


CVS – TGCS ACO Installation TASK List and Lane Verification of Completion Sign Off

Version 6.3

PLEASE FULLY COMPLETE AND SEND REPORT BEFORE LEAVING INSTALL SITE

Store Name:	Division #	Store #	Date
Address:			Cluster #

Technician Info: Please provide On-Site Start and Stop times for all TGCS technicians.	Store POC
Technician 1 Name:	NAME:
On-Site Time:	
Technician 2 Name:	
On-Site Time:	

Task List TGCS	Place (X) when Completed →	X
PRE-INSTALL		
Check in with the store front desk and introduce yourself to Store Management. Contact Name _____ and Position _____		
Work with the Store POC to locate the ACO lanes and to determine process and path to bring the lanes to location for installation. Bring one lane up front at a time.		
Verify data connections are available and that power outlet is a L5-15P twist lock. For Power Check/record voltage reading on next page - escalate if needed To CVS ROC - @ 888-401-4601 Option 9, Option 2 for Expansion, FSOM, and Low Volume stores only. The ROC is staffed Tuesday – Saturday 5:30 to 2pm or until last known scheduled store is out. Contact number for New, Relo and Project sites is 401-770-7666 Option2, Option 1 which is STS team – Log time and details in Issue section below		
Unpack and inventory the Toshiba lanes shipment for parts and any Customer Furbished Equipment (henceforth, CFE).		
Provide the SA card box to the Store POC and request pin pads be provided. (store can setup SA cards while CASH lane is being installed) Collect and maintain control of all keys and extra cables until turned over to POC. Current parts to verify - see list attached at end		
ATTENTION: Complete all installation steps for one lane, CASH LANE ALWAYS FIRST , then install remaining lanes.		
SCO LANE INSTALL TASKS		
Lane Placement		
Leveling Lanes		
Load Cell Shipping Brace Removal		
		

Check the UPS power connections as well as the battery to ensure the battery is connected properly.	
Verify that the UPS power button is accessible and visible from right side panel (when panel is off).	
Test each Lock and key by unlocking, open and move part then lock again - repeat 3 times each for Cash cabinet door and Scanner shelf.	
CFE INSTALLATION	
Pin Pad - Store POC should have pin pads - if not record issue and have the store reach out to CVS to report. Escalate if needed To CVS ROC - @ 888-401-4601 Option 9, Option 2 for Expansion, FSOM and Low Volume stores only. The ROC is staffed Tuesday –Saturday 5:30 to 2pm or until last known scheduled store is out. Contact number for New, Relo and Project sites is 401-770-7666 Option 2, Option 1 which is STS team - Log time and details in Issue section below.	
Scanner - ensure proper connections. Grey RS232 cable should run from Port A on lane PC to the blue host port on Scanner. CHECK INSTALLATION GUIDE for proper steps and PORTS.	

Verify that the USB cable is connected to Core Module and the one "Y" Cable is used for power and connected to correct port on scanner. CHECK INSTALLATION GUIDE for proper steps and PORTS.	
Scanner - ensure scanner is properly leveled in the scanner shelf location.	
Pin pad - ensure pin pad cables are connected to correctly, CHECK INSTALLATION GUIDE for proper PORT and Ethernet cable connections.	
Verify you received EAS cable - de-install if connected and place cables in bag with all other parts to give to manager.	
TAL Light	
TESTING & PROGRAMMING	
Scanner Programming was completed - ensure you scan correct tags CHECK INSTALLATION GUIDE for proper bar codes and steps	
Lane Diagnostics tool - perform all tasks below:	
- Test Scanner reads barcode	
- Test TAL	
- Test and calibrate the proximity sensor	
- Test LED lights	
- Verify Correct Lane Audio Volume	
- Validate Load Cell accuracy	
- Test CASH Devices	
- Verify Lane PC BIOS	
- Perform terminal ID/Address / Program lane per Installation Guide (ODD cash, EVEN cashless), Check Installation guide for details.	
- Test Coupon Sensor	

Coupon Sensor Clear Values - Unblocked (0300 – 03FF) Blocked (Less than 0100)								
Terminal ID	Unblocked Before Top	Unblocked After Top	Unblocked Before Bottom	Unblocked After Bottom	Blocked Before Top	Blocked After Top	Blocked Before Bottom	Blocked After Bottom
1017								
1019								
1009								
1008								
1011								
1010								
1013								
1012								

Task List TGCS	Place (X) when Completed →	X
Verify data connection is loading SW correctly and inform Store POC that second lane install will start		
Constantly observe SW status. If SW error occurs power OFF, try Full Terminal ID process a second time. If error repeats take photo of error screen, inform Store POC and escalate To CVS ROC or CVS STS (along with PMO Support team) - Log time and details in Issue section below		
POST INSTALL by Lane - Complete one lane (CASH) and request Store POC to start their TASKS, Repeat for Cashless lane when ready		
Inventory spare parts and keys and place in bag then provide all to the store manager, POC. NOTE: SA card box was provided to Store POC earlier		
Provide the keys to Store POC and review with Store POC how the keys work. How to open cash cabinet door, scanner shelf and show BNR and BCR key use.		
When the Lane is at the CLOSED Screen Contact Store POC and request that they begin their tasks to test the completed lane.		
STORE POC starts their task list at this stage on the CASH lane - TGCS technician continues install on CASHLESS lane. Tasks for the STORE POC are at the end of this report.		
TGCS Installer will utilize the Generic SA card to Perform the Pin Pad Load, "77", per Instructions provided by CVS in the TGCS Installation Manual - wait appropriate time for it to completes (15-20 minutes). Follow provided instructions. (REPEAT for CASHLESS LANE WHEN NEEDED)		

CVS Tasks
PRE-INSTALL
Review with TGCS technician plan for install, verify that the CASH lane will be installed first.
In the office begin preparations for cash and compile CASH for loading the lane/s
Collect all documents needed in Store Resources for accessing the lane - Generic SA card, Pin Pad load instructions, and other necessary training materials.
Obtain ACO Shopper Assistant (SA) cards from technician to program cards with full or limited access.
Go To eBOSS to set up SA cards for all/some colleagues (See initial set-up module). NOTE: There is a generic CVS card setup in the eBOSS which should be in your training packet as a fall back for store use. Use this card if eBOSS cannot be accessed or store POC does not have time to setup cards.
TASKS TO BE COMPLETED DURING HW INSTALL
Review with TGCS lane placement and check on candy rack
Lift the Bag rack and observe LOAD CELL VERIFY THERE IS NO CARDBOARD VISIBLE.

Store POC needs to provide the pin pads to TGCS tech. - To report missing or nonworking pin pad/s - email: ACO_FieldMailbox@CVSHealth.com
Verify the scanner is installed and the light inside the scanner is red
Store will test the items in the rows below later when Lane SW is done – by scanning SA card to open lane – but, while TGCS tech is running diagnostics, you can ask them to go to main screen and scan an item. The UPC code will appear on the screen Box indicating the scanner is reading barcodes.
- Test a CVS Extra-Care Card from a cell phone – the manager or store associate is assumed to have this Digital ExtraCare Card on their cell phone to test.
- Tested later during transaction - White light lane OPEN, GREEN when transaction completed.
- Test later by standing on side allowing Screen to change form Base to OPEN. Then move in front audio should be heard and Screen moves to BASE

CVS Tasks
- Test During transaction – lights change color as transaction moves through steps.
- Test coupon during transaction – drop folded paper coupon through center of slot. If coupon not dropped through coupon should be auto voided – if through sensor is working.
- Test via SA menu
- Tested when bags or item was placed on bagger
- Tested during cash load and cash transaction
When SW Terminal ID step is started there is 30 to 40 minutes to load all SW.
Check with the Technician to verify the software is downloaded. The screen will be “CLOSED”
Work with TGCS tech to verify keys for cash lane are operational and take provided keys and miscellaneous parts to OFFICE for safe keeping
At this point Store POC is key resources to complete the install for that lane.
From the office take SA card/s entered eBOSS and generic card to ACO cash lane. Scan your (Store POC) card and verify lane begins to OPEN from the CLOSED screen, if not revert to use of generic card with Toshiba. (If both fail eBOSS link is not active or cards not setup properly). email: ACO_FieldMailbox@CVSHealth.com
Provide the TGCS installer a SA card you set up in eBOSS or the Generic SA card in Store Resources, while they Perform the Pin Pad Load per Instructions. – WAIT 20 Minutes for this process to complete before doing any tasks with the ACO lane.
Work with TGCS tech to obtain and test the keys for cash lane. Remove the Bill Loader from the BNR and take it to the office.
Load all bills properly in Bill Loader and bring all coins to CASH lane. Load all per instructions. Note: that if the Bill Cash Box was removed it must be opened and then closed prior to inserting the Bill Loader device.
Inform TGCS tech that cash load is starting. Then Scan the SA card provided and OPEN lane per instructions. Use one of the SA cards entered if this was done – if it works continue. If not hold for fix later and use the generic card.

Use SA card to access SA menu and locate the CASH TRACKING function, continue with all cash steps to enter coin totals and to then verify both COIN and bill totals. Ask TGCS tech for assistance
EXIT CASH TRACKING when it is completed and pick up printed report. NOTE that not all \$1 bills load - Should be 35 \$1 in recycler and 65 balance in Bill Loader so total Bills would be \$65 off as bills in Bill Loader are not counted in total.
With LANE OPEN - Add plastic Bags if used at store if not add any item with a reasonable weight 1lb or more - correct error message that arises from change in weight on security scale platen
Use working SA card or Generic SA card to access SA menu to check on <ul style="list-style-type: none"> - Speaker volume and sound, - language versions (English/Spanish) - observe TAL Light is On White when lane Open Off when lane is closed

CVS Tasks
Per the Task list instructions perform one cash transaction and one debit/credit transaction to ensure all the parts are working and are not defective. If the credit/debit transaction does not process inform the TGCS tech and then follow correct process to inform CVS team. email: ACO_FieldMailbox@CVSHealth.com.
CASHLESS LANE - Scan working SA card and verify lane begins to OPEN from the CLOSED screen, if not revert to use of generic card. with Toshiba.
REPEAT for CASHLESS LANE - Assist TGCS installer by providing Generic SA card as needed. As they Perform the Pin Pad Load per Instructions. Then continue with Store tasks that can be done while lane Pin Pad reloads. DO NOT USE SA CARD OR WORK ON LANE UNTIL THE PIN PAD LOAD IS COMPLETED.
Wait for CASHLESS lane to COMPLETE PIN PAD LOAD following all instructions to CLOSED screen. Then repeat ALL the above process steps for that lane - except for cash related tasks.
Stores are provided with three keys and can open all locks on the ACO unit. TEST ALL KEYS WORK IN THEIR RESPECTIVE LOCK
Store Continues with all CASHLESS LANE TASKS - PRIORITY TASK IS to perform one credit transaction and or one debit/credit transaction to ensure that the pin pad is working.
Ensure any outstanding issues are listed below and complete paperwork.
Approve that TGCS Tasks are completed
Scan the ACO SA cards that were entered eBOSS to ensure they are functional, and colleagues have access to all tabs on the ACO menu assigned.
NOTE THAT ALL THE ABOVE STORE POC tasks must be completed in an efficient and TIMELY MANNER. TGCS technician will be onsite for a limited amount of time while he/she completes install of lanes, cleans up and does required paperwork.
PLEASE FULLY COMPLETE AND SEND REPORT BEFORE TECH LEAVES SITE
DELAYS: Describe the issue and include how long it extended completion time. Include any customer ticket #s
Delay 1)
Delay 2)
Delay 3)

Lane Type	Lane ID#/Initial	Lane ID#/Initial	Lane ID#/Initial	Lane ID#/Initial
Cash	17 -	09 -	11 -	13 -
Cashless	18 -	08 -	10 -	12 -

ATTENTION: By signing this form you are certifying the above information is accurate as of the time the services were delivered to you by Toshiba and that the lane functionality has been demonstrated to you for operational verification.	
Print Store POC Name:	Print TGCS Tech name:
Store POC Signature:	TGCS Tech Signature:
Date Completed:	Time Completed: