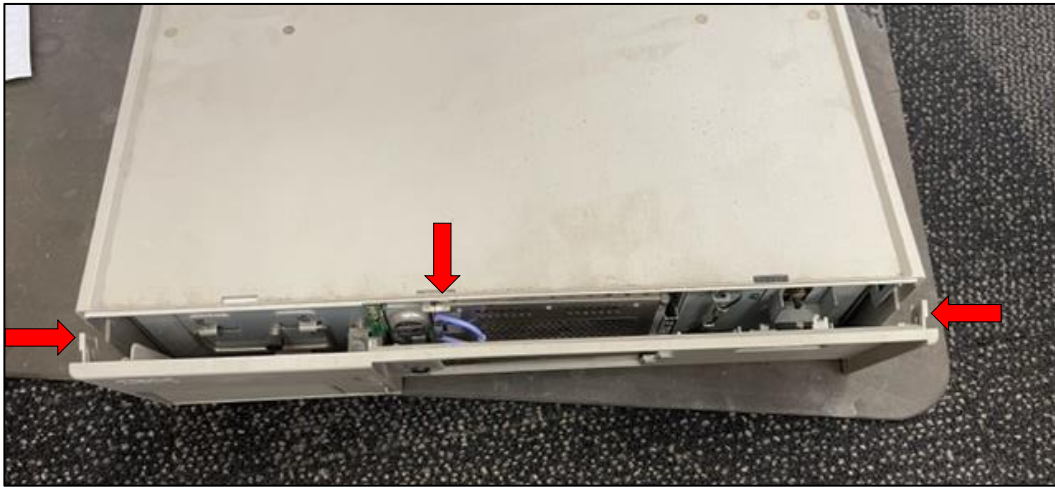
**Note: 4GB = 4,xxx,xxx,xxx bytes.**



6. SIGN OFF the register.



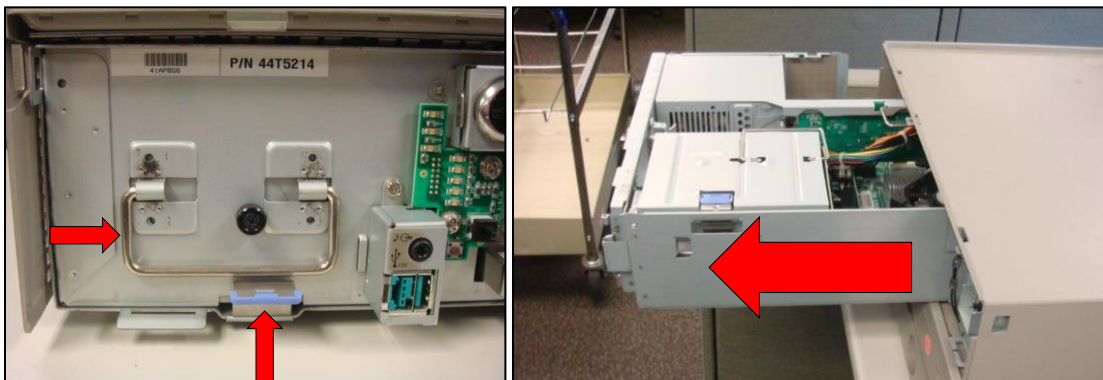
7. Power off the register by pressing on the power button until the unit turns off.
8. Slide the register out partially from the bracket, press on the unlock tab on either side of the face plate and on the top front tab to release.



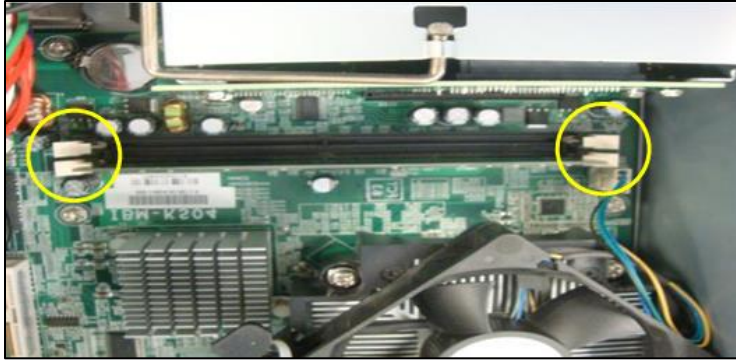
9. Turn the lock to the horizontal position.



10. Lift up on the blue tab while also pulling the metal handle towards you. **Do not pull all the way out as to cause the cables in the back to disconnect. Only enough to access the memory slots.**



11. If you are adding one stick, open the tab on the unpopulated slot. Remember to match the “key” of the stick to the key of the slot. Add the memory and lock the tab into place.



12. If you are adding two sticks, remove any existing memory stick before adding the new.
13. Gently and firmly press the memory into place until the tab locks on either side.
14. Close up the register. Reinstall the face plate.
15. Power on the register.
16. Package up any removed memory sticks to ship out with the rest of the old equipment.



# Section 8 – Register Scanner Upgrade

You will be upgrading any hand scanner that is not currently the Xenon 1950 scanner.

1. Connect the new scanner cable into the base of the scanner. Install scanner into cradle.



2. Ensure the user has SIGN OFF the register.
3. Power down the register by holding down the power button 4800-7xx series (Toshiba 3xx series just press momentarily). Wait for unit to power off.



4. Unplug the hand scanner cord from the back of the unit.



5. Chase the cable of the new scanner through the grommet on the counter and connect to the same port as the old scanner.
6. Power the register on.
7. At the SIGN ON screen, scan the barcode below:



8. Have store staff SIGN ON and test the scanner by scanning any item.
9. Package up the old scanner and cables for return with the rest of the old equipment.

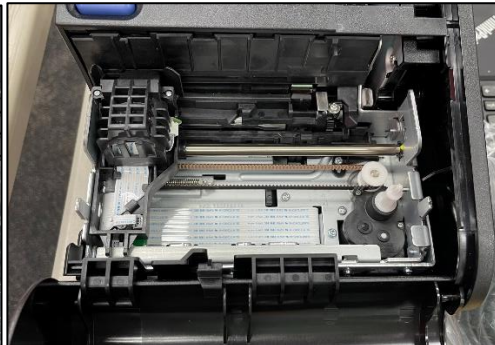
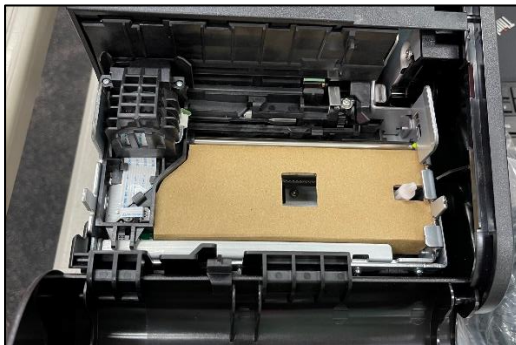
# Section 9 – Register Printer Upgrade

You will be upgrading the POS thermal printer.

1. Ensure register is OFF before installing the printer.
2. Locate the printer and unbox it. Open the top by pressing blue button.



3. Remove any packaging tape/cardboard used to keep components from shifting during shipment.



4. Install ribbon cartridge.



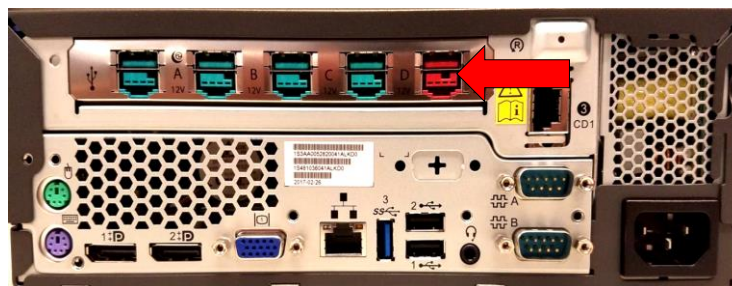
5. Install the paper roll from the existing printer.



6. Install cable.



7. Connect to the 24V port of the register.



8. Power on the register and the printer will print a summary upon boot up. If paper is blank when it prints, flip the paper roll over.
9. Package up the old printer in the box of the new unit and ship out with other old equipment from the store.

# Section 10 – Cleanup and Logout

You will need to make sure that all old equipment has been packaged up according to these instructions and that all boxes that need to be shipped out have the UPS return labels affixed to the exterior of the box.

1. Walk through your work areas and clean up any garbage, packaging, etc from the install.
2. Collect any tools you may have brought in.
3. Return any keys given to you by the manager
4. Ensure shipping labels are on all boxes – contact ROC if additional labels are required
5. Move boxes to the location the manager has indicated for UPS to retrieve the boxes
6. Have the manager ready to speak to the ROC agent to review the install, cleanup, and any outstanding issues that needs their attention.