ID404 - 2021 Register Project Redbook

08-26-2021

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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

~~25 Blackstone Valley Place~~
~~Suite 210~~
~~Lincoln, RI 02865~~
Fax: 1-401-770-6642
Telephone: Phone 9-1-700-602-7159 Option 6 (will ONLY work from a CVS store phone).

If the above number does not work, please use 1-888-401-4601 OPT 6

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: 8 AM to 8 PM EST

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 SNOW 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

- 13 mm socket and ratchet and/or adjustable crescent wrench
- 5/32" Allen key / wrench
- Flathead and Philips screw drivers
- Spare Cat5 Ethernet Patch cable
- Velcro for cable management
- **Smart Phone with Camera and the ability to email photos**

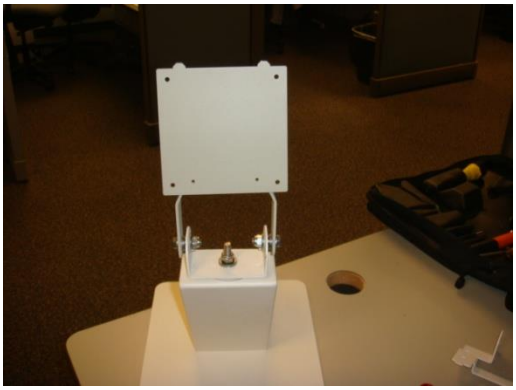
Logging Out

- 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.

Change Log

02-05-2020 Revised from 2019 Redbook
02-06-2020 Tracking will be to ViaTek for all equipment Except the Thermal Printer which will be shipped to Twinsburg Ohio
02-10-2020 REG - 6145-2TC 2925 Raven Black Printer added to equipment. U***pdated pictures of Thermal Printer & Cable for Thermal Printer added.***
02-12-2020 Added images of Printer Ribbon Install after section 3.10
06-17-2021 Revised from 2020 Redbook
06-21-2021 Added Section 8: Procedure to Determine Memory Amount
06-21-2021 Updated section 6.8 asking to take photos of return labels.
Updated section 6.11 asking to email photos of return labels with appendixes.
07-19-2021 Updated Section 8 for Register memory Replacement instructions
Also added Appendix D specifically for Reg Memory counts.
7-28-2021 Updated page 52, section 8.6 to more accurately explain the scope of memory replacement.
8-26-2021 Adding Section 9 for 743 Installation Procedure.

Description of "New" Equipment

SurePOS 360 Register Base Unit 	Base unit power cord
APC 600 UPS (Backup Battery) 	Toshiba TS Monitor
TS Monitor Stand 	Touch Screen Magnetic Strip Reader (MSR)
Cash Drawer 	Cash Drawer Core Blank Insert

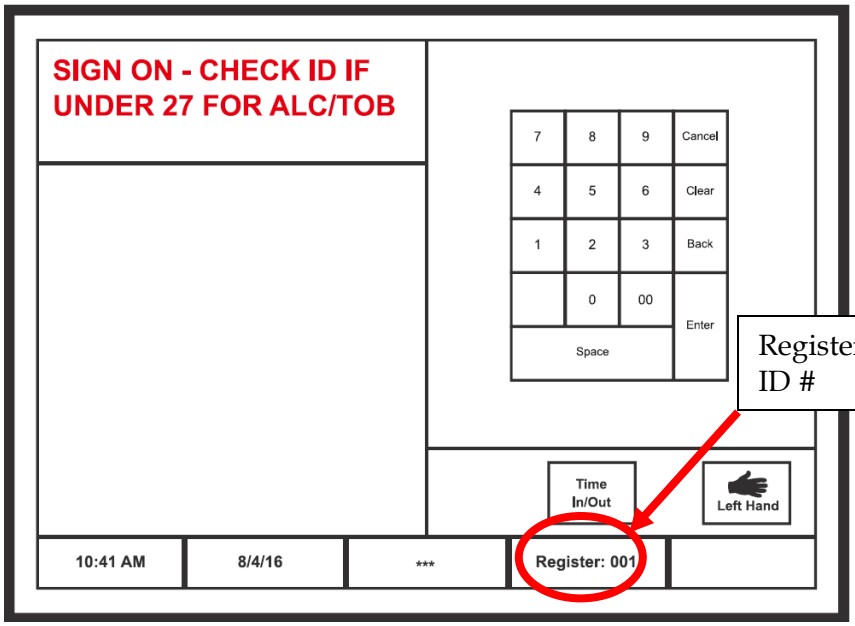
6145-2TC 2925 Raven Black Printer	Thermal Printer cable (red connector)
TS Monitor VGA cable	TS Monitor power cable
Cash Drawer Bracket w/ rubber feet	743 Register Memory

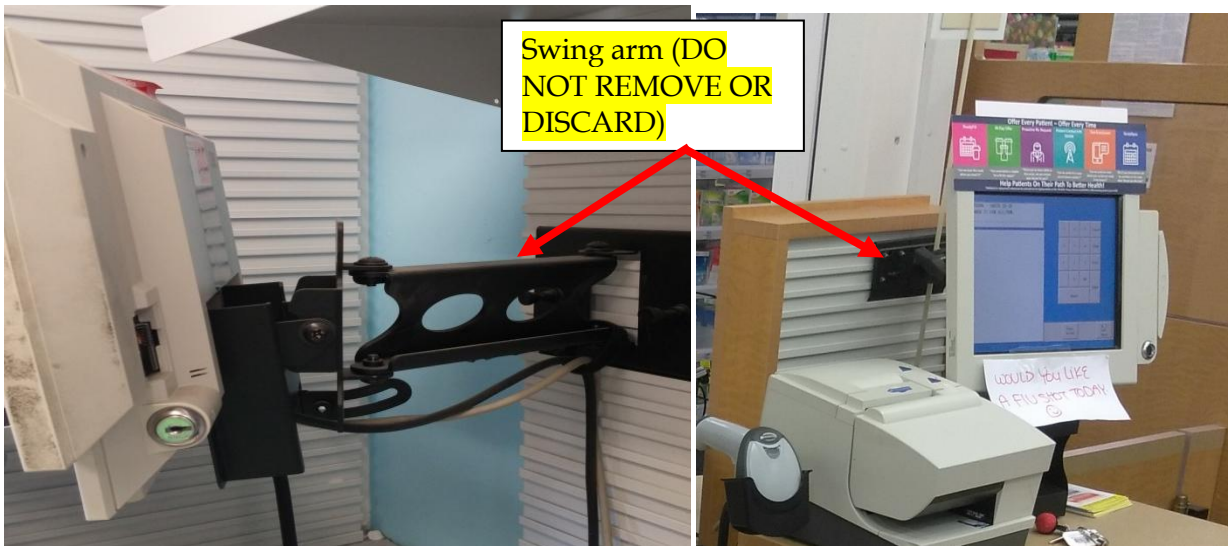
Section 1:
Arriving On Site

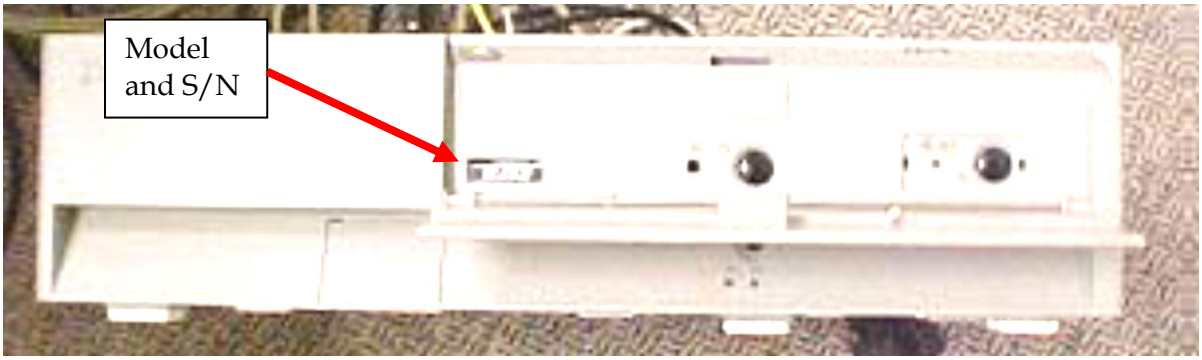
1.1	Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.
	
	• ***Verify*** the CVS store number and address with the SM/MSC.
	  ○ You are required to have a government issued photo ID, the Letter of Authorization and the SNOW ticket # from your project manager upon request by store personnel
	• ***Request*** the following from the Manager:
	  ○ Permission to use a CVS phone to call into the ROC to login (9-1-700-602-7159 option 6).
	  ○ Access to the location of the new equipment
	  ○ Access to the pharmacy (request the SM/MSC to escort you to the pharmacy and introduce you to the Pharmacist-in-Charge).

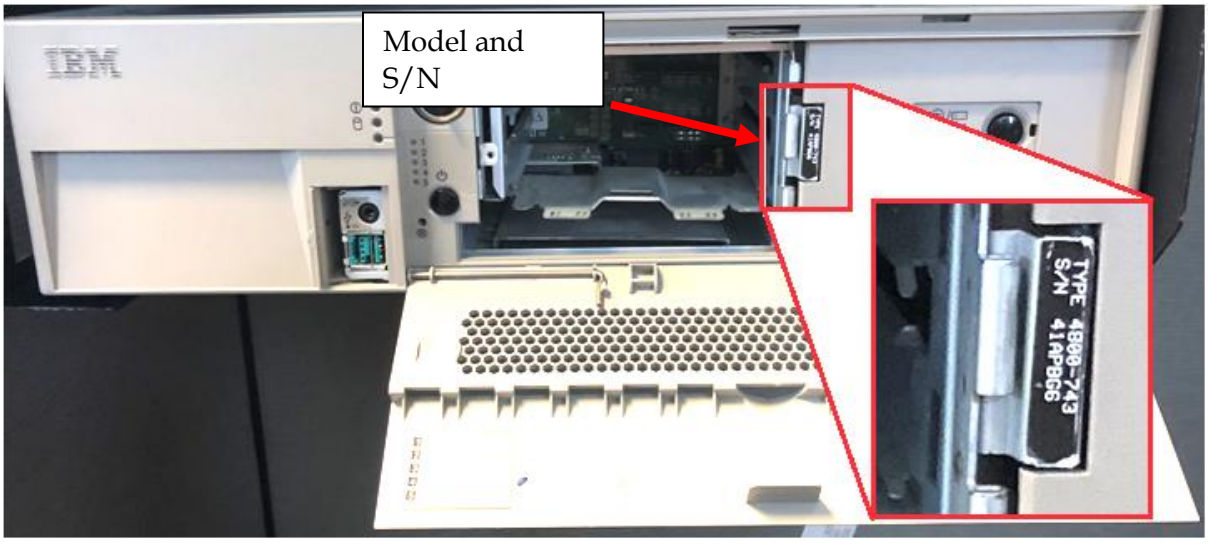
1.2	**Call into the ROC**: During this initial call the ROC will log you into the site and instruct you to locate the equipment if not yet located and to perform a register survey of **all** registers.
1.3	**NOTE: Dialing 9-1-700-602-7159 option 6 only works on a CVS store phone. If however you cannot reach the Rollout Operations Center using this number through the store phone, please alert your vendor immediately to get in touch with the ROC.**

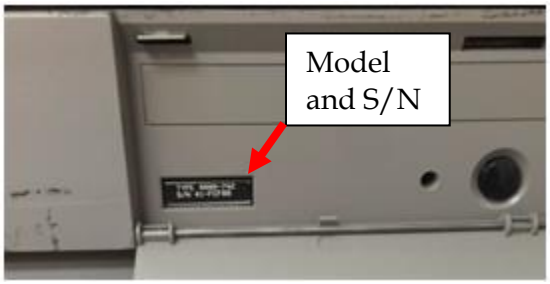
Section 2:
Register Survey

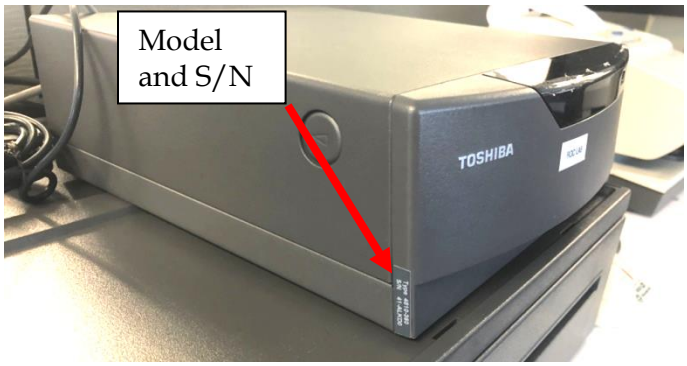
2.1	Once you have confirmed the correct amount of register kits was delivered to the store, you will then perform a survey on **ALL** existing registers (FS & RX). If the register is powered off, attempt to power it on. Record the model and S/N. Report to the ROC it is in the process of booting up. The ROC will determine if you can work on other registers while it boots up or if you can disregard that register altogether. **IMPORTANT: Survey information must be as accurate as possible otherwise this can cause a delay if the ROC flags the wrong register in the system to be replaced. Alert the ROC if you cannot determine the register ID or locate the model/serial number.**
2.2	 NOTE: Once the ROC flags the register IDs that need to be replaced, ensure that the existing register base unit does not power off before you are ready to replace it. The act of flagging the register IDs prevents the older register hardware from re-booting to the Sign-On screen.
2.3	For the survey, record this information from each register on the Appendix A – Survey and Replacement Sheet: a. The 3-digit register ID # b. Location (Front Store or Rx) c. Model # (Type) d. Serial number e. If the current Touch Screen monitor uses a stand or a swing arm (traditional or ball & socket) The model and S/N information can be found in a number of places on the register base unit. See below for examples of where to find this.

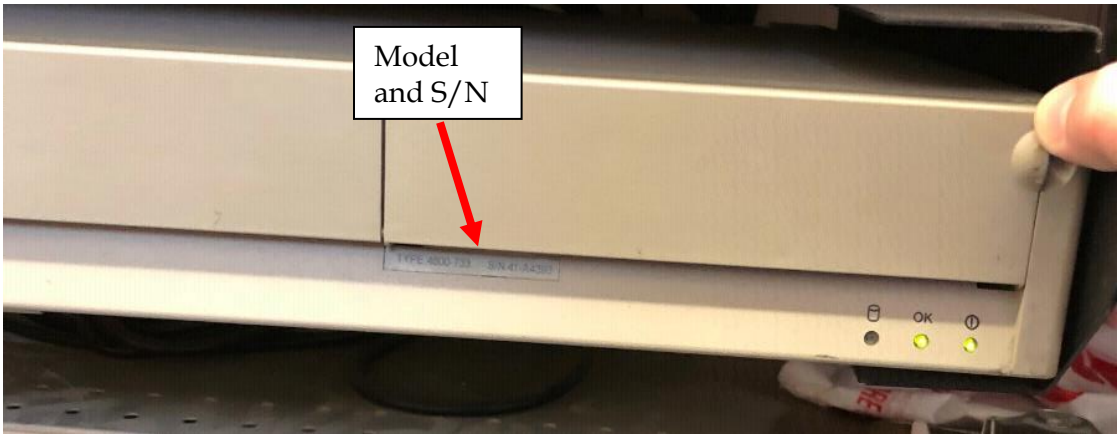

Swing arm (DO NOT REMOVE OR DISCARD)


Model and S/N


Model and S/N
IBM
TYPE 4888-743
S/N 41APB66

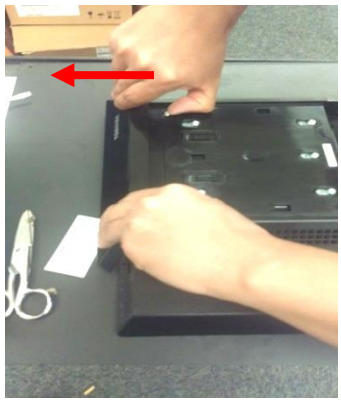




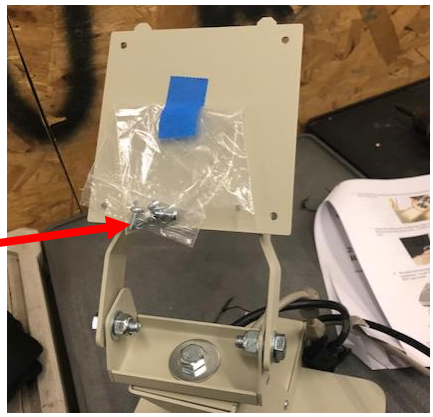
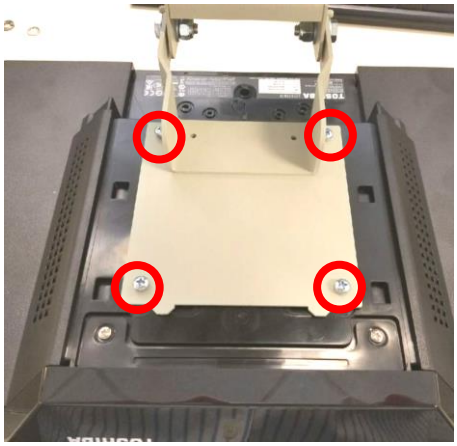
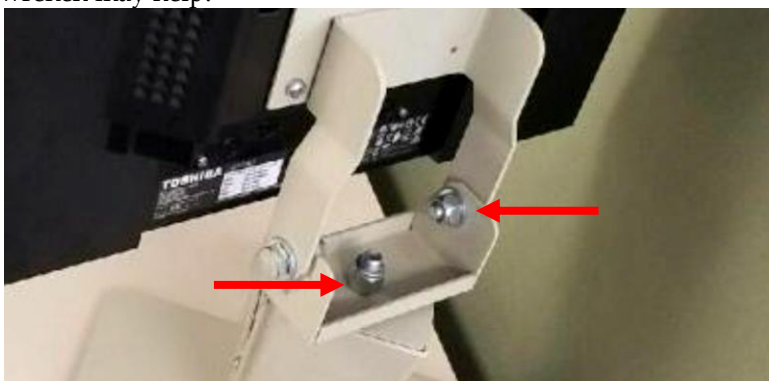


2.4	During the survey if you identify any 4800-743 registers you will need to follow the instructions in Section 8 just after the appendixes.
2.5	Once you print the receipt, record the FREE HEAP MEMORY xxxxxxxxx BYTES to the right of the register on the Appendix D sheet under Heap size Old/New. Left column is 'Old'.

Section 3:
Pre-assembly of Equipment

3.1	Call the ROC and report your findings from the survey. The ROC will then determine based off of your survey which registers will be replaced. Record the information down to avoid replacing the wrong register. **!!! Alert the manager that you will need the cash drawer till removed from the register you are about to replace. Do NOT take down more than 1 register at the same time without speaking to the ROC and receiving approval. Multiple registers not functioning will impact store operations. !!!**
3.2	In the backroom area away from customers, neatly unbox a single register kit. Each kit should contain 1 large over pack box as shown below. Pre-assemble some of the equipment before moving it to the sales floor. ***DO NOT DISCARD BOXES AS THEY WILL BE USED TO SHIP OLD REGISTER EQUIPMENT OUT OF THE STORE.*** **While unboxing and pre-assembling the equipment, use this as an opportunity to note any missing components or parts. Report to the ROC immediately any missing parts.**
3.3	Remove the top cover of the monitor to prepare for install of Magnetic Swipe Reader. Unfasten the two screws holding the cover down and use your hands or a flat-head screwdriver to gently pry the top cover off. 

3.4	Install the Magnetic Swipe Reader onto the monitor. There is a USB port that the MSR plugs into. Reinstall the 2 screws to secure the MSR. Magnetic Swipe Reader Top of touch screen monitor
3.5	This is how the monitor will look after installation of the MSR. The Magnetic Swipe Reader is used to activate gift cards only not for standard debit/credit transactions.
3.6	Run the VGA and power cable through the base of the stand and connect to the respective ports on the TS monitor.

3.7 Four machine screws and washers	Lay the monitor flat on its face and install the stand four screws attach the monitor to the VESA modification plate. **(IF EXISTING MONITOR IS MOUNTED TO A SWINGARM, GO TO SECTION 7)**.  
3.8	Adjust the bolts on the modification plate to ensure monitor is not loose and does not tilt forward and backwards easily. A 13 mm socket and ratchet and/or adjustable wrench may help. 

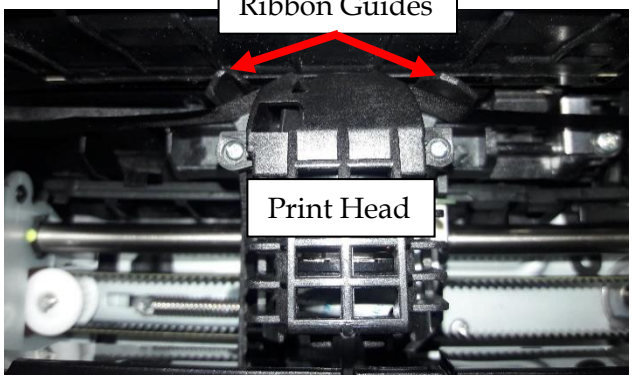
3.9	The 6145-2TC thermal printer is shipped in a separate box from the rest of the equipment. Locate the printer and unbox it.
3.10	Install the ribbon cartridge. Remove any packaging tape used to keep components from shifting during shipment. Make sure to position ribbon between the print head & guides. **Note: You will be installing the paper roll during Section 4**

Top cover release button

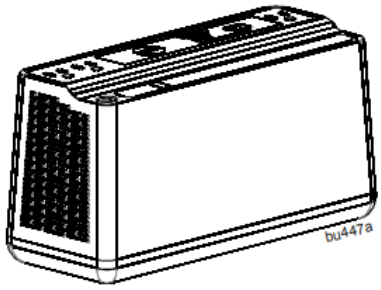
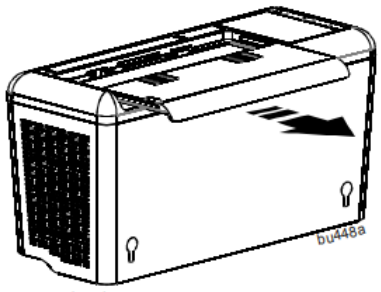
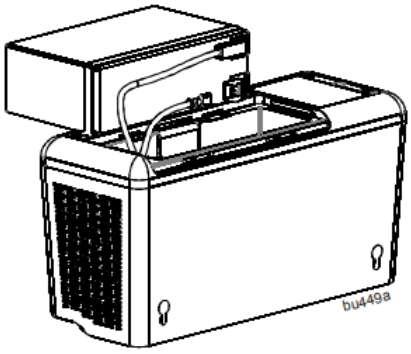
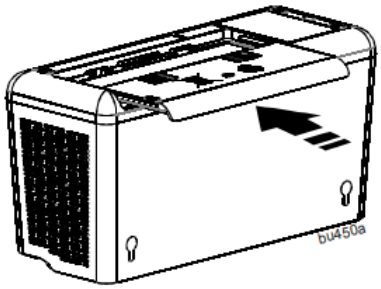
6145-2TC
Thermal printer

Ribbon Guides

Print Head



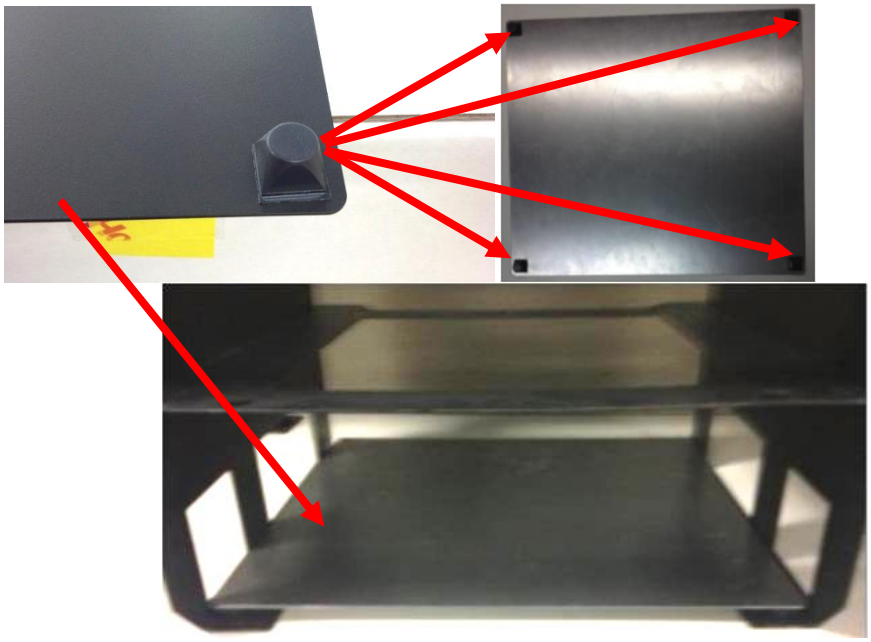
Interface ports

3.11	Unbox the battery backup and connect the internal battery. APC Model 600
3.12	**Connect the Battery** The Back-UPS is shipped with one battery cable disconnected.  ❶ Remove the *"Stop! Connect the Battery"* label that covers the outlets.  ❷ Press the battery compartment cover release tabs located on the underside of the unit. Slide the battery cover off.  ❸ Connect the battery cable securely to the battery terminal. It is normal for small sparks to be seen when the battery cable is connected to the battery terminal.  ❹ Reinstall the battery compartment cover. Be sure that the release tabs lock into place.
	ATTENTION! When connecting the power cord from the 360 base unit, only connect the register base unit's power cord to the side labeled "Battery Backup + Surge Protection". Only the outlets labeled as "Battery Backup + Surge Protection" will provide backup battery power in the event of a power loss.

3.13	**Install the cash drawer core blank.** This core blank allows the cash drawer to lock and unlock properly. Without it, the cash drawer will not operate normally. Use a 5/32" Allen / hex key to tighten and lock the blank within the tumbler.
3.14	We will be using the existing scanner, stand and cable.

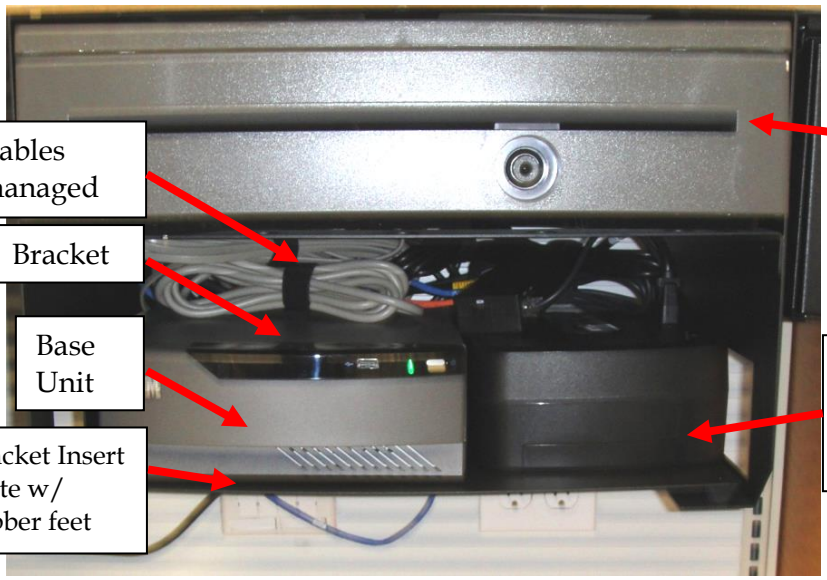
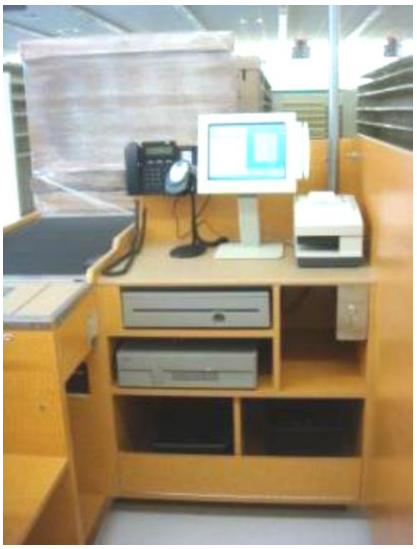
Section 4:
Install of New Register

4.1	Request to use a cart if one is available to bring one register kit to the location where the register is.
4.2	Ensure the manager removed the cash drawer till with any cash / funds inside. **ATTENTION: Have manager or pharmacist remove the till and logout before working on the old unit.**
4.3	Once the till is removed, power down the unit. De-install the existing register and set aside (once the new register is installed and confirmed working, load the old register onto the cart and move to the backroom to pack into the empty boxes from the new register kit). **Note: Remove the roll of receipt paper from the old thermal printer for use in new printer. Also remove any stickers, barcodes other flyers taped to the front of the old monitor.**

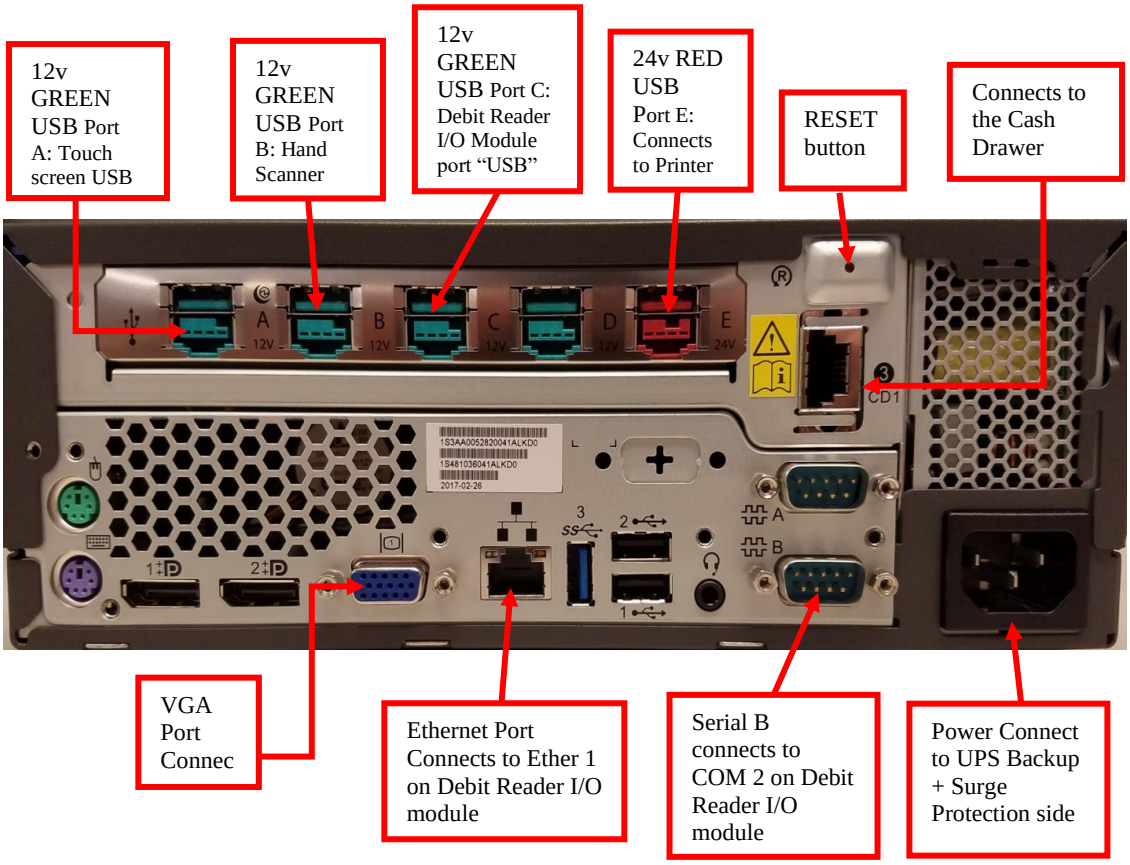
4.4	Install bracket plate rubber feet onto each corner and install the plate into the bracket (rubber feet prevents plate from sliding forward and backwards after install). 
4.5	You will install the new register into the existing register bracket. Manage cables for a neat and tidy appearance. See example below for placement of the equipment. **If there is no register bracket, alert the ROC. Take before and after pictures.**
4.6	 TS Monitor & Stand Printer Scanner

NOTE: Arrangement of new equipment should closely match the old arrangement however any placement which may be a hazard should be reported to the ROC for approval.

ATTENTION: Monitor with stand should always be placed on a flat and stable surface such as the counter.

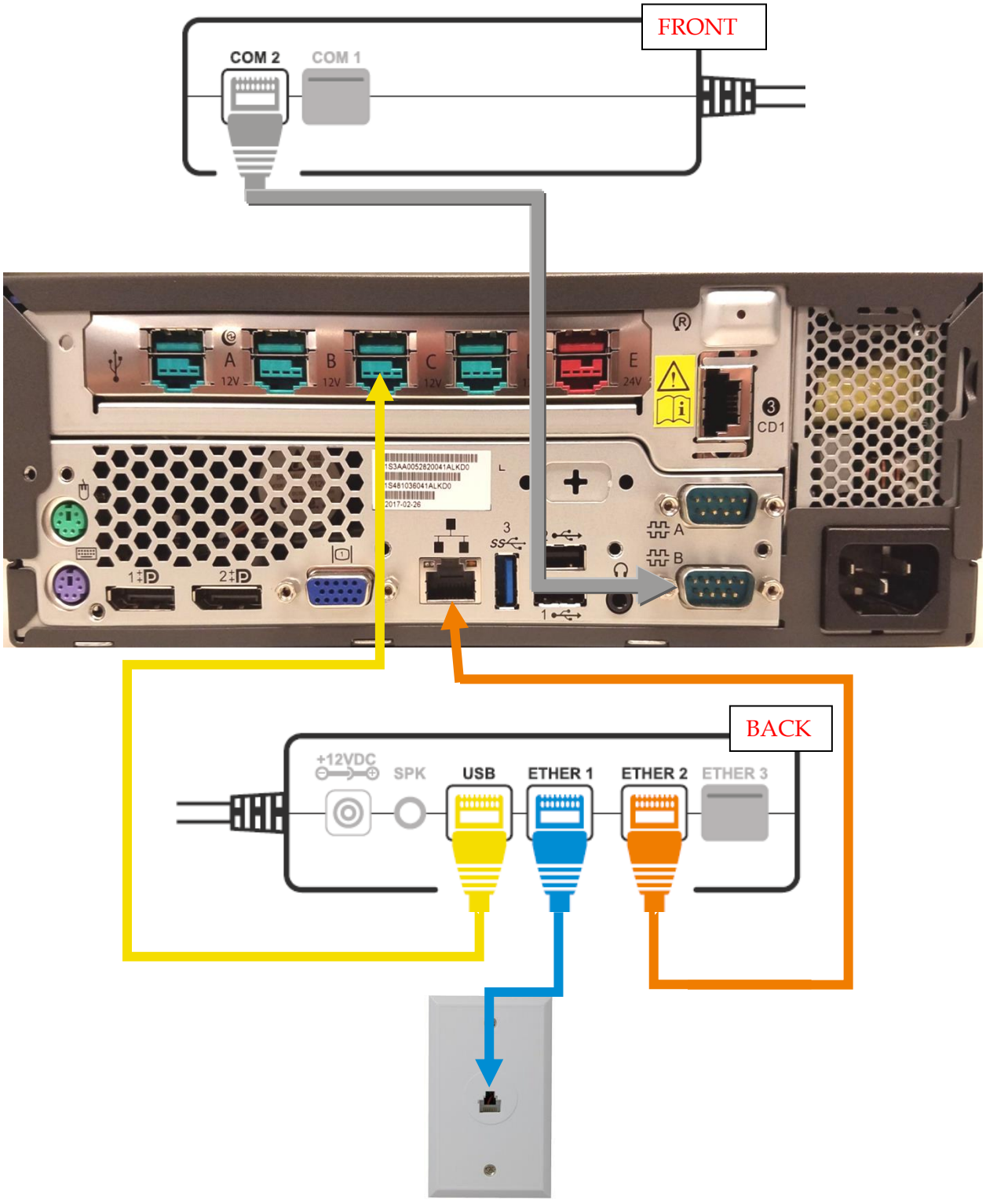
4.7	
4.8	If the existing register does not have a bracket, alert the ROC. Placement of equipment without brackets needs to be discussed with the ROC. 

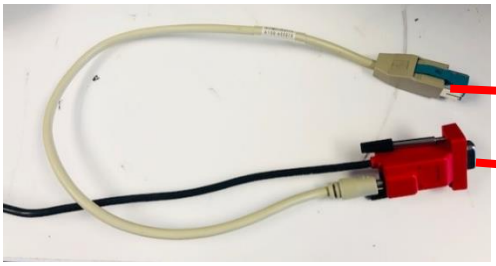
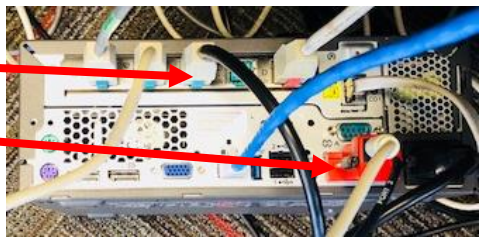
4.9	Connect all peripherals to the base unit. **Run cables for monitor, printer, and scanner through grommets on the counter when available**. Use the diagram below to aid in making the connections. **CAUTION! There are NO hot swappable components. Unit must be OFF to connect or disconnect any components.**



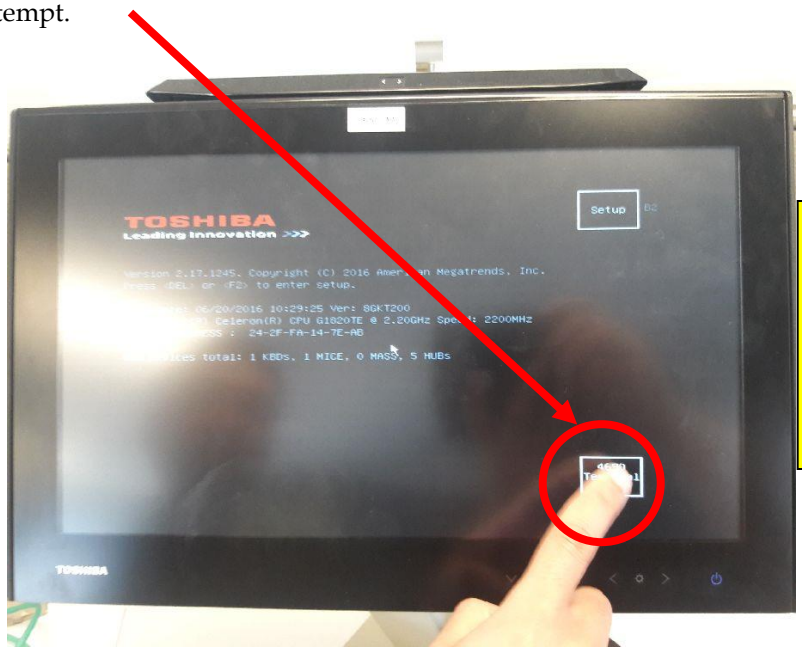
4.10	Complete connections from the I/O module to the base unit as follows. **Note: Do not disassemble or disconnect any cables from the Payment Terminal's I/O module.**

Connect cables ***FROM*** the I/O module ***TO*** the register base unit.

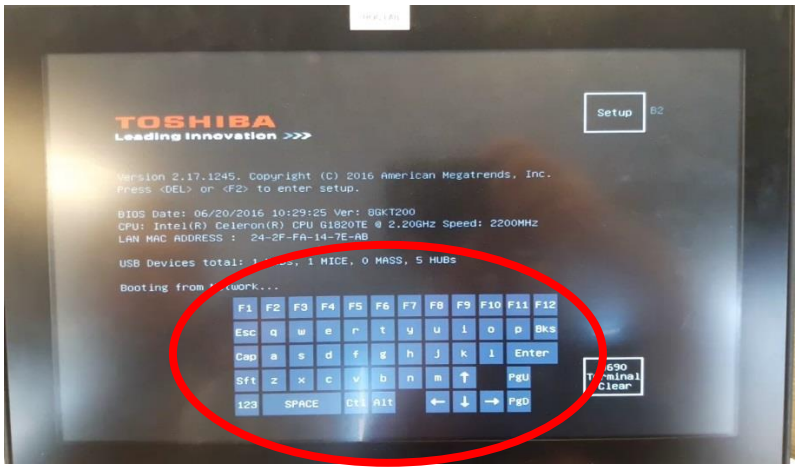
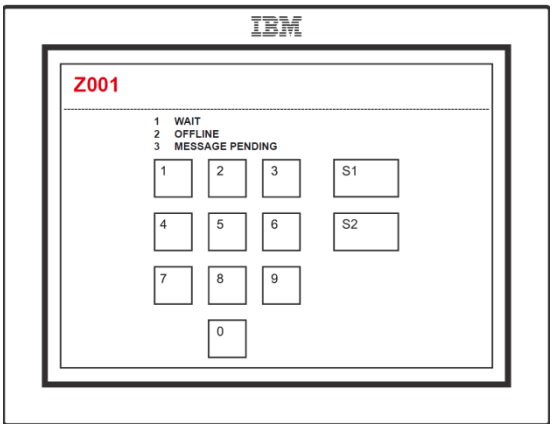


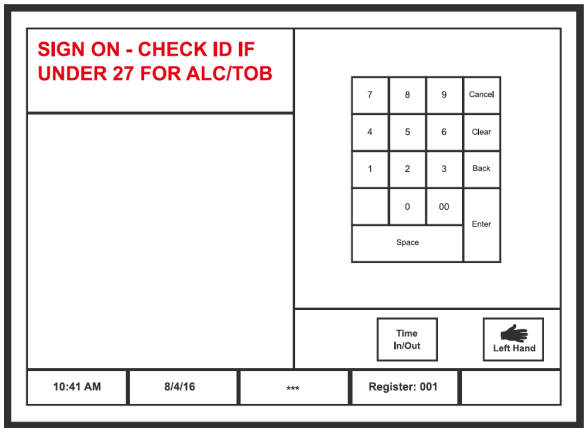
4.11	Be advised that not all registers will have an I/O module. Some payment terminals will have only a single cable Y cable (power and data) that connects to the register. The serial connector connects to the Serial B port, and the USB connector goes into the USB – B port. Make sure the USB cable is connected to the serial connector to supply power to the payment terminal.  

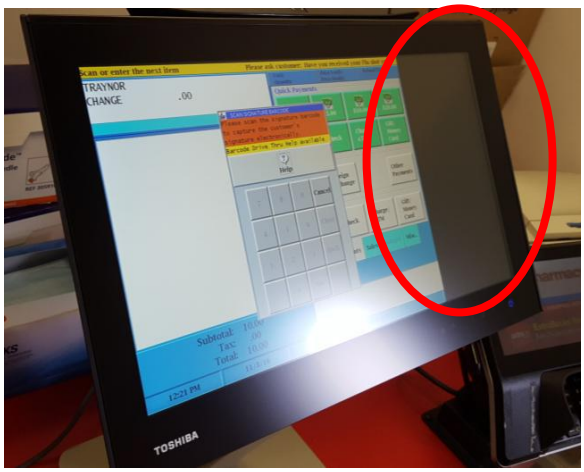
Section 5:
Power-On and Setup of Register

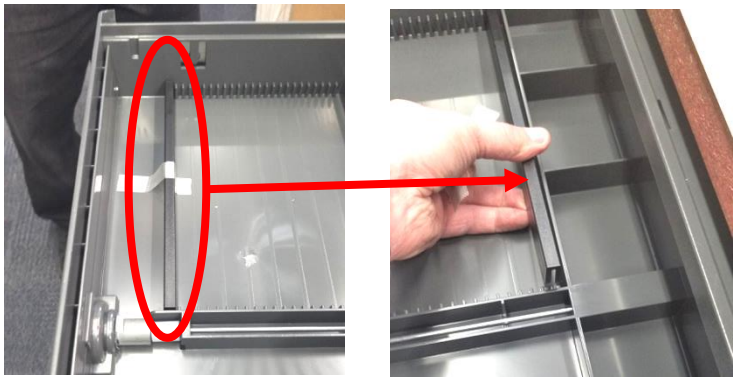
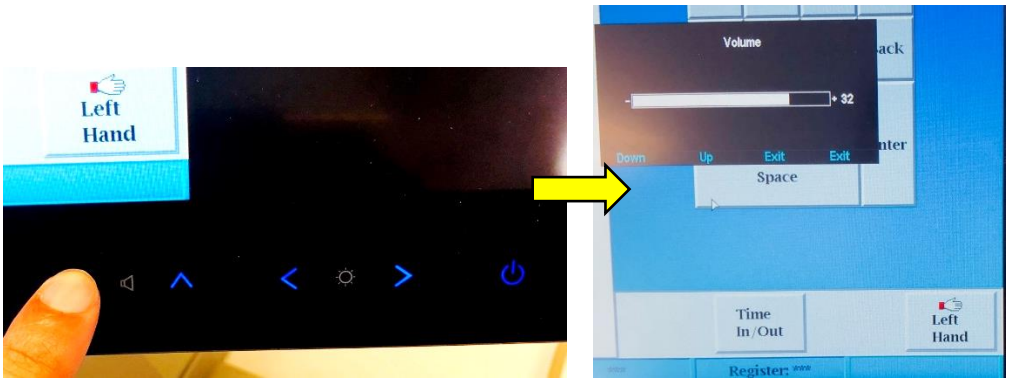
5.1	Use Appendix B "Final Check" prior to powering on the unit. Use free time during boot up to perform side work when possible. The 'Register Boot up Process Addendum' will list approximate wait times. Check registers during boot up every 15 minutes to confirm unit is continuing to load.
5.2	Depress the silver button on the front of the unit to power on. • A green power indicator light should light up on the base unit.
5.3	Immediately press the "**4690 Terminal Clear**" button when it appears on the screen. This will factory reset the unit and clear any previous settings that may cause the unit not to boot up. If you do not hit this button in time, power off the unit, power back on and re-attempt. 

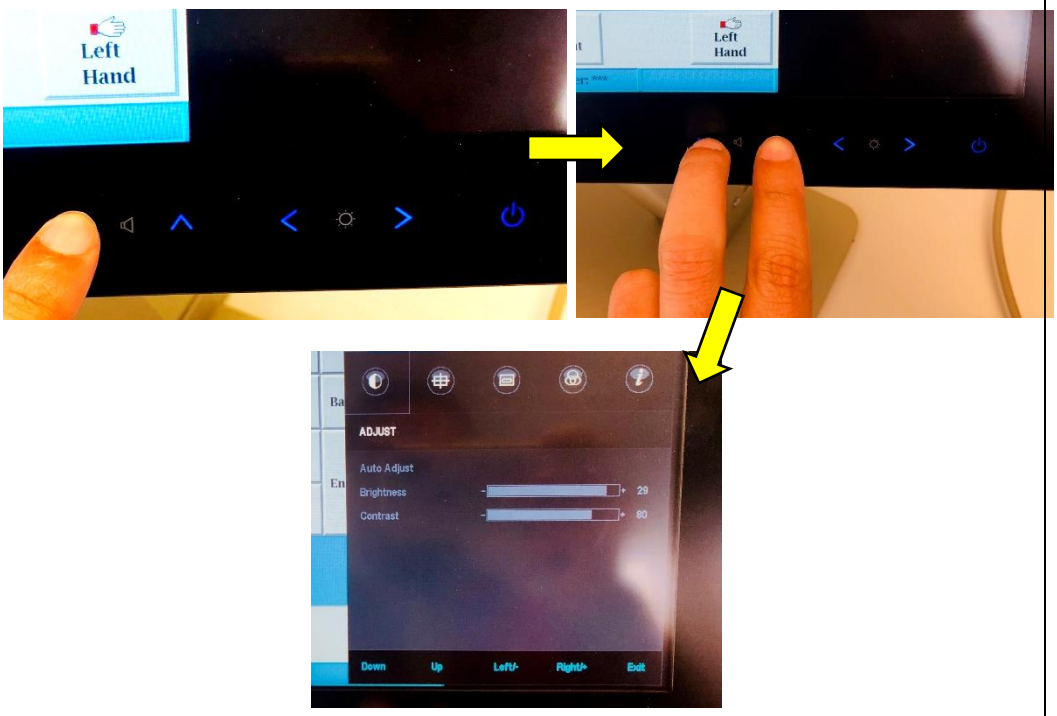
ONLY DO THIS ONCE! If you do this successfully, do not repeat this step.

5.4	Immediately after you press the "**4690 Terminal Clear**" button, a QWERTY keypad will appear. Do not type anything on this screen. This screen will disappear momentarily. **When the keypad appears, this is confirmation the unit was cleared.** 
5.5	While waiting for the unit to boot to the Z001 configuration screen, manage cables and/or tidy up the immediate area. Do not touch the screen until at the Z001 configuration screen (typical boot up time to Z001 is from 5-10 minutes – (**alert the ROC if longer than 20 minutes**).
5.6	**You will use the same register ID as the one that was replaced.** At the Z001 screen, enter in 1 followed by the 3 digit register ID (1-X-X-X) and press S2. (Example: For register 12 key in 1-0-1-2, S2). **If you make a mistake entering the register ID, press S1 to backspace.**
	 **NOTE**: If you program a register ID that was NOT flagged by the ROC, you will receive a "**W368 Load Type: OS Mismatch**" error. If you receive this error, contact the ROC immediately for assistance.

5.7	If you successfully programmed the register ID into the unit, the register will reboot. **Note: Unit may appear frozen for 20-30 seconds after hitting S2 before it reboots. Once unit reboots, expect boot up time to be 20-25 min to Sign-On.** **Use the boot up time to clean up area/move old equipment to back (do not pack yet). Check roughly every 10-15 minutes to make sure the unit is progressing and is not stuck during the boot up sequence. Start a timer for 25 minutes if needed.**
5.8	The unit should boot up to the Sign-On screen below: 
5.9	**System check**: You will now request **store staff** perform a check on all components to ensure the unit is working correctly. **Alert ROC to delays longer than 10 min for testing.** • Perform a check of the payment terminal once the register monitor is at the "Sign-On" screen and prior to an employee signing-on, if the payment terminal booted up correctly you will see the CVS logo with the words "**NEXT REGISTER PLEASE**". • Have a store employee Sign-On to the register. The payment terminal screen should switch to the screen "**THANK YOU FOR SHOPPING WITH US**" This change confirms that the payment terminal is communicating with the register and is now ready for use.

5.10	Be advised that there will be a large black box on the right side of the screen. **This is normal. If the image is stretched to fill the entire screen, alert the ROC as the touch calibration is designed for a 4:3 aspect ratio and not 16:9. NOTE: If you do not use the new VGA and USB cables, this will result in a screen calibration issue.**  NOTE: Stickers or paper taped to any part of the front of the TS monitor may cause the unit to not respond correctly to touch. If that is the case, remove them and attempt to use the TS monitor. Alert store staff that any stickers or flyers will have to be moved elsewhere.
5.11	Have the employee now test: • Scanner • Printer • Cash drawer (smooth operation) • RxConnect application opens and is not in Offline mode (pharmacy only)
5.12	Record the S/N of the newly tested base unit onto the **Appendix A – Survey and Replacement** sheet on the line across from the replaced unit.

5.13	Have store personnel open the cash register. Remove tape from stop and move stop to the back of the drawer. 
5.14	Call the ROC and report when the first register is fully installed and tested. • For shipments of 1-4 register kits, call the ROC when the first and last registers are installed and tested. • For shipments of 5 or more registers, call the ROC when the first, half, and last registers are installed and tested.
5.15	To adjust the monitor's volume, rest your finger on the up or down arrow until solid blue, then tap the up or down arrow until the volume menu display appears. Adjust as needed. 

5.16	If the monitor's touch calibration is slightly off, calibrate the monitor as follows: Rest your finger on the up or down arrow until solid blue, then press TWO arrows simultaneously. Using the arrow keys, select Auto Adjust to recalibrate. ***Do NOT touch the screen while the monitor re-calibrates.*** 

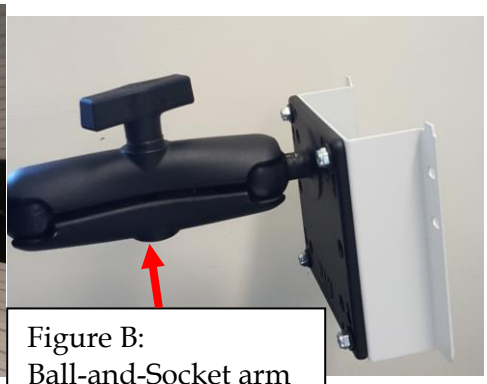
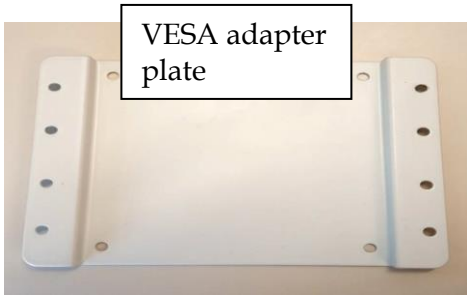
Section 6:
Packing Up Old Equipment

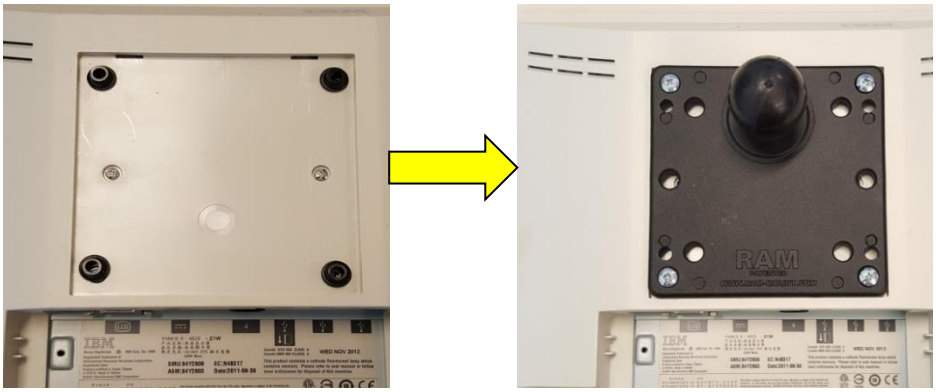
	NOTE: Old equipment will be shipped to a reseller. New/extra or defective equipment will be shipped back to CVS' warehouse (Twinsburg). Alert the ROC if you have extra or defective equipment that needs shipment. A label will be printed to your location.
6.1	Place the old register base unit in the box the new cash drawer came in.
6.2	Place the old monitor in the box the new monitor came in.
6.3	Place the two boxes and old cash drawer into the large over pack box. The box should appear as below.

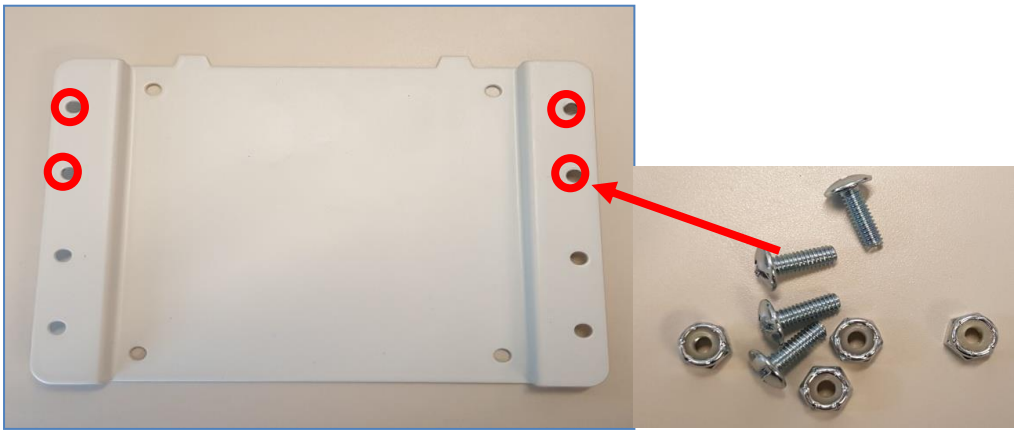
~~6.4~~	~~Place the old printer in the box the new printer came in and place the **A.R.S.** label going to **Twinsburg** over the old label. Fill in the "From" line with the CVS Store #. Do not place labels on boxes until after installation is complete.~~ ~~***DO NOT place printer in over pack box headed to ViaTek***~~
6.5	Also put any cables into the box the new UPS came in.
6.6	Place old monitor stand in the box.
6.7	Pack the remaining equipment in the box neatly. Use filler to keep the contents of the over pack box from shifting during transit. This equipment will be shipped to a reseller and needs to arrive intact and functional. Use extra packing tape to ensure the box does not come undone.

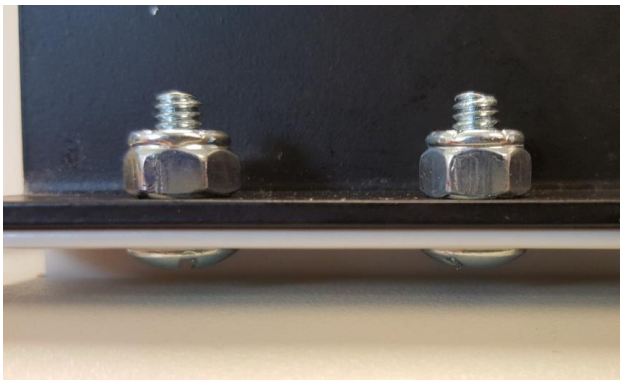
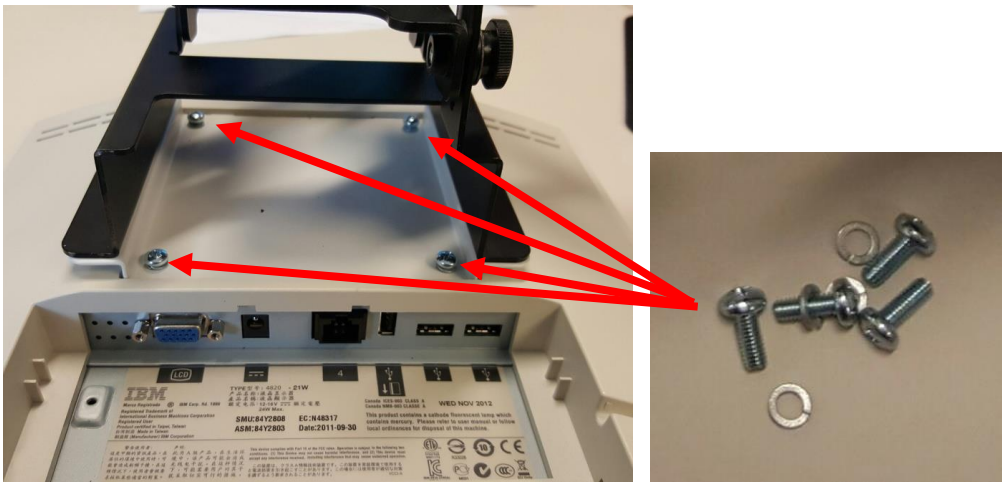
6.8	Use the included **A.R.S.** shipping label to **ViaTek** and affix over the old shipping label. Fill in the "From" line with the CVS Store #. Do not place labels on boxes until after installation is complete. Take photos of the labels on the box, sealed and ready for shipping (tracking number must be readable).
6.9	**Check that the boxes with the old equipment has a label with "NON-SPILLABLE BATTERY" attached to the outside of each of the over pack boxes. This is required for the shipment of lithium batteries via mail carrier.** **Use the included sheet on page 40 or use a permanent marker to write "NON-SPILLABLE BATTERY" on the exterior of the over pack box if there is no marking/labeling currently.**
6.10	Clean up any trash and debris from the install. Work with the manager to relocate the boxes to a suitable location where UPS can pick up. Advise the manager to have UPS pick up boxes during next delivery. **Do NOT leave boxes in areas that will hinder store operation.**
6.11	Email photos of Appendix A and C, as well as the photos of the return labels on the boxes to ROC19@CVS.COM prior to calling in. Subject = ID404 Store XXXXX Call the ROC after cleanup. The ROC will need to speak with the manager and/or pharmacist to confirm equipment functionality, work area clean up, outbound packages ready for pickup. At this time, once the work is completed, the ROC will issue a release code to you.

Section 7:
Monitor Swing Arm Installation

7.1	In order to provide a consistent user experience to store staff, technicians will re-use swing arms for mounting purposes whenever discovered. Any monitor stand deemed unnecessary due to a swing arm will be shipped back to CVS' warehouse for later use. Alert the ROC to fax a return shipping label to you.
7.2	Some monitors are installed on a swing arm. Depending on what type of swing arm you have, you may or may not need the swing arm adapter plate. See example of swing arms below. Figure A: Traditional swing arm  Figure B: Ball-and-Socket arm
7.3	**If it is determined that the register you are replacing has a traditional swing arm (Figure A), then alert the ROC and further instructions will be given.**
7.4	If you discover the ball-and-socket arm (Figure B), the plate is VESA compatible (100 mm x 100 mm) and can be used on the new Toshiba widescreen monitors (not pictured). VESA adapter plate  Plate is VESA compatible

7.5	Remove any adapter plate installed on the ball-and-socket arm for placement on the Toshiba widescreen monitor
7.6	Reuse the black washers. Place washers in screw holes, plate onto monitor and tighten screws. 
7.7	Reinstall plate on arm and tighten the tension handle.

7.8	If the site was previously delivered a VESA adapter plate to the store, locate it and install in the following method: • Take existing monitor and arm carefully off the Uniweb wall. Two thumb screws secure the arm to the wall.
7.9	Undo the four screws that connect the old monitor to the old style monitor bracket.
7.10	Attach the adapter plate to the old style monitor bracket with the screws and nuts pictured below. 

	
7.11	Lay adapter plate on monitor and tighten screws and washer onto monitor. 
7.12	Carefully mount the monitor and swing arm back onto the Uniweb wall. Tighten thumb screws to secure in place.

7.13	Once you have mounted the swing arm/ball & socket monitor, return to section 3.9 to continue with pre-assembly of register.

Appendix A - Survey and Replacement Sheet

Email to: ROC19@CVS.COM

Store # / Site ID:

Date:

Tech Name:

Cell Phone:

Existing Register Equipment (OLD)

New Register Equipment

Register ID	FS/Rx?	Model Type	S/N	Stand / Swing arm / B&S Arm		S/N	Installed / Extra / Defective?
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
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					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		

Appendix B - Final Check prior to powering on new register

- ☐ Register ID flagged by ROC
- ☐ UPS
  - Internal battery ground wire connected
  - UPS set to "On"
  - Base unit power cord into "Backup Battery + Surge Protection" on UPS
- ☐ Monitor:
  - MSR installed
  - VGA cable to VGA port
  - USB cable to USB port A
- ☐ Honeywell Xenon 1900 scanner
  - USB cable to USB port B
- ☐ Cash Drawer
  - Packaging tape removed from inside of cash drawer
  - Cable connected to CD1 port
  - Cash Drawer Blank Lock Insert installed
- ☐ Payment Terminal (Debit card reader)
  - Yellow USB cable to USB port C on base unit
  - ETHER 1 to wall jack
  - ETHER 2 to Ethernet port on base unit
  - COM 2 to Serial port B on base unit
- ☐ Thermal Printer
  - Packaging tape removed from inside of printer
  - Ribbon cartridge installed
  - Paper roll installed
  - Cable to red 24v USB port E

NOTE: There are multiple points of failure during boot up. Perform side work as needed however check the register every 15 minutes to ensure the boot up process is continuing and not stopped at an error point. Alert the ROC immediately if you believe the register has stopped during boot up and is not progressing. Use the included Addendum to determine approximate wait times during the boot up process.

Appendix C – Outbound Shipping Labels – Email: ROC19@CVS.COM

Store #	
Tech Name	
Date	

UPS Tracking #

			Appendix D - Survey and Replacement Sheet	
Store # / Site ID:			Email to: ROC19@CVS.COM	
Tech Name:				

Existing Register Equipment (Just 4800-743s)

Register Number	Model Type	S/N	Heap size Old/New	

NON-SPILLABLE BATTERY

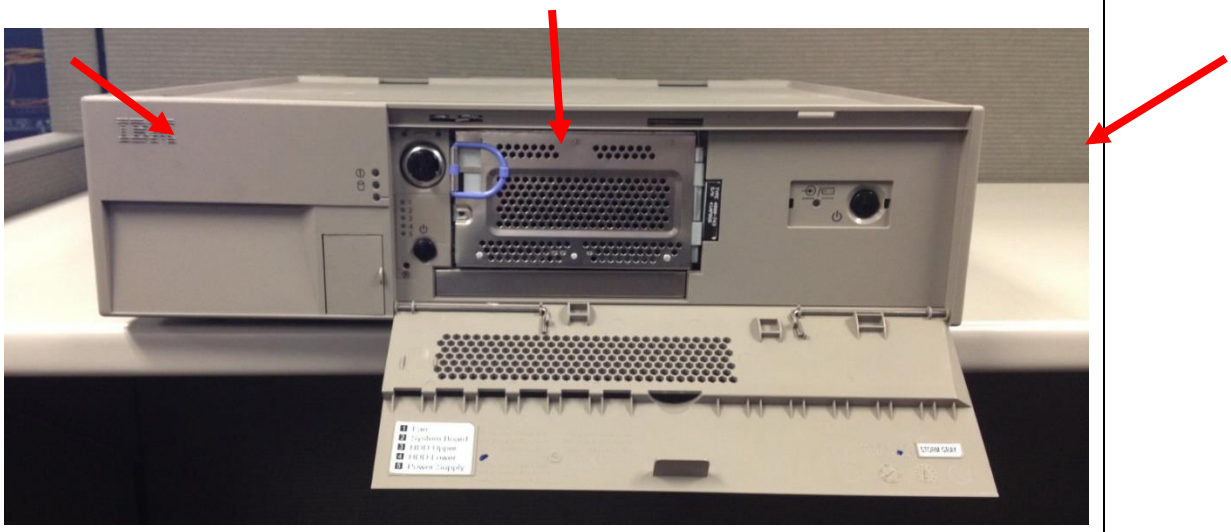
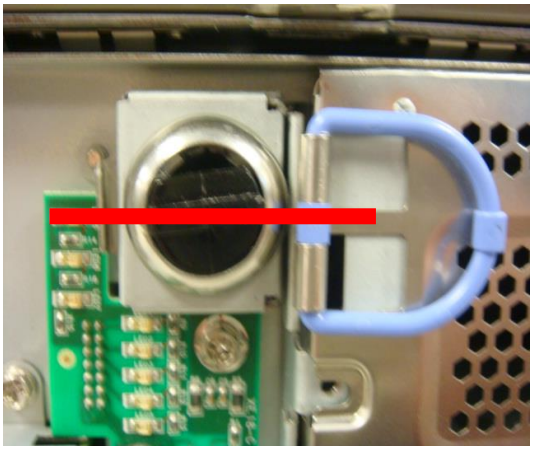
Section 8:

Procedure to Determine Memory Amount

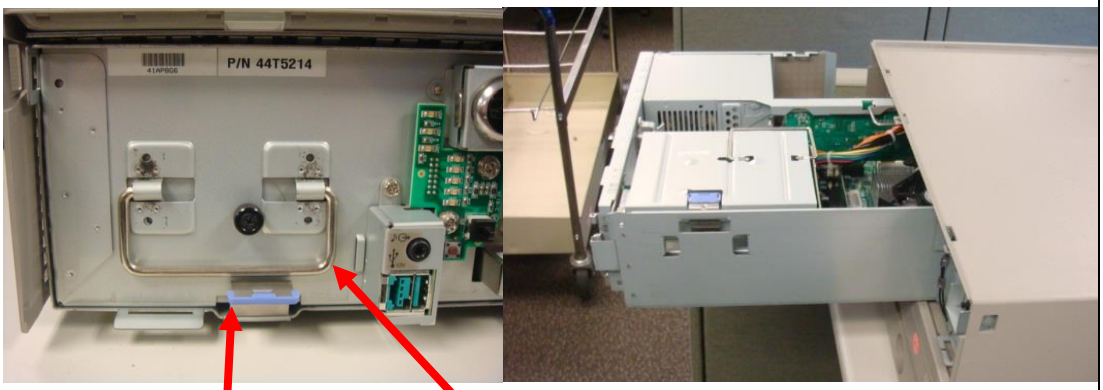
8.1	Have the store manager sign on to the register.
8.2	Select the "Sales" tab.
8.3	Select "Item #" button
8.4	Type twelve 9's and press enter.
8.5	A report prints out.
8.6	 At the top of the report is the verbiage "FREE HEAP MEMORY xxxxxxxxx BYTES". Record this info on the Appendix D sheet. This must be done for every 4800-743 register. At the bottom of the report is the verbiage "EGHRLXXX" – the 3 digit number is the register number, in our picture that number is "EGHRL006" – register 006 The Goal is to have 4 GB of memory in each 743. If there are any 1 GB or 512 MB sticks, you will replace them with a 2 GB stick. Also fill any empty slots.
8.7	If the store # is not printed on the receipt, write it at the top before taking the picture. Take a photo of each receipt and send it to ROC19@CVS.COM Subject = ID404 Store XXXXX
8.8	Sign off register.

Section 8.1:

How to Disassemble the (IBM POS Sure 743)

8.9	Power down the register **NOTE: It will not be necessary to disconnect any cables from the back.**
8.10	Take off front face plate. This is done by pushing in the tabs on the left and right front sides of the metal case, then pushing the top center tab (inside the door) which allows the cover to be tilted out and lifted up. 
8.11	Turn the black knob HORIZONTAL to unlock system tray. 

8.12	Pull up on blue tab on left side and pull the handle to slide the system board **HALF-WAY** out of the base unit. **WARNING: Be careful not to pull system board too far out because cable connections on back of register may become disconnected.**

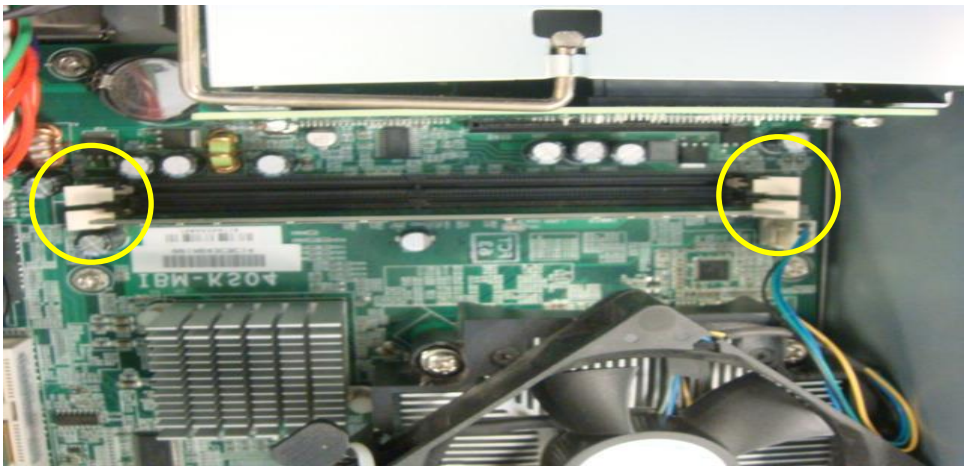


Lift up on blue tab

While holding blue tab up, pull handle

Section 8.2:

Install New Memory Module and Re-Assemble Register

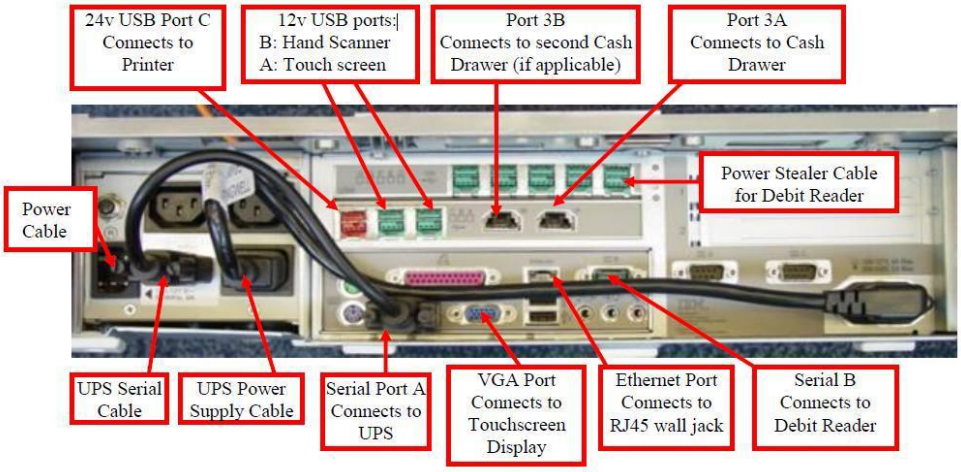
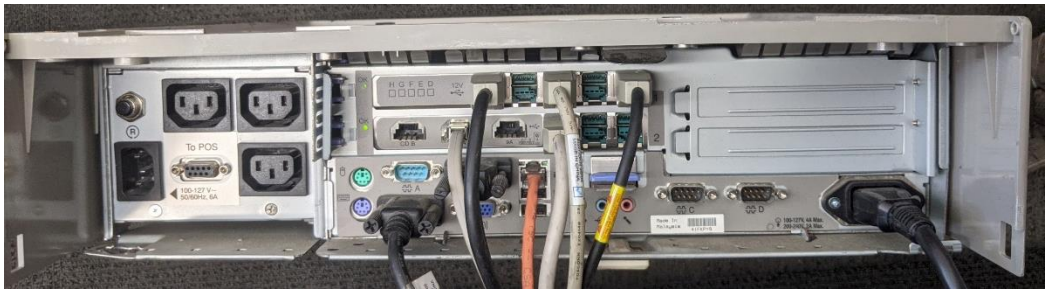
8.13	Locate existing memory modules. You should notice two tabs on either side of the memory slot as shown in the picture below. Press each tab down and away from the memory slot. If done successfully, the memory should pop out and once both tabs are away from the memory module you can lift the old memory. 
8.14	Install new memory module by matching up the notch on the memory stick with the notch on the memory slot. Gently and firmly push the memory module into the slot. As the memory module is being pushed, the two tabs should snap and hold the memory module into place.
8.15	Slide tray back in until blue tab locks back into place. Turn black knob VERTICAL to lock system board in place. Put front face cover back on.
8.16	Determine new memory amount by following section 8.1 through 8.6. Record new "Free Heap Memory" on Appendix D under Heap size Old/New. Right column is the 'New' section. **The ROC will ask you for the register numbers and before/after Heap memory values.**

Section 8.3:

Package Old Memory for Return

8.17	Place all of the old memory that you removed from the Registers into the bubble wrap envelope.
8.18	
8.19	

Section 9:
Installing a 4800-743 Base

9.1	Due to a shortage in stock, CVS will begin shipping model 4800-743 Registers instead of the 4810-360s. This section is to explain the changes in swapping procedure.
9.2	Because we're swapping a 742 for a 743, the ROC will only send the 743 base unit to the stores. No Thermal Printer, no Touchscreen Monitors, no Cash Drawer, and no UPS. Cable swaps should be 1 for 1.
9.3	Below see images of a 4800-742: 
9.4	Below see images of a 4800-743: 
9.5	As you can see from both image sets, the two models are similar in design. To complete the changeover, place the 742 on the floor or counter next to the 743 and swap the cables one for one.
9.6	Once the cables are swapped, insert the 4800-743 into the location the 742 previously occupied.

9.7	Boot up the register, and test with the Mgr.
9.8	If any errors or issues occur contact the ROC.

CVSHealth

MEMO

TO: Store Managers
FROM: Andrew Bush
RE: 2021 Register Replacement Project
DATE: June,10, 2021

Please accept this memo along with the technician's State Driver's License as temporary CVS identification. The technician will be working in the Front Store checkout area as well as the RX checkout area to replace specific registers that are out of date as per the store communications sent to you previously by CVS Store Operations.
This authorization is valid from June to December 2021.

If you have any questions regarding the person's identity or the work that he/she will be performing, please call one of the following:
CVS Helpdesk @ 1-866-528-7272

- 2. Select Option 1 for Store System Issues or Password Resets
- 3. Select Option 4 for Hardware Issues Such as Registers, Scanners, Printers and Phones

FYI: The Helpdesk will need you to reference an HPSM ticket number that the technician will be able to provide you, if the technician does not have the HPSM ticket number, the Helpdesk will still need to be called so further investigation can take place.
Or
Joseph Quiray @ 401-770-6734

Thank you,
Andrew Bush
CVS Rollout Operations Center

Appendix A - Survey and Replacement Sheet

Email to: ROC19@CVS.COM

Store # / Site ID:

Date:

Tech Name:

Cell Phone:

Existing Register Equipment (OLD)

New Register Equipment

Register ID	FS/Rx?	Model Type	S/N	Stand / Swing arm / B&S Arm		S/N	Installed / Extra / Defective?
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
					Replaced with:		
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Appendix B - Final Check prior to powering on new register

- ☐ Register ID flagged by ROC
- ☐ UPS
  - ☐ Internal battery ground wire connected
  - ☐ UPS set to "On"
  - ☐ Base unit power cord into "Backup Battery + Surge Protection" on UPS
- ☐ Monitor:
  - ☐ MSR installed
  - ☐ VGA cable to VGA port
  - ☐ USB cable to USB port A
- ☐ Honeywell Xenon 1900 scanner
  - ☐ USB cable to USB port B
- ☐ Cash Drawer
  - ☐ Packaging tape removed from inside of cash drawer
  - ☐ Cable connected to CD1 port
  - ☐ Cash Drawer Blank Lock Insert installed
- ☐ Payment Terminal (Debit card reader)
  - ☐ Yellow USB cable to USB port C on base unit
  - ☐ ETHER 1 to wall jack
  - ☐ ETHER 2 to Ethernet port on base unit
  - ☐ COM 2 to Serial port B on base unit
- ☐ Thermal Printer
  - ☐ Packaging tape removed from inside of printer
  - ☐ Ribbon cartridge installed
  - ☐ Paper roll installed
  - ☐ Cable to red 24v USB port E

NOTE: There are multiple points of failure during boot up. Perform side work as needed however check the register every 15 minutes to ensure the boot up process is continuing and not stopped at an error point. Alert the ROC immediately if you believe the register has stopped during boot up and is not progressing. Use the included Addendum to determine approximate wait times during the boot up process.

Appendix C – Outbound Shipping Labels – Email: ROC19@CVS.COM

Store #	
Tech Name	
Date	

UPS Tracking #

			Appendix D - Survey and Replacement Sheet	
Store # / Site ID:			Email to: ROC19@CVS.COM	
Tech Name:				

Existing Register Equipment (Just 4800-743s)

Register Number	Model Type	S/N	Heap size Old/New	