



WEBPOS 2021

Installation Manual

Version 3.0

RCC Help Desk phone number: **(877) 800 – 9465 option 5**

Email address: RW230081@ncr.com

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Required Tools and Materials

- Screw Driver Phillips #1, #2 and #3
- Screwdriver Slotted/Straight #1
- **Keyboard**
- Box Cutter/Knife
- Legacy Thumb drive
- Diagonal Cutters
- Small Flashlight
- Pliers
- Pack of Zip Ties
- Pen/Pencil
- **NCR badge**

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CE's overall Tasks

1. Locate and stage the equipment
2. Call RCC Helpdesk for a check-in procedure
3. **Do not proceed with the installation before the RCC Team has unlocked the BIOS**
4. Perform Installation of the same model Debit Readers with new Software named WebPOS to all Self Check-out units in the store according to RCC Halpdesks's guidance
5. Do not leave the site before all scoped units are installed or, in case of split insallation, before scoped portion of work has been done
6. **Once each lane is up and running, we need MOM to validate with the test transaction to ensure all processes are working as they should. After the test has been done, the outcome should be reported to RCC Helpdesk on the check-out call**
7. In case of split install: Inform MOM that after completing the work for that day they need to put the overpack box (with old and new units alongside 4 WebPOS Thumb Drives) on a safe location and let us know of the full name and job title of MOM in charge of safekeeping
8. After the designated work has been done, CE is to call RCC Helpdesk for a check-out procedure

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9. Calling RCC Helpdesk for a check-out procedure

- In case of split install:
 - **For every visit**, but the last one, CE needs to send the **SN Capturing Form alongside the Overpack Box Location Details Table to RCC** Helpdesk email RW230081@ncr.com with Manager's signature at the bottom of the Form confirming all scoped units are operational
 - **On the last day of the install**, CE is to send the **Manager's sign-off sheet alongside the SN Capturing Form** from that day and **Old Equipment TRK# Table** to RCC Helpdesk
- **In case of one day install**, CE needs to send full documentation (Manager's sign-off sheet, SN Capturing Form, Old Equipment TRK# Table)
- **In case of OBF unit**, CE should follow the OBF procedure as described below and inform RCC Helpdesk of it on the Check-out call

***In case of any delay, technical or any other kind of issue at site, CE should not leave site and should immediately contact RCC Helpdesk in order to reach the resolution**

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To: Store Managers, Regional, Market Manager, Market Manager Assistants, Director of Operations
CC: Store Operations
From: Frontend Operations Support
Date: May 3, 2021
Re: Self Checkout Software Upgrade

Letter of Authorization

The following is a confirmation memo that the install vendor should carry and surrender upon request to any member of Management. The following install vendors are allowed to work on this project: **NCR**

This memo verifies that they have been authorized to perform the following work in our stores and clubs.

Information for the stores:

- Communication regarding self checkout software upgrade was sent to stores in AMP+.
- NCR technicians will need access to the facility, including the Self Checkout registers. If customer lines start to develop the NCR tech will wait to start installing scanners on more SCOs to allow customers to flow through.
- NCR technicians will sign in on the vendor book and check in with a member of the management team.
- The purpose of this project is to install new software and cables on self checkout registers.
- Store management needs to stay with NCR until SCO software is complete. NCR is required to stay for 1 night installs unless SCO count requires more nights to complete.
- NCR should begin work promptly at 8pm. Store closing actions (SCO check-in) can still be completed on all SCOs except the few currently begin updated, once available the remaining SCOs can be checked in. Store have until 3am to check-in all SCOs.
- This letter is invalid after: Nov. 10, 2021

If the person in possession of this document does not provide proper identification or for any reason gives cause for any member of Management within the store to suspect that they should not be in the store, please contact the Project Manager designated for the above Project: For Wal-Mart related issues (**Nathan McClure**) at 479-685-9097 or via e-mail (nathan.mcclure@walmart.com), and for NCR related issues (Sunny Ferguson-Petroff) at 4479-595-4979 or via e-mail (Sunny.ferguson@ncr.com). If you are unable to contact the above Project Manager, please call Field Support at (479) 273-4357.

NCR Technician: Under this LOA, you are an independent contractor. As such, neither your action nor inaction may be attributed to Walmart. Your Representatives are not Walmart's employees and have no authority to act on Walmart's behalf. Any questions concerning this LOA should be directed to the Walmart associate identified below or a member of Store Management.

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Best regards,

Lori Wise

Lori Wise

Senior Project Manager

Supplier's Vendor #: _____

Agreed and accepted this on May 3, 2021 by:

NCR Technician Signature

Printed Name & Title

Project Name: Self Checkout Software Upgrade has been completed to my satisfaction

Signature: _____

[A member of the Store Management team signs here once the project has been completed]

Printed Name: _____

Title: _____

Store #: _____

Date: _____

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SERIAL NUMBER CAPTURING FORM

The Serial Number Sheet will not be accepted without the relative Lane # connected to each unit/serial #, old and new

**Remember like-for- like models are being replaced as we are replacing the old ones with the same units, but with updated Software*

Debit Reader iSC250 with new WebPOS Software

LANE #	GRC / GM	OLD UNIT SERIAL#	NEW UNIT SERIAL #	*IF APPLICABLE UNIT IS OBF Type YES in the box

Store Manager's signature verifying all re-imaged units have undergone test transaction and are operational (in case of split install) _____

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Store Manager's signature verifying all re-imaged units have undergone test transaction and are operational (in case of split install) _____

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Shipment Details

- All Debit Readers will be shipped in one overpack box alongside:



- - 1 Return Shipping Label for all old equipment
 - 1 RMA sheet for all old equipment
- 4 WebPOS Thumb Drives will be shipped in total for the entire installation scope with 2021 label on them



- 1 Legacy Thumb Drive – in case OBF procedure is required

***NCR will not be providing new styluses nor power cords, so the CEs will connect the ones in use on site.**

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De-installed and OBF equipment

OBF procedure

- **OBF can be only be declared by RCC L2 Team**

***In case of the WebPOS Debit Reader not performing well after installing, but the DR is communicating with the server (not able to read cards and similar) and all disposable Troubleshooting steps have been taken, we will declare it as OBF and order a new unit. Until we have the new unit on site, please put old DR back and revert it back to Legacy using the Legacy thumbdrive that was sent together with new equipment.**

- **In case of declared OBF unit please put back the old Debit Reader and revert lane back to Legacy.**
- **The PMO Team will order the new unit**
- When we have new unit on site and have scheduled revisit, CE scheduled for a revisit is to take off the old DR unit and follow the Return Shipping Label procedure from below.

*** OBF unit should be sent back together with old debit readers in one shipping box to BCS**

Return shipping Label Procedure for OBF units

- It is the CE's responsibility to use the Return Shipping Label that was shipped in a box with the new unit and to provide the TRK# of the label to RCC Helpdesk before dropping it off to FedEx location. CE is to populate the RMA sheet which will also arrive in the box with the new unit.
- Proof of drop off is required to be sent to RCC Helpdesk via email RW230081@ncr.com in the form of a receipt confirming drop off

Before shipping the old and OBF units to BCS please populate the table below and send to RCC Helpdesk alongside the rest of the Deliverables:

Old and OBF TRK# Table

Store number #	
MOM's name	
Return shipping label TRK#	

In case of split install populate the table below and send to RCC Helpdesk alongside the SN Capturing Form

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Overpack Box Location Details Table

Store number #	
MOM (full name and job title) confirming overpack box with old and new units alongside 4 WebPOS Thumb Drives has been secured	
Location of the overpack box	

Return shipping Label Procedure for de-installed units

- **After all the units from scope have been installed**, it is the CE's responsibility to drop the units to the nearest FedEx location using the box from the new unit to pack the old one for sending back to BCS and the Return Shipping Label that came in a box with the new unit
- CE also needs to populate the RMA sheet that came in a box with the new unit: type in their name (**print the name not sign**) and put a date on it
- Proof of drop off is required to be sent to RCC to email RW230081@ncr.com in the form of a receipt confirming drop off

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MANAGER'S SIGN- OFF SHEET

Site ID:	Date of Service:	Start Time:	
City:	State:	Installer:	
Member of Management for initial contact:			

Manager to INITIAL the following items (N/A as needed)	
	Scoped debit readers have been installed properly according to set procedure
	All installed units tested and operational with new WebPOS Software
	OBF left on the SCO unit and SCO switched to Cash Only Mode
	All de-installed equipment and packing materials removed from the sales area
	All material residue and trash disposed of properly

All above items were successfully completed and working properly:	
MANAGER – PLEASE INITIAL THE ITEMS ON THIS PAGE BEFORE SIGNING THIS FORM.	
_____ Installer's Name Printed	_____ Installer's Signature
_____ Manager's Name Printed	_____ Manager's Signature
Time of completion _____ A.M. / P.M. (Please circle)	

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Issue Reporting

- **REPORT ALL ISSUE TO RCC HELPDESK BY CALLING 877-800-9465 OPT 5**
- **REPORT ALL ISSUES AT THE TIME THEY ARE ENCOUNTERED**
- **ALWAYS RECORD THE NAME OF THE HELPDESK AGENT YOU WORKED WITH**

PMO Team Details

Project Manager Sunny Ferguson-Petroff	Mobile : (479) 595 4979 sunny.ferguson@ncr.com
Project Coordinator Tijana Colic	mobile : (479) 271 2764 tijana.colic@ncr.com
Project Coordinator Ana Stojkovic	mobile: (479) 271 2762 ana.stojkovic@ncr.com
Project Coordinator Milomir Aksentijevic	mobile: (479) 271 2723 milomir.aksentijevic@ncr.com
Project Coordinator Milos Takac	mobile: (479) 271 2719 milos.takac@ncr.com
Project Coordinator Aleksandra Novak	mobile: (479) 271 2752 aleksandra.novak@ncr.com
PMO Team email distro	WW230030@ncr.com

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WEBPOS Installation

1. Before replacing each Debit Reader, CE should pack the old unit one-by-one into the new unit box and place it in an overpack box in which new equipment has been delivered
2. Contact RCC for a check-in procedure to (877) 800 9465 opt 5
3. Ensure that HHS is plugged into IO board
4. **Do not proceed with the installation before the RCC Team has unlocked the BIOS**
5. Inform RCC to unlock bios on lane (lane needs to be online)
6. Once confirmed it's unlocked, plug in thumb drive and enter BIOS
7. Attach a keyboard to the SCO unit.

REBOOT THE SCO UNIT AND PRESS THE DELETE KEY WHEN THE GREEN NCR LOGO IS DISPLAYED

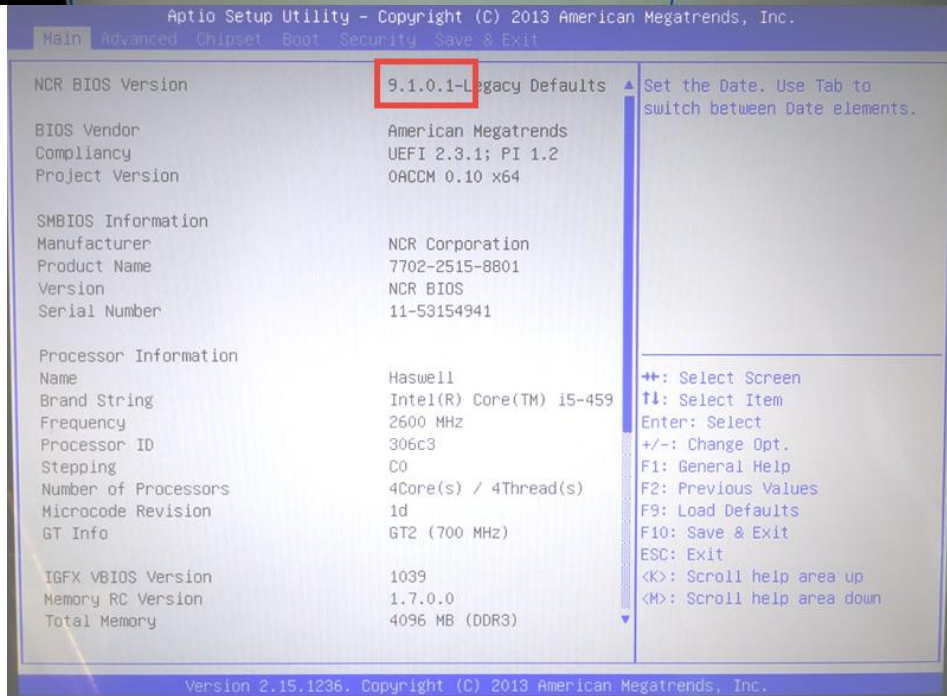
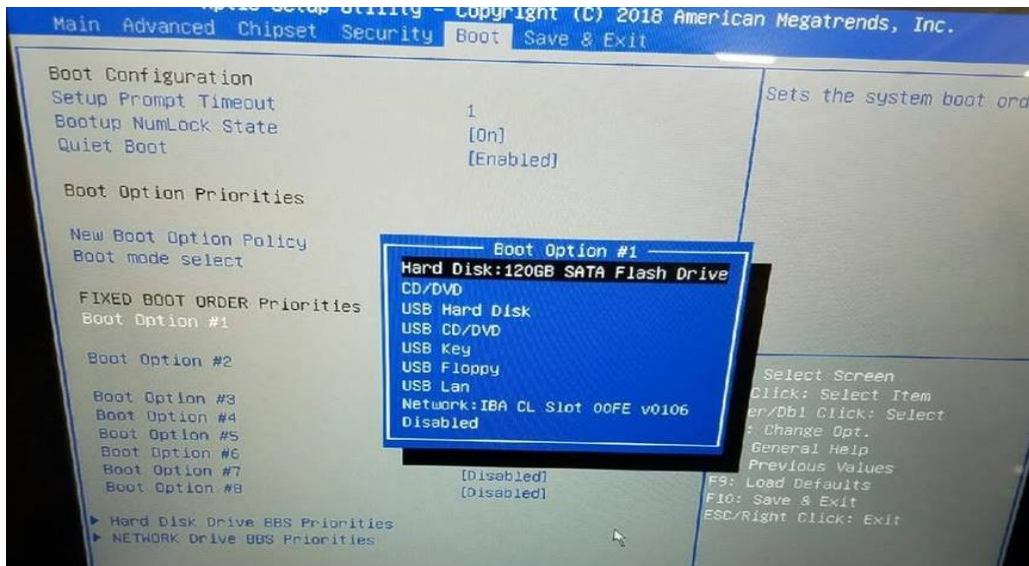
On the BIOS setup main screen, the BIOS version is displayed at the top of the screen. If the BIOS version is earlier than 9.1.0.1, the change cannot be made (ex. 9.0.9.0).

8. Inform RCC to start working on network settings
9. Set BIOS configuration as shown below

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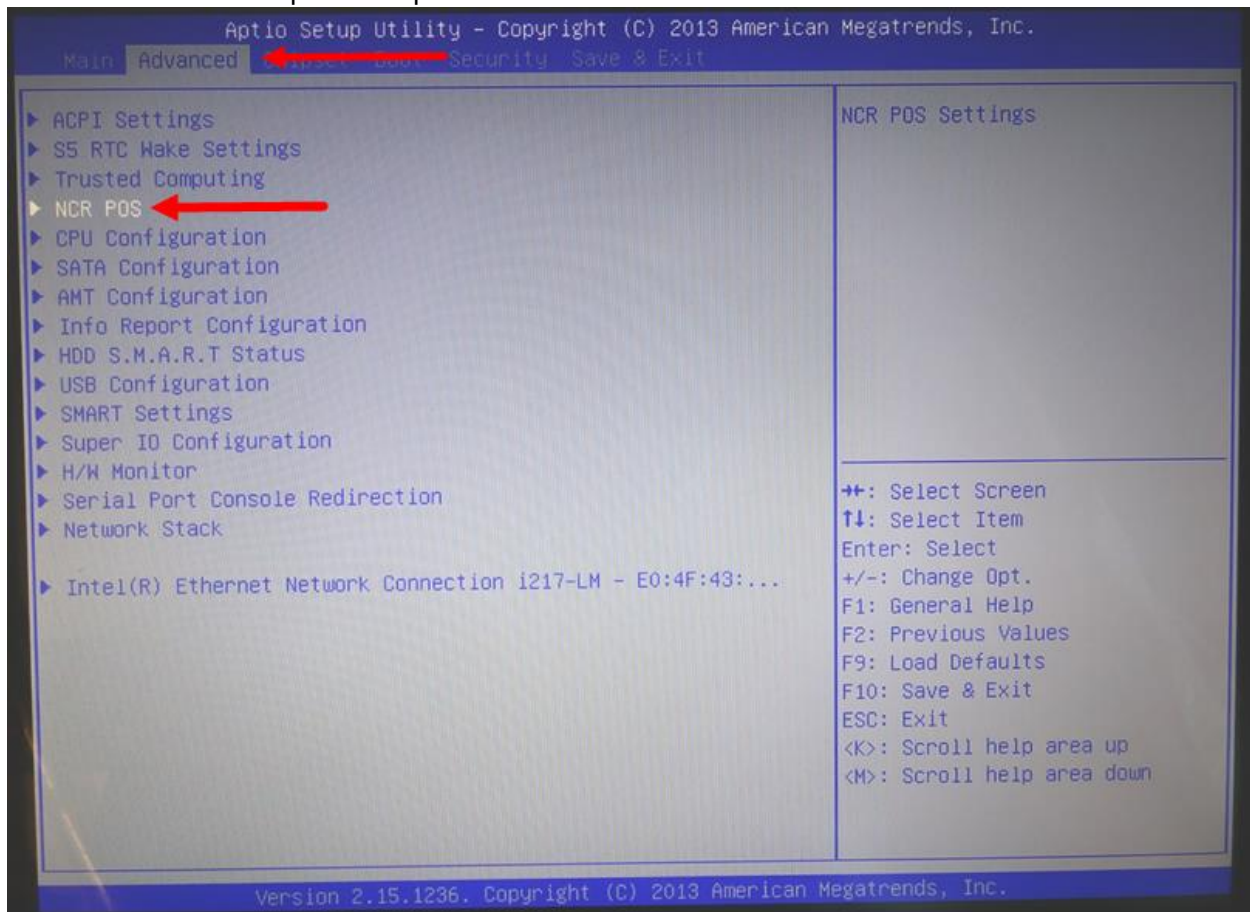
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PRESS THE RIGHT ARROW KEY TO MOVE TO THE ADVANCED TAB

Select the NCR POS option and press ENTER.

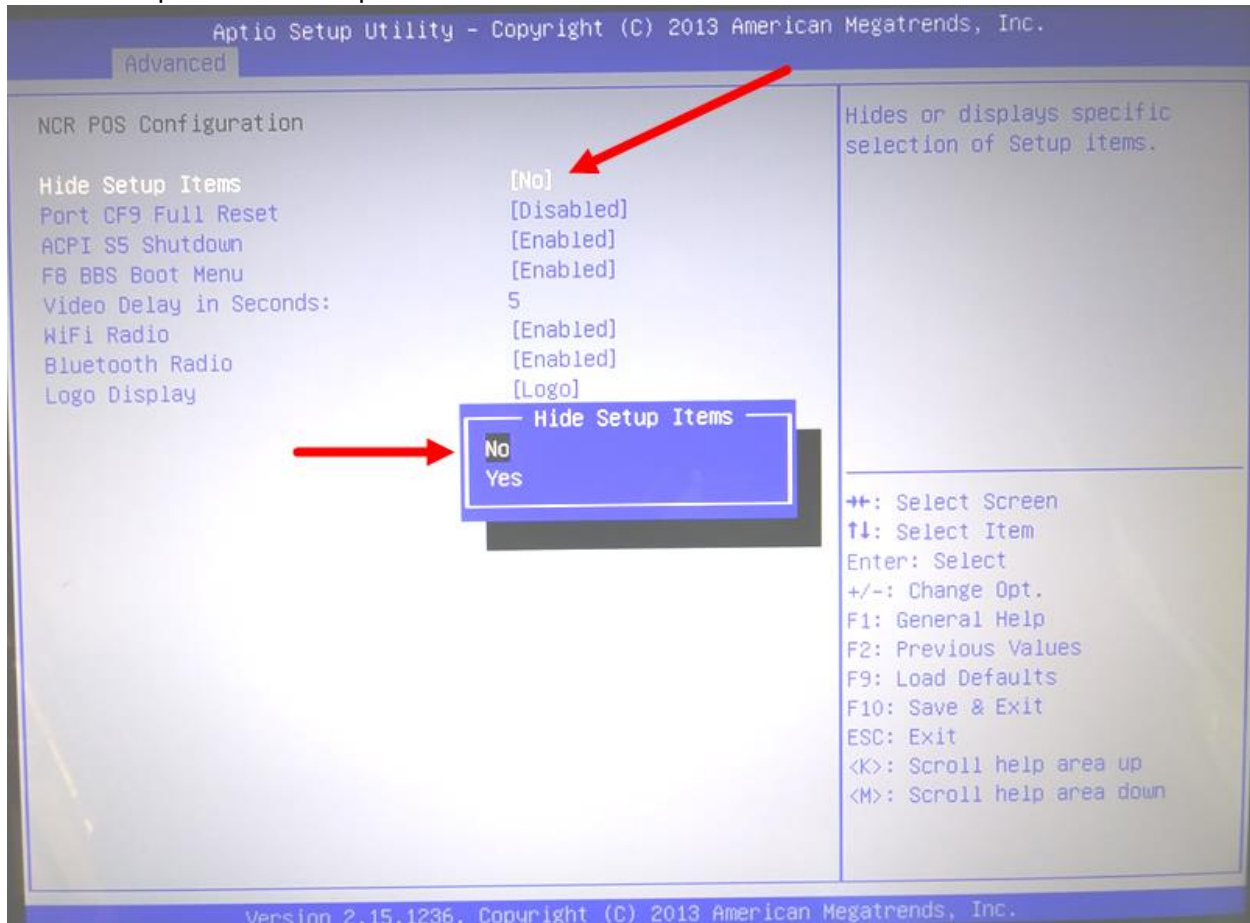
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ON THE NCR POS SCREEN CHANGE THE "HIDE SETUP ITEMS" OPTION FROM YES TO NO

Note: This option will not be present if the BIOS is not at version 9.1.0.1 or later.

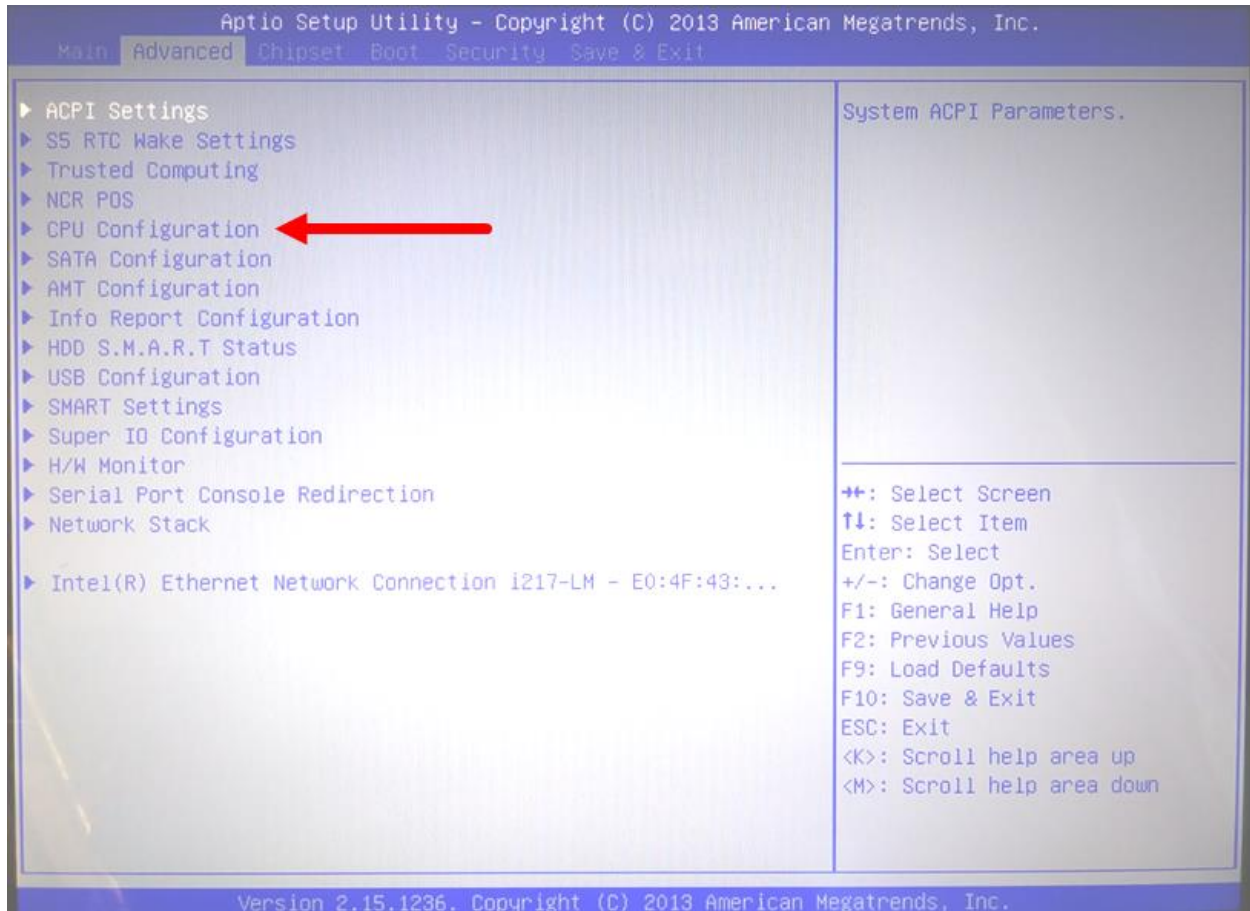


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NEXT SELECT THE CPU CONFIGURATION OPTION ON THE SAME ADVANCED TAB SCREEN

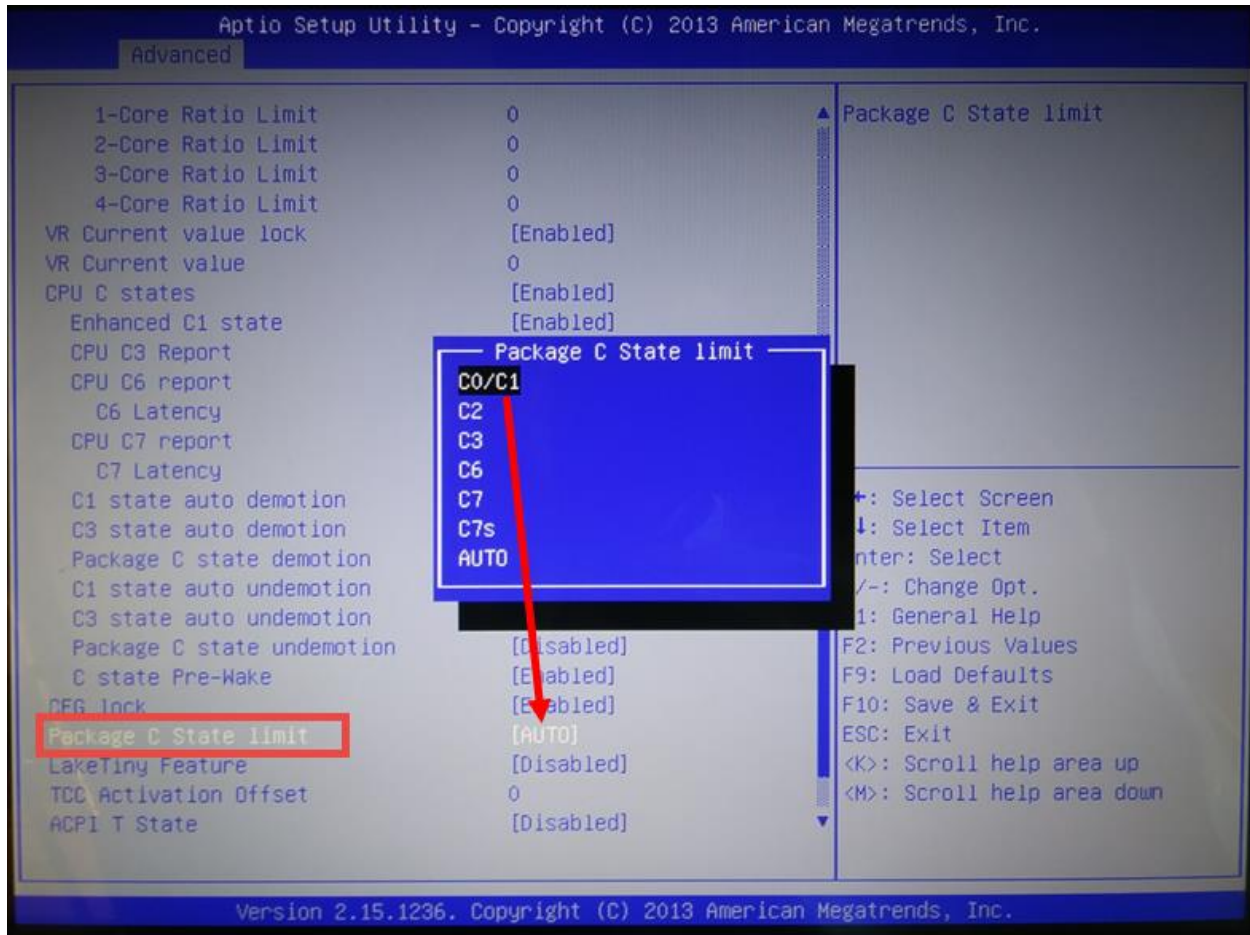


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USE THE DOWN ARROW KEY TO FIND THE OPTION LABELED "PACKAGE C STATE LIMIT" AND PRESS ENTER



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If set to C0/C1, no changes needed, Save and Exit

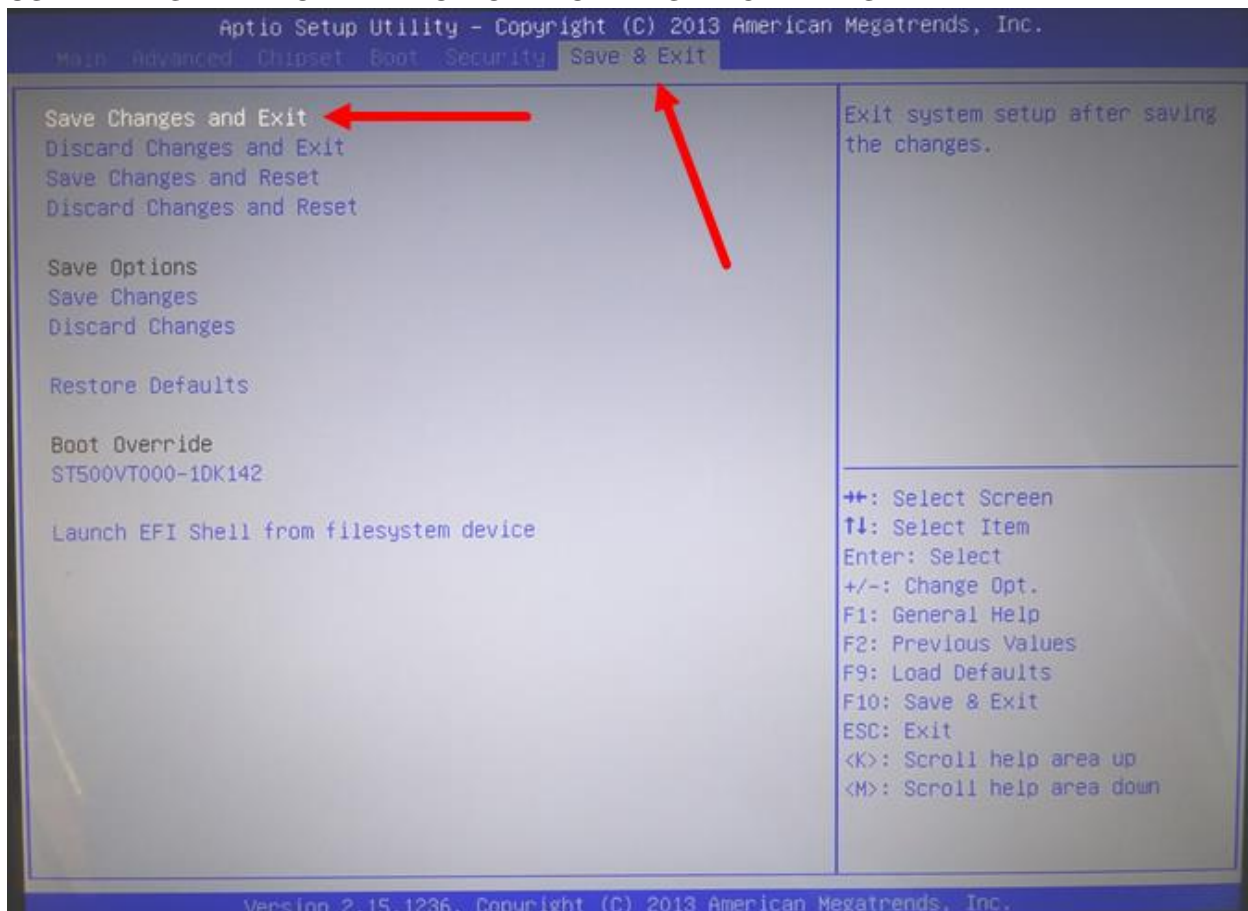
USE THE RIGHT ARROW KEY TO MOVE TO AND SELECT THE "SAVE AND EXIT" TAB

Highlight the SAVE CHANGES AND EXIT option and press ENTER.

The SCO terminal will now reboot.

If set to AUTO change this option to C0/C1

USE THE RIGHT ARROW KEY TO MOVE TO AND SELECT THE "SAVE AND EXIT" TAB



Highlight the SAVE CHANGES AND EXIT option and press ENTER.

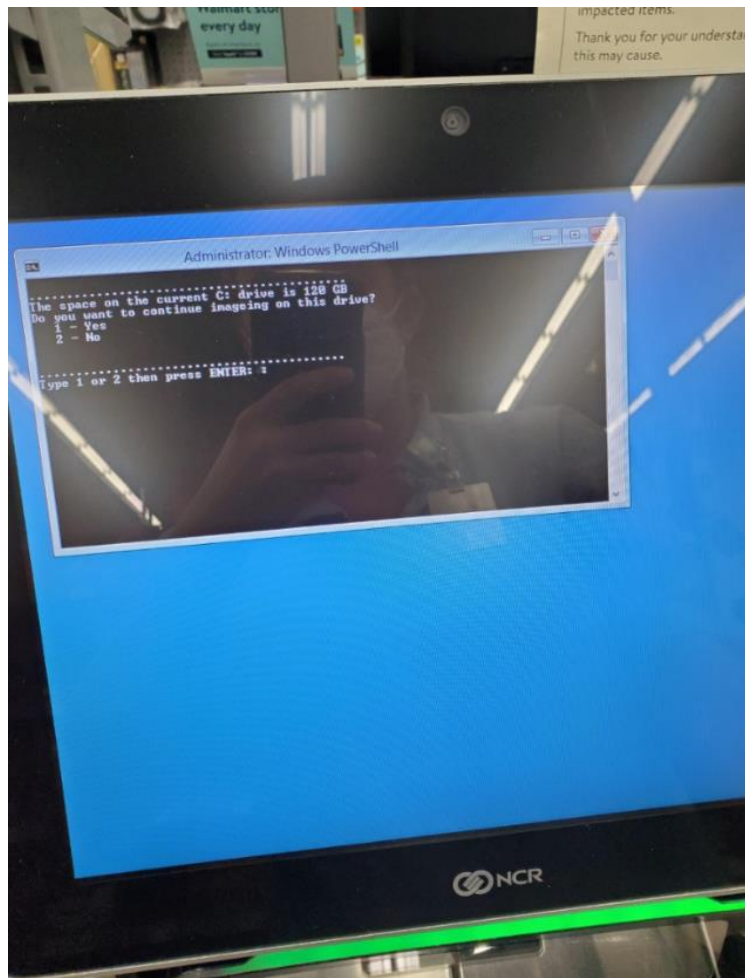
The SCO unit terminal will now reboot.

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- Save and Exit
- Lane will reboot
- Initiate re-image by pressing F8 immediately after lane begins to boot from BIOS changes
- By pressing F8, this screen with prompt, and securing that BIOS is set to pull image from thumb drive



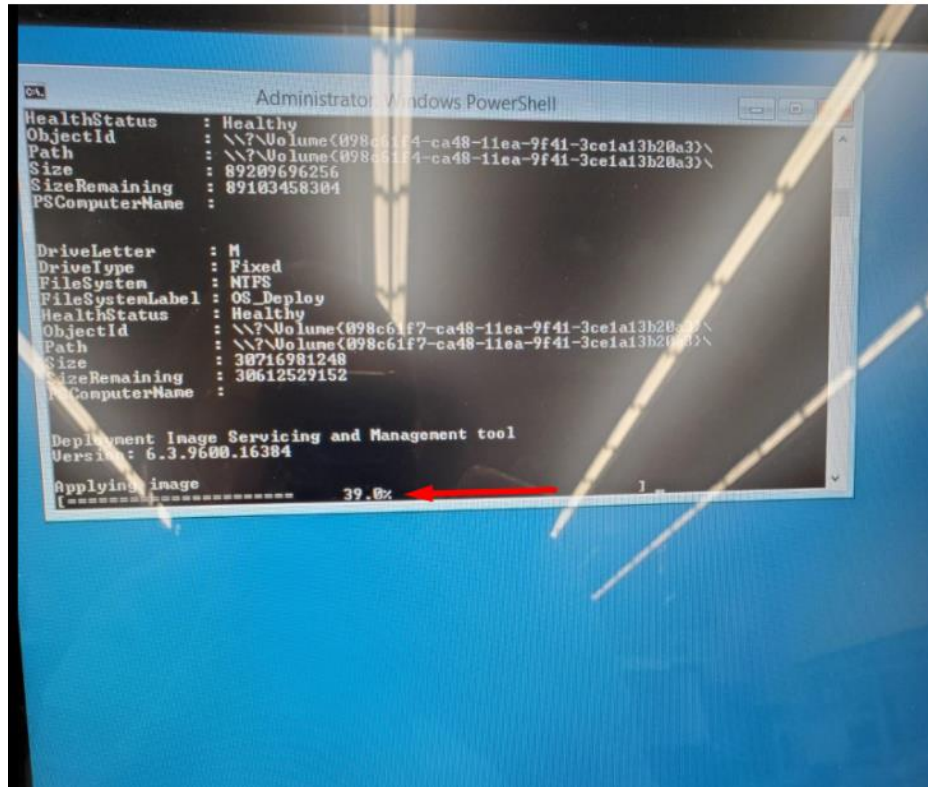
- Pick "1 - Yes" to start reimaging.

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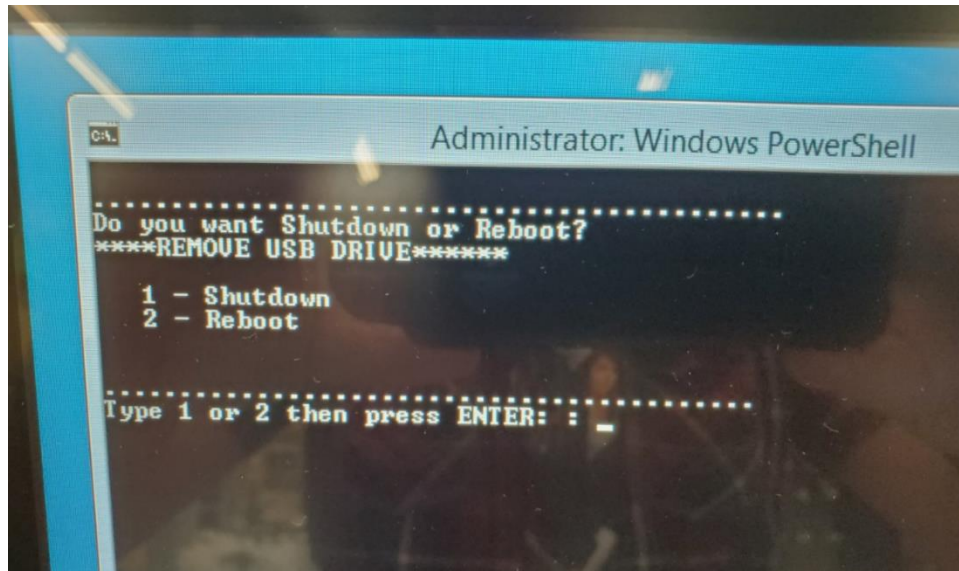
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As it starts, it will show you progress



When reimage is complete, you will need to reboot the lane (option 2). **PULL OUT THUMB DRIVE BEFORE REBOOTING THE LANE.**



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10. Once it finishes imaging and comes up to desktop, connect Debit Reader labeled WEBPOS/CPC (Comport Cable Port D on the head unit).

- **!!!The Debit Reader is not to be programmed, as they arrive already configured for WebPOS!!!**
- **Validate correct network settings with RCC and that the lane is pinging**



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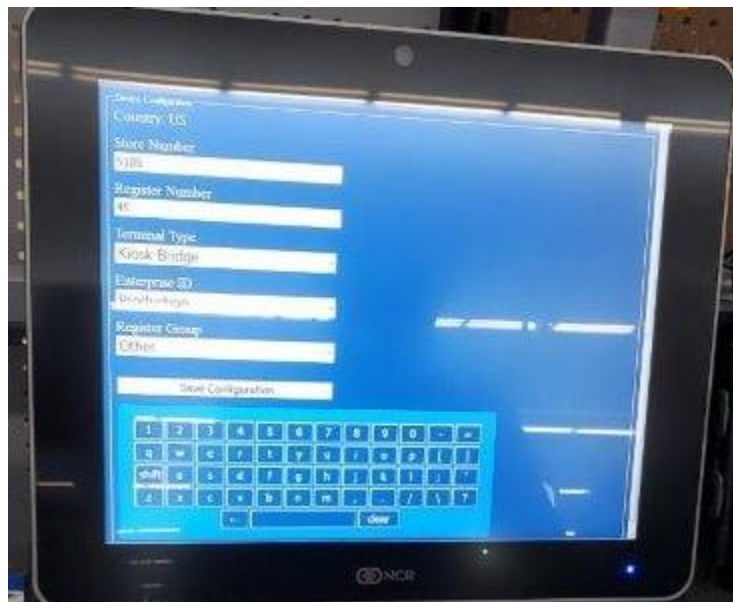
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11. Once SCO Setup has opened, **SET UP CORRECT TIME/TIME ZONE/DAYLIGHT SAVINGS TIME (IF APPLICABLE)**, then fill out SCO setup fields: store, lane, country, then hit apply and exit.



12. Sco setup will run with reboots (these will have a NCR splash screen) (see appendix with splash screens)
13. Towards the end of set up, lane may appear to be hung, please be patient for “device configuration” screen
14. Once completed, lane will load up to a “Device Configuration” confirm displayed info and hit “save configuration”



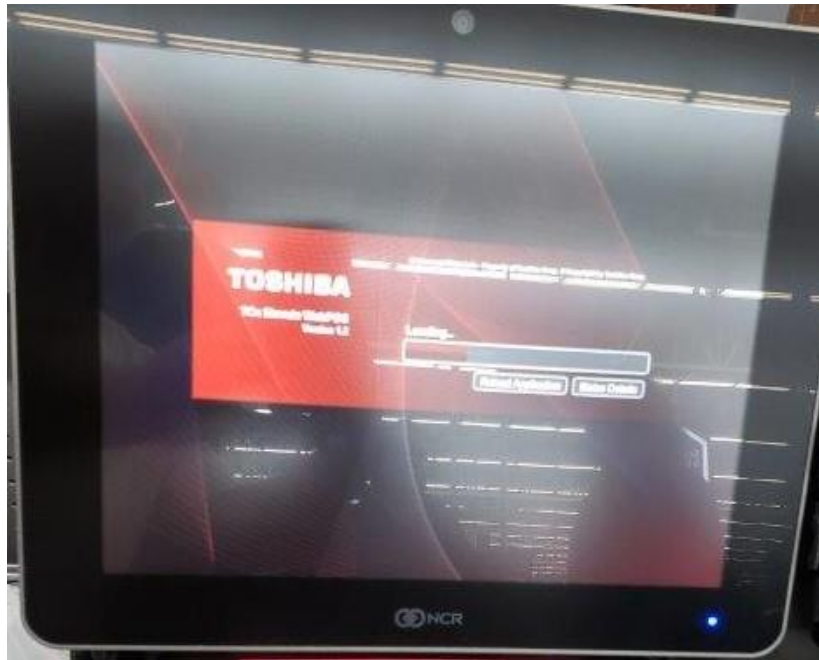
NOTE: Between SCO setup to device configuration menu will take approx. 60 minutes

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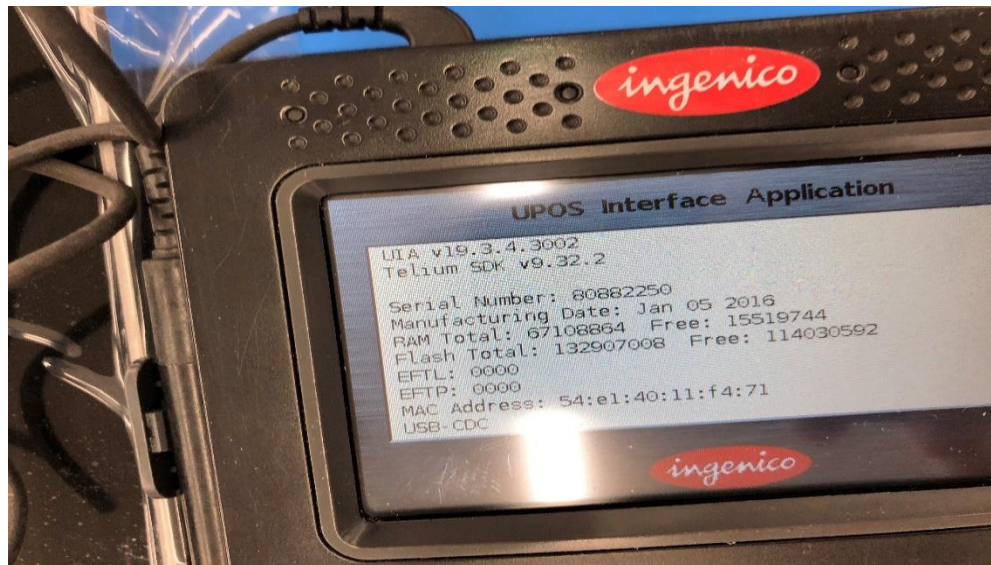
15. Toshiba splash screen should appear with progress bar



16. NOTE: If progress stalls for 15 minutes attempt reboot (should pick up where it left upon reboot)

17. New attract screen will appear “No Cash Payments” after 2-3 minutes will move forward (if not may be a problem with dispenser)

- If you see the black and white screen as shown on the picture below after completion of SW load (when lane should be ready for operation), reboot the lane in order to connect the DR



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New attract screen without No cash Message



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18. Debit Reader will have new Blue Logo and is now ready to read cards



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19. Once DR is installed, WM staff should log in to newly installed WebPOS SCO lanes. In order to do that, they need to make sure they printed a new barcode on their badges.
20. ***In case of the WebPOS Debit Reader not performing well after installing, but the DR is communicating with the server (not able to read cards and similar) and all disposable Troubleshooting steps have been taken, we will declare it as OBF and order a new unit. Until we have the new unit on site, put back the old DR and revert lane back to Legacy.**
21. In case of split install: CE needs to inform MOM that after completing the work for that day they need to put the overpack box (with old and new units alongside 4 WebPOS Thumb Drives) on a safe location and let us know of the full name and job title of MOM in charge of safekeeping
22. Once each lane is up and running, we need MOM to validate with the test transaction to ensure all processes are working as they should. After the test has been done, the outcome should be reported to RCC Helpdesk.
23. After the installation is completed/work for that day has been done CE needs to call RCC Helpdesk for a check-out procedure to 877 800 9465 opt 5

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WebPOS Back out Procedure

In case of a faulty image on a new Debit Reader we will utilize one of the following procedures for backing the lane out.

Please call RCC Team for the support on this to (877) 800 9465 opt 5.

Backout via Thumb Drive image back to Legacy:

1. RCC needs to unlock BIOS using the following command
 - a. C:\SCOT\BIN\BIOSMode /UNLOCK
2. RCC needs to initiate Backout via iPam tool to revert the lane back to original network settings
3. Leave WebPOS Debit Reader connected
4. Insert Legacy Thumb Drive to begin imaging
5. Once Image has been completely transferred to the lane and setup begins
 - a. Keyboard can now be reconnected to finish SCO setup process

***SCO to be used in Cash Only Mode until we have new unit on site**

Backout via HDD swap:

1. RCC needs to initiate Backout via iPam tool to revert the lane back to original network settings
2. Power lane down
3. Leave WebPOS DR connected
4. Proceed with swapping out HDD
5. Power on lane once HDD swap has been complete
6. Perform SCO setup
7. Disconnect the Keyboard (if attached)

***SCO to be used in Cash Only Mode until we have new unit on site**

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Appendix A

CPC Sticker Placement

CPC Sticker Placement to Identify as CPC imaged Debit Reader

NOTE: CPC Imaged DRs will not work with Legacy imaged Lanes



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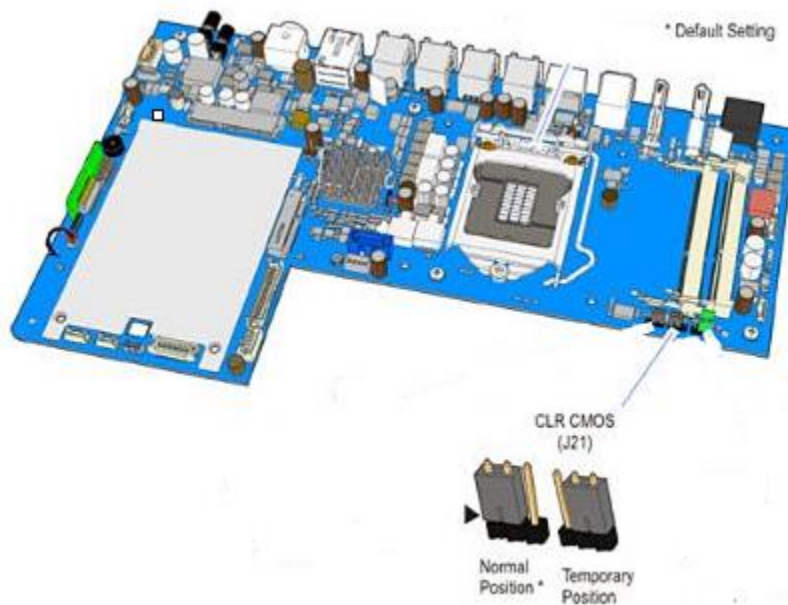
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Appendix B

BIOS Unlock Procedure For CEs

In instances when RCC Team is not able to access BIOS, it will be necessary for CE to unlock the BIOS themselves. For that purposes please follow the BIOS Unlock procedure for CEs from below:

- a. Power down the SCO and unplug the power supply cable
- b. Open the head unit to access the motherboard
- c. Locate the J21 jumper next to the RAM memory, close to the heatsink
- d. Move the jumper cap to cover the center and the previously uncovered pin
- e. Leave the jumper cap in that position for a couple of seconds
- f. Return the cap to the original position
- g. Close the head unit, reconnect the power cable
- h. You can now power on the lane and the BIOS should be unlocked



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Troubleshooting

Sizing the WebPOS Browser

- **Browser not on full screen mode**
 - 1) Click on the 3 lines menu on the right side of the address line of the browser.
 - 2) Select “Full Screen”

- **Browser graphics is too large or overlapping**
 - 1) With a keyboard, hold the ALT + SPACEBAR.
 - 2) A size menu will appear on the upper left hand side.
 - 3) Select “Restore”, this will take the browser out of “Full Screen” mode.
 - 4) Click on the 3 lines menu on the right side of the address line of the browser.
 - 5) Verify the zoom is at 100%, adjust if not.
 - 6) If already at 100%, minimize the browser, and right click on the desktop
 - 7) Select Display settings, verify the resolution is 1024x768, if not adjust to size.
 - 8) Maximize the browser and set to “full screen” mode.

Scanner Scale Offline

- 1) Push the supervisor button and let diag run. Unit will then Reboot.
- 2) Reseat the comm cable in port H.
- 3) Clear CADD and reseat the I/O Power Supply. Reboot unit

GSR50 Main Module Comm Issue

- 1) Push the supervisor button and let diag run. Unit will then Reboot.
- 2) Validate error code lights on the unit.
- 3) Validate no jams are present
- 4) Reset the GSR50 comm cable on the I/O and on the main unit
- 5) Run manual reset on the GSR50

Hanging on Toshiba Splash Screen

- 1) Select the “Status Details” to see if any hardware errors are present
- 2) Reboot the lane
- 3) Engage Walmart on Bridge Line to validate communication

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Server connection (stuck on desktop)

- 1) Wait more than full 4 mins to confirm that the application is not running in background
- 2) Reboot the Lane
- 3) Engage Walmart on Bridge Line to validate communication

EOD (End of Day) Report

- 1) If the SCO reboots between 12AM to 3AM, may freeze on running the EOD Report
- 2) Reboot the lane

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