



ACO Camera's Installation

V 1.2 10/27

Visit Expectations

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.

Dress Code for all 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 skirts
- 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 afore mentioned 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.

Rollout Operations Center Protocol

The Rollout Operations Center

25 Blackstone Valley Place
Suite 210
Lincoln, RI 02865
Fax: 1-401-770-6641
Telephone: **9-1-700-602-7159** or **1-888-401-4601** Press option 8.1 for ACO Cameras

Have the Following information ready each time you call.

- a) Your Name and the company you work for
- b) The site number

Rollout Operations Center Hours: 8:00 AM to 5:00 PM Local Time

Project Log In/ Log Out Guidelines:

First Store Log In: Upon Arrival

Last Store Log in Time: Upon Completion

Purpose The Rollout Operations Center 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 a) 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 Store number, address and location with the SM or MSC.

(1) If requested, the vendor will provide a Technician Letter of Authorization to the SM/MSC and/or main contact.

(2) If the technician is denied access to the CVS site, the vendor is required to contact the ROC immediately from outside the store.

(3) 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.

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

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

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

e) In the event that an unforeseen situation arises, the following steps are to be followed:

i) 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.....

- ii) 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.
- iii) 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.
- f) 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.

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 SM/MSC at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- Upon satisfactory answers from the SM/MSC, 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.

Objective

The purpose of this document is to provide instructions to install and adjust the CVS AXIS Video Camera during a System 7 SCO install. This document should be used when you are at the TAL (Transaction Awareness Light) install section of the CVS System 7 Installation Manual as the Camera bracket will be attached to the TAL pole.

Recommended Tools and Materials

Installers are required to carry all tools and materials necessary to complete the scope. The following tools and materials are recommended but not limited to:

- Phillips Head Screwdriver.
- Velcro Tape /Cable Tie Cutters
- Camera Phone with Email Capabilities
- 10 mm Socket, Ratchet and Extension or Drive Handle
- *****DO NOT begin installing any equipment until you receive the go ahead from the ROC *****

Arriving on site

- Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the store number, address and location with the SM or MSC.
- Log in with CVS Rollout Center (**1-888-401-4601 Option 8.1**)
- Locate the inventory that was shipped from CVS

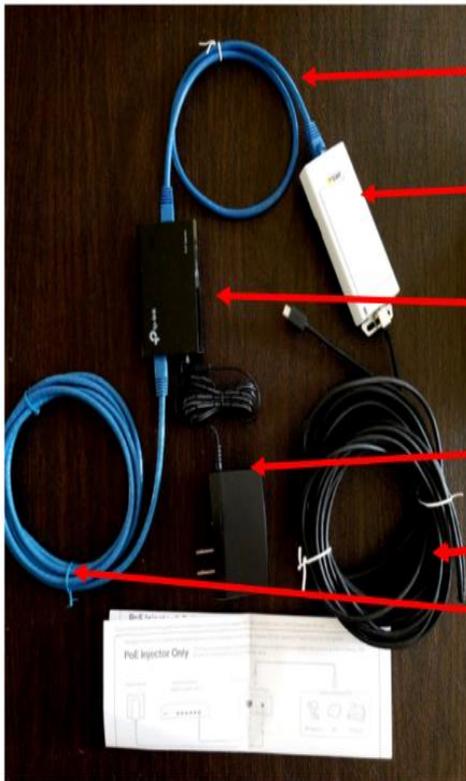


****DO NOT discard of any boxes or packing material until after install is fully complete****

- Once the equipment has been located and access has been granted, request to use a CVS store phone and contact the ROC to be logged in if you have not already. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Equipment Included in the Box

- Axis Camera Cable
- Bracket with attached Camera
- Cable Ties
- 2 Ethernet Cable
- Axis Camera Cable
- Tp-PoE injector
- Power unit



- Ethernet cable Axis Main Unit to Tp-Poe injector
- Axis Main Unit
- Tp- PoE injector
- Tp- PoE injector Power unit
- Axis Camera cable
- Ethernet cable from Tp-PoE injector to Pin Pad brick



NOTE: The Camera Kits are preprogrammed for a specific lane ID. The Camera and associated Axis components should not be mixed up. Attached to the SCO screen and the Kit Box should be a label with an RPQ and Supplier Part number to identify which lane the kit belongs to.

NOTE: That if you have 4 ACO's is Camera Kit response to each register number. EX: 009 goes to ACO register 09 117 goes to ACO register 17. The last set of octets corresponds with the register. Tap the monitor screen to wake it up and see what the register number is at the bottom of the screen on the middle it will say *Reg 17*

Camera KIT -117



Camera KIT-118



Report any missing equipment to the ROC before you start the install

Install Process:

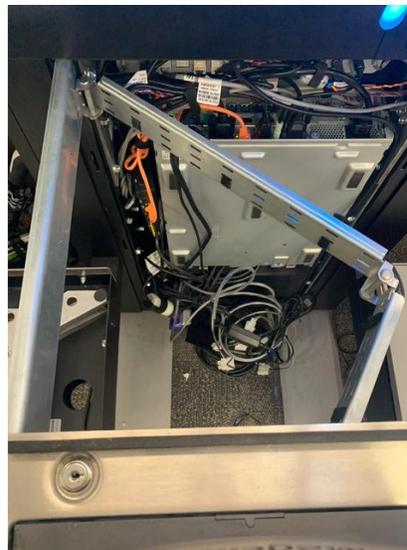
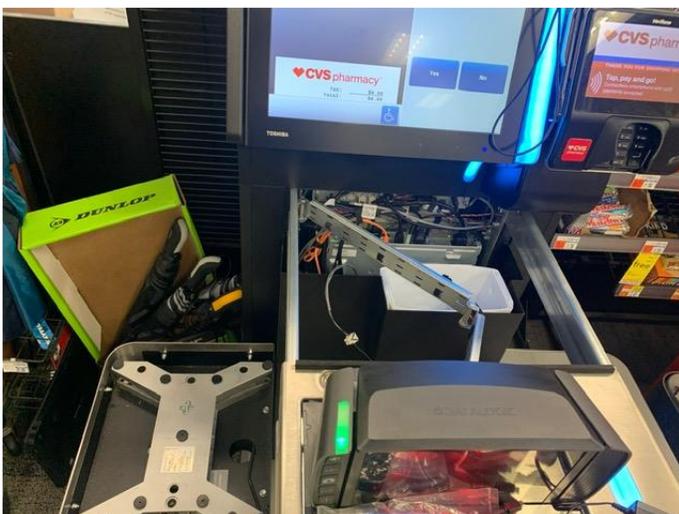
- Have the Store Manager close of the ACO Registers and you need the Keys to unlock the ACO.

Installing the Cashless lane camera

- Remove the center shelf its secured by 4 bolts. Bolts are located under the center shelf.



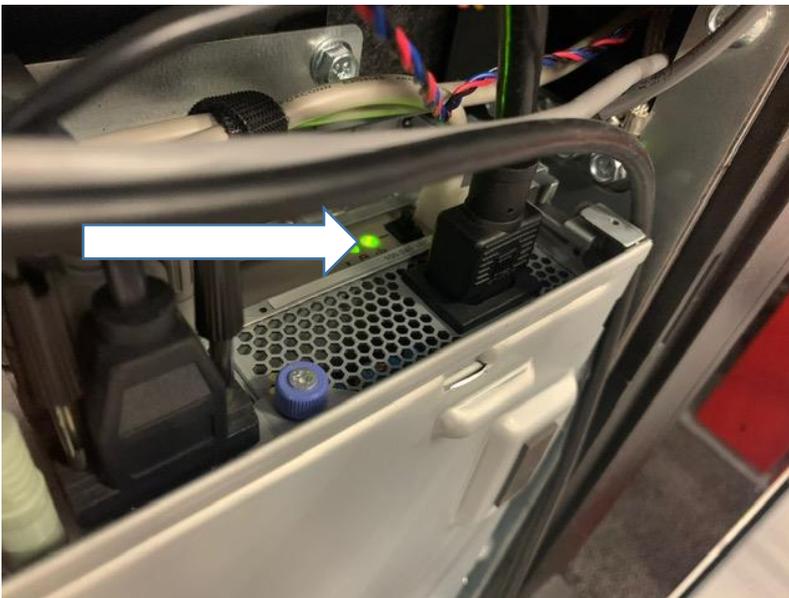
- Once the Center shelf is removed you can slide out the scanner scale to allow access to the CPU be careful when you are doing this not to disconnect the Sensor cable are attached.



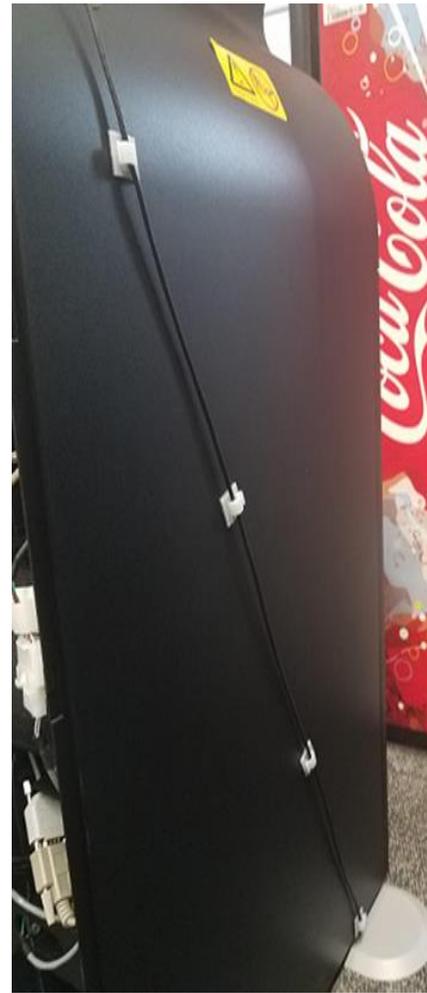
- Next remove the cover by lefting it up



- Next we need to power down the ACO unit by using the button and unplugging the power cable. And powering it off from the APC



- Route the other end of the Camera cable down the back side of the lane and up through the access hole that the lane power cord is routed through. All the excess cable must be stored inside the



- Attached to the Axis Unit, route the camera end of the cable down through the access hole to the left of the UPS. Attach the cable to the back of the Camera.

Take a picture or make note of the Camera SN (Unit ID). It will need to be documented



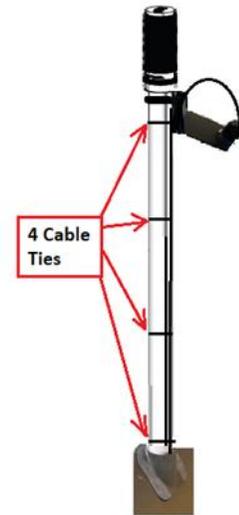
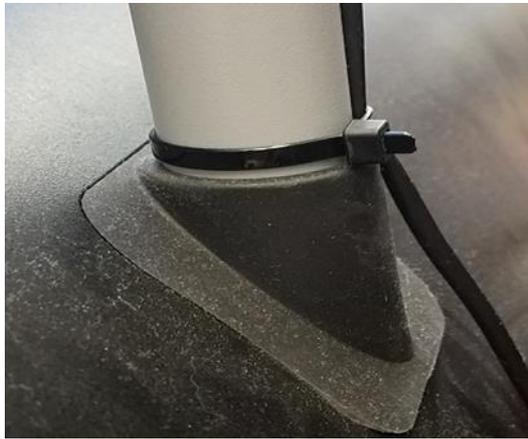
- Remove the mounting collar from the Camera bracket and attach the bracket to the top of the TAL pole as shown. The Camera comes attached to the bracket and should not be removed.



- Loop the Camera cable so that there is no stress on the cable at the connector location and cable tie the cable to the pole.



- Cable tie the Camera cable to the TAL Pole in 3 other locations (For a total of 4). Place one cable tie at the bottom of the TAL pole, shown below. Place 2 addition cable ties evenly spaced between the top and bottom cable ties. The cable must be cable tied to the back side of the pole to limit customer visibility of the cable. Remember to cut off the excess from the cable tie.



- The 2 Ethernet cables, TP-PoE Injector, TP-PoE Injector Power Unit, and Axis Main Unit should already be installed and cabled in the lane to the left of the Lane PC. If not already connected, connect the Camera cable to the CAM port on the AXIS Main Unit.

The 2 Ethernet cables, TP-PoE Injector gets connected ETHER3 port on the Pin-pad Brick

***If there is anything in port ETHER3 call the ROC**

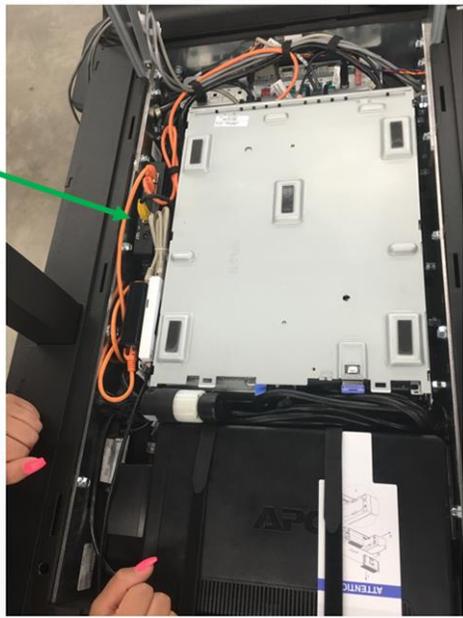
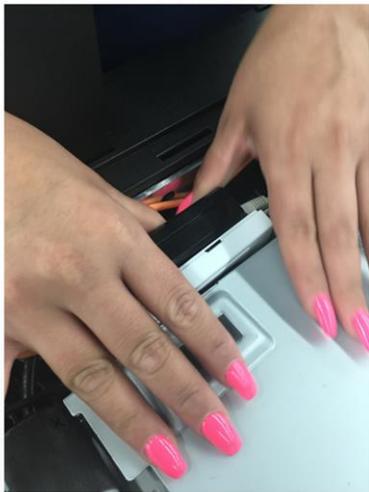


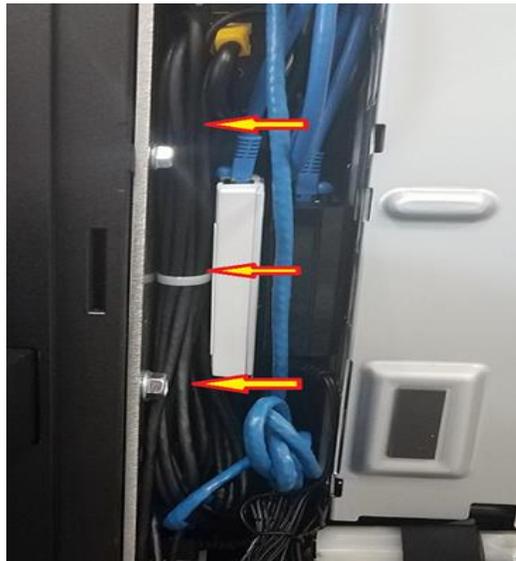
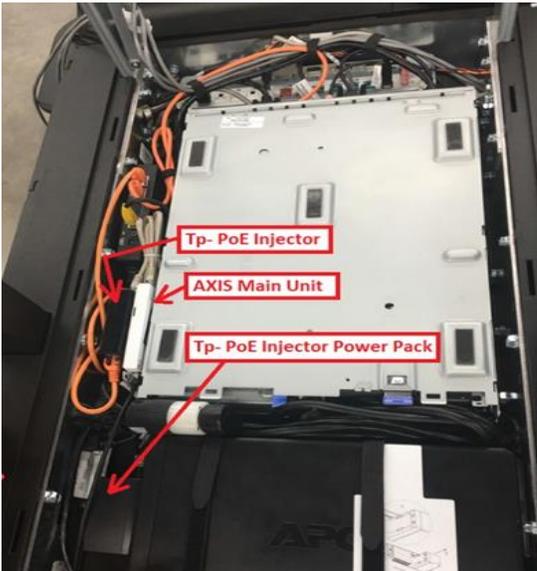
- Loop and secure the excess Camera cable with cables ties. Do not tie the cable in a way that could cause the cable to kink. To stay consistent place the excess cable to the left side of the Tp Injector and Axis Main Unit.



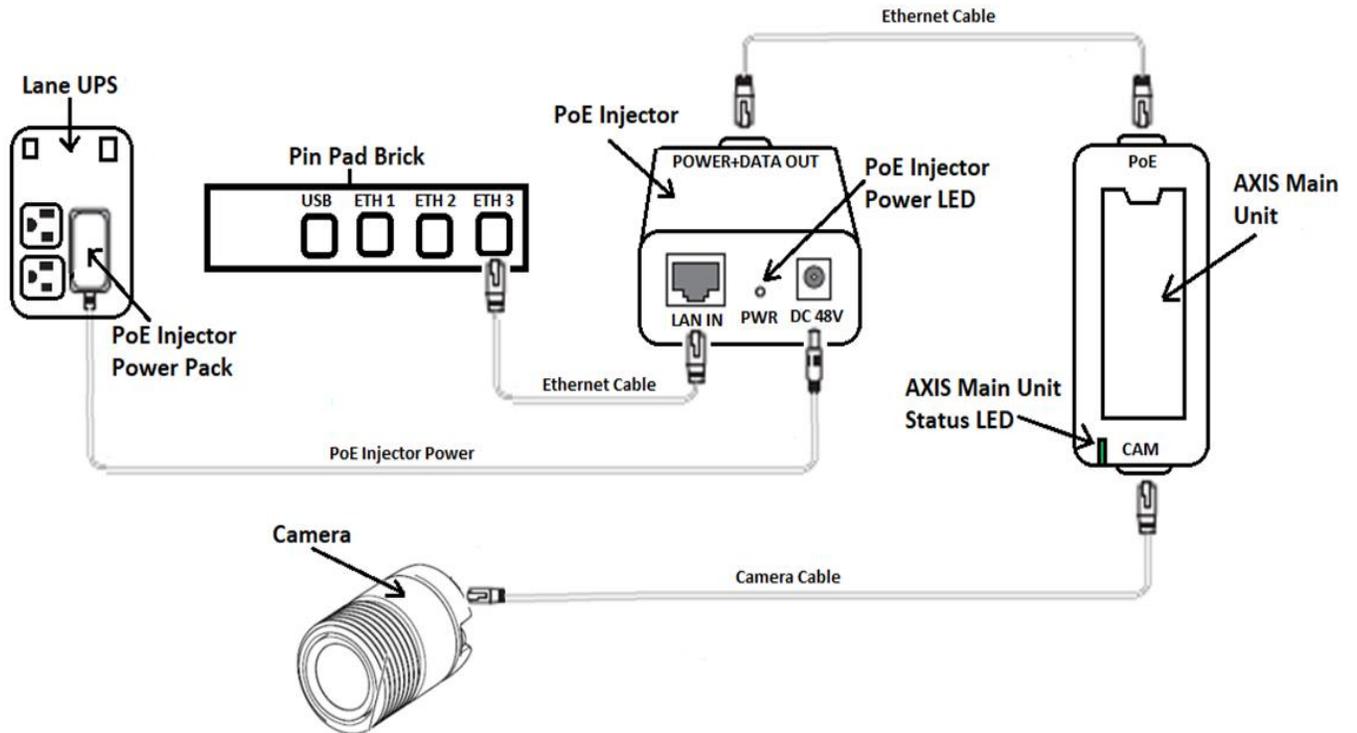
Install an adhesive backed Velcro between the Axis Main Unit and the Tp-PoE Injector Power Unit

Then tuck both attached units down beside the PC





- For connection verification purposes, use the Wiring Diagram. Continue with the lane install to get the lane fully operational. Once the lane is up and fully operational



Cash lane camera install



Please note the cash ACO will have a coin slot and dollar dispenser

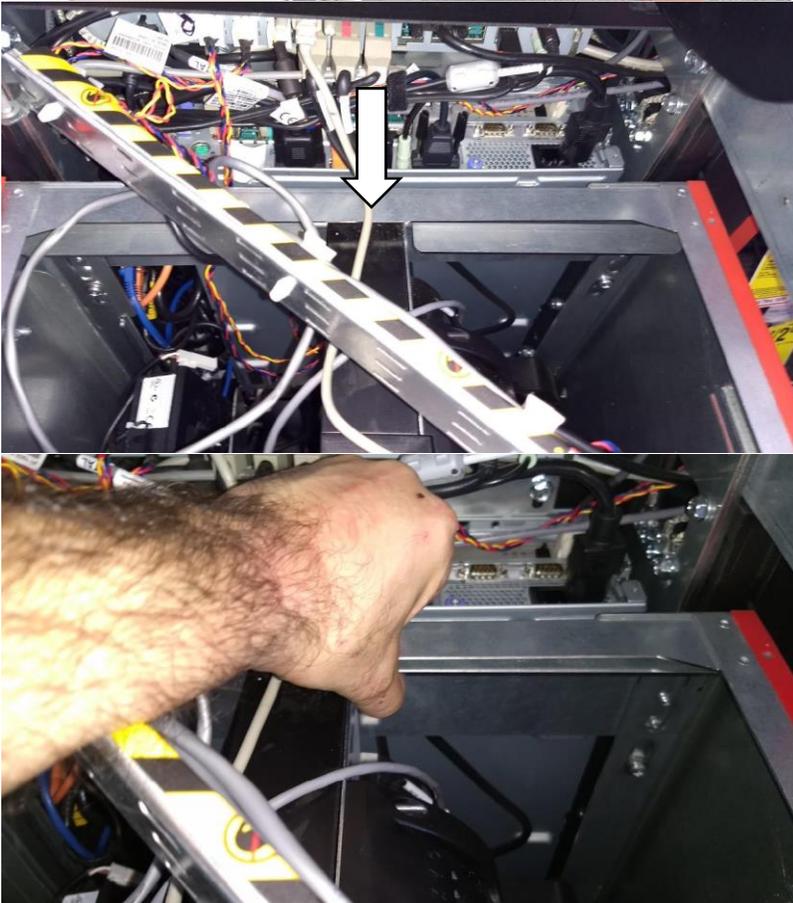
Left and slide the side base of the ACO to get better access

For this you need unlock the top of the ACO with the Store Manger keys pull the handle in the back on the scanner scale and slide it out, you will have lift the base from one side and pull forward and then do the same for the other side now pull the sliver bar and slide the base forward also. This allows access to the CPU like it showing in the picture below.

*NOTE: you may need to release a lever in the back of the unit

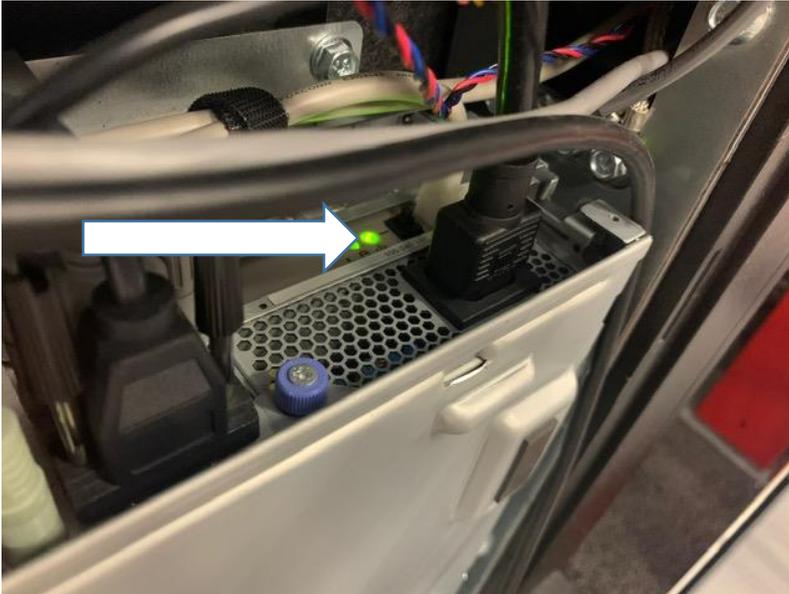


You would only have to remove the top of the shelf if it is bolted to the base

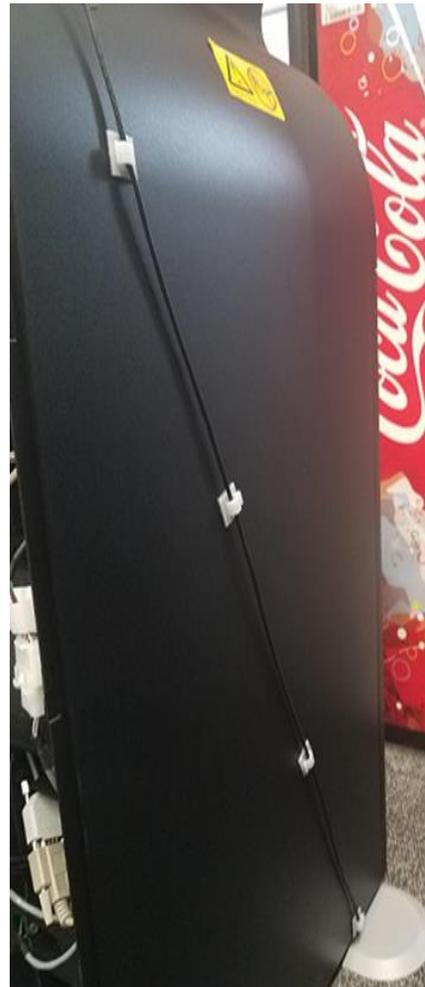


Pull the lever up and pull the base forward then pull the base from the sliver bar to bring the base of the ACO forward

- Once you gain access to the access to the CPU you proceed with the same steps from the top. This might take a bit longer than the cashless lane since there isn't much room to work with.
- Next we need to power down the ACO unit by using the button and unplugging the power cable. And powering it off from the APC



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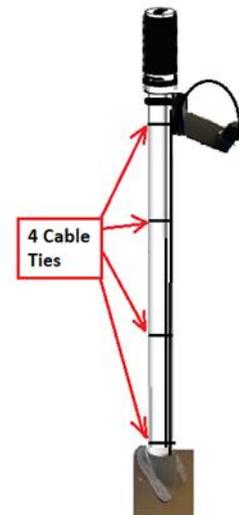
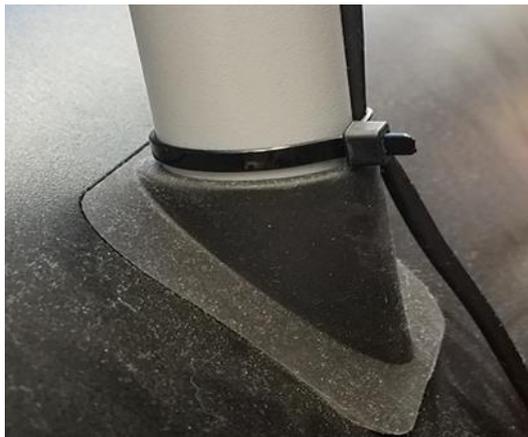
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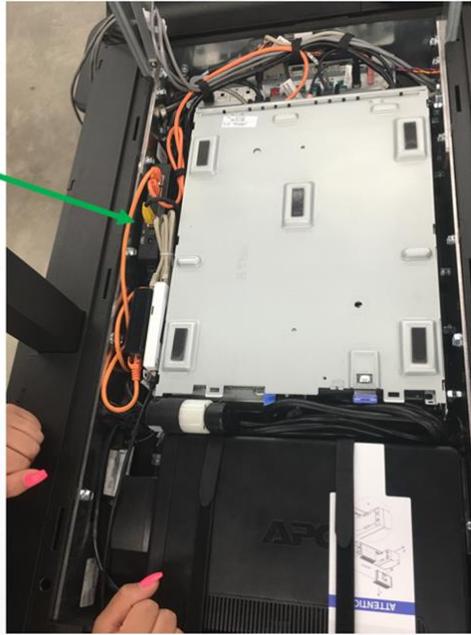
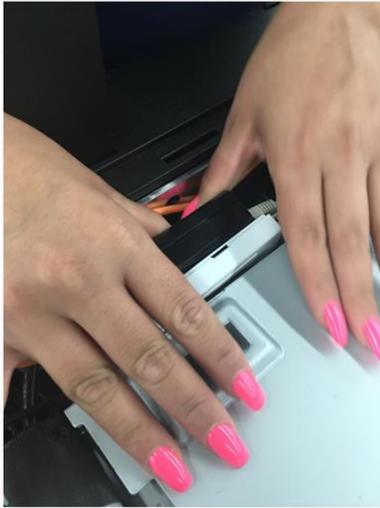


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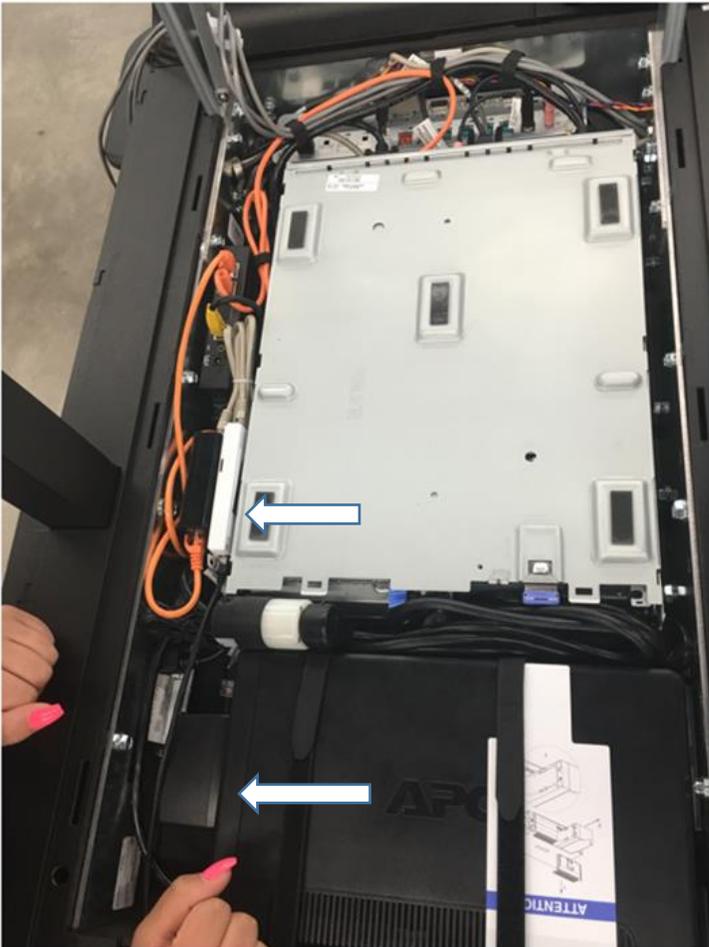


Install an adhesive backed Velcro between the Axis Main Unit and the Tp-PoE Injector Power Unit

Then tuck both attached units down beside the PC

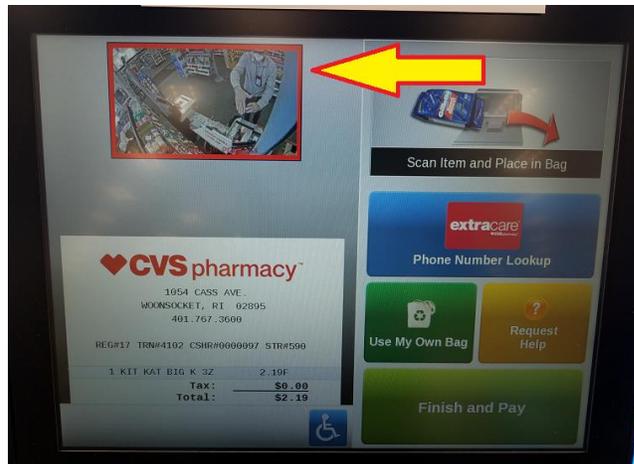


Completed Unit with added CVS Camera hardware



Camera Verification and Adjustment. The Camera cannot be tested and adjusted until the lane is fully functional. The Camera only needs to be adjusted for Left/Right alignment. Height adjust is not necessary if the Camera bracket and TAL pole were installed correctly.

- Open the lane and scan a store item. A window should appear in the top left corner of the Screen and display the output of the Camera.



- Rotate the TAL pole to the left or right so the display image is like image below. The top edge of the touch screen should line up square with the bottom edge of the Camera image. The entire area of the scanner platter should be visible and perpendicular with the bottom edge of the Camera image.



Contact ROC before leaving site for proper logout.

Logout

Upon completion of installation you are to follow the below steps in order to receive release code for install.

- Send in your final pictures of the install showing the camera on the screen
- Clean up and make sure area is neat and clean
- Contact the ROC at 1-888-401-4601 Option 8.1