



Pet Supermarket

Pet Supermarket POS Upgrade Project 2021

V1.4 072621

Technician Required Tools

- Hand Tools Including
 - #1 Phillips Screwdriver
 - #2 Phillips Screwdriver
 - Snips or Diagonal Cutters
- Printed SOW Document in **COLOR**
- Digital Camera

CrossCom Supplied Materials

- None

Pet Supermarket Supplied Hardware

- 1-3 HP Point Of Sale Primary Units w/ CFD Modules
- Packaging and Labels for Return of Legacy Equipment

PROJECT OVERVIEW

Pet Supermarkets will be upgrading the Point of Sale systems in 218 North American stores in 2021. CrossCom will perform the equipment replacement with remote support from the PRB Help Desk. POS count and configuration will vary by location but in all formats, work will be completed in 2 trips with not less than 48 hours between site visits.

TRIPS – 2 trips with 8:00am starts.

FORMAT OPTIONS – Refer to the work order description for details.

Format	POS Swap	POS New	POS Removal	POS# Arrival	POS# Final
S2	2			2	2
S2 A1	2	1		2	3
S3	3			3	3
S2 R1	2		1	3	2
S3 R1	3		1	4	3
S2 R2	3		2	4	2

FORMAT TRIP TASKS – Note that all trips are set for 8:00am.

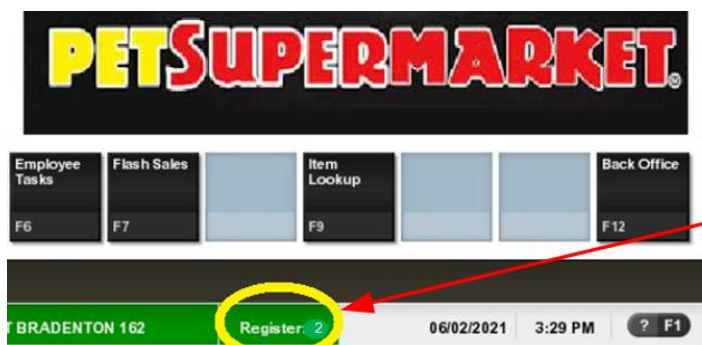
Format	Trip 1 Replace	Trip 1 Add	Trip 2 Replace	Trip 2 Remove
S2	Register 2		Register 1	
S2 A1	Register 2	Register 3	Register 1	
S3	Registers 2 & 3		Register 1	
S2 R1	Registers 1 & 2			Register 3
S3 R1	Registers 1, 2 & 3			Register 4
S2 R2	Registers 1 & 2			Registers 3 & 4

LOCATIONS RECEIVING 1 ADDED REGISTER

Store	CC Store #	City	State	Zip	Change +/-
247	PSMK0247	ARLINGTON	TX	76012	1
237	PSMK0237	NEW SMYRNA BEACH	FL	32168	1
104	PSMK0104	CLERMONT	FL	34711	1
238	PSMK0238	WEST PALM BEACH	FL	33405	1
123	PSMK0123	HIALEAH	FL	33014	1

TRIP 1

1. Arrive for Trip 1 at 8:00am local time. Log in with CrossCom (800) 820-9229.
2. Locate the new POS equipment and confirm that each new HP POS system has a customer facing display (CFD) unit included.
3. Following the format count, install new HP terminal units as follows, starting with Register 2.



REGISTER NUMBER LOCATED HERE
ON THE HOME SCREEN

- a. Take a photo of the existing connection panel on the rear of the terminal for reference.

- b. Remove all cables from the legacy POS terminal. Set terminal aside.
- c. Unpack the new HP terminal. Do not discard packaging.
- d. Install the Customer Facing Display (CSD). The link below shows a short video to assist with this task.

<https://drive.google.com/file/d/1WJbbQ3VwZcQojOiH1dEdBtXlsgJfohzs/view>

- i. Place the monitor screen down on a piece of cardboard or packing foam sheet and rotate the support pillar to expose the cable harnesses and screw plates.



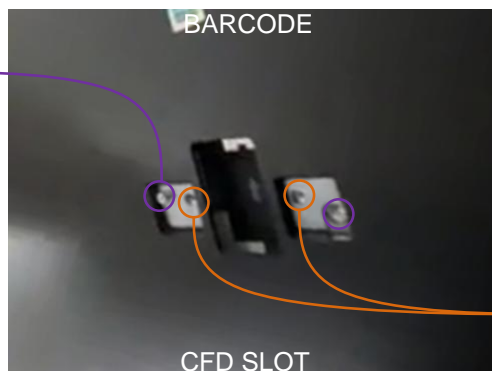
- ii. Remove the cable cover clip by pressing the cover clip toward the base.
 1. Remove the cover by twisting the 2 cables free of the rubber slots, and set the cover aside.

Image needed

- iii. Using a #1 Phillips screwdriver to remove the 2 INSIDE screws to release the monitor base.
- iv. Disconnect the RJ45 and USB cables by pulling them downward.
- v. Remove the base and set aside.

OUTSIDE SCREWS (1)

SECURE THE COVER PLATE



INSIDE SCREWS (2)

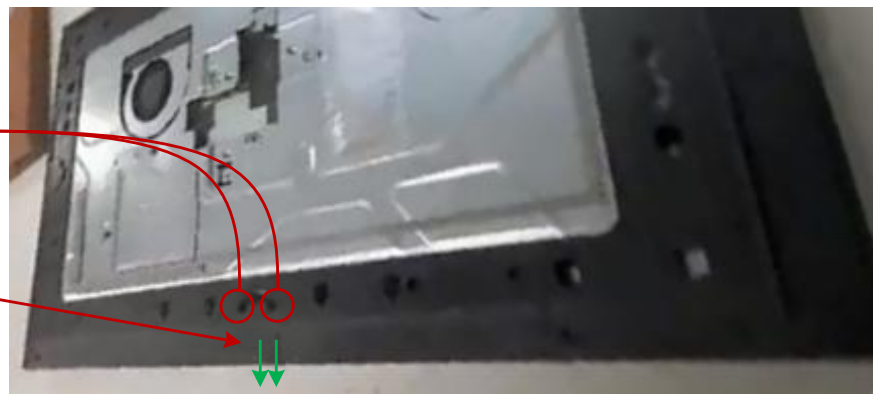
SECURE THE BASE MOUNT

- vi. Remove the 1 OUTSIDE screw using a #1 Phillips screwdriver.
- vii. Placing your thumbs on the rear cover, press forward towards the monitor's bottom (barcode side) 1/2" to release. Set the cover aside.



- viii. Unscrew the 2 captive screws from the CFD slot. Pull out the slot blank and discard.

REMOVE 2 SCREWS
 SCREWS ARE CAPTIVE AND
 WILL NOT COME OUT
 REMOVE BLANK INSERT
 DISCARD



- ix. Install the CFD by lining up the 2 screw slots with the captive screw slots that held the blank insert.
- x. Slide the USB connection in, and secure the screws with a #1 Phillips.

INSTALL THE CUSTOMER
 FACING DISPLAY
 SCREW HOLES WILL LINE UP WITH
 THE CAPTIVE SCREWS



- xi. Replace the cover and slide ½" toward the CFD until it clicks in place.
- xii. Replace the 1 OUTSIDE screw removed in step 3 vi to secure the cover.



xiii. Reconnect the base.

1. Connect the RJ45 and USB plugs back in place (USB Left, RJ45 Right)
2. Replace the 2 INSIDE screws to secure the base to the screen.
3. Replace the cable cover clip, with the larger hole around the RJ45 cable and the smaller hole around the USB cable.

xiv. Connect the existing peripherals as shown below.



xv. Connect power to the unit using the NEW power supply shipped the HP Unit.

xvi. Power on the the terminal and call CrossCom to be bridged in with Pet Supermarket tech support (800) 820-9229. Be prepared to confirm the store number and terminal number being replaced.

4. Repeat Step 3 for multiple terminal replacements on day 1. Move to step 6 after all scheduled upgrades or new installations are complete.
5. Any replacement terminal that will not be installed until trip 2 will have the CFD installed on trip 1. Complete this prior to departing.



6. Pack legacy POS terminal and power supply and set aside. Old equipment will be dropped at UPS after trip 2.

TRIP 2

7. Arrive at 8:00am.
8. Follow step 3 for the last replacement if applicable.
9. Pack the old terminal and power supply in the boxes from the new equipment.
 - a. If the site has 1 more removal then replacement, leave the peripherals with the store and ship back the old terminal.
10. Remove all hardware from site. Log out with CrossCom (800) 933-9203.
11. Drop off legacy POS hardware at FedEx for return to CrossCom within 24 hours. Work orders will not be closed until tracking is visible on the FedEx website.