



ID428 2022 BOPIS Install Project Redbook

05-11-2022

Table of Contents

CVS CODE OF CONDUCT 3

CANCELLATIONS & RESCHEDULES 3

ROLLOUT OPERATIONS CENTER PROTOCOL 3

 PURPOSE 3

 TECHNICIAN PROTOCOL 4

 DRESS CODE FOR CVS ROC VENDORS 5

 RECOMMENDED TOOLS 5

 LOGGING OUT 5

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.

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

- 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

ZD421 Zebra Printer



Summary of Work:

You will be installing the zebra ZD421 wireless printer in the front store. Printer will be installed behind front Register counter. Once printer is installed, you will print out IP address sheet and call ROC to confirm installation.

Note: The printer will use the same paper as the register printers. Please insert paper before powering on printer.

1. Work with store to find a place to install printer. Printer will be installed under or behind POS front store counter. Printer cannot be installed on top of front store counter. Printer is wireless and will only require a connection to power.
2. Once printer is installed and paper is inserted, power on and Confirm the "Network" Icon has a solid green light. This may take a few min to turn solid.



3. Hold down the Feed and Cancel buttons (the middle and right button) for approximately 3 seconds to print out the configuration sheets.

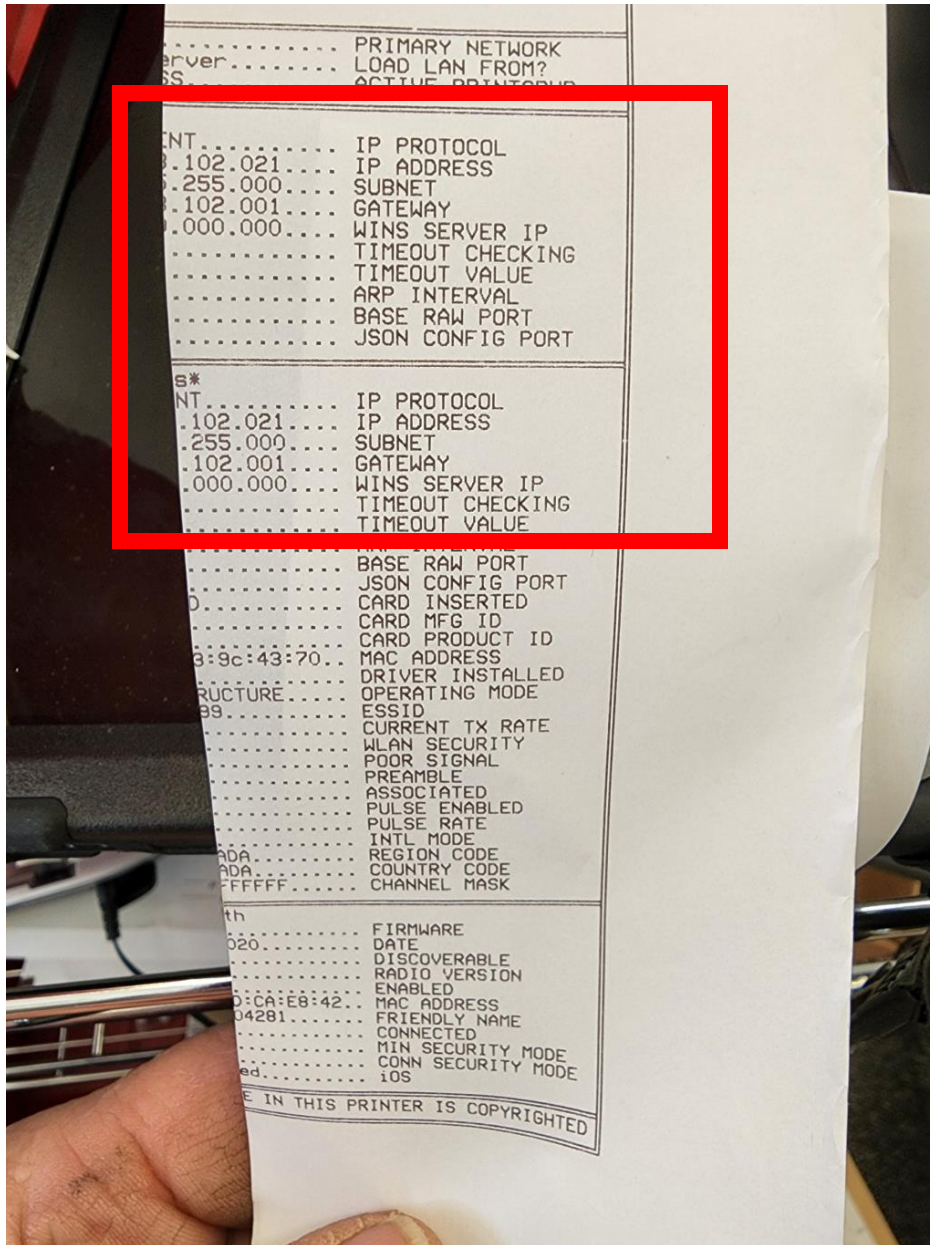


4. Confirm the IP address information listed below. Depending on the printer's current active connection, there will be a * next to either "Wired" or "Wireless".

Note: The printout will not fit due to the size of the paper. You will only be able to verify the last two octets of the IP address information.

The wired and wireless IPs should be set as follows:

- IP ADDRESS: 192.168.102.021
- SUBNET: 255.255.255.000
- GATEWAY: 192.168.102.001
- WIRELESS ESSID: 102100199



Call the ROC and tell them that you have a solid network light and that you have verified the IP addresses. The ROC will confirm that the printer is showing in the Zebra printer portal

5. In some cases, the printer will not obtain a good Wi-Fi signal and printer will have to be hard wired via ethernet cable. **The ROC will inform you if the printer does not have a good Wi-Fi connection.** In this case using an open black jack, connect printer to port 36 of store switch.